

INDEX TO EXHIBITS

Docket No. F-2020-3021074

Hearing Date: October 7, 2020

NUMBER

Complainant Exhibit:

1* (Telephone Record) NOT ATTACHED

Respondent Exhibit:

PGW-1 (Contacts for Account) ADMITTED

PGW-2 (Statement of
Account) ADMITTED

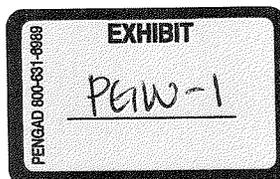
PGW-3 (BSC Decision) ADMITTED

Contacts for Account: Pierre, Jonathan

Account: 0008 3361 3110 Pierre, Jonathan Transaction History Full Comments

Date	Type	Comment	Person
08/17/2020	1099	C/C to check on the status f his complaint. No new results C/S	Pierre, Jonathan
08/10/2020	CRU	_CRU_ -- Formal Investigation for Docket #F-2020-3021074 has been completed and sent to Legal. --	Pierre, Jonathan
07/30/2020	AGNH	This account is currently suspended form collection action because of an active blocker.	Pierre, Jonathan
07/29/2020	SERV	Cor called to ask if PUC has contacted us to let us know about dispute told yes, cor aware of dispute can take up to 30 days. C/s.	Pierre, Jonathan
07/29/2020	CRU	PUC Formal Complaint Docket # F2020-3021074 filed on 7/29/2020 12:00:00 AM.	Pierre, Jonathan
07/24/2020	QSUP	Supv Assist. spoke with cor about acct being sent to collections he stated that he has an appeal with the PUC he stated that he tried to contact CRU but was unavle to get through he stated that he has correspondence from a PUC rep that he wanted to send over..gave correspondence email advised cor to include that it should be forwarded to CRU	Pierre, Jonathan
07/24/2020	BILL	COR - Called about an open complaint with the PUC. The customer stated he have an open complaint with the PUC, he forward the documents.. The customer wanted to open a new complaint with the PUC. Concern inquiry: I referred the customer to CRU. The customer will like to speak with a supervisor. Per A/GLADSTONE, I transferred the call.	Pierre, Jonathan
07/24/2020	CRU	_CRU_ the customer called stated he has an open PUC complaint. Informed him nothing there is no record of an open complaint for this account. Referred him back to the PUC.	Pierre, Jonathan
07/23/2020	SERV	Attempted to schedule inside Leak & Corrosion survey order but the customer declined. Customer was instructed to call PGW back to schedule an appointment at a later date. COR NO LONFER LIVES HERE.	Pierre, Jonathan
07/23/2020	MISC	CoR called and stated that he just called and called a number he was provided with and believes it is incorrect because the number stated disconnected, provided cust with cru number, cust sat	Pierre, Jonathan
07/23/2020	CRU	CC, CONCERNED AS TO WHY HE HAS A BILL B/C HE MOVED, ACCT WAS STILL ON HOLD WHILE HE HAS DISFUTE WITH PUC. PER NOTES THERE WAS DECISION ON 3/2/2020. COR STATED THAT SINCE THEN, HE RE-OPENED THIS CASE. I CANNOT SEE OTHER HOLDS BEING PLACED BY THE PUC AFTER 4/16/2020. NO NOTES INDICATE THAT COR C/I MARCH 2019 TO CANCEL.. HOWEVER NOTE FROM 6/26/2019 SHOWS LL C/I STATING THAT HE FINALLY MOVED OUT & WANTED TO KNOW IF HE HAD A BAL. CRU/CRU FOR BETTER	Pierre, Jonathan

