

F-2015-2482417

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Specific Service Agreement Statement of Account SA- 4627609821

<b>Customer Name</b> ESAM MAAITAH	<b>From Date</b> 9/1/2013	<b>To Date</b> 8/11/2015
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<b>Service address</b> 7803 BRADFORD ST Apt B PHIL, PA 191523327	<b>Account Number</b> 926249711	<b>SA Number</b> 4627609821	<b>Meter</b> 1855240	<b>Rate</b> GS
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STATEMENT

Transaction Date	Type	Reading	Reading Code	# of Days	CCF Usage	Average CCF/Days	Heating DDD's	Payment Type	Due Date	Transaction Amount	Current Balance	Actual Balance
09/07/2013	BILL	9020	R	31	22	0.71	0		10/01/2013	\$87.66	\$175.32	\$175.32
10/08/2013	BILL	9039	R	29	19	0.66	36		10/31/2013	\$87.66	\$262.98	\$262.98
10/09/2013	PAY					0.00		Cash		(\$87.66)	\$175.32	\$175.32
10/29/2013	PAY					0.00		Cash		(\$87.66)	\$87.66	\$87.66
11/06/2013	BILL	9091	R	31	52	1.68	242		12/02/2013	\$87.66	\$175.32	\$175.32
12/06/2013	BILL	9189	R	30	98	3.27	609		01/02/2014	\$87.66	\$262.98	\$262.98
12/16/2013	PAY					0.00		Credit Card		(\$175.32)	\$87.66	\$87.66
01/08/2014	LPC					0.00				\$1.31	\$88.97	\$88.97
01/08/2014	BILL	9333	R	33	144	4.36	946		01/31/2014	\$216.22	\$305.19	\$305.19
02/07/2014	LPC					0.00				\$4.55	\$309.74	\$309.74
02/07/2014	BILL	9539	R	30	206	6.87	1053		03/04/2014	\$297.15	\$606.89	\$606.89
02/25/2014	PAY					0.00		Cash		(\$122.00)	\$484.89	\$484.89
03/11/2014	BILL	9761	R	30	222	7.40	1020		04/03/2014	\$314.12	\$799.01	\$799.01
04/04/2014	PAY					0.00		Cash		(\$124.00)	\$675.01	\$675.01
04/09/2014	BILL	9923	R	31	162	5.23	661		05/02/2014	\$249.25	\$924.26	\$924.26
04/25/2014	PAY					0.00		Check		(\$175.00)	\$749.26	\$749.26
05/08/2014	BILL	5	R	29	82	2.83	251		06/03/2014	\$137.10	\$886.36	\$886.36
06/04/2014	PAY					0.00		Cash		(\$73.00)	\$813.36	\$813.36
06/07/2014	BILL	36	R	30	31	1.03	32		07/01/2014	\$65.04	\$878.40	\$878.40
07/09/2014	BILL	61	R	32	25	0.78	0		08/01/2014	\$50.84	\$929.24	\$929.24
08/07/2014	LPC					0.00				\$13.93	\$943.17	\$943.17
08/07/2014	BILL	85	R	29	24	0.83	0		08/29/2014	\$49.89	\$993.06	\$993.06

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Transaction Date	Type	Reading	Reading Code	# of Days	CCF Usage	Average CCF/Days	Heating DDO's	Payment Type	Due Date	Transaction Amount	Current Balance	Actual Balance
09/07/2014	LPC					0.00				\$14.68	\$1,007.74	\$1,007.74
09/07/2014	BILL	107	R	30	22	0.73	0		09/30/2014	\$46.41	\$1,054.15	\$1,054.15
10/07/2014	LPC					0.00				\$15.38	\$1,069.53	\$1,069.53
10/07/2014	BILL	128	R	29	21	0.72	14		10/30/2014	\$42.73	\$1,112.26	\$1,112.26
11/05/2014	LPC					0.00				\$16.02	\$1,128.28	\$1,128.28
11/05/2014	BILL	188	R	31	60	1.94	228		12/02/2014	\$103.23	\$1,231.51	\$1,231.51
11/12/2014	PAY					0.00		Check		(\$324.00)	\$907.51	\$907.51
12/06/2014	LPC					0.00				\$13.61	\$921.12	\$921.12
12/06/2014	BILL	333	R	31	145	4.68	618		01/02/2015	\$215.88	\$1,137.00	\$1,137.00
01/08/2015	LPC					0.00				\$16.85	\$1,153.85	\$1,153.85
01/08/2015	BILL	528	R	33	195	5.91	827		02/02/2015	\$297.57	\$1,451.42	\$1,451.42
02/06/2015	LPC					0.00				\$21.31	\$1,472.73	\$1,472.73
02/06/2015	BILL	754	R	29	226	7.79	1011		03/03/2015	\$317.68	\$1,790.41	\$1,790.41
03/07/2015	LPC					0.00				\$26.07	\$1,816.48	\$1,816.48
03/07/2015	BILL	1047	R	29	293	10.10	1120		03/31/2015	\$373.16	\$2,189.64	\$2,189.64
04/08/2015	BILL	1155	R	32	108	3.38	698		04/30/2015	\$144.87	\$2,334.51	\$2,334.51
05/04/2015	PAY					0.00		Cash		(\$200.00)	\$2,134.51	\$2,134.51
05/06/2015	BILL	1196	R	29	41	1.41	228		06/01/2015	\$66.40	\$2,200.91	\$2,200.91
06/06/2015	BILL	1224	R	30	28	0.93	32		06/30/2015	\$50.74	\$2,251.65	\$2,251.65
07/07/2015	BILL	1251	R	32	27	0.84	0		07/30/2015	\$45.64	\$2,297.29	\$2,297.29
08/06/2015	BILL	1270	R	30	19	0.63	0		08/31/2015	\$35.64	\$2,332.93	\$2,332.93

