

C-2019-3013304

PGW Exhibit - 1

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Specific Service Agreement Statement of Account SA- 5291480478

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Customer Name	From Date	To Date			
MARQUITTA BURTON	12/6/2017	12/6/2019			
Service Address	Account Number	S A Number	Meter	Rate/Class	
521 N 64TH ST Apt 1F PHIL, PA 191514123	119424872	5291480478	1771070	GS	PA

PUBLIC UTILITY COMMISSION
SECRETARY'S BUREAU

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
12/13/2017	LPC									\$14.01	\$961.27	\$961.27
12/13/2017	BILL	6594	R	33	113	3.42	704		1/10/2018	\$163.53	\$1,124.80	\$1,124.80
1/17/2018	LPC									\$16.46	\$1,141.26	\$1,141.26
1/17/2018	BILL	6766	R	35	172	4.91	1212		2/9/2018	\$240.77	\$1,382.03	\$1,382.03
1/24/2018	PAY							Check		(\$190.77)	\$1,191.26	\$1,191.26
2/14/2018	LPC									\$17.86	\$1,209.12	\$1,209.12
2/14/2018	BILL	6880	R	28	114	4.07	766		3/12/2018	\$186.95	\$1,396.07	\$1,396.07
3/16/2018	LPC									\$20.67	\$1,416.74	\$1,416.74
3/16/2018	BILL	6969	R	29	89	3.07	643		4/10/2018	\$145.76	\$1,562.50	\$1,562.50
4/17/2018	LPC									\$22.85	\$1,585.35	\$1,585.35
4/17/2018	BILL	7072	R	30	103	3.43	617		5/10/2018	\$144.09	\$1,729.44	\$1,729.44
5/9/2018	PAY							Check		(\$486.39)	\$1,243.05	\$1,243.05
5/15/2018	LPC									\$18.64	\$1,261.69	\$1,261.69
5/15/2018	BILL	7109	R	31	37	1.19	228		6/8/2018	\$64.34	\$1,326.03	\$1,326.03
5/21/2018	PAY							Check		(\$371.94)	\$954.09	\$954.09
5/25/2018	CANP									\$371.94	\$1,326.03	\$1,326.03
5/31/2018	PAY							Credit Card		(\$88.09)	\$1,237.94	\$1,237.94
6/14/2018	BILL	7129	R	30	20	0.67	26		7/10/2018	\$41.98	\$1,279.92	\$1,279.92
7/17/2018	LPC									\$19.19	\$1,299.11	\$1,299.11
7/17/2018	BILL	7147	R	30	18	0.6	0		8/9/2018	\$38.89	\$1,338.00	\$1,338.00
8/1/2018	CRPFRZ									(\$1,338.00)	\$0.00	\$0.00
8/14/2018	BILL	7163	R	31	16	0.52	0		9/7/2018	\$102.00	\$102.00	\$102.00
8/29/2018	PAY							Check		(\$71.50)	\$30.50	\$30.50

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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
9/14/2018	BILL	7178	R	31	15	0.48	8		10/9/2018	\$102.00	\$132.50	\$132.50
10/10/2018	PAY							Debit Card		(\$30.50)	\$102.00	\$102.00
10/16/2018	BILL	7196	R	29	18	0.62	8		11/7/2018	\$102.00	\$204.00	\$204.00
10/24/2018	PAY							Check		(\$190.65)	\$13.35	\$13.35
10/24/2018	PAY							Check		(\$13.35)	\$0.00	\$0.00
11/14/2018	BILL	7260	R	32	64	2	446		12/10/2018	\$102.00	\$102.00	\$102.00
12/13/2018	BILL	7410	R	29	150	5.17	778		1/10/2019	\$102.00	\$204.00	\$204.00
1/16/2019	BILL	7565	R	34	155	4.56	842		2/11/2019	\$102.00	\$306.00	\$306.00
2/14/2019	BILL	7728	R	29	163	5.62	929		3/12/2019	\$102.00	\$408.00	\$408.00
3/16/2019	BILL	7873	R	29	145	5	784		4/9/2019	\$102.00	\$510.00	\$510.00
4/16/2019	BILL	7949	R	29	76	2.62	426		5/10/2019	\$102.00	\$612.00	\$612.00
5/15/2019	BILL	7972	R	32	23	0.72	133		6/10/2019	\$102.00	\$714.00	\$714.00
6/15/2019	BILL	7997	R	30	25	0.83	8		7/10/2019	\$102.00	\$816.00	\$816.00
7/17/2019	BILL	8027	R	32	30	0.94	0		8/8/2019	\$102.00	\$918.00	\$918.00
8/14/2019	BILL	8048	R	29	21	0.72	0		9/9/2019	\$102.00	\$1,020.00	\$1,020.00
9/17/2019	BILL	8075	R	31	27	0.87	0		10/10/2019	\$114.00	\$1,134.00	\$1,134.00
9/27/2019	PAY							Check		(\$918.00)	\$216.00	\$216.00
10/2/2019	CANP									\$918.00	\$1,134.00	\$1,134.00
10/2/2019	PAYCAN									\$0.00	\$1,134.00	\$1,134.00
10/2/2019	NSFCHA									\$20.00	\$1,154.00	\$1,154.00
10/9/2019	PAY							Check		(\$191.77)	\$962.23	\$962.23
10/15/2019	BILL	8106	R	31	31	1	43		11/7/2019	\$114.00	\$1,076.23	\$1,076.23
11/15/2019	BILL	8167	R	30	61	2.03	375		12/11/2019	\$114.00	\$1,190.23	\$1,190.23

