

Docket No. F-2020-3016431

Hearing Date: July 2, 2020

Respondent Exhibits

1 Statement of Account

2 Contacts for Account

3 Negotiated Payment Arrangements

4 BCS Decision

5 USA'S



PHILADELPHIA GAS WORKS

800 West Montgomery Avenue • Philadelphia, PA 19122

CERTIFICATE OF SERVICE

I HEREBY CERTIFY THAT I HAVE THIS DAY SERVED A TRUE COPY OF THE FOREGOING DOCUMENT UPON THE PARTICIPANTS LISTED BELOW, IN ACCORDANCE WITH THE REQUIREMENTS OF 52 PA CODE §1.54 (RELATING TO SERVICE BY A PARTICIPANT).

Service List:

For Complainant:

Ms. Helen Pelzer
2633 Island Avenue
Philadelphia, PA 19153

June 25, 2020

/S/ Laureto Farinas

Laureto Farinas, Esq.
Philadelphia Gas Works
800 W. Montgomery Avenue
Philadelphia, PA 19122

Specific Service Agreement Statement of Account SA- 739309058

PGW EXHIBIT - 1
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Customer Name	From Date	To Date			
HELEN PRESTON	7/16/2014	6/25/2020			
Service Address	Account Number	S A Number	Meter	Rate/Class	
1252 S GREYLOCK ST PHIL, PA 191435112	49396276	739309058	2225486	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
7/24/2014	BILL	2464	R	7	31	4.43	0		8/18/2014	\$52.00	\$52.00	\$52.00
8/23/2014	LPC									\$0.78	\$52.78	\$52.78
8/23/2014	BILL	2573	R	29	109	3.76	0		9/17/2014	\$196.52	\$249.30	\$249.30
9/24/2014	LPC									\$3.72	\$253.02	\$253.02
9/24/2014	BILL	2581	R	32	8	0.25	6		10/16/2014	\$26.32	\$279.34	\$279.34
10/20/2014	PAY							Check		(\$56.00)	\$223.34	\$223.34
10/23/2014	BILL	2589	R	29	8	0.28	102		11/17/2014	\$25.99	\$249.33	\$249.33
10/24/2014	CANP									\$56.00	\$305.33	\$305.33
10/24/2014	PAYCAN									\$0.00	\$305.33	\$305.33
11/22/2014	BILL	2598	R	30	9	0.3	456		12/17/2014	\$27.56	\$332.89	\$332.89
12/23/2014	LPC									\$4.92	\$337.81	\$337.81
12/23/2014	BILL	2610	R	32	12	0.38	759		1/21/2015	\$31.98	\$369.79	\$369.79
1/27/2015	LPC									\$5.40	\$375.19	\$375.19
1/27/2015	BILL	2623	R	32	13	0.41	961		2/20/2015	\$32.90	\$408.09	\$408.09
2/25/2015	LPC									\$5.89	\$413.98	\$413.98
2/25/2015	BILL	2636	R	31	13	0.42	1167		3/20/2015	\$32.72	\$446.70	\$446.70
3/25/2015	LPC									\$6.38	\$453.08	\$453.08
3/25/2015	BILL	2649	R	28	13	0.46	810		4/20/2015	\$31.37	\$484.45	\$484.45
4/23/2015	LPC									\$6.86	\$491.31	\$491.31
4/23/2015	BILL	2660	R	30	11	0.37	390		5/18/2015	\$28.28	\$519.59	\$519.59
5/22/2015	LPC									\$7.28	\$526.87	\$526.87
5/27/2015	BILL	2662	R	5	2	0.4	72		6/19/2015	\$2.74	\$529.61	\$529.61
9/18/2015	WO									(\$529.61)	\$0.00	\$0.00
1/20/2016	REACT									\$529.61	\$529.61	\$529.61
1/20/2016	PAY							Check		(\$146.00)	\$383.61	\$383.61
1/21/2016	REXFER									(\$383.61)	\$0.00	\$0.00

Specific Service Agreement Statement of Account SA- 739309058

Customer Name	From Date	To Date		
HELEN PRESTON	1/21/2016	6/25/2020		
Service Address	Account Number	S A Number	Meter	Rate/Class
1252 S GREYLOCK ST PHIL, PA 191435112	149396276	739309058	2225486	GS

STATEMENT

Transaction Date	Transaction Type	Read Reading	# of Code	CCF Usage	Average CCF/Day	Heating DDDs	Payment Type	Due Date	Transaction Amount	Current Balance	Actual Balance
1/21/2016	REXFER								(\$383.61)	\$0.00	\$0.00

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Specific Service Agreement Statement of Account SA- 6857690836

