



ANDORRA • BIRCH • BIRCHMOUNT • BIRCHWOOD • BIRCHWOOD PARK • BIRCHWOOD VILLAGE • BIRCHWOOD VILLAGE
GARDENS • CRESCENTVILLE • FOX CHASE • FRANKFORD • HOLMESBURG • JUNIATA
LAWNCREST • LAWNDAL • LEXINGTON PARK • MAYFAIR • NORTHWOOD • OXFORD
CIRCLE • RHAWNHRST • RYAN • SASSINOMING • BRIDESBURG •
SHTOWN • HARROWGATE • KENSINGTON • PORT RICHMOND • OLDE RICHMOND
EAST OAK LANE • FELTONVILLE • FERN ROCK • KOREATOWN • LOGAN • MELROSE
PARK • OGONTZ • OLNEY • WEST OAK LANE • CHESTNUT HILL • MOUNT AIRY •
CEDARBROOK • GERMANTOWN • MORTON • WISTER • ACADEMY GARDENS •
ASHTON-WOODENBRIDGE • BUSTLETON • BYBERRY • CRESTMONT FARMS •
KREWSTOWN • MILLBROOK • MODENA PARK • MORRELL PARK • NORMANDY •
PARKWOOD • PENNYPACK • SOMERTON • TORRESDALE • UPPER HOLMESBURG •
WINCHESTER PARK • ANDORRA • EAST FALLS • WISSAHICKON • ROXBOROUGH •
MANAYUNK • ALLEGHENY WEST • FAIRHILL • GLENWOOD • HUNTING PARK •
BREWERYTOWN • CECIL B. MOORE • HARTRANFT • LUDLOW • POPLAR •
HARSWOOD • SPRING GARDEN • STANTON • STRAWBERRY MANSION • YORKTOWN
• FAIRMOUNT • NORTHERN LIBERTIES • BELMONT DISTRICT • BELMONT VILLAGE •
ARROLL PARK • CATHEDRAL PARK • CEDAR PARK • CENTENNIAL DISTRICT • DUNLA
• GARDEN COURT • HADDINGTON • HAVERFORD NORTH • MANTUA • MILL CREEK •
OVERBROOK • OVERBROOK PARK • OVERBROOK FARMS • PARKSIDE • POWELTON
VILLAGE • SAUNDERS PARK • SPRUCE HILL • SQUIRREL HILL • UNIVERSITY CITY •

WE ARE PGW

Philadelphia Gas Works is in the business of providing safe, affordable, reliable, and sustainable energy to the residents and business of Philadelphia.

For those in the business of sharing stories and beyond, welcome to our press kit. It offers a pipeline of information.

Fueled by nearly two centuries of expertise in the energy arena, please find our latest company information, logos, b-roll video, bios, stats, photos, and more.



ABOUT US

Since 1836, PGW has supplied and delivered safe, affordable, and reliable natural gas that heats homes and fuels businesses across the City of Philadelphia. As the nation's largest municipally owned gas utility, PGW is committed to a clean energy future with a focus on reducing greenhouse gas emissions and improving the energy efficiency of its 500,000 customers. Every day, PGW's 1,600-member workforce safely manages and maintains 6,000 miles of critical pipeline infrastructure, which includes nine gate stations and two natural gas storage and processing plants, to meet Philadelphia's evolving energy demands while improving the quality of life for all. More information about PGW and its operations is available at pgworks.com.



MISSION

Enhance the quality of life for all by delivering safe, reliable, and affordable energy in an environmentally responsible way.

