

Docket# F-2019-3014732

EXHIBIT INDEX

NUMBER	IDENTIFICATION	FOR EVIDENCE	IN
Complainant			
1	(11/23/18 Letter Appeal from BCS Determination)	9	--
2	(Real Estate Listing for 499 Parlin Street)	12	--
3	(2/3/16 Verizon Bill)	14	17
4	(12/3/15 Verizon Bill)	15	17
PGW			
1	(Utility Service Agreement for 499 Parlin Street, First Floor)	31	70
2	(Customer Contact from BCCS Database)	32	70
3	(5/31/16 PGW Dispute Resolution Unit Letter)	38	70
4	(Packet of Bills for 499 Parlin Street, First Floor)	47	70
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6	(11/26/16 through 6/11/20 Statement of Account for 499 Parlin Street)	51	70

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by the certifying reporter.



ROSINE POLLACK
 Primary Phone: 215-321-3522
 Account Number: 150-024-743-0001-82

GET ANSWERS FAST

- Click to chat at verizon.com/liveagent
- Call 1.800.VERIZON (1.800.837.4966)
- Customers with disabilities call 1.800.974.6006 (Voice or TTY)

Bill Date: February 3, 2016

BCS 3677453

Account Summary

Previous Period		
Previous Balance	166.88	
Payment Received - Thank You	-166.88	1/22
Balance Forward	\$0.00	
Current Charges		
Fios TV, Internet & Phone Bundle	119.99	2/4 - 3/3
Additional Services & Equipment	25.99	2/4 - 3/3
Your One-Time Activities	00	
Fees & Other Charges	20.90	
Total Due by February 28	\$166.88	

+ OFFERS & BENEFITS

Fios Quantum TV
 Upgrade to record, store and enjoy your favorite shows like never before. Stream your DVR content on selected devices almost anywhere with Fios Quantum TV and the Fios Mobile app. Call 1.888.456.0015. Avail. in select areas. Fios Internet & Verizon router req'd.

New movies & shows

Enjoy new releases anytime, virtually anywhere with Fios On Demand, with many available before DVD or online streaming services. Access thousands of your favorite movies, hit TV shows & Pay Per View events and watch them instantly on any compatible device.

Maximize your speed

Get even more blazing speed to do more online and watch your devices fly. Upgrade to Fios Quantum 75/75 Mbps Internet for just \$10 per month more. Call us at 1.888.670.8090. Limited-time offer. Speeds not available in all areas. Taxes apply.

To avoid a late payment charge, pay the total due by Mar 7, 2016. For TV, internet and wireless services, the late payment charge is \$5 or 1.5% of your total due, whichever is greater. For all other services, the late payment charge is 1.25%.

P. 2/26

\$ More Ways to Pay

Never be late again! Auto Pay at verizon.com/autopay and you're always on time, or use:

- verizon.com/payonline to make a single online payment
- My Fios app
- 1.800.837.4966 to pay by phone
- verizon.com/paymentlocations to pay in person

Send this stub with your payment

Account Number: 150-024-743-0001-82

Total Due: **\$166.88** 020316

Make check payable to Verizon

\$ _____

00001030 01 AV 0.388 KB020311 0005 XX
 ROSINE POLLACK
 LOWR PAKFIELD
 157 PINE LN
 YARDLEY PA 19067-2820



VERIZON
 PO BOX 15124
 ALBANY NY 12212-5124

V5 150024743000182 000000000000 000000166884

Complainant's 3
 F-2019-3014732
 6-18-20
 Harrisburg JS



ROSINE POLLACK
 Primary Phone: 215-321-3522
 Account Number: 150-024743-0001-82

GET ANSWERS FAST
 • Click to chat at verizon.com/liveagent
 • Call 1.800.VERIZON (1.800.837.4966)
 • Customers with disabilities call 1.800.974.6006 (Voice or TTY)

Bill Date: December 3, 2015

P 12/28

BCS 36743

Account Summary

Previous Period		
Previous Balance	161.27	
Payment Received - Thank You	-161.27	12/3
Balance Forward	\$0.00	

Current Charges		
Fios TV, Internet & Phone Bundle	119.99	12/4 - 1/3
Additional Services & Equipment	25.99	12/4 - 1/3
Fees & Other Charges	20.44	

Total Due by December 28 \$166.42

To avoid a late payment charge, pay the total due by Jan 5, 2016. For TV, internet and wireless services, the late payment charge is \$5 or 1.5% of your total due, whichever is greater. For all other services, the late payment charge is 1.25%.

[Handwritten signature]

TAKE ACTION

- Your Fios TV Annual Notice is now available and can be found online at verizon.com/notice. If you prefer to receive this information by mail contact us at 1.800.VERIZON (1.800.837.4966).

OFFERS & BENEFITS

- Fios Quantum TV**
 Record, store and enjoy your favorite shows like never before. Upgrade to Fios Quantum TV Premium Service & store up to 200 hours of HD content & record up to 12 shows at once. Call 1.888.553.7502. Availability in select areas. Verizon router required. Recorded content nontransferable.
- Faster speeds**
 Get more speed to handle your ever growing number of devices and needs. Upgrade to Fios Quantum 75/75 Mbps Internet for just \$10 per month more. Call us at 1.888.756.4426. Limited-time offer. Speeds not available in all areas. Taxes apply.

