



PHILADELPHIA GAS WORKS

800 West Montgomery Avenue • Philadelphia, PA 19122

~~RECEIVED
OFFICE OF C.A.L.J.
15 NOV 15 PM 2:07
PA PUG~~

Laureto Farinas, Senior Attorney
Legal Department
Telephone: (215) 684-6982
Facsimile: (215) 684-6798
E-mail: laureto.farinas@pgworks.com

RECEIVED
2017 JAN 23 AM 9:14
PA.P.U.C.
SECRETARY'S BUREAU

November 9, 2016

Special Agent Rebeccah Waldemar
Pennsylvania Public Utility Commission
400 North Street
Harrisburg, PA 17120

RE: Jameeah Cherry v. Philadelphia Gas Works, C-2016-2565271

Dear Special Agent Waldemar:

In preparation for the telephonic hearing in the above captioned matter scheduled for 10:00 a.m., Wednesday, November 16, 2016, please find enclosed originals and two (2) copies of the documents that PGW may introduce into evidence. For convenience of use at the hearing, I have marked these as follows:

- PGW Exhibit – 1 Contacts for Account (7 pages)
- PGW Exhibit – 2 Statement of Account (10 pages)
- PGW Exhibit – 3 CRP Agreement and Payment Arrangements (6 pages)
- PGW Exhibit – 4 BCS Decisions dated June 30, 2016 (1 page)

If you need additional information about this matter, please contact me at my direct-dial number above. Thank you.

Sincerely,
Laureto Farinas 104
Laureto Farinas

cc: Jameeah Cherry (FedEx)
Wendy Vacca (PGW Mail)



PHILADELPHIA GAS WORKS

800 West Montgomery Avenue • Philadelphia, PA 19122

CERTIFICATE OF SERVICE

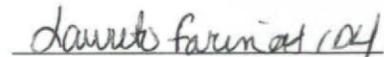
I HEREBY CERTIFY THAT I HAVE THIS DAY SERVED A TRUE COPY OF THE FOREGOING DOCUMENT UPON THE PARTICIPANTS LISTED BELOW, IN ACCORDANCE WITH THE REQUIREMENTS OF 52 PA CODE §1.54 (RELATING TO SERVICE BY A PARTICIPANT).

Service List:

For Complainant:

Ms. Jameeah Cherry
960 S. 4th Street
Philadelphia, PA 19147

November 9, 2016



Laureto Farinas, Esq.
Philadelphia Gas Works
800 W. Montgomery Avenue
Philadelphia, PA 19122

Account: 0008 8416 9843 Cherry, Jameeah Transaction History Full Comments

Date	Type	Comment	Person	Fd
09/19/2016	CRU	_CRU_ Emailed Formal draft to legal	Cherry, Jameeah	
09/06/2016	CRU	<<< CRU - PUC has provided email notice that customer has filed a formal complaint at Docket #C-2016-2565271. >>>	Cherry, Jameeah	
09/06/2016	CRU	PUC Formal Complaint Docket # C2016-2565271 filed on 9/6/2016 12:00:00 AM.	Cherry, Jameeah	
09/06/2016	SERV	AIMS Order#: 8050532 Cancelled -Event id#284202491 got canceled	Cherry, Jameeah	
09/06/2016	SETT	placed 3 day MP hold on acct...dr. Jennifer Laporta...fax number 215 923 9186	Cherry, Jameeah	
07/05/2016	CRU	Received Closing/Decision from KRAIG HERST of PUC/BCS regarding BCS# 3426946 on 06/30/2016. The BCS stated the following: DECISION ISSUED. CUSTOMER HAS NOT MADE A PAYMENT SINCE APRIL 11, 2013. THE CUSTOMER IS NOT ELIGIBLE FOR ANOTHER PUCPAR. THE CUSTOMER DEFAULTED ON BCS 3343819 FROM OCTOBER 2015. CASE DISMISSED. .	Cherry, Jameeah	
05/10/2016	CRU	Response sent to BCS on 5/10/2016 3:57:54 PM for Case # 3426946. It is PGW's final position that It is PGW's final position that PGW has not received a successful payment from the customer since 04/11/2013. If a payment has been sent to company and has not been applied then, PGW will need proof of the payment for further investigation. Proof of payments should be sent to the PGW Correspondence Department via fax at 215-684-6996. The customer can also mail this documentatio	Cherry, Jameeah	
05/10/2016	CRU	n to the PGW Correspondence Department at P.O. Box 3500, Philadelphia, PA 19122. The customer has a history of failed payments. In order to establish a par, the customer would be required to pay \$696 catch up before 05/13/2016, and enter into a par of \$92.00 (BB \$50.00 + \$42.00) for the remaining 51 months left on the agreement. The budget portion of the par is subject to revision quarterly. Terms may vary once the customer's income is verified. PGW requests the complaint to	Cherry, Jameeah	
05/10/2016	CRU	be dismissed per 1405 (d). Collection Activity: 5691 ? 10 day notice on 04/13/2016 to terminate on or after 04/25/2016. Medicals: M1 from 09/24/2013 to 10/24/2013. Report sent. Waiting for decision..	Cherry, Jameeah	
04/12/2016	CRU	PUC Complaint BCS# 3426946 filed on 4/12/2016 12:00:00 AM	Cherry, Jameeah	

