RECEIVED

AUG 30 2016

PA PUBLIC UTILITY COMMISSION
SECRETARY'S BUREAU

Wanda Howell, 52 Pa Code 5.572 (d)

V.

Philadelphia Gas Works

Docket No: C – 2015-2477998

Re: Exception Order

As so said, the four year Pennsylvania Statute of Limitations on debt is an often overlooked, but powerful defense for consumers facing aggressive creditors. Debt collectors do not want you to know this, but sometimes a debt is just too old to collect. All states have "statutes of Limitation" that prevent a creditor from enforcing a debt if the creditor does not file suit within a certain period of time.

Therefore, I am stating my defense as follows. The Judge stated that she was only able to go back two years. She went back from 9/25/2002 until year 2016 equals 14 year period of time to collect on debt that I continued to deny owing The Philadelphia Gas Works, therefore, the statute of Limitation still stands as of this day August 28, 2016. (42 Pa.C.S.552(a).

If a creditor reports false information on a credit report or tries to "Re-age" the debt (falsely change the last activity or payment date). A cause of action against the creditor or the Credit Reporting Agencies under the FCRA, FDCPA, and o the Statutes.

The Philadelphia Gas Works has never taken me before a Judge to dispute this claim, neither have they taken me to court.

This is what the Philadelphia Gas Works has done which was over looked by the Administrative Law Judge. Which was brought to her attention was as follows:

(1) I moved in 5115 N. 13th Street 1st floor Philadelphia, Pa 19141 June 4, 2010 Friday, and moved from 1129 E. Upsal Street 2nd Floor Philadelphia, Pa 19150 March 30, 2009. My formal landlord of 1129 E. Upsal Street 2nd floor stated on a legal document that dated February 23, 2009 that there were no utilities owed to her property. $0.00 balance. I, Wanda Howell, called PGW on 5-26-07 @ 8:30p. PGW stated that there was a $0.00 balance owe to PGW as of 7-29-2002.
(2) L&J on PGW's statement of Accounts PGW Exhibit 1 page 7 of 8 Dated 6-16-2009 stated "connection with Lien#020430339 Owner Blanche Lyles clld regarding active lien Case #020430339 filed 12-9-2004 for $1066.31... Ms. Lyles trying to obtain a loan & she was made aware that a lien existed in the system...satisfied

(26 pgs in all)

Contacts for Account: Howell, Wanda

Account... 0007 6502 8612 Howell, Wanda

☐ Transaction History
☑ Full Comments

Date	Type	Comment	Person	Fo
		CONNECTION WITH LIEN #020430339		
06/16/2009	L&J	Owner Blanche Lyles clld regarding active lien Case#020430339 filed 12/9/04 for $1066.31...Ms Lyles trying to obtain a loan & she was made aware that a lien existed in the system...satisfied	Howell, Wanda	
05/18/2009	BILL	COR IN SPDO TO HAVE CITY HOUSING LETTER FILLED OUT TO GETS BACK ON A CRP SHE WILL NEED $53.96 CUSTOMER IS IN A CITY SHELTER NOW CUSTOMER SATISFIED	Howell, Wanda	
04/08/2009	SER1	Turn Off (AMR), 04/07/2009 issued svc s/o for mrs howell at gedo cust satisfied	Howell, Wanda	
03/24/2009	MISC	cor came into gtn office today for a copy of the bill, cor was satisfied	Howell, Wanda	
02/10/2009	COLL	cor received a 10-day notice.....cor already had crisis and liheap applied to her peco bill.....cor will call back with her doct6ors fax number.....she states that she has a medical condition.....c/satisfied	Howell, Wanda	
11/21/2008	GRT2	cust applied for liheap at gtdo	Howell, Wanda	
09/24/2008	COLL	customer will go to apply for grant..l.....melita	Howell, Wanda	
06/20/2008	COLL	answering machine//melita	Howell, Wanda	
03/06/2008	GRT1	flagged acct fo crisis 500.00	Howell, Wanda	
12/05/2007	GRT2	cor in gedo applied for liheap	Howell, Wanda	
09/17/2007	COLL	INFORMED COR OF SHUT OFF, CUST SAID SHE IS APPLYING FOR LIHEAP///////MELITA	Howell, Wanda	
07/24/2007	COLL	melita spoke with cor made bal earlier	Howell, Wanda	
07/21/2007	COLL	WILL PAY BILL THIS WEEK/MELITA	Howell, Wanda	
02/27/2007	GRT2	liheap	Howell, Wanda	
12/05/2006	GRT1	FLAGGED CRISIS 300.00 3 IN HOME INCOME 7344 YR	Howell, Wanda	
09/05/2006	BILL	bad check cancel and nsf charge	Howell, Wanda	
08/03/2006	COLL	M1; MEDICAl hold 8/3/06 - 9/2/06	Howell, Wanda	
07/31/2006	CRP	recert due to inc change	Howell, Wanda	
07/31/2006	BILL	dup bill 300.00//cust seated to see rep for crp income change	Howell, Wanda	
07/31/2006	COLL	COR CLLD WITH DR FAX # 215*685*5748 DR L. KAUSMAN	Howell, Wanda	
07/31/2006	COLL	COR will callback w/ dr. name and fax # for med hold Will ptp $300.00	Howell, Wanda	
07/13/2006	COLL	MELITA CALL / ANS MACH	Howell, Wanda	
05/09/2006	GRT1	CRISIS APPROVED $300 FLAGGED	Howell, Wanda	
05/01/2006	GRT1	CUSTOMER FLAGGED FOR CRISIS GRANT THROUGH PGW CONSENT FILE TO L+I. HOLD ON ACCT FOR 30 DAYS.	Howell, Wanda	
[illegible]	GRT1	[illegible]	[illegible]	

Change Customer Contact Launch Related Transaction

PGW Exhibit - 1

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(3) On PGW Exhibit 1 page 8 of 8 dated 9-25-2002 MISC states cor Wanda Howell signed contact this is how PGW spelled this word assuming final bill for her landlord Blanche Lyles 400.00 paid b Ms. Howell and agr will be made when usa is linked call cor 215-247-1210 was my job number. Why did PGW call my work place, this was not an emergency situation.

This is a conflicting story in three ways:

(1) One May 26, 2007 @ 8:30pm Saturday, I, Wanda Howell, was told that there was a $0.00 balance for Blanche Lyles and was paid on 7-29-2002.
(2) On September 25, 2002 it is on PGW Exhibit 1 page 8 of 8 and it states: MIS Cor Wanda Howell signed contact, assuming final bill for her landlord Blanche Lyles 400.00 paid by Mrs. Howell and agr will be made when usa is linked carr 215-247-1210.
(3) On PGW Exhibit 1 page 7 of 8 dated June 16, 2009 states that connection with Lien #020430339 owner Blanche Lyles clld regarding active lien case #020430339 filed 12-9-04 for $1,066.31... Ms. Lyles to obtain a loan & she was made aware that a lien existed in the system...satisfied

This is a common illegal debt collection tactics include threatening to sue after statute of limitations has run, reporting false information on credit report, threatening criminal prosecution, etc. Such action is violations of the Federal Fair Debt Collection Practices Act. ("FDCPA"), Pennsylvania's Fair Credit Extension Uniformity Act or the Fair Credit Reporting A ("FCRA") and can result in the debt collection paying both damages and attorneys fee (Note that if a debt has been discharged in chapter 7 or chapter 13 bankruptcy, the statute of Limitations does not apply, and attempt to collect the discharged debt is a violation of the Bankruptcy Code and possible the FDCPA).

I moved in on June 4, 2010 and after living in a shelter for 9 months. But prior moving into the shelter system, which was a very good experience for me. I, Wanda Howell, paid a total of $550.96 to PGW. I was told by PGW that my last bill was satisfied and that I only had to pay at move-in-time from the shelter was $40.00 to move in. I paid $59.00 on June 10, 2010. I've always attempted to pay my debt to PGW. The Judge went back 16 years, not two years. Violating the Statute of Limitation code, which is four years? She stated that she could only go back two years to be in compliance with her statute. She went back 16 years.

I received a phone call from PGW on 2-7-2012 trying to connect my present landlord with this debt from 2002 to 2012 trying to connect my present landlord with this debt from 2002 to 2012 which is 10 years. The SOL is 4 years.

