

RECEIVED

MAR 16 2020

PA PUBLIC UTILITY COMMISSION
SECRETARY'S BUREAU

PGW Exhibit - 1

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Specific Service Agreement Statement of Account SA- 3346874524

Customer Name	From Date	To Date
PATRICIA ALEXANDER	5/13/2016	2/25/2020

Service Address	Account Number	S A Number	Meter	Rate/Class
6425 DREXEL RD PHIL, PA 191512402		3346874524	2290448	GS

STATEMENT

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
5/13/2016	BILL									\$90.74	\$19,042.43	\$19,042.43
6/14/2016	LPC									\$281.60	\$19,324.03	\$19,324.03
6/14/2016	BILL	7970	R	30	28	0.93	48		7/7/2016	\$46.91	\$19,370.94	\$19,370.94
6/27/2016	PAY							Check		(\$1,590.00)	\$17,780.94	\$17,780.94
7/14/2016	BILL	7984	R	32	14	0.44	0		8/5/2016	\$29.45	\$17,810.39	\$17,810.39
8/12/2016	BILL	7995	R	29	11	0.38	0		9/7/2016	\$25.91	\$17,836.30	\$17,836.30
9/13/2016	LPC									\$267.54	\$18,103.84	\$18,103.84
9/13/2016	BILL	8008	R	33	13	0.39	0		10/6/2016	\$28.82	\$18,132.66	\$18,132.66
9/24/2016	PAY							Check		(\$1,000.00)	\$17,132.66	\$17,132.66
9/26/2016	PAY							Check		(\$554.00)	\$16,578.66	\$16,578.66
10/13/2016	BILL	8024	R	29	16	0.55	44		11/7/2016	\$34.06	\$16,612.72	\$16,612.72
11/10/2016	BILL	8114	R	29	90	3.1	241		12/7/2016	\$145.59	\$16,758.31	\$16,758.31
12/13/2016	LPC									\$251.37	\$17,009.68	\$17,009.68
12/13/2016	BILL	8361	R	33	247	7.48	626		1/9/2017	\$347.20	\$17,356.88	\$17,356.88
1/17/2017	LPC									\$256.58	\$17,613.46	\$17,613.46
1/17/2017	BILL	8749	R	32	388	12.12	896		2/9/2017	\$522.16	\$18,135.62	\$18,135.62
2/14/2017	LPC									\$264.41	\$18,400.03	\$18,400.03
2/14/2017	BILL	9068	R	31	319	10.29	767		3/10/2017	\$479.59	\$18,879.62	\$18,879.62
3/15/2017	LPC									\$271.60	\$19,151.22	\$19,151.22
3/15/2017	BILL	9322	R	29	254	8.76	592		4/7/2017	\$390.53	\$19,541.75	\$19,541.75
4/13/2017	BILL	9567	R	29	245	8.45	469		5/9/2017	\$358.75	\$19,900.50	\$19,900.50
5/12/2017	BILL	9644	R	29	77	2.66	164		6/7/2017	\$131.76	\$20,032.26	\$20,032.26
6/13/2017	BILL	9699	R	32	55	1.72	59		7/7/2017	\$86.87	\$20,119.13	\$20,119.13

EXHIBIT
 PGW-1
 02/26/20 SC

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
7/13/2017	BILL	9718	R	30	19	0.63	0		8/7/2017	\$38.51	\$20,157.64	\$20,157.64
7/28/2017	PAY							Check		(\$1,626.00)	\$18,531.64	\$18,531.64
8/4/2017	CANP									\$1,626.00	\$20,157.64	\$20,157.64
8/4/2017	PAYCAN									\$0.00	\$20,157.64	\$20,157.64
8/4/2017	NSFCHA									\$20.00	\$20,177.64	\$20,177.64
8/11/2017	PAY							Check		(\$1,626.00)	\$18,551.64	\$18,551.64
8/11/2017	BILL	9733	R	29	15	0.52	0		9/6/2017	\$33.15	\$18,584.79	\$18,584.79
9/13/2017	BILL	9754	R	33	21	0.64	7		10/6/2017	\$40.77	\$18,625.56	\$18,625.56
10/12/2017	BILL	9777	R	29	23	0.79	16		11/6/2017	\$46.35	\$18,671.91	\$18,671.91
10/24/2017	PAY							Check		(\$1,638.00)	\$17,033.91	\$17,033.91
10/30/2017	CANP									\$1,638.00	\$18,671.91	\$18,671.91
10/30/2017	PAYCAN									\$0.00	\$18,671.91	\$18,671.91
10/30/2017	NSFCHA									\$20.00	\$18,691.91	\$18,691.91
11/3/2017	PAY							Multiple Tenders used		(\$1,638.00)	\$17,053.91	\$17,053.91
11/13/2017	BILL	9858	R	29	81	2.79	186		12/7/2017	\$144.48	\$17,198.39	\$17,198.39
12/13/2017	BILL	160	R	33	302	9.15	704		1/10/2018	\$413.49	\$17,611.88	\$17,611.88
1/17/2018	LPC									\$264.17	\$17,876.05	\$17,876.05
1/17/2018	BILL	700	R	35	540	15.43	1212		2/9/2018	\$717.14	\$18,593.19	\$18,593.19
2/14/2018	LPC									\$274.93	\$18,868.12	\$18,868.12
2/14/2018	BILL	1093	R	28	393	14.04	766		3/12/2018	\$612.68	\$19,480.80	\$19,480.80
3/16/2018	LPC									\$284.12	\$19,764.92	\$19,764.92
3/16/2018	BILL	1408	R	29	315	10.86	643		4/10/2018	\$482.80	\$20,247.72	\$20,247.72
4/17/2018	BILL	1723	R	30	315	10.5	617		5/10/2018	\$403.96	\$20,651.68	\$20,651.68
5/16/2018	LPC									\$297.42	\$20,949.10	\$20,949.10
5/16/2018	BILL	1838	R	31	115	3.71	228		6/8/2018	\$165.42	\$21,114.52	\$21,114.52
5/18/2018	PAY							Cash		(\$3,717.00)	\$17,397.52	\$17,397.52
6/15/2018	BILL	1861	R	30	23	0.77	26		7/10/2018	\$46.80	\$17,444.32	\$17,444.32
7/17/2018	BILL	1880	R	30	19	0.63	0		8/9/2018	\$40.21	\$17,484.53	\$17,484.53
8/15/2018	LPC									\$262.26	\$17,746.79	\$17,746.79
8/15/2018	BILL	1896	R	31	16	0.52	0		9/7/2018	\$36.22	\$17,783.01	\$17,783.01
9/15/2018	BILL	1914	R	31	18	0.58	8		10/9/2018	\$38.87	\$17,821.88	\$17,821.88

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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
10/16/2018	BILL	1932	R	29	18	0.62	8		11/7/2018	\$40.98	\$17,862.86	\$17,862.86
11/14/2018	BILL	2073	R	32	141	4.41	446		12/10/2018	\$186.18	\$18,049.04	\$18,049.04
12/13/2018	LPC									\$266.80	\$18,315.84	\$18,315.84
12/13/2018	BILL	2399	R	29	326	11.24	778		1/10/2019	\$404.40	\$18,720.24	\$18,720.24
1/17/2019	LPC									\$272.86	\$18,993.10	\$18,993.10
1/17/2019	BILL	2748	R	34	349	10.26	842		2/11/2019	\$506.52	\$19,499.62	\$19,499.62
2/14/2019	LPC									\$280.46	\$19,780.08	\$19,780.08
2/14/2019	BILL	3172	R	29	424	14.62	929		3/12/2019	\$584.91	\$20,364.99	\$20,364.99
3/16/2019	LPC									\$289.23	\$20,654.22	\$20,654.22
3/16/2019	BILL	3553	R	29	381	13.14	784		4/9/2019	\$533.64	\$21,187.86	\$21,187.86
4/16/2019	LPC									\$297.24	\$21,485.10	\$21,485.10
4/16/2019	BILL	3773	R	29	220	7.59	426		5/10/2019	\$345.52	\$21,830.62	\$21,830.62
5/16/2019	BILL	3853	R	32	80	2.5	133		6/10/2019	\$154.53	\$21,985.15	\$21,985.15
5/29/2019	PAY							Credit Card		(\$154.53)	\$21,830.62	\$21,830.62
6/15/2019	BILL	3885	R	30	32	1.07	8		7/10/2019	\$79.02	\$21,909.64	\$21,909.64
7/17/2019	BILL	3905	R	32	20	0.62	0		8/8/2019	\$41.57	\$21,951.21	\$21,951.21
8/14/2019	BILL	3923	R	29	18	0.62	0		9/9/2019	\$38.85	\$21,990.06	\$21,990.06
9/17/2019	BILL	3941	R	31	18	0.58	0		10/10/2019	\$39.09	\$22,029.15	\$22,029.15
10/16/2019	BILL	3959	R	31	18	0.58	43		11/7/2019	\$39.40	\$22,068.55	\$22,068.55
10/22/2019	PAY							Credit Card		(\$117.34)	\$21,951.21	\$21,951.21
11/15/2019	BILL	4046	R	30	87	2.9	375		12/11/2019	\$132.00	\$22,083.21	\$22,083.21
11/27/2019	BPTOCG									\$123.23	\$22,206.44	\$22,206.44
11/27/2019	DIGCHG									\$372.00	\$22,578.44	\$22,578.44
11/27/2019	PAY							Check		(\$11,142.86)	\$11,435.58	\$11,435.58
11/27/2019	PAY							Credit Card		(\$2,000.00)	\$9,435.58	\$9,435.58
12/14/2019	LPC									\$134.10	\$9,569.68	\$9,569.68
12/14/2019	BILL	106	R	29	217	7.48	688		1/10/2020	\$296.62	\$9,866.30	\$9,866.30
1/17/2020	LPC									\$145.98	\$10,012.28	\$10,012.28
1/17/2020	BILL	516	R	34	410	12.06	836		2/12/2020	\$598.82	\$10,611.10	\$10,611.10
1/23/2020	PAY							Debit Card		(\$296.62)	\$10,314.48	\$10,314.48
2/19/2020	LPC									\$150.51	\$10,464.99	\$10,464.99

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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
2/19/2020	BILL	898	R	30	382	12.73	776		3/13/2020	\$584.61	\$11,049.60	\$11,049.60

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Search For Negotiated Payment Arrangement

Search Criteria

Account... Alexander, Patricia A

From Date:

Date	Seq	Status	Comments
05/18/2018	1	Broken	
11/03/2017	1	Broken	
10/24/2017	1	Broken	
08/11/2017	1	Broken	
07/31/2017	1	Broken	
05/01/2017	1	Broken	CII
09/27/2016	1	Broken	
06/27/2016	1	Broken	

32 record(s) found. Search limit has been reached.

