Standard Bill Sample

Contact PGW
Our 24/7 emergency hotline and general phone number can be found here. Need to access your account? Visit us at **PGWorks.com**

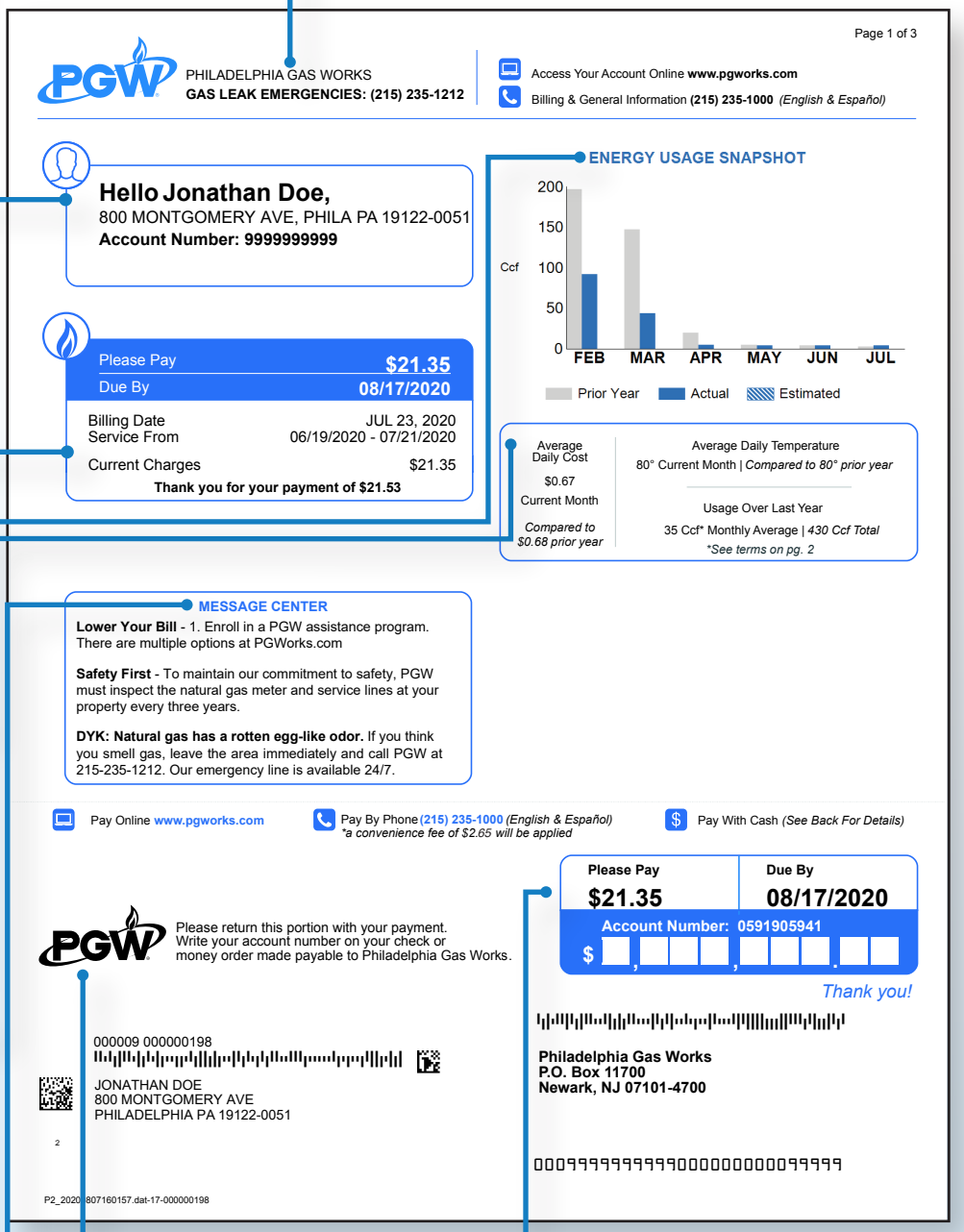
Customer Account Information
Here you'll find the customer name, address, and account number for this property.

Bill Summary
Easily identify your amount due and due date. A detailed breakdown of your charges can be found on page 3 of the bill.

Energy Usage Snapshot
A six-month graph that displays how your current gas usage compares to previous months. Register for My Account at **PGWorks.com** for our online Bill Analyzer.

Detailed Energy Usage
This box includes the average daily temperature for the current billing period as well as your average daily cost compared to the previous year. This will help you monitor your usage and energy saving efforts.