More Ways to Pay

Never be late again! Auto Pay at verizon.com/autopay and you're always on time, or use:

- verizon.com/payonline to make a single online payment
- My Fios app
- 1.800.837.4966 to pay by phone
- verizon.com/paymentlocations to pay in person

paid over phone

Send this stub with your payment

Account Number: 150-024-743-0001-82

Total Due: \$166.42 120315

Make check payable to Verizon

\$ _____

00001479 01 AV 0.388 KB120311 0007 XX
 ROSINE POLLACK
 LOWR PAKFIELD
 157 PINE LN
 YARDLEY PA 19067-2820



VERIZON
 PO BOX 920041
 DALLAS TX 75392-0041

V5 150024743000182 000000000000 000000166421

Complainant's 4
 F-2019-3014732
 6-18-20
 Harrisburg JS

Utility Service Agreement: G2-GS, Closed, GSRT

Action Launch

USA 3910583532 G2-GS, Closed, GSRT

Account: 0008 5717 4986 Pollack, Rosine

Effective Period: 09/11/2015 - 03/20/2016

Rate... GSRT General Ser Residential Tax

Tariff Map:

CCDB Account: Supplier/Group/Type:

Customer Class: 2 - Residential Heat & Domestic

Rate Class: GS - General Service

Revenue Code...

Collection Path: RESIDENT - Residential Collection Path

Arrears		Financial Summary	
0 - 30	0.00	Total Amount Due:	0.00
31 - 60	0.00	Regular Balance:	0.00
61 - 90	0.00	Late Payment Charges:	0.00
91 Up	0.00	Current Amount Due:	0.00
Total:	0.00	Write Off:	822.07
		Budget Enrollment Date:	
		Monthly Budget:	0.00

Premise: 499 Parlin St,1f/Philadelphia,Pa

Main

- Misc 1
- Misc 2
- Tax Exemption
- Service Points
- Contract Riders
- Interruptions
- P&L Plan
- Suppliers
- Rate Shifts
- Opt-Out

PGW Exhibit 1
Page 1 of 1

PGW 1
F-2019-3014732
6-18-20
Harrisburg

Customer Contact: Collection

Date: 10/29/2015 Time: 11:35:00 AM Source: JetSearch Related Tran: Account Maintenance

CC Type: COLL - Collection Created: 10/29/2015 at: 11:35:09 AM by: SWILLIA4

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

Surveyable Auto Delete Date: 10/29/2019 Class: Inquiry

Comments: Cor / LL called in ref to bills, stating tenants at property, informed svc was placed in name as part of LCP. Tenants will need to apply for svc as of date of lease. updated mailing address c/s

Letter

Status: Print Date: Run Number: Reprint:

Template:

Review List Tickler

Follow Up: to Review Group to User

Priority: Review Group...

Account: 0008 5717 4986 Pollack, Rosine

Premise: 499 Parlin St,1f/Phila,Pa

Person: Pollack, Rosine

Change Cancel

PGW Exhibit 2
Page 1 of 4

PGW 2
F-2019-3014732
6-18-20
Harrisburg 18

Customer Contact: Billing

Date: 11/02/2015 Time: 10:00:00 AM Source: JetSearch Related Tran: Account Maintenance

CC Type: BILL - Billing Created: 11/02/2015 at: 10:00:10 AM by: NFAULKS

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

Surveyable Auto Delete Date: 11/02/2019 Class: Inquiry

Comments: Cor/LL stated that tenant refuses to put gas in his name because he is not using gas. Landlord stated she does not know what gas appliances are in the home. Informed Landlord that gas is being used. It may only be through hot water but gas is being used. Landlord stated she would call back. C/S.

Letter

Status: Print Date: Run Number: Reprint:

Template:

Review List Tickler

Follow Up: to Review Group to User

Priority: Review Group...

Account: 0008 5717 4986 Pollack, Rosine

Premise: 499 Parlin St,1f/Phila,Pa

Person: Pollack, Rosine

Customer Contact: Service X

Date: 11/06/2015 Time: 10:26:00 AM Source: JetSearch Related Tran: Account Maintenance

CC Type: SERV - Service Created: 11/06/2015 at: 10:26:30 AM by: JWAITERS

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

Surveyable Auto Delete Date: 11/06/2019 Class: Inquiry

Comments: LL says tenant has not been paying for gas service and refuses to put service in his name and stated to have service s/o because he does not use it she he asked how she can have service s/o for his unit I told her she needs to submit Voluntary Relinquishment form she can print off line or I can mail it she requested for me to mail it to 157 Pine lane Yardley 19067 c/s

Letter

Status: Print Date: Run Number: Reprint:

Template:

Review List Tickler

Follow Up: to Review Group to User

Priority: Review Group...

Account: 0008 5717 4986 Pollack, Rosine

Premise: 499 Parlin St,1f/Phila,Pa

Person: Pollack, Rosine

Customer Contact: Billing [X]

Date: 03/08/2016 Time: 4:13:00 PM Source: JetSearch Related Tran: Account Maintenance

CC Type: BILL - Billing Created: 03/08/2016 at: 4:13:16 PM by: DTURNER1

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

Surveyable Auto Delete Date: 03/08/2020 Class: Inquiry

Comments: cor called in asking questions about her bill and to see if she is responsible for the tenants gas usage..I informed her that she is because the tenant never called in to have the gas service transferred into their name...cs

Letter

Status: Print Date: Run Number: Reprint:

Template:

Review List Tickler

Follow Up: to Review Group to User

Priority: Review Group...