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Account: Maaitah, Esam Ahmad

Action Launch

Account: 0009 2624 9711 Name: Maaitah, Esam Ahmad ID: 926249711

Agreement Status:	S - Suspended	Status Date:	12/16/2013
Agreement Type:	9.00 - 9.00% Of Income	Current CRP Start Date:	11/08/2012
Agreement Amount:	87.66	Date Recertified:	
Nbr of Persons in Household:	4	Gender:	Male
Nbr of Persons 18 and under:		Nbr of Persons 62 and over:	
Monthly Household Income:	974.00	48.20%	Source of Income: EMPL - Employment
Previous Status:	A - Active	Previous Status Date:	12/17/2013
Previous Type:		Previous CRP End Date:	
Previous Source of Income:		Previous Nbr of Persons In Household:	
Curable Amount:	87.66		
Curable Bills Nbr:	0	Nbr of Times Cured:	0
Suggested CRP Agreement Type Amount			
<input type="button" value="Calculate"/>			

Main

Address

Billing

Bill Print

Intercept

Misc Pers

Misc

Bankruptcy

CRP Agreement

Blocker Code

WO Reactivation

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Account Financial History: Maaitah, Esam Ahmad

Account... 0009 2624 9711 Name: Maaitah, Esam Ahmad

Trans Date	Type	Service	Actual Amount	Actual Balance	Current Amount	Current Balance	Deposit on Hand
02/27/2013	PAY	UN	-185.32	-56.69			0.00
02/04/2013	PAY	UN	-92.66	128.63	-92.66	93.97	0.00
01/31/2013	BILL	UN	87.66	221.29	92.66	186.63	0.00
	LPC	U	1.31	133.63	1.31	93.97	0.00
01/03/2013	CRPFR	N	-1.42	132.32	0.00	92.66	0.00
	BILL	UN	87.66	133.74	92.66	92.66	0.00
12/27/2012	PAY	UN	-93.00	46.08	-92.66	0.00	0.00
11/29/2012	BILL	UN	87.66	139.08	92.66	92.66	0.00
11/08/2012	CRPFRZ	N	51.42	51.42	0.00	0.00	0.00
	CRPFRZ	U	-51.42	0.00			0.00

Financial Details...

Account Financial History: Maaitah, Esam Ahmad

Account... 0009 2624 9711 Name: Maaitah, Esam Ahmad

Trans Date	Type	Service	Actual Amount	Actual Balance	Current Amount	Current Balance	Deposit on Hand
04/09/2014	BILL	U	249.25	924.25			0.00
04/04/2014	PAY	U	-124.00	675.01			0.00
03/11/2014	BILL	U	314.12	799.01			0.00
02/25/2014	PAY	U	-122.00	484.89			0.00
02/07/2014	BILL	U	297.15	606.89			0.00
	LPC	U	4.55	309.74			0.00
01/08/2014	BILL	U	216.22	305.19			0.00
	LPC	U	1.31	88.97			0.00
12/16/2013	PAY	U	-175.32	87.66			0.00
12/06/2013	BILL	U	87.66	262.98			0.00

Financial Details...

Negotiated Payment Arrangement

Acqon

Negotiated Payment Arrangement...

Account Information

Account ID: 0009 2624 9711

Name: Maaitah, Esam Ahmed

Arrangement Date: 02/25/2014

Monthly Payment: 124.00

Status: Broken

Broken Count: 2

Broken Date: 08/06/2014

Catch-Up Amount: 0.00

Remain Number Months: 48

Background Information

Household Income: 800.00

Source of Income: EITPL Employee

Expenses

Rent/Mortgage: 0.00

Arrangement Type: Straight

Second Mortgage: 0.00

PUC Investigator:

Food: 0.00

Level of Payment: 1

Food Stamps: 0.00

Phone number: 215

Electric: 0.00

Gas: 0.00

Total Number in Household: 1

Water/Sewer: 0.00

65 years or older: 0

Total Other Expense: 0.00

5 years or younger: 0

Arrangement Exception Explanation:

Main

Arrangement/Budget

Scheduled Payments

Action

Negotiated Payment Arrangement...

