

GOOD GAS NEWS



Happy New Year!



January 2014

Need more than LIHEAP this season?

***Look to Crisis, UESF,
and PGW assistance
programs.***

Have you applied for or received a Low Income Home Energy Assistance Program (LIHEAP) grant, but need more assistance? Learn three more ways PGW can help:

Crisis Grant

Are you without gas service? Do you have a 10-day shut-off notice? Do you have broken heating equipment? A Crisis Grant can help.

Crisis, a federal grant awarded to income-eligible customers, can be combined with LIHEAP to help keep – or restore – gas service this winter.

You must apply for the grant in person at the Philadelphia County Assistance Office (1348 W. Sedgley Avenue) and have required documentation.

Call (215) 560-1583 to see if you qualify, a list of needed documentation, and more details.

Utility Emergency Services Fund (UESF)

Is your gas service off? A UESF grant, reserved for income-eligible customers, may be available to you.

UESF grants up to \$1,500 are designed to help pay off the balance of an unpaid utility bill, allowing service to be restored, and can be combined with both LIHEAP and Crisis.

A UESF grant will only be available if, along with other assistance, any match by PGW and a customer's own payment bring the account balance to zero. For complete details and an application, **call (215) 972-5170, or visit www.uesf.org**

PGW Assistance Programs

Are you a residential customer having trouble paying your PGW bill? **Contact PGW at (215) 235-1777** to learn how our Payment Arrangement, Budget Billing and Customer Responsibility programs can help.

Third-party notification service available

PGW offers customers the option to enroll in a third-party shut-off notification program. If an enrolled customer receives a shut-off notice, PGW will also send a copy of the notice to a designated caregiver, family member or organization. Third-party recipients will not receive copies of monthly bills or other private customer information, and are not responsible for paying bills.

Visit a PGW Customer Service Center or call (215) 235-1000 to enroll in the third-party shut-off notification program.

No increase to PGW natural gas rates

PGW customers will not see an increase in natural gas rates this winter, as announced on December 1, 2013. The natural gas rate reflects what PGW pays for the gas.

The rate will stay in effect through February 2014. At that time, PGW will determine, based on market conditions, whether the rate should change.

More industry news

The Public Utility Commission recently announced that PGW customers are among the two-thirds of Pennsylvania's natural gas users who paid the lowest gas rates, for December, in a decade.

In the Community

PGW 'Lives United'

For nearly a century, PGW employees have been answering the United Way's call to 'Live United' by donating to the organization and charities it supports. And this year, **PGW employees and retirees raised more than \$80,000 for the United Way** of Greater Philadelphia and Southern New Jersey.

Donating to the United Way reinforces our commitment to Philadelphia. After all, Philadelphia isn't just where we work... it's where we live, raise our families, and share memories.

Check PGW's Blog page to hear more about how are employee are giving back at www.pgworks.com/blog.



PHILADELPHIA

children's scholarship fund



APPLY
NOW!

K-8th Grade Scholarships Available
For Low-Income Philadelphia Children

visit www.csfphiladelphia.org or call 215.670.8411

application deadline: **March 1, 2014**

OUR CITY.
YOUR
CHOICE.
THEIR
CHANCE.