

GOOD GAS NEWS



STAYING SAFE AND SERVING YOU



The health and safety of our customers and employees is our number one priority. That's why we've adjusted our operations to continue to provide safe, reliable natural gas service while maintaining the health of our community during the COVID-19 health crisis. You can depend on reliable service from PGW.

To help protect the communities where we live and work, PGW has:

- **Suspended non-payment terminations** and waived new late payment charges. This termination freeze will remain in place until further notice. See reverse for important payment assistance programs.
- **Continued to maintain our Emergency Hotline - 215.235.1212. It's available 24/7.** If you smell gas or experience a gas-related emergency, call us.
- **Supported city-wide social distancing efforts.** All five Customer Service Centers were closed and if you or anyone at your property are ill or believe they have been exposed to COVID-19, our field technicians and/or crews will enter your

home wearing additional protective gear including respirators, face masks, protective suits and nitrile gloves.

- **Continued to conduct infrastructure work** that is necessary to deliver service during this health crisis. To view the status of PGW construction projects in your area, visit pgworks.com/worksites
- **Reserved our Customer Call Center (215.235.1000) for essential service ONLY.** Essential service includes emergency response, gas odor reports, and requests to turn on service, financial assistance and Parts & Labor Plan service repairs.

We appreciate your patience. For the most up-to-date information, visit pgworks.com/COVID19

CONVENIENT WAYS TO PAY



PAY ONLINE AT PGWORKS.COM

- Sign up for My Account. No fee with a checking/savings account.
- Make a one-time payment with a checking/savings account or a credit card.*



PAY WITH CASH AT LOCAL RETAILERS

- Visit pgworks.com/residential/customer-care/ways-to-pay to access your barcode.
- Payment posts same day and it's free! Choose 7-Eleven, CVS, Ace Cash Express or Family Dollar to use this service.



PAY BY PHONE: 215.235.1000

- Pay from your checking or savings account.*



PAY BY MAIL

- Be sure to include your account number on your check or money order to:

Philadelphia Gas Works
P.O. Box 11700
Newark, NJ 07101-4700

Para Español, visite PGWorks.com

*A convenience fee of \$2.95 will be applied.

THANK you

To all essential workers during this time, including the PGW team. We appreciate your hard work to ensure we are safe and comfortable in our homes. **We're all in this together.**

MAY 2020

HERE WHEN YOU NEED HELP



We understand many customers may be concerned about paying their bills and providing for their families. We have several assistance programs to help you manage your natural gas bill.

- **BUDGET BILLING** allows you to make equal monthly payments throughout the year. Never be surprised by your gas bill.
- **CUSTOMER RESPONSIBILITY PROGRAM (CRP)** from PGW is a powerful way for low-income customers to cut gas bills every month. The CRP discount is based on factors like your household size and gross household income. Apply online at pgworks.com/crp
- **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. Learn more at uesfacts.org.
- **PAYMENT ARRANGEMENTS** may help if you've fallen behind on your PGW bill. You may be eligible to enroll in a repayment plan.

For more information about our assistance programs, visit pgworks.com

REDUCE YOUR USE AND SAVE MONEY

With families spending more time at home in these challenging times, limiting energy use can help keep money in your pocket for other needs.



Consider following these energy tips:

CLOSE VENTS – Keep doors and vents closed in rooms not in use.

CAULK – Caulking is valuable during any season. Use it to close air leaks and openings in your home to keep warm air outside.

FULL LOADS – Wait to use your washer and dishwasher only when it's full. Consider air drying dishes and clothing for even more savings.

RIGHT SIZE – Use a smaller pan, if possible, and put a lid on it so food cooks faster.

COOLER WATER – Lower the temperature on your water heater to the medium setting (120 degrees).

For additional tips to save energy, visit pgworks.com/coronavirus-energy-tips

PROTECT YOURSELF AGAINST IMPOSTERS AND SCAMS. IF YOU HAVE ANY UNCERTAINTY, CALL 911.

