

# GOOD GAS NEWS



*Holiday Wishes*

From our PGW family  
to yours, Happy Holidays!

December 2017

## PROGRAMS TO KEEP YOU WARM THIS WINTER

As temperatures fall, monthly heating bills can go up. Here are some ways PGW may be able to help you stay warm without the worry.

**Low Income Home Energy Assistance Program (LIHEAP)** is a federal grant that helps low-income households pay their winter heating bills. Grants range from \$200 to \$1,000, are based on customer's income and household size, and DO NOT have to be repaid. **Text FAST to 75308 to see if you're eligible.**

**Customer Responsibility Program (CRP)** allows eligible customers to get a smaller PGW bill based on household size and income. CRP customers can even eliminate past-due charges while still saving money. **Visit [pgworks.com](http://pgworks.com) for an application.**

**Are you without gas service?** Do you have broken heating equipment? Crisis assistance can help. The Crisis program is a federal grant awarded to income-eligible customers. A Crisis grant 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, for a list of needed documentation, and more details.**

**Utility Emergency Services Fund (UESF)** grants are designed to pay off the balance of a customer's utility bill. It is available to income-eligible customers who are behind on their utility bills, or are currently without service. The maximum UESF grant amount is \$1,500 and available after all public sources of support have been exhausted. **Customers must apply in person at a UESF Intake Site. Visit [pgworks.com](http://pgworks.com) for a list of locations.**

**If you've fallen behind on your PGW bill,** you may be eligible to enroll in a PGW payment arrangement. **Call 215-235-1000 to talk to our Customer Care Team about this and other assistance programs.**

### Simple. Quick. Worth it.

That's what a free, no-strings grant from LIHEAP can do. It helps people pay their heating bills.

Less worry, more warmth.

**Text FAST  
to 75308**

Message & data rates may apply.



DISCOVER NEW WAYS TO PROTECT YOUR HOME WITH A PARTS & LABOR PLAN.



**"KNOWING THAT I'M COVERED  
GIVES ME AND MY FAMILY  
PEACE OF MIND."**

Orlando R. - PLP Customer



## CHOOSE A PLAN | Call us at (215) 235-2050 or Visit [pgworks.com/plp](http://pgworks.com/plp)

### PLAN 1

+ HOME HEATING

**\$117** One time payment

### PLAN 2

+ HOME HEATING  
+ WATER HEATER

**\$133** One time payment

### PLAN 3

+ HOME HEATING  
+ WATER HEATER  
+ DRYER

**\$246** One time payment  
(Includes \$8.30 tax)

### PLAN 4

+ CHECK & ADJUST\*  
\* Must be purchased  
with a heating plan.

**\$55** One time payment

**SIGN UP TODAY!**

Buy your plan today and  
you're covered through  
October 31, 2018.

**IF SOMETHING GOES WRONG,  
WE'LL BE THERE TO FIX IT. NO EXTRA  
COST, NO CHARGE.**

For more plans, visit [pgworks.com/plp](http://pgworks.com/plp)

# PGW STRENGTHENS COMMUNITY THROUGH UNITED WAY DRIVE

For 97 years, PGW has teamed with United Way to assist families in need throughout our community. We know that together, our organizations can achieve an impact that none of us can alone – one child, one adult and one family at a time.

This fall, employees and retirees raised more than \$108,000 for United Way of Greater Philadelphia and Southern New Jersey. Our contributions will affect the lives of thousands of Philadelphians by supporting fundamental needs of our community – education, financial stability, basic living and health.

Like us on Facebook.com/mypgw and follow us on Twitter @MyPGW to see our employee video on the history PGW and United Way share.

Learn more about our community outreach and partnerships at [pgworks.com/community](http://pgworks.com/community).



## WHAT'S COOKING? HOLIDAY SAFETY TIPS

While you gather with friends and family over meals prepared with love (and natural gas!) this holiday season, keep yourself safe!

U.S. fire departments respond to an average of 166,100 home fires per year related to cooking and food preparation, according to the National Fire Protection Association. **Make sure your home isn't one of them with these safety tips.**

- Keep anything that can catch fire – oven mitts, wooden utensils, towels, aprons and food packages – away from your stovetop.
- Stay in the kitchen while frying, boiling, grilling or broiling food.
- Turn pot handles toward the back of the stove.
- If you have little ones at home, establish a "kid-free zone" of at least three feet around the

- stove, oven and any areas where hot food or drink is being prepared or carried.
- Never leave the house while food is cooking.
- In the event of an oven grease fire, immediately turn off the oven and keep the oven door closed.
- If you have any doubt about extinguishing a fire of any size - leave your home immediately and call 9-1-1.

Safety tips provided by National Fire Protection Association