

GOOD GAS NEWS



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PhillyGasWorks



HAPPY ASIAN PACIFIC ISLANDER HERITAGE MONTH

WE'RE HERE TO HELP

PGW PROGRAMS CAN EASE STRESS - CONTACT US TODAY!

Rising food, gas and other living costs may be impacting your budget. If you have an unpaid natural gas bill, PGW has programs to help get you back on track.

- **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**
- **MONTHLY PAYMENT ARRANGEMENTS** help customers catch up on past due bills.
- **BUDGET BILLING** evens out your payments over the course of the year.
- **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.

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.

NEED IN-PERSON ASSISTANCE?

In-person help is available. Scan this QR code to find a Neighborhood Energy Center.



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 because of nonpayment.

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.

WAYS TO PAY

PAY ONLINE AT PGWORKS.COM

- Sign up for a PGW My Account. No fee with a checking/savings account.
- Make a one-time payment with a checking/savings account or a credit card. A convenience fee of \$2.95 will be applied.

PAY WITH CASH NEAR YOU

- Take your PGW bill to any participating 7-Eleven, CVS, Dollar General, Family Dollar, or Walmart. Show the retailer the Pay With Cash barcode on Page 2 of your bill.
 - Payment posts same day and it's free!

PAY BY PHONE: 215.235.1000

- Pay from your checking or savings account. A convenience fee of \$2.95 will be applied.

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

NEW! Bring your PGW bill and pay with cash at any Walmart

MAY 2022

SAVE ON ENERGY COSTS WITH NATURAL GAS & ENERGYSENSE

Natural gas remains the most affordable energy source. With EnergySense from PGW, you could save even more!

ENERGYSense AT HOME

Did you know that you can receive rebates up to \$1,800? **EnergySense** provides grants and rebates for the purchase of energy-efficient equipment like boilers and furnaces.

There's no downside to savings. Check out PGWEnergySense.com today.

ENERGYSense FOR BUSINESS

Customers can get up to \$50,000 in rebates for installing high-efficiency heating and hot water equipment, building controls, insulation and cooking equipment in commercial buildings. Both new construction and existing buildings are eligible.

PROTECT YOURSELF FROM IMPOSTER UTILITY SCAMS

Each year, Americans are scammed out of millions of dollars by imposters claiming to be from a utility company (like PGW).



Be Sure Before You Open The Door

- Customers should never share private information, such as their PGW account number or social security number, with anyone over the phone, or via text or email. PGW will NEVER CALL YOU and ask for a customer account number without advance notice.
- Customers should ignore calls demanding payment with a prepaid credit card. PGW offers a variety of ways to pay a bill — in-person at a retail cash location, online, by phone or mail. More info at PGWorks.com/pay.
- All PGW employees have ID badges and official PGW vehicles with clearly visible PGW logos. Customers who feel the slightest bit unsure about a person's claim to be from PGW should call 911.

Your safety is important to us.
Check us out on social for more tips - [@MyPGW](https://twitter.com/MyPGW)

KNOW IT, SHARE IT! SMELL GAS? CALL 215-235-1212

Natural gas has an unpleasant, rotten egg-like odor for easy detection and your safety.

If you think you smell gas, leave the area immediately, then call PGW at 215-235-1212.

Remember, if you think you smell gas:

- NEVER** flip the light switch on or off.
- NEVER** use electrical devices.
- NEVER** use an open flame, matches or lighter.
- NEVER** try to locate the source of the gas leak.
- NEVER** try to shut off any natural gas valves or appliances.
- NEVER** re-enter the building until the utility company says it is safe to do so.

CUT **COSTS**
CUT **EMISSIONS**

PGWorks.com/FuelingTheFuture