Customer Name	From Date	To Date		
HELEN PRESTON	1/21/2016	6/25/2020		
Service Address	Account Number	S A Number	Meter	Rate/Class
1252 S GREYLOCK ST PHIL, PA 191435112	149396276	6857690836	2225486	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
2/24/2016	BILL	2764	R	33	102	3.09	968		3/18/2016	\$135.04	\$135.04	\$135.04
3/23/2016	BILL	2855	R	28	91	3.25	460		4/18/2016	\$143.83	\$278.87	\$278.87
4/23/2016	BILL	2948	R	30	93	3.1	341		5/17/2016	\$134.79	\$413.66	\$413.66
5/24/2016	LPC									\$6.20	\$419.86	\$419.86
5/24/2016	BILL	3017	R	29	69	2.38	196		6/17/2016	\$89.17	\$509.03	\$509.03
6/23/2016	LPC									\$7.54	\$516.57	\$516.57
6/23/2016	BILL	3026	R	32	9	0.28	13		7/18/2016	\$23.59	\$540.16	\$540.16
6/27/2016	PAY							Check		(\$70.89)	\$469.27	\$469.27
7/11/2016	PAY							Cash		(\$82.24)	\$387.03	\$387.03
7/23/2016	BILL	3029	R	30	3	0.1	0		8/16/2016	\$16.45	\$403.48	\$403.48
8/23/2016	BILL	3035	R	29	6	0.21	0		9/16/2016	\$20.00	\$423.48	\$423.48
9/22/2016	LPC									\$6.35	\$429.83	\$429.83
9/22/2016	BILL	3044	R	33	9	0.27	0		10/17/2016	\$24.18	\$454.01	\$454.01
10/21/2016	BILL	3067	R	29	23	0.79	76		11/16/2016	\$48.34	\$502.35	\$502.35
11/9/2016	PAY							Check		(\$58.62)	\$443.73	\$443.73
11/22/2016	BILL	3190	R	32	123	3.84	393		12/16/2016	\$185.74	\$629.47	\$629.47
12/12/2016	PAY							Credit Card		(\$60.21)	\$569.26	\$569.26
12/22/2016	BILL	3404	R	30	214	7.13	729		1/19/2017	\$290.06	\$859.32	\$859.32
1/26/2017	BILL	3666	R	35	262	7.49	893		2/21/2017	\$382.20	\$1,241.52	\$1,241.52
2/25/2017	LPC									\$18.62	\$1,260.14	\$1,260.14
2/25/2017	BILL	3867	R	29	201	6.93	670		3/21/2017	\$308.81	\$1,568.95	\$1,568.95
3/22/2017	PAY							Check		(\$232.16)	\$1,336.79	\$1,336.79
3/24/2017	BILL	4025	R	28	158	5.64	644		4/19/2017	\$231.90	\$1,568.69	\$1,568.69
3/29/2017	CANP									\$232.16	\$1,800.85	\$1,800.85
4/19/2017	PAY							Debit Card		(\$268.69)	\$1,532.16	\$1,532.16
4/25/2017	BPTOCG									\$123.23	\$1,655.39	\$1,655.39
4/27/2017	CANP									\$268.69	\$1,924.08	\$1,924.08

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
5/24/2017	BILL	3	R	47	81	1.72	381			\$153.10	\$2,077.18	\$2,077.18
6/28/2017	XFER									(\$2,077.18)	\$0.00	\$0.00

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Specific Service Agreement Statement of Account SA- 1727217053

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Customer Name	From Date	To Date		
HELEN PRESTON	1/21/2016	6/25/2020		
Service Address	Account Number	S A Number	Meter	Rate/Class
1252 S GREYLOCK ST PHIL, PA 191435112	149396276	1727217053	2225486	GS

STATEMENT

Transaction Date	Transaction Type	Read Reading	# of Days	CCF Usage	Average CCF/Day	Heating DDDs	Payment Type	Due Date	Transaction Amount	Current Balance	Actual Balance
1/21/2016	REXFER								\$35.57	\$35.57	\$35.57
1/21/2016	REXFER								\$383.61	\$419.18	\$419.18
5/21/2016	PAY						Check		(\$108.00)	\$311.18	\$311.18
6/27/2016	PAY						Check		(\$79.11)	\$232.07	\$232.07
7/11/2016	PAY						Cash		(\$91.76)	\$140.31	\$140.31
11/9/2016	PAY						Check		(\$20.38)	\$119.93	\$119.93
12/12/2016	PAY						Credit Card		(\$19.79)	\$100.14	\$100.14
3/22/2017	PAY						Check		(\$40.84)	\$59.30	\$59.30
3/29/2017	CANP								\$40.84	\$100.14	\$100.14
3/29/2017	PAYCAN								\$0.00	\$100.14	\$100.14
3/29/2017	NSFCHA								\$20.00	\$120.14	\$120.14
4/19/2017	PAY						Debit Card		(\$31.31)	\$88.83	\$88.83
4/27/2017	CANP								\$31.31	\$120.14	\$120.14
6/28/2017	REXFER								(\$120.14)	\$0.00	\$0.00