Change Customer Contact... Launch Related Transaction...

* Contacts for Account: **Cherry, Jameeah**

Account... 0008 8416 9843 Cherry, Jameeah Transaction History Full Comments

Date	Type	Comment	Person	Fc
04/12/2016	CRU	PUC Complaint BCS# 3426946 filed on 4/12/2016 12:00:00 AM (CRU 787-1250) regarding ON - PAR WITH DISPUTE (#63), by # of Adults in Household: 1. # and Ages of Children in Household: 3 / 10,9,5. Gross Income: 0 ADULT	Cherry, Jameeah	
04/04/2016	FCPA	Full Catch Up amount was satisfied, but NPAR was not reinstaDue to Total Account balance: \$0.00	Cherry, Jameeah	
04/04/2016	PAYM	Pending Pay Amount: 2736.73 Authorization Code: 952229062 Checking Act Nbr: *****6278	Cherry, Jameeah	
11/02/2015	GRT2	UNIV SERV Identified COR potentially eligible for LIHEAP. Use LHPA(English) or SLHP(Spanish) cust cont type to mail appl	Cherry, Jameeah	
08/24/2015	CRU	Received Closing/Decision from NAFEEAH HOLLIDAY of PUC/BCS regarding BCS# 3343819 on 08/24/2015. The BCS stated the following: LEVEL 1, BUDGET 48.00 + 39.00 = 87.00 BEGINNING OCT 2015 DUE DATE. WAIVE LPCS. . The customer must pay 48 plus 39 for a total of 87 OCTOBER 2015 DUE DATE.	Cherry, Jameeah	
08/24/2015	NNA	Account Id:884169843 Person Id:570860974 Number in Household: 4 Monthly Household Income: \$ 1545.92 Arrangement Type:P Level of Payment:0 Monthly Payment :\$96.00Created by: CCINEGU	Cherry, Jameeah	
08/20/2015	CRU	_CRU_ Provided the customer with an update.	Cherry, Jameeah	
05/21/2015	PAY	per kubra list 05/05/15 sys canl paym \$2,090.83 enter \$20.00 nsf charge	Cherry, Jameeah	
05/11/2015	CRU	Response sent to BCS on 5/11/2015 11:15:51 AM for Case # 3343819. It is PGW's final position that The customer provided BCS with income of \$1,545.92 with 1 adult and 3 children in the household. The forecasted budget amount of \$49.00 was provided to PUC to obtain a PUC par. Report sent - waiting for decision.	Cherry, Jameeah	
05/11/2015	CRU	PUC Complaint BCS# 3343819 filed on 5/11/2015 12:00:00 AM (CRU 787-1250) regarding ON - PAR NEEDED (# 61), by # of Adults in Household: 1. # and Ages of Children in Household: 3 / 5, 8, 9. Gross Income: 1545.92 ADL 1 WAGE	Cherry, Jameeah	
05/08/2015	PAY	COR called made pymt of \$2,090.83 cked with bank pymt pending. Reviewed Acct Finan and CC informed pymt was cancelled 5/5/15 due to NSF. COR interested in paying amt. Informed acct -Cash Only Acct- will be able to accept pymts via credit card/debit card only. Will call back once money back in acct. c/s	Cherry, Jameeah	
05/04/2015	PAYM	Pending Pay Amount: 2090.83 Authorization Code: 1243272730 Checking Act Nbr: *****6278	Cherry, Jameeah	
04/24/2015	PAY	Per/kubra list-R03-cannot locate acct/no nsf chrg-per list-4/20/15	Cherry, Jameeah	

