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Purpose: To provide information on payment options.

Target Audience: C-First Users

Document Owner: Customer Care Quality System

Process Approver: System Controls Senior Supervisor

Payment Options

Payment Option	Application Processing Time	How it works	Fee per payment	How to sign up
* Authorized Payment Agent [1]	None	Payments are made in-person at an authorized agent.	\$1 per payment	Peoples Gas/North Shore Gas customers may pay gas bills for a \$1 fee and receive authorized receipts at these agents.
* Automatic Payment Plan [2]	4-8 weeks	Payment is made automatically monthly from a checking or savings account.	None. Please confirm with your bank, as it may charge a fee.	Peoples Gas/North Shore Gas customers may apply on-line through my Account @ www.peoplesgasdelivery.com or www.northshoregasdelivery.com
Budget Plan [3]	Accounts with arrears greater than \$10 cannot be set up on the budget	The Budget Plan allows a customer to pay their total yearly billing in 12 monthly installments, which can be used to plan a personal budget.	None	Through My Account @ www.peoplesgasdelivery.com or www.northshoregasdelivery.com or by telephone
* E-bill View and Payment [4]	2-3 minutes Note: The enrollment must process through C-first batch before a payment can be scheduled.	Payment is made on request or automatically	None	Through My Account @ www.peoplesgasdelivery.com or www.northshoregasdelivery.com
* FirsTech Web Payment [5]	2-3 minutes	Payment is made on request	\$3.95 per check payment or \$3.95 per \$600 increment by debit or credit card	Through Quick Pay Options on www.peoplesgasdelivery.com or www.northshoregasdelivery.com
* BillMatrix Payment Check, Credit Card/Debit Card Payment [6]	2-3 minutes	Payment is made per customer's request over the phone, with a CSR or the IVR	\$3.95 per \$600 increment	No sign up required

RC-Payment Options

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 PGL/NSG Mailing Addresses [7]	None	Payments are mailed directly to bill payment centers	None	No sign-up required
Short Term Agreement (STA) [8]	Check for account eligibility	Bills customer for their current usage plus a percentage of their arrears each month.	None	Phone, bill payment, IVR, or through My Account @ www.peoplesgasdelivery.com or www.northshoregasdelivery.com

References:

[1] 4-191	Authorized Agents Payment Sites
[2] 1-133	Automatic Payment Plan (APP) or Bank Draft - Description
[3] 2-123	Budget Plan-Installments, Adjustments, and Cancellation
[4] 2-139	Peoples Gas / North Shore Gas E-Bill Service
[5] 1-808	FirsTech Web Pay Program Overview
[6] 1-189	BillMatrix System General Overview
[7] 4-268	Peoples Gas/North Shore Offices, Phone Numbers, and Mailing Addresses
[8] 1-159	Short Term Agreements (STA) - General

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RC-Peoples Gas/North Shore Offices, Phone Numbers, and Mailing Addresses

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Doc ID: 4-268 Effective Date: 05-23-2008 Edition No: 2

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Purpose: To provide guidance on Peoples Gas/North Shore offices, phone numbers, and mailing addresses.

Target Audience: C-First Users

Document Owner: Customer Care Quality System

Process Approver: Customer Care Senior Supervisors

Peoples Gas/North Shore Offices, Phone Numbers, and Mailing AddressesBusiness Hours

Peoples Gas (PGL)

North Shore Gas (NSG)

Phone Numbers

PGL

NSG

Mailing Addresses

PGL

NSG

Call Center Business Hours	
Peoples Gas - Emergency Service - 24 Hours a Day	
Monday thru Friday	7:00 am to 7:00 pm
Saturday	7:00 am to 3:00 pm
North Shore Gas - Emergency Service - 24 Hours a Day	
Monday thru Friday	7:00 am to 7:00 pm
Saturday	Emergencies Only

Phone Numbers - Peoples Gas	
General Service	1-866-556-6001
Emergency	1-866-556-6002
Spanish Language	1-866-556-6003
Enrollment Services	1-866-556-6017
Dispatch	1-773-542-7830, internal ext. 27830
Fax - Customer Care General	1-312-240-3991
Fax - Residential Enrollment Services	1-312-373-4170
Fax - Commercial/Industrial Enrollment Services	1-312-373-4037
Gas Theft Hotline	1-800-228-6770
Choices For You Call Center	1-866-556-6006 Speed code # 155 Hours: Monday—Friday, 8:00 a.m. - 4:45 p.m.
BillMatrix Payment System	Customer Service 1-888-393-9921 Speed code # 222 Hours: Monday—Friday, 7:00 a.m. - 8:00 p.m.