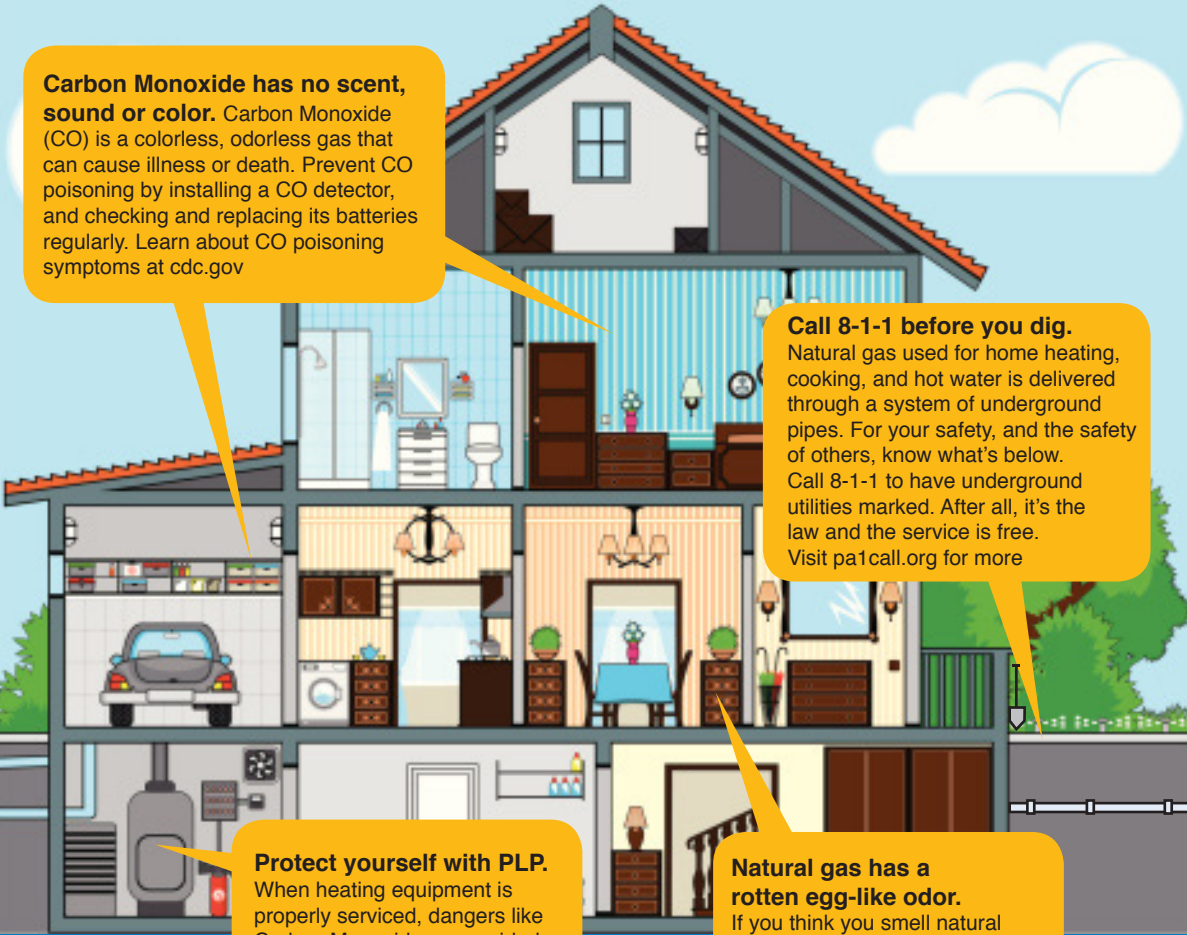


## Keeping Philadelphia safe

*Protect yourself and your home from unseen hazards.*

At PGW, the safe, reliable delivery of natural gas is our first priority and one we *never* take lightly. It's also our duty (and privilege) to keep Philadelphians informed on the warning signs that may indicate an unseen hazard. Recalling the tips below can help you avoid potential hazards.



**Carbon Monoxide has no scent, sound or color.** Carbon Monoxide (CO) is a colorless, odorless gas that can cause illness or death. Prevent CO poisoning by installing a CO detector, and checking and replacing its batteries regularly. Learn about CO poisoning symptoms at [cdc.gov](http://cdc.gov)

**Call 8-1-1 before you dig.**

Natural gas used for home heating, cooking, and hot water is delivered through a system of underground pipes. For your safety, and the safety of others, know what's below. Call 8-1-1 to have underground utilities marked. After all, it's the law and the service is free. Visit [pa1call.org](http://pa1call.org) for more

**Protect yourself with PLP.**

When heating equipment is properly serviced, dangers like Carbon Monoxide are avoided. Enroll in PLP to keep appliances, and your family, in good health. Visit [pgworks.com/plp](http://pgworks.com/plp)

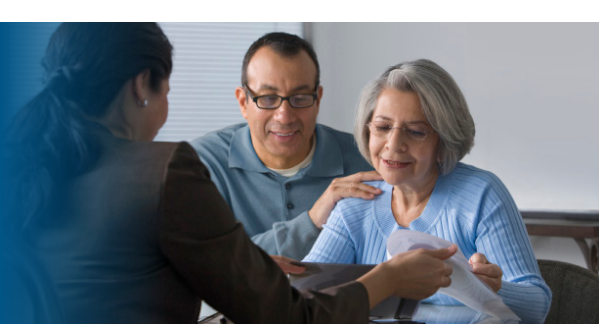
**Natural gas has a rotten egg-like odor.**

If you think you smell natural gas, leave the area immediately and call PGW at (215) 235-1212 at any hour. We're available 24/7 for your safety.

# Don't be left in the cold

Need your gas service restored? Contact PGW today at (215) 235-1777.

If you need financial assistance, you might qualify for a federal Crisis Grant. To find out if you are eligible, call (215) 560-1583.



## Take control of your energy usage

Is your home suffering from any of the following?

- High energy bills
- Drafty, uncomfortable rooms
- Varying room temperatures
- Inadequate insulation
- Window condensation
- Old, inefficient heating equipment

Now's the time to **take control with PGW's EnergySense Home Rebates Program**. Start by calling 1-855-PGW-SOLVES or visiting [pgwenergysense.com](http://pgwenergysense.com) to select a PGW-approved home assessment specialist to conduct a home energy assessment at a discounted rate of only \$150 (normally valued at \$500).

After the assessment, you'll receive a detailed report with home performance solutions and projected utility bill savings. Then, you decide which improvements to make. Once work is complete, you'll receive up to \$3,500 in rebates. Financing for as low as .99% is available through Keystone HELP – Pennsylvania's special financing program for energy efficient home improvements.

For appointments or more information, visit [pgwenergysense.com](http://pgwenergysense.com) or call 1-855-PGW-SOLVES.



## In the Community

### Invite PGW to your next event



Our Community Outreach Team is looking forward to another exciting year of partnering with organizations and community leaders in and around Philadelphia. Whether a returning guest, or a first-time visitor, we're always pleased to share our resources and meet one-on-one with our neighbors.

#### Our team is available to assist Philadelphia families and businesses with:

- Energy saving tips and resources;
- PGW assistance programs and grant opportunities; and
- General questions and requests.

Call our Community Partnership Hotline at (215) 684-6901 to request a visit from PGW. We look forward to working with you in 2014.

## Having trouble paying bills? WE CAN HELP.



The Financial Empowerment Centers provide FREE one-on-one financial counseling throughout the city.

# 1-855-FIN-PHIL

Call to make an appointment.



[phillyfec.org](http://phillyfec.org)