CORE VALUES

Safety First



Do the Right Thing



We Do Better Together



Go Above and Beyond



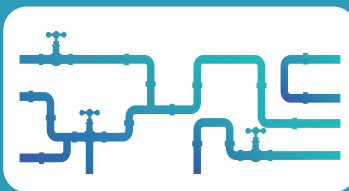
Leave it Better Than You Found it



CORE FUNCTIONS



Conduct safety & leak detection programs across the city



Monitor 6,000-mile underground pipeline system 24/7/365



Manage citywide call center



Operate 2 large-scale gas processing facilities



Drive environmental sustainability efforts



Administer & distribute \$100M+ in low-income aid & grants to customers



Perform rate-making & regulatory functions



Facilitate monthly billing for 500K customer accounts



Utilize data & information management



Provide energy planning & demand side management



Purchase natural gas for Philadelphia residents

PHILADELPHIA RESIDENTS PREFER NATURAL GAS



Investing in infrastructure to maintain safe, reliable, and affordable service is important.



Affordability is very important.



Reliability is very important.



Climate change and emissions are very important.

Source: Global Strategy Group (GSG), 2026

WE ARE SAFE



60 MINUTES OR LESS

Emergency response time is a point of pride at PGW. We respond to all calls made to our 24/7 emergency hotline in an hour or less. If you think you smell gas, leave the area immediately and call PGW at 215-235-1212.



DAMAGE PREVENTION

Everyone is required to call 8-1-1 (PA One Call) before digging. Each year, PGW partners with 811 to mark our underground infrastructure with approximately 70,000 yellow markings to avoid injuries & property damage.



24/7/365

PGW employees work around the clock every day of the year to provide safe and reliable energy.

