

DOCKET NO. F-2021-3028044

Hearing Date: November 10, 2021

Complainant

- 1 (Letter to Walker, "Your gas has been shut off")
- 2 (Gas Safety Inspections: what you need to know!)

PGW

- 1 (Deed for 1433 Higbee Street)
- 2 (Utility Service Agreement)
- 3 (10/11/2007 Service Order Completion)
- 4 (Meter Reclamation Program & Unbilled Usage Investigation)
- 5 (Theft Reporting Information)
- 6 (Degree Days Calculator and Premise Billing History)
- 7 (6/16/2021 PGW Letter to Latia Walker)
- 8 (BCS Decision on Informal Complaint)



PHILADELPHIA GAS WORKS

800 West Montgomery Avenue • Philadelphia, PA 19122

Graciela Christlieb, Senior Attorney
Legal Department
Direct Dial: 215-684-6164
FAX: 215-684-6798
E-mail: graciela.christlieb@pgworks.com

November 4, 2021

Administrative Law Judge Darlene Heep
Pennsylvania Public Utility Commission
801 Market Street
Suite 4063
Philadelphia, PA 19107

RE: Latia Walker v. Philadelphia Gas Works, Docket No. F-2021-3028044

Dear Judge Heep:

Enclosed, please find PGW's proposed exhibits for the hearing in the above referenced matter.

If you need additional information about this matter, please contact me at my direct-dial number above. Thank you.

Sincerely,

/s/ Graciela Christlieb



PHILADELPHIA GAS WORKS

800 West Montgomery Avenue • Philadelphia, PA 19122

CERTIFICATE OF SERVICE

I HEREBY CERTIFY THAT I HAVE THIS DAY SERVED A TRUE COPY OF THE FOREGOING DOCUMENT UPON THE PARTICIPANTS LISTED BELOW, IN ACCORDANCE WITH THE REQUIREMENTS OF 52 PA CODE §1.54 (RELATING TO SERVICE BY A PARTICIPANT).

Service List:

For Complainant via electronic mail:

Latia Walker
latiawalker1433@comcast.net

November 4, 2021

/s/ Graciela Christlieb

Graciela Christlieb, Esq.
Philadelphia Gas Works
800 W. Montgomery Avenue
Philadelphia, PA 19122

BEST DOCUMENT AVAILABLE

142NG-371 ✓
D 1199 159



STA 51293-CB

THIS INDENTURE MADE the 15th day of Oct
in the year of our Lord One Thousand Nine Hundred and Ninety-nine (1999)

499
1497

BETWEEN

Nicholas Simonetti Jr. and Elizabeth Jaster Simonetti

(hereinafter called the Grantor(s)), of the one part and

Latia Walker

(hereinafter called the Grantee(s)), of the other part,

WITNESSETH, That the said Grantor(s) for and in consideration of the sum of

FORTY NINE THOUSAND NINE HUNDRED
Dollars,

(\$ 49,900.00) lawful money of the United States of America, unto him, her, them
well and truly paid by the Grantee(s), at or before the sealing and delivery hereof, the receipt whereof is
hereby acknowledged, has/have granted, bargained and sold, released and confirmed and by these
presents do/does grant, bargain and sell, release and confirm unto the said Grantee(s), his, her, their heirs
and assigns, IN FEE

ALL THAT CERTAIN lot or piece of ground with the buildings and improvements thereon erected,
described according to a survey and plan thereof described according to Amos B. Engle, Esquire,
Surveyor and Regulator of the 10th District on the 9th day of December, A.D. 1939 as follows, to wit:-

SITUATE on the Northeasterly side of Higbee Street (40 feet wide) at the distance of Two Hundred
Seventy-two feet Southeastwardly from the Southeasterly side of Castor Avenue (100 feet wide) in the
54th Ward of the City of Philadelphia; thence extending North Thirty-seven degrees, Forty-one minutes,
Fifty-three seconds East passing partly through the center of the party wall between these and the
premises adjoining on the Northwest Sixty-one feet, Three inches to a point in the center line of a certain
Twelve feet wide driveway which extends Southeastwardly into Large Street (70 feet wide) crossing the
head of a certain other Twelve feet wide driveway extending Northeastwardly into Benner Street and
Northwestwardly into a certain other Fifteen feet wide driveway extending Northeastwardly into Benner
Street and Southwestwardly into said Higbee Street; thence extending South Fifty-two degrees, Eighteen
minutes, Seven seconds East along the center line of the first above mentioned Twelve feet wide
driveway Eighteen feet, Four inches to a point; thence extending South Thirty-seven degrees, Forty-one
minutes, Fifty-three seconds West, Fourteen feet, Eleven inches to a point, an angle; thence extending
further South Thirty-eight degrees, Four minutes, Fifty-three seconds West passing through the center of
party wall between these and the premises adjoining on the Southeast Thirty-one feet, Five inches to a
point, an angle; thence extending still further South Thirty-seven degrees, Forty-one minutes, Fifty-three
seconds West, Fourteen feet, Eleven inches to a point in the said Northeast side of Higbee Street and
thence extending North Fifty-two degrees, Eighteen minutes, Seven seconds West along said side of
Higbee Street Eighteen feet, One and One-half inches to the first mentioned point and place of beginning.

000497

John T. Decker
COMMISSIONER OF RECORDS

99 OCT 21 PM 3:41

THIS DOCUMENT RECORDED

EXHIBIT

PGW Exh. 1 (11-10-21)

exhibitsticker.com

D 1199 160

BEING known as No. 1433 Higbee Street. TAX ID #54-1-0151-00.

TOGETHER with the free and common use, right, liberty and privilege of the above mentioned driveway as and for driveways, passageways and watercourses at all times hereafter, forever, in common with the other owners, tenants and occupiers of the lots of ground bounding thereon and entitled to the use thereof. Subject, however, to the proportionate part of the expense of keeping said driveways in good order and repair and condition.

