

# DOCKET # F-2020-3021987

Hearing Date: November 25, 2020

PGW Exhibit – 1- Specific Service Agreement Statement

PGW Exhibit – 2- Customer Contact: Turn On

PGW Exhibit – 3- Opening XML

**EXHIBIT**  
**PGW-1 11-25-20**

Specific Service Agreement Statement of Account SA- 7770603127

PGW Exhibit 1  
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|   |                |            |         |            |
|---|----------------|------------|---------|------------|
| Customer Name                               | From Date      | To Date    |         |            |
| JAMIA JORDAN                                | 9/1/2017       | 11/17/2020 |         |            |
| Service Address                             | Account Number | S A Number | Meter   | Rate/Class |
| 1739 N 33RD ST Apt 1STFL PHIL, PA 191212427 | 49859036       | 7770603127 | 2261279 | 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 |
|------------------|------------------|--------------|-----------|-----------|-----------|-----------------|--------------|--------------|------------|--------------------|-----------------|----------------|
| 9/13/2017        | PAY              |              |           |           |           |                 |              | Check        |            | (\$95.00)          | \$1,140.29      | \$1,140.29     |
| 9/21/2017        | LPC              |              |           |           |           |                 |              |              |            | \$17.10            | \$1,157.39      | \$1,157.39     |
| 9/21/2017        | BILL             | 5852         | R         | 33        | 12        | 0.36            | 7            |              | 10/16/2017 | \$28.74            | \$1,186.13      | \$1,186.13     |
| 10/20/2017       | LPC              |              |           |           |           |                 |              |              |            | \$17.53            | \$1,203.66      | \$1,203.66     |
| 10/20/2017       | BILL             | 5863         | R         | 29        | 11        | 0.38            | 48           |              | 11/15/2017 | \$27.86            | \$1,231.52      | \$1,231.52     |
| 11/21/2017       | LPC              |              |           |           |           |                 |              |              |            | \$17.95            | \$1,249.47      | \$1,249.47     |
| 11/21/2017       | BILL             | 5876         | R         | 32        | 13        | 0.41            | 391          |              | 12/15/2017 | \$29.96            | \$1,279.43      | \$1,279.43     |
| 12/21/2017       | LPC              |              |           |           |           |                 |              |              |            | \$18.40            | \$1,297.83      | \$1,297.83     |
| 12/21/2017       | BILL             | 5889         | R         | 30        | 13        | 0.43            | 699          |              | 1/19/2018  | \$32.26            | \$1,330.09      | \$1,330.09     |
| 1/25/2018        | LPC              |              |           |           |           |                 |              |              |            | \$18.88            | \$1,348.97      | \$1,348.97     |
| 1/25/2018        | BILL             | 5905         | R         | 35        | 16        | 0.46            | 1177         |              | 2/20/2018  | \$37.43            | \$1,386.40      | \$1,386.40     |
| 2/24/2018        | LPC              |              |           |           |           |                 |              |              |            | \$19.44            | \$1,405.84      | \$1,405.84     |
| 2/24/2018        | BILL             | 5919         | R         | 29        | 14        | 0.48            | 721          |              | 3/20/2018  | \$35.47            | \$1,441.31      | \$1,441.31     |
| 3/24/2018        | LPC              |              |           |           |           |                 |              |              |            | \$19.98            | \$1,461.29      | \$1,461.29     |
| 3/24/2018        | BILL             | 5931         | R         | 28        | 12        | 0.45            | 706          |              | 4/18/2018  | \$31.35            | \$1,492.64      | \$1,492.64     |
| 4/25/2018        | LPC              |              |           |           |           |                 |              |              |            | \$20.45            | \$1,513.09      | \$1,513.09     |
| 4/25/2018        | BILL             | 5945         | R         | 32        | 14        | 0.44            | 551          |              | 5/18/2018  | \$33.56            | \$1,546.65      | \$1,546.65     |
| 5/23/2018        | LPC              |              |           |           |           |                 |              |              |            | \$20.95            | \$1,567.60      | \$1,567.60     |
| 5/23/2018        | BILL             | 5957         | R         | 29        | 12        | 0.41            | 97           |              | 6/18/2018  | \$31.93            | \$1,599.53      | \$1,599.53     |
| 6/23/2018        | LPC              |              |           |           |           |                 |              |              |            | \$21.43            | \$1,620.96      | \$1,620.96     |
| 6/23/2018        | BILL             | 5969         | R         | 30        | 12        | 0.4             | 8            |              | 7/18/2018  | \$31.11            | \$1,652.07      | \$1,652.07     |
| 7/24/2018        | LPC              |              |           |           |           |                 |              |              |            | \$21.89            | \$1,673.96      | \$1,673.96     |
| 7/24/2018        | BILL             | 5980         | R         | 32        | 11        | 0.34            | 0            |              | 8/16/2018  | \$29.58            | \$1,703.54      | \$1,703.54     |
| 8/22/2018        | LPC              |              |           |           |           |                 |              |              |            | \$22.34            | \$1,725.88      | \$1,725.88     |
| 8/22/2018        | BILL             | 5991         | R         | 29        | 11        | 0.36            | 0            |              | 9/17/2018  | \$29.58            | \$1,755.46      | \$1,755.46     |
| 9/25/2018        | LPC              |              |           |           |           |                 |              |              |            | \$22.78            | \$1,778.24      | \$1,778.24     |
| 9/25/2018        | BILL             | 6008         | R         | 34        | 17        | 0.5             | 12           |              | 10/18/2018 | \$37.49            | \$1,815.73      | \$1,815.73     |

