



PHILADELPHIA GAS WORKS

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August 20, 2014

Ms. Sheila Wooden
5829 Chester Avenue
Philadelphia, PA 19143

RE: *Sheila Wooden v. Philadelphia Gas Works, Docket No. F-2014-2435784*

Dear Ms. Wooden:

Pursuant to your settlement conference, held earlier today with Linda Pereira, Senior Customer Review Officer – PGW, this letter confirms the terms of the settlement of the above captioned matter.

In complete settlement of all issues in this matter, you have discussed your concerns with your account with PGW. The parties acknowledge and agree to the following:

1. This matter involves a request for a payment agreement on your account for gas service to 5829 Chester Avenue, Philadelphia, PA, PGW Acct. No. 295881126 (“Service Address”). The total account balance for your PGW account is \$6,821.84, as of this date.
2. PGW will allow you to enter into a new payment agreement as a one-time gesture in the interest of good customer relations. The new payment agreement consists of the payment of the PGW budget plan amount (currently \$238) plus \$143 per month until paid in full (total, \$381 per month for approximately 48 months) to begin with the payment of your PGW bill with the September 2014 due date. Please note that the PGW budget plan amount is subject to review and adjustment three times each year depending upon your usage patterns.
3. You have indicated that you are satisfied with this resolution of your complaint and you no longer wish to pursue the above captioned matter against PGW.

If you need any additional information, please contact me at the direct dial number above. Thank you.

Sincerely,



Laureto Farinas

cc: Linda Pereira (PGW Mail)
Tiffany Higgins
Wendy Vacca