



PHILADELPHIA GAS WORKS

# GUIDE TO CUSTOMER PROGRAMS



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



# ABOUT US

## Philadelphia Gas Works

Since 1836, Philadelphia Gas Works has provided safe and reliable natural gas delivery to the people, businesses and communities of Philadelphia. Today, PGW is the largest municipally owned natural gas utility in the country.

Being owned by the City of Philadelphia means we work for Philadelphia. We focus on providing the best services and options we can, to meet the needs of Philadelphia today... and tomorrow.

PGW is also one of the largest employers in the City, creating jobs and supporting the local economy 24 hours a day, 7 days a week. Our hard-working teams visit every street and avenue of Philadelphia to monitor and maintain 6,000 miles of underground pipeline, which serves almost 500,000 residential customers and nearly 30,000 business customers.

Find out more about how PGW is the fuel that powers Philadelphia at [pgworks.com](http://pgworks.com).



Find out more about  
PGW's legacy of  
service and reliability at  
[pgworks.com](http://pgworks.com)





# Table of Contents

4	Locations
6	Contact Us
8	How to Turn On or Disconnect Services
9	Gas Choice
10	Pipeline Improvement Program
12	Ways to Pay
14	Payment Assistance
18	Ways to Save Energy
20	Business Services
22	Why Choose Natural Gas?
27	Frequently Used Numbers

**Emergency Hotline: call immediately if you smell gas or have an unsafe condition.**

215-235-1212

# LOCATIONS

Serving Philadelphia  
Residents



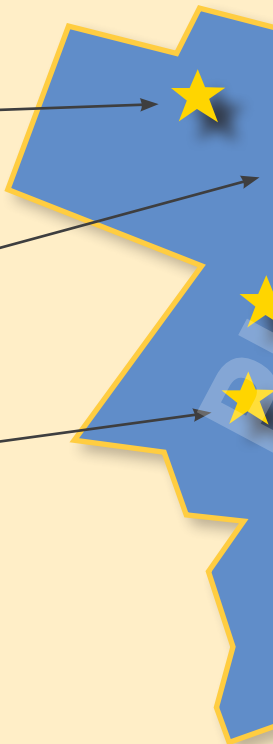
## Visit a Customer Service Center to

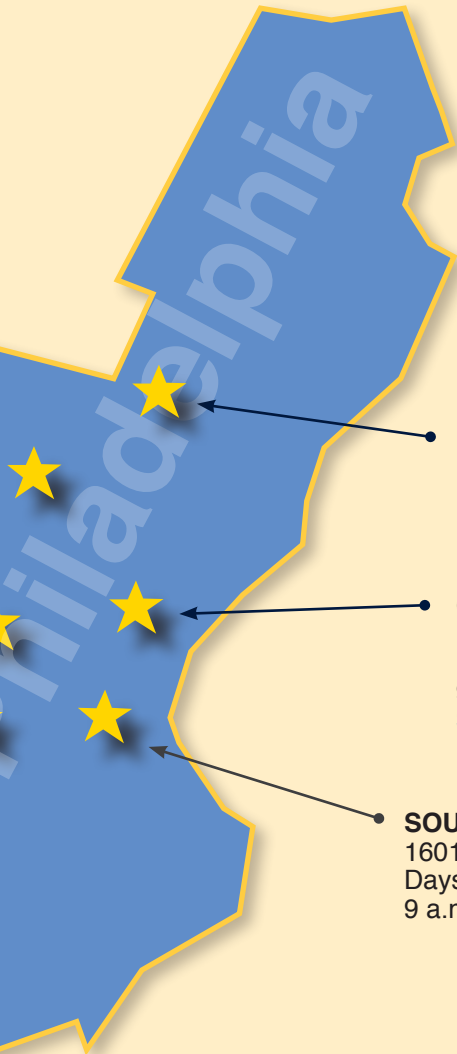
- Pay a bill
- Apply for gas service
- Apply for LIHEAP and Crisis
- Enroll in special programs and budget plans
- Schedule a service visit
- Transfer gas service
- Receive additional assistance

**GERMANTOWN**  
212 West Cheltenham Ave.  
Days open: T,W,F  
9 a.m. – 5 p.m.

**NORTH PHILADELPHIA**  
1337 West Erie Ave.  
Days open: M,W,Th  
9 a.m. – 5 p.m.

**WEST PHILADELPHIA**  
5230 Chestnut St.  
Days open: M,T,W,F  
9 a.m. – 5 p.m.





**FRANKFORD**

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

**CENTER CITY**

1137 Chestnut St.  
Days open: M,T,Th,F  
9 a.m. – 5 p.m.  
**Sat. 8 a.m. - 4 p.m.**

**SOUTH PHILADELPHIA**

1601 South Broad St.  
Days open: M,W,Th  
9 a.m. – 5 p.m.

# CONTACT US

Questions about your bill?  
Please have your account  
number ready.

