

C-2017-2627743

Lonedra Allen
5055 N. Franklin Street
Philadelphia, PA 19120

~~RECEIVED~~

~~2018 JUN 21 PM 2:06~~

~~PA PUC
SECRETARY'S BUREAU~~

March 27, 2018

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

RECEIVED

JUL 9 2018

PA PUBLIC UTILITY COMMISSION
SECRETARY'S BUREAU

To Public Utility Law Judge:

I am requesting an Exceptions to the decision made regarding the Philadelphia Gas Works.

The Administrative Law Judge denied the decision on the merits I had to rent a vehicle to transport my daughter to college.

I incurred a hardship in the month of June 2017 due to my daughter graduation from high school. She is the first person in the family to leave home to attend college. She applied for scholarships and was accepted to Penn State Behrend in Erie, Pennsylvania. I currently reside at 5055 N. Franklin Street, Philadelphia, PA 19120 and Penn State Behrend is located 4701 College Drive, Erie, PA. The college is over six and half miles from Philadelphia, Pennsylvania. The scholarship requirements for her to attend the summer program that started on June 26, 2017 called the PASSS Program. I was not prepared for the college transition. I am living check to check like most of Americans. In the month June my home and income were split into two homes. Every item I needed to sustain my home I now needed for my daughter for college. I had to purchase plastic bins for her to pack her clothing and shoes. I had to purchase food, soap, toothpaste, deodorant, shampoo, conditioner, blow dryer, toilet papers, dishes, laundry detergent, wash clothes, towels and bed linens. Once I purchased the items needed I than had to think of how I was going to transport everything to the college. I had to rent a vehicle to get her there which also required more money. Once I returned to Philadelphia, PA I received a call from my daughter she needed money for books. My funds were exhausted in the month of June 2017.

I had paid a portion of the PGW bill in the month of June 2017. Philadelphia Gas Works does not give their customer the option makeup payments in the following month. Philadelphia Gas Work does not understand hardships their clients may incur. You miss a payment you get an automatic shutoff notice. I understand PGW is a company and cares more about the money than their customer's situation. In my mind I figured if I paid PGW at least \$50 of the \$297 they requested they could see I tried to pay something toward the bill. If you review my bill in, the summers my bills are no more than \$35 due to I have an electric stove and is using the gas for hot water only. I called PGW regarding the shut off notice, but they did not want to hear what I had to say that I could pay the additional month in the month of July 2017 to extend the payment plan, but buy than they did not want to hear about any hardships. I did not miss a payment, I was unable to pay the amount they requested for me to pay.

Sincerely,

Lonedra Allen *Lonedra Allen* 3/27/18
Lonedra Allen

§1.36 Verification.

(a) Applications, petitions, formal complaints, motions and answers thereto containing an averment of fact not appearing of record in the action or containing a denial of fact shall be personally verified by a party thereto or by an authorized officer of the party if a corporation or association. Verification means a signed written statement of fact supported by oath or affirmation or made subject to the penalties of 18 Pa. C.S. §4904 (relating to unsworn falsification to authorities). If verification is required, notarization is not necessary.

RECEIVED
JUL - 9 2018
PA PUBLIC UTILITY COMMISSION
SECRETARY'S BUREAU

§1.36 Verification.

Verification

I, Lonedra Allen, hereby state that the facts above set forth are true and correct (or are true and correct to the best of my knowledge, information and belief), and that I expect to be able to prove the same at a hearing held in this matter. I understand that the statements herein are made subject to the penalties of 18 Pa. C.S. § 4904 (relating to unsworn falsification to authorities).

3/27/18
Date

Lonedra Allen
Signature

RECEIVED
JUL - 9 2018
PA PUBLIC UTILITY COMMISSION
SECRETARY'S BUREAU

Exception



LONEDA ALLEN <peace.love.n.happiness@comcast.net>

3/27/2018 7:24 PM

To ra-osa@pa.gov

2 attachments View Download

Exception Letter.pdf (83.8 KB)

PUC Complaint.pdf (4.6 MB)

This mail has no content

RECEIVED
JUL - 9 2018
PA PUBLIC UTILITY COMMISSION
SECRETARY'S BUREAU

PENNSYLVANIA PUBLIC UTILITY COMMISSION

RECEIVED

JUL - 9 2018

Formal Complaint

PA PUBLIC UTILITY COMMISSION SECRETARY'S BUREAU

Filing this form begins a legal proceeding and you will be a party to the case. If you do not wish to be a party to the case, consider filing an informal complaint.

To complete this form, please type or print legibly in ink.

1. Customer (Complainant) Information

Provide your name, mailing address, county, telephone number(s), e-mail address and utility account number. It is your responsibility to update the Commission with any changes to your address and to where you want documents mailed to you.

Name Loneda Allen

Street/P.O. Box 5055 N. Franklin St Apt #

City Philadelphia State PA Zip 19120

County Philadelphia

Telephone Number(s) Where We Can Contact You During the Day:

() (home) (215) 900-4600 (mobile)

E-mail Address (optional):

Utility Account Number (from your bill) 211 3326541

If your complaint involves utility service provided to a different address or in a different name than your mailing address, please list this information below.

Name

Street/P.O. Box

City State Zip

2. Name of Utility or Company (Respondent)

Provide the full name of the utility or company about which you are complaining. The name of your utility or company is on your bill.

Philadelphia Gas Works

3. Type of Utility Service

Check the box listing the type of utility service that is the subject of your complaint (check only one):

- | | |
|---|---|
| <input type="checkbox"/> ELECTRIC | <input type="checkbox"/> WASTEWATER/SEWER |
| <input checked="" type="checkbox"/> GAS | <input type="checkbox"/> TELEPHONE/TELECOMMUNICATIONS (local, long distance) |
| <input type="checkbox"/> WATER | <input type="checkbox"/> MOTOR CARRIER (e.g. taxi, moving company, limousine) |
| <input type="checkbox"/> STEAM HEAT | |

4. Reason for Complaint

What kind of problem are you having with the utility or company? Check all boxes below that apply and state the reason for your complaint. Explain specifically what you believe the utility or company has done wrong. Provide relevant details including dates, times and places and any other information that may be important. If the complaint is about billing, tell us the amount you believe is not correct. Use additional paper if you need more space. Your complaint may be dismissed without a hearing if you do not provide specific information.

- The utility is threatening to shut off my service or has already shut off my service.

- I would like a payment agreement.

- Incorrect charges are on my bill. Provide dates that are important and an explanation about any amounts or charges that you believe are not correct. Attach a copy of the bill(s) in question if you have it/them.

- I am having a reliability, safety or quality problem with my utility service. Explain the problem, including dates, times or places and any other relevant details that may be important.

- Other (explain). *Please review the attached letter.*

Note: If your complaint is only about removing or modifying a municipal lien filed by the City of Philadelphia, the Public Utility Commission (PUC) cannot address it. Only local courts in Philadelphia County can address this type of complaint. The PUC can address a complaint about service or incorrect billing even if that amount is subject to a lien.

In addition, the PUC generally does not handle complaints about cell phone or Internet service, but may be able to resolve a dispute regarding voice communications over the Internet (including the inability to make voice 911/E911 emergency calls) or concerns about high-speed access to Internet service.

5. Requested Relief

How do you want your complaint to be resolved? Explain what you want the PUC to order the utility or company to do. Use additional paper if you need more space.

Please review the attached letter.

Note: The PUC can decide that a customer was not billed correctly and can order billing refunds. The PUC can also fine a utility or company for not following rules and can order a utility or company to correct a problem with your service. Under state law, the PUC cannot decide whether a utility or company should pay customers for loss or damages. Damage claims may be sought in an appropriate civil court.

6. Protection From Abuse (PFA)

Has a court granted a "Protection From Abuse" order that is currently in effect for your personal safety or welfare? The PUC needs this information to properly process your complaint so that your identity is not made public.

Note: You must answer this question if your complaint is against a natural gas distribution utility, an electric distribution utility or a water distribution utility AND your complaint is about a problem involving billing, a request to receive service, a security deposit request, termination of service or a request for a payment agreement.

Has a court granted a "Protection From Abuse" order for your personal safety or welfare?

YES

NO

If your answer to the above question is "yes," attach a copy of the current Protection From Abuse order to this Formal Complaint form.

7. Prior Utility Contact

a. Is this an appeal from a decision of the PUC's Bureau of Consumer Services (BCS)?

YES

NO

Note: If you answered yes, move to Section 8. No further contact with the utility or company is required. If you answered no, answer the question in Section 7 b. and answer the question in Section 7 c. if relevant.

b. If this is not an appeal from a BCS decision, have you spoken to a utility or company representative about this complaint?

YES

NO

Note: You must contact the utility first if (1) you are a residential customer, (2) your complaint is against a natural gas distribution utility, an electric distribution utility or a water utility AND (3) your complaint is about a billing problem, a service problem, a termination of service problem, or a request for a payment agreement.

- c. If you tried to speak to a utility company representative about your complaint but were not able to do so, please explain why.

Note: Even if you are not required to contact the utility or company, you should always try to speak to a utility or company representative about your problem before you file a Formal Complaint with the PUC.

8. Legal Representation

If you are filing a Formal Complaint as an individual on your own behalf, you are not required to have a lawyer. You may represent yourself at the hearing.

If you are already represented by a lawyer in this matter, provide your lawyer's name, address, telephone number, and e-mail address, if known. Please make sure your lawyer is aware of your complaint. If represented by a lawyer, both you and your lawyer must be present at your hearing.

Lawyer's Name _____

Street/P.O. Box _____

City _____ State _____ Zip _____

Area Code/Phone Number _____

E-mail Address (if known) _____

Note: Corporations, associations, partnerships, limited liability companies and political subdivisions are required to have a lawyer represent them at a hearing and to file any motions, answers, briefs or other legal pleadings.

9. **Verification and Signature**

You must sign your complaint. Individuals filing a Formal Complaint **must** print or type their name on the line provided in the verification paragraph below and **must** sign and date this form in **ink**. If you do not sign the Formal Complaint, the PUC **will not accept it**.

Verification:

I Lonedra Allen, hereby state that the facts above set forth are true and correct (or are true and correct to the best of my knowledge, information and belief) and that I expect to be able to prove the same at a hearing held in this matter. I understand that the statements herein are made subject to the penalties of 18 Pa. C.S. § 4904 (relating to unsworn falsification to authorities).



(Signature of Complainant)

(Date)

Title of authorized employee or officer (only applicable to corporations, associations, partnerships, limited liability companies or political subdivisions)

Note: If the Complainant is a corporation, association, partnership, limited liability company or political subdivision, the verification **must** be signed by an authorized officer or authorized employee. If the Formal Complaint is **not signed** by one of these individuals, the PUC **will not accept it**.

10. **Two Ways to File Your Formal Complaint**

Electronically. You must create an account on the PUC's eFiling system, which may be accessed at <http://www.puc.pa.gov/efiling/default.aspx>.

Note: If you are appealing your Bureau of Consumer Services (BCS) decision, you must file your formal complaint by mail.

Mail. Mail the completed form with your original signature and any attachments, by certified mail, first class mail, or overnight delivery to this address:

Secretary
Pennsylvania Public Utility Commission
400 North Street
Harrisburg, Pennsylvania 17120

Note: Formal Complaints sent by fax or e-mail will **not** be accepted.

If you have any questions about filling out this form, please contact the Secretary's Bureau at 717-772-7777.

Keep a copy of your Formal Complaint for your records.

Loneda Allen
5055 N. Franklin Street
Philadelphia, PA 19120

October 1, 2017

Secretary
Pennsylvania Public Utility Commission
400 North Street
Harrisburg, PA 17120

RECEIVED
JUL - 9 2018
PA PUBLIC UTILITY COMMISSION
SECRETARY'S BUREAU

To Public Utility Law Judge:

An agreement was made through the Public Utility Commission (BCS #: 3545657) with the Philadelphia Gas Works (Acct. #: 2113326541) in the year 2016. PUC agreement with PGW bill is for the customer to have a monthly fixed rate. PGW has increased the bill on numerous occasions (December 2016, January 2017, February 2017, May 2017 – current months). The customer made payments toward the bill but the billing invoices does not show any money being deducted toward the PGW bills. How is PGW able to determine how much I owe toward the bills? I provided copies of the bills that I was able to locate in my home.

PGW is not held accountable for breaching the agreement that the Public Utility Commission made for the customer. The PGW bills shows the customer gas usage for the months of April – October is no more than \$20 - \$30 monthly yet the bills in May and June PGW charged the customer over \$200 for each month. The customer did not expect the increased rate especially when the electric bill is expected to increase in the summer.

I made an attempt to get a resolution through the Public Utility Commission but I received a letter stating they are not able to represent me due to a breached agreement BCS #: 3545657.

The customer had a hardship in the month of May and June due to my daughter graduation on June 20, 2017 and her need for item due to she was going off to college. She attended Penn State Behrend located in Erie, PA. She was required to attend the summer PASSS Program that started on June 26, 2017. The customer funds were depleted to purchase plastic bins to transport garments, purchase basic necessities and food. I had to rent a vehicle to transport my daughter to Penn State in Erie, PA. I have provided my daughters diploma and billing from Penn State for the summer and fall semester.

The customer is asking for the case to be reviewed and an agreement to be established with Philadelphia Gas Works to avoid a shut off notice of the gas to the resident.

Sincerely,



Loneda Allen



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

9/13/2017

BCS No: 3545657

**Loneda Allen
5055 N Franklin Street
Philadelphia PA 19120**

Dear Loneda Allen:

You contacted the Public Utility Commission (PUC) requesting a payment arrangement on your outstanding balance with Philadelphia Gas Works.

According to 66 Pennsylvania law at Pa. C.S. §1405(d), Number of payment arrangements, absent a change in income, the commission shall not establish or order a public utility to establish a second or subsequent payment arrangement if a customer has defaulted on a previous payment arrangement established by a commission order or decision. A public utility may, at its discretion, enter into a second or subsequent payment arrangement with a customer.

The PUC cannot help you with payment terms at this time because you had a prior PUC payment arrangement (BCS# 3265522) that was not satisfied; therefore, this informal complaint has been closed without a decision.

Philadelphia Gas Works has informed us that your total account balance is \$1234.65. The Company is requiring you to pay \$757.00 to keep the service on.

You have the right to file a formal complaint. The formal complaint process involves a legal proceeding before a PUC Administrative Law Judge (ALJ), similar to a trial. This means that you and the utility must present facts on the issues raised in your complaint to the ALJ. You must participate in a hearing, respond to questions from the utility, and prove why the judge should uphold your position.

