

GOOD GAS NEWS



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PhillyGasWorks



HAVE PAST DUE BILLS? CONTACT PGW TODAY.

If you have an unpaid natural gas bill, PGW has programs to get you back on track:

- **MONTHLY PAYMENT ARRANGEMENTS** to help customers catch up.
- **BUDGET BILLING** evens out your payments over the course of the year.
- **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
- **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. UESF relies on individuals, corporations, foundations and government agencies to help provide direct assistance to vulnerable families.
- **CUSTOMER ASSISTANCE REFERRAL EVALUATION PROGRAM (CARES)** provides referral assistance to residential customers with special circumstances. These might include Protection From Abuse Order, medical emergencies, unemployment or other temporary hardships.

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.

Utility Assistance Now Available Through City of Philadelphia

Landlords and tenants can now receive up to \$2,000 in utility assistance for past due PGW bills through PHLRentAssist Phase 4 - the City's COVID-19 Emergency Rental and Utility Assistance Program. This program also offers assistance for water and electric bills and overdue rent.

Landlords and tenants can apply online at phlrentassist.org.

General Program Guidelines:

- Utility payments are available for utility bills from March 13, 2020 - up to 18 months of bills total.
- Program available to income eligible customers.

PHDC, the City's housing and community development non-profit, will administer this program. Landlords and tenants can apply until funds run out. For questions, tenants can call 311.

APPLY TODAY at phlrentassist.org.

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 or Family Dollar. 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**



PROTECT YOURSELF FROM IMPOSTER UTILITY SCAMS



Throughout the COVID-19 pandemic, utility customers have been receiving increased calls, texts, emails, and in-person visits from scammers demanding immediate payment to prevent service disconnection.

PGW advises customers to follow these tips:

- 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.
- Customers should ignore calls demanding payment with a prepaid credit card. Utility companies offer a variety of ways to pay a bill, including online, phone, automatic bank draft or mail payments.
- 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.



REDUCE ENERGY USE & SAVE MONEY

Limiting your energy use can help keep money in your pocket, especially as families are spending more time at home.

CLOSE VENTS – Keep doors and vents closed in rooms not in use.

CAULK – Caulking is valuable during any season. Use it to close air leaks and openings in your home to keep warm air outside and cool air in.

FILL IT UP – Wait to run your washer and dishwasher until it is a full load. Consider air drying dishes and clothing for even more savings.

RIGHT SIZE – Use a smaller pan, if possible, and put a lid on it so food cooks faster.

COOLER WATER – Lower the temperature on your water heater to the medium setting (120 degrees).

Can't get enough of these energy saving ideas? Follow us on social media @MyPGW for more quick tips!

CNG Fuels AAA Trucks



AAA Mid-Atlantic recently opened a **CNG (compressed natural gas)** fueling station at its Philadelphia Fleet Depot. The station fuels 23 CNG battery trucks that assist drivers in emergency situations. CNG is a more economical and environmentally friendly fueling source than gasoline or diesel.

PLANTING TREES, REDUCING CARBON WITH THE PHILLIES

DYK: For every home run hit by the Philadelphia Phillies this season, 48 pounds of carbon will be absorbed out of the atmosphere. How? Home Runs for Trees. This season, PGW again has partnered with the Phillies and for every home run hit, PGW will plant a new tree in our area.

Last season PGW planted 82 trees. That eliminates nearly 1.97 tons of carbon emissions.

Follow us @MyPGW to get the latest home run count for 2021. To learn more about how PGW is reducing carbon emissions, visit pgworks.com