| Transaction Date | Transaction Type | Read Reading | Read Code | # of Days | CCF Usage | Average CCF/Day | Heating DDDs | Payment Type | Payment Due Date | Transaction Amount | Current Balance | Actual Balance |
|------------------|------------------|--------------|-----------|-----------|-----------|-----------------|--------------|--------------|------------------|--------------------|-----------------|----------------|
| 1/18/2019        | WO               |              |           |           |           |                 |              |              |                  | (\$1,815.73)       | \$0.00          | \$0.00         |
| 5/7/2020         | REACT            |              |           |           |           |                 |              |              |                  | \$1,815.73         | \$1,815.73      | \$1,815.73     |
| 5/12/2020        | CANB             |              |           |           |           |                 |              |              |                  | (\$37.49)          | \$1,778.24      | \$1,778.24     |
| 5/12/2020        | BSEGCN           |              |           |           |           |                 |              |              |                  | \$0.00             | \$1,778.24      | \$1,778.24     |
| 5/12/2020        | LPCWVE           |              |           |           |           |                 |              |              |                  | (\$22.78)          | \$1,755.46      | \$1,755.46     |
| 5/12/2020        | CANB             |              |           |           |           |                 |              |              |                  | (\$29.58)          | \$1,725.88      | \$1,725.88     |
| 5/12/2020        | BSEGCN           |              |           |           |           |                 |              |              |                  | \$0.00             | \$1,725.88      | \$1,725.88     |
| 5/12/2020        | LPCWVE           |              |           |           |           |                 |              |              |                  | (\$22.34)          | \$1,703.54      | \$1,703.54     |
| 5/12/2020        | BILL             | 5988         | R         | 22        | 8         | 0.36            | 0            |              | 6/5/2020         | \$25.60            | \$1,729.14      | \$1,729.14     |
| 5/12/2020        | WO               |              |           |           |           |                 |              |              |                  | (\$1,729.14)       | \$0.00          | \$0.00         |
| 5/28/2020        | REACT            |              |           |           |           |                 |              |              |                  | \$1,729.14         | \$1,729.14      | \$1,729.14     |
| 5/29/2020        | REXFER           |              |           |           |           |                 |              |              |                  | (\$1,729.14)       | \$0.00          | \$0.00         |