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



* Contacts for Account: Pierre, Jonathan

Account... 0008 3361 3110 Pierre, Jonathan Transaction History Full Comments

Date	Type	Comment	Person	Fc
07/23/2020	CRU	stated disconnected, provided cust with cru number, cust sat CC. CONCERNED AS TO WHY HE HAS A BILL B/C HE MOVED, ACCT WAS STILL ON HOLD WHILE HE HAS DISPUTE WITH PUC. PER NOTES THERE WAS DECISION ON 3/2/2020. COR STATED THAT SINCE THEN, HE RE-OPENED THIS CASE. I CANNOT SEE OTHER HOLDS BEING PLACED BY THE PUC AFTER 4/16/2020. NO NOTES INDICATE THAT COR C/I MARCH 2019 TO CANCEL. HOWEVER NOTE FROM 6/26/2019 SHOWS LL C/I STATING THAT HE FINALLY MOVED OUT & WANTED TO KNOW IF HE HAD A BAL. PROV CRU# FOR BETTER ASSITANCE CS	Pierre, Jonathan	
07/23/2020	MISC	Cor called Gas Leak Line in Error. Provided billing so he could make a pymnt. No Voc	Pierre, Jonathan	
07/09/2020	AGNT	This account has been placed for collections with Diversified Adjustment Service-800-279-3733	Pierre, Jonathan	
06/16/2020	SERV	cor called in and stated that he spoke to the PUC gain today and they are still working on his account because he appealed tje dismissed on 3/02 amd puc sstated they were behind on thje account cs	Pierre, Jonathan	
06/16/2020	BILL	2. confirmed with CRU dispute was closed 3/2/20 and no new disputes entered. Advs no Turnoff request received in march 2019. He will contact PUC since he want his account to be placed on hold from credit collections c/s	Pierre, Jonathan	
06/16/2020	BILL	1. Johnathan Pierre called in regards to letter received and is disputing bill with PUC, advs final bill ended 6/3/2019 and if he has a dispute with the PUC he will receive a letter with resolution. He advised The Puc was down due to the COvid and wanted to make sure his account was still on hold since he received a collection referral letter. advs the dispute was closed 3/2/20 and no record of new dispute for april. advs collection referral letter sent 6/8/20 .	Pierre, Jonathan	
04/07/2020	BILL	called cor back to inform him CRU will be handling the account and extending the hold once it expires as long as he mailed in his appeal... c/s	Pierre, Jonathan	
04/06/2020	BILL	called cor back to informed him I emailed super his acct info she will follow up with CRU CRU is closed for the day	Pierre, Jonathan	
04/06/2020	BILL	C/C about appeal with PUC he said he called the PUC and they are not operating informed him right now we only have the decision from 3/2... acct is on hold until 4/16..... cor said he does not want to wait until the hold is removed to see what he can do	Pierre, Jonathan	

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

* Contacts for Account: Pierre, Jonathan

Account... 0008 3361 3110 Pierre, Jonathan Transaction History Full Comments

Date	Type	Comment	Person
04/06/2020	BILL	will follow up with CRU CRU is closed for the day C/C about appeal with PUC he said he called the PUC and they are not operating informed him right now we only have the decision from 3/2... acct is on hold until 4/16..... cor said he does not want to wait until the hold is removed to see what he can do because the PUC is closed... reached out to super for more info ... advised cor I will call him back if I recieve more info or he can call us back in 24hrs to follow up c/s	Pierre, Jonathan
04/06/2020	BUD	Cor called to check the status of the dispute he entered with the PUC concerning the final bal on the acct. Explained that we do not have additional info beyond the 2nd of Mar and suggested that cor follow up with the PUC. cs	Pierre, Jonathan
03/02/2020	CRU	Received Closing/Decision from PRECIOUS JOHNSON of PUC/BCS regarding BCS# 3730643 on 2/29/2020 12:00:00 AM. The BCS stated the following: DECISION ISSUED: PGW HAS NO RECORD OF THE CUSTOMER CONTACTING THEM TO DISCONTINUE YOUR SERVICE PRIOR TO 6/3/2019. PGW MAY REQUIRE THE CUSTOMER TO PAY THE BALANCE ACCRUED AT THE ADDRESS WHILE THE SERVICE WAS IN HIS NAME FROM 4/22/2013 TO 6/3/2019. THE FINAL ACCOUNT BALANCE IS CONSIDERED CORRECT AS RENDERED. CASE DISMISSED. and.	Pierre, Jonathan
09/20/2019	CRU	Response sent to BCS on 9/20/2019 12:12:41 PM for BCS Case Number 3730643. It is PGW's final position that the balance is correct as rendered. The customer's balance is an accumulation of unpaid gas bills and late payment charges from 1501W Girard Ave, 3r. The customer's final bill for service at 1501 W Girard Ave, 3r in the amount of \$320.54 was never satisfied. A review of the customer contacts and service orders associated with 1501 W Girard Ave, 3r show that the earliest	Pierre, Jonathan
09/20/2019	CRU	the date a discontinuance request was made was on 06/03/2019. In the absence of such notice, the customer is responsible for the services billed. PGW maintains that the customer is responsible for the balance in accordance with chapter 56.16. Report sent - waiting for a decision..	Pierre, Jonathan
08/29/2019	CRU	PUC Complaint BCS# 3730643 filed on 8/29/2019 12:00:00 AM (CRU 787-1250) regarding BILLING DISPUTES (# 18), by	Pierre, Jonathan
08/29/2019	COLL	cor called about his balance being referred to collections said he call back in March to stop service and there is no record of a call in until	Pierre, Jonathan

