

# GOOD GAS NEWS



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PhillyGasWorks



*Happy Holidays* FROM OUR PGW FAMILY TO YOURS.

## WINTER HOME HEATING HELP

Visit [pgworks.com](http://pgworks.com)

As temperatures drop, the cost of monthly heating can go up. PGW has programs and services to help your family stay warm.

**LOW INCOME HOME ENERGY ASSISTANCE PROGRAM (LIHEAP)** gives low-income households free money (up to \$1,500) for home heat. LIHEAP grant money is available to renters and homeowners and DOES NOT have to be repaid. **Apply now at [pgworks.com/liheap](http://pgworks.com/liheap) or call 215-235-1000, M-F, 8 a.m. - 6 p.m.**

**CRISIS ASSISTANCE** A federal grant for income-eligible customers who are either without utility service or have received a shut-off notice. Customers can apply for both Crisis Assistance and LIHEAP money at the same time. **Learn more at [pgworks.com/crisis](http://pgworks.com/crisis)**

**CUSTOMER RESPONSIBILITY PROGRAM (CRP)** from PGW is a powerful way to cut your gas bill every month. CRP eligible customers pay less each month and past debt is forgiven. **Apply online at [pgworks.com/crp](http://pgworks.com/crp) or call 215-235-1000.**

**UTILITY EMERGENCY SERVICES FUND (UESF)** is a grant designed to pay off the balance of a customer's unpaid utility bill and bring it to \$0. UESF relies on individuals, corporations, foundations, and government agencies to help provide direct assistance to vulnerable families. Maximum award is \$1,500.



**PAYMENT ARRANGEMENTS** If you've fallen behind on your PGW bill, you may be eligible to enroll in a PGW repayment plan.

**For more information about our assistance programs, visit [pgworks.com](http://pgworks.com) or call 215-235-1000, M-F from 8 a.m. to 6 p.m.**

## Give the Gift of Home Heat

When no other options exist, residents often turn to the Utility Emergency Services Fund (UESF) – a program funded by contributions from people just like you. To make a difference in the lives of your neighbors this season, consider donating to UESF and help those who are struggling to make ends meet.

All donations made to UESF are tax deductible. Donate at <https://co.clickandpledge.com/?wid=79325>

# KEEP YOUR FAMILY, FRIENDS SAFE DURING HOLIDAYS

Keeping our loved ones safe is always in season - especially during the holidays. Here are some important reminders to help keep your family safe:

- **Holiday lights:** Turn off all lights and decorations before leaving home or going to bed. Remember to replace light sets that have broken or cracked sockets, frayed or bare wires, or loose connections.
- **Chimney checks:** Check and clean your chimney flue and fireplace area at least once a year.
- **Home heat:** Never use your oven to heat your home.
- **Open flames:** Never leave candles or fireplaces burning when you go to bed or leave the house. And, remember to keep candles out of reach of children.

If you think you smell gas, call PGW's Emergency Hotline at 215-235-1212. We're available 24/7.

## Natural Gas: Best Choice to Stay Warm This Winter

Natural gas remains the most affordable and popular way for Americans to heat their homes, a government report shows.

Customers using natural gas will pay an average of \$746 to heat their homes this winter, the U.S. Energy Information Administration (EIA) reported.

Electric users can expect to pay \$1,268, while heating oil customers will have the largest bill at \$1,746 this winter.

More Americans choose natural gas for home heating than any other fuel source because of its safety, reliability, and affordability.

Protect your pocketbooks by switching to safe, reliable natural gas for your home heating.

### AVG. WINTER HEATING BILL COMPARISON

Natural Gas	Electricity	Heating Oil
\$746	\$1,268	\$1,746

SOURCE: U.S. ENERGY INFORMATION ADMINISTRATION



## PARTS & LABOR

Appliance Protection Plan

### WE'LL KEEP IT RUNNING SMOOTHLY.



With one **low-cost payment**, your customized **Parts & Labor Plan** covers repairs, inspections and maintenance costs for the appliances you depend on all year long.

On-call PGW expert technicians **make sure your covered natural gas appliances run efficiently.**

THERE'S NEVER BEEN A BETTER TIME TO SIGN UP, VISIT [PGWPLP.COM](http://PGWPLP.COM)

# THINK YOU SMELL GAS?

It smells like rotten eggs



Leave the area and call (215) 235-1212.

Our Emergency Hotline is available 24 hours a day, 7 days a week.