



PHILADELPHIA GAS WORKS

800 West Montgomery Avenue • Philadelphia, PA 19122

**Graciela Christlieb, Senior Attorney
Legal Department**

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FAX: 215-684-6798

E-mail: graciela.christlieb@pgworks.com

June 18, 2020

**Special Agent Alphonso Arnold III
Pennsylvania Public Utility Commission
400 North Street
Harrisburg, PA 17120**

RE: Patricia Fleckenstein v. Philadelphia Gas Works, Docket No. C-2020-3019293

Dear Special Agent Arnold:

Attached please find PGW's proposed exhibits for the hearing in the above referenced matter.

For convenience of use at the hearing, I have marked the exhibits as follows:

- PGW Exhibit 1 – Statement of Account
- PGW Exhibit 2 – Payment Arrangement History
- PGW Exhibit 3 – BCS Complaints and Decisions

If you need additional information about this matter, please contact me at my direct-dial number above. Thank you.

Sincerely,

/s/ Graciela Christlieb



PHILADELPHIA GAS WORKS

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CERTIFICATE OF SERVICE

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

Service List:

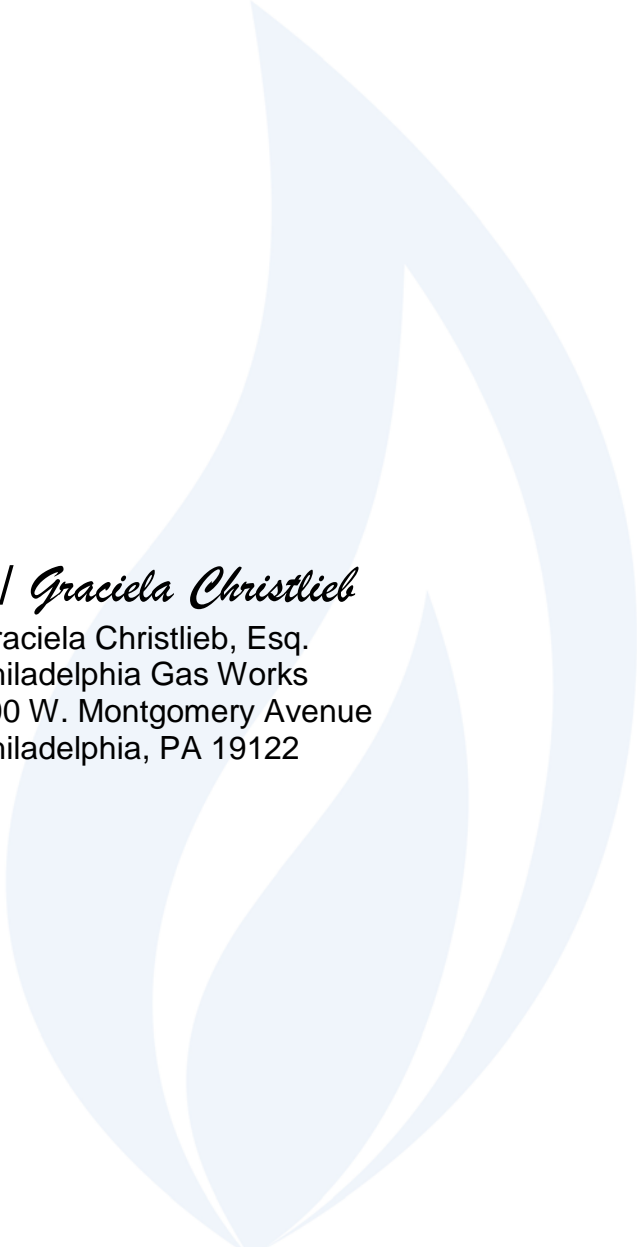
For Complainant via FedEx:

Patricia Fleckenstein
3261 Gaul Street
Philadelphia, PA 19134

June 18, 2020

/s/ Graciela Christlieb

Graciela Christlieb, Esq.
Philadelphia Gas Works
800 W. Montgomery Avenue
Philadelphia, PA 19122

A large, light blue, stylized flame graphic is positioned on the right side of the page, partially overlapping the signature block. It has a soft, ethereal appearance with a white outline and a light blue fill.

