



COMMONWEALTH OF PENNSYLVANIA
PENNSYLVANIA PUBLIC UTILITY COMMISSION
Office of Administrative Law Judge
400 NORTH STREET, HARRISBURG, PA 17120
July 8, 2020

IN REPLY PLEASE
REFER TO OUR FILE

In Re: F-2020-3020041

Via electronic service only due to Emergency Order at M-2020-3019262
(SEE ATTACHED LIST)

HELEN LEUNG V. PHILADELPHIA GAS WORKS

Appeal of BCS Decision - Billing Dispute

Initial Telephonic Hearing Notice

This is to inform you that a hearing for the above- captioned case will be held as follows:

Type: Initial Call-In Telephonic
Date: Thursday, August 13, 2020
Time: 10:00 a.m.
Presiding: Administrative Law Judge Eranda Vero
Suite 4063
801 Market Street
Philadelphia, PA 19107
Telephone: 215.560.2105
Fax: 215.560.3133

At the above date and time, you must call into the hearing. If you fail to do so, your case will be dismissed. You will not be called by the Administrative Law Judge.

To participate in the hearing,

- You must dial the toll-free number listed below
- You must enter a PIN number when instructed to do so, also listed below
- You must speak your name when prompted
- The telephone system will connect you to the hearing

Toll-free Bridge Number: 866.560.8322
PIN Number: 36676820

HELEN LEUNG
P O BOX 163
DEMAREST NJ 07627
Telephone 917-757-0860

8/5/2020

Dear Sir:

My daughter went to Philadelphia Medical School and rented apartment in central city and received many parking tickets. It let me to buy a house at 6346 SYLVESTER Street, Phila. PA 19149. She liked the doorman it made her feel more secure, so I rented this house. As my letter on 8/21/2019 stated my rental lease asked the tenants to open their utilities accounts. The PGW sent me email asking if I had someone move in because they found the gas was used. I sent back email on 11/29/2016 said "yes" and my tenant Christina Allen sent me email on 12/27/2016 said water, gas & electric is in her name. The PGW should shut off the service if they did not get pay. It is not fair asked me to pay almost 3 years later. Please see my letter on 8/21/2019.

Thank you very much!

Helen Leung



helen leung <705wkl@gmail.com>

Ac no. 08 2927 8114, dispute gas bill at 6346 Sylvester Street, Philadelphia, Pa 19111

1 封邮件

helen leung <705wkl@gmail.com>

2019年8月21日 下午6:14

收件人: Helen Leung <705wkl@gmail.com>

8/21/2019

TO PUBLIC UTILITY COMMISSION

Dear Sir,

When I received a phone call from Austin, Tx, I thought it was a scammer. When I called PGW, the gas company, I was told I owe bills. I told the lady I didn't owe because I never lived at 6346 Sylvester Street, Philadelphia, Pa 19149. She said she will dispute for me.

I then received a PGW letter stating I owe \$2,012.40 from 12/16/2016 to 8/8/2017.

I bought this rental house in 2003. In my rental agreement, item No. 7 states: "Utilities: leasee shall be responsible for the payment of all utilities and services, such as electricity, gas and water bills."

When the house was vacant, I put my name and pay the bills; when the next tenants move in, they always open their own accounts. Only when Peco, the electricity company, sent me a letter, I found out the electricity bill was still in my name. I disputed it. I faxed the supportive documents to Peco and they changed the name over to my tenant: Christine Allen to pay the bill. The problem was over.

If PGW did the same way as Peco and let me know that no one paid the monthly bill from 12/16/2016 to 8/8/2017 the problem would have been remedied. Alternatively, PGW could shut off the service. However, they sent me this information almost 3 years later.

The letter said: " you establish service at 6346 Sylvester Street on 10/17/2016". I checked my folder, I prepared a power-of-attorney letter to the tenant Christine Allen on 10/15/2016 to open a water service account and gave her the house key on 10/23/2016, I would not open a gas account in my name because I didn't need gas to fix the house, it was not cold, I didn't need to heat up the house."

I didn't know of PGW 's 7 days notice, but they sent me an email on 11/20/2016.

