

**ATTACHMENT OF RELIEF SOUGHT IN THE FORMAL COMPLAINT WITH THE
PENNSYLVANIA PUBLIC UTILITY COMMISSION**

Due to outrageous, inflated, and fraudulent PGW's Gas Bills as well as Bad Faith; Intentional Torts; Pervasive, Illegal, and Fraudulent Business Practices; we are seeking the removal of all of the amounts that PGW claimed that we owed for Gas Services, Liens (from 2006 to present), Collections, Court Fees, Legal Fees, any additional fees, and etc... from the City of Pennsylvania, Philadelphia Gas Works, and etc... as well as requesting a restoration of Credit Bureau Rating, and the removal of the amounts of these PGW's Gas Bills, Liens, Collections, and etc..., totally removed off of our Credit Reports since 2006.

In addition to the above, we aver the following:

1. A Bogus, Tampered, and/or Fraudulent Digital Gas Meter was placed in our house again. Incident of Black vs. White Colored PGW's Workers apparently clearer now; in order, for the Tampered/Fraudulent/Malfunctioned, and etc... Digital Gas Meter to get placed into our house. The Black Colored allegedly PGW's Worker got to our house before the White Colored PGW's Worker (who came about a week ago) that we were expecting to replace the meter, and the White Guy was surprised as well as we were surprised that a Black PGW's Worker came to put the Gas Meter in. We said that there are two PGW's Worker out there to replace the Digital Gas Meter. This sounded too much like the Cover Tactics that we as a family have been and continued to be subjected to. Why would the Philadelphia Gas Work send out two different workers for the same job ?
2. Falsely and fraudulently claiming that an agreement was made for services.
3. Fraudulently obtaining additional funds under false pretends of claiming that an agreement was made.
4. Never gave us a copy of the alleged agreement.
5. Also, violated our rights to be informed of the alleged agreement. Thus, continual deceptive pervasive practices.
6. Falsely and fraudulently placed Liens on our property to try to steal our property.
7. Falsely and fraudulently placed additional charges to our previous Gas Bills in 2006, especially when we were no longer using the gas services due to PGW's termination of gas services.
8. PGW never informed us that they placed a Lien against our property in 2006.
9. Falsely and fraudulently placed additional charges to our PGW's Gas Bills for Commodity Charges of not even using the gas services.
10. Tampered with the gas line after it was turned off on April 27, 2016, claiming that they wanted to make sure that the Gas was turned off as well as they gave us the impression that they wanted to blow us up as well as our property. The returning of the PGW's Workers to our house a couple of days after the gas was turned off, claiming that they were making sure that the gas was turned off, **proved** that their Digital Gas Meter was reading Gas usage; even though, it was already turned off. Therefore, a defective, malfunctioning, and/or tampered Digital Gas Meter also lead to the PGW's inflated Gas Bills.
11. The City of Philadelphia and the Common Pleas Court of Philadelphia have denied our rights to place our counter statements to their Fraudulent Gas Bills and Liens on the court records on June 22, 2016. *D.H.J. 09/19/16*



09/19/16 copy submitted with PUC's formal complaint

Handwritten signature/initials and name "Hanif"

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

Date of Notice: 04/27/2016
Account Number: 915897210
Customer Name: HUGHEY, DEBBIE
Premise Address: 1629 NEWPORT PL/PHILA,PA

19122-2713

YOUR GAS HAS BEEN SHUT-OFF

WE SHUT OFF YOUR GAS BECAUSE:

- You did not pay your past due bill.
- You did not pay your security deposit.
- You did not give us access to your meter.
- You did not meet the requirements and/or complete the application for service process.
- Theft of service or tampering with utility equipment.
- Rejected payment.
- Fraud/Material misrepresentation.

TO HAVE YOUR SERVICE TURNED BACK ON YOU MUST DO ALL OF THE FOLLOWING:

- Arrange to pay your overdue bill of \$2,885.24
- Pay a Turn On Charge of \$123.23 (Plus \$372.00 if we dug up the street to shut off the gas).
- Pay a Deposit (if required) of \$256.00
- Other: _____

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. You may be required to pay more than the amount on this notice to have your service restored.

MEDICAL EMERGENCY NOTICE

LET US KNOW IF SOMEONE LIVING IN YOUR HOME IS SERIOUSLY ILL OR HAS A MEDICAL CONDITION THAT WILL BE AGGRAVATED BY THE CESSATION OF SERVICE. WE WILL RESTORE YOUR GAS SERVICE WITHIN 24 HOURS during such illness provided you:

1. Have your LICENSED physician or nurse practitioner certify by phone or in writing that such illness exists and that it may be aggravated if your service is not restored; and
2. Call us at 215-235-1777 and make arrangements to pay your bills for service. You must provide us with household income and occupant information to determine any payment terms while protected under the medical certification.
3. HAVE YOUR LICENSED PHYSICIAN SEND A LETTER TO PGW WITHIN 7 DAYS OF VERIFYING THE MEDICAL CONDITION.