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

* Contacts for Account: Pierre, Jonathan

Account... 0008 3361 3110 Pierre, Jonathan Transaction History Full Comments

Date	Type	Comment	Person
08/29/2019	COLL	cor called about his balance being referred to collections said he call back in March to stop service and there is no record of a call in until 6/3 and appt was scheduled for turn off tried to explained to him that if his leased expired before then he can have the LL fax in a copy of the Lease as well requested to be transferred to check on a dispute he put in with the PUC transfered call	Pierre, Jonathan
08/23/2019	BILL	CC, STATED THAT HE WANTED TO UPDATE HIS MAILING ADDRESS...UPDATED ADDRESS. COR THEN MENTIONED THAT THIS WAS NOT HIS BAL ON HIS LAST BILL...I EXPLND IN GREAT DETAIL THAT HE IS RESPONSE FOR CALLING & TURNING OFF SVCS. HE SAID HE WROTE PUC AND THEY RESPONDED...AND THEY AGREED W/ HIS OUTCOME..BUT NO NOTES ARE ON ACCT FROM PUC. HE CLAIMED THAT HE REACHED OUT TO THEM ABOUT BOTH PECO & PGW BUT PECO WAS RESOLVED. PROV PUC#. CS	Pierre, Jonathan
08/15/2019	SERV	applicant Malek Kenaan called for service he doesn't have ss #...referred to DO with passport for service, he is a student and has no income...c/s	Pierre, Jonathan
06/26/2019	BILL	Property manager, Ella Ludin, called to say that the tenant has finally gotten out. She wanted to know if the tenant had a balance. Advised I would not be able to provide. Advised if the property is covered by LCP they would not be responsible, she is not sure of the LL has register. Advised the gas is in FAIMS. COR sat	Pierre, Jonathan
06/05/2019	BILL	Leasing called to place the gas under their business name for 1501 west Girard ave 3r. Provided CRC number	Pierre, Jonathan
06/04/2019	SER1	Turn Off (AMR), 6/3/2019 reissued turn off for correct address	Pierre, Jonathan
06/04/2019	SER1	Turn Off (AMR), 6/4/2019 per cust contact issued a turn off 6/4/2019	Pierre, Jonathan
06/04/2019	SER1	AIMS Order#: 10699544 Cancelled -x	Pierre, Jonathan
06/04/2019	SER1	AIMS Order#: 10699539 Cancelled -Order Failed To Initialize in BCCS, hence cancelled in AIMS	Pierre, Jonathan
06/04/2019	SER1	Turn Off (AMR), 6/4/2019 per cust contact issued a turn off 6/4/2019	Pierre, Jonathan
06/03/2019	SER1	Turn Off, 6/7/2019, 1200 - 1600 first appt didnt go through, didnt initialize in bccs. reschedule appt (FAIL TO INITIALIZE IN BCCS, COULD NOT COMPLETEE TURN OFF, SENT CONTACT TO AMD TO TAKE SERVICE OUT OF COR NAME) PER SUPR EDDY	Pierre, Jonathan
06/03/2019	SER1	AIMS Order#: 10695759 Cancelled -Order Failed To Initialize in BCCS, hence cancelled in AIMS	Pierre, Jonathan