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Specific Service Agreement Statement of Account SA- 1249523817

|   |                |            |         |            |
|---|----------------|------------|---------|------------|
| Customer Name                           | From Date      | To Date    |         |            |
| JAMIA JORDAN                            | 9/1/2017       | 11/17/2020 |         |            |
| Service Address                         | Account Number | S A Number | Meter   | Rate/Class |
| 1814 E CLEMENTINE ST PHIL, PA 191343124 | 49859036       | 1249523817 | 2121643 | GS         |

STATEMENT

| Transaction Date | Transaction Type | Reading | Read Code | # of Days | CCF Usage | Average CCF/Day | Heating DDDs | Payment Type | Due Date   | Transaction Amount | Current Balance | Actual Balance |
|------------------|------------------|---------|-----------|-----------|-----------|-----------------|--------------|--------------|------------|--------------------|-----------------|----------------|
| 6/5/2020         | BILL             | 8941    | R         | 58        | 90        | 1.55            | 494          |              | 6/30/2020  | \$132.31           | \$132.31        | \$132.31       |
| 7/7/2020         | BILL             | 8955    | R         | 29        | 14        | 0.48            | 0            |              | 7/30/2020  | \$32.47            | \$164.78        | \$164.78       |
| 8/5/2020         | BILL             | 8971    | R         | 32        | 16        | 0.5             | 0            |              | 8/28/2020  | \$34.86            | \$199.64        | \$199.64       |
| 9/4/2020         | BILL             | 8988    | R         | 30        | 17        | 0.57            | 0            |              | 9/30/2020  | \$36.15            | \$235.79        | \$235.79       |
| 10/6/2020        | BILL             | 9006    | R         | 30        | 18        | 0.6             | 40           |              | 10/29/2020 | \$37.80            | \$273.59        | \$273.59       |
| 11/4/2020        | BILL             | 9052    | R         | 31        | 46        | 1.48            | 211          |              | 12/1/2020  | \$77.50            | \$351.09        | \$351.09       |

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Specific Service Agreement Statement of Account SA- 4102970291

|   |                |            |         |            |
|---|----------------|------------|---------|------------|
| Customer Name                           | From Date      | To Date    |         |            |
| JAMIA JORDAN                            | 9/1/2017       | 11/17/2020 |         |            |
| Service Address                         | Account Number | S A Number | Meter   | Rate/Class |
| 1814 E CLEMENTINE ST PHIL, PA 191343124 | 49859036       | 4102970291 | 2121643 | GS         |

STATEMENT

| Transaction Date | Transaction Type | Read Reading | # of Code | CCF Days | Average Usage | Heating CCF/Day | Payment DDDs | Payment Type | Due Date | Transaction Amount | Current Balance | Actual Balance |
|------------------|------------------|--------------|-----------|----------|---------------|-----------------|--------------|--------------|----------|--------------------|-----------------|----------------|
| 5/29/2020        | REXFER           |              |           |          |               |                 |              |              |          | \$1,729.14         | \$1,729.14      | \$1,729.14     |
| 6/10/2020        | PAY              |              |           |          |               |                 |              | Check        |          | (\$133.00)         | \$1,596.14      | \$1,596.14     |
| 7/10/2020        | PAY              |              |           |          |               |                 |              | Check        |          | (\$33.00)          | \$1,563.14      | \$1,563.14     |
| 8/7/2020         | PAY              |              |           |          |               |                 |              | Check        |          | (\$34.86)          | \$1,528.28      | \$1,528.28     |

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Customer Contact: Turn On

Date: 05/27/2016 Time: 9:27:00 AM Source: JetSearch Related Tran:

CC Type: SERO - Turn On Created: 05/27/2016 at 9:27:49 AM by: LREED

Area: 800 - Residential General Service Changed: 05/27/2016 at 9:30:21 AM by: LREED

