



**PHILADELPHIA GAS WORKS**

800 West Montgomery Avenue • Philadelphia, PA 19122

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**August 6, 2020**

Administrative Law Judge Angela T. Jones  
Pennsylvania Public Utility Commission  
801 Market Street  
Philadelphia, PA 19107

**Re: Helen Leung v. Philadelphia Gas Works, F-2020-3020041**

Dear Judge Vero:

In preparation for the telephonic hearing in the above captioned matter scheduled for 10:00 a.m., Thursday, August 13, 2020, please find enclosed originals of documents that PGW may introduce into evidence. For convenience of use at the hearing, I have marked these as follows:

- PGW Exhibit – 1- Customer Contact (1 page)
- PGW Exhibit – 2- Dispute Resolution Correspondence Unit (2 pages)
- PGW Exhibit – 3- Statement of Account (1 page)
- PGW Exhibit – 4- BCS Decision (2 pages)

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

Sincerely,

**/S/ Laureto Farinas**  
Laureto Farinas

cc: pmcneal@pa.gov  
705WKL@gmail.com



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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:

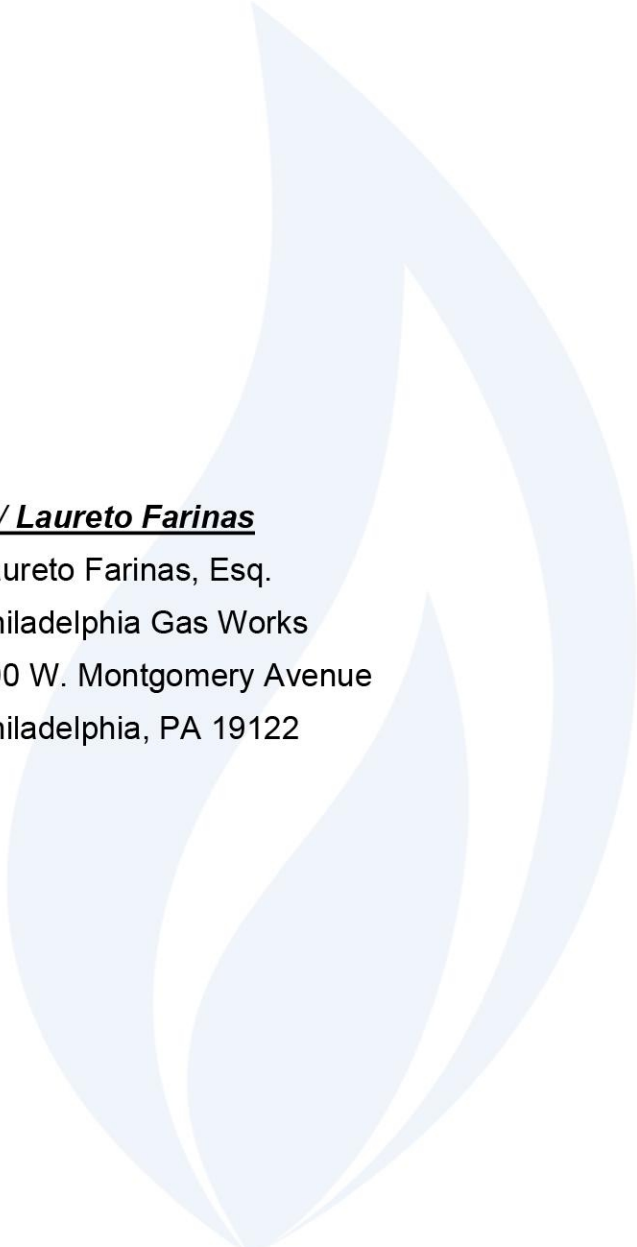
For Complainant:

Helen Leung  
68 Wainwright Avenue  
Closet, New Jersey 07624

August 6, 2020

**/S/ Laureto Farinas**

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

A large, stylized blue flame graphic is positioned on the right side of the page, partially overlapping the signature block. It consists of several overlapping, teardrop-shaped elements that create a sense of movement and heat.

**Customer Contact: Turn On**

Date: 10/17/2016 Time: 1:31:00 PM Source: Related Tran:  
CC Type: SERO - Turn On Created: 10/17/2016 at: 1:31:49 PM by: EGRIFFIN  
Area: 800 - Residential General Service Changed: at: by:  
 Surveyable Auto Delete Date: 10/17/2020 Class: Inquiry

Comments: Turn On (AMR) Cor issued a turn on for her account at 6346 Sylvester St...Experian was ran Cor passed the credit check therefore the deposit was waved. Cor was Sat.

Letter

Status: Print Date: Run Number: Reprint:

Review List Tickler

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

Account: 0008 2927 8114 Leung, Helen  
Premise: 6346 Sylvester St/Phila,Pa  
Person: Leung, Helen

PGW Exhibit - 1



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

March 27, 2019

Helen Leung  
68 Wainwright  
Closter, NJ 07624

Account Number: 08 2927 8114  
6346 Sylvester St.

Dear Helen Leung,

On February 23, 2019, a dispute was filed with the Philadelphia Gas Works (PGW) regarding the balance of \$2,012.40. In your dispute, you stated that you purchased the property located at 6346 Sylvester Street, but did not live in the home.

A review of our records indicates you established service at 6346 Sylvester Street on October 17, 2016. However, there are no records of you requesting to discontinue service. The gas service was finalized in your name as of August 4, 2017, which is the date you a new applicant established service.

PGW's Tariff and PUC regulations require that a customer must provide at least seven (7) days notice prior to the date the service is to be cancelled. In the absence of notice, the customer is responsible for the service as billed. PGW's position is that you are responsible for the service, as billed, due to lack of prior notice.

