

GOOD GAS NEWS



GET UP TO \$800 FOR YOUR PGW BILL

LIHEAP Recovery
Crisis Program

PGWorks.com/Crisis



CRP can clear your debt... so you can focus on those you love. That's our *One Less Worry* promise.

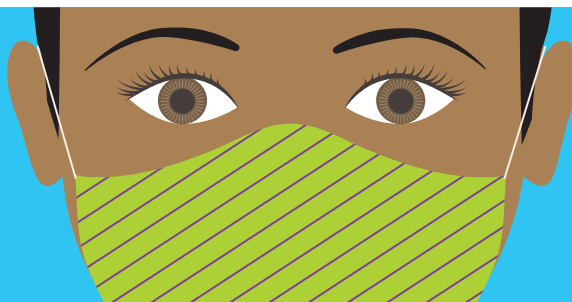
Get a monthly PGW bill sized to fit your life with no unexpected charges.

TO SEE IF YOU QUALIFY & APPLY, VISIT PGWORKS.COM/CRP



If You Need to Leave Your House...

Wear a Mask



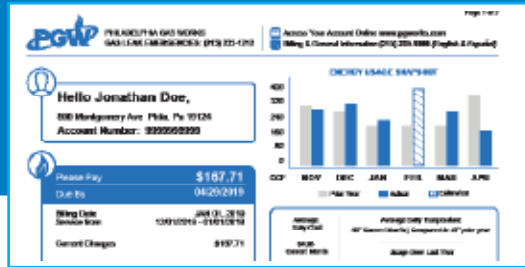
#MaskUpPHL

Source: phila.gov/covid-19

JULY 2020

IMPROVING THE CUSTOMER EXPERIENCE

A new My Account and bill design is on the way.



Thanks to valuable customer feedback, your PGW My Account and monthly bill are getting a makeover!

PGW My Account customers will soon have access to:

- Email and text payment alerts & reminders;
- Transaction confirmations;
- Energy usage calculators to save money and energy; and more!

If you are a current My Account user, be on the lookout for details on how to update your login information and utilize these new features.

Your PGW bill is also getting a revamp. The new bill will be:

- **Easier to read** – the updated design includes color, graphics and more prominent customer account information;
- **More customer friendly** – options like a large-print bill, e-bill and customized messages will better serve you;
- **Enhanced with new payment options** – a new barcode feature will allow you to pay with cash, free of charge, at hundreds of local retailers (like CVS, Family Dollar, Dollar General and 7-11).

Your new My Account and bill design will be available in a few short months. **Follow us on Facebook and Twitter @MyPGW for updates on these exciting customer enhancements.**

PIPELINE IMPROVEMENT WORK RESUMES

PGW has resumed installation of new natural gas mains and service lines as part of our infrastructure improvement program that helps bring safe, reliable and affordable energy to all corners of Philadelphia.

As we continue work during the COVID-19 health crisis, PGW is following strict safety guidelines. When entering a customer's home or business, our employees will:

- Wear personal protective equipment;
- Practice social distancing.

Want to see if PGW is scheduled to work in your neighborhood?

Visit our Pipeline Improvement Map at pgworks.com/worksites



Our infrastructure replacement program has reduced 78,000 metric tons of CO2 since 2005. For each mile of new main installed, emissions are reduced to zero.

Along with reducing emissions, pipe upgrades ensure the long-term safety and reliability of our natural gas system in Philadelphia.

More information at PGWorks.com

THINK YOU SMELL GAS?

It smells like rotten eggs



Leave the area and call (215) 235-1212.

Our Emergency Hotline is available 24 hours a day, 7 days a week.