Account: 0008 5717 4986 Pollack, Rosine

Premise: 499 Parlin St,1f/Phila,Pa

Person: Pollack, Rosine

Change Cancel



PHILADELPHIA GAS WORKS

800 West Montgomery Avenue • Philadelphia, PA 19122

PGW Exhibit 3
Page 1 of 2

Telephone 215-787-1288
Fax 215-684-6996

May 31, 2016

Rosine Pollack
157 Pine Lane
Yardley, PA 19067

Re: Ac# 08 5717 4986
499 Parlin St., unit 1F
Philadelphia, PA

Dear Ms. Pollack:

On May 06, 2016 you contacted us and issued a dispute for the above-mentioned reference premise. In your dispute you stated: that you are not in agreement with PGW placing the service at 499 Parlin Street, Unit 1F in your name as of September 11, 2015.

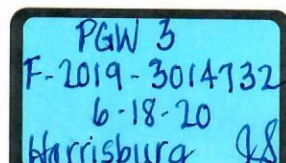
We have reviewed our records and have found the following:

Our records indicate that the unit known as 499 Parlin Street, 1f was under a PGW fictitious name due to no one applying for gas service. The service was placed temporarily under PGW's name. Our records indicate that an email (regalup@gmail.com) as sent to the owner, in order to provide you with two options: either have the gas service physical shut off or to have service place under a new tenant's name (if applicable). As a registered landlord in the Landlord Cooperation Program (LCP) our records indicate that we received no response to our request, which is required under the terms and conditions of the LCP.

As a result, on September 11, 2015, the service was placed in your name. If you have a tenant currently residing at this property, inform them to contact PGW in order to apply for service or you can contact the LCP administrator at lcp@pgworks.com for further assistance. To assist you in your review of our findings we are including the following documents:

1. A statement of account
2. Dispute options

If you are not in agreement with this utility report you can file an informal complaint (see reverse side). While your dispute is pending we will not take any collection action on the disputed balance nor will we terminate service for the disputed portion of your bill. However, you must pay all bills not part of this dispute.



Sincerely,

Mr. Soto
Dispute Resolution Unit

Additional information regarding the content in this letter can be obtained by calling or writing us at:

P.O Box 3500 Philadelphia PA 19122 Telephone #: 215-787-1288

Payments can be made by phone at 215-235-1000, online at www.pgworks.com, by mail to P.O. Box 11700, Newark, NJ 07101 or at any of our (6) convenient Customer Service Centers or any authorized payment center. Information regarding our Customer Service Centers and authorized payment centers is available upon request.

If you do not agree with this report, you may file an informal complaint with the Pennsylvania Public Utility Commission to ensure preservation of your rights.

You can file an informal complaint at the following:

Telephone #: 1-800-692-7380

or

P.O. Box 3265 Harrisburg Pa 17105-3265

or

<http://www.puc.state.pa.us>

When you file an informal complaint, the Public Utility Commission will need to know the following:

1. The name of the ratepayer (your name).
2. Your mailing address and, if different, the address at which service is provided.
3. Your Account number.
4. The name of the utility with which you have the dispute.
5. A brief statement of the dispute.
6. Whether the utility has investigated and reported to you on the matter being disputed.
7. Whether the dispute has been subject of the previous complaint filed with the Commission.
8. The date, if any, of proposed termination.
9. What you would like the Commission to do.



PHILADELPHIA GAS WORKS

Gas Leak Emergencies: 215-235-1212
Billing & General Information (English & Espanol): 215-235-1000
Access Your Account Online: www.pgworks.com

Page: 1 of 3
Billing Date: Sep 29, 2015
Account Number: 0857174986

MONTHLY STATEMENT

From Sep 11, 2015 thru Sep 25, 2015 (14 Days)

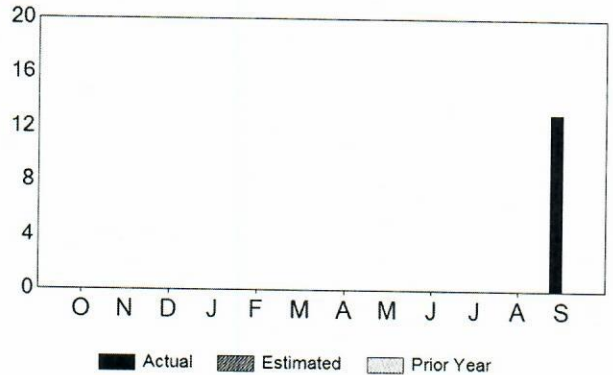
ROSINE POLLACK
157 PINE GROVE RD
YARDLEY PA 19067

Billing Summary

Current Charges \$16.98

Total Amount Due By
Oct 22, 2015 **\$16.98**

Energy Usage Information



- Average daily temperature 71.2 °F.
- Your average daily cost is \$1.21 compared to \$0.00 last year.
- For the last 12 months:
 - Your total usage is 13 Ccf.
 - Your average monthly usage is 1.08 Ccf.

