

C-2018-3003363

Specific Service Agreement Statement of Account SA- 6185690526

PGW Exhibit - 1

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Customer Name	From Date	To Date
SHARON CHATMAN	10/1/2016	10/1/2018

Service Address	Account Number	S A Number	Meter	Rate/Class
5541 W JEFFERSON ST PHIL, PA 191313537	963247690	6185690526	1790644	GS

STATEMENT

Transaction Date	Transaction Type	Read Reading	Read Code	# of Days	CCF Usage	Average CCF/Day	Heating DDDs	Payment Type	Due Date	Transaction Amount	Current Balance	Actual Balance
10/3/2016	PAY							Cash		(\$6.10)	\$361.54	\$361.54
10/10/2016	BILL	4743	R	29	31	1.07	18		11/2/2016	\$53.19	\$414.73	\$414.73
11/2/2016	PAY							Cash		(\$9.83)	\$404.90	\$404.90
11/8/2016	BILL	4889	R	31	146	4.71	243		12/5/2016	\$223.23	\$628.13	\$628.13
12/5/2016	PAY							Cash		(\$13.12)	\$615.01	\$615.01
12/10/2016	BILL	5110	R	31	221	7.13	530		1/5/2017	\$317.62	\$932.63	\$932.63
1/4/2017	PAY							Cash		(\$33.89)	\$898.74	\$898.74
1/12/2017	BILL	5448	R	34	338	9.94	992		2/7/2017	\$448.77	\$1,347.51	\$1,347.51
2/3/2017	PAY							Cash		(\$38.48)	\$1,309.03	\$1,309.03
2/11/2017	BILL	5677	R	29	229	7.9	679		3/8/2017	\$351.53	\$1,660.56	\$1,660.56
3/2/2017	PAY							Cash		(\$56.49)	\$1,604.07	\$1,604.07
3/13/2017	BILL	5879	R	29	202	6.97	560		4/5/2017	\$321.37	\$1,925.44	\$1,925.44
4/5/2017	PAY							Credit Card		(\$162.17)	\$1,763.27	\$1,763.27
4/11/2017	BILL	6112	R	31	233	7.52	613		5/5/2017	\$326.14	\$2,089.41	\$2,089.41
5/4/2017	PAY							Multiple Tenders used		(\$209.71)	\$1,879.70	\$1,879.70
5/10/2017	BILL	6172	R	29	60	2.07	151		6/5/2017	\$105.00	\$1,984.70	\$1,984.70
6/8/2017	PAY							Cash		(\$79.18)	\$1,905.52	\$1,905.52
6/10/2017	BILL	6244	R	30	72	2.4	72		7/5/2017	\$109.12	\$2,014.64	\$2,014.64
7/3/2017	PAY							Cash		(\$142.53)	\$1,872.11	\$1,872.11
7/11/2017	LPC									\$28.08	\$1,900.19	\$1,900.19
7/11/2017	BILL	6288	R	32	44	1.38	0		8/3/2017	\$72.01	\$1,972.20	\$1,972.20
8/9/2017	LPC									\$29.16	\$2,001.36	\$2,001.36
8/9/2017	BILL	6322	R	29	34	1.17	0		9/1/2017	\$58.61	\$2,059.97	\$2,059.97
9/12/2017	BILL	6364	R	31	42	1.35	5		10/5/2017	\$68.76	\$2,128.73	\$2,128.73
10/11/2017	BILL	6409	R	31	45	1.45	18		11/2/2017	\$72.27	\$2,201.00	\$2,201.00
11/8/2017	BILL	6505	R	29	96	3.31	155		12/5/2017	\$169.75	\$2,370.75	\$2,370.75
12/12/2017	BILL	6760	R	31	255	8.23	616		1/8/2018	\$350.54	\$2,721.29	\$2,721.29