Down Payment Arrangement		
Due Date: 03/04/2014	Down Payment: 121.37	Status: Kept
Utility Arrears Arrangement		
Due Date: 04/07/2014	Total Amount: 485.52	
Monthly Repayment: 9.00	Repay Months: 60	
Billing Method: U - Budget	Tot React Amt: 0.00	
Non Utility Arrears Arrangement		
Due Date: 04/07/2014	Total Amount: 0.00	
Monthly Repayment: 0.00	Repay Months: 0	
Budget		
First Scheduled Pay Date: 04/07/2014		
Suggested Budget Amount: 115		
Pay By EFT: No		
Calculate NPAR Terms		
Show Term: _____		
Accept Term:	Reject Term:	

Negotiated Payment Arrangement



Action

Negotiated Payment Arrangement...



Account Information

Account ID: 0009 2624 9711

Name: Maaitech, Esam Ahmad

Arrangement Date: 07/20/2015

Monthly Payment: 195.00

Status: Broken

Broken Count: 2

Broken Date: 07/07/2015

Catch-Up Amount: 780.00

Remain Number Months: 54

Background Information

Household Income: 1 000.00

Source of Income: EMPL - Employe

Expenses

Rent/Mortgage: 0.00

Arrangement Type: F - P

Second Mortgage: 0.00

PUC Investigator: 002783

Food: 0.00

Level of Payment:

Food Stamps: 0.00

Phone number: 215

Electric: 0.00

Gas: 0.00

Total Number in Household: 4

Water/Sewer: 0.00

65 years or older: 0

Total Other Expense: 0.00

5 years or younger: 1

Arrangement Exception Explanation:

BCS # 0027645

Main

Arrangement/Budget

Scheduled Payments

Action

Negotiated Payment Arrangement...

Down Payment Arrangement  
 Due Date:  Down Payment:  Status: Broken

Utility Arrears Arrangement  
 Due Date: 05/05/2015 Total Amount: 2,189.64  
 Monthly Repayment:  Repay Months:   
 Billing Method:  Tot React Amt: 0.00

Non Utility Arrears Arrangement  
 Due Date:  Total Amount: 0.00  
 Monthly Repayment:  Repay Months:

Budget  
 First Scheduled Pay Date: 05/05/2015  
 Suggested Budget Amount:   
 Pay By EFT:

Calculate NPAR Terms  
 Show Terms: \_\_\_\_\_

Accept Terms      Reject Terms

- Main
- Arrangement/Budget
- Scheduled Payments

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### Gas Usage Analysis

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**ESAM MAAITAH  
7803 BRADFORD ST B  
PHILA, PA 19152**

**SA ID: 4627609821  
Account Type: Heating & Domestic  
Non Heating Daily Usage: 0.75**

Date From	Date To	Meter From	Meter To	Number Of Days	Usage in CCF*	Non-Heating Daily Usage	Domestic Usage in CCF*	Heat Usage	Degree Days**	CFDD***
6/27/2013	3/7/2014	8969	9761	254	792	0.75	181	611	3883	15.7
6/27/2013	6/5/2014	8969	36	344	1067	0.75	248	819	4812	17
6/6/2014	8/5/2015	36	1270	426	1234	0.75	315	919	4702	19.5
6/27/2013	8/5/2015			1024	3093	0.73	744	2349	13397	17.5

\* CCF = Hundred Cubic Feet

\*\* A Degree Day is an index of energy consumption for heating. It indicates the number of degrees the average temperature drops below 65° F

\*\*\* CFDD equals cubic feet of gas used per degree day

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 <CompanyCode>**0766**</CompanyCode>  
 <CompanyType>**GAS TRANSPORTER**</CompanyType>  
 - <Customer>  
 <CustomerFirstName>**ESAM**</CustomerFirstName>  
 <CustomerLastName>**MAAITAH**</CustomerLastName>  
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 WAIVE LPCS.**</Resolution>  
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Contacts for Account: **Maaitah, Esam Ahmad**

