



PHILADELPHIA GAS WORKS

800 West Montgomery Avenue • Philadelphia, PA 19122

April 2, 2018
2018 APR -4 AM 11:01
PA PUC
SECRETARY'S BUREAU

RECEIVED

Rosemary Chiavetta, Secretary
Pennsylvania Public Utility Commission
P.O. Box 3265
Harrisburg, PA 17105-3265

Re: Docket No. M-2014-2448824; Philadelphia Gas Works' Reporting of Accounts with Arrearages in Excess of \$10,000 and Report of Medical Certificates

Dear Secretary Chiavetta:

In accordance with 66 Pa. C.S. § 1410.1 (3) & (4), the Philadelphia Gas Works ("PGW") hereby submits its 2017 Annual Report of Accounts with Arrearages in Excess of \$10,000 and Medical Certificates to be filed under Docket No. M-2014-2448824.

In 2017, there were a total of 224 accounts with arrearages in excess of \$10,000. This reflects a 25% decrease from last year and the continuation of a downward trend. Of the 224 accounts reported, approximately 46% of those accounts reflect the frozen arrearages of active CAP (CRP) customers, which means that the reported balances are currently uncollectable and will be forgiven over time. There were 121 total non-CAP accounts with arrearages in excess of \$10,000. As it has done in prior years, PGW has included CAP accounts in its reporting spreadsheet this year. However, in order to maintain consistency with other utilities and to meet the purpose of § 1410.1(3) – which focuses on overdue accounts with high debt that can be subjected to collections – PGW intends to include only non-CAP accounts in future years.

When examining the overall accounts that were reported on the list in years past, fewer accounts are accumulating arrearages in excess of \$10,000 each year. Further, the average amount of arrears has declined moderately. Through the moderate reduction in average arrearages and the decline in the number of accounts, the total arrears for accounts on the list is 40% less than when reporting first began in 2015 (see Figure 1).

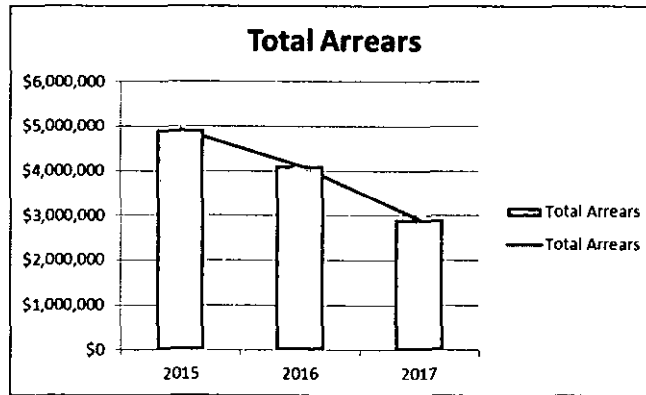


Figure 1

Overall trends suggest that the number of accounts with arrearages in excess of \$10,000 will decline in future years. Each year, approximately 50 percent of the accounts move off the list by the next year, and fewer new accounts are added to the list each year. Figure 2, shows the total amount of accounts as well as the first year the account appears on the list since reporting began in 2015. Figure 2 shows that the number of accounts has decreased every year for two reasons. The first reason is that around half of the accounts added to the list each year are off the list by the following year. Of the 345 that first appeared on the list in 2015, nearly 60% were off the list the following year. Of those that remained in 2016 (137), 44% were off the list by 2017. As a result, 78% of the original accounts from 2015 are already off the list. Of the 162 new accounts added in 2016, more than half (89) were off by 2017.