He stated that he is on the Landlord Corp program. Het stated his account number to PGW.

If a creditor reports false information on your credit report or tries to "Re-age" the debt (falsely change the last activity or payment date). One may have a cause of action against the creditor or the credit reporting agencies under the FCRA, FDCPA, and other statutes.

Contacts for Account: Howell, Wanda

Account... 0007 6502 8612 Howell, Wanda

☐ Transaction History

☑ Full Comments

Date	Type	Comment	Person	Fo
05/09/2006	GRT1	CRISIS APPROVED $300 FLAGGED	Howell, Wanda	
05/01/2006	GRT1	CUSTOMER FLAGGED FOR CRISIS GRANT THROUGH PGW CONSENT FILE TO L+I. HOLD ON ACCT FOR 30 DAYS.	Howell, Wanda	
03/13/2006	GRT1	acct flagged for 300.00 crisis grant	Howell, Wanda	
02/28/2006	BILL	c states that she was appoved for liheap and crisis, she states crisis will notify us / so noted	Howell, Wanda	
02/21/2006	BILL	REFER TO THE OFFICE, TO BRING IN NEW PROOF OF INCOME, SS# CARD FOR THE TOTAL HOUSEHOLD, CUST NEEDS ALSO PROOF OF CHILD SUPPORT INCOME ALSO	Howell, Wanda	
12/12/2005	PAY	cor paid by chk 100.00 id 180047	Howell, Wanda	
11/18/2005	PLP	GAVE LL PLP APP FOR AWH AND HH	Howell, Wanda	
10/14/2005	MISC	Account inquiry.	Howell, Wanda	
07/20/2005	BILL	cor paid by chk 171.21 i d 158193	Howell, Wanda	
06/16/2005	PAY	PAYMENT 172.00 CONFIRMATION 152090	Howell, Wanda	
06/13/2005	CRP	cor apply for crp	Howell, Wanda	
06/06/2005	BILL	Will need 632.00 to cure crp.. Pd 400.00 at spdo will return on 6/13/05 with balance,ss card,proof of income,	Howell, Wanda	
04/14/2005	BILL	cor made payment of 60.00 conf # is 116415	Howell, Wanda	
03/08/2005	GRT1	Crisis Grant	Howell, Wanda	
01/21/2005	PAY	75.00 CHECK PAYMENT...C.F. # 104699.	Howell, Wanda	
11/22/2004	GRT2	did apply for liheap	Howell, Wanda	
11/05/2004	BILL	monthly income now is $800.00 did recertify needs some monies to cure her agreement	Howell, Wanda	
10/18/2004	COLL	co made a payment on the acct for the amt of 126.00 by check confirm#90404	Howell, Wanda	
09/01/2004	PAY	$158.00 CHECK ID # 83278	Howell, Wanda	
06/30/2004	CRP	explained bill to cust	Howell, Wanda	
11/19/2003	BIL1	the customer apply for gas service	Howell, Wanda	
10/27/2003	CRP0	will go to DO to get on CRP.	Howell, Wanda	
05/27/2003	COL2	put on pa $400 down @ $67+CB for two years	Howell, Wanda	
05/27/2003	BIL1	gentleman called on Germantown Speed phone to make an agreement for COR. informed him that he will have to sit with a rep	Howell, Wanda	
09/30/2002	MISC	Mup error, comp. t/o.	Howell, Wanda	
09/25/2002	MISC	COR Wanda Howell signed contact assuming final final bill for her landlord Blanche Lyles 400.00 paid by Mrs Howell and agr will be made when usa is linked call cor 215-247-1210	Howell, Wanda	09/25/20

Change Customer Contact Launch Related Transaction

PGW Exhibit - 1

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Philadelphia Gas Works

P.O. Box 3500, Philadelphia, PA 19122-0500

ADDRESS SERVICE REQUESTED

Wanda Checked Gas Ball Balance
For Blanche Lyles on Sat 5-26-07 @ 8 30 pm

PGW

visit us at www.pgworks.com

Period 9-18-02 - 9-28-02
-0- Balance was Paid
7-29-2002 of $50

01

5

5

2 18

My landlord states to this day, that something is not right about this debt, because he did not get a call before shut-off-notice to enter his property.

I received a letter from MSB stat that I owed $5,678.50 to PGW dated July 14, 2014.

I, Wanda Howell, do and did deny this claim; therefore, I did not make another payment to PGW or to MSB since I received this letter dated July 14, 2014. I have not made a payment to PGW not to this Credit Service Bureau which is a private corporation who cannot claim that I owe this debt. Case is over, the statute which is four years; it's been 16 years to this date August 28, 2016.

The Judge stated that she could only go back two years. She went back 16 years to this date August 28, 2016. She took on an aged debt and trying to bring it to a present debt. When she stated that she could only go back two years. I claim the SOL defense.

To further the case on October 27, 2014 @12:16noon. I received a phone call from Ms. Dolton, a PGW representative; this is how I understood her spelling her name.

MS. Dolton stated to me, Wanda Howell that "PGW did not shut off the gas from 1129 E. Upsal Street 2nd flr, Philadelphia, PA 19150 until May 14, 2014. " She stated that all my money, all my grant money went to the landlord at 1129 E. Upsal Street. 2nd floor. Ms. Dolton asked me the landlord's name, I stated Blanche Lyles, Ms. Dolton stated. "That's where your money went." I asked Ms. Dolton whose name was the gas turned at 5115 N. 13th Street, 1st floor, Philadelphia, Pa 19141? Because the gas was already on, I asked Ms. Dolton whose name the gas in? Ms. Dolton Stated, It was on in the Philadelphia Gas Works name. This property was a newly renovated property; I was told that no one had lived in it for many years. I'm a tenant not any owner therefore, I should not be stuck with some previous fees from any previous renter, if that's the case.

The judge had this information, and continued to bind me with this debt. I claim the SOL for my defense. Therefore, I ask for this law suit against me to be dropped.

Moreover, from my evaluation of this situation, and it is a situation. It is a situation of a vulture debt collector which is PGW.

A vulture debt collector count on debtors not knowing their rights, therefore they prey on them by making false debt. This debt is false from day one, because, on October 27, 2014 @ 12:16noon, Ms. Dolton stated that PGW thought that this address," 5115 N. 13th Street was my mailing address.

"She also stated that people often use other addresses for their mailing address. Therefore, I denied the claim for day one.

I went to the PGW office and they coerced me into signing an agreement that I did not accrue; by stating that if I join the CRP that it's the only way that the gas will not be shut off, putting a fear in my heart.

MSB
A PRIVATE CORPORATION

MUNICIPAL SERVICES BUREAU
PO BOX 16755
AUSTIN, TX 78761-6755
TOLL FREE: (800) 866-9436
AUSTIN, TX: (512) 371-7143

HOURS OF OPERATION:
MON - FRI: 7AM - 11PM CST
SAT: 8AM - 5PM CST

To make a payment online or receive additional information about your account, please visit us at www.msbselfserve.com

Get the Free App at **http://gettag.mobi** and scan this image to make your payment now.

July 14, 2014

Reference No: 14084011
Dear WANDA HOWELL:

Date: July 14, 2014
Total Due: $5678.50

The total due represents an overdue balance owed to PHILADELPHIA GAS WORKS. We urge you to remit payment in full to the address below. Municipal Services Bureau, a private corporation, has been contracted by PHILADELPHIA GAS WORKS to help recover the debt owed.

Please remit your payment in full. We accept Check, Money Order, Western Union Quick Collect, Money Gram, ACE Cash Express and all major credit cards. If assistance is needed, please contact a representative toll free at **1-800-866-9436**. This communication is from a debt collector. This is an attempt to collect a debt. Any information obtained will be used for that purpose. If this is an individual account, we may report information about your account to TransUnion, a national credit reporting agency.

Unless you notify this office within 30 days after receiving this notice that you dispute the validity of this debt or any portion thereof, this office will assume this debt is valid. If you notify this office in writing that you dispute this debt within 30 days from receiving this notice, this office will: obtain verification of the debt and mail you a copy of such verification; and provide you with the name and address of the original creditor if different from the current creditor.

