

GOOD GAS NEWS



December 2016



Warmth without the worry.

That's what a free, no-strings grant from LIHEAP means. It helps people pay their heating bills.

Take one minute and see if you qualify for up to **\$1,000**.

Do it for them.
Text **FAST** to **75308**

Message & data rates may apply.

CARBON MONOXIDE



As we end the year and enter winter, it's time to make sure all your fuel-burning appliances have been inspected this year. Carbon monoxide (CO), a colorless, odorless, and potentially dangerous gas, is produced during the incomplete burning of carbon-containing fuels.

The U.S. Consumer Product Safety Commission (CPSC) estimates there are 170 CO poisoning deaths each year from fuel-burning products. A battery operated carbon monoxide alarm will detect the odorless gas if there is a leak. The batteries on CO alarms should be replaced twice a year.

If you suspect carbon monoxide is present:

- Stop using the appliance. Seek medical care if anyone has symptoms of carbon monoxide.
- Do not use the appliance until it has been determined to be safe by a qualified professional

Remember you can contact PGW's Emergency Hotline 24 hours a day, 7 days a week at (215) 235-1212 if you suspect a gas leak.

Ways to **save** this winter and all year

As the temperature drops outside, keeping your home warm can become difficult. If you or someone you know is dreading the winter heating season, or struggles with their gas bill year round, PGW has programs that can help. Get to know them and start saving today.

Customer Responsibility Program (CRP)

CRP can lead to one less worry for you, helping households better afford gas service. This program gives income-eligible customers a fixed, discounted monthly bill and debt forgiveness each month you pay that bill on time and in full.

Bill Analyzer

Bill Analyzer helps you understand and manage your home's energy use. Simply login to My Account, choose Bill Analyzer, and see details on your Home Profile (a summary of your home's energy usage), changes in your bill, and your gas usage history. Use this tool to cut down on energy usage and save. It's available 24/7 to all customers who sign up for My Account.



Sign up for health coverage at PGW Customer Service Centers

If you don't have health insurance through your employer, Medicare, Medicaid, the Children's Health Insurance Program (CHIP), or another source that provides qualifying coverage, the Health Insurance Marketplace at healthcare.gov can help you get covered. You may be eligible for a subsidy to help cover some of the cost of your insurance.

Philadelphia Gas Works is partnering with Enroll America and Cognosante to have trained advisors and assisters at our six Customer Service Centers to help residents understand their options and sign up for coverage.

"This is another tangible way that PGW can support the City we work for. PGW encourages all eligible residents, not just our customers, to take advantage of this opportunity," notes Melanie McCottry, director of public affairs.

The open enrollment period for the health insurance coverage runs through January 31, 2017. If you want your coverage to start on January 1, 2017, then you must enroll by December 15, 2016.



Health care navigators will be at PGW Customer Service Centers according to the following schedule, through January 31, 2017:

Center City, 1137 Chestnut Street – Mondays, 12:30 – 4:30 p.m.; Tuesdays, 2 – 5 p.m.; Thursdays, 9 a.m. – 12 p.m.; and Fridays, 8:30 a.m. – 12:30 p.m.

Frankford, 4410 Frankford Avenue – Tuesdays, 9:30 a.m. – 1:30 p.m.; Thursdays, 12:30 – 4:30 p.m.; and Fridays, 9:30 a.m. – 1:30 p.m.

Germantown, 212 W. Cheltenham Avenue – Tuesdays, 3:30 – 7:30 p.m.; Wednesdays, 3:30 – 7:30 p.m.; and Fridays, 9:30 a.m. – 1:30 p.m.

North Philadelphia, 1337 W. Erie Avenue – Mondays, 1:30 – 5:30 p.m.; Wednesdays, 9 – 12 p.m.; and Thursdays, 8:30 a.m. – 12:30 p.m.

South Philadelphia, 1601 S. Broad Street – Mondays, 12:30 – 4:30 p.m.; Wednesdays, 9 a.m. – 12 p.m.; and Thursdays, 8:30 a.m. – 12:30 p.m.

West Philadelphia, 5230 Chestnut Street – Mondays, 12:30 – 4:30 p.m.; Tuesdays, 9:30 a.m. – 1:30 p.m.; Wednesdays, 12:30 – 4:30 p.m.; and Fridays, 9:30 a.m. – 1:30 p.m.

You can also schedule an in-person appointment with a free, impartial, enrollment assister in your community to walk you through the process by visiting GCACconnector.org or by calling the **Pennsylvania Health Access Network at 877-570-3642**.

After January 31, 2017, you can't buy a health insurance plan for the rest of 2017 unless you have a life change — like having a baby, getting married, or losing other health coverage — that qualifies you for a Special Enrollment Period.



...WITH A PGW PARTS & LABOR PLAN
IF SOMETHING GOES WRONG WITH A COVERED APPLIANCE,
PGW IS THERE TO FIX IT.

#HOMEHEROPHL PGWORKS.COM/PLP 215-235-2050

