



COMMUNITY LEGAL SERVICES
OF PHILADELPHIA

August 30, 2018

Via e filing and first class mail

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

**Re: Ines Rios v. Philadelphia Gas Works
C-2018-3003457
Motion to Compel**

Dear Secretary Chiavetta:

Please find the enclosed for filing the Motion to Compel the Response of Philadelphia Gas Works to Complainant Ines Rios' Interrogatories and Requests for Production of Documents, Set I, in the above-captioned matter.

A copy is being served upon counsel for PGW, pursuant to the attached Certificate of Service. Please contact me with any questions or concerns.

Sincerely,

Joline Price, Esquire

Robert W. Ballenger, Esquire

Attorneys for Ines Rios

Enclosure

Cc: Service List

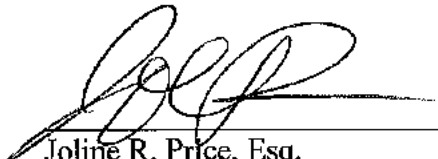
**BEFORE THE
PENNSYLVANIA PUBLIC UTILITY COMMISSION**

INES RIOS	:	
2912 ELLA STREET	:	
PHILADELPHIA, PA 19134	:	
Complainant	:	
vs.	:	Docket No. C-2018-3003457
PHILADELPHIA GAS WORKS	:	
800 WEST MONTGOMERY AVENUE	:	
PHILADELPHIA, PA 19122	:	
Respondent	:	

I hereby certify that I have this day served a copy of the Motion to Compel of Ines Rios upon the persons listed below in the manner indicated in accordance with the requirements of 52 Pa. Code § 1.54.

Via First Class Mail (Courtesy Copy by Email)

Graciela Christlieb, Esq.
Philadelphia Gas Works
800 W. Montgomery Ave.
Philadelphia, PA 19122
Graciela.christlieb@pgworks.com



Joline R. Price, Esq.
Pa. Attorney ID: 315405

Community Legal Services, Inc.
1424 Chestnut Street
Philadelphia, PA 19102
Tel: 215-981-3756
jprice@clsphila.org

August 30, 2018

**BEFORE THE
PENNSYLVANIA PUBLIC UTILITY COMMISSION**

Ines Rios,	:	
Complainant	:	
v.	:	Docket No. C-2018-3003457
Philadelphia Gas Works,	:	
Respondent	:	

NOTICE TO PLEAD

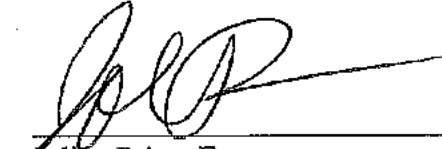
To: Graciela Christlieb, Esq. Counsel for Philadelphia Gas Works

You are hereby notified to file a written response to the attached Motion to Compel of Complainant Ines Rios within five (5) days from the date of service of this notice, absent good cause. If you do not file a written response denying the enclosed Motion to Compel within five (5) days of service, the presiding officer may rule in favor of Complainant on the attached Motion without a hearing. Failure to respond to this Motion could result in an order directing responses to Complainant's Interrogatories and Requests for Production of Documents.

All pleadings, such as answers to motions, must be filed with the Secretary of the Pennsylvania Public Utility Commission:

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

You must also serve a copy of your response on the undersigned counsel for Complainant.



Joline Price, Esq.
PA Attorney ID No: 315405
Robert W. Ballenger, Esq.
PA Attorney ID No: 93434
Community Legal Services, Inc.
1424 Chestnut Street
Philadelphia, PA 19102

Dated: August 30, 2018

**BEFORE THE
PENNSYLVANIA PUBLIC UTILITY COMMISSION**

Ines Rios	:	
Complainant	:	
v.	:	Docket No. C-2018-3003457
	:	
PHILADELPHIA GAS WORKS	:	
Respondent	:	

**Motion to Compel Philadelphia Gas Works to Answer Complainant Ines Rios’
Interrogatories and Requests for Production of Documents, Set I**

Pursuant to 52 Pa. Code § 5.342(g), Ines Rios, Complainant in the above docketed matter, by and through counsel Community Legal Services, Inc., hereby requests that the Administrative Law Judge dismiss the objections to discovery by Philadelphia Gas Works (PGW or Respondent) and direct PGW to provide full and complete responses, with all information requested, in response to Complainant’s First Set of Interrogatories and Request for Production of Documents. In support of this motion, Complainant states as follows:

1. On July 17, 2018, Complainant filed a Formal Complaint against PGW with the Public Utility Commission (Commission or PUC) disputing PGW’s allegations of meter tampering on her account, requesting that the Commission order PGW to remove the charges on her account and restore service to 2912 Ella Street at no charge. A copy of the Complaint was served on PGW on July 17, 2018 and is attached hereto as Exhibit A.
2. Complainant avers that she resides at 2912 Ella Street, Philadelphia, PA 19134 (the “Property”). Complainant and her son, Alberto Leon, have owned the Property since June 27, 2012. Prior to obtaining title to the property, Complainant lived at the Property

and paid rent to the previous owner, Melvin Marrero. Complainant has lived in the Property since at least 2007. Statement of Facts of Ines Rios (Rios St. 1) at ¶ 1.

3. Complainant avers that her gas was shutoff in April 2018 after she reported smelling gas, and that PGW alleges the gas service was terminated due to unauthorized usage and/or a tampered meter bypass. Rios St. 1 at ¶¶ 6-8.

4. Complainant denies any unauthorized usage or tampering at the Property. Rios St. 1 at ¶¶ 9-10.

5. PGW is requesting \$22,557.98 and a reconnection fee of \$123.23 to restore service. Rios St. 1 at ¶ 11.

6. The Complaint requests the Commission enter an order providing the following relief:

- a. Order PGW to remove the charges on the account for approximately \$22,557.98 in alleged unauthorized usage, as described in the attached Statement of Facts
- b. Order PGW to restore service to 2912 Ella Street at no charge;
- c. Find that PGW violated the Public Utility Code, 66 Pa. C.S.A. §§ 1501, et seq., requiring each public utility to provide and maintain adequate, efficient, safe and reasonable service, in conformity with the regulations and orders of the Public Utility Commission;
- d. Impose civil penalties on PGW pursuant to 66 Pa. C.S. § 3301; and
- e. Grant such other relief as is just and appropriate.

7. On August 1, 2018, counsel for Complainant served the Interrogatories and Requests for Production of Documents, Set I, to PGW, and filed a Certificate of Service thereof with the Commission.

8. On August 20, 2018, PGW served Answers and Objections of Respondent, Philadelphia Gas Works, to Complainant's First Set of Interrogatories and Requests for Production of Documents (PGW's Answer and Objections). A copy of PGW's Answers

and Objections is attached as Exhibit B hereto. PGW's Objections included both general objections to all of Complainant's requests and specific objections to individual requests.

9. As set forth in its general objections, PGW contends that each and every request for production of documents is objectionable as set forth below:

- a. "Respondent objects to each and every request for production of documents to the extent that it seeks information that is neither relevant to the subject matter of the Complaint nor reasonably calculated to lead to the discovery of admissible evidence." PGW Answer and Objections ¶ 1.
- b. "Respondent objects to each and every request for production of documents to the extent that it is overly broad as to scope." PGW Answer and Objections ¶ 2.
- c. "Respondent objects to each and every request for production of documents to the extent that it is overly broad as to time." PGW Answer and Objections ¶ 3.
- d. "Respondent objects to each and every request for production of documents to the extent that it seeks information that is protected from discovery by the attorney-client privilege or the work-product privilege or which constitutes or discloses mental impressions, conclusions, opinions or legal theories in this or any other litigation, which is protected from disclosure by any other privilege or immunity." PGW Answer and Objections ¶ 4.

- e. "Respondent objects to each and every request for production of documents to the extent that it is unduly burdensome or designed to be harassing." PGW Answer and Objections ¶ 5.
- f. "Respondent objects to each and every request for production of documents to the extent that it seeks information neither within its possession nor under its control." PGW Answer and Objections ¶ 6.
- g. "Respondent objects to each and every request for production of documents to the extent that it seeks information already within Complainant's possession." PGW Answer and Objections ¶ 7.
- h. "Respondent objects to each and every request for production of documents to the extent that it seeks to expand upon and/or is otherwise beyond the scope of, or in contravention of, the relevant portions of Title 52 of the Pennsylvania Administrative Code." PGW Answer and Objections ¶ 8.
- i. "By answering these requests for production of documents, Respondent does not admit or concede the relevancy or materiality of any request for production of documents." PGW Answer and Objections ¶ 9.
- j. "These objections are incorporated into a specific number of responses to the request for production of documents as if fully set forth at length, and all responses are subject to the objection." PGW Answer and Objections ¶ 10.

PGW Has Not Asserted a Valid Basis for its General Discovery Objections

10. Complainant's right to obtain discovery is governed by the Commission's Regulations concerning Formal Proceedings (52 Pa. Code Chapter 5). In raising objections, PGW does not address or cite to any specific regulations concerning Formal Proceedings that justify any of its general objections.

11. The Commission's regulations, at 52 Pa. Code § 5.321(c), regarding the scope of discovery in formal proceedings, provide that:

Subject to this subchapter, a party may obtain discovery regarding any matter, not privileged, which is relevant to the subject matter involved in the pending action, whether it relates to the claim or defense of the party seeking discovery or to the claim or defense of another party... . It is not ground for objection that the information sought will be inadmissible at hearing if the information sought appears reasonably calculated to lead to the discovery of admissible evidence.

12. As set forth in 52 Pa. Code § 5.361(a), concerning written interrogatories, a Complainant's right to seek discovery of relevant information is only limited if the discovery:

- a. Is sought in bad faith;
- b. Would cause unreasonable annoyance, embarrassment, oppression, burden or expense to the deponent, a person or party;
- c. Relates to a matter which is privileged; or
- d. Would require the making of an unreasonable investigation by the deponent, a party or a witness.

13. In addition, objections to Interrogatories must be served within ten (10) days of service of the interrogatories, as set forth in 52 Pa. Code § 5.342(e):

(e) *Service of objections.* The objecting party shall serve objections within 10 days of service of the interrogatories.

- (1) The objecting party shall serve copies of the objection on the parties, along with a certificate of service, which specifically identifies the objectionable interrogatories.
- (2) The objecting party shall file a copy of the certificate of service with the Secretary.

14. Respondent served its Objections to the Complainant's Interrogatories twenty (20) days following service of those interrogatories. As such, Respondent failed to timely file objections to Complainant's Interrogatories and so to the extent any of PGW's objections could be worthy of consideration, they have nonetheless been waived.

15. Respondent's objections also violate the Commission's requirements, set forth in 52 Pa. Code § 5.342(c), that an objection "be contained in a document separate from an answer" and must "[r]estate the interrogatory or part thereof deemed objectionable and the specific ground for the objection;" and "[i]nclude a description of the facts and circumstances purporting to justify the objection."

16. PGW's boilerplate general objections, directed against all of Complainant's Interrogatories, lack sufficient explanation or basis for their evaluation. PGW's effort to apply these general objections to each specific data request, without explanation or context, must fail. These objections are devoid of any individualized factual analysis and are properly categorized as "shotgun" or "Rambo-style" objections, a form of stonewalling disfavored by the courts,¹ the legal profession, and Administrative Law Judges at the PUC.²

17. Respondent's general objections fail to reference specific interrogatories and provide no context as to how the any of the general objections relate to the interrogatory.

¹ Courts have noted that such objections do not "provide sufficient information to enable other parties to evaluate the applicability of [their claims]", Burlington N. & Santa F Ry. Co., 408 F.3d 1142, 1148 (9th Cir. 2005), nor "show specifically how...each interrogatory is not relevant or how each question is overly broad, burdensome or oppressive." Josephs v. Harris Corp., 677 F.2d 985, 992 (3d Cir. 1982).

² Ruling on a Motion to Compel in Pa. PUC v. Pennsylvania American Water Company, Docket No. R-2011- 2232243, ALJ Jones noted that such general objections such as those filed by PGW in this case "cause confusion on the parties conducting discovery" and are "highly improper." Pa. PUC v. Pennsylvania American Water Company, Docket No. R-2011- 2232243, Order on Motion to Compel at 8 (July 21, 2011).

Complainant submits that PGW fails to comply with PUC regulations that require specificity regarding grounds for the objection, including the required description of facts and circumstances that would justify the objection.

18. Without sufficient specificity, Complainant is unable to respond to these general objections, and the objections cannot be evaluated on their merits. The objections therefore must fail. PGW provides answers to each interrogatory served by Complainant. However, PGW's objections raise the concern that additional responsive documents or information exist to these interrogatories.

19. Because Respondent's general objections lack specificity and are improperly raised, they must be dismissed, and PGW must be compelled to provide any additional responsive documents or information.

PGW has not Asserted Any Valid Basis for Discovery Objections to Interrogatories 1-7, 11, or 12

20. Complainant incorporates paragraphs 1 through 19 as if fully set forth herein.

21. In addition to listing general objections, Respondent attempts to identify specific objections to Interrogatories 1-7, 11 and 12 propounded by Complainant prior to providing an answer to the interrogatory.

22. Respondent's specific objections are improperly raised under 52 Pa. Code § 5.342(c), which requires that objections be contained in a document separate from an answer, and as with the general objections, were filed out of time.

23. Respondent's specific objections are without merit.

24. Complainant's Request 1 stated:

Please provide records of all contacts between PGW and Complainant since January 2007, including but not limited to, a printout of contacts and credit and collections events for the Account.

25. In response to Request 1, Respondent objected “*to the extent* that it is vague and overly broad.” (Emphasis added.)

26. Respondent’s objection to Request 1 provides no underlying basis of fact in support of its assertion that Request 1 could be vague or overly broad, or to explain the basis for Respondent’s objection to this request. Indeed, Respondent’s objection “to the extent” the question is vague or overly broad fails to even properly assert that such question “is” vague or overly broad, which it is not.

27. By way of answer to Respondent’s objection to Request 1, the underlying subject matter of this Complaint is alleged tampering with a meter from January 2007 to April 2018, and subsequent billing for additional usage over that period of time. As such, the request dated back to the start of the tampering allegation. Further, the request is not overly broad or vague, as it is limited to “records” which are defined in the instructions as “documents or workpapers in the possession, custody or control of, or which may be reasonably ascertained or acquired by, the Company” and further limited to only those contacts between Respondent and Complainant.

28. Further, Request 1 seeks information that is both directly relevant to the Complaint and reasonably calculated to lead to the discovery of admissible evidence. Complainant seeks records within PGW’s possession regarding contacts made regarding her account, which are relevant to Complainant’s history with PGW, including customer interactions, service to the meter, contacts regarding the meter, and whether and how PGW has investigated Complainant’s usage while she has been a customer. Such information is relevant to proving her entitlement to relief from PGW’s assertions of meter tampering.

Complainant must be allowed to obtain information from PGW in pursuit of the relief requested in her Formal Complaint.

29. In response to this request, Respondent provided:

- a. A printout of contact notes for Complainant's account from January 2007 to present.
- b. CRP Recertification Reminders
- c. Shut off notices
- d. LIHEAP reminders
- e. Meter Access Requests
- f. Dispute Resolution Unit Letters

30. Complainant submits that Respondent's objection to Request 1 must be dismissed as untimely, unspecific, and insufficiently asserted, contrary to PUC regulations, and PGW be compelled to provide any additional documents which are responsive to the request.

31. Complainant's Request 2 stated:

Please state the Company procedures for handling customers when PGW alleges use of gas without authorization. Please provide all current PGW manuals, training materials and documents including but not limited to copies of notices and other documents provided to the customer, and procedures for terminating service. Please include materials that address meter bypass, meter disconnection, or other alleged tampering with or vandalizing the meter.

32. Respondent objected to Request 2 "to the extent" that it is overly broad, unduly burdensome, seeks information that is irrelevant, and is not reasonably calculated to lead to the discovery of admissible evidence.

33. Respondent's objection to Request 2 provides no underlying basis of fact in support of its assertion that Request 2 could be vague, overly broad, unduly burdensome or seeks information that is irrelevant, or to explain the basis for Respondent's objection to this request. Indeed, Respondent's objection "to the extent" the question is vague, overly

broad, unduly burdensome or seeks information that is irrelevant fails to even properly assert that such question “is” vague, overly broad, unduly burdensome or seeks information that is irrelevant, which it is not.

34. By way of answer to Respondent’s objection to Request 2, the underlying subject matter of this Complaint is PGW’s allegation of tampering of the meter, which has also been termed as “theft” and “unauthorized use” in communications from PGW.³ See Complaint of Ines Rios, Exhibit A, Philadelphia Gas Works Credit Denial Letter. Request 2 is specific to those allegations and is therefore not overly broad. While respondent claims the request would cause undue burden, Respondent does not explain how or why such request could in fact be unduly burdensome.

35. Further, Request 2 seeks information that is both directly relevant to the Complaint and reasonably calculated to lead to the discovery of admissible evidence. Complainant seeks documents and information within PGW’s possession regarding PGW procedures in the specific contexts – tampering with a meter, theft, and unauthorized use -- that are the subject matter of this Complaint. Complainant seeks this information to ascertain whether PGW followed proper procedures in alleging and billing her for meter tampering. Complainant must be allowed to obtain information from PGW in pursuit of the relief requested in her Formal Complaint.

36. In response to Request 2, Respondent provided a description of PGW processes when it finds evidence of a tampered meter bypass, and further provided the following document: Bulletin #256, Effective August 14, 2009 (Field Operations Turn Off Procedure for Theft of Service).

³ The PUC regulations define “unauthorized use of utility service” as subsuming meter tampering. 52 Pa. Code §56.2 (definitions).

37. Complainant submits that Respondent's objection to Request 2 must be dismissed as untimely, unspecific, and insufficiently asserted, contrary to PUC regulations, and PGW be compelled to provide any additional documents which are responsive to the request.

38. Complainant's Request 3 stated:

With respect to gas meter # 01593949 and any other meters PGW has a record of at the Property, please provide all Records regarding the installation, service, inspection, repair, certification and removal of that meter, including:

- a. the dates on which each such installation, service, inspection, repair, certification and removal was performed and
- b. the identity and position title of each PGW worker performing such installation, service, inspection, repair, certification or removal.

39. Respondent objected to Request 3 "to the extent" that it is overly broad, unduly burdensome, seeks information that is irrelevant, and is not reasonably calculated to lead to the discovery of admissible evidence.

40. Respondent's objection to Request 3 provides no underlying basis of fact in support of its assertion that Request 3 could be vague, overly broad, unduly burdensome or seeks information that is irrelevant, or to explain the basis for Respondent's objection to this request. Indeed, Respondent's objection "to the extent" the question is vague, overly broad, unduly burdensome or seeks information that is irrelevant fails to even properly assert that such question "is" vague, overly broad, unduly burdensome or seeks information that is irrelevant, which it is not.

41. By way of answer to Respondent's objection to Request 3, the underlying subject matter of this Complaint is PGW's allegation of tampering with the meter referenced in the request. This request is specific to that meter and any other meters that may exist at that property and is therefore not overly broad. While respondent claims the

request would cause undue burden, Respondent does not explain how or why such request is unduly burdensome.

42. Further, Request 3 seeks information that is both directly relevant to the Complaint and reasonably calculated to lead to the discovery of admissible evidence. Complainant seeks documents and information within PGW's possession regarding PGW interactions with the meter that Complainant is alleged to have tampered with – when and how PGW installed, serviced, inspected, repaired or removed such meter is directly relevant to whether PGW can show Complainant actually tampered with the meter and relevant to the calculation of the additional charges PGW is requesting of Complainant based on that tampering. Complainant must be allowed to obtain information that forms the basis of PGW's allegations that are the subject of the Formal Complaint.

43. In response to Request 3, PGW provides records of installation, maintenance, and removal of the meter identified in the request. See Appendix C to Answers and Objections of Respondent Philadelphia Gas Works to Complainant's First Set of Interrogatories and Requests for Production of Documents, Attached hereto as Exhibit B.

44. Complainant submits that Respondent's objection to Request 3 must be dismissed as untimely, unspecific, and insufficiently asserted, contrary to PUC regulations, and PGW be compelled to provide any additional documents which are responsive to the request.

45. Complainant's Request 4 stated:

Please provide all Records regarding any investigation performed by PGW of gas usage, meter functioning and gas service issues at the Property since January 2007.

46. Respondent objected to Request 4 “to the extent” that it is overly broad, unduly burdensome, seeks information that is irrelevant, and is not reasonably calculated to lead to the discovery of admissible evidence.

47. Respondent’s objection to Request 4 provides no underlying basis of fact in support of its assertion that Request 4 could be vague, overly broad, unduly burdensome or seeks information that is irrelevant, or to explain the basis for Respondent’s objection to this request. Indeed, Respondent’s objection “to the extent” the question is vague, overly broad, unduly burdensome or seeks information that is irrelevant fails to even properly assert that such question “is” vague, overly broad, unduly burdensome or seeks information that is irrelevant, which it is not.

48. By way of answer to Respondent’s objection to Request 4, the request is not vague or overly broad, as the underlying subject matter of this Complaint is PGW’s allegation of tampering with the gas meter and theft of service at the Property referenced in the request. This request is specific to that Property and to the timeframe in which the alleged tampering occurred, and references only investigations performed by the Respondent. Respondent provides no further information as to why this request is vague or overly broad. Similarly, while respondent claims the request would cause undue burden, Respondent does not explain how or why such request is unduly burdensome.

49. Further, Request 4 seeks information that is both directly relevant to the Complaint and reasonably calculated to lead to the discovery of admissible evidence. Complainant seeks documents and information within PGW’s possession regarding investigations performed by PGW – at the Property in question and within the timeframe of alleged tampering. Such information is directly relevant to whether PGW can show

Complainant actually tampered with the meter and relevant to the calculation of the additional charges PGW is requesting of Complainant based on that tampering.

Complainant must be allowed to obtain information that forms the basis of PGW's allegations that are the subject of the Formal Complaint.

50. In response to Request 4, PGW provides records of investigations into tampering and unbilled usage at Complainant's property. See Appendix D to Answers and Objections of Respondent Philadelphia Gas Works to Complainant's First Set of Interrogatories and Requests for Production of Documents, Attached hereto as Exhibit B.

51. Complainant submits that Respondent's objection to Request 4 must be dismissed as untimely, unspecific, and insufficiently asserted, contrary to PUC regulations, and PGW be compelled to provide any additional documents which are responsive to the request.

52. Complainant's Request 5 stated:

Please provide all information, documents and records that pertain to how the Company determined that a tampered meter bypass existed or any other theft, if any, occurred at the Property.

53. Respondent objected to Request 5 "to the extent" that it is overly broad, unduly burdensome, not limited in scope, and seeks information that is irrelevant, and is not reasonably calculated to lead to the discovery of admissible evidence.

54. Respondent's objection to Request 5 provides no underlying basis of fact in support of its assertion that Request 5 could be vague, overly broad, unduly burdensome, not limited in scope, or seeks information that is irrelevant, or to explain the basis for Respondent's objection to this request. Indeed, Respondent's objection "to the extent" the question is vague, overly broad, unduly burdensome, not limited in scope or seeks

information that is irrelevant fails to even properly assert that such question “is” vague, overly broad, unduly burdensome, not limited in scope or seeks information that is irrelevant, which it is not.

55. By way of answer to Respondent’s objection to Request 5, the underlying subject matter of this Complaint is PGW’s allegation of a tampered meter bypass, which it has also termed as theft of service and unauthorized usage. This request is specific to allegations of meter tampering and theft of service at the Complainant’s property, which is the subject matter of the Complaint.

56. Further, Request 5 seeks information that is both directly relevant to the Complaint and reasonably calculated to lead to the discovery of admissible evidence. Complainant seeks documents and information within PGW’s possession regarding the basis for its allegations. This information is directly relevant to whether PGW can show Complainant actually tampered with the meter and relevant to the calculation of the additional charges PGW is requesting of Complainant based on that tampering. Complainant must be allowed to obtain information that forms the basis of PGW’s allegations that are the subject of the Formal Complaint.

57. In response to Request 5, PGW provides records of its investigation, pictures of the meter, and selected meter read records. See Appendices C, D, and E to Answers and Objections of Respondent Philadelphia Gas Works to Complainant’s First Set of Interrogatories and Requests for Production of Documents, Attached hereto as Exhibit B.

58. Complainant submits that Respondent’s objection to Request 5 must be dismissed as untimely, unspecific, and insufficiently asserted, contrary to PUC regulations,

and PGW be compelled to provide any additional documents which are responsive to the request.

59. Complainant's Request 6 stated:

Please provide all Records regarding the determination that unauthorized usage was taking place at the Property.

60. Respondent objected to Request 5 "to the extent" that it is "duplicative of Interrogatory 6," vague, overly broad, unduly burdensome, and seeks information that is irrelevant, and is not reasonably calculated to lead to the discovery of admissible evidence.

61. Respondent's objection to Request 6 provides no underlying basis of fact in support of its assertion that Request 6 could be vague, overly broad, unduly burdensome, or seeks information that is irrelevant, or to explain the basis for Respondent's objection to this request. Indeed, Respondent's objection "to the extent" the question is vague, overly broad, unduly burdensome, or seeks information that is irrelevant fails to even properly assert that such question "is" vague, overly broad, unduly burdensome, or seeks information that is irrelevant, which it is not.

62. Furthermore, Respondent cannot legitimately object that Request 6 is duplicative of itself. Assuming Respondent objects that Request 6 is duplicative of some other, unidentified request, PGW fails to state a valid objection. To the extent that the information requested in this Interrogatory was provided in response to another request made by Complainant, 52 Pa. Code § 5.361(c) allows Respondent to specify the location of the information previously provided, but does not provide Respondent with any basis for an objection.

63. By way of further answer to Respondent's objection to Request 6, the underlying subject matter of this Complaint is PGW's allegation of tampering at the Property referenced in the request. This request is specific to that property and is therefore not overly broad. While respondent claims the request would cause undue burden, Respondent does not explain how or why such request is unduly burdensome.

64. Further, Request 6 seeks information that is both directly relevant to the Complaint and reasonably calculated to lead to the discovery of admissible evidence. Records that underpin the determination of a tampered meter bypass at the Property are relevant to whether PGW can show Complainant actually tampered with the meter. Complainant must be allowed to obtain information that forms the basis of PGW's allegations that are the subject of the Formal Complaint.

65. Complainant's Request 7 stated:

Please provide all Records, including all policies, procedures, memoranda and manuals with respect to identifying properties where a tampered meter bypass is believed to exist.

66. Respondent objected to Request 7 "to the extent" that it is vague, overly broad, unduly burdensome, not limited in temporal scope, and seeks information that is irrelevant, and is not reasonably calculated to lead to the discovery of admissible evidence.

67. Respondent's objection to Request 7 provides no underlying basis of fact in support of its assertion that Request 7 could be vague, overly broad, unduly burdensome, not limited in temporal scope, or seeks information that is irrelevant, or to explain the basis for Respondent's objection to this request. Indeed, Respondent's objection "to the extent" the question is vague, overly broad, unduly burdensome, not limited in temporal scope, or

seeks information that is irrelevant fails to even properly assert that such question “is” vague, overly broad, unduly burdensome, not limited in temporal scope, or seeks information that is irrelevant, which it is not.

68. By way of answer to Respondent’s objection to Request 7, the underlying subject matter of this Complaint is PGW’s allegation of a tampered meter bypass. This request is specific to identifying properties where a tampered meter bypass may exist, and is therefore not vague or overly broad. While respondent claims the request would cause undue burden, Respondent does not explain how or why such request is unduly burdensome.

69. Further, Request 7 seeks information that is both directly relevant to the Complaint and reasonably calculated to lead to the discovery of admissible evidence. Complainant seeks records within PGW’s possession regarding PGW policies and procedures in the specific context – a tampered meter bypass – which is the subject matter of this Complaint. Complainant seeks this information to ascertain whether PGW followed proper procedures in alleging and billing her for a tampered meter bypass. Complainant must be allowed to obtain information from PGW in pursuit of the relief requested in her Formal Complaint.

70. In response to Request 7, Respondent provided a description of PGW processes when it finds evidence of a tampered meter bypass, and further provided the following document: Bulletin #256, Effective August 14, 2009 (Field Operations Turn Off Procedure for Theft of Service). See Appendix B to Answers and Objections of Respondent Philadelphia Gas Works to Complainant’s First Set of Interrogatories and Requests for Production of Documents, Attached hereto as Exhibit B.

71. Complainant submits that Respondent's objection to Request 7 must be dismissed as untimely, unspecific, and insufficiently asserted, contrary to PUC regulations, and PGW be compelled to provide any additional documents which are responsive to the request.

72. Complainant's Request 11 stated:

Please provide a complete copy of all Records in the Meter Investigation Unit relating to the Property since the installation of gas meter #01593949 including, but not limited to, handwritten notes and phone logs.

73. Respondent objected to Request 11 "to the extent" that it is overly broad, unduly burdensome, and seeks information that is irrelevant, and is not reasonably calculated to lead to the discovery of admissible evidence.

74. Respondent's objection to Request 11 provides no underlying basis of fact in support of its assertion that Request 11 could be overly broad, unduly burdensome, or seeks information that is irrelevant, or to explain the basis for Respondent's objection to this request. Indeed, Respondent's objection "to the extent" the question is overly broad, unduly burdensome, or seeks information that is irrelevant fails to even properly assert that such question "is" overly broad, unduly burdensome, or seeks information that is irrelevant, which it is not.

75. By way of answer to Respondent's objection to Request 11, the underlying subject matter of this Complaint is PGW's allegation of tampering of a meter at the Property referenced in the request. This request is specific to that Property, and limited to the time period after the meter in question was installed at the Property, and is therefore not overly broad. While respondent claims the request would cause undue burden, Respondent does not explain how or why such request is unduly burdensome.

76. Further, Request 11 seeks information that is both directly relevant to the Complaint and reasonably calculated to lead to the discovery of admissible evidence. Complainant seeks documents and information within PGW's possession regarding the meter that Complainant is alleged to have tampered with, specifically any records in PGW's Meter Investigation Unit. These records are directly relevant to whether PGW can show Complainant actually tampered with the meter and relevant to the calculation of the additional charges PGW is requesting of Complainant based on that tampering. Complainant must be allowed to obtain information that forms the basis of PGW's allegations that are the subject of the Formal Complaint.

77. In response to Request 11, PGW stated that it "currently has no records that are responsive to this request. PGW will supplement this answer should records that are responsive become available."

78. Pursuant to the instructions to Complainant's Interrogatories, the requests are deemed to be continuing, and so PGW has an obligation to provide supplemental response if additional information becomes available. The lack of responsive information does not form the basis for an objection, and counsel for Complainant must answer PGW's objections to preserve Complainant's rights to information responsive to her reasonable discovery requests, including such information as may become available during the course of this proceeding.

79. Complainant submits that Respondent's objection to Request 11 must be dismissed as untimely, unspecific, and insufficiently asserted, contrary to PUC regulations, and PGW be compelled to provide any additional documents which are responsive to the request.

80. Complainant's Request 11 stated:

Please provide all information, documents, and records of Complainants' participation in PGW's Customer Responsibility Program since January 2007, including but not limited to determinations of eligibility or ineligibility and determinations of Complainants' asked to pay amount under CRP.

81. Respondent objected to Request 11 "to the extent" that it seeks information that is irrelevant, and is not reasonably calculated to lead to the discovery of admissible evidence.

82. Respondent's objection to Request 11 provides no underlying basis of fact in support of its assertion that Request 11 could seek information that is irrelevant, or to explain the basis for Respondent's objection to this request. Indeed, Respondent's objection "to the extent" the question seeks information that is irrelevant fails to even properly assert that such question "does" seek information that is irrelevant, which it does not.

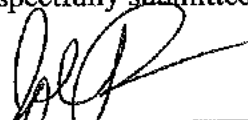
83. By way of answer to Respondent's objection to Request 11, the underlying subject matter of this Complaint is an alleged tampered meter bypass, and associated usage based charges assessed by PGW. When and how Complainant was enrolled in CRP is directly relevant to establishing material facts pled in the Complaint (Statement of Facts ¶¶21-23) as well as Complainant's right to relief. Complainant contends that PGW cannot legally charge Complainant for unbilled usage during the time periods in which Complainant was paying CRP bills, which are calculated based on a percentage of income, not usage. As such, the information Complainant seeks is directly relevant to her Complaint and is reasonably calculated to lead to the discovery of admissible evidence.

84. In response to Request 11, PGW refers Complainant to Appendices "A" and "H" of PGW's Answers and Objections.

85. Complainant submits that Respondent's objection to Request 11 must be dismissed as untimely, unspecific, and insufficiently asserted, contrary to PUC regulations, and PGW be compelled to provide any additional documents which are responsive to the request.

WHEREFORE, Complainant moves that Philadelphia Gas Works Objections to the Interrogatories, Set I, of Ines Rios be dismissed and that to the extent that additional responsive information, records, or documents exist, PGW be compelled to provide those answers and documents.

Respectfully submitted,



Joline Price, Esquire
Robert Ballenger, Esquire
Attorney for Complainant
COMMUNITY LEGAL SERVICES, INC.
1424 Chestnut Street
215-981-3756

August 30, 2018

**BEFORE THE
PENNSYLVANIA PUBLIC UTILITY COMMISSION**

Ines Rios	:	
	Complainant	:
v.		: Docket No. C-2018-3003457
		:
PHILADELPHIA GAS WORKS	:	
	Respondent	:

**Motion to Compel Philadelphia Gas Works to Answer Complainant Ines Rios'
Interrogatories and Requests for Production of Documents, Set I**

Exhibit A: Formal Complaint of Ines Rios, C-2018-3003457



COMMUNITY LEGAL SERVICES
OF PHILADELPHIA

July 17, 2018

Via e-filing and first class mail
Secretary Rosemary Chiavetta
Pennsylvania Public Utility Commission
400 North Street
Harrisburg, PA 17120

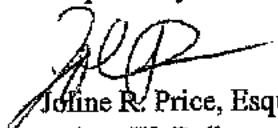
Re: Formal Complaint of Ines Rios

Dear Secretary Chiavetta,

Please find enclosed the Formal Complaint of Ines Rios, together with Statement of Facts and Exhibits.

A copy is being served upon counsel for PGW, pursuant to the attached Certificate of Service. Please contact me with any questions or concerns.

Respectfully submitted,


Joline R. Price, Esquire
Robert W. Ballenger, Esquire

Enclosure

Cc: Service List

**BEFORE THE
PENNSYLVANIA PUBLIC UTILITY COMMISSION**

INES RIOS	:	
2912 ELLA STREET	:	
PHILADELPHIA, PA 19134	:	
Complainant	:	
vs.	:	Docket No. F-
PHILADELPHIA GAS WORKS	:	
800 WEST MONTGOMERY AVENUE	:	
PHILADELPHIA, PA 19122	:	
Respondent	:	

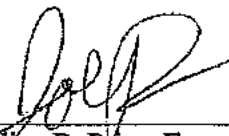
I hereby certify that I have this day served a copy of the Formal Complaint of Ines Rios upon the persons listed below in the manner indicated in accordance with the requirements of 52 Pa. Code § 1.54.

Via First Class Mail (Courtesy Copy to Counsel by Email)

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

Laureto Farinas, Esq.
Graciela Christlieb, Esq.
Philadelphia Gas Works
800 W. Montgomery Ave.
Philadelphia, PA 19122
Laureto.farinas@pgworks.com
Graciela.christlieb@pgworks.com

July 17, 2018



Joline R. Price, Esq.
Pa. Attorney ID: 315405

Community Legal Services, Inc.
1424 Chestnut Street
Philadelphia, PA 19102
Tel: 215-981-3788
jprice@clsphila.org

PENNSYLVANIA PUBLIC UTILITY COMMISSION

Formal Complaint

*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 Ines Rios

Street/P.O. Box 2912 Ella Street Apt # _____

City Philadelphia State PA Zip 19134

County Philadelphia

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

(267) 444-7138, please contact counsel at (215) 981-3756

E-mail Address (optional): counsel: jprice@clsphila.org and rballenger@clsphila.org

Utility Account Number (from your bill): 883351521

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).

See attached Statement of Facts and accompanying exhibits.

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.

I respectfully request that the Commission:

- **Order PGW to remove the charges on my account for approximately \$22,557.98 in alleged unauthorized usage, as described in the attached Statement of Facts**
- **Order PGW to restore service to 2912 Ella Street at no charge;**
- **Find that PGW violated the Public Utility Code, 66 Pa. C.S.A. §§ 1501, et seq., requiring each public utility to provide and maintain adequate, efficient, safe and reasonable service, in conformity with the regulations and orders of the Public Utility Commission;**
- **Impose civil penalties on PGW pursuant to 66 Pa. C.S. § 3301; and**
- **Grant such other relief as is just and appropriate.**

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 Joline Price, Esq. and Robert W. Ballenger, Esq.

Street/P.O. Box Community Legal Services, Inc., 1424 Chestnut Street

City Philadelphia State PA Zip 19102

Area Code/Phone Number (215) 981-3756

E-mail Address (if known) jprice@clsphila.org and rballenger@clsphila.org

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 Ines Rios, 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).

Ines Rios 7/10/18
(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.

**BEFORE THE
PENNSYLVANIA PUBLIC UTILITY COMMISSION**

INES RIOS	:	
2912 ELLA STREET	:	
PHILADELPHIA, PA 19134	:	
Complainant	:	
vs.	:	Docket No. F-
PHILADELPHIA GAS WORKS	:	
800 WEST MONTGOMERY AVENUE	:	
PHILADELPHIA, PA 19122	:	
Respondent	:	

STATEMENT OF FACTS

1. Ines Rios ("Complainant") resides at 2912 Ella Street, Philadelphia, PA 19134 (the "Property"). Complainant and her son, Alberto Leon, have owned the Property since June 27, 2012. Prior to obtaining title to the property, Complainant lived at the Property and paid rent to the previous owner, Melvin Marrero. Complainant has lived in the Property since 2007.
2. The Property is a two-story row home, with approximately 1100 square feet of interior living space.
3. Complainant uses natural gas for heat, hot water and cooking.
4. Complainant has had a PGW account at the Property since early 2007.
5. Complainant's PGW account number is 883351521.
6. In April 2018, Complainant called PGW to report she was smelling gas.
7. After PGW came to the property, Complainant's gas was shutoff.
8. PGW alleges that service at the Property was terminated due to unauthorized usage. See Exhibit A, Philadelphia Gas Works Credit Denial Letter dated May 17, 2018.
9. Complainant denies the existence of any unauthorized use at the Property.
10. Complainant denies taking any action, or authorizing any other person to take any action, that would permit unauthorized use to occur at the Property.
11. PGW is requesting \$22,557.98 and a reconnection fee of \$123.23 to restore service.

12. According to PGW, the balance of \$22,557.98 represents service provided to the Property from January 9, 2007 through April 3, 2018.
13. On May 22, 2018, by and through Counsel, Complainant requested a Statement of Account from January 2007 through present.
14. PGW provided Complainant, through Counsel, a Statement of Account on May 23, 2018. See Exhibit B, Statement of Account for Ines Rios 2007 through 2018.
15. According to the Statement of Account (Exhibit B), from January 2007 through April 2018, Complainant's meter registered usage every month.
16. According to PGW, an average PGW residential heating customer uses around 760 Ccf of natural gas per year. See <https://pgworks.com/business/customer-care/rates> (showing bill impact of proposed rate increase in 2017 for a residential customer using 760 Ccf per year).
17. Complainant's actual, metered usage, as reflected in the Statement of Account (Exhibit B) corresponds with PGW's average usage for a residential heating customer.
18. As shown in the Statement of Account (Exhibit B), Complainant's total usage for calendar year 2017 (bills issued January through December) was 786 Ccf.
19. As shown in the Statement of Account (Exhibit B), Complainant's usage over the period 2007 through 2018 shows typical seasonal variation – higher consumption in the winter months and lower consumption in the summer months – consistent with a PGW residential heating customer.
20. Complainant almost always paid her bills in full and on time. Complainant was only charged a Late Payment Charge five times in eleven years.
21. Complainant was enrolled in PGW's Customer Responsibility Program several times from January 2007 through April 2018.
22. As shown in the Statement of Account (Exhibit B), complainant appears to have been enrolled in CRP during the following time periods:
 - a. 11/24/2008 through 01/09/2013
 - b. 01/22/2013 through 02/06/2014
 - c. 02/19/2014 through 03/03/2015
 - d. 03/18/2015 through 05/20/2016
 - e. 01/31/2017 through 04/10/2018

23. According to the PUC, because CRP is a percentage of income program, payment of a CRP rate satisfies all lawful requirements for natural gas service during program participation. See Motion of Commissioner David W. Sweet, Maria Morales v. Philadelphia Gas Works, Docket No. F-2017-2623492 (Public Meeting held June 14, 2018).
24. By and through Counsel, Complainant sought to resolve this matter without the necessity of a Formal Complaint.
25. PGW's counsel indicated that PGW was unwilling to review Complainant's actual usage and payment history, and would not consider Complainant's denial of unauthorized usage.
26. PGW's counsel stated that Complainant's service would only be restored if Complainant paid \$22,557.98 and a reconnection fee of \$123.23.
27. As a result of PGW's refusal to restore Complainant's service, Complainant has resided without heat, hot water and gas for cooking since April 2018.