Creditor	Account #	For	Total	Date
PHILADELPHIA GAS WORKS	0765028612	DELINQUENT GAS SERV	5678.50	05/22/2014

7 7/18

- <Case xmlns="x-schema:http://pucksi.state.pa.us/DataEx/Schema/ClosingDataSend.xdr">
  <CaseNbr>**3308296**</CaseNbr>
  <CompanyName>**PGW (PHILA. GAS WORKS (NGDC)**</CompanyName>
  <CompanyCode>**0766**</CompanyCode>
  <CompanyType>**GAS TRANSPORTER**</CompanyType>
  - <Customer>
    <CustomerFirstName>**WANDA**</CustomerFirstName>
    <CustomerLastName>**HOWELL**</CustomerLastName>
    <AccountNumber>**765028612**</AccountNumber>
    - <CustomerServAddress>
      <ServAddress1>**5115 NORTH 13TH STREET**</ServAddress1>
      <ServAddress2>**APT A 1ST FLOOR**</ServAddress2>
      <ServCity>**PHILADELPHIA**</ServCity>
      <ServState>**PA**</ServState>
      <ServZip5>**19141**</ServZip5>
    </CustomerServAddress>
  </Customer>
  <DecisionIssue>**Y**</DecisionIssue>
  <OralWritten>**W**</OralWritten>
  <Violation>**NO**</Violation>
  <TotalBalance>**5622.32**</TotalBalance>
  <DateClosed>**2015-03-04**</DateClosed>
  <Resolution>**CASE DISMISSED... THE CUSTOMER HAD PRIOR SERVICE TO 1129 E UPSAL ST, 2F FROM 9/28/2002 - 4/07/2009... THE FINAL BALANCE OWING AS OF 4/25/2009 WAS $3,468.87 AND WENT INTO WRITE OFF ON 8/18/2009... THE CUSTOMER ESTABLISHED SERVICE AT 5115 N 13TH ST ON 6/11/2010 AND THE OUTSTANDING BALANCE WAS TRANSFERRED TO THIS ACCOUNT... THE PROPERTY IS EQUIPPED WITH A FUNCTIONING AMR DEVICE AND THE BILLING IS BASED ON ACTUAL METER READINGS... THE CRP AGREEMENT BROKE AND THE SERVICE WAS SHUT OFF ON 5/21/2014 FOR NON-PAYMENT... THE CUSTOMER HAD $1,575.86 OWING IN CRP ARREARS WITH A TOTAL ACCOUNT BALANCE OWING OF $5,622.32... THE CUSTOMER MUST PAY $1,685.68 TO CURE THE CRP AGREEMENT + RECONNECTION FEE $123.23 = $1,808.91 AND RE-ENROLL IN THE CRP PROGRAM OR PAY 1/24TH OF THE BALANCE OWING $237.00 + RECONNECTION FEE $123.23 = $360.23 TO HAVE THE SERVICE RESTORED THEN BEGINNING WITH THE FIRST BILL AFTER SERVICE RESTORATION THE CUSTOMER IS TO PAY BB $205.00 + $227.00 = $432.00 FOR 24 MONTHS.**</Resolution>
  <BalanceDate>**2014-11-20**</BalanceDate>
  <ServiceRestoredPay>**0.00**</ServiceRestoredPay>
  <ServiceContinueAmount>**0.00**</ServiceContinueAmount>
  <SpecialBudgetAmount>**0.00**</SpecialBudgetAmount>
  <RegularBudgetAmount>**0.00**</RegularBudgetAmount>
  <ArrearsPaymentPlus>**0.00**</ArrearsPaymentPlus>
  <FinalMonthlyPayment>**0.00**</FinalMonthlyPayment>
  <CurrentMonthlyPayment>**0.00**</CurrentMonthlyPayment>
  <EndMonthlyPayment>**0.00**</EndMonthlyPayment>
  <LetterDescription>**EGW PAR W/COMPLEX DISPUTE/NO PAYMENT AGREEMENT/LEVEL 1**</LetterDescription>
  <HeadDate>**2015-03-04**</HeadDate>
  <ReconnectAmount>**0**</ReconnectAmount>
  <PayAmount>**0.00**</PayAmount>

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PHILADELPHIA GAS WORKS
Gas Leak Emergencies: 215-235-1212
Billing & General Information (English & Espanol): 215-235-1000
Access Your Account Online: www.pgworks.com

Date m.

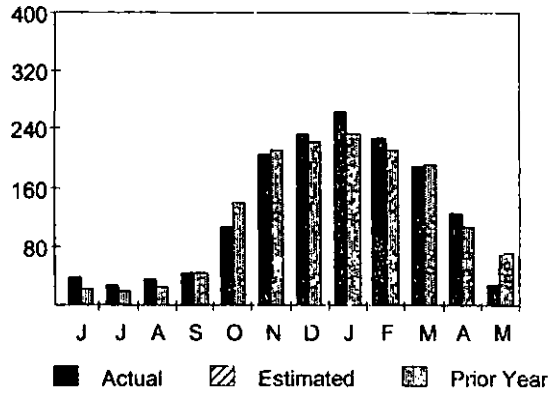
Billing Date: May 22, 2014
Account Number: 0765028612

MONTHLY STATEMENT *Final Bill*

From May 09, 2014 thru May 21, 2014 (12 Days)

WANDA HOWELL
5115 N 13TH ST, 1F
PHILA PA 19141-2801

Energy Usage Information



Billing Summary

Past Due Amount	$5,622.32
Current Charges	$56.18
Total Amount Due By **Jun 17, 2014**	**$5,678.50**

- Average daily temperature 66.0 °F.
- Your average daily cost is $4.68 compared to $3.28 last year.
- For the last 12 months:
  - Your total usage is 1520 Ccf.
  - Your average monthly usage is 126.67 Ccf.

ms Dalton 10.27.2014 @ 12:16 N

May 14, 2014 upsal shut off

Not all roller coasters are fun. Heating bills don't have to be so unpredictable. With Helpability from PGW you can spread the impact of cold weather heating more evenly across the year. No matter your income. Text ABILITY to 95997, call (215) 235-1000 or visit pgworks.com

Is your home losing energy? PGW's EnergySense Home Rebates Program is offering energy assessments at the discounted rate of $150. After the assessment, make qualified energy efficient upgrades and receive up to $3,500 in rebates. Call 855-PGW-SOLVES to schedule an appointment.

Questions or Complaints about your bill? Please call us before the due date at 215-235-1000, or write to: PGW P.O. Box 3500, Phila., PA 19122-0050
Please return this portion with your payment.
Write your account number on your check or money order made payable to Philadelphia Gas Works

Account Number: **0765028612**
Due Date: **Jun 17, 2014**
Please Pay: **$5,678.50**

Place "X" in box for address corrections. Print corrections on reverse side.

Amount Enclosed:

042096 000000705

WANDA HOWELL
5115 N 13TH ST 1F
PHILA PA 19141-2801

Philadelphia Gas Works
P.O. Box 11700
Newark, NJ 07101-4700

0007650286128000000005678502

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This is a loan that is loan that's set in place to have the Gas Co to pay their workers.

Patrice Barnes stated that PGW did not have any payment to connect to with my receipts. She also stated that "even though that the gas was not transferred from 1129 E. Upsal Street 2n floor to 5115 N. 13th Street 1st floor that someone was still paying".

The Judge asked her "is that true," Ms. Barnes paused for a long-period-of time. Then she said "No." The Judge, Heep should have been able to evaluate this response to judge it fairly, but she did not. This case should have closed in my favor. She should have been able to detect a liar.

Also, the last two payments that I paid PGW in 2009, the attorney of PGW stated that they were no applied to the account. The judge should have dismissed this case in my favor, but she didn't, going back 14 years. The Sol is four years for the state of PA.

I made payments, but the payments was to my current charges, because, the final current charges as of June 17, 2014 was only $56.18.

May 12, 2014 stated $0.00 past due-non basic charges $0.00 current-basic charges.

On Nov 4, 2014< I went to PGW's office. I went to front desk to speak to a representative and she stated that, "Your name is not on 5115 N. 13th street 1st floor, so why is there a bill!" She stated this with surprise.