Search For Negotiated Payment Arrangement

Search Criteria

Account... Alexander, Patricia A

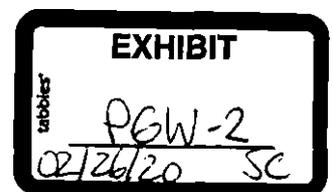
From Date:

Date	Seq	Status	Comments
03/31/2016	1	Broken	
09/18/2015	1	Broken	
06/15/2015	1	Broken	
03/31/2014	1	Broken	
10/28/2013	1	Broken	
07/12/2013	1	Broken	
08/23/2012	1	Broken	
05/16/2012	1	Broken	

32 record(s) found. Search limit has been reached.

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Search For Negotiated Payment Arrangement

Search Criteria

Account... Alexander, Patricia A

From Date: 10/08/2019

Apply Criteria

OK

Cancel

Date	Seq	Status	Comments
02/09/2012	1	Broken	
11/16/2010	1	Broken	
03/19/2010	1	Broken	
11/25/2009	1	Broken	
09/14/2009	1	Broken	PUC DECISION RENDERED
04/07/2009	1	Broken	
10/20/2008	1	Broken	
10/15/2008	1	Canceled	

32 record(s) found. Search limit has been reached.

Search For Negotiated Payment Arrangement

Search Criteria

Account... 0000 7302 1413 Alexander, Patricia A

From Date: 10/08/2019

Apply Criteria

OK

Cancel

Date	Seq	Status	Comments
03/10/2008	1	Broken	
12/21/2007	1	Broken	
10/01/2007	1	Broken	
09/05/2007	1	Broken	
06/04/2007	1	Broken	
05/14/2007	1	Broken	
02/19/2007	1	Broken	
11/29/2006	1	Broken	

32 record(s) found. Search limit has been reached.

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PHILADELPHIA GAS WORKS

PUC

Opening XML

Case Number: 3508501
Company Name: PGW (PHILA. GAS WORKS (NGDC))
Company Code: 0766
Company Type: GAS TRANSPORTER
Customer First Name: PATRICIA
Customer Middle Initial:
Customer Last Name: ALEXANDER
Customer Account Number:
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: 6425 DREXEL ROAD
Customer Service Address 2:
Customer Service Address City: PHILADELPHIA
Customer Service Address State: PA
Customer Service Address Zip: 19151
Customer Service Address 4-Zip: PGW Exhibit - 3
Customer Family Adults: 2 Page 1 of 3
Customer Family Children: 2
Customer Family Age: 16,13
Gross Income

Source	Income Amount
WAGES	2000
WAGES	1000

Date Open: 2017-03-30
Reason For Contact: CII - CHANGE IN INCOME PAR (#71)
Term Date: 2017-04-03
Business Name:
Case Problem:
Company Position: 03/30/2017 PGW WANTS HER TO PAY 3126 TO KEEP SERVICES ON.
Related Information: CII CUSTOMER WOULD LIKE THE PAYMENT ARRANGEMENT TO STOP THE TERM NOTICE. CUSTOMER STATED THERE HAS DECREASE IN INCOME SINCE LAST PUC DECISION. THE CELL PHONE NUMBER (215) 495 - 4160 HAS BEEN ALLOWED TO BE SHARED. THE EMAIL ADDRESS

EXHIBIT

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PGW-3

02/26/20 SC

PSANFORD@ALEXANDERPERRYINC.COM HAS BEEN ALLOWED
TO BE SHARED.

Case Misc Info:**Hot Issue:****Case Origin:** TELEPHONE**Prior Case Number:** 3349151**Universal Service:** N**Arrearage:** 3126**BCS Investigator First Name:** BCS**BCS Investigator Last Name:** CASE POOL**BCS Investigator Phone w/ Area Code:** 7177875468**BCSIntaker First Name:** STEFANIA**BCSIntaker Last Name:** MICOLUCCI**Number Of Time Send:** 1**Number Of Time Faxed:** 0**Number Of Time Faxed:** 7177876641PGW Exhibit - 3Page 2 of 3

PHILADELPHIA GAS WORKS

PUC

Closing XML

Case Number: 3508501
Company Name: PGW (PHILA. GAS WORKS (NGDC))
Company Code: 0766
Company Type: GAS TRANSPORTER
Customer First Name: PATRICIA
Customer Middle Initial:
Customer Last Name: ALEXANDER
Account Number:
Service Address 1: 0423 DREACL ROAD
Service Address 2:
Service City: PHILADELPHIA
Service State: PA
Service Zip 5: 19151
Service Zip 4:
Decision Issue: Y
Oral Written: W
Violation: NO
Chapter:
Section Rule:
Total Balance: 19900.50
Date Closed: 2017-04-27
Resolution: DECISION ISSUED - LEVEL 1, BUDGET 210.00 + 332.00 = 542.00 BEGINNING JUN 2017 DUE DATE. WAIVE LPCS. CASE SUSTAINED.
Balance Date: 2017-04-24
Service Restored Pay: 0.00
Service Continue Amount: 0.00
Service Continue Date:
Terms: JUNE 2017 DUE DATE
Special Budget Amount: 542.00
Regular Budget Amount: 210.00
Arrears Payment Plus: 332.00
FinalMonthlyPayment: 0.00
CurrentMonthlyPayment: 0.00
EndMonthlyPayment: 0.00
LetterDescription: EGW STRAIGHT PAR/NO LPCS/BUDGET + FOR LEVEL 1 HOUSEHOLDS
HeadDate: 2017-05-01
Paragraph:
Bill Date:
Reconnect Amount: 0
Pay Amount: 0.00
BCS Investigator First Name: NAFEEESAH
BCS Investigator Last Name: HOLLIDAY
Number Of Time Send: 1
Number Of Time Faxed: 0
PUC Fax:

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Customer Contact: Customer Review Unit

Date: 10/27/2008 Time: 1:07:00 PM Source: Related Tran:

CC Type: CRU - Customer Review Unit Created: 10/27/2008 at: 1:07:13 PM by: WFADMIN

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

Surveyable Auto Delete Date: 10/27/2013 Class: Inquiry

Comments: PUC Complaint BCS# 2464388 filed on 10/27/2008 12:00:00 AM (CRU 787-1250) regarding DN - PAR NEEDED (# 61), by # of Adults in Household: # and Ages of Children in Household: /. Gross Income:

Letter

Status: Print Date: Run Number: Reprint:

Template:

Review List Tickler

Follow Up: to Review Group to User

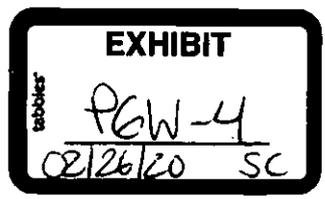
Priority: Review Group: ✓

Account: Alexander, Patricia A

Premise: 6425 Drexel Rd/Phila,Pa

Person: Alexander, Patricia A

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Customer Contact: Customer Review Unit

Date: 09/14/2009 Time: 2:19:00 PM Source: Related Tran:

CC Type: CRU - Customer Review Unit Created: 09/14/2009 at: 2:19:08 PM by: LPEREIRA

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

Surveyable Auto Delete Date: 09/14/2014 Class: Inquiry

Comments: Received Closing/Decision from TERRY SEAVER of PUC/BCS regarding BCS# 2464388 on 09/15/2009. The BCS stated the following: CUST LVL2B, NO PRIORS WITH PUC, ELIGIBLE FOR TERMS IAW 1405 (B) (2). BEG OCT 2009 DUE DATE PAY BB (\$361.00) + \$421.00 = \$782.00/MONTH UNTIL BAL PAID IN FULL. The customer must pay 361 plus 421 for a total of 782 OCTOBER 2009 DUE DATE.

Letter

Status: Print Date: Run Number: Reprint:

Template:

Review List Tickler

Follow Up: to Review Group to User

Priority: Review Group

Account: Alexander, Patricia A

Premise: 6425 Drexel Rd/Phila,Pa

Person: Alexander, Patricia A

Customer Contact: Customer Review Unit



Date: 07/18/2011 Time: 9:16:00 AM Source: Related Tran:
CC Type: CRU - Customer Review Unit Created: 07/18/2011 at: 9:16:07 AM by: WFADMIN
Area: 800 - Residential General Service Changed: at: by:
 Surveyable Auto Delete Date: 07/17/2016 Class: Inquiry

Comments: PUC Complaint BCS# 2859589 filed on 7/18/2011 12:00:00 AM (CRU 787-1250) regarding CII - CHANGE IN INCOME PAR (#71), by # of Adults in Household: 3. # and Ages of Children in Household: 2 / 8,10. Gross Income: 2000 A1 SELF 500 A2SELF 500 A3 SOC SEC

Letter

Status: Print Date: Run Number: Reprint:

Template:

Review List Tickler

Follow Up: to Review Group to User
Priority: Review Group:

Account:

Premise:

Person:

Customer Contact: Customer Review Unit 83

Date: 10/18/2011 Time: 9:02:00 AM Source: Related Tran:

CC Type: CRU - Customer Review Unit Created: 10/18/2011 at: 9:02:27 AM by: WFADMIN

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

Surveyable Auto Delete Date: 10/17/2016 Class: Inquiry

Comments: BCS # 2859589 case dismissed on 10/18/2011 12:00:00 AM. Resolution: CUSTOMER PAYMENTS DO NOT SATISFY THE AMOUNT OF ORIGINAL PUC PAR
 CUSTOMER DEFAULTED ON THAT PAR
 CUSTOMER FAILED TO RETURN CII VERIFICATION
 CASE DISMISSED PER 1405D

Letter

Status: Print Date: Run Number: Reprint:

Template:

Review List Tickler

Follow Up: to Review Group to User

Priority: Review Group:

Account: Alexander, Patricia A

Premise: 6425 Drexel Rd/Phila, Pa

Person: Alexander, Patricia A

Customer Contact: Customer Review Unit

Date: 11/14/2011 Time: 6:44:00 AM Source: Related Tran:

CC Type: CRU - Customer Review Unit Created: 11/14/2011 at: 6:44:49 AM by: WFADMIN

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

Surveyable Auto Delete Date: 11/13/2016 Class: Inquiry

Comments: PUC Complaint BCS# 2910870 filed on 11/10/2011 12:00:00 AM (CRU 787-1250) regarding CII - CHANGE IN INCOME PAR (#71), by # of Adults in Household: 3. # and Ages of Children in Household: 2 / 11 8. Gross Income: 2000 WAGES 200 AD2 WAGES

Letter

Status: Print Date: Run Number: Reprint:

Template:

Review List Tickler

Follow Up: to Review Group to User

Priority: Review Group:

Account: Alexander, Patricia A

Premise: 6425 Drexel Rd/Phila,Pa

Person: Alexander, Patricia A

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Customer Contact: Customer Review Unit

Date: 12/19/2011 Time: 8:03:00 AM Source: Related Tran:

