

S.O. Completion: G-GS SIO (Off(non pay))

Action

Service Order... 7779025693 Initiated on 05/21 by Gilbert, Russell

Order Type: SIO SIO (Off(non pay)) Fld Order: \_\_\_\_\_

Status: Complete on 05/21/2003 06:05 by Gilbert, Russell MUP Status: \_\_\_\_\_

Service Point: 9972430659 Conn G-GS, GSR, THEFT, no meter

Acct/Premise: 0051 1743 2041 Rivera, Ely M / 5914 Palmetto St/Philadelphia, Pa

Order Date: 05/21/2003 SP Location: \_\_\_\_\_

Effective Date/Time: 05/21/2003 6:05 AM Service Person: \_\_\_\_\_ Mileage: 0

Work Done: 05/21/2003

SP Available Until: 05/23/2019 Site Arrival Time: 12:00 AM

Comments: \_\_\_\_\_

Service Point Work Details

Application Received: \_\_\_\_\_ Work Completed: \_\_\_\_\_ Days Lost: \_\_\_\_\_

Install Supply Detail ...

Meter

Meter... MTR 1563382  Int: 1063970 AMERICAN/L250

MC ID	Reading	MC Details	Last Read Date/Type	Last Reading
552528	7233.00000	CCF +, 4.0 digits, 1.0000		

Reading: 7233.00000 Record Reading

RECEIVED

MAR -5 2019

PA PUBLIC UTILITY COMMISSION  
SECRETARY'S BUREAU

PGW Exhibit - 1

Page 1 of 6

**Order Generic Details**

Block: 5900 blk. of PALMETTO st. From VAN KIRK to COMLY

Precise Location: 5914 PALMETTO ST/PHILA,PA

Heading: 5900 PALMETTO ST from VAN KIRK to COMLY

Order Type: Service Abandonment

Sub Type: Contractor Active Service Inactive Accounts (ASIA)

Comments: GENERAL ASHALT PAVING's employee Rizzo, John completed the Service Abandonment by method of Mechanized Plug using the Traditional Excavation method leaving the opening Permanently Paved with comments: temporary topped to be permanent paved

Order Number: 9689684

Date / Main Map: 07-10 Map... Priority: Medium

Ward #:

Supervisor Area: 1 - Northeast

Assigned To: James Marciniowicz Assign Crew...

Creation Date: 5/7/2018 Compliance Date: 5/7/2018

Appointment Date: Any time

Cost Accounting Data... UFS

Activities | Order Requests | Comments | Status | Tools | Materials | Attachments | Location And Reading | Leak Details | Common Details | Support Assignment

Activity	Assigned To	Form Completion	Activity Completion	Hours Worked	Completed Date
Notify PA One Call		COMPLETED	COMPLETED	0:0	05/07/2018 04:37
Excavation		COMPLETED	COMPLETED		05/16/2018 18:36
Back Fill / Leave Open Trench		COMPLETED	COMPLETED		05/16/2018 18:36
Service Work		COMPLETED	COMPLETED	0:0	05/16/2018 18:36
Contractor Work Review		COMPLETED	AUDIT COMPLETE	0:0	08/01/2018 09:59

Non Completed Mandatory Activities

View Form

Activity Status ...

View Mine

Attach Entry

Add New Activity

Activity: [ ] Add

Activity Details

Assigned To: [ ] Add/Edit Comments

Assigned Group: [ ]

Status: Completed

Save Activity Details

Job Journal

Close

Download Activities

Download Activities of Linked Orders

PGW Exhibit - 1

Page 2 of 6

Request Nr.	9718347	Activity Date	05/16/2018 10:02
Activity Type	Order Creation	Activity Initiator	Juan Flores
Status	Initiated	Status Reason	Creating Order
Assigned Employee			

PGW Exhibit - 1

Page 3 of 6

Request Nr.	9718347	Activity Date	05/16/2018 10:03
Activity Type	Order in Dispatching Stage	Activity Initiator	Juan Flores
Status	Assigned	Status Reason	Order Assignment
Assigned Employee	Clarence Hoggard		

PGW Exhibit - 1

Page 4 of 6

Field Information

Order Num 9718347      Order Type Unbilled Usage Tip      Customer Name

Field Activity Sequence

Sequence	Work Date	Employee	Status Code	Comp Type	Dispatch Type	Window	Time	Gas Found	Gas Left
9224763	05-21-18	Kimberly Cowan	CMP	Completed By FSD	Primary	800-1200	5/21/2018 10:56 AM	OFF	OFF
9213272	05-16-18	Clarence Hooper	CGI	Cannot Get In	Primary	800-1200	5/16/2018 11:02 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

