

# PIPELINE NEWS

**INSIDE THIS ISSUE:**

*Summer Safety Tips* 1  
*Energy Help Fund* 1  
*Estimated Reads* 2  
*Interrupted Service* 2  
*Moving In or Out?* 2  
*We're online!* 2

**ASK FOR ID**

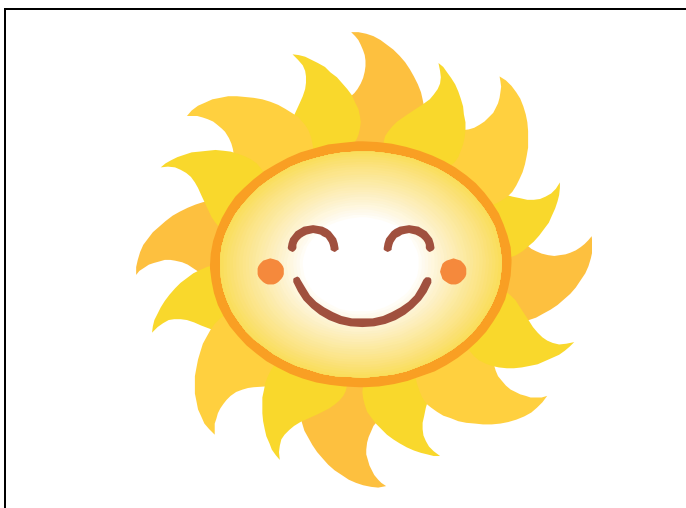
If someone claiming to work for T.W. Phillips Gas and Oil Co. comes to your door, ask to see their employee identification. If you still have doubts, call us at 1-800-222-5101 for verification.

## SUMMER IS HERE!

With the arrival of warm weather comes yard work, digging and outdoor projects.

Below are some reminders to help keep you and our workers safe this summer.

- Before you dig, call **PA 1 Call at 811**. The law requires you to call before you dig and PA 1 Call will mark your gas line for free so you don't hit it while digging.
- If you smell natural gas inside or out,



please call our emergency department 24 hours a day at **1-800-222-5101**. Natural gas smells like rotten eggs.

- Now is the time to trim back bushes and poison ivy that may be blocking your gas meter.



**Our remittance address has changed!**  
**Please send payments to**  
**P.O. Box 37745**  
**Philadelphia PA**  
**19101-5045**

## ENERGY HELP FUND

T.W. Phillips offers a specialized program to help low income customers reduce their gas bills.

Eligible customers qualify for discounted rates which results in a reduction of past due balances as

timely monthly payments are made.

If your income is within the following guidelines, please call **Universal Services at 1-866-276-4055**.

\*For each additional person, add \$450 to monthly income

Household Size	Monthly Income
1	\$1,300
2	\$2,333
3	\$2,200
4	\$2,650
5	\$3,100
6	\$3,550
7	\$4,000
8 *	\$4,450

## WAS YOUR GAS SERVICE INTERRUPTED?

T.W. Phillips can **shut off** your service if you **fail** to do the following:

- **Pay your bill**
- **Follow through on your payment arrangements**
- **Pay a deposit, if required**
- **Allow us access to our equipment**

Before your service is shut off, we will take the following steps:

- ◆ Send you a 10-Day Notice. We have up to 60 days to shut off your service.
- ◆ Attempt to contact you three days prior to your shut off date.

If your service is shut off, we will leave a notice telling you what you need to do to get your service restored.

T.W. Phillips can **shut off your service without giving you notice** for the following reasons:

- **Stealing utility gas**
- **Getting service through fraud**
- **Tampering with your meter**
- **Unsafe service conditions**
- **Using a bad check to stop termination**

### Medical Certification

Your gas service will not be shut off if you or someone living in your home is certified as seriously ill by a licensed physician or practitioner. A medical certification can hold terminations for 30 days, with renewals possible.

Call our office with your doctor's information and we will fax our medical form to them. **You are still responsible to pay your bill even if there is a medical certificate for someone in your home.**



**We're on the Web!**  
**www.twphillips.com**

You can now pay your gas bill with a check via the T.W. Phillip's website. Simply select the Payment Center option from our home page. It's a convenient method of payment and it's **FREE.**



### ARE YOU MOVING IN OR OUT?

If you are moving out of your home or into a new one we need to obtain a reading on the gas meter to final or begin your service. Please give us at least one business days notice as **we do not have same day service.** If your meter is inside your home, you will need to make arrangements to be there when the ser-



viceman comes out. If the gas service is off at the location you are moving into, you will need to have someone there that can light the pilots when the serviceman turns the meter on.

### Customer Meter Read Program

Our gas meters are estimated for a three month period during the summer.

The dates in which you can call in your reading to avoid an estimate appears on the bottom of your bill.

To get your reading, look at the first three dials from left to right. If the needle is in between numbers, round down.

You can enter your meter reading by calling **1-888-427-7335.**