

GOOD GAS NEWS



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PhillyGasWorks



DON'T WAIT UNTIL IT'S TOO LATE.

GET HELP WITH YOUR PGW BILL.

There are options to assist customers who have fallen behind on their natural gas bills. Don't wait; let us connect you with a program for your situation.

- **MONTHLY PAYMENT ARRANGEMENTS** to help you catch up on past-due bills.
- **COVID-19 EMERGENCY RENTAL AND UTILITY ASSISTANCE PROGRAM** allows tenants and landlords to receive up to \$2,000 in utility assistance for past-due PGW bills (up to 18 months total). **Apply online at phlrentassist.org.**
- **BUDGET BILLING** evens out your payments over the course of the year.
- **CUSTOMER RESPONSIBILITY PROGRAM (CRP)** from PGW is a powerful way for low-income customers to pay a lower gas bill each month. The CRP discount is based on factors like your household size and gross household income. **Apply online at pgworks.com/crp or call us at 215-235-1000 to request an application by mail.**
- **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.
- **CUSTOMER ASSISTANCE REFERRAL EVALUATION PROGRAM (CARES)** provides referral assistance to residential customers with special circumstances. These might include Protection From Abuse Orders, medical emergencies, unemployment or other temporary hardships.

For more information about PGW's assistance programs, visit pgworks.com any time or call us at 215-235-1000, M-F, 8 a.m. – 6 p.m.



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PAY WITH CASH



Visit a local retailer in your neighborhood to pay your PGW bill in cash.

BRING YOUR PGW BILL TO ANY ▼

DOLLAR GENERAL



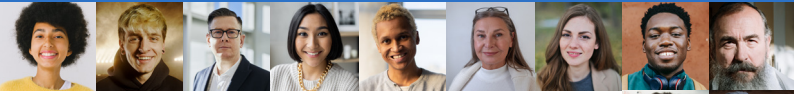
FAMILY DOLLAR



Show the retailer the Pay with Cash barcode on page 2 of your bill (see left for sample barcode). No additional fees.

JUNE 2021

Share Your Feedback, Receive \$\$



PGW customers are invited to join our **PGWorks For You** online customer feedback panel and help improve customer experience.

To participate, visit pgworks.mrcommunities.com to **sign up*** and share your feedback on:

- Our new & improved customer bill design;
- PGW My Account user experience;
- Customer programs like Parts and Labor, EnergySense rebates and more.

Participants can earn Visa gift cards for completing customer surveys – the more surveys you complete, the more you can earn. Visit pgworks.mrcommunities.com to **sign up**.

*Must be a PGW residential customer and 18 years of age or older to participate.



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 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.

A New Online Experience is a **Click Away**



At PGW, we're committed to improving the customer experience. So, this summer, 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.

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

MOVING?

Start, Stop or Transfer Service at PGWorks.com

Customers can start, stop or transfer PGW natural gas service at PGWorks.com.

Prefer to call? Our Customer Care Team can also help at 215-235-1000, Monday through Friday, 8 a.m. – 6 p.m.

Remember to contact PGW at least seven days in advance of your service start or end date.

PGW will conduct a final meter reading and transfer or close your account once your move date is confirmed.