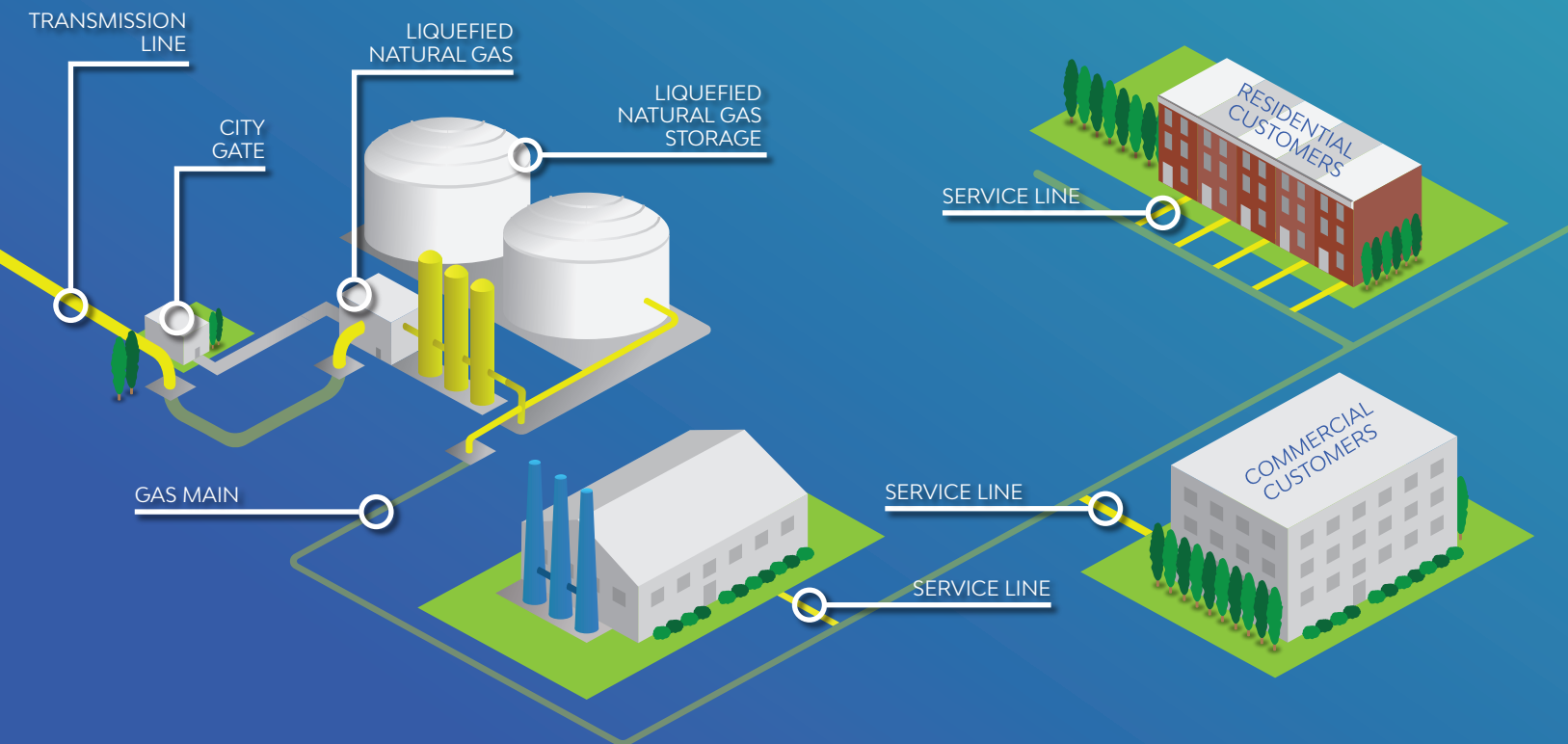


SAFETY CULTURE

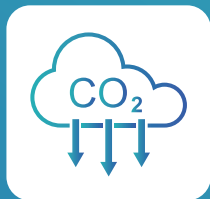
PGW performs safety training sessions with city agencies, community groups, nonprofits and others each year.

Fuel for thought: The natural gas industry is highly regulated at the federal, state, and local level and held to the strictest safety standards. Each year, natural gas utilities invest \$37B in enhancing the safety of natural gas distribution and transmission.

PGW NATURAL GAS SYSTEM



WE ARE REDUCING CO2 EMISSIONS



10,000+ MT

Emissions eliminated by PGW sustainability efforts annually through electric vehicles, EnergySense, and pipeline upgrades.



MAIN REPLACEMENT

Upgrading our natural gas distribution system saved 7,000+ MT, while also improving reliability and safety.



LOCAL SYSTEMS

As little as 0.1% of the natural gas delivered nationwide is emitted from local distribution systems.



ENERGYSENSE

Our customers save 3,000 MT of CO2e through PGW's energy saving grants, rebates and education programs.



ELECTRIC VEHICLE FLEET

4.5 MT of CO2e were saved by adding electric vehicles to our fleet supported by state funding.



AT YOUR HOME

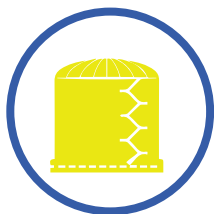
There has been a 1.3% decline in carbon emissions from the average natural gas home per year.

Learn more at pgworks.com/fuelingthefuture.

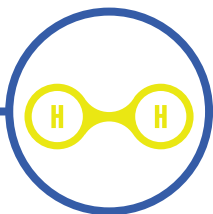
Fuel for thought: Emissions from the natural gas distribution system have declined 70% since 1990.

FUELING THE FUTURE

From LNG and hydrogen to geothermal and beyond, PGW is finding new ways to fuel the future.



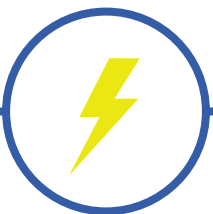
LIQUEFIED
NATURAL
GAS



HYDROGEN



RENEWABLE
NATURAL
GAS



COMBINED
HEAT AND
POWER



GEOTHERMAL

*MT = Metric Tons

*CO2e = carbon dioxide equivalent

WE ARE WHERE YOU ARE



PGW MY ACCOUNT

24/7 at pgworks.com to pay your bill, set alerts, schedule appointments and more.



PGW MY ACCOUNT APP

Pay your bill, set alerts, schedule appointments and more on the PGW My Account App! Search Philadelphia Gas Works in the Apple Store or Google Play.



PAY IN CASH

Did you know: Residential customers can pay their PGW bill in cash at 100s of local retailers? Visit pgworks.com/pay to see a current list of stores and locations.