Transaction Date	Transaction Type	Read Reading	Read Code	# of Days	CCF Usage	Average CCF/Day	Heating DDDs	Payment Type	Due Date	Transaction Amount	Current Balance	Actual Balance
1/13/2018	BILL	7214	R	34	454	13.35	1189		2/7/2018	\$601.65	\$3,322.94	\$3,322.94
2/13/2018	BILL	7573	R	29	359	12.38	828		3/9/2018	\$546.10	\$3,869.04	\$3,869.04
3/8/2018	PAY							Cash		(\$81.08)	\$3,787.96	\$3,787.96
3/13/2018	BILL	7830	R	31	257	8.29	665		4/6/2018	\$408.78	\$4,196.74	\$4,196.74
4/12/2018	BILL	8099	R	30	269	8.97	667		5/7/2018	\$345.20	\$4,541.94	\$4,541.94
5/16/2018	BILL	8222	R	28	123	4.39	223		6/8/2018	\$179.77	\$4,721.71	\$4,721.71

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Specific Service Agreement Statement of Account SA- 4246372609

<b>Customer Name</b>	<b>From Date</b>	<b>To Date</b>		
SHARON CHATMAN	10/1/2016	10/1/2018		
<b>Service Address</b>	<b>Account Number</b>	<b>S A Number</b>	<b>Meter</b>	<b>Rate/Class</b>
1415 S ETING ST PHIL, PA 191463704	963247690	4246372609	2242537	GS

**STATEMENT**

Transaction Date	Transaction Type	Read Reading	# of Code	CCF Usage	Average CCF/Day	Heating DDDs	Payment Type	Due Date	Transaction Amount	Current Balance	Actual Balance
10/3/2016	PAY						Cash		(\$111.90)	\$1,582.65	\$1,582.65
11/2/2016	PAY						Cash		(\$108.17)	\$1,474.48	\$1,474.48
12/5/2016	PAY						Cash		(\$104.88)	\$1,369.60	\$1,369.60
1/4/2017	PAY						Cash		(\$137.11)	\$1,232.49	\$1,232.49
2/3/2017	PAY						Cash		(\$132.52)	\$1,099.97	\$1,099.97
3/2/2017	PAY						Cash		(\$114.51)	\$985.46	\$985.46
4/5/2017	PAY						Credit Card		(\$198.83)	\$786.63	\$786.63
5/4/2017	PAY						Multiple Tenders used		(\$151.29)	\$635.34	\$635.34
6/8/2017	PAY						Cash		(\$40.82)	\$594.52	\$594.52
7/3/2017	PAY						Cash		(\$57.47)	\$537.05	\$537.05
7/11/2017	LPC								\$8.05	\$545.10	\$545.10
8/9/2017	LPC								\$8.05	\$553.15	\$553.15
3/8/2018	PAY						Cash		(\$18.92)	\$534.23	\$534.23

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**Search For Negotiated Payment Arrangement**

Search Criteria

Account... 0009 6324 7690  Chatman, Sharon

From Date: 10/01/2018

Date	Seq	Status	Comments
01/09/2018	1	Broken	ENTERED PUC PAR
09/01/2016	1	Broken	
05/04/2016	1	Broken	

3 record(s) found.

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**Negotiated Payment Arrangement**

Action

**Negotiated Payment Arrangement**

Account Information:

Account ID: 0009 6324 7690      Name: Chatman, Sharon

Arrangement Date: 01/09/2018      Monthly Payment: 279.00

Status: Broken      Broken Count: 2

Broken Date: 03/13/2018      Catch-Up Amount: 0.00      Remain Number Months: 0

Background Information:

Household Income: 1,470.00      Source of Income: EMPL - Employ

Expenses:

Rent/Mortgage: 0.00      Arrangement Type: P - Puc

Second Mortgage: 0.00      PUC Investigator: BCS# 3561003

Food: 0.00      Level of Payment:

Food Stamps: 0.00      Phone number: 215

Electric: 0.00      Total Number in Household: 2

Gas: 0.00      65 years or older: 0

Water/Sewer: 0.00      5 years or younger: 0

Total Other Expense: 0.00

Arrangement Exception Explanation: ENTERED PUC PAR

Main

Arrangement/Budget

Scheduled Payments

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**Negotiated Payment Arrangement**

Action

Negotiated Payment Arrangement...