Account: 0009 2624 9711 Maaitah, Esam Ahmad  Transaction History  Full Comments

Date	Type	Comment	Person	Fd
02/18/2014	COLL	cor at ccdo for crp cure needed 262.98 cor will return. satisfied	Maaitah, Esam Ahmad	
11/06/2013	GRT2	COR identified as potentially eligible for LIHEAP. Refer to the 2014 LIHEAP talking points to provide Grant info to cust	Maaitah, Esam Ahmad	
10/13/2013	AMR	PGW attempted to contact the customer MAAITAH, ESAM AHMAD about the need for FSD to gain Meter Access at 7803 BRADFORD ST,B for ERT Age on 10/12/2013 at 13:27 with a call result of CONTACTED CUSTOMER OF RECORD.	Maaitah, Esam Ahmad	
08/28/2013	CRP	Mr maaitah at spdo about s/o notice he needs to pay \$266.91 in order to avoid getting s/o informed cust no agreement on top of agreement he will pay today //satisfied	Maaitah, Esam Ahmad	
06/26/2013	BILL	COR called back regarding transfer of gas..confirm last contact w/ COR...c/s	Maaitah, Esam Ahmad	
06/26/2013	SER1	Turn Off (AMR). 06/26/2013 PER COR SCHEDULED SOFT TURN OFF FOR 7134 SOUDER ST FOR 6/26/13. COR'S CALL DROPPED BEFORE ABLE TO SUMMARIZE.	Maaitah, Esam Ahmad	
06/26/2013	SER0	Turn On (AMR) PER COR SCHEDULED SOFT TURN ON FOR 7803 BRADFORD ST,B FOR 6/26/13. COR'S CALLED DROPPED BEFORE ABLE TO SUMMARIZE INFO	Maaitah, Esam Ahmad	
03/21/2013	LHPA	COR consented to receive LIHEAP appl. through outbound IVR call. Appl. to be sent to customer.	Maaitah, Esam Ahmad	
11/08/2012	BILL	Customer in CCDO for liheap intake cor sat	Maaitah, Esam Ahmad	
11/08/2012	BILL	Customer in office for CRP. Income is \$974 a month with 4 in household. payment will be \$87.66 a month. customer satisfied	Maaitah, Esam Ahmad	
10/05/2012	GRT2	Customer identified as potentially eligible for LIHEAP. Please refer to the 2013 LIHEAP talking points to provide information to the customer about the grant.	Maaitah, Esam Ahmad	
07/06/2012	COLL	cor in ccdo for crp customer is 4 in hh and 974.00 gmi \ explained cor is not beneficial for the customer at this time \ explained to customer the difference between crp and regular bill vs par \ customer wishes to pay full bill for july and then pay usage \ so noted \ jcs	Maaitah, Esam Ahmad	
06/27/2012	BILL	COR IN SPDO TO APPLY FOR CRP. HAS LOSS PROFIT STATEMENT COR IS A CAB DRIVER. HE NEEDS AT LEAST A WEEKS WORTH OF GAS RECIEPTS AND WE WILL TAKE INTO CONSIDERATION GAS AND LEASE OF CAB. C/S	Maaitah, Esam Ahmad	
06/25/2012	CRP	cor in the spdo for crp cor is self employed i explained to cor that he will need a quartey statement ss cards for all and a valid id c,s	Maaitah, Esam Ahmad	
05/09/2012	NWSV	Landford, Ms. Cindy, called to verify that applicant called and applied for service. Her concerns were sssatisfied during call.	Maaitah, Esam Ahmad	
05/09/2012	SER0	Turn On (AMR) cor called for new service at 7134 souder st.	Maaitah, Esam Ahmad	

Change Customer Contact Launch Related Transaction..

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Account: 0009 2624 9711 Maaitah, Esam Ahmad  Transaction History  Full Comments

Date	Type	Comment	Person	Fd
		CRP. COR could not stay at this time but will return with income, id and ss card of all members. COR sat		
09/29/2014	SERV	Kimberly Cowan was here on a 96 C & C Field Shut Off order with Order # 6159470 , with a result of Completed , with activities of ( Field Collections - NPSO CGI ) , with comments of "CGI"	Maaitah, Esam Ahmad	
08/26/2014	SERV	Terrence Rishkofski was here on a 96 C & C Field Shut Off order with Order # 6069961 , with a result of Completed , with activities of ( Field Collections - NPSO Incomplete ) , with comments of "b no home4"	Maaitah, Esam Ahmad	
08/25/2014	SERV	AIMS Order#: 6065044 Cancelled - Order Cancelled	Maaitah, Esam Ahmad	
07/21/2014	AMR	PGW attempted to contact the customer MAAITAH, ESAM AHMAD about the need for FSD to gain Meter Access at 7803 BRADFORD ST.B for ERT Age on 07/14/2014 at 20:14 with a call result of Hang Up.	Maaitah, Esam Ahmad	
07/13/2014	AMR	PGW attempted to contact the customer MAAITAH, ESAM AHMAD about the need for FSD to gain Meter Access at 7803 BRADFORD ST.B for ERT Age on 07/07/2014 at 19:20 with a call result of Hang Up.	Maaitah, Esam Ahmad	
06/17/2014	AMR	PGW attempted to contact the customer MAAITAH, ESAM AHMAD about the need for FSD to gain Meter Access at 7803 BRADFORD ST.B for ERT Age on 06/05/2014 at 19:20 with a call result of NO ANSWER.	Maaitah, Esam Ahmad	
04/08/2014	AMR	PGW attempted to contact the customer MAAITAH, ESAM AHMAD about the need for FSD to gain Meter Access at 7803 BRADFORD ST.B for ERT Age on 03/26/2014 at 18:59 with a call result of CONTACTED CUSTOMER OF RECORD.	Maaitah, Esam Ahmad	
04/08/2014	AMR	PGW attempted to contact the customer MAAITAH, ESAM AHMAD about the need for FSD to gain Meter Access at 7803 BRADFORD ST.B for ERT Age on 03/11/2014 at 15:28 with a call result of CONTACTED CUSTOMER OF RECORD.	Maaitah, Esam Ahmad	
03/28/2014	CRP	COR may be elig. for CRP. Mailed info. postcard. When in contact with COR, be sure to discuss CRP as a payment option.	Maaitah, Esam Ahmad	
03/21/2014	GRT2	UNIV. SERV. Identified customer as potentially eligible for LIHEAP. LIHEAP application was mailed.	Maaitah, Esam Ahmad	
02/25/2014	BILL	Cust in office for agreement- making \$122 down then budget for \$124 a month- customer satisfied	Maaitah, Esam Ahmad	
02/25/2014	NNA	Account Id:926249711 Person Id:870347621 Number in Household: 1 Monthly Household Income: \$ 800.00 Arrangement Type:S Level of Payment:1 Monthly Payment :\$124.00Created by: CCINEGU	Maaitah, Esam Ahmad	

