

DOCKET # F-2020-3021607

Hearing Date: November 4, 2020

- PGW1 Statement of Account
- PGW2 Customer Contact: Service
- PGW3 Customer Requested Meter Test
- PGW4 Specific Service Agreement Statement
- PGW5 Opening XML

Philadelphia Gas Works



800 W. Montgomery Ave., Philadelphia, PA 19122

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

PGW Exhibit 1
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December 27, 2019

Lillian Chin
212 65th Street
Holmes Beach, FL 34217

Account Number: 01 7137 2795
Re: 321 Arch Street

Dear Lillian Chin,

On December 5, 2019, you filed a dispute with the Philadelphia Gas Works (PGW) for the bill of \$124.60 generated on November 26, 2019. In your dispute, you indicated the bill is too high considering you are currently out of the city.

An investigation of your dispute has been completed and it was determined the balance in question is correct as rendered. The meter at your property is equipped with an Automatic Meter Reading (AMR) device. This device allows PGW to obtain the actual usage recording at your meter without having to gain access into the property. The bill you are disputing reflects the actual usage recorded on the meter. A gas usage analysis which analyzes your consumption was also completed and indicates that there was a slight increase in the consumption at the property. This increase can be attributed to a host of unknown internal conditions in the residence. Also, the weather can impact how often your water heater operates in order for it to maintain the same water temperature.

Although, it was indicated that the property is vacant, the appliances such as the house heater and water heater work by thermostat setting. The heater will turn on every time the temperature in the residence falls below the thermostat set temperature. This will occur regardless of the occupancy in the residence.

Based on the company's investigation, PGW's position is that the billed amount is correct as rendered.

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

1. A statement of account
2. A gas usage analysis
3. Utility Report

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11/4/20

PGW-1

Philadelphia Gas Works



800 W. Montgomery Ave., Philadelphia, PA 19122

PGW does offer tips on how to conserve energy and possibly reduce future bills. To learn more, please visit our PGW Energy Sense website at www.pgwenergysense.com and click on energy sense for homeowners.

If you would like to test the accuracy of the meter, a Special Meter Test can be requested by submitting a request and payment in the amount of \$10.00 to:

**PGW Special Meter Test
P.O. Box 37019
Philadelphia, PA 19122**

Please be advised that as of January 10, 2020, your account will become delinquent and subject to collection action. To avoid collection activity, you can pay the bill in full or contact us to determine if you are eligible for a payment agreement.

Sincerely,

N.A. Ramos

Dispute Resolution Unit

PGW Exhibit 1

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Specific Service Agreement Statement of Account SA- 2704476155

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Customer Name	From Date	To Date		
LILLIAN CHIN	9/29/2015	12/27/2019		
Service Address	Account Number	S A Number	Meter	Rate/Class
321 ARCH ST PHIL, PA 191061810	171372795	2704476155	1846041	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
10/19/2015	PAY							Electronic Transfer		(\$23.14)	\$0.00	\$0.00
10/23/2015	BILL	6950	R	29	4	0.14	130		11/18/2015	\$17.42	\$17.42	\$17.42
11/18/2015	PAY							Electronic Transfer		(\$17.42)	\$0.00	\$0.00
11/24/2015	BILL	6976	R	32	26	0.81	308		12/18/2015	\$49.80	\$49.80	\$49.80
12/18/2015	PAY							Electronic Transfer		(\$49.80)	\$0.00	\$0.00
12/23/2015	BILL	7011	R	29	35	1.21	450		1/21/2016	\$62.75	\$62.75	\$62.75
1/21/2016	PAY							Check		(\$20.00)	\$42.75	\$42.75
1/27/2016	LPC									\$0.64	\$43.39	\$43.39
1/27/2016	BILL	10	R	35	16	0.46	900		2/22/2016	\$31.74	\$75.13	\$75.13
2/22/2016	PAY							Check		(\$75.13)	\$0.00	\$0.00
2/26/2016	BILL	28	R	29	18	0.62	801		3/22/2016	\$34.54	\$34.54	\$34.54
3/22/2016	PAY							Check		(\$34.54)	\$0.00	\$0.00
3/25/2016	BILL	33	R	28	5	0.18	452		4/19/2016	\$18.88	\$18.88	\$18.88
4/19/2016	PAY							Check		(\$18.88)	\$0.00	\$0.00
4/26/2016	BILL	39	R	30	6	0.2	337		5/18/2016	\$20.08	\$20.08	\$20.08
5/18/2016	PAY							Check		(\$20.08)	\$0.00	\$0.00
5/24/2016	BILL	45	R	31	6	0.19	209		6/17/2016	\$20.08	\$20.08	\$20.08
6/17/2016	PAY							Electronic Transfer		(\$20.08)	\$0.00	\$0.00
6/23/2016	BILL	53	R	30	8	0.27	0		7/19/2016	\$22.38	\$22.38	\$22.38
7/19/2016	PAY							Electronic Transfer		(\$22.38)	\$0.00	\$0.00
7/26/2016	BILL	62	R	30	9	0.3	0		8/18/2016	\$23.55	\$23.55	\$23.55
8/18/2016	PAY							Electronic Transfer		(\$23.55)	\$0.00	\$0.00
8/24/2016	BILL	71	R	31	9	0.29	0		9/19/2016	\$23.55	\$23.55	\$23.55
8/29/2016	LPCWVE									(\$0.64)	\$22.91	\$22.91
9/19/2016	PAY							Electronic Transfer		(\$23.55)	(\$0.64)	(\$0.64)
9/23/2016	BILL	78	R	31	7	0.23	0		10/18/2016	\$21.74	\$21.10	\$21.10
10/18/2016	PAY							Electronic Transfer		(\$21.10)	\$0.00	\$0.00