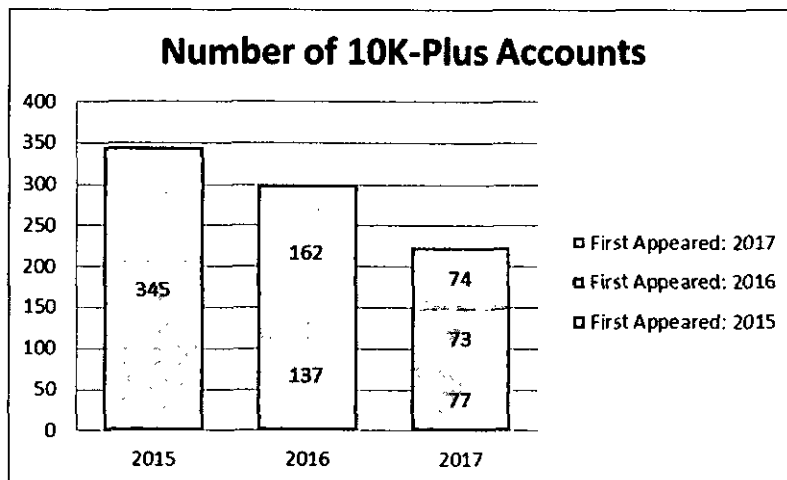


Figure 2

One area that has not seen improvement is the number of informal complaints. The average number of informal complaints per account has nearly doubled since 2015, going from less than one complaint per account to 1.77 complaints per account in 2017. As a result, despite there being a decrease in the number of accounts on the list, the number of informal complaints

is higher in 2017 than it was in 2015 (393 vs. 316), although it is an improvement over the 456 informal complaints registered in 2016.

Please feel free to contact me if you have any questions or concerns regarding this filing.

Sincerely,

Tyra Jackson

Tyra Jackson
Director, Regulatory Compliance
Philadelphia Gas Works



Utility Reporting - Accounts with Arrearages in Excess of \$10,000

Year Being Reported: 2017

Company Name: Philadelphia Gas Works

Date of "Snapshot": 12/31/2017

Filed By: Tyra Jackson

Phone: 215-684-6817

Email: Tyra.Jackson@pgworks.com

If NO accounts to report, check this box:

Data in #5-8 should be from date account established (#3 in Column D)

1. Unique Acct ID	2. Account Balance	3. Date Account Established	4. Avg Monthly Bill (prev 12 months)	5. # of PUC Informal Complaints	6. # of PUC Formal Complaints	7. # of Company PARs	8. # of Times Terminated for Non-Payment
1 9000960947	\$11,172.45	20120910	109.5	0	0	1	2
2 9000752033	\$10,604.63	20161208	156.7	5	1	0	2
3 13421758	\$11,180.38	20131218	220.4	0	0	0	0
4 9000412727	\$22,238.63	20090609	N/A	0	0	0	0
5 378879313	\$15,831.14	20120411	N/A	2	0	0	3
6 446660064	\$10,383.38	20130624	886.3	0	0	1	2
7 275281118	\$13,364.42	20151021	134.2	4	1	2	5
8 18764825	\$13,355.25	20040920	N/A	3	0	4	4
9 465254318	\$11,855.22	20130813	N/A	1	0	1	2
10 602853097	\$11,061.56	20081231	N/A	0	0	1	2
11 9000393313	\$12,201.22	20131227	115.1	0	0	1	3
12 487487145	\$10,514.89	20101105	N/A	0	0	1	6
13 542396943	\$12,136.50	20130909	235.4	6	0	1	2
14 41596450	\$11,131.81	20150713	N/A	2	0	1	4
15 371256719	\$18,747.40	20161219	280	1	0	0	3
16 854759567	\$12,070.51	20170302	N/A	1	0	1	2
17 9001258977	\$10,909.66	20161115	145.6	1	0	0	1
18 9001260042	\$11,946.08	20060818	110.6	2	0	0	2
19 9000971761	\$21,015.03	20121115	68.5	1	0	0	1
20 558510497	\$10,650.43	19990907	N/A	1	0	0	4
21 611187287	\$11,710.51	20081113	N/A	4	0	3	3
22 9001521953	\$16,991.50	20161121	79	6	2	1	1
23 628488022	\$14,631.39	20090306	272.8	3	0	1	3
24 421276992	\$13,072.87	20121012	N/A	4	0	0	1
25 9000938244	\$10,270.42	20071219	345.1	2	2	0	2
26 9001002249	\$10,118.54	20161013	N/A	1	0	2	2
27 699853939	\$15,344.79	20061006	N/A	0	0	0	2
28 9000726735	\$11,612.47	20020320	153.4	6	3	16	1
29 9001515891	\$10,845.12	20140605	N/A	1	0	1	1
30 9001036666	\$14,668.56	20090224	102.1	4	2	11	0
31 437575299	\$10,823.89	20050630	1088.2	0	0	0	0
32 315264483	\$10,070.44	20060512	N/A	0	0	0	1
33 971911174	\$12,129.81	20171003	N/A	1	0	0	2
34 838294259	\$11,710.27	20050324	85.3	4	0	11	1
35 177787639	\$12,782.67	20100219	195.7	9	0	2	0
36 460713506	\$14,551.82	20070910	122.7	4	0	3	0
37 216135785	\$15,824.99	20091016	153.2	2	1	4	1
38 508665201	\$12,228.23	20010113	151.4	2	0	2	1
39 608328164	\$10,387.80	20051104	127	3	0	0	3
40 340645133	\$10,608.69	20171207	N/A	0	0	0	0
41 496136812	\$12,691.96	20031017	219.7	1	0	3	1
42 839262503	\$10,454.47	20040802	N/A	1	0	0	4
43 82331244	\$12,875.31	20140604	151	2	1	0	0
44 576358207	\$12,908.81	20141022	N/A	2	0	2	2
45 9001515089	\$11,130.05	20160705	94.3	0	0	2	1
46 512113456	\$10,004.15	20120817	28.1	1	0	0	1
47 570697567	\$16,357.49	20160314	N/A	2	0	1	4