PGW Exhibit 4
Page 1 of 10

Call 811 before you dig - Have a project that requires digging? Call 8-1-1 before you begin so utility service lines can be marked, ensuring your safety and the safety of others. Remember, it's the law.

We're Social! Like us on Facebook & follow us on Twitter @MyPGW

Questions or Complaints about your bill? Please call us before the due date at 215-235-1000, or write to: PGW P.O. Box 3500, Phila., PA 19122-0050

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



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

Account Number: 0857174986
Due Date: Oct 22, 2015
Please Pay: \$16.98

Amount Enclosed: \$

\$									
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ROSINE POLLACK
157 PINE GROVE RD
YARDLEY PA 19067

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

PGW 4
F. 2019-3014732
6-18-20
Harrisburg JS

00085717498680000000000016988

GENERAL INFORMATION

ACCESS YOUR ACCOUNT ONLINE

www.pgworks.com

CONTACT US BY PHONE

Gas Leaks & Emergencies (24/7)	215-235-1212
Billing & General Information (8am to 6pm, M-F)	215-235-1000
Appliance Service	215-235-2050
Report Theft of Gas	215-684-6383
Hearing Impaired TTY Line	215-236-4646

VISIT A CUSTOMER SERVICE CENTER

(9AM TO 5PM)

Center City	1137 Chestnut St. (M, T, TH, F)
Germantown	212 W. Chelton Ave. (T, W, F)
S. Philadelphia	1601 S Broad St. (M, W, TH)
Frankford	4410 Frankford Ave. (T, TH, F)
N. Philadelphia	1337 W. Erie Ave. (M, W, TH)
W. Philadelphia	5230 Chestnut St. (M, T, W, F)

EXPLANATION OF TERMS

BUDGET PLAN – This plan is available to all residential customers who are not in arrears. It spreads your payments over a 12 month plan. You may start the Budget Plan at any time. To do so, or for more information, call 215 235-1000 or visit any of our Customer Service Centers.

CCF - 100 cubic feet of gas. This is a measure of gas usage. **DEKATHERMS (DTH)** - A measure of the heat content value of gas. Gas usage is determined by multiplying the MCF used by the heat content value of the gas. One DTH equals approximately nine hundred seventy cubic feet. **MCF** - 1,000 cubic feet of gas.

COMMODITY CHARGE – The charge for basic gas supply service which is sold either by volume (ccf or mcf) or heating value (dekatherms).

CUSTOMER CHARGE – A monthly charge to cover NGDC costs such as maintaining the lines, meter reading and billing.

DISTRIBUTION CHARGES – The charge for delivery of natural gas from the city gate to the consumer.

DISTRIBUTION SYSTEM IMPROVEMENT CHARGE – The charge for the increased replacement of infrastructure (e.g. pipes) which is calculated by applying the same percentage to both the customer charge and the distribution charge.

GAS COST ADJUSTMENT – Amount billed or credited each month to account for differences between projected and actual gas supply costs of the Natural Gas Distribution Company.

METER READING INFORMATION – PGW shall use its best effort to obtain an actual meter reading regularly, and at least every six months for customers without automatic meter reading devices. When the meter is not read, we estimate your gas use. To avoid estimates, you may read your own meter and tell us the reading by calling 215 232-2244 at any time. We also offer stamped, pre-addressed post cards, which you can use to send us your meter reading by the specified date. To request a supply of these cards, call 215 235-1000, or write us at P.O. Box 3500, Philadelphia, PA 19122.

MIGRATION RIDER – Applies to customers switching to an alternative gas supplier or interruptible service. Credits or surcharges a customer's bill for gas costs that the company paid during the time that the customer bought gas from PGW but which have not yet been fully recovered from or paid back to customers.

NATURAL GAS DISTRIBUTION COMPANY (NGDC) – A state regulated natural gas utility which owns the gas lines and equipment necessary to deliver natural gas to the consumer.

PAYMENT AGREEMENT PLANS – If you are behind and cannot pay your full bill, PGW offers special payment plans. Call our Collection Department at 215 235-1777 or visit any of our Customer Service Centers.

STATE SALES TAX – An approximate amount of your bill that is used to pay taxes to the Commonwealth of Pennsylvania.

WEATHER NORMALIZATION ADJUSTMENT (WNA) – An adjustment approved by the Pennsylvania Public Utility Commission as a way to help PGW stabilize its income and operate more efficiently within its budget during the heating season.

NATURAL GAS SUPPLIER

If you have selected a Natural Gas Supplier other than PGW, the Natural Gas Supplier is responsible for the billing of Natural Gas Supplier charges. PGW will bill for gas delivery according to the tariff for your rate class. Commodity prices and charges are set by the Natural Gas Supplier you have chosen. The Public Utility Commission regulates the distribution prices and services.

RIGHTS & OBLIGATIONS

A summary of your rights and obligations as a PGW customer will be made available upon request. A Rate Schedule and an explanation of how to verify the accuracy of a bill and an explanation of the various charges will be made available upon request.