If you have questions or would like formal complaint forms, call 1-800-692-7380. You can also find PUC formal complaint forms online at www.puc.pa.gov

Sincerely

**Butch Comstock
Investigator**



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

Your bill is past due. As a result, PGW will shut off gas to 5055 N FRANKLIN ST on or after 8 a.m. on Sep 26, 2017. This notice will remain effective for 60 days. To talk about your bill or this notice, call our office at 215-235-1777.

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

- Arrange to pay your past due amount of \$1,134.65.
- Pay the amount you owe on your payment plan.
- Show us a payment receipt for the past due amount.
- Make a payment arrangement (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	\$1,134.65
Security Deposit	\$334.00
Turn On Charge	\$123.23
Total	\$1,591.88

(Plus \$372.00 if we must dig up the street to shut off 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, physician's assistant 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 A LICENSED PHYSICIAN, PHYSICIAN'S ASSISTANT OR NURSE PRACTITIONER SEND PGW A LETTER WITHIN 3 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 how to enroll. 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 PGW, if you are not satisfied, you may file a complaint with the Pennsylvania 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 premises 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 premises 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 applies 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.
- 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 seven days.

Federal Poverty Guidelines (FPG) 2017		
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	\$1,508 or less	\$1,509-\$2,513
2	\$2,030 or less	\$2,031-\$3,383
3	\$2,553 or less	\$2,554-\$4,254
4	\$3,075 or less	\$3,076-\$5,125
Each add. person add	\$523	\$524-\$871



PHILADELPHIA GAS WORKS

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

Page: 1 of 4
Billing Date: Sep 12, 2017
Account Number: 2113326541

MONTHLY STATEMENT

From Aug 08, 2017 thru Sep 08, 2017 (31 Days)

LONEDA A ALLEN
5055 N FRANKLIN ST
PHILA PA 19120-3111

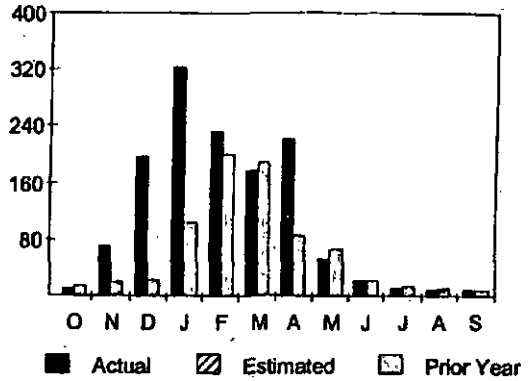
Thank you for your payment of \$100.00

Billing Summary

Past Due Amount \$1,134.65
Current Charges \$24.99

Total Amount Due By
Oct 05, 2017 **\$1,159.64**

Energy Usage Information



- Average daily temperature 73.4 °F.
- Your average daily cost is \$0.81 compared to \$0.69 last year.
- For the last 12 months:
 - Your total usage is 1333 Ccf.
 - Your average monthly usage is 111.08 Ccf.

Call 8-1-1 Before You Dig. Have a project that requires digging? Call 8-1-1 before you begin so utility service lines can be marked, ensuring your safety and the safety of others. Remember, it's the law.

We're Social! Like us on Facebook & follow us on Twitter @MyPGW

Did you know that PGW offers grants and rebates for energy saving upgrades to new and existing buildings? Earn up to \$1,500 for high efficiency natural gas home heaters, and up to \$75,000 for improvements to commercial buildings. Visit www.pgwenergysense.com to learn more.

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



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

Account Number: 2113326541
Due Date: Oct 05, 2017
Please Pay: \$1,159.64

Amount Enclosed: \$

038901 000004152



LONEDA A ALLEN
5055 N FRANKLIN ST
PHILA PA 19120-3111



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

0021133265418000000001159647

GENERAL INFORMATION

ACCESS YOUR ACCOUNT ONLINE
www.pgworks.com

CONTACT US BY PHONE
 Gas Leaks & Emergencies (24/7) 215-235-1212
 Billing & General Information (8am to 6pm, M-F) 215-235-1000
 Appliance Service 215-235-2050
 Report Theft of Gas 215-684-6383
 Hearing Impaired TTY Line 215-236-4646

VISIT A CUSTOMER SERVICE CENTER
(9AM TO 5PM)

Center City	1137 Chestnut St. (M, T, TH, F)
Germantown	212 W. Chelton Ave. (T, W, F)
S. Philadelphia	1601 S Broad St. (M, W, TH)
Frankford	4410 Frankford Ave. (T, TH, F)
N. Philadelphia	1337 W. Erie Ave. (M, W, TH)
W. Philadelphia	5230 Chestnut St. (M, T, W, F)

EXPLANATION OF TERMS

BUDGET PLAN – This plan is available to all residential customers who are not in arrears. It spreads your payments over a 12 month plan. You may start the Budget Plan at any time. To do so, or for more information, call 215 235-1000 or visit any of our Customer Service Centers.

CCF - 100 cubic feet of gas. This is a measure of gas usage. **DEKATHERMS (DTH)** - A measure of the heat content value of gas. Gas usage is determined by multiplying the MCF used by the heat content value of the gas. One DTH equals approximately nine hundred seventy cubic feet. **MCF** - 1,000 cubic feet of gas.

COMMODITY CHARGE – The charge for basic gas supply service which is sold either by volume (ccf or mcf) or heating value (dekatherms). **CUSTOMER CHARGE** – A monthly charge to cover NGDC costs such as maintaining the lines, meter reading and billing.

DISTRIBUTION CHARGES – The charge for delivery of natural gas from the city gate to the consumer.

GAS COST ADJUSTMENT – Amount billed or credited each month to account for differences between projected and actual gas supply costs of the Natural Gas Distribution Company.

METER READING INFORMATION – PGW shall use its best effort to obtain an actual meter reading regularly, and at least every six months for customers without automatic meter reading devices. When the meter is not read, we estimate your gas use. To avoid estimates, you may read your own meter and tell us the reading by calling 215-235-1000 at any time. We also offer stamped, pre-addressed post cards, which you can use to send us your meter reading by the specified date. To request a supply of these cards, call 215 235-1000, or write us at P.O. Box 3500, Philadelphia, PA 19122.

MIGRATION RIDER – Applies to customers switching to an alternative gas supplier or interruptible service. Credits or surcharges a customer's bill for gas costs that the company paid during the time that the customer bought gas from PGW but which have not yet been fully recovered from or paid back to customers. Effective for usage occurring September 1, 2016, and thereafter, PGW will cease applying the Migration/Reverse Migration Rider.

NATURAL GAS DISTRIBUTION COMPANY (NGDC) – A state regulated natural gas utility which owns the gas lines and equipment necessary to deliver natural gas to the consumer.

PAYMENT AGREEMENT PLANS – If you are behind and cannot pay your full bill, PGW offers special payment plans. Call our Collection Department at 215 235-1777 or visit any of our Customer Service Centers.

STATE SALES TAX – An approximate amount of your bill that is used to pay taxes to the Commonwealth of Pennsylvania.

WEATHER NORMALIZATION ADJUSTMENT (WNA) – An adjustment approved by the Pennsylvania Public Utility Commission as a way to help PGW stabilize its income and operate more efficiently within its budget during the heating season.

NATURAL GAS SUPPLIER

If you have selected a Natural Gas Supplier other than PGW, the Natural Gas Supplier is responsible for the billing of Natural Gas Supplier charges, unless your charges are consolidated on your PGW bill. PGW will bill for gas delivery according to the tariff for your rate class. Commodity prices and charges are set by the Natural Gas Supplier you have chosen. The Public Utility Commission regulates the distribution prices and services.

RIGHTS & OBLIGATIONS

A summary of your rights and obligations as a PGW customer will be made available upon request. A Rate Schedule and an explanation of how to verify the accuracy of a bill and an explanation of the various charges will be made available upon request.

Electronic Check Recovery Authorization

When you pay by check, preauthorized bank draft, ACH, or by a telephone authorized transaction you expressly authorized PGW, if your check is dishonored or returned for any reason, to electronically debit your account for the amount of the check plus a processing fee not to exceed the state maximum legal limit (plus all applicable sales tax). The use of a check for payment is your acknowledgement of this policy and its terms.

Mailing Address

Name _____
 Street _____
 City _____ State _____ Zip _____
 Telephone (____) _____

Service Location (Address of Property)

Street _____
 City _____ State _____ Zip _____
 Telephone (____) _____



LONEDA A ALLEN
5055 N FRANKLIN ST
PHILA PA 19120-3111

Page: 3 of 4
Billing Date: Sep 12, 2017
Account Number: 2113326541

Payments Received Aug 18, 2017 Bank \$100.00
Total Payments \$100.00

Meter Detail Meter #: 02129570 Cycle #: 07 Next Meter Read: Oct 09, 2017
Service Point ID: 9972167659

From			To			Difference	Usage (Ccf)	Conversion Factor	Total Therms
Date	Reading	Type	Date	Reading	Type				
08/08/2017	4456	Actual	09/08/2017	4465	Actual	9	9.00	1.0369	9.33

Current Basic Charges

SA ID# 5479801544, 5055 N FRANKLIN ST
Residential Heat & Domestic

Supply Charges

Commodity Charge 6.68 Ccf @ \$0.49476 \$3.30
Total Supply Charges \$3.30

Delivery Charges

Customer Charge @ \$12.00 \$8.90
Distribution Charge 6.68 Ccf @ \$0.78527 \$5.25
Distribution System Improvement Charge 8.8% \$1.25
Gas Cost Adjustment @ -\$0.00938 -\$0.06
Total Delivery Charges \$15.34

Supply Charges

Commodity Charge 2.32 Ccf @ \$0.44532 \$1.03
Total Supply Charges \$1.03

Delivery Charges

Customer Charge @ \$12.00 \$3.10
Distribution Charge 2.32 Ccf @ \$0.77826 \$1.81
Distribution System Improvement Charge 8.8% \$0.43
Gas Cost Adjustment @ -\$0.00666 -\$0.02

Total Delivery Charges \$5.32
Total Current Billing Charges \$24.99

PGW Messages

Effective Sept. 1, 2017 PGW rates have changed. Commodity Charge decreased to \$0.44532 per CCF. Gas Cost Adjustment increased to \$(0.00666). Distribution Charge decreased to \$0.77826. The changes will decrease the typical residential heating bill by about \$41.30 a year.

Your estimated gas price to compare is \$0.43892 per CCF. This may change in March, June, September and December.



RECEIVED

JUL - 9 2018

PA PUBLIC UTILITY COMMISSION
SECRETARY'S BUREAU

**LONEDA A ALLEN
5055 N FRANKLIN ST
PHILA PA 19120-3111**

Page: 4 of 4
Billing Date: Sep 12, 2017
Account Number: 2113326541

Shopping Information Box

When shopping for Natural Gas with a Natural Gas Supplier, please provide the following:

PGW Account #: 2113326541
Service Point ID: 9972167659
Rate Class: General Service Residential
Rate Schedule: GSR

If you are already shopping know your contract expiration date.



PHILADELPHIA GAS WORKS

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

Page: 1 of 3
Billing Date: Aug 09, 2017
Account Number: 2113326541

MONTHLY STATEMENT

From Jul 10, 2017 thru Aug 08, 2017 (29 Days)

LONEDA A ALLEN
5055 N FRANKLIN ST
PHILA PA 19120-3111

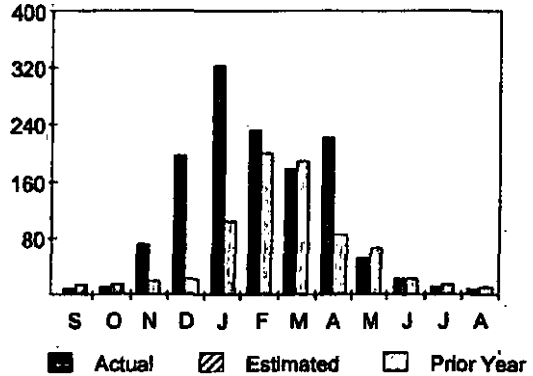
Thank you for your payment of \$100.00

Billing Summary

Past Due Amount \$1,210.88
Current Charges \$23.77

Total Amount Due By
Sep 01, 2017 \$1,234.65

Energy Usage Information



- Average daily temperature 78.6 °F.
- Your average dally cost is \$0.82 compared to \$0.80 last year.
- For the last 12 months:
 - Your total usage is 1331 Ccf.
 - Your average monthly usage is 110.92 Ccf.

We work for Philadelphia. As a customer of PGW, you welcome us into your home and business each day. We'd like to return the favor by introducing weworkforphilly.com, a way for us to share stories about our positive impact on the City.

Be Sure Before You Open the Door. Before letting anyone claiming to be a utility worker into your home or business always ask for ID. If you're still unsure, call 911. The Philadelphia Police Department has a direct line to PGW and can verify the claim.

Our customers are essential partners in our mission. Thank you for giving PGW the opportunity to serve you.

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



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

Account Number: 2113326541
Due Date: Sep 01, 2017
Please Pay: \$1,234.65

Amount Enclosed: \$

038575 000004285



LONEDA A ALLEN
5055 N FRANKLIN ST
PHILA PA 19120-3111



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

0021133265418000000001234655

GENERAL INFORMATION

ACCESS YOUR ACCOUNT ONLINE
www.pgworks.com

CONTACT US BY PHONE
 Gas Leaks & Emergencies (24/7) 215-235-1212
 Billing & General Information (8am to 6pm, M-F) 215-235-1000
 Appliance Service 215-235-2050
 Report Theft of Gas 215-684-6383
 Hearing Impaired TTY Line 215-236-4646

VISIT A CUSTOMER SERVICE CENTER
(9AM TO 5PM)

Center City	1137 Chestnut St. (M, T, TH, F)
Germantown	212 W. Chelton Ave. (T, W, F)
S. Philadelphia	1601 S Broad St. (M, W, TH)
Frankford	4410 Frankford Ave. (T, TH, F)
N. Philadelphia	1337 W. Erie Ave. (M, W, TH)
W. Philadelphia	5230 Chestnut St. (M, T, W, F)

EXPLANATION OF TERMS

BUDGET PLAN – This plan is available to all residential customers who are not in arrears. It spreads your payments over a 12 month plan. You may start the Budget Plan at any time. To do so, or for more information, call 215 235-1000 or visit any of our Customer Service Centers.

CCF - 100 cubic feet of gas. This is a measure of gas usage. **DEKATHERMS (DTH)** - A measure of the heat content value of gas. Gas usage is determined by multiplying the MCF used by the heat content value of the gas. One DTH equals approximately nine hundred seventy cubic feet. **MCF** - 1,000 cubic feet of gas.