* Contacts for Account: **Cherry, Jameeah**

Account... 0008 8416 9843

Cherry, Jameeah

- Transaction History
- Full Comments

Date	Type	Comment	Person	Fd
05/04/2015	PAYM	Pending Pay Amount: 2090.83 Authorization Code: 1243272730 Checking Act Nbr: *****6278	Cherry, Jameeah	
04/24/2015	PAY	Per/kubra list-R03-cannot locate acct/no nsf chrg-per list-4/20/15	Cherry, Jameeah	
04/17/2015	CRU	BCS # 3282150 case dismissed on 4/17/2015 12:00:00 AM. Resolution:VERBAL CLOSE WITH JAMEEAH PERMISSION 267-207-8590. THE CUSTOMER PAID \$2,074.33 ON 04/13/15. THE TOTAL ACCOUNT BALANCE IS \$73.10. THE CURRENT BILL IS \$53.10 DUE BY 5/8/15. THE BUDGET AMOUNT IS \$49.00 (CRP WOULD NOT BE BENEFICIAL). NO GRANTS HAVE BEEN PAID IN 2015. BUT SHE HAS APPLIED FOR LIHEAP AND THIS IS PENDING. THE CUSTOMER IS NOT ON CRP OR PAR BUT SHE DOES NOT FEEL THAT SHE NEEDS ONE AT THIS	Cherry, Jameeah	
04/17/2015	CRU	__CRU__ -- Provided account update to PUC investigator (V.F.) --	Cherry, Jameeah	
04/13/2015	PAYM	Pending Pay Amount: 2074.33 Authorization Code: 1033717251 Checking Act Nbr: *****6377	Cherry, Jameeah	
04/08/2015	PAY	Acct/already done-per kubra list-4/7/15	Cherry, Jameeah	
04/01/2015	FCPA	Full Catch Up amount was satisfied, but NPAR was not reinstaDue to Total Account balance: \$0.00	Cherry, Jameeah	
04/01/2015	PAYM	Pending Pay Amount: 2074.33 Authorization Code: 914319387 Checking Act Nbr: *****6278	Cherry, Jameeah	
10/03/2014	CRU	Response sent to BCS on 10/3/2014 12:26:16 PM for Case # 3282150. It is PGW's final position that Ms. Cherry's complaint is in reference to trying to enter onto CRP but being told to allow CRISIS to be applied first and now being told shecouldn't. The account shows that Ms. Cherry questioned entering onto CRP in May. She was advised that she would need \$419.65 (cure) and that CRISIS was giving her \$500. In July, she was informed that \$90.41 (since the CRISIS payment pos	Cherry, Jameeah	
10/03/2014	CRU	ted) along with necessary documents are required. Ms. Cherry then called on 09/04/14 and provided income of \$1,956.27 with 4 people in the household and was informed that the CRP would not beneficial for her. The total account balance is\$1,640.24 due by 10/09/14. Ms. Cherry reported to the PUC that the monthly income is \$1,545.92 with 4 people in the household which is considered to be a level 1 customer.	Cherry, Jameeah	
10/03/2014	CRU	-- It is PGW's final position that when comparing CRP (\$144.13) versus the budget (\$59), CRP is non-beneficial. If Ms. Cherry wants to reinstate her payment arrangement, she would need to pay \$396	Cherry, Jameeah	

Change Customer Contact...

Launch Related Transaction...