CC Type: CRU - Customer Review Unit Created: 12/19/2011 at: 8:03:10 AM by: WFADMIN

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

Surveyable Auto Delete Date: 12/18/2016 Class: Inquiry

Comments: BCS # 2910870 case dismissed on 12/17/2011 12:00:00 AM. Resolution: CASE REVIEWED. CO REPORT REVIEWED. CUST HAS PRIOR PAR W/ THE PUC UNDER BCS# 2464388 ISSUED 09/12/2009; NOT SATISFIED. HH CONSISTED OF 3 ADULS AND 2 CHILDREN W/ HH GMI OF 4500.00 PER MO. CUST WAS ALSO PLACED IN THE CO'S PARS, THE LATEST BEING ON 11/16/2010. THE PAR WAS BASED ON 2000.00 PER MO HH GMI. WHEN CUST FILED THIS COMPLAINT (BCS# 2910870), CUST STATED HH CONSISTS OF 3 ADULS AND 2 CHILDREN W/ HH GMI OF

Letter

Status: Print Date: Run Number: Reprint: [dropdown]

Template:

Review List Tickler

Follow Up: [dropdown] to Review Group to User

Priority: [dropdown] Review Group: [dropdown]

Account: Alexander, Patricia A

Premise: 6425 Drexel Rd/Phila, Pa

Person: Alexander, Patricia A

[Change] [Cancel]

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Customer Contact: Customer Review Unit

Date: 12/19/2011 Time: 8:03:00 AM Source: Related Tran:

CC Type: CRU - Customer Review Unit Created: 12/19/2011 at: 8:03:10 AM by: WFADMIN

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

Surveyable Auto Delete Date: 12/18/2016 Class: Inquiry

Comments: 2700.00. CH VERIFICATION FORM MAILED TO CUST ON 11/11/2011. TO DATE, THE PUC HAS NOT RECVD THE FORM BACK ALONG W/ DOCUMENTATION TO PROOF DECREASE OF INCOME. AS PER 1405D, THE PUC CANNOT ISSUE NEW PAR IF CUST DEFAULTED ON PREVIOUS PUC PAR.CASE DISMISSED PER 1405D. LETTER SENT.

Letter

Status: Print Date: Run Number: Reprint:

Template:

Review List Tickler

Follow Up: to Review Group to User

Priority: Review Group ✓

Account: Alexander, Patricia A

Premise: 6425 Drexel Rd/Phila,Pa

Person: Alexander, Patricia A

Change Cancel

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Customer Contact: Ivr Payment



Date: 04/29/2013 Time: 10:53:00 PM Source: IVR Check Related Tran:
 CC Type: PAYM - Ivr Payment Created: 04/29/2013 at: 10:53:19 PM by: BCCSIVR
 Area: 800 - Residential General Service Changed: at: by:
 Surveyable Auto Delete Date: 04/29/2013 Class: Credit Card Payment

Comments: Pending Pay Amount: 11869.75 Authorization Code: 1198239932 Checking Act Nbr:
 *****9588

Letter
 Status: Print Date: Run Number: Reprint:

Template:

Review List Tickler

Follow Up: to Review Group to User

Priority: Review Group:

Account: Alexander, Patricia A

Premise:

Person: Alexander, Patricia A

PGW Exhibit - 4

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Customer Contact: Collection

Date: 04/30/2013 Time: 8:28:00 AM Source: JetSearch Related Tran: Account Maintenance

CC Type: COLL - Collection Created: 04/30/2013 at: 8:28:03 AM by: NRAMOS

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

Surveyable Auto Delete Date: 04/30/2017 Class: Inquiry

Comments: C/C TO CONFIRM THE PAYMENT MADE FOR \$11,869.75. CONFIRMED. INFORM THE PAYMENT STILL PENDING. NOT POSTED ON THE ACCT YET. CANCELLED C&C EVENT. C/S

Letter

Status: Print Date: Run Number: Reprint:

Template:

Review List Tickler

Follow Up: to Review Group to User

Priority: Review Group:

Account: Alexander, Patricia A

Premise: 6425 Drexel Rd/Phila,Pa

Person: Alexander, Patricia A

Change Cancel

Customer Contact: Customer Review Unit

Date: 05/20/2013 Time: 11:21:00 AM Source: Related Tran:

CC Type: CRU - Customer Review Unit Created: 05/20/2013 at: 11:21:30 AM by: WFADMIN

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

Surveyable Auto Delete Date: 05/20/2018 Class: Inquiry

Comments: PUC Complaint BCS# 3099191 filed on 5/20/2013 12:00:00 AM (CRU 787-1250) regarding CII - CHANGE IN INCOME PAR (#71), by # of Adults in Household: 2 # and Ages of Children in Household: 2 / 12.9. Gross Income: 3000 WAGES 3000 WAGES

Letter

Status: Print Date: Run Number: Reprint:

Template:

Review List Tickler

Follow Up: to Review Group to User

Priority: Review Group:

Account: Alexander, Patricia A

Premise: 6425 Drexel Rd/Phila,Pa

Person: Alexander, Patricia A

PGW Exhibit - 4

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Customer Contact: Customer Review Unit

Date: 06/26/2013 Time: 2:05:00 PM Source: Related Tran:

CC Type: CRU - Customer Review Unit Created: 06/26/2013 at: 2:05:14 PM by: WFADMIN

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

Surveyable Auto Delete Date: 06/26/2018 Class: Inquiry

Comments: BCS # 3099191 case dismissed on 6/26/2013 12:00:00 AM. Resolution: CASE DISMISSED VERIFICATION PROVIDED DOES NOT SUPPORT THE CUSTOMER'S CLAIM.

Letter

Status: Print Date: Run Number: Reprint:

Template:

Review List Tickler

Follow Up: to Review Group to User

Priority: Review Group: ✓

Account: Alexander, Patricia A

Premise: 6425 Drexel Rd/Phila,Pa

Person: Alexander, Patricia A

PGW Exhibit - 4

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Customer Contact: Customer Review Unit

Date: 05/07/2014 Time: 3:02:00 PM Source: Related Tran:

CC Type: CRU - Customer Review Unit Created: 05/07/2014 at: 3:02:52 PM by: WFADMIN

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

Surveyable Auto Delete Date: 05/07/2019 Class: Inquiry

Comments: PUC Complaint BCS# 3235224 filed on 5/7/2014 12:00:00 AM (CRU 787-1250) regarding ON - PAR
NEEDED (# 61), by # of Adults in Household: 2. # and Ages of Children in Household: 2 / 13,10. Gross
Income: 1000 WAGES 1500 WAGES

Letter

Status: Print Date: Run Number: Reprint:

Template: -

Review List Tickler

Follow Up: In Review Group to User

Priority: Review Group: ✓

Account: Alexander, Patricia A

Premise: 6425 Drexel Rd/Phila,Pa

Person: Alexander, Patricia A

PGW Exhibit - 4

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Customer Contact: Customer Review Unit

Date: 08/19/2014 Time: 1:00:00 PM Source: Related Tran:

CC Type: CRU - Customer Review Unit Created: 08/19/2014 at: 1:00:16 PM by: WFADMIN

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

Surveyable Auto Delete Date: 08/19/2019 Class: Inquiry

Comments: BCS # 3235224 case dismissed on 8/19/2014 12:00:00 AM. Resolution: CASE DISMISSED PER 1405(D)...PRIOR PUC PAR, BCS #2464388, ISSUED ON 09/12/2009 HAS NOT BEEN SATISFIED...THIS IS THE CUSTOMER'S 5TH PUC COMPLAINT AND AS OF 5/15/2014 HAS AN OUTSTANDING BALANCE OF \$15,274.30...THIS CUSTOMER ALSO USING LAST NAME OF ALEXANDER

Letter

Status: Print Date: Run Number: Reprint:

Template:

Review List Tickler

Follow Up: to Review Group to User

Priority: Review Group:

Account: Alexander, Patricia A

Premise: 6425 Drexel Rd/Phila, Pa

Person: Alexander, Patricia A

PGW Exhibit - 4

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Customer Contact: Customer Review Unit

Date: 10/30/2014 Time: 10:58:00 AM Source: Related Tran:

CC Type: CRU - Customer Review Unit Created: 10/30/2014 at: 10:58:08 AM by: WFADMIN

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

Surveyable Auto Delete Date: 10/30/2019 Class: Inquiry

Comments: PUC Complaint BCS# 3301867 filed on 10/30/2014 12:00:00 AM (CRU 787-1250) regarding DN - PAR NEEDED (# 61), by SM # of Adults in Household: 2 # and Ages of Children in Household: 2 / 14, 11. Gross Income: 0 ADDULT 1 2900 WAGES

Letter

Status: Print Date: Run Number: Reprint: []

Template:

Review List Tickler

Follow Up: [] to Review Group to User

Priority: [] Review Group [] ✓

Account: Alexander, Patricia A

Premise: 6425 Drexel Rd/Phila,Pa

Person: Alexander, Patricia A

[Change] [Cancel]

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Customer Contact: Customer Review Unit

Date: 12/04/2014 Time: 3:30:00 PM Source: Related Tran:

CC Type: CRU - Customer Review Unit Created: 12/04/2014 at: 3:30:49 PM by: JPEARSON

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

Surveyable Auto Delete Date: 12/04/2019 Class: Inquiry

Comments: Received Closing/Decision from ERNESTINE CRANKFIELD of PUC/BCS regarding BCS# 3301867 on 12/08/2014. The BCS stated the following: DISMISSED PER 1405 D. CU DID NOT SATISFY PRVS PUC PAR 2464388. The customer must pay 6897.14 by then 288 plus 0 for a total of 0.