BEING the same premises, which Kenneth Greiner and Mary G. Greiner, his wife by Deed dated 8/24/1979 and recorded 9/11/1979 in Phila. County in Deed Book D.C.C. 2056, page 158 granted and conveyed unto Nicholas Simonetti, Jr., singleman, in fee. AND the said Nicholas Simonetti, Jr. has since married Elizabeth Jaster. AND the said parties were granted a Final Decree in Divorce on 2/24/1988 as of CP December Term 1985 No. 4540. AND the said Elizabeth Jaster Simonetti joins herein to divest any and all interest she may have in said premises.

TOGETHER with all and singular the buildings and improvements, ways, streets, alleys, driveways, passages, waters, water-courses, rights, liberties, privileges, hereditaments and appurtenances whatsoever unto the hereby granted premises belonging, or in any wise appertaining and the reversions and remainders, rents, issues and profits thereof; and all the estate, right, title, interest, property, claim and demand whatsoever of him, her, them the Grantor(s), as well at law as in equity, of, in, and to the same.

TO HAVE AND TO HOLD the said lot or piece of ground described with the buildings and improvements thereon erected, hereditaments and premises hereby granted or mentioned and intended so to be, with the appurtenances, unto the said Grantee(s), his, her, their heirs and assigns, to and for the only proper use and behoof of the said Grantee(s), his, her, their heirs and assigns, forever. *IN FEE.*

UNDER AND SUBJECT TO RESTRICTIONS AS OF RECORD.

AND the said Grantor(s), for his, her their heirs, executors and administrators, do/does covenant, promise and agree to and with the Grantee(s), his, her, their heirs and assigns, by these presents, that the said Grantor(s) and his, her, their heirs, all and singular the hereditaments and premises hereby granted or mentioned and intended so to be, with the appurtenances, unto the Grantee(s), his, her, their heirs and assigns, against the said Grantor(s) and his, her, their heirs and against all and every person and persons whomsoever lawfully claiming or to claim the same or any part thereof, by, from or under him, her, them or any of them, shall and will Subject as aforesaid.

WARRANT AND FOREVER DEFEND.

In Witness Whereof, the party/ies of the first part hereunto set his, her, their hand(s) and seal(s).
Dated the day and year first above written.

**Sealed and Delivered
in the presence of us:**

Nicholas Simonetti, Jr.
Elizabeth Jaster Simonetti

D 1199 161

Commonwealth of Pennsylvania
County of PHILA ss:

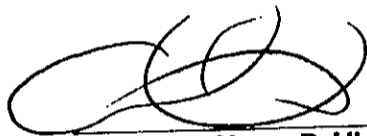
On this, the (5TH) day of Oct, 1999, before me, a Notary Public for the
Commonwealth of Pennsylvania, residing in the

the undersigned Officer, personally appeared,

Nicholas Simonetti, Jr. and Elizabeth Jaster Simonetti

known to me (satisfactorily proven) to be the person(s) whose name(s) is are subscribed to the within
instrument, and acknowledged that he, she, they executed the same for the purposes therein contained.

I hereunto set my hand and official seal.



Notary Public

NOTARIAL SEAL
MICHAEL A. VALLONE, Notary Public
City of Philadelphia, Phila. County
My Commission Expires May 5, 2003

10/21/99 4:21PM 005H3802 XXXX

#497
ST RTT CK \$499.00
CTV RTT CK \$1497.00
TOTALRTT \$1996.00

PHILADELPHIA REAL ESTATE RECORDER'S USE ONLY
TRANSFER TAX CERTIFICATION

1199 162497

Complete each section and file in duplicate with Recorder of Deeds when (1) the full value/consideration is not set forth in the deed, (2) when the deed is without consideration, or by gift, or (3) a tax exemption is claimed. If more space is needed attach additional sheet(s).

A. CORRESPONDENT NAME - All inquires may be directed to the following person:

NAME: ✓ M VALCONI	TELEPHONE NUMBER: ✓ 215-725-1717
STREET ADDRESS: ✓ 7606 CASTOR AVE	CITY, STATE & ZIP CODE: ✓ PHILA, PA 19152

B. TRANSFER DATA

GRANTOR(S) / LESSOR(S) Nicholas Simonetti, Jr. and Elizabeth Jaster Simonetti	GRANTEE(S) / LESSEE(S) Latia Walker
STREET ADDRESS: 1433 Higbee Street	STREET ADDRESS: 1433 Higbee Street
CITY, STATE & ZIP CODE PHILADELPHIA, PA	CITY, STATE & ZIP CODE PHILADELPHIA, PA

C. PROPERTY LOCATION

STREET ADDRESS: 1433 Higbee Street	CITY, TOWNSHIP, BOROUGH: PHILADELPHIA
COUNTY: PHILADELPHIA	SCHOOL DISTRICT: PHILADELPHIA
	TAX PARCEL NUMBER: TAX ID #54-1-0151-00

D. VALUATION DATA

1. ACTUAL CASH CONSIDERATION \$49,900.00	2. OTHER CONSIDERATION \$0.00	3. TOTAL CONSIDERATION \$49,900.00
4. COUNTY ASSESSED VALUE \$13,440.00	5. COMMON LEVEL RATIO FACTOR x3.33	6. FAIR MARKET VALUE \$44,755.20

E. EXEMPTION DATA

1A. AMOUNT OF EXEMPTION: 0	1B. % OF INTEREST CONVEYED: 100%
-------------------------------	-------------------------------------

2. CHECK THE APPROPRIATE ITEM BELOW FOR EXEMPTION CLAIMED:

- Will or intestate succession:
- Transfer to Industrial Development Agency.
- Transfer to agent or straw party (Attach copy of agency/straw party agreement).
- Transfer between principal and agent (Attach copy of agency/straw party trust agreement). Tax paid prior to deed \$ _____
- Transfers to the Commonwealth, the United State, and Instrumentalities by gift, dedication, condemnation or in lieu of condemnation (Attach copy of resolution)
- Transfer from mortgagor to a holder of a mortgage in default. Mortgage Book Number _____ Page Number _____. Mortgagee (grantor) sold property to Mortgagor (grantee) (Attach copy of prior deed).
- Corrective deed (Attach copy of prior deed).
- Other (Please explain exemption claimed, if other than listed above)

Under penalties of law or ordinance, I declare that I have examined this Statement, including accompanying information and to the best of my knowledge and belief, it is true, correct and complete.

