

Search For Negotiated Payment Arrangement

Search Criteria

Account: 0002 1142 2931 Brooks, Jason Reed

From Date: 12/12/2018

Date	Seq	Status	Comments
11/18/2016	1	Broken	
08/31/2015	1	Broken	
03/17/2015	1	Broken	
01/29/2015	1	Broken	

4 record(s) found.

Credit Collection Event Siblings

Account: 0002 1142 2931 Brooks, Jason Reed

Credit Collection Events:

- 07/12/2017, FINAL, Authorized
- 07/01/2017, 56.96, Authorized
- 06/23/2017, D5693, Authorized
- 06/19/2017, H5691, Authorized
- 05/19/2017, PAY30, Authorized
- 01/28/2017, WAGNT, Canceled

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PA PUBLIC UTILITY COMMISSION
SECRETARY'S BUREAU

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

Your bill is past due. As a result, PGW will shut off gas to 460 E MECHANIC ST on or after 8 a.m. on Jul 03, 2017. This notice will remain effective for 60 days. To talk about your bill or this notice, call our office at 215-235-1777.

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

- Arrange to pay your past due amount of \$2,031.29.
- Pay the amount you owe on your payment plan.
- Show us a payment receipt for the past due amount.
- Make a payment arrangement (you may be eligible for a special assistance program).
- Contact us to dispute the bill.

At a minimum, you may have to pay all of the following before we turn your service on:

Past Due Amount	\$2,031.29
Security Deposit	\$316.00
Turn On Charge	\$123.23
Total	\$2,470.52

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

You are also responsible for all gas service provided to you that is now or has become past due. If shut off, you may be required to pay more than the amount on this notice to have gas turned on.

MEDICAL EMERGENCY NOTICE

LET US KNOW IF SOMEONE LIVING IN YOUR HOME IS SERIOUSLY ILL OR HAS A MEDICAL CONDITION. WE WILL NOT SHUT OFF YOUR SERVICE during such illness, provided you:

1. Have your licensed physician, physician's assistant or nurse practitioner certify by phone or in writing that such an illness exists and that it may be aggravated if your service is shut off; and
2. Make arrangements to pay your current bills. You must provide us with household income and occupant information to determine your payment terms while protected under the medical certification.
3. Contact us by calling 215-235-1777.
4. HAVE A LICENSED PHYSICIAN, PHYSICIAN'S ASSISTANT OR NURSE PRACTITIONER SEND PGW A LETTER WITHIN 3 DAYS, VERIFYING THE MEDICAL CONDITION.

IMPORTANT TO KNOW - BEFORE WE SHUT OFF YOUR GAS SERVICE

- You may be eligible for a payment agreement or special assistance program. Enrollment into this program may be a way of avoiding shut off. Contact us immediately at 215-235-1777 to find out if you're eligible, and how to enroll. Documentation of your income may be required.
- If you have questions or need more information, please call us today at 215-235-1777 or write us at P.O. Box 3500, Philadelphia, PA 19122. After you talk with PGW, if you are not satisfied, you may file a complaint with the Pennsylvania Public Utility Commission (PUC). The PUC may delay the shutoff if you file the complaint before the shut-off date. To contact them call 1 (800) 692-7380 or write to: Pennsylvania Public Utility Commission, P.O. Box 3265, Harrisburg, PA 17105-3265.
- If you have a valid Protection From Abuse order from a court, there are additional protections available to you. Call us immediately at 215-235-1777. You will be required to provide us with a copy of the order.

- Call us if your landlord pays your utility bill. You have certain legal protections.
- If you have trouble understanding or speaking English call us for free interpretation.
- Please contact us if you are disabled and need assistance.
- All adult occupants of the premises whose names are on the mortgage, deed or lease are considered the 'customer' and are responsible for payment of the bill. If service is shut off ANY adult occupant who has been living at the premises may have to pay all or portions of this bill to have service restored.
- If your service is shut off, you must contact us after your payment has been made to be sure you have met all conditions to have the service turned on and to arrange access to your premises. It may take up to seven days to have your service restored.

