

August 26, 2015

RE: Densie Jubilee v. PGW , Docket No. C-2015-2494986

From :Denise Jubilee 7012 MCallum St. Philadelphia, PA 19119

Rosemary Chiavetta, Secretary
Pennsylvania Public Utility Commission
P.O.Box 3265
Harrisburg, PA 17105-3265

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2015 SEP -4 AM 9:56
PA.P.U.C.
SECRETARY'S BUREAU

PGW has done me great harm and continues to impart such harm even this year due to their lack of organized business operations and responsible business practices.

Firstly, they have billed me an unreasonably high estimate, causing disruption of my service and extra fees for digging up the street to discontinue my service. This estimated billing was due to their error, thus causing the fees associated with the disruption of my service, all which cumulated in a lien against my home for \$2791.95.

The ease which PGW is allowed to put a lien against a home gives them no incentive to improve their business operations or processes. The same has allowed PGW to continue to unfairly do harm to me, providing two different, yet both erroneous Lien statements to Quicken Loans in a week, thus cancelling my refinance settlement. See Exhibit 1.

Sometime between 2004 and 2007 PGW came into my home and switched the old gas meter to a new AMR gas meter. After a heating season or so, I was sent a very large bill based on an estimated reading because as I was told there was no actual reading available for the meter that had been removed nor for the beginning reading for the meter that had been installed.

In Review:

- 1) PGW 's lack of organized operations and Lack of Responsible business Practices have caused me harm in 2007 and additional actions of the same have caused me harm in 2015.
- 2) The lien incurred by my property was caused by their negligent actions resulting in an unfair bill that I was not able to pay.
- 3) The Lien for \$2791.95 does include a "street dig up fee", and no fee of that type has been assessed on subsequent billing for the property in question.
- 4) PGW continues to cause me harm, by reporting a subsequent lien as an active judgment even after I have requested in person and by phone many times for this lien to be listed as satisfied. Please see attached Document Exhibit 1.
- 5) I've had Gas service in my name continually since 1980 up to 1997, never to be disconnected except for this instance.

Denise Jubilee

Philadelphia Gas Works

PGW Revised

PGW Credit and Collections Department
Collections: 215-684-1053
Fax: 215-684-1100

ACCOUNT PAY-OFF INQUIRY FORM
(Page 1 of 2)

Statement of Confidentiality: This document contains confidential information intended only for the entity named below. Any use, distribution, copying or disclosure by any other entity or person is strictly prohibited. If you have received this facsimile in error, please notify PGW immediately by telephone and return the original transmission to us by mail without making a copy.

PHILADELPHIA GAS WORKS LAWYER AGENCY INFORMATION (PLEASE PRINT IN BLOCK LETTERS)

Authorization: By submitting this form to PGW, you represent and certify (i) that you are authorized by the owner of the below property to request payoff and account information for this property, and (ii) that all information you submit is to the best of your knowledge true, correct and complete.

Title/Lawyer Agency File #: _____ Date of Settlement: _____
Law Firm/Title Agency: Title Source Requestor Name (Print Clearly): _____
Telephone #: 213-338-0372 Facsimile #: 855-455-2720

Property Information (Please provide account numbers)
Address: 7012 McCaullum St PGW Account #(s): _____
Owner(s): Jubilee PURCHASE DATE: _____

Please Check All Applicable Boxes:

Purpose: Sale Refinance Foreclosure
Type: Commercial Rental Mixed Use Rental Residential Rental Owner Occupied Unknown

If Sheriff Sale, Defendant Name: _____ Book/Well #: _____
Judgment/Lien _____ Docket #: 971130320 File Date: Active
Judgment/Lien _____ Docket #: 100931346 File Date: Will be satisfied
Judgment/Lien _____ Docket #: _____ File Date: _____

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DISCLAIMER: The pay-off information provided by PGW below is based on the property and owner information provided by the law firm/title agency. Failure to provide accurate information could affect the accuracy of the information reported by PGW. The information provided in this form is valid as of the date PGW issues it to you. This statement is not a final bill which means that additional charges may be imposed for additional metered usage.

No Record of Account-(i) Verify type and status of services with owner, and (ii) re-contact PGW (Record of Account):

Meter#: 1812032 Meter Reading: 9580 Date: 5-27-15
Meter#: _____ Meter Reading: _____ Date: _____
Meter#: _____ Meter Reading: _____ Date: _____
Actual/Estimate/Final
Actual/Estimate/Final
Actual/Estimate/Final

LCP COOPERATIVE (Property Not Liable for Tenant Debt) LCP NON-COOPERATIVE

List of All Debt Account#:	Customer of Record:	Start Date:	End Date:	Amount:	Paid Through Date:	Amount Due:
<u>219977305</u>	<u>Jubilee</u>	<u>10'28'94</u>	<u>10'23'97</u>		<u>Final</u>	<u>2694.31</u>
<u>370287818</u>	<u>Jubilee</u>	<u>8'25'10</u>	<u>"</u>		<u>6'26'15</u>	<u>652.22</u>

Judgment/Lien _____ Docket #: _____ File Date: _____
Judgment/Lien _____ Docket #: _____ File Date: _____
Judgment/Lien _____ Docket #: _____ File Date: _____

TOTAL AMOUNT DUE:

\$ 3346.53

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Make checks payable for the "TOTAL AMOUNT DUE" as stated above to PGW and return this form. Forward with payment to:

S Harmon 6-25-15

PGW - Collection Department
800 W. Montgomery Avenue, 3rd floor
Philadelphia, PA 19122
Attn: Liens & Judgments

FAILURE TO RETURN THIS FORM ALONG WITH YOUR PAYMENT MAY RESULT IN A DELAY OR INCORRECT PROCESSING OF PAYMENT.

The "Paid Through Date" listed above may not include the final bill. If the owner is terminating service as of the settlement date, please provide the owner's mailing address for the final bill:

ADDRESS

PHILADELPHIA PA 190

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Rosemary Chavetta, Secretary
Pennsylvania Public Utility Commission
P.O. Box 3265
Harrisburg, PA 17105-3265

17105-326565

