

AUGUST 30,2013

DOCKET NUMBER C-2013-2356368
ENCLOSURES-SHUT OFF NOTICE

DEAR ROSEMARY CHIAVETTA,

AS PER A TELEPHONE HEARING WITH THE PHILA. GAS WORKS I WENT TO APPLY AND SHOW DOCUMENTATION. I WAS TOLD BY MR ZULA OF THE GAS COMPANY-CENTER CITY DIVISION THAT HE COULD NOT DO IT BECAUSE THE SYSTEM DID NOT GIVE THE DOWNPAYMENT.THE TELEPHONE CONFERENCE AND LETTER MADE NO MENTION OF A DOWNPAMENT ONLY A MONTHLY PAYMENT. I WENT INTO THE PGW OFFICE ON AUGUST 29,2013 .I SAW A 3-DAY SHUT OF NOTICE ON MY FRONT DOOR TODAY. I INFORMED LAURETO A. FARITAS BY PHONE AND MAIL. HE WILL LOOK INTO IT. THANKING YOU IN ADVANCE

SHIRLEY CARTER *Shirley Carter*
215-917-4913 TO LEAVE MESSAGE
7504 THOURON AVE
PHILA. PA. 19150

RECEIVED
2013 SEP -3 AM 11:02
PA.P.U.C.
SECRETARY'S BUREAU

Day Date: 9/3/13 Emp. Name & #: _____
Post Termination Date: _____ Emp. Name & #: _____

PGW is going to shut off gas service to this premise on or after 9/3/13 because we have received information that the customer of record listed for this premise no longer resides at this location. A responsible person who resides at this premise must contact PGW immediately to apply for service.

To apply for gas service, the responsible person must call PGW at (215) 235-1000 or visit one of PGW's six (6) Customer Service Centers listed below. The responsible person will need the following documentation in order to apply for service:

- Two forms of personal identification including at least with a one picture ID. Your ID can be a driver's license, a social security card, medical assistance card, Public Welfare card, passport, birth certificate or similar items as allowed by PGW.
- Proof of legal residency for the last two years. This proof can be a copy of a deed, settlement papers, initial lease, receipt for rent payment or security deposit, a letter from a rental agent or landlord or similar document indicating prior residency elsewhere as allowed by PGW.

To get gas service, you may also need to pay or make arrangements to pay:

- All or a portion of any overdue balance you owe PGW;
- A Security Deposit which is approximately two times the average bill.

If service is shut off you will also need to pay:

- A turn on charge of \$123.23;
- And, if PGW had to dig up the street to shut off the service, there will also be a charge of \$372.00.

If you have questions or need more information, please call us today at 215-235-1000.

After you talk with us, if you are not satisfied, you may file a complaint with the Public Utility Commission (PUC). The PUC may delay the shutoff if you file the complaint before the shut-off date. To contact them call (800) 692-7380 or write to: Pennsylvania Public Utility Commission, Box 3265, Harrisburg, PA 17105-3265

Call us if your landlord pays your utility bill you have certain legal protections

MEDICAL EMERGENCY NOTICE

Let us know if someone living in your home is seriously ill or has a medical condition. WE MAY NOT SHUT OFF YOUR SERVICE provided you:

1. Have your licensed physician or nurse practitioner certify by phone or in writing that such an illness exists and that it may be aggravated if your service is shut off. Written certification is needed within 7 days; and
2. Make arrangements to pay this bill. You must provide us with household income and occupant information to determine your payment terms while protected under the medical certification.

PGW's Customer Service Centers are open Monday through Friday, between 9 AM and 5 PM. The Customer Service Centers are located at:

- Center City - 1137 Chestnut Street - Mon., Tues., Thur., Fri.
- Frankford - 4410 Frankford Avenue - Tues., Thur., Fri
- Germantown - 210 W. Chelton Avenue - Tues., Wed., Fri.
- North Philadelphia - 1337 W. Erie Avenue - Mon., Wed., Thur.
- South Philadelphia - 1601 S. Broad Street - Mon., Wed., Thur.
- West Philadelphia - 5230 Chestnut Street - Mon., Tue., Wed., Fri.

If you are low-income, you may qualify for PGW's Customer Assistance Program (CRP). To apply for CRP, you must bring proof of income and social security cards for everyone living in the property.

*Notice on front
Door Aug 30, 2013*

Shirley Carter
7504 Thouron Ave
Phila PA 19150

PHILADELPHIA PA 190

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Rosemary Chiavetta
Pennsylvania Public Utility
Commission
PO. Box 3265
Harrisburg PA 17105-3265