Free Form Comment  
the guy left

Others Order Data

Customer Re	Order Type Desc	Special Instructions
	Unbilled Usage Tip	CALL 267-968-0454 OR 267-968-0454 ELVIN OCASIO WHEN ENROUTE GAS NPSO IN 2003...CONTRACTORS THERE NOW TC

Close

Field Information

Order Num 9718347      Order Type Unbilled Usage Tip      Customer Name

Field Activity Sequence

Sequence	Work Date	Employee	Status Code	Comp Type	Dispatch Type	Window	Time	Gas Found	Gas Left
9224763	05-21-18	Kimberly Cowan	CMP	Completed By FSD	Primary	800-1200	5/21/2018 10:56 AM	OFF	OFF
9213272	05-16-18	Clarence Hooper	CGI	Cannot Get In	Primary	800-1200	5/16/2018 11:02 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

Free Form Comment  
the guy left

Others Order Data

Created By	Contact Name	Contact Number

ROUTE GAS NPSO IN 2003...CONTRACTORS THERE NOW TO ABAND SCV ...TAMPHERED METER THERE

Close

Address	5914 PALMETTO ST	SSN	1425	Home Phone	267-968-0454
Zip Code	19120-1214	Account	5111528306	Work	
Customer Name	Ocasio, Elvin	Sr. Cit. Discount		Mobile	
USA Rate		Customer's Age		Car	
Mailing Address		Meter Status	Alert No Meter	SP Status	Connected
Alert		Service Status	ABANDONED	Curb Box?	No Valve
		Theft Indicator	Yes	Expander <input type="checkbox"/> Update	
Last Contact (Premise)	Date: 08/08/2018, Created By: THIGGINS, Comments: >>> CRU >>> Customer has an OPEN & PENDING FORMAL COMPLAINT >>> Investigative report sent to Legal Dept. >>>		Last Contact (Person)	Date: 08/08/2018, Created By: THIGGINS, Comments: >>> CRU >>> Customer has an OPEN & PENDING FORMAL COMPLAINT >>> Investigative report sent to Legal Dept. >>>	

Customer Based	➤ Premise Based	Premise Alert	Buy PLP	CWIP	Add Meter Read								
➤ Meter Reads	Service	Prev Cust	Contacts	Leaks	AIMS Orders	BCCS Orders	Meter Info	PLP	Landlord Info	Survey	LCP	BRT	Premise Bills
99352/263 Meter Read Information <input checked="" type="checkbox"/> Show Archived Reads													
Date	Meter Number	Reads	Type	Code	Source	Error?	Tamper Count	Name					
3/22/2004 5:51 AM	1563382	7233	Normal	Regular	AMR Read		11						
2/20/2004 5:57 AM	1563382	7233	Normal	Regular	AMR Read		11						
1/22/2004 6:13 AM	1563382	7233	Normal	Regular	AMR Read		01						
12/19/2003 5:48 AM	1563382	7233	Normal	Regular	AMR Read		01						
11/19/2003 6:20 AM	1563382	7233	Normal	Regular	AMR Read		01						
10/20/2003 6:23 AM	1563382	7233	Normal	Regular	AMR Read		01						
9/19/2003 6:36 AM	1563382	7233	Normal	Regular	AMR Read		01						
8/19/2003 6:18 AM	1563382	7233	Normal	Regular	AMR Read		31						
7/21/2003 6:38 AM	1563382	7233	Normal	Regular	AMR Read		31						
6/19/2003 6:27 AM	1563382	7233	Normal	Regular	AMR Read	H/L 7233 (7204-7204) VAC	31						
5/21/2003 6:14 AM	1563382	7233	Normal	Regular	AMR Read		31	RIVERA, ELY M					
5/21/2003 6:05 AM	1563382	7233	Normal	Regular	Collection Event			RIVERA, ELY M					
4/22/2003 6:14 AM	1563382	7204	Normal	Regular	AMR Read		31	RIVERA, ELY M					
3/21/2003 6:06 AM	1563382	7170	Normal	Regular	AMR Read		31	RIVERA, ELY M					
Create Inside Leak/Atmospheric Corrosion Survey Order <span style="float: right;">Close</span>													

PGW Exhibit - 1

Page 6 of 16



# Theft Reporting Sheet

Address of Bypass: 5914 PALMETTO ST Apt #: \_\_\_\_\_ Floor: \_\_\_\_\_

Date found: 5/21/2018 Time Found: 10.12 AM Time Reported: 10.45 AM Taken by: JUAN FLORES # 9518

