

PGW Late Filed Exhibit - 5

* Contacts for Premise: 7120 Lawndale Ave/Philadelphia, Pa 19111-4006				
Date	Type	Comment	Person	Follow Up
10/01/2020	SERV	The customer, GRIGGS, LESLIE A, was called on 09/30/2020 at 14:15 with a result of C3 (LEFT MESSAGE ON MACHINE) regarding 7120 LAWNDALE AVE where PGW needs to gain access to perform a complete safety check of our service line, piping and equipment, which needs to be done at least once every 3 years in accordance with U.S. Department of Transportation Regulation CFR 192.465, 192.481, & 192.723. Please schedule the appropriate System Suggested Order when the customer calls in.	Griggs, Leslie A	
09/29/2020	CRCL	Lien Filed; Docket#:200932457; Original Lien Amount:\$2632.36; Current Lien Amount:\$2632.36; Selection Type:Normal Selection.	Griggs, Leslie A	
09/23/2020	CRU	___CRU___ --- Correspondence (letter dated 09/05/2020) has been received with regards to Docket #F-2020-3021754 from Ms. Griggs. Added to the necessary file. ---	Griggs, Leslie A	
09/14/2020	CRU	___CRU___ --- Formal Investigation report for Docket #F-2020-3021754 has been sent to Legal. --	Griggs, Leslie A	
09/03/2020	CRU	PUC Formal Complaint Docket # F2020-3021754 filed on 9/3/2020 12:00:00 AM.	Griggs, Leslie A	
09/02/2020	SERV	The customer, GRIGGS, LESLIE A, was sent a letter on 01-SEP-20 through Kubra regarding 7120 LAWNDALE AVE where PGW needs to gain access to perform a complete safety check of our service line, piping and equipment, which needs to be done atleast once every 3 years in accordance with U.S. Department of Transportation Regulation CFR 192.465, 192.481, & 192.723. Please schedule the appropriate System Suggested Order when the customer calls in.	Griggs, Leslie A	
08/29/2020	CRCP	Pending Lien; Original Lien Amount: \$2664.28; Selection Type:Normal Selection.	Griggs, Leslie A	
07/14/2020	CRU	Received Closing/Decision from ANGIE ZEPP of PUC/BCS regarding BCS# 3754177 on 7/14/2020 12:00:00 AM. The BCS stated the following: DECISION ISSUED: THE COMPANY ESTABLISHED YOU WERE A RESIDENT OF THE ADDRESS IN ACCORDANCE WITH TITLE 52 PA.CODE ?56.35(2). THE COMPANY MAY HOLD YOU LIABLE FOR THE \$2,514.58 BALANCE. CASE DISMISSED. and .	Griggs, Leslie A	
06/18/2020	CRU	-CRU- Gave PUC update	Griggs, Leslie A	
06/04/2020	CRU	-CRU- Gave PUC update	Griggs, Leslie A	
01/16/2020	CRU	omer?s income of \$255.00, the customer appears to be eligible for CRP. The customer may qualify for CRP benefits a PUC/ effec...	Griggs, Leslie A	

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Date	Type	Comment	Person	Follow Up	
01/16/2020	CRU	customer's income of \$255.00, the customer appears to be eligible for CRP. The customer may apply for CRP by visiting a PGW office, via mail or online at www.pgworks.com/CRP with all required documentation. CRP agreements can only be activated at the customer's residence. However, if the customer does not wish to enroll in CRP or if it's determined that the customer's income is not CRP eligible the customer may enter in a budget agreement. The customer would have to pay a 20%	Griggs, Leslie A		
01/16/2020	CRU	Response sent to BCS on 1/16/2020 8:28:03 AM for BCS Case Number 3754177. It is PGW's final position that Leslie Griggs successfully completed an application for gas service at 7120 Lawndale Avenue. Ms. Griggs is linked to the property per Experian, Pennsylvania state ID, and by marriage as she is the wife of Keith Griggs. Therefore, she is responsible for the outstanding balance at the property. PGW's position is in compliance with Chapter 56.35 (b) (2). Based on the cus	Griggs, Leslie A		
01/16/2020	CRU	down payment of \$508.04 and follow up with paying \$67.00/month (BB \$33.00 + \$34.00) for 60 months. The budget is subject to revision quarterly based on the cost of gas and the customer's usage. PGW has reviewed the documentation submitted by Ms. Griggs and has determined that they do not indicate that she is not responsible for the balance at the property. PGW maintains that the account for service was established based on Ms. Griggs request. -Report sent to PUC.	Griggs, Leslie A		
12/19/2019	CRU	PUC Complaint BCS# 3754177 filed on 12/19/2019 12:00:00 AM (CRU 787-1250) regarding BILLING DISPUTES (# 18), by Leslie Griggs	Griggs, Leslie A		
12/19/2019	DRU	Supervisor assist ---- Ms. Griggs is in the office to dispute the bal that she was linked to. The Identification she provided indicated 7120 Lawndale ave. Her experian check linked her to the property. a dispute was place on her acct # 07-7325-8680. the dispute was closed on 12/19/2019 and a letter will be sent to her property. I advised her that she can file a PUC complaint if she does not agree with the findings. COR was not satisfied and stated she would contact PUC.	Griggs, Leslie A		
12/19/2019	BILL	cor Leslie Griggs #0602188412 visited fido stating she never asked for service in her name. states she also refused to answer the end	Griggs, Keith		