## **Customer Service, Billing & Special Programs**

*Monday - Friday, 8 a.m. to 6 p.m.*

215-235-1000

## **Información y Servicio en Español**

215-235-2175

## **Hearing Impaired Line (TTY)**

215-236-4646

## **Payment Assistance**

215-235-1777

## **Claims Office**

215-684-6535

**WEBSITE:** [pgworks.com](http://pgworks.com)

**FACEBOOK:** [facebook.com/MyPGW](https://facebook.com/MyPGW)



**TWITTER:** [@MyPGW](https://twitter.com/MyPGW)



**NEXTDOOR:** [Nextdoor.com/MYPGW](https://Nextdoor.com/MYPGW)



**YOUTUBE:** [PhillyGasWorks](https://PhillyGasWorks)





**Emergency Hotline:** call immediately if you smell gas or have an unsafe condition.

*24 hours a day, seven days a week.*

**215-235-1212**

**Confidential Gas Theft Line**

*24 hours a day, seven days a week.*

**215-684-6383**

**Call Before You Dig**

*Safe digging begins with a call to PA One Call. It's the law.*

**811**



**Be Sure Before You Open the Door**

*Guard against imposters posing as utility workers.*

**911**



# How to Turn On or Disconnect Services

There are several ways PGW makes it possible for you to activate gas service. If you already have a gas line installed and just need the meter turned on, call 215-235-1000. You can also turn on your gas service on-line at [pgworks.com](http://pgworks.com).



## **Turn Service Off**

Be sure to notify PGW at 215-235-1000 at least seven days before the shutoff or transfer to avoid unnecessary costs. You are responsible for gas used at the property until PGW can access your meter to shut it off.

**A note for landlords:** If you are requesting a gas shutoff for a tenant, download and submit a notarized Voluntary Relinquishment Form with the required signatures of all your tenants.

## **Request a Meter Reading**

To request a meter reading from PGW, call 215-235-1000. Be sure to write down your meter number before giving us a call.

## **Understanding Your Bill**

Get a better understanding of your monthly gas bill with our easy-to-read guide. Visit our website, [pgworks.com](http://pgworks.com).



# Gas Choice

Philadelphia Gas Works can provide both natural gas supply and gas distribution services to customers. However, Pennsylvania's Gas Choice program allows customers to choose a natural gas supplier other than PGW and potentially save money.



As part of this program, unless you opt out, PGW is required to provide natural gas suppliers with your name, address, account number, and natural gas usage history so they may promote their services to you. You may opt out of having either your natural gas usage information, or any of your account information released to natural gas suppliers.

PGW encourages you to shop regularly on the Public Utility Commission website, [PAGasSwitch.com](http://PAGasSwitch.com). For more information about how Gas Choice works or to opt out, visit [pgworks.com/residential/customer-care/gaschoice](http://pgworks.com/residential/customer-care/gaschoice).

**215-235-1000 (residential)**

**215-235-7077 (commercial)**



# Commitment to the Community:

## Pipeline Improvement Program

Philadelphians need safe, clean, affordable energy, and Philadelphia Gas Works strives to meet that increasing demand. Our top priority is always the safe, reliable delivery of natural gas service to your home or business.

PGW invests millions of dollars every year to maintain the city's natural gas distribution system supported by industry approved methods, including our

- Main Replacement Prioritization Model
- Leak Survey Program
- Public Awareness Education
- Emergency Leak Line
- PA One Call 811

We constantly inspect, maintain and monitor our 6,000 mile network of pipes to ensure that they uphold our strict service expectations and meet the complex energy needs of a vibrant Philadelphia.

