



## Winter Heating: Tips for Saving Energy



As the winter season quickly approaches and temperatures continue to cool, it is important to remember the dos and don'ts of heating your home. Preparing for the winter can seem overwhelming at times, so here are some great ways to keep your home warm and safe this winter.



- **Insulation.** Install insulation in your attic to prevent heat loss. As hot air rises, so can your heating bill.
- **Closing vents.** Foundation vents, which are vents in your foundation or crawl space that allow outside air to circulate under the floor, should remain open in warm weather but closing them for the winter not only protects your plumbing but also prevents warm air loss.
- **Caulking cracks around windows.** By caulking any cracks around your windows or caulking the edges of door frames, warm air will be less likely to leak out.
- **Plastic window coverings.** Self-adhesive plastic window coverings can be purchased to put on windows and will help to stop cold from entering your home.
- **Door sealer.** A door sealer can be placed at the bottom of doors to keep cold air from flowing through the bottom where the door meets the floor.
- **Thermostat settings.** Lowering your thermostat at night or when you're out of the house to 65 degrees can reduce the cost of heating by 10 percent.

You can afford  
a warm home  
Start with LIHEAP

- Home heating grants up to \$1,000
- Grants are applied directly to your heating bill

Text FAST to 75308  
Visit [pgworks.com](http://pgworks.com)



# Customer Service Excellence



We listen to your feedback. As the city grows, PGW is working to address the evolving needs of our community. We heard from busy customers who find it difficult to visit a customer service center during the week. Now our Center City District Office is open on Saturdays. We listened to customers who

want more insight into how they use natural gas. Today, many of our customers use PGW's online Bill Analyzer to review their energy usage. We also responded to customers who want to avoid jumps in their winter gas bills. Budget Billing can give you a more stable bill month to month, and there are no cold weather spikes to contend with.

We work for Philadelphia and that means PGW will continue to strive to improve our customer satisfaction levels to better serve you and the entire Philadelphia community.

PGW thanks you for your continued support as we continue to enhance our performance.

## CARBON MONOXIDE: NO SCENT, SOUND OR COLOR

Carbon Monoxide (CO) is a colorless, odorless gas that can cause illness or death. Prevent CO poisoning by installing a detector and checking and replacing its batteries regularly. Find out more about protecting yourself and loved ones from CO poisoning and learn the symptoms at [cdc.gov](http://cdc.gov).



## Want PGW to Speak to Your Civic Group or Neighborhood Association?

*Give us a call.*

PGW is available to attend your next community event! Learn more about energy efficiency, ways to lower heating costs, grant and rebate programs, where and how to pay your bill, budget billing, and so much more.

Supporting the community is not only a responsibility we take seriously but it's also an important part of who we are.

This year PGW has attended events throughout the city of Philadelphia at legislative offices, senior centers, churches, schools, community centers and more. Your event could be next.

To learn more about our community outreach meetings, go to [pgworks.com/communityoutreach](http://pgworks.com/communityoutreach). If you would like us to attend your event contact the **Community Partnerships Hotline** at 215-684-6901.

For any questions or additional information contact the **PGW Public Affairs office** at 215-684-6880.

## Gas Choice is Coming!

Pennsylvania's Gas Choice program allows customers to choose a natural gas supplier other than PGW, and potentially save money. This program will be soon available to all PGW customers, providing the ability to shop for a gas supplier who offers the prices and products that best meet their needs. More information is available at the Pennsylvania Public Utility Commission website, [PAGasSwitch.com](http://PAGasSwitch.com).