IN PERSON CUSTOMER SERVICE

Neighborhood Energy Centers across Philly are staffed with PGW-trained professionals ready to assist you! Visit pgworks.com for a list of locations.

Fuel for thought: With 500,000 natural gas meters, PGW serves roughly 1.2 million people.



WE ARE AFFORDABLE



55,000 CUSTOMERS

More than 55,000 customers had their natural gas bill lowered (many up to half) thanks to our Customer Responsibility Program.



42,000 LIHEAP GRANTS

We helped connect PGW customers to free money. In one season, we helped 42,000 customers receive up to \$1,000 from the Low Income Home Energy Assistance Program.



3,300 HOMES

PGW supported vulnerable families with in-home weatherization and energy conservation measures with our EnergySense program to lower their energy bills.



PARTS & LABOR PLAN

Thanks to Parts & Labor (PGW's low-cost appliance protection plan), nearly 27,000 customers were protected from unexpected, costly appliance repairs for an entire year.

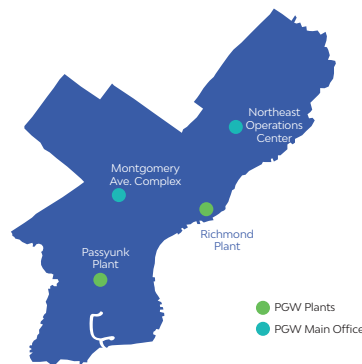
Fuel for thought: Natural gas is 3.5x more affordable than electricity.

Customer Breakdown

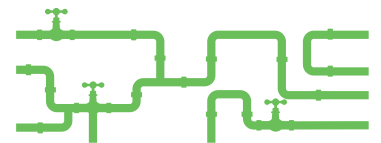


PGW has the largest population of low-income customers in comparison to other Pennsylvania natural gas utilities. Based on latest U.S. Census, nearly 20% of people in Philadelphia County live in poverty.

Service Map



Gas Distribution



Approximately

6,000

miles of gas mains and service pipes within a 134-square mile area

Employee Breakdown



The average residential utility bill is **\$1,300** annually

CORE MESSAGES

PGW is the largest municipally owned gas utility in the country. We manage and maintain a system of over 6,000 miles of gas mains and service pipes that deliver an annual 78 billion cubic feet of safe, reliable gas to 500,000 homes and businesses in Philadelphia serving more than 1.2 million Philadelphia residents.

PGW's first responsibility is the safety of our employees, customers, communities, and stakeholders throughout every aspect of our operations. PGW has a strong safety record among public gas utilities, dating back more than a century.

Since 2011, PGW has invested \$95.1 million to weatherize 31,467 low-income customer homes and 44 multi-family buildings (with a majority of low-income tenants) in Home Comfort, a free, low-income usage reduction program.

PGW invests more than \$80 million to replace over 30 miles of aging infrastructure and all associated service lines to ensure the long-term safety and reliability of the company's gas distribution system.

PGW is committed to investing in its infrastructure. With each new mile of main installed, emissions were reduced to zero.



LEADERSHIP & MANAGEMENT

SETH SHAPIRO, PRESIDENT AND CHIEF EXECUTIVE OFFICER

Seth Shapiro is the President and Chief Executive Officer of Philadelphia Gas Works. He joined PGW in January of 2021 after serving for over 15 years on the Company's Board of Directors. He served under Mayors James F. Kenney, Michael Nutter, and John F. Street, and spent five years as Chair of the Finance and Audit Committee, five years as Vice Chairman, and five years as Chairman.

Before joining PGW's management team, Shapiro had over 20 years of experience managing all phases of real estate development and construction. He served in leadership positions with publicly and privately held development companies. During his career, he managed projects with a combined value of well over \$1 billion, including in excess of 10,000 residential units and over two million square feet of retail and commercial space. He has worked on projects in Pennsylvania, New Jersey, Maryland, Virginia, West Virginia, and Florida.