**Down Payment Arrangement**

Due Date:  Down Payment:  Status: Broken

**Utility Arrears Arrangement**

Due Date: 02/09/2018 Total Amount: 3,274.44

Monthly Repayment:  Repay Months:

Billing Method: U - Budget  Tot React Amt: 0.00

**Non Utility Arrears Arrangement**

Due Date:  Total Amount: 0.00

Monthly Repayment:  Repay Months:

**Budget**

First Scheduled Pay Date: 02/09/2018

Suggested Budget Amount:

Pay By EFT: No

**Calculate NPAR Terms**

Show Terms

Accept Terms  Reject Terms

Main

Arrangement/Budget

Scheduled Payments

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# PHILADELPHIA GAS WORKS

## PUC

### Opening XML

**Case Number:** 3561003  
**Company Name:** PGW (PHILA. GAS WORKS (NGDC))  
**Company Code:** 0766  
**Company Type:** GAS TRANSPORTER  
**Customer First Name:** SHARON  
**Customer Middle Initial:** M  
**Customer Last Name:** CHATMAN  
**Customer Account Number:** 0963247690  
**Customer Home Phone w/ Area Code:**  
**Customer Work Phone w/ Area Code:**  
**Customer Service Class:** RESIDENTIAL  
**Customer Mail Address 1:**  
**Customer Mail Address 2:**  
**Customer Mail Address City:**  
**Customer Mail Address State:**  
**Customer Mail Address Zip:**  
**Customer Mail Address 4-Zip:**  
**Customer Service Address 1:** 5541 W. JEFFERSON STREET  
**Customer Service Address 2:**  
**Customer Service Address City:** PHILADELPHIA  
**Customer Service Address State:** PA  
**Customer Service Address Zip:** 19131  
**Customer Service Address 4-Zip:**  
**Customer Family Adults:** 2  
**Customer Family Children:** 1  
**Customer Family Age:** 6  
**Gross Income**  

Source	Income Amount
SSI	735
SSI	735

**Date Open:** 2017-09-11  
**Reason For Contact:** CAP DISPUTE (#67)  
**Term Date:** 2017-09-11  
**Business Name:** SAME  
**Case Problem:**  
**Company Position:** 09/11/2017 THE COMPANY IS ASKING FOR \$1500 TO AVOID TERMINATION OF SERVICE.  
**Related Information:**  
**Case Misc Info:** CAN CALL AT ANYTIME, NO OTHER COFNTACT INFO.  
**Hot Issue:**  
**Case Origin:** TELEPHONE

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**Prior Case Number:**  
**Universal Service:** Y  
**Arrearage:** 2517.30  
**BCS Investigator First Name:** BCS  
**BCS Investigator Last Name:** CASE POOL  
**BCS Investigator Phone w/ Area Code:** 7177875468  
**BCSIntaker First Name:** CARMELLA  
**BCSIntaker Last Name:** SMITH  
**Number Of Time Send:** 1  
**Number Of Time Faxed:** 0  
**Number Of Time Faxed:** 7177876641