Specific Service Agreement Statement of Account SA- 9578549895

| | | | | |
|---------------------------------|-----------------------|-------------------|--------------|-------------------|
| Customer Name | From Date | To Date | | |
| PATRICIA FLECKENSTEIN | 6/17/2018 | 6/17/2020 | | |
| Service Address | Account Number | S A Number | Meter | Rate/Class |
| 3261 GAUL ST PHIL, PA 191344524 | 883864139 | 9578549895 | 2148844 | 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 |
|------------------|------------------|--------------|-----------|-----------|-----------|-----------------|--------------|--------------|----------|--------------------|-----------------|----------------|
| 6/19/2018 | PAY | | | | | | | Check | | (\$3.06) | \$113.51 | \$113.51 |
| 6/27/2018 | LPC | | | | | | | | | \$1.66 | \$115.17 | \$115.17 |
| 7/28/2018 | LPC | | | | | | | | | \$1.66 | \$116.83 | \$116.83 |
| 8/3/2018 | PAY | | | | | | | Check | | (\$5.29) | \$111.54 | \$111.54 |
| 8/28/2018 | LPC | | | | | | | | | \$1.66 | \$113.20 | \$113.20 |
| 9/27/2018 | LPC | | | | | | | | | \$1.66 | \$114.86 | \$114.86 |
| 3/12/2019 | WO | | | | | | | | | (\$114.86) | \$0.00 | \$0.00 |

PGW Exhibit 1
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Specific Service Agreement Statement of Account SA- 6425349294

| | | | | |
|---------------------------------|-----------------------|-------------------|--------------|-------------------|
| Customer Name | From Date | To Date | | |
| PATRICIA FLECKENSTEIN | 6/17/2018 | 6/17/2020 | | |
| Service Address | Account Number | S A Number | Meter | Rate/Class |
| 3261 GAUL ST PHIL, PA 191344524 | 883864139 | 6425349294 | 2148844 | 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 |
|------------------|------------------|--------------|-----------|-----------|-----------|-----------------|--------------|--------------|----------|--------------------|-----------------|----------------|
| 6/19/2018 | PAY | | | | | | | Check | | (\$14.38) | \$533.13 | \$533.13 |
| 6/27/2018 | LPC | | | | | | | | | \$7.82 | \$540.95 | \$540.95 |
| 7/28/2018 | LPC | | | | | | | | | \$7.82 | \$548.77 | \$548.77 |
| 8/3/2018 | PAY | | | | | | | Check | | (\$24.85) | \$523.92 | \$523.92 |
| 8/28/2018 | LPC | | | | | | | | | \$7.82 | \$531.74 | \$531.74 |
| 9/27/2018 | LPC | | | | | | | | | \$7.82 | \$539.56 | \$539.56 |
| 3/12/2019 | WO | | | | | | | | | (\$539.56) | \$0.00 | \$0.00 |

PGW Exhibit 1
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Specific Service Agreement Statement of Account SA- 8280230530

| | | | | |
|---------------------------------|-----------------------|-------------------|--------------|-------------------|
| Customer Name | From Date | To Date | | |
| PATRICIA FLECKENSTEIN | 6/17/2018 | 6/17/2020 | | |
| Service Address | Account Number | S A Number | Meter | Rate/Class |
| 3261 GAUL ST PHIL, PA 191344524 | 883864139 | 8280230530 | 2148844 | 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 |
|------------------|------------------|---------|-----------|-----------|-----------|-----------------|--------------|--------------|------------|--------------------|-----------------|----------------|
| 6/19/2018 | PAY | | | | | | | Check | | (\$32.56) | \$1,516.02 | \$1,516.02 |
| 6/27/2018 | BILL | 2986 | R | 32 | 19 | 0.59 | 8 | | 7/23/2018 | \$40.17 | \$1,556.19 | \$1,556.19 |
| 7/28/2018 | BILL | 3002 | R | 30 | 16 | 0.53 | 0 | | 8/21/2018 | \$36.22 | \$1,592.41 | \$1,592.41 |
| 8/3/2018 | PAY | | | | | | | Check | | (\$69.86) | \$1,522.55 | \$1,522.55 |
| 8/28/2018 | BILL | 3016 | R | 29 | 14 | 0.48 | 0 | | 9/21/2018 | \$33.57 | \$1,556.12 | \$1,556.12 |
| 9/27/2018 | LPC | | | | | | | | | \$23.34 | \$1,579.46 | \$1,579.46 |
| 9/27/2018 | BILL | 3037 | R | 33 | 21 | 0.64 | 12 | | 10/22/2018 | \$42.81 | \$1,622.27 | \$1,622.27 |
| 10/30/2018 | BILL | 3040 | R | 8 | 3 | 0.38 | 1 | | 11/26/2018 | \$3.96 | \$1,626.23 | \$1,626.23 |
| 3/12/2019 | WO | | | | | | | | | (\$1,626.23) | \$0.00 | \$0.00 |

PGW Exhibit 1
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Search For Negotiated Payment Arrangement

Search Criteria

Account... 0008 8386 4139 Fleckenstein, Patricia

From Date: 06/17/2020

| Date | Seq | Status | Comments |
|------------|-----|--------|---------------|
| 09/08/2017 | 1 | Broken | BCS#3556016 |
| 03/31/2017 | 1 | Broken | |
| 12/01/2015 | 1 | Broken | BCS # 3404089 |
| 04/01/2011 | 1 | Broken | |
| 04/06/2010 | 1 | Broken | |
| 08/08/2008 | 1 | Broken | |
| 04/01/2008 | 1 | Broken | |
| 01/15/2008 | 1 | Broken | |

8 record(s) found.