I was called to representative: AW. I stated what the from des rep stated. She gave me these figures. I stated that the case notes cannot change, but you can add to them. Ms. AW started shaking; they asked me if I wanted to speak to her supervisor." At this time I had trust issues with PGW because I saw dishonesty in her actions.

The rep. stated that I had a bill of 5,678.50 from 7-7-2010 to 5-21-2014. She fixed it to be four years changing the case notes. I was told that the bill was from 2002 to 2014, that's 13 years. PGW stated that this was a past due balance from 2002 to 2014. She added to the case notes, but could not change the case notes. This was brought to the judge attention, but she went back 16 years. The judge stated that she could only go back 2 years.

Everything is tiring in together now. PGW at this point realized that they were doing the meter reading at the wrong address, there, PGW had to cover them by making up document to cover their error. Ms. Dolton, a PGW a representative of PGW called me on 10-27-2014 at 12:16noon. Ms. Dolton stated that on "May 14, 2014 the gas at 1129 E. Upsal Street 2nd floor was shut off, and that all monies, grant monies went to the landlord of 1129 E. Upsal Street 2nd floor not 5115 N. 13th Street 1st floor. Ms. Dolton also stated, at that time that PGW thought that 5115 N. 13th Street was my mailing address, and that people use another address mailing address all the time.

Philadelphia Gas Works
Credit Denial Letter

Date: Nov 4, 2014 **Account Number:** 0007-6502-8612

Name: Howell, Wanda **Address:** 5115 N 13th St,1f/

After reviewing your application for service, PGW is unable to provide you with gas service because you have failed to satisfy one or more of the following conditions:

1. ☒ You owe PGW a total balance of $5,678.50 .
   a) This amount represents service provided at 5115 N 13th St,1f from 07/07/2010 to 05/21/2014 under the name of _____.
   - and -
   b) This amount represents service provided at _____ from _____ to _____ under the name of _____.
2. ☐ To provide satisfactory personal identification by showing at least two of the following: a government issued photo ID, social security card, driver's license, medical assistance card, public welfare card, or similar items.
3. ☐ To provide documentation showing ownership, tenancy or residency at the service address.
4. ☐ Based on the credit score obtained from Experian, a national credit reporting agency, you failed to meet our credit guidelines.* ***(See disclaimer on the next page)***
5. ☐ PGW records indicate the service at the property _____ was terminated due to unauthorized usage.

In order to establish your account you must do the following:

6. ☒ Pay cure amount in the amount of $1,685.68 to enter into an agreement + pay 50% of a deposit _____ (if applicable) + a reconnection charge of $123.23 + a dig charge of _____ (if applicable).
   Total amount needed to restore the service $1,808.91 .
7. ☐ Pay your total outstanding debt of _____ + pay 50% of a deposit _____ (if applicable) + a reconnection fee of _____ + a dig charge of _____ (if applicable).
   Total amount needed to restore the service _____ .
8. ☐ Pay total outstanding theft charges of _____ + outstanding balance of _____ + deposit (if applicable) of _____ + reconnection fee of _____ + a dig charge of _____ (if applicable).
   Total amount needed to restore the service _____ .
9. ☐ Pay a cash deposit of _____ which you can pay in the following installment: 50% or $0.00 due immediately to establish service then 25% or $0.00 due in 60 days and 25% or $0.00 due in 90 days. You have the right to provide a guarantor. A guarantor is an individual in good credit standing who will be willing to pay your gas bills if you fail to do so.
10. ☐ Provide positive identification with at least two of the following: a government issued photo ID, driver's license, welfare card, medical assistance card or social security card.
11. ☐ Provide proof of residency for this premise.

(If applying for PGW's Customer Responsibility Program (CRP), you must provide your monthly household income for the last 30 days and occupancy information).

Representative Initials: AW

PGW District Office: Germantown Office

The terms and conditions offered in this letter will remain valid for 30 days from the date issued. PGW reserves the right to modify these terms and conditions if the company determines that an amendment is required. If you are not satisfied with the terms and conditions provided above, you can contact the Pennsylvania Public Utility Commission (PUC) at 1-800-692-7380 or write them at: Pennsylvania Public Utility Commission, P.O. Box 3265, Harrisburg, PA 17105-3265. Please contact us at (215) 235-1000 if you have an active Protection From Abuse (PFA) order, as you may qualify for more lenient terms. Documentation may be required.

On April 2, 2014, I got a shut office notice. Ms. Dolton stated that the Gas at 1129 E. Upsal Street 2nd floor was not shut off until May 14, 2014.

I got a shut off notice on 2-9-2011

I got a shut off notice on **5-2-2011**

I got a shut off notice on **5-17-2011**

I got a shut off notice on 4-2-2014

Note: There was a 15 day notice between 5-2-2011 and 5-17-2011. This to me is an indication that something has gone wrong with these accusations. Ms. Dolton stated that the gas was not shut off at 1129 E. Upsal Street 2nd floor until May 14, 2014. There should be a 60 day laps before issuing another shut-off notice not a fifteen day notice.

PGW was getting desperate notice PGW sent me a notice within 15 days apart, it's usually 60 days apart. It's illegal to falsify documents to get monetary gain. The judge said that she would only go back two year, she went back 16 years. The PGW Statute of the state of Pennsylvania statute is four years. Therefore, this case should be dismissed in my favor.

On October 6, 2014, I received a letter from PGW to a CRP Agreement, I denounce that CRP agreement. It states that it's here to help people whom in fact it's here to bring back an aged debt, and to lock the poor into this agreement, which eventually will not work anyway. This loan if someone, if they get at least some of their money back, they are satisfied.

Ms. Dolton stated that the gas was not turned off at 1129 E. Upsal Street 2nd floor until May 14 2014; therefore, the CRP agreement should be repealed.

The judge went back 16 years she stated that she would by law go back 2 years; The SOL is up for the debt that I did not accrue, therefore, this case should be dropped on the grounds of false information, old aged document, by an error of PGW, by not transferring service in a timely manner.

Oh, and by the way, Maria Velez, who investigated this case, did not put her signature on any document that was sent to me with her decision. Maybe she does not want to sign of o false information.

Wanda Howell, Wanda Howell 8-28-2016
Case No. C-2015-2477998

PGW

PHILADELPHIA GAS WORKS
800 W. MONTGOMERY AVENUE, PHILADELPHIA, PA 19122-0050

Notice Date: 02/09/11
Account Number: 0765028612

10-DAY SHUT OFF NOTICE

Your Gas Service May be Shut Off !

Because your bill is past due, we will shut off the gas to 5115 N 13TH ST 1F on or after 8: 00 AM on 02/21/11. This notice will remain effective for 60 days. To talk about your bill or this notice, please call our office at 215-235-1777.

We will not shut off the gas if you do ONE of the following:

- Arrange to pay your past due amount of $710.67.
- Pay the amount you owe on your payment plan.
- Show us a paid receipt for the past due amount.
- Make a payment arrangement or you may be eligible for a special assistance program.
- Contact us to dispute the bill.

At a minimum, you may have to pay all of the following before we turn your service on:

Past Due Amount	$710.67
Security Deposit	$118.00
Turn On Charge	$123.23
Total	$951.90

(Plus $372.00 if we must dig up the street to shut off the gas).

You are also responsible for all gas service provided to you that is now or has become past due.

MEDICAL EMERGENCY NOTICE

Let us know if someone living in your home is seriously ill or has a medical condition. WE WILL 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.

IMPORTANT TO KNOW – BEFORE WE SHUT OFF YOUR GAS SERVICE

- If you have questions or need more information, please call us today at 215-235-1777. 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 1 (800) 692-7380 or write to: Pennsylvania Public Utility Commission, Box 3265, Harrisburg, PA 17105-3265.
- If you have a valid **Protection From Abuse** order from a court, there are additional protections available to you. **Call us immediately at 215-235-1777**. You will be required to provide us with a copy of the order.
- You may be eligible for a payment agreement or special assistance programs. Call 215-235-1777 right away to provide us with household income and occupant information. Documentation of your income may be required, such as pay stubs or tax documents.
- Call us if your landlord pays your utility bill. You have certain legal protections.
- If you have trouble understanding or speaking English call us for free interpretation.
- If your service is shut off, you may be required to pay any additional bills that have become past due to restore your service.
- All adult occupants of the premise whose names are on the mortgage, deed or lease are considered the 'customer' and are responsible for payment of the bill.
- If service is shut off ANY adult occupant who has been living at the premise may have to pay all or portions of this bill to have service restored.
- If your service is shut off, you must contact us after your payment has been made to be sure you have met all conditions to have the service turned back on and to arrange access to your premises. It may take up to seven days to have your service restored.

