

# GOOD GAS NEWS



October 2015

## Don't be left out in the cold Get help to pay your PGW home heating bills

This winter, don't let high heating costs put you at risk for a shut-off notice or loss of service. Talk to PGW about programs that could help you get on track and stay on track.

### LIHEAP (Low Income Home Energy Assistance Program)

If you received a LIHEAP grant last year you have the opportunity to apply early. Look for your new application in the mail. Otherwise, you can apply for this home heating assistance grant on November 2.

#### To apply your LIHEAP grant to your PGW home heating costs:

1. Write "PGW" and your PGW account number in question 4 of the application.
2. Check box labeled "Natural Gas" in question 6.
3. Include proof of household income



Still have questions? You can get help completing your LIHEAP application at any PGW Customer Service Center.

### Customer Responsibility Program (CRP)

If you're on a tight budget, you can have *one less worry* by signing up for this program that helps income-eligible residential customers keep their gas service, reduce past-due amounts – *and make payments affordable*. Customers will enjoy a set monthly bill based on household ability to pay.

Breathe easier, without fear of high gas utility bills - no matter what the weather brings.



Call our Customer Care Team at 215-235-1000, visit [pgworks.com](http://pgworks.com) or text E-A-S-Y to 7-5-3-0-8 on your cell phone to see if you qualify.

### Crisis Assistance

Are you without gas service? Do you have a 10-day shut-off notice? Do you have broken heating equipment? A Crisis grant can help.

Crisis, a federal grant awarded to income-eligible customers, can be combined with LIHEAP to help keep – or restore -- gas service this winter.



Call the PA Department of Human Services at (215) 560-1583 to learn if you qualify and for more details.

For more on any of our assistance programs or available grants, visit [pgworks.com](http://pgworks.com).

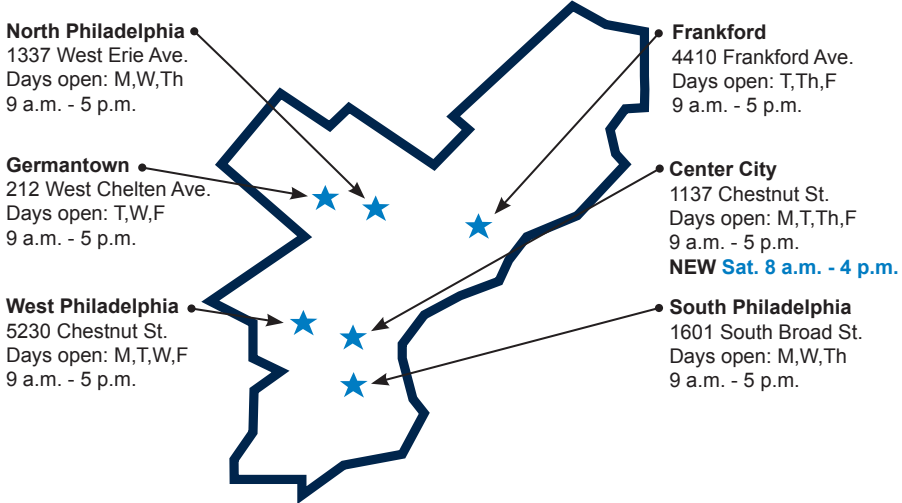
# New Saturday Hours

## Work during the week? Hate to go online?

Don't worry, beginning Oct 3, our Center City District Office, located at 1137 Chestnut Street, is open on Saturdays! In addition to our normal Monday, Tuesday, Thursday, and Friday 9 a.m. to 5 p.m. weekday hours, our Center City District Office will now be open from 8 a.m. to 4:00 p.m. on Saturdays.

## PGW has six Customer Service Centers throughout Philadelphia to serve you.

On average, more than 2,500 residential and commercial customers visit the Center City District Office each week.



## PGW Passes Energy Savings on to our Customers

Philadelphia Gas Works is cutting gas rates for residential, commercial, industrial and municipal customers. The rate for residential customers will be adjusted for the next three months from its current \$1.22 per hundred cubic feet (Ccf) to \$1.20 per Ccf.

That means the average residential customer using 830 Ccf, will lower their bill by approximately 1.7 percent or a savings of about \$20 per year. The rate reflects what PGW pays for the gas.



# PARTS?

included.

# LABOR?

included.

.....  
That's our plan.

If something goes wrong with a covered natural gas appliance, you can rest assured we'll be there to fix it, *parts and labor included.*

## ENROLL NOW

Visit [pgworks.com/plp](http://pgworks.com/plp) for more information

