

Specific Service Agreement Statement of Account SA- 1815427330

PGW Exhibit - 1

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Customer Name	From Date	To Date		
VIVIAN FIGUEIREDO	10/25/2016	10/25/2018		
Service Address	Account Number	S A Number	Meter	Rate/Class
616A MAYFAIR ST PHIL, PA 191202646	4116799247	1815427330	1626376	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
11/2/2016	PAY							Check		(\$55.00)	\$834.64	\$834.64
11/17/2016	LPC									\$12.51	\$847.15	\$847.15
11/17/2016	BILL	5465	R	30	21	0.7	317		12/13/2016	\$41.59	\$888.74	\$888.74
11/30/2016	PAY							Check		(\$55.00)	\$833.74	\$833.74
12/19/2016	LPC									\$12.50	\$846.24	\$846.24
12/19/2016	BILL	5511	R	30	46	1.53	652		1/13/2017	\$73.33	\$919.57	\$919.57
12/28/2016	PAY							Check		(\$55.00)	\$864.57	\$864.57
1/23/2017	LPC									\$12.96	\$877.53	\$877.53
1/23/2017	BILL	5574	R	35	63	1.8	946		2/15/2017	\$97.63	\$975.16	\$975.16
1/25/2017	PAY							Check		(\$55.00)	\$920.16	\$920.16
2/21/2017	LPC									\$13.80	\$933.96	\$933.96
2/21/2017	BILL	5603	R	28	29	1.04	691		3/16/2017	\$53.24	\$987.20	\$987.20
2/22/2017	PAY							Check		(\$55.00)	\$932.20	\$932.20
3/21/2017	LPC									\$13.98	\$946.18	\$946.18
3/21/2017	BILL	5633	R	31	30	0.97	654		4/13/2017	\$55.03	\$1,001.21	\$1,001.21
3/22/2017	PAY							Check		(\$55.00)	\$946.21	\$946.21
4/19/2017	PAY							Check		(\$55.00)	\$891.21	\$891.21
4/20/2017	LPC									\$13.36	\$904.57	\$904.57
4/20/2017	BILL	5661	R	30	28	0.93	340		5/15/2017	\$54.46	\$959.03	\$959.03
5/17/2017	PAY							Check		(\$55.00)	\$904.03	\$904.03
5/18/2017	LPC									\$13.56	\$917.59	\$917.59
5/18/2017	BILL	5682	R	28	21	0.75	153		6/13/2017	\$42.18	\$959.77	\$959.77
6/14/2017	PAY							Check		(\$55.00)	\$904.77	\$904.77
6/16/2017	BPTOCG									\$123.23	\$1,028.00	\$1,028.00
6/20/2017	BILL	5700	R	33	18	0.55	29		7/14/2017	\$37.57	\$1,065.57	\$1,065.57
7/3/2017	PAY							Credit Card		(\$174.23)	\$891.34	\$891.34
7/12/2017	PAY							Check		(\$55.00)	\$836.34	\$836.34

