

GOOD GAS NEWS



WORKING FOR THE COMMUNITY



PGW is committed to making Philadelphia a better place for everyone – lifelong residents, new neighbors and veterans returning home.

This summer, employees joined forces to volunteer with Haven Women in West Philadelphia and SHARE Food in East Falls. Our team helped landscape and beautify the yard at Haven Women, transitional housing for female veterans, while others painted and assisted with office work at SHARE Food.

We take pride in giving back to the community. After all, Philly isn't just where we work, it's where we live.

WE WORK FOR PHILADELPHIA!

STAY SAFE, KEEP OUR CONES IN PLACE

PGW uses orange safety cones to alert our neighbors to active worksites and keep them safe.

Unfortunately, some people repurpose our safety cones for their personal use. **Removing cones creates a hazard for everyone.**

Cone safety is the featured topic in our latest **Safety Segment**, a series of animated videos spotlighting safety issues in less than a minute. View this and other Safety Segments at [Youtube.com/PhillyGasWorks](https://www.youtube.com/PhillyGasWorks)

AUGUST 2019

SAY GOODBYE TO SURPRISE HEATING BILLS WITH BUDGET BILLING

Do you get hit hard with higher gas bills in the winter?
Let us help you.

PGW's **Budget Billing** helps you spread the cost of gas service more evenly throughout the year, so there are no big surprises during the winter months or other times of peak usage.

Sign up for **Budget Billing** today and let us help you manage your gas service all year long.

Call (215) 235-1000 or stop by a Customer Service Center.



PENNSYLVANIA'S GAS CHOICE



Philadelphia Gas Works provides both natural gas supply and gas distribution services to customers. However, Pennsylvania's Gas Choice program allows customers to choose a natural gas supplier other than PGW. Unless you opt out, gas suppliers are provided with your name, address, account number and natural gas usage history so they may promote their services to you.

You may opt out of having either your natural gas usage information, or any of your account information released to natural gas suppliers.

PGW will not release your information to outside gas suppliers if you opt-out.

For more information about how Gas Choice works, or to opt out, visit pgworks.com/residential/customer-care/gaschoice or call (215) 235-1000 (residential) or (215) 235-7077 (commercial).

Termination Policy - PGW may terminate gas service for nonpayment of your bill, including any charges billed to your account by third-party suppliers.

Do you know these common natural gas competition terms?

Burner tip — The point at which natural gas is used, such as a furnace, water heater, or range.

Ccf — 100 cubic feet of gas. This is a measure of gas usage.

Chapter 56 — The PUC regulations that govern metering, billing, and collections for residential gas and electricity service.

City gate — The point where interstate pipelines deliver gas into natural gas distribution company (NGDC) facilities.

Commodity charges — The charges for basic gas supply service which is sold either by volume (Ccf or Mcf) or heating value (dekatherms).

Customer charge — A monthly charge to cover NGDC costs such as maintaining the gas lines, meter reading, and billing.

Distribution charges — The charges for the delivery of natural gas from the point of receipt into the NGDC's system.

Dth (Dekatherm) — 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.

Gas cost adjustment charges — The amount billed or credited each month to account for differences between projected and actual gas supply costs of the NGDC.

Mcf — 1,000 cubic feet of gas. This is a measure of gas usage.

NGDC — Natural gas distribution company. A state regulated natural gas utility which owns the gas lines and equipment necessary to deliver natural gas to the consumer. (Formerly called *local distribution company*).

NGS — Natural gas supplier. An entity that sells or arranges to sell natural gas to customers that is delivered through the distribution lines of an NGDC.

PUC — Pennsylvania Public Utility Commission. The State regulatory agency that provides oversight, policy guidance, and direction to public utilities and suppliers.

Price to compare — The dollar amount charged by the NGDC used by consumers to compare prices and potential savings with other NGSS.

Storage — Placing natural gas into an underground facility for removal and use at a later date.

Transmission — The moving of natural gas through the interstate pipeline system for delivery to the NGDC.

To request a copy of the Consumer's Dictionary for Natural Gas Competition, call (215) 235-1000 or write to PGW at 800 W. Montgomery Avenue, Philadelphia, PA 19122.