WINTER SHUT OFF PROVISIONS Dec. 1-March 31

- **Contact us before the shut off date** to give us household and occupant information to see if you qualify for any assistance programs.
- **If you are low income there are special rules about whether we may shut off your gas in the winter.** Add together the monthly income in your household. Look at the chart below to determine your group. You may need to provide us with proof of income.
- **If your income is 150% of the federal poverty guidelines or below, we must first ask the PUC for permission to shut off your service.** We will notify you prior to shutting off service if we ask the PUC for permission to terminate your gas service.
- **If your income is above 150% but does not exceed 250% of the federal poverty guidelines, we will not shut off your service if one of these conditions apply to you:**
  1. Someone in your household is 12 or younger or 65 or older; or
  2. You have paid at least one-half of your last two monthly gas bills; or
  3. If over the last two months you have paid at least 15% of your household income toward the gas bills.

Federal Poverty Guidelines (FPG) 2011

Household Size including children:	Your monthly income is 150% of the FPG or below if it is:	Your monthly income is between 151% - 250% of the FPG if it is:
1	$1,361 or less	$1,362 - $2,269
2	$1,839 or less	$1,840 - $3,065
3	$2,316 or less	$2,317 - $3,860
4	$2,794 or less	$2,795 - $4,656
Each additional Person add	$ 478	$ 479 - $ 796

- **If we shut off your service during the winter months (between December 1 and March 31)** we will restore your service within 24 hours of your meeting all requirements to have service reconnected. Where street digging is required, it may take up to 7 days.

PGW

PHILADELPHIA GAS WORKS
800 W. MONTGOMERY AVENUE
PHILADELPHIA, PA 19122-0050

Date of Notice: **05/17/2011**
Account Number: **765028612**
Customer Name: **HOWELL, WANDA**
Premise Address: **5115 N 13TH ST,1F/PHILA,PA 19141-2801**

Past Due Amount: **$4,338.27**

3-DAY SHUT-OFF NOTICE

Your Gas Service May Be Shut Off !

Because your bill is past due, we will shut off the gas to _____ on or after 8: 00 AM on _____.
To talk about your bill or this notice, please call our office at 215-235-1777.

We will not shut off the gas if you do ONE of the following:

- Arrange to pay your past due amount of **$4,338.27**.
- Pay the amount you owe on your payment plan.
- Provide a paid receipt for the past due amount.
- Make a payment arrangement or you may be eligible for a special assistance program.
- Contact us to dispute the bill.

If we shut off your gas service, you may have to pay all of the following before we turn your service on:

Past Due Amount	**$4,338.27**
Security Deposit	**$128.00**
Turn On Charge	**$123.23**
Total	**$4,589.50**

(Plus $372.00 if we must dig up the street to shut off the gas).

MEDICAL EMERGENCY NOTICE

Let us know if someone living in your home is seriously ill or has a medical condition. WE WILL NOT SHUT OFF YOUR SERVICE provided you:
1. Have your licensed physician or nurse practitioner certify in 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.

IMPORTANT TO KNOW – BEFORE WE SHUT OFF YOUR GAS SERVICE

- If you have questions or need more information, please call us today at 215-235-1777. 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.
- If you have a valid **Protection From Abuse** order from a court, there are additional protections available to you. **Call us immediately at 215-235-1777.** You will be required to provide us with a copy of the order.
- You may be eligible for a payment agreement or special assistance programs. Call 215-235-1777 right away to provide us with household income and occupant information. Documentation of your income may be required, such as pay stubs or tax documents.
  - Call us if your landlord pays your utility bill. You have certain legal protections.
  - If you have trouble understanding or speaking English call us for free interpretation.
- If your service is shut off you may be required to pay any additional bills that have become past due to restore your service.
- All adult occupants of the premise whose names are on the mortgage deed or lease are considered the 'customer' and are responsible for payment of the bill.
- If service is shut off ANY adult occupant who has been living at the premise may have to pay all or portions of this bill to have service restored.
- If your service is shut off, you must contact us after your payment has been made to be sure you have met all conditions to have the service turned back on and to arrange access to your premises. It may take up to seven days to have your service restored.

WINTER SHUT OFF PROVISIONS Dec. 1-March 31

- **Contact us before the shut off date** to give us household and occupant information to see if you qualify for any assistance programs.
- **If you are low income there are special rules about whether we may shut off your gas in the winter.** Add together the monthly income in your household. Look at the chart below to determine your group. You may need to provide us with proof of income.
- **If your income is 150% of the federal poverty guidelines or below, we must first ask the PUC for permission to shut off your service.** We will notify you prior to shutting off service if we ask the PUC for permission to terminate your gas service.
- **If your income is above 150% but does not exceed 250% of the federal poverty guidelines, we will not shut off your service if one of these conditions apply to you:**
  1. Someone in your household is 12 or younger or 65 or older; or
  2. You have paid at least one-half of your last two monthly gas bills; or
  3. If over the last two months you have paid at least 15% of your household income toward the gas bills.

Federal Poverty Guidelines: 2011

Household Size including Children	Your monthly income is 150% of the FPG or below if it is:	Your monthly income is between 151-250% of the FPG if it is:
1	$1,361 or less	$1,362-$2,269
2	$1,839 or less	$1,840-$3,065
3	$2,316 or less	$2,317-$3,860
4	$2,794 or less	$2,795-$4,656
Each additional person add	$478	$479- $796

If we shut off your service during the winter months (between December 1 and March 31) we will restore your service within 24 hours of your meeting all requirements to have service reconnected. Where street digging is required, it may take up to 7 days.

14 of 18

PGW

PHILADELPHIA GAS WORKS
800 W. MONTGOMERY AVENUE, PHILADELPHIA, PA 19122-0050

Notice Date: 05/02/11
Account Number: 0765028612

10-DAY SHUT OFF NOTICE

Your Gas Service May be Shut Off !

Because your bill is past due, we will shut off the gas to 5115 N 13TH ST 1F on or after 8: 00 AM on 05/16/11. This notice will remain effective for 60 days. To talk about your bill or this notice, please call our office at 215-235-1777.

We will not shut off the gas if you do ONE of the following:

- Arrange to pay your past due amount of $4,388.27.
- Pay the amount you owe on your payment plan.
- Show us a paid receipt for the past due amount.
- Make a payment arrangement or you may be eligible for a special assistance program.
- Contact us to dispute the bill.

At a minimum, you may have to pay all of the following before we turn your service on:

Past Due Amount	$4,388.27
Security Deposit	$128.00
Turn On Charge	$123.23
Total	$4,639.50

(Plus $372.00 if we must dig up the street to shut off the gas).

You are also responsible for all gas service provided to you that is now or has become past due.

MEDICAL EMERGENCY NOTICE

Let us know if someone living in your home is seriously ill or has a medical condition. WE WILL 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.

IMPORTANT TO KNOW – BEFORE WE SHUT OFF YOUR GAS SERVICE

- If you have questions or need more information, please call us today at 215-235-1777. 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 1 (800) 692-7380 or write to: Pennsylvania Public Utility Commission, Box 3265, Harrisburg, PA 17105-3265.
- If you have a valid **Protection From Abuse** order from a court, there are additional protections available to you. **Call us immediately at 215-235-1777.** You will be required to provide us with a copy of the order.
- You may be eligible for a payment agreement or special assistance programs. Call 215-235-1777 right away to provide us with household income and occupant information. Documentation of your income may be required, such as pay stubs or tax documents.
- Call us if your landlord pays your utility bill. You have certain legal protections.
- If you have trouble understanding or speaking English call us for free interpretation.
- If your service is shut off, you may be required to pay any additional bills that have become past due to restore your service.
- All adult occupants of the premise whose names are on the mortgage, deed or lease are considered the 'customer' and are responsible for payment of the bill.
- If service is shut off ANY adult occupant who has been living at the premise may have to pay all or portions of this bill to have service restored.
- If your service is shut off, you must contact us after your payment has been made to be sure you have met all conditions to have the service turned back on and to arrange access to your premises. It may take up to seven days to have your service restored.