Reporting Employee: KIMBERLY COWEN EMP ID # 12455 Dept: Field

Reporting Employee: \_\_\_\_\_ Dept: \_\_\_\_\_

Reporting Employee: \_\_\_\_\_ Dept: \_\_\_\_\_

Reason for Visit:  MRD  TIP  ASSIST  LEAK  RPU  OTHER UNBILLED USAGE TIP

How was PGW admitted: ELVIN OCASIO

Occupant: \_\_\_\_\_ How Long: \_\_\_\_\_

How was gas found?  On  OFF

Bypass:

How Installed:

PGW Exhibit - 2

Flex Connector

Inlet to Outlet

Rubber Hose

Hose to Fuel Line

Iron Pipe

Inlet to Fuel Line

Reversed Meter

Stolen Meter

Tampered Meter Details:

UNKNOWN BYPASS RED CAPS MISSING, ALSO A 5 % NATURAL @ METER OUTLET

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: 110,000 AWH: 30,000 AGR: ELECTRIC DRYER: \_\_\_\_\_ OTHER: \_\_\_\_\_

Meter off (found/recovered): YES #: 1563382 Index: 7234 Where: BASEMENT

How was gas shut off? B/L, LOCKING PLUGS, SCV WAS ABANDONED BY DIST

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

RECEIVED  
MAR - 5 2018  
PA PUBLIC UTILITY COMMISSION  
SECRETARY'S BUREAU



7 2 5 6 X100  
CUBIC FEET

AT-250-9  
SINGER  
American Meter Division

**WARNING!** **¡AVISO!**  
This is a gas appliance. Tampering or use of unapproved gas, could result in fire, explosion, shock or service, and electrical interference.  
Produced by the Corporation of Philadelphia Gas Works, Inc. All other trademarks and registered trademarks are the property of their respective owners. All rights reserved. © 1986 Philadelphia Gas Works Corporation. Philadelphia, PA. Components furnished.

1986 PHILADELPHIA GAS WORKS  
235-1212

PGW Exhibit - 2  
Page 2 of 7

May 21, 2018 10:12:29 AM

7250 x100  
CUBIC FEET

GAS COMPANY  
156809  
ATE250E9  
SINGER  
American Meter Division  
66-038954

**WARNING!** **AVISO!**  
This is PGW property. Tampering, or use of tampered gas, could result in fine, imprisonment, or arrest and/or criminal prosecution.  
Propiedad de la Compañía Gas de Filadelfia. La manipulación indebida de este gas sin el consentimiento de la Compañía puede resultar en multa o arresto o en prisión y/o procesamiento criminal.  
Location: 5714 N. 1st St. T No. of: 1000  
Date this meter set: 1/15/86  
1986 PHILADELPHIA GAS WORKS  
IF YOU SMELL GAS, CALL 235-1211  
GAS LEAKS  
ENTRANCES  
ESCAPES DE GAS  
FUGAS DE GAS

PGW Exhibit - 2  
Page 3 of 7

Field Information

Order Num 9718347      Order Type Unbilled Usage Tip      Customer Name

Field Activity Sequence

Sequence	Work Date	Employee	Status Code	Comp Type	Dispatch Type	Window	Time	Gas Found	Gas Left
9224763	05-21-18	Kimberly Cowan	CMP	Completed By FSD	Primary	600-1200	5/21/2018 10:56 AM	OFF	OFF
9213272	05-16-18	Clarence Hoggerd	CGI	Cannot Get In	Primary	600-1200	5/16/2018 11:02 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

Appliance	BTU	Unit Number	Operational
Dryers	22000	1	N
Heaters	110000	1	Y
Water Heaters	30000	1	Y

Others Order Data

Customer Re	Order Type Desc	Special Instructions
	Unbilled Usage Tip	CALL 267-968-0454 OR 267-968-0454 ELVIN OCASIO WHEN ENROUTE GAS NPSO IN 2003...CONTRACTORS THERE NOW TC

Close

PGW Exhibit - 2

Page 4 of 7

Field Information

Order Num 9718347      Order Type Unbilled Usage Tip      Customer Name

Field Activity Sequence

Sequence	Work Date	Employee	Status Code	Comp Type	Dispatch Type	Window	Time	Gas Found	Gas Left
9224753	05-21-18	Kimberly Cowan	CMP	Completed By FSD	Primary	800-1200	5/21/2018 10:56 AM	OFF	OFF
9213272	05-16-18	Clarence Hoggard	CGI	Cannot Get In	Primary	800-1200	5/16/2018 11:02 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

Action	Current Meter Number	New Meter Number	Current ERT	New ERT	Current Index	New Index	Location CD	Loc Desc	Pass Rad
Remove Meter	1563382	0	4985714	0	7233	0	BSE	Basement	N