Specific Service Agreement Statement of Account SA- 9961784813

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Customer Name	From Date	To Date		
HELEN PRESTON	6/25/2016	6/25/2020		
Service Address	Account Number	S A Number	Meter	Rate/Class
2633 ISLAND RD PHIL, PA 191532230	7122300583	9961784813	2145366	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
6/28/2016	LPC									\$9.90	\$679.56	\$679.56
6/28/2016	BILL	1377	R	32	13	0.41	0		7/22/2016	\$28.30	\$707.86	\$707.86
7/28/2016	LPC									\$10.33	\$718.19	\$718.19
7/28/2016	BILL	1388	R	30	11	0.37	0		8/22/2016	\$25.91	\$744.10	\$744.10
8/26/2016	LPC									\$10.71	\$754.81	\$754.81
8/26/2016	BILL	1397	R	29	9	0.31	0		9/21/2016	\$23.55	\$778.36	\$778.36
9/28/2016	LPC									\$11.07	\$789.43	\$789.43
9/28/2016	BILL	1409	R	33	12	0.36	3		10/21/2016	\$28.20	\$817.63	\$817.63
10/27/2016	BILL	1422	R	29	13	0.45	135		11/22/2016	\$30.72	\$848.35	\$848.35
11/29/2016	BILL	1500	R	33	78	2.36	475		12/22/2016	\$119.82	\$968.17	\$968.17
12/6/2016	PAY							Check		(\$106.00)	\$862.17	\$862.17
1/2/2017	BILL	1622	R	31	122	3.94	767		1/26/2017	\$174.90	\$1,037.07	\$1,037.07
2/1/2017	LPC									\$15.55	\$1,052.62	\$1,052.62
2/1/2017	BILL	1769	R	33	147	4.45	870		2/27/2017	\$218.13	\$1,270.75	\$1,270.75
3/2/2017	LPC									\$18.82	\$1,289.57	\$1,289.57
3/2/2017	BILL	1874	R	29	105	3.62	576		3/27/2017	\$175.94	\$1,465.51	\$1,465.51
3/30/2017	PAY							Check		(\$424.00)	\$1,041.51	\$1,041.51
3/30/2017	BILL	1999	R	28	125	4.46	663		4/25/2017	\$180.74	\$1,222.25	\$1,222.25
5/2/2017	BILL	2043	R	30	44	1.47	239		5/25/2017	\$83.33	\$1,305.58	\$1,305.58
5/25/2017	PAY							Check		(\$234.00)	\$1,071.58	\$1,071.58
5/31/2017	BILL	2062	R	28	19	0.68	113		6/22/2017	\$39.24	\$1,110.82	\$1,110.82
6/27/2017	PAY							Check		(\$101.85)	\$1,008.97	\$1,008.97
6/28/2017	XFER									\$2,077.18	\$3,086.15	\$3,086.15
6/28/2017	BILL	2077	R	32	15	0.47	17		7/24/2017	\$33.03	\$3,119.18	\$3,119.18
7/24/2017	PAY							Check		(\$106.40)	\$3,012.78	\$3,012.78
7/29/2017	BILL	2086	R	30	9	0.3	0		8/22/2017	\$25.12	\$3,037.90	\$3,037.90
8/28/2017	PAY							Check		(\$107.50)	\$2,930.40	\$2,930.40

Transaction Date	Transaction Type	Transaction Reading	Read Code	# of Days	CCF Usage	Average CCF/Day	Heating DDDs	Payment Type	Due Date	Transaction Amount	Current Balance	Actual Balance
8/28/2017	BILL	2096	R	29	10	0.34	0		9/21/2017	\$26.46	\$2,956.86	\$2,956.86
9/22/2017	PAY							Check		(\$115.74)	\$2,841.12	\$2,841.12
9/28/2017	BILL	2107	R	33	11	0.33	7		10/23/2017	\$27.30	\$2,868.42	\$2,868.42
10/28/2017	BILL	2117	R	29	10	0.34	68		11/22/2017	\$26.61	\$2,895.03	\$2,895.03
11/1/2017	PAY							Check		(\$115.81)	\$2,779.22	\$2,779.22
11/30/2017	BILL	2202	R	33	85	2.58	531		12/27/2017	\$122.44	\$2,901.66	\$2,901.66
12/27/2017	PAY							Check		(\$199.55)	\$2,702.11	\$2,702.11
1/3/2018	BILL	2330	R	31	128	4.13	828		1/26/2018	\$191.83	\$2,893.94	\$2,893.94
1/31/2018	PAY							Check		(\$199.61)	\$2,694.33	\$2,694.33
2/1/2018	BILL	2482	R	33	152	4.61	1085		2/27/2018	\$226.87	\$2,921.20	\$2,921.20
3/1/2018	PAY							Check		(\$199.66)	\$2,721.54	\$2,721.54
3/3/2018	BILL	2578	R	29	96	3.31	656		3/27/2018	\$166.77	\$2,888.31	\$2,888.31
3/29/2018	PAY							Check		(\$120.94)	\$2,767.37	\$2,767.37
4/3/2018	BILL	2687	R	28	109	3.89	723		4/26/2018	\$150.87	\$2,918.24	\$2,918.24
5/1/2018	PAY							Check		(\$121.18)	\$2,797.06	\$2,797.06
5/2/2018	BILL	2759	R	32	72	2.25	462		5/24/2018	\$103.37	\$2,900.43	\$2,900.43
6/1/2018	BILL	2773	R	30	14	0.47	38		6/25/2018	\$38.25	\$2,938.68	\$2,938.68
6/4/2018	PAY							Check		(\$121.59)	\$2,817.09	\$2,817.09
6/30/2018	BILL	2785	R	29	12	0.41	7		7/25/2018	\$30.92	\$2,848.01	\$2,848.01
7/8/2018	PAY							Credit Card		(\$115.84)	\$2,732.17	\$2,732.17
8/1/2018	BILL	2796	R	32	11	0.34	0		8/24/2018	\$29.58	\$2,761.75	\$2,761.75
8/13/2018	PAY							Check		(\$116.90)	\$2,644.85	\$2,644.85
8/28/2018	PAY							Check		(\$115.92)	\$2,528.93	\$2,528.93
8/30/2018	BILL	2807	R	29	11	0.38	0		9/24/2018	\$29.58	\$2,558.51	\$2,558.51
10/2/2018	BILL	2817	R	31	10	0.32	13		10/25/2018	\$28.22	\$2,586.73	\$2,586.73
10/12/2018	PAY							Check		(\$118.92)	\$2,467.81	\$2,467.81
10/30/2018	BILL	2846	R	31	29	0.94	231		11/26/2018	\$51.94	\$2,519.75	\$2,519.75
11/6/2018	PAY							Check		(\$118.95)	\$2,400.80	\$2,400.80
12/1/2018	BILL	2934	R	31	88	2.84	633		12/27/2018	\$121.28	\$2,522.08	\$2,522.08
12/7/2018	PAY							Check		(\$127.82)	\$2,394.26	\$2,394.26
1/3/2019	BILL	3046	R	32	112	3.5	783		1/28/2019	\$166.81	\$2,561.07	\$2,561.07
2/2/2019	BILL	3183	R	31	137	4.42	972		2/27/2019	\$199.01	\$2,760.08	\$2,760.08
2/5/2019	PAY							Check		(\$136.75)	\$2,623.33	\$2,623.33
3/5/2019	BILL	3309	R	29	126	4.34	808		3/28/2019	\$186.61	\$2,809.94	\$2,809.94
4/2/2019	BILL	3405	R	28	96	3.43	634		4/26/2019	\$148.52	\$2,958.46	\$2,958.46