**BEFORE THE
PENNSYLVANIA PUBLIC UTILITY COMMISSION**

INES RIOS
2912 ELLA STREET
PHILADELPHIA, PA 19134

Complainant

vs.

PHILADELPHIA GAS WORKS
800 WEST MONTGOMERY AVENUE
PHILADELPHIA, PA 19122

Respondent

:
:
:
:
:
:
:

Docket No. F-

EXHIBIT A



Philadelphia Gas Works
Credit Denial Letter

Date: May 17, 2018

Account Number: 0008-8335-1521

Name: Ines Rios

Address: 2912 Ella St 19134

After reviewing your application for service, PGW is unable to provide you with gas service because you have failed to satisfy one or more of the following conditions:

1. You owe PGW a total balance of \$22,667.98.
 - a) This amount represents service provided at 2912 Ella St from Jan 9, 2007 to Apr 3, 2018 under the name of Ines Rios - and -
 - b) This amount represents service provided at _____ from _____ to _____ under the name of _____
2. To provide satisfactory personal identification by showing at least two of the following: a government issued photo ID, social security card, driver's license, medical assistance card, public welfare card, or similar items.
3. To provide documentation showing ownership, tenancy or residency at the service address.
4. Based on the credit score obtained from Experian, a national credit reporting agency, you failed to meet our credit guidelines.* (See disclaimer on the next page)
5. PGW records indicate the service at the property 2912 Ella St was terminated due to unauthorized usage.

In order to establish your account you must do the following:

6. Pay _____ in the amount of _____ to enter into an agreement + pay 50% of a deposit _____ (if applicable) + a reconnection charge of _____ + a dig charge of _____ (if applicable).
Total amount needed to restore the service _____
7. Pay your total outstanding debt of _____ + pay 50% of a deposit _____ (if applicable) + a reconnection fee of _____ + a dig charge of _____ (if applicable).
Total amount needed to restore the service _____
8. Pay total outstanding theft charges of \$22,321.58 + the cure amount of \$0.00 + deposit (if applicable) of _____ + reconnection fee of \$123.23 + a dig charge of _____ (if applicable).
Total amount needed to restore the service \$22,444.82
9. Pay a cash deposit of _____ which you can pay in the following installment: 50% or \$0.00 due immediately to establish service then 25% or \$0.00 due in 60 days and 25% or \$0.00 due in 90 days. You have the right to provide a guarantor. A guarantor is an individual in good credit standing who will be willing to pay your gas bills if you fail to do so.
10. Provide positive identification with at least two of the following: a government issued photo ID, driver's license, welfare card, medical assistance card or social security card.
11. Provide proof of residency for this premise.
12. Based on the income provided, you may qualify for PGW's Customer Responsibility Program (CRP). To determine eligibility, you must provide your monthly household income for the last 30 days and occupancy information. You must also pay _____ + a reconnection fee of _____ (if applicable) + a dig charge of _____ (if applicable) totaling _____. If it is determined by PGW that you do not qualify for CRP, the terms noted above will be required for restoration.

Representative Initials: VLA

PGW reserves the right to modify these terms and conditions if the company determines that an amendment is required. If you are not satisfied with the terms and conditions provided above, you can contact the Pennsylvania Public Utility Commission (PUC) at 1-800-692-7380 or write them at: Pennsylvania Public Utility Commission, P.O. Box 3286, Harrisburg, PA 17108-3265. Please contact us at (215) 236-1008 if you have an active Protection From Abuse (PFA) order, as you may qualify for more lenient terms. Documentation may be required.

**BEFORE THE
PENNSYLVANIA PUBLIC UTILITY COMMISSION**

INES RIOS
2912 ELLA STREET
PHILADELPHIA, PA 19134

Complainant

vs.

PHILADELPHIA GAS WORKS
800 WEST MONTGOMERY AVENUE
PHILADELPHIA, PA 19122

Respondent

:
:
:
:
:
:
:

Docket No. F-

EXHIBIT B

Specific Service Agreement Statement of Account SA- 3406612884

Customer Name	From Date	To Date
INES RIOS	1/1/2007	5/23/2018
Service Address	Account Number	S A Number
2912 ELLA ST PHIL, PA 191342820	883351521	3406612884
	Meter	Rate/Class

STATEMENT

Transaction Date	Transaction Type	Reading	Code	Read	For	Days	CFI	Average Usage	CFI/Pay	Heating DDDs	Payment Type	Due Date	Transaction Amount	Current Balance	Actual Balance
1/3/2007	PAY										Check		(\$76.11)	\$100.00	\$100.00
1/10/2007	LPC												\$1.50	\$101.50	\$101.50
1/10/2007	BILL	9874	R		34	67	1.97	688			Cash	2/5/2007	\$138.68	\$240.18	\$240.18
1/31/2007	PAY												(\$100.00)	\$140.18	\$140.18
2/9/2007	LPC												\$2.10	\$142.28	\$142.28
2/9/2007	BILL	9946	R		29	72	2.48	964				3/7/2007	\$138.61	\$280.89	\$280.89
2/21/2007	INTAPL												(\$8.36)	\$272.53	\$272.53
2/21/2007	DEPAPL												(\$300.00)	(\$27.47)	(\$27.47)
2/26/2007	PAY										Cash		(\$56.07)	(\$83.54)	(\$83.54)
3/2/2007	PAY										Check		(\$306.00)	(\$389.54)	(\$389.54)
3/9/2007	BILL	6	R		29	60	2.07	988				4/3/2007	\$56.07	(\$333.47)	(\$333.47)
3/14/2007	BOLHP												\$306.00	(\$27.47)	(\$27.47)
4/10/2007	BILL	45	R		32	39	1.22	588				5/3/2007	\$56.07	\$28.60	\$28.60
5/2/2007	PAY										Cash		(\$28.60)	\$0.00	\$0.00
5/9/2007	BILL	99	R		29	54	1.86	289				6/4/2007	\$56.07	\$56.07	\$56.07
6/5/2007	PAY										Check		(\$56.07)	\$0.00	\$0.00
6/8/2007	BILL	109	R		30	10	0.33	31				7/3/2007	\$56.07	\$56.07	\$56.07
7/3/2007	PAY										Cash		(\$57.00)	(\$0.93)	(\$0.93)
7/10/2007	BILL	128	R		32	19	0.59	4				8/2/2007	\$56.07	\$55.14	\$55.14
8/3/2007	PAY										Cash		(\$56.00)	(\$0.86)	(\$0.86)
8/8/2007	BILL	153	R		29	25	0.86	0				8/31/2007	\$56.07	\$55.21	\$55.21
9/3/2007	PAY										Cash		(\$55.21)	\$0.00	\$0.00
9/7/2007	BILL	177	R		30	24	0.8	6				10/2/2007	\$56.07	\$56.07	\$56.07
10/8/2007	BILL	203	R		29	26	0.9	13				10/31/2007	\$56.07	\$112.14	\$112.14
10/9/2007	PAY										Cash		(\$57.00)	\$55.14	\$55.14
11/1/2007	PAY										Cash		(\$56.00)	(\$0.86)	(\$0.86)
11/6/2007	BILL	253	R		31	50	1.61	184				12/3/2007	\$56.07	\$55.21	\$55.21

Transaction Date	Transaction Type	Reading	Read Code	Read Days	EOC Usage	Average CCF/Day	Heating DDDs	Payment Type	Due Date	Transaction Amount	Current Balance	Actual Balance
12/3/2007	PAY							Cash		(\$56.00)	(\$0.79)	(\$0.79)
12/7/2007	BILL	400	R	31	147	4.74	695		1/4/2008	\$56.07	\$55.28	\$55.28
1/2/2008	PAY							Cash		(\$56.00)	(\$0.72)	(\$0.72)
1/9/2008	BILL	548	R	33	148	4.48	858		2/4/2008	\$56.07	\$55.35	\$55.35
2/4/2008	PAY							Cash		(\$56.35)	(\$1.00)	(\$1.00)
2/7/2008	BILL	559	R	29	11	0.38	801		3/4/2008	\$56.07	\$55.07	\$55.07
3/3/2008	PAY							Cash		(\$55.00)	\$0.07	\$0.07
3/7/2008	BILL	714	R	29	155	5.34	797		4/2/2008	\$56.07	\$56.14	\$56.14
4/3/2008	PAY							Cash		(\$57.00)	(\$0.86)	(\$0.86)
4/8/2008	BILL	838	R	32	124	3.88	611		5/1/2008	\$56.07	\$55.21	\$55.21
5/2/2008	PAY							Cash		(\$56.00)	(\$0.79)	(\$0.79)
5/7/2008	BILL	870	R	29	32	1.1	185		6/2/2008	\$56.07	\$55.28	\$55.28
6/2/2008	PAY							Cash		(\$56.00)	(\$0.72)	(\$0.72)
6/6/2008	BILL	898	R	30	28	0.93	120		7/1/2008	\$63.43	\$62.71	\$62.71
7/2/2008	PAY							Cash		(\$56.00)	\$6.71	\$6.71
7/8/2008	LPC									\$0.10	\$6.81	\$6.81
7/8/2008	BILL	911	R	32	13	0.41	0		7/31/2008	\$39.61	\$46.42	\$46.42
8/4/2008	PAY							Cash		(\$63.00)	(\$16.58)	(\$16.58)
8/6/2008	BILL	922	R	29	11	0.38	0		8/29/2008	\$35.37	\$18.79	\$18.79
9/1/2008	PAY							Cash		(\$19.00)	(\$0.21)	(\$0.21)
9/1/2008	PAY							Cash		(\$47.00)	(\$47.21)	(\$47.21)
9/5/2008	BILL	933	R	30	11	0.37	0		9/30/2008	\$35.26	(\$11.95)	(\$11.95)
10/6/2008	BILL	945	R	29	12	0.41	26		10/29/2008	\$36.69	\$24.74	\$24.74
11/4/2008	LPC									\$0.37	\$25.11	\$25.11
11/4/2008	BILL	989	R	31	44	1.42	295		12/1/2008	\$102.34	\$127.45	\$127.45
11/24/2008	CRPFRZ									(\$127.45)	\$0.00	\$0.00
12/8/2008	BILL	1098	R	32	109	3.41	774		1/5/2009	\$57.33	\$57.33	\$57.33
1/1/2009	PAY							Cash		(\$57.33)	\$0.00	\$0.00
1/8/2009	BILL	1265	R	33	167	5.06	932		2/3/2009	\$57.33	\$57.33	\$57.33
2/2/2009	PAY							Cash		(\$57.33)	\$0.00	\$0.00
2/6/2009	BILL	1457	R	29	192	6.62	1097		3/4/2009	\$57.33	\$57.33	\$57.33
3/2/2009	PAY							Cash		(\$57.33)	\$0.00	\$0.00
3/9/2009	BILL	1614	R	29	157	5.41	839		4/1/2009	\$57.33	\$57.33	\$57.33
4/2/2009	PAY							Cash		(\$57.33)	\$0.00	\$0.00
4/7/2009	BILL	1720	R	31	106	3.42	527		5/1/2009	\$57.33	\$57.33	\$57.33

Transaction Date	Transaction Type	Reading	Read Code	Read Type	Days	CCF Usage	Average CCF/Day	Realtime BDDs	Payment Type	Due Date	Transaction Amount	Current Balance	Actual Balance
5/4/2009	PAY								Cash		(\$57.33)	\$0.00	\$0.00
5/7/2009	BILL	1774	R		30	54	1.8	303	Cash	6/2/2009	\$57.33	\$57.33	\$57.33
6/2/2009	PAY								Cash		(\$57.33)	\$0.00	\$0.00
6/8/2009	BILL	1792	R		30	18	0.6	51	Cash	7/1/2009	\$57.34	\$57.34	\$57.34
7/2/2009	PAY								Cash		(\$57.34)	\$0.00	\$0.00
7/9/2009	BILL	1807	R		32	15	0.47	3	Cash	7/31/2009	\$57.33	\$57.33	\$57.33
8/3/2009	PAY								Cash		(\$57.33)	\$0.00	\$0.00
8/6/2009	BILL	1818	R		29	11	0.38	0	Cash	8/31/2009	\$57.33	\$57.33	\$57.33
9/2/2009	PAY								Cash		(\$57.33)	\$0.00	\$0.00
9/4/2009	BILL	1828	R		29	10	0.34	0	Cash	9/30/2009	\$57.33	\$57.33	\$57.33
10/2/2009	PAY								Cash		(\$57.33)	\$0.00	\$0.00
10/6/2009	BILL	1842	R		32	14	0.44	50	Cash	10/29/2009	\$57.33	\$57.33	\$57.33
11/2/2009	PAY								Cash		(\$57.33)	\$0.00	\$0.00
11/4/2009	BILL	1887	R		29	45	1.55	299	Cash	12/1/2009	\$60.66	\$60.66	\$60.66
12/2/2009	PAY								Cash		(\$60.66)	\$0.00	\$0.00
12/7/2009	BILL	1969	R		31	82	2.65	536	Cash	1/4/2010	\$60.66	\$60.66	\$60.66
1/1/2010	PAY								Cash		(\$60.66)	\$0.00	\$0.00
1/7/2010	BILL	2156	R		33	187	5.67	1054	Cash	2/2/2010	\$60.66	\$60.66	\$60.66
2/1/2010	PAY								Cash		(\$60.66)	\$0.00	\$0.00
2/5/2010	BILL	2319	R		29	163	5.62	929	Cash	3/3/2010	\$60.66	\$60.66	\$60.66
3/2/2010	PAY								Cash		(\$60.66)	\$0.00	\$0.00
3/8/2010	BILL	2507	R		29	188	6.48	914	Cash	3/31/2010	\$60.66	\$60.66	\$60.66
4/2/2010	PAY								Cash		(\$60.66)	\$0.00	\$0.00
4/7/2010	BILL	2576	R		32	69	2.16	407	Cash	4/30/2010	\$60.66	\$60.66	\$60.66
5/3/2010	PAY								Cash		(\$60.66)	\$0.00	\$0.00
5/6/2010	BILL	2611	R		29	35	1.21	197	Cash	6/1/2010	\$60.66	\$60.66	\$60.66
6/1/2010	PAY								Cash		(\$60.66)	\$0.00	\$0.00
6/7/2010	BILL	2633	R		30	22	0.73	76	Check	6/30/2010	\$60.66	\$60.66	\$60.66
7/2/2010	PAY								Check		(\$60.66)	\$0.00	\$0.00
7/7/2010	BILL	2645	R		32	12	0.38	0	Cash	7/30/2010	\$60.66	\$60.66	\$60.66
8/2/2010	PAY								Cash		(\$60.66)	\$0.00	\$0.00
8/5/2010	BILL	2654	R		29	9	0.31	0	Cash	8/30/2010	\$60.66	\$60.66	\$60.66
9/2/2010	PAY								Cash		(\$60.66)	\$0.00	\$0.00
9/7/2010	BILL	2664	R		30	10	0.33	0	Cash	9/30/2010	\$60.66	\$60.66	\$60.66
10/4/2010	PAY								Cash		(\$60.66)	\$0.00	\$0.00

Transaction Date	Transaction Type	Transaction Reading	Read Code	Read Days	CCF Usage	Average CCF/Day	Heating DDDs	Payment Type	Transaction Amount	Current Balance	Actual Balance
10/6/2010	BILL	2678	R	32	14	0.44	33		\$60.66	\$60.66	\$60.66
11/2/2010	PAY							Cash	(\$60.66)	\$0.00	\$0.00
11/4/2010	BILL	2727	R	29	49	1.69	226		\$60.66	\$60.66	\$60.66
12/2/2010	PAY							Cash	(\$62.24)	(\$1.58)	(\$1.58)
12/6/2010	BILL	2839	R	30	112	3.73	503		\$60.66	\$59.08	\$59.08
1/3/2011	PAY							Cash	(\$59.08)	\$0.00	\$0.00
1/7/2011	BILL	3060	R	34	221	6.5	1099		\$60.66	\$60.66	\$60.66
2/2/2011	PAY							Cash	(\$60.66)	\$0.00	\$0.00
2/7/2011	BILL	3228	R	29	168	5.79	1058		\$60.66	\$60.66	\$60.66
2/18/2011	PAY							Check	(\$60.66)	\$0.00	\$0.00
3/3/2011	PAY							Cash	(\$60.66)	(\$60.66)	(\$60.66)
3/9/2011	BILL	3350	R	32	122	3.81	815		\$60.66	\$0.00	\$0.00
4/6/2011	BILL	3445	R	28	95	3.39	530		\$60.66	\$60.66	\$60.66
4/6/2011	CRPLIH								(\$60.66)	\$0.00	\$0.00
5/6/2011	BILL	3492	R	30	47	1.57	229		\$60.66	\$60.66	\$60.66
5/7/2011	CRPLIH								(\$60.66)	\$0.00	\$0.00
6/7/2011	BILL	3507	R	32	15	0.47	30		\$60.66	\$60.66	\$60.66
6/7/2011	CRPLIH								(\$60.66)	\$0.00	\$0.00
7/7/2011	BILL	3518	R	30	11	0.37	0		\$60.66	\$60.66	\$60.66
7/8/2011	CRPLIH								(\$60.66)	\$0.00	\$0.00
8/5/2011	BILL	3527	R	29	9	0.31	0		\$60.66	\$60.66	\$60.66
8/24/2011	CRPLIH								(\$60.66)	\$0.00	\$0.00
9/7/2011	BILL	3539	R	33	12	0.36	1		\$60.66	\$60.66	\$60.66
9/7/2011	CRPLIH								(\$60.66)	\$0.00	\$0.00
10/6/2011	BILL	3551	R	29	12	0.41	55		\$60.66	\$60.66	\$60.66
10/6/2011	CRPLIH								(\$60.66)	\$0.00	\$0.00
11/4/2011	BILL	3586	R	29	35	1.21	235		\$60.66	\$60.66	\$60.66
11/5/2011	CRPLIH								(\$14.72)	\$45.94	\$45.94
12/2/2011	PAY							Cash	(\$45.94)	\$0.00	\$0.00
12/6/2011	BILL	3653	R	32	67	2.09	454		\$60.66	\$60.66	\$60.66
1/6/2012	BILL	3789	R	31	136	4.39	728		\$60.66	\$121.32	\$121.32
2/2/2012	PAY							Cash	(\$121.32)	\$0.00	\$0.00
2/7/2012	BILL	3938	R	32	149	4.66	807		\$60.66	\$60.66	\$60.66
3/1/2012	PAY							Cash	(\$60.66)	\$0.00	\$0.00
3/8/2012	BILL	4055	R	30	117	3.9	708		\$60.66	\$60.66	\$60.66

Transaction Date	Transaction Type	Read	# of Days	GCF Usage	Average GCF/Day	Heating DDDs	Payment Type	Due Date	Transaction Amount	Comment Balance	Actual Balance
4/2/2012	PAY						Cash		(\$60.66)	\$0.00	\$0.00
4/10/2012	BILL	4100	29	45	1.55	302	Cash	5/2/2012	\$60.66	\$60.66	\$60.66
5/2/2012	PAY						Cash		(\$60.66)	\$0.00	\$0.00
5/8/2012	BILL	4137	32	37	1.16	261	Cash	6/1/2012	\$60.66	\$60.66	\$60.66
6/1/2012	PAY						Cash		(\$60.66)	\$0.00	\$0.00
6/8/2012	BILL	4151	30	14	0.47	16	Cash	7/2/2012	\$60.66	\$60.66	\$60.66
7/2/2012	PAY						Cash		(\$60.66)	\$0.00	\$0.00
7/10/2012	BILL	4163	30	12	0.4	0	Cash	8/2/2012	\$60.66	\$60.66	\$60.66
8/2/2012	PAY						Cash		(\$60.66)	\$0.00	\$0.00
8/7/2012	BILL	4172	31	9	0.29	0	Cash	8/30/2012	\$60.66	\$60.66	\$60.66
9/3/2012	PAY						Cash		(\$60.66)	\$0.00	\$0.00
9/7/2012	BILL	4183	31	11	0.35	0	Cash	10/2/2012	\$60.66	\$60.66	\$60.66
10/2/2012	PAY						Cash		(\$60.66)	\$0.00	\$0.00
10/9/2012	BILL	4191	29	8	0.28	17	Cash	10/31/2012	\$60.66	\$60.66	\$60.66
11/2/2012	PAY						Cash		(\$60.66)	\$0.00	\$0.00
11/6/2012	BILL	4228	31	37	1.19	290	Cash	12/3/2012	\$60.66	\$60.66	\$60.66
12/3/2012	PAY						Cash		(\$60.66)	\$0.00	\$0.00
12/7/2012	BILL	4343	31	115	3.71	619	Cash	1/4/2013	\$60.66	\$60.66	\$60.66
1/1/2013	PAY						Cash		(\$60.66)	\$0.00	\$0.00
1/9/2013	BILL	4496	33	153	4.64	804	Cash	2/4/2013	\$249.53	\$249.53	\$249.53
1/22/2013	CRPRZ								(\$249.53)	\$0.00	\$0.00
2/7/2013	BILL	4626	29	130	4.48	895		3/5/2013	\$65.88	\$65.88	\$65.88
3/8/2013	BILL	4733	29	107	3.59	828		4/3/2013	\$65.88	\$131.76	\$131.76
4/2/2013	PAY						Cash		(\$65.06)	\$66.70	\$66.70
4/9/2013	BILL	4824	29	91	3.14	678	Cash	5/2/2013	\$65.88	\$132.58	\$132.58
5/2/2013	PAY						Cash		(\$61.23)	\$71.35	\$71.35
5/8/2013	BILL	4873	31	49	1.58	262	Cash	6/3/2013	\$65.88	\$137.23	\$137.23
6/4/2013	PAY						Cash		(\$71.35)	\$65.88	\$65.88
6/6/2013	BILL	4887	30	14	0.47	63	Cash	7/1/2013	\$65.88	\$131.76	\$131.76
7/2/2013	PAY						Cash		(\$65.88)	\$65.88	\$65.88
7/9/2013	BILL	4899	30	12	0.4	0	Cash	8/1/2013	\$65.88	\$131.76	\$131.76
7/31/2013	PAY						Check		(\$65.88)	\$65.88	\$65.88
8/6/2013	BILL	4909	31	10	0.32	0	Cash	8/29/2013	\$65.88	\$131.76	\$131.76
9/2/2013	PAY						Cash		(\$65.88)	\$65.88	\$65.88
9/6/2013	BILL	4920	31	11	0.35	0	Cash	10/1/2013	\$65.88	\$131.76	\$131.76

Transaction Date	Transaction Type	Reading	Code	Read	For Days	CGF Usage	Average CGF/Day	Heating BDDs	Payment Type	Due Date	Transaction Amount	Current Balance	Actual Balance
10/4/2013	PAY								Check		(\$65.88)	\$65.88	\$65.88
10/8/2013	BILL	4930	R	29	10	0.34	36			10/31/2013	\$65.88	\$131.76	\$131.76
11/5/2013	BILL	4968	R	31	38	1.23	257		Check	12/2/2013	\$65.88	\$197.64	\$197.64
11/6/2013	PAY										(\$65.88)	\$131.76	\$131.76
12/2/2013	PAY								Cash		(\$131.76)	\$0.00	\$0.00
12/5/2013	BILL	5061	R	30	93	3.1	619		Cash	1/2/2014	\$65.88	\$65.88	\$65.88
1/1/2014	PAY								Cash		(\$65.88)	\$0.00	\$0.00
1/8/2014	BILL	5193	R	33	132	4	1002		Cash	1/31/2014	\$65.88	\$65.88	\$65.88
2/3/2014	PAY								Cash		(\$65.88)	\$0.00	\$0.00
2/6/2014	CRPRZ										\$175.67	\$175.67	\$175.67
2/7/2014	BILL	5357	R	30	164	5.47	1053			3/4/2014	\$238.82	\$414.49	\$414.49
2/19/2014	CRPRZ										(\$414.49)	\$0.00	\$0.00
3/11/2014	BILL	5513	R	30	156	5.2	1079			4/3/2014	\$64.89	\$64.89	\$64.89
4/2/2014	PAY								Cash		(\$64.89)	\$0.00	\$0.00
4/9/2014	BILL	5620	R	31	107	3.45	668		Cash	5/2/2014	\$64.89	\$64.89	\$64.89
5/2/2014	PAY								Cash		(\$64.89)	\$0.00	\$0.00
5/8/2014	BILL	5667	R	29	47	1.62	258		Cash	6/3/2014	\$64.89	\$64.89	\$64.89
6/2/2014	PAY								Cash		(\$64.89)	\$0.00	\$0.00
6/7/2014	BILL	5681	R	30	14	0.47	32		Cash	7/1/2014	\$64.90	\$64.90	\$64.90
7/2/2014	PAY								Cash		(\$64.90)	\$0.00	\$0.00
7/9/2014	BILL	5693	R	32	12	0.38	0		Cash	8/1/2014	\$64.89	\$64.89	\$64.89
8/4/2014	PAY								Cash		(\$64.89)	\$0.00	\$0.00
8/6/2014	BILL	5702	R	29	9	0.31	0		Cash	8/29/2014	\$64.89	\$64.89	\$64.89
9/1/2014	PAY								Cash		(\$64.89)	\$0.00	\$0.00
9/7/2014	BILL	5713	R	30	11	0.37	0		Cash	9/30/2014	\$64.89	\$64.89	\$64.89
10/3/2014	PAY								Check		(\$64.89)	\$0.00	\$0.00
10/7/2014	BILL	5724	R	29	11	0.38	37		Cash	10/30/2014	\$64.89	\$64.89	\$64.89
10/20/2014	PAY								Cash		(\$64.89)	\$0.00	\$0.00
11/5/2014	BILL	5758	R	31	34	1.1	233		Cash	12/2/2014	\$64.89	\$64.89	\$64.89
12/2/2014	PAY								Cash		(\$64.89)	\$0.00	\$0.00
12/6/2014	BILL	5853	R	31	95	3.06	642		Cash	1/2/2015	\$64.89	\$64.89	\$64.89
1/1/2015	PAY								Cash		(\$64.89)	\$0.00	\$0.00
1/8/2015	BILL	5971	R	33	118	3.58	873		Cash	2/2/2015	\$64.89	\$64.89	\$64.89
2/2/2015	PAY								Cash		(\$64.89)	\$0.00	\$0.00
2/6/2015	BILL	6113	R	29	142	4.9	1047		Cash	3/3/2015	\$64.89	\$64.89	\$64.89

Transaction Date	Transaction Type	Reading	Read Code	# of Days	CCF Usage	Average CCF/Day	Heating Pkgs	Payment Type	Due Date	Transaction Amount	Current Balance	Actual Balance
3/2/2015	PAY							Cash		(\$64.89)	\$0.00	\$0.00
3/3/2015	CRPFRZ									\$157.00	\$157.00	\$157.00
3/7/2015	BILL	6252	R	29	139	4.79	1120		3/31/2015	\$183.30	\$340.30	\$340.30
3/18/2015	CRPFRZ									(\$340.30)	\$0.00	\$0.00
4/8/2015	BILL	6348	R	32	96	3	706	Cash	4/30/2015	\$67.95	\$67.95	\$67.95
4/20/2015	PAY							Cash		(\$67.95)	\$0.00	\$0.00
5/6/2015	BILL	6388	R	29	40	1.38	228	Cash	6/1/2015	\$67.95	\$67.95	\$67.95
6/2/2015	PAY							Cash		(\$67.95)	\$0.00	\$0.00
6/6/2015	BILL	6404	R	30	16	0.53	32	Cash	6/30/2015	\$67.95	\$67.95	\$67.95
6/30/2015	PAY							Cash		(\$67.95)	\$0.00	\$0.00
7/7/2015	BILL	6421	R	32	17	0.53	0	Cash	7/30/2015	\$67.95	\$67.95	\$67.95
7/30/2015	PAY							Cash		(\$67.95)	\$0.00	\$0.00
8/6/2015	BILL	6435	R	30	14	0.47	0	Cash	8/31/2015	\$67.95	\$67.95	\$67.95
8/20/2015	PAY							Cash		(\$67.95)	\$0.00	\$0.00
9/5/2015	BILL	6449	R	29	14	0.48	0	Cash	9/30/2015	\$67.95	\$67.95	\$67.95
9/25/2015	PAY							Cash		(\$67.95)	\$0.00	\$0.00
10/6/2015	BILL	6471	R	32	22	0.69	40	Cash	10/29/2015	\$67.95	\$67.95	\$67.95
10/21/2015	PAY							Check		(\$67.95)	\$0.00	\$0.00
11/4/2015	BILL	6513	R	29	42	1.45	186	Cash	12/1/2015	\$67.95	\$67.95	\$67.95
11/19/2015	PAY							Cash		(\$67.95)	\$0.00	\$0.00
12/5/2015	BILL	6589	R	30	76	2.53	395	Cash	12/31/2015	\$67.95	\$67.95	\$67.95
12/18/2015	PAY							Cash		(\$67.95)	\$0.00	\$0.00
1/8/2016	BILL	6697	R	34	108	3.18	605	Cash	2/2/2016	\$67.95	\$67.95	\$67.95
1/18/2016	PAY							Cash		(\$67.95)	\$0.00	\$0.00
2/6/2016	BILL	6825	R	29	128	4.41	846	Cash	3/2/2016	\$67.95	\$67.95	\$67.95
2/26/2016	PAY							Cash		(\$67.95)	\$0.00	\$0.00
3/8/2016	BILL	6952	R	29	127	4.38	781	Cash	4/1/2016	\$67.95	\$67.95	\$67.95
3/30/2016	PAY							Cash		(\$67.95)	\$0.00	\$0.00
4/7/2016	BILL	7028	R	32	76	2.38	413	Cash	4/29/2016	\$67.95	\$67.95	\$67.95
4/25/2016	PAY							Cash		(\$67.95)	\$0.00	\$0.00
5/6/2016	BILL	7079	R	29	51	1.76	294	Cash	6/1/2016	\$67.95	\$67.95	\$67.95
5/20/2016	CRPFRZ									\$82.56	\$150.51	\$150.51
6/1/2016	PAY							Cash		(\$72.95)	\$77.56	\$77.56
6/7/2016	BILL	7107	R	30	28	0.93	102	Cash	6/30/2016	\$45.24	\$122.80	\$122.80
7/1/2016	PAY							Check		(\$70.75)	\$52.05	\$52.05

Transaction Date	Transaction Type	Transaction Reading	Read Code	# of Days	CCF Usage	Average CCF/Day	Heating BDDs	Payment Type	Due Date	Transaction Amount	Current Balance	Actual Balance
7/7/2016	LPC									\$0.78	\$52.83	\$52.83
7/7/2016	BILL	7124	R	32	17	0.53	0		7/29/2016	\$33.01	\$85.84	\$85.84
8/2/2016	PAY							Check		(\$70.84)	\$15.00	\$15.00
8/5/2016	LPC									\$0.22	\$15.22	\$15.22
8/5/2016	BILL	7140	R	29	16	0.55	0		8/29/2016	\$31.82	\$47.04	\$47.04
8/29/2016	PAY							Check		(\$47.04)	\$0.00	\$0.00
9/6/2016	BILL	7154	R	30	14	0.47	0		9/29/2016	\$29.51	\$29.51	\$29.51
9/19/2016	PAY							Cash		(\$29.51)	\$0.00	\$0.00
10/5/2016	BILL	7170	R	32	16	0.5	16		10/28/2016	\$33.67	\$33.67	\$33.67
10/20/2016	PAY							Cash		(\$33.67)	\$0.00	\$0.00
11/3/2016	BILL	7212	R	29	42	1.45	192		11/30/2016	\$73.55	\$73.55	\$73.55
11/29/2016	PAY							Check		(\$73.55)	\$0.00	\$0.00
12/6/2016	BILL	7302	R	33	90	2.73	511		1/2/2017	\$138.62	\$138.62	\$138.62
1/9/2017	LPC									\$2.07	\$140.69	\$140.69
1/9/2017	BILL	7441	R	32	139	4.34	875		2/2/2017	\$193.74	\$334.43	\$334.43
1/31/2017	CRPFRZ									(\$334.43)	\$0.00	\$0.00
2/7/2017	BILL	7573	R	31	132	4.26	817		3/3/2017	\$68.13	\$68.13	\$68.13
2/15/2017	PAY							Check		(\$68.13)	\$0.00	\$0.00
3/2/2017	PAY							Check		(\$73.13)	(\$73.13)	(\$73.13)
3/8/2017	BILL	7673	R	29	100	3.45	570		3/31/2017	\$68.13	(\$5.00)	(\$5.00)
3/8/2017	XFER									\$5.00	\$0.00	\$0.00
3/8/2017	CRPLIH									(\$73.13)	(\$73.13)	(\$73.13)
4/6/2017	BILL	7781	R	29	108	3.72	595		5/2/2017	\$68.13	(\$5.00)	(\$5.00)
4/6/2017	XFER									\$5.00	\$0.00	\$0.00
4/6/2017	CRPLIH									(\$73.13)	(\$73.13)	(\$73.13)
5/5/2017	BILL	7825	R	29	44	1.52	166		5/31/2017	\$68.13	(\$5.00)	(\$5.00)
5/5/2017	XFER									\$5.00	\$0.00	\$0.00
5/5/2017	CRPLIH									(\$73.13)	(\$73.13)	(\$73.13)
6/6/2017	BILL	7859	R	32	34	1.06	108		6/29/2017	\$68.13	(\$5.00)	(\$5.00)
6/6/2017	XFER									\$5.00	\$0.00	\$0.00
6/6/2017	CRPLIH									(\$7.48)	(\$7.48)	(\$7.48)
7/5/2017	BILL	7877	R	30	18	0.6	8		7/31/2017	\$68.13	\$60.65	\$60.65
7/28/2017	PAY							Cash		(\$61.65)	(\$1.00)	(\$1.00)
8/4/2017	BILL	7892	R	29	15	0.52	0		8/29/2017	\$68.13	\$67.13	\$67.13
9/4/2017	PAY							Cash		(\$67.13)	\$0.00	\$0.00

Transaction Date	Transaction Type	Read Reading	Read Code	# of Days	CCF Usage	Average CCF/Day	Heating DBDs	Payment Type	Due Date	Transaction Amount	Current Balance	Actual Balance
9/6/2017	BILL	7910	R	33	18	0.55	5		9/29/2017	\$68.13	\$68.13	\$68.13
9/19/2017	PAY							Cash		(\$68.13)	\$0.00	\$0.00
10/5/2017	BILL	7925	R	29	15	0.52	18		10/30/2017	\$68.13	\$68.13	\$68.13
10/26/2017	PAY							Cash		(\$68.13)	\$0.00	\$0.00
11/3/2017	BILL	7959	R	29	34	1.17	110		11/30/2017	\$68.13	\$68.13	\$68.13
11/17/2017	PAY							Check		(\$68.13)	\$0.00	\$0.00
12/6/2017	BILL	8088	R	33	129	3.91	595		1/3/2018	\$68.13	\$68.13	\$68.13
12/20/2017	PAY							Banking Institutions		(\$68.13)	\$0.00	\$0.00
1/9/2018	BILL	8306	R	34	218	6.41	1178		2/2/2018	\$68.13	\$68.13	\$68.13
1/18/2018	PAY							Banking Institutions		(\$68.13)	\$0.00	\$0.00
2/8/2018	BILL	8443	R	29	137	4.72	811		3/6/2018	\$68.13	\$68.13	\$68.13
2/14/2018	PAY							Banking Institutions		(\$68.13)	\$0.00	\$0.00
3/8/2018	BILL	8573	R	29	130	4.48	616		4/3/2018	\$68.13	\$68.13	\$68.13
3/30/2018	PAY							Banking Institutions		(\$133.62)	(\$65.49)	(\$65.49)
4/5/2018	BILL	8697	R	27	124	4.59	631		4/30/2018	\$0.00	(\$65.49)	(\$65.49)
4/5/2018	XFER									\$5.00	(\$60.49)	(\$60.49)
4/10/2018	CRPRZ									\$129.51	\$69.02	\$69.02
4/10/2018	CANB									\$0.00	\$69.02	\$69.02
4/10/2018	BSEGNC									\$0.00	\$69.02	\$69.02
4/10/2018	BILL	8697	R	27	124	4.59	648		5/3/2018	\$167.37	\$236.39	\$236.39
4/10/2018	ESTGAS									\$22,350.28	\$22,586.67	\$22,586.67
5/11/2018	ESTGAS									(\$22,350.28)	\$236.39	\$236.39
5/11/2018	ESTGAS									\$22,321.59	\$22,557.98	\$22,557.98

**BEFORE THE
PENNSYLVANIA PUBLIC UTILITY COMMISSION**

Ines Rios,

Complainant

v.

Philadelphia Gas Works,

Respondent.

Docket No. C-2018-3003457

**ANSWERS AND OBJECTIONS OF RESPONDENT, PHILADELPHIA GAS WORKS,
TO COMPLAINANT'S FIRST SET OF INTERROGATORIES AND REQUESTS FOR
PRODUCTION OF DOCUMENTS**

Respondent, Philadelphia Gas Works ("PGW"), hereby Answers the Complainant's First Set of Interrogatories as follows:

GENERAL OBJECTIONS

1. Respondent objects to each and every request for production of documents to the extent that it seeks information that is neither relevant to the subject matter of the Complaint nor reasonably calculated to lead to the discovery of admissible evidence.

2. Respondent objects to each and every request for production of documents to the extent that it is overly broad as to scope.

3. Respondent objects to each and every request for production of documents to the extent that it is overly broad as to time.

4. Respondent objects to each and every request for production of documents to the extent that it seeks information that is protected from discovery by the attorney-client privilege

or the work-product privilege or which constitutes or discloses mental impressions, conclusions, opinions or legal theories in this or any other litigation, which is protected from disclosure by any other privilege or immunity.

5. Respondent objects to each and every request for production of documents to the extent that it is unduly burdensome or designed to be harassing.

6. Respondent objects to each and every request for production of documents to the extent that it seeks information neither within its possession nor under its control.

7. Respondent objects to each and every request for production of documents to the extent that it seeks information already within Complainant's possession.

8. Respondent objects to each and every request for production of documents to the extent that it seeks to expand upon and/or is otherwise beyond the scope of, or in contravention of, the relevant portions of Title 52 of the Pennsylvania Administrative Code.

9. By answering these requests for production of documents, Respondent does not admit or concede the relevancy or materiality of any request for production of documents.

10. These objections are incorporated into a specific number of responses to the request for production of documents as if fully set forth at length, and all responses are subject to the objection.

ANSWERS TO INTERROGATORIES

1. Please provide records of all contacts between PGW and Complainant since January 2007, including but not limited to, a printout of contacts and credit and collections events for the Account.

ANSWER: Objection. Respondent objects to this Interrogatory to the extent that it is vague and overly broad. Notwithstanding such objection and without waiving same, see printouts of the Customer Contacts for Account for Complainant's account, notifications relating to credit and collections events, LIHEAP, and PGW's

Customer Responsibility Program ("CRP"), and a letter from PGW's Dispute Resolution Unit ("DRU") produced in response to Complainant's First Set of Requests for Production of Documents, attached hereto as Appendix "A".

Source: Documents produced in response to Complainant's First Set of Requests for Production of Documents.

2. Please state the Company procedures for handling customers when PGW alleges a tampered meter bypass. Please provide all current PGW manuals, training materials and documents including but not limited to copies of notices and other documents provided to the customer, and procedures for terminating service. Please include materials that address meter bypass and any other alleged tampering with or vandalizing the meter.

ANSWER: Objection. Respondent objects to this Interrogatory to the extent that it is overly broad, unduly burdensome, seeks information that is irrelevant, and is not reasonably calculated to lead to the discovery of admissible evidence. Notwithstanding such objection and without waiving same, Respondent responds as follows:

When PGW finds evidence of a tampered meter bypass at a property, the PGW employee will document the evidence by photographing the meter and calling in a theft report. The PGW employee will also shut off the gas at the property, ensuring that the property is left safe, and will remove the meter. The PGW employee will leave a Post Termination Notice at the property. The Revenue Protection Unit will post reconnection terms on the customer's account; the terms will include the amount of the bypass charges.

See also materials produced in response to Complainant's First Set of Requests for Production of Documents, attached hereto as Appendix "B".

Source: Timothy Sullivan, Superintendent, Revenue Protection and Meters; Documents produced in response to Complainant's First Set of Requests for Production of Documents.

3. With respect to gas meter # 01593949 and any other meters PGW has a record of at the Property, please provide all Records regarding the installation, service, inspection, repair, certification and removal of that meter, including:

- a. The dates on which each such installation, service, inspection, repair, certification and removal was performed, and
- b. the identity and position title of each PGW worker performing such installation, service, inspection, repair, certification or removal.

ANSWER: Objection. Respondent objects to this Interrogatory to the extent that it is overly broad, unduly burdensome, and seeks information that is irrelevant and not reasonably calculated to lead to the discovery of admissible evidence. Notwithstanding such objection and without waiving same, see PGW Records that document the testing, installation, history, and removal of Meter #01593949, produced in response to Complainant's First Set of Requests for Production of Documents, attached hereto as Appendix "C".

Source: Documents produced in response to Complainant's First Set of Requests for Production of Documents.

4. Please provide all Records regarding any investigation performed by PGW of gas usage, meter functioning and gas service issues at the Property since January 2007.