Mailing Address

Name _____

Street _____

City _____ State _____ Zip _____

Telephone (____) _____

Service Location (Address of Property)

Street _____

City _____ State _____ Zip _____

Telephone (____) _____

Electronic Check Recovery Authorization

When you pay by check, preauthorized bank draft, ACH, or by a telephone authorized transaction you expressly authorized PGW, if your check is dishonored or returned for any reason, to electronically debit your account for the amount of the check plus a processing fee not to exceed the state maximum legal limit (plus all applicable sales tax). The use of a check for payment is your acknowledgement of this policy and its terms.



ROSINE POLLACK
157 PINE GROVE RD
YARDLEY PA 19067

Page: 3 of 3
Billing Date: Sep 29, 2015
Account Number: 0857174986

Meter Detail Meter #: 02095673 Cycle #: 19 Next Meter Read: Oct 26, 2015
Service Point ID: 9972555444

From			To			Difference	Usage (Ccf)	Conversion Factor	Total Therms
Date	Reading	Type	Date	Reading	Type				
09/11/2015	2868	Initial	09/25/2015	2881	Actual	13	13.00	1.045	13.58

Current Basic Charges

SA ID# 3910583532, 499 PARLIN ST, 1F
Residential Heat & Domestic

Supply Charges

Commodity Charge 13 Ccf @ \$0.44932 \$5.84

Total Supply Charges \$5.84

Delivery Charges

Customer Charge @ \$12.00 \$0.00

Distribution Charge 13 Ccf @ \$0.76673 \$9.97

Distribution System Improvement Charge 1.64% \$0.16

Gas Cost Adjustment @ -\$0.01902 -\$0.25

Total Delivery Charges \$9.88

CITY SALES TAX 1% OF \$15.72 \$0.16

STATE/CITY SALES TAX 7% OF \$15.72 \$1.10

Total Current Billing Charges \$16.98

Message Center

Effective Sept 1, 2015 PGW rates have changed. Commodity Charge increased to \$0.44932 per ccf. Gas Cost Adjustment decreased to \$(0.01902). Distribution Charge decreased to \$0.76673. The changes will decrease the typical residential heating bill by about \$20.42 a year.

Your estimated gas price to compare is \$0.43038 per CCF. This may change in March, June, September and December.



PHILADELPHIA GAS WORKS

Gas Leak Emergencies: 215-235-1212
Billing & General Information (English & Espanol): 215-235-1000
Access Your Account Online: www.pgworks.com

Page: 1 of 3
Billing Date: Nov 28, 2015
Account Number: 0857174986

MONTHLY STATEMENT

From Oct 26, 2015 thru Nov 25, 2015 (30 Days)

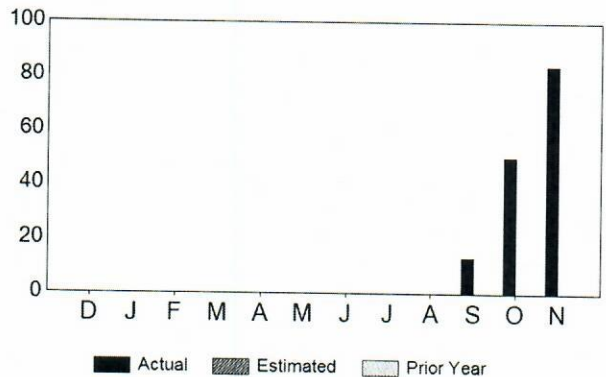
ROSINE POLLACK
157 PINE LN
YARDLEY PA 19067

Billing Summary

Past Due Amount \$100.46
Current Charges \$147.94
Adjustments \$1.50

Total Amount Due By
Dec 22, 2015 **\$249.90**

Energy Usage Information



- Average daily temperature 54.6 °F.
- Your average daily cost is \$4.93 compared to \$0.00 last year.
- For the last 12 months:
 - Your total usage is 147 Ccf.
 - Your average monthly usage is 12.25 Ccf.

PGW Exhibit 4
Page 4 of 10

Questions or Complaints about your bill? Please call us before the due date at 215-235-1000, or write to: PGW P.O. Box 3500, Phila., PA 19122-0050

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



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

Account Number: 0857174986
Due Date: Dec 22, 2015
Please Pay: \$249.90

Amount Enclosed: \$

\$									
----	--	--	--	--	--	--	--	--	--

ROSINE POLLACK
157 PINE LN
YARDLEY PA 19067

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

0008571749868000000000249902

GENERAL INFORMATION

ACCESS YOUR ACCOUNT ONLINE

www.pgworks.com

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GAS COST ADJUSTMENT – Amount billed or credited each month to account for differences between projected and actual gas supply costs of the Natural Gas Distribution Company.

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If you have selected a Natural Gas Supplier other than PGW, the Natural Gas Supplier is responsible for the billing of Natural Gas Supplier charges. PGW will bill for gas delivery according to the tariff for your rate class. Commodity prices and charges are set by the Natural Gas Supplier you have chosen. The Public Utility Commission regulates the distribution prices and services.

RIGHTS & OBLIGATIONS

A summary of your rights and obligations as a PGW customer will be made available upon request. A Rate Schedule and an explanation of how to verify the accuracy of a bill and an explanation of the various charges will be made available upon request.

