



**How to Contact Us**

Our emergency number and general phone number can be found here. You can also visit us online to access your account information.

**Easy-to-read Bill Summary**

Here you can find a summary of your account activity including current charges, any past due amounts and your total amount due. A detailed breakdown of your charges can be found on page three.

**Energy Usage Information**


A 24-month graph displays a snapshot of your energy usage including the average daily temperature for the billing period as well as your average daily cost compared to the previous year. This will help you monitor your usage and energy saving efforts.

**PGW News**

Here you will find relevant account information, energy savings tips and more.

**Payment Stub**

Tear off this portion of your bill and return it with your payment; the stub includes your account information for your convenience. *Save on the cost of an envelope and stamp - make a free payment through My Account. Visit [www.pgworks.com](http://www.pgworks.com)*



**PHILADELPHIA GAS WORKS**  
Gas Leak Emergencies: 215-235-1212  
Billing & General Information (English & Espanol): 215-235-1000  
Access Your Account Online: [www.pgworks.com](http://www.pgworks.com)

Page: 1 of 3  
Billing Date: Jul 14, 2015  
Account Number: 000000001

**MONTHLY STATEMENT**  
From Jun 11, 2015 thru Jul 13, 2015 (32 Days)

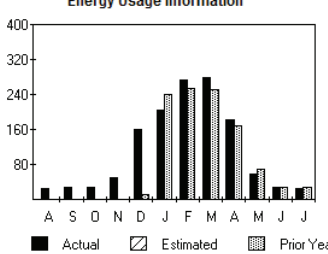
Standard Customer  
1017 Jeffrey St.  
PHILA PA 19139-1504

Thank you for your payment of \$70.07

**Billing Summary**  
Current Charges \$21.90

Total Amount Due By	
Aug 06, 2015	<b>\$21.90</b>


**Energy Usage Information**



Average daily temperature 78.2 °F.  
Your average daily cost is \$0.69 compared to \$0.68 last year.  
For the last 12 months:  
- Your total usage is 558 Ccf.  
- Your average monthly usage is 46.5 Ccf.

**Manage your PGW bill online.** How? Visit [pgworks.com](http://pgworks.com) and set up a My Account. Pay your bill, view gas usage and billing history, and get helpful efficiency information - all in one place. Visit [pgworks.com](http://pgworks.com) today.  
**Call 811 before you dig** - Have a project that requires digging? Call 8-1-1 before you begin so utility service lines can be marked, ensuring your safety and the safety of others. Remember, it's the law.  
Like us on Facebook, follow us on Twitter @MyPGW & connect with us on Nextdoor at [nextdoor.com/mypgw](http://nextdoor.com/mypgw)

Questions or Complaints about your bill? Please call us before the due date at 215-235-1000, or write to: PGW P.O. Box 3500, Phila., PA 19122-0050  
Please return this portion with your payment.  
Write your account number on your check or money order made payable to Philadelphia Gas Works



Place "X" in box for address corrections. Print corrections on reverse side.

Amount Enclosed: \$

000000 0000000000  
STANDARD CUSTOMER  
1017 JEFFREY ST.  
PHILA PA 19139-1504

Philadelphia Gas Works  
P.O. Box 11700  
Newark, NJ 07101-4700

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**General Information**

Here you can find general contact information, office hours, and locations to our customer service centers.

**Explanation of terms**

This section contains a detailed explanation of terms that could be found on your bill.

**Pennsylvania's Gas Choice**

Important information about natural gas supplier options.

**GENERAL INFORMATION**

ACCESS YOUR ACCOUNT ONLINE  
www.pgworks.com

CONTACT US BY PHONE

Gas Leaks & Emergencies (24/7)	215-235-1212
Billing & General Information (8am to 6pm, M-F)	215-235-1000
Appliance Service	215-235-2050
Report Theft of Gas	215-684-6383
Hearing Impaired TTY Line	215-236-4646

VISIT A CUSTOMER SERVICE CENTER  
(9AM TO 5PM)

Center City	1137 Chestnut St. (M, T, TH, F)
Germantown	212 W. Chelton Ave. (T, W, F)
S. Philadelphia	1601 S Broad St. (M, W, TH)
Frankford	4410 Frankford Ave. (T, TH, F)
N. Philadelphia	1337 W. Erie Ave. (M, W, TH)
W. Philadelphia	5230 Chestnut St. (M, T, W, F)

**EXPLANATION OF TERMS**

**BUDGET PLAN** – This plan is available to all residential customers who are not in arrears. It spreads your payments over a 12 month plan. You may start the Budget Plan at any time. To do so, or for more information, call 215 235-1000 or visit any of our Customer Service Centers.

**CCF** - 100 cubic feet of gas. This is a measure of gas usage. **DEKATHERMS (DTH)** - A measure of the heat content value of gas. Gas usage is determined by multiplying the MCF used by the heat content value of the gas. One DTH equals approximately nine hundred seventy cubic feet. **MCF** - 1,000 cubic feet of gas.

**COMMODITY CHARGE** – The charge for basic gas supply service which is sold either by volume (ccf or mcf) or heating value (dekatherms).