Message Center
Here you will find the latest PGW news, as well as relevant account information, energy saving tips, and more.



Page 1 of 3

PHILADELPHIA GAS WORKS
GAS LEAK EMERGENCIES: (215) 235-1212

Access Your Account Online **www.pgworks.com**
Billing & General Information **(215) 235-1000** *(English & Español)*

Hello Jonathan Doe,
800 MONTGOMERY AVE, PHILA PA 19122-0051
Account Number: 9999999999

ENERGY USAGE SNAPSHOT

Please Pay	$21.35
Due By	08/17/2020
Billing Date	JUL 23, 2020
Service From	06/19/2020 - 07/21/2020
Current Charges	$21.35

Thank you for your payment of $21.53

Average Daily Cost
$0.67
Current Month
Compared to $0.68 prior year

Average Daily Temperature
80° Current Month | *Compared to 80° prior year*

Usage Over Last Year
35 Ccf* Monthly Average | *430 Ccf Total*
**See terms on pg. 2*

MESSAGE CENTER

Lower Your Bill - 1. Enroll in a PGW assistance program. There are multiple options at PGWorks.com

Safety First - To maintain our commitment to safety, PGW must inspect the natural gas meter and service lines at your property every three years.

DYK: Natural gas has a rotten egg-like odor. If you think you smell gas, leave the area immediately and call PGW at 215-235-1212. Our emergency line is available 24/7.

Pay Online www.pgworks.com
Pay By Phone (215) 235-1000 *(English & Español)*
**a convenience fee of $2.65 will be applied*
Pay With Cash *(See Back For Details)*

Please return this portion with your payment.
Write your account number on your check or money order made payable to Philadelphia Gas Works.

Please Pay	Due By
$21.35	08/17/2020

Account Number: 0591905941
$, , .

Thank you!

000009 000000198

JONATHAN DOE
800 MONTGOMERY AVE
PHILADELPHIA PA 19122-0051

2

P2_2020807160157.dat-17-000000198

Philadelphia Gas Works
P.O. Box 11700
Newark, NJ 07101-4700

Payment Stub
Tear off this portion of your bill and return it with your payment; the stub includes your account information for your convenience. Save on the cost of an envelope and stamp – pay your bill online through PGW My Account at **PGWorks.com**.

Amount Due and Date
This section reflects the total amount due and the due date.