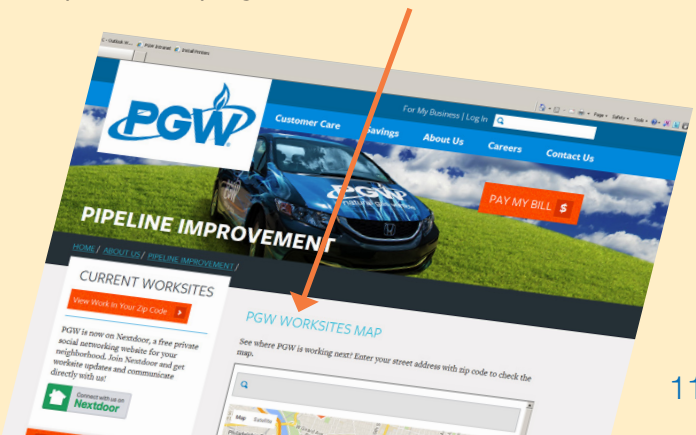
As part of our ongoing commitment, PGW's maintenance includes replacing aging portions of the distribution system, when necessary, with new state-of-the-art equipment.



As with any construction project involving excavation of asphalt, concrete and soil, this pipeline improvement process will involve some temporary inconveniences. However, PGW employees and contractors are committed to providing customers with up to date information of where and how long they will conduct work. The company also works with other utilities and agencies to coordinate construction schedules with other infrastructure projects, when possible, such as the upgrade of sewer lines and the replacement of local roads, to limit additional inconveniences.

Our constant efforts to deliver safe, reliable natural service not only benefits each location we upgrade - we also help to create local jobs, keep rates for natural gas more steady and reduce ongoing maintenance costs and minimize service disruptions.

We value your support of our efforts to maintain the safety and reliability of our network now and into the future. To learn more about the PGW pipeline improvement program **visit [pgwworks.com/worksites](http://pgwworks.com/worksites)**.



# WAYS TO PAY

## Pay Online and Go Green!

When you register for PGW's online My Account service at [pgworks.com](http://pgworks.com), you give yourself the freedom to pay your bill from anywhere, at any time. After registration, we'll send you an email with a link to view your bill and make a payment. Pay from your checking or savings account, or use your debit or credit card.



Get more from My Account with auto pay and e-bill from PGW. With e-bill you get monthly e-mail notifications when your bill is ready to be viewed online, and auto pay\* gives you the comfort of easy, secure and automatic payments on your due date.



\* Note: it can take two months for auto pay to begin on your account. Customers should continue to pay their bill until the auto pay confirmation appears on your PGW bill.





### **Pay by Mail**

A check or money order can be mailed to:  
Philadelphia Gas Works  
P.O. Box 11700  
Newark, NJ 07101-4700

### **Pay by Phone**

To pay by phone, call 215-235-1000. Bills can be paid by phone using a credit card or check. There is a \$2.95 third-party payment processing fee for payments.

### **Pay in Person**

To pay in person, visit one of our six convenient Customer Service Centers (see page 4).

### **Pay at an Alternative Payment Center**

Use these alternative payment centers to pay your PGW bill.

- *MoneyGram (formerly Traveler's Express) – Third-party payment processing fee may apply.*
- IPP of America
- Americash
- CheckFree

**Customers are advised to call the centers listed here before visiting.**

# PAYMENT ASSISTANCE

PGW offers a variety of assistance programs to help customers pay their natural gas heating bills. If you need assistance making monthly payments, PGW can help.

- **Payment Arrangements**

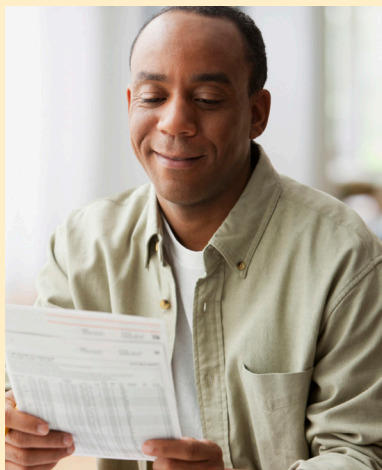
Eligible PGW customers who have fallen behind on their gas bills can apply to pay back their arrears over time. Call 215-235-1777.

- **Budget Billing**

For residential customers who are current on their PGW account, Budget Billing spreads your natural gas costs across a full year, so you avoid big seasonal fluctuations in your bills.