Letter

Status: Print Date: Run Number: Reprint: [dropdown]

Template:

Review List Tickler

Follow Up: [dropdown] to Review Group to User

Priority: [dropdown] Review Group: [dropdown] ✓

Account: Alexander, Patricia A

Premise: 6425 Drexel Rd/Phila, Pa

Person: Alexander, Patricia A

[Change] [Cancel]

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 6425 DREXEL RD on or after 8 a.m. on Apr 07, 2015. 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 \$18,609.50.
- * 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	\$18,609.50
Security Deposit	\$576.00
Turn On Charge	\$123.23
Total	\$19,308.73

(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 7 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 shut-off 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) 2015		
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	\$1,471 or less	\$1,472-\$2,943
2	\$1,991 or less	\$1,992-\$3,983
3	\$2,511 or less	\$2,512-\$5,023
4	\$3,031 or less	\$3,032-\$6,063
Each add. person add	\$3,551	\$3,552-\$7,103

PL_20150328180101.dat:2031-00004346

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:
 Notice Date: Mar 26, 2015
 Please Pay: \$18,609.50

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

Amount Enclosed:

001016 000004346

 PATRICIA ALEXANDER
 6425 DREXEL RD
 PHILA PA 19151-2402




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

0000730214138007000018609508

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Customer Contact: Customer Review Unit

Date: 04/06/2015 Time: 3:07:00 PM Source: Related Tran:

CC Type: CRU - Customer Review Unit Created: 04/06/2015 at: 3:07:55 PM by: WFADMIN

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

Surveyable Auto Delete Date: 04/05/2020 Class: Inquiry

Comments: PUC Complaint BCS# 3330886 filed on 4/6/2015 12:00:00 AM (CRU 787-1250) regarding CII - CHANGE IN INCOME PAR (#71), by SM # of Adults in Household: 2 # and Ages of Children in Household: 2 / 14,11. Gross Income: 2000 JOB

Letter

Status: Print Date: Run Number: Reprint:

Template: ---

Review List Tickler

Follow Up: to Review Group to User

Priority: Review Group:

Account: Alexander, Patricia A

Premise: 6425 Drexel Rd/Phila,Pa

Person: Alexander, Patricia A

Customer Contact: Customer Review Unit

Date: 05/06/2015 Time: 4:51:00 PM Source: Related Tran:

CC Type: CRU - Customer Review Unit Created: 05/06/2015 at: 4:51:24 PM by: WFADMIN

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

Surveyable Auto Delete Date: 05/05/2020 Class: Inquiry

Comments: BCS # 3330886 case dismissed on 5/6/2015 12:00:00 AM. Resolution: CASE DISMISSED PER 1405(D); THE COMPANY REPORTED THAT PRIOR PUC PAR, ISSUED ON 9/12/2009, BCS# 2464388, HAS NOT BEEN SATISFIED. THE CUSTOMER CLAIMED CII BUT FAILED TO SUBMIT ANY DOCUMENTATION TO SUPPORT THEIR CLAIM.

Letter

Status: Print Date: Run Number: Reprint:

Template:

Review List Tickler

Follow Up: to Review Group to User

Priority: Review Group: ✓

Account: Alexander, Patricia A

Premise: 6425 Drexel Rd/Phila,Pa

Person: Alexander, Patricia A

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Customer Contact: Customer Review Unit

Date: 05/27/2015 Time: 6:10:00 AM Source: Related Tran:

CC Type: CRU - Customer Review Unit Created: 05/27/2015 at: 6:10:17 AM by: WFADMIN

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

Surveyable Auto Delete Date: 05/26/2020 Class: Inquiry

Comments: PUC Complaint BCS# 3349151 filed on 5/26/2015 12:00:00 AM (CRU 787-1250) regarding CIT - CHANGE IN INCOME PAR (#71), by RP HUS-ALFRED SANFORD # of Adults in Household: 2 # and Ages of Children in Household: 2 / 14 11. Gross Income: 1000 AD1 0AD2

Letter

Status: Print Date: Run Number: Reprint:

Template:

Review List Tickler

Follow Up: to Review Group to User

Priority: Review Group:

Account: Alexander, Patricia A

Premise: 6425 Drexel Rd/Phila,Pa

Person: Alexander, Patricia A

PGW Exhibit - 4

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Customer Contact: Customer Review Unit

Date: 06/01/2015 Time: 12:59:00 PM Source: Related Tran:

CC Type: CRU - Customer Review Unit Created: 06/01/2015 at: 12:59:23 PM by: WFADMIN

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

Surveyable Auto Delete Date: 05/31/2020 Class: Inquiry

Comments: BCS # 3349151 case dismissed on 6/1/2015 12:00:00 AM. Resolution: CASE DISMISSED CII INVALID CU SHOULD RPT TO CU SERVICE CENTER WITH ALL NECESSARY DOCUMENTATION TO PROVE INCOME (LAST INCOME PROVIDED TO PGW WAS 2632/MO W 4 IN HH AS CU APPREARS ELIGIBLE FOR CRP CRP BEST OPTION AT 268.20/MO (263.20 + 5/MO) THAT MO PAYMENT IS BASED ON MO INCOME SHOWN HERE IF CU DOES NOT WANT TO ENROLL IN CRP NEED TO PAY 9903.14 C/U BEFORE 6/12/15 AND ENTER INTO PAR OF \$475. (BB 259.

Letter

Status: Print Date: Run Number: Reprint: []

Template:

Review List Tickler

Follow Up: [] to Review Group to User

Priority: [] Review Group: [] ✓

Account: Alexander, Patricia A

Premise: 6425 Drexel Rd/Phila,Pa

Person: Alexander, Patricia A

[Change] [Cancel]

PGW Exhibit - 4

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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 6425 DREXEL RD on or after 8 a.m. on Apr 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 \$18,879.62.
- 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	\$18,879.62
Security Deposit	\$420.00
Turn On Charge	\$123.23
Total	\$19,422.85

(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

PL_20170322180101 dai-3939-000000341

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:
Notice Date: Mar 22, 2017
Please Pay: \$18,879.62

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

Amount Enclosed:

001970 000000341

 PATRICIA ALEXANDER
 6425 DREXEL RD
 PHILA PA 19151-2402




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

PGW Exhibit - 4
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Customer Contact: Customer Review Unit

Date: 03/31/2017 Time: 8:06:00 AM Source: Related Tran:

CC Type: CRU - Customer Review Unit Created: 03/31/2017 at: 8:06:22 AM by: JANTONET

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

Surveyable Auto Delete Date: 03/31/2022 Class: Inquiry

Comments: PUC Complaint BCS# 3508501 filed on 3/30/2017 12:00:00 AM (CRU 787-1250) regarding CII - CHANGE IN INCOME PAR (#71), by same. # of Adults in Household: 2. # and Ages of Children in Household: 2 16,13. Gross Income: WAGES 2000.00 WAGES 1000.00

Letter

Status: Print Date: Run Number: Reprint:

Template:

Review List Tickler

Follow Up: to Review Group to User

Priority: Review Group:

Account: Alexander, Patricia A

Premise: 6425 Drexel Rd/Phila,Pa

Person: Alexander, Patricia A

Change Cancel

PGW Exhibit - 4

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Customer Contact: Customer Review Unit 83

Date: 05/01/2017 Time: 6:16:00 AM Source: Related Tran:

CC Type: CRU - Customer Review Unit Created: 05/01/2017 at: 6:16:12 AM by: PBERNARD

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

Surveyable Auto Delete Date: 05/01/2022 Class: Inquiry

Comments: Received Closing/Decision from NAFEESSAH HOLLIDAY of PUC/BCS regarding BCS# 3508501 on 4/27/2017 12:00:00 AM. The BCS stated the following: DECISION ISSUED - LEVEL 1, BUDGET 210.00 + 332.00 = 542.00 BEGINNING JUN 2017 DUE DATE. WAIVE LPCS. CASE SUSTAINED. and Customer must pay: 0 plus 332.00 for a total of 542.00 beginning with JUNE 2017 DUE DATE

Letter

Status: Print Date: Run Number: Reprint:

Template:

Review List Tickler

Follow Up: In Review Group to User

Priority: Review Group:

Account: Alexander, Patricia A

Premise: 6425 Drexel Rd/Phila,Pa

Person: Alexander, Patricia A

PGW Exhibit - 4

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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 6425 DREXEL RD on or after 8 a.m. on Jul 31, 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 \$20,119.13.
- * 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	\$20,119.13
Security Deposit	\$440.00
Turn On Charge	\$123.23
Total	\$20,682.36

(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

PL_20170717180100.dat-179-000002245

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:
 Notice Date: Jul 17, 2017
 Please Pay: \$20,119.13

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

Amount Enclosed:

000090 000002245

 PATRICIA ALEXANDER
 6425 DREXEL RD
 PHILA PA 19151-2402




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

PGW Exhibit - 4
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* Contacts for Account: Alexander, Patricia A

Account: Alexander, Patricia A		<input type="checkbox"/> Transaction History <input checked="" type="checkbox"/> Full Comments	
Date	Type	Comment	Person
08/07/2017	COLL	cor called for a status of her acct . i told her the payment of 1626 was returned . her shut off notice is cancelled & to get back on par she needs to make a payment of atleast 1626.00 by 8/10 cs	Alexander, Patricia A
08/07/2017	PAY	Acct/already done R01-insufft/funds-per kubra list-8/4/17	Alexander, Patricia A
08/07/2017	BUD	cor called to find out if payment went through informed her no it was cancelled catch up 1626 shut off cancelled. informed cor she has until 08/11 to make payment. advised her shut off notice can generate at any time due to past due bal. cor said she'll make payment today or tomorrow c.s	Alexander, Patricia A
08/04/2017	CPCA	Canceled Payment on Catch Up Amount	Alexander, Patricia A
08/02/2017	BILL	eric george the attorney for the cor who are out of town I advised the shut of notice was canceled they paid the catch up amt to get on par c/s	Alexander, Patricia A
08/02/2017	BILL	cor called in regards to paying previously to reinstate par and advs someone will call to make a payment today. advs to provide the person with verifiable information to access her account. advs there is a 2.95 fee to make a payment over the phone or online. c/s	Alexander, Patricia A
08/01/2017	COLL	cor called to find out about PAR payments, adv her 546 monthly first bill due in September, cs.	Alexander, Patricia A
07/31/2017	PCPA	Catch Up amount of \$ 1626.00 was paid in full. This Re-instated the Negotiated PAR for 57 remaining months	Alexander, Patricia A
07/31/2017	NNA	Account Id:73021413 Person Id:778059057 Number in Household: 4 Monthly Household Income: \$ 3330.00 Arrangement Type:R Level of Payment:0 Monthly Payment :\$546.00Created by: CCINEGU	Alexander, Patricia A
07/31/2017	COLL	Assigned to distribution to abandon the service for nonpayment on 7/31/2017	Alexander, Patricia A
07/28/2017	PYCS	Pending Pay Amount: 1626.00 Authorization Code: 20960858176 Checking Act Nbr: *****7709, the cor made the payment + fee with her check. c/s.	Alexander, Patricia A
07/26/2017	COLL	FOLLOW-UP. The cor stated she will make the paym today or tomorrow ./Sat-Yes	Alexander, Patricia A
07/26/2017	COLL	COR - The cor called very frustrated that PGW is at her property to s/off the gas, her 10 day notice is for 07-31-17. NPSO inquiry: I placed the cor on hold to reivew the account to check the status. The cor was speaking with several people about this issue while on the call. Afterwards the cor stated the service was not s/off, and the technicians left the premise. Per qa, I explained to the cor that the the down paym amount \$1626 is due before 07-31-17.	Alexander, Patricia A

Change Customer Contact Launch Related Transaction.