**PGW Tariff (5.5.A) Notice of discontinuance:** Except where the provisions of the Utility Service Tenants Rights Act apply, the Customer is required to give the Company at least seven days notice to discontinue the supply of Gas specifying the date on which it is desired that service be discontinued. In absence of notice, the Customer shall be responsible for services rendered.

**PUC Chapter 56 (56.16) Transfer of accounts:** (a) A ratepayer who is about to vacate premises supplied with utility service or who wishes to have service discontinued shall give at least 7 days notice to the utility and a non-ratepayer occupant, specifying the date on which it is desired that service be discontinued. In the absence of a notice, the ratepayer shall be responsible for services rendered.

To assist you in your review of our findings, we are including the following documents:

1. A statement of account
2. Sections of PGW Tariff and PUC regulations



3. Utility report

Generally, we recommend contacting the company to determine if you are eligible for a payment arrangement. However, your account has been finalized and our position on finalized accounts is payment in full.

Sincerely,  
T. Jackson  
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](http://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.

Specific Service Agreement Statement of Account SA- 6088027500

<b>Customer Name</b>	HELEN LEUNG	<b>From Date</b>	10/17/2016	<b>To Date</b>	8/6/2020
<b>Service Address</b>	6346 SYLVESTER ST PHIL, PA 191492836	<b>Account Number</b>	829278114	<b>S A Number</b>	6088027500
		<b>Meter</b>	2144841	<b>Rate/Class</b>	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
12/16/2016	BILL	1644	R	59	262	4.44	925		1/12/2017	\$384.38	\$384.38	\$384.38
1/20/2017	LPC									\$5.76	\$390.14	\$390.14
1/20/2017	BILL	1927	R	35	283	8.09	963		2/14/2017	\$392.21	\$782.35	\$782.35
2/17/2017	LPC									\$11.64	\$793.99	\$793.99
2/17/2017	BILL	2154	R	28	227	8.11	689		3/15/2017	\$342.91	\$1,136.90	\$1,136.90
3/20/2017	LPC									\$16.79	\$1,153.69	\$1,153.69
3/20/2017	BILL	2363	R	29	209	7.21	614		4/12/2017	\$314.70	\$1,468.39	\$1,468.39
4/19/2017	LPC									\$21.51	\$1,489.90	\$1,489.90
4/19/2017	BILL	2507	R	32	144	4.5	398		5/12/2017	\$231.73	\$1,721.63	\$1,721.63
5/17/2017	LPC									\$24.98	\$1,746.61	\$1,746.61
5/17/2017	BILL	2561	R	28	54	1.93	164		6/12/2017	\$87.68	\$1,834.29	\$1,834.29
6/16/2017	LPC									\$26.30	\$1,860.59	\$1,860.59
6/16/2017	BILL	2598	R	30	37	1.23	29		7/12/2017	\$64.93	\$1,925.52	\$1,925.52
7/18/2017	LPC									\$27.27	\$1,952.79	\$1,952.79
7/18/2017	BILL	2614	R	32	16	0.5	0		8/10/2017	\$34.49	\$1,987.28	\$1,987.28
8/8/2017	BILL	2623	R	18	9	0.5	0		8/31/2017	\$25.12	\$2,012.40	\$2,012.40
11/13/2017	WO									(\$2,012.40)	\$0.00	\$0.00

# PHILADELPHIA GAS WORKS

## PUC

### Closing XML

**Case Number:** 3729836  
**Company Name:** PGW (PHILA. GAS WORKS (NGDC))  
**Company Code:** 0766  
**Company Type:** GAS TRANSPORTER  
**Customer First Name:** HELEN  
**Customer Middle Initial:**  
**Customer Last Name:** LEUNG  
**Account Number:** 829278114  
**Service Address 1:** 6346 SYLVESTER STREET  
**Service Address 2:**  
**Service City:** PHILADELPHIA  
**Service State:** PA  
**Service Zip 5:** 19111  
**Service Zip 4:**  
**Decision Issue:** Y  
**Oral Written:** W  
**Violation:** NO  
**Chapter:**  
**Section Rule:**  
**Total Balance:** 2012.40  
**Date Closed:** 2020-03-18  
**Resolution:** DECISION ISSUED - CASE IS DISMISSED. CUST IS A LL AT THE SERV ADDRESS, WHERE SHE HAD SERV IN HER NAME FROM 10/17/2016 - 8/4/2017 WHEN SERV WAS CANCELLED BECAUSE CO RECVD A NEW REQUEST TO ESTABLISH SERV (UNDER A NEW CUST'S NAME). PER 56.16 (B), CUST IS RESPONSIBLE FOR THE UNPAID FINAL BAL OF 2,012.40 WHEN SERV WAS IN HER NAME UNTIL 8/4/2017. THE PUC IS UNABLE TO ISSUE ANY PAR ON FINALIZED ACCT. FURTHERMORE, CUST HAS NO ACTIVE SERV W/ CO AT THE PRESENT TIME. THEREFORE, CUST MUST CONTACT CO TO PAY OR MAKE ARRANGEMENT TO PAY FINAL BAL, OR CO MAY SEND ACCT TO COLLECTION. CASE CLOSED.  
**Balance Date:** 2019-09-25  
**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:** 2020-03-19  
**Paragraph:**  
**Bill Date:**  
**Reconnect Amount:** 0  
**Pay Amount:** 0.00  
**BCS Investigator First Name:** MEIKE  
**BCS Investigator Last Name:** WIJAYA  
**Number Of Time Send:** 1  
**Number Of Time Faxed:** 0  
**PUC Fax:** 7177876641