WINTER SHUT OFF PROVISIONS Dec. 1-March 31

- **Contact us before the shut off date** to give us household and occupant information to see if you qualify for any assistance programs.
- **If you are low income there are special rules about whether we may shut off your gas in the winter**. Add together the monthly income in your household. Look at the chart below to determine your group. You may need to provide us with proof of income.
- **If your income is 150% of the federal poverty guidelines or below, we must first ask the PUC for permission to shut off your service.** We will notify you prior to shutting off service if we ask the PUC for permission to terminate your gas service.
- **If your income is above 150% but does not exceed 250% of the federal poverty guidelines, we will not shut off your service if one of these conditions apply to you:**
  1. Someone in your household is 12 or younger or 65 or older; or
  2. You have paid at least one-half of your last two monthly gas bills; or
  3. If over the last two months you have paid at least 15% of your household income toward the gas bills.

Federal Poverty Guidelines (FPG) 2011		
Household Size including children:	Your monthly income is 150% of the FPG or below if it is:	Your monthly income is between 151%- 250% of the FPG if it is:
1	$1,361 or less	$1,362 - $2,269
2	$1,839 or less	$1,840 - $3,065
3	$2,316 or less	$2,317 - $3,860
4	$2,794 or less	$2,795 - $4,656
Each additional Person add	$ 478	$ 479 - $ 796

- **If we shut off your service during the winter months (between December 1 and March 31)** we will restore your service within 24 hours of your meeting all requirements to have service reconnected. Where street digging is required, it may take up to 7 days.

PHILADELPHIA GAS WORKS
800 W. MONTGOMERY AVENUE, PHILADELPHIA, PA 19122-0050

Notice Date: Apr 02, 2014
Account Number: 0765028612

10-DAY SHUT OFF NOTICE
Your Gas Service May Be Shut Off

Because your bill is past due, we will shut off the gas to 5115 N 13TH ST 1F on or after 8:00 AM on Apr 14, 2014. This notice will remain effective for 60 days. To talk about your bill or this notice, please call our office at 215-235-1777.

We will not shut off the gas if you do ONE of the following:

- Arrange to pay your past due amount of $1,346.40.
- Pay the amount you owe on your payment plan.
- Show us a paid receipt for the past due amount.
- Make a payment arrangement or you may be eligible for a special assistance program.
- Contact us to dispute the bill.

At a minimum, you may have to pay all of the following before we turn your service on:

Past Due Amount	$1,346.40
Security Deposit	$402.00
Turn On Charge	$123.23
Total	$1,871.63

5-1-2014
$517.50

(Plus $372.00 if we must dig up the street to shut off the gas).

You are also responsible for all gas service provided to you that is now or has become past due. If shut off, you may be required to pay more than the amount on this notice to have gas turned on.

MEDICAL EMERGENCY NOTICE

LET US KNOW IF SOMEONE LIVING IN YOUR HOME IS SERIOUSLY ILL OR HAS A MEDICAL CONDITION. WE WILL NOT SHUT OFF YOUR SERVICE during such illness 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 and
2. Make arrangements to pay your current bills. You must provide us with household income and occupant information to determine your payment terms while protected under the medical certification.
3. Contact us by calling 215-235-1777.
4. HAVE YOUR LICENSED PHYSICIAN SEND PGW A LETTER WITHIN 7 DAYS VERIFYING THE MEDICAL CONDITION.

IMPORTANT TO KNOW – BEFORE WE SHUT OFF YOUR GAS SERVICE

- You may be eligible for a payment agreement or special assistance program. Enrollment into this program may be a way of avoiding shut off. Contact us immediately at 215-235-1777 to find out if you're eligible, and where applications can be found and submitted for enrollment. Documentation of your income may be required.
- If you have questions or need more information, please call us today at 215-235-1777 or write us at P.O. Box 3500. Philadelphia, PA 19122. 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 1 (800) 692-7380 or write to: Pennsylvania Public Utility Commission, P.O. Box 3265, Harrisburg, PA 17105-3265.
- If you have a valid Protection From Abuse order from a court, there are additional protections available to you. Call us immediately at 215-235-1777. You will be required to provide us with a copy of the order.
- Call us if your landlord pays your utility bill. You have certain legal protections.
- If you have trouble understanding or speaking English call us for free interpretation.
- Please contact us if you are disabled and need assistance.
- All adult occupants of the premise whose names are on the mortgage, deed or lease are considered the 'customer' and are responsible for payment of the bill. If service is shut off ANY adult occupant who has been living at the premise may have to pay all or portions of this bill to have service restored.
- If your service is shut off, you must contact us after your payment has been made to be sure you have met all conditions to have the service turned on and to arrange access to your premises. It may take up to seven days to have your service restored.

WINTER SHUT OFF PROVISIONS Dec. 1-March 31

- **Contact us before the shut off date** to give us household and occupant information to see if you qualify for any assistance programs.
- **If you are low income there are special rules about whether we may shut off your gas in the winter.** Add together the monthly income in your household. Look at the chart below to determine your group. You may need to provide us with proof of income.
- **If your income is 150% of the federal poverty guidelines or below, we must first ask the PUC for permission to shut off your service.** We will notify you prior to shutting off service if we ask the PUC for permission to terminate your gas service.
- **If your income is above 150% but does not exceed 250% of the federal poverty guidelines, we will not shut off your service if one of these conditions apply to you:**
  - o Someone in your household is 12 or younger or 65 or older; or
  - o You have paid at least one-half of your last two monthly gas bills; or
  - o If over the last two months you have paid at least 15% of your household income toward the gas bills.

Federal Poverty Guidelines (FPG) 2014		
Household Size	Your income is 150% of the FPG or below if your monthly gross is:	Your income is between 151% - 250% of the FPG if your monthly gross is:
1	$1,459 or less	$1,460-$2,431
2	$1,966 or less	$1,967-$3,277
3	$2,474 or less	$2,475-$4,123
4	$2,981 or less	$2,982-$4,969
Each add. person add	$3,489	$3,490-$5,815

- **If we reconnect your service during the winter months (between December 1st and March 31st)** we will restore your service within 24 hours of you meeting all requirements to have service reconnected. When street digging is required, it may take up to 7 days.

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16 8/18

PGW

Oct 06, 2014

PHILADELPHIA GAS WORKS

800 W. MONTGOMERY AVENUE, PHILADELPHIA, PA 19122-0050

002398 000000926

CURRENT OCCUPANT OF
5115 N 13TH ST 1F
PHILADELPHIA PA 19141-2801

Dear Customer,

Our records indicate that your gas service is off. With the winter months approaching, we want to make sure you know that the Philadelphia Gas Works has **Payment Options** and **Grant Programs** available to help you restore service. You may be eligible for some of these options and programs, depending on your household size and income. Please see the enclosed flyer for eligibility and specific details about each option and program.

All payment options require a reconnection fee of $123.23 and some may require an up-front payment and deposit. You may also need to pay an additional fee of $372 if PGW had to dig up the street to disconnect your service.

Payment Options:

• Customer Responsibility Program (CRP) – CRP is available to customers whose household income is at 150% of the federal poverty level or less. It offers a fixed monthly payment (based on household size and income) and if you pay on time, forgiveness of past due arrears. For eligible customers, it offers a fresh start and an affordable payment. If you have not been on CRP previously, no down payment or deposit is required.

•Negotiated Payment Arrangement (PAR) – A PAR offers customers the opportunity to pay down their past due balance over a specified period of time. All PARs require an up-front payment for restoration and may require a deposit. The up-front payment is determined by your household size and income and your prior payment history. No deposit is required if your monthly household income is 150% of the federal poverty level or less.

Grant Programs:

• LIHEAP – A federal grant which can be used to help pay the up-front payment and reconnection fee required to restore service. The amount received will depend on your household size and income. Any excess grant funds can be used to pay future bills.

• Crisis – If the LIHEAP grant alone is not enough to restore service, a Crisis grant can be used to help pay the up-front payment and reconnection fee required to restore your service.