Utility Reporting - Accounts with Arrearages in Excess of \$10,000

	1. Unique Acct ID	2. Account Balance	3. Date Account Established	4. Avg Monthly Bill (prev 12 months)	5. # of PUC Informal Complaints	6. # of PUC Formal Complaints	7. # of Company PARs	8. # of Times Terminated for Non-Payment
48	9000913427	\$11,067.50	20060420	155.2	2	0	1	2
49	9000971609	\$11,170.49	20071204	N/A	2	1	1	2
50	174819301	\$10,074.92	20060131	175.5	0	0	0	0
51	797091617	\$10,186.10	20090210	113.9	0	0	2	0
52	421930707	\$15,347.19	20020725	N/A	0	0	1	1
53	363330319	\$10,165.82	20160314	161.7	7	0	2	2
54	308456058	\$30,937.13	20030404	151.1	1	2	0	0
55	9000735660	\$15,519.97	20070417	N/A	0	0	0	1
56	511287382	\$10,501.57	20130716	146.4	0	0	1	1
57	9001026455	\$18,158.23	20050107	N/A	6	0	0	2
58	129622557	\$14,131.07	20070126	N/A	4	0	3	1
59	9000310288	\$12,682.17	20071005	N/A	1	0	1	4
60	388414508	\$10,381.04	20130625	N/A	1	0	0	2
61	335257867	\$11,874.10	20121019	251.5	2	1	8	1
62	360577466	\$23,235.62	20100201	320.3	4	2	0	1
63	953458070	\$10,745.60	20110217	136.7	1	0	1	1
64	42194219	\$10,544.88	20040727	N/A	4	0	0	2
65	818650763	\$12,533.26	20090402	82	1	0	0	1
66	827918667	\$12,444.71	20080619	161.3	1	0	0	1
67	186976668	\$11,255.32	20111004	N/A	1	0	1	2
68	91937725	\$12,279.70	20170613	N/A	3	0	0	3
69	355832244	\$12,810.76	20071107	72.2	0	0	1	1
70	9000661314	\$19,468.16	20030103	227	11	0	0	1
71	9000338477	\$10,483.01	19861113	179.1	0	0	1	0
72	9000629545	\$10,498.20	19980317	115.3	1	0	2	0
73	9000698973	\$11,511.37	19910411	263.4	0	0	0	1
74	9000912907	\$12,796.08	19990204	N/A	0	0	2	1
75	9000906491	\$10,101.14	19980214	139.2	1	0	5	2
76	9000337490	\$26,620.47	19910724	70.3	4	0	3	1
77	9000980359	\$10,710.89	19990621	136.8	1	0	7	0
78	9001239429	\$10,179.73	19880326	99.1	2	1	1	2
79	9001230097	\$13,524.87	19961008	N/A	4	0	3	2
80	9000744162	\$11,168.79	19920709	135.2	1	0	0	1
81	9001207213	\$10,842.39	19961101	96.6	2	0	3	1
82	9000902168	\$11,144.57	19990422	113.8	0	0	0	0
83	9001229182	\$11,908.05	19961003	70	1	0	2	1
84	9001502339	\$16,769.62	19810929	488.4	1	0	3	1
85	9001507190	\$10,012.86	19660618	74.6	0	0	0	0
86	9000628204	\$12,467.82	19981120	N/A	1	0	1	3
87	560322012	\$10,596.67	20010223	N/A	0	0	2	7
88	804611634	\$10,103.35	20050929	432.4	0	0	1	2
89	778059057	\$17,611.88	19991117	223.9	6	0	42	0
90	786748920	\$18,061.53	20030213	N/A	1	0	2	3
91	9001232570	\$17,046.82	20140220	N/A	1	0	2	5
92	818564941	\$14,357.25	20160630	N/A	0	0	2	0
93	9000693004	\$16,166.31	20040305	N/A	3	3	6	2
94	842060425	\$11,201.87	20140821	127.5	1	0	5	2
95	384250082	\$10,003.11	20041203	N/A	4	0	33	4
96	558425601	\$17,577.06	20051130	N/A	4	0	1	5
97	9000381530	\$11,421.85	20131206	N/A	0	0	1	9
98	116791419	\$11,292.57	20090520	N/A	0	0	1	6
99	963136451	\$11,585.47	20141226	N/A	2	0	1	7
100	9001289136	\$10,693.07	20160505	N/A	0	0	1	5
101	9000667948	\$11,408.08	20141110	48.9	0	0	1	5
102	974852507	\$12,717.63	20080929	N/A	1	0	1	5