Account... 0008 8416 9843 Cherry, Jameeah Transaction History Full Comments

Date	Type	Comment	Person	Fd
10/03/2014	CRU	versus the budget (\$59), CRP is non-beneficial. If Ms. Cherry wants to reinstate her payment arrangement, she would need to pay \$396 (catch-up) by 10/09/14 and thereafter the monthly bill amount would be \$80 (BB\$59+\$21) per month beginning with the November due date. __ Report sent to PUC, waiting for decision. __	Cherry, Jameeah	
09/05/2014	CRU	PUC Complaint BCS# 3282150 filed on 9/5/2014 12:00:00 AM (CRU 787-1250) regarding ON - PAR WITH DISPUTE (#63), by # of Adults in Household: 1. # and Ages of Children in Household: 3 / 9 7 4. Gross Income: 1545.92 WAGES	Cherry, Jameeah	
09/04/2014	CRP	ms Cherry at ccdo for crp gmi is \$1956.27 and 4 in hh qualifies for crp but not beneficial usage is lower also she needs to pay full bill owe due to having more than 2 broken par gave her puc 3 to call cust satisfied	Cherry, Jameeah	
08/15/2014	COLL	COR CALLED TO REQ MEDICAL PLACED 7 DAY PREM HOLD,, COR STATED WILL GO INTO DO FOR CRP CS	Cherry, Jameeah	
08/06/2014	BILL	Customer called to see if we received medical back yet from doctor, informed her that we did not. Customer said she will be going into the DO today to get back on CRP. Customer was satisfied.	Cherry, Jameeah	
08/05/2014	BILL	FAX MEDICAL/RESULT OK	Cherry, Jameeah	
08/05/2014	COLL	C/C TO SEE IF MEDICAL FORM WAS RECEIVED INFORMED HER NOT YET....SHE REQUESTED ANOTEHR ONE TO BE FAXED OVER...FAX # 215-861-8815 COR DID NOT GIVE A DR NAME....FOR JAVIR BOYD D.O.B. 08/07/2005 GAS ON HOLD ON ACCT...C/S	Cherry, Jameeah	
07/30/2014	COLL	Faxed Medical / result ok	Cherry, Jameeah	
07/30/2014	COLL	cor provides dupont at jefferson fax 215-861-8815, updated form, emaild, placed 7 day mp hold on acct, c/s	Cherry, Jameeah	
07/30/2014	COLL	cor called about shut off notice on the account will call back with dr name and fax number for medical cor sat	Cherry, Jameeah	
07/30/2014	COLL	cc informed needs 90.41cure for crp along with necessary docs cor states cant fo until fri informed s/o notice in the sys med for extension states no med condition request sup wrote call back	Cherry, Jameeah	
06/09/2014	GRT1	COR has 500.00 CRISIS Grant pending. For another notice, COR must pay diff between Grant and notice to rcv 30 Day Exten	Cherry, Jameeah	
05/09/2014	BILL	cc checking on crsis adv her they did not send grant over but placed hodi on accoutn till 6/5 c/s	Cherry, Jameeah	
05/06/2014	GRT1	UNIV. SERVICES EXTENDED CRISIS GRANT HOLD TO ALLOW TIME FOR RECEIPT OF CRISIS GRANT	Cherry, Jameeah	

