

# GOOD GAS NEWS



April 2016

## April is safe digging month; always remember to call 811 before you dig

Home improvement projects can be a great way to spruce up as the season gets warmer. But remember; always call 811 before doing any outside digging.

811 is the phone number for PA One Call, a privately funded, non-profit communications network. Calling it before you begin your project isn't just a good idea, it's the law.

When you call, you'll give the operator information about your project. Local utilities then have the time to come to your site and mark the approximate location of their utility infrastructure. After they are marked, you can proceed with your project. You'll know what areas to avoid, reducing the risk of striking and damaging an underground utility line.

State law requires you call 811 least three (3) business days before you plan to dig.

**Remember: Know what's below. Call 811 before you dig. Pennsylvania One Call's call center is open 24 hours a day, 7 days a week. For more information visit: [pa1call.org](http://pa1call.org).**



**Know what's below.  
Call before you dig.**

# Spring can mean one less worry

What would one less worry mean to you? PGW has the tools to help customers better manage and potentially even lower their utility costs. Whether you need help in a crisis, are looking for tips to lower your bill, or want a more predictable bill, we can help.

## Check out some of your options below:

- **Customer Responsibility Program (CRP):** Income-eligible customers get a discounted bill each month that clears your PGW debt over time. Learn more about it at [pgworks.com/crp](http://pgworks.com/crp).
- **Utility Emergency Services Fund (UESF):** In a crisis, this grant may pay off the balance of your unpaid utility bill. Learn more about this privately funded grant at <http://www.uesfacts.org/>.
- **Budget Billing:** Eligible residential customers who want to avoid big seasonal changes in their gas bills may benefit from Budget Billing. This program estimates your yearly gas use and distributes that cost over the year. This evens out payments over the course of a 12-month period.

For more details on ways to lower your bills, visit [pgworks.com](http://pgworks.com) or call 215-235-1000.

## Your vote is **your** voice.

The primary election is April 26. Polls will be open from 7 a.m. to 8 p.m. Check your voter registration status by calling the Philadelphia Voter Registration Office at 215-686-1590, or online with the Pennsylvania Department of State. For more information, visit [philadelphiovotes.com](http://philadelphiovotes.com).



## Need Saturday Hours? We Hear You!

**Beginning Saturday, April 2**, our West Philadelphia and Frankford Customer Service Centers will be open on Saturdays from 8:00 a.m. – 4 p.m. to better assist you. Now busy PGW customers who find it difficult to stop in during the week have more options and greater flexibility.

Remember, PGW has six Customer Service Centers at convenient locations throughout Philadelphia open during the week. Visit the center nearest you to pay your bill, apply for assistance programs, turn gas on or off or learn more about the programs and services PGW offers.

If you're on the go, you can also access your account information fast at [pgworks.com](http://pgworks.com). It's easy, convenient and available 24/7 to fit your lifestyle.

### PGW Customer Service Centers

#### Frankford

4410 Frankford Ave.  
Days open: T, Th, F  
9 a.m. - 5 p.m.

**NEW SATURDAY HOURS**  
8.00 a.m. - 4 p.m.



#### West Philadelphia

5230 Chestnut St.  
Days open: M, T, W, F  
9 a.m. - 5 p.m.

**NEW SATURDAY HOURS**  
8.00 a.m. - 4 p.m.