

GOOD GAS NEWS



January 2016

In 2016, Resolve to be Ready:

Does your family have a communication plan?



A University of Scranton study found that nearly half of all Americans make New Year's resolutions to improve some aspect of their lives. In 2016, resolve to develop a family communication plan in case of a natural disaster or other emergency.

Your family may not be together in an emergency or when disaster strikes. How you will get to a safe place? How will you contact one another and get back together? Planning how you will get in touch is important.

Before an emergency happens, sit down together and decide how you will get in contact with each member of your family. Decide where you will go and what you will do if you get separated. Keep a copy of your plan where you can access it in the event of a storm or major disaster.

Here are some tips to help you create a family communication plan

- Pick an emergency contact and a back-up contact.
- Keep a contact card with important contact phone numbers handy.
- Pick a designated meeting spot.
- Know how to text. Texts often get through easier during emergencies.
- Subscribe to Philadelphia's official emergency alert system, ReadyPhiladelphia for emergency text alerts on your smartphone.

For more information on how to prepare for emergencies, visit phila.gov/ready.

LIHEAP

Simple. Quick. Worth it.

"The money kept my family warm during the hard winter."



Text HEAT to 75308



PGW'S CEO REPRESENTS CUSTOMERS, CITY AND INDUSTRY ON KEYSTONE BUSINESS CONFERENCE ENERGY PANEL

"Natural gas is key to Philadelphia's resurgence," said Craig White, PGW President and CEO, at the Keystone Conference on Business and Policy on November 19 at the University of Pennsylvania.

Mr. White took part in the 'Growth Through Energy' panel, which focused on utilizing Pennsylvania's abundant, local natural gas resources, Philadelphia's prime location and the City's hard-working residents to turn the region into America's next energy hub.

He also talked about the vital leadership role PGW and the City can play in accelerating long-term and sustainable local growth through energy, building on the company's 180 years of natural gas expertise.

Want to learn more?

Visit keystonebusinessconference.com/panel/growth-through-energy/

WINTER HOME HEATING SUPPORT

As temperatures fall, the cost of monthly heating can go up. Here are some ways PGW may be able to help you stay warm without the worry.

Budget Billing

Do you see a winter spike in your heating bill or during other times of peak energy usage? Qualifying residential customers can balance their PGW payments throughout the year and avoid seasonal fluctuations in their bills.

Customer Responsibility Program (CRP)

Customers on CRP get a smaller PGW bill based on household size and income, not how much gas they use. CRP customers even eliminate past-due charges while still saving money.

Payment Arrangements

If you've fallen behind on your PGW bill, you may be eligible to enroll in a PGW repayment plan. To see if you qualify, call 215-235-1777.

For more on all our assistance programs, visit pgworks.com under Customer Care or call 215-235-1000.

Be Warm, Be Safe Home Heating and Natural Gas Safety

As winter continues, it's important to know how to stay safe while keeping warm in your home. Every year people are hospitalized as a result of carbon monoxide poisoning, but with the right precautions it never needs to happen. Here's what you need to know.



Preventing Carbon Monoxide (CO) Poisoning

- Have a CO detector/alarm installed if you don't already, and test it regularly
- Every fuel burning appliance can create a dangerous CO situation. Have your fuel burning appliances inspected at the beginning of every heating season
- Never use an oven, grill or other unfit appliance or piece of equipment to heat your home. At best, this can damage the oven and at worst can cause a dangerous build-up of colorless, odorless, poisonous carbon monoxide
- Never sleep in a room heated by a gas or kerosene space heater that does not have proper venting

We all know natural gas is the preferred safe and reliable source of energy for homes and business throughout Philadelphia. Like any fuel, however, it can pose a risk if not used in a safe and well-maintained manner.

Signs of a Potential Natural Gas Leak Include

- A smell like rotten eggs. Natural gas has no odor, so we add a chemical to alert you to its presence, if there's a leak
- Hissing noises near a cracked fitting or connection

If you think you smell natural gas, follow these tips

- Do not attempt to locate the leak
- Do not smoke or use any open flames
- Leave the area immediately and from a safe distance call PGW at 215-235-1212 or 911