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Specific Service Agreement Statement of Account SA- 1499093901

Customer Name	From Date	To Date		
	12/6/2017	12/6/2019		
Service Address	Account Number	S A Number	Meter	Rate/Class
	119424872	1499093901		

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
8/1/2018	CRPFRZ								\$1,338.00	\$0.00	\$1,338.00
10/24/2018	PAY						Check		(\$486.00)	\$0.00	\$852.00
12/13/2018	BILL								\$0.00	\$5.00	\$852.00
1/16/2019	BILL								\$0.00	\$10.00	\$852.00
2/14/2019	BILL								\$0.00	\$15.00	\$852.00
3/16/2019	BILL								\$0.00	\$20.00	\$852.00
4/16/2019	BILL								\$0.00	\$25.00	\$852.00
5/15/2019	BILL								\$0.00	\$30.00	\$852.00
6/15/2019	BILL								\$0.00	\$35.00	\$852.00
7/17/2019	BILL								\$0.00	\$40.00	\$852.00
8/14/2019	BILL								\$0.00	\$45.00	\$852.00
9/17/2019	BILL								\$0.00	\$50.00	\$852.00
9/27/2019	PAY						Check		(\$40.00)	\$10.00	\$812.00
10/2/2019	CANP								\$40.00	\$50.00	\$852.00
10/9/2019	PAY						Check		(\$8.23)	\$41.77	\$843.77
10/15/2019	BILL								\$0.00	\$46.77	\$843.77
11/15/2019	BILL								\$0.00	\$51.77	\$843.77

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Search For Negotiated Payment Arrangement

Search Criteria:

Account... 0001 1942 4872 Burton, Marquitta

From Date: 12/06/2019

Apply Criteria

OK

Cancel

Date	Seq	Status	Comments
05/22/2018	1	Broken	
08/31/2017	1	Broken	
08/25/2017	1	Broken	
05/26/2017	1	Broken	
02/22/2017	1	Broken	
10/31/2016	1	Broken	
10/05/2015	1	Broken	PUC PAR
04/29/2015	1	Broken	

12 record(s) found.

Search For Negotiated Payment Arrangement

Search Criteria:

Account... 0001 1942 4872 Burton, Marquitta

From Date: 12/06/2019

Apply Criteria

OK

Cancel

Date	Seq	Status	Comments
10/31/2016	1	Broken	
10/05/2015	1	Broken	PUC PAR
04/29/2015	1	Broken	
04/21/2015	1	Broken	
05/20/2011	1	Canceled	
05/20/2011	2	Broken	
04/29/2011	1	Canceled	

12 record(s) found.

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<Customer>
<CustomerFirstName>MARQUITTA</CustomerFirstName>
<CustomerLastName>BURTON</CustomerLastName>
<AccountNumber>0119424872</AccountNumber>
<ServiceClass>RESIDENTIAL</ServiceClass>
<CustomerServAddress>
<ServAddress1>521 N 64TH STREET</ServAddress1>
<ServAddress2>1ST FLOOR</ServAddress2>
<ServCity>PHILADELPHIA</ServCity>
<ServState>PA</ServState>
<ServZip5>19151</ServZip5>
</CustomerServAddress>
<Family>
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<Children>1</Children>
<Age>6</Age>
</Family>
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<IncomeAmount Source="ADULT2">0</IncomeAmount>
</GrossIncome>
</Customer>
<DateOpen>2015-09-03</DateOpen>
<ReasonForContact>ON - PAR NEEDED (# 61)</ReasonForContact>
<TermDate>2015-09-07</TermDate>
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<RelatedInformation>STRAIGHT PAR ARREARS UNKNOWN. CO DENIED FOR CRP DUE TO YEAR TO DATE INCOME WHEN CUSTOMER WAS WORKING FULL TIME. CUSTOMER WANTS TO STOP TERM AND CUSTOMER NEEDS PAR. THE CELL PHONE NUMBER (267) 235 - 5501 HAS BEEN ALLOWED TO BE SHARED. THE EMAIL ADDRESS BURTONMARQUITTA@GMAIL.COM HAS BEEN ALLOWED TO BE SHARED.</RelatedInformation>
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<Arrearage>0</Arrearage>
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<BCSInvestigatorPhone AreaCode="717">7870000</BCSInvestigatorPhone>
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<BCSIntakerLName>LAMORGIA</BCSIntakerLName>
<NbrOfTimeSend>1</NbrOfTimeSend>
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</OtherInfo>
</Case>