IMPORTANT TO KNOW

If you have questions or need more information, please call us 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 will attempt to help you with your problem. To contact them call (800) 692-7380 or write to: Pennsylvania Public Utility Commission, Box 3265, Harrisburg, PA 17105-3265.

WINTER SHUT-OFF PROVISIONS (Dec. 1-Mar. 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.
- 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 for the household and look at the chart to determine your group.
- 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. If you did not receive notification that we obtained permission from the PUC, call us immediately.
- If your income is above 150% but does not exceed 250% of the federal poverty guidelines, we will not shut off your service if:
 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 income toward the gas bills.

Federal Poverty Guidelines (FPG) 2016

Household Size including Children	Your income is 150% of the FPG or below if it is:	Your income is between 151-250% of the FPG if it is:
1	\$1,485 or less	\$1,486-\$2,475
2	\$2,003 or less	\$2,004-\$3,338
3	\$2,520 or less	\$2,521-\$4,200
4	\$3,038 or less	\$3,039-\$5,063
Each additional person add	\$520	\$521 - \$867

- If you have a valid Protection From Abuse order from a court, there are some 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.
- If your landlord pays your utility bill you have other legal protections. Please call us at 215-235-1777.
- If you have trouble understanding or speaking English please call us at 215-235-1777 for free interpretation.
- All adult occupants of the premise, whose names are on the mortgage, deed, or lease are considered the customer and are responsible for payment to restore service.
- ANY adult occupant who has been living at the premise may have to pay all or portions of this bill to have service restored.



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

Notice Date:
Account Number:

May 31, 2016
0915897210

09/19/16 Copies Submitted with PUC's Formal Complaint

COLLECTION AGENCY REFERRAL NOTICE

PAYMENT DUE ON RECEIPT

Since you have not paid your past due balance of \$3,631.45, action will be taken to refer your account to a collection agency unless you make full payment upon receipt of this notice.

A good credit rating is a valuable asset, and we are sure that you wish to protect your rating.

To avoid referral to a collection agency contact our Credit/Collection department immediately at 215-235-1777, Monday through Friday, between 8:00 a.m. and 4:30 p.m. to make a full payment. You can make payments over the telephone using your checking account or credit card.

You can make a payment at one of our Customer Service Centers between the hours of 9:00 A.M. and 5:00 P.M. at one of the following locations:

- Center City, 1137 Chestnut Street - Monday, Tuesday, Thursday and Friday.
- Frankford, 4410 Frankford Avenue - Tuesday, Thursday and Friday.
- Germantown, 210 W. Chelton Avenue - Tuesday, Wednesday and Friday.
- North Philadelphia, 1337 W. Erie Avenue - Monday, Wednesday and Thursday.
- South Philadelphia, 1601 S. Broad Street - Monday, Wednesday and Thursday.
- West Philadelphia, 5230 Chestnut Street - Monday, Tuesday, Wednesday and Friday.

Questions or complaints about your bill? Please call 215-235-1000, or write to: PGW P.O. Box 3500, Phila., PA 19122-0050

PG_20160531180100.dat-485-000000725

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: 0915897210
Notice Date: May 31, 2016
Please Pay: \$3,631.45

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

Amount Enclosed: \$

000243 000000725
DEBBIE HUGHEY
PO BOX 41842
PHILADELPHIA PA 19101-1842



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

0009158972108099000000363147

09/19/16 Copies submitted with PVC's formal complaint

1 of 2 pages Certified Mail #7014 2120 0000 4339 4202

Ms. Debbie Hughey
1629 Newport Place
Philadelphia, PA 19122
June 11 - 17, 2016

PGW - Philadelphia Gas Works
800 West Montgomery Avenue
Philadelphia, PA 19122
RE: Fraudulent and Inflated Gas Bills;
Account # 0915897210

Dear Representatives:

Your company continued to send us outrageous, inflated, and fraudulent Gas Bill. We do not owe the amount that you claimed of \$3,631.45.