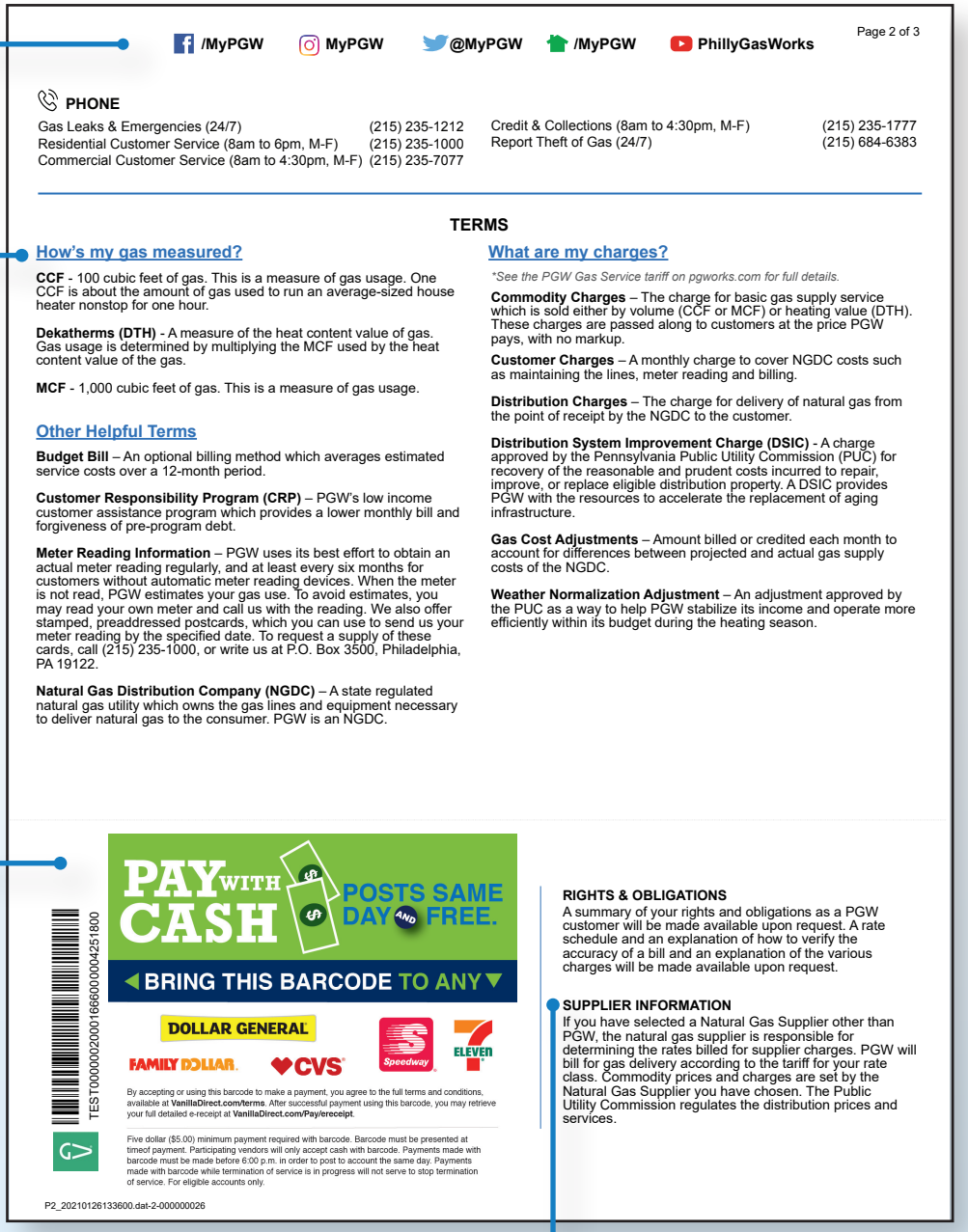
Standard Bill Sample

General Information
Here you can find PGW contact numbers, social media handles, office hours, and Customer Service Center locations.

Explanation of Terms
This section contains a detailed explanation of terms that could be found on your bill.

Pay with Cash Barcode
This feature allows you to pay your bill in cash at hundreds of retail locations. Bring your bill, including this barcode, to any one of our participating retailers to pay in-person, with cash.

Pennsylvania's Gas Choice
Important information about natural gas supplier options.



/MyPGW MyPGW @MyPGW /MyPGW PhillyGasWorks

PHONE

Gas Leaks & Emergencies (24/7)	(215) 235-1212	Credit & Collections (8am to 4:30pm, M-F)	(215) 235-1777
Residential Customer Service (8am to 6pm, M-F)	(215) 235-1000	Report Theft of Gas (24/7)	(215) 684-6383
Commercial Customer Service (8am to 4:30pm, M-F)	(215) 235-7077		

TERMS

How's my gas measured?

CCF - 100 cubic feet of gas. This is a measure of gas usage. One CCF is about the amount of gas used to run an average-sized house heater nonstop for one hour.

Dekatherms (DTH) - 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.

MCF - 1,000 cubic feet of gas. This is a measure of gas usage.

Other Helpful Terms

Budget Bill – An optional billing method which averages estimated service costs over a 12-month period.

Customer Responsibility Program (CRP) – PGW's low income customer assistance program which provides a lower monthly bill and forgiveness of pre-program debt.

Meter Reading Information – PGW uses its best effort to obtain an actual meter reading regularly, and at least every six months for customers without automatic meter reading devices. When the meter is not read, PGW estimates your gas use. To avoid estimates, you may read your own meter and call us with the reading. We also offer stamped, preaddressed postcards, which you can use to send us your meter reading by the specified date. To request a supply of these cards, call (215) 235-1000, or write us at P.O. Box 3500, Philadelphia, PA 19122.

Natural Gas Distribution Company (NGDC) – A state regulated natural gas utility which owns the gas lines and equipment necessary to deliver natural gas to the consumer. PGW is an NGDC.

What are my charges?

**See the PGW Gas Service tariff on pgworks.com for full details.*

Commodity Charges – The charge for basic gas supply service which is sold either by volume (CCF or MCF) or heating value (DTH). These charges are passed along to customers at the price PGW pays, with no markup.

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

Distribution Charges – The charge for delivery of natural gas from the point of receipt by the NGDC to the customer.

Distribution System Improvement Charge (DSIC) - A charge approved by the Pennsylvania Public Utility Commission (PUC) for recovery of the reasonable and prudent costs incurred to repair, improve, or replace eligible distribution property. A DSIC provides PGW with the resources to accelerate the replacement of aging infrastructure.

Gas Cost Adjustments – Amount billed or credited each month to account for differences between projected and actual gas supply costs of the NGDC.