SIGNATURE OF CORRESPONDENT:

X

DATE:

10/15/99

D 1199 163 STA 51293 CB
SUBURBAN ABSTRACT AFFILIATES, L.P.

DEED:

Nicholas Simonetti Jr. and Elizabeth Jaster Simonetti

TO:

Latia Walker

PREMISES:

*1433 Higbee Street
City of Philadelphia
Philadelphia COUNTY, Pennsylvania
TAX ID #54-1-0151-00*

AFTER RECORDING INSTRUMENT, PLEASE RETURN TO:

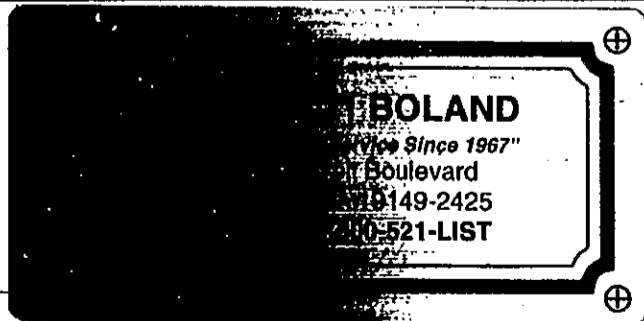
*Suburban Abstract Affiliates, LP
7606 Castor Avenue
Philadelphia, PA 19152*

STA 51293-CB

The address of the above named Grantee is

1433 HIGBEE ST

PHILA, PA
On behalf of the Grantee



Utility Service Agreement: G2-GS, Closed, GSR

Action Launch

USA... 5931068332 G2-GS, Closed, GSR

Account: 0004 8561 8356 Walker, Latia

Effective Period: 10/16/1999 - 10/11/2007

Rate... GSR General Service Residential

Tariff Map:

CCDB Account: Supplier/Group/Type:

Customer Class: 2 - Residential Heat & Domestic

Rate Class: GS - General Service

Revenue Code...

Collection Path: RESIDENT - Residential Collection Path

Arrears		Financial Summary	
0 - 30	0.00	Total Amount Due:	0.00
31 - 60	0.00	Regular Balance:	0.00
61 - 90	0.00	Late Payment Charges:	0.00
91 Up	0.00	Current Amount Due:	0.00
Total:	0.00	Write Off:	1,629.32
		Budget Enrollment Date:	
		Monthly Budget:	0.00

Premise: 1433 Higbee St/Philadelphia,Pa

Main

- Misc 1
- Misc 2
- Tax Exemption
- Service Points
- Contract Riders
- Interruptions
- P&L Plan
- Suppliers
- Rate Shifts
- Opt-Out

PGW Exhibit 2
Page 1 of 1

EXHIBIT

PGW Exh. 2 (11-10-21)

exhibitsticker.com

S.O. Completion: G-GS SIO (Disc(non pay))

Action

Service Order... 5764080478 Initiated on 10/11 by lvr, System

Order Type: SIO SIO (Disc(non pay)) Fld Order: _____

Status: Complete on 10/11/2007 13:52 by lvr, System MUP Status: _____

Service Point: 9972335544 Conn G-GS, GSR, no meter

Acct/Premise: 0004 8561 8356 Walker, Latia / 1433 Higbee St/Philadelphia,Pa

Order Date: 10/11/2007 SP Location: _____

Effective Date/Time: 10/11/2007 1:52 PM Service Person: _____ Mileage: 0

Work Done: 10/11/2007 Disconnect Loc: MTRL - Meter off, locks installed

SP Available Until: 05/10/2022 Site Arrival Time: 12:00 AM

Comments: _____

Service Point Work Details

Application Received: _____ Work Completed: _____ Days Lost: _____

Install Supply Detail ...

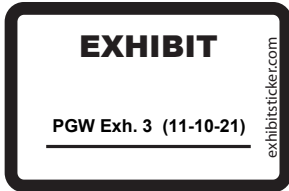
Meter

Meter... MTR 2001006 Int: 27908051 AMERICAN/L250

MC ID	Reading	MC Details	Last Read Date/Type	Last Reading
16262876	4864.00000	CCF +, 4.0 digits, 1.0000		

Reading: 4864.00000

PGW Exhibit 3
Page 1 of 1



Field Information

Order Num: 12019927 Order Type: Meter Reclamation Program Customer Name: []

Field Activity Sequence

Sequence	Work Date	Employee	Status Code	Comp Type	Dispatch Type	Window	Time	Gas Found	Gas Left
11753390	04-09-21	Curt McKee	CMP	Completed By FSD	Primary	2000-2359	4/9/2021 1:56 PM		
11738208	04-04-21	Kevin Knecht	CAN		Primary	2000-2359			
11716990	03-27-21	Christopher DiCarlo	CAN		Primary	2000-2359			
11709024	03-24-21	Thomas Sandlin	CAN		Primary	2000-2359			

Field Activity Details

Gas Status | Appliance Data | Hazard Data | Non-Part Charges | Safety Survey | Meter Order | Parts Summary | Activities | Completion Time | Survey Check | Acct. Codes | Comment