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* Contacts for Account: Alexander, Patricia A					
Account: Alexander, Patricia A				<input type="checkbox"/> Transaction History	
				<input checked="" type="checkbox"/> Full Comments	
Date	Type	Comment	Person	Fc	
10/31/2017	PYCS	Pending Pay Amount: 1638.00 Authorization Code: 30429169555 Checking Act Nbr: *****7709	Alexander, Patricia A		
10/30/2017	CPCA	Canceled Payment on Catch Up Amount	Alexander, Patricia A		
10/24/2017	NNA	Account Id:73021413 Person Id:778059057 Number in Household: 4 Monthly Household Income: \$ 3330.00 Arrangement Type:R Level of Payment:0 Monthly Payment :\$531.00Created by: CCINEGU	Alexander, Patricia A		
10/24/2017	PCPA	Catch Up amount of \$ 1638.00 was paid in full. This Re-instated the Negotiated PAR for 54 remaining months	Alexander, Patricia A		
10/24/2017	COLL	cor called to make a payment of 1638, customer aware of 2.95 fee, payment made, confirmation 29753770378 emailed, cs.	Alexander, Patricia A		
10/24/2017	PYCS	Pending Pay Amount: 1638.00 Authorization Code: 29753770378 Checking Act Nbr: *****7709	Alexander, Patricia A		
10/24/2017	COLL	customer wants to confirm her par catch up amount informed her 1638.00 she asked if she can pay with me and wants to know if we have her information stored .. informed her we do not save that information she asked if she calls the IVR will it say she has her checking account info saved informed her it will not she will need to reenter her payment .. stated she has to locate her check book and will call back to make that payment cs	Alexander, Patricia A		
10/16/2017	COLL	cor cld to see if still on a par..advised no she missed 2 pymt in row...par c/u 1638.00, new monthly 531.00 which fluc every 3 months...she asked due, advised shut off snt out 10.13 and dated for 10/25/2017...she will make pymt over phn so rep can stop her c&c event..c/s	Alexander, Patricia A		
09/23/2017	CRCS	Lien Satisfied; Docket#:130630831; Original Lien Amount:\$11245.36; Current Lien Amount:\$0; Selection Type:5691 Selection.	Alexander, Patricia A		
08/11/2017	NNA	Account Id:73021413 Person Id:778059057 Number in Household: 4 Monthly Household Income: \$ 3330.00 Arrangement Type:R Level of Payment:0 Monthly Payment :\$546.00Created by: CCINEGU	Alexander, Patricia A		
08/11/2017	PCPA	Catch Up amount of \$ 1626.00 was paid in full. This Re-instated the Negotiated PAR for 57 remaining months	Alexander, Patricia A		
08/11/2017	COL2	COR called to pay PAR catch up amt. COR paid 1626.00+2.95 fee, processed payment via KUBRA. Confirmation number 22329085777 Provided monthly PAR of 546, informed COR monthly amt fluctuates every 3 months based on usage/rates and 2 missed payments causes PAR to break. c/s	Alexander, Patricia A		

Change Customer Contact..

Launch Related Transaction.

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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 6425 DREXEL RD on or after 8 a.m. on Oct 25, 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 \$18,625.56.
- 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	\$18,625.56
Security Deposit	\$430.00
Turn On Charge	\$123.23
Total	\$19,178.79

(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

PL_20171013180101 dat:1245-000000351

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:
 Notice Date:
 Please Pay:

Oct 13, 2017
 \$18,625.56

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

Amount Enclosed:

000623 000000351
 PATRICIA ALEXANDER
 6425 DREXEL RD
 PHILA PA 19151-2402



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

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Contacts for Account: Alexander, Patricia A				
Account: Alexander, Patricia A		<input type="checkbox"/> Transaction History <input checked="" type="checkbox"/> Full Comments		
Date	Type	Comment	Person	Fd
11/01/2017	COLL	Called spoke with Ms. Alexander to confirm if she made a payment at the district offices. was advised hasn't made the payment as of yet. Informed Ms. Alexander once she makes a payment at district offices need to speak with the representative with proof of receipt that the payment was paid at the cashier. Also, advised if payment is not paid today service will be shutoff due to non payment tomorrow morning. She completely understood.	Alexander, Patricia A	
10/31/2017	BILL	cor called about multiple calls she recieved about her payment and was told that the payment was accepted and was cancelled per Sup E vadell told cor that she can make the payment tomorrow but must make the payment with cash cor stated that she can make the 1638.00 payment tomorrow in DO tomorrow cor stated that she will make the payment before the end of the business day 11/1/17 also told cor that Sup E vadell will follow up with account c/s	Alexander, Patricia A	11/01/20
10/31/2017	COLL	Per contact with manager D. Ryan, I did reach out to Ms. Alexander. I informed Ms. Alexander it was brought to my attention that services would be shut off tomorrow, Wednesday, November 1, 2017. Ms. Alexander was very upset and asked for PUC number, I provided the PUC number to Ms. Alexander and apologized, she then stated thank you and goodbye. Ms. Alexander is under the belief someone from PGW is messing with her account.	Alexander, Patricia A	
10/31/2017	PAY	Acct/already done R01-insufft/funds-per kubra list-10/30/17	Alexander, Patricia A	
10/31/2017	COLL	Called COR back per contact with Supv. E. Vadell. Informed COR check payment cannot be processed since acct is Cash Only. Informed COR she would need to go to DO to make payment. Apologized to COR and informed we would not be able to take card payments at the moment. COR asked when she needs to make payment by, informed COR most recent s/o was canceled so she has time since new notice has not generated. Informed COR she would have 10 days from date of s/o generation. c/s	Alexander, Patricia A	
10/31/2017	PAY	COR called to make payment since check was returned, COR asked if payment will be tried again, informed COR it will not. COR paid 1638.00+2.95 fee, processed via KUBRA, confirmation number: 30429169555. Informed COR monthly PAR will be 531.00 starting with 11/13/17 bill. c/s	Alexander, Patricia A	
10/31/2017	PYCS	Pending Pay Amount: 1638.00 Authorization Code: 30429169555 Checking Act Nbr. *****7709	Alexander, Patricia A	

Change Customer Contact... Launch Related Transaction...

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Customer Contact: Customer Review Unit

Date: 11/01/2017 Time: 2:33:00 PM Source: Related Tran:

CC Type: CRU - Customer Review Unit Created: 11/01/2017 at: 2:33:13 PM by: JANTONET

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

Surveyable Auto Delete Date: 11/01/2022 Class: Inquiry

Comments: PUC Complaint BCS# 3574794 filed on 11/1/2017 12:00:00 AM (CRU 787-1250) regarding ON - PAR WITH DISPUTE (#63), by same. # of Adults in Household: 0. # and Ages of Children in Household: 0. Gross Income:

Letter

Status: Print Date: Run Number: Reprint: []

Template:

Review List Tickler

Follow Up: [] to Review Group to User

Priority: [] Review Group: [] ✓

Account: Alexander, Patricia A

Premise: 6425 Drexel Rd/Phila,Pa

Person: Alexander, Patricia A

Change Cancel

Customer Contact: Customer Review Unit

Date: 11/02/2017 Time: 5:00:00 PM Source: Related Trans:

CC Type: CRU - Customer Review Unit Created: 11/02/2017 at: 5:00:49 PM by: THIGGINS

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

Surveyable Auto Delete Date: 11/02/2022 Class: Inquiry

Comments: Received Closing/Decision from GRANT GESZVAIN of PUC/BCS regarding BCS# 3574794 on 11/2/2017 12:00:00 AM. The BCS stated the following: CASE DISMISSED IN PART AND AFFIRMED IN PART. THE COMPANY DID PROPERLY NOTIFY THE CUSTOMER OF THE PROPOSED TERMINATION WHICH IS VALID DUE TO NON-PAYMENT. THE COMPANY IS WITHIN ITS RIGHT TO PLACE THE CUSTOMER'S ACCOUNT ON CASH ONLY DUE TO RETURNED PAYMENTS. 10-DAY NOTICES ARE GOOD FOR 60 DAYS. THE COMPANY IS WITHIN ITS RIGHT TO TERMINATE SE

Letter

Status: Print Date: Run Number: Reprint: []

Template:

Review List Tickler

Follow Up: [] In Review Group to User

Priority: [] Review Group: [] ✓

Account: Alexander, Patricia A

Premise: 6425 Drexel Rd/Phila, Pa

Person: Alexander, Patricia A

[Change] [Cancel]



Date: 11/02/2017 Time: 5:00:00 PM Source: JetSearch Related Tran:
 CC Type: CRU - Customer Review Unit Created: 11/02/2017 at: 5:00:50 PM by: THIGGINS
 Area: 800 - Residential General Service Changed: 11/02/2017 at: 5:01:18 PM by: THIGGINS
 Surveyable Auto Delete Date: 11/02/2022 Class: Inquiry

Comments: RVICE WITHOUT FURTHER NOTIFICATION IF PAYMENT MADE TO STOP TERMINATION IS DISHONORED. CITES: COMPANY CITED PER 56.151-4 FOR PROVIDING INCORRECT INFORMATION TO THE CUSTOMER ON 10/31/2017 REGARDING THE 10-DAY NOTICE. COMPANY CITED PER 56.1 FOR POOR COLLECTION PRACTICE.

Letter

Status: Print Date: Run Number: Reprint:

Template:

Review List Tickler

Follow Up: to Review Group to User
 Priority: Review Group

Account:

Premise:

Person:

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 6425 DREXEL RD on or after 8 a.m. on Apr 02, 2018. 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 \$19,480.80.
- 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	\$19,480.80
Security Deposit	\$516.00
Turn On Charge	\$123.23
Total	\$20,120.03

(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.
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) 2018		
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	\$1,518 or less	\$1,519-\$2,529
2	\$2,058 or less	\$2,059-\$3,429
3	\$2,598 or less	\$2,599-\$4,329
4	\$3,138 or less	\$3,139-\$5,229
Each add. person add	\$540	\$541-\$900

PL_20180320180101.dai-2627-000004150

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:
Notice Date: mar 20, 2018
Please Pay: \$19,480.80

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

Amount Enclosed:

001314 000004150
PATRICIA ALEXANDER
6425 DREXEL RD
PHILA PA 19151-2402



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

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Customer Contact: Customer Review Unit

Date: 03/28/2018 Time: 5:31:00 PM Source: Related Tran:

CC Type: CRU - Customer Review Unit Created: 03/28/2018 at: 5:31:05 PM by: THIGGINS

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

Surveyable Auto Delete Date: 03/28/2023 Class: Inquiry

Comments: PUC Complaint BCS# 3595275 filed on 3/28/2018 12:00:00 AM (CRU 787-1250) regarding ON - PAR
NEEDED (# 61), by sm. # of Adults in Household: 2. # and Ages of Children in Household: 2 17,14. Gross
Income: A1 WAGES 1800.00 A2 WAGES 200.00

Letter

Status: Print Date: Run Number: Reprint: [v]

Template:

Review List Tickler

Follow Up: [] In Review Group: to User

Priority: [] Review Group: [] ✓

Account: Alexander, Patricia A

Premise: 6425 Drexel Rd/Phila,Pa

Person: Alexander, Patricia A

Change Cancel

PGW Exhibit - 4

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Customer Contact: Customer Review Unit

Date: 05/04/2018 Time: 6:03:00 PM Source: Related Tran:

CC Type: CRU - Customer Review Unit Created: 05/04/2018 at: 6:03:58 PM by: OBWORKFL

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

Surveyable Auto Delete Date: 05/05/2023 Class: Inquiry

Comments: BCS # 3595275 case dismissed on 5/4/2018 12:00:00 AM. Resolution: DISMISSAL LETTER ISSUED - CASE DISMISSED PER 1405 D. Paragraph Description: .

