



NEWS RELEASE

FROM THE
OFFICE OF MARKETING & CORPORATE COMMUNICATIONS
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For Immediate Release

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

(Philadelphia, Pa. – Dec. 12, 2014) – Philadelphia Gas Works (PGW) today submitted its Cold Weather Survey to the Pennsylvania Public Utility Commission (PUC). The survey indicates that 10,018 of PGW's approximately 489,000 residential customers currently remain without natural gas, after their service was terminated this calendar year. This year's figure represents a 10.7 percent increase over 2013. This year's survey is also the first in four years to show a decrease in the number of low-income customers without service.

"PGW's annual Cold Weather Survey provides information to those who need it most - customers whose gas service is off," said Denise Adamucci, vice president of regulatory compliance and customer programs. "Through the survey PGW reaches out to these customers, who may be in need of assistance, with the information they need to have service restored."

Outreach guided by this survey supplements PGW's work with neighborhood organizations, first responders, 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 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 (Closed until January 5, 2015)	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 215-787-HEAT (4328).

Philadelphians can also help to support those in need of heating assistance by donating to the Utility Emergency Services Fund (UESF). All donations are tax deductible. To donate, visit the Customer Care page of pgworks.com for Assistance Programs & Grants.

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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