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
10/24/2016	BILL	85	R	29	7	0.24	76		11/17/2016	\$22.14	\$22.14	\$22.14
11/17/2016	PAY							Electronic Transfer		(\$22.14)	\$0.00	\$0.00
11/23/2016	BILL	91	R	32	6	0.19	416		12/19/2016	\$20.89	\$20.89	\$20.89
12/19/2016	PAY							Electronic Transfer		(\$20.89)	\$0.00	\$0.00
12/27/2016	BILL	115	R	30	24	0.8	729		1/20/2017	\$44.14	\$44.14	\$44.14
1/20/2017	PAY							Electronic Transfer		(\$44.14)	\$0.00	\$0.00
1/27/2017	BILL	144	R	35	29	0.83	886		2/22/2017	\$52.87	\$52.87	\$52.87
2/22/2017	PAY							Electronic Transfer		(\$52.87)	\$0.00	\$0.00
2/28/2017	BILL	171	R	29	27	0.93	657		3/23/2017	\$51.43	\$51.43	\$51.43
3/23/2017	PAY							Electronic Transfer		(\$51.43)	\$0.00	\$0.00
3/28/2017	BILL	198	R	28	27	0.96	661		4/21/2017	\$49.94	\$49.94	\$49.94
4/21/2017	PAY							Electronic Transfer		(\$49.94)	\$0.00	\$0.00
4/26/2017	BILL	205	R	32	7	0.22	299		5/19/2017	\$22.70	\$22.70	\$22.70
5/19/2017	PAY							Electronic Transfer		(\$22.70)	\$0.00	\$0.00
5/24/2017	BILL	210	R	28	5	0.18	114		6/19/2017	\$19.95	\$19.95	\$19.95
6/19/2017	PAY							Electronic Transfer		(\$19.95)	\$0.00	\$0.00
6/23/2017	BILL	217	R	30	7	0.23	20		7/19/2017	\$22.50	\$22.50	\$22.50
7/19/2017	PAY							Electronic Transfer		(\$22.50)	\$0.00	\$0.00
7/25/2017	BILL	225	R	32	8	0.25	0		8/17/2017	\$23.77	\$23.77	\$23.77
8/17/2017	PAY							Electronic Transfer		(\$23.77)	\$0.00	\$0.00
8/23/2017	BILL	234	R	29	9	0.31	0		9/18/2017	\$25.12	\$25.12	\$25.12
9/18/2017	PAY							Electronic Transfer		(\$25.12)	\$0.00	\$0.00
9/25/2017	BILL	243	R	31	9	0.29	7		10/18/2017	\$24.78	\$24.78	\$24.78
10/18/2017	PAY							Electronic Transfer		(\$24.78)	\$0.00	\$0.00
10/24/2017	BILL	250	R	31	7	0.23	50		11/17/2017	\$22.06	\$22.06	\$22.06
11/17/2017	PAY							Electronic Transfer		(\$22.06)	\$0.00	\$0.00
11/24/2017	BILL	257	R	30	7	0.23	423		12/19/2017	\$22.06	\$22.06	\$22.06
12/19/2017	PAY							Electronic Transfer		(\$22.06)	\$0.00	\$0.00
12/27/2017	BILL	267	R	34	10	0.29	819		1/23/2018	\$28.42	\$28.42	\$28.42
1/23/2018	PAY							Electronic Transfer		(\$28.42)	\$0.00	\$0.00
1/30/2018	BILL	321	R	31	54	1.74	1088		2/22/2018	\$88.08	\$88.08	\$88.08
2/22/2018	PAY							Electronic Transfer		(\$88.08)	\$0.00	\$0.00
2/28/2018	BILL	329	R	31	8	0.26	738		3/22/2018	\$26.34	\$26.34	\$26.34
3/22/2018	PAY							Electronic Transfer		(\$26.34)	\$0.00	\$0.00
3/28/2018	BILL	334	R	28	5	0.18	721		4/23/2018	\$21.80	\$21.80	\$21.80