Free Form Comment

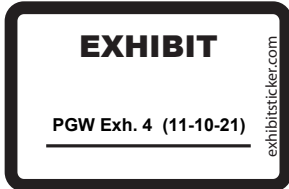
Refer to UU for futher details

Others Order Data

Customer Re	Order Type Desc	Special Instructions	Created By	Contact Name	Contact Number
	Meter Reclamation Program		SYSTEM		

Close

PGW Exhibit 4
Page 1 of 5



Field Information

Order Num 12078525 Order Type Unbilled Usage Investigation Customer Name

Field Activity Sequence

Sequence	Work Date	Employee	Status Code	Comp Type	Dispatch Type	Window	Time	Gas Found	Gas Left
▶ 11754143	04-09-21	Curt McKee	CMP	Completed By FSD	Primary	1200-1600	4/9/2021 2:12 PM	ON	OFF

Field Activity Details

Gas Status | Appliance Data | Hazard Data | Non-Part Charges | Safety Survey | Meter Order | Parts Summary | Activities | Completion Time | Survey Check | Acct. Codes | Comment

Gas Found	Gas Left	Off Method	Second Off Method
▶ ON	OFF	Expander	Plug Swivel

Others Order Data

Customer Re	Order Type Desc	Special Instructions	Created By	Contact Name	Contact Number
▶	Unbilled Usage Investigation	Unbilled Usage Investigation	ateti		

Close

Field Information

Order Num 12078525 Order Type Unbilled Usage Investigation Customer Name

Field Activity Sequence

Sequence	Work Date	Employee	Status Code	Comp Type	Dispatch Type	Window	Time	Gas Found	Gas Left
▶ 11754143	04-09-21	Curt McKee	CMP	Completed By FSD	Primary	1200-1600	4/9/2021 2:12 PM	ON	OFF

Field Activity Details

Gas Status Appliance Data Hazard Data Non-Part Charges Safety Survey Meter Order Parts Summary Activities Completion Time Survey Check Acct. Codes Comment

Appliance	BTU	Unit Number	Operational
▶ Heaters	80000	1	Y
Ranges	56000	1	Y
Water Heaters	34000	1	Y

Others Order Data

Customer Re	Order Type Desc	Special Instructions	Created By	Contact Name	Contact Number
▶	Unbilled Usage Investigation	Unbilled Usage Investigation	ateti		

Close

Field Information

Order Num: 12078525 Order Type: Unbilled Usage Investigation Customer Name: []

Field Activity Sequence

Sequence	Work Date	Employee	Status Code	Comp Type	Dispatch Type	Window	Time	Gas Found	Gas Left
▶ 11754143	04-09-21	Curt McKee	CMP	Completed By FSD	Primary	1200-1600	4/9/2021 2:12 PM	ON	OFF

Field Activity Details

Gas Status | Appliance Data | Hazard Data | Non-Part Charges | Safety Survey | Meter Order | Parts Summary | **Activities** | Completion Time | Survey Check | Acct. Codes | Comment

- ▶ Detail Activity
- ▶ Shut Off
- Remove Meter
- Bypass Found

Others Order Data

Customer Re	Order Type Desc	Special Instructions	Created By	Contact Name	Contact Number
▶	Unbilled Usage Investigation	Unbilled Usage Investigation	ateti		

Close

Field Information

Order Num 12078525 Order Type Unbilled Usage Investigation Customer Name

Field Activity Sequence

Sequence	Work Date	Employee	Status Code	Comp Type	Dispatch Type	Window	Time	Gas Found	Gas Left
▶ 11754143	04-09-21	Curt McKee	CMP	Completed By FSD	Primary	1200-1600	4/9/2021 2:12 PM	ON	OFF

Field Activity Details

Gas Status | Appliance Data | Hazard Data | Non-Part Charges | Safety Survey | Meter Order | Parts Summary | Activities | Completion Time | Survey Check | Acct. Codes [Comment](#)

Free Form Comment

▶ Unknown female granted access. Found PGW Meter Ert Head lose with red caps missing. Removed PGW Meter, shut off & locked with bike lock, locking plugs & New Style Expan

Others Order Data

Customer Re	Order Type Desc	Special Instructions	Created By	Contact Name	Contact Number
▶	Unbilled Usage Investigation	Unbilled Usage Investigation	ateti		

[Close](#)

Field Information

Order Num 12078525 Order Type Unbilled Usage Investigation Customer Name

Field Activity Sequence

Sequence	Work Date	Employee	Status Code	Comp Type	Dispatch Type	Window	Time	Gas Found	Gas Left
▶ 11754143	04-09-21	Curt McKee	CMP	Completed By FSD	Primary	1200-1600	4/9/2021 2:12 PM	ON	OFF

Field Activity Details

Gas Status | Appliance Data | Hazard Data | Non-Part Charges | Safety Survey | Meter Order | Parts Summary | Activities | Completion Time | Survey Check | Acct. Codes [Comment](#)

▶ ose with red caps missing. Removed PGW Meter, shut off & locked with bike lock, locking plugs & New Style Expander at CB. MIU Supervisor & RPU Clerk aware. Left PTN.

Others Order Data

Customer Re	Order Type Desc	Special Instructions	Created By	Contact Name	Contact Number
▶	Unbilled Usage Investigation	Unbilled Usage Investigation	ateti		

[Close](#)

Theft Reporting Sheet

Address of Bypass: 1433 HIGBEE ST Apt #: Floor:

Date found: 4/9/2021 Time Found: Time Reported: Taken by: JASICH

Reporting Employee: C MCKEE #14162 Dept: Field

Reporting Employee: Dept:

Reporting Employee: Dept:

Reason for Visit: MRD TIP ASSIST LEAK RPU OTHER UU

How was PGW admitted: UNKNOWN FEMALE

Occupant: How Long:

How was gas found? On OFF

Bypass:

How Installed:

Flex Connector

Inlet to Outlet

Rubber Hose

Hose to Fuel Line

Iron Pipe

Inlet to Fuel Line

Reversed Meter

Stolen Meter

Tampered Meter Details:

ERT LOOSE RED CAPS MISSING

Other

*Stolen Meter Info: Number: Index:

Address of Record for STL: APT: Floor:

S/O of last active Index: Date: Rate:

Appl on Fuel Line: HH: 80000 AWH: 34000 AGR: 56000 DRYER: OTHER:

Meter of Record Recovered: Y #: 2001006 Index: 4864 Where:

How was gas shut off? L/P B/L CURBED W/EXPANDER

P.T.N.? Yes No Leak? Yes No Pictures? Yes No Investigator's Name:

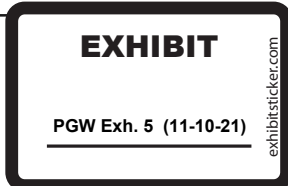
Police on Scene: Dist: Car: Name: Badge:

Additional Comments:

P/E: Date:

Abandoned: Yes No Main Footway

PGW Exhibit 5
Page 1 of 3



B698-W

54885G006

4 8 6 4 X 100

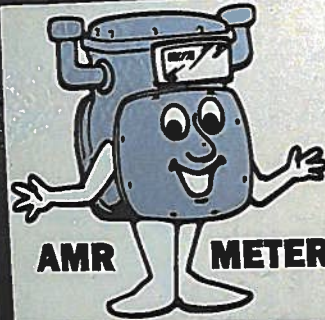
CUBIC FEET

GAS COMPANY
NUMBER
2001006

AT-250-9 MAOP 5 PSI
250 C.F.H. @ 1/2" DIFF. ANSI-CLASS 250

AMERICAN
METER COMPANY

00A894559



AMR METER



2001006

WARNING!

This is PGW property. Tampering, or use of unmetered gas, could result in fire, ex-

¡AVISO!

Propiedad de la Compañía de Gas de Filadelfia. La manipulación indebida o el uso de gas sin contador puede re-

B698-W

54885G006

4 8 6 4 X 100



CUBIC FEET

IRON

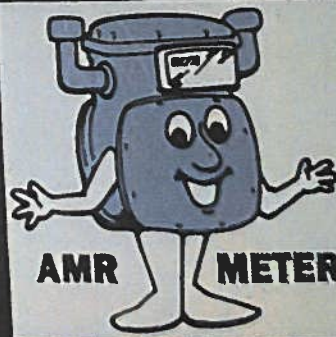
GAS COMPANY
NUMBER

2001006

AT-250-9 MAOP 5 PSI
250 C.F.H. @ 1/2" DIFF. ANSI-CLASS 250

AMERICAN
METER COMPANY

00A894559



AMR METER



2001006

WARNING!

This is PGW property. Tampering, or use of unmetered gas is prohibited.

¡AVISO!

Propiedad de la Compañía de Gas de Filadelfia. La manipulación indebida o el uso de gas sin medidor está prohibido.

Degree Days Calculator [] [X]

Help

Criteria

Current Year
 20 Years Average

	Month	Day	Year
Start Date:	10	11	2007
End Date:	4	9	2021

Calculate

Degree Days

Number of Days: 4929

Total Degree Days: 59415.00

PGW Exhibit 6
Page 1 of 5

EXHIBIT

PGW Exh. 6 (11-10-21)

exhibitsticker.com

HISTORICAL USAGE FOR 1 YEAR

FROM 10/17/2006 TO 9/18/2007

Premise Billing History Help

Search Criteria

Premise... 9995117516 Address: 1433 Higbee St/Philadelphia, Pa 19149-3222

Start Read Date:

Restrict Display To USA's of Type: Show Customer's Name Apply Criteria

	Read Date	SA Type	Days	Read Code	\$ Amount	Usage	Demand	Customer
<input checked="" type="checkbox"/>	09/18/2007	G2-GS	32	R	\$44.47	19.00 CCF	0.00	Walker, Latia
<input checked="" type="checkbox"/>	08/17/2007	G2-GS	29	R	\$43.79	18.00 CCF	0.00	Walker, Latia
<input checked="" type="checkbox"/>	07/19/2007	G2-GS	30	R	\$47.31	20.00 CCF	0.00	Walker, Latia
<input checked="" type="checkbox"/>	06/19/2007	G2-GS	32	R	\$49.48	21.00 CCF	0.00	Walker, Latia
<input checked="" type="checkbox"/>	05/18/2007	G2-GS	29	R	\$55.50	24.00 CCF	0.00	Walker, Latia
<input checked="" type="checkbox"/>	04/19/2007	G2-GS	30	R	\$181.20	99.00 CCF	0.00	Walker, Latia
<input checked="" type="checkbox"/>	03/20/2007	G2-GS	28	R	\$253.36	141.00 CCF	0.00	Walker, Latia
<input checked="" type="checkbox"/>	02/20/2007	G2-GS	29	R	\$335.37	191.00 CCF	0.00	Walker, Latia

Total Bill Segments... Financial Details...

Premise Billing History Help

Search Criteria

Premise... 9995117516 Address: 1433 Higbee St/Philadelphia, Pa 19149-3222

Start Read Date:

Restrict Display To USA's of Type: Show Customer's Name Apply Criteria

	Read Date	SA Type	Days	Read Code	\$ Amount	Usage	Demand	Customer
<input checked="" type="checkbox"/>	01/22/2007	G2-GS	35	R	\$296.66	149.00 CCF	0.00	Walker, Latia
<input checked="" type="checkbox"/>	12/18/2006	G2-GS	32	R	\$193.58	98.00 CCF	0.00	Walker, Latia
<input checked="" type="checkbox"/>	11/16/2006	G2-GS	30	R	\$50.72	21.00 CCF	0.00	Walker, Latia
<input checked="" type="checkbox"/>	10/17/2006	G2-GS	29	R	\$44.80	18.00 CCF	0.00	Walker, Latia
<input type="checkbox"/>	09/18/2006	G2-GS	32	R	\$44.93	18.00 CCF	0.00	Walker, Latia
<input type="checkbox"/>	08/17/2006	G2-GS	29	R	\$41.27	16.00 CCF	0.00	Walker, Latia
<input type="checkbox"/>	07/19/2006	G2-GS	30	R	\$37.62	14.00 CCF	0.00	Walker, Latia
<input type="checkbox"/>	06/19/2006	G2-GS	32	R	\$49.12	20.00 CCF	0.00	Walker, Latia

Total Bill Segments... Financial Details...