Change Customer Contact... Launch Related Transaction.

Contacts for Account: **Maaitah, Esam Ahmad**

Account... 0009 2624 9711 Maaitah, Esam Ahmad  Transaction History  Full Comments

Date	Type	Comment	Person	Fd
03/24/2015	CRP	cor called in to get back on program -- par catch up 1306.00 par would be around \$176.00/mo. -- gmi \$1225.00 4 in HH, new crp would be \$115.25 -- does need cure of 584.56 cor stated will go in office w proof income, ssc for hh members photo id and cure amount to get back on crp..self employed for cab co. explained gmi reported last month shows wasnt eligible for program, cor stated rep got #'s wrong, he is low income --will also schedule meter exchange in office c..s	Maaitah, Esam Ahmad	^
03/18/2015	AMR	PGW attempted to contact the customer MAAITAH, ESAM AHMAD about the need for FSD to gain Meter Access at 7803 BRADFORD ST,B for ERT Age on 03/17/2015 at 18:25 with a call result of Hang Up.	Maaitah, Esam Ahmad	
03/12/2015	AMR	PGW attempted to contact the customer MAAITAH, ESAM AHMAD about the need for FSD to gain Meter Access at 7803 BRADFORD ST,B for ERT Age on 03/11/2015 at 19:20 with a call result of Hang Up.	Maaitah, Esam Ahmad	
02/26/2015	BILL	expeditor , cor in the CCDO for crp , he provided a statement that shows his gross for the last 3 months was 13,600, I advised him he is over income for crp , also advised him his catch up is 1143.00 for par , I advised him to have the balance caught up by 04/01, cs	Maaitah, Esam Ahmad	
02/11/2015	AMR	PGW attempted to contact the customer MAAITAH, ESAM AHMAD about the need for FSD to gain Meter Access at 7803 BRADFORD ST,B for ERT Age on 02/10/2015 at 18:13 with a call result of NO ANSWER.	Maaitah, Esam Ahmad	
02/07/2015	AMR	PGW attempted to contact the customer MAAITAH, ESAM AHMAD about the need for FSD to gain Meter Access at 7803 BRADFORD ST,B for ERT Age on 02/06/2015 at 16:49 with a call result of NO ANSWER.	Maaitah, Esam Ahmad	
01/15/2015	BILL	MR. MAAITAH IN CC DO ON THURS 1/15/15 BI. EXPL TO CUST CURE AMT FOR PAR \$980 OR IF CUSTOMER LOW INCOME SINCE QUOTED HE BELIEVED HOUSEHOLD WAS ELIG BUT SINCE SELF EMPLOYED DIDN'T HAVE REQ PAPER WK. WILL RETURN BACK WITH REQ PAPER WK EXCEPTED FOR SELF EMPL/SS CARD OR WILL NEED TO KNOW SS NDS. LTTR #14 GIVEN. C/S	Maaitah, Esam Ahmad	
01/15/2015	BILL	COR IN CCDO TO DISCUSS BILL	Maaitah, Esam Ahmad	
01/02/2015	BILL	COR came into the CCDO today about his bill, COR interested in CRP. COR could not stay at this time but will return with income, id and ss card of all members. COR sat	Maaitah, Esam Ahmad	

Change Customer Contact... Launch Related Transaction

Contacts for Account: Maaitah, Esam Ahmad

Account... 0009 2624 9711 Maaitah, Esam Ahmad  Transaction History  Full Comments