ANSWER: Objection. Respondent objects to this Interrogatory to the extent that it is vague, overly broad, unduly burdensome, and seeks information that is irrelevant and not reasonably calculated to lead to the discovery of admissible evidence. Notwithstanding such objection and without waiving same, see PGW Records, produced in response to Complainant's First Set of Requests for Production of Documents, attached hereto as Appendix "D".

Source: Documents produced in response to Complainant's First Set of Requests for Production of Documents.

5. Please provide all information, documents and records that pertain to how the Company determined that a tampered meter bypass existed or any other theft, if any, occurred at the Property.

ANSWER: Objection. Respondent objects to this Interrogatory to the extent that it is vague, overly broad, unduly burdensome, not limited in temporal scope, and seeks information that is irrelevant and not reasonably calculated to lead to the discovery of admissible evidence. Notwithstanding such objection and without

waiving same, see PGW Records, produced in response to Complainant's First Set of Requests for Production of Documents, attached hereto as Appendix "E" as well as Appendices "C" and "D".

Source: Documents produced in response to Complainant's First Set of Requests for Production of Documents.

6. Please provide all Records regarding the determination that a tampered meter bypass existed or any other theft, if any, occurred at the Property.

ANSWER: Objection. Respondent objects to this Interrogatory to the extent that it is duplicative of Interrogatory 6, vague, overly broad, unduly burdensome, not limited in temporal scope, and seeks information that is irrelevant and not reasonably calculated to lead to the discovery of admissible evidence. Notwithstanding such objection and without waiving same, see PGW Records, produced in response to Complainant's First Set of Requests for Production of Documents, attached hereto as Appendices "C", "D", and "E".

Source: Documents produced in response to Complainant's First Set of Requests for Production of Documents.

7. Please provide all Records, including all policies, procedures, memoranda and manuals with respect to identifying properties where a tampered meter bypass is believed to exist.

ANSWER: Objection. Respondent objects to this Interrogatory to the extent that it is vague, overly broad, unduly burdensome, not limited in temporal scope, and seeks information that is irrelevant and not reasonably calculated to lead to the discovery of admissible evidence. Notwithstanding such objection and without waiving same, see PGW Records, produced in response to Complainant's First Set of Requests for Production of Documents, attached hereto as Appendix "B".

Source: Documents produced in response to Complainant's First Set of Requests for Production of Documents.

8. Please describe how the Company estimated usage for the Property during the period when tampered meter bypass is alleged to have taken place.

ANSWER: PGW estimated the usage based on the historical usage at the property. When there are 12 consecutive months of usage closely preceding the period of time during which a tampered meter bypass existed at the property, PGW uses that historical usage at the property in question as the basis for the estimated usage for the period of time during which a tampered meter bypass existed at the property.

Source: Tiffany Jones; Senior Customer Review Unit Officer.

9. Please provide all Records regarding the estimate of usage for the Property during the period when tampered meter bypass is alleged to have taken place.

ANSWER: See PGW Records, produced in response to Complainant's First Set of Requests for Production of Documents, attached hereto as Appendix "F".

Source: Documents produced in response to Complainant's First Set of Requests for Production of Documents.

10. Please state the total amount that the Company claims Complainant currently owes to the Company. Please itemize the different segments of this amount, by indicating, without limitation:

- a. That portion of the total amount representing gas service for which the Company alleges that the Complainant has not paid, by year, and
- b. that portion of the total amount representing other fees charged by PGW, such as late fees, reconnection fees and deposits.

ANSWER: See PGW Records, produced in response to Complainant's First Set of Requests for Production of Documents, attached hereto as Appendix "G".

Source: Documents produced in response to Complainant's First Set of Requests for Production of Documents.

11. Please provide a complete copy of all Records in the Meter Investigation Unit relating to the Property since the installation of gas meter #01593949 including, but not limited to, handwritten notes and phone logs.


ANSWER: Objection. Respondent objects to this Interrogatory to the extent that it is overly broad, unduly burdensome, and seeks information that is irrelevant and not reasonably calculated to lead to the discovery of admissible evidence. Notwithstanding such objection and without waiving same, PGW currently has no records that are responsive to this request. PGW will supplement this answer should records that are responsive become available.

Source: Graciela Christlieb; Senior Attorney.

12. Please provide all information, documents, and records of Complainants' participation in PGW's Customer Responsibility Program since January 2007, including but not limited to determinations of eligibility or ineligibility and determinations of Complainants' asked to pay amount under CRP.

ANSWER: Objection. Respondent objects to this Interrogatory to the extent that it seeks information that is irrelevant and not reasonably calculated to lead to the discovery of admissible evidence. Notwithstanding such objection and without waiving same, see PGW Record of Complainant's CRP Agreement, produced in response to Complainant's First Set of Requests for Production of Documents, attached hereto as Appendix "H" as well as Appendices "A" and "H".

Source: Documents produced in response to Complainant's First Set of Requests for Production of Documents.

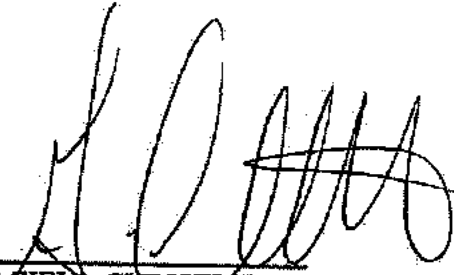

BY: GRACIELA CHRISTLIEB, ESQUIRE
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Attorney for Respondent,
Philadelphia Gas Works

Dated: 8/20/2018

CERTIFICATE OF SERVICE

I, Graciela Christlieb, Esquire hereby certify that a true and correct copy of *Answers and Objections of Respondent, Philadelphia Gas Works, to Complainant's First Set of Interrogatories*, was served via electronic mail, upon the following counsel of record on the date set forth below:

Joline Price, Esquire
Community Legal Services
Staff Attorney
Energy Unit
1424 Chestnut Street
Philadelphia, PA 19102
Tele: (215) 981-3756
Fax: (267) 765-6481
jprice@clsphila.org
Attorney for Complainant



GRACIELA CHRISTLIEB, ESQUIRE

Date: 8/20/2018

Appendix

A

Contacts for Account: 0008 6335-1521 Rios, Ines			
Date	Type	Comment	Person
08/16/2018	SERV	Lamont Goode was here on a Unbilled Usage Tip order with Order # 9985138 , with a result of Completed , with activities of (M.I.U. Activities - Investigation Complete, No Theft) , with comments of "found gas off at cb with new expander."	Rios, Ines
08/16/2018	SERV	Unbilled Usage Tip, 8/16/2018, 800 - 1200 UUtup, chk status of gas	Rios, Ines
07/31/2018	CRU	>>> CRU >>> Customer has an OPEN & PENDING FORMAL COMPLAINT >>> Investigative report sent to Legal Dept. >>>	Rios, Ines
07/19/2018	AGNH	This account is currently suspended from collection action because of an active blocker.	Rios, Ines
07/18/2018	CRU	PUC Formal Complaint Docket # C2018-3003457 filed on 7/17/2018 12:00:00 AM.	Rios, Ines
07/06/2018	AGNT	This account has been placed for collections with Harvard Collection Services, Inc. (HCS)-(773)-283-7500 or (855)-267-4311	Rios, Ines
05/17/2018	BILL	QA Assist// email received to contact 267-779-5668// Phone number belongs to Hector Rios, brother of Cor, he asked if his sister could be placed on an arrangment to restore GM(\$700 hh1 ASB\$120 referred to DO for CRP with all docs and \$22,444.82 [UU\$22,321.59+RCF\$123.23] no cure I explained that UU and RCF will need to be paid upfront and the remaining bal could be placed on CRP if approved Hector states he will talk to sister c/s sent RCS	Rios, Ines
05/17/2018	COLL	Was given this acct to contact the CoP's brother, by sup, J. Robb. Called Hector Rios at 267-779-5668 with Spanish interpreter. He wanted to know if they could be placed on a PAR to have svc restored. I explained that b/c the bal stems from unbilled usage, the bal must be paid in full, to have svc restored. Did not give terms b/c he said that they don't have \$22,321.59. He said that he will speak with his sister and call back later this afternoon.	Rios, Ines
05/17/2018	COLL	Caller disconnected call during closing.	Rios, Ines
05/11/2018	DRU	Meter Reading (AMR) device. This device allows PGW to obtain the actual usage recording at your meter without having to gain access into the property. All PGW gas meters are electronically read, even if the service is inactive. The balance you are disputing reflects actual gas usage recording on the meter at this premise. A review of our records indicates through and Experian utility check you were linked to this premise during the time period in which usage was recorded on	Rios, Ines
05/11/2018	DRU	Dispute received on 04/12/2018 closed on 05/11/2018. Resolution: On April 12, 2018 a dispute was filed with Philadelphia	Rios, Ines

Change Customer Contact

Launch Related Transaction

Contacts for Account: 0008 8335 1521 Rios, Ines			
Date	Type	Comment	Person
05/11/2018	DRU	Dispute received on 04/12/2018 closed on 05/11/2018. Resolution: On April 12, 2018 a dispute was filed with Philadelphia Gas Works (PGW) regarding unauthorized usage charges totaling \$22,321.59 at 2912 Ella Street. In your dispute, you stated you should not be responsible for gas usage billed. An investigation of your dispute has been completed and it was determined the balance in question is correct as rendered. The gas meter at this property is equipped with an Automatic	Rios, Ines
05/11/2018	DRU	the meter without company authorization which prompted an investigation by the Revenue Protection Unit (RPU). The amount of gas consumed for this unauthorized usage period was \$22,321.59 for service from January 9, 2007 through January 11, 2018. PGW's position is you are responsible for gas usage at this premise.	Rios, Ines
05/11/2018	BILL	per supvr contact...reversed 22350.28 estgas charge and entered revised estgas charge for 22321.59...	Rios, Ines
05/11/2018	THFT	MIU/RPU ADJUSTMENTS WERE MADE TO TERMS MIU CHARGES \$ 31,442.22 MINUS AMOUNT BILLED \$ 9,120.63 DIFFERENCE OWE \$ 22,324.59	Rios, Ines
05/04/2018	BILL	per unlinked CRP --no action taken -- CRP is already inactivated and already final billed	Rios, Ines
04/12/2018	DRU	Dispute received on 04/12/2018 regarding Hector Rios, son of cor wants to dispute theft charges on account from 1/9/2007-4/3/18 for 22,586.67. He said cor always paid a bill each month. She was on crp. He said she never stole any gas..	Rios, Ines
04/12/2018	BILL	hector rios, son of cor called about appt scheduled for today to come turn gas back on. nothing in system. informed him when we were out for gas leak, we found tampered meter. explained usage from 1/9/2007-4/3/18 is 22,586.67. she said core always paid a bill each month. she was on crp. he said she never stole any gas. wanted to dispute charges. told him it takes up to 30 days. after he can call PUC.	Rios, Ines
04/10/2018	BILL	also since account is closed inactivated crp and rebilled closing bill for actual usage	Rios, Ines
04/10/2018	BILL	per debit to estimate. charged \$22,350.28 from 1/9/07 to 1/11/18 per MIU	Rios, Ines
04/09/2018	THFT	TERMS FOR INES RIOS AT 2912 ELLA ST ARE BYPASS \$ 22,350.28 FROM 1/09/2007 TO 4/03/2018 (DOLLARS AMOUNT IS BASE ON PRIOR HISTORICAL USAGE AT THE PROPERTY PLEASE ADD TURN ON AND DEPOSIT AND ANY PAST DUE BILLS AND WRITE OFF BILLS TO MAKE UP BILLS FOR 1/09/2007	Rios, Ines

Change Customer Contact...

Launch Related Transaction...

Contacts for Account: 0008 8335 1521				
Account: 0008 8335 1521		Rios, Ines		Transaction History
				<input checked="" type="checkbox"/> Full Comments
Date	Type	Comment	Person	Fc
		PLEASE ADD TURN ON AND DEPOSIT AND ANY PASTDUE BILLS AND OR WRITE OFF ORC.R.P MAKE UP BILLS FOR ACCT 883351521		<input checked="" type="checkbox"/>
04/09/2018	BILL	Ines Rios cousin (hector) called regarding the terms needed to restore gas service.....no terms from RPU as of 04/09/2018...c/s	Rios, Ines	
04/09/2018	BILL	cor son Hollie called reg acct .. svcs were Turned OFF @ 2912 Ella Street .. prev notes show possible UU charges pending .. advised that the investigation has not been completed yet .. c/s	Rios, Ines	
04/06/2018	SERV	Nephew Hector Colon called to verify when his aunts service will be restored , informed Mr. Colon the meter was tampered with and he will have to call back Monday The meter is being reviewed by RPU Contact phone # 267-779-5668 Address 2912 Ella street Customer Ines Rios	Rios, Ines	
04/06/2018	SERV	Hector Colon , nephew, called to discuss appt today but could not verify the last 4 of the SSN per notes UU on property told Hector he will need to verify info 1st he states he will call back later c/s	Rios, Ines	
04/04/2018	COLL	Cor Ines Rios acct #0883351521 called for terms for UU at 2912 Ella st please place terms on account for cor to restore service sent email to RPU to place terms on account told cor that it could take 48-72 hours for terms to be placed on account c/s	Rios, Ines	
04/04/2018	SERV	cor nephew Hector Colon called to get the service back on he could not verify his aunt p# or ss# he stated she will call in	Rios, Ines	
04/03/2018	SERV	Brandon Cooper was here on a Unbilled Usage Investigation order with Order # 9587972 , with a result of Completed Found Gas ON , Left Gas ON , with activities of (M.L.L.L. Activities - Bypass Found) .. with comments of "arrived for inside leak at range also found blocked chimney, bad draft at hh and awh. s/o and tagged, tampered meter bypass, red cap missing, 2 screws missing, plastic cut or broken on ert informed cor of finding left hazard tag and pin for their , removed met	Rios, Ines	
04/03/2018	THFT	FSD TECH B COOPER ID#13246 HERE ON 4/3/2018 AT 2912 ELLA STREET OUT FOR AN INSIDE GAS LEAK. FOUND GAS ON AND A TAMPERED METER. TWO SCREWS MISSING, ONE RED CAP MISSING AND PLASTIC CUT ON ONE SIDE OF ERT HEAD. REMOVED METER #153349 AT INDEX 8697 AND SHUT GAS OFF WITH WING LOCK, LOCKING PLUGS INLET TO OUTLET, AND CURBED WITH EXPANDER. BTU'S HH 75,000, AWH 34,000, AGH 56,000 AND LEFT P.T.N. CHARGED INES RIOS.	Rios, Ines	
04/03/2018	SERV	Brandon Cooper was here on a Gas Leak Inside order with Order #	Rios, Ines	<input checked="" type="checkbox"/>

Change Customer Contact

Launch Related Transaction

Contacts for Account				
Account# 0008 8335 1521		Rios, Ines		<input type="checkbox"/> Transaction History <input checked="" type="checkbox"/> Full Comments
Date	Type	Comment	Person	Ed
04/03/2018	SERV	Brandon Cooper was here on a Gas Leak Inside order with Order # 9587906 , with a result of Completed Found Gas ON , Left Gas ON , with activities of (General - Appliance Leak) , with comments of "found leak at range. also found blocked chimney. bad draft at hh and awh. s/o and tagged. tampered meter bypass. red cap missing. 2 screws missing. plastic cut or broken on art.informed cor of finding left hazard tag and pin for their .removed meter on unbilled."	Rios, Ines	
04/03/2018	PREM	Added By dmadley1 : RPU/MIU FOUND A TAMPERED METER ON 4/3/2018 REFER ALL INQUIRIES TO RPU	Rios, Ines	
04/03/2018	SERV	Unbilled Usage Investigation, 4/3/2018, 1200 - 1600 UU	Rios, Ines	
04/03/2018	SERV	AIMS Order#: 9587963 Cancelled >>>	Rios, Ines	
04/03/2018	TO	helen lorenzo stated smell gas coming from the basement	Rios, Ines	
02/15/2018	AMR	AMR Meter Access Request Letter for Meter Exchange mailed on 02/15/2018 to the customer RIOS, INES at address 2912 ELLA ST.The premise has also been targeted for the Inside leak Survey Program.If the customer calls, please create the proper system suggested field order to resolve both issues.	Rios, Ines	
11/14/2017	LHCC	Customer potentially eligible for LIHEAP. Mailed cover letter and LIHEAP application. For reference, copy of cover letter is stored in Online Bill.	Rios, Ines	
11/06/2017	GRT2	Universal Services identified CDR as potentially eligible for LIHEAP. Use LHFA (English) or SLHP (Spanish) customer contact type to mail application.	Rios, Ines	
07/23/2017	AMR	PGW attempted to contact the customer RIOS, INES about the need for FSD to gain Meter Access at 2912 ELLA ST for ERT Age on 07/21/2017 at 15:57 with a call result of RECEIVED BUSY SIGNAL.	Rios, Ines	
06/23/2017	AMR	AMR Meter Access Request Letter for Meter Exchange mailed on 06/23/2017 to the customer RIOS, INES at address 2912 ELLA ST.The premise has also been targeted for the Inside leak Survey Program.If the customer calls, please create the proper system suggested field order to resolve both issues.	Rios, Ines	
06/16/2017	AMR	PGW attempted to contact the customer RIOS, INES about the need for FSD to gain Meter Access at 2912 ELLA ST for ERT Age on 06/15/2017 at 12:57 with a call result of No Dial Tone.	Rios, Ines	
06/14/2017	AMR	PGW attempted to contact the customer RIOS, INES about the need for FSD to gain Meter Access at 2912 ELLA ST for ERT Age on 06/13/2017 at 11:16 with a call result of RECEIVED BUSY SIGNAL.	Rios, Ines	

Change Customer Contact...

Launch Related Transaction...

Account: 0008 8335 1521		Rios, Ines		<input type="checkbox"/> Transaction History
				<input checked="" type="checkbox"/> Full Comments
Date	Type	Comment	Person	
		SIGNAL		
03/23/2017	AMR	AMR Meter Access Request Letter for Meter Exchange mailed on 03/23/2017 to the customer RIOS, INES at address 2912 ELLA ST. The premise has also been targeted for the Inside Leak Survey Program. If the customer calls, please create the proper system suggested field order to resolve both issues.	Rios, Ines	
02/03/2017	LHPG	Sent LIHEAP app and postage-paid, return envelope to customer. Urge customer to complete application and mail it to the LIHEAP office, using the enclosed envelope.	Rios, Ines	
01/31/2017	CRP	CDR in FFDD to apply for CRP GMI 757.10 with 1 HH CRP agreement amount is 68.13+5.00=73.13 ASB is 96.00 gave CDR letter 1 customer satisfied	Rios, Ines	
01/31/2017	CRPN	# People in Household: 1 > Monthly Household Income: \$ 757.1 Source of Income: SSI > Agreement Type: 9.00 > Agreement Amount: \$ 68.13 >	Rios, Ines	
12/01/2016	LHPN	Customer potentially eligible for LIHEAP. Mailed cover letter and LIHEAP application. For reference, copy of cover letter is stored in Online Bill.	Rios, Ines	
11/17/2016	LHPN	Customer potentially eligible for LIHEAP. Mailed cover letter and LIHEAP application. For reference, copy of cover letter is stored in Online Bill.	Rios, Ines	
11/01/2016	GRT2	UNIV SERV identified CDR potentially eligible for LIHEAP. Use LHPA (English) or SLHP (Spanish) cust cont type to mail appl.	Rios, Ines	
11/02/2015	GRT2	UNIV SERV identified CDR potentially eligible for LIHEAP. Use LHPA(English) or SLHP(Spanish) cust cont type to mail appl.	Rios, Ines	
08/07/2015	DMLT	Dpt-out solicitation mailer sent with monthly bill (located as last page of bill archive).		
03/18/2015	CRP	cor at NPDO for CRP GMI 755.10 HH 1 CRP amount 67.95+ 5.00 arrears// 72.95 letter # 1 c/s	Rios, Ines	
03/18/2015	CRPN	# People in Household: 1 > Monthly Household Income: \$ 755.1 Source of Income: SSI > Agreement Type: 9.00 > Agreement Amount: \$ 67.95 >	Rios, Ines	
03/18/2015	CRP	cor son henis called to get his mother back on the crp advised him to have her to bring in crp docs for hh and cure of 69.89 he was sat	Rios, Ines	
07/03/2014	CRPN	# People in Household: 1 > Monthly Household Income: \$ 721.0 Source of Income: SSI > Agreement Type: 9.00 > Agreement Amount: \$ 64.89 >	Rios, Ines	
03/12/2014	GRT2	UNIV. SERV. Identified customer as potentially eligible for LIHEAP. LIHEAP application was mailed.	Rios, Ines	

Change Customer Contact...

Launch Related Transaction...

Contacts for Account: 0008 8335 1521 Rios, Ines				
				<input type="checkbox"/> Transaction History
				<input checked="" type="checkbox"/> Full Comments
Date	Type	Comment	Person	
		LIHEAP application was mailed.		
02/19/2014	CRP	cor in npdo to recertify with crp per monthly hh income of \$721 with 1 in hh crp will be \$69.89 per month c/s	Rios, Ines	
02/19/2014	CRP5	COR IN NPDO RECERT. WILL NEED CURE AMOUNT OF 70.88. PROOF OF INCOME FOR LAST 30 DAYS, SS CARD AND ID	Rios, Ines	
12/02/2013	BILL	cor in npdo to see how much bill is \$141.76 c.s	Rios, Ines	
11/06/2013	GRT2	COR identified as potentially eligible for LIHEAP. Refer to the 2014 LIHEAP talking points to provide Grant info to cust	Rios, Ines	
01/22/2013	CRP5	COR IN FRDO FOR RECERT GMI 732 WITH 1 PERSON FROM SSI CRP WILL BE 65.88+5 CUST SATIS	Rios, Ines	
10/05/2012	GRT2	Customer identified as potentially eligible for LIHEAP. Please refer to the 2013 LIHEAP talking points to provide information to the customer about the grant.	Rios, Ines	
10/28/2011	GRT2	UNIVERSAL SERVICES IDENTIFIED CUSTOMER AS POTENTIALLY ELIGIBLE FOR LIHEAP	Rios, Ines	
06/01/2011	SETT	Completed pay-off form for matz land transfer - telephone # 610-431-6000 - amt due no debt	Rios, Ines	
01/14/2011	GRT2	MAILED LIHEAP OUTREACH LETTER TO CUSTOMER	Rios, Ines	
11/15/2010	GRT2	COR applied for liheap grant / with liheap rep (npdo)	Rios, Ines	
11/15/2010	CRP	COR IN NPDO FOR CRP... GMI IS 674.00 W/ 1 IN THE HH... ENTERED INTO CRP FOR 60.66 MONTHLY... C/S	Rios, Ines	
11/13/2010	CRP	Recert @ \$ 62.24	Rios, Ines	
11/05/2010	CRP5	NEED COPY OF 2010 SSI INCOME STATEMENT ALSO COPY OF SOC SEC CARD	Rios, Ines	
09/22/2010	GRT2	SENT LETTER TO CUSTOMER TO PROVIDE INFORMATION ABOUT DPW'S MAILING OF PRE-PRINTED APPLICATIONS FOR LIHEAP.	Rios, Ines	
11/04/2009	CRP5	Ms. Rios in office to recertify- income is \$674 a month with 1 in household- payment will be \$65.66 a month- customer satisfied	Rios, Ines	
11/24/2008	CRP	Ms. Rios in district office for CRP- income is \$637 a month with 1 in household- payment will be \$62.33 a month- customer satisfied	Rios, Ines	
11/20/2008	CRP	cor called to ask about programs informed her she still eligible for crp she will come in the office tomorrow c/s	Rios, Ines	
10/02/2007	BILL	sent duplicate bill satisfied	Rios, Ines	
02/21/2007	CRP	completed new crp	Rios, Ines	
02/15/2007	CRPA	based on income of \$573 crp app sent to apply for program	Rios, Ines	
02/15/2007	COLL	meita.. cust hung up	Rios, Ines	
01/23/2007	COLL	spoke to cor son harris verified so ptp 100.00 this month and bal next month	Rios, Ines	

Change Customer Contact...

Launch Related Transaction...

Sep 04, 2012

000123 000001409



INES RIOS
2912 ELLA ST
PHILA PA 19134-2820



Recertification Reminder Notice Customer Responsibility Program

PGW Account # 0883351521

IT'S YOUR CRP ANNIVERSARY!

It is time to update your Customer Responsibility Program (CRP) Agreement. In order to stay on CRP, you are required to give PGW updated information regarding your household income.

HOW DO YOU UPDATE YOUR CRP AGREEMENT, AND WHAT DOCUMENTS ARE NECESSARY?

To update your CRP Agreement, you must bring the following documentation to one of PGW's Customer Service Centers listed below, OR send copies of the following documentation with the completed and signed Application to the address listed below:

Philadelphia Gas Works
P.O. Box 3529
Philadelphia, PA 19122-0529

1. Proof of Current Household Income.

Examples: Pay Stubs for at least the last 30 days, DPW#, a letter from your employer, Social Security printout, etc. **This information is needed for all members of the household.**

2. Social Security Cards for all Household Members. (Please do not send originals).

Remember! You MUST provide PGW with this information within 30 days of this notice, before your CRP Anniversary.

You must be up-to-date on your CRP payments in order to maintain your gas service. **If you do not update your CRP Agreement on time, your CRP Agreement will be in default. Failure to meet the above requirements could result in removal from the program.** If you are removed from CRP, you will be required to pay your full monthly gas bill(s) plus any previously unpaid gas bills you owe to PGW. Further, once you are removed from CRP, PGW may pursue regular collection activity against you. This could lead to your gas service being shut off.

For more information, please call our Customer Service Department Monday through Friday, 8AM to 6PM, at 215-235-1000, or visit one of the following locations:

Location	Address	Days Open
Center City	1137 Chestnut Street	Mon., Tue., Thur., Fri.
South Philadelphia	1601 S. Broad Street	Mon., Wed., Thu.
Germantown	210 W. Chelton Avenue	Tue., Wed., Fri.
North Philadelphia	1337 W. Erie Avenue	Mon., Wed., Thu.
Frankford	4410 Frankford Avenue	Tue., Thu., Fri.
West Philadelphia	5230 Chestnut Street	Mon., Tue., Wed., Fri.

Sep 04, 2012

INES RIOS
2912 ELLA ST
PHILA PA 19134-2820

Recordatorio de Recertificación **Programa de Responsabilidad del Cliente**

No. de cuenta de PGW 0883351521

¿ES SU ANIVERSARIO DE CRP?

Ha llegado el momento de actualizar su Acuerdo del Programa de Responsabilidad del Cliente (CRP). Para poder permanecer en el programa CRP, tiene que darle a PGW información actualizada sobre los ingresos de su familia.

CÓMO ACTUALIZAR SU ACUERDO DE CRP ¿QUÉ DOCUMENTOS NECESITA PARA ACTUALIZAR SU ACUERDO CRP?

Para actualizar su Acuerdo CRP tiene que llevar la siguiente documentación a uno de los Centros de Atención al Cliente de PGW O enviar copias de dichos documentos junto con la solicitud completada y firmada a la dirección que se indica abajo:

Philadelphia Gas Works
P.O. Box 3329
Philadelphia, PA 19122-0529

1. Comprobantes de los ingresos actuales de la familia.

Ejemplos: Talonarios de cheque de por lo menos los últimos 30 días, número de DPW, una carta de su patrón, copia impresa del Seguro Social, etc. Se requiere esta información para todos los miembros de la familia.

2. Tarjetas del número de Seguro Social de todos los miembros de la familia. (No mande las tarjetas originales).

Recuerde lo siguiente **TIENE** que proporcionarle a PGW esta información en un plazo de 30 días a partir de la fecha de este aviso, antes de su aniversario de CRP. Tiene que estar al día con los pagos de CRP para poder conservar su servicio de gas.

Si no actualiza su acuerdo CRP a tiempo, se considerará en violación. Si no cumple con los requisitos anteriores, podría ser eliminado del programa. Si es eliminado del programa CRP, tendrá que pagar la factura completa del gas del mes más las cuentas anteriores que aún le debe a PGW. Además, una vez eliminado del programa CRP, PGW podría proceder con actividades de cobranza en su contra. Esto podría tener como consecuencia la suspensión de su servicio de gas.

Para obtener más información, llame al Departamento de Atención a Clientes de lunes a viernes de 8 a.m. a 6 p.m. al 215-235-1000 o visite una de las siguiente sucursales:

Localidad	Dirección	Abierto los Días
Center City	1137 Chestnut Street	lunes, martes, jueves, viernes
South Philadelphia	1601 S. Broad Street	lunes, miércoles, jueves
Germantown	210 W. Cheltenham Avenue	martes, miércoles, viernes
North Philadelphia	1337 W. Erie Avenue	lunes, miércoles, jueves
Frankford	4410 Frankford Avenue	martes, jueves, viernes
West Philadelphia	5230 Chestnut Street	lunes, martes, miércoles, viernes

Oct 08, 2012

000565 000000596



INES RIOS
2912 ELLA ST
PHILA PA 19134-2820

Recertification Default Notice

Customer Responsibility Program

PGW Account # 0883351521

YOUR CRP AGREEMENT IS IN DEFAULT BECAUSE YOU FAILED TO RECERTIFY BY YOUR CRP ANNIVERSARY DATE!
You have failed to provide PGW with updated information on your household income as previously requested by PGW.

IF YOU DO NOT FIX YOUR DEFAULT WITHIN 45 DAYS, YOU WILL BE REMOVED FROM CRP.

Once removed from CRP, you will be required to pay your full monthly gas bill(s) plus any previously unpaid gas bills that you owe to PGW. Further, once you are removed from CRP, PGW may start or continue regular collection activity against you. This action may lead to your gas service being shut off.

If you are removed from CRP, you can get back into the program by doing the following:

1. Fixing the default as described above; and
2. Paying the CRP cure amount, if applicable.

WHAT DOCUMENTS ARE NEEDED TO UPDATE YOUR CRP AGREEMENT?

To update your CRP Agreement, you must bring the following documentation to one of PGW's Customer Service Centers listed below OR send copies of the following documentation with the completed and signed CRP Application previously sent to you to the address listed below:

Philadelphia Gas Works
P.O. Box 3529
Philadelphia, PA 19122-0529

1. Proof of Current Household Income.

Examples: Pay Stubs for at least the last 30 days; DPW#, a letter from your employer, Social Security printout, etc. ~~This information is needed for all members of the household.~~

2. Social Security Cards for all Household Members. (Please do not send originals).

Remember! If you don't meet your responsibilities you will be removed from CRP.

Location	Address	Days Open
Center City	1137 Chestnut Street	Mon., Tue., Thu., Fri.
South Philadelphia	1601 S. Broad Street	Mon., Wed., Thu.
Germantown	210 W. Chelton Avenue	Tue., Wed., Fri.
North Philadelphia	1337 W. Erie Avenue	Mon., Wed., Thu.
Frankford	4410 Frankford Avenue	Tue., Thu., Fri.
West Philadelphia	5230 Chestnut Street	Mon., Tue., Wed., Fri.

Oct 08, 2012

INES RIOS
2912 ELLA ST
PHILA PA 19134-2820

**Aviso de Incumplimiento con la
Recertificación**

Programa de Responsabilidad del Cliente

No. de cuenta de PGW: 0883351521

SU ACUERDO CRP ESTÁ EN VIOLACIÓN PORQUE NO REANUDÓ SU CERTIFICACIÓN ANTES DE LA FECHA DEL ANIVERSARIO DEL ACUERDO.

No le proporcionó a PGW información actualizada solicitada sobre el ingreso de su familia.

SI NO ARREGLA ESTA VIOLACIÓN EN 45 DÍAS, SERÁ ELIMINADO DEL PROGRAMA CRP.

Si es eliminado del programa CRP, tendrá que pagar la factura completa del gas del mes más las cuentas anteriores que aún le debe a PGW. Además, una vez eliminado del programa CRP, PGW podría proceder con actividades de cobranza en su contra. Esto podría tener como consecuencia la suspensión de su servicio de gas.

Si es eliminado del programa CRP, puede volver a entrar al programa después de hacer lo siguiente:

1. Corregir la violación descrita arriba y
2. Pagar la cantidad de reanudación de CRP, si corresponde.

¿QUÉ DOCUMENTOS NECESITA PARA ACTUALIZAR SU ACUERDO CRP?

Para actualizar su Acuerdo CRP tiene que llevar la siguiente documentación a uno de los Centros de Atención al Cliente de PGW O enviar copias de la documentación y la solicitud de CRP completada y firmada que le enviamos anteriormente a la siguiente dirección:

Philadelphia Gas Works
P.O. Box 3529
Philadelphia, PA 19127-0529

1. Comprobantes de los ingresos actuales de la familia.

Ejemplos: Talonarios de cheque de por lo menos los últimos 30 días, número de DPW, una carta de su patrón, copia impresa del Seguro Social, etc. **Se requiere esta información para todos los miembros de la familia.**

2. Tarjetas del número de Seguro Social de todos los miembros de la familia. (No mande las tarjetas originales).

Recuerde lo siguiente Si no cumple con sus responsabilidades, será eliminado del programa CRP.

Localidad	Dirección	Abierto los Días
Center City	1137 Chestnut Street	lunes, martes, jueves, viernes
South Philadelphia	1601 S. Broad Street	lunes, miércoles, jueves
Germantown	210 W. Chelton Avenue	martes, miércoles, viernes
North Philadelphia	1337 W. Erie Avenue	lunes, miércoles, jueves
Frankford	4410 Frankford Avenue	martes, jueves, viernes
West Philadelphia	5230 Chestnut Street	lunes, martes, miércoles, viernes

Dec 03, 2012

000446 000000515

INES RIOS
2912 ELLA ST
PHILA PA 19134-2820



Recertification Final Notice

Customer Responsibility Program

PGW Account # 0883351521

YOUR CRP AGREEMENT IS IN DEFAULT BECAUSE YOU FAILED TO RECERTIFY BY YOUR CRP ANNIVERSARY DATE!
You have failed to provide PGW with updated information on your household income as previously requested by PGW.

IF YOU DO NOT FIX YOUR DEFAULT WITHIN 10 DAYS, YOU WILL BE REMOVED FROM CRP.

Once removed from CRP, you will be required to pay your full monthly gas bill(s) plus any previously unpaid gas bills that you owe to PGW. Further, once you are removed from CRP, PGW may start or continue regular collection activity against you. This action may lead to your gas service being shut off.

If you are removed from CRP, you can get back into the program by doing the following:

1. Fixing the default as described above; and
2. Paying the CRP cure amount, if applicable.

WHAT DOCUMENTS ARE NEEDED TO UPDATE YOUR CRP AGREEMENT?

To update your CRP Agreement, you must bring the following documentation to one of PGW's Customer Service Centers listed below OR send copies of the following documentation with the completed and signed CRP Application previously sent to you to the address listed below:

Philadelphia Gas Works
P.O. Box 3529
Philadelphia, PA 19122-0529

1. Proof of Current Household Income.

Examples: Pay Stubs for at least the last 30 days, DPW#, a letter from your employer, Social Security printout, etc. **This information is needed for all members of the household.**

2. Social Security Cards for all Household Members. (Please do not send originals).

Remember! If you don't meet your responsibilities you will be removed from CRP.

Location	Address	Days Open
Center City	1137 Chestnut Street	Mon., Tue., Thu., Fri.
South Philadelphia	1601 S. Broad Street	Mon., Wed., Thu.
Germantown	210 W. Chelton Avenue	Tue., Wed., Fri.
North Philadelphia	1337 W. Erie Avenue	Mon., Wed., Thu.
Frankford	4410 Frankford Avenue	Tue., Thu., Fri.
West Philadelphia	5230 Chestnut Street	Mon., Tue., Wed., Fri.

PHILADELPHIA GAS WORKS

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

Dec 03, 2012

INES RIOS
2912 ELLA ST
PHILA PA 19134-2820

Aviso Final de la Recertificacion

Programa de Responsabilidad del Cliente

No. de cuenta de PGW: 0883351521

SU ACUERDO CRP ESTÁ EN VIOLACIÓN PORQUE NO REANUDÓ SU CERTIFICACIÓN ANTES DE LA FECHA DEL ANIVERSARIO DEL ACUERDO.

No le proporcionó a PGW información actualizada solicitada sobre el ingreso de su familia.

SI NO ARREGLA ESTA VIOLACIÓN EN 10 DÍAS, SERÁ ELIMINADO DEL PROGRAMA CRP.

Si es eliminado del programa CRP, tendrá que pagar la factura completa del gas del mes más las cuentas anteriores que aún le debe a PGW. Además, una vez eliminado del programa CRP, PGW podría proceder con actividades de cobranza en su contra. Esto podría tener como consecuencia la suspensión de su servicio de gas.

Si es eliminado del programa CRP, puede volver a entrar al programa después de hacer lo siguiente:

1. Corregir la violación descrita arriba y
2. Pagar la cantidad de reanudación de CRP, si corresponde.

¿QUÉ DOCUMENTOS NECESITA PARA ACTUALIZAR SU ACUERDO CRP?

Para actualizar su Acuerdo CRP tiene que llevar la siguiente documentación a uno de los Centros de Atención al Cliente de PGW O enviar copias de la documentación y la solicitud de CRP completada y firmada que le enviamos anteriormente a la siguiente dirección:

Philadelphia Gas Works
P.O. Box 3529
Philadelphia, PA 19122-0529

1. Comprobantes de los ingresos actuales de la familia.

Ejemplos: Talonarios de cheque de por lo menos los últimos 30 días, número de DPW, una carta de su patrón, copia impresa del Seguro Social, etc. **Se requiere esta información para todos los miembros de la familia.**

2. Tarjetas del número de Seguro Social de todos los miembros de la familia. (No mande las tarjetas originales).

Recuerde lo siguiente Si no cumple con sus responsabilidades, será eliminado del programa CRP.

Localidad	Dirección	Abierto los Días
Center City	1137 Chestnut Street	lunes, martes, jueves, viernes
South Philadelphia	1601 S. Broad Street	lunes, miércoles, jueves
Germantown	210 W. Chelton Avenue	martes, miércoles, viernes
North Philadelphia	1337 W. Erie Avenue	lunes, miércoles, jueves
Frankford	4410 Frankford Avenue	martes, jueves, viernes
West Philadelphia	5230 Chestnut Street	lunes, martes, miércoles, viernes

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

Because your bill is past due, we will shut off the gas to 2912 ELLA ST on or after 8:00 AM on Apr 15, 2013. This notice will remain effective for 60 days. To talk about your bill or this notice, please call our office at 215-235-1777.

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

- * Arrange to pay your past due amount of \$70.88.
- * Pay the amount you owe on your payment plan.
- * Show us a paid receipt for the past due amount.
- * Make a payment arrangement or 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	\$70.88
Security Deposit	\$206.00
Turn On Charge	\$123.23
Total	\$400.11

(Plus \$372.80 if we must dig up the street to shut off the gas).

You are also responsible for all gas service provided to you that is new 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 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 YOUR LICENSED PHYSICIAN SEND PGW A LETTER WITHIN 7 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 where applications can be found and submitted for enrollment. 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 us, if you are not satisfied, you may file a complaint with the Public Utility Commission (PUC). The PUC may delay the shut-off if you file the complaint before the shut-off date. To contact them call 1 (800) 692-3380 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 premise 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 premise 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 apply 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.

Federal Poverty Guidelines (FPG) 2012		
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	\$1,436 or less	\$1,437-\$2,394
2	\$1,939 or less	\$1,940-\$3,231
3	\$2,441 or less	\$2,442-\$4,069
4	\$2,944 or less	\$2,945-\$4,906
Each add. person add.	\$3,446	\$3,447-\$5,744

- * 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 7 days.


PG_20130401180108.doc-001-000002009


Please return this portion with your payment.
 We'll use your account number on your check or money order made payable to Philadelphia Gas Works.

Account Number: 0883351321
 Notice Date: Apr 02, 2013
 Past Due Pay: \$70.88

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

Amount Enclosed

800296 000002889

 INES RIOS
 2912 ELLA ST
 PHILA PA 19124-2820


 Philadelphia Gas Works
 P.O. Box 77700
 Newark, NJ 07101-4200

000883351521A015000000070883

AVISO DE 10 DÍAS DE DESCONEXIÓN DEL SERVICIO
Es posible que se desconecte su servicio de gas!

Debido a que su factura está vencida, desconectaremos su servicio de gas a 2912 ELLA ST a las 8:00 AM del Apr 15, 2013 o más tarde. Este aviso permanecerá en vigencia durante 60 días. Para hablar de su factura o de este aviso, llame a nuestra oficina al 215-235-1777.

No desconectaremos el gas si hace UNO de los siguientes:

- Coordina el pago atrasado de \$70.88.
- Paga el importe que se debe en su plan de pagos.
- Nos muestra un recibo pagado por el importe atrasado.
- Coordina un plan de pago o es posible que sea elegible para un programa especial de ayuda.
- Se comunica con nosotros para disputar la factura.

Por lo menos debe haber pagado todo lo siguiente antes de que nosotros podamos volver a conectar su servicio:

Importe atrasado	\$70.88
Deposito de seguridad	\$206.90
Cargo de reconexión	\$123.23
Total	\$400.11

(Mas \$372.00 si tenemos que excavar en la calle para desconectar el gas).

Usted también es responsable de todo el servicio de gas que le fuera proporcionado antes de ser pagadero o cuyo pago está atrasado. Si se desconecta, es posible que deba pagar más que el importe de este aviso para que se le reconecte el gas.