Bill Segments Total	
Total Number Of Days:	365
Total \$ Amount:	1,596.24
Average Amt Per Day:	4.37
Total Usage:	819.00
Average Usage Per Day:	2.24

OK

819 CCF'S FOR 1 YEAR



Philadelphia Gas Works - Historical Usage Calculator

Total volume of gas consumed during good 12 months of historical usage (CCF):	819
Average volume of gas used per month based on good 12 months of historical usage (CCF):	68.250
Start Date of Theft:	10/11/2007
End Date of Theft:	4/9/2021
Total days of Theft Time Period:	4929
Total days of Theft Time Period converted into total Months:	164.300
Total volume of gas used and to be billed as "ESTGAS" in CCF:	11,213.475
Total volume of gas used and to be billed as "ESTGAS" in CCF rounded up:	11,213

PGW Bill Calculation revised 5/27/2021

Beginning Read	0	Ending Read	11213	Start Date (To Date)	10/11/2007	End Date (From Date)	4/9/2021	Number Of Dials	4	Actual Deg Days	59,415	USA Daily Base Load	0.45
Consumption													
Rate Class	11213	Supplier	PGW	Group	02	Type	Fixed	Average Consumption per day	2.274903632	*20 Yr Avg Deg Day	62,960	Heating?	<input checked="" type="checkbox"/>
Cust Charge	\$2,040.55	Commodity		Commodity Charge Credit	\$0.00	GCR	\$0.00	Gas Cost Adjustment	-\$224.86	GSR WNA Charge	\$185.42	GSR DSIC Charge	\$423.82
Does Migration Rider Exist?	<input type="checkbox"/>	Migration Rider		Sub Total	\$18,672.81	Amount of Discount	\$0.00	Sub Total	\$18,672.81	GSR Distribution Charge	\$9,339.81	GSR WNA Charge	\$185.42
No										State Tax	\$0.00	1% City Tax	\$0.00
												Grand Total For GSR	\$18,672.81
												Variable Customer Charge	\$187.00

* Historic Degree Days switched from 30 year average to 20 year average on 12/1/2017

If there is no amount for the Base Load, USE the Defaulted Base Loads below for the correct Customer Class:

- Cust Class 0 = 14.30
- Cust Class 2 = 0.45
- Cust Class 3, 4 and 5 = 0.00
- Cust Class 8 = 3.36
- Cust Class 9 = 4.40
- Cust Class P = 0.55
- Cust Class V = 0.51



PGW Exhibit 7
Page 1 of 2

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

June 16, 2021

Latia Walker
1433 Higbee St.
Philadelphia, PA 19149

Account No.: 0586889898

Dear Ms. Walker,

On May 17, 2021, 2021, you filed a dispute with the Philadelphia Gas Works (PGW) in reference to being billed for bypass charges at 1433 Higbee Street in the amount of \$19,234.42. In your dispute, you stated you wanted a statement of account.

On April 9, 2021, PGW visited your property located at 1433 Higbee Street to complete an unbilled usage investigation. During this visit the PGW technician found that the gas service was on and the meter was bypassing. A meter bypass is a situation where gas flows through the meter unregistered. In order to determine an accurate bill of what would have been used during the period of the bypass, the company uses historical consumption at the property prior to the bypass.

On June 16, 2021 the bill in the amount of \$19,234.42 was canceled and your account was rebilled in the amount of \$18,672.81 for bypass charges to represent the usage from October 11, 2007 through April 9, 2021 when the gas was shut off by PGW. You stated that you should not be responsible for the charges. PGW billed you since you are the owner of the property from October 11, 2007 through April 9, 2021. PGW's position is that you are responsible for the account balance.

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

1. Sections of PGW Tariff or PUC regulations
2. Statement of account
3. Utility report

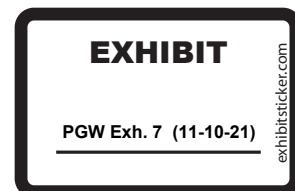
PA Code

6.1.: Unauthorized Use. Unauthorized use of the Gas Service delivered on or about the affected dwelling or account, including but not limited to the use of Gas Service at a location where Gas Service had been previously turned off and had not been reconnected by the Company.

8.3. Tampering. In the event of the Company's meters or other property being tampered or interfered with, the Customer being supplied through such equipment shall pay the amount which the Company may estimate is due for service used even if such usage is not registered on the Company's meter, and for any repairs or replacements required, as well as for costs of inspections, investigations, damages and protective equipment and installations prior to reconnection.

Sincerely,

Lucy Collins
Dispute Resolution Unit





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.



*COMMONWEALTH OF PENNSYLVANIA
PENNSYLVANIA PUBLIC UTILITY COMMISSION
BUREAU OF CONSUMER SERVICES
400 NORTH STREET, HARRISBURG, PA 17120*

7/14/2021

BCS No: 3792970

Latia Walker
1433 Higbee Street
Philadelphia PA 19149

PGW Exhibit 8
Page 1 of 6

Dear Latia Walker,

The Public Utility Commission has completed its investigation into your informal complaint. Our decision is attached. We sent a copy of this decision information to your utility company. You and the company must both follow this decision. Both parties may appeal this decision. If no one appeals, the decision will become final 20 days after the date of this letter.