A couple of days after your company turned off the Gas Service to our house, two PGW's Men came to our house and tampered with our Gas Line, like giving us the impression that they were trying to blow our house up. We also feel that an intentionally high registering Gas Meter was placed in our house as to possibly being one reason why the Gas Meter Charges are so high. We know that another reason why our Gas Bill has been inflated is because of your company Commodity (additional fees for not when we do not need to use the) Charges as well as other false charges. The Commodity Charges are higher than the actual Gas Usage. Our Gas Bills went from about an alleged \$800.00 to over \$1,500.00 within six to seven months (non Winter Months); when, we were not even using the gas, except to heat the Gas Water Heater. We only used Gas for heating of the house during the Winter and for heating the water tank. Again, our Gas Bill should not have jumped from over \$500.00 in 2015 to over \$3,500.00 in 2016. About a week ago, there was a reported case on the news that verified the bad faith of PGW, scamming to take a customer property from them.

In addition, PGW has exhibited numerous acts of Bad Faith. At one point they, charged us a \$350.00 when they changed their accounting methods and charged an additional \$300.00 or more dollars to change the Gas Meter to a Digital Gas Meter a couple of years ago. Also, a couple of years ago, they charged us over \$1,000.00; whereas, we were not even using Gas at that time, and we do NOT owe for that as well. Shortly after that time is when we found out about PGW charging us a fees; even, if we do not use their Gas Service, i.e. during the Summer and Spring Months. Recently, it was disclosed to me that the previous \$1,000.00 charged that they illegally and fraudulently placed on our bill, that they placed a Lien on our house in 2006, for those false Gas Bill Charges, but never told us that they placed a Lien for any bills. We do NOT owe for those fraudulent Gas Bills of 2006 !

Since PGW cut our Gas Service off for the fraudulently high bill of \$1,000.00 (est. in 2006), they refused to allow my sister and my brother to obtain Gas Services in their name. Then, I was informed in November, 2014 that the only way that we could have Gas Services turned on, is that you must me the owner of the house, and you must bring

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a copy of the deed. PGW is the only Utility Company that has requested a copy of the deed; in order, to receive services. We did not realized that by PGW asking for a copy of the deed was a way of them trying to eventually steal our property by their pervasive illegal and fraudulent business practices.

Also, what PGW did not disclosed to me was that the amount that they required that I pay; in order, to have the Gas turned on was for a payment agreement. I never made nor was asked to be placed on an agreement to pay for services that had not yet began at that time. Thus, this was an additional way to falsely charges you additional fees.

I want to know what will be done about reducing these bills and removing ALL of the Liens that you have falsely placed on our property. I look forward to your response. Please respond by June 30, 2016.

Sincerely,



Ms. Debbie Hughey

cc: files
cc: News Media

09/19/16 Copies (copy page of PGW's response) submitted with
PUC formal complaint



PHILADELPHIA GAS WORKS

800 West Montgomery Avenue • Philadelphia, PA 19122

Telephone 215-787-1288

Fax 215-684-6996

July 14, 2016

Debbie Hughey
P.O. Box 41842
Philadelphia, Pa. 19101-1842

Re: Ac#915897210
1629 Newport Pl.

Dear Ms. Hughey,

On June 21, 2016 a dispute was filed regarding the overall balance which represents service from November 10/2014 to April 27, 2016 in the amount of \$3,631.45.

An investigation of your dispute has been completed and it was determined that the bill in question is correct as rendered. This bill represents usage that recorded on your meter from a reading of 0000 (Mtr#2161639) to 2695 for a total of 2695 CCF. The meter at your property is equipped with an Automatic Meter Reading (AMR) device. This device allows PGW to obtain the actual usage recording at your meter without having to gain access into the property.

The bill that you are disputing reflects the actual usage recording on the meter. A gas usage analysis which analyzes your consumption and takes into consideration factors such as the weather conditions was also completed and indicated that there is a consistent pattern of usage at the property. Although there may have been no change in the thermostat settings in the residence, the weather can impact how often the heater operates in order for it to maintain the same internal temperature. To assist you in your review of our findings we are including the following documents:

1. A statement of account
2. A gas usage analysis
3. Utility Report

PGW does offer tips on how to conserve energy and possibly reduce future bills. To learn more, please visit our PGW Energy Sense website at www.pgwenergysense.com and click on energy sense for homeowners.

If you would like to test the accuracy of the meter, a Special Meter Test can be requested by submitting a request and payment in the amount of \$10.00 to:

PGW Special Meter Test
P.O. Box 37019
Philadelphia, PA 19122

Our records indicate that the service is no longer active a 1629 Newport Place. Please contact us at 215-235-1000 Monday thru Friday between 8AM and 6PM in order to inquire about terms and restoration options.

Sincerely,

Mr. Soto
Dispute Resolution Unit

Additional information regarding the content in this letter can be obtained by calling or writing us at:

P.O Box 3500 Philadelphia PA 19122 Telephone #: 215-787-1288

Payments can be made by phone at 215-235-1000, online at www.pgworks.com, by mail to P.O. Box 11700, Newark, NJ 07101 or at any of our (6) convenient Customer Service Centers or any authorized payment center. Information regarding our Customer Service Centers and authorized payment centers is available upon request.