They already knew someone had moved in. They should have sent monthly bills. Otherwise, they should shut off the service.

Would you please tell PGW to delete these charges or ask my previous tenant Christine Allen, who lived there during this period, for payment.

Thank you very much for your attention; if you have any questions please call me at 917 757-0860.

Helen Leung

Owner of 6346 Sylvester Street, Philadelphia, Pa 19149

Mail address: 68 Wainwright Avenue, Closter, N J 07624

Telephone no. 917 757-0860

Email address: 705wkl@gmail.com

Sincerely,

HELEN LEUNG

Helen Leung

SENDER: COMPLETE THIS SECTION		COMPLETE THIS SECTION ON DELIVERY	
<ul style="list-style-type: none"> Complete Items 1, 2, and 3. Print your name and address on the reverse so that we can return the card to you. Attach this card to the back of the mailpiece, or on the front if space permits. 		A. Signature <input checked="" type="checkbox"/> Agent <input checked="" type="checkbox"/> Addressee <i>A. Naik</i>	
1. Article Addressed to: SECRETARY PENNSYLVANIA PUBLIC UTILITY CO. 400 NORTH STREET HARRISBURG, PA 17120  9590 9402 4998 9063 2677 80		B. Received by (Printed Name) <i>APR 09 2020</i>	
2. Article Number (Transfer from service label) 7019 0140 0000 1784 8866		C. Date of Delivery <i>APR 09 2020</i>	
3. Service Type <input type="checkbox"/> Adult Signature <input type="checkbox"/> Adult Signature Restricted Delivery <input checked="" type="checkbox"/> Certified Mail® <input type="checkbox"/> Certified Mail Restricted Delivery <input type="checkbox"/> Collect on Delivery <input type="checkbox"/> Collect on Delivery Restricted Delivery <input type="checkbox"/> Insured Mail <input type="checkbox"/> Insured Mail Restricted Delivery (over \$500)		<input type="checkbox"/> Priority Mail Express® <input type="checkbox"/> Registered Mail™ <input type="checkbox"/> Registered Mail Restricted Delivery <input type="checkbox"/> Return Receipt for Merchandise <input type="checkbox"/> Signature Confirmation™ <input type="checkbox"/> Signature Confirmation Restricted Delivery	
D. Is delivery address different from item 1? <input type="checkbox"/> Yes If YES, enter delivery address below: <input type="checkbox"/> No		Domestic Return Receipt	

PS Form 3811, July 2015 PSN 7530-02-000-9053

**U.S. Postal Service™
CERTIFIED MAIL® RECEIPT**
Domestic Mail Only

For delivery information, visit our website at www.usps.com®

HARRISBURG, PA 17120

7019 0140 0000 1784 8866

Official Use		0725 02
Certified Mail Fee \$3.55	Extra Services & Fees (check box, add fee as appropriate)	Postmark Here 04/07/2020
<input type="checkbox"/> Return Receipt (hardcopy) \$0.00	<input type="checkbox"/> Return Receipt (electronic) \$0.00	
<input type="checkbox"/> Certified Mail Restricted Delivery \$0.00	<input type="checkbox"/> Adult Signature Required \$0.00	
<input type="checkbox"/> Adult Signature Restricted Delivery \$0.00		
Postage \$1.60		
Total Postage and Fees \$8.00		
Sent To SECRETARY, PENNSYLVANIA PUBLIC UTILITY CO. Street and Apt. No., or PO Box No. 400 NORTH STREET City, State, ZIP+4® HARRISBURG, PA 17120		
PS Form 3800, April 2015 PSN 7530-02-000-9047 See Reverse for Instructions		

CLOSTER
 185 HOMANS AVE
 CLOSTER, NJ 07624-9998
 331710-0725
 (800) 275-8777
 04/07/2020 04:13 PM

Product	Qty	Unit Price	Price
First-Class Mail® Large Envelope (Domestic) (HARRISBURG, PA 17120) (Weight: 0 Lb 3.30 Oz) (Estimated Delivery Date) (Thursday 04/09/2020)	1	\$1.60	\$1.60
Certified (USPS Certified Mail #) (70190140000017848866)			\$3.55
Return Receipt (USPS Return Receipt #) (9590940249989063267780)			\$2.85
Total:			\$8.00

Credit Card Remitd \$8.00
 (Card Name: VISA)
 (Account #: XXXXXXXXXXXX4274)
 (Approval #: 09493G)
 (Transaction #: 738)
 (AID: A0000000031010 Chip)
 (AL: VISA CREDIT)
 (PIN: Not Required CHASE VISA)

Text your tracking number to 28777 (2USPS) to get the latest status. Standard Message and Data rates may apply. You may also visit www.usps.com USPS Tracking or call 1-800-222-1811.