Others Order Data

Customer Ref	Order Type Desc	Special Instructions
	Unbilled Usage Tip	CALL 267-968-0454 OR 267-968-0454 ELVIN OCASIO WHEN ENROUTE GAS NPSO IN 2003...CONTRACTORS THERE NOW TC

Close

PGW Exhibit - 2  
Page 5 of 7

Field Information

Order Num 9718347      Order Type Unbilled Usage Tip      Customer Name

Field Activity Sequence

Sequence	Work Date	Employee	Status Code	Comp Type	Dispatch Type	Window	Time	Gas Found	Gas Left
9224763	05-21-18	Kimberly Cowan	CMP	Completed By FSD	Primary	800-1200	5/21/2018 10:56 AM	OFF	OFF
9213272	05-16-18	Clarence Hoggard	CGI	Cannot Get In	Primary	800-1200	5/16/2018 11:02 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

Detail Activity

Bypass Found

Others Order Data

Customer Re	Order Type Desc	Special Instructions
	Unbilled Usage Tip	CALL 267-968-0454 OR 267-968-0454 ELVIN OCASIO WHEN ENROUTE GAS NPSO IN 2003...CONTRACTORS THERE NOW TC

Close

PGW Exhibit - 2

Page 6 of 7

Field Information

Order Num 9718347      Order Type Unbilled Usage Tip      Customer Name

Field Activity Sequence

Sequence	Work Date	Employee	Status Code	Comp Type	Dispatch Type	Window	Time	Gas Found	Gas Left
9224763	05-21-18	Kimberly Cowan	CMP	Completed By FSD	Primary	800-1200	5/21/2018 10:56 AM	OFF	OFF
9213272	05-16-18	Clarence Hoggard	CGI	Cannot Get In	Primary	800-1200	5/16/2018 11:02 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

Free Form Comment  
 found off at mtr with bike lock.mtr tamp.no red caps.found serv abandoned.5n at mtr outlet.left pin.mtr removed 2pics to rpu.no access to fix.obstructed.mtr on sfr

Others Order Data

Customer Re	Order Type Desc	Special Instructions
	Unbilled Usage Tip	CALL 267-968-0454 OR 267-968-0454 ELVIN OCASIO WHEN ENROUTE GAS NPSO IN 2003...CONTRACTORS THERE NOW TO

Close

PGW Exhibit -   2  

Page   7   of   7



Degree Days Calculator

Criteria

Current Year  
 20 Years Average

	Month	Day	Year
Start Date:	9	1	2003
End Date:	5	16	2018

Calculate

Degree Days:

Number of Days: 5371

Total Degree Days: 64965.00

RECEIVED

MAR -5 2019

PA PUBLIC UTILITY COMMISSION  
SECRETARY'S BUREAU

PGW Exhibit - 3

Page 1 of 5





HISTORICAL USAGE AT 5914 PALMETTO ST

Bill Segments Total

Total Number Of Days:	364
Total \$ Amount:	943.48
Average Amt Per Day:	2.59
Total Usage:	775.00
Average Usage Per Day:	2.13

OK

Premise Billing History

Search Criteria

Premise: 9995212631 Address: 5914 Palmetto St/Philadelphia, Pa 19120-1214

Start Read Date:

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"/>	04/19/2002	G2-GS	30	R	\$63.05	58.00 CCF	0.00	Rivera, Ely M
<input checked="" type="checkbox"/>	03/20/2002	G2-GS	28	R	\$114.84	114.00 CCF	0.00	Rivera, Ely M
<input checked="" type="checkbox"/>	02/20/2002	G2-GS	29	R	\$176.70	164.00 CCF	0.00	Rivera, Ely M
<input checked="" type="checkbox"/>	01/22/2002	G2-GS	34	R	\$226.91	214.00 CCF	0.00	Rivera, Ely M
<input checked="" type="checkbox"/>	12/19/2001	G2-GS	29	R	\$87.40	72.00 CCF	0.00	Rivera, Ely M
<input checked="" type="checkbox"/>	11/20/2001	G2-GS	29	R	\$42.47	27.00 CCF	0.00	Rivera, Ely M
<input checked="" type="checkbox"/>	10/22/2001	G2-GS	32	R	\$29.73	16.00 CCF	0.00	Rivera, Ely M
<input checked="" type="checkbox"/>	09/20/2001	G2-GS	30	R	\$29.30	15.00 CCF	0.00	Rivera, Ely M

Total Bill Segments... Financial Details...