COMMODITY CHARGE – The charge for basic gas supply service which is sold either by volume (ccf or mcf) or heating value (dekatherms).

CUSTOMER CHARGE – A monthly charge to cover NGDC costs such as maintaining the lines, meter reading and billing.

DISTRIBUTION CHARGES – The charge for delivery of natural gas from the city gate to the consumer.

GAS COST ADJUSTMENT – Amount billed or credited each month to account for differences between projected and actual gas supply costs of the Natural Gas Distribution Company.

METER READING INFORMATION – PGW shall use its best effort to obtain an actual meter reading regularly, and at least every six months for customers without automatic meter reading devices. When the meter is not read, we estimate your gas use. To avoid estimates, you may read your own meter and tell us the reading by calling 215-235-1000 at any time. We also offer stamped, pre-addressed post cards, which you can use to send us your meter reading by the specified date. To request a supply of these cards, call 215 235-1000, or write us at P.O. Box 3500, Philadelphia, PA 19122.

MIGRATION RIDER – Applies to customers switching to an alternative gas supplier or interruptible service. Credits or surcharges a customer's bill for gas costs that the company paid during the time that the customer bought gas from PGW but which have not yet been fully recovered from or paid back to customers. Effective for usage occurring September 1, 2016, and thereafter, PGW will cease applying the Migration/Reverse Migration Rider.

NATURAL GAS DISTRIBUTION COMPANY (NGDC) – A state regulated natural gas utility which owns the gas lines and equipment necessary to deliver natural gas to the consumer.

PAYMENT AGREEMENT PLANS – If you are behind and cannot pay your full bill, PGW offers special payment plans. Call our Collection Department at 215 235-1777 or visit any of our Customer Service Centers.

STATE SALES TAX – An approximate amount of your bill that is used to pay taxes to the Commonwealth of Pennsylvania.

WEATHER NORMALIZATION ADJUSTMENT (WNA) – An adjustment approved by the Pennsylvania Public Utility Commission as a way to help PGW stabilize its income and operate more efficiently within its budget during the heating season.

NATURAL GAS SUPPLIER

If you have selected a Natural Gas Supplier other than PGW, the Natural Gas Supplier is responsible for the billing of Natural Gas Supplier charges, unless your charges are consolidated on your PGW bill. PGW will bill for gas delivery according to the tariff for your rate class. Commodity prices and charges are set by the Natural Gas Supplier you have chosen. The Public Utility Commission regulates the distribution prices and services.

RIGHTS & OBLIGATIONS

A summary of your rights and obligations as a PGW customer will be made available upon request. A Rate Schedule and an explanation of how to verify the accuracy of a bill and an explanation of the various charges will be made available upon request.

Electronic Check Recovery Authorization

When you pay by check, preauthorized bank draft, ACH, or by a telephone authorized transaction you expressly authorized PGW, if your check is dishonored or returned for any reason, to electronically debit your account for the amount of the check plus a processing fee not to exceed the state maximum legal limit (plus all applicable sales tax). The use of a check for payment is your acknowledgement of this policy and its terms.

Mailing Address

Name _____
 Street _____
 City _____ State _____ Zip _____
 Telephone (_____) _____

Service Location (Address of Property)

Street _____
 City _____ State _____ Zip _____
 Telephone (_____) _____



LONEDA A ALLEN
5055 N FRANKLIN ST
PHILA PA 19120-3111

Page: 3 of 3
Billing Date: Aug 09, 2017
Account Number: 2113326541

Payments Received	Jul 22, 2017 Bank	\$100.00
Total Payments		\$100.00

Meter Detail Meter #: 02129570 Cycle #: 07 Next Meter Read: Sep 08, 2017
Service Point ID: 9972167659

From			To			Difference	Usage (Ccf)	Conversion Factor	Total Therms
Date	Reading	Type	Date	Reading	Type				
07/10/2017	4448	Actual	08/08/2017	4456	Actual	8	8.00	1.0341	8.27

Current Basic Charges

SA ID# 5479801544, 5055 N FRANKLIN ST
Residential Heat & Domestic

Supply Charges

Commodity Charge 8 Ccf @ \$0.49476 \$3.96
Total Supply Charges \$3.96

Delivery Charges

Customer Charge @ \$12.00 \$12.00
Distribution Charge 8 Ccf @ \$0.78527 \$6.28
Distribution System Improvement Charge 8.8% \$1.61
Gas Cost Adjustment @ -\$0.00938 -\$0.08
Total Delivery Charges \$19.81
Total Current Billing Charges \$23.77

PGW Messages

Your estimated gas price to compare is \$0.48567 per CCF. This may change in March, June, September and December.

Shopping Information Box

When shopping for Natural Gas with a Natural Gas Supplier, please provide the following:

PGW Account #: 2113326541
Service Point ID: 9972167659
Rate Class: General Service Residential
Rate Schedule: GSR

If you are already shopping know your contract expiration date.

RECEIVED
JUL - 9 2018
PA PUBLIC UTILITY COMMISSION
SECRETARY'S BUREAU





PHILADELPHIA GAS WORKS

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

Page: 1 of 3
Billing Date: Jul 11, 2017
Account Number: 2113326541

MONTHLY STATEMENT

From Jun 08, 2017 thru Jul 10, 2017 (32 Days)

LONEDA A ALLEN
5055 N FRANKLIN ST
PHILA PA 19120-3111

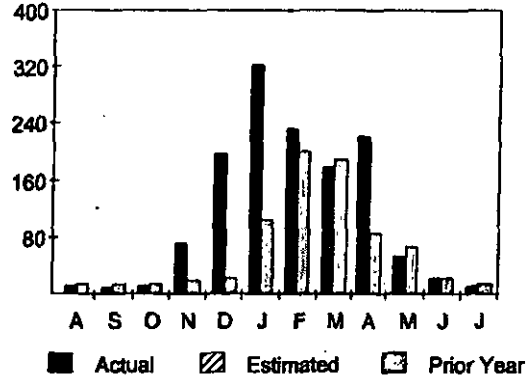
Thank you for your payment of \$50.00

Billing Summary

Past Due Amount \$1,283.08
Current Charges \$27.80

Total Amount Due By
Aug 03, 2017 \$1,310.88

Energy Usage Information



- Average daily temperature 78.0 °F.
- Your average daily cost is \$0.87 compared to \$0.94 last year.
- For the last 12 months:
 - Your total usage is 1333 Ccf.
 - Your average monthly usage is 111.08 Ccf.

Vacationing this summer? Sign up for E-bill through My Account and have your PGW bill sent directly to your email. Go paperless at pgworks.com

Call 811 before you dig - Have a project that requires digging? Call 8-1-1 before you begin so utility service lines can be marked, ensuring your safety and the safety of others. Remember, it's the law.

Declare your independence from writing checks every month! Sign up for Autopay by visiting the Customer Care section of pgworks.com

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



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

Account Number: 2113326541
Due Date: Aug 03, 2017
Please Pay: \$1,310.88

Amount Enclosed: \$

038584 000004378



LONEDA A ALLEN
5055 N FRANKLIN ST
PHILA PA 19120-3111



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

0021133265418000000001310885

GENERAL INFORMATION

ACCESS YOUR ACCOUNT ONLINE

www.pgworks.com

CONTACT US BY PHONE

Gas Leaks & Emergencies (24/7) 215-235-1212
Billing & General Information (8am to 6pm, M-F) 215-235-1000
Appliance Service 215-235-2050
Report Theft of Gas 215-684-6383
Hearing Impaired TTY Line 215-236-4646

VISIT A CUSTOMER SERVICE CENTER

(9AM TO 5PM)

Center City	1137 Chestnut St. (M, T, TH, F)
Germantown	212 W. Chelton Ave. (T, W, F)
S. Philadelphia	1601 S Broad St. (M, W, TH)
Frankford	4410 Frankford Ave. (T, TH, F)
N. Philadelphia	1337 W. Erie Ave. (M, W, TH)
W. Philadelphia	5230 Chestnut St. (M, T, W, F)

EXPLANATION OF TERMS

BUDGET PLAN - This plan is available to all residential customers who are not in arrears. It spreads your payments over a 12 month plan. You may start the Budget Plan at any time. To do so, or for more information, call 215 235-1000 or visit any of our Customer Service Centers.

CCF - 100 cubic feet of gas. This is a measure of gas usage. **DEKATHERMS (DTH)** - A measure of the heat content value of gas. Gas usage is determined by multiplying the MCF used by the heat content value of the gas. One DTH equals approximately nine hundred seventy cubic feet. **MCF** - 1,000 cubic feet of gas.

COMMODITY CHARGE - The charge for basic gas supply service which is sold either by volume (ccf or mcf) or heating value (dekatherms).

CUSTOMER CHARGE - A monthly charge to cover NGDC costs such as maintaining the lines, meter reading and billing.

DISTRIBUTION CHARGES - The charge for delivery of natural gas from the city gate to the consumer.

GAS COST ADJUSTMENT - Amount billed or credited each month to account for differences between projected and actual gas supply costs of the Natural Gas Distribution Company.

METER READING INFORMATION - PGW shall use its best effort to obtain an actual meter reading regularly, and at least every six months for customers without automatic meter reading devices. When the meter is not read, we estimate your gas use. To avoid estimates, you may read your own meter and tell us the reading by calling 215-235-1000 at any time. We also offer stamped, pre-addressed post cards, which you can use to send us your meter reading by the specified date. To request a supply of these cards, call 215 235-1000, or write us at P.O. Box 3500, Philadelphia, PA 19122.

MIGRATION RIDER - Applies to customers switching to an alternative gas supplier or interruptible service. Credits or surcharges a customer's bill for gas costs that the company paid during the time that the customer bought gas from PGW but which have not yet been fully recovered from or paid back to customers. Effective for usage occurring September 1, 2016, and thereafter, PGW will cease applying the Migration/Reverse Migration Rider.

NATURAL GAS DISTRIBUTION COMPANY (NGDC) - A state regulated natural gas utility which owns the gas lines and equipment necessary to deliver natural gas to the consumer.

PAYMENT AGREEMENT PLANS - If you are behind and cannot pay your full bill, PGW offers special payment plans. Call our Collection Department at 215 235-1777 or visit any of our Customer Service Centers.

STATE SALES TAX - An approximate amount of your bill that is used to pay taxes to the Commonwealth of Pennsylvania.

WEATHER NORMALIZATION ADJUSTMENT (WNA) - An adjustment approved by the Pennsylvania Public Utility Commission as a way to help PGW stabilize its income and operate more efficiently within its budget during the heating season.

NATURAL GAS SUPPLIER

If you have selected a Natural Gas Supplier other than PGW, the Natural Gas Supplier is responsible for the billing of Natural Gas Supplier charges, unless your charges are consolidated on your PGW bill. PGW will bill for gas delivery according to the tariff for your rate class. Commodity prices and charges are set by the Natural Gas Supplier you have chosen. The Public Utility Commission regulates the distribution prices and services.

RIGHTS & OBLIGATIONS

A summary of your rights and obligations as a PGW customer will be made available upon request. A Rate Schedule and an explanation of how to verify the accuracy of a bill and an explanation of the various charges will be made available upon request.

Electronic Check Recovery Authorization

When you pay by check, preauthorized bank draft, ACH, or by a telephone authorized transaction you expressly authorized PGW, if your check is dishonored or returned for any reason, to electronically debit your account for the amount of the check plus a processing fee not to exceed the state maximum legal limit (plus all applicable sales tax). The use of a check for payment is your acknowledgement of this policy and its terms.

Mailing Address

Name _____
Street _____
City _____ State _____ Zip _____
Telephone (____) _____

Service Location (Address of Property)

Street _____
City _____ State _____ Zip _____
Telephone (____) _____



LONEDA A ALLEN
5055 N FRANKLIN ST
PHILA PA 19120-3111

Page: 3 of 3
Billing Date: Jul 11, 2017
Account Number: 2113326541

Payments Received	Jun 27, 2017 Bank	\$50.00
	Total Payments	\$50.00

Meter Detail Meter #: 02129570 Cycle #: 07 Next Meter Read: Aug 08, 2017
Service Point ID: 9972167659

From			To			Difference	Usage (Ccf)	Conversion Factor	Total Therms
Date	Reading	Type	Date	Reading	Type				
06/08/2017	4437	Actual	07/10/2017	4448	Actual	11	11.00	1.0328	11.36

Current Basic Charges

SA ID# 5479801544, 5055 N FRANKLIN ST
Residential Heat & Domestic

Supply Charges

Commodity Charge 11 Ccf @ \$0.49476 \$5.44
Total Supply Charges \$5.44

Delivery Charges

Customer Charge @ \$12.00 \$12.00
Distribution Charge 11 Ccf @ \$0.78527 \$8.64
Distribution System Improvement Charge 8.8% \$1.82
Gas Cost Adjustment @ -\$0.00938 -\$0.10
Total Delivery Charges \$22.36
Total Current Billing Charges \$27.80

PGW Messages

Your Easy Way budget plan has been canceled. Please pay the full amount of your bill each month. Thank you.

Your estimated gas price to compare is \$0.48567 per CCF. This may change in March, June, September and December.

Shopping Information Box

When shopping for Natural Gas with a Natural Gas Supplier, please provide the following:

PGW Account #: 2113326541
Service Point ID: 9972167659
Rate Class: General Service Residential
Rate Schedule: GSR

If you are already shopping know your contract expiration date.





PHILADELPHIA GAS WORKS

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

Page: 1 of 4
Billing Date: Jun 10, 2017
Account Number: 2113326541

MONTHLY STATEMENT

From May 09, 2017 thru Jun 08, 2017 (30 Days)

LONEDA A ALLEN
5055 N FRANKLIN ST
PHILA PA 19120-3111

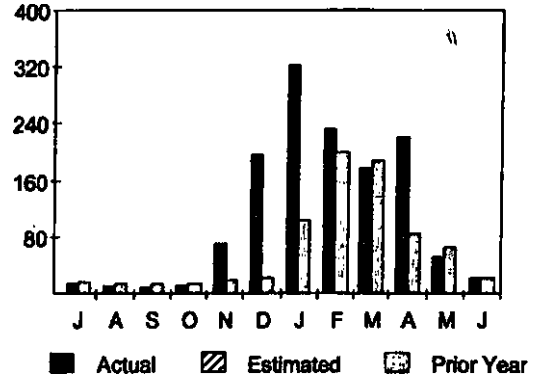
Thank you for your payment of \$100.00

Billing Summary

Past Due Amount \$191.00
Budget Bill 12 \$242.00
Current Agreement Charges \$30.00

Total Amount Due By Jul 05, 2017 \$463.00

Energy Usage Information



- Average daily temperature 65.4 °F.
- Your average daily cost is \$1.42 compared to \$1.34 last year.
- For the last 12 months:
 - Your total usage is 1335 Ccf.
 - Your average monthly usage is 111.25 Ccf.