4/7/2020

Sent letter

for formal complaint

PENNSYLVANIA PUBLIC UTILITY COMMISSION

Formal Complaint

Filing this form begins a legal proceeding and you will be a party to the case. If you do not wish to be a party to the case, consider filing an informal complaint.

To complete this form, please type or print legibly in ink.

1. Customer (Complainant) Information

Provide your name, mailing address, county, telephone number(s), e-mail address and utility account number. It is your responsibility to update the Commission with any changes to your address and to where you want documents mailed to you.

Name HELEN LEUNG

Street/P.O. Box 68 HAINWRIGHT AVENUE Apt # _____

City CLOSTER State NJ Zip 07624

County BERGEN

Telephone Number(s) Where We Can Contact You During the Day:

() _____ (home) (917) 757-0860 (mobile)

E-mail Address (optional): _____

Utility Account Number (from your bill) 829278114

If your complaint involves utility service provided to a different address or in a different name than your mailing address, please list this information below.

Name HELEN LEUNG

Street/P.O. Box 6346 SILVESTER STREET

City PHILADELPHIA State PA Zip 19149

2. Name of Utility or Company (Respondent)

Provide the full name of the utility or company about which you are complaining. The name of your utility or company is on your bill.

PHILADELPHIA GAS WORKS

3. **Type of Utility Service**

Check the box listing the type of utility service that is the subject of your complaint (check only one):

- | | |
|---|---|
| <input type="checkbox"/> ELECTRIC | <input type="checkbox"/> WASTEWATER/SEWER |
| <input checked="" type="checkbox"/> GAS | <input type="checkbox"/> TELEPHONE/TELECOMMUNICATIONS (local, long distance) |
| <input type="checkbox"/> WATER | <input type="checkbox"/> MOTOR CARRIER (e.g. taxi, moving company, limousine) |
| <input type="checkbox"/> STEAM HEAT | |

4. **Reason for Complaint**

What kind of problem are you having with the utility or company? Check all boxes below that apply and state the reason for your complaint. Explain specifically what you believe the utility or company has done wrong. Provide relevant details including dates, times and places and any other information that may be important. If the complaint is about billing, tell us the amount you believe is not correct. Use additional paper if you need more space. **Your complaint may be dismissed without a hearing if you do not provide specific information.**

- The utility is threatening to shut off my service or has already shut off my service.
- I would like a payment agreement.
- Incorrect charges are on my bill. Provide dates that are important and an explanation about any amounts or charges that you believe are not correct. Attach a copy of the bill(s) in question if you have it/them.
- I am having a reliability, safety or quality problem with my utility service. Explain the problem, including dates, times or places and any other relevant details that may be important.
- Other (explain).

Note: If your complaint is only about removing or modifying a municipal lien filed by the City of Philadelphia, the Public Utility Commission (PUC) cannot address it. Only local courts in Philadelphia County can address this type of complaint. The PUC can address a complaint about service or incorrect billing even if that amount is subject to a lien.

In addition, the PUC generally does not handle complaints about cell phone or Internet service, but may be able to resolve a dispute regarding voice communications over the Internet (including the inability to make voice 911/E911 emergency calls) or concerns about high-speed access to Internet service.

5. Requested Relief

How do you want your complaint to be resolved? Explain what you want the PUC to order the utility or company to do. Use additional paper if you need more space.

Sorry, I do not have a printer at home, due to the Covid-19, I cannot go to my office and store to print out your e-mail on 3/20/2020.