Letter

Status: Print Date: Run Number: Reprint:

Template:

Review List Tickler

Follow Up: To Review Group To User

Priority: Review Group: ✓

Account: Alexander, Patricia A

Premise: 6425 Drexel Rd/Phila,Pa

Person: Alexander, Patricia A

PGW Exhibit - 4

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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 6425 DREXEL RD on or after 8 a.m. on Sep 04, 2018. 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 \$17,484.53.
- * 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	\$17,484.53
Security Deposit	\$528.00
Turn On Charge	\$123.23
Total	\$18,135.76

(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.
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) 2018

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	\$1,518 or less	\$1,519-\$2,529
2	\$2,058 or less	\$2,059-\$3,429
3	\$2,598 or less	\$2,599-\$4,329
4	\$3,138 or less	\$3,139-\$5,229
Each add. person add	\$540	\$541-\$900

PL_20180820180101 dat:2527-00000265

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:
 Notice Date: Aug 20, 2018
 Please Pay: \$17,484.53

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

Amount Enclosed:

001264 000000259

 PATRICIA ALEXANDER
 6425 DREXEL RD
 PHILA PA 19151-2402




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

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Customer Contact: Customer Review Unit

Date: 08/31/2018 Time: 10:21:00 AM Source: Related Tran:

CC Type: CRU - Customer Review Unit Created: 08/31/2018 at: 10:21:15 AM by: JANTONET

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

Surveyable Auto Delete Date: 08/31/2023 Class: Inquiry

Comments: PUC Complaint BCS# 3648062 filed on 8/31/2018 12:00:00 AM (CRU 787-1250) regarding CII - CHANGE IN INCOME PAR (#71), by same. # of Adults in Household: 2. # and Ages of Children in Household: 2 17, 15. Gross Income: A1 NONE 0A2 WAGES 2000.00

Letter

Status: Print Date: Run Number: Reprint:

Template:

Review List Tickler

Follow Up: to Review Group to User

Priority: Review Group: ✓

Account: Alexander, Patricia A

Premise: 6425 Drexel Rd/Phila,Pa

Person: Alexander, Patricia A

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Customer Contact: Customer Review Unit

Date: 12/10/2018 Time: 9:03:00 AM Source: Related Tran:

CC Type: CRU - Customer Review Unit Created: 12/10/2018 at 9:03:19 AM by: OBWORKFL

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

Surveyable Auto Delete Date: 12/10/2023 Class: Inquiry

Comments: BCS # 3648062 case dismissed on 12/10/2018 12:00:00 AM. Resolution: DISMISSAL LETTER ISSUED: CII
INVALID ? CASE DISMISSED PER 1405D.. Paragraph Description: .

Letter

Status: Print Date: Run Number: Reprint:

Template:

Review List Tickler

Follow Up: In Review Group to User

Priority: Review Group: ✓

Account: Alexander, Patricia A

Premise: 6425 Drexel Rd/Phila,Pa

Person: Alexander, Patricia A

PGW Exhibit - 4

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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 6425 DREXEL RD on or after 8 a.m. on May 14, 2019. 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 \$21,187.86.
- * 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	\$21,187.86
Security Deposit	\$546.00
Turn On Charge	\$123.23
Total	\$21,857.09

(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.
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.

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2	\$2,058 or less	\$2,059-\$3,429
3	\$2,598 or less	\$2,599-\$4,329
4	\$3,138 or less	\$3,139-\$5,229
Each add person add	\$540	\$541-\$900

PL_20190502180101 dat-2467-000005676

Please return this portion with your payment.
 Write your account number on your check or money order made payable to Philadelphia Gas Work

Account Number:
 Notice Date: May 02, 2019
 Please Pay: \$21,187.86

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

Amount Enclosed:

001234 000005676

 PATRICIA ALEXANDER
 6425 DREXEL RD
 PHILA PA 19151-2402




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

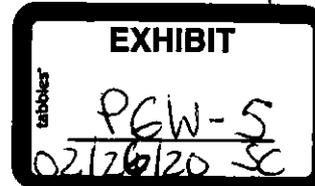
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Specific Service Agreement Statement of Account SA- 3346874524

Customer Name PATRICIA ALEXANDER	From Date 10/27/2008	To Date 10/8/2019
Service Address 6425 DREXEL RD PHIL, PA 191512402	Account Number 3346874524	S A Number 1785877
	Meter GS	Rate/Class 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
11/12/2008	BILL	845	R	31	183	5.9	332		12/8/2008	\$391.72	\$6,944.94	\$6,944.94
12/15/2008	BILL	1272	R	32	427	13.34	783		1/12/2009	\$869.28	\$7,814.22	\$7,814.22
1/12/2009	PAY							Check		(\$350.00)	\$7,464.22	\$7,464.22
1/16/2009	BILL	1802	R	33	530	16.06	947		2/11/2009	\$1,084.61	\$8,548.83	\$8,548.83
2/13/2009	PAY							Electronic Transfer		(\$1,084.61)	\$7,464.22	\$7,464.22
2/13/2009	BILL	2358	R	29	556	19.17	977		3/11/2009	\$1,073.36	\$8,537.58	\$8,537.58
3/16/2009	BILL	2786	R	29	428	14.76	768		4/8/2009	\$791.71	\$9,329.29	\$9,329.29
4/14/2009	PAY							Credit Card		(\$100.00)	\$9,229.29	\$9,229.29
4/16/2009	BILL	3061	R	32	275	8.59	536		5/11/2009	\$482.25	\$9,711.54	\$9,711.54
5/14/2009	BILL	3180	R	29	119	4.1	178		6/9/2009	\$224.79	\$9,936.33	\$9,936.33
6/15/2009	BILL	3215	R	30	35	1.17	35		7/9/2009	\$71.44	\$10,007.77	\$10,007.77
7/16/2009	BILL	3237	R	32	22	0.69	3		8/7/2009	\$46.76	\$10,054.53	\$10,054.53
8/14/2009	BILL	3256	R	29	19	0.66	0		9/8/2009	\$42.02	\$10,096.55	\$10,096.55
9/14/2009	BILL	3276	R	30	20	0.67	2		10/7/2009	\$43.21	\$10,139.76	\$10,139.76
10/14/2009	BILL	3327	R	31	51	1.65	81		11/5/2009	\$89.15	\$10,228.91	\$10,228.91
11/12/2009	BILL	3554	R	29	227	7.83	342		12/8/2009	\$356.18	\$10,585.09	\$10,585.09
12/14/2009	BILL	3863	R	31	309	9.97	540		1/11/2010	\$525.12	\$11,110.21	\$11,110.21
1/14/2010	BILL	4444	R	33	581	17.61	1088		2/9/2010	\$885.30	\$11,995.51	\$11,995.51
2/11/2010	PAY							Debit Card		(\$200.00)	\$11,795.51	\$11,795.51
2/12/2010	BILL	4565	Y	29	121	4.17	902		3/10/2010	\$202.13	\$11,997.64	\$11,997.64
3/15/2010	BILL	5396	R	29	831	28.66	781		4/8/2010	\$1,312.98	\$13,310.62	\$13,310.62
4/15/2010	BILL	5602	R	32	206	6.44	329		5/7/2010	\$416.79	\$13,727.41	\$13,727.41
5/14/2010	BILL	5727	R	29	125	4.31	198		6/8/2010	\$215.90	\$13,943.31	\$13,943.31



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
6/14/2010	BILL	5769	R	30	42	1.4	27		7/8/2010	\$83.86	\$14,027.17	\$14,027.17
7/14/2010	BILL	5788	R	32	19	0.59	0		8/6/2010	\$40.35	\$14,067.52	\$14,067.52
8/12/2010	BILL	5807	R	29	19	0.66	0		9/7/2010	\$40.35	\$14,107.87	\$14,107.87
9/14/2010	BILL	5844	R	33	37	1.12	0		10/7/2010	\$68.76	\$14,176.63	\$14,176.63
10/13/2010	BILL	5884	R	29	40	1.38	47		11/5/2010	\$78.33	\$14,254.96	\$14,254.96
11/12/2010	BILL	6034	R	29	150	5.17	325		12/8/2010	\$251.77	\$14,506.73	\$14,506.73
11/16/2010	PAY							Credit Card		(\$1,000.00)	\$13,506.73	\$13,506.73
11/16/2010	PAY							Credit Card		(\$1,000.00)	\$12,506.73	\$12,506.73
11/16/2010	PAY							Credit Card		(\$800.00)	\$11,706.73	\$11,706.73
12/13/2010	BILL	6369	R	30	335	11.17	620		1/10/2011	\$536.24	\$12,242.97	\$12,242.97
1/14/2011	BILL	7026	R	34	657	19.32	1137		2/9/2011	\$948.45	\$13,191.42	\$13,191.42
2/11/2011	PAY							Credit Card		(\$1,000.00)	\$12,191.42	\$12,191.42
2/11/2011	PAY							Credit Card		(\$62.00)	\$12,129.42	\$12,129.42
2/14/2011	BILL	7605	R	29	579	19.97	1024		3/10/2011	\$853.06	\$12,982.48	\$12,982.48
3/16/2011	BILL	8047	R	32	442	13.81	716		4/8/2011	\$739.56	\$13,722.04	\$13,722.04
3/30/2011	PAY							Check		(\$531.00)	\$13,191.04	\$13,191.04
4/13/2011	BILL	8347	R	28	300	10.71	478		5/9/2011	\$489.47	\$13,680.51	\$13,680.51
5/13/2011	BILL	8456	R	30	109	3.63	164		6/8/2011	\$205.11	\$13,885.62	\$13,885.62
6/14/2011	BILL	8489	R	32	33	1.03	12		7/8/2011	\$80.14	\$13,965.76	\$13,965.76
7/14/2011	BILL	8507	R	30	18	0.6	0		8/8/2011	\$40.12	\$14,005.88	\$14,005.88
8/12/2011	BILL	8524	R	29	17	0.59	0		9/7/2011	\$38.55	\$14,044.43	\$14,044.43
9/14/2011	BILL	8543	R	33	19	0.58	1		10/7/2011	\$41.40	\$14,085.83	\$14,085.83
10/13/2011	BILL	8564	R	29	21	0.72	73		11/7/2011	\$43.93	\$14,129.76	\$14,129.76
10/28/2011	PAY							Check		(\$1,000.00)	\$13,129.76	\$13,129.76
10/28/2011	PAY							Check		(\$1,000.00)	\$12,129.76	\$12,129.76
10/28/2011	PAY							Check		(\$1,000.00)	\$11,129.76	\$11,129.76
11/14/2011	BILL	8677	R	29	113	3.9	316		12/8/2011	\$185.92	\$11,315.68	\$11,315.68
12/13/2011	BILL	8923	R	32	246	7.69	505		1/10/2012	\$432.40	\$11,748.08	\$11,748.08
1/6/2012	PAY							Credit Card		(\$1,375.00)	\$10,373.08	\$10,373.08
1/13/2012	LPC									\$155.59	\$10,528.67	\$10,528.67
1/13/2012	BILL	9317	R	31	394	12.71	736		2/8/2012	\$659.24	\$11,187.91	\$11,187.91

