

# GOOD GAS NEWS



*Happy Holidays* FROM OUR PGW FAMILY TO YOURS.

## WINTER HOME HEATING HELP

Visit [pgworks.com](http://pgworks.com)

As temperatures drop, the cost of monthly heating can go up. PGW has programs and services to help your family stay warm.

**LIHEAP** The Low Income Home Energy Assistance Program gives low-income households free money (up to \$1,000) for home heat. LIHEAP grant money is available to renters and homeowners and DOES NOT have to be repaid. **Apply now: [pgworks.com/liheap](http://pgworks.com/liheap) or call 215-235-1000, M-F, 8 a.m. - 6 p.m.**

**CRISIS ASSISTANCE** A federal grant for income-eligible customers who are either without utility service or have received a shut-off notice. Customers can apply for both Crisis Assistance and LIHEAP money at the same time.

**CUSTOMER RESPONSIBILITY PROGRAM (CRP)** from PGW is a powerful way to cut your gas bill every month. CRP eligible customers pay less each month and past debt is forgiven. **Apply online: [pgworks.com/crp](http://pgworks.com/crp) or call.**

**UTILITY EMERGENCY SERVICES FUND (UESF)** is a grant designed to pay off the balance of a customer's unpaid utility bill and bring it to \$0. UESF relies on individuals, corporations, foundations and government agencies to help provide direct assistance to vulnerable families. Maximum award is \$1,500.



**PAYMENT ARRANGEMENTS** If you've fallen behind on your PGW bill, you may be eligible to enroll in a PGW repayment plan.

For more information about our assistance programs, visit [pgworks.com](http://pgworks.com) or call 215-235-1000, M-F from 8.m. to 6 p.m.

## THINK YOU SMELL GAS?

It smells like rotten eggs



Leave the area and call (215) 235-1212.

Our Emergency Hotline is available 24 hours a day, 7 days a week.

## PGW TECHNICIANS PERFORM GAS SAFETY INSPECTIONS

Right now, PGW is conducting gas safety inspections of PGW's equipment in Philadelphia residences.

These inspections are required by law every three years to assess the condition of PGW's gas meter and service line piping, and are quickly completed.

If you receive a gas safety inspection request by phone from PGW, please contact us at **215-235-1000, M-F between 8 a.m. and 6 p.m. to schedule your appointment.**

Our representatives will explain the process and answer any questions you may have.

**Safety checks will be scheduled in advance with customers and PGW technicians will:**

- Have a PGW badge,
- Arrive in official PGW vehicle, and
- Wear PGW-branded clothing.

Our technicians are following health guidelines and taking extra precautions like:

- Wearing masks and gloves.
- Keeping social distance.



## KEEP BILLS LOW WITH THESE ENERGY SAVINGS TIPS



These days every dollar counts. Here are some ways that can help you save on your energy bill:

### LOW IS THE WAY TO GO

Set your thermostat as low as comfortable during the day and lower a few degrees at bedtime.

### KEEP IT CLEAN

Change your heating system's filter monthly, or as recommended, to improve performance.

### DON'T LET HEAT ESCAPE

Apply weather stripping or caulk to windows and doors to prevent warm air from escaping your home.

### LET LIGHT IN

Take advantage of natural light to heat your home during the day. Close draperies and shades at night to keep warm air inside your home.

### NOT SO HOT

Lower the temperature on your water heater to the warm setting (120 degrees).

For more energy tips, visit us at [PGWorks.com](https://www.pgworks.com) or follow @MyPGW on Facebook, Instagram and Twitter.

## IMPORTANT HOLIDAY SAFETY TIPS

Traditions may look different this year, but keeping your family safe is always in season. Here are some important reminders to help keep your family safe:

- **Holiday lights:** Turn off all lights and decorations before leaving home or going to bed. Remember to replace light sets that have broken or cracked sockets, frayed or bare wires, or loose connections.
- **Chimney checks:** Check and clean your chimney flu and fireplace area at least once a year.
- **Home heat:** Never use your oven to heat your home.
- **Open flames:** Never leave candles or fireplaces burning when you go to bed or leave the house. And, remember to keep candles out of reach of children.

If you think you smell gas, call PGW's emergency hotline at 215-235-1212. We're available 24/7.

## When you spend more time at home, you rely on your appliances more than ever.



## CHOOSE YOUR PLAN AT PGWPLP.COM