

GOOD GAS NEWS



August 2017

PGW NAMED 2017 MOST TRUSTED BRAND

You've heard us say it before, and we think it's worth repeating: We work for Philadelphia. Every decision we make is done with our customers' best interests in mind. Turns out, many of you agree.

PGW has been named a '*most trusted brand*' by residential customers, according to a new Cogent Reports study by Marketing Strategies International – a leading provider of research and consulting services to utilities.

"At PGW, we are proud of the work we do on behalf of our customers, and the value we bring to Philadelphia," said Craig White, President and CEO of PGW.

The study, now in its fourth year, benchmarks brand performance on a quarterly basis among 59,823 utility customers. The brand trust index is based upon 35 questions that relate to a suite of emotional attachment and management performance factors.

Thank you to our customers for your support and allowing us to continue delivering the safe, reliable natural gas you and your families rely on each and every day.



SAY GOODBYE TO SURPRISE WINTER HEATING BILLS WITH BUDGET BILLING

Do you get hit hard with residential 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 and afford your gas service all year long. Call (215) 235-1000 or stop by a Customer Service Center.



Pennsylvania's Gas Choice

Philadelphia Gas Works can provide 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 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 PGW at 800 W. Montgomery Avenue, Philadelphia, PA 19122.

CALL 811 BEFORE YOU DIG

Ready to dig? Do it safely! No matter if you're planning a DIY project or hiring a professional - smart digging means first dialing 811. This free service marks underground utility lines so you know where to avoid. That keeps you and your property safe. Remember, **it's the law.**