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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
2/9/2012	PAY							Check		(\$1,466.00)	\$9,721.91	\$9,721.91
2/14/2012	BILL	9745	R	32	428	13.38	859		3/9/2012	\$707.63	\$10,429.54	\$10,429.54
3/15/2012	BILL	48	R	30	303	10.1	575		4/10/2012	\$519.14	\$10,948.68	\$10,948.68
3/30/2012	PAY							Check		(\$833.00)	\$10,115.68	\$10,115.68
4/17/2012	BILL	99	R	30	164	5.47	323		5/9/2012	\$294.58	\$10,410.26	\$10,410.26
5/15/2012	LPC									\$156.15	\$10,566.41	\$10,566.41
5/15/2012	BILL	9246	R	31	88	2.84	171		6/8/2012	\$146.19	\$10,712.60	\$10,712.60
5/16/2012	PAY							Debit Card		(\$1,616.00)	\$9,096.60	\$9,096.60
6/14/2012	BILL	9263	R	30	17	0.57	8		7/10/2012	\$35.44	\$9,132.04	\$9,132.04
7/17/2012	BILL	9275	R	30	12	0.4	0		8/8/2012	\$28.27	\$9,160.31	\$9,160.31
8/14/2012	LPC									\$137.40	\$9,297.71	\$9,297.71
8/14/2012	BILL	9288	R	31	13	0.42	0		9/7/2012	\$29.62	\$9,327.33	\$9,327.33
8/23/2012	PAY							Debit Card		(\$1,366.00)	\$7,961.33	\$7,961.33
9/14/2012	BILL	9301	R	31	13	0.42	0		10/9/2012	\$29.91	\$7,991.24	\$7,991.24
10/16/2012	BILL	9315	R	29	14	0.48	83		11/7/2012	\$31.59	\$8,022.83	\$8,022.83
11/14/2012	LPC									\$120.34	\$8,143.17	\$8,143.17
11/14/2012	BILL	9484	R	32	169	5.28	367		12/10/2012	\$252.45	\$8,395.62	\$8,395.62
12/14/2012	LPC									\$124.12	\$8,519.74	\$8,519.74
12/14/2012	BILL	9759	R	30	275	9.17	611		1/11/2013	\$414.09	\$8,933.83	\$8,933.83
1/16/2013	LPC									\$130.34	\$9,064.17	\$9,064.17
1/16/2013	BILL	164	R	33	405	12.27	813		2/11/2013	\$651.35	\$9,715.52	\$9,715.52
2/15/2013	LPC									\$140.11	\$9,855.63	\$9,855.63
2/15/2013	BILL	629	R	29	465	16.03	920		3/12/2013	\$695.19	\$10,550.82	\$10,550.82
3/16/2013	LPC									\$150.53	\$10,701.35	\$10,701.35
3/16/2013	BILL	982	R	29	353	12.17	740		4/10/2013	\$544.01	\$11,245.36	\$11,245.36
4/16/2013	LPC									\$158.69	\$11,404.05	\$11,404.05
4/16/2013	BILL	1288	R	29	306	10.55	556		5/9/2013	\$465.70	\$11,869.75	\$11,869.75
4/29/2013	PAY							Check		(\$11,869.75)	\$0.00	\$0.00
5/6/2013	CANP									\$11,869.75	\$11,869.75	\$11,869.75
5/6/2013	PAYCAN									\$0.00	\$11,869.75	\$11,869.75
5/7/2013	NSFCHG									\$20.00	\$11,889.75	\$11,889.75

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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
5/14/2013	LPC									\$165.68	\$12,055.43	\$12,055.43
5/14/2013	BILL	1399	R	31	111	3.58	226		6/7/2013	\$182.71	\$12,238.14	\$12,238.14
6/13/2013	BILL	1443	R	30	44	1.47	42		7/9/2013	\$80.20	\$12,318.34	\$12,318.34
7/16/2013	BILL	1458	R	30	15	0.5	0		8/8/2013	\$34.72	\$12,353.06	\$12,353.06
7/22/2013	PAY							Check		(\$5,000.00)	\$7,353.06	\$7,353.06
7/29/2013	CANP									\$5,000.00	\$12,353.06	\$12,353.06
7/29/2013	PAYCAN									\$0.00	\$12,353.06	\$12,353.06
7/30/2013	NSFCHG									\$20.00	\$12,373.06	\$12,373.06
8/14/2013	BILL	1472	R	31	14	0.45	0		9/6/2013	\$33.65	\$12,406.71	\$12,406.71
9/14/2013	BILL	1487	R	31	15	0.48	0		10/8/2013	\$34.70	\$12,441.41	\$12,441.41
10/15/2013	LPC									\$171.77	\$12,613.18	\$12,613.18
10/15/2013	BILL	1505	R	29	18	0.62	57		11/6/2013	\$38.37	\$12,651.55	\$12,651.55
10/26/2013	PAY							Credit Card		(\$1,500.00)	\$11,151.55	\$11,151.55
11/14/2013	BILL	1646	R	32	141	4.41	350		12/9/2013	\$219.26	\$11,370.81	\$11,370.81
12/12/2013	BILL	1973	R	29	327	11.28	666		1/9/2014	\$467.90	\$11,838.71	\$11,838.71
1/15/2014	LPC									\$177.58	\$12,016.29	\$12,016.29
1/15/2014	BILL	2440	R	33	467	14.15	991		2/7/2014	\$672.06	\$12,688.35	\$12,688.35
2/14/2014	LPC									\$187.66	\$12,876.01	\$12,876.01
2/14/2014	BILL	2959	R	30	519	17.3	1100		3/12/2014	\$718.05	\$13,594.06	\$13,594.06
3/18/2014	LPC									\$198.43	\$13,792.49	\$13,792.49
3/18/2014	BILL	3416	R	30	457	15.23	895		4/10/2014	\$653.21	\$14,445.70	\$14,445.70
4/16/2014	LPC									\$208.23	\$14,653.93	\$14,653.93
4/16/2014	BILL	3696	R	31	280	9.03	538		5/12/2014	\$431.97	\$15,085.90	\$15,085.90
5/14/2014	BILL	3819	R	29	123	4.24	230		6/9/2014	\$188.40	\$15,274.30	\$15,274.30
6/14/2014	BILL	3843	R	30	24	0.8	23		7/9/2014	\$52.12	\$15,326.42	\$15,326.42
7/16/2014	BILL	3857	R	32	14	0.44	0		8/8/2014	\$34.03	\$15,360.45	\$15,360.45
8/13/2014	BILL	3869	R	29	12	0.41	0		9/8/2014	\$31.24	\$15,391.69	\$15,391.69
9/13/2014	LPC									\$219.29	\$15,610.98	\$15,610.98
9/13/2014	BILL	3883	R	30	14	0.47	0		10/7/2014	\$33.72	\$15,644.70	\$15,644.70
10/14/2014	LPC									\$219.80	\$15,864.50	\$15,864.50
10/14/2014	BILL	3906	R	29	23	0.79	49		11/6/2014	\$45.70	\$15,910.20	\$15,910.20

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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
11/10/2014	PAY							Check		(\$45.00)	\$15,865.20	\$15,865.20
11/13/2014	BILL	4045	R	31	139	4.48	286		12/9/2014	\$226.12	\$16,091.32	\$16,091.32
11/17/2014	CANP									\$45.00	\$16,136.32	\$16,136.32
11/17/2014	PAYCAN									\$0.00	\$16,136.32	\$16,136.32
12/13/2014	LPC									\$223.87	\$16,360.19	\$16,360.19
12/13/2014	BILL	4378	R	31	333	10.74	704		1/9/2015	\$473.97	\$16,834.16	\$16,834.16
1/15/2015	LPC									\$230.98	\$17,065.14	\$17,065.14
1/15/2015	BILL	4826	R	33	448	13.58	925		2/9/2015	\$649.23	\$17,714.37	\$17,714.37
2/13/2015	LPC									\$240.72	\$17,955.09	\$17,955.09
2/13/2015	BILL	5291	R	29	465	16.03	961		3/10/2015	\$654.41	\$18,609.50	\$18,609.50
3/14/2015	LPC									\$250.54	\$18,860.04	\$18,860.04
3/14/2015	BILL	5808	R	29	517	17.83	1076		4/8/2015	\$624.42	\$19,484.46	\$19,484.46
4/8/2015	PAY							Check		(\$488.00)	\$18,996.46	\$18,996.46
4/14/2015	BILL	6152	R	32	344	10.75	613		5/7/2015	\$431.59	\$19,428.05	\$19,428.05
5/13/2015	LPC									\$266.38	\$19,694.43	\$19,694.43
5/13/2015	BILL	6240	R	29	88	3.03	130		6/8/2015	\$150.56	\$19,844.99	\$19,844.99
6/1/2015	CRPFRZ									(\$19,844.99)	\$0.00	\$0.00
6/11/2015	CRPFRZ									\$19,844.99	\$19,844.99	\$19,844.99
6/13/2015	LPC									\$6.25	\$19,851.24	\$19,851.24
6/13/2015	BILL	6255	R	30	15	0.5	32		7/8/2015	\$31.54	\$19,882.78	\$19,882.78
7/14/2015	BILL	6271	R	32	16	0.5	0		8/6/2015	\$32.00	\$19,914.78	\$19,914.78
8/13/2015	BILL	6284	R	30	13	0.43	0		9/8/2015	\$28.24	\$19,943.02	\$19,943.02
9/15/2015	LPC									\$299.05	\$20,242.07	\$20,242.07
9/15/2015	BILL	6297	R	30	13	0.43	0		10/7/2015	\$28.14	\$20,270.21	\$20,270.21
9/18/2015	PAY							Check		(\$1,725.00)	\$18,545.21	\$18,545.21
10/13/2015	BILL	6335	R	31	38	1.23	53		11/5/2015	\$60.07	\$18,605.28	\$18,605.28
11/13/2015	BILL	6422	R	29	87	3	211		12/9/2015	\$143.84	\$18,749.12	\$18,749.12
11/30/2015	PAY							Credit Card		(\$587.00)	\$18,162.12	\$18,162.12
12/12/2015	BILL	6598	R	30	176	5.87	468		1/8/2016	\$256.85	\$18,418.97	\$18,418.97
1/14/2016	LPC									\$276.28	\$18,695.25	\$18,695.25
1/14/2016	BILL	6900	R	34	302	8.88	628		2/9/2016	\$462.08	\$19,157.33	\$19,157.33