AVISO DE EMERGENCIA MÉDICA

AVISENOS SI ALGUIEN QUE VIVE EN SU HOGAR ESTÁ GRAVEMENTE ENFERMO O TIENE UNA CONDICIÓN MÉDICA. NOSOTROS NO DESCONECTAREMOS SU SERVICIO durante esta enfermedad si usted:

1. Hace que su médico licenciado o enfermera especializada certifique por teléfono o por escrito que existe dicha enfermedad y que se podría ver agravada si se desconecta su servicio y
 2. Coordina el pago de sus facturas actuales. Usted debe proporcionarnos el ingreso del grupo familiar y la información de los ocupantes para determinar los términos de su pago mientras está protegido bajo la certificación médica.
 3. Comuníquese con nosotros llamando al 215-235-1777.
4. HAGA QUE SU MÉDICO LICENCIADO ENVÍE UNA CARTA A LA PGW DENTRO DE 7 DÍAS CERTIFICANDO LA CONDICIÓN MÉDICA. DEBE SABER ESTO - ANTES DE QUE DESCONECTEMOS SU SERVICIO DE GAS.

• Es posible que sea elegible para un acuerdo de pago o para el programa de ayuda especial. La inscripción en este programa puede ser una manera para evitar la desconexión. Comuníquese con nosotros inmediatamente llamando al 215-235-1777 para averiguar si es elegible, y adónde se puede conseguir solicitudes y adónde presentarlas para la inscripción.

• Si tiene preguntas o necesita más información llámenos hoy mismo 215-235-1777 o escribámos a PA P.O. Box 3500, Philadelphia, PA 19122. Después de hablar con nosotros, si todavía no está conforme, puede presentar una reclamación ante la Comisión de Servicios Públicos (Public Utility Commission, PUC). La PUC puede demorar la desconexión si presenta la reclamación antes de la fecha de desconexión del servicio. Para comunicarse con ellos, llame al 1 (800) 692-7380 o escriba a: Pennsylvania Public Utility Commission, P.O. Box 3265, Harrisburg, PA 17105-3265.

• Si tiene una orden de Protección Contra Abuso de un tribunal, hay protecciones adicionales disponibles para usted. Llámenos inmediatamente al 215-235-1777. Se le pedirá que nos proporcione una copia de la orden judicial.

• También si su arrendador paga su factura de servicios públicos. Usted tiene algunas protecciones legales.

• Si tiene problemas en entender o hablar el idioma inglés, llámenos para conseguir una interpretación gratis.

• Por favor comuníquese con nosotros si está discapacitado o necesita ayuda.

• Se considera que todos los adultos que ocupan las instalaciones cuyos nombres aparezcan en la hipoteca, título o alquiler son "el cliente" y son responsables del pago de la factura. Si se desconectó el servicio es posible que CUALQUIER adulto ocupante que haya estado viviendo en las instalaciones deba pagar toda la factura o parte de la misma para que se restablezca el servicio.

• Si se desconecta su servicio, se debe comunicar con nosotros después de que se haya efectuado su pago para asegurarse de que haya cumplido con todas las condiciones para que se le reconecte el servicio y para coordinar el acceso a sus instalaciones. Puede demorar hasta siete días para que se le restablezca el servicio.

PREVISIONES PARA LA DESCONEXIÓN DEL SERVICIO DURANTE EL INVIERNO 1 de diciembre al 31 de marzo

• Comuníquese con nosotros antes de la fecha de desconexión del servicio para darnos la información para ver si califica para un programa de ayuda.

• Si tiene bajos ingresos, hay reglas especiales sobre si podemos desconectar su gas durante el invierno. Sumo el ingreso mensual de su grupo familiar. Mire la tabla a continuación para determinar su grupo, es posible que deba proporcionarnos una prueba de ingresos.

• Si sus ingresos son iguales al 150% del nivel federal de pobreza, primero tenemos que solicitar autorización a la POC para desconectar su servicio. Le avisaremos antes de desconectar el servicio si lo podemos autorizar a la PUC para terminar su servicio de gas.

• Si su ingreso es mayor al 150% pero no supera el 250% del nivel federal de pobreza, no desconectaremos su servicio si una de estas condiciones se aplican a usted:

- o Alguien en su grupo familiar tiene 12 años de edad o menos o 65 años de edad o más; o
- o Usted ha pagado por lo menos la mitad de sus dos últimas facturas de gas; o
- o Si durante los dos últimos meses ha pagado por lo menos el 15% de los ingresos de su grupo familiar para la factura de gas.

Niveles Federales de Pobreza (FPG) 2012		
Tamaño del grupo familiar	Su ingreso es del 150% del FPG o menor si su ingreso mensual es de:	Su ingreso está comprendido entre el 151% y el 250% del FPG si su ingreso mensual es:
1	\$1,436 o menos	\$1,437-\$2,394
2	\$1,939 o menos	\$1,940-\$3,231
3	\$2,441 o menos	\$2,442-\$4,069
4	\$2,944 o menos	\$2,945-\$4,906
Por cada persona agregue	\$3,446	\$3,447-\$5,744

• Si reconectamos su servicio durante los meses de invierno (entre el 1 de diciembre y el 31 de marzo) restauraremos su servicio dentro de 24 horas de que haya cumplido con todos los requisitos para que se le restablezcan los servicios. Cuando se requiera excavar en la calle, es posible que demore hasta 7 días.

TODAY SHUT OFF NOTICE
Your Gas Service May Be Shut Off

Because your bill is past due, we will shut off the gas to 2912 ELLA ST on or after 8:00 AM on Jun 10, 2013. This notice will remain effective for 60 days. To talk about your bill or this notice, please call our office at 215-235-1777.

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

- Arrange to pay your past due amount of \$76.76.
- Pay the amount you owe on your payment plan.
- Show us a paid receipt for the past due amount.
- Make a payment arrangement or 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	\$76.76
Security Deposit	\$210.00
Turn On Charge	\$123.23
Total	\$409.99

(Plus \$372.00 if we must dig up the street to shut off the gas.)

You are also responsible for all gas service provided to you that is new 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 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 YOUR LICENSED PHYSICIAN SEND FOR A LETTER WITHIN 7 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 where applications can be found and submitted for enrollment. 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 us, if you are not satisfied, you may file a complaint with the 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 premise 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 premise 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 apply 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.

Federal Poverty Guidelines (FPG) 2012		
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	\$1,436 or less	\$1,437-\$2,394
2	\$1,939 or less	\$1,940-\$3,231
3	\$2,441 or less	\$2,442-\$4,069
4	\$2,944 or less	\$2,945-\$4,906
Each add. person add	\$3,446	\$3,447-\$5,744

- 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 7 days.


PG_201202180001.dwg 215-00007168


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: 0883351521
 Notice Date: May 28, 2013
 Please Pay: \$76.76

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

Amount Enclosed

001110 00001164

 INES RUOS
 2912 ELLA ST
 PHILADELPHIA PA 19134-2820


 Philadelphia Gas Works
 P.O. Box 17700
 Newark, NJ 07101-4788

0008833515218015000000076765

AVISO DE 10 DÍAS DE DESCONEXIÓN DEL SERVICIO
Es posible que se desconecte su servicio de gas!

Debido a que su factura está vencida, desconectaremos su servicio de gas a 2912 ELLA ST a las 8:00 AM del Jun 10, 2013 o más tarde. Este aviso permanecerá en vigencia durante 60 días. Para hablar de su factura o de este aviso, llame a nuestra oficina al 215-235-1777.

No desconectaremos el gas si hace UNO de los siguientes:

- Coordina el pago atrasado de \$76.76.
- Paga el importe que adeuda en su plan de pagos.
- Nos muestra un recibo pagado por el importe atrasado.
- Coordina un plan de pago o es posible que sea elegible para un programa especial de ayuda.
- Se comunica con nosotros para disputar la factura.

Por lo menos debe haber pagado todo lo siguiente antes de sus cuentas podamos volver a conectar su servicio:

Importe atrasado	\$76.76
Deposito de seguridad	\$210.00
Cargo de reconexión	\$123.23
Total	\$409.99

(Mas \$372.00 si tenemos que excavar en la calle para desconectar el gas).

Usted también es responsable de toda el servicio de gas que le fuera proporcionado que ahora es pagadero a cargo pago está atrasado. Si se desconecta, es posible que deba pagar más que el importe de este aviso para que se le reconecte el gas.

AVISO DE EMERGENCIA MÉDICA
AVISENOS SI ALGUIÉN QUE VIVE EN SU HOGAR ESTÁ GRAVEMENTE ENFERMO O TIENE UNA CONDICIÓN MÉDICA. NOSOTROS NO DESCONECTAREMOS SU SERVICIO durante esta enfermedad si usted:

1. Hace que su médico licenciado o enfermera especializada certifique por teléfono o por escrito que existe dicha enfermedad y que se podría ver agravada si se desconecta su servicio y
2. Coordina el pago de sus facturas actuales. Usted debe proporcionarnos el ingreso del grupo familiar y la información de los ocupantes para determinar los términos de su pago mientras está protegido bajo la certificación médica.
3. Comuníquese con nosotros llamando al 215-235-1777.
4. HAGA QUE SU MÉDICO LICENCIADO ENVÍE UNA CARTA A LA POW DENTRO DE 7 DÍAS CERTIFICANDO LA CONDICIÓN MÉDICA. **DEBE SABER ESTO - ANTES DE QUE DESCONECTEMOS SU SERVICIO DE GAS.**

• Es posible que sea elegible para un acuerdo de pago o para el programa de ayuda especial. La inscripción en este programa puede ser una manera para evitar la desconexión. Comuníquese con nosotros inmediatamente llamando al 215-235-1777 para averiguar si es elegible, y adónde se puede conseguir solicitudes y adónde presentarlas para la inscripción.

• Si tiene preguntas o necesita más información llámenos hoy mismo 215-235-1777 o escribámos a PA P.O. Box 3500, Philadelphia, PA 19122. Después de hablar con nosotros, si todavía no está conforme, puede presentar una reclamación ante la Comisión de Servicios Públicos (Public Utility Commission, PUC). La PUC puede demorar la desconexión si presenta la reclamación antes de la fecha de desconexión del servicio. Para comunicarse con ellos, llame al 1 (800) 692-7380 o escriba a: Pennsylvania Public Utility Commission, P.O. Box 3265, Harrisburg, PA 17105-3265.

• Si tiene una orden de Protección Contra Abuso de un tribunal, hay protecciones adicionales disponibles para usted. Llámenos inmediatamente al 215-235-1777. Se le pedirá que nos proporcione una copia de la orden judicial.

• Llámenos si su arrendador paga su facturas de servicios públicos. Usted tiene algunas protecciones legales.

• Si tiene problemas en entender o hablar el idioma inglés, llámenos para conseguir una interpretación gratis.

• Por favor comuníquese con nosotros si está discapacitado o necesita ayuda.

• Se considera que todos los adultos que ocupan las instalaciones cuyos nombres aparezcan en la hipoteca, título o alquiler son "el cliente" y son responsables del pago de la factura. Si se desconectó el servicio es posible que CUALQUIER adulto ocupante que haya estado viviendo en las instalaciones deba pagar toda la factura o parte de la misma para que se restablezca el servicio.

• Si se desconecta su servicio, se debe comunicar con nosotros después de que se haya efectuado su pago para asegurarse de que haya cumplido con todos los condiciones para que se le reconecte el servicio y para coordinar el acceso a sus instalaciones. Puede demorar hasta siete días para que se le restablezca el servicio.

PREVISIONES PARA LA DESCONEXIÓN DEL SERVICIO DURANTE EL INVIERNO 1 de diciembre al 31 de marzo

• Comuníquese con nosotros antes de la fecha de desconexión del servicio para demos la información para ver si califica para un programa de ayuda.

• Si tiene bajos ingresos, hay reglas especiales sobre si podemos desconectar su gas durante el invierno. Sumo el ingreso mensual de su grupo familiar. Mire la tabla a continuación para determinar su grupo, es posible que deba proporcionarnos una prueba de ingresos.

• Si sus ingresos son iguales al 150% del nivel federal de pobreza, primero tenemos que solicitar autorización a la POC para desconectar su servicio. Le avisaremos antes de desconectar el servicio si le podemos autorización a la PUC para terminar su servicio de gas.

• Si su ingreso es mayor al 150% pero no supera el 250% del nivel federal de pobreza, no desconectaremos su servicio si una de estas condiciones se aplican a usted:

- Alguien en su grupo familiar tiene 12 años de edad o menos o 65 años de edad o más; o
- Usted ha pagado por lo menos la mitad de sus dos últimas facturas de gas; o
- Si durante los dos últimos meses ha pagado por lo menos el 15% de los ingresos de su grupo familiar para la factura de gas.

Tamaño del grupo familiar	Su ingreso es del es del 150% del FFG o menor: si su ingreso mensual es de:	Su ingreso está comprendido entre el 151% y el 250% del FFG si su ingreso mensual es:
1	\$1,436 o menos	\$1,437-\$2,394
2	\$1,939 o menos	\$1,940-\$3,231
3	\$2,441 o menos	\$2,442-\$4,069
4	\$2,944 o menos	\$2,945-\$4,906
Por cada persona agregue	\$3,446	\$3,447-\$5,744

• Si reconectamos su servicio durante los meses de invierno (entre el 1 de diciembre y el 31 de marzo) restauraremos su servicio dentro de 24 horas de que haya cumplido con todos los requisitos para que se le reconecten los servicios. Cuando se requiere excavar en la calle, es posible que demore hasta 7 días.

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

Because your bill is past due, we will shut off the gas to 2912 ELLA ST on or after 8:00 AM on Jul 10, 2013. This notice will remain effective for 60 days. To talk about your bill or this notice, please call our office at 215-235-1777.

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

- Arrange to pay your past due amount of \$70.88.
- Pay the amount you owe on your payment plan.
- Show us a paid receipt for the past due amount.
- Make a payment arrangement or 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	\$70.88
Security Deposit	\$202.00
Turn On Charge	\$123.23
Total	\$396.11

(Plus \$372.00 if we must dig up the street to shut off the 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 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 YOUR LICENSED PHYSICIAN SEND FOR A LETTER WITHIN 7 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 where applications can be found and submitted for enrollment. 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 us, if you are not satisfied, you may file a complaint with the Public Utility Commission (PUC). The PUC may delay the shut-off 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 premise 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 premise 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 apply 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.

Federal Poverty Guidelines (FPG) 2013		
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	\$1,436 or less	\$1,437-\$2,394
2	\$1,939 or less	\$1,940-\$3,231
3	\$2,441 or less	\$2,442-\$4,069
4	\$2,944 or less	\$2,945-\$4,906
Each add. person add.	\$3,446	\$3,447-\$3,744

- 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 7 days.

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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: 0883351321
 Notice Date: Jun 28, 2013
 Please Pay: \$70.88

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

Amount Enclosed:

000358 000000453
 INES RIOS
 2912 ELLA ST
 PHILA PA 19134-2820

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

0008833515218015000000070883

AVISO DE 10 DÍAS DE DESCONEXIÓN DEL SERVICIO
Es posible que se desconecte su servicio de gas!

Debido a que su factura está vencida, desconectaremos su servicio de gas a 2917 ELLA ST a las 8:00 AM del Jul 10, 2013 o más tarde. Este aviso permanecerá en vigencia durante 60 días. Para hablar de su factura o de este aviso, llame a nuestra oficina al 215-235-1777.

No desconectaremos el gas si hace UNO de los siguientes:

- Coordina el pago atrasado de \$70.88.
- Paga el importe que adeuda en su plan de pagos.
- Nos muestre un recibo pagado por el importe atrasado.
- Coordina un plan de pago o es posible que sea elegible para un programa especial de ayuda.
- Se comunicó con nosotros para disputar la factura.

Por lo menos debe haber pagado todo lo siguiente antes de que nosotros podamos volver a conectar su servicio:

Importe atrasado	\$70.88
Depósito de seguridad	\$202.00
Cargo de reconexión	\$123.23
Total	\$396.11

(Mas \$372.00 si tenemos que excavar en la calle para desconectar el gas).

Usted también es responsable de todo el servicio de gas que le fuera proporcionado que ahora es pagadero o cuyo pago está atrasado. Si se desconecta, es posible que deba pagar más que el importe de este aviso para que se le reconecte el gas.

AVISO DE EMERGENCIA MÉDICA

AVÍSEBOS SI ALGUIEN QUE VIVE EN SU HOGAR ESTÁ GRAVEMENTE ENFERMO O TIENE UNA CONDICIÓN MÉDICA. NOSOTROS NO DESCONECTAREMOS SU SERVICIO durante esta enfermedad si usted:

1. Hace que su médico licenciado o enfermera especializada certifique por teléfono o por escrito que existe dicha enfermedad y que se podría ver agravada si se desconecta su servicio y
2. Coordina el pago de sus facturas actuales. Usted debe proporcionarnos el ingreso del grupo familiar y la información de los ocupantes para determinar los términos de su pago mientras está protegido bajo la certificación médica.
3. Comuníquese con nosotros llamando al 215-235-1777.
4. **HAGA QUE SU MÉDICO LICENCIADO ENVÍE UNA CARTA A LA POW DENTRO DE 7 DÍAS CERTIFICANDO LA CONDICIÓN MÉDICA. DEBE SABER ESTO - ANTES DE QUE DESCONECTEMOS SU SERVICIO DE GAS.**

• Es posible que sea elegible para un acuerdo de pago o para el programa de ayuda especial. La inscripción en este programa puede ser una manera para evitar la desconexión. Comuníquese con nosotros inmediatamente llamando al 215-235-1777 para averiguar si es elegible, y además se puede conseguir solicitudes y adonde presentárselas para la inscripción.

• Si tiene preguntas o necesita más información llámenos hoy mismo 215-235-1777 o escríbanos a PA P.O. Box 3500, Philadelphia, PA 19122. Después de hablar con nosotros, si todavía no está conforme, puede presentar una reclamación ante la Comisión de Servicios Públicos (Public Utility Commission, PUS). La PUC puede demorar la desconexión si presenta la reclamación antes de la fecha de desconexión del servicio. Para comunicarse con ellos, llame al 1 (800) 692-7380 o escriba a: Pennsylvania Public Utility Commission, P.O. Box 3265, Harrisburg, PA 17105-3265.

• Si tiene una orden de Protección Contra Abuso de un tribunal, hay protecciones adicionales disponibles para usted. Llámenos inmediatamente al 215-235-1777. Se le pedirá que nos proporcione una copia de la orden judicial.

• Llámennos si su proveedor pagó su factura de servicios públicos. Usted tiene algunas protecciones legales.

• Si tiene problemas en entender o hablar el idioma inglés, llámenos para conseguir una interpretación gratis.

• Por favor comuníquese con nosotros si está discapacitado o necesita ayuda.

• Se consideren que todos los adultos que ocupan las instalaciones cuyos nombres aparezcan en la hipoteca, título o alquiler son "el cliente" y son responsables del pago de la factura. Si se desconectó el servicio es posible que CUALQUIER adulto ocupante que haya estado viviendo en las instalaciones deba pagar toda la factura o parte de la misma para que se restablezca el servicio.

• Si se desconecta su servicio, se debe comunicar con nosotros después de que se haya efectuado su pago para asegurarse de que haya cumplido con todas las condiciones para que se le reconecte el servicio y para coordinar el acceso a sus instalaciones. Puede demorar hasta siete días para que se le restablezca el servicio.

PREVISIONES PARA LA DESCONEXIÓN DEL SERVICIO DURANTE EL INVIERNO 1 de diciembre al 31 de marzo

• Comuníquese con nosotros antes de la fecha de desconexión del servicio para darnos la información para ver si califica para un programa de ayuda.

• Si tiene bajos ingresos, hay reglas especiales sobre si podemos desconectar su gas durante el invierno. Suma el ingreso mensual de su grupo familiar. Mire la tabla a continuación para determinar su grupo, es posible que deba proporcionarnos una prueba de ingresos.

• Si sus ingresos son iguales al 150% del nivel federal de pobreza, primero tenemos que solicitar autorización a la POC para desconectar su servicio. Le avisaremos antes de desconectar el servicio si le pedimos autorización a la PUC para terminar su servicio de gas.

• Si su ingreso es mayor al 150% pero no supera el 250% del nivel federal de pobreza, no desconectaremos su servicio al una de estas condiciones se aplican a usted:

- Alguien en su grupo familiar tiene 12 años de edad o menos o 65 años de edad o más; o
- Usted ha pagado por lo menos la mitad de sus dos últimas facturas de gas; ~~o el monto de los dos últimos meses de pago por lo menos el 15% de los ingresos de su grupo familiar para la factura de gas.~~

Niveles Federales de Pobreza (FPG) 2013		
Tamaño del grupo familiar	Su ingreso es del 150% del FPG o menor si su ingreso mensual es de:	Su ingreso está comprendido entre el 151% y el 250% del FPG si su ingreso mensual es:
1	\$1,436 o menos	\$1,437-\$2,394
2	\$1,939 o menos	\$1,940-\$3,231
3	\$2,441 o menos	\$2,442-\$4,069
4	\$2,944 o menos	\$2,945-\$4,906
Por cada persona agregue:	\$3,446	\$3,447-\$5,744

• Si reconectamos su servicio durante los meses de invierno (entre el 1 de diciembre y el 31 de marzo) restauraremos su servicio dentro de 24 horas de que haya cumplido con todos los requisitos para que se le reconecte los servicios. Cuando se requieren excavar en la calle, es posible que demore hasta 7 días.

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

Because your bill is past due, we will shut off the gas to 2912 ELLA ST on or after 8:00 AM on Aug 07, 2013. This notice will remain effective for 60 days. To talk about your bill or this notice, please call our office at 215-235-1777.

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

- * Arrange to pay your past due amount of \$70.88.
- * Pay the amount you owe on your payment plan.
- * Show us a paid receipt for the past due amount.
- * Make a payment arrangement or 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	\$70.88
Security Deposit	\$200.00
Tax On Charge	\$123.23
Total	\$394.11

(Plus \$372.60 if we must dig up the street to shut off the 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 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 YOUR LICENSED PHYSICIAN SEND PGW A LETTER WITHIN 7 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 where applications can be found and submitted for enrollment. 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 us, if you are not satisfied, you may file a complaint with the Public Utility Commission (PUC). The PUC may delay the shut-off 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 premise 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 premise 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 apply 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 bill.

Federal Poverty Guidelines (FPG) 2013		
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	\$1,436 or less	\$1,437-\$2,394
2	\$1,939 or less	\$1,940-\$3,231
3	\$2,441 or less	\$2,442-\$4,069
4	\$2,944 or less	\$2,945-\$4,906
Each add. person add.	\$3,446	\$3,447-\$5,744

- * 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 7 days.

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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: 0883351521
Notice Date: Jul 26, 2013
Please Pay: \$70.88

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

Amount Enclosed

000648 00000603
INES RIOS
2912 ELLA ST
PHILA PA 19134-2820

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

000883351521&0150000000708&3

AVISO DE 10 DÍAS DE DESCONEXIÓN DEL SERVICIO
Es posible que se desconecte su servicio de gas!

Debido a que su factura está vencida, desconectaremos su servicio de gas a 2912 ELLA ST a las 8:00 AM del Aug 07, 2013 o más tarde. Este aviso permanecerá en vigencia durante 60 días. Para hablar de su factura o de este aviso, llame a nuestra oficina al 215-235-1777.

No desconectaremos el gas si hace UNO de los siguientes:

- Coordina el pago atrasado de \$70.88.
- Paga el importe que adeuda en su plan de pagos.
- Nos muestra un recibo pagado por el importe atrasado.
- Coordina un plan de pago o es posible que sea elegible para un programa especial de ayuda.
- Se comunica con nosotros para disputar la factura.

Por lo menos debe haber pagado todo lo siguiente antes de que nosotros podamos volver a conectar su servicio:

Importe atrasado	\$70.88
Deposito de seguridad	\$200.00
Cargo de reconexión	\$123.23
Total	\$394.11

(Mas \$372.00 si tenemos que cruzar en la calle para desconectar el gas).

Usted también es responsable de todo el servicio de gas que le fuera proporcionado que ahora es pagadero o cuyo pago está atrasado. Si se desconecta, es posible que deba pagar más que el importe de este aviso para que se le reconecte el gas.

AVISO DE EMERGENCIA MÉDICA

AVISEMOS SI ALGUIEN QUE VIVE EN SU HOGAR ESTÁ GRAVEMENTE ENFERMO O TIENE UNA CONDICIÓN MÉDICA. NOSOTROS NO DESCONECTAREMOS SU SERVICIO durante esta enfermedad si usted:

1. Hace que su médico licenciado o enfermera especializada certifique por teléfono o por escrito que existe dicha enfermedad y que se podría ver agravada si se desconecta su servicio y
2. Coordina el pago de sus facturas actuales. Usted debe proporcionarnos el ingreso del grupo familiar y la información de los ocupantes para determinar los términos de su pago mientras está protegido bajo la certificación médica.
3. Comuníquese con nosotros llamando al 215-235-1777.
4. HAGA QUE SU MÉDICO LICENCIADO ENVÍE UNA CARTA A LA PGW DENTRO DE 7 DÍAS CERTIFICANDO LA CONDICIÓN MÉDICA. **DEBE SABER ESTO - ANTES DE QUE DESCONECTEMOS SU SERVICIO DE GAS.**

• Es posible que sea elegible para un acuerdo de pago o para el programa de ayuda especial. La inscripción en este programa puede ser una manera para evitar la desconexión. Comuníquese con nosotros inmediatamente llamando al 215-235-1777 para averiguar si es elegible, y además se puede conseguir solicitudes y ayudarlas para la inscripción.

• Si tiene preguntas o necesita más información llámanos hoy mismo 215-235-1777 o escribanos a PA P.O. Box 3360, Philadelphia, PA 19122. Después de hablar con nosotros, si todavía no está conforme, puede presentar una reclamación ante la Comisión de Servicios Públicos (Public Utility Commission, PUC). La PUC puede demorar la desconexión si presenta la reclamación antes de la fecha de desconexión del servicio. Para comunicarse con ellos, llame al 1 (800) 692-7380 o escriba a: Pennsylvania Public Utility Commission, P.O. Box 3265, Harrisburg, PA 17105-3265.

• Si tiene una orden de Protección Contra Abuso de un tribunal, hay protecciones adicionales disponibles para usted. Llámenos inmediatamente al 215-235-1777. Se le pedirá que nos proporcione una copia de la orden judicial.

• Llámennos si su arrendador paga su factura de servicios públicos. Usted tiene algunas protecciones legales.

• Si tiene problemas en entender o hablar el idioma inglés, llámenos para conseguir una interpretación gratuita.

• Por favor comuníquese con nosotros si está discapacitado o necesita ayuda.

• Se considera que todos los adultos que ocupan las instalaciones cuyos nombres aparezcan en la hipoteca, título o alquiler son "el cliente" y son responsables del pago de la factura. Si se desconecta el servicio es posible que CUALQUIER adulto ocupante que haya estado viviendo en las instalaciones deba pagar toda la factura o parte de la misma para que se restablezca el servicio.

• Si se desconecta su servicio, se debe contactar con nosotros después de que se haya efectuado su pago para asegurarse de que haya cumplido con todas las condiciones para que se le reconecte el servicio y para coordinar el acceso a sus instalaciones. Puede demorar hasta siete días para que se le restablezca el servicio.

PREVISIONES PARA LA DESCONEXIÓN DEL SERVICIO DURANTE EL INVIERNO 1 de diciembre al 31 de marzo

• Comuníquese con nosotros antes de la fecha de desconexión del servicio para darnos la información para ver si califica para un programa de ayuda.

• Si tiene bajos ingresos, hay reglas especiales sobre si podemos desconectar su gas durante el invierno. Suma el ingreso mensual de su grupo familiar. Mire la tabla a continuación para determinar su grupo, es posible que deba proporcionarnos una prueba de ingresos.

• Si sus ingresos son iguales al 150% del nivel federal de pobreza, primero tenemos que solicitar autorización a la POC para desconectar su servicio. Le avisaremos antes de desconectar el servicio si le pedimos autorización a la PUC para terminar su servicio de gas.

• Si su ingreso es mayor al 150% pero no supera el 200% del nivel federal de pobreza, no desconectaremos su servicio si una de estas condiciones se aplican a usted:

- Alguien en su grupo familiar tiene 12 años de edad o menos o 65 años de edad o más; o
- Usted ha pagado por lo menos la mitad de sus dos últimas facturas de gas; o
- Si durante los últimos 12 meses ha pagado por lo menos el 15% de los ingresos de su grupo familiar para la factura de gas.

Niveles Federales de Pobreza (FPG) 2013		
Tamaño del grupo familiar	Su ingreso es del es del 150% del FPG o menor si su ingreso mensual es de:	Su ingreso está comprendido entre el 151% y el 200% del FPG si su ingreso mensual es:
1	\$1,436 o menor	\$1,437-\$2,394
2	\$1,939 o menos	\$1,940-\$3,231
3	\$2,441 o menos	\$2,442-\$4,069
4	\$2,944 o menos	\$2,945-\$4,906
Por cada persona agregue	\$3,446	\$3,447-\$5,744

• Si reconectamos su servicio durante los meses de invierno (entre el 1 de diciembre y el 31 de marzo) restauraremos su servicio dentro de 24 horas de que haya cumplido con todos los requisitos para que se le reconecten los servicios. Cuando se requiera cruzar en la calle, es posible que demore hasta 7 días.

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

Because your bill is past due, we will shut off the gas to 2912 ELLA ST on or after 8:00 AM on Oct 07, 2013. This notice will remain effective for 60 days. To talk about your bill or this notice, please call our office at 215-235-1777.

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

- Arrange to pay your past due amount of \$70.88.
- Pay the amount you owe on your payment plan.
- Show us a paid receipt for the past due amount.
- Make a payment arrangement or 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	\$70.88
Security Deposit	\$208.00
Turn On Charge	\$123.23
Total	\$402.11

(Plus \$372.00 if we must dig up the street to shut off the 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 illnesses provided you:

1. Have your licensed physician 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 YOUR LICENSED PHYSICIAN SEND PGW A LETTER WITHIN 7 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 where applications can be found and submitted for enrollment.

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 us, if you are not satisfied, you may file a complaint with the Public Utility Commission (PUC). The PUC may delay the shut-off 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 premise 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 premise 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 apply 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.

Federal Poverty Guidelines (FPG) 2013		
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	\$1,436 or less	\$1,437-\$2,394
2	\$1,939 or less	\$1,940-\$3,231
3	\$2,441 or less	\$2,442-\$4,069
4	\$2,944 or less	\$2,945-\$4,906
Each add. person add	\$3,446	\$3,447-\$5,744

• 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 7 days.

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Please return this portion with your payment.
 Write your payment number on your check or money order made payable to Philadelphia Gas Works.

Account Number: 0883351521
 Notice Date: Sep 23, 2013
 Payment Due: \$70.88

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

Account Enclosed

900486 090001647

INES RIOS
 2912 ELLA ST
 PHILA PA 19134-2820

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

0008833515218015000000070883

AVISO DE 10 DÍAS DE DESCONEXIÓN DEL SERVICIO

Es posible que se desconecte su servicio de gas!

Debido a que su factura está vencida, desenchetaremos su servicio de gas a 2912 ELLA ST a las 8:00 AM del Oct 07, 2013 o más tarde. Este aviso permanecerá en vigencia durante 60 días. Para hablar de su factura o de este aviso, llame a nuestra oficina al 215-235-1777.

No desenchetaremos el gas si hace UNO de los siguientes:

- Coordina el pago atrasado de \$70.88.
- Paga el importe que adeuda en su plan de pagos.
- Nos muestra un recibo pagado por el importe atrasado.
- Coordina un plan de pago o es posible que sea elegible para un programa especial de ayuda.
- Se comunica con nosotros para disputar la factura.

Por lo menos debe haber pagado todo lo siguiente antes de que nosotros podamos volver a conectar su servicio:

Importe atrasado	\$70.88
Deposito de seguridad	\$208.00
Cargo de reconexión	\$123.23
Total	\$402.11

(Mas \$372.00 si tenemos que excavar en la calle para desconectar el gas).

Usted también es responsable de todo el servicio de gas que le fuera proporcionado que ahora es pagadero o cuyo pago está atrasado. Si se desconecta, es posible que deba pagar más que el importe de este aviso para que se le reconecte el gas.

AVISO DE EMERGENCIA MÉDICA

AVISENOS SI ALGUIEN QUE VIVE EN SU HOGAR ESTÁ GRAVEMENTE ENFERMO O TIENE UNA CONDICIÓN MÉDICA. NOSOTROS NO DESCONECTAREMOS SU SERVICIO durante esta enfermedad si usted:

1. Hace que un médico licenciado o enfermera especializada certifique por teléfono o por escrito que existe dicha enfermedad y que se podría ver agravada si se desconecta su servicio y
2. Coordina el pago de sus facturas actuales. Usted debe proporcionarnos el ingreso del grupo familiar y la información de los ocupantes para determinar los términos de su pago mientras está protegido bajo la certificación médica.
3. Comuníquese con nosotros llamando al 215-235-1777.
4. **HAGA QUE SU MÉDICO LICENCIADO ENVÍE UNA CARTA A LA PGW DENTRO DE 7 DÍAS CERTIFICANDO LA CONDICIÓN MÉDICA. DEBE SABER ESTO - ANTES DE QUE DESCONECTEMOS SU SERVICIO DE GAS.**

• Es posible que sea elegible para un acuerdo de pago o para el programa de ayuda especial. La inscripción en este programa puede ser una manera para evitar la desconexión. Comuníquese con nosotros inmediatamente llamando al 215-235-1777 para averiguar si es elegible, y adónde se puede conseguir solicitudes y adónde presentarlas para la inscripción.

• Si tiene preguntas o necesita más información llámenos hoy mismo 215-235-1777 o escribanos a PA P.O. Box 3500, Philadelphia, PA 19122. Después de hablar con nosotros, si todavía no está conforme, puede presentar una reclamación ante la Comisión de Servicios Públicos (Public Utility Commission, PUC). La PUC puede demorar la desconexión si presenta la reclamación antes de la fecha de desconexión del servicio. Para comunicarse con ellos, llame al 1 (800) 692-7380 o escriba a: Pennsylvania Public Utility Commission, P.O. Box 3265, Harrisburg, PA 17105-3265.

• Si tiene una orden de Protección Contra Abuso de un tribunal, hay protecciones adicionales disponibles para usted. Llámenos inmediatamente al 215-235-1777. Se le pedirá que nos proporcione una copia de la orden judicial.

• Llámennos si su proveedor paga su factura de servicios públicos. Usted tiene algunas protecciones legales.

• Si tiene problemas en entender o hablar el idioma inglés, llámenos para conseguir una interpretación gratis.

• Por favor comuníquese con nosotros si está discapacitado o necesita ayuda.

• Se considera que todos los adultos que ocupan las instalaciones cuyos nombres aparecen en la hipoteca, título o alquiler son "el cliente" y son responsables del pago de la factura. Si se desconectó el servicio es posible que CUALQUIER adulto ocupante que haya estado viviendo en las instalaciones deba pagar toda la factura o parte de la misma para que se restablezca el servicio.

• Si se desconecta su servicio, se debe comunicar con nosotros después de que se haya efectuado su pago para asegurarse de que haya cumplido con todas las condiciones para que se le reconecte el servicio y para coordinar el acceso a sus instalaciones. Pueden demorar hasta siete días para que se le restablezca el servicio.

PREVISIONES PARA LA DESCONEXIÓN DEL SERVICIO DURANTE EL INVIERNO 1 de diciembre al 31 de marzo

• Comuníquese con nosotros antes de la fecha de desconexión del servicio para darnos la información para ver si califica para un programa de ayuda.

• Si tiene bajos ingresos, hay reglas especiales sobre si podemos desconectar su gas durante el invierno. Sumo el ingreso mensual de su grupo familiar. Mire la tabla a continuación para determinar su grupo, es posible que deba proporcionarnos una prueba de ingresos.

• Si sus ingresos son iguales al 150% del nivel federal de pobreza, primero tenemos que solicitar autorización a la POC para desconectar su servicio. Le avisaremos antes de desconectar el servicio si le pedimos autorización a la PUC para terminar su servicio de gas.

• Si su ingreso es mayor al 150% pero no supera el 250% del nivel federal de pobreza, no desconectaremos su servicio si una de estas condiciones se aplican a usted:

- o Alguien en su grupo familiar tiene 12 años de edad o menos o 65 años de edad o más; o
- o Usted ha pagado por lo menos la mitad de sus dos últimas facturas de gas; o
- o Si durante los últimos 12 meses ha pagado por lo menos el 15% de los ingresos de su grupo familiar para la factura de gas.

Niveles Federales de Pobreza (FPG) 2013		
Tamaño del grupo familiar	Su ingreso es del es del 150% del FPG o menor si su ingreso mensual es de:	Su ingreso está comprendido entre el 151% y el 250% del FPG si su ingreso mensual es:
1	\$1,436 o menos	\$1,437-\$2,394
2	\$1,939 o menos	\$1,940-\$3,231
3	\$2,441 o menos	\$2,442-\$4,069
4	\$2,944 o menos	\$2,945-\$4,906
Por cada persona agregada	\$3,446	\$3,447-\$5,744

• Si reconectamos su servicio durante los meses de invierno (entre el 1 de diciembre y el 31 de marzo) restauraremos su servicio dentro de 24 horas de que haya cumplido con todos los requisitos para que se le reconecten los servicios. Cuando se requieren excavar en la calle, es posible que demore hasta 7 días.

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

Because your bill is past due, we will shut off the gas to 2912 ELLA ST on or after 8:00 AM on Nov 11, 2013. This notice will remain effective for 60 days. To talk about your bill or this notice, please call our office at 215-235-1777.

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

- * Arrange to pay your past due amount of \$70.88.
- * Pay the amount you owe on your payment plan.
- * Show us a paid receipt for the past due amount.
- * Make a payment arrangement or 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	\$70.88
Security Deposit	\$186.00
Turn On Charge	\$123.23
Total	\$380.11

(Plus \$372.00 if we must dig up the street to shut off the 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 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 YOUR LICENSED PHYSICIAN SEND PGW A LETTER WITHIN 7 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 where applications can be found and submitted for enrollment. 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 us, if you are not satisfied, you may file a complaint with the Public Utility Commission (PUC). The PUC may delay the shut-off 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 premise 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 premise 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 apply 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.

Federal Poverty Guidelines (FPG) 2013		
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	\$1,436 or less	\$1,437-\$2,394
2	\$1,939 or less	\$1,940-\$3,231
3	\$2,441 or less	\$2,442-\$4,069
4	\$2,944 or less	\$2,945-\$4,906
Each add. person add	\$3,446	\$3,447-\$5,744

- * 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 7 days.

PG_201309090007_04-03-00000000

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: 0883351521
Notice Date: Oct 30, 2013
Please Pay: \$70.88

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

Amount Enclosed.

000432 000000660
INES RIOS
2912 ELLA ST
PHILA PA 19134-2820

Philadelphia Gas Works
P.O. Box 71700
Newark, NJ 07104-4768

000883351521801500000070883

AVISO DE 10 DÍAS DE DESCONEXIÓN DEL SERVICIO
Es posible que se desconecte su servicio de gas!

Debido a que su factura está vencida, desconectaremos su servicio de gas a 2912 ELLA ST a las 8:00 AM del Nov 11, 2013 o más tarde. Este aviso permanecerá en vigencia durante 60 días. Para hablar de su factura o de este aviso, llame a nuestra oficina al 215-235-1777.

No desconectaremos el gas si hace UNO de los siguientes:

- Coordina el pago atrasado de \$70.88.
- Paga el importe que adeuda en su plan de pagos.
- Nos muestra un recibo pagado por el importe atrasado.
- Coordina un plan de pago o es posible que sea elegible para un programa especial de ayuda.
- Se comunica con nosotros para disputar la factura.

Por lo menos debe haber pagado todo lo siguiente antes de que nosotros podamos volver a conectar su servicio:

Importe atrasado	\$70.88
Depósito de seguridad	\$186.00
Cargo de reconexión	\$123.23
Total	\$380.11

(Mas \$372.00 si tenemos que excavar en la calle para desconectar el gas).

Usted también es responsable de todo el servicio de gas que le fuera proporcionada que ahora es pagadero o cuyo pago está atrasado. Si se desconecta, es posible que deba pagar más que el importe de este aviso para que se le reconecte el gas.

AVISO DE EMERGENCIA MÉDICA

AVISENOS SI ALGUIEN QUE VIVE EN SU HOGAR ESTÁ GRAVEMENTE ENFERMO O TIENE UNA CONDICIÓN MÉDICA. NOSOTROS NO DESCONECTAREMOS SU SERVICIO durante esa enfermedad si usted:

1. Hace que su médico licenciado o enfermera especializada certifique por teléfono o por escrito que existe dicha enfermedad y que se podría ver agravada si se desconecta su servicio y
2. Coordina el pago de sus facturas actuales. Usted debe proporcionarnos el ingreso del grupo familiar y la información de los ocupantes para determinar los términos de su pago mientras está protegido bajo la certificación médica.
3. Comuníquese con nosotros llamando al 215-235-1777.
4. **HAGA QUE SU MÉDICO LICENCIADO ENVÍE UNA CARTA A LA PGW DENTRO DE 7 DÍAS CERTIFICANDO LA CONDICIÓN MÉDICA. DEBE SABER ESTO - ANTES DE QUE DESCONECTEMOS SU SERVICIO DE GAS.**

• Es posible que sea elegible para un acuerdo de pago o para el programa de ayuda especial. La inscripción en este programa puede ser una manera para evitar la desconexión. Comuníquese con nosotros inmediatamente llamando al 215-235-1777 para averiguar si es elegible, y adonde se puede conseguir solicitudes y adonde presentarlas para la inscripción.