Keep it lit. Leave your heater's pilot on to keep heater equipment dry, rust-free and at-the-ready.

Call 8-1-1 before you dig. Have a project that requires digging? Call 8-1-1 three business days before you plan to dig to have utility lines marked. Remember, it's the law.

Manage your PGW bill online. How? Visit pgworks.com and set up a My Account. Pay your bill, view gas usage and billing history, and get helpful efficiency information - all in one place. Visit pgworks.com today.

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



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

Account Number: 2113326541
Due Date: Jul 05, 2017
Please Pay: \$463.00

Amount Enclosed: \$

039174 000004339



LONEDA A ALLEN
5055 N FRANKLIN ST
PHILA PA 19120-3111



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

0021133265418000000000463008

GENERAL INFORMATION

ACCESS YOUR ACCOUNT ONLINE
www.pgworks.com

CONTACT US BY PHONE
 Gas Leaks & Emergencies (24/7) 215-235-1212
 Billing & General Information (8am to 6pm, M-F) 215-235-1000
 Appliance Service 215-235-2050
 Report Theft of Gas 215-684-6383
 Hearing Impaired TTY Line 215-236-4646

VISIT A CUSTOMER SERVICE CENTER
(9AM TO 5PM)

Center City	1137 Chestnut St. (M, T, TH, F)
Germantown	212 W. Chelton Ave. (T, W, F)
S. Philadelphia	1601 S Broad St. (M, W, TH)
Frankford	4410 Frankford Ave. (T, TH, F)
N. Philadelphia	1337 W. Erie Ave. (M, W, TH)
W. Philadelphia	5230 Chestnut St. (M, T, W, F)

EXPLANATION OF TERMS

BUDGET PLAN – This plan is available to all residential customers who are not in arrears. It spreads your payments over a 12 month plan. You may start the Budget Plan at any time. To do so, or for more information, call 215 235-1000 or visit any of our Customer Service Centers.

CCF - 100 cubic feet of gas. This is a measure of gas usage. **DEKATHERMS (DTH)** - A measure of the heat content value of gas. Gas usage is determined by multiplying the MCF used by the heat content value of the gas. One DTH equals approximately nine hundred seventy cubic feet. **MCF** - 1,000 cubic feet of gas.

COMMODITY CHARGE – The charge for basic gas supply service which is sold either by volume (ccf or mcf) or heating value (dekatherms).

CUSTOMER CHARGE – A monthly charge to cover NGDC costs such as maintaining the lines, meter reading and billing.

DISTRIBUTION CHARGES – The charge for delivery of natural gas from the city gate to the consumer.

GAS COST ADJUSTMENT – Amount billed or credited each month to account for differences between projected and actual gas supply costs of the Natural Gas Distribution Company.

METER READING INFORMATION – PGW shall use its best effort to obtain an actual meter reading regularly, and at least every six months for customers without automatic meter reading devices. When the meter is not read, we estimate your gas use. To avoid estimates, you may read your own meter and tell us the reading by calling 215-235-1000 at any time. We also offer stamped, pre-addressed post cards, which you can use to send us your meter reading by the specified date. To request a supply of these cards, call 215 235-1000, or write us at P.O. Box 3500, Philadelphia, PA 19122.

MIGRATION RIDER – Applies to customers switching to an alternative gas supplier or interruptible service. Credits or surcharges a customer's bill for gas costs that the company paid during the time that the customer bought gas from PGW but which have not yet been fully recovered from or paid back to customers. Effective for usage occurring September 1, 2016, and thereafter, PGW will cease applying the Migration/Reverse Migration Rider.

NATURAL GAS DISTRIBUTION COMPANY (NGDC) – A state regulated natural gas utility which owns the gas lines and equipment necessary to deliver natural gas to the consumer.

PAYMENT AGREEMENT PLANS – If you are behind and cannot pay your full bill, PGW offers special payment plans. Call our Collection Department at 215 235-1777 or visit any of our Customer Service Centers.

STATE SALES TAX – An approximate amount of your bill that is used to pay taxes to the Commonwealth of Pennsylvania.

WEATHER NORMALIZATION ADJUSTMENT (WNA) – An adjustment approved by the Pennsylvania Public Utility Commission as a way to help PGW stabilize its income and operate more efficiently within its budget during the heating season.

NATURAL GAS SUPPLIER

If you have selected a Natural Gas Supplier other than PGW, the Natural Gas Supplier is responsible for the billing of Natural Gas Supplier charges, unless your charges are consolidated on your PGW bill. PGW will bill for gas delivery according to the tariff for your rate class. Commodity prices and charges are set by the Natural Gas Supplier you have chosen. The Public Utility Commission regulates the distribution prices and services.

RIGHTS & OBLIGATIONS

A summary of your rights and obligations as a PGW customer will be made available upon request. A Rate Schedule and an explanation of how to verify the accuracy of a bill and an explanation of the various charges will be made available upon request.

Electronic Check Recovery Authorization

When you pay by check, preauthorized bank draft, ACH, or by a telephone authorized transaction you expressly authorized PGW, if your check is dishonored or returned for any reason, to electronically debit your account for the amount of the check plus a processing fee not to exceed the state maximum legal limit (plus all applicable sales tax). The use of a check for payment is your acknowledgement of this policy and its terms.

Mailing Address

Name _____
 Street _____
 City _____ State _____ Zip _____
 Telephone (____) _____

Service Location (Address of Property)

Street _____
 City _____ State _____ Zip _____
 Telephone (____) _____



LONEDA A ALLEN
5055 N FRANKLIN ST
PHILA PA 19120-3111

Page: 3 of 4
Billing Date: Jun 10, 2017
Account Number: 2113326541

Payments Received	May 12, 2017 Bank	\$100.00
	Total Payments	\$100.00

Meter Detail Meter #: 02129570 Cycle #: 07 **Next Meter Read: Jul 10, 2017**
Service Point ID: 9972167659

From			To			Difference	Usage (Ccf)	Conversion Factor	Total Therms
Date	Reading	Type	Date	Reading	Type				
05/09/2017	4415	Actual	06/08/2017	4437	Actual	22	22.00	1.0342	22.75

Current Basic Charges

SA ID# 5479801544, 5055 N FRANKLIN ST
Residential Heat & Domestic

Supply Charges

Commodity Charge 16.13 Ccf @ \$0.52769	\$8.51
Total Supply Charges	\$8.51

Delivery Charges

Customer Charge @ \$12.00	\$8.80
Distribution Charge 16.13 Ccf @ \$0.78741	\$12.70
Distribution System Improvement Charge 8.8%	\$1.89
Gas Cost Adjustment @ -\$0.00826	-\$0.10
Weather Normalization Adjustment	-\$0.67
Total Delivery Charges	\$22.62

Supply Charges

Commodity Charge 5.87 Ccf @ \$0.49476	\$2.90
Total Supply Charges	\$2.90

Delivery Charges

Customer Charge @ \$12.00	\$3.20
Distribution Charge 5.87 Ccf @ \$0.78527	\$4.61
Distribution System Improvement Charge 8.8%	\$0.69
Gas Cost Adjustment @ -\$0.00938	-\$0.08
Total Delivery Charges	\$8.44
Total Current Billing Charges	\$42.47

Agreement Billing Information

Your remaining agreement balance is \$644.53. You have 21 installments remaining to satisfy your agreement.

Account Balance Information

Your account balance is \$1,333.08, which will become due if you fail to meet the terms of your agreement.



RECEIVED

JUL - 9 2018

PA PUBLIC UTILITY COMMISSION
SECRETARY'S BUREAU

LONEDA A ALLEN
5055 N FRANKLIN ST
PHILA PA 19120-3111

Page: 4 of 4
Billing Date: Jun 10, 2017
Account Number: 2113326541

**PGW
Messages**

Your Easy Way Budget is past due. Prompt payment will ensure the continuation of your budget plan.

Effective June 1, 2017 PGW rates have changed. Commodity Charge decreased to \$0.49476 per CCF. Gas Cost Adjustment decreased to \$(0.00938) per CCF. Distribution Charge decreased to \$0.78527. The changes will decrease the typical residential heating bill by about \$28.40 a year.

Your estimated gas price to compare is \$0.48567 per CCF. This may change in March, June, September and December.

Shopping Information Box

When shopping for Natural Gas with a Natural Gas Supplier, please provide the following:

PGW Account #: 2113326541
Service Point ID: 9972167659
Rate Class: General Service Residential
Rate Schedule: GSR

If you are already shopping know your contract expiration date.



PHILADELPHIA GAS WORKS

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

Page: 1 of 4
Billing Date: May 10, 2017
Account Number: 2113326541

MONTHLY STATEMENT

From Apr 10, 2017 thru May 09, 2017 (29 Days)

LONEDA A ALLEN
5055 N FRANKLIN ST
PHILA PA 19120-3111

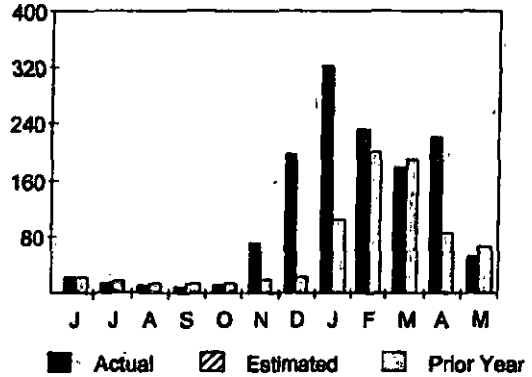
Thank you for your payments, totaling \$300.00

Billing Summary

Past Due Amount \$19.00
Budget Bill 11 \$242.00
Current Agreement Charges \$30.00

Total Amount Due By
Jun 05, 2017 **\$291.00**

Energy Usage Information



- Average daily temperature 61.5 °F.
- Your average daily cost is \$3.34 compared to \$2.89 last year.
- For the last 12 months:
 - Your total usage is 1336 Ccf.
 - Your average monthly usage is 111.33 Ccf.

We're social! Like us on Facebook, follow us on Twitter @MyPGW & connect with us on Nextdoor at nextdoor.com/mypgw.

Call 811 before you dig - Have a project that requires digging? Call 8-1-1 before you begin so utility service lines can be marked, ensuring your safety and the safety of others. Remember, it's the law.

Did you know you can shop for your natural gas service through Gas Choice? For more information, and to learn how you can opt out of having your information shared with competitive suppliers for marketing purposes, visit pgworks.com/residential/customer-care/gaschoice or call 215-235-1000 (residential) or 215-235-7077 (commercial).

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



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

Account Number: 2113326541
Due Date: Jun 05, 2017
Please Pay: \$291.00

Amount Enclosed: \$

038805 000004445



LONEDA A ALLEN
5055 N FRANKLIN ST
PHILA PA 19120-3111



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

002113326541800000000291003

GENERAL INFORMATION

ACCESS YOUR ACCOUNT ONLINE www.pgworks.com		VISIT A CUSTOMER SERVICE CENTER (9AM TO 5PM)	
CONTACT US BY PHONE		Center City	1137 Chestnut St. (M, T, TH, F)
Gas Leaks & Emergencies (24/7)	215-235-1212	Germantown	212 W. Chelton Ave. (T, W, F)
Billing & General Information (8am to 6pm, M-F)	215-235-1000	S. Philadelphia	1601 S Broad St. (M, W, TH)
Appliance Service	215-235-2050	Frankford	4410 Frankford Ave. (T, TH, F)
Report Theft of Gas	215-684-6383	N. Philadelphia	1337 W. Erie Ave. (M, W, TH)
Hearing Impaired TTY Line	215-236-4646	W. Philadelphia	5230 Chestnut St. (M, T, W, F)

EXPLANATION OF TERMS

BUDGET PLAN – This plan is available to all residential customers who are not in arrears. It spreads your payments over a 12 month plan. You may start the Budget Plan at any time. To do so, or for more information, call 215 235-1000 or visit any of our Customer Service Centers.

CCF - 100 cubic feet of gas. This is a measure of gas usage. **DEKATHERMS (DTH)** - A measure of the heat content value of gas. Gas usage is determined by multiplying the MCF used by the heat content value of the gas. One DTH equals approximately nine hundred seventy cubic feet. **MCF** - 1,000 cubic feet of gas.

COMMODITY CHARGE – The charge for basic gas supply service which is sold either by volume (ccf or mcf) or heating value (dekatherms).

CUSTOMER CHARGE – A monthly charge to cover NGDC costs such as maintaining the lines, meter reading and billing.

DISTRIBUTION CHARGES – The charge for delivery of natural gas from the city gate to the consumer.

GAS COST ADJUSTMENT – Amount billed or credited each month to account for differences between projected and actual gas supply costs of the Natural Gas Distribution Company.

METER READING INFORMATION – PGW shall use its best effort to obtain an actual meter reading regularly, and at least every six months for customers without automatic meter reading devices. When the meter is not read, we estimate your gas use. To avoid estimates, you may read your own meter and tell us the reading by calling 215-235-1000 at any time. We also offer stamped, pre-addressed post cards, which you can use to send us your meter reading by the specified date. To request a supply of these cards, call 215 235-1000, or write us at P.O. Box 3500, Philadelphia, PA 19122.

MIGRATION RIDER – Applies to customers switching to an alternative gas supplier or interruptible service. Credits or surcharges a customer's bill for gas costs that the company paid during the time that the customer bought gas from PGW but which have not yet been fully recovered from or paid back to customers. Effective for usage occurring September 1, 2016, and thereafter, PGW will cease applying the Migration/Reverse Migration Rider.

NATURAL GAS DISTRIBUTION COMPANY (NGDC) – A state regulated natural gas utility which owns the gas lines and equipment necessary to deliver natural gas to the consumer.

PAYMENT AGREEMENT PLANS – If you are behind and cannot pay your full bill, PGW offers special payment plans. Call our Collection Department at 215 235-1777 or visit any of our Customer Service Centers.

STATE SALES TAX – An approximate amount of your bill that is used to pay taxes to the Commonwealth of Pennsylvania.

WEATHER NORMALIZATION ADJUSTMENT (WNA) – An adjustment approved by the Pennsylvania Public Utility Commission as a way to help PGW stabilize its income and operate more efficiently within its budget during the heating season.