PGW Exhibit - 3

Page 2 of 5



**Premise Billing History**

Help

Search Criteria:

Premise: 9995212631      Address: 5914 Palmetto St/Philadelphia, Pa 19120-1214

Start Read Date:

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"/>	08/21/2001	G2-GS	29	R	\$32.95	16.00 CCF	0.00	Rivera, Ely M
<input checked="" type="checkbox"/>	07/23/2001	G2-GS	32	R	\$38.28	20.00 CCF	0.00	Rivera, Ely M
<input checked="" type="checkbox"/>	06/21/2001	G2-GS	31	R	\$47.60	27.00 CCF	0.00	Rivera, Ely M
<input checked="" type="checkbox"/>	05/21/2001	G2-GS	31	R	\$54.25	32.00 CCF	0.00	Rivera, Ely M
<input type="checkbox"/>	04/20/2001	G2-GS	30	R	\$148.74	103.00 CCF	0.00	Rivera, Ely M
<input type="checkbox"/>	03/21/2001	G2-GS	29	R	\$193.43	138.00 CCF	0.00	Rivera, Ely M
<input type="checkbox"/>	02/20/2001	G2-GS	29	R	\$202.74	152.00 CCF	0.00	Rivera, Ely M
<input type="checkbox"/>	01/22/2001	G2-GS	34	R	\$286.41	238.00 CCF	0.00	Rivera, Ely M

Total Bill Segments:      Financial Details...



PGW Exhibit - 3

Page 3 of 5



### Philadelphia Gas Works - Historical Usage Calculator

Total volume of gas consumed during good 12 months of historical usage (CCF):	775
Average volume of gas used per month based on good 12 months of historical usage (CCF):	64.583
Start Date of Theft:	9/1/2003
End Date of Theft:	5/16/2018
Total days of Theft Time Period:	5371
Total days of Theft Time Period converted into total Months:	179.033
Total volume of gas used and to be billed as "ESTGAS" in CCF:	11,562.569
Total volume of gas used and to be billed as "ESTGAS" in CCF rounded up:	<b>11,563</b>

PGW Exhibit - 3

Page 4 of 5



# PGW Bill Calculation revised 3/5/2018

Beginning Read 0	Ending Read 11563	Start Date (From Date) 9/1/2003	End Date (To Date) 5/16/2018	Number Of Dials 4	Actual Deg Days 64,965	USA Daily Base Load 0.48	If there is no amount for the Base Load, USE the Defaulted Base Loads below for the correct Customer Class:	
Consumption 11563		Number Of Days 5371		Average Consumption per day 2.152857941	*20 Yr Avg Deg Day 68,786	Heating? Yes <input checked="" type="checkbox"/>	Cust Class 0 = 13.13	Cust Class 2 = 0.48
Rate Class GSR	Senior Discount 0			Supplier Yes/No No <input type="checkbox"/>	Taxable Yes/No No <input checked="" type="checkbox"/>		Cust Class 3; 4 and 5 = 0.00	Cust Class 8 = 3.81 Cust Class 9 = 6.38
Cust Charge \$2,157.74	Commodity \$8,784.06	Commodity Charge Credit \$0.00	GCR \$0.00	Gas Cost Adjustment -\$242.57	Distribution Charge \$8,934.68	WNA Charges \$183.98	DSIC \$214.70	Cust Class P = 0.60 Cust Class V = 0.57 above defaults for 2017 - 2018
Sub Total \$20,012.59		Amount of Discount \$0.00	Sub Total \$20,012.59		State Tax \$0.00	1% City Tax \$0.00	Grand Total For GSR \$20,012.59	

**HISTORICAL USAGE AT 5914 PALMETTO ST**

\* Historic Degree Days switched from 30 year average to 20 year average on 12/1/2017

PGW Exhibit - 3

Page 5 of 5

# PHILADELPHIA GAS WORKS

## PUC

### Opening XML

**Case Number:** 3618392  
**Company Name:** PGW (PHILA. GAS WORKS (NGDC))  
**Company Code:** 0766  
**Company Type:** GAS TRANSPORTER  
**Customer First Name:** ALVIN  
**Customer Middle Initial:**  
**Customer Last Name:** OCASIO  
**Customer Account Number:** 5111628306  
**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:** 5914 PAULMETTO 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:** 2  
**Customer Family Children:** 0  
**Customer Family Age:**  
**Gross Income**  
**Source** **Income Amount**  
A1 WAGES 3500  
A2 NONE 0  
**Date Open:** 2018-05-25  
**Reason For Contact:** APPLICANT / DEPOSITS- SERVICE IS OFF (# 64)  
**Term Date:**  
**Business Name:**  
**Case Problem:**  
**Company Position:** COMPANY SAYS THAT THE METER WAS TAMPERED WITH.  
FULL AMOUNT TO TURN SERVICE ON.