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<CompanyCode>0766</CompanyCode>
<CompanyType>GAS TRANSPORTER</CompanyType>
- <Customer>
<CustomerFirstName>MARQUITTA</CustomerFirstName>
<CustomerLastName>BURTON</CustomerLastName>
<AccountNumber>119424872</AccountNumber>
- <CustomerServAddress>
<ServAddress1>521 N 64TH STREET</ServAddress1>
<ServAddress2>1ST FLOOR</ServAddress2>
<ServCity>PHILADELPHIA</ServCity>
<ServState>PA</ServState>
<ServZip5>19151</ServZip5>
  </CustomerServAddress>
  </Customer>
<DecisionIssue>Y</DecisionIssue>
<OralWritten>W</OralWritten>
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<TotalBalance>859.52</TotalBalance>
<DateClosed>2015-10-02</DateClosed>
<Resolution>LEVEL 1, BB 46.00 + 15.00 = 61.00 BEGINNING NOVEMBER 2015. WAIVE
LPCS.</Resolution>
<BalanceDate>2015-10-02</BalanceDate>
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<SpecialBudgetAmount>61.00</SpecialBudgetAmount>
<RegularBudgetAmount>46.00</RegularBudgetAmount>
<ArrearsPaymentPlus>15.00</ArrearsPaymentPlus>
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HOUSEHOLDS</LetterDescription>
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- <OtherInfo>
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<NbrOfTimeFaxed>0</NbrOfTimeFaxed>
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  </OtherInfo>
  </Case>

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PHILADELPHIA GAS WORKS

PUC

Opening XML

Case Number: 3696137
Company Name: PGW (PHILA. GAS WORKS (NGDC))
Company Code: 0766
Company Type: GAS TRANSPORTER
Customer First Name: MARQUITTA
Customer Middle Initial:
Customer Last Name: BURTON
Customer Account Number: 0119424872
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: 521 N 64TH STREET
Customer Service Address 2: 1ST FLOOR
Customer Service Address City: PHILADELPHIA
Customer Service Address State: PA
Customer Service Address Zip: 19151
Customer Service Address 4-Zip:
Customer Family Adults: 1
Customer Family Children: 2
Customer Family Age: 10 2
Gross Income
Source **Income Amount**
 WORK 1235
Date Open: 2019-04-26
Reason For Contact: SCIC PAR (SIG. CHANGE IN CIRCUMSTANCE) (# 66)
Term Date: 2019-04-29
Business Name:
Case Problem:
Company Position: 04/26/2019 MUST PAY 530 TO AVOID SHUT OFF
Related Information: SCIC -- CUSTOMER HAS HAD AN INCREASE IN DEPENDENTS SINCE PREVIOUS PAR ISSUED. - RELIEF SOUGHT - SCIC PAR TO AVOID SHUT OFF THE CELL PHONE NUMBER (267) 879 - 0875 HAS BEEN ALLOWED TO BE SHARED. THE EMAIL ADDRESS BURTONMARQUITTA@GMAIL.COM HAS BEEN ALLOWED TO BE SHARED.

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Case Misc Info:

Hot Issue:
Case Origin: TELEPHONE
Prior Case Number: 3380829
Universal Service: Y
Arrearage: 1000
BCS Investigator First Name: BCS
BCS Investigator Last Name: CASE POOL
BCS Investigator Phone w/ Area Code: 7177875468
BCSIntaker First Name: JOHN
BCSIntaker Last Name: AUSTIN
Number Of Time Send: 1
Number Of Time Faxed: 0
Number Of Time Faxed: 7177876641