I did not open an account on 10/17/2016, I did not receive any bill because this is a rental house, I did not live there, I did not call to discontinue the service because I did not know they used my name to open an account, they let me know almost 3 years later, that was PGW's mistake, PGW should shut off the service for non-payment, therefore, would you please tell PGW to delete this charge or collect from my previous tenant Christina Allen. Thank you very much for your time and attention.

Note: The PUC can decide that a customer was not billed correctly and can order billing refunds. The PUC can also fine a utility or company for not following rules and can order a utility or company to correct a problem with your service. Under state law, the PUC cannot decide whether a utility or company should pay customers for loss or damages. Damage claims may be sought in an appropriate civil court.

6. Protection From Abuse (PFA)

Has a court granted a "Protection From Abuse" order that is currently in effect for your personal safety or welfare? The PUC needs this information to properly process your complaint so that your identity is not made public.

Note: You must answer this question if your complaint is against a natural gas distribution utility, an electric distribution utility or a water distribution utility AND your complaint is about a problem involving billing, a request to receive service, a security deposit request, termination of service or a request for a payment agreement.

Has a court granted a "Protection From Abuse" order for your personal safety or welfare?

YES

NO

If your answer to the above question is "yes," attach a copy of the current Protection From Abuse order to this Formal Complaint form.

7. Prior Utility Contact

a. Is this an appeal from a decision of the PUC's Bureau of Consumer Services (BCS)?

YES

NO

BCS : 3729836

Note: If you answered yes, move to Section 8. No further contact with the utility or company is required. If you answered no, answer the question in Section 7 b. and answer the question in Section 7 c. if relevant.

b. If this is not an appeal from a BCS decision, have you spoken to a utility or company representative about this complaint?

YES

NO

Note: You must contact the utility first if (1) you are a residential customer, (2) your complaint is against a natural gas distribution utility, an electric distribution utility or a water utility AND (3) your complaint is about a billing problem, a service problem, a termination of service problem, or a request for a payment agreement.

- c. If you tried to speak to a utility company representative about your complaint but were not able to do so, please explain why.

Note: Even if you are not required to contact the utility or company, you should always try to speak to a utility or company representative about your problem before you file a Formal Complaint with the PUC.

8. Legal Representation

If you are filing a Formal Complaint as an individual on your own behalf, you are not required to have a lawyer. You may represent yourself at the hearing.

If you are already represented by a lawyer in this matter, provide your lawyer's name, address, telephone number, and e-mail address, if known. Please make sure your lawyer is aware of your complaint. If represented by a lawyer, both you and your lawyer must be present at your hearing.

Lawyer's Name _____

Street/P.O. Box _____

City _____ State _____ Zip _____

Area Code/Phone Number _____

E-mail Address (if known) _____

Note: Corporations, associations, partnerships, limited liability companies and political subdivisions are required to have a lawyer represent them at a hearing and to file any motions, answers, briefs or other legal pleadings.

9. Verification and Signature

You must sign your complaint. Individuals filing a Formal Complaint **must** print or type their name on the line provided in the verification paragraph below and **must** sign and date this form in **ink**. If you do not sign the Formal Complaint, the PUC **will not accept it**.

Verification:

I HELEN LEUNG, hereby state that the facts above set forth are true and correct (or are true and correct to the best of my knowledge, information and belief) and that I expect to be able to prove the same at a hearing held in this matter. I understand that the statements herein are made subject to the penalties of 18 Pa. C.S. § 4904 (relating to unsworn falsification to authorities).

Helen Leung 4/6/2020
(Signature of Complainant) (Date)

Title of authorized employee or officer (only applicable to corporations, associations, partnerships, limited liability companies or political subdivisions)

Note: If the Complainant is a corporation, association, partnership, limited liability company or political subdivision, the verification **must** be signed by an authorized officer or authorized employee. If the Formal Complaint is **not signed** by one of these individuals, the PUC **will not accept it**.

10. Two Ways to File Your Formal Complaint

Electronically. You must create an account on the PUC's eFiling system, which may be accessed at <http://www.puc.pa.gov/efiling/default.aspx>.

Note: If you are appealing your Bureau of Consumer Services (BCS) decision, you must file your formal complaint by mail.

