



NEWS RELEASE

FROM THE

OFFICE OF MARKETING & CORPORATE COMMUNICATIONS

Philadelphia Gas Works • 800 West Montgomery Avenue • Philadelphia, PA 19122

For Immediate Release

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PHILADELPHIA GAS WORKS SUBMITS ANNUAL COLD WEATHER SURVEY TO THE PENNSYLVANIA PUBLIC UTILITY COMMISSION

(Philadelphia, Pa. – Dec. 13, 2013) – Philadelphia Gas Works (PGW) today submitted its mandated Cold Weather Survey to the Pennsylvania Public Utility Commission (PUC). The survey indicates that 9,048 of PGW's approximately 491,000 customers currently remain without natural gas, after their service was terminated this calendar year.

"For PGW the Cold Weather Survey is an important tool, which enables us to focus our outreach on those who need assistance the most," said Denise Adamucci, vice president of regulatory compliance and customer programs. "Throughout the year, and especially approaching and during winter, PGW attempts to contact every customer who lacks service, to provide them with the information they need to have that service restored."

Outreach guided by this survey supplements PGW's work with neighborhood organizations, churches, elected officials, and community leaders to educate customers and support households attempting to secure the assistance they need to resume and maintain natural gas service. PGW urges its low income customers to visit www.pgworks.com or one of the company's customer service centers for assistance.

Programs such as LIHEAP (Low Income Home Energy Assistance Program), Crisis and UESF (Utility Emergency Services Fund) are currently available to help families restore their gas service. PGW is advising its customers to submit applications for LIHEAP now because grants are first-come, first-served.

Customers without service can also apply for a Crisis grant. Applications for Crisis must be made in person at the Department of Public Welfare's Philadelphia County Assistance Office at 1348 W. Sedgley Avenue.

Even customers who are not low income may be eligible for affordable payment arrangements that allow the restoration of service. Those customers should contact PGW as soon as possible at 215-235-1777.

PGW representatives are available Monday through Friday to help customers with grant applications for LIHEAP at the company's customer service centers from 9 a.m. to 5 p.m. (see schedule).

Office	Address	Weekdays Open
Center City	1137 Chestnut St.	Mon., Tues., Thurs. and Fri.
Frankford	4410 Frankford Ave.	Tues., Thurs. and Fri.
Germantown	212 W. Cheltenham Ave.	Tues., Wed. and Fri.
N. Philadelphia	1337 W. Erie Ave.	Mon., Wed. and Thurs.
S. Philadelphia	1601 S. Broad St.	Mon., Wed. and Thurs.
W. Philadelphia	5230 Chestnut St.	Mon., Tues., Wed. and Fri.

To apply, customers need to bring social security numbers and proof of household income for the last 30 days for everyone living in the home. More information is available at www.pgworks.com/LIHEAP and PGW's LIHEAP hotline 215-787-HEAT (4328).

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 non-profit corporation, the Philadelphia Facilities Management Corporation (PFMC). More information about the company is available at www.pgworks.com.

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