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SECRETARY'S BUREAU

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PHILADELPHIA GAS WORKS

PUC

Closing XML

Case Number: 3696137
Company Name: PGW (PHILA. GAS WORKS (NGDC))
Company Code: 0766
Company Type: GAS TRANSPORTER
Customer First Name: MARQUITTA
Customer Middle Initial:
Customer Last Name: BURTON
Account Number: 119424872
Service Address 1: 521 N 64TH STREET
Service Address 2: 1ST FLOOR
Service City: PHILADELPHIA
Service State: PA
Service Zip 5: 19151
Service Zip 4:
Decision Issue: N
Oral Written: W
Violation: NO
Chapter:
Section Rule:
Total Balance: 1668.00
Date Closed: 2019-07-10
Resolution: DISMISSAL LETTER ISSUED: SCIC INVALID. PRIOR PUC PAR#3380829 WAS NOT SATISFIED AND CUSTOMER DID NOT PROVIDE PROOF OF SCIC
Balance Date: 2019-07-09
Service Restored Pay: 0.00
Service Continue Amount: 851.00
Service Continue Date:
Terms:
Special Budget Amount: 102.00
Regular Budget Amount: 123.00
Arrears Payment Plus: 0.00
FinalMonthlyPayment: 0.00
CurrentMonthlyPayment: 0.00
EndMonthlyPayment: 0.00
LetterDescription:
HeadDate: 2019-07-11
Paragraph:
Bill Date:
Reconnect Amount: 0
Pay Amount: 0.00
BCS Investigator First Name: BRYAN
BCS Investigator Last Name: KAUFFMAN
Number Of Time Send: 1
Number Of Time Faxed: 0
PUC Fax: 7177876641

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PHILADELPHIA GAS WORKS

PUC

Opening XML

Case Number: 3720811
Company Name: PGW (PHILA. GAS WORKS (NGDC))
Company Code: 0766
Company Type: GAS TRANSPORTER
Customer First Name: MARQUITTA
Customer Middle Initial:
Customer Last Name: BURTON
Customer Account Number: 119424872
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: 521 N 64TH STREET
Customer Service Address 2: 1ST FLOOR
Customer Service Address City: PHILADELPHIA
Customer Service Address State: PA
Customer Service Address Zip: 19151
Customer Service Address 4-Zip:
Customer Family Adults: 1
Customer Family Children: 2
Customer Family Age: 10,3
Gross Income
Source **Income Amount**
A1 NONE 0
Date Open: 2019-07-26
Reason For Contact: CII - CHANGE IN INCOME PAR (#71)
Term Date: 2019-07-30
Business Name:
Case Problem:
Company Position: 07/22/2019 NEEDS TO \$851.00 TO KEEP THE SERVICE.
Related Information: CII FROM #3696137 AND ADDED DEPENDENT. - RELIEF SOUGHT -
- RELIEF SOUGHT - NEW PAR BASED ON CII. THE CELL PHONE
NUMBER (267) 879 - 0875 HAS BEEN ALLOWED TO BE SHARED.
THE EMAIL ADDRESS BURTONMARQUITTA@GMAIL.COM HAS
BEEN ALLOWED TO BE SHARED.

Case Misc Info:
Hot Issue:

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Case Origin: TELEPHONE
Prior Case Number: 3696137
Universal Service: Y
Arrearage: 0
BCS Investigator First Name: BCS
BCS Investigator Last Name: CASE POOL
BCS Investigator Phone w/ Area Code: 7177875468
BCSIntaker First Name: ANN
BCSIntaker Last Name: CAVANAUGH
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: 3720811
Company Name: PGW (PHILA. GAS WORKS (NGDC))
Company Code: 0766
Company Type: GAS TRANSPORTER
Customer First Name: MARQUITTA
Customer Middle Initial:
Customer Last Name: BURTON
Account Number: 119424872
Service Address 1: 521 N 64TH STREET
Service Address 2: 1ST FLOOR
Service City: PHILADELPHIA
Service State: PA
Service Zip 5: 19151
Service Zip 4:
Decision Issue: N
Oral Written: W
Violation: NO
Chapter:
Section Rule:
Total Balance: 1770.00
Date Closed: 2019-08-12
Resolution: DISMISSAL LETTER ISSUED: CUSTOMER HAS CRP ARREARS, CASE DISMISSED PER 1405(C).
Balance Date: 2019-08-09
Service Restored Pay: 0.00
Service Continue Amount: 851.00
Service Continue Date:
Terms:
Special Budget Amount: 102.00
Regular Budget Amount: 113.00
Arrears Payment Plus: 0.00
FinalMonthlyPayment: 0.00
CurrentMonthlyPayment: 0.00
EndMonthlyPayment: 0.00
LetterDescription:
HeadDate: 2019-08-14
Paragraph:
Bill Date:
Reconnect Amount: 0
Pay Amount: 0.00
BCS Investigator First Name: MATTHEW
BCS Investigator Last Name: BOPP
Number Of Time Send: 1
Number Of Time Faxed: 0
PUC Fax: 7177876641

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