Electronic Check Recovery Authorization

When you pay by check, preauthorized bank draft, ACH, or by a telephone authorized transaction you expressly authorized PGW, if your check is dishonored or returned for any reason, to electronically debit your account for the amount of the check plus a processing fee not to exceed the state maximum legal limit (plus all applicable sales tax). The use of a check for payment is your acknowledgement of this policy and its terms.

PGW Exhibit 4

Page 5 of 10

Mailing Address

Name _____

Street _____

City _____ State _____ Zip _____

Telephone (____) _____

Service Location (Address of Property)

Street _____

City _____ State _____ Zip _____

Telephone (____) _____



ROSINE POLLACK
157 PINE LN
YARDLEY PA 19067

Page: 3 of 3
Billing Date: Nov 28, 2015
Account Number: 0857174986

Meter Detail Meter #: 02095673 Cycle #: 19 Next Meter Read: Dec 28, 2015
Service Point ID: 9972555444

From			To			Difference	Usage (Ccf)	Conversion Factor	Total Therms
Date	Reading	Type	Date	Reading	Type				
10/26/2015	2931	Actual	11/25/2015	3015	Actual	84	84.00	1.0521	88.37

Current Basic Charges

SA ID# 3910583532, 499 PARLIN ST, 1F
Residential Heat & Domestic

Supply Charges

Commodity Charge 84 Ccf @ \$0.44932 \$37.74
Total Supply Charges \$37.74

Delivery Charges

Customer Charge @ \$12.00 \$12.00
Distribution Charge 84 Ccf @ \$0.76673 \$64.41
Distribution System Improvement Charge 5% \$3.82
Gas Cost Adjustment @ -\$0.01902 -\$1.60
Weather Normalization Adjustment \$20.61
Total Delivery Charges \$99.24
CITY SALES TAX 1% OF \$136.98 \$1.37
STATE/CITY SALES TAX 7% OF \$136.98 \$9.59
Total Current Billing Charges \$147.94

Adjustment Detail

Adjustments for SA ID # 3910583532

Late Payment Charge \$1.50
Total Adjustments \$1.50

Message Center

Your estimated gas price to compare is \$0.43038 per CCF. This may change in March, June, September and December.



PHILADELPHIA GAS WORKS

Gas Leak Emergencies: 215-235-1212
Billing & General Information (English & Espanol): 215-235-1000
Access Your Account Online: www.pgworks.com

Page: 1 of 4
Billing Date: Apr 20, 2016
Account Number: 0857174986

MONTHLY STATEMENT *Final Bill*

From Feb 26, 2016 thru Mar 20, 2016 (23 Days)

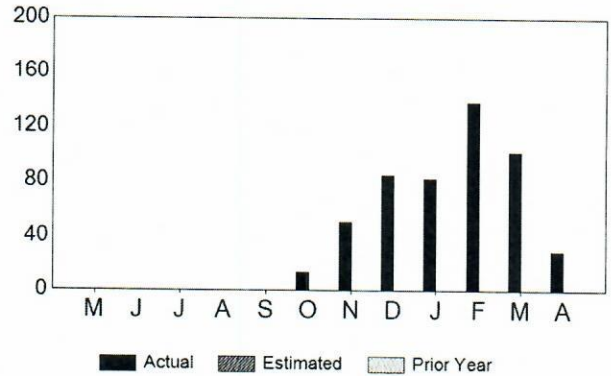
ROSINE POLLACK
157 PINE LN
YARDLEY PA 19067

Billing Summary

Past Due Amount \$776.00
Current Charges \$57.23
Adjustments -\$11.16

Total Amount Due By
May 13, 2016 **\$822.07**

Energy Usage Information



- Average daily temperature 49.3 °F.
- Your average daily cost is \$2.49 compared to \$0.00 last year.
- For the last 12 months:
 - Your total usage is 497 Ccf.
 - Your average monthly usage is 41.42 Ccf.

PGW Exhibit 4
Page 7 of 10

Manage your PGW bill online. How? Visit pgworks.com and setup a My Account. Pay your bill, view gas usage and billing history, and get helpful efficiency information ? all in one place. Visit pgworks.com today

Questions or Complaints about your bill? Please call us before the due date at 215-235-1000, or write to: PGW P.O. Box 3500, Phila., PA 19122-0050

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



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

Account Number: 0857174986
Due Date: May 13, 2016
Please Pay: \$822.07

Amount Enclosed: \$

\$									
----	--	--	--	--	--	--	--	--	--

ROSINE POLLACK
157 PINE LN
YARDLEY PA 19067

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

0008571749868000000000822070

GENERAL INFORMATION

ACCESS YOUR ACCOUNT ONLINE
www.pgworks.com

CONTACT US BY PHONE

Gas Leaks & Emergencies (24/7)	215-235-1212
Billing & General Information (8am to 6pm, M-F)	215-235-1000
Appliance Service	215-235-2050
Report Theft of Gas	215-684-6383
Hearing Impaired TTY Line	215-236-4646

VISIT A CUSTOMER SERVICE CENTER (9AM TO 5PM)

Center City	1137 Chestnut St. (M, T, TH, F)
Germantown	212 W. Chelton Ave. (T, W, F)
S. Philadelphia	1601 S Broad St. (M, W, TH)
Frankford	4410 Frankford Ave. (T, TH, F)
N. Philadelphia	1337 W. Erie Ave. (M, W, TH)
W. Philadelphia	5230 Chestnut St. (M, T, W, F)

EXPLANATION OF TERMS

BUDGET PLAN – This plan is available to all residential customers who are not in arrears. It spreads your payments over a 12 month plan. You may start the Budget Plan at any time. To do so, or for more information, call 215 235-1000 or visit any of our Customer Service Centers.