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

* Contacts for Account: Pierre, Jonathan

Account... 0008 3361 3110 Pierre, Jonathan Transaction History Full Comments

Date	Type	Comment	Person
06/03/2019	SER1	AIMS Order#: 10695759 Cancelled -Order Failed To Initialize in BCCS, hence cancelled in AIMS	Pierre, Jonathan
06/03/2019	SERV	supv transfer call/ spoke with cor about gas being turn off as of the date that he moved out he states 3 months ago and wanted to prorate the account back. when he moved out/ I explained in great detail how the date would be the day he called for the turn off /The only way the account would be prorated is if a tenant with the lease requested gas in his name during that time or the LL placed the account in his name.	Pierre, Jonathan
06/03/2019	SER1	Turn Off, 6/6/2019, 800 - 1200 Cor called to turn off, he stated that he moved out three month, issued turn off. cor would like the bill to be back dated for the dated that he moved out, explained that it is his responsible to have the service taken out of his name. He stated his lease states LL would call to take the service out of his name, he requested to speak to a supervisor, transferred the call to Mrs. Toni	Pierre, Jonathan
06/03/2019	SER1	AIMS Order#: 10695542 Cancelled -Order Failed To Initialize in BCCS, hence cancelled in AIMS	Pierre, Jonathan
04/23/2019	GRT1	Recvd verification from state that COR authorized for Crisis grant. Placed hold on account until 05/23/2019.	Pierre, Jonathan
03/26/2019	GRT1	Customer may be eligible for Crisis grant. Refer to FY19 Grants manual for guidance.	Pierre, Jonathan
02/19/2019	NNA	Account Id:833613110 Person Id:573519123 Number in Household: 1 Monthly Household Income: \$ 945.00 Arrangement Type:S Level of Payment:1 Monthly Payment :\$84.00Created by: CCINEGU	Pierre, Jonathan
10/30/2018	LHPN	Customer potentially eligible for LIHEAP. Mailed cover letter and LIHEAP application. For reference, copy of cover letter is stored in Online Bill.	Pierre, Jonathan
10/12/2018	BUD	COR CALLED WANTED TO GET OFF EWB ADV THAT HAS CREDIT -208.00 CS	Pierre, Jonathan
10/12/2018	DSN	Non Response - Reset. Applies to all SAs on Account.	Pierre, Jonathan
09/27/2018	GRT2	Customer potentially eligible for LIHEAP. Mailed LIHEAP early application letter.	Pierre, Jonathan
08/10/2018	CRPA	CoR Pierre, Jonathan called in to ask why budget increased and he barely used gas. He says was advised the usage will be reviewed by insists he was told budget should definitely decrease because of recent usage. I advised that we have no way of changing the budget and offered to check for CR/p eligibility. income=945, HH=1 (misc tab). He appears to be eligible, no CURE. \$87 Expected CRP Rate (Includes \$5 Copay). Would like a pp by mail and will return at	Pierre, Jonathan

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

Contacts for Account: Pierre, Jonathan

Account... 0008 3361 3110

Pierre, Jonathan

Transaction History

Full Comments

Date	Type	Comment	Person
08/10/2018	CRPA	CoR Pierre, Jonathan called in to ask why budget increased and he barely used gas. He says was advised the usage will be reviewed by insists he was told budget should definitely decrease because of recent usage. I advised that we have no way of changing the budget and offered to check for CR/p eligibility. income=945, HH=1 (misc tab). He appears to be eligible, no CURE: \$87 Expected CRP Rate (Includes \$5 Copay). Would like a pp by mail and will return at DO. Satisfied.	Pierre, Jonathan
08/10/2018	DMLT	Opt-out solicitation mailer sent with monthly bill (located as last page of bill archive).	
05/02/2018	BILL	Cor called stating that he was told that crisis grant wasn't applied to acct so cor made par to prevent s/o. informed that grant applied to acct after cor spoke to pgw rep and also paid down pymt for par. informed cor that next bill will be around 86.00. c/s	Pierre, Jonathan
05/02/2018	BILL	CoR called in to check if CRISIS grant posted as of now NO but we did get notification he was approved hold was placed until 04/30 sent email to Don Roane to find out what to do with accts where hold ended 04/30 and still no grant posted adv CoR who he apply for grants still have to make arrangements GMI/\$945 #1HH DP 4123 due by 05/09 PAR \$88 rate fluctuates every 3 months CoR accepted PAR terms activated PAF c/s	Pierre, Jonathan
05/02/2018	NNA	Account Id:833613110 Person Id:573519123 Number in Household: 1 Monthly Household Income: \$ 945.00 Arrangement Type:S Level of Payment:1 Monthly Payment :\$88.00Created by: CCINEGU	Pierre, Jonathan
04/02/2018	GRT1	Recvd verification from state that CoR authorized for Crisis grant. Placed hold on account until 04/30/2018.	Pierre, Jonathan
03/21/2018	COLL	auto dialer, cor says he has shut off notice which he says he cannot pay and he gave consent for us to apply for CRisis about a week ago and will wait for a response from that, cust satisfied	Pierre, Jonathan
02/22/2018	GRT1	Customer may be eligible for Crisis consent. Refer to FY18 Crisis Grant Fact Sheet for guidance.	Pierre, Jonathan
10/11/2017	BUD	CoR called for explanation of EWB. Informed that the PAR was completed once the LIHEAP grants were applied. The grants satisfied the past due bal and left a credit of \$12.11. Explained that he can opt to cancel the budget and reactivate at any time. He requested to cancel at this time. Removed budget billing. c/s	Pierre, Jonathan
09/22/2017	BUD	C/C with question about the PAR...Explained PAR policy and how it works.. Informed cor of his actual bal and the credit of \$95 from the LIHEAP grant. C/S	Pierre, Jonathan

Change Customer Contact...