• Si tiene preguntas o necesita más información llámenos hoy mismo 215-235-1777 o escribimos a PA P.O. Box 3900, Philadelphia, PA 19122. Después de hablar con nosotros, si todavía no está conforme, puede presentar una reclamación ante la Comisión de Servicios Públicos (Public Utility Commission, PUC). La PUC puede demorar la desconexión si presenta la reclamación antes de la fecha de desconexión del servicio. Para comunicarse con ellos, llame al 1 (800) 692-7380 o escriba a: Pennsylvania Public Utility Commission, P.O. Box 3265, Harrisburg, PA 17105-3265.

• Si tiene una orden de Protección Contra Abuso de un tribunal, hay protecciones adicionales disponibles para usted. Llámenos inmediatamente al 215-235-1777. Se le podrá que nos proporcione una copia de la orden Judicial.

• Llámenos si su arrendador paga su factura de servicios públicos. Usted tiene algunas protecciones legales.

• Si tiene problemas en entender o hablar el idioma inglés, llámonos para conseguir una interpretación gratis.

• Por favor comuníquese con nosotros si está discapacitado o necesita ayuda.

• Se considera que todos los adultos que ocupan las instalaciones cuyos nombres aparezcan en la hipoteca, título o alquiler son "el cliente" y son responsables del pago de la factura. Si se desconectó el servicio es posible que CUALQUIER adulto ocupante que haya estado viviendo en las instalaciones deba pagar toda la factura o parte de la misma para que se restablezca el servicio.

• Si se desconecta su servicio, se debe comunicar con nosotros después de que se haya efectuado su pago para asegurarse de que haya cumplido con todas las condiciones para que se lo reconecte el servicio y para coordinar el acceso a sus instalaciones. Puede demorar hasta siete días para que se le restablezca el servicio.

PREVISIONES PARA LA DESCONEXIÓN DEL SERVICIO DURANTE EL INVIERNO 1 de diciembre al 31 de marzo

• Comuníquese con nosotros antes de la fecha de desconexión del servicio para darnos la información para ver si califica para un programa de ayuda.

• Si tiene bajos ingresos, hay reglas especiales sobre si podemos desconectar su gas durante el invierno. Si su ingreso mensual de su grupo familiar. Mire la tabla a continuación para determinar su grupo, es posible que deba proporcionarnos una prueba de ingresos.

• Si sus ingresos son iguales al 150% del nivel federal de pobreza, primero tenemos que solicitar autorización a la POC para desconectar su servicio. Le avisaremos antes de desconectar el servicio si lo pedimos autorización a la PUC para terminar su servicio de gas.

• Si su ingreso es mayor al 150% pero no supera el 250% del nivel federal de pobreza, no desconectaremos su servicio si una de estas condiciones se aplican a usted:

- o Alguien en su grupo familiar tiene 12 años de edad o menos o 65 años de edad o más; o
- o Usted ha pagado por lo menos la mitad de sus dos últimas facturas de gas; ~~o Si durante los dos últimos meses ha pagado por lo menos el 15% de los ingresos de su grupo familiar para la factura de gas.~~

Niveles Federales de Pobreza (FPG) 2013		
Tamaño del grupo familiar	Su ingreso es del es del 150% del FPG o menor si su ingreso mensual es de:	Su ingreso está comprendido entre el 151% y el 250% del FPG si su ingreso mensual es:
1	\$1,436 o menos	\$1,437-\$2,394
2	\$1,939 o menos	\$1,940-\$3,231
3	\$2,441 o menos	\$2,442-\$4,069
4	\$2,944 o menos	\$2,945-\$4,906
Por cada persona agregue	\$3,446	\$3,447-\$5,744

• Si reconectamos su servicio durante los meses de Invierno (entre el 1 de diciembre y el 31 de marzo) restauraremos su servicio dentro de 24 horas de que haya cumplido con todos los requisitos para que se lo reconecte los servicios. Cuando se requiera excavar en la calle, es posible que demore hasta 7 días.

Dec 23, 2013

000302 000000250



INES RIOS
2912 ELLA ST
PHILA PA 19134-2820



Recertification Reminder Notice Customer Responsibility Program

PGW Account # 0883351521

IT'S YOUR CRP ANNIVERSARY!

It is time to update your Customer Responsibility Program (CRP) Agreement. In order to stay on CRP, you are required to give PGW updated information regarding your household income.

HOW DO YOU UPDATE YOUR CRP AGREEMENT, AND WHAT DOCUMENTS ARE NECESSARY?

To update your CRP Agreement, you must bring the following documentation to one of PGW's Customer Service Centers listed below, OR send copies of the following documentation with the completed and signed Application to the address listed below:

Philadelphia Gas Works
P.O. Box 3529
Philadelphia, PA 19122-0529.

1. Proof of Current Household Income.

Examples: Pay Stubs for at least the last 30 days, DFW#, a letter from your employer, Social Security printout, etc. **This information is needed for all members of the household.**

2. Social Security Cards for all Household Members. (Please do not send originals).

Remember! You MUST provide PGW with this information within 30 days of this notice, before your CRP Anniversary.

You must be up-to-date on your CRP payments in order to maintain your gas service. **If you do not update your CRP Agreement on time, your CRP Agreement will be in default. Failure to meet the above requirements could result in removal from the program.** If you are removed from CRP, you will be required to pay your full monthly gas bill(s) plus any previously unpaid gas bills you owe to PGW. Further, once you are removed from CRP, PGW may pursue regular collection activity against you. This could lead to your gas service being shut off.

For more information, please call our Customer Service Department Monday through Friday, 8AM to 6PM, at 215-235-1000, or visit one of the following locations:

Location	Address	Days Open
Center City	1137 Chestnut Street	Mon., Tue., Thu., Fri.
South Philadelphia	1601 S. Broad Street	Mon., Wed., Thu.
Germantown	210 W. Chelton Avenue	Tue., Wed., Fri.
North Philadelphia	1337 W. Erie Avenue	Mon., Wed., Thu.
Frankford	4410 Frankford Avenue	Tue., Thu., Fri.
West Philadelphia	5230 Chestnut Street	Mon., Tue., Wed., Fri.

PHILADELPHIA GAS WORKS

800 W. MONTGOMERY AVENUE, PHILADELPHIA, PA 19122-0859

Dec 23, 2013

INES RIOS
2912 ELLA ST
PHILA PA 19134-2820

Recordatorio de Recertificacion
Programa de Responsabilidad del Cliente

No. de cuenta de PGW 0883351521

¿ES SU ANIVERSARIO DE CRP?

Ha llegado el momento de actualizar su Acuerdo del Programa de Responsabilidad del Cliente (CRP). Para poder permanecer en el programa CRP, tiene que darle a PGW información actualizada sobre los ingresos de su familia.

CÓMO ACTUALIZAR SU ACUERDO DE CRP ¿QUÉ DOCUMENTOS NECESITA PARA ACTUALIZAR SU ACUERDO CRP?

Para actualizar su Acuerdo CRP tiene que llevar la siguiente documentación a uno de los Centros de Atención al Cliente de PGW O enviar copias de dichos documentos junto con la solicitud completada y firmada a la dirección que se indica abajo:

Philadelphia Gas Works
P.O. Box 3529
Philadelphia, PA 19122-0529

1. Comprobantes de los ingresos actuales de la familia.

Ejemplos: Talonarios de cheque de por lo menos los últimos 30 días, número de DPW, una carta de su patrón, copia impresa del Seguro Social, etc. Se requiere esta información para todos los miembros de la familia.

2. Tarjetas del número de Seguro Social de todos los miembros de la familia. (No mande las tarjetas originales).

Recuerde lo siguiente TIENE que proporcionar a PGW esta información en un plazo de 30 días a partir de la fecha de este aviso, antes de su aniversario de CRP. Tiene que estar al día con los pagos de CRP para poder conservar su servicio de gas.

Si no actualiza su acuerdo CRP a tiempo, se considerará en violación. Si no cumple con los requisitos anteriores, podría ser eliminado del programa. Si es eliminado del programa CRP, tendrá que pagar la factura completa del gas del mes más las cuentas anteriores que aún le debe a PGW. Además, una vez eliminado del programa CRP, PGW podría proceder con actividades de cobranza en su contra. Esto podría tener como consecuencia la suspensión de su servicio de gas.

Para obtener más información, llame al Departamento de Atención a Clientes de lunes a viernes de 8 a.m. a 6 p.m. al 215-235-1000 o visite una de las siguientes sucursales:

Localidad	Dirección	Abierto los Días
Center City	1137 Chestnut Street	lunes, martes, jueves, viernes
South Philadelphia	1601 S. Broad Street	lunes, miércoles, jueves
Germantown	210 W. Chelton Avenue	martes, miércoles, viernes
North Philadelphia	1537 W. Erie Avenue	lunes, miércoles, jueves
Frankford	4410 Frankford Avenue	martes, jueves, viernes
West Philadelphia	5230 Chestnut Street	lunes, martes, miércoles, viernes

Jan 16, 2014

000607 000000694

INES RIOS
2912 ELLA ST
PHILA PA 19134-2820



Recertification Final Notice

Customer Responsibility Program

PGW Account # 0883351521

YOUR CRP AGREEMENT IS IN DEFAULT BECAUSE YOU FAILED TO RECERTIFY BY YOUR CRP ANNIVERSARY DATE!
You have failed to provide PGW with updated information on your household income as previously requested by PGW.

IF YOU DO NOT FIX YOUR DEFAULT WITHIN 10 DAYS, YOU WILL BE REMOVED FROM CRP.

Once removed from CRP, you will be required to pay your full monthly gas bill(s) plus any previously unpaid gas bills that you owe to PGW. Further, once you are removed from CRP, PGW may start or continue regular collection activity against you. This action may lead to your gas service being shut off.

If you are removed from CRP, you can get back into the program by doing the following:

1. Fixing the default as described above; and
2. Paying the CRP cure amount, if applicable.

WHAT DOCUMENTS ARE NEEDED TO UPDATE YOUR CRP AGREEMENT?

To update your CRP Agreement, you must bring the following documentation to one of PGW's Customer Service Centers listed below OR send copies of the following documentation with the completed and signed CRP Application previously sent to you to the address listed below:

Philadelphia Gas Works
P.O. Box 3529
Philadelphia, PA 19122-0529

1. Proof of Current Household Income.

Examples: Pay Stubs for at least the last 30 days, DPW#, a letter from your employer, Social Security printout, etc. **This information is needed for all members of the household.**

2. Social Security Cards for all Household Members. (Please do not send originals).

Remember! If you don't meet your responsibilities you will be removed from CRP.

Location	Address	Days Open
Center City	1137 Chestnut Street	Mon., Tue., Thu., Fri.
South Philadelphia	1601 S. Broad Street	Mon., Wed., Thu.
Germantown	210 W. Chelton Avenue	Tue., Wed., Fri.
North Philadelphia	1337 W. Erie Avenue	Mon., Wed., Thu.
Frankford	4410 Frankford Avenue	Tue., Thu., Fri.
West Philadelphia	5230 Chestnut Street	Mon., Tue., Wed., Fri.

PHILADELPHIA GAS WORKS

880 W. MONTGOMERY AVENUE, PHILADELPHIA, PA 19122-0050

Jan 16, 2014

INES RIOS
2912 ELLA ST
PHILA PA 19134-2820

Aviso Final de la Recertificación

Programa de Responsabilidad del Cliente

No. de cuenta de PGW: 0883351521

SU ACUERDO CRP ESTÁ EN VIOLACIÓN PORQUE NO REANUDÓ SU CERTIFICACIÓN ANTES DE LA FECHA DEL ANIVERSARIO DEL ACUERDO.

No le proporcionó a PGW información actualizada solicitada sobre el ingreso de su familia.

SI NO ARREGLA ESTA VIOLACIÓN EN 10 DÍAS, SERÁ ELIMINADO DEL PROGRAMA CRP.

Si es eliminado del programa CRP, tendrá que pagar la factura completa del gas del mes más las cuentas anteriores que aún le debe a PGW. Además, una vez eliminado del programa CRP, PGW podría proceder con actividades de cobranza en su contra. Esto podría tener como consecuencia la suspensión de su servicio de gas.

Si es eliminado del programa CRP, puede volver a entrar al programa después de hacer lo siguiente:

1. Corregir la violación descrita arriba y
2. Pagar la cantidad de reanudación de CRP, si corresponde.

¿QUÉ DOCUMENTOS NECESITA PARA ACTUALIZAR SU ACUERDO CRP?

Para actualizar su Acuerdo CRP tiene que llevar la siguiente documentación a uno de los Centros de Atención al Cliente de PGW O enviar copias de la documentación y la solicitud de CRP completada y firmada que le enviamos anteriormente a la siguiente dirección:

Philadelphia Gas Works
P.O. Box 3529
Philadelphia, PA 19122-0529

1. Comprobantes de los ingresos actuales de la familia.

Ejemplos: Talonarios de cheque de por lo menos los últimos 30 días, número de DPW, una carta de su patrón, copia impresa del Seguro Social, etc. Se requiere esta información para todos los miembros de la familia.

2. Tarjetas del número de Seguro Social de todos los miembros de la familia. (No mande las tarjetas originales).

Recuerde lo siguiente Si no cumple con sus responsabilidades, será eliminado del programa CRP.

Localidad	Dirección	Abierto los Días
Center City	1137 Chestnut Street	lunes, martes, jueves, viernes
South Philadelphia	1601 S. Broad Street	lunes, miércoles, jueves
Germantown	210 W. Chelton Avenue	martes, miércoles, viernes
North Philadelphia	1337 W. Erie Avenue	lunes, miércoles, jueves
Frankford	4410 Frankford Avenue	martes, jueves, viernes
West Philadelphia	5230 Chestnut Street	lunes, martes, miércoles, viernes

PHILADELPHIA GAS WORKS

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

Mar 12, 2014

003065 000005160

INES RIOS
2912 ELLA ST
PHILA PA 19134-2820



2

Dear INES RIOS,

Only a few weeks remain to mail in your LIHEAP application! The deadline to apply is April 4, 2014.

Did you know?

- By applying for LIHEAP, you'll fulfill a requirement necessary to continue receiving discounts that come with your participation in our customer assistance program, CRP.
- The average LIHEAP grant is \$250, but could be up to \$1,000.
- The grant is in addition to the CRP discount you already receive, so it will lower your bill even more.
- With a LIHEAP grant, you'll get a 1-year waiver from having to recertify your CRP agreement.

Applying for LIHEAP is easy and we've enclosed a pre-printed application to make it even easier. To apply for LIHEAP, there is no need to call us. Simply complete the enclosed application yourself, attach 30 days income documentation, and mail it to:

Philadelphia CAO - LIHEAP Office
1348 W. Sedgley Avenue
Philadelphia, PA 19132

Or, if you'd like, visit one of our Customer Service Centers and we'll help you complete the application, make copies of your income documentation, and send it to the LIHEAP Office for you. Locations are listed below. Each office is open from 9am to 5pm.

Be sure to write your account number, which is 0883351521, on Question 4 and place an "X" next to Natural Gas in Question 6.

Thank you for being a PGW customer. We strongly encourage you to take the time now to apply for LIHEAP this year.

Sincerely,

Bill Montgomery
Manager, Universal Services

Para traducción en español, llame a (215) 235-2175.

PGW Customer Service Centers	
Office Location	Days Open
Center City: 1137 Chestnut St.	Mon, Tues, Thurs, Fri
Frankford: 4410 Frankford Ave.	Tues, Thurs, Fri
Germantown: 212 W. Chelton Ave.	Tues, Wed, Fri
North Philly: 1337 W. Erie Ave.	Mon, Wed, Thurs
South Philly: 1601 S. Broad St.	Mon, Wed, Thurs
West Philly: 5230 Chestnut St.	Mon, Tues, Wed, Fri

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

Jan 21, 2015

000667 000000500

INES RIOS
2912 ELLA ST
PHILA PA 19134-2820

CRP Application Mailing Address
Philadelphia Gas Works
Customer Responsibility Program
PO Box 3529
Philadelphia PA 19122



23 67

RE: 0883351521

Dear INES RIOS,

It's time to re-apply for enrollment in the Customer Responsibility Program (CRP). Your current enrollment expires on Feb 19, 2015. It is important that you take action now, because if your enrollment expires, you may need to make an upfront payment to re-enroll. You will also lose the program's benefits of discounted bills and arrearage forgiveness.

We have enclosed an application and instructions for completing it, along with a list of acceptable forms of income documentation. Before you apply, check the table below to see if you still meet the income eligibility guidelines for the number of people living in your household. If you are still eligible for the program, we encourage you to re-apply, because CRP will provide the lowest bill we can offer you.

Maximum income, by number of people in the household					
	1	2	3	4	each addtl
Monthly	\$7,458	\$1,966	\$2,474	\$2,961	\$500
Annual	\$17,508	\$23,592	\$29,888	\$35,772	\$6,096

To minimize delays in processing, be sure to complete the application fully and submit acceptable documentation of income. We recommend that you submit your application within seven (7) days to allow time for processing. You can apply by mail or in person at one of our Customer Service Centers (hours and locations are listed below). If you wish to apply by mail, send the application to the address in the upper right corner.

PGW Customer Service Centers (open 9am-5pm on days listed)		
Location	Address	Days
Center City	1137 Chestnut	Mon, Tue, Thu, Fri
South Philadelphia	1801 S. Broad Street	Mon, Wed, Thu
Germantown	210 W. Chelton Avenue	Tue, Wed, Fri
North Philadelphia	1317 W. Erie Avenue	Mon, Wed, Thu
Frankford	4410 Frankford Avenue	Tue, Thu, Fri
West Philadelphia	5230 Chestnut Street	Mon, Tue, Wed, Fri

Thank you for being a PGW customer. We hope to receive your application soon.

Sincerely,

PGW Customer Affairs, Universal Services Department

INES RIOS
2912 ELLA ST
PHILA PA 19134-2820

Jan 21, 2015

Asunto: 0883351521

Estimado(a) INES RIOS,

Llegó el momento de volver a solicitar el Programa de Responsabilidad del Cliente (CRP). Su participación actual vencerá el Feb 19, 2015. Es importante que tome acción ahora porque si su participación vence, podría tener que dar un pago anticipado para volver a inscribirse. También perderá los beneficios de cuentas descontadas y absolución de deudas anteriores.

Adjuntamos la carta de solicitud, las instrucciones para llenarla y una lista de los tipos de documentación de ingresos aceptables. Antes de solicitar, consulte la tabla siguiente para determinar si cumple con los límites de ingresos para la cantidad de habitantes de su hogar. Si todavía califica para el programa, le recomendamos que vuelva a solicitar, pues CRP le ofrecerá la cuenta más baja que podamos ofrecerle.

Ingreso máximo según la cantidad de habitantes de su hogar					
	1	2	3	4	p/adicional
Mensual	\$1,459	\$1,966	\$2,474	\$2,981	\$508
Anual	\$17,508	\$23,592	\$29,688	\$35,772	\$6,096

~~Para minimizar los demoras en el trámite, llene la solicitud completamente y~~ incluya documentación de ingresos aceptable. Le recomendamos que envíe su solicitud en los próximos siete (7) días para darnos tiempo para tramitarla. Puede solicitar **por correo o en persona en uno de nuestros Centros de Atención al Cliente** (las horas y ubicaciones se indican a continuación). Si desea solicitar por correo, envíe la solicitud a la dirección indicada a continuación.

Centros de atención al cliente de PGW (horario: de 9 a.m. a 5 p.m. los días indicados)		
Ubicación	Dirección	Días
Centro	1137 Chestnut	lun, mar, jue, vie
Sur de Filadelfia	1601 S. Broad Street	lun, mié, jue
Germantown	210 W. Chelton Avenue	mar, mié, vie
Norte de Filadelfia	1317 W. Erie Avenue	lun, mié, jue
Frankford	4410 Frankford Avenue	mar, jue, vie
Oeste de Filadelfia	5230 Chestnut Street	lun, mar, mié, vier

Dirección para enviar la solicitud de CRP

Philadelphia Gas Works
Customer Responsibility Program
PO Box 3529
Philadelphia PA 19122

Gracias por ser cliente de PGW. Esperamos recibir su solicitud pronto

Atentamente,

Relaciones con los Clientes de PGW, Departamento de Servicios Universales

Feb 10, 2015

000300 000000503

PHILADELPHIA GAS WORKS
INES RIOS
2912 ELLA ST
PHILA PA 19134-2820



CRP Application Mailing Address
Philadelphia Gas Works
Customer Responsibility Program
PO Box 3529
Philadelphia PA 19122

RE: 0883351521

Dear INES RIOS,

FINAL REMINDER THAT YOU MUST RE-APPLY FOR THE CUSTOMER RESPONSIBILITY PROGRAM

Your enrollment in the Customer Responsibility Program (CRP) will expire soon and you must re-apply. We sent a reminder notice three weeks ago, along with an application and instructions for applying. If you already completed the application and mailed it in, please disregard this notice.

If you did not complete the application and mail it in, you must take action now to do so, or risk losing the benefits of enrollment in CRP. This is the final notice you will receive from PGW, prior to removing your account from the program.

If you misplaced the application or no longer have it:

- Print an application from our website at www.pgworks.com/crp
- Visit a PGW Customer Service Center and apply in person (be sure to take your most recent 30 days income documentation with you)
- Call 215-235-1000 to request another application

To minimize delays in processing, be sure to complete the application fully and submit acceptable documentation of income. You can apply by mail or in person at one of our Customer Service Centers (hours and locations are listed below). If you wish to apply by mail, send the application to the address in the upper right hand corner.

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North Philadelphia	1317 W. Erie Avenue	Mon, Wed, Thu
Frankford	4410 Frankford Avenue	Tue, Thu, Fri
West Philadelphia	5230 Chestnut Street	Mon, Tue, Wed, Fri

Thank you for being a PGW customer. We hope to see your application soon.

Sincerely,

PGW Customer Affairs, Universal Services Department

INES RIOS
2912 ELLA ST
PHILA PA 19134-2820

Asunto: 0883351521

Estimado(a) INES RIOS,

RECORDATORIO FINAL DE QUE DEBE VOLVER A SOLICITAR EL PROGRAMA DE RESPONSABILIDAD DEL CLIENTE

Su participación en el Programa de Responsabilidad del Cliente (CRP) vencerá pronto y debe volver a solicitar. Hace tres semanas le enviamos un recordatorio, la solicitud y las instrucciones para solicitar. Si ya llenó y envió la solicitud, no le haga caso a este aviso.

Si no ha llenado y enviado la solicitud, debe hacerlo ahora o correrá el riesgo de perder los beneficios de participación en el programa CRP. Este es el último aviso que recibirá antes de que se elimine su cuenta del programa.

Si perdió la solicitud o ya no la tiene:

- Imprima una solicitud que puede obtener en nuestro sitio web en www.pgworks.com/crp
- Visite un Centro de Atención al Cliente de PGW y solicite en persona (lleve documentación de ingresos de los últimos 30 días)
- Llame al 215-235-1000 para pedir otra solicitud

Para minimizar las demoras en el trámite, llene la solicitud completamente y incluya documentación de ingresos aceptable. Puede solicitar por correo o en persona en uno de nuestros Centros de Atención al Cliente (las horas y ubicaciones se indican a continuación). Si desea solicitar por correo, envíe la solicitud a la dirección indicada a continuación.

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Frankford	4410 Frankford Avenue	mar, jue, vie
Oeste de Filadelfia	5230 Chestnut Street	lun, mar, mié, vier

Dirección para enviar la solicitud de CRP

Philadelphia Gas Works
Customer Responsibility Program
PO Box 3529
Philadelphia PA 19122

Gracias por ser cliente de PGW. Esperamos recibir su solicitud pronto.

Atentamente,

Relaciones con los Clientes de PGW, Departamento de Servicios Universales

PHILADELPHIA GAS WORKS
 800 W. MONTGOMERY AVENUE, PHILADELPHIA, PA 19122-0054

Feb 19, 2016

000168 000000182



INES RIOS
 2912 ELLA ST
 PHILA PA 19134-2820

CRP Application Mailing Address

Philadelphia Gas Works
 Customer Responsibility Program
 PO Box 3529
 Philadelphia PA 19122



23

RE: 0883351521

Dear INES RIOS,

It's time to re-apply for enrollment in the Customer Responsibility Program (CRP). Your current enrollment expires on Mar 20, 2016. It is important that you take action now, because if your enrollment expires, you may need to make an upfront payment to re-enroll. You will also lose the program's benefits of discounted bills and arrearage forgiveness.

We have enclosed an application and instructions for completing it, along with a list of acceptable forms of income documentation. Before you apply, check the table below to see if you still meet the income eligibility guidelines for the number of people living in your household. If you are still eligible for the program, we encourage you to re-apply, because CRP will provide the lowest bill we can offer you.

Maximum income, by number of people in the household					
	1	2	3	4	each addtl
Monthly	\$7,459	\$7,966	\$2,474	\$2,981	\$506
Annual	\$17,508	\$23,592	\$29,688	\$35,772	\$6,096

To minimize delays in processing, be sure to complete the application fully and submit acceptable documentation of income. We recommend that you submit your application within seven (7) days to allow time for processing. You can apply by mail or in person at one of our Customer Service Centers (hours and locations are listed below). If you wish to apply by mail, send the application to the address in the upper right corner.

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Frankford	4410 Frankford Avenue	Tue, Thu, Fri
West Philadelphia	5230 Chestnut Street	Mon, Tue, Wed, Fri

Thank you for being a PGW customer. We hope to receive your application soon.

Sincerely,

PGW Customer Affairs, Universal Services Department

INES RIOS
2912 ELLA ST
PHILA PA 19134-2820

Feb 19, 2016

Asunto: 0883351521

Estimado(a) INES RIOS,

Llegó el momento de volver a solicitar el Programa de Responsabilidad del Cliente (CRP). Su participación actual vencerá el Mar 20, 2016. Es importante que tome acción ahora porque si su participación vence, podría tener que dar un pago anticipado para volver a inscribirse. También perderá los beneficios de cuentas descontadas y absolución de deudas anteriores.

Adjuntamos la carta de solicitud, las instrucciones para llenarla y una lista de los tipos de documentación de ingresos aceptables. Antes de solicitar, consulte la tabla siguiente para determinar si cumple con los límites de ingresos para la cantidad de habitantes de su hogar. Si todavía califica para el programa, le recomendamos que vuelva a solicitar, pues CRP le ofrecerá la cuenta más baja que podamos ofrecerle.

Ingreso máximo según la cantidad de habitantes de su hogar					
	1	2	3	4	p/adicional
Mensual	\$1,459	\$1,966	\$2,474	\$2,981	\$508
Anual	\$17,508	\$23,592	\$29,688	\$35,772	\$6,096

~~Para minimizar las demoras en el trámite, llene la solicitud completamente y incluya documentación de ingresos aceptable. Le recomendamos que envíe su solicitud en los próximos siete (7) días para darnos tiempo para tramitarla. Puede solicitar por correo o en persona en uno de nuestros Centros de Atención al Cliente (las horas y ubicaciones se indican a continuación). Si desea solicitar por correo, envíe la solicitud a la dirección indicada a continuación.~~

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Oeste de Filadelfia	5230 Chestnut Street	lun, mar, mié, vier

Dirección para enviar la solicitud de CRP

Philadelphia Gas Works
Customer Responsibility Program
PO Box 3529
Philadelphia PA 19122

Gracias por ser cliente de PGW. Esperamos recibir su solicitud pronto

Atentamente,

Relaciones con los Clientes de PGW, Departamento de Servicios Universales

PHILADELPHIA GAS WORKS

800 W. MONTGOMERY AVENUE, PHILADELPHIA, PA 19122-0650

Apr 28, 2016

003201 000001485

INES RIOS
2912 ELLA ST
PHILA PA 19134-2820



CRP Application Mailing Address

Philadelphia Gas Works
Customer Responsibility Program
PO Box 3529
Philadelphia PA 19122

RE: 0883351521

Dear INES RIOS,

FINAL REMINDER THAT YOU MUST RE-APPLY FOR THE CUSTOMER RESPONSIBILITY PROGRAM

Your enrollment in the Customer Responsibility Program (CRP) will expire soon and you must re-apply. We sent a reminder notice three weeks ago, along with an application and instructions for applying. If you already completed the application and mailed it in, please disregard this notice.

If you did not complete the application and mail it in, you must take action now to do so, or risk losing the benefits of enrollment in CRP. This is the final notice you will receive from PGW, prior to removing your account from the program.

If you misplaced the application or no longer have it:

- Print an application from our website at www.pgworks.com/crp
- Visit a PGW Customer Service Center and apply in person (be sure to take your most recent 30 days income documentation with you)
- Call 215-235-1000 to request another application

To minimize delays in processing, be sure to complete the application fully and submit acceptable documentation of income. You can apply by mail or in person at one of our Customer Service Centers (hours and locations are listed below). If you wish to apply by mail, send the application to the address in the upper right hand corner.

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Frankford	4410 Frankford Avenue	Tue, Thu, Fri
West Philadelphia	5230 Chestnut Street	Mon, Tue, Wed, Fri

Thank you for being a PGW customer. We hope to see your application soon.

Sincerely,

PGW Customer Affairs, Universal Services Department

INES RIOS
2912 ELLA ST
PHILA PA 19134-2820

Asunto: 0883351521

Estimado(a) INES RIOS,

RECORDATORIO FINAL DE QUE DEBE VOLVER A SOLICITAR EL PROGRAMA DE RESPONSABILIDAD DEL CLIENTE

Su participación en el Programa de Responsabilidad del Cliente (CRP) vencerá pronto y debe volver a solicitar. Hace tres semanas le enviamos un recordatorio, la solicitud y las instrucciones para solicitar. Si ya llenó y envió la solicitud, no le haga caso a este aviso.

Si no ha llenado y enviado la solicitud, debe hacerlo ahora o correrá el riesgo de perder los beneficios de participación en el programa CRP. Este es el último aviso que recibirá antes de que se elimine su cuenta del programa.

Si perdió la solicitud o ya no la tiene:

- Imprima una solicitud que puede obtener en nuestro sitio web en www.pgworks.com/crp
- Visite un Centro de Atención al Cliente de PGW y solicite en persona (lleve documentación de ingresos de los últimos 30 días)
- Llame al 215-235-1000 para pedir otra solicitud

Para minimizar las demoras en el trámite, llene la solicitud completamente y incluya documentación de ingresos aceptable. Puede solicitar por correo o en persona en uno de nuestros Centros de Atención al Cliente (las horas y ubicaciones se indican a continuación). Si desea solicitar por correo, envíe la solicitud a la dirección indicada a continuación.

Centros de atención al cliente de PGW (horario: de 9 a.m. a 5 p.m. los días indicados)		
Ubicación	Dirección	Días
Centro	1137 Chestnut	lun, mar, jue, vie
Sur de Filadelfia	1601 S. Broad Street	lun, mié, jue
Germantown	210 W. Chelton Avenue	mar, mié, vie
Norte de Filadelfia	1317 W. Erie Avenue	lun, mié, jue
Frankford	4410 Frankford Avenue	mar, jue, vie
Oeste de Filadelfia	5230 Chestnut Street	lun, mar, mié, vier

Dirección para enviar la solicitud de CRP

Philadelphia Gas Works
Customer Responsibility Program
PO Box 3529
Philadelphia PA 19122

Gracias por ser cliente de PGW. Esperamos recibir su solicitud pronto.

Atentamente,

Relaciones con los Clientes de PGW, Departamento de Servicios Universales

PHILADELPHIA GAS WORKS
800 W. MONTGOMERY AVENUE, PHILADELPHIA, PA 19122-6050

Nov 18, 2016

035203 000003958

INES RIOS
2912 ELLA ST
PHILA PA 19134-2820



Dear INES RIOS,

This is a friendly reminder that LIHEAP grants are now available to help you pay your gas bill. An application and a postage paid return envelope are enclosed so that you can apply right away.

Here are some good reasons to apply:

- A LIHEAP grant will help you pay your gas bill, so this winter, you'll have warmth without the worry.
- The average LIHEAP grant is over **\$300**, but could be up to **\$1,000**.
- If you receive SNAP benefits, a LIHEAP grant may increase the amount you receive for SNAP.

To apply for LIHEAP, there is no need to call us. Simply complete the enclosed application, attach 30 days income documentation, and send it off in the return envelope included with this letter.

When you complete the application, be sure to place an "X" next to Natural Gas in Question 4 and write your account number, which is **0883351521**, on Question 6. This will help avoid delays in processing.

Or, if you'd like, visit one of our Customer Service Centers and we'll help you complete the application, make copies of your income documentation, and deliver it to the LIHEAP Office for you. Below are the locations, days, and hours each office is open.

PGW Customer Service Centers		
Office Location	Days Open	Hours Open
Center City: 1137 Chestnut St.	Mon, Tues, Thurs, Fri	9:00am to 5:00pm
Frankford: 4410 Frankford Ave.	Tues, Thurs, Fri	9:00am to 5:00pm
Germentown: 212 W. Chelton Ave.	Tues, Wed, Fri	9:00am to 5:00pm
North Phila.: 1337 W. Erie Ave.	Mon, Wed, Thurs	9:00am to 5:00pm
South Phila.: 1801 S. Broad St.	Mon, Wed, Thurs	9:00am to 5:00pm
West Phila.: 5230 Chestnut St.	Mon, Tues, Wed, Fri	9:00am to 5:00pm

Thank you for being a PGW customer. We strongly encourage you to take the time now to apply for LIHEAP this year. It's simple, quick, and worth it.

Sincerely,

Your friends at PGW

Para traducción en español, llame a (215) 235-2175.

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

Dec 02, 2016

034679 000003756

INES RIOS
2912 ELLA ST
PHILA PA 19134-2820



00

Dear INES RIOS,

We recently sent you a reminder that LIHEAP grants are now available to help you pay your gas bill. An application and a postage paid return envelope should have been enclosed with the letter, but a system error omitted the application. We regret any confusion this has caused, so we are resending the application and envelope.

We urge you to apply. Here are some good reasons to do so:

- A LIHEAP grant will help you pay your gas bill, so this winter, you'll have warmth without the worry.
- The average LIHEAP grant is over **\$300**, but could be up to **\$1,000**.
- If you receive SNAP benefits, a LIHEAP grant may increase the amount you receive for SNAP.

To apply for LIHEAP, there is no need to call us. Simply complete the enclosed application, attach 30 days income documentation, and send it off in the return envelope included with this letter.

When you complete the application, be sure to place an "X" next to Natural Gas in Question 4 and write your account number, which is **0883351521**, on Question 6. This will help avoid delays in processing.

Or, if you'd like, visit one of our Customer Service Centers and we'll help you complete the application, make copies of your income documentation, and deliver it to the LIHEAP Office for you. Below are the locations, days, and hours each office is open.

PGW Customer Service Centers		
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Germantown: 212 W. Chelton Ave.	Tues, Wed, Fri	9:00am to 5:00pm
North Phila.: 1337 W. Erie Ave.	Mon, Wed, Thurs	9:00am to 5:00pm
South Phila.: 1601 S. Broad St.	Mon, Wed, Thurs	9:00am to 5:00pm
West Phila.: 5230 Chestnut St.	Mon, Tues, Wed, Fri	9:00am to 5:00pm

Thank you for being a PGW customer. We strongly encourage you to take the time now to apply for LIHEAP this year. It's simple, quick, and worth it.

Sincerely,

Your friends at PGW

Para traducción en español, llame a (215) 235-2175.

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

Feb 06, 2017

021866 000004499


INES RIOS
2912 ELLA ST
PHILA PA 19134-2620



66

IMPORTANT INFORMATION REGARDING LIHEAP

Dear INES RIOS,

We are writing you because only a few weeks remain to apply for LIHEAP, and we have not received a grant on your behalf from the Pennsylvania Department of Human Services. If you are worried about your winter heating bills, LIHEAP can help. LIHEAP is a free one-time grant that is available to help low income families pay their heating bills. Apply now, and you may receive a grant up to **\$1,000!**

More than 1 in 3 Philadelphia residents qualify. Apply now to see if you are eligible. To qualify for LIHEAP:

- You can either rent or own your home
- You do not have to owe a balance
- You do not have to be on public assistance

If you have not yet applied for LIHEAP, we urge you to do so now. Applying is simple, quick, and worth it. To apply, there is no need to call us. We have enclosed an application for you to complete. When completed, mail the application along with the required documentation in the pre-addressed, postage paid envelope that is enclosed. You can also apply online at www.compass.state.pa.us. If you prefer to apply in person, you can visit one of our customer service centers. The LIHEAP program closes on **Friday, March 31, 2017**. If you do not apply for LIHEAP by that date, you will lose your chance to apply this year.

Again, we urge you to apply for LIHEAP now, if you have not already done so.

Sincerely,

Philadelphia Gas Works
Universal Services Department

Para traducción en español, llame a (215) 235-2175.

PHILADELPHIA GAS WORKS

800 W. MONTGOMERY AVENUE, PHILADELPHIA, PA 19122-8050

Feb 15, 2017

000249 000000250



RIOS, INES
2912 ELLA ST
PHILA PA 19134-2820



RE: 2912 ELLA ST

Dear RIOS, INES,

The Philadelphia Gas Works (PGW) is constantly striving to provide our customers with quality service and accurate billing. To achieve this goal, we periodically need to have physical access to our meters for reading and maintenance purposes.

At this time, we need you to provide access to our meters at your property. This service is being performed free of charge by PGW employees and it will include a safety inspection of your gas pipelines and appliances. This safety inspection should only take about 30 minutes and we will need to have access to your meter and appliances. Any obstacles or clutter that may be blocking or covering access should be removed beforehand.

~~Please contact us at (215) 235-1888 between the hours of 8:00 a.m. and 6:00 p.m. to set up an appointment.~~

It is important that you contact us to schedule an appointment. By doing so, you can avoid service interruption to this premise. Thank you for your prompt attention to this matter.

Sincerely,

Philadelphia Gas Works

Feb 15, 2017

REF.: 2912 ELLA ST

Estimado(a) RIOS, INES,

La Philadelphia Gas Works (PGW) se esfuerza continuamente por proporcionar servicio de calidad y facturación exacta a nuestros clientes. Para lograr este objetivo, periódicamente debemos tener acceso físico a nuestros medidores, para fines de lectura y mantenimiento.

En este momento, necesitamos que nos proporcione acceso a nuestros medidores y a sus artefactos para que podamos cambiar su medidor de gas. Los empleados de PGW hacen este servicio gratis e incluirá una inspección de seguridad de sus tuberías y artefactos a gas. Esta inspección de seguridad solamente debiera demandar aproximadamente 30 minutos y deberemos tener acceso a su medidor y aparatos. Se debe quitar con anticipación cualquier obstáculo o cosas que puedan bloquear o cubrir el acceso.

Por favor comuníquese con nosotros llamando al (215) 235-1000 entre las 8:00 a.m. y 6:00 p.m. para concretar una cita.

Es importante que se comuniqué con nosotros para programar una cita. Al hacerlo, puede evitar la interrupción del servicio a este edificio. Muchas gracias por su pronta atención a este asunto.

Atentamente,

Philadelphia Gas Works

PHILADELPHIA GAS WORKS

800 W. MONTGOMERY AVENUE, PHILADELPHIA, PA 19122-0058

Mar 22, 2017

000562 000000583

RIOS, INES
2912 ELLA ST
PHILA PA 19134-2920



RE: 2912 ELLA ST

Dear RIOS, INES,

The Philadelphia Gas Works (PGW) is constantly striving to provide our customers with quality service and accurate billing. To achieve this goal, we periodically need to have physical access to our meters for reading and maintenance purposes.

At this time, we need you to provide access to our meters at your property. This service is being performed free of charge by PGW employees and it will include a safety inspection of your gas pipelines and appliances. This safety inspection should only take about 30 minutes and we will need to have access to your meter and appliances. Any obstacles or clutter that may be blocking or covering access should be removed beforehand.

~~Please contact us at (215) 235-1000 between the hours of 8:00 a.m. and 6:00 p.m. to set up an appointment.~~

It is important that you contact us to schedule an appointment. By doing so, you can avoid service interruption to this premise. Thank you for your prompt attention to this matter.

Sincerely,

Philadelphia Gas Works

Mar 22, 2017

REF.: 2912 ELLA ST

Estimado(a) RIOS, INES,

La Philadelphia Gas Works (PGW) se esfuerza continuamente por proporcionar servicio de calidad y facturación exacta a nuestros clientes. Para lograr este objetivo, periódicamente debemos tener acceso físico a nuestros medidores, para fines de lectura y mantenimiento.

En este momento, necesitamos que nos proporcione acceso a nuestros medidores y a sus artefactos para que podamos cambiar su medidor de gas. Los empleados de PGW hacen este servicio gratis e incluirá una inspección de seguridad de sus tuberías y artefactos a gas. Esta inspección de seguridad solamente debiera demandar aproximadamente 30 minutos y deberemos tener acceso a su medidor y aparatos. Se debe quitar con anticipación cualquier obstáculo o cosas que puedan bloquear o cubrir el acceso.