• UESF – UESF can be used to help you restore your service. The maximum grant is $1,500.

Please protect your family from the harsh, cold weather this winter. We urge you to contact PGW immediately to discuss your options to restore service. Please call (215) 978-1051 between 8:00 a.m. and 4:30 p.m., Monday through Friday.

Sincerely,

PGW Customer Affairs Department

PS_20141006180001.dat-4795-000000926

COMMONWEALTH OF PENNSYLVANIA
PENNSYLVANIA PUBLIC UTILITY COMMISSION
BUREAU OF CONSUMER SERVICES
P.O. BOX 3265, HARRISBURG, PA 17105-3265

3/4/2015

BCS No: 3308296

Wanda Howell
5115 North 13th Street
Apt A 1st Floor
Philadelphia PA 19141

The Public Utility Commission has completed its investigation into your informal complaint. Our decision is attached. We sent a copy of this decision to your utility company. You and the company must both follow this decision. Both parties may appeal this decision. If no one appeals, the decision will become final 20 days after the date of this letter.

If you do not agree with this decision you can appeal it by filing a formal complaint. Complete and return the attached Notification of Intent to Appeal within 20 days of the date on the form. The Commission will mail you formal complaint forms. When you complete and return the formal complaint forms, your appeal begins. The Commission will assign your complaint to the Office of Administrative Law Judge. They will contact you about your formal complaint.

You do not need a lawyer to file an appeal.

You must make all of the payments required by this decision. If you do not make these payments the utility company can shut off your utility service.

Do not mail your payments to the Public Utility Commission. Mail your payments directly to your company.

If you have any questions, please call 1-800-692-7380.

Sincerely,

MARIA VELEZ
Investigator

18 of 18

COMMONWEALTH OF PENNSYLVANIA
PENNSYLVANIA PUBLIC UTILITY COMMISSION
400 NORTH STREET, HARRISBURG, PA 17120

IN REPLY PLEASE
REFER TO OUR FILE
C-2015-2477998

July 22, 2016

Wanda Howell
5115 North 13th Street, Apartment A
Philadelphia, Pennsylvania 19141

RECEIVED
JUN 27 2016
PA PUBLIC UTILITY COMMISSION
SECRETARY'S BUREAU

Re: **Wanda Howell v. Philadelphia Gas Works**
Docket No. C-2015-2477998

Dear Ms. Howell:

By Secretarial Letter dated May 20, 2016, the Commission issued the Initial Decision of Administrative Law Judge Darlene D. Heep in this matter. Exceptions were due within twenty (20) days of that letter (i.e., June 9, 2016). Reply Exceptions were due within ten days after the date that Exceptions were due (i.e., June 20, 2016). No Exceptions were filed, and the Commission entered a Final Order on June 24, 2016.

On June 27, 2016, my office received the enclosed request from you for an extension of time to file Exceptions. I am returning it unfiled because it does not comply with the Commission's Regulations (e.g., the filing is not signed). You may file again, however, following the instructions below.

You may file a Petition for Rescission or Amendment, giving specific reasons why you believe the Administrative Law Judge's decision is incorrect in accordance with 52 Pa. Code § 5.572(d). It is recommended that you identify each finding of fact or conclusion of law that you dispute, and give supporting reasons why the decision should be changed. Make sure to include the docket number at the top of your filing.

In addition, you should:

- Include a verification (a form is enclosed);
- Mail a copy to the attorney for Philadelphia Gas Works (PGW) at:

  Laureto Farinas, Esq.
  Philadelphia Gas Works
  800 West Montgomery Avenue, Fourth Floor
  Philadelphia, PA 19122

- Include a certificate of service proving that a copy of your filing was sent to PGW (a form in enclosed).

PGW will then have an opportunity to respond to your filing before the Commission takes any further action in this proceeding.

Should you have any questions, you may contact the Office of Special Assistants. Please direct your inquiry to Jonathan Nase, Deputy Director – Legal, at (717) 787-3490 or jnase@pa.gov.

Thank you.

Sincerely,

Rosemary Chiavetta
Secretary

Enclosures

Wanda Howell
5115 N. 13th Street, Apt. A
Philadelphia, PA 19141

RECEIVED

JUN 27 2016

PA PUBLIC UTILITY COMMISSION
SECRETARY'S BUREAU

Case# C2015-2477998

Wanda Howell V. Philadelphia Gas Works
Initial Decision before Darlene D. Heep, Administrative Law Judge

Exceptions Order

Extension Ltr

I, Wanda Howell, was not able to respond to the Exception s order dated May 20, 2016 to the Initial Decision of the Office of Administrative Law Judge, Darlene D. Heep.

Due to a death in the family, I am asking for an Extension to this Exceptions order.

Also, when going to the library in my neighborhood, the library was closed for two years due to renovations.

I also tempted to go to a community center and their computers were down. I did not get the notice of the certified letter until May 26, 2016, and there was another week before I was able to I got to pick the letter from the post office, therefore, I am asking for an extension to respond to the Exceptions letter.

Thank you,

Wanda Howell
Wanda Howell 8.28.2016 WH
June 27, 2016

185270

Wanda Howell

5115 N. 13th Street, Apt A

Philadelphia, PA 19141

RECEIVED

JUN 27 2016

PA PUBLIC UTILITY COMMISSION
SECRETARY'S BUREAU

Wanda Howell V. Philadelphia Gas Works

Initial Decision before Darlene D. Heep, Administrative Law Judge

Exception Order

I, Wanda Howell, I am appalled that no one has even addressed what Ms. Dalton, a representative of the Philadelphia Gas Works Company stated to me over the phone. She stated that the meter reading has continued to be read at my formal address which is 1129 E. Upsal Street 2nd floor, Philadelphia, PA 19150. She stated that PGW thought that when I called to change my address that this address, 5115 N. 13th Street, Philadelphia, PA 19141 was my mailing address to 1129 E. Upsal Street, and not where I reside. Ms. Dolton also stated that I the gas at 5115 N. 13th Street was on in PGW's name not my name.

I state that this is not a fair trial, because these issues were not even addressed by the commissioner, the administrative Law Judge, or the secretary, not the brokers, or the officer, or the attorney who were involved in this case.

My Fourth Amendment right were violated in this matter which states, that, "the right of the people to be secure in their persons, house, papers and effects, against unreasonable searches and seizure, shall not be violated, and not warrants shall issue, but upon probable cause, supported by oath or affirmation and particularly describing the place to be searched, and the person or things to be seized

I'm not a criminal, and I did not use the usage that is on those invoiced. My attorney had a person to come in to sort through my receipts and calculate my usage. He stated that it was only $900.00 of gas that was used in my account not $5,000.00 +.

Where is Justus here? I stated and presented my Invoices. I also states, that 5115 N. 13th Street did not indicate an AMR notice on it, but records indicated that 1129 E. Upsal Street, Philadelphia, PA 19150, the AMR reading was indicated.

This contract should be annulled, and not hold me binding to it, so that my family could have a peaceful life style.

The attorney is very rude in waving his paper work though out the courts as though human lives does not mean anything to him, only the creed of money and his position mean anything to him.

The officer P. Barnes slipped another document to the attorney so that the Judge would think that I had tried to double payments; to put doubt in the law judges' mind that I was dishonesty. I saw her do it. I need Justice here.

The officer of PGW P. Barnes also stated that even though the meter was read at 1129 E. Upsal Street, that the bill was still paid. Usage is the issue here, and I did not use $5,000.00 usage.

The Officer Barnes also stated that first document that released to attorney and her "she could not match any document to those the payments that I turned over to PGW.

I, Wanda Howell, state that PGW violates its due process rights, because they failed to change my address.

My rights are clearly has been clearly unconstitutionally compromised. PGW's method of not transferring my address to my present address does not meet the fundamental requirements of due process of not transferring of service in a timely manner.

Since Public Utility corporation managing city gas works was not a "public utility as defined by the utility service tenants rights act, corporation was without standing to challenge constitutionality of the act on the basis that it was violation of the uniformity provisions of the state constitution and the equal protection clause of the Federal constitution by discrimination against municipally owned public utility not being a public utility it as no within the class allegedly discriminated against me.