Launch Related Transaction...

* Contacts for Account: Pierre, Jonathan

Account... 0008 3361 3110 Pierre, Jonathan Transaction History Full Comments

Date	Type	Comment	Person
09/22/2017	BUD	C/C with question about the PAR... Explained PAR policy and how it works.. Informed cor of his actual bal and the credit of \$95 from the LIHEAP grant.. C/S	Pierre, Jonathan
07/06/2017	NNA	Account Id:833613110 Person Id:573519123 Number in Household: 1 Monthly Household Income: \$ 945.00 Arrangement Type:R Level of Payment:1 Monthly Payment :\$80.00Created by: CCINEGU	Pierre, Jonathan
07/06/2017	PCPA	Catch Up amount of \$ 71.67 was paid in full. This Re-instated the Negotiated PAR for 60 remaining months	Pierre, Jonathan
07/05/2017	PYM W	Pending Pay Amount: 73 Authorization Code: 18684385575 Checking Act Nbr: *****6481	Pierre, Jonathan
07/05/2017	1099	COR called because he thought he was currently on a PAR. Informed him that his DP was never made so he was never officially placed on PAR. Must pay 72 before 7/10/17 to reinstate PAR w/ a m9onthly starting at 80. Explained terms and fluctuations of PAR. Will make payment online to avoid service fee.c/s	Pierre, Jonathan
06/14/2017	COL2	COR called regarding message. He stated he was waiting to receive something the mail. Advsied COR that we received Crisis grant for \$90.44. Offered PAR: GMI \$945 HH 1. PAR DP \$72 due to acct in 7 days monthly amt \$80 \$5 to arrears and 75 to budget, this amt can fluctuate. Advised COR if DP was not received in 7 days or is he missed 2 consecutive payments PAR will break. COR accepted PAR. Activated PAR COR sat.	Pierre, Jonathan
06/14/2017	NNA	Account Id:833613110 Person Id:573519123 Number in Household: 1 Monthly Household Income: \$ 945.00 Arrangement Type:S Level of Payment:1 Monthly Payment :\$80.00Created by: CCINEGU	Pierre, Jonathan
05/08/2017	GRT1	Customer has a pending Crisis grant in the amount of \$90.44. If customer receives another shut-off notice in the meantime, customer must pay the difference between the grant amount and whatever terms are required to stop termination.	Pierre, Jonathan
04/05/2017	GRT1	Customer approved for LIHEAP and/or Crisis grants to prevent termination. Placed 30-day grant blocker on account.	Pierre, Jonathan
03/27/2017	BILL	c/c to see why bill got so high, made aware that liheap was exhausted and three bills generated which made acct balance high. asked what can he do. told because he has applied for liheap we can send crisis on his behalf. cor consented. sending crisis for cor. cs.	Pierre, Jonathan
03/13/2017	GRT1	Customer approved for LIHEAP and/or Crisis grants to prevent termination. Placed blocker on account until 04/30/2017.	Pierre, Jonathan
02/23/2017	GRT1	Customer may be eligible for Crisis consent. To assist the customer,	Pierre, Jonathan