If you do not agree with this decision you can appeal it by filing a formal complaint. Complete and return the attached Notification of Intent to Appeal within 20 days of the date on the form. The Commission will mail you formal complaint forms. When you complete and return the formal complaint forms, your appeal begins. The Commission will assign your complaint to the Office of Administrative Law Judge. They will contact you about your formal complaint.

You do not need a lawyer to file an appeal.

You must make all of the payments required by this decision. If you do not make these payments the utility company has the right to shut off your utility service.

Do not mail your payments to the Public Utility Commission. Mail your payments directly to your company.

If you have any questions, please call 1-800-692-7380.

Sincerely,

Maria Velez
Investigator

EXHIBIT

PGW Exh. 8 (11-10-21)

exhibitsticker.com

**INFORMAL COMPLAINT DECISION
THE PENNSYLVANIA PUBLIC UTILITY COMMISSION**

Latia Walker
1433 Higbee Street
Philadelphia PA 19149

Date: 7/14/2021

PGW Exhibit 8
Page 2 of 6

BCS: 3792970

V.

Acct. No: 586889898

Philadelphia Gas Works

DECISION ON INFORMAL COMPLAINT BY THE PUBLIC UTILITY COMMISSION (PUC):

STATEMENT OF COMPLAINT:

We received this informal complaint on 6/25/2021. In the complaint, the customer stated the following: The applicant is the owner of the property. The applicant stated that she never received any shut off notice. The applicant stated she had been living at the property on and off, and there were different tenants that lived there as well. The applicant just moved back in again in 5/2021 and is being held responsible for the balance from 10/2007 to 4/2021 in the amount of \$18,672.81. The applicant disagreed with company's time frame and the company should have visited the property every three years to check on the service. The applicant disputed the balance and wants the service restored. The applicant wants the balance corrected and a payment agreement.

INVESTIGATION BY STAFF OF THE PUBLIC UTILITY COMMISSION FOUND THAT:

1. Philadelphia Gas Works (the company) reports the property at 1433 Higbee Street, Philadelphia, PA 19149 is listed as general service residential with gas heat and other domestic appliances.
2. The Philadelphia PA city records indicate the applicant Latia Walker has been the owner of the property at 1433 Higbee Street, Philadelphia, PA 19149 since 10/14/1999.
3. The company reports the applicant had prior service at 1433 Higbee Street, Philadelphia, PA 19149 from 10/16/1999 to 10/11/2007. The service was terminated at the meter at index 4864 on 10/11/2007 for non-payment and there is currently no meter at the premise. The applicant filed prior informal complaint BCS #2306682 on 10/11/2007 and a decision was issued on 11/14/2007 advising the applicant to pay \$1,880.55 to have the service restored.
4. The company reports a technician visited the property at 1433 Higbee Street, Philadelphia, PA 19149 on 4/9/2021 to remove the meter as part of the Meter Reclamation Program and found the gas on with a tampered meter bypass. The meter was missing red caps and the Electronic Remote Transmitter was loose. Meter #2001006 was removed at index 4864. The service was shut off with bike locks, locking plugs from inlet to outlet, and curbed with an expander. The gas appliances at the property were a house heater (90,000 BTU's), automatic water heater (34,000 BTU's), and range (56,000 BTU's). A post termination notice was left.

5. That in accordance with 52 Pa. Code § 56.98, Immediate termination for unauthorized use, fraud, tampering or tariff violations. (a) A public utility may immediately terminate service for any of the following actions by the customer: (3) Tampering with meters or other public utility equipment.
6. The company reports the applicant was charged on 5/10/2021 for the tampered meter bypass in the amount of \$19,234.42 and the bypass calculation was based historical usage at the property.
7. The company reports the applicant called on 5/12/2021 to discuss the bypass charges of \$19,234.42 and was advised the bypass charges were based upon historical usage. The customer requested proof the service was on. The applicant was advised a statement of account could be sent and the account was forwarded to the proper department.
8. The company reports a billing dispute was opened on 5/17/2021 due to not being able to provide a statement of account. The tampered meter bypass charges in the amount of \$19,234.42 were cancelled on 6/16/2021 and Latia Walker was rebilled for the tampered meter bypass charges in the amount of \$18,672.81. The bypass calculation was based on the prior historical usage at the property and was determined as follows: Based on prior historical usage at the property from 10/17/2006 to 9/18/2007, it was determined that 819 CCF of gas could be used within a 12-month period. Based on 819 CCF used in a 12-month period, the average monthly usage is 68.250 CCF ($819 \div 12$). The bypass time-period (10/11/2007- 4/09/2021) was for approximately 164.300 months, which multiplied by the monthly average CCF of 68.250, is a total of 11,213.475 CCF. PGW utilized a bill calculator to generate the customer's bypass bill from 10/11/2007- 4/9/2021 for 11,213 CCF to get \$18,672.81.
9. The company reports the billing dispute was completed on 6/16/2021 and a utility report was mailed to the applicant. The letter informed the customer that the charges of \$19,234.42 were cancelled and she was rebilled in the amount of \$18,672.81. It also informed Ms. Walker she would be responsible for the balance due.
10. The company reports the applicant called on 6/25/2021 regarding the dispute and wanted to know who she could speak with to negotiate. Ms. Walker was provided with her PUC rights.
11. The company reports the applicant must pay \$18,672.81 as the tampered meter bypass charges, \$128.00 as 50% of a security deposit, and \$123.23 as a reconnection fee for a total of \$18,924.04 to establish service in her name. The remaining half of the security deposit will be billed in two installments once the service is restored.
12. That in accordance with 52 Pa. Code § 56.35 (b) (1), A public utility may require the payment of an outstanding balance or portion of an outstanding balance if the applicant resided at the property for which service is requested during the time the outstanding balance accrued and for the time the applicant resided there, not exceeding 4 years from the date of the service request. The 4-year limit does not apply if the balance includes amounts that the utility was not aware of because of fraud or theft on the part of the applicant.

