

GOOD GAS NEWS



CALL **811** BEFORE YOU DIG! IT'S THE LAW.

A New Online Experience is a **CLICK AWAY**

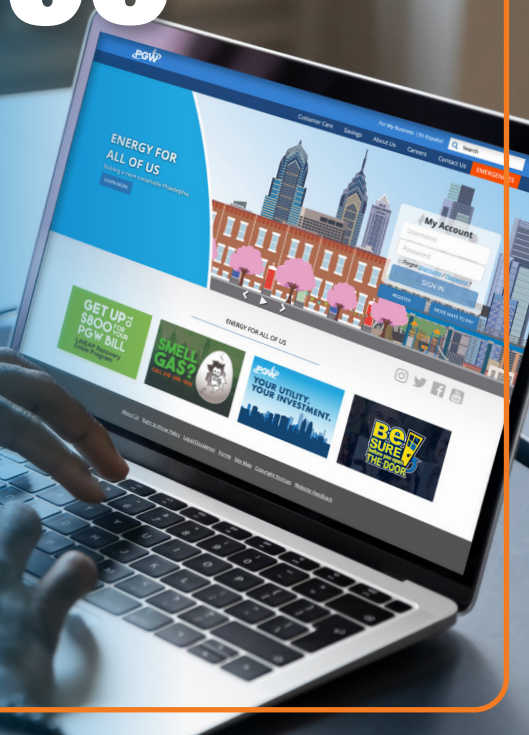
At PGW, we're committed to improving the customer experience. So, this September, PGW My Account is unlocking new, even more user-friendly features.

Whether you're a current My Account user, or you're signing up for the first time, you will need to register on the new system to access:

- Email and text payment alerts & reminders;
- Transaction confirmations;
- Energy usage calculators to save money and energy; and more.

And that's not all - Be on the lookout for a redesigned bill coming to mailboxes and email in-boxes this fall.

Follow us on Facebook and Twitter @MyPGW for updates on these exciting customer enhancements.



GET UP TO \$800 FOR YOUR PGW BILL

LIHEAP Recovery Crisis Program
PGWorks.com/Crisis

**DEADLINE
AUGUST 31**
If you qualify.



AUGUST 2020

PENNSYLVANIA'S GAS CHOICE



Philadelphia Gas Works provides both natural gas supply and gas distribution services to customers. However, Pennsylvania's Gas Choice program allows customers to choose a natural gas supplier other than PGW. Unless you opt out, gas suppliers are provided with your name, address, account number and natural gas usage history so they may promote their services to you.

You may opt out of having either your natural gas usage information, or any of your account information released to natural gas suppliers.

Do you know these common natural gas competition terms?

Burner tip — The point at which natural gas is used, such as a furnace, water heater, or range.

Ccf — 100 cubic feet of gas. This is a measure of gas usage.

Chapter 56 — The PUC regulations that govern metering, billing, and collections for residential gas and electricity service.

City gate — The point where interstate pipelines deliver gas into natural gas distribution company (NGDC) facilities.

Commodity charges — The charges 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 gas lines, meter reading, and billing.

Distribution charges — The charges for the delivery of natural gas from the point of receipt into the NGDC's system.

Dth (Dekatherm) — 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.

Gas cost adjustment charges — The amount billed or credited each month to account for differences between projected and actual gas supply costs of the NGDC.

PGW will not release your information to outside gas suppliers if you opt out.

For more information about how Gas Choice works, or to opt out, visit pgworks.com/gaschoice or call (215) 235-1000 (residential) or (215) 235-7077 (commercial).

Termination Policy - PGW may terminate gas service for nonpayment of your bill, including any charges billed to your account by third-party suppliers.

Mcf — 1,000 cubic feet of gas. This is a measure of gas usage.

NGDC — Natural gas distribution company. A state regulated natural gas utility which owns the gas lines and equipment necessary to deliver natural gas to the consumer. (Formerly called *local distribution company*).

NGS — Natural gas supplier. An entity that sells or arranges to sell natural gas to customers that is delivered through the distribution lines of an NGDC.

PUC — Pennsylvania Public Utility Commission. The State regulatory agency that provides oversight, policy guidance, and direction to public utilities and suppliers.

Price to compare — The dollar amount charged by the NGDC used by consumers to compare prices and potential savings with other NGSS.

Storage — Placing natural gas into an underground facility for removal and use at a later date.

Transmission — The moving of natural gas through the interstate pipeline system for delivery to the NGDC.

To request a copy of the Consumer's Dictionary for Natural Gas Competition, call (215) 235-1000 or write to PGW at 800 W. Montgomery Avenue, Philadelphia, PA 19122.

LEAVING HOME?

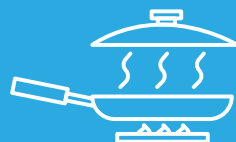


ENERGY SAVINGS TIPS

Energy conservation can reduce the cost of your natural gas bill. Find more ways to save by following us on social media (@MyPGW).



Take shorter showers to reduce hot water consumption.



Use a smaller pan if possible and put a lid on it so the food cooks faster.

ENERGY FOR ALL OF US