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# PHILADELPHIA GAS WORKS

## PUC

### Closing XML

<b>Case Number:</b>	3561003	
<b>Company Name:</b>	PGW (PHILA. GAS WORKS (NGDC)	
<b>Company Code:</b>	0766	
<b>Company Type:</b>	GAS TRANSPORTER	
<b>Customer First Name:</b>	SHARON	
<b>Customer Middle Initial:</b>	M	
<b>Customer Last Name:</b>	CHATMAN	
<b>Account Number:</b>	963247690	
<b>Service Address 1:</b>	5541 W. JEFFERSON STREET	
<b>Service Address 2:</b>		
<b>Service City:</b>	PHILADELPHIA	
<b>Service State:</b>	PA	
<b>Service Zip 5:</b>	19131	
<b>Service Zip 4:</b>		
<b>Decision Issue:</b>	Y	
<b>Oral Written:</b>	W	
<b>Violation:</b>	NO	PGW Exhibit - <u>3</u>
<b>Chapter:</b>		Page <u>3</u> of <u>7</u>
<b>Section Rule:</b>		
<b>Total Balance:</b>	3274.44	
<b>Date Closed:</b>	2018-01-08	
<b>Resolution:</b>	DECISION ISSUED. TOTAL BALANCE IS 3,274.44 DIVIDED BY 60 MONTHS IS 55.00 PLUS 224.00 BUDGET IS 279.00. DECISION SENT TO CUST ADVISING TO PAY 279.00 SBB, 224.00 BUDGET PLUS 55.00 BEGINNING FEBRUARY 2018 DUE DATE. LEVEL 1. WAIVE LPCS. ADV TO PAY CURRENT CHARGES UNTIL PUC PAR BEGINS. ADV CRP CURE AMOUNT WOULD BE 1,825.44. ADV CU CO IS BILLING HER CORRECTLY. BILLS ARE CORRECT AS RENDERED.	
<b>Balance Date:</b>	2018-01-08	
<b>Service Restored Pay:</b>	0.00	
<b>Service Continue Amount:</b>	0.00	
<b>Service Continue Date:</b>		
<b>Terms:</b>	FEBRUARY 2018 DUE DATE	
<b>Special Budget Amount:</b>	279.00	
<b>Regular Budget Amount:</b>	224.00	
<b>Arrears Payment Plus:</b>	55.00	
<b>FinalMonthlyPayment:</b>	0.00	
<b>CurrentMonthlyPayment:</b>	0.00	
<b>EndMonthlyPayment:</b>	0.00	
<b>LetterDescription:</b>	EGW STRAIGHT PAR/NO LPCS/BUDGET + FOR LEVEL 1 HOUSEHOLDS	
<b>HeadDate:</b>	2018-01-10	
<b>Paragraph:</b>		

**Bill Date:**  
**Reconnect Amount:** 0  
**Pay Amount:** 0.00  
**BCS Investigator First Name:** DENNIS  
**BCS Investigator Last Name:** SCATTON  
**Number Of Time Send:** 1  
**Number Of Time Faxed:** 0  
**PUC Fax:** 7177876641

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# PHILADELPHIA GAS WORKS

## PUC

### Opening XML

<b>Case Number:</b>	3613281	
<b>Company Name:</b>	PGW (PHILA. GAS WORKS (NGDC)	
<b>Company Code:</b>	0766	
<b>Company Type</b>	GAS TRANSPORTER	
<b>Customer First Name:</b>	SHARON	
<b>Customer Middle Initial:</b>	M	
<b>Customer Last Name:</b>	CHATMAN	
<b>Customer Account Number:</b>	888888888	
<b>Customer Home Phone w/ Area Code:</b>		
<b>Customer Work Phone w/ Area Code:</b>		
<b>Customer Service Class:</b>	RESIDENTIAL	
<b>Customer Mail Address 1:</b>		
<b>Customer Mail Address 2:</b>		
<b>Customer Mail Address City:</b>		
<b>Customer Mail Address State:</b>		
<b>Customer Mail Address Zip:</b>		
<b>Customer Mail Address 4-Zip:</b>		
<b>Customer Service Address 1:</b>	5541 W. JEFFERSON STREET	
<b>Customer Service Address 2:</b>		
<b>Customer Service Address City:</b>	PHILADELPHIA	
<b>Customer Service Address State:</b>	PA	
<b>Customer Service Address Zip:</b>	19131	
<b>Customer Service Address 4-Zip:</b>		
<b>Customer Family Adults:</b>	2	
<b>Customer Family Children:</b>	2	
<b>Customer Family Age:</b>	1,3	
<b>Gross Income</b>		
<b>Source</b>	<b>Income Amount</b>	
A1-SSI	235	
A2- SSI	235	
<b>Date Open:</b>	2018-05-10	
<b>Reason For Contact:</b>	STRAIGHT OFF- SVC TERMINATED/SUSPENDED-NO DISPUTE- PAR NEEDED (# 82)	
<b>Term Date:</b>	2018-05-09	
<b>Business Name:</b>	SAME	
<b>Case Problem:</b>		
<b>Company Position:</b>	05/10/2018 CO REQUESTING \$2150 TO RESTORE SERVICE.	
<b>Related Information:</b>	OFF// CU REQUESTING PUC ASSISTANCE WITH LOWER RESTORATION AMOUNT AND PAR FOR THE REMAINDER OF HER BALANCE	
<b>Case Misc Info:</b>	CAN CALL AT ANYTIME, NO OTHER COFNTACT INFO.	
<b>Hot Issue:</b>		
<b>Case Origin:</b>	TELEPHONE	
<b>Prior Case Number:</b>	3561003	
<b>Universal Service:</b>	M	
<b>Arrearage:</b>	0	
<b>BCS Investigator First Name:</b>	BCS	
<b>BCS Investigator Last Name:</b>	CASE POOL	
<b>BCS Investigator Phone w/ Area Code:</b>	7177875468	
<b>BCSIntaker First Name:</b>	RICKY	
<b>BCSIntaker Last Name:</b>	WJAYA	
<b>Number Of Time Send:</b>	1	
<b>Number Of Time Faxed:</b>	0	
<b>Number Of Time Faxed:</b>	7177876641	