Date	Type	Comment	Person
08/07/2015	DMLT	Opt-out solicitation mailer sent with monthly bill (located as last page of bill archive).	
08/05/2015	CRU	_CRU_ Called customer concerning formal complaint. Left message on answering machine for call back.	Maaitah, Esam Ahmad
08/03/2015	CRU	_CRU_ Contacted customer concerning formal complaint. He is working and will call me back.	Maaitah, Esam Ahmad
07/29/2015	CRU	_CRU_ Attempted to contact customer. Left message on voicemail for call back to discuss formal complaint	Maaitah, Esam Ahmad
05/28/2015	CRU	***CRU*** Emailed formal draft to legal.	Maaitah, Esam Ahmad
05/15/2015	CRU	PUC Formal Docket # F-2015-2482417 filed on 5/15/2015 12:00:00 AM	Maaitah, Esam Ahmad
03/30/2015	SERV	Patrick McAndress was here on a Mtr Exchange (ERT Age) order with Order # 6614055 , with a result of Can't Get In , with comments of "no answer @ door, left 490"	Maaitah, Esam Ahmad
03/30/2015	CRU	Received Closing/Decision from BUREAU OF CONSUMER SERVICE of PUC/BCS regarding BCS# 3327645 on 03/31/2015. The BCS stated the following: LEVEL 1, BB 158.00 + 37.00 = 195.00 BEGINNING APRIL 2015. WAIVE LPCS. . The customer must pay 158 plus37 for a total of 195 APRIL 2015 BILL DUE DATE.	Maaitah, Esam Ahmad
03/30/2015	NNA	Account Id:926249711 Person Id:870347621 Number in Household: 4 Monthly Household Income: \$ 1000.00 Arrangement Type:P Level of Payment:0 Monthly Payment :\$195.00Created by: CCINEGU	Maaitah, Esam Ahmad
03/27/2015	CRU	Response sent to BCS on 3/27/2015 11:20:13 AM for Case # 3327645. It is PGW's final position that The customer provided BCS with income of \$1000 with 4 in the household. The forecasted budget of \$158 is being provided to PUC to obtain a PUC par. Report sent. Waiting for decision..	Maaitah, Esam Ahmad
03/26/2015	CRU	PUC Complaint BCS# 3327645 filed on 3/26/2015 12:00:00 AM (CRU 787-1250) regarding ON - PAR NEEDED (# 61), by SM # of Adults in Household: 2. # and Ages of Children in Household: 2 / 4, 7. Gross Income: 1000 WAGES 0 ADULT 2	Maaitah, Esam Ahmad
03/26/2015	METR	Meter Change, ERT Reached Age Limit Order, 3/30/2015, 1600 - 2000 CC00--COR WAS IN TO APPLY FOR CRP...BASED ON GROSS INCOME PRESENTED OF \$55,020ANNUALLY FROM2014 SCHEDULE C DIVIDED BY = \$4585GMI WITH 4HH...LEVEL 3 NOT ELIGIBLE...A CATCH UP OF \$1306 IS NEEDED TO RENEW PAR...GAVE PUC INFO...SCHEDULED METER EXCHANGE FOR 3/30/15...SATISFIED	Maaitah, Esam Ahmad

Change Customer Contact... Launch Related Transaction.

Contacts for Account: Maaitah, Esam Ahmad

Account... 0009 2624 9711 Maaitah, Esam Ahmad  Transaction History  Full Comments

Date	Type	Comment	Person	Fd
08/11/2015	CRU	CRU Sent Exhibits to Legal for formal hearing.	Maaitah, Esam Ahmad	
08/10/2015	CRU	CRU called COR concerning formal complaint. The gross monthly income is \$5416 with 5 in the household. The cust is a cab driver and only has tax return as proof of income. Not eligible for the CRP. Catch up for par is \$780. The monthly would be \$162.00. The cust stated that he could not get the \$780 catch up paid in full in the next 3 weeks. Explained that, due to prior PUC par, the judget cannot issue a decision. Customer understands but can still not get payment together.	Maaitah, Esam Ahmad	
08/10/2015	CRU	CRU Advised to make payments.	Maaitah, Esam Ahmad	
08/07/2015	DMLT	Opt-out solicitation mailer sent with monthly bill (located as last page of bill archive).		
08/05/2015	CRU	CRU Called customer concerning formal complaint. Left message on answering machine for call back.	Maaitah, Esam Ahmad	
08/03/2015	CRU	CRU Contacted customer concerning formal complaint. He is working and will call me back.	Maaitah, Esam Ahmad	
07/29/2015	CRU	CRU Attempted to contact customer. Left message on vociemail for call back to discuss formal complaint	Maaitah, Esam Ahmad	
05/28/2015	CRU	CRU Emailed formal draft to legal.	Maaitah, Esam Ahmad	
05/15/2015	CRU	PUC Formal Docket # F-2015-2482417 filed on 5/15/2015 12:00:00 AM	Maaitah, Esam Ahmad	
03/30/2015	SERV	Patrick McAndress was here on a Mtr Exchange (ERT Age) order with Order # 6614055 , with a result of Can't Get In , with comments of "no answer @ door, left 490"	Maaitah, Esam Ahmad	
03/30/2015	CRU	Received Closing/Decision from BUREAU OF CONSUMER SERVICE of PUC/BCS regarding BCS# 3327645 on 03/31/2015. The BCS stated the following: LEVEL 1, BB 158.00 + 37.00 = 195.00 BEGINNING APRIL 2015. WAIVE LPCS. . The customer must pay 158 plus37 for a total of 195 APRIL 2015 BILL DUE DATE.	Maaitah, Esam Ahmad	
03/30/2015	NNA	Account Id:926249711 Person Id:870347621 Number in Household: 4 Monthly Household Income: \$ 1000.00 Arrangement Type:P Level of Payment:0 Monthly Payment :\$195.00Created by: CCINEGU	Maaitah, Esam Ahmad	
03/27/2015	CRU	Response sent to BCS on 3/27/2015 11:20:13 AM for Case # 3327645. It is PGW's final position that The customer provided BCS with income of \$1000 with 4 in the household. The forecasted budget of \$158 is being provided to PUC to obtain a PUC par. Report sent. Waiting for decision.	Maaitah, Esam Ahmad	
03/26/2015	CRU	PUC Complaint BCS# 3327645 filed on 3/26/2015 12:00:00 AM	Maaitah, Esam Ahmad	