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

* Contacts for Account Pierre, Jonathan

Account... 0008 3361 3110 Pierre, Jonathan

Transaction History
 Full Comments

Date	Type	Comment	Person
03/13/2017	GRT1	Customer approved for LIHEAP and/or Crisis grants to prevent termination. Placed blocker on account until 04/30/2017.	Pierre, Jonathan
02/23/2017	GRT1	Customer may be eligible for Crisis consent. To assist the customer, refer to the procedures for obtaining consent from the customer to have PGW apply for a Crisis grant on their behalf.	Pierre, Jonathan
02/17/2017	GRT1	Customer identified as potentially eligible for Crisis grant to prevent termination. Refer customer to the LIHEAP Office at 1348 W. Sedgley Ave. Remind the customer to take shut off notice and income documentation to apply for grant.	Pierre, Jonathan
11/01/2016	GRT2	UNIV SERV identified COR potentially eligible for LIHEAP. Use LHPA (English) or SLHP (Spanish) cust cont type to mail appl.	Pierre, Jonathan
05/03/2016	GRT1	Extended grant hold until 06/09/2016 to allow time for receipt of Crisis grant funds.	Pierre, Jonathan
04/12/2016	BILL	COR called to see if we rec his LIHEAP pymnt of 157.00 let him know was rec he asked abt crisis grant let him know not rec yet can take 3-4 weeks let cust know hold has beenm placed until 05/04/2016 cust sat	Pierre, Jonathan
04/04/2016	GRT1	Customer has been authorized for LIHEAP and/or Crisis to prevent termination. Placed 30-day hold on account. Grant payment expected in 4-6 weeks.	Pierre, Jonathan
11/02/2015	GRT2	UNIV SERV Identified COR potentially eligible for LIHEAP. Use LHPA(English) or SLHP(Spanish) cust cont type to mail appl	Pierre, Jonathan
08/11/2015	DMLT	Opt-out solicitation mailer sent with monthly bill (located as last page of bill archive).	
03/16/2015	GRT1	PER U.S.D., customer authorized to receive CRISIS Grant. Placed Hold on account.	Pierre, Jonathan
08/01/2014	BILL	spoke with cor , confirmed past due , c/s	Pierre, Jonathan
01/13/2014	BILL	cor called for par states incom eis about 669.00 with 1 in hh. down payment will be 41.98 monthly payment will be 94.00 crp may be more affordable. explained items he should provide. satisfied.	Pierre, Jonathan
09/27/2013	CRC	Complete Settlement Payoff Request and Fax to "First Partner Abstarct Co." for \$39.93	Pierre, Jonathan
09/12/2013	BILL	COR VRFD INFO QSTND BILL PYMNT. OF 75.22 ADV 2 SEP PYMNTS OF 37.61 ON 8/2 COR VRFD W/BANK ACCT ADV BAL 39.93 NO AUTO PAY SETUP C/S	Pierre, Jonathan
07/28/2013	PAYM	Pending Pay Amount: 37.61 Authorization Code: 2096142346 Checking Act Nbr: *****2754	Pierre, Jonathan
04/22/2013	SERV	Davis Stephen was here on a Turn On order with Order # 4680335 with a result of Completed Found Gas OFF, Left Gas ON , with	Pierre, Jonathan

