

# GOOD GAS NEWS



October 2014

## FALL INTO SAVINGS

**As the leaves fall, find comfort in these tips.**

Throughout Philadelphia, customers are gearing up for cooler, crisper autumn air. They know that conserving energy not only makes for a comfortable home, but a more affordable energy bill. Here are a few tips for welcoming the fall season.



**Pipes, ducts and vents** – Fifteen percent of a home's heat is lost through holes cut for pipes, ducts and vents. Use general purpose caulk or foam spray to close these gaps.



**Windows and doors** – Using weatherstripping and indoor caulk for windows and doors can help eliminate air leakage from your home. It will also help rid your home of uncomfortable drafts.



**Roof and attic spaces** – Remember, heat rises ... don't let it escape. It's estimated that properly insulating your roof and attic can lower your energy bill by 10 to 50 percent.



**Thermostats** – Turning thermostats back 10 to 15 degrees for eight hours can save 5 to 15 percent a year on heating costs. That's about 1 percent per degree. Remember that warmer temperatures are needed for infants and elderly.

To get more helpful tips like this, and learn how Good Energy Makes Good Sense, visit us at [PGWenergysense.com](http://PGWenergysense.com)

*\* Tips provided by the U.S. Department of Energy*



For the streets where we live...

**Good energy  
makes good sense.**

[PGWenergysense.com](http://PGWenergysense.com)



# ASSISTANCE WHEN YOU NEED IT

Are you concerned about paying for bills this heating season? Do you need gas service restored? PGW can help through a variety of assistance programs and grants.



## CRP

(Customer Responsibility Program)

CRP is available to income-eligible customers to help better afford and maintain gas service. Qualified customers receive a consistent, discounted monthly bill.

To learn more about CRP, call (215) 235-1000 or visit [pgworks.com](http://pgworks.com).

## LIHEAP

(Low Income Home Energy Assistance Program)

If you received a LIHEAP grant last winter, check your mail. Applications are being sent to customers who received the federal grant last year. Submit your application before the program opens to help ensure you receive a grant once again.

### To apply your LIHEAP grant to your PGW account:

1. Write "PGW" and your PGW account number in question 4 of the application.
2. Check "Natural Gas" in question 6.
3. Include proof of household income.

## Crisis Assistance

Are you without gas service? Do you have a 10-day shut-off notice? Do you have broken heating equipment? **Crisis Assistance** can help. Crisis, a federal grant awarded to income-eligible customers, can be combined with LIHEAP to help keep – or restore – gas service.

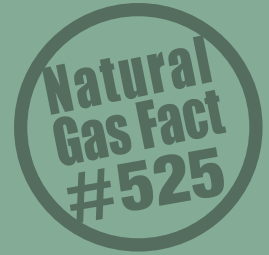
**Call the PA Department of Public Welfare at (215) 560-1583 to learn if you qualify**, for a list of needed documentation, and more details.

**For more on our assistance programs and available grants, visit [pgworks.com](http://pgworks.com).**

## Did you know?

According to the U.S. Department of Energy, families using natural gas will spend three times less on energy costs compared to the equivalent amount of electricity.

That's good news for Philadelphia's 500,000 natural gas customers. As a natural gas user, you also benefit from more energy efficient appliances (compared to electric counterparts) and fewer greenhouse gas emissions.



## PGW's South Philadelphia Customer Service Center closed through November

For your convenience, our Center City, West Philadelphia and Frankford offices will be open additional days, as shown in blue below. We're available 24/7 at [pgworks.com](http://pgworks.com)

### North Philadelphia

1337 West Erie Ave.  
Days open: M,W,Th  
9 a.m. - 5 p.m.

### Germantown

212 West Chelton Ave.  
Days open: T,W,F  
9 a.m. - 5 p.m.

### West Philadelphia

5230 Chestnut St.  
Days open: M,T,W,Th,F  
9 a.m. - 5 p.m.

### Frankford

4410 Frankford Ave.  
Days open: M,T,Th,F  
9 a.m. - 5 p.m.

### Center City

1137 Chestnut St.  
Days open: M,T,W,Th,F  
9 a.m. - 5 p.m.

### South Philadelphia

1601 South Broad St.  
**Closed through November 2014**

