

GOOD GAS NEWS



January/February 2017

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 appliance, 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 businesses 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
- 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

A healthier tomorrow.

That's what a free, no-strings grant from **LIHEAP** means. It helps people pay their heating bills. Take one minute and see if you qualify for up to **\$1,000**.

Less worry, more warmth. Text **FAST** to **75308**

Message & data rates may apply.

pgworks.com/LIHEAP



We Work For Philadelphia: PGW in the Community

Invite us to your next event.

If you would like PGW to attend your next community event to speak or provide information on energy efficiency, grant programs, and/or customer assistance programs, contact our **Public Affairs Hotline** at **(215) 684-6880**.



- Learn how to cut down the costs of natural gas bills;
- Find where to apply for grant money to help pay heating bills; and
- Have questions answered in person.

Holiday Closings

Philadelphia Gas Works' (PGW) Customer Service Centers will be closed in observance of the **Martin Luther King Jr.** holiday on Monday, January 16, 2017, and **Presidents Day** on Monday, February 20, 2017. The Commercial Resource Center also will be closed.

At any time, immediately report all gas leaks or gas-related emergencies by calling 215-235-1212.

The Center City, Frankford, Germantown, and West Philadelphia centers will reopen the day after each holiday. The South Philadelphia and North Philadelphia sites will reopen the Wednesday after each holiday. Normal hours are 9 a.m. to 5 p.m. Both the Commercial Resource Center and the Residential Customer Call Center will resume normal business hours the day after each holiday. The Customer Call Center is available from 8 a.m. to 6 p.m. and the Commercial Resource Center operates between 8 a.m. and 4:30 p.m.

Customers may check their bills or make bill payments anytime at pgworks.com.



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)

Eligible 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.

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



...WITH A PGW PARTS & LABOR PLAN

#HOMEHEROPHL PGWORKS.COM/PLP 215-235-2050