**CUSTOMER CHARGE** – A monthly charge to cover NGDC costs such as maintaining the lines, meter reading and billing.

**DISTRIBUTION CHARGES** – The charge for delivery of natural gas from the city gate to the consumer.

**DISTRIBUTION SYSTEM IMPROVEMENT CHARGE** – The charge for the increased replacement of infrastructure (e.g. pipes) which is calculated by applying the same percentage to both the customer charge and the distribution charge.

**GAS COST ADJUSTMENT** – Amount billed or credited each month to account for differences between projected and actual gas supply costs of the Natural Gas Distribution Company.

**METER READING INFORMATION** – PGW shall use its best effort to obtain an actual meter reading regularly, and at least every six months for customers without automatic meter reading devices. When the meter is not read, we estimate your gas use. To avoid estimates, you may read your own meter and tell us the reading by calling 215 232-2244 at any time. We also offer stamped, pre-addressed post cards, which you can use to send us your meter reading by the specified date. To request a supply of these cards, call 215 235-1000, or write us at P.O. Box 3500, Philadelphia, PA 19122.

**MIGRATION RIDER** – Applies to customers switching to an alternative gas supplier or interruptible service. Credits or surcharges a customer's bill for gas costs that the company paid during the time that the customer bought gas from PGW but which have not yet been fully recovered from or paid back to customers.

**NATURAL GAS DISTRIBUTION COMPANY (NGDC)** – A state regulated natural gas utility which owns the gas lines and equipment necessary to deliver natural gas to the consumer.

**PAYMENT AGREEMENT PLANS** – If you are behind and cannot pay your full bill, PGW offers special payment plans. Call our Collection Department at 215 235-1777 or visit any of our Customer Service Centers.

**STATE SALES TAX** – An approximate amount of your bill that is used to pay taxes to the Commonwealth of Pennsylvania.

**WEATHER NORMALIZATION ADJUSTMENT (WNA)** – An adjustment approved by the Pennsylvania Public Utility Commission as a way to help PGW stabilize its income and operate more efficiently within its budget during the heating season.

**NATURAL GAS SUPPLIER**

If you have selected a Natural Gas Supplier other than PGW, the Natural Gas Supplier is responsible for the billing of Natural Gas Supplier charges. PGW will bill for gas delivery according to the tariff for your rate class. Commodity prices and charges are set by the Natural Gas Supplier you have chosen. The Public Utility Commission regulates the distribution prices and services.

**RIGHTS & OBLIGATIONS**

A summary of your rights and obligations as a PGW customer will be made available upon request. A Rate Schedule and an explanation of how to verify the accuracy of a bill and an explanation of the various charges will be made available upon request.

**Electronic Check Recovery Authorization**

When you pay by check, preauthorized bank draft, ACH, or by a telephone authorized transaction you expressly authorized PGW, if your check is dishonored or returned for any reason, to electronically debit your account for the amount of the check plus a processing fee not to exceed the state maximum legal limit (plus all applicable sales tax). The use of a check for payment is your acknowledgment of this policy and its terms.

Mailing Address

Name \_\_\_\_\_

Street \_\_\_\_\_

City \_\_\_\_\_ State \_\_\_\_\_ Zip \_\_\_\_\_

Telephone (\_\_\_\_) \_\_\_\_\_

Service Location (Address of Property)

Street \_\_\_\_\_

City \_\_\_\_\_ State \_\_\_\_\_ Zip \_\_\_\_\_

Telephone (\_\_\_\_) \_\_\_\_\_



**Payments Received**

This section details the payments you have made so you can see exactly how you paid and the total amount we received.

**Payments Received**

Jun 22, 2015 Cash .....	\$70.07
<b>Total Payments</b> .....	<b>\$70.07</b>

**Meter Detail**

This section outlines the details of your meter reading including meter number and approximate next meter read date.

**Meter Detail**

Meter #: 00000000      Cycle #: 09      **Next Meter Read:** Aug 05, 2015  
**Service Point ID:** 0000000000

From			To			Difference	Usage (Ccf)	Conversion Factor	Total Therms
Date	Reading	Type	Date	Reading	Type				
06/11/2015	1618	Actual	07/13/2015	1626	Actual	8	8.00	1.0576	8.46

**Current Basic Charges**

SA ID# 000000000000, 1017 JEFFREY ST.  
 Residential Heat & Domestic

<b>Supply Charges</b>		
Commodity Charge 24 Ccf @ \$0.44738 .....		\$3.58
<b>Total Supply Charges</b> .....		<b>\$3.58</b>
<b>Delivery Charges</b>		
Customer Charge @ \$12.00 .....		\$12.00
Distribution Charge 8 Ccf @ \$0.78066 .....		\$6.25
Distribution System Improvement Charge 1.64% .....		\$0.12
Gas Cost Adjustment @ -\$0.00664 .....		-\$0.05
<b>Total Delivery Charges</b> .....		<b>\$18.55</b>
<b>Total Current Billing Charges</b> .....		<b>\$21.90</b>

**Message Center**

**Current Basic Charges**

This section details your current charges. Refer to the back of your bill's first page for a detailed explanation of these charges.

**Distribution System Improvement Charge**

The charge for the increased replacement of infrastructure (e.g. pipes) which is calculated by applying the same percentage to both the customer charge and the distribution charge.

