

GOOD GAS NEWS

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PhillyGasWorks



HAPPY NEW YEAR FROM OUR PGW FAMILY TO YOURS

HERE TO HELP

As temperatures drop, the cost of monthly heating can go up. Let PGW help your family stay warm.



LOW INCOME HOME ENERGY ASSISTANCE PROGRAM

(LIHEAP) 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 money at the same time.



PAYMENT ARRANGEMENTS aid customers behind on their PGW bill with a repayment plan.



CUSTOMER RESPONSIBILITY PROGRAM (CRP) can cut your gas bill in half. CRP lets customers pay less each month and past debt is forgiven.



UTILITY EMERGENCY SERVICES FUND (UESF) is designed to bring a customer's unpaid utility bill to \$0. Maximum award is \$1,500.

TO APPLY OR GET MORE INFO

- Stop by a Neighborhood Energy Center
- Visit pgworks.com/programs or
- Call 215-235-1000, M-F from 8 a.m. to 6 p.m.

KEEP WARM & LOWER YOUR BILL

Natural gas remains the most affordable and popular way for Americans to heat their homes. **A natural gas customer saves an average of \$1,041 a year compared to a household using electricity for heating, cooking and clothes drying.***

To save even more, use these smart and easy tips:

- Set your thermostat as low as is comfortable for your family while you're awake.
- Apply weatherstripping or caulk to windows and doors to prevent warm air from escaping.
- Take advantage of natural light to heat your home during the day. Close draperies and shades at night to keep warm air inside.
- Lower the temperature on your water heater to the warm setting (120 degrees).

For more energy tips, visit us at PGWorks.com or follow @MyPGW on Facebook, Instagram and Twitter.

*Source: American Gas Association



**Be
SURE**
before you open
THE DOOR

Imposters and scam artists are inventing new ways to take advantage of customers. From calls and texts to emails and in-person visits, customers need to take precautions.

PGW advises customers to:

- **NEVER** share your account or social security numbers when contacted by phone, email, or text.
- **IGNORE** calls demanding payment by prepaid card. PGW has several payment options including:
 - Online at pgworks.com,
 - Pay With Cash at local retailers, and
 - Mail by check.

Ways to Identify a PGW employee:

- All PGW employees have ID badges.
- Official vehicles feature PGW logos.

Customers unsure about a person's claim to be from PGW should call 911.



Along with providing safe, reliable natural gas service to Philadelphia, PGW employees opened their hearts by:

- Packing meals at Share Food Program,
- Donating toys to The Salvation Army and Toys For Tots,
- Providing coats and clothing for residents at St. Francis Inn and Rock Ministries of Philadelphia, and
- Contributing \$61,000 in our annual United Way campaign.

Learn about our work in the community at pgworks.com/community

If you would like to help

- **Share Food Program** sharefoodprogram.org • **Toys For Tots** philadelphia-pa.toysfortots.org
- **Salvation Army** easternusa.salvationarmy.org • **The Rock Ministries** therockphilly.org
- **St Francis Inn** stfrancisinn.org • **United Way** unitedforimpact.org

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.



Be notified about scheduled appointments and service visits.

Sign up for My Account and unlock savings at pgworks.com/myaccount

THINK YOU SMELL GAS?
CALL 215-235-1212

