

# GOOD GAS NEWS



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## PGW CELEBRATES BLACK HISTORY MONTH

### ASSISTANCE PROGRAMS & GRANTS

Learn more at [PGWorks.com/programs](https://PGWorks.com/programs)

- \* **LIHEAP (LOW INCOME HOME ENERGY ASSISTANCE PROGRAM)** gives low-income households up to \$1,000 for home heat. LIHEAP is open to renters and homeowners and DOES NOT have to be repaid.
- \* **CRISIS ASSISTANCE** helps income-eligible customers without utility service or who have received a shut-off notice. Customers can apply for both Crisis Assistance and LIHEAP at the same time.
- \* **PAYMENT ARRANGEMENTS** aid customers behind on their PGW bill with a repayment plan.
- \* **CRP (CUSTOMER RESPONSIBILITY PROGRAM)** can cut your gas bill in half. CRP lets customers pay less each month and past debt is forgiven.

#### TO APPLY OR GET MORE INFO

- \* Stop by a Neighborhood Energy Center (NEC).
- \* Visit [PGWorks.com/programs](https://PGWorks.com/programs)
- \* Call 215-235-1000, M-F from 8 a.m. to 6 p.m.

**SCAN FOR YOUR LOCAL NEC.**



#### NATURAL GAS + AFFORDABILITY

Average savings for U.S. households using natural gas for heating, cooking and clothes drying compared to homes using electricity for the same duties.

*SOURCE: American Gas Association*

## THINK YOU SMELL GAS?

**CALL**  
215-235-1212

**AVAILABLE**  
24/7/365



### PARTS & LABOR

Appliance Protection Plan

With PGW Parts & Labor, our expert technicians fix your natural gas appliances when you need them. Find your plan today.

**EASY ONLINE  
SIGN UP AT  
[PGWPLP.com](https://PGWPLP.com)**





**Be SURE**  
before you open  
**THE DOOR**

## Stay protected from imposters, scammers

Always ask for identification before letting anyone claiming to be a utility worker into your home or business.

All PGW employees have:

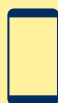
- ID badges.
- Official white PGW vehicles with PGW logos and municipal license plates.
- Branded clothing.

If you're the slightest bit unsure, CALL 911.

Police have a direct line to PGW and can verify someone's claim.

Protect your personal information.

If contacted by email or phone and it seems suspicious, never give out your:



- Account number,
- Social Security number, or
- Other sensitive material.

Learn more about PGW's safety efforts at [pgworks.com/safety](http://pgworks.com/safety)

## Third-Party Notification Offers Added Protection

PGW Third-Party Notification allows a PGW customer to select a third party to be notified if they are in danger of losing service due to non-payment.

This free service does not require the third party to pay a customer's bill. It's just a way to receive a notice if the customer is at risk of service termination.

The notification service can be canceled at any time.

Call our Customer Care Team for more information: 215-235-1000, M-F, 8 a.m. – 6 p.m.

## Take control of your energy bill with PGW My Account



Receive alerts if your monthly bill may exceed the amount you specified.



Compare usage to neighbors on your block or by zip code.



Access rebates for new, energy efficient appliances.

Sign up for My Account and unlock savings at [pgworks.com/myaccount](http://pgworks.com/myaccount)

Download PGW's New Mobile App! Search Philadelphia Gas Works in Google Play or the App Store.

\*Customers can call 215-235-1000 for historical billing data.

**PAY WITH CASH**



**POSTS SAME DAY AND FREE**  
Take your PGW Bill to pay at 100s of retailers



DOLLAR GENERAL

FAMILY DOLLAR



Walgreens

