

GOOD GAS NEWS



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PGW CELEBRATES BLACK HISTORY MONTH

Get Help With Your **PGW Bill**

Visit pgworks.com

LIHEAP (Low Income Home Energy Assistance Program) gives low-income households up to \$1,000 to pay for heat. LIHEAP is open to renters and homeowners and DOES NOT have to be repaid.

CRISIS ASSISTANCE helps income-eligible customers without utility service or who have received a shut-off notice. Customers can apply for both Crisis Assistance and LIHEAP at the same time.

CRP (Customer Responsibility Program) can cut your gas bill in half. CRP lets customers pay less each month and past debt is forgiven.

PAYMENT ARRANGEMENTS help customers behind on their PGW bill.

HARDSHIP GRANTS of up to \$1,500 are available for income-eligible customers with a PGW termination notice or those without service. Apply at select Neighborhood Energy Centers (pgworks.com/nec).

LET US HELP:

- Go to pgworks.com/programs
- Visit a Neighborhood Energy Center: pgworks.com/nec
- Call 215-235-1000, M-F from 8 a.m. to 6 p.m.

Visit pgworks.com



Moving Philadelphia Forward for 190 Years

From our start in 1836 to today, PGW has been here to deliver energy that more than **1.2 million residents** and **25,000 businesses** count on daily.

The men and women of PGW work every day to make Philadelphia a better place to live, work, and play.



Video:
Celebrate
PGW's legacy
and future.

PGW HAS YOU COVERED WHERE IT MATTERS MOST.



Appliance repairs,
fixed fast.



Sign up today at pgworks.com/plp



NATURAL GAS COSTS LESS



**COST OF
ELECTRICITY**
\$1,153*



**COST OF
NATURAL GAS**
\$642*

Natural gas is the most affordable way to keep your home warm this winter. Homes using natural gas spend 43% less than homes using electric.*

Save even more with these tips:

- ✓ Set your thermostat as low as comfortable for your family while you're awake.
- ✓ Apply weatherstripping or caulk on windows and doors to prevent drafts.
- ✓ Lower the temperature on your water heater to the warm setting (120 degrees).

For more savings tips, visit PGWorks.com or follow @MyPGW on social media.

*Based on national average for winter heating costs by U.S. Energy Department.

OFFICE OF CONSUMER ADVOCATE

The Pennsylvania Office of Consumer Advocate (OCA) represents the interests of utility customers before the PUC. The OCA will answer consumer questions, contact utility and advocate for consumers with individual utility companies.

The OCA acts as a liaison between the consumer and the utility to resolve:

- Billing concerns
- Quality of service
- Customer Assistance Programs
- Main extensions

Please contact the OCA toll free at 1-800-684-6560 or by email at consumer@paoca.org.

ORDER A FREE METHANE DETECTOR KIT WHILE SUPPLIES LAST



PGW is offering all customers a free methane detector kit, while supplies last. The kit includes information on methane detectors and instructions on where to install them. Detectors provide an audible alarm should gas levels exceed safe limits to alert anyone in the property to call their natural gas utility or call 911 immediately.

Customers can order a free methane detector at pgworks.com/customerkits.

As a reminder and whether you have a methane detector kit or not, if you smell gas, leave the area and call PGW's emergency hotline at 215-235-1212.

Further information about detectors and this program can be found at pgworks.com/customerkits.

Third-Party Notification Offers Added Protection

A PGW customer can select a third party to be notified if they're in danger of losing service for nonpayment.

The notification service:

- does not require the third party to pay a customer's bill.
- is FREE.
- can be canceled at any time.

Call our Customer Care Team for more information: 215-235-1000, M-F, 8 a.m. – 6 p.m.

OFFICE OF SMALL BUSINESS ADVOCATE

The Pennsylvania Office of Small Business Advocate (OSBA) is an independent state agency that represents the interests of small business consumers before the PA PUC.

If you are a small business owner/representative and have questions or concerns about your service or need assistance working directly with your water or wastewater provider, please contact the OSBA at www.osba.pa.gov or 717-783-2525.