If you do not agree with this report, you may file an informal complaint with the Pennsylvania Public Utility Commission to ensure preservation of your rights.

You can file an informal complaint at the following:

Telephone #: 1-800-692-7380

or

P.O. Box 3265 Harrisburg Pa 17105-3265

or

<http://www.puc.state.pa.us>

When you file an informal complaint, the Public Utility Commission will need to know the following:

1. The name of the ratepayer (your name).
2. Your mailing address and, if different, the address at which service is provided.
3. Your Account number.
4. The name of the utility with which you have the dispute.
5. A brief statement of the dispute.
6. Whether the utility has investigated and reported to you on the matter being disputed.
7. Whether the dispute has been subject of the previous complaint filed with the Commission.
8. The date, if any, of proposed termination.
9. What you would like the Commission to do.

Specific Service Agreement Statement of Account SA- 9924567348

Customer Name DEBBIE HUGHEY	From Date 11/10/2014	To Date 5/6/2016
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Service address 1629 NEWPORT PL PHIL, PA 19122-2713	Account Number 915897210	SA Number 9924567348	Meter 2161639	Rate 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
11/13/2014	BPTOCG					0.00				\$123.23	\$0.00	\$0.00
12/04/2014	BILL	172	R	22	172	7.82	478		12/30/2014	\$248.64	\$248.64	\$248.64
12/30/2014	PAY					0.00		Check		(\$95.00)	\$153.64	\$153.64
01/05/2015	PAY					0.00		Cash		(\$152.50)	\$1.14	\$1.14
01/06/2015	LPC					0.00				\$0.01	\$1.15	\$1.15
01/06/2015	BILL	486	R	31	314	10.13	757		01/30/2015	\$476.06	\$477.21	\$477.21
01/29/2015	PAY					0.00		Check		(\$110.00)	\$367.21	\$367.21
02/04/2015	LPC					0.00				\$5.50	\$372.71	\$372.71
02/04/2015	BILL	866	R	31	380	12.26	1058		02/27/2015	\$527.69	\$900.40	\$900.40
03/04/2015	LPC					0.00				\$13.42	\$913.82	\$913.82
03/04/2015	BILL	1270	R	29	404	13.93	1128		03/27/2015	\$511.69	\$1,425.51	\$1,425.51
03/23/2015	PAY					0.00		Check		(\$110.00)	\$1,315.51	\$1,315.51
04/03/2015	LPC					0.00				\$19.73	\$1,335.24	\$1,335.24
04/03/2015	BILL	1521	R	29	251	8.66	710		04/28/2015	\$311.09	\$1,646.33	\$1,646.33
04/03/2015	INTAPL					0.00				(\$2.05)	\$1,644.28	\$1,644.28
04/03/2015	DEPAPL					0.00				(\$142.50)	\$1,501.78	\$1,501.78
05/05/2015	LPC					0.00				\$22.23	\$1,524.01	\$1,524.01
05/05/2015	BILL	1594	R	30	73	2.43	274		05/29/2015	\$111.55	\$1,635.56	\$1,635.56
06/03/2015	LPC					0.00				\$23.90	\$1,659.46	\$1,659.46
06/03/2015	BILL	1612	R	32	18	0.56	33		06/26/2015	\$37.34	\$1,696.80	\$1,696.80
07/02/2015	LPC					0.00				\$24.46	\$1,721.26	\$1,721.26
07/02/2015	BILL	1630	R	29	18	0.62	3		07/28/2015	\$34.51	\$1,755.77	\$1,755.77

Heat & Domestic

GAS USAGE ANALYSIS OF ACCOUNT									
Hughey, Debbie 1629 Newport Pl Philadelphia, PA. 19122-2713					NON-HEATING DAILY USAGE				
					0.00	CCF PER DAY			
					ACCOUNT #	0009 1589 7210			
DATES		METER READINGS		NUMBER OF	USAGE IN	DOMESTIC	HEAT	NUMBER	C.F.D.D.***
FROM	TO	FROM	TO	DAYS	CCF*	USAGE CCF *	USAGE	DEG.DAYS**	
11/10/2014	5/1/2015	0	1594	172	1594	0	1594	4405	36.2
5/1/2015	4/27/2016	1594	2695	362	1101	0	1101	3439	32.0
11/10/2014	4/27/2016	0	2695	534	2695	0	2695	7844	34.4
* CCF = hundred Cubic feet									
** DEGREE DAYS 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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