

## **Upcoming Gas Knowledge Telephone Survey**

### **CHAMBERSBURG GAS DEPARTMENT TELEPHONE SURVEY**

Chambersburg – It is important for Chambersburg Gas Department customers to know that the Borough will soon be undertaking a Gas Knowledge Telephone Survey, and that they might receive an official call from the survey firm, which is not a scam nor a solicitation. The Chambersburg Gas Department will conduct a telephone survey in October-November 2023. Some Chambersburg residents may receive a call regarding their knowledge of natural gas. These calls are for no other purpose other than to ask about natural gas safety awareness. The calls are a part of a national program aimed at determining the level of natural gas safety knowledge in communities. A federal natural gas safety regulation requires that all systems include in their public awareness program a way to measure the program's effectiveness. The Borough is using an automated calling system to poll Borough gas customers and local non-gas utility customers to determine their level of knowledge of natural gas safety. These survey calls will occur November 6-27, 2023. Pre-calls, which will explain the reason for the survey, will take place October 30-November 6, 2023. This national program was developed by the American Public Gas Association. It is known as the Gas Overall Awareness Level (GOAL) program. Survey data are used to assess a gas utility's public awareness program effectiveness and to provide comparative information relative to nationwide public gas system performance. More information regarding the GOAL Survey program, as well as information about natural gas, is available at the Borough of Chambersburg Gas Department web page. The link may be found at:

[www.chambersburgpa.gov](http://www.chambersburgpa.gov). If you have any questions or concerns, the Borough's Customer Service Center is staffed 24 hours a day and may be reached at 717-263-4111 for natural gas questions, reporting gas odors, or other utility concerns. Chambersburg is unique among Pennsylvania municipalities. We are one of only two communities to own and operate our own natural gas utility for the benefit of the community. The other community is the City of Philadelphia (Philadelphia Gas Works); and Philadelphia does not own their own electric system. Therefore, our community is the only municipality to operate non-profit community electric and gas systems. The Chambersburg Gas Department provides customers with prompt, professional service; a reliable and safe system with reasonable and stable rates; the lowest residential gas rates in Pennsylvania. Further, we exist to generate benefits for the community we serve. If you have any questions, please contact Jon Mason, Assistant Director of Natural Gas Utility, at 717-251-2423 or [jmason@chambersburgpa.gov](mailto:jmason@chambersburgpa.gov).