NATURAL GAS SUPPLIER

If you have selected a Natural Gas Supplier other than PGW, the Natural Gas Supplier is responsible for the billing of Natural Gas Supplier charges, unless your charges are consolidated on your PGW bill. PGW will bill for gas delivery according to the tariff for your rate class. Commodity prices and charges are set by the Natural Gas Supplier you have chosen. The Public Utility Commission regulates the distribution prices and services.

RIGHTS & OBLIGATIONS

A summary of your rights and obligations as a PGW customer will be made available upon request. A Rate Schedule and an explanation of how to verify the accuracy of a bill and an explanation of the various charges will be made available upon request.

Electronic Check Recovery Authorization

When you pay by check, preauthorized bank draft, ACH, or by a telephone authorized transaction you expressly authorized PGW, if your check is dishonored or returned for any reason, to electronically debit your account for the amount of the check plus a processing fee not to exceed the state maximum legal limit (plus all applicable sales tax). The use of a check for payment is your acknowledgement of this policy and its terms.

Mailing Address

Name _____
 Street _____
 City _____ State _____ Zip _____
 Telephone (____) _____

Service Location (Address of Property)

Street _____
 City _____ State _____ Zip _____
 Telephone (____) _____



LONEDA A ALLEN
5055 N FRANKLIN ST
PHILA PA 19120-3111

Page: 3 of 4
Billing Date: May 10, 2017
Account Number: 2113326541

Payments Received	Apr 14, 2017 Bank	\$120.00
	Apr 12, 2017 Bank	\$180.00
	Total Payments	\$300.00

Meter Detail Meter #: 02129570 Cycle #: 07 Next Meter Read: Jun 08, 2017
Service Point ID: 9972167659

From			To			Difference	Usage (Ccf)	Conversion Factor	Total Therms
Date	Reading	Type	Date	Reading	Type				
04/10/2017	4364	Actual	05/09/2017	4415	Actual	51	51.00	1.0373	52.90

Current Basic Charges

SA ID# 5479801544, 5055 N FRANKLIN ST
Residential Heat & Domestic

Supply Charges

Commodity Charge 51 Ccf @ \$0.52769	\$26.91
Total Supply Charges	\$26.91

Delivery Charges

Customer Charge @ \$12.00	\$12.00
Distribution Charge 51 Ccf @ \$0.78741	\$40.16
Distribution System Improvement Charge 8.8%	\$4.59
Gas Cost Adjustment @ -\$0.00626	-\$0.32
Weather Normalization Adjustment	\$13.61
Total Delivery Charges	\$70.04
Total Current Billing Charges	\$96.95

Agreement Billing Information

Your remaining agreement balance is \$674.53. You have 22 instaliments remaining to satisfy your agreement.

Account Balance Information

Your account balance is \$1,390.61, which will become due if you fail to meet the terms of your agreement.

PGW Messages

Your Easy Way Budget is past due. Prompt payment will ensure the continuation of your budget plan.

Your estimated gas price to compare is \$0.52160 per CCF. This may change in March, June, September and December.



LONEDA A ALLEN
5055 N FRANKLIN ST
PHILA PA 19120-3111

Page: 4 of 4
Billing Date: May 10, 2017
Account Number: 2113326541

Shopping Information Box

When shopping for Natural Gas with a Natural Gas Supplier, please provide the following:

PGW Account #: 2113326541
Service Point ID: 9972167659
Rate Class: General Service Residential
Rate Schedule: GSR

If you are already shopping know your contract expiration date.



PHILADELPHIA GAS WORKS

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

Page: 1 of 3
Billing Date: Feb 11, 2017
Account Number: 2113326541

MONTHLY STATEMENT

From Jan 11, 2017 thru Feb 09, 2017 (29 Days)

LONEDA A ALLEN
5055 N FRANKLIN ST
PHILA PA 19120-3111

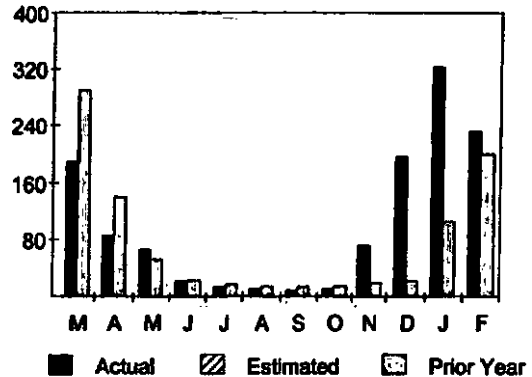
Thank you for your payments, totaling \$300.00

Billing Summary

Budget Bill 8 \$147.00
Current Agreement Charges \$30.00

Total Amount Due By
Mar 08, 2017 **\$177.00**

Energy Usage Information



- Average daily temperature 41.5 °F.
- Your average daily cost is \$12.50 compared to \$8.93 last year.
- For the last 12 months:
 - Your total usage is 1225 Ccf.
 - Your average monthly usage is 102.08 Ccf.

Think you smell gas? Call us immediately - 215-235-1212.

Be Sure Before You Open the Door. Before letting anyone claiming to be a utility worker into your home, always ask for ID. Unsure? Call PGW or 911.

Now is the time to act if you're having difficulties paying your bill. If you need help establishing a payment arrangement or you want to learn about our low income programs, you may contact a Customer Service Representative at (215) 235-1000. For information regarding your commercial account, please contact the Commercial Resource Center at (215) 235-7077.

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



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

Account Number: 2113326541
Due Date: Mar 08, 2017
Please Pay: \$177.00

Amount Enclosed: \$

038720 000004210



LONEDA A ALLEN
5055 N FRANKLIN ST
PHILA PA 19120-3111



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

0021133265418000000000177004

GENERAL INFORMATION

ACCESS YOUR ACCOUNT ONLINE
www.pgworks.com

CONTACT US BY PHONE

Gas Leaks & Emergencies (24/7) 215-235-1212
 Billing & General Information (8am to 6pm, M-F) 215-235-1000
 Appliance Service 215-235-2050
 Report Theft of Gas 215-684-6383
 Hearing Impaired TTY Line 215-236-4646

VISIT A CUSTOMER SERVICE CENTER
(9AM TO 5PM)

Center City	1137 Chestnut St. (M, T, TH, F)
Germantown	212 W. Chelton Ave. (T, W, F)
S. Philadelphia	1601 S Broad St. (M, W, TH)
Frankford	4410 Frankford Ave. (T, TH, F)
N. Philadelphia	1337 W. Erie Ave. (M, W, TH)
W. Philadelphia	5230 Chestnut St. (M, T, W, F)

EXPLANATION OF TERMS

BUDGET PLAN – This plan is available to all residential customers who are not in arrears. It spreads your payments over a 12 month plan. You may start the Budget Plan at any time. To do so, or for more information, call 215 235-1000 or visit any of our Customer Service Centers.

CCF - 100 cubic feet of gas. This is a measure of gas usage. **DEKATHERMS (DTH)** - A measure of the heat content value of gas. Gas usage is determined by multiplying the MCF used by the heat content value of the gas. One DTH equals approximately nine hundred seventy cubic feet. **MCF** - 1,000 cubic feet of gas.

COMMODITY CHARGE – The charge for basic gas supply service which is sold either by volume (ccf or mcf) or heating value (dekatherms).

CUSTOMER CHARGE – A monthly charge to cover NGDC costs such as maintaining the lines, meter reading and billing.

DISTRIBUTION CHARGES – The charge for delivery of natural gas from the city gate to the consumer.

GAS COST ADJUSTMENT – Amount billed or credited each month to account for differences between projected and actual gas supply costs of the Natural Gas Distribution Company.

METER READING INFORMATION – PGW shall use its best effort to obtain an actual meter reading regularly, and at least every six months for customers without automatic meter reading devices. When the meter is not read, we estimate your gas use. To avoid estimates, you may read your own meter and tell us the reading by calling 215-235-1000 at any time. We also offer stamped, pre-addressed post cards, which you can use to send us your meter reading by the specified date. To request a supply of these cards, call 215 235-1000, or write us at P.O. Box 3500, Philadelphia, PA 19122.

MIGRATION RIDER – Applies to customers switching to an alternative gas supplier or interruptible service. Credits or surcharges a customer's bill for gas costs that the company paid during the time that the customer bought gas from PGW but which have not yet been fully recovered from or paid back to customers. Effective for usage occurring September 1, 2016, and thereafter, PGW will cease applying the Migration/Reverse Migration Rider.

NATURAL GAS DISTRIBUTION COMPANY (NGDC) – A state regulated natural gas utility which owns the gas lines and equipment necessary to deliver natural gas to the consumer.

PAYMENT AGREEMENT PLANS – If you are behind and cannot pay your full bill, PGW offers special payment plans. Call our Collection Department at 215 235-1777 or visit any of our Customer Service Centers.

STATE SALES TAX – An approximate amount of your bill that is used to pay taxes to the Commonwealth of Pennsylvania.

WEATHER NORMALIZATION ADJUSTMENT (WNA) – An adjustment approved by the Pennsylvania Public Utility Commission as a way to help PGW stabilize its income and operate more efficiently within its budget during the heating season.

NATURAL GAS SUPPLIER

If you have selected a Natural Gas Supplier other than PGW, the Natural Gas Supplier is responsible for the billing of Natural Gas Supplier charges, unless your charges are consolidated on your PGW bill. PGW will bill for gas delivery according to the tariff for your rate class. Commodity prices and charges are set by the Natural Gas Supplier you have chosen. The Public Utility Commission regulates the distribution prices and services.

RIGHTS & OBLIGATIONS

A summary of your rights and obligations as a PGW customer will be made available upon request. A Rate Schedule and an explanation of how to verify the accuracy of a bill and an explanation of the various charges will be made available upon request.

Electronic Check Recovery Authorization

When you pay by check, preauthorized bank draft, ACH, or by a telephone authorized transaction you expressly authorized PGW, if your check is dishonored or returned for any reason, to electronically debit your account for the amount of the check plus a processing fee not to exceed the state maximum legal limit (plus all applicable sales tax). The use of a check for payment is your acknowledgement of this policy and its terms.

Mailing Address

Name _____
 Street _____
 City _____ State _____ Zip _____
 Telephone (____) _____

Service Location (Address of Property)

Street _____
 City _____ State _____ Zip _____
 Telephone (____) _____



LONEDA A ALLEN
5055 N FRANKLIN ST
PHILA PA 19120-3111

Page: 3 of 3
Billing Date: Feb 11, 2017
Account Number: 2113326541

Payments Received	Jan 18, 2017 LIHEAP	\$50.00
	Jan 20, 2017 Bank	\$50.00
	Jan 18, 2017 LIHEAP	\$200.00
	Total Payments	\$300.00

Meter Detail Meter #: 02129570 Cycle #: 07 Next Meter Read: Mar 10, 2017
Service Point ID: 9972167659

From			To			Difference	Usage (Ccf)	Conversion Factor	Total Therms
Date	Reading	Type	Date	Reading	Type				
01/11/2017	3731	Actual	02/09/2017	3964	Actual	233	233.00	1.0484	244.27

Current Basic Charges

SA ID# 5479801644, 5055 N FRANKLIN ST
Residential Heat & Domestic

Supply Charges

Commodity Charge 233 Ccf @ \$0.44417	\$103.49
Total Supply Charges	\$103.49

Delivery Charges

Customer Charge @ \$12.00	\$12.00
Distribution Charge 233 Ccf @ \$0.77183	\$179.84
Distribution System Improvement Charge 8.8%	\$16.88
Gas Cost Adjustment @ \$0.00494	\$1.15
Weather Normalization Adjustment	\$49.01
Total Delivery Charges	\$258.88
Total Current Billing Charges	\$362.37

RECEIVED

JUL 9 2018

PA PUBLIC UTILITY COMMISSION
SECRETARY'S BUREAU

Agreement Billing Information

Your remaining agreement balance is \$757.53. You have 25 installments remaining to satisfy your agreement.

Account Balance Information

Your account balance is \$1,324.26, which will become due if you fail to meet the terms of your agreement.

PGW Messages

Your estimated gas price to compare is \$0.43943 per CCF. This may change in March, June, September and December.

Shopping Information Box

When shopping for Natural Gas with a Natural Gas Supplier, please provide the following:

PGW Account #: 2113326541
Service Point ID: 9972167659
Rate Class: General Service Residential
Rate Schedule: GSR

If you are already shopping know your contract expiration date.





PHILADELPHIA GAS WORKS

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

Page: 1 of 4
Billing Date: Jan 12, 2017
Account Number: 2113326541

MONTHLY STATEMENT

From Dec 08, 2016 thru Jan 11, 2017 (34 Days)

LONEDA A ALLEN
5055 N FRANKLIN ST
PHILA PA 19120-3111

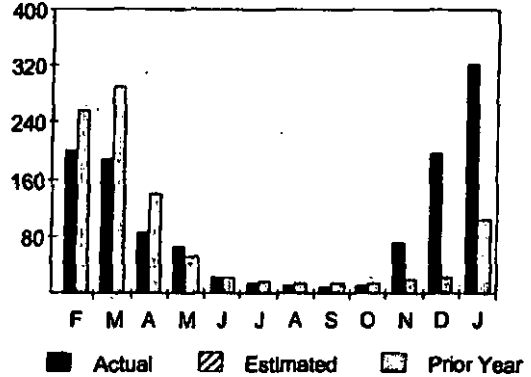
Thank you for your payment of \$50.00

Billing Summary

Past Due Amount \$84.00
Budget Bill 7 \$147.00
Current Agreement Charges \$30.00

Total Amount Due By
Feb 07, 2017 \$261.00

Energy Usage Information



- Average daily temperature 35.8 °F.
- Your average daily cost is \$12.59 compared to \$4.92 last year.
- For the last 12 months:
 - Your total usage is 1193 Ccf.
 - Your average monthly usage is 99.42 Ccf.

Stay warm this winter with help from a LIHEAP grant. Applications are open - apply today by texting FAST to 75308. Grants up to \$1,000 are available.

Keep a carbon monoxide (CO) alarm within 15 feet of each sleeping area. CO is colorless and odorless gas. Each year, more than 400 people nationwide die from CO poisoning.

What would you do with one less worry? We know that a lot of people have a hard time paying their bills. That's why, at PGW, we offer CRP. CRP is a program that cuts your gas bill and can help you keep your service on. And over time, you can clear your debt, too! Call 215-235-1000 to see if you qualify for CRP.