Utility Reporting - Accounts with Arrearages in Excess of \$10,000

	1. Unique Acct ID	2. Account Balance	3. Date Account Established	4. Avg Monthly Bill (prev 12 months)	5. # of PUC Informal Complaints	6. # of PUC Formal Complaints	7. # of Company PARs	8. # of Times Terminated for Non-Payment
103	286720448	\$13,119.36	20030124	111.9	1	0	0	0
104	327519257	\$13,018.81	20080519	142.9	4	0	1	8
105	803785218	\$13,921.60	20091124	N/A	6	0	6	7
106	997762992	\$13,245.56	20121205	222.8	1	1	2	5
107	363789964	\$11,226.13	20090912	N/A	2	0	2	6
108	437714463	\$13,226.45	20151123	252.8	1	0	1	7
109	871787849	\$10,121.61	20040408	N/A	0	0	3	3
110	327264523	\$10,392.56	20171212	N/A	1	0	1	2
111	9000971924	\$10,889.07	20141121	N/A	2	0	3	7
112	235870158	\$13,611.91	20081208	N/A	0	0	1	7
113	61023604	\$10,926.80	20020507	134.3	1	0	3	4
114	206164616	\$14,874.53	20100511	N/A	0	0	2	5
115	9000656475	\$13,568.73	20020806	N/A	2	0	0	4
116	858217162	\$10,200.22	20090506	N/A	0	0	1	1
117	64011501	\$10,679.04	20121012	N/A	0	0	3	0
118	639792051	\$18,376.60	20081124	N/A	0	0	1	5
119	9000653198	\$11,328.37	19990409	301.5	2	1	2	4
120	9000346637	\$11,553.90	19980922	189.3	4	0	2	2
121	9000446504	\$10,924.70	19971028	N/A	4	0	2	7
122	121049509	\$10,942.89	20120810	169	2	0	0	2
123	133991343	\$10,034.90	20160602	167.2	0	0	0	0
124	971121205	\$17,093.79	20010511	280.9	2	1	3	2
125	9000935618	\$11,168.04	20061026	136.9	1	0	1	3
126	73117107	\$19,384.25	20140818	149.9	0	0	0	2
127	9000431407	\$10,643.40	20150213	63.8	2	0	0	2
128	9000971688	\$13,741.11	19970715	101.4	0	0	0	1
129	248245312	\$13,348.74	20060410	99.8	11	1	4	2
130	319825836	\$10,427.60	20170317	N/A	0	0	0	0
131	9000415027	\$11,422.68	20150717	175.1	2	0	0	2
132	262471092	\$10,412.23	20140530	435.3	0	0	1	0
133	38809514	\$11,358.25	20021112	249.1	3	0	1	2
134	9000633561	\$11,700.14	19971018	261.3	0	0	0	4
135	174836543	\$17,150.64	20051020	87	1	2	1	0
136	93092329	\$11,913.42	20090826	134.1	2	0	0	2
137	9000667134	\$10,557.51	19960708	254.6	0	0	0	1
138	9001312028	\$10,659.28	19980715	185.4	4	0	1	2
139	806422780	\$16,864.85	20100422	36.8	0	0	0	4
140	257120037	\$10,380.91	20140711	N/A	0	0	0	5
141	9000974505	\$10,298.58	20080523	161.2	0	0	0	0
142	9000742105	\$14,378.78	20171018	N/A	0	0	0	1
143	126356338	\$11,753.18	20160927	58.3	1	0	0	2
144	9000394220	\$12,118.79	20060922	139.6	3	0	0	3
145	711936770	\$15,592.61	20141107	N/A	1	0	0	1
146	9000972048	\$12,564.17	19990424	104	3	0	2	4
147	9001032060	\$16,362.99	20031211	405	4	0	0	0
148	9000627772	\$10,019.51	19970428	99.8	3	0	1	4
149	9000981160	\$17,070.97	19970828	128.3	0	0	0	0
150	798406035	\$10,969.19	20161215	194.3	1	0	0	4
151	674888585	\$15,240.90	20100105	173.1	1	0	0	1
152	862206100	\$11,015.64	20160527	35	1	0	0	5
153	9000365989	\$12,854.56	19961216	148.4	0	0	0	2
154	355853633	\$10,900.45	20141114	76.1	0	0	0	2
155	9001046877	\$13,920.34	20070504	72.8	2	0	0	2
156	484747114	\$10,715.76	20051028	88.8	0	0	1	9
157	771097605	\$15,598.69	20110516	94	5	0	0	1