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
4/23/2018	PAY							Electronic Transfer		(\$21.80)	\$0.00	\$0.00
4/27/2018	BILL	340	R	30	6	0.2	470		5/21/2018	\$23.14	\$23.14	\$23.14
5/21/2018	PAY							Electronic Transfer		(\$23.14)	\$0.00	\$0.00
5/26/2018	BILL	346	R	29	6	0.21	81		6/20/2018	\$23.14	\$23.14	\$23.14
6/20/2018	PAY							Electronic Transfer		(\$23.14)	\$0.00	\$0.00
6/26/2018	BILL	355	R	32	9	0.28	8		7/20/2018	\$26.99	\$26.99	\$26.99
7/20/2018	PAY							Electronic Transfer		(\$26.99)	\$0.00	\$0.00
7/27/2018	BILL	364	R	30	9	0.3	0		8/20/2018	\$26.92	\$26.92	\$26.92
8/20/2018	PAY							Electronic Transfer		(\$26.92)	\$0.00	\$0.00
8/25/2018	BILL	373	R	29	9	0.31	0		9/20/2018	\$26.92	\$26.92	\$26.92
9/20/2018	PAY							Electronic Transfer		(\$26.92)	\$0.00	\$0.00
9/26/2018	BILL	383	R	33	10	0.3	12		10/19/2018	\$28.22	\$28.22	\$28.22
10/19/2018	PAY							Electronic Transfer		(\$28.22)	\$0.00	\$0.00
10/26/2018	BILL	390	R	29	7	0.24	149		11/20/2018	\$24.03	\$24.03	\$24.03
11/20/2018	PAY							Electronic Transfer		(\$24.03)	\$0.00	\$0.00
11/28/2018	BILL	398	R	33	8	0.24	638		12/21/2018	\$25.31	\$25.31	\$25.31
12/21/2018	PAY							Electronic Transfer		(\$25.31)	\$0.00	\$0.00
12/28/2018	BILL	405	R	30	7	0.23	753		1/23/2019	\$24.18	\$24.18	\$24.18
1/23/2019	PAY							Electronic Transfer		(\$24.18)	\$0.00	\$0.00
1/30/2019	BILL	427	R	33	22	0.67	951		2/22/2019	\$44.76	\$44.76	\$44.76
2/22/2019	PAY							Electronic Transfer		(\$44.76)	\$0.00	\$0.00
2/28/2019	BILL	450	R	29	23	0.79	842		3/25/2019	\$45.77	\$45.77	\$45.77
3/25/2019	PAY							Electronic Transfer		(\$45.77)	\$0.00	\$0.00
3/27/2019	BILL	462	R	28	12	0.43	677		4/22/2019	\$31.78	\$31.78	\$31.78
4/22/2019	PAY							Electronic Transfer		(\$31.78)	\$0.00	\$0.00
4/27/2019	BILL	468	R	30	6	0.2	232		5/21/2019	\$23.42	\$23.42	\$23.42
5/21/2019	PAY							Electronic Transfer		(\$23.42)	\$0.00	\$0.00
5/29/2019	BILL	474	R	29	6	0.21	105		6/20/2019	\$23.42	\$23.42	\$23.42
6/20/2019	PAY							Electronic Transfer		(\$23.42)	\$0.00	\$0.00
6/27/2019	BILL	482	R	32	8	0.25	3		7/22/2019	\$25.68	\$25.68	\$25.68
7/22/2019	PAY							Electronic Transfer		(\$25.68)	\$0.00	\$0.00
7/27/2019	BILL	490	R	30	8	0.27	0		8/20/2019	\$25.48	\$25.48	\$25.48
8/20/2019	PAY							Electronic Transfer		(\$25.48)	\$0.00	\$0.00
8/27/2019	BILL	497	R	29	7	0.24	0		9/19/2019	\$24.14	\$24.14	\$24.14
9/19/2019	PAY							Electronic Transfer		(\$24.14)	\$0.00	\$0.00

