



NEWS RELEASE

FROM THE
OFFICE OF MARKETING & CORPORATE COMMUNICATIONS
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For Immediate Release

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PGW UPGRADES DIGITAL CORPORATE COMMUNICATIONS

Redesigned www.pgworks.com, Facebook page and Twitter feed unveiled this week

(Philadelphia, Pa. – August 16, 2013) – As part of its strategy to enhance customer satisfaction and improve communications, Philadelphia Gas Works (PGW) has redesigned its website and is joining the conversation on Twitter and Facebook. The new website contains all the same relevant information as its predecessor, but is re-engineered so users can now find everything they need in three clicks or less. At the new pgworks.com customers can more easily access their account functions, find out where we're undertaking major infrastructure projects and learn about ways to save energy and money.

With its more contemporary styling and its focus on customer needs, the website has shifted away from being merely a home for information about PGW and is starting to become an active resource for customers and other interested parties who want to engage with the organization.

"Whether it's paying a bill, learning about how we work or searching for employment opportunities, the way we engage with customers needs to match their expectations," noted Douglas Oliver, senior vice-president of marketing and corporate communications. "The website redesign, along with our social media channels is part of our ongoing commitment to improve customer satisfaction."

On Twitter, PGW's handle is @MyPGW and the company will use that channel to share news and updates and listen to customer feedback. However, the feed will not be manned all the time, so customers who have questions about their account, who suspect they smell natural gas, or who have time sensitive issue that they wish to resolve, should still call Customer Service at 215-235-1000.

Founded in 1836, Philadelphia Gas Works (PGW) is owned by the City of Philadelphia and is the largest municipally owned gas utility in the country. It manages a distribution system of approximately 6,000 miles of gas mains and service pipes supplying approximately 500,000 customers. PGW's operations are managed by a nonprofit corporation, the Philadelphia Facilities Management Corporation (PFMC). More information about the company is available at www.pgworks.com.

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