Utility Reporting - Accounts with Arrearages in Excess of \$10,000

	1. Unique Acct ID	2. Account Balance	3. Date Account Established	4. Avg Monthly Bill (prev 12 months)	5. # of PUC Informal Complaints	6. # of PUC Formal Complaints	7. # of Company PARs	8. # of Times Terminated for Non-Payment
158	9001048976	\$10,152.98	20010113	126.1	1	0	0	1
159	9001500713	\$10,676.98	19930923	361	2	0	9	2
160	588595565	\$14,303.22	20081031	62.5	4	0	0	4
161	701451374	\$12,533.10	20070618	34	0	0	0	2
162	951933041	\$12,447.76	20100105	N/A	0	0	0	0
163	9001026092	\$11,902.93	19981103	N/A	0	0	0	2
164	9001025373	\$25,849.16	20071211	109	1	0	0	9
165	9001028483	\$14,363.13	20090130	N/A	1	1	1	0
166	9001296713	\$12,970.06	20170427	N/A	0	0	0	0
167	9001001092	\$12,238.20	19951228	N/A	4	0	3	8
168	271182730	\$18,204.61	20081103	205.4	2	0	2	3
169	9000974381	\$10,857.81	20130221	175.3	5	0	0	2
170	590839079	\$11,028.82	20141219	N/A	0	0	2	2
171	9000996941	\$11,062.07	20100505	134.9	2	0	1	2
172	9000995097	\$23,526.55	19970729	160.2	0	0	4	1
173	997352139	\$13,295.03	20010411	83.4	0	0	0	0
174	631851313	\$12,630.72	20120522	53.4	0	0	0	0
175	717086938	\$10,629.81	20020628	67	3	0	1	4
176	9001209047	\$17,892.49	20070920	132.4	0	0	0	1
177	932454621	\$11,457.98	20010215	N/A	5	0	1	2
178	9000397598	\$10,216.27	19970924	47.8	1	0	1	0
179	242770677	\$11,300.72	20050406	173.1	1	0	0	0
180	557233959	\$10,796.97	20040316	54.5	2	0	0	2
181	326321768	\$11,737.94	20131121	54.1	0	0	0	0
182	9001296571	\$10,937.43	20140807	258.1	0	0	1	3
183	44537444	\$20,047.67	19990820	62.4	0	0	0	2
184	9001230547	\$16,079.47	20020314	N/A	2	0	1	1
185	212293261	\$10,249.33	20170928	N/A	0	0	0	2
186	9000712265	\$12,282.88	19960711	100.4	2	0	3	9
187	951842195	\$10,246.59	20161228	187.1	1	0	0	1
188	9000696536	\$15,389.42	20160324	85.4	0	0	0	1
189	199851122	\$11,672.69	20120515	69	0	0	0	2
190	9001250069	\$10,257.27	20051005	194.1	2	0	0	1
191	395932370	\$11,665.22	20121115	N/A	0	0	1	2
192	515855460	\$10,559.99	20010103	61.1	2	0	1	1
193	9000971858	\$17,483.50	20101229	30	0	0	0	1
194	9000424317	\$14,487.84	20060606	N/A	2	0	1	3
195	9000339168	\$14,926.15	19960315	N/A	1	0	1	2
196	718023129	\$10,013.88	20090828	72.5	0	0	0	1
197	9000683666	\$10,551.97	20060420	36.7	2	0	0	4
