

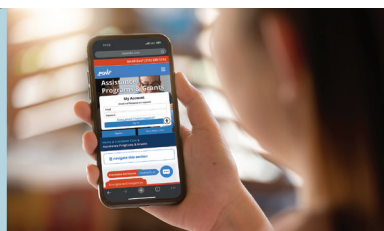
GOOD GAS NEWS

PGW CELEBRATES
**BLACK HISTORY
MONTH**



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How PGW Works For You: President & CEO Message



HELP WITH YOUR PGW BILL

LIHEAP (Low Income Home Energy Assistance Program) gives low-income households up to \$1,000 to pay for heat. LIHEAP is open to renters and homeowners and DOES NOT have to be repaid.

CRISIS ASSISTANCE helps income-eligible customers without utility service or who have received a shut-off notice. Customers can apply for both Crisis Assistance and LIHEAP at the same time.

CRP (Customer Responsibility Program) can cut your gas bill in half. CRP lets customers pay less each month and past debt is forgiven.

PAYMENT ARRANGEMENTS help customers behind on their PGW bill.

HARDSHIP GRANTS of up to \$750 are available for income-eligible customers with a PGW termination notice or those without service. Apply at select Neighborhood Energy Centers (PGWorks.com/NEC).

LET US HELP:

- ✓ Go to PGWorks.com/programs
- ✓ Visit a Neighborhood Energy Center: PGWorks.com/NEC
- ✓ Call 215-235-1000, M-F from 8 a.m. to 6 p.m.

Visit PGWorks.com

SIGN UP FOR **PGW MY ACCOUNT**



Pay your bill



Set notifications



Get rebates



View & compare usage

Visit PGWorks.com or download the **PGW My Account App!**

Efficiency information and historical billing data is available upon request. Access pgworks.com/myaccount or contact PGW at (215) 235-1000.

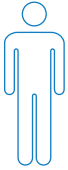
Here When You Need Us

We know that customer care is not one-size fits all. When you're ready, you can reach us:



ONLINE:

24/7 service is available with PGW My Account (PGWorks.com/MyAccount). Pay your bill, apply for assistance, compare your energy usage and more! **Download the app to put the power of PGW My Account in your palm.**



IN-PERSON:

Stop into your nearest Neighborhood Energy Center and a PGW-trained counselor can help you apply for assistance, offer energy savings tips, and more. Find one near you: [PGWorks.com/NEC](https://www.pgworks.com/NEC).



BY PHONE:

Our Customer Care Center is available **8 a.m. to 6 p.m. Monday-Friday at 215-235-1000.**



AT SELECT RETAILERS:

Pay your bill in cash at 7-Eleven, CVS, Dollar General, Family Dollar, Rite Aid, Speedway, Walgreens and Walmart. Payments made by 5 p.m. are credited to your account the same day & it's free!

Third-Party Notification Offers Added Protection

A PGW customer can select a third party to be notified if they're in danger of losing service for nonpayment.

The notification service:

- does not require the third party to pay a customer's bill.
- is FREE.
- can be canceled at any time.

Call our Customer Care Team for more information: 215-235-1000, M-F, 8 a.m. – 6 p.m.

NATURAL GAS COSTS LESS



ELECTRICITY
\$1,047*



NATURAL GAS
\$597*

Natural Gas Costs



*Avg. cost for U.S. customers this winter (Nov '24-March '25)
SOURCE: U.S. Energy Department Winter Heating Outlook

SMELL US? TELL US!

**NATURAL GAS SMELLS
ON PURPOSE.**



Smell Gas? Call PGW.
PGWorks.com/safety

