

# GOOD GAS NEWS



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PhillyGasWorks



## Fueling the Future

PGW is committed to providing safe, affordable, reliable, and sustainable natural gas service to Philadelphia. We are available when you need us.



### ONLINE:

24/7 service is available with PGW My Account (PGWorks.com/MyAccount). Pay your bill, apply for assistance, compare your energy usage and more! **Download the app to put the power of PGW My Account in your palm.**

### BY PHONE:

Our Customer Call Center is available **8 a.m. to 6 p.m. Monday-Friday at 215-235-1000.**

### IN-PERSON:

Stop into your nearest Neighborhood Energy Center and a PGW-trained counselor can help you apply for assistance, offer energy savings tips, and more. Find one near you: **PGWorks.com/nec.**

### AT SELECT RETAILERS:

Pay your bill in cash at 7-Eleven, CVS, Dollar General, Family Dollar, Rite Aid, Speedway, Walgreens and Walmart. Payments made by 5 p.m. are credited to your account the same day & it's free!

## IN THE COMMUNITY

See where you can connect with PGW representatives at [pgworks.com/events](https://pgworks.com/events). To request our participation at your event, email [feedback@pgworks.com](mailto:feedback@pgworks.com).

## LIMITED TIME OFFER ENDS MAY 31

Get \$90 off a smart thermostat  
@ PGW Marketplace!



Visit [PGWenergysense.com/marketplace](https://PGWenergysense.com/marketplace)

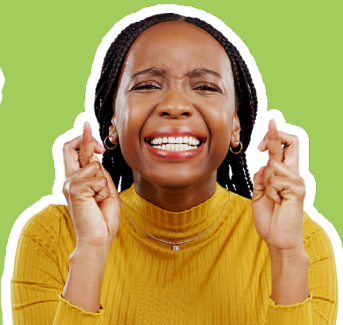


MAYO 2025 • Lea En Español: [PGWORKS.COM/NOTICIAS](https://PGWORKS.COM/NOTICIAS)

**Crossing fingers  
your A/C\* makes it  
through summer?**

**PGW Parts & Labor  
is for you**

\*Equipment must be split system electric central  
air conditioners combined with gas heating.



**PARTS & LABOR**  
Appliance Protection Plan

**Plans Start  
At Just \$39!**

**EASY ONLINE  
SIGN UP  
AT PGWPLP.com**



## KEEPING PHILLY BEAUTIFUL

PGW volunteers were part of the thousands participating in the Philly Spring Cleanup on Saturday, April 5.

Volunteers beautified the city by picking up trash, removing graffiti, painting benches, planting flowers, and other projects throughout Philadelphia.

## HOW TO PREPARE FOR A SERVICE APPOINTMENT



### CREATE A CLEAR PATH

To your  
meter and/or  
appliances



### SECURE PETS

Away from the  
work area  
during the  
appointment.



### SHARE POTENTIAL HAZARDS

Your technician  
may experience  
accessing the  
work area

## DURING EMERGENCY CALLS

Technicians will not call or ring the door bell as a  
**SAFETY MEASURE.**



## 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.

Scammers may call, text, or email  
utility customers threatening  
disconnection without immediate  
payment. **PGW WILL NOT** ask  
for your personal information,  
such as your

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

If you feel unsure,  
**Call PGW at 215-235-1000.**

**DO NOT USE THE NUMBER THEY  
GIVE YOU OR THE NUMBER ON  
YOUR CALLER ID!**

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