Constitutional Law 42.1(2)

PGW has caused my family and I moral duress. I feel as through this CRP program take advantage of the poor. That's it's an unlawful coercion to perform by unduly influencing or taking advantage of the weak financial position of another.

There are so many people whose gas has been turned with a $5,000.00+ bill. There are people who have three bedrooms, two bedrooms and whole house that has $5,000.00+ or more gas bill.

How are all these people using the same amount of gas?

PGW gloat over turning peoples gas off because of their greed, and position is why the gas is turned off.

Because PGW does not have an identifiable name, I'm asking that you drop this case.

Laureto Farines is not Mr. PGW; Patricia Barnes is not Mrs. PGW.

No one who examined this case has rights to turn this gas off.

This is God's naturally gas from the earth, and does not have the right to turn my gas off. PGW is not a name.

It's was turned off because of creed.

$21,305.40 was paid to PGW which was my hard cash money. And $3,044.11 was paid from grant money.

I, Wand Howell, have represented this case to the best of my ability and pray that my family and I could have the quality of life that's due to any human being. This is in human to have someone in the cold and also notified the fire department of shut-off in case we die in the cold.

I asked this case to be dropped secretary Rosemary Chiavetta.

Thank you,

Wanda Howell

June 27, 2016

Wanda Howell v. Philadelphia Gas Works
Case # C-2015-2477998
Billing Dispute/other
Order

This document is in response to Ms. Howell review of the transcript and record reveal that addition and clarifying information payment made to PGW. Copies of bank records, receipts, checks, money orders were not credited to her account.

Dear Judge Darlene D. Heep, Administrative Law Judge

I, Wanda Howell, I'm asking you to rescind (17c) case that PGW has against me the complainant , because I have never received any document from PGW that I can compare to my records.

PGW has stated that they have spread out payments, but how would anyone from without their circle be able to interpret their language.

Real bookkeeping specify all monies, and shows, all monies, and how it was spent. It reflects all payment.

How can PGW have actual account of all payments when on their statement of account when their dates only date back from 4.21.2005? PGW exhibit 4 pages 1 of 4 does not February 26, 2001, there's not year 2002, there's not year 2003, and there not year 2004, it starts at year 2005. There are four years missing on PGW statement of account.

I received a letter from municipal Services Bureau, Austin TX 78761-6755 dated July 14, 2014 stating that I have a total amount due to PGW of $5,678.50.

I have a legal document from Blanche Lyles stating that there was a -0- balance owed to that property dated Feb. 23, 2009.

Dear fact-finder Judge Heep, I have hot documents that directly support my payments to PGW.

PGW Exhibit 1 page 6 of 8 date 6.16.2009 L&J owner Blanche Lyles clld regarding active lien case # 020430339 filled 12.9.04 for $1,066.31... Ms Lyles trying to obtain a loan & she was made aware that lien existed in the system...satisfied. Filed date 2.23.2009 -0- balance via Blanche Lyles

PGW Exhibit 1 page 8 of 8 date 9.25.2002
MISC Cor Wanda Howell signed contact assuming final bill for her landlord Blanche Lyles of $400.00 by Mrs. Howell agr will be made when usa is linked call cor 215.247.1210. this statement is a direct quote from PGW S/A.
I, Wanda Howell, never made that agreement with PGW because I was already paying the gas bill at that property. This 215-247-1210 was my work number. However, one September 23, 2002 $400.00 was paid to PGW because I was already paying the bills anyway.

File date 2.23.2009 Blanche Lyles stated -0- balance for utilities. I, Wanda Howell, paid Feb 10. 2009 $391.65 Ck# 3837 & PGW receipt.

March 24, 2009 cash PGW receipt $159.31. There's no record of payment to PGW on S/ACCT ex 1 page 7 of 9 Exhibit 1 page 7 of 8 dated 3-2-2009 states that cor came into stn office today for copy of bill cor was satisfied. I repeat, I went into the office to pay the amount of $159.31, not to get a copy of the bill.

PGW Exhibit 1 page 8 of 8 starts at 9.25.2002
PGW exhibit 4 page 1 of 4 starts at 4.21.2005
PGW Exhibit 5 page 1 of 4 starts at 7.12.2010

PGW Exhibit 5 page 1 of 4 starts at 7.12.2010 But I don't see payment of $16.45 dated July 27, 2012 on PGW S/A

PGW Exhibit 1 page 4 of 8 From 7.19.2012, 7.23.2012, 7.23.2012, 7.23.2012, 7.24.2012, 10.05.2012

PGW statement of Accts for 1129 E. Upsal St., 2nd floor Phila, PA 19150-2601 PGW Exhibit 4 page 4 of 4 states I, Wanda Howell, owes $3,409.87 to PGW

PGW S/A for 5115 N. 13th St., Apt 1st Floor states on PGW Exhibit 5 page 4 Of 4 that I, Wanda Howell owes $1,766.04 to PGW.

I, Wanda Howell, went into the PGW office at West Chelten AV on Nov 4, 2014. The Representative initial AW states that $1,686.68 is owed to turn on service.

I state that these same numbers that are floating around is the amount or close to the amount I've paid to PGW for 5115 N. 13th Str, 1st Phila, PA 19141 which is $1,520.45.

There, PGW states that they have a debt that I owe. I, Wanda Howell, state that I have a credit of $1,520.45. Therefore, I ask that this case to be rescinded.

PGW Exhibit 4 page 4 of 4 1129 E. Upsal street 2n floor, Phila., PA 19150 states that $3,409.87 is owed to PGW I, Wanda Howell paid a total amount to PGW of $10,432.11.

PGW Exhibit 4 page 1 of date June 21, 2005 doesn't state that $500.00 was paid to PGW.

PGW Exhibit 4 page 1 of 4 8.22.2005 doesn't state the $171.00 was paid to PGW.

PGW Exhibit 4 page 1 of 4 date 10.21.2005 doesn't state that $90.00 was paid to PGW.

PGW Exhibit 4 page 3 of 4 states a current balance of $391.45. And an actual balance is $391.45. This $391.45 is the only amount that I can recognize on this PGW Exhibit 4 page 3 of 4. But the attorney and the PGW officer stated at the hearing that they did not have record of payment of $391.45. I also would like to add that Ms. P. Barns states at the conference the She and the attorney could not connect any payments that I released to them. The attorney kept waving the paper he was holding saying no connection, no connection. They both were very edgy before they received my documents. At the next hearing they both were now upbeat, and smiling. Attorney and the officer had a connection from the documents that I gave them.
The attorney was very edgy and was rubbing his head in distress.

I, Wanda Howell, do not see the amount paid to PGW June 21, 2005 of $500.00 on PGW Exhibit 4 page 1 of 4 as in PGW Exhibit 4 page 3 of 4 of $391.45 as aas current balance and actual balance, but the attorney stated at the hearing the he and Pat Barns did not have the payment calculated into the S/A.

I, Wanda Howell, do not see the payment dated October 21, 2005 in amount of $90.00 just as the $391.45 as a current balance, but the attorney and the PGW officer stated that they did not have a payment at the hearing.

None of these payments are added to the statement of acct and I'll take a lie detective test to verify payment:

January 2002 paid PGW $50.00
February 2002 $233.00
May 2002 Paid PGW $200.00
June 2002 paid PGW $200.00
September 2002 paid PGW $50.00
October 2002 paid PGW $822.06 = $1,555.06
These documents were giving to the superior courts. But I wrote the year down but not the dates. I ask to to Judge them according to merit.

September 1, 2004 the amount paid $158.00 Ck# 83278 PGW Exhibit 1 page 8 of 8
July 20 2005 $171.21 ck Id #158193 Exhibit 1 page 8 of 8

June 21, 2005 Paid PGW $500.00
August 22,2005 paid PGW $172.00
October 2005 paid $90.00.= $815.00 p 3 or 4

PGW doesn't have any 2001, 2002, 2003, 2004 payment on The PGW Exhibit 4 page 1 of 4. PGW starts at Year 2005 leaving out four years of payments. There's no way that the could have an accurate record when four years does not show up on PGW S/A.

I as that this debt be rescinded, and removed from my record. The total amount paid to PGW is $10, 432.11 + $1,520.45 = $11,952.56

Wanda Howell
5115 N. 13th St, Apt A
Philadelphia PA 19141

service.
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