Change Customer Contact... Launch Related Transaction.

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All Service Agreement(s) Summary Statement of Account - Acct 926249711

<b>Customer Name</b>	<b>From Date</b>	<b>To Date</b>
ESAM MAITAH	1/1/2012	9/14/2015
<b>Service Address</b>	<b>Account Number</b>	<b>SA#</b>
7803 BRADFORD ST Apt B PHIL, PA 191523327	926249711	4627609821

SA#	Address	Type	Total Amount Due	Meter	Rate
4627609821	7803 BRADFORD ST,B/PHILA,PA	G2-GS	\$2,366.07	1855240	GS
9390579232	7134 SOUDER ST/PHILA,PA	G2-GS	\$0.00	1663920	GS

NSA	Address	Type	Current Amount Due
6109947010		CRPLF	\$0.00
1214527773		CRPLF	\$0.00

STATEMENT

Transaction Date	Transaction Type	Transaction Amount	Current Balance	Actual Balance
05/30/2012	BILL	\$102.51	\$102.51	\$102.51
06/29/2012	LPC	\$1.53	\$104.04	\$104.04
06/29/2012	BILL	\$35.02	\$139.06	\$139.06
07/06/2012	CRPFRZ	(\$139.06)	\$0.00	\$0.00
07/06/2012	CRPFRZ	\$139.06	\$0.00	\$139.06
07/06/2012	CRPFRZ	\$139.06	\$139.06	\$139.06
07/06/2012	CRPFRZ	(\$139.06)	\$0.00	\$0.00
07/31/2012	LPC	\$0.54	\$139.60	\$139.60
07/31/2012	BILL	\$33.70	\$173.30	\$173.30
08/28/2012	LPC	\$2.59	\$175.89	\$175.89
08/28/2012	BILL	\$35.05	\$210.94	\$210.94
09/07/2012	PAY	(\$161.50)	\$49.44	\$49.44
09/27/2012	PAY	(\$11.80)	\$37.64	\$37.64

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Transaction Date	Transaction Type	Transaction Amount	Current Balance	Actual Balance
09/28/2012	LPC	\$0.56	\$38.20	\$38.20
09/28/2012	BILL	\$35.81	\$74.01	\$74.01
10/30/2012	LPC	\$1.10	\$75.11	\$75.11
10/30/2012	BILL	\$50.32	\$125.43	\$125.43
11/01/2012	PAY	(\$74.01)	\$51.42	\$51.42
11/08/2012	CRPFRZ	(\$51.42)	\$0.00	\$0.00
11/08/2012	CRPFRZ	\$51.42	\$0.00	\$51.42
11/29/2012	BILL	\$0.00	\$5.00	\$51.42
11/29/2012	BILL	\$87.66	\$87.66	\$87.66
12/27/2012	PAY	(\$87.66)	\$0.00	\$0.00
12/27/2012	PAY	(\$5.34)	\$0.00	\$46.08
01/03/2013	CRPFOR	(\$1.42)	\$5.00	\$44.66
01/03/2013	BILL	\$87.66	\$87.66	\$87.66
01/03/2013	BILL	\$0.00	\$5.00	\$46.08
01/31/2013	LPC	\$1.31	\$88.97	\$88.97
01/31/2013	BILL	\$0.00	\$10.00	\$44.66
01/31/2013	BILL	\$87.66	\$176.63	\$176.63
02/04/2013	PAY	(\$5.00)	\$5.00	\$39.66
02/04/2013	PAY	(\$87.66)	\$88.97	\$88.97
02/27/2013	PAY	(\$145.66)	(\$56.69)	(\$56.69)
02/27/2013	PAY	(\$39.66)	\$0.00	\$0.00
03/02/2013	BILL	\$87.66	\$30.97	\$30.97
03/29/2013	PAY	(\$30.97)	\$0.00	\$0.00
04/02/2013	BILL	\$87.66	\$87.66	\$87.66
04/30/2013	LPC	\$1.31	\$88.97	\$88.97
04/30/2013	BILL	\$87.66	\$176.63	\$176.63
05/30/2013	LPC	\$2.62	\$179.25	\$179.25
05/30/2013	BILL	\$87.66	\$266.91	\$266.91
05/31/2013	PAY	(\$87.66)	\$179.25	\$179.25
06/29/2013	BILL	\$0.00	\$179.25	\$179.25
07/08/2013	CRPXFR	\$179.25	\$179.25	\$179.25
07/08/2013	CRPXFR	(\$179.25)	\$0.00	\$0.00