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<CompanyCode>0766</CompanyCode>

<CompanyType>GAS TRANSPORTER</CompanyType>

= <Customer>

<CustomerFirstName>PATRICIA</CustomerFirstName>

<CustomerLastName>FLECKENSTEIN</CustomerLastName>

<AccountNumber>883864139</AccountNumber>

<CustHomePhone HomeAreaCode="215">4269008</CustHomePhone>

<ServiceClass>RESIDENTIAL</ServiceClass>

= <CustomerServAddress>

<ServAddress1>3261 GAUL ST</ServAddress1>

<ServCity>PHILADELPHIA</ServCity>

<ServState>PA</ServState>

<ServZip5>19134</ServZip5>

</CustomerServAddress>

= <Family>

<Adults>1</Adults>

<Children>0</Children>

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</Customer>

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<TermDate>2015-06-15</TermDate>

<BusinessName>SM</BusinessName>

<CompanyPosition>06/15/2015 NOTICE WAS SENT. OVER INCOME LEVEL FOR CRP. HAVE TO PAY OVER 2000 TO GET RRESTORED. NO PMT ARRANGEMENT. DEFAULTED ON PRIORS.</CompanyPosition>

<RelatedInformation>NO PRIOR NOTICES WERE RECVD. ADULT1 HAS MED COND. WILL BE CONTACTING DR..WOULD LIKE TO HAVE SVC RESTORED WITH A PMT ARRANGEMENT. THE CELL PHONE NUMBER (267) 528 - 7185 HAS BEEN ALLOWED TO BE SHARED.</RelatedInformation>

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<PriorCaseNumber>2427625</PriorCaseNumber>

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<BCSInvestigatorPhone AreaCode="717">7870000</BCSInvestigatorPhone>

<BCSIntakerFName>KRISTI</BCSIntakerFName>

<BCSIntakerLName>MCCREWELL</BCSIntakerLName>

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= <Customer>
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<CustomerLastName>**FLECKENSTEIN**</CustomerLastName>
<AccountNumber>**883864139**</AccountNumber>
= <CustomerServAddress>
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<ServCity>**PHILADELPHIA**</ServCity>
<ServState>**PA**</ServState>
<ServZip5>**19134**</ServZip5>
</CustomerServAddress>
</Customer>
<DecisionIssue>**Y**</DecisionIssue>
<OralWritten>**W**</OralWritten>
<Violation>**NO**</Violation>
<TotalBalance>**2365.63**</TotalBalance>
<DateClosed>**2015-06-18**</DateClosed>
<Resolution>**THE CUSTOMER HAS MADE 10 PAYMENTS IN THE PAST 12 MONTHS AND THEREFORE HAS SHOWN A GOOD FAITH EFFORT TO PAY THE BILL AND IS ELIGIBLE FOR A PUC PAR TO HAVE THE SERVICE RESTORED. RESTORATION TERMS GRANTED: LEVEL 2, CUST MUST PAY 66.00 + RECONNECT FEE 123.23 + HALF DEPOSIT 92.00 = 281.23 TO RESTORE. THEN, WITH THE FIRST BILL, BUDGET 92.00 + 66.00 = 158.00 PER MONTH TO MAINTAIN SERVICE. CUST MUST PAY 46.00 WITHIN 30 DAYS AND 46.00 WITHIN 60 DAYS TO SATISFY THE DEPOSIT.**</Resolution>
<BalanceDate>**2015-06-17**</BalanceDate>
<ServiceRestoredPay>**281.23**</ServiceRestoredPay>
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<BCSInvestigatorFName>**AVIS**</BCSInvestigatorFName>
<BCSInvestigatorLName>**CHI SHOLM**</BCSInvestigatorLName>
<NbrOfTimeSend>**1**</NbrOfTimeSend>
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<PUCFax FaxAreaCode="717">**7876641**</PUCFax>
</OtherInfo>
</Case>

