

# A Message to Our Customers on COVID-19

Dear Valued PGW Customer,

PGW remains committed to providing safe and reliable service to our customers, even in these uncertain times. We appreciate you as a customer and we want to keep you updated on our response to COVID-19.

First and foremost, we do not anticipate any service disruption to our customers and we will continue to serve your energy needs 24/7.



**Craig E. White**  
President and CEO

We recognize some customers are facing unplanned challenges because of the pandemic. To help alleviate concerns at this difficult time, PGW has suspended non-payment terminations and will waive new late payment charges. This termination freeze will remain in place until further notice.

**PGW will continue to bill our customers regularly so we strongly encourage customers to make arrangements to stay current on their bill during the freeze to prevent service disruption in the future.**

- Visit [pgworks.com](http://pgworks.com) to learn about our financial assistance programs and payment arrangements.
- Sign up for a PGW My Account at [pgworks.com](http://pgworks.com) to monitor your use and apply for CRP (our Customer Responsibility Program).
- Conserve your energy use.

**See reverse side**

## OTHER IMPORTANT PGW NEWS TO KNOW:

- PGW's 24-hour Emergency Hotline is available. If you smell natural gas or experience a gas-related emergency call: 215.235.1212.
- PGW has closed all five PGW Customer Service Centers until further notice. Pay online at [pgworks.com](http://pgworks.com); pay cash at area retailers like 7-Eleven, CVS and Family Dollar; or pay by mail: PGW, P.O. Box 11700, Newark, NJ 07101-4700.
- Our Customer Call Center [215.235.1000] is **only** accepting calls to respond to essential service issues. Essential service includes all emergency response, all gas odor reports, all requests to turn on service, requests for financial assistance and calls for Parts & Labor Plan service repairs.
- PGW is adhering to and reinforcing guidance from the CDC and local, state and federal agencies to maintain the health and safety of our employees and customers in our facilities and vehicles.

## HOW YOU CAN HELP:

If you or anyone at your property is ill or believes they have been exposed to COVID-19, and you call us for a service order or to report a natural gas leak or other emergency, we ask that you advise us about the conditions ahead of our arrival and that you maintain 6 feet or more of distance.

Be aware that if you or anyone at your property are ill or believe they have been exposed to COVID-19, our field technicians and/or crews will enter your home wearing additional protective gear (including face masks, respirators, nitrile gloves and protective suits).

We greatly appreciate your support and cooperation so that we can continue to provide safe and reliable service to you and your loved ones during this unprecedented time.

Sincerely,  
Craig E. White  
President & CEO

Visit [pgworks.com/covid19](http://pgworks.com/covid19) for more.  
We Are All In This Together.