Mail. Mail the completed form with your original signature and any attachments, by certified mail, first class mail, or overnight delivery to this address:

Secretary
Pennsylvania Public Utility Commission
400 North Street
Harrisburg, Pennsylvania 17120

Note: Formal Complaints sent by fax or e-mail will **not** be accepted.

If you have any questions about filling out this form, please contact the Secretary's Bureau at 717-772-7777.

Keep a copy of your Formal Complaint for your records.

Specific Service Agreement Statement of Account SA-6088027500

Customer Name	HELEN LEUNG	From Date	10/1/2016	To Date	3/27/2019
Service Address	6346 SYLVESTER ST PHIL, PA 191492836	Account Number	829278114	S.A Number	6088027500
		Meter	2144841	Rate/Class	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



COMMONWEALTH OF PENNSYLVANIA
PENNSYLVANIA PUBLIC UTILITY COMMISSION
P.O. BOX 3265, HARRISBURG, PA 17105-3265

IN REPLY
PLEASE REFER
TO OUR FILE

2/12/2020

BCS: 3729836

Helen Leung
68 Wainwright Ave
Closter NJ 07624

Sorry, I don't have printer at home, due to COVID-19, I can't go to go by office OR store to print out your e-mail on 3/20/2020

THANKS!

Dear Helen Leung:

This letter is in reference to the informal complaint you filed with the Pennsylvania Public Utility Commission (PUC) on 8/27/2019 against Philadelphia Gas Works. You asked the PUC to investigate.

I have received the company report and need to talk to you about your complaint. Please call me within 10 days of the date of this letter to discuss your complaint.

In addition to calling me, if you have any documents or evidence to support your claim against the company (for example, copies of notes, letters, bills or shut-off notices, etc.), please send those immediately. You may mail, fax, or email your documentation. Please include your BCS Case Number on all documents that you are providing.

- Email to lcoley@pa.gov
- Fax to (717) 787-6641
- Mail to Pennsylvania Public Utility Commission, Bureau of Consumer Services, 400 North Street, 2nd Floor, Harrisburg, PA. 17120

You can reach me by calling 1-800-692-7380 or 717-705-2175. When you call, please refer to the BCS case number at the top of this letter.

If you have resolved the complaint with the company and would like your case closed, please contact me at the above listed numbers.

If I do not hear from you within 10 days of the date of this letter, I will proceed to resolve your complaint based on available information.

Sincerely,

Lisa Coley
Investigator

2/20/2020 Called

left messages 2 times

2/21/2020 @ 9: AM

Miss Lisa called back said she will send form for dispute

LEUNG, HELEN

From: Landlord Cooperation Program <LCP@pgworks.com>
Sent: Tuesday, November 29, 2016 12:23 PM
To: LEUNG, HELEN
Subject: RE: NEW GAS SERVICE A/C FOR 6346 SYLVESTER ST. PHILA. PA 19149

I reset the password so that you can log into your LCP account. Please see below. Please contact your tenant and have them call our Service Dept. at 215-235-2050 so that they can apply for the service to be placed into their name.

Username = loki2014
Password = 5gzb3ea

Orlando Rosario
Philadelphia Gas Works
Landlord Programs Manager
Fax: 215-684-6628
Email: lcp@pgworks.com

This message is intended for the exclusive use of the intended addressee and may contain information that is privileged or confidential or otherwise legally exempt from disclosure. If you have received this message in error and/or are not the intended addressee or his/her authorized agent, please notify us immediately by e-mail, disregard any paper copies and delete all electronic files of this message.

From: LEUNG, HELEN [<mailto:HLEUNG@DCHUSA.com>]
Sent: Saturday, November 26, 2016 5:25 PM
To: Landlord Cooperation Program
Subject: NEW GAS SERVICE A/C FOR 6346 SYLVESTER ST. PHILA. PA 19149

*PGW sent email asked
if I have new tenant move
in. I said*

Dear sir,
Good afternoon!
Thank you very much for your e-mail. I tried to send you e-mail, but I forget my user id and password. Yes, I have a new tenant moved in and I told them to open their gas account.
Thank you very much for your attention: If you have any questions, please call me at 201 518-2053 office or 917 757-0860 cell.