CCF - 100 cubic feet of gas. This is a measure of gas usage. **DEKATHERMS (DTH)** - A measure of the heat content value of gas. Gas usage is determined by multiplying the MCF used by the heat content value of the gas. One DTH equals approximately nine hundred seventy cubic feet. **MCF** - 1,000 cubic feet of gas.

COMMODITY CHARGE – The charge for basic gas supply service which is sold either by volume (ccf or mcf) or heating value (dekatherms).

CUSTOMER CHARGE – A monthly charge to cover NGDC costs such as maintaining the lines, meter reading and billing.

DISTRIBUTION CHARGES – The charge for delivery of natural gas from the city gate to the consumer.

GAS COST ADJUSTMENT – Amount billed or credited each month to account for differences between projected and actual gas supply costs of the Natural Gas Distribution Company.

METER READING INFORMATION – PGW shall use its best effort to obtain an actual meter reading regularly, and at least every six months for customers without automatic meter reading devices. When the meter is not read, we estimate your gas use. To avoid estimates, you may read your own meter and tell us the reading by calling 215 232-2244 at any time. We also offer stamped, pre-addressed post cards, which you can use to send us your meter reading by the specified date. To request a supply of these cards, call 215 235-1000, or write us at P.O. Box 3500, Philadelphia, PA 19122.

MIGRATION RIDER – Applies to customers switching to an alternative gas supplier or interruptible service. Credits or surcharges a customer's bill for gas costs that the company paid during the time that the customer bought gas from PGW but which have not yet been fully recovered from or paid back to customers.

NATURAL GAS DISTRIBUTION COMPANY (NGDC) – A state regulated natural gas utility which owns the gas lines and equipment necessary to deliver natural gas to the consumer.

PAYMENT AGREEMENT PLANS – If you are behind and cannot pay your full bill, PGW offers special payment plans. Call our Collection Department at 215 235-1777 or visit any of our Customer Service Centers.

STATE SALES TAX – An approximate amount of your bill that is used to pay taxes to the Commonwealth of Pennsylvania.

WEATHER NORMALIZATION ADJUSTMENT (WNA) – An adjustment approved by the Pennsylvania Public Utility Commission as a way to help PGW stabilize its income and operate more efficiently within its budget during the heating season.

NATURAL GAS SUPPLIER

If you have selected a Natural Gas Supplier other than PGW, the Natural Gas Supplier is responsible for the billing of Natural Gas Supplier charges, unless your charges are consolidated on your PGW bill. PGW will bill for gas delivery according to the tariff for your rate class. Commodity prices and charges are set by the Natural Gas Supplier you have chosen. The Public Utility Commission regulates the distribution prices and services.

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PGW Exhibit 4
Page 8 of 10

Mailing Address

Name _____

Street _____

City _____ State _____ Zip _____

Telephone (____) _____

Service Location (Address of Property)

Street _____

City _____ State _____ Zip _____

Telephone (____) _____



ROSINE POLLACK
157 PINE LN
YARDLEY PA 19067

Page: 3 of 4
Billing Date: Apr 20, 2016
Account Number: 0857174986

Meter Detail Meter #: 02095673 Cycle #: 14 Next Meter Read: Apr 26, 2016
Service Point ID: 9972555444

From			To			Difference	Usage (Ccf)	Conversion Factor	Total Therms
Date	Reading	Type	Date	Reading	Type				
02/26/2016	3336	Actual	03/20/2016	3365	Actual	29	29.00	1.0464	30.34

Current Basic Charges

SA ID# 3910583532, 499 PARLIN ST, 1F
Residential Heat & Domestic

Supply Charges

Commodity Charge 3.78 Ccf @ \$0.40933 \$1.55

Total Supply Charges \$1.55

Delivery Charges

Customer Charge @ \$12.00 \$1.57

Distribution Charge 3.78 Ccf @ \$0.73827 \$2.79

Distribution System Improvement Charge 7.5% \$0.33

Gas Cost Adjustment @ -\$0.0187 -\$0.07

Weather Normalization Adjustment \$0.71

Total Delivery Charges \$5.33

Supply Charges

Commodity Charge 25.22 Ccf @ \$0.3952 \$9.97

Total Supply Charges \$9.97

Delivery Charges

Customer Charge @ \$12.00 \$10.43

Distribution Charge 25.22 Ccf @ \$0.7684 \$19.37

Distribution System Improvement Charge 7.5% \$2.24

Gas Cost Adjustment @ -\$0.02539 -\$0.64

Weather Normalization Adjustment \$4.74

Total Delivery Charges \$36.14

CITY SALES TAX 1% OF \$52.99 \$0.53

STATE/CITY SALES TAX 7% OF \$52.99 \$3.71

Total Current Billing Charges \$57.23

Adjustment Detail

Adjustments for SA ID # 3910583532

Late Payment Charge Waive -\$11.16

Total Adjustments -\$11.16

PGW Messages

Your estimated gas price to compare is \$0.37004 per CCF. This may change in March, June, September and December.



