



PHILADELPHIA GAS WORKS

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November 20, 2017

Mr. Arnold Neubauer
430 Fern Street
Philadelphia, PA 19120

RE: Arnold Neubauer v. PGW, Docket No. C – 2017 – 2595708

Dear Mr. Neubauer:

Pursuant to your settlement discussion with Tiffany Jones, Senior Customer Review Unit Officer – PGW, this letter confirms the terms of the settlement of the above captioned matter. In complete settlement of all issues in this matter, you have discussed your concerns regarding your account with PGW. The parties acknowledge and agree to the following:

1. This matter involves billing by PGW for your gas service at 430 Fern Street, Philadelphia (Service Address).
2. The current account balance is \$320.20.
3. PGW agrees to enroll you in a Budget Billing Payment Arrangement (PAR) at \$70.00 per month (\$61.00 towards Budget Billing + \$9.00 towards arrears) for 60 months or until the balance is paid in full, whichever is first.
4. You have indicated that you understand that, for the first 12 months of the PAR, the amount due every month will remain fixed at \$70.00, but that after that, the budget **will** adjust quarterly during every year to reflect changes in usage and rates.
5. You have indicated that you understand that if there are two or more missed or late payments, the PAR will break.
6. You have indicated that you are satisfied with this resolution of your complaint and you no longer wish to pursue the above captioned matter against PGW.

Sincerely,


Graciela Christlieb, Esq.

cc: Tiffany Jones (PGW Mail)