WINTER SHUT OFF PROVISIONS Dec. 1-March 31

- Contact us before the shut off date to give us household and occupant information to see if you qualify for any assistance programs.
- If you are low income there are special rules about whether we may shut off your gas in the winter. Add together the monthly income in your household. Look at the chart below to determine your group. You may need to provide us with proof of income.
- If your income is 150% of the federal poverty guidelines or below, we must first ask the PUC for permission to shut off your service. We will notify you prior to shutting off service if we ask the PUC for permission to terminate your gas service.
- If your income is above 150% but does not exceed 250% of the federal poverty guidelines, we will not shut off your service if one of these conditions applies to you:
 - o Someone in your household is 12 or younger or 65 or older; or
 - o You have paid at least one-half of your last two monthly gas bills; or
 - o If over the last two months you have paid at least 15% of your household income toward the gas bills.
- If we reconnect your service during the winter months (between December 1st and March 31st) we will restore your service within 24 hours of you meeting all requirements to have service reconnected. When street digging is required, it may take up to seven days.

Federal Poverty Guidelines (FPG) 2017		
Household Size	Your income is 150% of the FPG or below if your monthly gross is:	Your income is between 151% - 250% of the FPG if your monthly gross is:
1	\$1,508 or less	\$1,509-\$2,513
2	\$2,030 or less	\$2,031-\$3,383
3	\$2,553 or less	\$2,554-\$4,254
4	\$3,075 or less	\$3,076-\$5,125
Each add. person add	\$523	\$524-\$871

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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: 0211422931
 Notice Date: Jun 19, 2017
 Please Pay: \$2,031.29

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

Amount Enclosed:

A PUBLIC UTILITY COMMISSION
 SECRETARY'S BUREAU

001033 000001206
 JASON BROOKS
 480 E MECHANIC ST
 PHILA PA 19144-1120

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

PGW Exhibit - 2
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PHILADELPHIA GAS WORKS

800 W. MONTGOMERY AVENUE, PHILADELPHIA, PA 19122-0009

Fecha del aviso:

Jun 19, 2017

Número de cuenta:

0211422931

AVISO DE DESCONEXIÓN EN 10 DÍAS

¡Es posible que se desconecte su servicio de gas!

Debido a que su factura está vencida, desconectaremos su servicio de gas a 460 E MECHANIC ST a las 8:00 AM del Jul 03, 2017 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:

- Hace un acuerdo de pago de su importe atrasado de \$2,031.29.
- Paga el importe que adeuda de su plan de pagos.
- Nos muestra su recibo de pago del importe atrasado.
- Hace un acuerdo de pago o es posible que califique para un program de ayuda especial.
- Se comunica con nosotros para disputar la factura.

Como mínimo, tendrá que pagar todo lo siguiente antes de que desconectemos su servicio de:

Importe vencido	\$2,031.29
Depósito de seguridad	\$316.00
Cargo de reconexión	\$123.23
Total	\$2,470.52

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

Usted también es responsable de todo el servicio de gas en el futuro reconectado y debe pagar el importe de este aviso para que se le reconecte el gas.

AVISO DE EMERGENCIA MÉDICAS

AVISENOS SI ALGUIEN QUE VIVE EN SU CASA ESTÁ GRAVEMENTE ENFERMO O TIENE UN PROBLEMA MÉDICO. NO LE DESCONECTAREMOS EL SERVICIO durante dicha enfermedad si usted:

1. Le pide a su médico, asistente de médico o enfermera con licencia para ejercer que certifique por teléfono o por escrito la existencia de la enfermedad y que podría agravarse si le cortan el servicio y 2. Hace arreglos para pagar sus cuentas actuales. Debe proporcionarnos información de los ingresos de su familia y sus ocupaciones para que determinemos los términos de su pago mientras tenga la protección de la certificación médica.
3. Se comunica con nosotros al 215-235-1777.
4. SU MÉDICO, ASISTENTE DE MÉDICO O ENFERMERA CON LICENCIA PARA EJERCER DEBERÁ ENVIAR UNA CARTA A PGW EN UN PLAZO DE 3 DÍAS PARA VERIFICAR SU ENFERMEDAD O PROBLEMA MÉDICO.

COSAS IMPORTANTES QUE DEBE SABER -

ANTES DE QUE DESCONECTEMOS SU SERVICIO DE GAS

• Comuníquese inmediatamente con nosotros llamando al 215-235-1777 para determinar cómo entrar en un arreglo de pago (si es elegible) y además se puede encontrar solicitudes y dónde se las puede presentar para la inscripción en uno de nuestros programas universales de servicios.

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

• Si tiene una orden de Protección Contra Abuso (Protection From Abuse) 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.

• Es posible que sea elegible para un acuerdo de pago o para programas de ayuda especiales y la inscripción en este programa tal vez sea una manera de evitar la desconexión. Llame al 215-235-1777 inmediatamente para proporcionarnos los ingresos de su grupo familiar y la información de los ocupantes. Es posible que se requiera documentación de sus ingresos, como recibos de pago o documentos de impuestos.

