GOOD GAS NEWS



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Customer Resonsibility Program

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*See debt forgiveness details on the application.

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Appliance Safety: What to Know

Natural gas appliance maintenance is a customer's responsibility. To ensure your appliances run safely and efficiently, here's some tips:

- **Schedule regular inspections.** Have a licensed professional inspect your gas appliances at least once a year or as often as the manufacturer recommends
- **Give appliances space.** Gas-fired appliances require plenty of cleared space around them to operate properly. A blocked vent can cause your furnace to shut off.
- **Do not store combustibles nearby**. Keep rags, mops, paper, and similar items away from gas appliances.

Para Español

Sign up for PGW's Parts & Labor Appliance Protection Plan at PGWorks.com/PLP.

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PENNSYLVANIA'S GAS CHOICE



Philadelphia Gas Works provides 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. Unless you opt out, gas suppliers are provided 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 will not release your information to outside gas suppliers if you opt out.

For more information about how Gas Choice works, or to opt out, visit pgworks.com/gaschoice or call (215) 235-1000 (residential) or (215) 235-7077 (commercial).

Termination Policy - PGW may terminate gas service for nonpayment of your bill, including any charges billed to your account by third-party suppliers.

Do you know these common natural gas competition terms?

Burner tip — The point at which natural gas is used, such as a furnace, water heater, or range.

Ccf — 100 cubic feet of gas. This is a measure of gas usage.

Chapter 56 — The Pennsylvania Public Utility Commission (PUC) regulations that govern metering, billing, and collections for residential gas and electricity service.

City gate — The point where interstate pipelines deliver gas into natural gas distribution company (NGDC) facilities.

Commodity charges — The charges for basic gas supply service which is sold either by volume (Ccf or Mcf) or heating value (dekatherms).

Customer charge — A monthly charge to cover NGDC costs such as maintaining the gas lines, meter reading, and billing.

Distribution charges — The charges for the delivery of natural gas from the point of receipt into the NGDC's system.

Dth (Dekatherm) — A measure of the heat content value of gas. Gas usage is determined by multiplying the Mcf used by the heat content value of the gas.

Gas cost adjustment charges — The amount billed or credited each month to account for differences between projected and actual gas supply costs of the NGDC.

Mcf — 1,000 cubic feet of gas. This is a measure of gas usage.

NGDC — Natural gas distribution company. A state regulated natural gas utility which owns the gas lines and equipment necessary to deliver natural gas to the consumer. (Formerly called local distribution company).

NGS — Natural gas supplier. An entity that sells or arranges to sell natural gas to customers that is delivered through the distribution lines of an NGDC.

PUC — Pennsylvania Public Utility Commission. The State regulatory agency that provides oversight, policy guidance, and direction to public utilities and suppliers.

Price to compare — The dollar amount charged by the NGDC used by consumers to compare prices and potential savings with other NGSs.

Storage — Placing natural gas into an underground facility for removal and use at a later date.

Transmission — The moving of natural gas through the interstate pipeline system for delivery to the NGDC.

To request a copy of the Consumer's Dictionary for Natural Gas Competition, call (215) 235-1000 or write to PGW at 800 W. Montgomery Avenue, Philadelphia, PA 19122.

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