198	9000968193	\$12,026.78	20061006	N/A	0	0	0	0
199	9000361525	\$17,333.30	20090123	132.1	5	0	0	3
200	9001529181	\$10,285.42	20070907	77.5	0	0	3	1
201	10427866	\$11,251.74	20110927	213.8	1	0	0	2
202	969331639	\$20,913.28	20051129	N/A	2	0	0	2
203	521347009	\$13,438.31	20101117	175.8	0	0	0	4
204	22072319	\$15,066.65	20111114	N/A	3	0	1	1
205	518831339	\$13,514.75	20171205	N/A	0	0	0	4
206	109123100	\$10,342.35	20131106	N/A	0	0	2	2
207	667416005	\$25,923.69	20030129	N/A	11	0	3	3
208	9000396180	\$15,165.91	20100907	123.9	0	0	0	1
209	9000397029	\$12,669.06	19990519	170.8	1	0	1	1
210	9001500576	\$18,421.19	19971128	420.6	2	0	7	0
211	9001260731	\$12,531.79	19990618	N/A	5	1	2	2
212	9000601619	\$11,361.56	19970126	75.8	11	0	0	0

Utility Reporting - Accounts with Arrearages in Excess of \$10,000

	1. Unique Acct ID	2. Account Balance	3. Date Account Established	4. Avg Monthly Bill (prev 12 months)	5. # of PUC Informal Complaints	6. # of PUC Formal Complaints	7. # of Company PARs	8. # of Times Terminated for Non-Payment
213	295678075	\$11,071.57	20030403	N/A	4	0	0	4
214	9000332661	\$11,841.81	19970624	N/A	2	0	2	1
215	9000999069	\$14,164.89	20161122	73	0	0	0	1
216	257772561	\$10,664.35	20130321	N/A	1	0	0	3
217	9000658971	\$11,047.92	19981124	174.1	5	0	1	1
218	923707293	\$12,223.02	20140320	117.5	1	0	0	4
219	9000967411	\$10,839.35	20031215	30	3	0	1	3
220	9000970038	\$10,885.91	19970404	124.7	10	0	0	2
221	557058643	\$12,985.95	20080616	120.1	2	1	1	1
222	9001238319	\$15,066.24	19990203	30	1	0	2	0
223	9000366921	\$13,992.53	20010508	30	5	0	0	1
224	9001221210	\$13,453.74	20160404	81.8	0	0	0	1

Utility Reporting - Medical Certificates

Year Being Reported:

Company Name:

Date Submitted:

Filed By:

Phone:

Email:

of Med
Certs/Renewals
Submitted by
Customers in
2017

of Med
Certs/Renewals
Accepted by
Utility in 2017

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Philadelphia Gas Works

Post Office Box 3500, Philadelphia, Penna 19122

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04/09/2018

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\$001.21¹⁹



ZIP 19122
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**SECRETARY ROSEMARY CHIAVETTA
P.O. BOX 3265
HARRISBURG, PA 17105-3265**