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
9/27/2019	BILL	506	R	33	9	0.27	2		10/21/2019	\$26.99	\$26.99	\$26.99
10/21/2019	PAY							Electronic Transfer		(\$26.99)	\$0.00	\$0.00
10/26/2019	BILL	514	R	29	8	0.28	122		11/20/2019	\$25.79	\$25.79	\$25.79
11/20/2019	PAY							Electronic Transfer		(\$25.79)	\$0.00	\$0.00
11/26/2019	BILL	599	R	32	85	2.66	569		12/20/2019	\$124.60	\$124.60	\$124.60

PGW Exhibit 1
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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, 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.

Customer Contact: Service

Date: 09/08/2020 Time: 12:16:00 PM Source: Related Tran:

CC Type: SERV - Service Created: 09/08/2020 at 12:16:41 PM by JBUTLER

Area: 800 - Residential General Service Changed: at by:

Surveyable Auto Delete Date: 09/08/2024 Class: Inquiry

Comments: James Butler was here on a Misc Meter Exchange order with Order # 11677481 , with a result of Completed Found Gas ON , Left Gas ON , with activities of (Meter and Connections - Exchange Meter) , with comments of "Completed meter exchange. "

Letter

Status: Print Date: Run Number: Reprint: [v]

Template:

Review List Tickler

Follow Up: [] to Review Group to User

Priority: [] Review Group: []

Account: 0001 7137 2795 Chin, Lillian

Premise: 321 Arch St/Phila,Pa

Person: Chin, Lillian

Change Cancel

PGW Exhibit 2
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PGW-2

Customer Requested Meter Test

Date: 10/21/2020

The Philadelphia Gas Works tested the meter removed from the premise of:

CUSTOMER: Lillian Chin

ADDRESS: 321 Arch St.

ON APPLICATION NO.: _____ GIVES THE FOLLOWING RESULTS:

METER NO. 1846041		PROOF [X]			ACCURACY []	
SIZE	INDEX 0675	Meter Test Results			Percentage	
		Temperature	Open 100%	Check 20%	Fast	Slow
Meter Received 9/8/2020		71	100.1%	100.1%		0.1%
Meter Tested 9/15/2020						
Average of Results						