• Llámemos si la persona que le alquila la propiedad paga sus facturas de servicios públicos. Usted tiene ciertas protecciones legales.

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

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

• Si se desconecta su servicio, es posible que se le exija que pague cualquier factura adicional que esté vencida para reponer su servicio.

• Se considera "el cliente" a todos los ocupantes adultos de las instalaciones cuyos nombres figuran en la hipoteca, el título de propiedad o el alquiler, y son responsables del pago de la factura.

• Si se desconecta el servicio es posible que CUALQUIER adulto que haya vivido en las instalaciones deba pagar toda la factura o parte de la misma para que se reconecte el servicio.

• Si se desconecta el servicio, se debe comunicar con nosotros después de haber hecho el pago para asegurarse de que se haya cumplido con todas las condiciones para la reconexión del servicio y coordinar el acceso a sus instalaciones. Es posible que se demore hasta siete días en reconectar su servicio.

DISPOSICIONES PARA LA DESCONEXIÓN EN INVIERNO del

1 de diciembre al 31 de marzo

• Comuníquese con nosotros antes de la fecha de desconexión para darnos la información del grupo familiar y de los ocupantes para ver si califica para alguno de los programas de ayuda.

• Si tiene ingresos bajos, hay reglas especiales sobre si podemos o no desconectar su gas durante el invierno. Sume todos los ingresos mensuales de su grupo familiar. Mire la tabla a continuación para determinar su grupo. Es posible que nos deba proporcionar una prueba de sus ingresos.

• Si sus ingresos son iguales al 150% de las Directrices Federales de Pobreza o menores, primero tenemos que pedir autorización a la PUC para desconectar su servicio. Le avisaremos antes de desconectar el servicio si le pedimos autorización a la PUC para desconectar su servicio de gas.

• Si sus ingresos son mayores del 150% pero no exceden el 250% de las Directrices Federales Federales de Pobreza, no le desconectaremos el servicio si una de estas condiciones se aplica a usted:

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

Directrices Federales de Pobreza (FPG) 2017

Tamaño del grupo familiar incluyendo niños	Sus ingresos mensuales son el 150% de la FPG o inferiores si son de:	Su ingreso está comprendido entre el 151% y el 250% del FPG si su ingreso mensual es:
1	\$1,508 o menos	\$1,509-\$2,513
2	\$2,030 o menos	\$2,031-\$3,383
3	\$2,553 o menos	\$2,554-\$4,254
4	\$3,075 o menos	\$3,076-\$5,125
Cada persona adicional agrega	\$523	\$524-\$871

• Si le reconectamos el servicio durante los meses de invierno (entre el 1 de diciembre y el 31 de marzo) le restableceremos el servicio dentro de 24 horas de haber cumplido con todos los requisitos para que se le reconecte el servicio. Donde se requiera la excavación de la calle, es posible que esto demore 7 días.

PL_20170619180101.dml-2008-000001208

Customer Contact Service

Date: 07/12/2017 Time: 10:57:00 AM Source: Related Trans:

CC Type: SERV - Service Created: 07/12/2017 at 10:57:09 AM by: DFIAL

Area: 800 - Residential General Service Changed: at by:

Surveyable Auto Delete Date: 07/12/2021 Class: Inquiry

Comments: David Fial was here on a 96 C & C Field Shut Off order with Order # 8910410 , with a result of Completed Found Gas ON , Left Gas OFF , with activities of (Field Collections - NPSO Completed) , with comments of "off at cb"

Letter:

Status: Print Date: Run Number: Reprint:

Template:

Review List Tickler:

Follow Up: to Review Group to User

Priority: Review Group...

Account: 0002 1142 2931 Brooks, Jason Reed

Premise: 460 E Mechanic St/Philadelphia, Pa

Person: Brooks, Jason Reed

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SECRETARY'S BUREAU

PGW Exhibit - 3

Specific Service Agreement Statement of Account SA- 2540718025

Customer Name	From Date	To Date			
JASON BROOKS	12/12/2015	12/12/2018			
Service Address	Account Number	S A Number	Meter	Rate/Class	
460 E MECHANIC ST PHIL, PA 191441120	211422931	2540718025	1849137	GS	