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# PHILADELPHIA GAS WORKS

## PUC

### Closing XML

**Case Number:** 3613281  
**Company Name:** PGW (PHILA. GAS WORKS (NGDC))  
**Company Code:** 0766  
**Company Type:** GAS TRANSPORTER  
**Customer First Name:** SHARON  
**Customer Middle Initial:** M  
**Customer Last Name:** CHATMAN  
**Account Number:** 963247690  
**Service Address 1:** 5541 W. JEFFERSON STREET  
**Service Address 2:**  
**Service City:** PHILADELPHIA  
**Service State:** PA  
**Service Zip 5:** 19131  
**Service Zip 4:**  
**Decision Issue:** N PGW Exhibit - 3  
**Oral Written:**  
**Violation:** NO Page 6 of 7  
**Chapter:**  
**Section Rule:**  
**Total Balance:** 5076.17  
**Date Closed:** 2018-05-16  
**Resolution:** DISMISSAL LETTER ISSUED-- PER 1405D-- CUSTOMER HAD A PRIOR PUC PAR (#3561003) BEGINNING 2/18-- DEFAULTED. NO CII. PUC UNABLE TO ASSIST. CASE DISMISSED. PER COMPANY REPORT: 1) IN ORDER TO RE-ENROLL IN THE CRP AND RESTORE SERVICE, THE CUSTOMER WOULD BE REQUIRED TO PAY \$2,322.54 CRP CURE + \$123.23 RECONNECTION FEE FOR A TOTAL OF \$2,445.77 AND VISIT A PGW OFFICE WITH ALL REQUIRED DOCUMENTATION. THE MONTHLY PAYMENT WILL BE BASED ON INCOME SHOWN. OR 2) IF THE CUSTOMER DOES NOT WISH TO ENROLL IN THE CRP, IS DETERMINED TO BE INELIGIBLE FOR THE CRP, OR THE CRP IS DETERMINED TO BE NON-BENEFICIAL, THE CUSTOMER WOULD BE REQUIRED TO PAY \$5,076.17 ACCOUNT BALANCE + \$123.23 RECONNECTION FEE FOR A TOTAL OF \$5,199.40 TO RESTORE SERVICE. THE SECURITY DEPOSIT REQUIREMENT HAS BEEN WAIVED DUE TO LEVEL 1 INCOME.

**Balance Date:** 2018-05-10  
**Service Restored Pay:** 0.00  
**Service Continue Amount:** 0.00  
**Service Continue Date:**  
**Terms:**  
**Special Budget Amount:** 0.00  
**Regular Budget Amount:** 0.00  
**Arrears Payment Plus:** 0.00  
**FinalMonthlyPayment:** 0.00

**CurrentMonthlyPayment:** 0.00  
**EndMonthlyPayment:** 0.00  
**LetterDescription:**  
**HeadDate:** 2018-05-18  
**Paragraph:**  
**Bill Date:**  
**Reconnect Amount:** 0  
**Pay Amount:** 0.00  
**BCS Investigator First Name:** RICKY  
**BCS Investigator Last Name:** WIJAYA  
**Number Of Time Send:** 1  
**Number Of Time Faxed:** 0  
**PUC Fax:** 7177876641

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