Bernie Breslin

PGW REPRESENTATIVE

PGW Exhibit 3
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PGW-3

Specific Service Agreement Statement of Account SA- 2704476155

PGW Exhibit 4
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Customer Name	From Date	To Date			
LILLIAN CHIN	7/1/2017	10/26/2020			
Service Address	Account Number	S A Number	Meter	Rate/Class	
321 ARCH ST PHIL, PA 191061810	171372795	2704476155	2082373	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
7/19/2017	PAY							Electronic Transfer		(\$22.50)	\$0.00	\$0.00
7/25/2017	BILL	225	R	32	8	0.25	0		8/17/2017	\$23.77	\$23.77	\$23.77
8/17/2017	PAY							Electronic Transfer		(\$23.77)	\$0.00	\$0.00
8/23/2017	BILL	234	R	29	9	0.31	0		9/18/2017	\$25.12	\$25.12	\$25.12
9/18/2017	PAY							Electronic Transfer		(\$25.12)	\$0.00	\$0.00
9/25/2017	BILL	243	R	31	9	0.29	7		10/18/2017	\$24.78	\$24.78	\$24.78
10/18/2017	PAY							Electronic Transfer		(\$24.78)	\$0.00	\$0.00
10/24/2017	BILL	250	R	31	7	0.23	50		11/17/2017	\$22.06	\$22.06	\$22.06
11/17/2017	PAY							Electronic Transfer		(\$22.06)	\$0.00	\$0.00
11/24/2017	BILL	257	R	30	7	0.23	423		12/19/2017	\$22.06	\$22.06	\$22.06
12/19/2017	PAY							Electronic Transfer		(\$22.06)	\$0.00	\$0.00
12/27/2017	BILL	267	R	34	10	0.29	819		1/23/2018	\$28.42	\$28.42	\$28.42
1/23/2018	PAY							Electronic Transfer		(\$28.42)	\$0.00	\$0.00
1/30/2018	BILL	321	R	31	54	1.74	1088		2/22/2018	\$88.08	\$88.08	\$88.08
2/22/2018	PAY							Electronic Transfer		(\$88.08)	\$0.00	\$0.00
2/28/2018	BILL	329	R	31	8	0.26	738		3/22/2018	\$26.34	\$26.34	\$26.34
3/22/2018	PAY							Electronic Transfer		(\$26.34)	\$0.00	\$0.00
3/28/2018	BILL	334	R	28	5	0.18	721		4/23/2018	\$21.80	\$21.80	\$21.80
4/23/2018	PAY							Electronic Transfer		(\$21.80)	\$0.00	\$0.00
4/27/2018	BILL	340	R	30	6	0.2	470		5/21/2018	\$23.14	\$23.14	\$23.14
5/21/2018	PAY							Electronic Transfer		(\$23.14)	\$0.00	\$0.00
5/26/2018	BILL	346	R	29	6	0.21	81		6/20/2018	\$23.14	\$23.14	\$23.14
6/20/2018	PAY							Electronic Transfer		(\$23.14)	\$0.00	\$0.00
6/26/2018	BILL	355	R	32	9	0.28	8		7/20/2018	\$26.99	\$26.99	\$26.99
7/20/2018	PAY							Electronic Transfer		(\$26.99)	\$0.00	\$0.00
7/27/2018	BILL	364	R	30	9	0.3	0		8/20/2018	\$26.92	\$26.92	\$26.92
8/20/2018	PAY							Electronic Transfer		(\$26.92)	\$0.00	\$0.00