Helen Leung
Owner of 6346 Sylvester Street, Phila, Pa 19149
My job's e-mail address: hleung@dchusa.com

Disclaimer

The information contained in this communication from the sender is confidential. It is intended solely for use by the recipient and others authorized to receive it. If you are not the recipient, you are hereby notified that any disclosure, copying, distribution or taking action in relation of the contents of this information is strictly prohibited and may be unlawful.

This email has been scanned for viruses and malware, and may have been automatically archived.

Re: RENTAL STATEMENT FOR 6346 SYLVESTER ST. PHILA. PA 19149

Christina Allen-Robinson <allenrobinsonchristina@gmail.com>

Tue 12/27/2016 4:28 PM

To: LEUNG, HELEN <HLEUNG@DCHUSA.com>

November- 1200

December-1200

2 months security

4800-Pending

Peco-83.00

Hey Helen been working so much we will have 1283.00 in your account January 6,2017

On January 15,2017 600.00

Balance 4200 - will be paid February 15,2017

Water

Gas

Electric

Is in my name thank you so much for working with us we appreciate it so much we will pay you as much as possible before February 15.

Please contact me at my cell phone number (215)-900-3504 or my work number (215)-334-4090

Tenant Christina Allen

*email said she already opened
all the utilities Accounts.*

Water Revenue Bureau
1401 JFK Boulevard
Philadelphia, Pa 19102

Helen Leung
68 Wainwright Avenue
Closter, N. J. 07624

October 15, 2016

Dear Sir:

Re: Water service at
6346 Sylvester Street,
Philadelphia, PA 19149

Please note that I authorized my tenant(s) *Christine Allen and Hamzah Yusuf*

to open a water service account in their names at 6346 Sylvester Street, Philadel,
PA 19149.

Thank you very much for your attention, if you have any questions, please call
me at 917 757-0860.

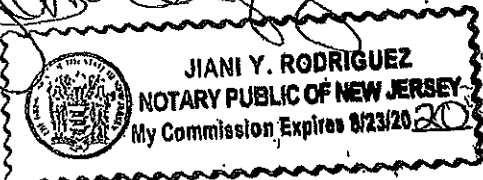
Sincerely,

Helen Leung

Helen Leung
Owner of 6346 Sylvester Street,
Philadelphia, PA 19149

Sworn to me

~~this 15 day of October, 2016~~

Jiani Y. Rodriguez

JIANI Y. RODRIGUEZ
NOTARY PUBLIC OF NEW JERSEY
My Commission Expires 8/23/2020

Helen's e-mail address: hleung@DCHUSA.COM

HAMZAH A YUSUF
2301 TREMONT ST. APT G207
PHILADELPHIA, PA 19115-5077

3-7615/360

107

DATE 10/23/16

PAY TO THE ORDER OF Helen Leung \$ 600.00
six hundred dollars & 00/100 DOLLARS

Citizens Bank®

MEMO

⑆036076⑆50⑆ 6305275746⑆ 0107

Christine

told me hold it

do not deposit

the 2 checks

HAMZAH A YUSUF
2301 TREMONT ST. APT G207
PHILADELPHIA, PA 19115-5077

3-7615/360

108

DATE 11/1/16

PAY TO THE ORDER OF Helen Leung \$ 600.00
six hundred dollars & 00/100 DOLLARS

Citizens Bank®

MEMO

⑆036076⑆50⑆ 6305275746⑆ 0108

10/25/2016

Dear Christine and Hamzah:

Thank you very for you rent my house. I received another 5 phone calls yesterday. I think those people like this area too, but I already got the best tenants

I hope you enjoy my house and have a nice day.