He has served in leadership positions on a variety of community-based nonprofits, including the Chestnut Hill Business District, Mt. Airy USA and Operation Understanding. Shapiro has guest lectured at the University of Pennsylvania, Temple University and Drexel University and presents at a variety of industry conferences. He serves on the Board of Directors for the American Gas Association and is a member of the Philadelphia Chamber of Commerce's CEO Council for Growth.

Shapiro graduated from Cornell University with a B.A. in Government.

BRIAN DINGERDISSEN

Executive Vice President
& Chief Financial Officer

DENISE ADAMUCCI

Senior Vice President,
Customer and Regulatory Affairs

RAQUEL N. GUZMÁN, ESQ.

Senior Vice President,
Administration & General Counsel

MELANIE O. MCCOTTRY

Chief of Staff & Senior Vice President,
Corporate Affairs

ROBERT K. SMITH

Senior Vice President,
Operations, Supply Chain,
& Gas Management

FRANK WEIGERT

Chief Information Officer,
Information Services

JOSEPH F. GOLDEN, JR.

Executive Vice President & Acting
Chief Financial Officer Emeritus

BOARD OF DIRECTORS:

Philadelphia Facilities
Management Corporation

NATURAL GAS SAFETY

Natural gas smells bad on purpose. That “rotten egg” smell is the smell of natural gas. If you think you smell gas, **leave the area immediately** and then call PGW at **215-235-1212** from a safe location.

Also, if You Smell Gas:

- Do not use electrical devices including cell phones which may cause a spark and ignite the gas.
- Do not use an open flame, matches or lighters.
- Do not try to locate the source of the gas leak.
- Do not try to shut off any natural gas valves or gas appliances.
- Do not start vehicles.
- Do not re-enter the building or return to the area until a PGW employee or a qualified utility representative says it is safe to do so.
- Do not put out the flames if natural gas ignites.

MEET CONAN O'STRUCTION

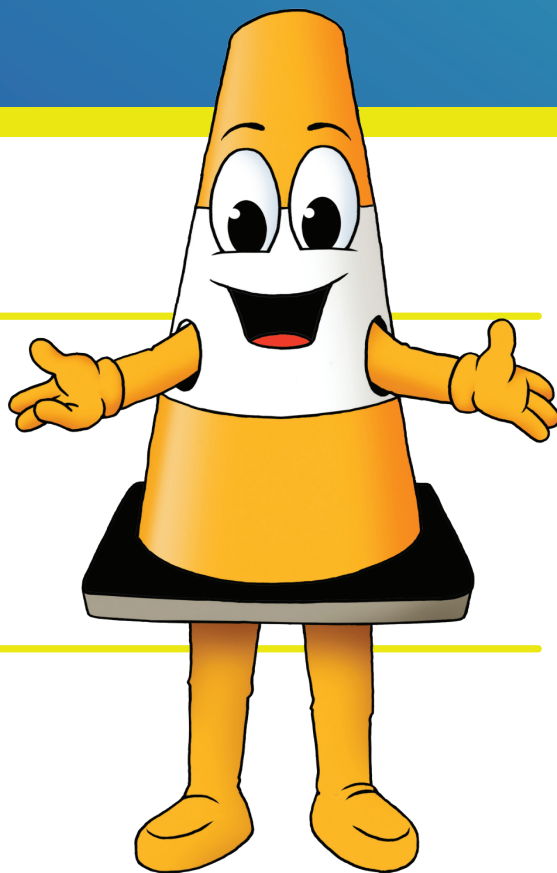
Our good friend Conan O'Struction wants you to stay in the loop when it comes to pipeline improvement projects near you. View our Pipeline Improvement Map by visiting pgworks.com/worksites!

SOCIAL MEDIA CHANNELS

Follow us on Facebook, X, Instagram, and YouTube

@mypgw    

@phillygasworks 



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ARIEL SHORE

Public Relations Specialist



WE WORK FOR PHILLY