

GOOD GAS NEWS



WE'RE **ALL IN** THIS TOGETHER

At PGW, we know that, right now, meeting your energy needs has never been more important.

We're on it - working every day, to keep what's essential in your life going.

We also know that right now many people are worried about their future. We want to help.

If you struggle to make ends meet, worry about your account or need ways to save and conserve – visit PGWorks.com

We are all in this together... don't go it alone.

PGW. Energy For All Of Us.



PGWorks.com/covid19



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



SAFETY FIRST

As an essential utility, PGW is committed to continuing to deliver safe, reliable natural gas to Philadelphia while protecting the health of our neighbors and employees.

For your safety, and the safety of our crews, remember to keep a six-foot distance from our worksites and crews.



PGW JOINS METHANE CHALLENGE TO BUILD GREENER PHILLY



We have accepted a new challenge in our efforts to lower emissions and improve the environment.

PGW has joined the Environmental Protection Agency's Methane Challenge. We pledge to replace at least two percent of our cast iron and vintage steel mains with newer, modern pipes, along with new service lines, every year through 2022.

"PGW intends to meet or surpass the goals set by the Methane Challenge and strengthen our commitment to environmental responsibility," said Janelle Johnson-Grummert, PGW director of sustainability.

PGW's main and service replacement program has reduced 78,000 metric tons of CO2 since 2005. Last year, PGW invested \$87 million to modernize and replace 34 miles of its infrastructure.

Along with environmental benefits, pipe upgrades ensure the long-term safety and reliability of the natural gas distribution system in Philadelphia.

To learn more about PGW's sustainability efforts, visit PGWorks.com.

BEWARE OF SCAMMERS



Now more than ever, it is important to protect yourself against scams – especially by phone and email.

PGW will not call and ask you for your personal information (like account number and full social security number), or demand payment by phone or email.

In doubt? Hang up and call us at 215-235-1000. For more tips, visit pgworks.com.

Also, **Be Sure Before You Open the Door.** If you feel uneasy about someone claiming to be a PGW employee, **Call 911.**

CONVENIENT WAYS TO PAY

PAY ONLINE AT PGWORKS.COM

- Sign up for My Account. No fee with a checking/savings account.
- Make a one-time payment with a checking/savings account or a credit card.*

PAY WITH CASH AT LOCAL RETAILERS

- Visit pgworks.com/residential/customer-care/ways-to-pay to access your barcode.
- Payment posts same day and it's free! Choose 7-Eleven, CVS, Ace Cash Express or Family Dollar to use this service.

PAY BY PHONE: 215.235.1000

- Pay from your checking or savings account.*

PAY BY MAIL

- Be sure to include your account number on your check or money order to:

**Philadelphia Gas Works
P.O. Box 11700
Newark, NJ 07101-4700**

Para Español, visite PGWorks.com

*A convenience fee of \$2.95 will be applied.

COMING TO A SCREEN NEAR YOU A NEW MY ACCOUNT EXPERIENCE

In a few months PGW will introduce a more user-friendly **My Account**, offering a new look and features to improve your online experience.



The new **My Account** will offer customers

- 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 information from PGW on how to update your login credentials to access these updated features.