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



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

Account Number: 2113326541
Due Date: Feb 07, 2017
Please Pay: \$261.00

Amount Enclosed: \$

039003 000004185



LONEDA A ALLEN
5055 N FRANKLIN ST
PHILA PA 19120-3111



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

0021133265418000000000261006

GENERAL INFORMATION**ACCESS YOUR ACCOUNT ONLINE**

www.pgworks.com

CONTACT US BY PHONE

Gas Leaks & Emergencies (24/7)	215-235-1212
Billing & General Information (8am to 6pm, M-F)	215-235-1000
Appliance Service	215-235-2050
Report Theft of Gas	215-684-6383
Hearing Impaired TTY Line	215-236-4646

VISIT A CUSTOMER SERVICE CENTER

(9AM TO 5PM)

Center City	1137 Chestnut St. (M, T, TH, F)
Germantown	212 W. Chelton Ave. (T, W, F)
S. Philadelphia	1601 S Broad St. (M, W, TH)
Frankford	4410 Frankford Ave. (T, TH, F)
N. Philadelphia	1337 W. Erie Ave. (M, W, TH)
W. Philadelphia	5230 Chestnut St. (M, T, W, F)

EXPLANATION OF TERMS

BUDGET PLAN – This plan is available to all residential customers who are not in arrears. It spreads your payments over a 12 month plan. You may start the Budget Plan at any time. To do so, or for more information, call 215 235-1000 or visit any of our Customer Service Centers.

CCF - 100 cubic feet of gas. This is a measure of gas usage. **DEKATHERMS (DTH)** - A measure of the heat content value of gas. Gas usage is determined by multiplying the MCF used by the heat content value of the gas. One DTH equals approximately nine hundred seventy cubic feet. **MCF** - 1,000 cubic feet of gas.

COMMODITY CHARGE – The charge for basic gas supply service which is sold either by volume (ccf or mcf) or heating value (dekatherms).

CUSTOMER CHARGE – A monthly charge to cover NGDC costs such as maintaining the lines, meter reading and billing.

DISTRIBUTION CHARGES – The charge for delivery of natural gas from the city gate to the consumer.

GAS COST ADJUSTMENT – Amount billed or credited each month to account for differences between projected and actual gas supply costs of the Natural Gas Distribution Company.

METER READING INFORMATION – PGW shall use its best effort to obtain an actual meter reading regularly, and at least every six months for customers without automatic meter reading devices. When the meter is not read, we estimate your gas use. To avoid estimates, you may read your own meter and tell us the reading by calling 215-235-1000 at any time. We also offer stamped, pre-addressed post cards, which you can use to send us your meter reading by the specified date. To request a supply of these cards, call 215 235-1000, or write us at P.O. Box 3500, Philadelphia, PA 19122.

MIGRATION RIDER – Applies to customers switching to an alternative gas supplier or interruptible service. Credits or surcharges a customer's bill for gas costs that the company paid during the time that the customer bought gas from PGW but which have not yet been fully recovered from or paid back to customers. Effective for usage occurring September 1, 2016, and thereafter, PGW will cease applying the Migration/Reverse Migration Rider.

NATURAL GAS DISTRIBUTION COMPANY (NGDC) – A state regulated natural gas utility which owns the gas lines and equipment necessary to deliver natural gas to the consumer.

PAYMENT AGREEMENT PLANS – If you are behind and cannot pay your full bill, PGW offers special payment plans. Call our Collection Department at 215 235-1777 or visit any of our Customer Service Centers.

STATE SALES TAX – An approximate amount of your bill that is used to pay taxes to the Commonwealth of Pennsylvania.

WEATHER NORMALIZATION ADJUSTMENT (WNA) – An adjustment approved by the Pennsylvania Public Utility Commission as a way to help PGW stabilize its income and operate more efficiently within its budget during the heating season.

NATURAL GAS SUPPLIER

If you have selected a Natural Gas Supplier other than PGW, the Natural Gas Supplier is responsible for the billing of Natural Gas Supplier charges, unless your charges are consolidated on your PGW bill. PGW will bill for gas delivery according to the tariff for your rate class. Commodity prices and charges are set by the Natural Gas Supplier you have chosen. The Public Utility Commission regulates the distribution prices and services.

RIGHTS & OBLIGATIONS

A summary of your rights and obligations as a PGW customer will be made available upon request. A Rate Schedule and an explanation of how to verify the accuracy of a bill and an explanation of the various charges will be made available upon request.

Electronic Check Recovery Authorization

When you pay by check, preauthorized bank draft, ACH, or by a telephone authorized transaction you expressly authorized PGW, if your check is dishonored or returned for any reason, to electronically debit your account for the amount of the check plus a processing fee not to exceed the state maximum legal limit (plus all applicable sales tax). The use of a check for payment is your acknowledgement of this policy and its terms.

Mailing Address

Name _____

Street _____

City _____ State _____ Zip _____

Telephone (_____) _____

Service Location (Address of Property)

Street _____

City _____ State _____ Zip _____

Telephone (_____) _____



LONEDA A ALLEN
5055 N FRANKLIN ST
PHILA PA 19120-3111

Page: 3 of 4
Billing Date: Jan 12, 2017
Account Number: 2113326541

Payments Received Dec 30, 2016 Bank \$50.00
Total Payments \$50.00

Meter Detail Meter #: 02129570 Cycle #: 07 Next Meter Read: Feb 09, 2017
Service Point ID: 9972167659

From			To			Difference	Usage (Ccf)	Conversion Factor	Total Therms
Date	Reading	Type	Date	Reading	Type				
12/08/2016	3409	Actual	01/11/2017	3731	Actual	322	322.00	1.0484	337.58

Current Basic Charges

SA ID# 5479801544, 5055 N FRANKLIN ST
Residential Heat & Domestic

Supply Charges

Commodity Charge 322 Ccf @ \$0.44417 \$143.02

Total Supply Charges \$143.02

Delivery Charges

Customer Charge @ \$12.00 \$12.00

Distribution Charge 322 Ccf @ \$0.77183 \$248.53

Distribution System Improvement Charge 8.84% \$15.58

Distribution System Improvement Charge 8.8% \$7.42

Gas Cost Adjustment @ \$0.00494 \$1.59

Weather Normalization Adjustment \$0.00

Total Delivery Charges \$285.12

Total Current Billing Charges \$428.14

Agreement Billing Information

Your remaining agreement balance is \$856.53. You have 29 installments remaining to satisfy your agreement.

Account Balance Information

Your account balance is \$1,261.89, which will become due if you fail to meet the terms of your agreement.

PGW Messages

Your Easy Way Budget is past due. Prompt payment will ensure the continuation of your budget plan.

Thank you for being a PGW customer.

Effective January 1, 2017, the Distribution System Improvement Charge decreases to 8.80%, and the change will decrease the typical residential heating bill by about \$0.31 a year.



RECEIVED

JUL - 9 2018

PA PUBLIC UTILITY COMMISSION
SECRETARY'S BUREAU

LONEDA A ALLEN
5055 N FRANKLIN ST
PHILA PA 19120-3111

Page: 4 of 4
Billing Date: Jan 12, 2017
Account Number: 2113326541

**PGW
Messages**

Your estimated gas price to compare is \$0.43943 per CCF. This may change in March, June, September and December.

Shopping Information Box

When shopping for Natural Gas with a Natural Gas Supplier, please provide the following:

PGW Account #: 2113326541
Service Point ID: 9972167659
Rate Class: General Service Residential
Rate Schedule: GSR

If you are already shopping know your contract expiration date.



PHILADELPHIA GAS WORKS

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

Page: 1 of 4
Billing Date: Dec 10, 2016
Account Number: 2113326541

MONTHLY STATEMENT

From Nov 07, 2016 thru Dec 08, 2016 (31 Days)

LONEDA A ALLEN
5055 N FRANKLIN ST
PHILA PA 19120-3111

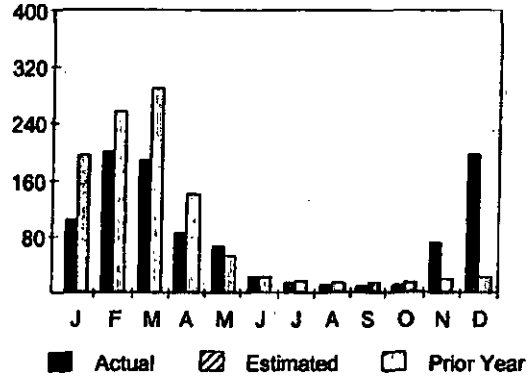
Thank you for your payment of \$140.00

Billing Summary

Past Due Amount \$14.00
Budget Bill 6 \$90.00
Current Agreement Charges \$30.00

Total Amount Due By
Jan 05, 2017 \$134.00

Energy Usage Information



- Average daily temperature 47.9 °F.
- Your average daily cost is \$9.19 compared to \$1.31 last year.
- For the last 12 months:
 - Your total usage is 974 Ccf.
 - Your average monthly usage is 81.17 Ccf.

LIHEAP grants are still available. Need help paying your winter heating bills? Apply for a LIHEAP grant today. Call (215) 787-HEAT (4328) for an application, or text WARM to 75308.

Did you know about CRP, our customer assistance program? Income eligible customers receive a discounted bill each month to help them afford and maintain gas service to their homes. Visit pgworks.com for details and an application, or call us: 215-235-1000.

Manage your PGW bill online. How? Visit pgworks.com and set up a My Account. Pay your bill, view gas usage and billing history, and get helpful efficiency information - all in one place. Visit pgworks.com today.

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



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

Account Number: 2113326541
Due Date: Jan 05, 2017
Please Pay: \$134.00

Amount Enclosed: \$

038751 000004102



LONEDA A ALLEN
5055 N FRANKLIN ST
PHILA PA 19120-3111



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

0021133265418000000000134005

GENERAL INFORMATION

ACCESS YOUR ACCOUNT ONLINE
www.pgworks.com

CONTACT US BY PHONE
 Gas Leaks & Emergencies (24/7) 215-235-1212
 Billing & General Information (8am to 6pm, M-F) 215-235-1000
 Appliance Service 215-235-2050
 Report Theft of Gas 215-684-6383
 Hearing Impaired TTY Line 215-236-4646

VISIT A CUSTOMER SERVICE CENTER
(9AM TO 5PM)

Center City	1137 Chestnut St. (M, T, TH, F)
Germantown	212 W. Chelton Ave. (T, W, F)
S. Philadelphia	1601 S Broad St. (M, W, TH)
Frankford	4410 Frankford Ave. (T, TH, F)
N. Philadelphia	1337 W. Erie Ave. (M, W, TH)
W. Philadelphia	5230 Chestnut St. (M, T, W, F)

EXPLANATION OF TERMS

BUDGET PLAN – This plan is available to all residential customers who are not in arrears. It spreads your payments over a 12 month plan. You may start the Budget Plan at any time. To do so, or for more information, call 215 235-1000 or visit any of our Customer Service Centers.

CCF - 100 cubic feet of gas. This is a measure of gas usage. **DEKATHERMS (DTH)** - A measure of the heat content value of gas. Gas usage is determined by multiplying the MCF used by the heat content value of the gas. One DTH equals approximately nine hundred seventy cubic feet. **MCF** - 1,000 cubic feet of gas.

COMMODITY CHARGE – The charge for basic gas supply service which is sold either by volume (ccf or mcf) or heating value (dekathernns).

CUSTOMER CHARGE – A monthly charge to cover NGDC costs such as maintaining the lines, meter reading and billing.

DISTRIBUTION CHARGES – The charge for delivery of natural gas from the city gate to the consumer.

GAS COST ADJUSTMENT – Amount billed or credited each month to account for differences between projected and actual gas supply costs of the Natural Gas Distribution Company.

METER READING INFORMATION – PGW shall use its best effort to obtain an actual meter reading regularly, and at least every six months for customers without automatic meter reading devices. When the meter is not read, we estimate your gas use. To avoid estimates, you may read your own meter and tell us the reading by calling 215-235-1000 at any time. We also offer stamped, pre-addressed post cards, which you can use to send us your meter reading by the specified date. To request a supply of these cards, call 215 235-1000, or write us at P.O. Box 3500, Philadelphia, PA 19122.

MIGRATION RIDER – Applies to customers switching to an alternative gas supplier or interruptible service. Credits or surcharges a customer's bill for gas costs that the company paid during the time that the customer bought gas from PGW but which have not yet been fully recovered from or paid back to customers. Effective for usage occurring September 1, 2016, and thereafter, PGW will cease applying the Migration/Reverse Migration Rider.

NATURAL GAS DISTRIBUTION COMPANY (NGDC) – A state regulated natural gas utility which owns the gas lines and equipment necessary to deliver natural gas to the consumer.

PAYMENT AGREEMENT PLANS – If you are behind and cannot pay your full bill, PGW offers special payment plans. Call our Collection Department at 215 235-1777 or visit any of our Customer Service Centers.

STATE SALES TAX – An approximate amount of your bill that is used to pay taxes to the Commonwealth of Pennsylvania.

WEATHER NORMALIZATION ADJUSTMENT (WNA) – An adjustment approved by the Pennsylvania Public Utility Commission as a way to help PGW stabilize its income and operate more efficiently within its budget during the heating season.

NATURAL GAS SUPPLIER

If you have selected a Natural Gas Supplier other than PGW, the Natural Gas Supplier is responsible for the billing of Natural Gas Supplier charges, unless your charges are consolidated on your PGW bill. PGW will bill for gas delivery according to the tariff for your rate class. Commodity prices and charges are set by the Natural Gas Supplier you have chosen. The Public Utility Commission regulates the distribution prices and services.

RIGHTS & OBLIGATIONS

A summary of your rights and obligations as a PGW customer will be made available upon request. A Rate Schedule and an explanation of how to verify the accuracy of a bill and an explanation of the various charges will be made available upon request.

Electronic Check Recovery Authorization

When you pay by check, preauthorized bank draft, ACH, or by a telephone authorized transaction you expressly authorized PGW, if your check is dishonored or returned for any reason, to electronically debit your account for the amount of the check plus a processing fee not to exceed the state maximum legal limit (plus all applicable sales tax). The use of a check for payment is your acknowledgement of this policy and its terms.