F-2020-3021607
11/4/20
PGW-4

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
8/25/2018	BILL	373	R	29	9	0.31	0		9/20/2018	\$26.92	\$26.92	\$26.92
9/20/2018	PAY							Electronic Transfer		(\$26.92)	\$0.00	\$0.00
9/26/2018	BILL	383	R	33	10	0.3	12		10/19/2018	\$28.22	\$28.22	\$28.22
10/19/2018	PAY							Electronic Transfer		(\$28.22)	\$0.00	\$0.00
10/26/2018	BILL	390	R	29	7	0.24	149		11/20/2018	\$24.03	\$24.03	\$24.03
11/20/2018	PAY							Electronic Transfer		(\$24.03)	\$0.00	\$0.00
11/28/2018	BILL	398	R	33	8	0.24	638		12/21/2018	\$25.31	\$25.31	\$25.31
12/21/2018	PAY							Electronic Transfer		(\$25.31)	\$0.00	\$0.00
12/28/2018	BILL	405	R	30	7	0.23	753		1/23/2019	\$24.18	\$24.18	\$24.18
1/23/2019	PAY							Electronic Transfer		(\$24.18)	\$0.00	\$0.00
1/30/2019	BILL	427	R	33	22	0.67	951		2/22/2019	\$44.76	\$44.76	\$44.76
2/22/2019	PAY							Electronic Transfer		(\$44.76)	\$0.00	\$0.00
2/28/2019	BILL	450	R	29	23	0.79	842		3/25/2019	\$45.77	\$45.77	\$45.77
3/25/2019	PAY							Electronic Transfer		(\$45.77)	\$0.00	\$0.00
3/27/2019	BILL	462	R	28	12	0.43	677		4/22/2019	\$31.78	\$31.78	\$31.78
4/22/2019	PAY							Electronic Transfer		(\$31.78)	\$0.00	\$0.00
4/27/2019	BILL	468	R	30	6	0.2	232		5/21/2019	\$23.42	\$23.42	\$23.42
5/21/2019	PAY							Electronic Transfer		(\$23.42)	\$0.00	\$0.00
5/29/2019	BILL	474	R	29	6	0.21	105		6/20/2019	\$23.42	\$23.42	\$23.42
6/20/2019	PAY							Electronic Transfer		(\$23.42)	\$0.00	\$0.00
6/27/2019	BILL	482	R	32	8	0.25	3		7/22/2019	\$25.68	\$25.68	\$25.68
7/22/2019	PAY							Electronic Transfer		(\$25.68)	\$0.00	\$0.00
7/27/2019	BILL	490	R	30	8	0.27	0		8/20/2019	\$25.48	\$25.48	\$25.48
8/20/2019	PAY							Electronic Transfer		(\$25.48)	\$0.00	\$0.00
8/27/2019	BILL	497	R	29	7	0.24	0		9/19/2019	\$24.14	\$24.14	\$24.14
9/19/2019	PAY							Electronic Transfer		(\$24.14)	\$0.00	\$0.00
9/27/2019	BILL	506	R	33	9	0.27	2		10/21/2019	\$26.99	\$26.99	\$26.99
10/21/2019	PAY							Electronic Transfer		(\$26.99)	\$0.00	\$0.00
10/26/2019	BILL	514	R	29	8	0.28	122		11/20/2019	\$25.79	\$25.79	\$25.79
11/20/2019	PAY							Electronic Transfer		(\$25.79)	\$0.00	\$0.00
11/26/2019	BILL	599	R	32	85	2.66	569		12/20/2019	\$124.60	\$124.60	\$124.60
12/29/2019	LPC									\$1.86	\$126.46	\$126.46
12/29/2019	BILL	623	R	31	24	0.77	808		1/23/2020	\$46.64	\$173.10	\$173.10
12/30/2019	LPCWVE									(\$1.86)	\$171.24	\$171.24
1/23/2020	PAY							Check		(\$46.64)	\$124.60	\$124.60

PGW Exhibit 4
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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
1/30/2020	BILL	630	R	33	7	0.21	820		2/25/2020	\$24.27	\$148.87	\$148.87
2/25/2020	PAY							Check		(\$24.27)	\$124.60	\$124.60
2/25/2020	PAY							Check		(\$24.27)	\$100.33	\$100.33
2/29/2020	BILL	636	R	30	6	0.2	718		3/24/2020	\$22.92	\$123.25	\$123.25
3/24/2020	PAY							Check		(\$22.92)	\$100.33	\$100.33
3/28/2020	BILL	642	R	28	6	0.21	488		4/22/2020	\$22.55	\$122.88	\$122.88
4/22/2020	PAY							Check		(\$22.55)	\$100.33	\$100.33
4/29/2020	BILL	648	R	32	6	0.19	444		5/22/2020	\$22.53	\$122.86	\$122.86
5/22/2020	PAY							Check		(\$22.53)	\$100.33	\$100.33
5/29/2020	BILL	654	R	30	6	0.2	188		6/23/2020	\$22.53	\$122.86	\$122.86
6/23/2020	PAY							Check		(\$23.53)	\$99.33	\$99.33
6/27/2020	BILL	660	R	29	6	0.21	3		7/22/2020	\$22.39	\$121.72	\$121.72
7/22/2020	PAY							Check		(\$22.39)	\$99.33	\$99.33
7/29/2020	BILL	666	R	32	6	0.19	0		8/21/2020	\$22.28	\$121.61	\$121.61
8/21/2020	PAY							Check		(\$22.28)	\$99.33	\$99.33
8/27/2020	BILL	672	R	29	6	0.21	0		9/22/2020	\$22.26	\$121.59	\$121.59
9/29/2020	BILL	675	R	31	6	0.19	36		10/22/2020	\$22.40	\$143.99	\$143.99
9/30/2020	PAY							Check		(\$22.26)	\$121.72	\$121.72
10/22/2020	PAY							Check		(\$22.40)	\$99.33	\$99.33

PGW Exhibit 4
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PHILADELPHIA GAS WORKS