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
5/2/2019	BILL	3443	R	32	38	1.19	211		5/24/2019	\$80.73	\$3,039.19	\$3,039.19
6/1/2019	BILL	3463	R	30	20	0.67	74		6/25/2019	\$45.10	\$3,084.29	\$3,084.29
7/2/2019	BILL	3473	R	29	10	0.34	3		7/26/2019	\$28.22	\$3,112.51	\$3,112.51
7/31/2019	BILL	3482	R	32	9	0.28	0		8/23/2019	\$26.81	\$3,139.32	\$3,139.32
8/30/2019	BILL	3491	R	29	9	0.31	0		9/24/2019	\$26.81	\$3,166.13	\$3,166.13
10/1/2019	PAY							Check		(\$49.44)	\$3,116.69	\$3,116.69
10/2/2019	BILL	3502	R	33	11	0.33	2		10/25/2019	\$29.78	\$3,146.47	\$3,146.47
10/31/2019	BILL	3521	R	29	19	0.66	147		11/25/2019	\$43.53	\$3,190.00	\$3,190.00
11/6/2019	PAY							Check		(\$28.68)	\$3,161.32	\$3,161.32
12/3/2019	LPC									\$47.41	\$3,208.73	\$3,208.73
12/3/2019	BILL	3606	R	31	85	2.74	624		12/30/2019	\$122.61	\$3,331.34	\$3,331.34
1/3/2020	LPC									\$49.25	\$3,380.59	\$3,380.59
1/3/2020	BILL	3725	R	32	119	3.72	832		1/29/2020	\$174.65	\$3,555.24	\$3,555.24
2/4/2020	BILL	3839	R	31	114	3.68	803		2/28/2020	\$182.74	\$3,737.98	\$3,737.98
3/5/2020	BILL	3955	R	32	116	3.62	756		3/30/2020	\$184.93	\$3,922.91	\$3,922.91
4/2/2020	BILL	4017	R	28	62	2.21	430		4/28/2020	\$105.06	\$4,027.97	\$4,027.97
5/2/2020	BILL	4076	R	30	59	1.97	397		5/27/2020	\$84.51	\$4,112.48	\$4,112.48
6/3/2020	BILL	4108	R	32	32	1	171		6/26/2020	\$49.53	\$4,162.01	\$4,162.01
6/9/2020	PAY							Check		(\$265.81)	\$3,896.20	\$3,896.20

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Specific Service Agreement Statement of Account SA- 5115387641

PGW EXHIBIT - 1
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Customer Name	From Date	To Date		
HELEN PRESTON	6/28/2017	6/25/2020		
Service Address	Account Number	S A Number	Meter	Rate/Class
2633 ISLAND RD PHIL, PA 191532230	7122300583	5115387641	2145366	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
6/28/2017	REXFER									\$120.14	\$104.99	\$104.99
7/24/2017	PAY							Check		(\$12.60)	\$92.39	\$92.39
8/28/2017	PAY							Check		(\$11.50)	\$80.89	\$80.89
9/22/2017	PAY							Check		(\$3.26)	\$77.63	\$77.63
11/1/2017	PAY							Check		(\$3.19)	\$74.44	\$74.44
12/27/2017	PAY							Check		(\$5.45)	\$68.99	\$68.99
1/31/2018	PAY							Check		(\$5.39)	\$63.60	\$63.60
3/1/2018	PAY							Check		(\$5.34)	\$58.26	\$58.26
3/29/2018	PAY							Check		(\$3.06)	\$55.20	\$55.20
5/1/2018	PAY							Check		(\$2.82)	\$52.38	\$52.38
6/4/2018	PAY							Check		(\$2.41)	\$49.97	\$49.97
7/8/2018	PAY							Credit Card		(\$2.16)	\$47.81	\$47.81
8/13/2018	PAY							Check		(\$2.10)	\$45.71	\$45.71
8/28/2018	PAY							Check		(\$2.08)	\$43.63	\$43.63
10/12/2018	PAY							Check		(\$2.08)	\$41.55	\$41.55
11/6/2018	PAY							Check		(\$2.05)	\$39.50	\$39.50
12/7/2018	PAY							Check		(\$2.18)	\$37.32	\$37.32
2/5/2019	PAY							Check		(\$2.25)	\$35.07	\$35.07
10/1/2019	PAY							Check		(\$0.56)	\$34.51	\$34.51
11/6/2019	PAY							Check		(\$0.32)	\$34.19	\$34.19
6/9/2020	PAY							Check		(\$34.19)	\$0.00	\$0.00