Surveyable Auto Delete Date: 05/27/2020 Class: Inquiry

Comments: Turn On (AMR) Cor for t/on @ 1739 N. 33rd St., 1stfl. T/on in for 5/1/16(amr)..... Failed  
Exper./Lev1/2hh/\$1600gmi..... No deposit.....c/s

Letter

Status: \_\_\_\_\_ Print Date: \_\_\_\_\_ Run Number: \_\_\_\_\_ Reprint: \_\_\_\_\_

Template: \_\_\_\_\_

Review List Tickler

Follow Up:   to Review Group  to User

Priority:  Review Group:

Account: 0000 4985 9036 Jordan, Jamia

Premise: 1739 N 33rd St, 1stfl/Phila, Pa

Person: Jordan, Jamia

Change Cancel

Customer Contact: Turn On

Date: 05/07/2020 Time: 5:14:00 PM Source: JetSearch Related Tran: Account Maintenance

CC Type: SERO - Turn On Created: 05/07/2020 at 5:14:57 PM by: EATKINS

Area: 800 - Residential General Service Changed: 05/07/2020 at 5:21:20 PM by: EATKINS

Surveyable Auto Delete Date: 05/07/2024 Class: Inquiry

Comments: Appl Jamia Jordan called in to get service in her name at 1814 E Clementine st, GMI is 3000.00 w/3 in HH. Appl is M2, did not perform Cred chk. Appl decided at the last minute that she didnt want to assume responsibility for w/o of 1815.73 for address 1739 N 33rd st,IL, informed Appl that she can get on a PAR after receiving 1st bill, Appl did not want to do that

Letter

Status: Print Date: Run Number: Reprint:

Template:

Review List Tickler

Follow Up:   to Review Group  to User

Priority:  Review Group:

Account: 0000 4985 9036 Jordan, Jamia

Premise:

Person: Jordan, Jamia

Customer Contact: Turn On

Date: 05/07/2020 Time: 5:22:00 PM Source: JetSearch Related Tran: Account Maintenance

CC Type: SER0 - Turn On Created: 05/07/2020 at 5:22:01 PM by: EATKINS

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

Surveyable Auto Delete Date: 05/07/2024 Class: Inquiry

Comments: CONT..... provided Appl with PUC contact info, informed cor that in order to get services she will need to assume responsibility.

Letter:

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

Template:

Review List Tickler

Follow Up:  to Review Group  to User

Priority:  Review Group:

Account: 0000 4985 9036 Jordan, Jamia

Premise:

Person: Jordan, Jamia

Change Cancel

Customer Contact: Turn Off

Date: 05/12/2020 Time: 8:49:00 AM Source: Related Tran:

CC Type: SER1 - Turn Off Created: 05/12/2020 at 8:49:52 AM by: AWINGO

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

Surveyable Auto Delete Date: 05/12/2024 Class: Inquiry

Comments: Turn Off (AMR), 8/14/2018 per contacts prorated t.off back to 8/14/18 and generated a new final bill

Letter

Status: Print Date: Run Number: Reprint:

Template:

Review List Tickler

Follow Up:   to Review Group  to User

Priority:  Review Group:

Account: 0000 4985 9036 Jordan, Jamia

Premise: 1739 N 33rd St, 1stfl/Phila, Pa

Person: Jordan, Jamia

**Customer Contact: Turn On**

Date: 08/13/2018 Time: 10:15:00 AM Source: Related Tran:

CC Type: SER0 - Turn On Created: 08/13/2018 at 10:15:22 AM by: DMALLARD

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

Surveyable Auto Delete Date: 08/13/2022 Class: Inquiry

Comments: Turn On, 8/14/2018, 1200 - 1600 Cor called to request turn on of service. Issued pending turn on of service at 1739 N 33rd St, 1stfl. Experian passed, deposit not required. cor not linked to property prior. Customer satisfied

Letter

Status: Print Date: Run Number: Reprint:

Template:

Review List Tickler

Follow Up:   to Review Group  to User

Priority:  Review Group:

Account:

Premise: 1739 N 33rd St, 1stfl/Phila, Pa

Person:

**Customer Contact: Turn On**

Date: 05/28/2020 Time: 4:21:00 PM Source: JetSearch Related Tran:

CC Type: SERO - Turn On Created: 05/28/2020 at 4:21:02 PM by: ABURTON

Area: 800 - Residential General Service Changed: 05/28/2020 at 4:54:03 PM by: ABURTON

Surveyable Auto Delete Date: 05/28/2024 Class: Inquiry

Comments: Turn On (AMR) supv assist transfer call/ sched appt for t/on as of 4/6/2020 amr/ I did not run Experian

Letter:

Status: \_\_\_\_\_ Print Date: \_\_\_\_\_ Run Number: \_\_\_\_\_ Reprint: \_\_\_\_\_

Template: \_\_\_\_\_

Review List Tickler

Follow Up:   to Review Group  to User

Priority:  Review Group:

Account: 0000 4985 9036 Jordan, Jamia

Premise: 1814 E Clementine St/Phila,Pa

Person: Jordan, Jamia

**PHILADELPHIA GAS WORKS****PUC****Opening XML**

**Case Number:** 3764643  
**Company Name:** PGW (PHILA. GAS WORKS (NGDC))  
**Company Code:** 0766  
**Company Type:** GAS TRANSPORTER  
**Customer First Name:** JAMIA  
**Customer Middle Initial:**  
**Customer Last Name:** JORDAN  
**Customer Account Number:** 8888888888  
**Customer Home Phone w/ Area Code:**  
**Customer Work Phone w/ Area Code:**  
**Customer Service Class:** RESIDENTIAL PGW Exhibit 3  
**Customer Mail Address 1:** Page 1 of 4  
**Customer Mail Address 2:**  
**Customer Mail Address City:**  
**Customer Mail Address State:**  
**Customer Mail Address Zip:**  
**Customer Mail Address 4-Zip:**  
**Customer Service Address 1:** 1814 E CLEMENTINE STREET  
**Customer Service Address 2:**  
**Customer Service Address City:** PHILADELPHIA  
**Customer Service Address State:** PA  
**Customer Service Address Zip:** 19134  
**Customer Service Address 4-Zip:**  
**Customer Family Adults:** 1  
**Customer Family Children:** 2  
**Customer Family Age:** 9,2  
**Gross Income**  
**Source** **Income Amount**  
WAGES 2700  
**Date Open:** 2020-05-08  
**Reason For Contact:** APPLICANT / DEPOSITS- SERVICE IS OFF (# 64)  
**Term Date:**  
**Business Name:**  
**Case Problem:**  
**Company Position:**  
**Related Information:** 05/08/2020 PGW STATES THE BALANCE AMOUNT IS CORRECT.  
64 - DENIAL OF SERVICE. SERVICE IS OFF. THE APPLICANT IS DISPUTING  
THE BALANCE OF \$1800 . THIS BALANCE ACCRUED AT 1739 N 33RD  
STREET APT 1 PHILADELPHIA PA. CUSTOMER CALLED TO DISCONTINUE  
SERVICES IN SEPTEMBER 2017. CUSTOMER DOES NOT LARGE BALANCE  
OCCURRED. CUSTOMER WOULD LIKE THE BALANCE AMOUNT FOR 1800  
TO BE READJUSTED DUE TO DISCONTINUE SERVICES IN SEPT 2017. -  
RELIEF SOUGHT -- RELIEF SOUGHT -- RELIEF SOUGHT -- RELIEF