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

* Contacts for Account: Pierre, Jonathan

Account... 0008 3361 3110

Pierre, Jonathan

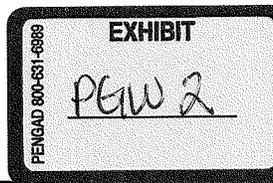
Transaction History

Full Comments

Date	Type	Comment	Person	Fc
11/01/2016	GRT2	income documentation to apply for grant.	Pierre, Jonathan	
05/03/2016	GRT1	UNIV SERV identified COR potentially eligible for LIHEAP. Use LHPA (English) or SLHP (Spanish) cust cont type to mail appl. Extended grant hold until 06/09/2016 to allow time for receipt of Crisis grant funds.	Pierre, Jonathan	
04/12/2016	BILL	COR called to see if we rec his LIHEAP pymnt of 157.00 let him know was rec he asked abt crisis grant let him know not rec yet can take 3-4 weeks let cust know hold has beenm placed until 05/04/2016 cust sat	Pierre, Jonathan	
04/04/2016	GRT1	Customer has been authorized for LIHEAP and/or Crisis to prevent termination. Placed 30-day hold on account. Grant payment expected in 4-6 weeks.	Pierre, Jonathan	
11/02/2015	GRT2	UNIV SERV Identified COR potentially eligible for LIHEAP. Use LHPA(English) or SLHP(Spanish) cust cont type to mail appl	Pierre, Jonathan	
08/11/2015	DMLT	Dpt-out solicitation mailer sent with monthly bill (located as last page of bill archive).		
03/16/2015	GRT1	PER U.S.D., customer authorized to receive CRISIS Grant. Placed Hold on account.	Pierre, Jonathan	
08/01/2014	BILL	spoke with cor , confirmed past due , c/s	Pierre, Jonathan	
01/13/2014	BILL	cor called for par states incom eis about 669.00 with 1 in hh. down payment will be 41.98 monthly payment will be 94.00 crp may be more affordable. explained items he should provide. satisfied.	Pierre, Jonathan	
09/27/2013	CRC	Complete Settlement Payoff Request and Fax to "First Partner Abstarct Co." for \$39.93	Pierre, Jonathan	
09/12/2013	BILL	COR VRFD INFO QSTND BILL PYMNT OF 75.22 ADV 2 SEP PYMNTS OF 37.61 ON 8/2 COR VRFD W/BANK ACCT ADV BAL 39.93 NO AUTO PAY SETUP C/S	Pierre, Jonathan	
07/28/2013	PAYM	Pending Pay Amount: 37.61 Authorization Code: 2096142346 Checking Act Nbr: *****2754	Pierre, Jonathan	
04/22/2013	SERV	Davis Stephen was here on a Turn On order with Order # 4680335 , with a result of Completed Found Gas OFF, Left Gas ON , with activities of (Meter and Connections - Exchange Meter ,Turn On) , with comments of "Waited 20 min for access to Meter.Found ERT 1995 ,changed Meter and completed turn on,all checks good,pipeing test passed left safe."	Pierre, Jonathan	
04/22/2013	SERO	Turn On, 04/22/2013, 1200 - 1600 NEW SERVICE FOR FOR 1501 W GIRARD AVE,3R, 19130. GMI 1400 WITH 1 IN HH. LEV 1. NO SEC DEP REQ. COR SAID SERIVCE IS OFF. SCHEDULED PHYSICAL TURN ON FOR 4/22/13 12:4PM. SAT	Pierre, Jonathan	

Change Customer Contact...

Launch Related Transaction...



Customer Name	From Date	To Date		
JONATHAN PIERRE	7/29/2017	9/22/2020		
Service Address	Account Number	S A Number	Meter	Rate/Class
1501 W GIRARD AVE Apt 3R PHIL, PA 191301634	833613110	5054021856	1816237	GS

STATEMENT

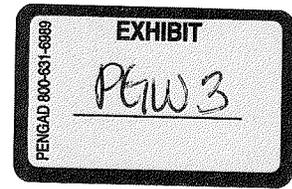
Transaction Date	Transaction Type	Read Reading	Read Code	# of Days	CCF Usage	Average CCF/Day	Heating DDDs	Payment Type	Due Date	Transaction Amount	Current Balance	Actual Balance
8/2/2017	PAY							Check		(\$80.00)	\$255.95	\$255.95
8/8/2017	BILL	2065	R	31	25	0.81	0		8/31/2017	\$46.55	\$302.50	\$302.50
8/31/2017	PAY							Check		(\$80.00)	\$222.50	\$222.50
9/9/2017	BILL	2085	R	31	20	0.65	5		10/3/2017	\$39.61	\$262.11	\$262.11
9/13/2017	PAY							Check		(\$95.00)	\$167.11	\$167.11
10/4/2017	PAY							Check		(\$218.00)	(\$50.89)	(\$50.89)
10/10/2017	BILL	2105	R	29	20	0.69	18		11/1/2017	\$38.78	(\$12.11)	(\$12.11)
11/7/2017	BILL	2141	R	31	36	1.16	136		12/4/2017	\$66.06	\$53.95	\$53.95
12/4/2017	PAY							Check		(\$53.95)	\$0.00	\$0.00
12/8/2017	BILL	2204	R	31	63	2.03	608		1/5/2018	\$96.46	\$96.46	\$96.46
1/11/2018	LPC									\$1.44	\$97.90	\$97.90
1/11/2018	BILL	2295	R	34	91	2.68	1200		2/6/2018	\$135.22	\$233.12	\$233.12
2/10/2018	LPC									\$3.47	\$236.59	\$236.59
2/10/2018	BILL	2368	R	29	73	2.52	810		3/7/2018	\$122.59	\$359.18	\$359.18
3/13/2018	LPC									\$5.31	\$364.49	\$364.49
3/13/2018	BILL	2438	R	29	70	2.41	614		4/6/2018	\$121.92	\$486.41	\$486.41
4/12/2018	LPC									\$7.14	\$493.55	\$493.55
4/12/2018	BILL	2521	R	32	83	2.59	728		5/7/2018	\$119.56	\$613.11	\$613.11
5/2/2018	PAY							Check		(\$233.12)	\$379.99	\$379.99
5/11/2018	BILL	2566	R	29	45	1.55	247		6/6/2018	\$75.12	\$455.11	\$455.11
6/6/2018	PAY							Check		(\$88.00)	\$367.11	\$367.11
6/12/2018	BILL	2594	R	30	28	0.93	37		7/6/2018	\$53.30	\$420.41	\$420.41
7/6/2018	PAY							Check		(\$88.00)	\$332.41	\$332.41
7/11/2018	BILL	2620	R	32	26	0.81	2		8/3/2018	\$49.52	\$381.93	\$381.93
8/3/2018	PAY							Check		(\$88.00)	\$293.93	\$293.93
8/10/2018	BILL	2640	R	29	20	0.69	0		9/5/2018	\$41.56	\$335.49	\$335.49
9/5/2018	PAY							Check		(\$92.00)	\$243.49	\$243.49