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PHILADELPHIA GAS WORKS

PUC Closing XML

Case Number: 3749295
Company Name: PGW (PHILA. GAS WORKS (NGDC))
Company Code: 0766
Company Type: GAS TRANSPORTER
Customer First Name: PATRICIA
Customer Middle Initial:
Customer Last Name: FLECKENSTEIN
Account Number: 883864139
Service Address 1: 3261 GAUL ST
Service Address 2:
Service City: PHILADELPHIA
Service State: PA
Service Zip 5: 19134
Service Zip 4:
Decision Issue: N
Oral Written: W
Violation: NO
Chapter:
Section Rule:
Total Balance: 0.00
Date Closed: 2019-12-09
Resolution: DECISION ISSUED: THE CUSTOMER IS NOT ELIGIBLE FOR REDUCED RESTORATION DUE TO DEFAULT UNDER BCS 3356057, ISSUED ON 12/2015. THE CUSTOMER MUST COMPLY WITH COMPANY REQUEST TO PAY \$2,165.79 PLUS \$123.23 RECONNECTION FEE PLUS \$128.00 (50% OF \$256.00 SECURITY DEPOSIT) TOTALING \$2,417.02. THE REMAINING 50% OF THE SECURITY DEPOSIT WILL BE BILLED IN TWO INSTALLMENTS WITHIN 30/60 DAYS OF RESTORATION. CASE DISMISSED.
Balance Date: 2019-11-15
Service Restored Pay: 0.00
Service Continue Amount: 0.00
Service Continue Date:
Terms:
Special Budget Amount: 0.00
Regular Budget Amount: 0.00
Arrears Payment Plus: 0.00
FinalMonthlyPayment: 0.00
CurrentMonthlyPayment: 0.00
EndMonthlyPayment: 0.00
LetterDescription:
HeadDate: 2019-12-12
Paragraph:
Bill Date:
Reconnect Amount: 0
Pay Amount: 0.00
BCS Investigator First Name: AVIS

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BCS Investigator Last Name: CHISHOLM
Number Of Time Send: 1
Number Of Time Faxed: 0
PUC Fax: 7177876641

PGW Exhibit 3
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PHILADELPHIA GAS WORKS

PUC

Opening XML

Case Number: 3749295
Company Name: PGW (PHILA. GAS WORKS (NGDC))
Company Code: 0766
Company Type: GAS TRANSPORTER
Customer First Name: PATRICIA
Customer Middle Initial:
Customer Last Name: FLECKENSTEIN
Customer Account Number: 8888888888
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: PGW Exhibit 3
Customer Mail Address State: Page 5 of 6
Customer Mail Address Zip:
Customer Mail Address 4-Zip:
Customer Service Address 1: 3261 GAUL ST
Customer Service Address 2:
Customer Service Address City: PHILADELPHIA
Customer Service Address State: PA
Customer Service Address Zip: 19134
Customer Service Address 4-Zip:
Customer Family Adults: 1
Customer Family Children: 0
Customer Family Age:
Gross Income

| Source | Income Amount |
|--------|---------------|
| A1 SSI | 1692 |
| A1 PEN | 239 |

Date Open: 2019-11-14
Reason For Contact: APPLICANT / DEPOSITS- SERVICE IS OFF (# 64)
Term Date:
Business Name:
Case Problem:
Company Position: 11/13/2019 CUSTOMER OWED BACK BALANCE. PAY \$ 2200S TO GET NEW SERVICE.
Related Information: OFF- CUSTOMER'S SERVICE HAD BEEN OFF SINCE 2018. CUSTOMER TRIED TO GET NEW SERVICE. COMPANY REQUIRED HER TO PAY \$ 2200S TO GET NEW SERVICE. 64 - DENIAL OF SERVICE. SERVICE IS OFF. THE APPLICANT IS NOT DISPUTING THE BALANCE OF \$ 2200S. WANTS A PAYMENT ARRANGEMENT TO ESTABLISH SERVICE. - RELIEF SOUGHT - GET NEW SERVICE. PAR THE CELL PHONE NUMBER (267) 528 - 7185 HAS BEEN ALLOWED TO BE SHARED.
Case Misc Info:
Hot Issue:

Case Origin: TELEPHONE
Prior Case Number: 3657645
Universal Service: N
Arrearage: 2200
BCS Investigator First Name: BCS
BCS Investigator Last Name: CASE POOL
BCS Investigator Phone w/ Area Code: 7177875468
BCSIntaker First Name: IVAN
BCSIntaker Last Name: LIM
Number Of Time Send: 1
Number Of Time Faxed: 0
Number Of Time Faxed: 7177876641

PGW Exhibit 3
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