Contacts for Account: Preston, Helen				
Account...	0001 4939 6276	Preston, Helen	<input type="checkbox"/> Transaction History	
			<input checked="" type="checkbox"/> Full Comments	
Date	Type	Comment	Person	Fd
12/11/2014	DRU	gas per degree day (CFDD). Your bills are correct as rendered. sent customer letter stating same along with a statement gas usage analysis and utility report. Also provided the customer with information on having the meter tested. There could have been some kind of internal condition that caused increased consumption.	Preston, Helen	
12/01/2014	DRUL	Dispute received on 12/01/2014 regarding COR IS DISPUTING HER 7-24-2014 BILL IN THE AMOUNT OF \$ 52.00 AND HER 8-23-2014 BILL IN THE AMT OF \$ 196.30. COR STATED THE AMOUNTS OF THESE BILLS ARE WAY TOO HIGH . THANK YOU VONDA FENWICK, CSR	Preston, Helen	
12/01/2014	COL2	PER COR'S REQUEST TODAY COR REQUEST TO COME OFF THE PAR , EXPLAINED TO THE COR HSE HAS A PAST DUE AMT AND UNLESS SHE IS PAYING THE FULL AMT DUE WHICH IS 332.89 BY THE DUE DATE OF HER BILL SHE SHOULD NOT COME OF THE PAR , COR INSISTED TO COME OFF , TOOK COR OFF THE BUDGET AND ALSO COR IS DISPUTING HER JULY 2014 AND AUGUST 2014 BILLS AMTS ARE JULY 2014 52.00 AND AUGUST 2014 BILL & 197.30. HIGH BILL DISPUTE	Preston, Helen	
10/31/2014	PAY	Per/kubra list-R03-cannot locate acct-no nsf chrg-per list-10/24/14	Preston, Helen	
10/20/2014	PAYM	Pending Pay Amount: 56.00 Authorization Code: 2935253754 Checking Act Nbr: *****6276	Preston, Helen	
10/20/2014	COLL	cor called and asked what was needed for dp of par. I TOLD COR THAT THE DP WAS 55.86. c/s	Preston, Helen	
10/16/2014	BUD	COR called and wanted to get on a PAR , told her she has to pay 56.00 in seven days , cor understands arrangement , c/s	Preston, Helen	
10/16/2014	NNA	Account Id:149396276 Person Id:9001530058 Number in Household: 4 Monthly Household Income: \$ 1400.00 Arrangement Type:S Level of Payment:1 Monthly Payment :\$175.00Created by: CCINEGU	Preston, Helen	
06/27/2014	SERO	evera overrode the Write Off Reactivation warning while creating a turn on order for PRESTON HELEN under account #149396276 with a reason -A Linked USA Already Exist and comment of cust already has a active acct.	Preston, Helen	
06/27/2014	SERO	Turn On (AMR) cust called to add service in her name at 1252 s greylock st address as of 07/01/14 she is owner ... also not registered with the top ... advised that she can get a lien on her premise if tenant doesn't pay her bill cause there is a bal on that acct under sierra morales 0175365027 satis	Preston, Helen	

Change Customer Contact...

Launch Related Transaction...