Por favor comuníquese con nosotros llamando al (215) 235-1000 entre las 8:00 a.m. y 6:00 p.m. para concretar una cita.

Es importante que se comuniquen con nosotros para programar una cita. Al hacerlo, puede evitar la interrupción del servicio a este edificio. Muchas gracias por su pronta atención a este asunto.

Atentamente,

Philadelphia Gas Works

PHILADELPHIA GAS WORKS

800 W. MONTGOMERY AVENUE, PHILADELPHIA, PA 19122-0850

Jun 23, 2017

000416 000000655


RIOS, INES
2912 ELLA ST
PHILA PA 19134-2820



RE: 2912 ELLA ST

Dear RIOS, INES,

The Philadelphia Gas Works (PGW) is constantly striving to provide our customers with quality service and accurate billing. To achieve this goal, we periodically need to have physical access to our meters for reading and maintenance purposes.

At this time, we need you to provide access to our meters at your property. This service is being performed free of charge by PGW employees and it will include a safety inspection of your gas pipelines and appliances. This safety inspection should only take about 30 minutes and we will need to have access to your meter and appliances. Any obstacles or clutter that may be blocking or covering access should be removed beforehand.

~~Please contact us at (215) 235-1800 between the hours of 8:00 a.m. and 6:00 p.m. to set up an appointment.~~

It is important that you contact us to schedule an appointment. By doing so, you can avoid service interruption to this premise. Thank you for your prompt attention to this matter.

Sincerely,

Philadelphia Gas Works

Jun 23, 2017

REF.: 2912 ELLA ST

Estimado(a) RIOS, INBS,

La Philadelphia Gas Works (PGW) se esfuerza continuamente por proporcionar servicio de calidad y facturación exacta a nuestros clientes. Para lograr este objetivo, periódicamente debemos tener acceso físico a nuestros medidores, para fines de lectura y mantenimiento.

En este momento, necesitamos que nos proporcione acceso a nuestros medidores y a sus artefactos para que podamos cambiar su medidor de gas. Los empleados de PGW hacen este servicio gratis e incluirá una inspección de seguridad de sus tuberías y artefactos a gas. Esta inspección de seguridad solamente debiera demandar ~~aproximadamente 30 minutos~~ y deberemos tener acceso a su medidor y aparatos. Se debe quitar con anticipación cualquier obstáculo o cosas que puedan bloquear o cubrir el acceso.

Por favor comuníquese con nosotros llamando al (215) 235-1000 entre las 8:00 a.m. y 6:00 p.m. para concretar una cita.

Es importante que se comuniqué con nosotros para programar una cita. Al hacerlo, puede evitar la interrupción del servicio a este edificio. Muchas gracias por su pronta atención a este asunto.

Atentamente,

Philadelphia Gas Works

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

035556 000008388

 
INES RIOS
2912 ELLA ST
PHILA PA 19134-2820

Nov 15, 2017



456

Dear INES RIOS,

Did you know? **LIHEAP opened on November 1st!** That means you can apply for a free grant to help pay your gas bill, right now.

In fact, since you are enrolled in PGW's Customer Responsibility Program (CRP), we want to remind you that the terms and conditions of your CRP agreement states that you must apply for LIHEAP and assign the grant to PGW. If you don't apply, you could miss out on the savings CRP provides. Don't wait! Apply today. It's simple, quick, and worth it.

To make it easy, we're sending you a LIHEAP application and a postage-paid return envelope.

When you complete the application, be sure to do the following so that your grant is correctly applied to your account:

- **On Question 4**, check the box next to Natural Gas, so the grant goes to your PGW account.
- **On Question 6**, write in your PGW account number. Your account number is 0883351521.
- **On Page 3**, sign and date the application and include a copy of income documents (e.g., pay stubs, benefits letter, social security statement).
- **Mail your application and income documents** in the postage paid, pre-addressed envelope. Please remember to keep the attached Privacy Notice for your records.

If you prefer to apply in person, you can visit one of our customer service centers. We can make copies of your income documents and even deliver the application for you.

If you already applied for LIHEAP, please wait four to six weeks to receive a letter from the state informing you of its status.

Thank you for being a PGW customer. Remember - don't wait! Take a few minutes now to apply for LIHEAP and continue to enjoy the savings and benefits of CRP and the added savings of a LIHEAP grant.

Sincerely,

Your friends at PGW

PHILADELPHIA GAS WORKS

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

Feb 15, 2018

000237 000000264



RIOS, INES
2912 ELLA ST
PHILADELPHIA PA 19134-2820



RE: 2912 ELLA ST

Dear RIOS, INES,

The Philadelphia Gas Works (PGW) is constantly striving to provide our customers with quality service and accurate billing. To achieve this goal, we periodically need to have physical access to our meters for reading and maintenance purposes.

At this time, we need you to provide access to our meters at your property. This service is being performed free of charge by PGW employees and it will include a safety inspection of your gas pipelines and appliances. This safety inspection should only take about 30 minutes and we will need to have access to your meter and appliances. Any obstacles or clutter that may be blocking or covering access should be removed beforehand.

~~Please contact us at (215) 235-1000 between the hours of 8:00 a.m. and 6:00 p.m. to set up an appointment.~~

It is important that you contact us to schedule an appointment. By doing so, you can avoid service interruption to this premise. Thank you for your prompt attention to this matter.

Sincerely,

Philadelphia Gas Works

Feb 15, 2018

REF.: 2912 ELLA ST

Estimado(a) RIOS, INES,

La Philadelphia Gas Works (PGW) se esfuerza continuamente por proporcionar servicio de calidad y facturación exacta a nuestros clientes. Para lograr este objetivo, periódicamente debemos tener acceso físico a nuestros medidores, para fines de lectura y mantenimiento.

En este momento, necesitamos que nos proporcione acceso a nuestros medidores y a sus artefactos para que podamos cambiar su medidor de gas. Los empleados de PGW hacen este servicio gratis e incluirá una inspección de seguridad de sus tuberías y artefactos a gas. Esta inspección de seguridad solamente debiera demandar aproximadamente 30 minutos y deberemos tener acceso a su medidor y aparatos. Se debe quitar con anticipación cualquier obstáculo o cosas que puedan bloquear o cubrir el acceso.

Por favor comuníquese con nosotros llamando al (215) 235-1000 entre las 8:00 a.m. y 6:00 p.m. para concretar una cita.

Es importante que se comunique con nosotros para programar una cita. Al hacerlo, puede evitar la interrupción del servicio a este edificio. Muchas gracias por su pronta atención a este asunto.

Atentamente,

Philadelphia Gas Works

Philadelphia Gas Works



800 W. Montgomery Ave., Philadelphia, PA 19122

Telephone 215-787-1288
Fax 215-684-6996

May 11, 2018

Ines Rios
2912 Ella St.
Philadelphia, Pa. 19134

Re: 883351521
2912 Ella St.

Dear Ms. Rios,

On April 12, 2018 a dispute was filed with Philadelphia Gas Works (PGW) regarding unauthorized usage charges totaling \$22,321.59 at 2912 Ella Street. In your dispute, you stated you should not be responsible for gas usage billed.

An investigation of your dispute has been completed and it was determined the balance in question is correct as rendered. The gas meter at this property is equipped with an Automatic Meter Reading (AMR) device. This device allows PGW to obtain the actual usage recording at your meter without having to gain access into the property. All PGW gas meters are electronically read, even if the service is inactive. The balance you are disputing reflects actual gas usage recording on the meter at this premise.

A review of our records indicates through and Experian utility check you were linked to this premise during the time period in which usage was recorded on the meter without company authorization which prompted an investigation by the Revenue Protection Unit (RPU). The amount of gas consumed for this unauthorized usage period was \$22,321.59 for service from January 9, 2007 through January 11, 2018. PGW's position is you are responsible for gas usage at this premise. To assist you in your review of our findings, we are including the following documents:

1. A statement of account
2. Utility report
3. Copy of the bill

Please be advised as of May 26, 2018 your account will become delinquent and subject to collection action. To avoid collection activity, you can pay the bill in full or contact us to determine if you are eligible for a payment agreement.

Sincerely,

Ryan P. Campbell
Dispute Resolution Unit

Philadelphia Gas Works



800 W. Montgomery Ave., Philadelphia, PA 19122

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

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

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

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

You can file an informal complaint at the following:

Telephone #: 1-800-692-7380

or

P.O. Box 3265 Harrisburg Pa 17105-3265

or

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

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

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

All Service Agreement(s) Summary Statement of Account - Acct 883351521

Customer Name	From Date	To Date
INES RIOS	1/1/2018	5/11/2018
Service Address	Account Number	
2912 ELLA ST PHIL, PA 191342820	883351521	

SA	Address	Type	Meter	Rate/Class	Total Amount Due	Other Balance
3406612884	2912 ELLA ST/PHILA,PA	G2-GS	0	GS	\$22,557.98	\$0.00

NSA	Address	Type	Total Amount Due	Other Balance
7173977958		CRPLF	\$0.00	\$0.00
3058150560		NL-LP	\$0.00	\$0.00
992744148		CRPLF	\$0.00	\$0.00
5404952587		CRPLF	\$0.00	\$0.00
545666181		CRPLF	\$0.00	\$0.00
9609626917		CRPLF	\$0.00	\$0.00

STATEMENT				
Transaction Date	Transaction Type	Transaction Amount	Current Balance	Actual Balance
1/9/2018	BILL	\$0.00	\$5.00	\$186.63
1/9/2018	BILL	\$68.13	\$68.13	\$68.13
1/9/2018	CRPFOR	(\$9.28)	\$5.00	\$177.35
1/18/2018	PAY	(\$5.00)	\$0.00	\$172.35
1/18/2018	PAY	(\$68.13)	\$0.00	\$0.00
2/8/2018	BILL	\$0.00	\$5.00	\$172.35
2/8/2018	CRPFOR	(\$9.28)	\$5.00	\$163.07
2/8/2018	BILL	\$68.13	\$68.13	\$68.13
2/14/2018	PAY	(\$68.13)	\$0.00	\$0.00
2/14/2018	PAY	(\$5.00)	\$0.00	\$158.07
3/8/2018	BILL	\$68.13	\$68.13	\$68.13
3/8/2018	BILL	\$0.00	\$5.00	\$158.07
3/8/2018	CRPFOR	(\$9.28)	\$5.00	\$148.79
3/30/2018	PAY	(\$5.00)	\$0.00	\$143.79
3/30/2018	PAY	(\$133.62)	(\$65.49)	(\$65.49)
4/5/2018	CRPFOR	(\$9.28)	\$5.00	\$134.51
4/5/2018	XFER	\$5.00	(\$60.49)	(\$60.49)

Transaction Date	Transaction Type	Transaction Amount	Current Balance	Actual Balance
4/5/2018	BILL	\$0.00	\$5.00	\$143.79
4/5/2018	XFER	(\$5.00)	\$0.00	\$129.51
4/10/2018	CRPFRZ	(\$129.51)	\$0.00	\$0.00
4/10/2018	CRPFRZ	\$129.51	\$69.02	\$69.02
4/5/2018	BILL	\$0.00	(\$65.49)	(\$65.49)
4/10/2018	CANB	\$0.00	\$69.02	\$69.02
4/10/2018	BSEGCN	\$0.00	\$69.02	\$69.02
4/10/2018	BILL	\$167.37	\$236.39	\$236.39
4/10/2018	ESTGAS	\$22,350.28	\$22,586.67	\$22,586.67
5/11/2018	ESTGAS	(\$22,350.28)	\$236.39	\$236.39
5/11/2018	ESTGAS	\$22,321.59	\$22,557.98	\$22,557.98



Philadelphia Gas Works
Credit Denial Letter

Date: May 17, 2018

Account Number: 0008-8335-1521

Name: Ines Rios

Address: 2912 Ella St 19134

After reviewing your application for service, PGW is unable to provide you with gas service because you have failed to satisfy one or more of the following conditions:

1. You owe PGW a total balance of \$22,657.98.
 - a) This amount represents service provided at 2912 Ella St from Jan 9, 2007 to Apr 3, 2018 under the name of Ines Rios - and -
 - b) This amount represents service provided at _____ from _____ to _____ under the name of _____
2. To provide satisfactory personal identification by showing at least two of the following: a government issued photo ID, social security card, driver's license, medical assistance card, or similar items.
3. To provide documentation showing ownership, tenancy or residency at the service address.
4. Based on the credit score obtained from Experian, a national credit reporting agency, you failed to meet our credit guidelines.* (See disclaimer on the next page)
5. PGW records indicate the service at the property 2912 Ella St was terminated due to unauthorized usage.

In order to establish your account you must do the following:

6. Pay _____ in the amount of _____ to enter into an agreement + pay 50% of a deposit (if applicable) + a reconnection charge of _____ + a dig charge of _____ (if applicable).
Total amount needed to restore the service _____
7. Pay your total outstanding debt of _____ + pay 50% of a deposit _____ (if applicable) + a reconnection fee of _____ + a dig charge of _____ (if applicable).
Total amount needed to restore the service _____
8. Pay total outstanding theft charges of \$22,321.59 + the cure amount of \$0.00 + deposit (if applicable) of _____ + reconnection fee of \$123.23 + a dig charge of _____ (if applicable).
Total amount needed to restore the service \$22,444.82
9. Pay a cash deposit of _____ which you can pay in the following installment: 50% or \$0.00 due immediately to establish service then 25% or \$0.00 due in 60 days and 25% or \$0.00 due in 90 days. You have the right to provide a guarantor. A guarantor is an individual in good credit standing who will be willing to pay your gas bills if you fail to do so.
10. Provide positive identification with at least two of the following: a government issued photo ID, driver's license, welfare card, medical assistance card or social security card.
11. Provide proof of residency for this premise.
12. Based on the income provided, you may qualify for PGW's Customer Responsibility Program (CRP). To determine eligibility, you must provide your monthly household income for the last 30 days and occupancy information. You must also pay _____ + a reconnection fee of _____ (if applicable) + a dig charge of _____ (if applicable) totalling _____. If it is determined by PGW that you do not qualify for CRP, the terms noted above will be required for restoration.

Representative Initials: VLA

PGW reserves the right to modify these terms and conditions if the company determines that an amendment is required. If you are not satisfied with the terms and conditions provided above, you can contact the Pennsylvania Public Utility Commission (PUC) at 1-800-852-7380 or write them at: Pennsylvania Public Utility Commission, P.O. Box 3285, Harrisburg, PA 17105-3285. Please contact us at (717) 236-1008 if you have an active Protection From Abuse (PFA) order, as you may qualify for more lenient terms. Documentation may be required.

08 Letter 17

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

Notice Date:
Account Number:

Jun 04, 2018
0883351521

COLLECTION AGENCY REFERRAL NOTICE

PAYMENT DUE ON RECEIPT

Since you have not paid your past due balance of \$22,557.98, action will be taken to refer your account to a collection agency unless you make full payment upon receipt of this notice.

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

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

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

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

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

PG_20180604180101.dwg-13019-000001677

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: 0883351521
Notice Date: Jun 04, 2018
Please Pay: \$22,557.98

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

Amount Enclosed:

006510 000001577
INES RIOS
2912 ELLA ST
PHILA PA 19134-2820



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



0008833515218099000002255796

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

Notice Date:
Account Number:

Jun 04, 2018
0883351521

AVISO DE REMISIÓN A AGENCIA DE COBRANZA

VENCIMIENTO DE PAGO AL RECIBIRSE AVISO

Como no ha pagado la cantidad que está ya vencida de \$22,557.98, se procederá a remitir su cuenta a una agencia de cobranza, a menos que usted decida pagar la cantidad total al recibir este aviso.

Tener una buena evaluación de crédito será siempre una valiosa ventaja, y estamos seguros de que usted desea cuidar esa evaluación.

Para evitar que se remita su cuenta a una agencia de cobranza, póngase en contacto inmediatamente con nuestro Departamento de Crédito y Cobranza (Credit/Collection Department) llamando al 215-235-1777, de lunes a viernes, entre las 8:00 A.M. y las 4:30 P.M., para pagar la cantidad total. Puede pagar por teléfono usando su cuenta de cheques o una tarjeta de crédito.

Puede pagar también en cualquiera de los siguientes Centros de Servicio para Clientes (Customer Service Center) entre las 9:00 A.M. y las 5:00 P.M.:

Center City 1137 Chestnut Street (L, M, J, V)
Frankford 4410 Frankford Avenue (M, J, V)
Germantown 212 W Chelton Avenue (M, Mi, V)

South Philadelphia 1601 S Broad Street (L, Mi, J)
West Philadelphia 5230 Chestnut Street (L, M, Mi, V)
North Philadelphia 1337 W Erie Avenue (L, Mi, J)

Appendix

B



METER AND PIPING SECTION

FIELD OPERATIONS

Turn Off Procedure

FIELD SERVICE

Effective Date: August 14, 2009

Bulletin Number #256

Supersedes: N/A

Theft of Service

A. Unbilled Usage Investigation

Pseudo 843

This work order type is assigned to investigate an account for possible theft of service. If a visit is made to the property in question the job status should always be complete. Note conditions found (e.g. curb valve on or off, etc) in the work order comments and select MIU Activity from the work order Activity List. If theft is discovered follow the applicable procedure outlined below.

1. Self Turn-Ons And Bypass Procedure

(Applies To Both Self Turn-Ons and Bypasses)

- a. Meters, up to and including size (AL800), if not AMR, are to be removed on all bypasses and self turn-ons.
- b. Complete a Diminish Supply Form (See sample in appendix J), put it into an envelope, address it to the Revenue Protection Unit (formally known as MIU) 1800-3 and send it through the company mail. Do not attach the Diminish Supply form to the bypass or meter.
- c. Anytime the status of the customers' account is changed from "on" to "officially off" as a result of company policy and not requested by the customer, a Post Termination Notice must be left with the customer and the work order noted in the comments field "Left Post Termination Notice".
- d. See Meter Remove Procedure or Abandonment in this section for proper pseudo account and meter remove procedure.
- e. PGW/AIMS
 - (1) The Gas Status tab must reflect how the gas was found and left.
 - (2) All appliance information (e.g. type and number of each, input, operational-check box) must be entered on the Appliance /GDI Survey tab of the work order.



METER AND PIPING SECTION

FIELD OPERATIONS

Turn Off Procedure

FIELD SERVICE

Effective Date: August 14, 2009

Bulletin Number #256

Supersedes: N/A

- (3) Enter all other information as required by existing procedures outlined in the Operations Manual.
- f. PGW/Revenue Protection Unit (RPU)

When a bypass is removed or a self turn-on is found, notify RPU by calling (215) 684-6820, (215) 684-6084, 267-249-6617 or 267-249-6699. Out-of-hours call RPU's answering machine at (215) 684-6952 and leave a detailed message including:

- Name and payroll number of the reporting employee
- Meter number and index
- Type of bypass (e.g. flex connector, stolen or tampered meter, iron pipe, etc.)
- BTU input of all operational appliances supplied by the bypass
- Any pertinent information on the responsible party

Note: Bonus payments could be delayed or denied if; the proper documentation is not included on the work order, the proper forms are not completed and attached to the device or meter and the required information is not received by RPU.

2. Bypass

a. In a Single Dwelling:

- (1) Shut-off curb valve if available.
- (2) Install service stopper five (5) feet into service (see procedure to install service stopper at head of a low pressure service).
- (3) Remove meter.

- A remove meter order is needed for each meter removed. Record meter data, get impression and attach the information to the meter. The address and account designation must be marked on the meter. If no meter is found on premises, enter "NO METER ON PREMISES" in the comments field of the work order and on the Diminished Supply Report.



METER AND PIPING SECTION

FIELD OPERATIONS

Turn Off Procedure

FIELD SERVICE

Effective Date: August 14, 2009

Bulletin Number #256

Supersedes: N/A

- Cap the inlet and outlet of any removed meter and properly store it for transport on your assigned vehicle (see Special Bulletin #1488 Capping and Handling of Meters).
- (4) Remove meter connections supplying meters up to and including an AL800 meter (do not remove the Posi Lock in properties supplied by a plastic service).

Note: If meter is larger than an AL800 do not remove the meter or meter connections. Follow the shut off procedure for the meter size and service pressure encountered as outlined in this section.
- (5) Secure head of service with locking type cap or insert a locking pin into the head of service valve.
- (6) When a high pressure service is encountered, shut-off the service valve, curb valve, remove regulator and security valve (if applicable) and plug head of service shut off valve with a locking pin.

Exception: Do not remove high pressure meter installations containing a mercury regulator. (See identifying pictures in this section). When encountered follow the meter remove procedure and leave the meter connections in place.

Note: If not qualified to remove meter connections call Dispatching.

- b. On a Multiple Meter Installation, remove meter and install locking type plugs in the inlet and outlet of the meter bar. Install a locking pin or locking device through the meter valve.
- c. Processing the Device

To properly process the device found used to appropriate the theft of gas you must:

- (1) Complete an Evidence Tag (See Appendix C for sample) and attach it to the meter or device.
- (2) Complete a Property Receipt/Evidence Report (See Appendix D for sample) and attach it to the meter or device.



METER AND PIPING SECTION

FIELD OPERATIONS

Turn Off Procedure

FIELD SERVICE

Effective Date: August 14, 2009

Bulletin Number #256

Supersedes: N/A

- (3) Turn the meter or device into the appropriate area at your assigned station.

Note: If the meter was used as the bypass (reversed meter, stolen meter, tampered meter, etc.) it must be tagged as evidence as described above. If a bypass was found and the meter was found on the floor it should be treated as a removed meter (dirty top). In this case do not tag the meter as evidence.

3. Self Turn-On

- a. When a self turn-on is found between December 1 and April 1 follow the procedure for Leave 72 Hour Notice as outlined in this section and leave the gas on.
- b. When a self turn-on is found between April 1 and December 1, shut off the gas following the shut off procedure for the meter size and service pressure encountered as outlined in this section.
- c. Do not remove the AMR meter or meter connections.
- d. Leave a Post Termination Notice with the customer.
- e. Enter comments on the work order "left post termination notice" and forward them for review to RPU.

IV. Associated Documentation

Relevant Code

PGW Gas Tariff Sections 5 and 6

PA Code Chapter §56.93

Associated Bulletin

N/A

Attachments

Field Service Operations Manual Section V, Appendices C, D, E, F



METER AND PIPING SECTION

FIELD OPERATIONS

Turn Off Procedure

FIELD SERVICE

Effective Date: August 14, 2009

Bulletin Number #256

Supersedes: N/A

V. Handbooks


FSD Operations Manual Section V, pages (9-20) - 1 through 20

VI. Transaction Listing

#2009-#03

JC/ccm
2/12/09
7/23/09

Approved by:

 9/1/09
Steven A. Groeber Date
Director, Field Operations & Work Planning

 8/17/09
Michael W. Handwerk Date
Vice President - Technical Compliance

Appendix

C

Record displayed

RECEIVED 150139Z APR 83

NR 150139Z G 844757
MONT
S
AMERICAN L250
013949854
RESAGE

013949854

A1 00013912757 1 1983 M

REQ : 000000000

*TRAN: 000000000
ENTER-PF1---PF2---PF3---PF4---PF5---PF6---PF7---PF8---PF9---PF10---PF11---PF12---
Help quit return main MTST PLOCH MTSTH MCOM SP left right

Action

Service Order: 6779354240 Initiated on: 01/24/2005 by: Crawford, Denise

Status: Complete on 01/24/2005 15:33 by: Ains, Liptoad Rld/Order: (1) 8647967356 Completed

Service Point: 9972085892 Conn G-GS: GSR, no meter M/JF Status: No Mobile/JF entry existing

Acct/Premise: [Redacted] 22912 Elm St/Philadelphia, Pa

Meter Info: Mtr. MTR 1593949 G, Stock: RESAGE, AMERICAN/L250, M MC Info:

Order Type: SIO Order Date: 01/24/2005

Order Subtype: SIO Effective Date/Time: 01/24/2005 15:33

Origin: T - Telephone Work Done Date: 01/24/2005

Ordered by: [Redacted] Service Reason: 009929

Appointment: No SCAP Maintenance

Block Used: [Redacted] Blocked Date:

Instructions: Cannon, 9929

Comments: greased 2 valves/set meter/made alcks/left safe; Made All Checks, Left OK

SIO Info:

Initiation Confirmation Window Attributes...

History for Meter Number: 1322949

Event	Event Date	Event Time	Status	Event Date
Rock 193	Check In (MRodgers - 04/09/2018)	4/9/2018 3:16 PM	Pending Testing	4/9/2018 3:16 PM
Truck 265517	Check Out (MRodgers - 04/09/2018)	4/9/2018 3:16 PM	Pending Testing	4/9/2018 3:16 PM
Truck 265517	Check In (SYSLOAD - 04/03/2018)	4/3/2018 3:16 PM	Pending Testing	4/3/2018 3:16 PM
Premise: 999496/864 @ 2912 ELLA ST			Active	6/25/2006 12:59 AM

Close

Field Information

Order Mass: Order Type: Customer Name:

Field Activity Summary

Order ID	Date	Technician	Order Type	Account	Priority	Phone	Time	Start	End
9084533	04-03-18	Brandon Cooper	CMP	Completed By FSO	Primary	1200-1600	4/3/2018 3:15 PM	ON	ON

Field Activity Details

Log	Gen Status	Appearance Data	Insured Data	Non-Fast Changes	Safety Survey	Meter Order	Parts Summary	Activities	Completion Time	Survey Check	Acct Codes	Comment
ON	ON											

Others Order Data

Order ID	Order Type	Account	Priority
	Unlabeled Usage Investigation	LII	onekey!

Field Information

Order Num: 997972 Order Type: Unfilled Usage Investigation Customer Name: FROSINES

Field Activity Summary

Activity ID	Date	Technician	Category	Completed By	Priority	Start Time	End Time	Status	Notes
9084539	04-03-18	Brendon Cooper	CMP	Completed by FSD	Primary	1200-1600	4/3/2018 3:16 PM	ON	ON

Field Activity Details

Gas Status	Appliance Data	Hazard Data	Non-Paid Charges	Safety Survey	Motor Order	Parts Summary	Activities	Completion Time	Survey Check	Acct. Codes	Comment
	Heaters 25000	1		Y							
	Ranges 56000	1		Y							
	Water Heaters 34000	1		Y							

Others Order Data

Order Type	Order Description	Order Status	Order Location
Unfilled Usage Investigation	UII		medway 1

Close

Field Information

Order Num: 9587972 Order Type: Unbilled Usage Investigation Customer Name: RIOS INES

Field Activity Sequence

Activity ID	Activity Date	Activity User	Activity Type	Activity Status	Activity Description	Activity Location	Activity Time	Activity Duration	Activity Priority	Activity Category
9084539	04-03-18	Brandon Cooper	CMF	Completed	Completed By FSD	Primary	1200-1500	4/3/2018 3:15 PM	ON	ON

Field Activity Details

Gen Status	Application Date	Wp. Hazard Date	Hbr-Pat Change	Safety Survey	Meter Order	Parts Summary	Activities	Completion Time	Survey Check	Acct. Codes	Comments

Others Order Data

Order Type	Order Num	Order Date	Order Status	Order Description
Unbilled Usage Investigation	UU			4medley1

Close

Field Information											
Order Num	9587972	Order Type	Unbilled Usage Investigation	Customer Name	FROES INES						
Field Activity Sequence											
Activity ID	Activity Date	Employee Name	Business Code	Order Type	Activity Type	Location	Start Date	End Date	Comments		
9084539	04-03-18	Brandon Cooper	CMP	Completed By	FSD	Primary	1200-1600	4/3/2018 3:15 PM	ON ON		
Field Activity Details											
Gas Status	Appliance Data	Issued Date	Is Non-Paid Charge	Safety Survey	Meter Order	Parts Summary	Activities	Completion Time	Survey Check	Acct. Codes	Comments
Others Order Data											
Unbilled Usage Investigation LUU divedby1											

Field Information

Order Num: 9087972 Order Type: Unbilled Usage Investigation Customer Name: RIOS INES

Field Activity Sequence

Order Num	Date	Technician	Category	Completed By	Priority	Time	Start	End
9084539	04-03-18	Brandon Cooper	CHP	Completed By FSD	Primary	1200-1600	4/3/2018 3:15 PM	ON

Field Activity Details

Gas Status | Appearance Data | Hazard Data | Non-Paid Charges | Safety Survey | Meter Order | Parts Summary | Activities | Completion Time | Survey Check | Acad. Codes | Comments

Order Num	Activity Type	Test Result	Action
9084539	ACD Test	No Action Taken	N/A
9084539	Atmospheric Corrosion	Passed	N/A
9084539	Chimney Condition	Failed	N/A
9084539	Draft Test	Failed	N/A
9084539	Inside Leak	Passed	N/A
9084539	Meter Test	Failed	N/A
9084539	Plains Test	Failed	N/A

Others Order Data

Order Num	Order Type	Category	Comments
9084539	Unbilled Usage Investigation	UI	dmccloy1

Field Information

Order Num: 9087972 Order Type: Unbilled Usage Investigation Customer Name: RIOS INES

Field Activity Sequence

Order Num	Date	Technician	Category	Completed By	Priority	Time	Start	End
9084539	04-03-18	Brandon Cooper	CHP	Completed By FSD	Primary	1200-1600	4/3/2018 3:15 PM	ON

Field Activity Details

Gas Status | Appearance Data | Hazard Data | Non-Paid Charges | Safety Survey | Meter Order | Parts Summary | Activities | Completion Time | Survey Check | Acad. Codes | Comments

Order Num	Activity Type	Test Result	Action
9084539	Meter Test	Failed	N/A
9084539	Piping Test	Failed	N/A
9084539	Public Building	No Action Taken	N/A
9084539	Regulator Check	Pass	N/A
9084539	Soil Test	Satisfactory	N/A
9084539	WCO Test	No Action Taken	N/A

Others Order Data

Order Num	Order Type	Category	Comments
9084539	Unbilled Usage Investigation	UI	dmccloy1

Field Information

Order Num: 9687972 Order Type: Unfilled Usage Investigation Customer Name: RIOS INES

Field Activity Sequence

Order Num	Date	Technician	Order Type	Completed By	Priority	Start Time	End Time	Status	Status
9084539	04-03-18	Brandon Cooper	CMP	Completed by FSD	Primary	1200-1600	4/3/2018 3:15 PM	ON	ON

Field Activity Details

Gas Status	Appliance Data	Hardw Data	Non-Paid Charge	Safety Survey	Meter Order	Parts Summary	Activities	Completion Time	Survey Check	Acct. Codes	Comment
9084539	Remove Meter	1533949	0	13912737	0	8637	0	MTR	Meter Room		

Others Order Data

Order Num	Order Type	Order Description
9687972	Unfilled Usage Investigation	UII

Done

Field Information

Order Num: 9687972 Order Type: Unfilled Usage Investigation Customer Name: RIOS INES

Field Activity Sequence

Order Num	Date	Technician	Order Type	Completed By	Priority	Start Time	End Time	Status	Status
9084539	04-03-18	Brandon Cooper	CMP	Completed by FSD	Primary	1200-1600	4/3/2018 3:15 PM	ON	ON

Field Activity Details

Gas Status	Appliance Data	Hardw Data	Non-Paid Charge	Safety Survey	Meter Order	Parts Summary	Activities	Completion Time	Survey Check	Acct. Codes	Comment
583949	0	13912737	0	8637	0	MTR	Meter Room	H	Bypass		

Others Order Data

Order Num	Order Type	Order Description
9687972	Unfilled Usage Investigation	UII

Done

Field Information

Order Num: 9587572 Order Type: Unfilled Usage Investigation Customer Name: RIOS/RES

Field Activity Sequence

Sequence	Date	Technician	Order Type	Completed By	Priority	Start Time	End Time	Status	Status
3084533	04-03-18	Brandon Cooper	CMP	Completed By FSD	Primary	1200-1600	4/3/2018 3:15 PM	ON	ON

Field Activity Details

Gas Status | Appliance Data | Hazard Data | Non-Pest Chemicals | Safety Survey | Meter Order | | Pesticide Summary | Activities | Completion Time | Survey Check | Acct. Codes | Comment

Others Order Data

Unfilled Usage Investigation	UUU	dmccaffrey1
------------------------------	-----	-------------

Close

Field Information

Order Num: 9587972 Order Type: Unbilled Usage Investigation Customer Name: RIGS INES

Field Activity Sequence

Activity ID	Date	Technician	Code	Notes	Start Time	End Time	Status	Priority
9084638	04-03-18	Brandon Cooper	CMP	Completed By FSD	1200-1600	4/3/2018 3:15 PM	ON	ON

Field Activity Details

Gas Status | Appliance Data | Hazard Data | Non-Past Charges | Safety Survey | Meter Order | Parts Summary | **Activities** | Completion Time | Survey Check | Accr. Codes | Comment

Diapers Found

Original Order Data

Order Type: Unbilled Usage Investigation MUI dmedley

Field Information

Order Num: 5087972 Order Type: Unbilled Usage Investigation Customer Name: FLOS INES

Field Activity Summary

Order Num	Date	Technician	Order Type	Completed By	Priority	Start Time	End Time	ON	ON
5084533	04-03-18	Brandon Cooper	CNP	Completed By FSD	Primary	1200-1600	4/3/2018 3:15 PM	ON	ON

Field Activity Details

Gas Service	Appliance Data	Hazard Data	Non-Fuel Charges	Safety Survey	Meter Order	Parts Summary	Activities	Completion Time	Survey Check	Acct. Codes	Comment
819	819 - Residential Remove Meter					5					
843	843 - Reverse Protection Unit					1					

Others Order Data

Order Num	Order Type	Created By	Created Date
Unbilled Usage Investigation	UN	dreulley	4/3/2018

Close

Field Information

Order Num: 9087972 Order Type: Unbilled Usage Investigation Customer Name: RICS WES

Field Activity Sequence

Sequence	Order Date	Employee	Status Code	Order Type	Order Type	Number	Time	Order Status	Order Type
9084639	04-03-18	Brandon Cooper	CMP	Completed By FSD	Primary	1200-1600	4/3/2018 3:15 PM	ON	ON

Field Activity Details

Gas Status | Appliance Data | Hazard Data | Non-Paid Charges | Safety Survey | Meter Order | Parts Summary | Activities | Completion Time | Survey Check | Acc. Codes | Comment

arrived for inside leak of fridge also found blocked chimney, bad draft at hb and zwk. no and tagged, tampered meter bypass, red cap missing, 2 screws missing, plastic cut or broken

Others Order Data

Unbilled Usage Investigation UU (medley)

Field Information

Order Num: 9087972 Order Type: Unbilled Usage Investigation Customer Name: RICS WES

Field Activity Sequence

Sequence	Order Date	Employee	Status Code	Order Type	Order Type	Number	Time	Order Status	Order Type
9084639	04-03-18	Brandon Cooper	CMP	Completed By FSD	Primary	1200-1600	4/3/2018 3:15 PM	ON	ON

Field Activity Details

Gas Status | Appliance Data | Hazard Data | Non-Paid Charges | Safety Survey | Meter Order | Parts Summary | Activities | Completion Time | Survey Check | Acc. Codes | Comment

red, tampered meter bypass, red cap missing, 2 screws missing, plastic cut or broken on or influenced cor of facing left hazard tag and pin for this, removed meter on unbilled.