**Related Information:** CUSTOMER USED TO LIVE IN THE PROPERTY WITH A SIGFIG.  
SERVICE WAS TURNED OFF BY REQUEST IN 2002. CUSTOMER  
USED ELECTRIC TO RUN THE HOME. CUSTOMER IS LOOKING  
TO HAVE SERVICE TURNED BACK ON. CUSTOMER DISPUTES  
THE AMOUNT OWED. CUSTOMER IS BEING ACCUSED OF

**RECEIVED**  
MAR -5 2019  
PA PUBLIC UTILITY COMMISSION  
SECRETARY'S BUREAU

PGW Exhibit - 4

Page 1 of 4

TAMPERING WITH THE METER. - RELIEF SOUGHT - WANTS THE AMOUNT VERIFIED AND SERVICE TURNED ON IN CUSTOMER NAME THE CELL PHONE NUMBER (267) 968 - 0454 HAS BEEN ALLOWED TO BE SHARED. THE EMAIL ADDRESS ALVIN.OCASIO@GMAIL.COM HAS BEEN ALLOWED TO BE SHARED.

**Case Misc Info:**  
**Hot Issue:**  
**Case Origin:** TELEPHONE  
**Prior Case Number:**  
**Universal Service:** M  
**Arrearage:** 20000  
**BCS Investigator First Name:** BCS  
**BCS Investigator Last Name:** CASE POOL  
**BCS Investigator Phone w/ Area Code:** 7177875468  
**BCSIntaker First Name:** LORI  
**BCSIntaker Last Name:** JENKINS  
**Number Of Time Send:** 1  
**Number Of Time Faxed:** 0  
**Number Of Time Faxed:** 7177876641

PGW Exhibit - 4

Page 2 of 4

# PHILADELPHIA GAS WORKS

## PUC

### Closing XML

**Case Number:** 3618392  
**Company Name:** PGW (PHILA. GAS WORKS (NGDC))  
**Company Code:** 0766  
**Company Type:** GAS TRANSPORTER  
**Customer First Name:** ELVIN  
**Customer Middle Initial:**  
**Customer Last Name:** OCASIO  
**Account Number:** 5111628306  
**Service Address 1:** 5914 PALMETTO STREET  
**Service Address 2:**  
**Service City:** PHILADELPHIA  
**Service State:** PA  
**Service Zip 5:** 19120  
**Service Zip 4:**  
**Decision Issue:** Y  
**Oral Written:** W  
**Violation:** NO  
**Chapter:**  
**Section Rule:**  
**Total Balance:** 20012.59  
**Date Closed:** 2018-06-05  
**Resolution:** DECISION ISSUED. DECISION SENT TO ELVIN OCASIO ADVISING SVC WAS TERMINATED ON 5/21/2003. ADV PER CITY RECORDS HE IS THE OWNER OF THE PROPERTY SINCE 8/13/1998. ADV HE IS RESPONSIBLE FOR THE BYPASS CHARGES OF 20,012.59. ADV CHARGES FROM 9/1/2003 TO 5/16/2018. ADV TO HAVE SVC ESTABLISHED IN HIS NAME HE WOULD BE REQUIRED TO COMPLETE THE APPLICATION PROCESS AND REQUIRED TO PAY 20,697.82. ADV THIS AMT INCLUDES 20,012.59 BYPASS CHARGES, PLUS 123.23 REC FEE, 372.00 DIG FEE AND 190.00 505 OF THE 380.00 SEC DEPOSIT. ADV THE REMAINING SEC DEP WILL BE DUE IN 2 INSTALLMENTS OF 95.00 DUE IN 60 DAYS AND 95.00 DUE IN 90 DAYS AFTER RESTORATION. ADV INFORMAL COMPLAINT IS DISMISSED. ADV CLOSING CASE INFORMALLY.

PGW Exhibit - 4  
 Page 3 of 4

**Balance Date:** 2018-05-29  
**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:** 2018-06-07  
**Paragraph:**  
**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

PGW Exhibit - 4

Page 4 of 4

Customer Contact: Service

Date: 05/16/2018 Time: 10:09:00 AM Source: JetSearch Related Tran: Premise Maintenance  
CC Type: SERV - Service Created: 05/16/2018 at: 10:09:32 AM by: NQUIGLEY  
Area: 800 - Residential General Service Changed: 05/16/2018 at: 10:10:06 AM by: NQUIGLEY  
 Surveyable Auto Delete Date: 05/16/2022 Class: Inquiry

Comments: COR ELVIN OCASIO ACCT# 5111628306 CALLED AND STATED CONTRACTORS WERE OUTSIDE OF HIS HOUSE 5914 PALMETTO ST FOR NPSO. NO USAGE AT PROPERTY.... I CALLED RPU AND THEY STATED THEY NEEDED TO GET IN THERE TO SEE THE METER... TECH ENROUTE RIGHTNOW... COR WILL CALL BACK AFTER WE ARE DONE AT PROPERTY.