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
9/11/2018	BILL	2662	R	33	22	0.67	8		10/4/2018	\$44.18	\$287.67	\$287.67
10/10/2018	PAY							Check		(\$540.00)	(\$252.33)	(\$252.33)
10/10/2018	BILL	2684	R	29	22	0.76	5		11/2/2018	\$44.33	(\$208.00)	(\$208.00)
11/8/2018	BILL	2722	R	29	38	1.31	322		12/5/2018	\$63.70	(\$144.30)	(\$144.30)
12/11/2018	BILL	2775	R	30	53	1.77	746		1/8/2019	\$80.37	(\$63.93)	(\$63.93)
1/12/2019	BILL	2856	R	34	81	2.38	823		2/6/2019	\$127.49	\$63.56	\$63.56
2/12/2019	LPC									\$0.95	\$64.51	\$64.51
2/12/2019	BILL	2945	R	29	89	3.07	947		3/8/2019	\$133.23	\$197.74	\$197.74
3/12/2019	LPC									\$2.95	\$200.69	\$200.69
3/12/2019	BILL	3027	R	31	82	2.65	884		4/4/2019	\$126.11	\$326.80	\$326.80
4/10/2019	LPC									\$4.84	\$331.64	\$331.64
4/10/2019	BILL	3071	R	29	44	1.52	460		5/6/2019	\$79.23	\$410.87	\$410.87
5/8/2019	PAY							Check		(\$197.74)	\$213.13	\$213.13
5/11/2019	LPC									\$3.19	\$216.32	\$216.32
5/11/2019	BILL	3100	R	30	29	0.97	114		6/5/2019	\$61.04	\$277.36	\$277.36
6/13/2019	LPC									\$4.11	\$281.47	\$281.47
6/13/2019	BILL	3117	R	25	17	0.68	50		7/9/2019	\$39.07	\$320.54	\$320.54

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PHILADELPHIA GAS WORKS

PUC Closing XML



Case Number: 3730643
 Company Name: PGW (PHILA. GAS WORKS (NGDC))
 Company Code: 0766
 Company Type: GAS TRANSPORTER
 Customer First Name: JONATHAN
 Customer Middle Initial:
 Customer Last Name: PIERRE
 Account Number: 833613110
 Service Address 1: 1501 WEST GIRARD AVE 3RD FL
 Service Address 2:
 Service City: PHILADELPHIA
 Service State: PA
 Service Zip 5: 19130
 Service Zip 4:
 Decision Issue: Y
 Oral Written: W
 Violation: NO
 Chapter:
 Section Rule:
 Total Balance: 320.54
 Date Closed: 2020-02-29
 Resolution:

DECISION ISSUED: PGW HAS NO RECORD OF THE CUSTOMER CONTACTING THEM TO DISCONTINUE YOUR SERVICE PRIOR TO 6/3/2019. PGW MAY REQUIRE THE CUSTOMER TO PAY THE BALANCE ACCRUED AT THE ADDRESS WHILE THE SERVICE WAS IN HIS NAME FROM 4/22/2013 TO 6/3/2019. THE FINAL ACCOUNT BALANCE IS CONSIDERED CORRECT AS RENDERED. CASE DISMISSED.

Balance Date: 2020-02-21
 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: 2020-03-03
 Paragraph:
 Bill Date:

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Reconnect Amount: 0
Pay Amount: 0.00
BCS Investigator First Name: PRECIOUS
BCS Investigator Last Name: JOHNSON
Number Of Time Send: 1
Number Of Time Faxed: 0
PUC Fax: 7177876641

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