Others Order Data

Unbilled Usage Investigation UU (medley)

Appendix

D

Field Information																				
Order Num	9081454	Order Type	Gas Leak Inside	Customer Name	RID'S INES															
Field Activity Summary																				
Order Num	9081454	Order Date	04-03-18	Technician	Brendon Cooper	Order Type	CMP	Completed By	FSD	Priority	Primary	Address	1351-1451	Time	4/3/2018 3:05 PM	Gas Status	ON	Appliance	ON	
Field Activity Details																				
by	Gas Status	Appliance Data	Hazard Data	Part Charges	Safety Survey	Water Order	Parts Summary	Activities	Completion Time	Survey Check	Acc. Code	Comment								
by	CH	ON																		
Others Order Data																				
Y	Gas Leak inside	helen lorentzo stated small gas coming from the basement					diagn	helen lorentzo	267-444-7138											

Field Information

Order Num: 9687806 Order Type: Gas Leak Inside Customer Name: FOTS INES

Field Activity Sequence

Order Num	Date	Technician	Code	Completed By	Priority	Address	Time	Status	Notes
9084464	04-03-18	Brandon Cooper	CMP	Completed By FSD	Primary	1351-1451	4/3/2018 3:06 PM	ON	ON

Field Activity Details

Gas Status	Appliance Data	Hazard Data	New Gas Checks	Safety Survey	Water Order	Part Summary	Activities	Completion Time	Survey Check	Acc. Code	Comment
	Heaters 75000	I		Y							
	Ranges 56000	I		Y							
	Water Heaters 34000	I		Y							

Others Order Data

Order Num	Date	Technician	Code	Completed By	Priority	Address	Time	Status	Notes
Y			Gas Leak Inside	helen lorento stated small gas coming from the basement	Other	helen lorento	267-444-7138		

Field Information												
Order Num	9087806	Order Type	Gas Leak Inside	Contractor Name	FICS INC							
Field Activity Sequence												
Sequence	Order Date	Emp Name	Order Type	Completed By	Priority	Order Num	Order Date	Status	Order Status			
9081464	04-04-18	Brandon Cooper	CMP	Completed By FSD	Primary	1397-1451	4/3/2018 3:06 PM	ON	ON			
Field Activity Details												
Gas Station	Appliance Data	Hazard Data	New-Paid Charges	Safety Survey	Meter Order	Parts Summary	Activities	Completion Time	Survey Check	Next Codes	Comment	
Field Activity Details												
Field Activity	Order Num	Order Date	Order Type	Order Status	Order Num	Order Date	Order Type	Order Status	Order Num	Order Date	Order Type	Order Status
Chimney Obstructed and/or Poor Draft									A			1
Fuel Line Leak									A			2
Others Order Data												
Y	Gas Leak Inside	helen lorence stated smell gas coming from the basement				ibogan	helen lorence	267-444-7138				

Field Information

Order Num: 3687806 Order Type: Gas Leak Inside Customer Name: RIOS IVES

Field Activity Summary

Order Num	Order Date	Technician	Service Code	Completed By	Priority	Customer ID	Order Date	Order Status	Order Type
3084464	14-03-18	Brandon Cooper	CMP	Completed By FSD	Primary	1351-1451	4/3/2018 3:06 PM	ON	ON

Field Activity Details

Gas Status | Appliance Data | Hazard Data | Non-Pat Charges | Safety Survey | Meter Order | Parts Summary | Activities | Completion Time | Survey Check | Acct. Codes | Comment

Order Num	Order Date	Technician	Service Code	Completed By	Priority	Customer ID	Order Date	Order Status	Order Type	Comment
										A
										A
										1
										2
										Chimney/Necking Piping

Others Order Data

Order Num	Order Date	Technician	Service Code	Completed By	Priority	Customer ID	Order Date	Order Status	Order Type	Comment
Y			Gas Leak Inside	Isabel Lorenzo	steep roof gas coming from the basement	diogan	Isabel Lorenzo	267-444-7138		

Close

Field Information

Order Num: 9087806 Order Type: Gas Leak Trade Customer Name: RIOS INES

Field Activity Sequence

Sequence	Date	Technician	Order Type	Priority	Location	Time	Status	Notes
9084464	04-03-18	Brandon Cooper	CMF	Completed By FSD	Primary	1351-1451	4/3/2018 3:06 PM	ON ON

Field Activity Details

Gas Status	Appliance Data	Hazard Data	Leak	Next-Part Changes	Safety Survey	Alarm Order	Parts Summary	Activities	Completion Time	Survey Check	Acc. Codes	Comment

Others Order Data

Y	Order Type	Description	Location	Technician	Phone
Y	Gas Leak Trade	Technician stated small gas coming from the basement	Progas	Isabel Lorenzo	267-444-7138

Close

Field Information

Order Num: 9587806 Order Type: Gas Leak Inside Customer Name: PAUS INES

Field Activity Summary

Order Num	Date	Technician	Order Type	Priority	Completed By	Phone	Time	Order Status	Work Order
9084464	04-03-18	Brandon Cooper	CNP	Completed By FSD	Priority	1351-1451	4/3/2018 3:06 PM	ON	ON

Field Activity Details

Gas Status | Appliance Data | Hazard Data | Non-Part Charges | Job Safety Survey | Meter Order | Parts Summary | Activities | Completion Time | Survey Check | Appt. Codes | Comment

Order Num	Check Type	Result	Code
9084464	ACQ Test	No Action Taken	N/A
9084464	Atmospheric Corrosion	Passed	N/A
9084464	Chemistry Condition	Failed	N/A
9084464	Drain Test	Failed	N/A
9084464	Inside Leak	Passed	N/A
9084464	Meter Test	Failed	N/A
9084464	Piston Test	Failed	N/A

Others Order Data

Order Num	Order Type	Comment	Technician	Customer Name	Phone
Y	Gas Leak Inside	helen lorento stated smell gas coming from the basement	dhogan	helen lorento	267-444-7138

Field Information

Order Num: 9587806 Order Type: Gas Leak Inside Customer Name: PAUS INES

Field Activity Summary

Order Num	Date	Technician	Order Type	Priority	Completed By	Phone	Time	Order Status	Work Order
9084464	04-03-18	Brandon Cooper	CNP	Completed By FSD	Priority	1351-1451	4/3/2018 3:06 PM	ON	ON

Field Activity Details

Gas Status | Appliance Data | Hazard Data | Non-Part Charges | Job Safety Survey | Meter Order | Parts Summary | Activities | Completion Time | Survey Check | Appt. Codes | Comment

Order Num	Check Type	Result	Code
9084464	Meter Test	Failed	N/A
9084464	Piping Test	Failed	N/A
9084464	Public Building	No Action Taken	N/A
9084464	Regulator Check	None	N/A
9084464	Sniff Test	Satisfactory	N/A
9084464	WCO Test	No Action Taken	N/A

Others Order Data

Order Num	Order Type	Comment	Technician	Customer Name	Phone
Y	Gas Leak Inside	helen lorento stated smell gas coming from the basement	dhogan	helen lorento	267-444-7138

Field Information

Order Num: 9687806 Order Type: Gas Leak Inside Customer Name: RIOS INES

Field Activity Sequence

Order Num	Date	Technician	Order Type	Priority	Completed By	Order Status	Completion Time	Order Status	Order Status
9084464	04-03-18	Brandon Cooper	CNP	Completed By FSD	Primary	1351-1451	4/3/2018 3:06 PM	ON	ON

Field Activity Details

Gas Status | Appliance Data | Hazard Data | Non-Part Charges | Safety Survey | Mtr Meter Order | Parts Summary | Address | Completion Time | Survey Check | Acc. Codes | Comment

Order Num	Appliance	Hazard	Non-Part	Safety	Mtr Meter	Parts	Address	Completion	Survey	Acc. Codes	Comment
9084464	Refr	1580940	0	13612737	0	8637	0	MTR	Meter Room	N	

Others Order Data

Order Num	Order Type	Order Description	Diagnosis	Technician	Phone
Y	Gas Leak Inside	helen arazono stated small gas coming from the basement	diagnos	helen lorentzo	267-444-7138

Done

Field Information

Order Num: 9687805 Order Type: Gas Leak Inside Customer Name: RIOS INES

Field Activity Sequence

Order Num	Date	Technician	Order Type	Priority	Completed By	Order Status	Completion Time	Order Status	Order Status
9084464	04-03-18	Brandon Cooper	CNP	Completed By FSD	Primary	1351-1451	4/3/2018 3:06 PM	ON	ON

Field Activity Details

Gas Status | Appliance Data | Hazard Data | Non-Part Charges | Safety Survey | Mtr Meter Order | Parts Summary | Address | Completion Time | Survey Check | Acc. Codes | Comment

Order Num	Appliance	Hazard	Non-Part	Safety	Mtr Meter	Parts	Address	Completion	Survey	Acc. Codes	Comment
				83912737	0	8637	0	MTR	Meter Room	N	Dispatcher/Supervisor Adviced Not To Charge

Others Order Data

Order Num	Order Type	Order Description	Diagnosis	Technician	Phone
Y	Gas Leak Inside	helen lorentzo stated small gas coming from the basement	diagnos	helen lorentzo	267-444-7138

Done

Field Information																				
Order Num	5667806	Order Type	Gas Leak Inside	Customer Name	RGOS INES															
Field Activity Sequence																				
Order ID	5064481	Order Date	04-03-18	Technician	Brendon Cooper	Order Type	CHP	Completed By	FSD	Priority	Primary	Order ID	1351-1451	Order Date	4/3/2018 3:06 PM	Order Status	ON	Order Type	ON	
Field Activity Details																				
Gas Status	Appliance Data	Hazard Data	New Part Changes	Safety Survey	Meter Order	Part Summary	Activities	Completion Time	Survey Check	Acc. Codes	Comment									
Others Order Data																				
Y	Gas Leak Inside	Technician stated small gas coming from the basement								Address	helen karevas	Phone	267-444-7133							

Field Information											
Order Num	9557906	Order Type	Gas Leak Inside	Customer Name	FIOS #165						
Field Activity Sequence											
9084464	04-03-18	Brandon Cooper	CNP	Completed By	FSD	Priority	1391-1431	4/3/2018 3:06 PM	ON	ON	
Field Activity Details											
Gas Status	Appliance Data	Hazard Data	Non-Peak Charges	Safety Survey	Maker Order	Parts Summary	Admission	Completion Time	Survey Check	Acct. Center	Comment
Appliance Leak											
Others Order Data											
Y	Gas Leak Inside	Helen Lorenzo stated small gas coming from the basement.				dhogan	helen.lorenzo	267-444-7138			

Field Information

Order No: 9587806 Order Type: Gas Leak Inside Customer Name: FROSINES

Field Activity Sequence

Order No	Date	Technician	Order Type	Status	Priority	Phone No	Start Time	End Time
9084464	04-03-18	Brandon Cooper	CHP	Completed By FSD	Primary	1351-1451	4/3/2018 3:06 PM	ON ON

Field Activity Details

Gas Status | Appliance Data | Hazard Data | Non-Part Charges | Safety Survey | Meter Order | Parts Summary | Activities | Job Completion Time | Safety Check | Acc. Codes | Comment

Date	Time	Activity	Completed By
4/3/2018	3:06 PM	Completed	Completed By FSD
4/3/2018	2:13 PM	Arrived on Job	

Others Order Data

Order No	Date	Order Type	Description	Technician	Phone No
Y		Gas Leak Inside	when lorenzo stated small gas coming from the basement	chogan	when lorenzo 267-444-7138

Field Information

Order Num: 5687805 Order Type: Gas Leak Inside Customer Name: RIOS WES

Field Activity Sequence

Order Num	Date	Technician	Order Type	Completed By	Priority	Phone	Start Time	End Time
9084454	01-03-18	Brandon Cooper	CMP	Completed By FSD	Priority	1351-1451	4/3/2018 3:06 PM	ON ON

Field Activity Details

Gas Status | Appliance Data | Hazard Data | Non-Part Charges | Safety Survey | Meter Order | Photo Summary | Activities | Completion Time | Survey Check | Acc. Codes | Comment

Technician	Completion Time	Activity	Count	Code
BCooper2	4/3/2018 3:08 PM	Inside Service	0	-1
BCooper2	4/3/2018 3:09 PM	Atmosphere	0	-1
BCooper2	4/3/2018 3:08 PM	FPW Checks	0	-1

Others Order Data

Y/N	Order Type	Description	Diagnosis	Order Num	Phone
Y	Gas Leak Inside	Gas Leak Inside	Gas Leak Inside	5687805	257-444-7135

Done

Field Information

Order No: 9087806 Order Type: Gas Leak Inside Customer Name: ROSINES

Field Activity Summary

Order No	Date	Technician	Status	Code	Order Type	Priority	Address	Time	Gas On	Gas Off
9087806	04-03-18	Brandon Cooper	CMP		Completed By FSD	Primary	1351-145T	4/3/2018 3:06 PM	ON	ON

Field Activity Details

Gas Status	Appliance Data	Hisaid Data	New-Past Changes	Safety Survey	Meter Order	Parts Summary	Actuals	Completion Time	Surf. Survey Check	Prod. Codes	Comment
018 3:06 PM			Inside Servis	0	-1	1505			Y	9994	
018 3:06 PM			Atmosphere	0	-1	1505			Y	9994	
018 3:06 PM			FFW Checks	0	-1	1505			Y	9994	

Others Order Data

Order No	Order Type	Description	Address	Technician	Phone No
Y	Gas Leak Inside	helps lorenc stated smell gas coming from the basement	1351-145T	Brandon Cooper	267-444-7138

Close

Field Information

Order Num: 9087808 Order Type: Gas Leak Inside Customer Name: FROSINES

Field Activity Sequence

ID	Date	Technician	Category	Completed By	Priority	Phone	Time	Status	Status
9084464	04-03-18	Brandon Cooper	CMP	Completed By FSD	Primary	1351-1451	4/3/2018 3:06 PM	ON	ON

Field Activity Details

Gas Status | Appliance Data | Hazard Data | Main-Part Changes | Safety Survey | Water Detector | Photo Summary | Activities | Completion Items | Survey Check | Job Arch Codes | Comments

Job Arch Code	Description	Count
800	800 - Inside Leaks	49

Others Order Data

Y	Order Type	Description	Technician	Phone
Y	Gas Leak Inside	Heleen Lorenco stated smell gas coming from the basement	Chogan	Heleen Lorenco 267-444-7138

Close

Field Information

Order Man: 9087806 Order Type: Gas Leak Inside Customer Name: FUDS INES

Field Activity Sequence

Sequence	Date	Technician	Company	Activity	Priority	Created By	Created Date	Status	Comments
9084464	04-03-18	Brandon Cooper	CNP	Completed By FSD	Priority	1351-1451	4/3/2018 3:06 PM	ON	ON

Field Activity Details

Gas Status | Appliance Data | Hazard Data | Non-Part Charges | Safety Survey | Meter Order | Parts Summary | Activities | Completion Time | Survey Check | Acct. Codes | No. Comment

found leak at range, also found blocked chimney, bad draft at fh and owh. afo and tagged, tampered meter bypass, red cap missing, 2 screws missing, plastic cut or broken on owh

Others Order Data

Order No.	Order Type	Customer Name	Address	City	State	Zip	Phone
Y	Gas Leak Inside	helen lorezzo	stated small gas coming from the basement	dhagen	helen lorezzo	267-444-7138	

Close

Field Information

Order Man: 9087806 Order Type: Gas Leak Inside Customer Name: FUDS INES

Field Activity Sequence

Sequence	Date	Technician	Company	Activity	Priority	Created By	Created Date	Status	Comments
9084464	04-03-18	Brandon Cooper	CNP	Completed By FSD	Priority	1351-1451	4/3/2018 3:06 PM	ON	ON

Field Activity Details

Gas Status | Appliance Data | Hazard Data | Non-Part Charges | Safety Survey | Meter Order | Parts Summary | Activities | Completion Time | Survey Check | Acct. Codes | No. Comment

ed, tampered meter bypass, red cap missing, 2 screws missing, plastic cut or broken on owh informed owh of finding leak hazard tag and pin for their removed meter on inhibited.

Others Order Data

Order No.	Order Type	Customer Name	Address	City	State	Zip	Phone
Y	Gas Leak Inside	helen lorezzo	stated small gas coming from the basement	dhagen	helen lorezzo	267-444-7138	

Close

Field Information		Parameters													
Order Num	9996138	Order Type	Unlabeled Usage Tip												
Customer Name	RIOS WES														
Field Activity Sequence															
Order Num	9480447	Order Date	08-16-18												
Customer Name	Larnold Goode	Order Type	CMF												
Completed By	FSD	Priority	Primary												
Order Num	800-1200	Order Date	8/16/2018 11:11 AM												
Field Activity Details															
Gas Status	Appearance Data	Hazard Data	Non-Paint Charges												
Safety Survey	Meter Order	Pass Summary	Activity												
Completion Time	Survey Check	Acc. Order	Comment												
<table border="1"> <tr> <td>Gas Status</td> <td>Appearance Data</td> <td>Hazard Data</td> <td>Non-Paint Charges</td> </tr> <tr> <td>Safety Survey</td> <td>Meter Order</td> <td>Pass Summary</td> <td>Activity</td> </tr> <tr> <td>Completion Time</td> <td>Survey Check</td> <td>Acc. Order</td> <td>Comment</td> </tr> </table>				Gas Status	Appearance Data	Hazard Data	Non-Paint Charges	Safety Survey	Meter Order	Pass Summary	Activity	Completion Time	Survey Check	Acc. Order	Comment
Gas Status	Appearance Data	Hazard Data	Non-Paint Charges												
Safety Survey	Meter Order	Pass Summary	Activity												
Completion Time	Survey Check	Acc. Order	Comment												
Others Order Data															
Order Num	Unlabeled Usage Tip	Order Date	08-16-18												
Customer Name	Larnold Goode	Order Type	CMF												
Completed By	FSD	Priority	Primary												
Order Num	800-1200	Order Date	8/16/2018 11:11 AM												
<table border="1"> <tr> <td>Unlabeled Usage Tip</td> <td>Unlabeled Usage Tip</td> <td>Unlabeled Usage Tip</td> <td>Unlabeled Usage Tip</td> </tr> <tr> <td>Unlabeled Usage Tip</td> <td>Unlabeled Usage Tip</td> <td>Unlabeled Usage Tip</td> <td>Unlabeled Usage Tip</td> </tr> <tr> <td>Unlabeled Usage Tip</td> <td>Unlabeled Usage Tip</td> <td>Unlabeled Usage Tip</td> <td>Unlabeled Usage Tip</td> </tr> </table>				Unlabeled Usage Tip	Unlabeled Usage Tip	Unlabeled Usage Tip	Unlabeled Usage Tip	Unlabeled Usage Tip	Unlabeled Usage Tip	Unlabeled Usage Tip	Unlabeled Usage Tip	Unlabeled Usage Tip	Unlabeled Usage Tip	Unlabeled Usage Tip	Unlabeled Usage Tip
Unlabeled Usage Tip	Unlabeled Usage Tip	Unlabeled Usage Tip	Unlabeled Usage Tip												
Unlabeled Usage Tip	Unlabeled Usage Tip	Unlabeled Usage Tip	Unlabeled Usage Tip												
Unlabeled Usage Tip	Unlabeled Usage Tip	Unlabeled Usage Tip	Unlabeled Usage Tip												

Field Information

Order Num: 9985138 Order Type: Unfilled Usage Tip Customer Name: FROSINES

Field Activity Sequence

Sequence	Order Date	Order Type	Order Code	Order Type	Order Status	Order Type	Order Date	Order Time
9880447	08-16-18	Lamont Goode	CNP	Completed By FSD	Primary	800-1200	8/16/2018	11:11 AM

Field Activity Details

Gas Status
 Apparatus Data
 Hazard Data
 Non-Paid Charges
 Safety Survey
 Meter Order
 Parts Summary
 Activity
 Completion Time
 Survey Check
 Acc. Code
 Comment

Others Order Data

Order Type	Order Code	Order Status	Order Date	Order Time
Unfilled Usage Tip	ULUp, chg status of gas	correct		

Done

Field Information

Order Num 2585138 Order Type Unleaded Usage Tip Customer Name RIDS INES

Field Activity Sequence

Sequence	Field Code	Appliance	Order Code	Order Type	Completed By	Priority	Phone	Date/Time
9480447	08-16-EB	Lansont Goods	CMP	Completed By FSD	Primary	800-1200	8/16/2018 11:17 AM	

Field Activity Details

Gas Status | Appliance Data | Hazard Data | No. Non-Part Charges | Safety Survey | Meter Order | Parts Summary | Activities | Completion Time | Survey Check | Acct. Codes | Comment

Unleaded Usage Tip UUUp, chk status of gas Isarcel

Done

Field Information

Order Num: 9985138 Order Type: Unbilled Usage Tip Customer Name: PROS INES

Field Activity Sequence

Order Num	Order Date	Order Type	Order Desc	Order Status	Order Type	Order Type	Order Type	Order Type
9480447	09-16-18	Largest Goods	CMP	Completed By FSD	Primary	800-1200	8/19/2018 11:11 AM	

Field Activity Details

Gas Status | Appliance Data | Hazard Data | Non-Part Charges | Safety Survey | Meter Order | Parts Summary | Activities | Completion Time | Survey Check | Acct. Codes | Comment

Order Num	Activity	Action Taken	Notes
9480447	ACO Test	No Action Taken	N/A
9480447	Atmospheric Corrosion	No Action Taken	N/A
9480447	Chimney Condition	No Action Taken	N/A
9480447	Crack Test	No Action Taken	N/A
9480447	Inside Leak	No Action Taken	N/A
9480447	Meter Test	No Action Taken	N/A
9480447	Flame Test	No Action Taken	N/A

Others Order Data

Order Num	Order Date	Order Type	Order Desc	Order Status	Order Type	Order Type	Order Type	Order Type
		Unbilled Usage Tip	Unbilled status of gas	Issued				

Close

Field Information

Order Num: 9985138 Order Type: Unbilled Usage Tip Customer Name: PROS INES

Field Activity Sequence

Order Num	Order Date	Order Type	Order Desc	Order Status	Order Type	Order Type	Order Type	Order Type
9480447	09-16-18	Largest Goods	CMP	Completed By FSD	Primary	800-1200	8/19/2018 11:11 AM	

Field Activity Details

Gas Status | Appliance Data | Hazard Data | Non-Part Charges | Safety Survey | Meter Order | Parts Summary | Activities | Completion Time | Survey Check | Acct. Codes | Comment

Order Num	Activity	Action Taken	Notes
9480447	Meter Test	No Action Taken	N/A
9480447	Piping Test	No Action Taken	N/A
9480447	Public Building	No Action Taken	N/A
9480447	Regulator Check	No Check Made	N/A
9480447	Self Test	No Action Taken	N/A
9480447	WCO Test	No Action Taken	N/A

Others Order Data

Order Num	Order Date	Order Type	Order Desc	Order Status	Order Type	Order Type	Order Type	Order Type
		Unbilled Usage Tip	Unbilled status of gas	Issued				

Close

Field Information

Order Num: 9480447 Order Type: Unbilled Usage Tip Customer Name: RIOS RES

Field Activity Sequence

Order Num	Order Date	Order Type	Order Status	Order Type	Order Status	Order Type	Order Status	Order Type	Order Status
9480447	08-16-18	Lament Goods	CMP	Completed By	FSD	Priority	800-1200	8/16/2018	11:11 AM

Field Activity Details

Case Status	Appliance Data	Hazard Data	Non-Part Charges	Safety Survey	New Motor Order	Parts Survey	Activities	Completion Time	Survey Check	Acct. Codes	Comment
9480447	No Action Taken	0	0	0	0	0	0	0	0		

Other Order Data

Unbilled Usage Tip	Unbilled usage tip	Unbilled usage tip
--------------------	--------------------	--------------------

Close

Field Information

Order Num: 9885198 Order Type: Unfilled Usage Tip Customer Name: RIOS INES

Field Activity Sequence

Order Num	Order Date	Order Type	Order Code	Order Status	Order Description	Order Location	Order Time	Order User
9885198	08-16-18	Unfilled Usage Tip	CMP	Completed	Completed By FSD	Primary	800-1200	8/16/2018 11:11 AM

Field Activity Details

Gas Status | Appliance Data | Hazard Data | Non-Paid Charges | Safety Survey | Meter Order | Top Parts Summary | Activities | Completion Time | Survey Check | Acc. Codes | Comments

Order Num	Order Date	Order Type	Order Code	Order Status	Order Description	Order Location	Order Time	Order User
9885198	08-16-18	Unfilled Usage Tip	CMP	Completed	Completed By FSD	Primary	800-1200	8/16/2018 11:11 AM

Others Order Data

Order Num	Order Date	Order Type	Order Code	Order Status	Order Description	Order Location	Order Time	Order User
9885198	08-16-18	Unfilled Usage Tip	CMP	Completed	Unfilled status of gas	Primary	800-1200	8/16/2018 11:11 AM

Save

Field Information

Order No: 9385139 Order Type: Unbilled Usage Tip Customer Name: RIOS INES

Field Activity Sequence

Sequence	Date	Time	Location	Order Type	Completed By	Phone	Time
9480447	08-16-18		Lamont Groves	CHP	Completed By FSD	Plenary	800-1200 8/16/2018 11:11 AM

Field Activity Details

Gas Status | Appliance Data | Hazard Data | Non-Paid Charges | Safety Survey | Meter Order | Parts Summary | No. Activities | Completion Time | Survey Check | Appl. Codes | Comment

Investigation Complete. No Theft

Others Order Data

Order Type	Order Description
Unbilled Usage Tip	Unbilled usage of gas

Field Information

Order Num: 9885138 Order Type: Unfilled Usage Tip Customer Name: RUOS INES

Field Activity Sequence

Order Num	Order Date	Order Description	Order Type	Order Status	Order Priority	Order Time
9460447	08-16-18	Lansol Goods	CMP	Completed By FSD	Primary	8/16/2018 11:11 AM

Field Activity Details

[Get Status](#) | [Appearance Data](#) | [Hazard Data](#) | [Non-Part Charges](#) | [Safety Survey](#) | [Meter Order](#) | [Parts Summary](#) | [Address](#) | [Completion Time](#) | [Survey Check](#) | [Acc. Codes](#) | [Contact](#)

Activity Time	Activity	Completed By
8/16/2018 11:11 AM	Completed	Completed By FSD
8/16/2018 10:45 AM	Arrived on Job	

Others Order Data

Order Num	Order Type	Order Status
	Unfilled Usage Tip	Unfilled, chg status of use

Close

Field Information

Order Num: 9986138 Order Type: Unbilled Usage Tip Customer Name: RIOS INES

Field Activity Sequence

Activity ID	Date	Description	Category	Completed By	Priority	Phone	Time
9480447	08-16-18	Lammont Goods	CMP	Completed by FSD	Primary	800-1200	8/16/2018 11:11 AM

Field Activity Details

Gas Status	Appliance Data	Hazard Data	Non-Part Charges	Safety Survey	Meter Order	Parts Summary	Activities	Completion Time	Surf. Survey Check	Acct. Codes	Comment
								8/16/2018 11:11			y

Others Order Data

Order Type	Unbilled Usage Tip	Unbilled Usage Tip	Unbilled Usage Tip
		Unbilled Usage Tip	Unbilled Usage Tip

Close

Field Information

Order Num: 9986138 Order Type: Unbilled Usage Tip Customer Name: RIOS INES

Field Activity Sequence

Activity ID	Date	Description	Category	Completed By	Priority	Phone	Time
9480447	08-16-18	Lammont Goods	CMP	Completed by FSD	Primary	800-1200	8/16/2018 11:11 AM

Field Activity Details

Gas Status	Appliance Data	Hazard Data	Non-Part Charges	Safety Survey	Meter Order	Parts Summary	Activities	Completion Time	Surf. Survey Check	Acct. Codes	Comment
								8/16/2018 11:11			y

Others Order Data

Order Type	Unbilled Usage Tip	Unbilled Usage Tip	Unbilled Usage Tip
		Unbilled Usage Tip	Unbilled Usage Tip

Close

Field Information

Order Num: 5985138 Order Type: Unfilled Usage Tip Customer Name: FROS INES

Field Activity Sequence

Sequence	Start Date	Customer Name	Order Code	Order Type	Dispatch Type	Priority	Phone	Time	Unit	Time
5480447	08-16-18	Lamont Goode	GMP	Completed By FSD	Primary	800-1200	8/16/2018	11:11 AM		

Field Activity Details

Gas Status	Appliance Data	Hazard Data	Non-Part Charge	Safety Survey	Meter Order	Party Summary	Activities	Completion Time	Survey Check	Acct. Codes	Comment
843	843 - Revenue Protection Unit							21			

Others Order Data

Order Code	Description	Quantity	Unit	Price	Total
Unfilled Usage Tip	Unfilled status of gas				Joarcel

Close

Field Information

Order Num: 8965138 Order Type: Unbilled Usage Tip Customer Name: RIGS INES

Field Activity Sequence

Order Num	Order Date	Order Type	Order Status	Order Description	Order Category	Order Priority	Order Contact	Order Date
8480447	06-16-18	Laboratory Goods	CMP	Completed By FSD	Primary	800-1200	6/16/2018 11:11 AM	

Field Activity Details

Gas Status | Appliance Data | Hazard Data | Non-Part Changes | Safety Survey | Meter Order | Parts Summary | Activities | Completion Time | Survey Check | Acc. Codes | Comment

found gas off at job with new expansion

Others Order Data

Order Num	Order Date	Order Type	Order Status	Order Description	Order Category	Order Priority	Order Contact	Order Date
		Unbilled Usage Tip		Unbilled, check status of gas			cancel	

Close

Appendix

E

Theft Reporting Sheet

Address of Bypass: 2912 Ella Street Apt #: _____ Floor: _____

Date found: 4/3/18 Time Found: 2:30 Time Reported: 2:47 Taken by: Medley

Reporting Employee: B Cooper 13246 Dept: FSD

Reporting Employee: _____ Dept: _____

Reporting Employee: _____ Dept: _____

Reason for Visit: MRD TIP ASSIST LEAK RPU OTHER Inside Leak

How was PGW admitted: Ines Rios

Occupant: _____ How Long: _____

How was gas found? On Off

Bypass: _____ How installed: _____

- Flex Connector
- Rubber Hose
- Iron Pipe
- Reversed Meter
- Stolen Meter
- Tampered Meter Details: red caps + 2 screws missing plastic cut on one side
- Other

*Stolen Meter Info: Number: _____ Index: _____

Address of Record for STL: _____ APT: _____ Floor: _____

S/O of last active index: _____ Date: _____ Rate: _____

Appl on Fuel Line: HH: 75,000 AWH: 34,000 AGR: 56,000 DRYER: _____ OTHER: _____

Meter of Record Recovered: yes #: 1593949 Index: 8697 Where: Basement

How was gas shut off? Locking plugs, wing lock + curbed with expander

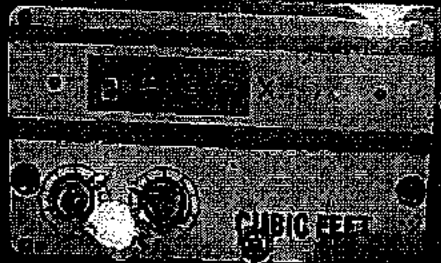
P.T.N.? Yes No Leak? Yes No Pictures? Yes No Investigator's Name: _____

Police on Scene: Dist: _____ Car: _____ Name: _____ Badge: _____

Additional Comments: _____

P/E: _____ Date: _____

Abandoned: Yes No Main Footway



**GAS COMPAN
NUMBER**
1593949



AT 250-9-11
250-9-11
250-9-11



WARNING!

¡AVISO!

This is your property. Tampering, or use of unapproved gas, could result in fire, explosion, physical or chemical injury, and/or criminal prosecution.

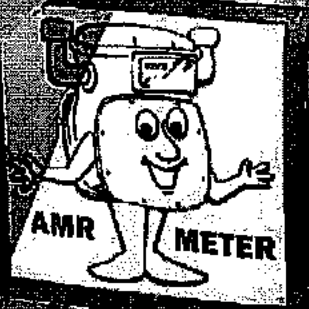
Propiedad de la Compañía de Gas de Filadelfia. La manipulación inapropiada del uso de gas no autorizado puede resultar en fuego o explosión, lesión del servicio y/o inhabilitación personal.

Account	1593949	No. of	4/A
Service	1593949	Units	1593949

2005 PHILADELPHIA GAS WORKS

235-1212

FEET



PHILADELPHIA GAS WORKS



1593949

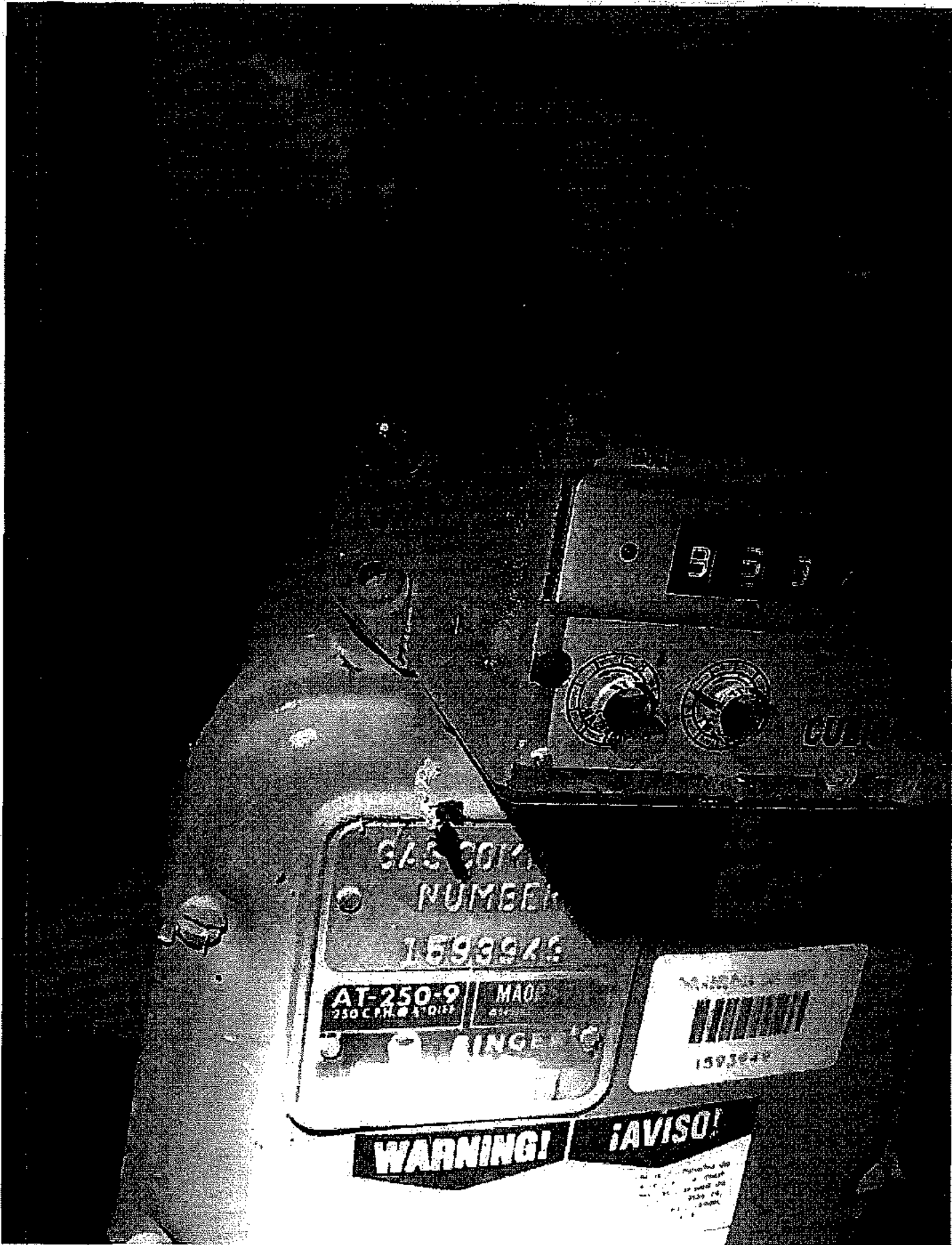
WARNING!

This is PG&W property. Tampering, or use of unapproved gas, could result in fire or explosion. Shut-off of service without proper protection.

AVISO!

Propiedad de la Compania de Gas de Philadelphia. El uso no autorizado de gas puede resultar en incendio o explosión. Cierre de servicio sin protección adecuada.

PHILADELPHIA GAS WORKS
2005 PHILADELPHIA GAS WORKS



950



945 001
NUMBER
1593945
AT-250-9
710 C.P.M. 1" DIF
MAOP
217
RINGER

1593945

WARNING! **¡AVISO!**

... ..
... ..
... ..
... ..
... ..

Address	2912 ELLA ST	SSN	3861	Home Phone	267-444-7138
Zip Code	19134-2820	Account	883351521	Work	
Customer Name	RIOS, INES	Sr. Cit. Discount		Mobile	
USA Rate		Customer's Age	63	Car	
Mailing Address	2912 ELLA ST. PHILA, PA 19134	Meter Status	Alert No Meter	SP Status	Connected
Alert		Service Status	ACTIVE	Curb Box?	2R 1R SNH 02R WWC
		Theft Indicator		Expander	Update
Last Contact (Premise)	Date: 07/18/2018, Created By: WFADMIN, Comments: PUC Formal Complaint Docket # C2018-3003457 filed on 7/17/2018 12:00:00 AM.			Last Contact (Person)	Date: 07/18/2018, Created By: WFADMIN, Comments: PUC Formal Complaint Docket # C2018-3003457 filed on 7/17/2018 12:00:00 AM.

Customer Based	Premise Based	Premise Alert	CWP	Add Meter Read									
Meter Reads	Service	Prev Cust	Contacts	Leads	AINS Orders	BCCS Orders	Meter Info	PLP	Landlord Info	Survey	LCP	BRT	Prepaid BAs
7/9/2007 12:48 PM	1593949	128	Normal	Regular	AMR Read		10		RIOS, INES	883351521			
6/7/2007 4:48 AM	1593949	109	Normal	Regular	AMR Read				RIOS, INES	883351521			
5/8/2007 9:40 AM	1593949	99	Normal	Regular	AMR Read		30		RIOS, INES	883351521			
4/9/2007 9:43 AM	1593949	45	Normal	Regular	AMR Read		30		RIOS, INES	883351521			
3/8/2007 12:48 AM	1593949	6	Normal	Regular	AMR Read		20		RIOS, INES	883351521			
2/7/2007 3:17 AM	1593949	9946	Normal	Regular	AMR Read		10		RIOS, INES	883351521			
1/9/2007 3:15 AM	1593949	9874	Normal	Regular	AMR Read		30		RIOS, INES	883351521			
12/6/2006 3:20 AM	1593949	9807	Normal	Regular	AMR Read				RIOS, INES	883351521			
11/9/2006 3:28 AM	1593949	9742	Normal	Regular	AMR Read				RIOS, INES	883351521			
10/5/2006 10:32 AM	1593949	9696	Normal	Regular	AMR Read				RIOS, INES	883351521			
9/6/2006 11:24 AM	1593949	9678	Normal	Regular	AMR Read				RIOS, INES	883351521			
8/17/2006 4:06 PM	1593949	9657	Normal	Regular	Turn On				RIOS, INES	883351521			
8/7/2006 8:59 AM	1593949	9667	Normal	Regular	AMR Read					0			
7/7/2006 3:04 AM	1593949	9667	Normal	Regular	AMR Read					0			

Close

Address	2812 ELLA ST	SSN	3861	Home Phone	267-444-7138
Zip Code	19134-2820	Account	883351521	Work	
Customer Name	RIOS, INES	Sr. Cit. Discount		Mobile	
USA Rate		Customer's Age	63	Car	
Mailing Address	2812 ELLA ST, PHILA, PA 19134	Meter Status	Alarm	SP Status	Connected
Alert		Service Status	ACTIVE	Carb Box?	SR On SNH O2R WWC
		Theft Indicator		Expander	<input type="checkbox"/>
				Update	<input type="button" value="Update"/>
Last Contact (Premise)	Date: 07/18/2018, Created By: WFADMIN, Comments: PUC Formal Complaint Docket # C2018-3003457 filed on 7/17/2018 12:00:00 AM.			Last Contact (Person)	Date: 07/18/2018, Created By: WFADMIN, Comments: PUC Formal Complaint Docket # C2018-3003457 filed on 7/17/2018 12:00:00 AM.

Customer Based	Up Premise Based	Premise Alert	GWP		Add Meter Read								
Meter Reads	Service	Priv Cust	Contacts	Leads	AMS Orders	BCCS Orders	Meter Info	PLP	Landlord Info	Survey	LCP	BRT	Premise Bils
9/4/2008 3:04 AM	1593949	933	Normal	Regular	AMR Read	10	RIOS, INES	883351521					
8/5/2008 3:05 AM	1593949	922	Normal	Regular	AMR Read	10	RIOS, INES	883351521					
7/7/2008 12:15 PM	1593949	911	Normal	Regular	AMR Read	10	RIOS, INES	883351521					
6/9/2008 3:08 AM	1593949	898	Normal	Regular	AMR Read	10	RIOS, INES	883351521					
5/6/2008 7:53 AM	1593949	870	Normal	Regular	AMR Read	10	RIOS, INES	883351521					
4/7/2008 3:12 AM	1593949	838	Normal	Regular	AMR Read	10	RIOS, INES	883351521					
3/6/2008 4:31 AM	1593949	714	Normal	Regular	AMR Read	10	RIOS, INES	883351521					
2/6/2008 3:26 AM	1593949	559	Normal	Regular	AMR Read	10	RIOS, INES	883351521					
1/8/2008 4:49 AM	1593949	548	Normal	Regular	AMR Read	10	RIOS, INES	883351521					
12/6/2007 3:26 AM	1593949	400	Normal	Regular	AMR Read	30	RIOS, INES	883351521					
11/5/2007 4:22 AM	1593949	253	Normal	Regular	AMR Read	20	RIOS, INES	883351521					
10/6/2007 4:40 AM	1593949	203	Normal	Regular	AMR Read	20	RIOS, INES	883351521					
9/6/2007 4:54 AM	1593949	177	Normal	Regular	AMR Read	10	RIOS, INES	883351521					
8/7/2007 3:43 PM	1593949	153	Normal	Regular	AMR Read	10	RIOS, INES	883351521					

Close

Address	2912 ELLA ST	SSN	*** 3861	Home Phone	267-444-7138
Zip Code	19134-2820	Account	883351521	Work	-
Customer Name	RIOS, INES	Sr. Cit. Discount		Mobile	-
USA Rate		Customer's Age	63	Car	-
Mailing Address	2912 ELLA ST, PHILA, PA 19134	Meter Status	Alert No Meter	SP Status	Connected
Alert		Service Status	ACTIVE	Curb Box?	51 On SNH 021 WWC
		Theft Indicator			Expander <input type="checkbox"/> Update

Last Contact (Presence) Date: 07/18/2018, Created By: WFADMIN, Comments: PUC Formal Complaint Docket # C2018-3003457 filed on 7/17/2018 12:00:00 AM.

Last Contact (Person) Date: 07/18/2018, Created By: WFADMIN, Comments: PUC Formal Complaint Docket # C2018-3003457 filed on 7/17/2018 12:00:00 AM.

Customer Based	Promise Based	Promise Alert	CMP	Add Meter Read									
Meter Reads	Service	Prev Cust	Contacts	Links	AMS Orders	BCCS Orders	Meter Info	PLP	Landed Info	Survey	LCP	BRT	Promise Rate
6/4/2010 3:15 AM	1593949	2533	Normal	Regular	AMR Read		2.0		RIOS, INES				883351521
6/5/2010 3:17 AM	1593949	2671	Normal	Regular	AMR Read		2.0		RIOS, INES				883351521
4/5/2010 3:16 AM	1593949	2576	Normal	Regular	AMR Read		2.0		RIOS, INES				883351521
3/9/2010 9:23 AM	1593949	2507	Normal	Regular	AMR Read		2.0		RIOS, INES				883351521
2/4/2010 3:22 AM	1593949	2319	Normal	Regular	AMR Read		2.0		RIOS, INES				883351521
1/6/2010 3:25 AM	1593949	2156	Normal	Regular	AMR Read		2.0		RIOS, INES				883351521
12/4/2009 3:13 AM	1593949	1969	Normal	Regular	AMR Read		1.0		RIOS, INES				883351521
11/3/2009 4:22 AM	1593949	1887	Normal	Regular	AMR Read		1.0		RIOS, INES				883351521
10/5/2009 1:05 AM	1593949	1842	Normal	Regular	AMR Read		1.0		RIOS, INES				883351521
9/3/2009 3:21 AM	1593949	1828	Normal	Regular	AMR Read		1.0		RIOS, INES				883351521
8/5/2009 3:19 AM	1593949	1818	Normal	Regular	AMR Read		1.0		RIOS, INES				883351521
7/7/2009 3:19 AM	1593949	1807	Normal	Regular	AMR Read		1.0		RIOS, INES				883351521
6/9/2009 3:19 AM	1593949	1752	Normal	Regular	AMR Read		1.0		RIOS, INES				883351521
5/9/2009 3:16 AM	1593949	1774	Normal	Regular	AMR Read		1.0		RIOS, INES				883351521

Close

Address	2912 ELLA ST	SSN	***-**-3961	Home Phone	267-444-7138	
Zip Code	19134-2820	Account	883351521	Work		
Customer Name	RIOS, INES	Sr. Cit. Discount		Mobile		
USA Rate		Customer's Age	63	Car		
Mailing Address	2912 ELLA ST, PHILA, PA 19134	Meter Status	Alert No Meter	SP Status	Connected	
Alert		Service Status	ACTIVE	Curb Box?	SR On SNH 028 WWC	
		Theft Indicator		Expander	<input type="checkbox"/> Update	
Last Contact (Premise)	Date: 07/18/2018, Created By: WFADMIN, Comments: PUC Formal Complaint Docket # C2018-3003457 filed on 7/17/2018 12:00:00 AM.			Last Contact (Person)	Date: 07/18/2018, Created By: WFADMIN, Comments: PUC Formal Complaint Docket # C2018-3003457 filed on 7/17/2018 12:00:00 AM.	