Helen

A255-10
R255-04

RENTAL AGREEMENT

THIS AGREEMENT, entered into this 23 day of October, 2018, by and between

hereinafter Lessor, and Nelson Leung

hereinafter Lessee

Christine Allen & Maurizio A. Yuzuf

WITNESSETH: That for and in consideration of the payment of the rent and the performance of the covenants contained on the part of Lessee; said Lessor does hereby demise and let unto Lessee, and Lessee thence to Lessor these premises described as:

located at: 6346 Sylvanar Street, Philadelphia, Pa 19149-2836

for a one year lease commencing on the 1st day of November, 2018

and at a monthly rental of One Thousand Two Hundred Dollars (\$ 1,200.00) per month, payable monthly in advance on the 1st day of each and every month, on the following TERMS AND CONDITIONS:

1. **Occupants.** The said premises shall be occupied by no more than 2 adults and two children.
2. **Pets.** No pets shall be brought on the premises without the prior written consent of Lessor.
3. **Ordinances and Statutes.** Lessee shall comply with all statutes, ordinances and requirements of all municipal, state and federal authorities now in force, or which may hereafter be in force, pertaining to the use of the premises.
4. **Repairs or Alterations.** Lessee shall be responsible for damages caused by his negligence and that of his family or invitees and guests. Lessee shall not paint, paper or otherwise redecorate or make alterations to the premises without the prior written consent of Lessor. All alterations, additions, or improvements made to the premises with the consent of Lessor shall become the property of Lessor and shall remain upon and be surrendered with the premises.
5. **Upkeep of Premises.** Lessee shall keep and maintain the premises in a clean and sanitary condition at all times, and upon the termination of the tenancy shall surrender the premises to Lessor in as good condition as when received, ordinary wear and damage by the elements excepted. Lessee should be responsible for snow removal, lawn and side walk clean up.
6. **Assignment and Subletting.** Lessee shall not assign this Agreement or sublet any portion of the premises without prior written consent of Lessor.
7. **Utilities.** Lessee shall be responsible for the payment of all utilities and services, such as electric, gas and water bills.
8. **Default.** If Lessee shall fail to pay rent when due, or perform any term hereof, after not less than three (3) days written notice of such default given in the manner required by law, Lessor, at his option, may terminate all rights of Lessee hereunder, unless Lessee, within said time, shall cure such default. If Lessee abandons or vacates the property, while in default of the payment of rent, Lessor may consider any property left on the premises to be abandoned and may dispose of the same in any manner allowed by law.
9. **Security.** The security deposit in the amount of \$ 2,400.00 shall secure the performance of Lessee's obligations hereunder. Lessor may, but shall not be obligated to, apply all or portions of said deposit on account of Lessee's obligations hereunder. Any balance remaining upon termination shall be returned to Lessee. Lessee shall not have the right to apply the security deposit in payment of the last month's rent.
10. **Right of Entry.** Lessor reserves the right to enter the demised premises at all reasonable hours for the purpose of inspection, and whenever necessary to make repairs and alterations to the demised premises. Lessee hereby grants permission to Lessor to show the demised premises to prospective purchasers, mortgagees, tenants, workmen, or contractors at reasonable hours of the day.
11. **Deposit Refunds.** The balance of all deposits shall be refunded within two (2) weeks (21 days in California) from date possession is delivered to Lessor, together with a statement showing any charges made against such deposits by Lessor.

1010101

TRANSMISSION VERIFICATION REPORT

TIME : 05/01/2017 09:16
NAME :
FAX :
TEL :
SER.# : F0J434182

DATE, TIME : 05/01 09:12
FAX NO. / NAME : 18772841722
DURATION : 00:03:59
PAGE(S) : 11
RESULT : OK
MODE : STANDARD
ECH

4/30/2017

Dear Sir



Please see the paper to show Christina Allen are living in my property at 6346 Sylvester St, Phila. PA 19149 Since Nov. 2016. Sorry, send them late because I received your letter very late too.

Helen Leung

April 20, 2017

Helen Leung
68 WAINWRIGHT AVE
CLOSTER NJ 07624

RE: 6346 SYLVESTER ST PHILADELPHIA PA 19149

Account #: 19906-37049

Dear Helen Leung:

A dispute was opened and we are conducting an investigation on the above address regarding the responsibility for service.

In order to continue with our investigation, we need supportive documents. Examples of supportive documents include: lease that shows the date you vacated the property, settlement sheet (signed), utility bills (no PECO bills), paystubs, letter from landlord which needs to be written on a company letter head and also include his/her signature, phone number, and it must be dated. Please provide your name and PECO account number on all documents submitted. If you are unsure of what to send please contact our office at 1-888-