

PHILADELPHIA GAS WORKS

NOTICE OF PROPOSED RATE CHANGES

To Our Customers:

PGW is filing a request with the Pennsylvania Public Utility Commission (PUC) to increase your natural gas rates as of April 28, 2020. This notice describes the Company's rate request, the PUC's role, and what actions you can take.

PGW has requested an overall rate increase of \$70 million per year. If the Company's entire request is approved, the total bill for a residential customer using 75 thousand cubic feet (Mcf) per year would increase from \$99.52 to \$110.68 per month or by 11.2%.

The total bill for a commercial customer using 342 Mcf per year would increase from \$351.92 to \$363.48 per month or by 3.3%.

Rates for an industrial customer using 956 Mcf per year would increase from \$974.86 to \$1,006.26 per month or by 3.2%.

To find out your customer class or how the requested increase may affect your natural gas bill, contact PGW at 215-235-1000. The rates requested by the Company may be found in Gas Service Tariff, Pa. P.U.C. No. 2, Supplement No. 128. You may examine the material filed with the PUC, which explains the requested increase and the reasons for it. A copy of this material is kept at PGW's office. Upon request, the Company will send you the Statement of Reasons for Gas Service Tariff, Pa. P.U.C. No. 2, Supplement No. 128, explaining why the rate increase has been requested. A copy can also be viewed by visiting pgworks.com.

The state agency which approves rates for public utilities is the PUC. The PUC will examine the requested rate increase and can prevent existing rates from changing until it investigates and/or holds hearings on the request. The Company must prove that the requested rates are reasonable. After examining the evidence, the PUC may grant all, some, or none of the request or may reduce existing rates.

The PUC may change the amount of the rate increase or decrease requested by the utility for each customer class. As a result, the rate charged to you may be different than the rate requested by the Company and shown above.

There are three ways to challenge a company's request to change its rates:

- 1. You can file a formal complaint. If you want a hearing before a judge, you must file a formal complaint.** By filing a formal complaint, you assure yourself the opportunity to take part in hearings about the rate increase request. All complaints should be filed with the PUC before April 28, 2020. If no formal complaints are filed, the Commission may grant all, some or none of the request without holding a hearing before a judge.

PLEASE SEE REVERSE SIDE

2. **You can send the PUC a letter telling why you object to the requested rate increase.** Sometimes there is information in these letters that makes the PUC aware of problems with the Company's service or management. This information can be helpful when the PUC investigates the rate request.

Send your letter or request for a formal complaint form to the:

Pennsylvania Public Utility Commission
Post Office Box 3265
Harrisburg, PA 17105-3265

Complaint forms can also be accessed at the PUC website in Adobe Acrobat (PDF) format:

http://www.puc.pa.gov/general/onlineforms/pdf/Formal_Complaint_Proposed_Rate_Increase.pdf

3. **You can be a witness at a public input hearing.** Public input hearings are held if the Commission opens an investigation of the Company's rate increase request and if there is a large number of customers interested in the case. At these hearings you have the opportunity to present your views in person to the PUC judge hearing the case and the Company representatives. All testimony given "under oath" becomes part of the official rate case record. These hearings are held in the service area of the Company.

For more information, call the PUC at 1-800-692-7380. You may leave your name and address so you can be notified of any public input hearings that may be scheduled in this case.



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