

# UPGRADES COMING TO PROVIDE MORE OPTIONS FOR YOU



In **early 2017**, we're introducing upgraded customer information and billing systems and doing everything we can to ensure a smooth transition for you.

## Beginning in January 2017, you'll see a new bill design and other changes, including:

### 24/7 online access to your account from the device of your choice

- View and pay your bill, enroll in programs and manage communication preferences.

### Modified billing programs

• If you're an **e-Bill paperless billing** customer, you will continue to receive monthly email notifications about your new statements. You'll need to create an online account profile at **tecoaccount.com** to view bill details or to pay your bills online. Don't worry – we'll include the website link and some helpful instructions!

### Adjustments to automatic recurring payments

- If you're enrolled in **automatic recurring payments**, your bank account **will be drafted on your statement due date** beginning in January. We'll send you a reminder about this change.



### New account number

- When you receive your January bill, please make note of your new account number – you'll need it when you establish your online account next year.
- If you make payments through your bank, we suggest you update your banking information with this account number when you receive your January bill.

Thank you for your business as we work to deliver you more mobility, control and convenience.

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