Transaction Date	Transaction Type	Reading	Read Code	# of Days	CCF Usage	Average CCF/Day	Heating DDDs	Payment Type	Due Date	Transaction Amount	Current Balance	Actual Balance
7/20/2017	BILL	5708	R	29	8	0.28	0		8/11/2017	\$23.77	\$860.11	\$860.11
8/9/2017	PAY							Check		(\$55.00)	\$805.11	\$805.11
8/17/2017	BILL	5715	R	29	7	0.24	0		9/12/2017	\$22.43	\$827.54	\$827.54
9/6/2017	PAY							Check		(\$4.00)	\$823.54	\$823.54
9/19/2017	LPC									\$12.35	\$835.89	\$835.89
9/19/2017	BILL	5728	R	33	13	0.39	7		10/12/2017	\$30.08	\$865.97	\$865.97
10/4/2017	PAY							Check		(\$55.00)	\$810.97	\$810.97
10/18/2017	LPC									\$12.16	\$823.13	\$823.13
10/18/2017	BILL	5739	R	29	11	0.38	40		11/13/2017	\$29.12	\$852.25	\$852.25
11/1/2017	PAY							Check		(\$60.00)	\$792.25	\$792.25
11/17/2017	LPC									\$11.88	\$804.13	\$804.13
11/17/2017	BILL	5767	R	30	28	0.93	325		12/13/2017	\$51.50	\$855.63	\$855.63
11/29/2017	PAY							Check		(\$60.00)	\$795.63	\$795.63
12/19/2017	LPC									\$11.93	\$807.56	\$807.56
12/19/2017	BILL	5823	R	32	56	1.75	735		1/17/2018	\$89.91	\$897.47	\$897.47
12/27/2017	PAY							Check		(\$60.00)	\$837.47	\$837.47
1/23/2018	LPC									\$12.56	\$850.03	\$850.03
1/23/2018	BILL	5950	R	35	127	3.63	1178		2/15/2018	\$186.07	\$1,036.10	\$1,036.10
1/24/2018	PAY							Check		(\$60.00)	\$976.10	\$976.10
2/21/2018	PAY							Check		(\$60.00)	\$916.10	\$916.10
2/21/2018	LPC									\$13.74	\$929.84	\$929.84
2/21/2018	BILL	6023	R	29	73	2.52	740		3/16/2018	\$127.52	\$1,057.36	\$1,057.36
3/21/2018	PAY							Check		(\$60.00)	\$997.36	\$997.36
3/22/2018	LPC									\$14.96	\$1,012.32	\$1,012.32
3/22/2018	BILL	6080	R	28	57	2.04	669		4/17/2018	\$93.32	\$1,105.64	\$1,105.64
4/18/2018	PAY							Check		(\$60.00)	\$1,045.64	\$1,045.64
4/21/2018	LPC									\$15.68	\$1,061.32	\$1,061.32
4/21/2018	BILL	6116	R	30	36	1.2	549		5/15/2018	\$59.84	\$1,121.16	\$1,121.16
5/16/2018	PAY							Check		(\$60.00)	\$1,061.16	\$1,061.16
5/22/2018	LPC									\$15.91	\$1,077.07	\$1,077.07
5/22/2018	BILL	6138	R	29	22	0.76	147		6/15/2018	\$45.66	\$1,122.73	\$1,122.73
6/13/2018	PAY							Check		(\$60.00)	\$1,062.73	\$1,062.73
6/21/2018	LPC									\$15.94	\$1,078.67	\$1,078.67
6/21/2018	BILL	6155	R	32	17	0.53	15		7/16/2018	\$39.18	\$1,117.85	\$1,117.85
7/11/2018	PAY							Check		(\$60.00)	\$1,057.85	\$1,057.85

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
7/21/2018	BILL	6166	R	30	11	0.37	0		8/14/2018	\$29.58	\$1,087.43	\$1,087.43
8/8/2018	PAY							Check		(\$60.00)	\$1,027.43	\$1,027.43
8/21/2018	LPC									\$15.41	\$1,042.84	\$1,042.84
8/21/2018	BILL	6175	R	29	9	0.31	0		9/14/2018	\$26.92	\$1,069.76	\$1,069.76
9/5/2018	PAY							Check		(\$60.00)	\$1,009.76	\$1,009.76
9/21/2018	BILL	6185	R	33	10	0.3	8		10/16/2018	\$28.23	\$1,037.99	\$1,037.99
10/3/2018	PAY							Check		(\$60.00)	\$977.99	\$977.99
10/19/2018	BILL	6196	R	29	11	0.38	71		11/14/2018	\$29.49	\$1,007.48	\$1,007.48

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**Search For Negotiated Payment Arrangement**

Search Criteria

Account... 0041 1679 9247  Figueiredo, Vivian

From Date: 10/25/2018

Apply Criteria

OK

Cancel

Date	Seq	Status	Comments
07/11/2017	1	Broken	
06/10/2015	1	Broken	PUC PAR
07/01/2013	1	Broken	
12/01/2010	1	Canceled	
12/01/2010	2	Broken	
11/22/2010	1	Broken	
10/28/2010	1	Broken	
06/30/2010	1	Broken	

13 record(s) found.

**Search For Negotiated Payment Arrangement**

Search Criteria

Account... 0041 1679 9247  Figueiredo, Vivian

From Date: 10/25/2018

Apply Criteria

OK

Cancel

Date	Seq	Status	Comments
10/28/2010	1	Broken	
06/30/2010	1	Broken	
03/26/2010	1	Broken	PUC-BCS# 2656101
02/16/2010	1	Broken	
04/02/2009	1	Broken	
11/04/2008	1	Broken	
05/23/2005	1	Broken	

13 record(s) found.

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Negotiated Payment Arrangement

Action

Negotiated Payment Arrangement...