ROSINE POLLACK
157 PINE LN
YARDLEY PA 19067

Page: 4 of 4
Billing Date: Apr 20, 2016
Account Number: 0857174986

Shopping Information Box

When shopping for Natural Gas with a Natural Gas Supplier, please provide the following:

PGW Account #: 0857174986
Service Point ID: 9972555444
Rate Class: General Ser Residential Tax
Rate Schedule: GSRT

If you are already shopping know your contract expiration date.

PHILADELPHIA GAS WORKS

PUC

Opening XML

Case Number: 3677453
Company Name: PGW (PHILA. GAS WORKS (NGDC))
Company Code: 0766
Company Type: GAS TRANSPORTER
Customer First Name: ROSINE
Customer Middle Initial:
Customer Last Name: POLLACK
Customer Account Number: 8888888888
Customer Home Phone w/ Area Code:
Customer Work Phone w/ Area Code:
Customer Service Class: RESIDENTIAL
Customer Mail Address 1: 157 PINE LANE
Customer Mail Address 2:
Customer Mail Address City: YARDLEY
Customer Mail Address State: PA
Customer Mail Address Zip: 19067
Customer Mail Address 4-Zip:
Customer Service Address 1: 499 PARLIN STREET
Customer Service Address 2: APT 1F
Customer Service Address City: PHILADELPHIA
Customer Service Address State: PA
Customer Service Address Zip: 19116
Customer Service Address 4-Zip:
Customer Family Adults: 0
Customer Family Children: 0
Customer Family Age:
Gross Income
Source **Income Amount**
Date Open: 2019-02-06
Reason For Contact: BILLING DISPUTES (# 18)
Term Date:
Business Name:
Case Problem: BILLING DISPUTE CUSTOMER IS DISPUTING THE BALANCE AMOUNT FOR 882.07. CUSTOMER STATED THE FRAUD DONE TO THE ACCOUNT AND POLICE NUMBER WITH THE ACCOUNT. CUSTOMER WOULD LIKE THE BALANCE AMOUNT FOR 882.07 TO BE WAIVED.
Company Position: 01/17/2019 PGW STATED THE BALANCE AMOUNT FOR 882.07 IS CORRECT.
Related Information:
Case Misc Info:
Hot Issue:
Case Origin: LETTER
Prior Case Number:
Universal Service: M
Arrearage: 0

PGW Exhibit 5
Page 1 of 4

PGW 5
F. 2019-3014732
6-18-20
Harrisburg JS

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: 7177876641

PHILADELPHIA GAS WORKS

PUC

Closing XML

Case Number: 3677453
Company Name: PGW (PHILA. GAS WORKS (NGDC))
Company Code: 0766
Company Type: GAS TRANSPORTER
Customer First Name: ROSINE
Customer Middle Initial:
Customer Last Name: POLLACK
Account Number: 857174986
Service Address 1: 499 PARLIN STREET
Service Address 2: APT 1F
Service City: PHILADELPHIA
Service State: PA
Service Zip 5: 19116 PGW Exhibit 5
Service Zip 4: Page 3 of 4
Decision Issue: N
Oral Written:
Violation: NO
Chapter:
Section Rule:
Total Balance: 0.00
Date Closed: 2019-10-09
Resolution: CASE DISMISSED. THE SERVICE REMAINED ACTIVE IN THE CUSTOMER/LANDLORD'S NAME UNTIL 3/20/2016. THE CUSTOMER IS RESPONSIBLE FOR SERVICE AT 499 PARLIN ST. APT 1F PHILADELPHIA FOR THE PERIOD 9/11/2015 TO 3/20/2016 IN THE AMOUNT OF \$822.07. LETTER SENT.
Balance Date: 2019-03-07
Service Restored Pay: 0.00
Service Continue Amount: 0.00
Service Continue Date:
Terms:
Special Budget Amount: 0.00
Regular Budget Amount: 94.00
Arrears Payment Plus: 0.00
FinalMonthlyPayment: 0.00
CurrentMonthlyPayment: 0.00
EndMonthlyPayment: 0.00
LetterDescription:
HeadDate: 2019-10-11
Paragraph:
Bill Date:
Reconnect Amount: 0
Pay Amount: 0.00
BCS Investigator First Name: FLORENCE
BCS Investigator Last Name: BLAMO

Number Of Time Send: 1
Number Of Time Faxed: 0
PUC Fax: 7177876641

PGW Exhibit 5
Page 4 of 4

Specific Service Agreement Statement of Account SA- 3910583532

Customer Name	From Date	To Date
ROSINE POLLACK	11/26/2016	6/11/2020
Service Address	Account Number	S A Number
499 PARLIN ST Apt 1F PHIL, PA 191163512	857174986	3910583532
	Meter	Rate/Class
	2095673	GS

STATEMENT

Transaction Date	Transaction Type	Reading	Code	Read	# of Days	CCF Usage	Average CCF/Day	Heating DDDs	Payment Type	Due Date	Transaction Amount	Current Balance	Actual Balance
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PGW Exhibit 6
Page 1 of 1

PGW 6
F-2019-3014732
6-18-20
Harrisburg JS