Mailing Address

Name _____
 Street _____
 City _____ State _____ Zip _____
 Telephone (____) _____

Service Location (Address of Property)

Street _____
 City _____ State _____ Zip _____
 Telephone (____) _____



LONEDA A ALLEN
5055 N FRANKLIN ST
PHILA PA 19120-3111

Page: 3 of 4
Billing Date: Dec 10, 2016
Account Number: 2113326541

Payments Received	Nov 23, 2016 Bank	\$140.00
	Total Payments	\$140.00

Meter Detail Meter #: 02129570 Cycle #: 07 Next Meter Read: Jan 11, 2017
Service Point ID: 9972167659

From			To			Difference	Usage (Ccf)	Conversion Factor	Total Therms
Date	Reading	Type	Date	Reading	Type				
11/07/2016	3213	Actual	12/08/2016	3409	Actual	196	196.00	1.0418	204.19

Current Basic Charges

SA ID# 5479801544, 5055 N FRANKLIN ST
Residential Heat & Domestic

Supply Charges

Commodity Charge 145.42 Ccf @ \$0.45029	\$85.48
Total Supply Charges	\$85.48

Delivery Charges

Customer Charge @ \$12.00	\$8.90
Distribution Charge 145.42 Ccf @ \$0.79246	\$115.24
Distribution System Improvement Charge 8.84%	\$10.97
Gas Cost Adjustment @ -\$0.00636	-\$0.92
Weather Normalization Adjustment	\$12.37
Total Delivery Charges	\$146.56

Supply Charges

Commodity Charge 50.58 Ccf @ \$0.44417	\$22.47
Total Supply Charges	\$22.47

Delivery Charges

Customer Charge @ \$12.00	\$3.10
Distribution Charge 50.58 Ccf @ \$0.77183	\$39.04
Distribution System Improvement Charge 8.84%	\$3.73
Gas Cost Adjustment @ \$0.00494	\$0.25
Weather Normalization Adjustment	\$4.30
Total Delivery Charges	\$50.42

Total Current Billing Charges	\$284.93
--------------------------------------	-----------------

Agreement Billing Information

Your remaining agreement balance is \$886.53. You have 30 installments remaining to satisfy your agreement.

Account Balance Information

Your account balance is \$883.75, which will become due if you fail to meet the terms of your agreement.



LONEDA A ALLEN
5055 N FRANKLIN ST
PHILA PA 19120-3111

Page: 4 of 4
Billing Date: Dec 10, 2016
Account Number: 2113326541

**PGW
Messages**

Your Easy Way Budget is past due. Prompt payment will ensure the continuation of your budget plan.

Effective Dec. 1, 2016 PGW rates have changed. Commodity Charge decreased to \$0.44417 per ccf. Gas Cost Adjustment increased to \$(0.00494). Distribution Charge decreased to \$0.77183. The changes will decrease the typical residential heating bill by about \$21.99 a year.

Your estimated gas price to compare is \$0.43943 per CCF. This may change in March, June, September and December.

Shopping Information Box

When shopping for Natural Gas with a Natural Gas Supplier, please provide the following:

PGW Account #: 2113326541
Service Point ID: 9972167659
Rate Class: General Service Residential
Rate Schedule: GSR

If you are already shopping know your contract expiration date.



PHILADELPHIA GAS WORKS

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

Page: 1 of 4
Billing Date: Sep 10, 2016
Account Number: 2113326541

MONTHLY STATEMENT

From Aug 08, 2016 thru Sep 08, 2016 (31 Days)

LONEDA A ALLEN
5055 N FRANKLIN ST
PHILA PA 19120-3111

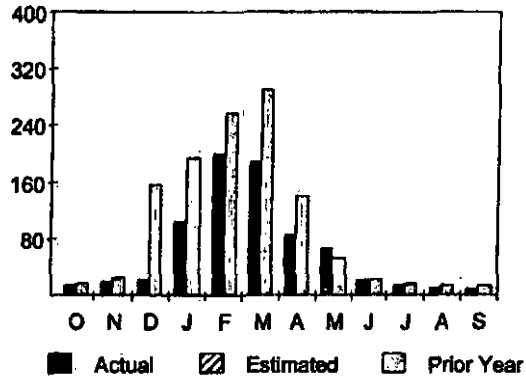
Thank you for your payment of \$135.00

Billing Summary

Budget Bill 3 \$94.00
Current Agreement Charges \$30.00

Total Amount Due By
Oct 04, 2016 \$124.00

Energy Usage Information



- Average daily temperature 81.0 °F.
- Your average daily cost is \$0.69 compared to \$0.98 last year.
- For the last 12 months:
 - Your total usage is 754 Ccf.
 - Your average monthly usage is 62.83 Ccf.

If an appliance breaks down, it only takes a second for your home to go from "Aaahhhh" to "Bmmrrr." If you don't have the right plan, you better believe it's going to cost you. With a PGW Parts & Labor plan there's no cost for parts and labor if a covered appliance breaks down. Feel like a hero and sign up today at pgworks.com/plp.

Natural gas smells bad for a reason. Natural gas has an unpleasant, rotten egg-like odor for easy detection and your safety. If you smell natural gas, or have an unsafe condition, leave the area immediately, then call PGW at (215) 235-1212 or dial 911 from a safe location.

Take control of your energy costs. PGW's EnergySense offers thousands in rebates and hundreds in savings for upgrades. ACT NOW! At www.pgwenergysense.com or 855-PGW-SOLVES.

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: 2113326541
Due Date: Oct 04, 2016
Please Pay: \$124.00

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

Amount Enclosed:

038705 000004077



LONEDA A ALLEN
5055 N FRANKLIN ST
PHILA PA 19120-3111



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

0021133265418000000000124006

GENERAL INFORMATION

ACCESS YOUR ACCOUNT ONLINE
www.pgworks.com

CONTACT US BY PHONE

Gas Leaks & Emergencies (24/7) 215-235-1212
Billing & General Information (8am to 6pm, M-F) 215-235-1000
Appliance Service 215-235-2050
Report Theft of Gas 215-684-6383
Hearing Impaired TTY Line 215-236-4646

VISIT A CUSTOMER SERVICE CENTER
(9AM TO 5PM)

Center City	1137 Chestnut St. (M, T, TH, F)
Germantown	212 W. Chelton Ave. (T, W, F)
S. Philadelphia	1601 S Broad St. (M, W, TH)
Frankford	4410 Frankford Ave. (T, TH, F)
N. Philadelphia	1337 W. Erie Ave. (M, W, TH)
W. Philadelphia	5230 Chestnut St. (M, T, W, F)

EXPLANATION OF TERMS

BUDGET PLAN – This plan is available to all residential customers who are not in arrears. It spreads your payments over a 12 month plan. You may start the Budget Plan at any time. To do so, or for more information, call 215 235-1000 or visit any of our Customer Service Centers.

CCF - 100 cubic feet of gas. This is a measure of gas usage. **DEKATHERMS (DTH)** - A measure of the heat content value of gas. Gas usage is determined by multiplying the MCF used by the heat content value of the gas. One DTH equals approximately nine hundred seventy cubic feet. **MCF** - 1,000 cubic feet of gas.

COMMODITY CHARGE – The charge for basic gas supply service which is sold either by volume (ccf or mcf) or heating value (dekatherms).

CUSTOMER CHARGE – A monthly charge to cover NGDC costs such as maintaining the lines, meter reading and billing.

DISTRIBUTION CHARGES – The charge for delivery of natural gas from the city gate to the consumer.

GAS COST ADJUSTMENT – Amount billed or credited each month to account for differences between projected and actual gas supply costs of the Natural Gas Distribution Company.

METER READING INFORMATION – PGW shall use its best effort to obtain an actual meter reading regularly, and at least every six months for customers without automatic meter reading devices. When the meter is not read, we estimate your gas use. To avoid estimates, you may read your own meter and tell us the reading by calling 215-235-1000 at any time. We also offer stamped, pre-addressed post cards, which you can use to send us your meter reading by the specified date. To request a supply of these cards, call 215 235-1000, or write us at P.O. Box 3500, Philadelphia, PA 19122.

MIGRATION RIDER – Applies to customers switching to an alternative gas supplier or interruptible service. Credits or surcharges a customer's bill for gas costs that the company paid during the time that the customer bought gas from PGW but which have not yet been fully recovered from or paid back to customers. Effective for usage occurring September 1, 2016, and thereafter, PGW will cease applying the Migration/Reverse Migration Rider.

NATURAL GAS DISTRIBUTION COMPANY (NGDC) – A state regulated natural gas utility which owns the gas lines and equipment necessary to deliver natural gas to the consumer.

PAYMENT AGREEMENT PLANS – If you are behind and cannot pay your full bill, PGW offers special payment plans. Call our Collection Department at 215 235-1777 or visit any of our Customer Service Centers.

STATE SALES TAX – An approximate amount of your bill that is used to pay taxes to the Commonwealth of Pennsylvania.

WEATHER NORMALIZATION ADJUSTMENT (WNA) – An adjustment approved by the Pennsylvania Public Utility Commission as a way to help PGW stabilize its income and operate more efficiently within its budget during the heating season.

NATURAL GAS SUPPLIER

If you have selected a Natural Gas Supplier other than PGW, the Natural Gas Supplier is responsible for the billing of Natural Gas Supplier charges, unless your charges are consolidated on your PGW bill. PGW will bill for gas delivery according to the tariff for your rate class. Commodity prices and charges are set by the Natural Gas Supplier you have chosen. The Public Utility Commission regulates the distribution prices and services.

RIGHTS & OBLIGATIONS

A summary of your rights and obligations as a PGW customer will be made available upon request. A Rate Schedule and an explanation of how to verify the accuracy of a bill and an explanation of the various charges will be made available upon request.

Electronic Check Recovery Authorization

When you pay by check, preauthorized bank draft, ACH, or by a telephone authorized transaction you expressly authorized PGW, if your check is dishonored or returned for any reason, to electronically debit your account for the amount of the check plus a processing fee not to exceed the state maximum legal limit (plus all applicable sales tax). The use of a check for payment is your acknowledgement of this policy and its terms.

Mailing Address

Name _____

Street _____

City _____ State _____ Zip _____

Telephone (_____) _____

Service Location (Address of Property)

Street _____

City _____ State _____ Zip _____

Telephone (_____) _____



LONEDA A ALLEN
5055 N FRANKLIN ST
PHILA PA 19120-3111

Page: 3 of 4
Billing Date: Sep 10, 2016
Account Number: 2113326541

Payments Received	Aug 19, 2016 Bank	\$135.00
	Total Payments	\$135.00

Meter Detail Meter #: 02129570 Cycle #: 07 Next Meter Read: Oct 07, 2016
Service Point ID: 9972167659

From			To			Difference	Usage (Ccf)	Conversion Factor	Total Therms
Date	Reading	Type	Date	Reading	Type				
08/08/2016	3125	Actual	09/08/2016	3132	Actual	7	7.00	1.0424	7.29

Current Basic Charges

SA ID# 5479801544, 5055 N FRANKLIN ST
Residential Heat & Domestic

Supply Charges

Commodity Charge 5.19 Ccf @ \$0.39457 \$2.05
Total Supply Charges \$2.05

Delivery Charges

Customer Charge @ \$12.00 \$8.90
Distribution Charge 5.19 Ccf @ \$0.78298 \$4.07
Distribution System Improvement Charge 7.5% \$0.97
Gas Cost Adjustment @ -\$0.05372 -\$0.28
Total Delivery Charges \$13.66

Supply Charges

Commodity Charge 1.81 Ccf @ \$0.45029 \$0.81
Total Supply Charges \$0.81

Delivery Charges

Customer Charge @ \$12.00 \$3.10
Distribution Charge 1.81 Ccf @ \$0.79246 \$1.43
Distribution System Improvement Charge 7.5% \$0.34
Gas Cost Adjustment @ -\$0.0636 -\$0.12
Total Delivery Charges \$4.75

Total Current Billing Charges \$21.27

Agreement Billing Information

Your remaining agreement balance is \$946.53. You have 32 installments remaining to satisfy your agreement.

Account Balance Information

Your account balance is \$808.73, which will become due if you fail to meet the terms of your agreement.

PGW Messages

Your estimated gas price to compare is \$0.44410 per CCF. This may change in March, June, September and December.



LONEDA A ALLEN
5055 N FRANKLIN ST
PHILA PA 19120-3111

FD_01 (09/08/2012) 102.0001 1912-00000001
Page: 4 of 4
Billing Date: Sep 10, 2016
Account Number: 2113326541

Shopping Information Box

When shopping for Natural Gas with a Natural Gas Supplier, please provide the following:

PGW Account #: 2113326541

Service Point ID: 9972167659

Rate Class: General Service Residential

Rate Schedule: GSR

If you are already shopping know your contract expiration date.



PHILADELPHIA GAS WORKS

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

Page: 1 of 4
Billing Date: Oct 10, 2016
Account Number: 2113326541

MONTHLY STATEMENT

From Sep 08, 2016 thru Oct 07, 2016 (29 Days)

LONEDA A ALLEN
5055 N FRANKLIN ST
PHILA PA 19120-3111

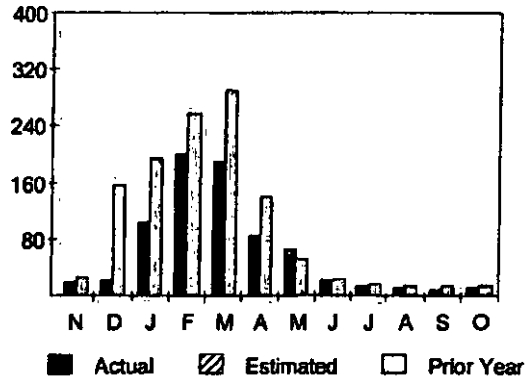
Thank you for your payments, totaling \$90.00

Billing Summary

Past Due Amount \$34.00
Budget Bill 4 \$90.00
Current Agreement Charges \$30.00

Total Amount Due By
Nov 02, 2016 \$154.00

Energy Usage Information



- Average daily temperature 70.6 °F.
- Your average daily cost is \$0.89 compared to \$1.05 last year.
- For the last 12 months:
 - Your total usage is 749 Ccf.
 - Your average monthly usage is 62.42 Ccf.

Manage your PGW bill online. How? Visit pgworks.com and setup My Account. Pay your bill, view gas usage and billing history, and get helpful efficiency information - all in one place. Visit pgworks.com today.

It's your home. Make it work for you with great PGW rebates and grants. PGW EnergySense can help you take control of your energy usage. Upgrade your home's comfort and save money doing it. Rebates are available for a limited time. Visit pgwenergysense.com to learn more.

We all deserve to be warm in our homes. If you need help paying your heating bills, or have a heating emergency, the Low Income Home Energy Assistance Program (LIHEAP) may be able to help you. Call 215-235-1000 for more information. LIHEAP opens November 1, 2016.