PUC Opening XML

Case Number: 3754793
Company Name: PGW (PHILA. GAS WORKS (NGDC))
Company Code: 0766
Company Type: GAS TRANSPORTER
Customer First Name: LILLIAN
Customer Middle Initial:
Customer Last Name: CHIN
Customer Account Number: 0171372795
Customer Home Phone w/ Area Code: 9417786471
Customer Work Phone w/ Area Code:
Customer Service Class: RESIDENTIAL
Customer Mail Address 1: 212 65TH STREET
Customer Mail Address 2:
Customer Mail Address City: HOLMES BEACH
Customer Mail Address State: FL
Customer Mail Address Zip: 34217
Customer Mail Address 4-Zip: 1303
Customer Service Address 1: 1 LOXEY COURT
Customer Service Address 2:
Customer Service Address City: PHILADELPHIA
Customer Service Address State: PA
Customer Service Address Zip: 19106
Customer Service Address 4-Zip:
Customer Family Adults: 0
Customer Family Children: 0
Customer Family Age:
Gross Income
Source **Income Amount**
Date Open: 2019-12-30
Reason For Contact: BILLING DISPUTES (# 18)
Term Date:
Business Name:
Case Problem: 18 - HIGH BILL DISPUTE. THE CUSTOMER IS DISPUTING THE BILL FROM 12/2019 BECAUSE HER BILL WAS 129.00. SHE STATES SHE IS NOT EVEN IN THE HOME. CU STATES BILLS ARE USUALLY 20.00 PER MONTH. CU STATES HER ELECTRIAN SET HER THERMOSTAT ON 50 DEGREES.
Company Position: YOUR BILL IS CORRECT.
Related Information:
Case Misc Info:
Hot Issue:
Case Origin: TELEPHONE

PGW Exhibit 5
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F-2020-3021607
11/4/20

PGW-5

Prior Case Number:
Universal Service: M
Arrearage: 0
BCS Investigator First Name: BCS
BCS Investigator Last Name: CASE POOL
BCS Investigator Phone w/ Area Code: 7177875468
BCSIntaker First Name: TORRIN
BCSIntaker Last Name: CAVANAUGH
Number Of Time Send: 1
Number Of Time Faxed: 0
Number Of Time Faxed: 7177876641

PGW Exhibit 5
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PHILADELPHIA GAS WORKS

PUC Closing XML

Case Number:	3754793	
Company Name:	PGW (PHILA. GAS WORKS (NGDC))	
Company Code:	0766	
Company Type:	GAS TRANSPORTER	
Customer First Name:	LILLIAN	
Customer Middle Initial:		
Customer Last Name:	CHIN	
Account Number:	171372795	
Service Address 1:	1 LOXEY COURT	
Service Address 2:		
Service City:	PHILADELPHIA	
Service State:	PA	
Service Zip 5:	19106	
Service Zip 4:		PGW Exhibit 5
Decision Issue:	Y	Page 3 of 4
Oral Written:	W	
Violation:	NO	
Chapter:		
Section Rule:		
Total Balance:	171.24	
Date Closed:	2020-06-03	
Resolution:	DECISION ISSUED - SPOKE WITH CUSTOMER, INFORMED CUSTOMER AMR EQUIPPED METER AND AUTOMATIC READINGS. INFORMED CUSTOMER USAGE INCREASED FOR DECEMBER 2019 BILL. CUSTOMER DISAGREES AND REQUESTED DECISION. - CASE DISMISSED	
Balance Date:	2020-01-21	
Service Restored Pay:	0.00	
Service Continue Amount:	0.00	
Service Continue Date:		
Terms:		
Special Budget Amount:	0.00	
Regular Budget Amount:	39.00	
Arrears Payment Plus:	0.00	
FinalMonthlyPayment:	0.00	
CurrentMonthlyPayment:	0.00	
EndMonthlyPayment:	0.00	
LetterDescription:		
HeadDate:	2020-06-03	
Paragraph:		
Bill Date:		
Reconnect Amount:	0	
Pay Amount:	0.00	

BCS Investigator First Name: MICHAEL
BCS Investigator Last Name: STABLEY
Number Of Time Send: 1
Number Of Time Faxed: 0
PUC Fax: 7177876641

PGW Exhibit 5
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