* Contacts for Account: Cherry, Jameeah

Account... 0008 8416 9843

Cherry, Jameeah

Transaction History

Full Comments

Date	Type	Comment	Person	Fc
05/06/2014	GRT1	UNIV. SERVICES EXTENDED CRISIS GRANT HOLD TO ALLOW TIME FOR RECEIPT OF CRISIS GRANT.	Cherry, Jameeah	
05/05/2014	COLL	C/C TO SEE IF CRISIS PAYMENT POSTED YET INFORMED HER NO...COR NEEDS \$419.65 FOR CRP AND \$451 FOR A PAR....CRISIS APPROVED HER FOR \$500 COR HAS A SHUT OFF FOR 5/13 SENT INFO TO SUP TO SEE IF CRISIS HOLD WOULD BE EXTENDED SINCE COR HAS NOT RECEIVED FUNDS...C/S	Cherry, Jameeah	
04/08/2014	GRT1	cor called to see if a hold was on the account for crisis /cust sat	Cherry, Jameeah	
04/07/2014	BILL	Cust in office about payment- - told customer the amt she needs to pay is #362- so noted- customer satisfied	Cherry, Jameeah	
04/01/2014	GRT1	PER U.S.D., customer authorized to receive CRISIS Grant. Placed Hold on account.	Cherry, Jameeah	
03/31/2014	BILL	cor called to pay 362.00 for dp on par..informed cor unable to accept card payment since not allowed electronic payments alert in kubra..cor said she will go to cc do tomorrow to make the paymnt..c/s	Cherry, Jameeah	
03/31/2014	NNA	Account Id:884169843 Person Id:570860974 Number in Household: 4 Monthly Household Income: \$ 800.00 Arrangement Type:R Level of Payment:0 Monthly Payment :\$95.00Created by: CCINEGU	Cherry, Jameeah	
02/21/2014	GRT1	CUSTOMER MAY BE ELIGIBLE FOR A CRISIS GRANT. PLEASE FOLLOW PROCEDURE FOR OBTAINING CONSENT.	Cherry, Jameeah	
12/13/2013	GRT2	mindy from liheap called to verify the cor has a gas heat acct with pgw c.s	Cherry, Jameeah	
11/18/2013	PAY	canceled a \$431.00 bad check r20=non-transaction account and applied a \$20.00 nsfchg--per kubra list of 11/18/13.	Cherry, Jameeah	
11/18/2013	CPCA	Canceled Payment on Catch Up Amount	Cherry, Jameeah	
11/18/2013	CPCA	Canceled Payment on Catch Up Amount	Cherry, Jameeah	
11/18/2013	CPCA	Canceled Payment on Catch Up Amount	Cherry, Jameeah	
11/12/2013	NNA	Account Id:884169843 Person Id:570860974 Number in Household: 4 Monthly Household Income: \$ 752.00 Arrangement Type:R Level of Payment:1 Monthly Payment :\$78.00Created by: CCINEGU	Cherry, Jameeah	
11/12/2013	PCPA	Catch Up amount of \$ 430.00 was paid in full. This Re-instated the Negotiated PAR for 49 remaining months	Cherry, Jameeah	
11/12/2013	BILL	COR called to report payment of \$431 and to have PAR set --- Informed once payment is processed, it will set PARC/s.	Cherry, Jameeah	
11/11/2013	PAYM	Pending Pay Amount: 431.00 Authorization Code: 3157288243 Checking Act Nbr: *****6377	Cherry, Jameeah	
11/06/2013	GRT2	COR identified as potentially eligible for LIHEAP. Refer to the 2014	Cherry, Jameeah	

Change Customer Contact...

Launch Related Transaction...

Contacts for Account: Cherry, Jameeah

Account... 0008 8416 9843 Cherry, Jameeah Transaction History Full Comments

Date	Type	Comment	Person	Fc
11/06/2013	GRT2	COR identified as potentially eligible for LIHEAP. Refer to the 2014 LIHEAP talking points to provide Grant info to cust	Cherry, Jameeah	
11/05/2013	COLL	fax # no good.	Cherry, Jameeah	
11/05/2013	COLL	COR called stating her Drs office only fills out 1 medical per year --- Informed to enter into PAR/CRP -- she needs \$430 (cure) ...Also gave LIHEAP # --- Asked if sat and caller hung up,	Cherry, Jameeah	
11/05/2013	BILL	cor called about med ..no med on acct at this time..cor will check back w/ her doctor..c.s	Cherry, Jameeah	
11/04/2013	COLL	COR called stating medical was sent back on Thurs -- Informed we havent received it -- She requested naother to be sent .. (M2) for her son (Javir Boyd - DOB -08/07/05) ... Dr. Lese ... Fax #215-861-8815....C/s.	Cherry, Jameeah	
11/04/2013	BILL	c/c checking on medical adv her nothing yet c/s	Cherry, Jameeah	
10/29/2013	BILL	fax medical/result ok	Cherry, Jameeah	
10/28/2013	1099	cor called for medical filled form dr. lese @ 215-861-8815 for javir boyd 8/7/2005. advsied that 430.00 is needed upfront for par cor	Cherry, Jameeah	
09/25/2013	COLL	cor called asking if we recieved medical back..yes has a hold until 10/24/13 c/s	Cherry, Jameeah	
09/25/2013	COLL	GAS IS ON MEDICAL -1- HOLD FROM 09-25-2013 TO 10-24-2013 BALANCE OF HE BILL IS \$1,592.42 RECEIVED 09-25-2013	Cherry, Jameeah	
09/25/2013	COLL	cor called to see if meidcal form was received. informed nothing noted. explained medicals processed in order that they are received.c/s	Cherry, Jameeah	
09/24/2013	BILL	fax medical/result ok	Cherry, Jameeah	
09/24/2013	COLL	cor called to resend medical due to dr not receiving first form. sent form to be faxed to dr. lese @ 215-861-8815 for javir boyd 8/7/2005. cor sat	Cherry, Jameeah	
09/24/2013	COLL	cor called wanted to know if we received the med form back from the dr. yet, told cor nothing yet, c/s	Cherry, Jameeah	
09/23/2013	BILL	miss cherry call for status of medical review account and give info inform nothing yet give terms sat	Cherry, Jameeah	
09/20/2013	BILL	fax medical/result ok	Cherry, Jameeah	
09/20/2013	COLL	COR CALLED FOR MEDICAL TO BE FAXED TO DR LESE 215 861 8815 FOR JAVIR BOYD 8-7-2005	Cherry, Jameeah	
09/19/2013	COLL	cor called for options adv her catch up for par/crp is \$347 also offered medical she states there is a medical condition..placed 7 day mp hold on acct and she will call back with her dr.'s name and fax # today..c/s	Cherry, Jameeah	
09/19/2013	BILL	per system needs 347.00 to get back on crp/par cor sat with call	Cherry, Jameeah	

