

Good Gas News

PHILADELPHIA'S CHOICE FOR QUALITY ENERGY SOLUTIONS

NATURAL GAS PIPELINES

SAFE, SOUND & UNDERGROUND

WHAT IS NATURAL GAS?

Natural gas is clean, non-toxic, colorless, and a lighter-than-air mixture of combustible hydrocarbons, mostly methane, recovered from under-ground oil and gas wells. PGW adds an odor so you can smell it when there may be a leak.

WHERE DOES NATURAL GAS COME FROM?

Every day in the United States, several million cubic feet of natural gas travels through an underground delivery system from as far away as the Gulf of Mexico to 64 million customers.

The natural gas flows from deep inside the earth into producing wells, then into gathering pipelines that feed into large transmission pipes that crisscross the nation. Compressor stations along the pipelines keep the gas moving about 700 miles a day through the system. Along the way some of this gas is stored in underground caverns for later use while the rest is sent on to local distribution companies that send the gas along to customer

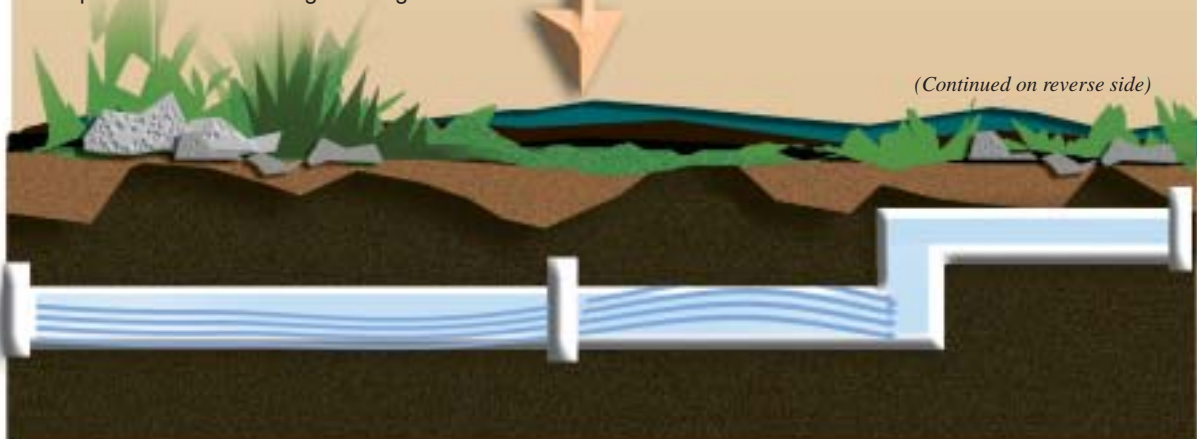
homes and businesses. Natural gas provides for about one-fourth of the country's energy needs, and almost all of the gas used in the United States comes either from within the nation's own borders or from neighboring Mexico and Canada.

PGW receives natural gas supplies from two transcontinental pipeline companies, Texas Eastern Transmission Company and Transcontinental Gas Pipeline Corporation, and provides gas service to 500,000 residential, commercial and industrial customers through 6,000 miles of mains and service pipes within the 129 square-mile City of Philadelphia.

WHAT IS LNG?

Liquefied natural gas (LNG) is natural gas that is converted into a liquid form by chilling it to minus 258 degrees Fahrenheit. LNG requires 620 times less space to store than natural gas in its normal form. LNG is processed and stored at PGW's Richmond Plant. It is re-gasified as needed to supplement pipeline natural gas during the heating season. PGW also stores LNG at its Passyunk Plant in South Philadelphia.

(Continued on reverse side)



(Continued from front)

PIPELINE SAFETY

Safety is the natural gas industry's number-one priority. Even though the quantity of natural gas moving through the nation's 1.4-million-mile pipeline system continues to grow, safety incidents are relatively rare. In fact, natural gas pipeline infrastructure is the nation's safest energy delivery system, according to U.S. government statistics. Together, gas utility and pipeline companies spend close to \$7 billion annually to ensure that America's natural gas delivery system remains safe and reliable.

GAS EMERGENCIES

Anyone who smells natural gas indoors or outside, should call their gas utility or 911 emergency line immediately. PGW's emergency number to report a gas leak, 24 hours a day, seven days a week, is 215-235-1212.

If you smell natural gas odor indoors, open windows and doors right away. Do not light matches and do not turn electric switches or appliances on or off. Any kind of a spark combined with a gas leak could touch off a fire or explosion.

If there is a very strong gas odor, everyone should leave the area quickly and call for help from a telephone away from the gas leak area.

Although natural gas is non-toxic, it can take away air needed to support life. A person overcome by natural gas should get fresh air and emergency medical help as soon as possible.



BEFORE YOU DIG

Most natural gas pipeline accidents (60 percent) are caused by digging or trenching because someone failed to make a call to have the gas lines marked off before excavation, or someone failed to follow common sense practices when digging near a gas line.

Pennsylvania law requires anyone who is digging to call the Pennsylvania One Call System, 1-800-242-1776, at least three working days in advance to have all underground utility lines marked off before work begins.



FOR MORE INFORMATION

American Gas Association

www.aga.org

Common Ground Alliance

www.commongroundalliance.com

Pennsylvania One-Call 1-800-242-1776

www.paonecall.org

Philadelphia Gas Works (PGW)

www.pgworks.com

Appliance Service 215-235-2050

Gas Leaks/Gas Emerg. Only 215-235-1212

Theft Tip Hotline 215-684-6383

General Information/Billing 215-235-1000

Hispanic Hotline 215-235-2175

Language Line 215-235-1000

TTY Teletype 215-236-4646

Pennsylvania Public Utility

Commission (PUC)

<http://www.puc.state.pa.us/transport/gassafe/>

[gassafe_index.aspx](http://www.puc.state.pa.us/transport/gassafe/gassafe_index.aspx)

U.S. Department of Transportation

<http://ops.dot.gov/damage.htm>

Additional Copies of this special Issue of the PGW Good Gas News or a Spanish translation are available by calling 215-684-6624.

Pay Online!

Just follow these steps to make no-fee payments online:

1. Visit PGW online at www.pgworks.com
 2. Click "My Account" button
 3. Register (or log-in) with a user name and password
 4. Click on Pay Your Bill Online
 5. Click "Express Bill" and check box to sign up for e-mail bill notification
 6. Return to my account page
 7. Click on the "Pay Your Bill button" to pay with a bank check
- You can also sign up for Express Bill, then click on "Auto Pay" to have your payments deducted automatically each month
 - Please note, if you use a credit card to pay your bill, there is a third-party fee of \$4 for each payment