Contacts for Account: Preston, Helen				
Account...		0001 4939 6276	Preston, Helen	
				<input type="checkbox"/> Transaction History
				<input checked="" type="checkbox"/> Full Comments
Date	Type	Comment	Person	Fd
01/31/2020	CRU	__CRU__ -- Spoke to Ms. Preston regarding Docket #F-2020-3016431 -- Will contact her on Monday (02/03) to discuss further. --	Preston, Helen	
06/28/2017	BILL	xfered final balance 2077.18 to the Gas and rxfereed 120.14 from the NR-REA to new acct#0071 2230 0583.. per customer contact 6/23/17.	Preston, Helen	
06/23/2017	BILL	c/c to state that 120.00 is due, adv her she cannot get on any payment arrangement since final bill was senr, adv her that this account balance needs to be transf over to her current accoun 7122300583, sh esaid no she does not want that, adv her that full bill due upon receipt, sent contact to AMD to transf this balance to her account 7122300583.C/S	Preston, Helen	
05/30/2017	BILL	COR called about final bill for 5/24 and on arrangement. I explained after 60 days account gets sent to collection and only option is to pay towards the balance. Customer satisfied.	Preston, Helen	
05/09/2017	SER1	Turn Off (AMR), 5/9/2017 COR called stated that this is not her primary residence and someone will be moving into the property. Final bill to be mailed to 2633 Island Ave Phila PA, 19153. COR stated she will make payment on this debt until paid. Issued turn off amr. COR sat.	Preston, Helen	
05/02/2017	COLL	Cor called to see if she can get a par, but she has 2 broken par. She is not eligible for a new par. She states income is about 2400.00 with 4 in hh. I told her she can apply for crp, but she states she can't. She had a PUC hold on the acct for medical turn on. Updated medical to reflect MP1 until 5-25-2017. She should pay the balance in full before hold expires. She is satisfied.	Preston, Helen	
04/27/2017	BILL	per contact xfer'd 300 payment to correct account 0574449469	Preston, Helen	
04/26/2017	SERV	Shemuel Carter was here on a Medical B.P.T.O. order with Order # 8691110 , with a result of Completed Found Gas OFF, Left Gas ON , with activities of (Meter and Connections - Turn On ,Piping Test Passed ,Exchange Meter) , with comments of "Turn on complete. Meter exchange complete. M&P test and PUC Check passed. Made checks left safe. "	Preston, Helen	
04/25/2017	MTO	Medical B.P.T.O., 4/26/2017, 800 - 1200 GAS IS OFF MEDICAL -1- PUC HOLD FROM 04/19/2017 TO 10/11/2018 BALANCE OF THE BILL IS \$1744.22 RECEIVED 04/25/2017 TOTAL AMOUNT INCLUDE \$123.23 TURN ON CHARGE AND HAS A DEPOSIT OF \$310.00	Preston, Helen	
04/25/2017	COLL	Cor called to ask if we have received her medical form, advised not	Preston, Helen	

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

PGW EXHIBIT - 2
PAGE 2 OF 2

Search For Negotiated Payment Arrangement

Search Criteria

Account... 0001 4939 6276 Preston, Helen

From Date: 06/25/2020

Apply Criteria

OK

Cancel

Date	Seq	Status	Comments
03/23/2017	1	Broken	
10/14/2016	1	Broken	BCS # 3482440
07/11/2016	1	Broken	
03/04/2016	1	Broken	
10/16/2014	1	Canceled	

5 record(s) found.

PGW EXHIBIT - 3
PAGE 1 OF 2

Search For Negotiated Payment Arrangement

Search Criteria

Account... 0071 2230 0583 Preston, Helen OK

From Date: 06/25/2020 Apply Criteria Cancel

Date	Seq	Status	Comments
11/02/2017	1	Broken	
03/30/2017	1	Canceled	
10/11/2016	1	Broken	BCS # 3465253
02/23/2016	1	Broken	
10/12/2015	1	Broken	
03/24/2015	1	Broken	
03/11/2015	1	Broken	
03/21/2011	1	Canceled	

26 record(s) found.

PGW EXHIBIT - 3
PAGE 2 OF 2

PHILADELPHIA GAS WORKS

PUC

Closing XML

Case Number: 3482440
Company Name: PGW (PHILA. GAS WORKS (NGDC))
Company Code: 0766
Company Type: GAS TRANSPORTER
Customer First Name: HELEN
Customer Middle Initial:
Customer Last Name: PRESTON
Account Number: 149396276
Service Address 1: 1252 S GREYLOCK STREET
Service Address 2:
Service City: PHILADELPHIA
Service State: PA
Service Zip 5: 19143
Service Zip 4:
Decision Issue: Y
Oral Written: W
Violation: NO
Chapter:
Section Rule:
Total Balance: 594.32
Date Closed: 2016-10-07
Resolution: DECISION LETTER ISSUED - LEVEL 2, BUDGET 62.00 + 17.00 = 79.00 BEGINNING NOV 2016 DUE DATE.
Balance Date: 2016-10-05
Service Restored Pay: 0.00
Service Continue Amount: 0.00
Service Continue Date:
Terms: WITH THE NOVEMBER 2016 BILL DUE DATE
Special Budget Amount: 79.00
Regular Budget Amount: 62.00
Arrears Payment Plus: 17.00
FinalMonthlyPayment: 0.00
CurrentMonthlyPayment: 0.00
EndMonthlyPayment: 0.00
LetterDescription:
HeadDate: 2016-10-11
Paragraph:
Bill Date:
Reconnect Amount: 0
Pay Amount: 0.00
BCS Investigator First Name: JOSHUA
BCS Investigator Last Name: CASHER
Number Of Time Send: 1
Number Of Time Faxed: 0
PUC Fax:

PGW EXHIBIT - <u>4</u> PAGE <u>1</u> OF <u>5</u>

PHILADELPHIA GAS WORKS

PUC

Closing XML

Case Number: 3482440
Company Name: PGW (PHILA. GAS WORKS (NGDC))
Company Code: 0766
Company Type: GAS TRANSPORTER
Customer First Name: HELEN
Customer Middle Initial:
Customer Last Name: PRESTON
Account Number: 149396276
Service Address 1: 1252 S GREYLOCK STREET
Service Address 2:
Service City: PHILADELPHIA
Service State: PA
Service Zip 5: 19143
Service Zip 4:
Decision Issue: Y
Oral Written: W
Violation: NO
Chapter:
Section Rule:
Total Balance: 594.32
Date Closed: 2016-10-07
Resolution: DECISION LETTER ISSUED - LEVEL 2, BUDGET 62.00 + 17.00 = 79.00 BEGINNING NOV 2016 DUE DATE.
Balance Date: 2016-10-05
Service Restored Pay: 0.00
Service Continue Amount: 0.00
Service Continue Date:
Terms: WITH THE NOVEMBER 2016 BILL DUE DATE
Special Budget Amount: 79.00
Regular Budget Amount: 62.00
Arrears Payment Plus: 17.00
FinalMonthlyPayment: 0.00
CurrentMonthlyPayment: 0.00
EndMonthlyPayment: 0.00
LetterDescription:
HeadDate: 2016-10-11
Paragraph:
Bill Date:
Reconnect Amount: 0
Pay Amount: 0.00
BCS Investigator First Name: JOSHUA
BCS Investigator Last Name: CASHER
Number Of Time Send: 1
Number Of Time Faxed: 0
PUC Fax:

<p> PGW EXHIBIT - <u>4</u> PAGE <u>2</u> OF <u>5</u> </p>
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PHILADELPHIA GAS WORKS

PUC

Closing XML

Case Number:	3465253
Company Name:	PGW (PHILA. GAS WORKS (NGDC)
Company Code:	0766
Company Type:	GAS TRANSPORTER
Customer First Name:	HELEN
Customer Middle Initial:	
Customer Last Name:	PRESTON
Account Number:	7122300583
Service Address 1:	2633 ISLAND AVE
Service Address 2:	
Service City:	PHILADELPHIA
Service State:	PA
Service Zip 5:	19153
Service Zip 4:	
Decision Issue:	Y
Oral Written:	W
Violation:	NO
Chapter:	
Section Rule:	
Total Balance:	817.63
Date Closed:	2016-10-11
Resolution:	DECISION RENDERED, PUC PAR ISSUED LEVEL 1, BUDGET 91.00 + 15.00 = 106.00 BEGINNING NOV 2016 DUE DATE. WAIVE LPCS. MUST PAY CURRENT CHARGES ON 9/24/14, YOUR ACCOUNT BALANCE WAS ZEROED. FOLLOWING THAT DATE, YOU WERE ENTERED INTO FOUR PAYMENT AGREEMENTS THAT ALL BECAME BROKE DUE TO A LACK OF PAYMENTS MADE ON TIME AND IN FULL. THE LAST PAYMENT AGREEMENT WAS ENTERED ON 2/23/16 OVER AN ACTUAL ACCOUNT BALANCE OF \$416.83. THE AGREEMENT AMOUNT WAS FOR \$92.00 (BASE BUDGET AMOUNT OF \$83.00 PLUS \$9.00) MONTHLY FOR 49 MONTHS. AT THE TIME OF THE AGREEMENT, THE CUSTOMER REPORTED A GROSS MONTHLY INCOME OF \$1,300.00 WITH 5 OCCUPANTS IN THE HOUSEHOLD. ON 4/28/16, YOUR COMPANY PAYMENT AGREEMENT BROKE. THE CUSTOMER FAILED TO ACTIVATE A NEW PAYMENT AGREEMENT OR SATISFY THE PAST DUE BALANCE AND THEREFORE, THE PROPER COLLECTION ACTIVITY TOOK PLACE. ON 6/16/16, A TEN DAY SHUT OFF NOTICE WAS ISSUED AND SCHEDULED TO TERMINATE ON OR AFTER 6/28/16. ON 6/22/16, THE UTILITY COMPANY ATTEMPTED TO REACH YOU BY TELEPHONE AT 1:10 PM AND THERE WAS NO ANSWER. ON 6/23/16, THE UTILITY COMPANY AGAIN ATTEMPTED TO REACH YOU BY TELEPHONE AT 6:31 PM AND AGAIN THERE WAS NO ANSWER. ON 8/03/16, YOU WERE IN THE COMPANIES' OFFICE TO RE-ENTER INTO A PAYMENT AGREEMENT. YOU WERE TOLD TO PAY THE PAYMENT AGREEMENT CATCH-UP AMOUNT OF \$372.00 BY 8/25/16. AS OF UPDATED INFORMATION RECEIVED FROM THE UTILITY COMPANY ON 9/29/16, YOUR CURRENT BALANCE OWED IS \$817.63 DUE 10/21/16.

PGW EXHIBIT - 4
PAGE 9 OF 5

THE CURRENT BASE BUDGET AMOUNT AT YOUR PROPERTY IS \$91.00
AND THE PAYMENT AGREEMENT CURRENT CATCH-UP AMOUNT IS
\$556.00.