Contacts for Account: **Cherry, Jameeah**

Account... 0008 8416 9843 Cherry, Jameeah Transaction History Full Comments

Date	Type	Comment	Person
09/19/2013	COLL	cor called for options adv her catch up for par/crp is \$347 also offered medical she states there is a medical condition..placed 7 day mp hold on acct and she will call back with her dr.'s name and fax # today..c/s	Cherry, Jameeah
09/19/2013	BILL	per system needs 347.00 to get back on crp/par cor sat with call	Cherry, Jameeah
09/06/2013	PAY	kubra canceled a \$264.00 bad check ro1-insuff funds--applied a \$20.00 nsfchg only--per kubra listing of 9/06/03	Cherry, Jameeah
09/05/2013	CPCA	Canceled Payment on Catch Up Amount	Cherry, Jameeah
09/05/2013	CPCA	Canceled Payment on Catch Up Amount	Cherry, Jameeah
09/05/2013	CPCA	Canceled Payment on Catch Up Amount	Cherry, Jameeah
09/03/2013	NNA	Account Id:884169843 Person Id:570860974 Number in Household: 4 Monthly Household Income: \$ 752.00 Arrangement Type:R Level of Payment:1 Monthly Payment :\$83.00Created by: CCINEGU	Cherry, Jameeah
09/03/2013	PCPA	Catch Up amount of \$ 264.00 was paid in full. This Re-instated the Negotiated PAR for 51 remaining months	Cherry, Jameeah
08/30/2013	SERV	AIMS Order#: 5083635 Cancelled -Order Cancelled	Cherry, Jameeah
08/30/2013	COLL	Cor called for agreement options. GMI is \$732 with 4 in hh. \$264 upfront pmt for par or CRP. Chose PAR. Will pay online and call back with confirm # to have s/o cancelled. Once pmt posts, par will be activated. Satisfied	Cherry, Jameeah
08/30/2013	PAYM	Pending Pay Amount: 264.00 Authorization Code: 2425729406 Checking Act Nbr: *****6278	Cherry, Jameeah
04/11/2013	BILL	CDR called in inquiring about latest bill with balance of 1619.31. advsd cor that is on a par of 90.00 and bill was sent before PAR was made. cor satisfied.	Cherry, Jameeah
04/11/2013	PAYM	Pending Pay Amount: 90.00 Authorization Code: 1014186788 Credit Card Number: *****6633	Cherry, Jameeah
04/01/2013	COLL	cor agreed to par for 90.00..pd 285.00 via cc conf# 070537.. 4 people with 752.00	Cherry, Jameeah
04/01/2013	PAYM	Pending Pay Amount: 285.00 Authorization Code: 070537 Credit Card Number: *****0749	Cherry, Jameeah
12/04/2012	PAY	System canl/pymt amt of\$177.00-R01-insufft/funds-enterd nsf amt of\$20.00-per kubra list-12/4/12	Cherry, Jameeah
11/28/2012	COL2	place cor back on par, dp 176 ...balance is 1509.85....income is 776...with 4 in the hh...monthly 95..c/s	Cherry, Jameeah
11/16/2012	COLL	Cor called stated she has not received a bill adv par is broken she would need to pay \$176 to go back on par cor stated she is going to make a payment on Friday adv no collection proceeding in system c/s	Cherry, Jameeah