

GOOD GAS NEWS



February 2018

SPECIAL DELIVERY: NEW HANDBOOK JUST FOR YOU AT PGWORKS.COM

To answer the unique needs of our more than 500,000 customers, PGW offers a variety of programs, services, and important information about our work.

Now, it can all be found in our newly released Customer Handbook at www.pgworks.com/customer-handbook. Whether you're a new or a longtime customer, there's useful information in one location.

The updated handbook includes:

- A sample bill;
- Safety information;
- Service options (Parts & Labor, Gas Choice and Landlord Cooperation Program);
- An explanation of our Pipeline Improvement Program; and
- Careers.

Check it out today at www.pgworks.com/customer-handbook



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EITC**
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GET UP TO \$6,318 BACK

WITH THE 2017 FEDERAL
EARNED INCOME TAX CREDIT (EITC).

Get back the full amount of your refund—you've earned it.
For more information and to find locations of FREE tax preparers,
visit www.YouEarnedItPhilly.com or text "FILE" to 99000.

The deadline to file is April 17, 2018.



WHAT IS LIQUEFIED NATURAL GAS?

When natural gas is cooled to -258 degrees Fahrenheit (at atmospheric pressure), it condenses to a liquid called LNG.

Our Port Richmond Liquefied Natural Gas Plant began operating in 1969. Inside each 121 foot high, 262 foot wide reinforced concrete tank is a vital supply of LNG.

On cold winter days, when homes and businesses across the city rely on us to deliver natural gas for warmth and comfort, our LNG tanks ensure we have sufficient supplies to uphold our mission.

MARTIN LUTHER KING DAY OF SERVICE

Giving back to the community where we live and work is very important to us.

To mark this year's Martin Luther King, Jr. Day of Service, PGW employees volunteered on their time off to help the community by assisting the Jewish Relief Agency, the Ray of Hope Project, MLK Recreation Center and Frankford High School.

We are proud to represent PGW and take part in a city-wide service event that draws tens of thousands of volunteers to pitch in on hundreds of projects.



THIRD-PARTY NOTIFICATION SERVICE



If you take care of a friend or relative who could potentially overlook paying their PGW bill because of illness, financial hardship or other issues, Third-Party Notification can help. With Third-Party Notification a PGW account holder can designate a third party to receive notification if their account is in danger of losing service.

Notification does not obligate that third party to pay the customer's bill. It's just a way to receive an alert when someone you know is in danger of gas service termination.

The notification can be canceled at any time by request of the account holder or the third party.

Call our customer care team for more information: 215-235-1000.

NEW & IMPROVED: EXPLORE OUR PIPELINE IMPROVEMENT MAP AT PGWORKS.COM/WORKSITES

We invest millions of dollars every year to maintain the city's natural gas distribution system. That includes the replacing of over 30 miles of pipeline a year through our Pipeline Improvement Program.

This work can raise a lot of questions, and we're answering some of those on our newly enhanced Pipeline Improvement Map. At pgworks.com/worksites, customers can:

- Search projects by zip code or address;
- Get details on project work hours and timelines;
- View detailed street drawings; and
- Share direct links to our map via social media.

We appreciate your cooperation as we work every day to improve the safety and reliability of natural gas service delivery to the City of Philadelphia.