Customer Based	Pre-mise Based	Pre-mise Alert	CMP	Add Meter Read									
Meter Reads	Orders	Prev Cust	Contacts	Leads	AMS Orders	BCCS Orders	Meter Info	FLP	Landlord Info	Survey	UCP	BRT	Premise Bts
Use	Meter Number	Points	Type	Order	Order	Order	Order	Order	Order	Order	Order	Order	Order
4/3/2018 3:16 PM	1593949	8697	Normal	Regular	Turn Off								RIOS, INES 883351521
4/3/2018 3:16 PM	1593949	8697	Remove	Regular	Service Order								RIOS, INES 883351521
4/3/2018 3:02 PM	1593949	8697	Normal	Regular	Service Order								RIOS, INES 883351521
3/7/2018 4:57 AM	1593949	8573	Normal	Regular	AMR Read		20						RIOS, INES 883351521
2/6/2018 12:30 PM	1593949	8443	Normal	Regular	AMR Read		20						RIOS, INES 883351521
1/8/2018 12:05 PM	1593949	8306	Normal	Regular	AMR Read		20						RIOS, INES 883351521
12/5/2017 12:15 PM	1593949	8288	Normal	Regular	AMR Read		20						RIOS, INES 883351521
11/2/2017 1:05 PM	1593949	7959	Normal	Regular	AMR Read		20						RIOS, INES 883351521
10/4/2017 12:03 PM	1593949	7925	Normal	Regular	AMR Read		20						RIOS, INES 883351521
9/5/2017 12:38 PM	1593949	7910	Normal	Regular	AMR Read		20						RIOS, INES 883351521
8/3/2017 12:37 PM	1593949	7892	Normal	Regular	AMR Read		20						RIOS, INES 883351521
7/5/2017 6:00 AM	1593949	7877	Normal	Regular	AMR Read		20						RIOS, INES 883351521
6/5/2017 12:26 PM	1593949	7859	Normal	Regular	AMR Read		20						RIOS, INES 883351521
5/4/2017 1:18 PM	1593949	7825	Normal	Regular	AMR Read		20						RIOS, INES 883351521

Close

Appendix

F



DEBIT TO ESTIMATED GAS

TO: CUSTOMER ACCOUNTING DEPARTMENT
ATTN: WILLIAM COLLAZO ,JERMAINE HAWKINS ,MONIQUE GILMORE
FROM: JUAN FLORES # 9518

DATE 5/11/2018

NAME INES RIOS
ADDRESS 2912 ELLA ST
ACCOUNT# 883351521

DEBIT TO ESTIMATED GAS \$22,321.59

ADDITIONAL CHARGES

DEPOSIT
TURN ON
DIG UP

TOTAL CHARGES \$22,321.59

BILL DATES 1/09/2007 TO 4/03/2018





So Degree Days Calculator

Help

Criteria

Current Year

20 Years Average

	Month	Day	Year
Start Date:	1	9	2007
End Date:	4	3	2018

Calculate

Degree Days

Number of Days: 4102

Total Degree Days: 49543.00





HISTORICAL USAGE FOR 1 YEAR FROM 8/02/2002 TO 7/03/2003

Help

Search Criteria

Premise: 9394857864 Address: 2812 Elm St/Philadelphia, Pa 19134-2820

Start Read Date: 03/03/2003

Restrict Display To USA's of Type: Show Customer's Name

	Read Date	SA Type	Days	Read Code	\$ Amount	Usage	Demand	Customer
<input checked="" type="checkbox"/>	07/03/2003	G2-GS	29	R	\$102.99	72.00 CCF	0.00	Pino, Katherine
<input checked="" type="checkbox"/>	06/04/2003	G2-GS	29	R	\$168.22	128.00 CCF	0.00	Pino, Katherine
<input checked="" type="checkbox"/>	05/06/2003	G2-GS	32	R	\$198.61	182.00 CCF	0.00	Pino, Katherine
<input checked="" type="checkbox"/>	04/04/2003	G2-GS	29	R	\$267.49	242.00 CCF	0.00	Pino, Katherine
<input checked="" type="checkbox"/>	03/06/2003	G2-GS	30	R	\$306.07	275.00 CCF	0.00	Pino, Katherine
<input checked="" type="checkbox"/>	02/04/2003	G2-GS	29	R	\$373.99	327.00 CCF	0.00	Pino, Katherine
<input checked="" type="checkbox"/>	01/06/2003	G2-GS	33	R	\$370.30	341.00 CCF	0.00	Pino, Katherine





Premise Billing History

Help

Search Criteria

Premise: 9994867864 Address: 2912 E In St/Philadelphia, Pa 19134-2820

Start Read Date: 03/03/2005

Restrict Display To USA's of Type: Show Customer's Name

	Read Date	SA Type	Days	Read Code	\$ Amount	Usage	Demand	Customer
<input checked="" type="checkbox"/>	10/12/2002	G2-GS	29	R	\$38.50	29.00 CCF	0.00	Farinacci, Edwin
<input checked="" type="checkbox"/>	10/02/2002	G2-GS	29	R	\$45.65	32.00 CCF	0.00	Farinacci, Edwin
<input checked="" type="checkbox"/>	09/09/2002	G2-GS	32	R	\$36.32	24.00 CCF	0.00	Farinacci, Edwin
<input checked="" type="checkbox"/>	08/02/2002	G2-GS	30	R	\$29.15	17.00 CCF	0.00	Farinacci, Edwin
<input type="checkbox"/>	07/03/2002	G2-GS	161	R	\$417.29	378.00 CCF	0.00	Farinacci, Edwin
<input type="checkbox"/>	10/04/2001	cG2-GS	29	R	\$51.21	36.00 CCF	0.00	Fidel, Miguel A
<input type="checkbox"/>	09/05/2001	cG2-GS	30	R	\$39.61	21.00 CCF	0.00	Fidel, Miguel A
<input type="checkbox"/>	08/06/2001	cG2-GS	31	R	\$39.61	21.00 CCF	0.00	Fidel, Miguel A

Bill Segments Total

Total Number Of Days:	365
Total \$ Amount:	2,032.96
Average Amt Per Day:	5.57
Total Usage:	1707.00
Average Usage Per Day:	4.68

1,707 CCF'S FOR 1 YEAR





Philadelphia Gas Works - Historical Usage Calculator

Total volume of gas consumed during good 12 months of historical usage (CCF):	1,707
Average volume of gas used per month based on good 12 months of historical usage (CCF):	142.250
Start Date of Theft:	1/9/2007
End Date of Theft:	4/3/2018
Total days of Theft Time Period:	4102
Total days of Theft Time Period converted into total Months:	136.733
Total volume of gas used and to be billed as "ESTGAS" in CCF:	19,450.317
Total volume of gas used and to be billed as "ESTGAS" in CCF rounded up:	19,450

Bill Segments Total	
Total Number Of Days:	943
Total \$ Amount:	2,243.95
Average Amt Per Day:	2.38
Total Usage:	2248.00
Average Usage Per Day:	2.38

OK

Bill Segments Total	
Total Number Of Days:	331
Total \$ Amount:	699.31
Average Amt Per Day:	2.11
Total Usage:	526.00
Average Usage Per Day:	1.59

OK

Bill Segments Total	
Total Number Of Days:	939
Total \$ Amount:	2,303.19
Average Amt Per Day:	2.48
Total Usage:	1823.00
Average Usage Per Day:	1.94

OK

Bill Segments Total	
Total Number Of Days:	946
Total \$ Amount:	2,074.55
Average Amt Per Day:	2.19
Total Usage:	1981.00
Average Usage Per Day:	2.09

OK

Bill Segments Total	
Total Number Of Days:	943
Total \$ Amount:	1,769.63
Average Amt Per Day:	1.88
Total Usage:	2245.00
Average Usage Per Day:	2.38

OK

Appendix

G

Specific Service Agreement Statement of Account SA- 3406612884

Customer Name	From Date	To Date		
INES RIOS	8/1/2006	8/20/2018		
Service Address	Account Number	S/A Number	Meter	Rate/Class
2912 ELLA ST PHIL, PA 191342820	883351521	3406612884		

STATEMENT

Transaction Date	Transaction Type	Reading	Code	Read	Pl	Days	CGF Usage	Average CGF/Day	Heating DDGs	Payment Type	Due Date	Transaction Amount	Current Balance	Actual Balance
9/7/2006	BILL	9678		R	20	11	0.55	1		Cash	10/2/2006	\$32.13	\$32.13	\$32.13
10/3/2006	PAY											(\$33.00)	(\$0.87)	(\$0.87)
10/6/2006	BILL	9696		R	29	18	0.62	36		Cash	10/31/2006	\$44.88	\$44.01	\$44.01
11/6/2006	PAY											(\$44.00)	\$0.01	\$0.01
11/6/2006	LPC											\$0.00	\$0.01	\$0.01
11/6/2006	BILL	9742		R	29	46	1.59	319		Cash	11/29/2006	\$94.34	\$94.35	\$94.35
11/28/2006	PAY											(\$54.00)	\$40.35	\$40.35
12/7/2006	LPC											\$0.60	\$40.95	\$40.95
12/7/2006	BILL	9807		R	33	65	1.97	506		Check	1/4/2007	\$135.16	\$176.11	\$176.11
1/3/2007	PAY											(\$76.11)	\$100.00	\$100.00
1/10/2007	LPC											\$1.50	\$101.50	\$101.50
1/10/2007	BILL	9874		R	34	67	1.97	688		Cash	2/5/2007	\$138.68	\$240.18	\$240.18
1/31/2007	PAY											(\$100.00)	\$140.18	\$140.18
2/9/2007	LPC											\$2.10	\$142.28	\$142.28
2/9/2007	BILL	9946		R	29	72	2.48	964		Cash	3/7/2007	\$138.61	\$280.89	\$280.89
2/21/2007	INTAPL											(\$8.36)	\$272.53	\$272.53
2/21/2007	DEPAPL											(\$300.00)	(\$27.47)	(\$27.47)
2/26/2007	PAY											(\$56.07)	(\$83.54)	(\$83.54)
3/2/2007	PAY											(\$306.00)	(\$389.54)	(\$389.54)
3/9/2007	BILL	6		R	29	60	2.07	988		Check	4/3/2007	\$56.07	(\$333.47)	(\$333.47)
3/14/2007	BOLJHP											\$306.00	(\$27.47)	(\$27.47)
4/10/2007	BILL	45		R	32	39	1.22	588		Cash	5/3/2007	\$56.07	\$28.60	\$28.60
5/2/2007	PAY											(\$28.60)	\$0.00	\$0.00
5/9/2007	BILL	99		R	29	54	1.86	289		Cash	6/4/2007	\$56.07	\$56.07	\$56.07
6/5/2007	PAY											(\$56.07)	\$0.00	\$0.00
6/8/2007	BILL	109		R	30	10	0.33	31		Check	7/3/2007	\$56.07	\$56.07	\$56.07
7/3/2007	PAY											(\$57.00)	(\$0.93)	(\$0.93)

Transaction Date	Transaction Type	Reading	Read Code	No. of Days	CGF Usage	Average CG/Day	Heating DBDs	Payment Type	Due Date	Transaction Amount	Current Balance	Actual Balance
7/10/2007	BILL	128	R	32	19	0.59	4	Cash	8/2/2007	\$56.07	\$55.14	\$55.14
8/3/2007	PAY									(\$56.00)	(\$0.86)	(\$0.86)
8/8/2007	BILL	153	R	29	25	0.86	0	Cash	8/31/2007	\$56.07	\$55.21	\$55.21
9/3/2007	PAY									(\$55.21)	\$0.00	\$0.00
9/7/2007	BILL	177	R	30	24	0.8	6	Cash	10/2/2007	\$56.07	\$56.07	\$56.07
10/8/2007	BILL	203	R	29	26	0.9	13	Cash	10/31/2007	\$56.07	\$112.14	\$112.14
10/9/2007	PAY									(\$57.00)	\$55.14	\$55.14
11/1/2007	PAY									(\$56.00)	(\$0.86)	(\$0.86)
11/6/2007	BILL	253	R	31	50	1.61	184	Cash	12/3/2007	\$56.07	\$55.21	\$55.21
12/3/2007	PAY									(\$56.00)	(\$0.79)	(\$0.79)
12/7/2007	BILL	400	R	31	147	4.74	695	Cash	1/4/2008	\$56.07	\$55.28	\$55.28
1/2/2008	PAY									(\$56.00)	(\$0.72)	(\$0.72)
1/9/2008	BILL	548	R	33	148	4.48	858	Cash	2/4/2008	\$56.07	\$55.35	\$55.35
2/4/2008	PAY									(\$56.35)	(\$1.00)	(\$1.00)
2/7/2008	BILL	559	R	29	11	0.38	801	Cash	3/4/2008	\$56.07	\$55.07	\$55.07
3/3/2008	PAY									(\$55.00)	\$0.07	\$0.07
3/7/2008	BILL	714	R	29	155	5.34	797	Cash	4/2/2008	\$56.07	\$56.14	\$56.14
4/3/2008	PAY									(\$57.00)	(\$0.86)	(\$0.86)
4/8/2008	BILL	838	R	32	124	3.88	611	Cash	5/1/2008	\$56.07	\$55.21	\$55.21
5/2/2008	PAY									(\$56.00)	(\$0.79)	(\$0.79)
5/7/2008	BILL	870	R	29	32	1.1	185	Cash	6/2/2008	\$56.07	\$55.28	\$55.28
6/2/2008	PAY									(\$56.00)	(\$0.72)	(\$0.72)
6/6/2008	BILL	898	R	30	28	0.93	120	Cash	7/1/2008	\$63.43	\$62.71	\$62.71
7/2/2008	PAY									(\$56.00)	\$6.71	\$6.71
7/8/2008	LPC									\$0.10	\$6.81	\$6.81
7/8/2008	BILL	911	R	32	13	0.41	0	Cash	7/31/2008	\$39.61	\$46.42	\$46.42
8/4/2008	PAY									(\$63.00)	(\$16.58)	(\$16.58)
8/6/2008	BILL	922	R	29	11	0.38	0	Cash	8/29/2008	\$35.37	\$18.79	\$18.79
9/1/2008	PAY									(\$19.00)	(\$0.21)	(\$0.21)
9/1/2008	PAY									(\$47.00)	(\$47.21)	(\$47.21)
9/5/2008	BILL	933	R	30	11	0.37	0	Cash	9/30/2008	\$35.26	(\$11.95)	(\$11.95)
10/6/2008	BILL	945	R	29	12	0.41	26	Cash	10/29/2008	\$36.69	\$24.74	\$24.74
11/4/2008	LPC									\$0.37	\$25.11	\$25.11
11/4/2008	BILL	989	R	31	44	1.42	295	Cash	12/1/2008	\$102.34	\$127.45	\$127.45
11/24/2008	CRPFRZ									(\$127.45)	\$0.00	\$0.00

Transaction Date	Transaction Type	Reading	Read Code	Read Days	CCF Usage	Average CCF/DAY	Headings DDPS	Payment Type	Due Date	Transaction Amount	Current Balance	Actual Balance
12/8/2008	BILL	1098	R	32	109	3.41	774		1/5/2009	\$57.33	\$57.33	\$57.33
1/1/2009	PAY							Cash		(\$57.33)	\$0.00	\$0.00
1/8/2009	BILL	1265	R	33	167	5.06	932		2/3/2009	\$57.33	\$57.33	\$57.33
2/2/2009	PAY							Cash		(\$57.33)	\$0.00	\$0.00
2/6/2009	BILL	1457	R	29	192	6.62	1097		3/4/2009	\$57.33	\$57.33	\$57.33
3/2/2009	PAY							Cash		(\$57.33)	\$0.00	\$0.00
3/9/2009	BILL	1614	R	29	157	5.41	839		4/1/2009	\$57.33	\$57.33	\$57.33
4/2/2009	PAY							Cash		(\$57.33)	\$0.00	\$0.00
4/7/2009	BILL	1720	R	31	106	3.42	527		5/1/2009	\$57.33	\$57.33	\$57.33
5/4/2009	PAY							Cash		(\$57.33)	\$0.00	\$0.00
5/7/2009	BILL	1774	R	30	54	1.8	303		6/2/2009	\$57.33	\$57.33	\$57.33
6/2/2009	PAY							Cash		(\$57.33)	\$0.00	\$0.00
6/8/2009	BILL	1792	R	30	18	0.6	51		7/1/2009	\$57.34	\$57.34	\$57.34
7/2/2009	PAY							Cash		(\$57.34)	\$0.00	\$0.00
7/9/2009	BILL	1807	R	32	15	0.47	3		7/31/2009	\$57.33	\$57.33	\$57.33
8/3/2009	PAY							Cash		(\$57.33)	\$0.00	\$0.00
8/6/2009	BILL	1818	R	29	11	0.38	0		8/31/2009	\$57.33	\$57.33	\$57.33
9/2/2009	PAY							Cash		(\$57.33)	\$0.00	\$0.00
9/4/2009	BILL	1828	R	29	10	0.34	0		9/30/2009	\$57.33	\$57.33	\$57.33
10/2/2009	PAY							Cash		(\$57.33)	\$0.00	\$0.00
10/6/2009	BILL	1842	R	32	14	0.44	50		10/29/2009	\$57.33	\$57.33	\$57.33
11/2/2009	PAY							Cash		(\$57.33)	\$0.00	\$0.00
11/4/2009	BILL	1887	R	29	45	1.55	299		12/1/2009	\$60.66	\$60.66	\$60.66
12/2/2009	PAY							Cash		(\$60.66)	\$0.00	\$0.00
12/7/2009	BILL	1969	R	31	82	2.65	536		1/4/2010	\$60.66	\$60.66	\$60.66
1/1/2010	PAY							Cash		(\$60.66)	\$0.00	\$0.00
1/7/2010	BILL	2156	R	33	187	5.67	1054		2/2/2010	\$60.66	\$60.66	\$60.66
2/1/2010	PAY							Cash		(\$60.66)	\$0.00	\$0.00
2/5/2010	BILL	2319	R	29	163	5.62	929		3/3/2010	\$60.66	\$60.66	\$60.66
3/2/2010	PAY							Cash		(\$60.66)	\$0.00	\$0.00
3/8/2010	BILL	2507	R	29	188	6.48	914		3/31/2010	\$60.66	\$60.66	\$60.66
4/2/2010	PAY							Cash		(\$60.66)	\$0.00	\$0.00
4/7/2010	BILL	2576	R	32	69	2.16	407		4/30/2010	\$60.66	\$60.66	\$60.66
5/3/2010	PAY							Cash		(\$60.66)	\$0.00	\$0.00
5/6/2010	BILL	2611	R	29	35	1.21	197		6/1/2010	\$60.66	\$60.66	\$60.66

Transaction Date	Transaction Type	Read Code	No. of Days	CCF Usage	Average CCF/Day	Heating DBDs	Payment Type	Due Date	Transaction Amount	Current Balance	Actual Balance
6/1/2010	PAY						Cash		(\$60.66)	\$0.00	\$0.00
6/7/2010	BILL	R	30	22	0.73	76		6/30/2010	\$60.66	\$60.66	\$60.66
7/2/2010	PAY						Check		(\$60.66)	\$0.00	\$0.00
7/7/2010	BILL	R	32	12	0.38	0		7/30/2010	\$60.66	\$60.66	\$60.66
8/2/2010	PAY						Cash		(\$60.66)	\$0.00	\$0.00
8/5/2010	BILL	R	29	9	0.31	0		8/30/2010	\$60.66	\$60.66	\$60.66
9/2/2010	PAY						Cash		(\$60.66)	\$0.00	\$0.00
9/7/2010	BILL	R	30	10	0.33	0		9/30/2010	\$60.66	\$60.66	\$60.66
10/4/2010	PAY						Cash		(\$60.66)	\$0.00	\$0.00
10/6/2010	BILL	R	32	14	0.44	33		10/29/2010	\$60.66	\$60.66	\$60.66
11/2/2010	PAY						Cash		(\$60.66)	\$0.00	\$0.00
11/4/2010	BILL	R	29	49	1.69	226		12/1/2010	\$60.66	\$60.66	\$60.66
12/2/2010	PAY						Cash		(\$62.24)	(\$1.58)	(\$1.58)
12/6/2010	BILL	R	30	112	3.73	503		1/3/2011	\$60.66	\$59.08	\$59.08
1/3/2011	PAY						Cash		(\$59.08)	\$0.00	\$0.00
1/7/2011	BILL	R	34	221	6.5	1099		2/2/2011	\$60.66	\$60.66	\$60.66
2/2/2011	PAY						Cash		(\$60.66)	\$0.00	\$0.00
2/7/2011	BILL	R	29	168	5.79	1058		3/3/2011	\$60.66	\$60.66	\$60.66
2/18/2011	PAY						Check		(\$60.66)	\$0.00	\$0.00
3/3/2011	PAY						Cash		(\$60.66)	(\$60.66)	(\$60.66)
3/9/2011	BILL	R	32	122	3.81	815		4/1/2011	\$60.66	\$0.00	\$0.00
4/6/2011	BILL	R	28	95	3.39	530		5/2/2011	\$60.66	\$60.66	\$60.66
4/6/2011	CRPLH								(\$60.66)	\$0.00	\$0.00
5/6/2011	BILL	R	30	47	1.57	229		6/1/2011	\$60.66	\$60.66	\$60.66
5/7/2011	CRPLH								(\$60.66)	\$0.00	\$0.00
6/7/2011	BILL	R	32	15	0.47	30		6/30/2011	\$60.66	\$60.66	\$60.66
6/7/2011	CRPLH								(\$60.66)	\$0.00	\$0.00
7/7/2011	BILL	R	30	11	0.37	0		8/1/2011	\$60.66	\$60.66	\$60.66
7/8/2011	CRPLH								(\$60.66)	\$0.00	\$0.00
8/5/2011	BILL	R	29	9	0.31	0		8/30/2011	\$60.66	\$60.66	\$60.66
8/24/2011	CRPLH								(\$60.66)	\$0.00	\$0.00
9/7/2011	BILL	R	33	12	0.36	1		9/30/2011	\$60.66	\$60.66	\$60.66
9/7/2011	CRPLH								(\$60.66)	\$0.00	\$0.00
10/6/2011	BILL	R	29	12	0.41	55		10/31/2011	\$60.66	\$60.66	\$60.66
10/6/2011	CRPLH								(\$60.66)	\$0.00	\$0.00

Transaction Date	Transaction Type	Reading	Read Code	Days	CF Usage	Average CF/Day	Heating ODDs	Payment Type	Due Date	Transaction Amount	Current Balance	Actual Balance
11/4/2011	BILL	3586	R	29	35	1.21	235		12/1/2011	\$60.66	\$60.66	\$60.66
11/5/2011	CRPLUH									(\$14.72)	\$45.94	\$45.94
12/2/2011	PAY							Cash		(\$45.94)	\$0.00	\$0.00
12/6/2011	BILL	3653	R	32	67	2.09	454		1/3/2012	\$60.66	\$60.66	\$60.66
1/6/2012	BILL	3789	R	31	136	4.39	728		2/1/2012	\$60.66	\$121.32	\$121.32
2/2/2012	PAY							Cash		(\$121.32)	\$0.00	\$0.00
2/7/2012	BILL	3938	R	32	149	4.66	807		3/2/2012	\$60.66	\$60.66	\$60.66
3/1/2012	PAY							Cash		(\$60.66)	\$0.00	\$0.00
3/8/2012	BILL	4055	R	30	117	3.9	708		4/2/2012	\$60.66	\$60.66	\$60.66
4/2/2012	PAY							Cash		(\$60.66)	\$0.00	\$0.00
4/10/2012	BILL	4100	R	29	45	1.55	302		5/2/2012	\$60.66	\$60.66	\$60.66
5/2/2012	PAY							Cash		(\$60.66)	\$0.00	\$0.00
5/8/2012	BILL	4137	R	32	37	1.16	261		6/1/2012	\$60.66	\$60.66	\$60.66
6/1/2012	PAY							Cash		(\$60.66)	\$0.00	\$0.00
6/8/2012	BILL	4151	R	30	14	0.47	16		7/2/2012	\$60.66	\$60.66	\$60.66
7/2/2012	PAY							Cash		(\$60.66)	\$0.00	\$0.00
7/10/2012	BILL	4163	R	30	12	0.4	0		8/2/2012	\$60.66	\$60.66	\$60.66
8/2/2012	PAY							Cash		(\$60.66)	\$0.00	\$0.00
8/7/2012	BILL	4172	R	31	9	0.29	0		8/30/2012	\$60.66	\$60.66	\$60.66
9/3/2012	PAY							Cash		(\$60.66)	\$0.00	\$0.00
9/7/2012	BILL	4183	R	31	11	0.35	0		10/2/2012	\$60.66	\$60.66	\$60.66
10/2/2012	PAY							Cash		(\$60.66)	\$0.00	\$0.00
10/9/2012	BILL	4191	R	29	8	0.28	17		10/31/2012	\$60.66	\$60.66	\$60.66
11/2/2012	PAY							Cash		(\$60.66)	\$0.00	\$0.00
11/6/2012	BILL	4228	R	31	37	1.19	290		12/3/2012	\$60.66	\$60.66	\$60.66
12/3/2012	PAY							Cash		(\$60.66)	\$0.00	\$0.00
12/7/2012	BILL	4343	R	31	115	3.71	619		1/4/2013	\$60.66	\$60.66	\$60.66
1/1/2013	PAY							Cash		(\$60.66)	\$0.00	\$0.00
1/9/2013	BILL	4496	R	33	153	4.64	804		2/4/2013	\$249.53	\$249.53	\$249.53
1/22/2013	CRPFRZ									(\$249.53)	\$0.00	\$0.00
2/7/2013	BILL	4626	R	29	130	4.48	895		3/5/2013	\$65.88	\$65.88	\$65.88
3/8/2013	BILL	4733	R	29	107	3.69	828		4/3/2013	\$65.88	\$131.76	\$131.76
4/2/2013	PAY							Cash		(\$65.06)	\$66.70	\$66.70
4/9/2013	BILL	4824	R	29	91	3.14	678		5/2/2013	\$65.88	\$132.58	\$132.58
5/2/2013	PAY							Cash		(\$61.23)	\$71.35	\$71.35

Transaction Date	Transaction Type	Reading	Read Code	Ref Days	CCF Usage	Average CCF/Day	Headings DDIs	Payment Type	Due Date	Transaction Amount	Current Balance	Actual Balance
5/8/2013	BILL	4873	R	31	49	1.58	262		6/3/2013	\$65.88	\$137.23	\$137.23
6/4/2013	PAY							Cash		(\$71.35)	\$65.88	\$65.88
6/6/2013	BILL	4887	R	30	14	0.47	63		7/1/2013	\$65.88	\$131.76	\$131.76
7/2/2013	PAY							Cash		(\$65.88)	\$65.88	\$65.88
7/9/2013	BILL	4899	R	30	12	0.4	0		8/1/2013	\$65.88	\$131.76	\$131.76
7/31/2013	PAY							Check		(\$65.88)	\$65.88	\$65.88
8/6/2013	BILL	4909	R	31	10	0.32	0		8/29/2013	\$65.88	\$131.76	\$131.76
9/2/2013	PAY							Cash		(\$65.88)	\$65.88	\$65.88
9/6/2013	BILL	4920	R	31	11	0.35	0		10/1/2013	\$65.88	\$131.76	\$131.76
10/4/2013	PAY							Check		(\$65.88)	\$65.88	\$65.88
10/8/2013	BILL	4930	R	29	10	0.34	36		10/31/2013	\$65.88	\$131.76	\$131.76
11/5/2013	BILL	4968	R	31	38	1.23	257		12/2/2013	\$65.88	\$197.64	\$197.64
11/6/2013	PAY							Check		(\$65.88)	\$131.76	\$131.76
12/2/2013	PAY							Cash		(\$131.76)	\$0.00	\$0.00
12/5/2013	BILL	5061	R	30	93	3.1	619		1/2/2014	\$65.88	\$65.88	\$65.88
1/1/2014	PAY							Cash		(\$65.88)	\$0.00	\$0.00
1/8/2014	BILL	5193	R	33	132	4	1002		1/31/2014	\$65.88	\$65.88	\$65.88
2/3/2014	PAY							Cash		(\$65.88)	\$0.00	\$0.00
2/6/2014	CRPFRZ									\$175.67	\$175.67	\$175.67
2/7/2014	BILL	5357	R	30	164	5.47	1053		3/4/2014	\$238.82	\$414.49	\$414.49
2/19/2014	CRPFRZ									(\$414.49)	\$0.00	\$0.00
3/11/2014	BILL	5513	R	30	156	5.2	1079		4/3/2014	\$64.89	\$64.89	\$64.89
4/2/2014	PAY							Cash		(\$64.89)	\$0.00	\$0.00
4/9/2014	BILL	5620	R	31	107	3.45	668		5/2/2014	\$64.89	\$64.89	\$64.89
5/2/2014	PAY							Cash		(\$64.89)	\$0.00	\$0.00
5/8/2014	BILL	5667	R	29	47	1.62	258		6/3/2014	\$64.89	\$64.89	\$64.89
6/2/2014	PAY							Cash		(\$64.89)	\$0.00	\$0.00
6/7/2014	BILL	5681	R	30	14	0.47	32		7/1/2014	\$64.90	\$64.90	\$64.90
7/2/2014	PAY							Cash		(\$64.90)	\$0.00	\$0.00
7/9/2014	BILL	5693	R	32	12	0.38	0		8/1/2014	\$64.89	\$64.89	\$64.89
8/4/2014	PAY							Cash		(\$64.89)	\$0.00	\$0.00
8/6/2014	BILL	5702	R	29	9	0.31	0		8/29/2014	\$64.89	\$64.89	\$64.89
9/1/2014	PAY							Cash		(\$64.89)	\$0.00	\$0.00
9/7/2014	BILL	5713	R	30	11	0.37	0		9/30/2014	\$64.89	\$64.89	\$64.89
10/3/2014	PAY							Check		(\$64.89)	\$0.00	\$0.00

Transaction Date	Transaction Type	Read Code	# of Days	CGF Usage	Average CGF/Day	Headline DPB	Payment Type	Due Date	Transaction Amount	Current Balance	Actual Balance
10/7/2014	BILL	5724	R	29	11	0.38	37	10/30/2014	\$64.89	\$64.89	\$64.89
10/20/2014	PAY						Cash		(\$64.89)	\$0.00	\$0.00
11/5/2014	BILL	5758	R	31	34	1.1	233	12/2/2014	\$64.89	\$64.89	\$64.89
12/2/2014	PAY						Cash		(\$64.89)	\$0.00	\$0.00
12/6/2014	BILL	5853	R	31	95	3.06	642	1/2/2015	\$64.89	\$64.89	\$64.89
1/1/2015	PAY						Cash		(\$64.89)	\$0.00	\$0.00
1/8/2015	BILL	5971	R	33	118	3.58	873	2/2/2015	\$64.89	\$64.89	\$64.89
2/2/2015	PAY						Cash		(\$64.89)	\$0.00	\$0.00
2/6/2015	BILL	6113	R	29	142	4.9	1047	3/3/2015	\$64.89	\$64.89	\$64.89
3/2/2015	PAY						Cash		(\$64.89)	\$0.00	\$0.00
3/3/2015	CRPFRZ								\$157.00	\$157.00	\$157.00
3/7/2015	BILL	6252	R	29	139	4.79	1120	3/31/2015	\$183.30	\$340.30	\$340.30
3/18/2015	CRPFRZ								(\$340.30)	\$0.00	\$0.00
4/8/2015	BILL	6348	R	32	96	3	706	4/30/2015	\$67.95	\$67.95	\$67.95
4/20/2015	PAY						Cash		(\$67.95)	\$0.00	\$0.00
5/6/2015	BILL	6388	R	29	40	1.38	228	6/1/2015	\$67.95	\$67.95	\$67.95
6/2/2015	PAY						Cash		(\$67.95)	\$0.00	\$0.00
6/6/2015	BILL	6404	R	30	16	0.53	32	6/30/2015	\$67.95	\$67.95	\$67.95
6/30/2015	PAY						Cash		(\$67.95)	\$0.00	\$0.00
7/7/2015	BILL	6421	R	32	17	0.53	0	7/30/2015	\$67.95	\$67.95	\$67.95
7/30/2015	PAY						Cash		(\$67.95)	\$0.00	\$0.00
8/6/2015	BILL	6435	R	30	14	0.47	0	8/31/2015	\$67.95	\$67.95	\$67.95
8/20/2015	PAY						Cash		(\$67.95)	\$0.00	\$0.00
9/5/2015	BILL	6449	R	29	14	0.48	0	9/30/2015	\$67.95	\$67.95	\$67.95
9/25/2015	PAY						Cash		(\$67.95)	\$0.00	\$0.00
10/6/2015	BILL	6471	R	32	22	0.69	40	10/29/2015	\$67.95	\$67.95	\$67.95
10/21/2015	PAY						Check		(\$67.95)	\$0.00	\$0.00
11/4/2015	BILL	6513	R	29	42	1.45	186	12/1/2015	\$67.95	\$67.95	\$67.95
11/19/2015	PAY						Cash		(\$67.95)	\$0.00	\$0.00
12/5/2015	BILL	6589	R	30	76	2.53	395	12/31/2015	\$67.95	\$67.95	\$67.95
12/18/2015	PAY						Cash		(\$67.95)	\$0.00	\$0.00
1/8/2016	BILL	6697	R	34	108	3.18	605	2/2/2016	\$67.95	\$67.95	\$67.95
1/18/2016	PAY						Cash		(\$67.95)	\$0.00	\$0.00
2/6/2016	BILL	6825	R	29	128	4.41	846	3/2/2016	\$67.95	\$67.95	\$67.95
2/26/2016	PAY						Cash		(\$67.95)	\$0.00	\$0.00

Transaction Date	Transaction Type	Reading	Read Code	# of Days	CEF Usage	Average CEF/Pay	Heating BODs	Payment Type	Due Date	Transaction Amount	Current Balance	Actual Balance
3/8/2016	BILL	6952	R	29	127	4.38	781		4/1/2016	\$67.95	\$67.95	\$67.95
3/30/2016	PAY							Cash		(\$67.95)	\$0.00	\$0.00
4/7/2016	BILL	7028	R	32	76	2.38	413		4/29/2016	\$67.95	\$67.95	\$67.95
4/25/2016	PAY							Cash		(\$67.95)	\$0.00	\$0.00
5/6/2016	BILL	7079	R	29	51	1.76	294		6/1/2016	\$67.95	\$67.95	\$67.95
5/20/2016	CRPFRZ									\$82.56	\$150.51	\$150.51
6/1/2016	PAY							Cash		(\$72.95)	\$77.56	\$77.56
6/7/2016	BILL	7107	R	30	28	0.93	102		6/30/2016	\$45.24	\$122.80	\$122.80
7/1/2016	PAY							Check		(\$70.75)	\$52.05	\$52.05
7/7/2016	LPC									\$0.78	\$52.83	\$52.83
7/7/2016	BILL	7124	R	32	17	0.53	0		7/29/2016	\$33.01	\$85.84	\$85.84
8/2/2016	PAY							Check		(\$70.84)	\$15.00	\$15.00
8/5/2016	LPC									\$0.22	\$15.22	\$15.22
8/5/2016	BILL	7140	R	29	16	0.55	0		8/29/2016	\$31.82	\$47.04	\$47.04
8/29/2016	PAY							Check		(\$47.04)	\$0.00	\$0.00
9/6/2016	BILL	7154	R	30	14	0.47	0		9/29/2016	\$29.51	\$29.51	\$29.51
9/19/2016	PAY							Cash		(\$29.51)	\$0.00	\$0.00
10/5/2016	BILL	7170	R	32	16	0.5	16		10/28/2016	\$33.67	\$33.67	\$33.67
10/20/2016	PAY							Cash		(\$33.67)	\$0.00	\$0.00
11/3/2016	BILL	7212	R	29	42	1.45	192		11/30/2016	\$73.55	\$73.55	\$73.55
11/29/2016	PAY							Check		(\$73.55)	\$0.00	\$0.00
12/6/2016	BILL	7302	R	33	90	2.73	511		1/2/2017	\$138.62	\$138.62	\$138.62
1/9/2017	LPC									\$2.07	\$140.69	\$140.69
1/9/2017	BILL	7441	R	32	139	4.34	875		2/2/2017	\$193.74	\$334.43	\$334.43
1/31/2017	CRPFRZ									(\$334.43)	\$0.00	\$0.00
2/7/2017	BILL	7573	R	31	132	4.26	817		3/3/2017	\$68.13	\$68.13	\$68.13
2/15/2017	PAY							Check		(\$68.13)	\$0.00	\$0.00
3/2/2017	PAY							Check		(\$73.13)	(\$73.13)	(\$73.13)
3/8/2017	BILL	7673	R	29	100	3.45	570		3/31/2017	\$68.13	(\$5.00)	(\$5.00)
3/8/2017	XFER									\$5.00	\$0.00	\$0.00
3/8/2017	CRPLIH									(\$73.13)	(\$73.13)	(\$73.13)
4/6/2017	BILL	7781	R	29	108	3.72	595		5/2/2017	\$68.13	(\$5.00)	(\$5.00)
4/6/2017	XFER									\$5.00	\$0.00	\$0.00
4/6/2017	CRPLIH									(\$73.13)	(\$73.13)	(\$73.13)
5/5/2017	BILL	7825	R	29	44	1.52	166		5/31/2017	\$68.13	(\$5.00)	(\$5.00)

Transaction Date	Transaction Type	Reading	Code	Read	Wof Days	GF	Average	Heating	Payment	Transaction	Current	Actual
						USERS	CG/Day	DDDS	Type	Amount	Balance	Balance
5/5/2017	XFER									\$5.00	\$0.00	\$0.00
5/6/2017	CRPLIH									(\$73.13)	(\$73.13)	(\$73.13)
6/6/2017	BILL	7859	R	32	34	1.06	108			\$68.13	(\$5.00)	(\$5.00)
6/6/2017	XFER									\$5.00	\$0.00	\$0.00
6/6/2017	CRPLIH									(\$7.48)	(\$7.48)	(\$7.48)
7/6/2017	BILL	7877	R	30	18	0.6	8		Cash	\$68.13	\$60.65	\$60.65
7/28/2017	PAY									(\$61.65)	(\$1.00)	(\$1.00)
8/4/2017	BILL	7892	R	29	15	0.52	0		Cash	\$68.13	\$67.13	\$67.13
9/4/2017	PAY									(\$67.13)	\$0.00	\$0.00
9/6/2017	BILL	7910	R	33	18	0.55	5		Cash	\$68.13	\$68.13	\$68.13
9/19/2017	PAY									(\$68.13)	\$0.00	\$0.00
10/5/2017	BILL	7925	R	29	15	0.52	18		Cash	\$68.13	\$68.13	\$68.13
10/26/2017	PAY									(\$68.13)	\$0.00	\$0.00
11/3/2017	BILL	7959	R	29	34	1.17	110		Cash	\$68.13	\$68.13	\$68.13
11/17/2017	PAY									(\$68.13)	\$0.00	\$0.00
12/6/2017	BILL	8088	R	33	129	3.91	595		Check	\$68.13	\$68.13	\$68.13
12/20/2017	PAY									(\$68.13)	\$0.00	\$0.00
1/9/2018	BILL	8306	R	34	218	6.41	1178		Banking Institutions	\$68.13	\$68.13	\$68.13
1/18/2018	PAY									(\$68.13)	\$0.00	\$0.00
2/8/2018	BILL	8443	R	29	137	4.72	811		Banking Institutions	\$68.13	\$68.13	\$68.13
2/14/2018	PAY									(\$68.13)	\$0.00	\$0.00
3/8/2018	BILL	8573	R	29	130	4.48	616		Banking Institutions	\$68.13	\$68.13	\$68.13
3/30/2018	PAY									(\$133.62)	(\$65.49)	(\$65.49)
4/5/2018	BILL	8697	R	27	124	4.59	631		Banking Institutions	\$0.00	(\$65.49)	(\$65.49)
4/5/2018	XFER									\$5.00	(\$60.49)	(\$60.49)
4/10/2018	CRPFRZ									\$129.51	\$69.02	\$69.02
4/10/2018	CANB									\$0.00	\$69.02	\$69.02
4/10/2018	BSEGCN									\$0.00	\$69.02	\$69.02
4/10/2018	BILL	8697	R	27	124	4.59	648			\$167.37	\$236.39	\$236.39
4/10/2018	ESTGAS									\$22,350.28	\$22,586.67	\$22,586.67
5/11/2018	ESTGAS									(\$22,350.28)	\$236.39	\$236.39
5/11/2018	ESTGAS									\$22,321.59	\$22,557.98	\$22,557.98

Appendix

H

Account: Rios, Ines

Action: Launch

Account: 0008 9335 1521 Name: Rios, Ines ID: 893351521

Agreement Status:	<input type="text" value="I - Inactive"/>	Status Date:	<input type="text" value="04/10/2018"/>
Status Reason:	<input type="text" value="AW - Amd Work"/>	Current CRP Start Date:	<input type="text" value="01/31/2017"/>
Agreement Type:	<input type="text" value="9.00 - 9.00% Of Income"/>	Date Recertified:	<input type="text" value=""/>
Agreement Amount:	<input type="text" value="68.13"/>		
Nbr of Persons in Household:	<input type="text" value="1"/>	Gender:	<input type="text" value="Female"/>
Nbr of Persons 18 and under:	<input type="text" value="0"/>	Nbr of Persons 62 and over:	<input type="text" value="0"/>
Monthly Household Income:	<input type="text" value="757.10"/>	74.81%	Source of Income: <input type="text" value="SSI - Ssi"/>
HH Income Change Date:	<input type="text" value=""/>		
Previous Status:	<input type="text" value="A - Active"/>	Previous Status Date:	<input type="text" value="01/31/2017"/>
Previous Type:	<input type="text" value=""/>	Previous CRP End Date:	<input type="text" value=""/>
Previous Source of Income:	<input type="text" value=""/>	Previous Nbr of Persons In Ho:	<input type="text" value="0"/>
Curable Amount:	<input type="text" value="0.00"/>		
Curable Bills Nbr:	<input type="text" value="0"/>	Nbr of Times Cured:	<input type="text" value="0"/>
Suggested CRP Agreement Type: Amount			
<input type="button" value="Calculate"/>			