SOUGHT -- RELIEF SOUGHT -

**Case Misc Info:**  
**Hot Issue:**  
**Case Origin:** TELEPHONE  
**Prior Case Number:**  
**Universal Service:** N  
**Arrearage:** 0  
**BCS Investigator First Name:** BCS  
**BCS Investigator Last Name:** CASE POOL  
**BCS Investigator Phone w/ Area Code:** 7177875468  
**BCSIntaker First Name:** STEFANIA  
**BCSIntaker Last Name:** MICOLUCCI  
**Number Of Time Send:** 1  
**Number Of Time Faxed:** 0  
**Number Of Time Faxed:** 7177876641

PGW Exhibit 3  
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# PHILADELPHIA GAS WORKS

PUC

Closing XML

|                                 |   |
|---------------------------------|---|
| <b>Case Number:</b>             | 3764643   |
| <b>Company Name:</b>            | PGW (PHILA. GAS WORKS (NGDC)  |
| <b>Company Code:</b>            | 0766  |
| <b>Company Type:</b>            | GAS TRANSPORTER   |
| <b>Customer First Name:</b>     | JAMIA   |
| <b>Customer Middle Initial:</b> |   |
| <b>Customer Last Name:</b>      | JORDAN  |
| <b>Account Number:</b>          | 49859036  |
| <b>Service Address 1:</b>       | 1814 E CLEMENTINE STREET  |
| <b>Service Address 2:</b>       |   |
| <b>Service City:</b>            | PHILADELPHIA  |
| <b>Service State:</b>           | PA  |
| <b>Service Zip 5:</b>           | 19134   |
| <b>Service Zip 4:</b>           |   |
| <b>Decision Issue:</b>          | N   |
| <b>Oral Written:</b>            | W   |
| <b>Violation:</b>               | NO  |
| <b>Chapter:</b>                 |   |
| <b>Section Rule:</b>            |   |
| <b>Total Balance:</b>           | 1727.92   |
| <b>Date Closed:</b>             | 2020-07-17  |
| <b>Resolution:</b>              | DECISION ISSUED - A SERVICE ACCOUNT WAS ESTABLISHED SERVICE IN CUSTOMER'S NAME AT 1731 N 33RD ST, 1ST FLOOR, PHILADELPHIA, PA, FROM 5/1/2016 TO 8/14/2018. PGW DID NOT RECEIVE CUSTOMER'S REQUEST TO DISCONTINUE SERVICE AT 1731 N 33RD ST, 1ST FLOOR, PHILADELPHIA, PA. CUSTOMER WAS RESPONSIBLE FOR THE SERVICE ACCOUNT AT 1731 N 33RD ST, 1ST FLOOR, PHILADELPHIA, PA UNTIL A NEW APPLICANT APPLIED FOR SERVICE. CUSTOMER IS RESPONSIBLE FOR THE FINAL BILL BALANCE OF \$1,729.14. CASE DISMISSED. |
| <b>Balance Date:</b>            | 2020-07-15  |
| <b>Service Restored Pay:</b>    | 0.00  |
| <b>Service Continue Amount:</b> | 0.00  |
| <b>Service Continue Date:</b>   |   |
| <b>Terms:</b>                   |   |
| <b>Special Budget Amount:</b>   | 0.00  |
| <b>Regular Budget Amount:</b>   | 138.00  |
| <b>Arrears Payment Plus:</b>    | 0.00  |
| <b>FinalMonthlyPayment:</b>     | 0.00  |
| <b>CurrentMonthlyPayment:</b>   | 0.00  |
| <b>EndMonthlyPayment:</b>       | 0.00  |
| <b>LetterDescription:</b>       |   |
| <b>HeadDate:</b>                | 2020-06-03  |

PGW Exhibit 3

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**Paragraph:**  
**Bill Date:**  
**Reconnect Amount:** 0  
**Pay Amount:** 0.00  
**BCS Investigator First Name:** LISA  
**BCS Investigator Last Name:** COLEY  
**Number Of Time Send:** 1  
**Number Of Time Faxed:** 0  
**PUC Fax:** 7177876641

PGW Exhibit 3  
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