

GOOD GAS NEWS



August 2015

Safety check-in



Summer fun begins with safety.

Philadelphia is growing and evolving at a rapid pace. More tourists than ever are visiting, new businesses are launching or relocating here, and a growing number of young families are making the city their home. Part of making sure that all residents, new or long-standing, continue to enjoy the benefits of being in Philadelphia is maintaining a safe and reliable natural gas service... and you can help!

- Report suspected gas theft.**
The theft of natural gas is dangerous and should be reported immediately by calling (215) 684-6383. Your call is confidential and important.
- Use your nose.**
Natural gas has a rotten egg-like odor on purpose. If you think you smell natural gas, leave the area then call PGW at (215) 235-1212 at any time.
- Call 811 Before You Dig.**
If you have outdoor summer projects planned that include digging, make sure you call 811 first. The service is free and helps ensure everyone's safety. Remember, it's the law.



One less
worry can
lead to...
putting your health first.

CRP from PGW puts money back in the pockets of low-income customers.*
Treat yourself well.

Call 215-235-1000 Visit pgworks.com



*CRP is open to qualifying residential customers whose gross household income is no more than 150% of the Federal Poverty Level. Other criteria may also apply.

Pennsylvania's Gas Choice

Philadelphia Gas Works can provide both natural gas supply and gas distribution services to customers. However, Pennsylvania's Gas Choice program allows customers to choose a natural gas supplier other than PGW. Unless you opt out, gas suppliers are provided with your name, address, account number, and natural gas usage history so they may promote their services to you. You may opt out of having either your natural gas usage information, or any of your account information released to natural gas suppliers. PGW will not release your information to the outside gas suppliers if you opt out.

For more information about how Gas Choice works or to opt out, visit <http://www.pgworks.com/residential/customer-care/gaschoice> or call 215-235-1000 (residential) or 215-235-7077 (commercial).

Termination Policy

PGW may terminate gas service for nonpayment of your bill, including any charges billed to your account by third-party suppliers.

Do you know these common terms?

Burner tip—The point at which natural gas is used such as a furnace, water heater or range.

Ccf—100 cubic feet of gas. This is a measure of gas usage.

Chapter 56—The PUC regulations that govern metering, billing and collections for residential gas and electricity service.

City gate—The point where interstate pipelines deliver gas into NGDC facilities.

Commodity charges—The charges for basic gas supply service which is sold either by volume (ccf or Mcf) or heating value (dekatherms).

Customer charge—A monthly charge to cover NGDC costs such as maintaining the gas lines, meter reading and billing.

Distribution charges—The charges for the delivery of natural gas from the point of receipt into the NGDC's system.

Dth (Dekatherm)—A measure of the heat content value of gas. Gas usage is determined by multiplying the Mcf used by the heat content value of the gas.

Gas cost adjustment charges—The amount billed or credited each month to account for differences between projected and actual gas supply costs of the NGDC.

Mcf—1,000 cubic feet of gas. This is a measure of gas usage.

NGDC—Natural gas distribution company—A state regulated natural gas utility which owns the gas lines and equipment necessary to deliver natural gas to the consumer. (Formerly called local distribution company)

NGS—Natural gas supplier—An entity that sells or arranges to sell natural gas to customers that is delivered through the distribution lines of an NGDC.

PUC—Pennsylvania Public Utility Commission—The State regulatory agency that provides oversight, policy guidance and direction to public utilities and suppliers.

Price to compare—The dollar amount charged by the NGDC used by consumers to compare prices and potential savings with other NGSs.

Storage—Placing natural gas into an underground facility for removal and use at a later date.

Transmission—The moving of natural gas through the interstate pipeline system for delivery to the NGDC.

Call 811 before you dig

Ready to dig? Do it safely! No matter if you're planning a DIY project or hiring a professional - smart digging means first dialing 811. This free service marks underground utility lines so you know where to avoid. That keeps you and your property safe. Remember, **it's the law.**



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