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Date	Type	Comment	Person	Follow Up
12/19/2019	BILL	cor Leslie Griggs #0602188412 visited fido stating she never asked for service in her name, states she also refused to assume ab and informed pgw that she wanted pgw to contact puc on her behalf to dispute, upon review of custm contacts I began to explain policy, what cor can do to submit dispute re: assumed ab but cor cut me off immediately stating she was getting mad and demanded a supv, Supv ZSantiago spoke with cor from there, c/n/s	Griggs, Keith	
12/19/2019	BILL	cor visited fido stating she never asked for service in her name, states she also refused to assume ab and informed pgw that she wanted pgw to contact puc on her behalf to dispute, upon review of custm contacts I began to explain policy, what cor can do to submit dispute re: assumed ab but cor cut me off immediately stating she was getting mad and demanded a supv, Supv ZSantiago spoke with cor from there, c/n/s	Griggs, Leslie A	
12/19/2019	SERO	Turn On (AMR) transferd service to mrs griggs per gas on policy sent letter and transferd balance from husband.	Griggs, Leslie A	
12/19/2019	SERO	in house	Griggs, Leslie A	
12/19/2019	DCW	Tran: ACCT, Account 902188412 (Customer: 444114299) added Opt out Status is: Working on Account. (Premise: 9995297696)	Griggs, Leslie A	
12/18/2019	BILL	CDR's wife Leslie called in regards to applying for low income assitance programs; informed she can apply for LIHEAP grant and CRP via web, paper app or in the DO. Provided address to NPDO. CS	Griggs, Keith	
12/06/2019	SERV	customer stated that she has service in her own name 0007 7325 8680 and she should not be responsible for Griggs, Keith 0008 2802 0484 balance due to Griggs, Keith should be responsible for his own balance or his estate . Submitted PUC dispute.	Griggs, Keith	
12/06/2019	SETT	(cont) customer stated that she has service in her own name 0007 7325 8680 and she should not be responsible for Griggs, Keith 0008 2802 0484 balance due to Griggs, Keith should be responsible for his own balance or his estate . Submitted PUC dispute.	Griggs, Keith	
11/27/2019	SERO	APPLICANT LESLIE GRIGGS ACCT 0773258680 CAME INTO GTDD TO TURN ON SERVICE @7120 LAWNDAL AVE SINCE COR/SPOUSE PASSED AWAY ON 11/05. EXPLAINED THAT CUST IS LINKED TO PREMISE FROM 11/18 FROM PA ID AND CUST STATED THAT SHE DOESN'T WANT TO TAKE THE BAL BECAUSE SHE WAS LIVING IN A DIFFERENT LOCATION. ADV	Griggs, Keith	

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Date	Type	Comment	Person	Follow Up
11/27/2019	SERO	APPLICANT LESLIE GRIGGS ACCT 0773258680 CAME INTO GTDDO TO TURN ON SERVICE @7120 LAWNDALE AVE SINCE COR/SPOUSE PASSED AWAY ON 11/05. EXPLAINED THAT CUST IS LINKED TO PREMISE FROM 11/18 FROM PA ID AND CUST STATED THAT SHE DOESN'T WANT TO TAKE THE BAL BECAUSE SHE WAS LIVING IN A DIFFERENT LOCATION. ADV CUST TO BRING IN LEGAL DOCS TO SHOW THIS AND CUST STATED THAT SHE WILL RETURN. CS	Griggs, Keith	
11/19/2019	BILL	cor wife leslie called to inform us that the cor has passed away and would like for the services to be cancelled informed her that she will need to go into the DO w/ the death certificate to cancel the services i will not be able to do soover the phone she will need to provide proof.	Griggs, Keith	
11/08/2019	BILL	COR'S WIFE IS IN GTDDO STATS HER HUSBAND DIED A COUPLE OF DAYS AGO . SHE IS GOING TO PUT GAS IN HER NAME .. INFORM HER THAT SHE WILL HAVE TO TAKE THIS BILL . DUR TO EXPERIAN CHECK , SHE IS LINK TO PPROPERTY AND DRIVER'S LICENSE LINKS HER TOO . SHE WILL NOT BE PLACING GAS IN HER NAME NOW .. COR IS SATISFY	Griggs, Keith	
07/30/2019	CRCL	Lien Filed; Docket#:190731176; Original Lien Amount:\$433.46; Current Lien Amount:\$433.46; Selection Type:Normal Selection.	Griggs, Keith	
06/29/2019	CRCP	Pending Lien; Original Lien Amount: \$433.46; Selection Type:Normal Selection.	Griggs, Keith	
06/06/2019	SETT	COMPLETED ACCOUNT PAYOFF FORMS FOR (TITLE 365 ABSTRACT) = 2176.80 TELEPHONE#972 956 6315 FAX# 469 322 4687...LIEN #'S 161130640...170731157..180230762..181230662(ACTIVE)	Griggs, Keith	
06/03/2019	L&J	Brooke Roberts from Mr Cooper Loans called in about refinance provided number to L&J and transferred her	Griggs, Keith	
05/10/2019	SETT	Property Tax Direct Settlement Request COMPLETED/Acct#000828020484 \$2124.04/Tele#9042887006/Fax#8664594847.....OWNE RS ACCT	Griggs, Keith	
04/24/2019	SERV	AIMS Order#: 10574252 Cancelled -Order Cancelled	Griggs, Keith	
04/23/2019	SERV	AIMS Order#: 10570356 Cancelled -Order Cancelled	Griggs, Keith	
12/29/2018	CRCL	Lien Filed; Docket#:181230662; Original Lien Amount:\$438.22; Current Lien Amount:\$438.22; Selection Type:Normal Selection	Griggs, Keith	

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