Balance Date: 2016-09-29
Service Restored Pay: 0.00
Service Continue Amount: 0.00
Service Continue Date:
Terms: NOVEMBER 2016 DUE DATE
Special Budget Amount: 106.00
Regular Budget Amount: 91.00
Arrears Payment Plus: 15.00
FinalMonthlyPayment: 0.00
CurrentMonthlyPayment: 0.00
EndMonthlyPayment: 0.00
LetterDescription: EGW PAR W/COMPLEX DISPUTE/LEVEL1
HeadDate: 2016-10-13
Paragraph:
Bill Date:
Reconnect Amount: 0
Pay Amount: 0.00
BCS Investigator First Name: JAMIE
BCS Investigator Last Name: HENRY
Number Of Time Send: 1
Number Of Time Faxed: 0
PUC Fax: 7177876641

PGW EXHIBIT - 4
PAGE 4 OF 5

PHILADELPHIA GAS WORKS

PUC

Closing XML

Case Number: 3680187
Company Name: PGW (PHILA. GAS WORKS (NGDC))
Company Code: 0766
Company Type: GAS TRANSPORTER
Customer First Name: HELEN
Customer Middle Initial:
Customer Last Name: PRESTON
Account Number: 7122300583
Service Address 1: 2633 ISLAND AVE
Service Address 2:
Service City: PHILADELPHIA
Service State: PA
Service Zip 5: 19153
Service Zip 4:
Decision Issue: Y
Oral Written: W
Violation: NO
Chapter:
Section Rule:
Total Balance: 3180.98
Date Closed: 2019-11-26
Resolution: DECISION ISSUED: BALANCE TRANSFER IS VALID AND BILL IS CORRECT AS RENDERED. CU DEFAULTED ON PUC PAR 3465253. CASE DISMISSED PER 1405D.
Balance Date: 2019-03-21
Service Restored Pay: 0.00
Service Continue Amount: 0.00
Service Continue Date:
Terms:
Special Budget Amount: 0.00
Regular Budget Amount: 102.00
Arrears Payment Plus: 0.00
FinalMonthlyPayment: 0.00
CurrentMonthlyPayment: 0.00
EndMonthlyPayment: 0.00
LetterDescription:
HeadDate: 2019-11-21
Paragraph:
Bill Date:
Reconnect Amount: 0
Pay Amount: 0.00
BCS Investigator First Name: DAMON
BCS Investigator Last Name: WALTON
Number Of Time Send: 1
Number Of Time Faxed: 0
PUC Fax: 7177876641

PGW EXHIBIT - 4
 PAGE 5 OF 5

Utility Service Agreement: G2-GS, Closed, GSR

Action Launch

USA... 9244016088 G2-GS, Closed, GSR

Account: 0005 9814 2164 Warner, Lucinda

Effective Period: 03/17/2010 - 08/04/2010

Rate... GSR General Service Residential

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
		Regular Balance:	0.00
		Late Payment Charges:	0.00
31 - 60	0.00	Current Amount Due:	0.00
61 - 90	0.00		
91 Up	0.00	Budget Enrollment Date:	
Total:	0.00	Monthly Budget:	0.00

Premise: 1252 S Greylock St/Philadelphia,Pa

Main

Misc 1

Misc 2

Tax Exemption

Service Points

Contract Riders

Interruptions

P&L Plan

Suppliers

Rate Shifts

Opt-Out

Utility Service Agreement: G2-GS, Closed, GSR

Action Launch

USA 829090199 G2-GS, Closed, GSR

Account: 0005 9814 2164 Warner, Lucinda

Effective Period: 08/25/2010 - 09/13/2011

Rate... GSR General Service Residential

Tariff Map:

GCDB Account: Supplier/Group/Type:

Customer Class: 2 - Residential Heat & Domestic

Rate Class: GS - General Service

Revenue Code...

Collection Path: RESNOPH - Residential Coll No Telephone

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

Premise: 1252 S Greylock St/Philadelphia,Pa

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

Utility Service Agreement: G2-GS, Closed, GSR

Action Launch

USA... 6924212369 G2-GS, Closed, GSR

Account: 0005 9814 2164 Warner, Lucinda

Effective Period: 09/23/2011 - 11/02/2011

Rate... GSR General Service Residential

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	<input type="text"/> 0.00	Total Amount Due:	<input type="text"/> 0.00
		Regular Balance:	<input type="text"/> 0.00
		Late Payment Charges:	<input type="text"/> 0.00
31 - 60	<input type="text"/> 0.00	Current Amount Due:	<input type="text"/> 0.00
61 - 90	<input type="text"/> 0.00	Budget Enrollment Date:	<input type="text"/>
91 Up	<input type="text"/> 0.00	Monthly Budget:	<input type="text"/> 0.00
Total:	<input type="text"/> 0.00		

Premise: 1252 S Greylock St/Philadelphia,Pa

Main

Misc 1

Misc 2

Tax Exemption

Service Points

Contract Riders

Interruptions

P&L Plan

Suppliers

Rate Shifts

Opt-Out

PGW EXHIBIT - 5
PAGE 3 OF 4

Utility Service Agreement: G2-GS, Closed, GSR

Action Launch

USA 9763324312 G2-GS, Closed, GSR

Account: 0005 9814 2164 Warner, Lucinda

Effective Period: 01/20/2012 - 05/06/2013

Rate... GSR General Service Residential

Tariff Map:

CCDB Account: Supplier/Group/Type:

Customer Class: 2 - Residential Heat & Domestic

Rate Class: GS - General Service

Revenue Code...

Collection Path: CRPVP - Ctp Valid Phone

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	Budget Enrollment Date:	
		Monthly Budget:	0.00

Premise: 1252 S Greylock St/Philadelphia,Pa

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

PGW EXHIBIT - 5
PAGE 4 OF 4

PGW EXHIBIT