Letter

Status: Print Date: Run Number: Reprint:

Template:

Review List Ticker

Follow Up:  to Review Group  to User

Priority:  Review Group...

Account:

Premise:

Person:

5914 Palmetto St/Phila,Pa

Change Cancel

RECEIVED

MAR -5 2019

PA PUBLIC UTILITY COMMISSION  
SECRETARY'S BUREAU

PGW Ex 5

**Customer Contact: Service**

Date: 05/16/2018 Time: 3:58:00 PM Source: JetSearch Related Tran: Premise Maintenance

CC Type: SERV - Service Created: 05/16/2018 at: 3:58:25 PM by: FMUNOZ

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

Surveyable Auto Delete Date: 05/16/2022 Class: Inquiry

Comments: COR Elvin Ocasio 5111628306 called about service being restored at propety. Confirmed his info was forwarded to RPU/MIU to schedule another appt. Was noted hat he preferred saturday. Once checks are done they will let him know the next steps of the turn on process. c/s

Letter

Status: Print Date: Run Number: Reprint:

Template:

Review List Tickler

Follow Up: (o) to Review Group (o) to User

Priority: Review Group...

Account:

Premise: 5914 Palmetto St/Phila,Pa

Person:

Change Cancel

**RECEIVED**

MAR -5 2019

PA PUBLIC UTILITY COMMISSION  
SECRETARY'S BUREAU

POW Ex 6

Field Information

Order Num 9718347      Order Type Unbilled Usage Tip      Customer Name

Field Activity Sequence

Sequence	Work Date	Employee	Status Code	Comp Type	Dispatch Type	Window	Time	Gas Found	Gas Left
9224763	05-21-18	Kimberly Cowan	CMP	Completed By FSD	Primary	800-1200	5/21/2018 10:56 AM	OFF	OFF
9213272	05-16-18	Kelence Howard	KGI	Cannot Get In	Primary	800-1200	5/16/2018 11:02 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

Others Order Data

Customer Re	Order Type Desc	Special Instructions
	Unbilled Usage Tip	CALL 267-968-0454 OR 267-968-0454 ELVIN OCASIO WHEN ENROUTE GAS NPSO IN 2003...CONTRACTORS THERE NOW TO