- **Customer Responsibility Program (CRP)**

With CRP, income-eligible residential customers have one less worry. CRP gives discounts to customers by charging a monthly amount based on household size and income, instead of natural gas costs. CRP also allows customers to reduce past-due charges.





## Applying for CRP

To apply you'll need proof of gross income for the last 30 days for each earning member of the household. Once you have that information, you can:

Visit a PGW Customer Service Center (see Page 4 for the nearest one) to complete your application; or

**Print your application** (in English or Spanish) from [pgworks.com/crp](http://pgworks.com/crp) and complete it at home.

To complete the application you must:

- Fill out the application form
- Include copies of proof of household income
- Mail the application to

**Philadelphia Gas Works**  
P.O. Box 3529  
Philadelphia, PA 19122-0529

## How to remain a CRP customer

- Make payments on time
- Assign LIHEAP grants to PGW
- Re-apply each year or when household income or size changes
- Allow the installation of an Automatic Meter Reading (AMR) device at your property
- Accept free conservation services, if offered

*An added incentive: PGW will forgive 1/36 of a customer's pre-program arrears each month for every bill paid on time and in full.*

# PAYMENT ASSISTANCE

## **LIHEAP**

### **Low Income Home Energy Assistance Program**

LIHEAP is a federal grant program that helps customers in need pay their heating bills. Grants are based on household size and income, and it doesn't matter if you rent or own.

*To qualify, customers must:*

- Meet current federal poverty level guidelines;
- Complete the application form, including providing the names and social security numbers of all household residents; and
- Supply proof of household income.

Find out more about LIHEAP and start your application at [pgworks.com/liheap](http://pgworks.com/liheap) or at one of PGW's Customer Service Centers (see page 4).

For more information about how to apply, call 215-235-1000.

## **Crisis Grant Program**

Low-income customers can also apply for a Crisis grant to restore service or avoid shut-off.

*To qualify, customers must*

- Meet the federal poverty level guidelines
- Be in danger of termination or utility service needs to be restored

Applications must be submitted at a designated Crisis Intake Site. Call 215-560-1583 for your nearest site and for more details on completing an application.





## **UESF**

### **Utility Emergency Services Fund**

A privately funded grant provided for low-income customers to help pay off the balance of their utility bills.

#### **UESF Grant guidelines:**

- Only available after all public sources of support have been exhausted;
- Matched by PGW;
- If grant and PGW match do not reduce a customer's balance to zero, the difference must be paid by the customer before the grant and match are applied; and
- Customers can only apply once every 24 months.

Visit [www.uesfacts.org](http://www.uesfacts.org) for an application or call 215-972-5170 with additional questions.

## **Third-party Notification Service**

The third-party notification service ensures that if an enrolled customer receives a shut-off notice, PGW also sends a copy of the notice to a customer-designated caregiver, family member or organization. Third-party recipients do not receive copies of monthly bills.

## **CARES**

### **Customer Assistance Referral and Evaluation Program**

A referral and information program to help customers with special circumstances (i.e. medical emergencies, unemployment, hardships) pay their utility bills.

For more information on any payment assistance program, call 215-235-1000 and a PGW customer service representative will assist you.

# WAYS TO SAVE



## **PGW EnergySense**

PGW EnergySense offers valuable rebates to residential and commercial customers who upgrade or replace natural gas equipment with more energy efficient models. With EnergySense, customers get paid to upgrade, and save money on their monthly energy bills. You can also qualify for EnergySense Rebates by switching from oil to natural gas or by purchasing select Energy Star heating and cooling systems. Call 215-684-6000 for details.

\* Flexible low-interest loans are available to eligible borrowers for energy-related improvements through the Pennsylvania Housing Finance Agency Homeowners Energy Efficiency Loan Program (PHFA HEELP).

PHFA HEELP  
800-822-1174  
[phfa.org](http://phfa.org)

## **PGW Parts and Labor Plan**

Home heating equipment and appliances can go at any time, causing homeowners stress and inconvenience. The PGW Parts and Labor Plan protects residential customers from unexpected costs associated with the replacement or repair of natural gas appliances, heating and cooling systems and other mechanicals.

Appliances covered under the plan can include natural gas home heaters, water heaters, gas dryers and/or split system electric central air conditioners that are connected to a gas heating system.



Customers can receive coverage for any or all applicable mechanicals.

If you have any questions about The PGW Parts and Labor Plan or something is wrong with a covered appliance, please call 215-235-2050.