**Account Information**

Account ID: 0041 1679 9247      Name: Figueiredo, Vivian  
 Arrangement Date: 06/10/2015      Monthly Payment: 98.00  
 Status: Broken      Broken Count: 2  
 Broken Date: 11/18/2015      Catch-Up Amount: 0.00      Remain Number Months: 0

**Background Information**

Household Income: 3,600.00      Source of Income: EMPL - Employi v  
 Expenses:

Rent/Mortgage: 0.00      Arrangement Type: P - Puc v  
 Second Mortgage: 0.00      PUC Investigator: BCS#3353927  
 Food: 0.00      Level of Payment:  
 Food Stamps: 0.00      Phone number: 215 [ ] [ ]  
 Electric: 0.00  
 Gas: 0.00      Total Number in Household: 4  
 Water/Sewer: 0.00      65 years or older: 0  
 Total Other Expense: 0.00      5 years or younger: 0

Arrangement Exception Explanation: 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: 07/17/2015 Total Amount: 1,215.77  
 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: 07/17/2015  
 Suggested Budget Amount:   
 Pay By EFT:

Calculate NPAR Terms

Arrangement/Budget  
 Scheduled Payments

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```

<?xml version="1.0" ?>
- <Cases xmlns="x-
  schema:http://pucksi.state.pa.us/DataEx/Schema/OpeningDataSend.xdr">
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    <PUCAAddress>P O Box 3265, Harrisburg, PA 17105</PUCAAddress>
  - <Case>
    <CaseNbr>3353927</CaseNbr>
    <CompanyName>PGW (PHILA. GAS WORKS (NGDC))</CompanyName>
    <CompanyCode>0766</CompanyCode>
    <CompanyType>GAS TRANSPORTER</CompanyType>
  - <Customer>
    <CustomerFirstName>VIVIAN</CustomerFirstName>
    <CustomerLastName>FIGUEIREDO</CustomerLastName>
    <AccountNumber>8888888888</AccountNumber>
    <ServiceClass>RESIDENTIAL</ServiceClass>
  - <CustomerServAddress>
    <ServAddress1>616A MAYFAIR STREET</ServAddress1>
    <ServCity>PHILADELPHIA</ServCity>
    <ServState>PA</ServState>
    <ServZip5>19120</ServZip5>
  </CustomerServAddress>
  - <Family>
    <Adults>2</Adults>
    <Children>2</Children>
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  </Family>
  - <GrossIncome>
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  </GrossIncome>
</Customer>
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<ReasonForContact>ON - PAR NEEDED (# 61)</ReasonForContact>
<TermDate>2015-06-08</TermDate>
<BusinessName>SM</BusinessName>
<CompanyPosition>06/08/2015 440</CompanyPosition>
<RelatedInformation>STRAIGHT PAR THE CELL PHONE NUMBER (215) 237 -
  5526 HAS BEEN ALLOWED TO BE SHARED. THE EMAIL ADDRESS
  LADYVIV01@AOL.COM HAS BEEN ALLOWED TO BE
  SHARED.</RelatedInformation>
<CaseOrigin>TELEPHONE</CaseOrigin>
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<UniversalService>Y</UniversalService>
<Arrearage>1165</Arrearage>
- <OtherInfo>
  <BCSInvestigatorFName>BCS</BCSInvestigatorFName>
  <BCSInvestigatorLName>CASE POOL</BCSInvestigatorLName>
  <BCSInvestigatorPhone AreaCode="717">7870000</BCSInvestigatorPhone>
  <BCSIntakerFName>SANDRA</BCSIntakerFName>
  <BCSIntakerLName>YATES</BCSIntakerLName>