STATEMENT

Transaction Date	Transaction Type	Read Reading	# of Days	CCF Usage	Average CCF/Day	Heating DDDs	Payment Type	Due Date	Transaction Amount	Current Balance	Actual Balance
11/18/2016	PAY						Debit Card		(\$170.09)	(\$170.09)	(\$170.09)
11/21/2016	REXFER								\$14.93	(\$155.16)	(\$155.16)
11/21/2016	REXFER								\$1,232.96	\$1,077.80	\$1,077.80
1/29/2017	PAY						Debit Card		(\$130.00)	\$947.80	\$947.80
2/11/2017	PAY						Debit Card		(\$124.00)	\$823.80	\$823.80
3/27/2017	PAY						Debit Card		(\$113.87)	\$709.93	\$709.93
11/17/2017	WO								(\$709.93)	\$0.00	\$0.00

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Specific Service Agreement Statement of Account SA- 3646610806

Customer Name	From Date	To Date			
JASON BROOKS	12/12/2015	12/12/2018			
Service Address	Account Number	S A Number	Meter	Rate/Class	
460 E MECHANIC ST PHIL, PA 191441120	211422931	3646610806	1849137	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
12/19/2016	BILL	4351	R	26	80	3.08	599		1/13/2017	\$116.70	\$116.70	\$116.70
1/23/2017	BILL	4614	R	35	263	7.51	946		2/15/2017	\$369.50	\$486.20	\$486.20
2/21/2017	BILL	4827	R	28	213	7.61	691		3/16/2017	\$321.29	\$807.49	\$807.49
3/23/2017	BILL	5030	R	31	203	6.55	654		4/18/2017	\$304.80	\$1,112.29	\$1,112.29
3/27/2017	PAY							Debit Card		(\$16.13)	\$1,096.16	\$1,096.16
4/24/2017	BILL	5167	R	30	137	4.57	340		5/17/2017	\$225.20	\$1,321.36	\$1,321.36
5/22/2017	LPC									\$19.82	\$1,341.18	\$1,341.18
5/22/2017	BILL	5252	R	28	85	3.04	153		6/15/2017	\$131.72	\$1,472.90	\$1,472.90
6/21/2017	LPC									\$21.79	\$1,494.69	\$1,494.69
6/21/2017	BILL	5305	R	30	53	1.77	29		7/17/2017	\$86.39	\$1,581.08	\$1,581.08
7/25/2017	BILL	5317	R	26	12	0.46	0		8/17/2017	\$29.13	\$1,610.21	\$1,610.21
11/17/2017	WO									(\$1,610.21)	\$0.00	\$0.00

PGW Exhibit - 4

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PHILADELPHIA GAS WORKS

PUC

Closing XML

PGW Exhibit - 5
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Case Number: 3635971
Company Name: PGW (PHILA. GAS WORKS (NGDC))
Company Code: 0766
Company Type: GAS TRANSPORTER
Customer First Name: JASON
Customer Middle Initial:
Customer Last Name: BROOKS
Account Number: 211422931
Service Address 1: 460 E MECHANIC ST
Service Address 2:
Service City: PHILADELPHIA
Service State: PA
Service Zip 5: 19144
Service Zip 4:
Decision Issue: Y
Oral Written:
Violation: NO
Chapter:
Section Rule:
Total Balance: 0.00
Date Closed: 2018-07-31
Resolution: BASED ON THESE FINDINGS, THE BUREAU OF CONSUMER SERVICES CONCLUDES THAT: 1. BASED ON THE PAYMENT HISTORY STATED ABOVE, YOU HAVE NOT MADE A GOOD FAITH EFFORT TO PAY YOUR OUTSTANDING BALANCE. 2. THROUGH THIS DECISION, THE COMMISSION IS UPHOLDING THE COMPANY'S POSITION ON WHAT YOU MUST PAY TO HAVE YOUR SERVICE RESTORED. THEREFORE, IT IS DECIDED THAT: 1. THIS INFORMAL COMPLAINT IS DISMISSED. 2. YOU MUST PAY ACCORDING TO THE TERMS DESCRIBED IN #6 ABOVE.
Balance Date: 2018-07-26
Service Restored Pay: 0.00
Service Continue Amount: 0.00
Service Continue Date:
Terms:
Special Budget Amount: 0.00
Regular Budget Amount: 153.00
Arrears Payment Plus: 0.00
FinalMonthlyPayment: 0.00
CurrentMonthlyPayment: 0.00
EndMonthlyPayment: 0.00
LetterDescription: NO GOOD FAITH, UPHOLD CO POSITION FOR RECONNECT.
HeadDate: 2018-08-02
Paragraph:

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PA PUBLIC UTILITY COMMISSION
 SECRETARY'S BUREAU

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

PGW Exhibit - 5
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