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Transaction Date	Transaction Type	Transaction Amount	Current Balance	Actual Balance
07/09/2013	BILL	\$87.66	\$266.91	\$266.91
08/06/2013	BILL	\$87.66	\$354.57	\$354.57
08/28/2013	PAY	(\$266.91)	\$87.66	\$87.66
09/07/2013	BILL	\$87.66	\$175.32	\$175.32
10/08/2013	BILL	\$87.66	\$262.98	\$262.98
10/09/2013	PAY	(\$87.66)	\$175.32	\$175.32
10/29/2013	PAY	(\$87.66)	\$87.66	\$87.66
11/06/2013	BILL	\$87.66	\$175.32	\$175.32
12/06/2013	BILL	\$87.66	\$262.98	\$262.98
12/16/2013	PAY	(\$175.32)	\$87.66	\$87.66
01/08/2014	LPC	\$1.31	\$88.97	\$88.97
01/08/2014	BILL	\$216.22	\$305.19	\$305.19
02/07/2014	LPC	\$4.55	\$309.74	\$309.74
02/07/2014	BILL	\$297.15	\$606.89	\$606.89
02/25/2014	PAY	(\$122.00)	\$484.89	\$484.89
03/11/2014	BILL	\$314.12	\$799.01	\$799.01
04/04/2014	PAY	(\$124.00)	\$675.01	\$675.01
04/09/2014	BILL	\$249.25	\$924.26	\$924.26
04/25/2014	PAY	(\$175.00)	\$749.26	\$749.26
05/08/2014	BILL	\$137.10	\$886.36	\$886.36
06/04/2014	PAY	(\$73.00)	\$813.36	\$813.36
06/07/2014	BILL	\$65.04	\$878.40	\$878.40
07/09/2014	BILL	\$50.84	\$929.24	\$929.24
08/07/2014	LPC	\$13.93	\$943.17	\$943.17
08/07/2014	BILL	\$49.89	\$993.06	\$993.06
09/07/2014	LPC	\$14.68	\$1,007.74	\$1,007.74
09/07/2014	BILL	\$46.41	\$1,054.15	\$1,054.15
10/07/2014	LPC	\$15.38	\$1,069.53	\$1,069.53
10/07/2014	BILL	\$42.73	\$1,112.26	\$1,112.26
11/05/2014	LPC	\$16.02	\$1,128.28	\$1,128.28
11/05/2014	BILL	\$103.23	\$1,231.51	\$1,231.51
11/12/2014	PAY	(\$324.00)	\$907.51	\$907.51

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Transaction Date	Transaction Type	Transaction Amount	Current Balance	Actual Balance
12/06/2014	LPC	\$13.61	\$921.12	\$921.12
12/06/2014	BILL	\$215.88	\$1,137.00	\$1,137.00
01/08/2015	LPC	\$16.85	\$1,153.85	\$1,153.85
01/08/2015	BILL	\$297.57	\$1,451.42	\$1,451.42
02/06/2015	LPC	\$21.31	\$1,472.73	\$1,472.73
02/06/2015	BILL	\$317.68	\$1,790.41	\$1,790.41
03/07/2015	LPC	\$26.07	\$1,816.48	\$1,816.48
03/07/2015	BILL	\$373.16	\$2,189.64	\$2,189.64
04/08/2015	BILL	\$144.87	\$2,334.51	\$2,334.51
05/04/2015	PAY	(\$200.00)	\$2,134.51	\$2,134.51
05/06/2015	BILL	\$66.40	\$2,200.91	\$2,200.91
06/06/2015	BILL	\$50.74	\$2,251.65	\$2,251.65
07/07/2015	BILL	\$45.64	\$2,297.29	\$2,297.29
08/06/2015	BILL	\$35.64	\$2,332.93	\$2,332.93
09/04/2015	BILL	\$33.14	\$2,366.07	\$2,366.07

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