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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
2/11/2016	PAY							Check		(\$1,761.00)	\$17,396.33	\$17,396.33
2/12/2016	LPC									\$283.21	\$17,679.54	\$17,679.54
2/12/2016	BILL	7314	R	29	414	14.28	851		3/9/2016	\$520.75	\$18,200.29	\$18,200.29
2/17/2016	LPCWVE									(\$283.21)	\$17,917.08	\$17,917.08
3/15/2016	LPC									\$268.75	\$18,185.83	\$18,185.83
3/15/2016	BILL	7709	R	29	395	13.62	651		4/8/2016	\$529.97	\$18,715.80	\$18,715.80
4/13/2016	BILL	7876	R	32	167	5.22	448		5/6/2016	\$235.89	\$18,951.69	\$18,951.69
5/13/2016	BILL	7942	R	29	66	2.28	229		6/7/2016	\$90.74	\$19,042.43	\$19,042.43
6/14/2016	LPC									\$281.60	\$19,324.03	\$19,324.03
6/14/2016	BILL	7970	R	30	28	0.93	48		7/7/2016	\$46.91	\$19,370.94	\$19,370.94
6/27/2016	PAY							Check		(\$1,590.00)	\$17,780.94	\$17,780.94
7/14/2016	BILL	7984	R	32	14	0.44	0		8/5/2016	\$29.45	\$17,810.39	\$17,810.39
8/12/2016	BILL	7995	R	29	11	0.38	0		9/7/2016	\$25.91	\$17,836.30	\$17,836.30
9/13/2016	LPC									\$267.54	\$18,103.84	\$18,103.84
9/13/2016	BILL	8008	R	33	13	0.39	0		10/6/2016	\$28.82	\$18,132.66	\$18,132.66
9/24/2016	PAY							Check		(\$1,000.00)	\$17,132.66	\$17,132.66
9/26/2016	PAY							Check		(\$554.00)	\$16,578.66	\$16,578.66
10/13/2016	BILL	8024	R	29	16	0.55	44		11/7/2016	\$34.06	\$16,612.72	\$16,612.72
11/10/2016	BILL	8114	R	29	90	3.1	241		12/7/2016	\$145.59	\$16,758.31	\$16,758.31
12/13/2016	LPC									\$251.37	\$17,009.68	\$17,009.68
12/13/2016	BILL	8361	R	33	247	7.48	626		1/9/2017	\$347.20	\$17,356.88	\$17,356.88
1/17/2017	LPC									\$256.58	\$17,613.46	\$17,613.46
1/17/2017	BILL	8749	R	32	388	12.12	896		2/9/2017	\$522.16	\$18,135.62	\$18,135.62
2/14/2017	LPC									\$264.41	\$18,400.03	\$18,400.03
2/14/2017	BILL	9068	R	31	319	10.29	767		3/10/2017	\$479.59	\$18,879.62	\$18,879.62
3/15/2017	LPC									\$271.60	\$19,151.22	\$19,151.22
3/15/2017	BILL	9322	R	29	254	8.76	592		4/7/2017	\$390.53	\$19,541.75	\$19,541.75
4/13/2017	BILL	9567	R	29	245	8.45	469		5/9/2017	\$358.75	\$19,900.50	\$19,900.50
5/12/2017	BILL	9644	R	29	77	2.66	164		6/7/2017	\$131.76	\$20,032.26	\$20,032.26
6/13/2017	BILL	9699	R	32	55	1.72	59		7/7/2017	\$86.87	\$20,119.13	\$20,119.13
7/13/2017	BILL	9718	R	30	19	0.63	0		8/7/2017	\$38.51	\$20,157.64	\$20,157.64

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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
7/28/2017	PAY							Check		(\$1,626.00)	\$18,531.64	\$18,531.64
8/4/2017	CANP									\$1,626.00	\$20,157.64	\$20,157.64
8/4/2017	PAYCAN									\$0.00	\$20,157.64	\$20,157.64
8/4/2017	NSFCHA									\$20.00	\$20,177.64	\$20,177.64
8/11/2017	PAY							Check		(\$1,626.00)	\$18,551.64	\$18,551.64
8/11/2017	BILL	9733	R	29	15	0.52	0		9/6/2017	\$33.15	\$18,584.79	\$18,584.79
9/13/2017	BILL	9754	R	33	21	0.64	7		10/6/2017	\$40.77	\$18,625.56	\$18,625.56
10/12/2017	BILL	9777	R	29	23	0.79	16		11/6/2017	\$46.35	\$18,671.91	\$18,671.91
10/24/2017	PAY							Check		(\$1,638.00)	\$17,033.91	\$17,033.91
10/30/2017	CANP									\$1,638.00	\$18,671.91	\$18,671.91
10/30/2017	PAYCAN									\$0.00	\$18,671.91	\$18,671.91
10/30/2017	NSFCHA									\$20.00	\$18,691.91	\$18,691.91
11/3/2017	PAY							Multiple Tenders used		(\$1,638.00)	\$17,053.91	\$17,053.91
11/13/2017	BILL	9858	R	29	81	2.79	186		12/7/2017	\$144.48	\$17,198.39	\$17,198.39
12/13/2017	BILL	160	R	33	302	9.15	704		1/10/2018	\$413.49	\$17,611.88	\$17,611.88
1/17/2018	LPC									\$264.17	\$17,876.05	\$17,876.05
1/17/2018	BILL	700	R	35	540	15.43	1212		2/9/2018	\$717.14	\$18,593.19	\$18,593.19
2/14/2018	LPC									\$274.93	\$18,868.12	\$18,868.12
2/14/2018	BILL	1093	R	28	393	14.04	766		3/12/2018	\$612.68	\$19,480.80	\$19,480.80
3/16/2018	LPC									\$284.12	\$19,764.92	\$19,764.92
3/16/2018	BILL	1408	R	29	315	10.86	643		4/10/2018	\$482.80	\$20,247.72	\$20,247.72
4/17/2018	BILL	1723	R	30	315	10.5	617		5/10/2018	\$403.96	\$20,651.68	\$20,651.68
5/16/2018	LPC									\$297.42	\$20,949.10	\$20,949.10
5/16/2018	BILL	1838	R	31	115	3.71	228		6/8/2018	\$165.42	\$21,114.52	\$21,114.52
5/18/2018	PAY							Cash		(\$3,717.00)	\$17,397.52	\$17,397.52
6/15/2018	BILL	1861	R	30	23	0.77	26		7/10/2018	\$46.80	\$17,444.32	\$17,444.32
7/17/2018	BILL	1880	R	30	19	0.63	0		8/9/2018	\$40.21	\$17,484.53	\$17,484.53
8/15/2018	LPC									\$262.26	\$17,746.79	\$17,746.79
8/15/2018	BILL	1896	R	31	16	0.52	0		9/7/2018	\$36.22	\$17,783.01	\$17,783.01
9/15/2018	BILL	1914	R	31	18	0.58	8		10/9/2018	\$38.87	\$17,821.88	\$17,821.88
10/16/2018	BILL	1932	R	29	18	0.62	8		11/7/2018	\$40.98	\$17,862.86	\$17,862.86

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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
11/14/2018	BILL	2073	R	32	141	4.41	446		12/10/2018	\$186.18	\$18,049.04	\$18,049.04
12/13/2018	LPC									\$266.80	\$18,315.84	\$18,315.84
12/13/2018	BILL	2399	R	29	326	11.24	778		1/10/2019	\$404.40	\$18,720.24	\$18,720.24
1/17/2019	LPC									\$272.86	\$18,993.10	\$18,993.10
1/17/2019	BILL	2748	R	34	349	10.26	842		2/11/2019	\$506.52	\$19,499.62	\$19,499.62
2/14/2019	LPC									\$280.46	\$19,780.08	\$19,780.08
2/14/2019	BILL	3172	R	29	424	14.62	929		3/12/2019	\$584.91	\$20,364.99	\$20,364.99
3/16/2019	LPC									\$289.23	\$20,654.22	\$20,654.22
3/16/2019	BILL	3553	R	29	381	13.14	784		4/9/2019	\$533.64	\$21,187.86	\$21,187.86
4/16/2019	LPC									\$297.24	\$21,485.10	\$21,485.10
4/16/2019	BILL	3773	R	29	220	7.59	426		5/10/2019	\$345.52	\$21,830.62	\$21,830.62
5/16/2019	BILL	3853	R	32	80	2.5	133		6/10/2019	\$154.53	\$21,985.15	\$21,985.15
5/29/2019	PAY							Credit Card		(\$154.53)	\$21,830.62	\$21,830.62
6/15/2019	BILL	3885	R	30	32	1.07	8		7/10/2019	\$79.02	\$21,909.64	\$21,909.64
7/17/2019	BILL	3905	R	32	20	0.62	0		8/8/2019	\$41.57	\$21,951.21	\$21,951.21
8/14/2019	BILL	3923	R	29	18	0.62	0		9/9/2019	\$38.85	\$21,990.06	\$21,990.06
9/17/2019	BILL	3941	R	31	18	0.58	0		10/10/2019	\$39.09	\$22,029.15	\$22,029.15

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Christlieb, Graciela C

From: Eric George <egeorge@ericgeorgelaw.com>
Sent: Friday, November 22, 2019 3:07 PM
To: Christlieb, Graciela C
Cc: psanford@alexanderperryinc.com
Subject: FW: Patricia Sanford C-2019-3009831 6425 Drexel Road, Philadelphia, PA 19151

If you take the average of these months it comes to \$22,346.

Eric A. George, Esq.
215-822-7200
egeorge@ericgeorgelaw.com

From: Patricia Sanford <psanford@alexanderperryinc.com>
Sent: Friday, November 22, 2019 2:32 PM
To: Eric George <egeorge@ericgeorgelaw.com>
Subject: RE: Patricia Sanford C-2019-3009831 6425 Drexel Road, Philadelphia, PA 19151

32,000 July
32,000 August
4,384 September
21,000 October

Sent from Mail for Windows 10

From: Eric George
Sent: Friday, November 22, 2019 1:44 PM
To: Patricia Sanford
Subject: FW: Patricia Sanford C-2019-3009831 6425 Drexel Road, Philadelphia, PA 19151

Pat,

Please provide the estimated gross monthly income for the house. (Combined income).

Eric A. George, Esq.
215-822-7200
egeorge@ericgeorgelaw.com

PGW
6

