



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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PGW OFFICES WILL BE CLOSED IN OBSERVANCE OF NEW YEAR'S DAY

(Philadelphia, Pa. – December 31, 2013) – Philadelphia Gas Works' (PGW) six Customer Service Centers will be closed on Wednesday, January 1, 2014 in observance of New Year's Day. Its Commercial Resource Center will also be closed. Its Residential Customer Call Center will remain open on New Year's Day for emergency calls only.

At any time, all gas leaks or gas-related emergencies should be immediately reported by calling us at 215-235-1212.

PGW's Customer Service Centers will resume normal business hours on Thursday, January 2. Normal business hours are from 9 a.m. to 5 p.m. weekdays (schedule below).

- Center City, 1137 Chestnut Street – Monday, Tuesday, Thursday and Friday
- Frankford, 4410 Frankford Avenue – Tuesday, Thursday and Friday
- Germantown, 212 W. Chelton Avenue – Tuesday, Wednesday and Friday
- North Philadelphia, 1337 W. Erie Avenue – Monday, Wednesday and Thursday
- South Philadelphia, 1601 S. Broad Street – Monday, Wednesday and Thursday
- West Philadelphia, 5230 Chestnut Street – Monday, Tuesday, Wednesday and Friday

Both the Commercial Resource Center and the Residential Customer Call Center will resume normal hours on Thursday, January 2. The Customer Call Center is available between 8 a.m. and 6 p.m., and the Commercial Resource Center operates between 8 a.m. and 4:30 p.m.

The number for billing-related calls or to turn gas service on or off is 215-235-1000. The number for PGW's Parts and Labor Plan is 215-235-2050.

Customers may check their bills or make payments at www.pgworks.com.

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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