### Energy Saving Tips

- Install a programmable thermostat.
- Set your thermostat between 65 and 70 degrees when you are home. Keep in mind that warmer temperatures are recommended for homes with ill or elderly persons, or infants.
- Turn your water heater temperature to “warm” (or “low”).
- Open drapes and shades during the day to allow sun light to help heat your home. Remember to draw shades each evening.
- Use ceiling fans to re-circulate your warm air. Check your owner’s manual for the correct directional setting.
- Eliminate drafts with tube or rope caulk.
- Install storm windows.
- Clean or replace furnace filters each month.
- Insulate your gas water heater.
- Close the damper on your fireplace when it is not in use.





# BUSINESS SERVICES



Over 25,000 businesses use natural gas from PGW to fuel their success. Let us serve the energy needs of your business with clean, safe, affordable, domestic natural gas.

## **New Customers**

Natural gas offers your business, your employees, your community and the environment one of the safest, most reliable and greenest energy supplies available — all while decreasing reliance on imported and looking out for your bottom line. To connect your business, call 215-684-6671

## **Existing Customers**

To turn on service at a business location that is already equipped with a gas line and meter, call the **Commercial Resource Center**

Mon-Fri, 8 a.m. - 4 p.m.  
215-235-7077



### **Landlord Cooperation Program (LCP)**

Protect your residential rental property from a lien resulting from unpaid tenant utility bills. Qualifying landlords who register properties only have to comply with program guidelines, including allowing PGW regular meter access to the property, to avoid liens. For additional information including terms and conditions, e-mail [lcp@pgworks.com](mailto:lcp@pgworks.com)

### **Commercial Lien Notification Program (CLNP)**

CLNP is offered to Philadelphia's Commercial/Industrial rental property owners and is designed to give landlords at least 30-days advance notice of the possible filing of a lien against their registered property due to unpaid tenant utility charges. You can register your property online. For terms and conditions, e-mail [clnp@pgworks.com](mailto:clnp@pgworks.com)





# WHY CHOOSE NATURAL GAS

Natural gas is safe, reliable,  
clean, and green!

## **Did You Know?**

- Choosing natural gas from PGW means supporting local jobs, and boosting the local economy
- Natural gas supports energy independence
- Natural gas is clean burning and leaves no soot or ash behind
- By choosing natural gas, you can reduce your carbon footprint and decrease your home's environmental impact by almost 40 percent

## **Natural Gas Safety**

### **For your safety, if you smell gas, do not**

- Use electrical devices
- Use an open flame, matches or lighters
- Try to locate the source of the gas leak
- Try to shut off any natural gas valves or appliances
- Start vehicles
- Try to put out the flame if natural gas ignites
- Re-enter the building or return to the area until a qualified utility representative says it is safe to do so



### **Protect yourself against carbon monoxide**

Carbon monoxide (CO) is an odorless, colorless, poisonous gas that can cause illness or death. Protect yourself and loved ones from carbon monoxide poisoning by

- Having your appliances and chimney or flue serviced regularly by a qualified technician
- Installing a battery-operated CO detector in your home
- Replacing batteries in your CO detector twice a year
- Never using an oven to heat your home
- Not burning charcoal in enclosed spaces

### **Natural gas safety tips**

Natural gas has no smell, so we add an unpleasant, rotten egg-like odor. If you think you smell natural gas, or have an unsafe condition, leave the area immediately, and then call PGW at 215-235-1212.













P G W

## FREQUENTLY USED NUMBERS

If you smell gas or have an emergency ... **215-235-1212**

Customer Service ... **215-235-1000**

Payment Assistance ... **215-235-1777**

UESF Grants ... **215-972-5170**

PGW Parts & Labor Plan ... **215-235-2050**

EnergySense ... **215-684-6000**

Convert to Natural Gas ... **215-684-6700**

If you would like PGW to attend your next community event to speak or provide information on energy efficiency, grant programs or customer assistance programs, contact our **Community Hotline** at **215-684-6901** or **community@pgworks.com**.

Questions? Public Affairs can help at **feedback@pgworks.com**



/MyPGW



@MyPGW



/MyPGW

YouTube

PhillyGasWorks



**PHILADELPHIA GAS WORKS**

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800 W. Montgomery Ave.  
Philadelphia, PA 19122