Weather Normalization Adjustment – An adjustment approved by the PUC as a way to help PGW stabilize its income and operate more efficiently within its budget during the heating season.

PAY WITH CASH POSTS SAME DAY AND FREE.

BRING THIS BARCODE TO ANY

DOLLAR GENERAL FAMILY DOLLAR CVS Speedway 7-ELEVEN

TEST00000020001666000004251800

By accepting or using this barcode to make a payment, you agree to the full terms and conditions, available at **VanillaDirect.com/terms**. After successful payment using this barcode, you may retrieve your full detailed e-receipt at **VanillaDirect.com/Pay/ereceipt**.

Five dollar ($5.00) minimum payment required with barcode. Barcode must be presented at time of payment. Participating vendors will only accept cash with barcode. Payments made with barcode must be made before 6:00 p.m. in order to post to account the same day. Payments made with barcode while termination of service is in progress will not serve to stop termination of service. For eligible accounts only.

P2_20210126133600.dat-2-000000026

RIGHTS & OBLIGATIONS
A summary of your rights and obligations as a PGW customer will be made available upon request. A rate schedule and an explanation of how to verify the accuracy of a bill and an explanation of the various charges will be made available upon request.

SUPPLIER INFORMATION
If you have selected a Natural Gas Supplier other than PGW, the natural gas supplier is responsible for determining the rates billed for supplier charges. PGW will bill for gas delivery according to the tariff for your rate class. Commodity prices and charges are set by the Natural Gas Supplier you have chosen. The Public Utility Commission regulates the distribution prices and services.

Standard Bill Sample

Breakdown of Charges
This section lists your current charges. Refer to the explanation of terms on page 2 for more information on these charges.

Distribution System Improvement Charge
The charge for the increased replacement of infrastructure (e.g. pipes), which is found by adding the same percentage to both the customer charge and the distribution charge.

Meter Details
This section outlines the details of your most recent meter reading, including meter number and the approximate date of your next meter reading.

PGW Messages
Rate changes that impact your bill will be outlined in this section.

PHILADELPHIA GAS WORKS
GAS LEAK EMERGENCIES: (215) 235-1212

Access Your Account Online **www.pgworks.com**
Billing & General Information **(215) 235-1000** *(English & Español)*

800 Montgomery Ave | Service Agreement ID: 9999999999
Residential Heat & Domestic

BREAKDOWN OF CHARGES

Delivery Charges	$98.51
Customer Charge @ $13.75	$13.75
Distribution Charge 90 Ccf @ $0.86539 (03/01/19 - 03/15/19)	$77.89
Distribution System Improvement Charge 7.5%	$6.87
Gas Cost Adjustment @ -$0.00963	-$0.87
Weather Normalization Adjustment	-$3.94
Supply Charges	$55.91
Commodity Charge 90 Ccf @ $0.51976	$55.91
Other Charges	$7.29
City Sales Tax 1% of $140.48	$1.40
State/City Sales Tax 7% of $140.48	$9.83
Total Billing Charges	**$167.71**

METER DETAILS

Meter Number:	9999999999
Read Dates:	03/01/2019 - 03/31/2019
Read Cycle:	01
Starting Read:	7737 Actual
Ending Read:	7827 Actual
Usage in CCF:	90.00
Conversion Factor:	1.0373 Therm = 1 Ccf
Usage in Therms:	93.35
Next Meter Read:	05/02/2019

SHOPPING INFORMATION BOX

When shopping for Natural Gas with a Natural Gas Supplier, please provide the following:

PGW Account:	9999999999
Service Point ID:	9999999999
Rate Class:	General Service Residential
Rate Schedule:	GSR

If you are already shopping know your contract expiration date.



PGW Messages

- Thank you for being a PGW customer.
- Your estimated gas price to compare is $0.42245 per CCF. This may change in March, June, September and December.
- Effective March 1, 2018 PGW rates have changed.Commodity Charge decreased to $0.39651 per CCF. Gas Cost Adjustment increased to $(0.00153). Distribution Charge increased to $0.70068. The changes will decrease the typical commercial heating bill by about $191.76 a year.
- If you are a residential customer in good standing who gets hit hard by higher gas bills in the winter, you have something in common with a number of Philadelphians. PGW offers Budget Billing, an assistance program that estimates your yearly gas usage and divides the total evenly over a 12-month period.

Questions or complaints about your bill?
Please call us before due date at (215) 235-1000, or write to: PGW P.O. Box 3500, Phila., PA 19122-0050