Close

RECEIVED

MAR - 5 2019

PA PUBLIC UTILITY COMMISSION  
SECRETARY'S BUREAU

POW EX 7

RECEIVED

MAR -5 2019

PA PUBLIC UTILITY COMMISSION  
SECRETARY'S BUREAU

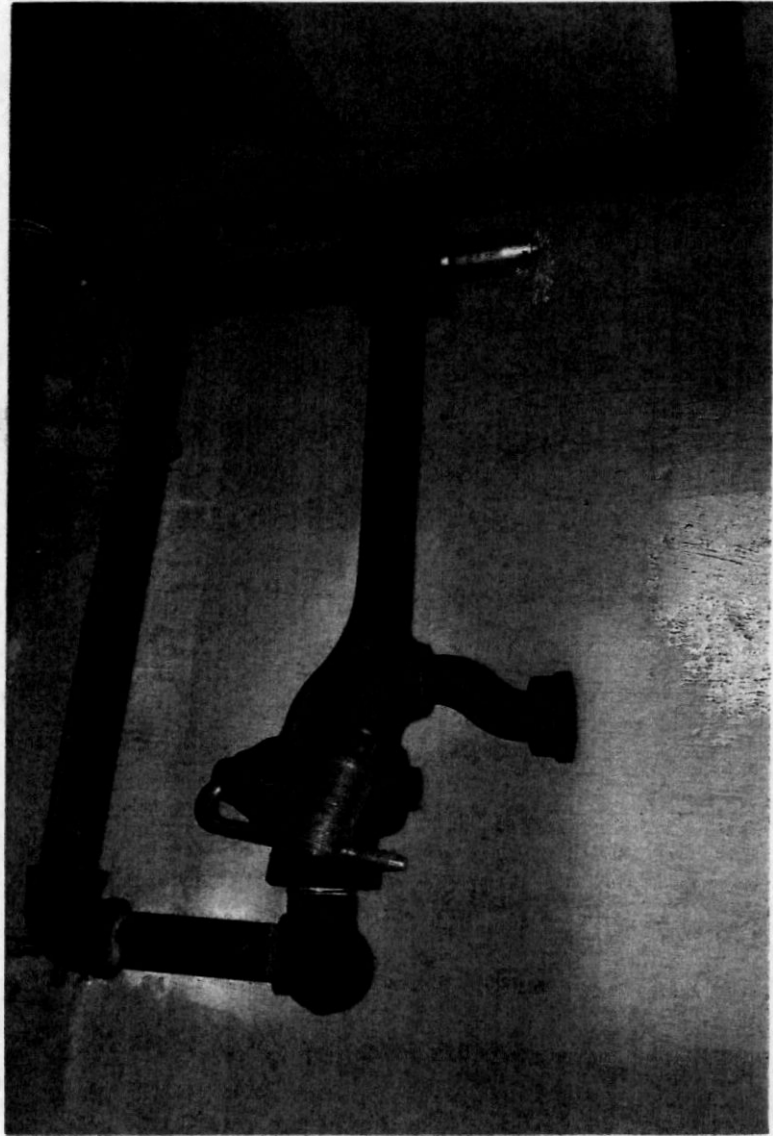


Compliment Ex 1

RECEIVED

MAR -5 2019

PA PUBLIC UTILITY COMMISSION  
SECRETARY'S BUREAU

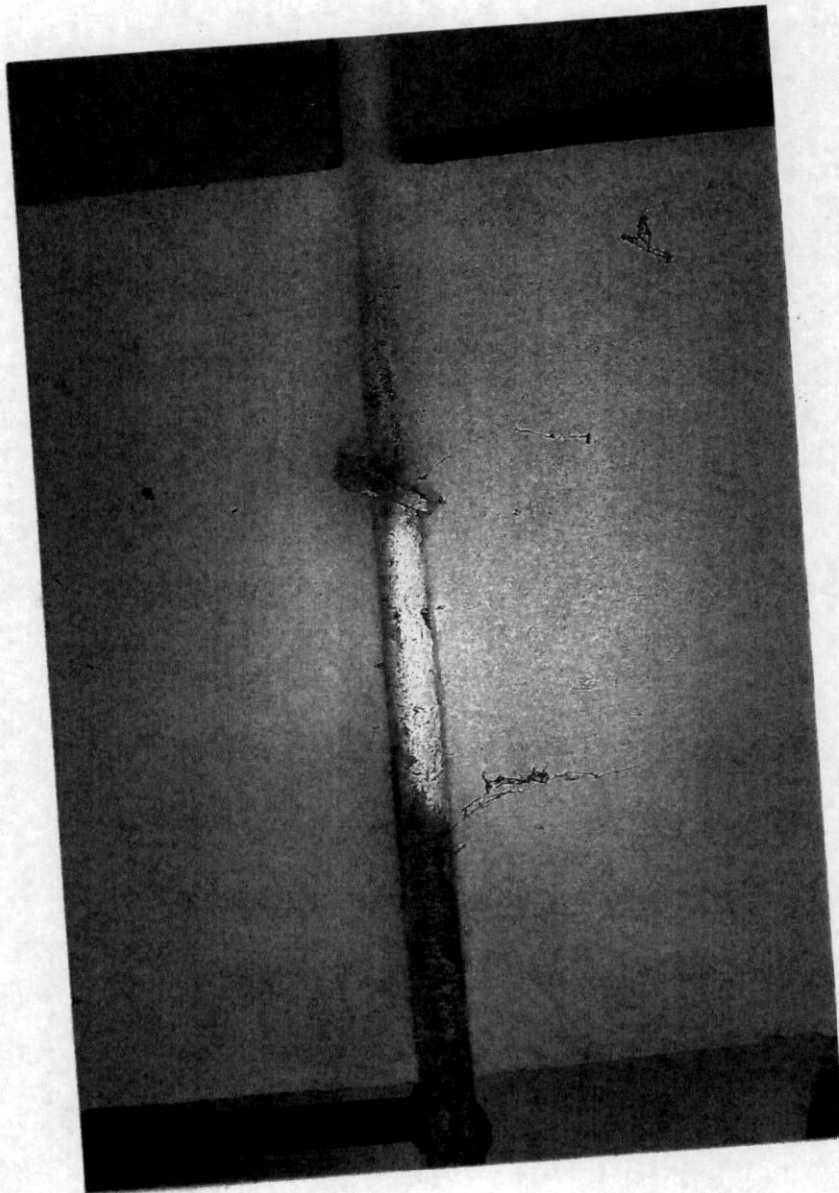


Compl. Ex 2

RECEIVED

MAR -5 2019

PA PUBLIC UTILITY COMMISSION  
SECRETARY'S BUREAU



Compl. Ex 3

RECEIVED

MAR -5 2019

PA PUBLIC UTILITY COMMISSION  
SECRETARY'S BUREAU



Compl. Ex 4