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: 2113326541
Due Date: Nov 02, 2016
Please Pay: \$154.00

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

Amount Enclosed:

038316 000004132



LONEDA A ALLEN
5055 N FRANKLIN ST
PHILA PA 19120-3111



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

0021133265418000000000154003

GENERAL INFORMATION

ACCESS YOUR ACCOUNT ONLINE

www.pgworks.com

CONTACT US BY PHONE

Gas Leaks & Emergencies (24/7) 215-235-1212
Billing & General Information (8am to 6pm, M-F) 215-235-1000
Appliance Service 215-235-2050
Report Theft of Gas 215-684-6383
Hearing Impaired TTY Line 215-236-4646

VISIT A CUSTOMER SERVICE CENTER

(9AM TO 5PM)

Center City	1137 Chestnut St. (M, T, TH, F)
Germantown	212 W. Cheltenham Ave. (T, W, F)
S. Philadelphia	1601 S Broad St. (M, W, TH)
Frankford	4410 Frankford Ave. (T, TH, F)
N. Philadelphia	1337 W. Erie Ave. (M, W, TH)
W. Philadelphia	5230 Chestnut St. (M, T, W, F)

EXPLANATION OF TERMS

BUDGET PLAN – This plan is available to all residential customers who are not in arrears. It spreads your payments over a 12 month plan. You may start the Budget Plan at any time. To do so, or for more information, call 215 235-1000 or visit any of our Customer Service Centers.

CCF - 100 cubic feet of gas. This is a measure of gas usage. **DEKATHERMS (DTH)** - A measure of the heat content value of gas. Gas usage is determined by multiplying the MCF used by the heat content value of the gas. One DTH equals approximately nine hundred seventy cubic feet. **MCF** - 1,000 cubic feet of gas.

COMMODITY CHARGE – The charge for basic gas supply service which is sold either by volume (ccf or mcf) or heating value (dekatherms).

CUSTOMER CHARGE – A monthly charge to cover NGDC costs such as maintaining the lines, meter reading and billing.

DISTRIBUTION CHARGES – The charge for delivery of natural gas from the city gate to the consumer.

GAS COST ADJUSTMENT – Amount billed or credited each month to account for differences between projected and actual gas supply costs of the Natural Gas Distribution Company.

METER READING INFORMATION – PGW shall use its best effort to obtain an actual meter reading regularly, and at least every six months for customers without automatic meter reading devices. When the meter is not read, we estimate your gas use. To avoid estimates, you may read your own meter and tell us the reading by calling 215-235-1000 at any time. We also offer stamped, pre-addressed post cards, which you can use to send us your meter reading by the specified date. To request a supply of these cards, call 215 235-1000, or write us at P.O. Box 3500, Philadelphia, PA 19122.

MIGRATION RIDER – Applies to customers switching to an alternative gas supplier or interruptible service. Credits or surcharges a customer's bill for gas costs that the company paid during the time that the customer bought gas from PGW but which have not yet been fully recovered from or paid back to customers. Effective for usage occurring September 1, 2016, and thereafter, PGW will cease applying the Migration/Reverse Migration Rider.

NATURAL GAS DISTRIBUTION COMPANY (NGDC) – A state regulated natural gas utility which owns the gas lines and equipment necessary to deliver natural gas to the consumer.

PAYMENT AGREEMENT PLANS – If you are behind and cannot pay your full bill, PGW offers special payment plans. Call our Collection Department at 215 235-1777 or visit any of our Customer Service Centers.

STATE SALES TAX – An approximate amount of your bill that is used to pay taxes to the Commonwealth of Pennsylvania.

WEATHER NORMALIZATION ADJUSTMENT (WNA) – An adjustment approved by the Pennsylvania Public Utility Commission as a way to help PGW stabilize its income and operate more efficiently within its budget during the heating season.

NATURAL GAS SUPPLIER

If you have selected a Natural Gas Supplier other than PGW, the Natural Gas Supplier is responsible for the billing of Natural Gas Supplier charges, unless your charges are consolidated on your PGW bill. PGW will bill for gas delivery according to the tariff for your rate class. Commodity prices and charges are set by the Natural Gas Supplier you have chosen. The Public Utility Commission regulates the distribution prices and services.

RIGHTS & OBLIGATIONS

A summary of your rights and obligations as a PGW customer will be made available upon request. A Rate Schedule and an explanation of how to verify the accuracy of a bill and an explanation of the various charges will be made available upon request.

Electronic Check Recovery Authorization

When you pay by check, preauthorized bank draft, ACH, or by a telephone authorized transaction you expressly authorized PGW, if your check is dishonored or returned for any reason, to electronically debit your account for the amount of the check plus a processing fee not to exceed the state maximum legal limit (plus all applicable sales tax). The use of a check for payment is your acknowledgement of this policy and its terms.

Mailing Address

Name _____
Street _____
City _____ State _____ Zip _____
Telephone (____) _____

Service Location (Address of Property)

Street _____
City _____ State _____ Zip _____
Telephone (____) _____



LONEDA A ALLEN
5055 N FRANKLIN ST
PHILA PA 19120-3111

Page: 3 of 4
Billing Date: Oct 10, 2016
Account Number: 2113326541

Payments Received	Sep 17, 2016 Bank	\$40.00
	Sep 23, 2016 Bank	\$50.00
	Total Payments	\$90.00

Meter Detail Meter #: 02129570 Cycle #: 07 Next Meter Read: Nov 07, 2016
Service Point ID: 9972167659

From			To			Difference	Usage (Ccf)	Conversion Factor	Total Therms
Date	Reading	Type	Date	Reading	Type				
09/08/2016	3132	Actual	10/07/2016	3142	Actual	10	10.00	1.042	10.42

Current Basic Charges

SA ID# 5479801544, 5055 N FRANKLIN ST
Residential Heat & Domestic

Supply Charges

Commodity Charge 10 Ccf @ \$0.45029	\$4.50
Total Supply Charges	\$4.50

Delivery Charges

Customer Charge @ \$12.00	\$12.00
Distribution Charge 10 Ccf @ \$0.79246	\$7.92
Distribution System Improvement Charge 7.5%	\$1.13
Distribution System Improvement Charge 8.84%	\$0.42
Gas Cost Adjustment @ -\$0.00636	-\$0.06
Total Delivery Charges	\$21.41
Total Current Billing Charges	\$25.91

Agreement Billing Information

Your remaining agreement balance is \$946.53. You have 32 installments remaining to satisfy your agreement.

Account Balance Information

Your account balance is \$742.64, which will become due if you fail to meet the terms of your agreement.

PGW Messages

Your Easy Way Budget is past due. Prompt payment will ensure the continuation of your budget plan.

Thank you for being a PGW customer.

Effective October 01, 2016 the Distribution System Improvement Charge increases to 8.84% and the change will increase the typical residential heating bill by about \$10.53 a year.



RECEIVED
JUL - 9 2018
PA PUBLIC UTILITY COMMISSION
SECRETARY'S BUREAU

LONEDA A ALLEN
5055 N FRANKLIN ST
PHILA PA 19120-3111

Page: 4 of 4
Billing Date: Oct 10, 2016
Account Number: 2113326541

**PGW
Messages**

Your estimated gas price to compare is \$0.44410 per CCF. This may change in March, June, September and December.

Shopping Information Box

When shopping for Natural Gas with a Natural Gas Supplier, please provide the following:

PGW Account #: 2113326541
Service Point ID: 9972167659
Rate Class: General Service Residential
Rate Schedule: GSR

If you are already shopping know your contract expiration date.

Philadelphia Electrical and Technology Charter High School

PHILADELPHIA, PENNSYLVANIA

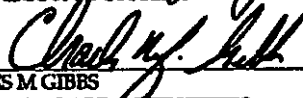
APRI-LARRE CAPERS

HAS SUCCESSFULLY COMPLETED THE APPROVED REQUIREMENTS OF GRADUATION AT
PHILADELPHIA ELECTRICAL AND TECHNOLOGY CHARTER HIGH SCHOOL THAT HAVE
BEEN ESTABLISHED BY THE BOARD OF TRUSTEES AND THE COMMONWEALTH OF
PENNSYLVANIA AND IS HEREBY CONFERRED THIS

Diploma

ON THIS DAY THE 20TH OF JUNE, TWO THOUSAND AND SEVENTEEN.


ERIN DOUGHERTY
CHIEF EXECUTIVE OFFICER


CHARLES M. GIBBS
PRESIDENT, BOARD OF TRUSTEES




THOMAS J. GIAMPOLO
HEAD OF ACADEMICS


CHARLES J. PUCHON JR.
HEAD OF STUDENT SERVICES



PennState

Office of the Bursar
103 Shields Building
University Park, PA 16802-1200
www.bursar.psu.edu

Capers, Apri-Larre' Antonnette'
5055 N Franklin St
Philadelphia, PA 19120-3111

STATEMENT SUMMARY	
Statement Date	07/03/2017
Due Date	07/22/2017
PSU ID	909498053
Previous Statement Balance	\$5,676.00
Total Current Activity	-\$2,650.00
Total Late Fee	\$0.00
Total Estimated Aid (Not included in TOTAL DUE)	-\$1,001.00
TOTAL DUE	\$3,026.00

Make your check payable to Penn State University and please include PSU ID #.

TOTAL DUE does not include the estimated aid. You may subtract the estimated aid and submit your payment.

Cancel your enrollment before the 1st day of class to prevent tuition charges.
A monthly late fee of 1.5% will be assessed on any unpaid balance.
Please allow 5 business days for payment to be processed and be sure to include the statement stub with your payment.

Statement Details				
Date Posted	Semester	Description	Charges	Credits
PREVIOUS STATEMENT BALANCE			\$5,676.00	
Current Activity				
06/09/2017	Summer 2017	Lincoln Trustee Scholarship		\$750.00
06/12/2017	Summer 2017	PTS-Summer Start Program-ER		\$1,900.00
TOTAL CURRENT ACTIVITY			-\$2,650.00	
Late Fee				
TOTAL LATE FEE			\$0.00	
Estimated Financial Aid				
	Summer 2017	PA State Grant Summer HalfTime		\$1,001.00
TOTAL ESTIMATED AID (NOT INCLUDED IN TOTAL DUE)			-\$1,001.00	
Statement Balance				\$3,026.00

Enrollment Information			
Course	Semester	Title	Credits
PSYCH 100	Summer 2017	Intro Psychology	3
CAS 203	Summer 2017	Interpersonal Comm	3

RECEIVED

JUL - 9 2018

PA PUBLIC UTILITY COMMISSION
SECRETARY'S BUREAU



PennState

Office of the Bursar
103 Shields Building
University Park, PA 16802-1200
www.bursar.psu.edu

Capers, Apri Larre
5055 N Franklin St
Philadelphia, PA 19120-3111

STATEMENT SUMMARY	
Statement Date	08/01/2017
Due Date	08/22/2017
PSU ID	909498053
Previous Statement Balance	\$3,026.00
Total Current Activity	\$9,964.00
Total Late Fee	\$0.00
Total Estimated Aid (Not Included in TOTAL DUE)	-\$4,200.00
TOTAL DUE	\$12,990.00

Make your check payable to Penn State University and please include PSU ID #.
TOTAL DUE does not include the estimated aid. You may subtract the estimated aid and submit your payment.

Cancel your enrollment before the 1st day of class to prevent tuition charges.
A monthly late fee of 1.5% will be assessed on any unpaid balance.
Please allow 5 business days for payment to be processed and be sure to include the statement stub with your payment.

Statement Details				
Date Posted	Semester	Description	Charges	Credits
PREVIOUS STATEMENT BALANCE			\$3,026.00	
Current Activity				
04/10/2017	Fall 2017	Enrollment Fee	\$130.00	
04/10/2017	Fall 2017	Enrollment Fee Waiver		\$130.00
07/11/2017	Summer 2017	PA State Grant Summer HalfTime		\$1,001.00
07/18/2017	Summer 2017	Federal Pell Grant		\$1,292.00
07/18/2017	Summer 2017	Direct Unsub Summer Loan 1		\$143.00
07/18/2017	Summer 2017	Direct Sub Summer Loan 1		\$733.00
07/18/2017	Summer 2017	Direct Sub Summer Loan 1		\$1,212.00
07/19/2017	Summer 2017	Refund	\$1,355.00	
07/25/2017	Fall 2017	ER Student Fee	\$236.00	
07/25/2017	Fall 2017	ER Res UGRD Lower Tuition - Major: DUS_PMAJ	\$7,107.00	
07/25/2017	Fall 2017	ER Information Technology Fee	\$252.00	
07/27/2017	Fall 2017	ER Room Charge	\$3,090.00	
07/27/2017	Fall 2017	ER Dining Charge	\$2,305.00	
TOTAL CURRENT ACTIVITY			\$9,964.00	
Late Fee				
TOTAL LATE FEE			\$0.00	
Estimated Financial Aid				
	Fall 2017	Bunton Waller Scholarship		\$1,600.00
	Fall 2017	Penn State Academic Grant		\$600.00
	Fall 2017	Prov Awd-Campus 4Yr, 4K-Merit		\$2,000.00
TOTAL ESTIMATED AID (NOT INCLUDED IN TOTAL DUE)			-\$4,200.00	

Statement Balance	\$12,990.00
-------------------	-------------

Enrollment Information			
Course	Semester	Title	Credits
PSU 7	Fall 2017	Bhmd 1st-Yr Smnr	1
BBH 148	Fall 2017	Copng With College	1
NUTR 251	Fall 2017	Intro Prin Nutr	3
ENGL 4	Fall 2017	Basic Writing	3
WMNST 194	Fall 2017	Women Writers	3
BIOL 129	Fall 2017	Mammalian Anatomy	4
BIOL 129	Fall 2017	Mammalian Anatomy	0

RECEIVED
 JUL - 9 2018
 PA PUBLIC UTILITY COMMISSION
 SECRETARY'S BUREAU

Lonedra Allen
5055 N. Franklin St
Phila., PA 19120

PHILADELPHIA PA 190

05 JUL 2015 PAID 1



Commonwealth of Pennsylvania
Pennsylvania Public Utility Commission
P.O. Box 3265
Harrisburg, PA 17105-3265

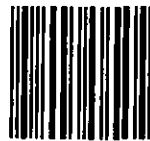
17105-326565



Loneda Allen
5055 N. Franklin St
Phila., PA 19120



1000



17120

U.S. POSTAGE
PAID
PHILADELPHIA, PA
19132
JUN 18, 18
AMOUNT

\$2.26

R2305M146347-05

Secretary
PA Public Utility Commission
400 North Street
Commonwealth Keystone Building, 2nd Floor
Harrisburg, PA 17120