

**General Information**

Here you can find general contact information, office hours, and locations to our customer service centers.

**Explaination of Terms**

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

**Pennsylvania's Gas Choice**

Important information about natural gas supplier options.

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**Explaination of Terms**

**BUDGET PLAN** – This plan is available to all residential customers who are not in arrears. It spreads your payments over a 12 month plan. You may start the Budget Plan at any time. To do so, or for more information, call 215 235-1000 or visit any of our Customer Service Centers.

**COF** – 100 cubic feet of gas. This is a measure of gas usage. 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. One DTH equals approximately nine hundred seventy cubic feet.

**CUSTOMER CHARGE** – A monthly charge to cover NGDC costs such as maintaining the lines, meter reading and billing.

**COMMODITY CHARGE** – The charge for the increased replacement of infrastructure (e.g. pipes) which is

**DISTRIBUTION CHARGE** – The charge for delivery of natural gas from the city gate to the consumer.

**DISTRIBUTION SYSTEM IMPROVEMENT CHARGE** – The charge for the increased replacement of infrastructure (e.g. pipes) which is calculated by applying the same percentage to both the customer charge and the distribution charge.

**GAS COST ADJUSTMENT** – Amount billed or credited each month to account for differences between projected and actual gas supply costs.

**LATENESS PENALTY** – Late payment charge.

**MIGRATION RIDER** – Applies to customers switching to an alternative gas supplier or interruptible service. Credits or surcharges a customer’s bill for gas costs that the company paid during the time the customer bought gas from PGW but which have not yet been fully recovered from or paid back to customers.

**PAYMENT AGREEMENT PLANS** – If you are behind and cannot pay your full bill, PGW offers special payment plans. Call our Collection Department at 215 235-1777 or visit any of our Customer Service Centers.

**STATE SALES TAX** – An approximate amount of your bill that is used to pay taxes to the Commonwealth of Pennsylvania.

**WEATHER NORMALIZATION ADJUSTMENT** – An adjustment approved by the Pennsylvania Public Utility Commission as a way to help PGW stabilize its income and operate more efficiently within its budget during the heating season.

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**Gas Leaks & Emergencies (24/7)** 215 W. Chelten Ave. (T, W, F) 215-235-1212

**Germantown**

**Frankford**

**N. Philadelphia**

**W. Philadelphia**

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**General Information**

[ACCESS YOUR ACCOUNT ONLINE](www.pgworks.com)

**Contact Us By Phone**

Gas Leaks & Emergencies (24/7) 215-235-1212

Billing & General Information (9am to 6pm, M-F) 215-235-1000

Appliance Service 215-235-2060

Report Theft of Gas 215-684-6383

Hearing Impaired TTY Line 215-236-4646

**Visit a Customer Service Center**

Center City 1137 Chestnut St. (M, T, TH, F)

Germantown 212 W. Chelten Ave. (T, W, F)

S. Philadelphia 1601 S Broad St. (M, W, TH)

N. Philadelphia 1337 W. Erie Ave. (M, W, TH)

W. Philadelphia 5230 Chestnut St. (M, T, W, F)

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**Standard Bill Sample**

[Standard Bill Sample](Standard Bill Sample)

**Explanation of Terms**

This section details your current basic charges. Refer to the explanation of terms that could be found on your bill.

**Current Basic Charges**

Here you can find general information about natural gas supplier options.

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### Payments Received
This section details the payments you have made so you can see exactly how you paid and the total amount we received.

### Meter Detail
This section outlines the details of your meter reading including meter number and approximate next meter read date.

### Current Basic Charges
This section details your current charges. Refer to the back of your bill’s first page for a detailed explanation of these charges.

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

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<th>Date</th>
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<th>Type</th>
<th>To Reading</th>
<th>Type</th>
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- **SA ID# 9999999999, 1234 MAIN ST**
  - Commercial Heat & Domestic
  - **Delivery Charges**
    - Customer Charge @ $18.00: $18.00
    - Distribution Charge 114 Ccf @ $0.64162: $73.14
    - Distribution System Improvement Charge 5%: $4.56
    - Weather Normalization Adjustment: $5.34
    - Migration Rider 114 Ccf @ -$0.3269: $-37.27

  - **Total Delivery Charges**: $113.77
  - **Total Current Billing Charges**: $113.77

### Adjustments for SA ID # 9999999999
- **Late Payment Charge**: $1.74
- **Total Adjustments**: $1.74

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**PGW Messages**

Your estimated gas price to compare is $0.42245 per CCF. This may change in March, June, September and December.

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**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 Commercial
- **Rate Schedule:** GSC

If you are already shopping know your contract expiration date.