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```

- <Case xmlns="x-
  schema:http://pucksi.state.pa.us/DataEx/Schema/ClosingDataSend.xdr">
  <CaseNbr>3353927</CaseNbr>
  <CompanyName>PGW (PHILA. GAS WORKS (NGDC))</CompanyName>
  <CompanyCode>0766</CompanyCode>
  <CompanyType>GAS TRANSPORTER</CompanyType>
- <Customer>
  <CustomerFirstName>VIVIAN</CustomerFirstName>
  <CustomerLastName>FIGUEIREDO</CustomerLastName>
  <AccountNumber>4116799247</AccountNumber>
- <CustomerServAddress>
  <ServAddress1>616A MAYFAIR STREET</ServAddress1>
  <ServCity>PHILADELPHIA</ServCity>
  <ServState>PA</ServState>
  <ServZip5>19120</ServZip5>
  </CustomerServAddress>
</Customer>
<DecisionIssue>Y</DecisionIssue>
<OralWritten>W</OralWritten>
<Violation>NO</Violation>
<TotalBalance>1215.77</TotalBalance>
<DateClosed>2015-06-09</DateClosed>
<Resolution>LEVEL 2, BB 64.00 + 34.00 = 98.00 BEGINNING JULY
  2015.</Resolution>
<BalanceDate>2015-06-09</BalanceDate>
<Terms>JULY 2015 BILL DUE DATE</Terms>
<SpecialBudgetAmount>98.00</SpecialBudgetAmount>
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<ArrearsPaymentPlus>34.00</ArrearsPaymentPlus>
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</OtherInfo>
</Case>

```

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# PHILADELPHIA GAS WORKS

## PUC

### Opening XML

**Case Number:** 3630878  
**Company Name:** PGW (PHILA. GAS WORKS (NGDC))  
**Company Code:** 0766  
**Company Type:** GAS TRANSPORTER  
**Customer First Name:** VIVIAN  
**Customer Middle Initial:**  
**Customer Last Name:** FIGUEREDO  
**Customer Account Number:** 4116799247  
**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:** 616A MAYFAIR STREET  
**Customer Service Address 2:**  
**Customer Service Address City:** PHILADELPHIA  
**Customer Service Address State:** PA  
**Customer Service Address Zip:** 19120  
**Customer Service Address 4-Zip:**  
**Customer Family Adults:** 3  
**Customer Family Children:** 0  
**Customer Family Age:**  
**Gross Income**  

Source	Income Amount
A1 WAGES	3504.80
A2 STDNT	0
A3 STDNT	0

**Date Open:** 2018-07-09  
**Reason For Contact:** ON - PAR NEEDED (# 61)  
**Term Date:** 2018-07-09  
**Business Name:** SM  
**Case Problem:**  
**Company Position:** 07/09/2018 PAY \$1062 TO AVOID SHUT OFF, CU HAS BROKEN MULTIPLE CO ARRANGEMENTS. CONTACT THE PUC PAR TO MAINTAIN SERVICE. THE CELL PHONE NUMBER (215) 237 - 5526 HAS BEEN ALLOWED TO BE SHARED.  
**Related Information:**  
**Case Misc Info:**  
**Hot Issue:**

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**Case Origin:** TELEPHONE  
**Prior Case Number:**  
**Universal Service:** M  
**Arrearage:** 1062  
**BCS Investigator First Name:** BCS  
**BCS Investigator Last Name:** CASE POOL  
**BCS Investigator Phone w/ Area Code:** 7177875468  
**BCSIntaker First Name:** MELANIE  
**BCSIntaker Last Name:** SCOTT  
**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

**Case Number:** 3630878  
**Company Name:** PGW (PHILA. GAS WORKS (NGDC))  
**Company Code:** 0766  
**Company Type:** GAS TRANSPORTER  
**Customer First Name:** VIVIAN  
**Customer Middle Initial:**  
**Customer Last Name:** FIGUEIREDO  
**Account Number:** 4116799247  
**Service Address 1:** 616A MAYFAIR STREET  
**Service Address 2:**  
**Service City:** PHILADELPHIA  
**Service State:** PA  
**Service Zip 5:** 19120  
**Service Zip 4:**  
**Decision Issue:** N  
**Oral Written:** W  
**Violation:** NO  
**Chapter:**  
**Section Rule:**  
**Total Balance:** 1087.43  
**Date Closed:** 2018-08-09  
**Resolution:** DISMISSAL LETTER ISSUED: CASE DISMISSED PER 1405(D) - CUSTOMER DEFAULTED ON PUC PAR 3353927. CASE CLOSED.  
**Balance Date:** 2018-08-01  
**Service Restored Pay:** 0.00  
**Service Continue Amount:** 0.00  
**Service Continue Date:**  
**Terms:** PGW Exhibit - 3  
**Special Budget Amount:** 0.00  
**Regular Budget Amount:** 68.00  
**Arrears Payment Plus:** 0.00  
**FinalMonthlyPayment:** 0.00  
**CurrentMonthlyPayment:** 0.00  
**EndMonthlyPayment:** 0.00  
**LetterDescription:**  
**HeadDate:** 2018-08-13  
**Paragraph:**  
**Bill Date:**  
**Reconnect Amount:** 0  
**Pay Amount:** 0.00  
**BCS Investigator First Name:** JOHN  
**BCS Investigator Last Name:** AUSTIN  
**Number Of Time Send:** 1  
**Number Of Time Faxed:** 0  
**PUC Fax:** 7177876641  
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