13. That in accordance with 52 Pa. Code § 56.35 (b) (2), A public utility may establish that an applicant previously resided at a property for which residential service is requested through the use of mortgage, deed, or lease information, a commercially available consumer credit reporting service or other methods approved as valid by the Commission.

BASED ON THESE FINDINGS, WE CONCLUDE THAT:

1. The company found a tampered meter bypass.
2. Barring legal evidence of another responsible party the company can hold the applicant responsible for the unauthorized usage charges and rebill based on historical usage at the property based on the current regulations and PUC procedures.
3. The applicant is ineligible for a PUC payment agreement based on the current PUC procedures.

THEREFORE, IT IS DECIDED THAT:

1. The informal complaint for Latia Walker is: Dismissed.
2. The applicant must pay \$18,924.04 to establish service in her name and to have the service connected.

If you have questions about the terms of this decision or how to appeal this decision, please call us at 1-800-692-7380.

Maria Velez
Investigator

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**Request for Formal Complaint Forms
(Notification of Intent to Appeal)**

Notice to Customer:

If you sign and return this form, you are telling the Public Utility Commission that you want to appeal this decision. Do not return this form unless you want to appeal this decision.

If you want to appeal, you must return this form within 20 days of 7/14/2021. The Commission will send you formal complaint forms if you return this form.

You must comply with this decision until the Public Utility Commission completes the formal complaint process. You must make all of the required payments or the utility company may shut off your service.

Sincerely,
Pennsylvania Public Utility Commission

Yes, I want to appeal this decision. Please send formal complaint forms to me at the following address:

Customer name and address:
(Please correct any mistakes)

Latia Walker
1433 Higbee Street
Philadelphia PA 19149

(Area Code) Telephone Number
BCS: 3792970
Company: Philadelphia Gas Works

Signature
Date of Mailing: 7/14/2021

Mail this completed form to:

Secretary
Pennsylvania Public Utility Commission
Commonwealth Keystone Building, 2nd Floor
400 North Street
Harrisburg, PA 17120

PHILADELPHIA GAS WORKS
800 W. MONTGOMERY AVENUE
PHILADELPHIA, PA 19122-0050

Date: 4/9/21
Account Number: 1437 Highrise
Customer Name:
Premise Address:

YOUR GAS HAS BEEN SHUT-OFF

WE SHUT OFF YOUR GAS BECAUSE:

- You did not pay your past due bill.
- You did not pay your security deposit.
- You did not give us access to your meter.
- You did not meet the requirements and/or complete the application for service process.
- Theft of service or tampering with utility equipment.
- Rejected payment.
- Fraud/Material misrepresentation.

TO HAVE YOUR SERVICE TURNED BACK ON YOU MUST DO ALL OF THE FOLLOWING:

- Arrange to pay your overdue bill of \$
- Pay a Turn On Charge of \$123.23 (Plus \$372.00 if we dug up the street to shut off the gas).
- Pay a Deposit (if required) of \$
- Other:

- You must contact us after your payment has been made to be sure you have met all conditions to have the service turned back on and to arrange access to your premises. You may be required to pay more than the amount on this notice to have your service restored.

MEDICAL EMERGENCY NOTICE

LET US KNOW IF SOMEONE LIVING IN YOUR HOME IS SERIOUSLY ILL OR HAS A MEDICAL CONDITION THAT WILL BE AGGRAVATED BY THE CESSATION OF SERVICE. WE WILL RESTORE YOUR GAS SERVICE WITHIN 24 HOURS during such illness **provided you:**

1. Have A LICENSED physician, physician's assistant or nurse practitioner certify in writing that such illness exists and that it may be aggravated if your service is not restored; and
2. Call us at 215-235-1777 and make arrangements to pay your bills for service. You must provide us with household income and occupant information to determine any payment terms while protected under the medical certification.
3. HAVE YOUR LICENSED PHYSICIAN, PHYSICIAN'S ASSISTANT OR NURSE PRACTITIONER SEND A LETTER TO PGW WITHIN 3 DAYS VERIFYING THE MEDICAL CONDITION.

IMPORTANT TO KNOW

If you have questions or need more information, please call us at 215-235-1777 or write us at P.O. Box 3500, Philadelphia, PA 19122. After you talk with us, if you are not satisfied, you may file a complaint with the Public Utility Commission (PUC). The PUC will attempt to help you with your problem. To contact them call (800) 692-7380 or write to: Pennsylvania Public Utility Commission, Box 3265, Harrisburg, PA 17105-3265.

WINTER SHUT-OFF PROVISIONS (Dec. 1-Mar. 31)

- We will restore your service within 24 hours of your meeting all requirements to have service reconnected. Where street digging is required, it may take up to 7 days.

- If you are low-income, there are special rules about whether we may shut off your gas in the winter. Add together the monthly income for the household and look at the chart to determine your group.
- If your income is 150% of the federal poverty guidelines or below, we must first ask the PUC for permission to shut off your service. If you did not receive notification that we obtained permission from the PUC, call us immediately.
- If your income is above 150% but does not exceed 250% of the federal poverty guidelines, we will not shut off your service if:
 1. Someone in your household is 12 or younger or 65 or older; or
 2. You have paid at least one-half of your last two monthly gas bills; or
 3. If over the last two months you have paid at least 15% of your income toward the gas bills.

Federal Poverty Guidelines (FPG) 2018

Household Size	Your income is 150% of the FPG or below if your monthly gross is:	Your income is between 151-250% of the FPG if it is:
1	\$1,518 or less	\$1,519 - \$2,529
2	\$2,058 or less	\$2,059 - \$3,429
3	\$2,598 or less	\$2,599 - \$4,329
4	\$3,138 or less	\$3,139 - \$5,229
Each add'l person add	\$540	\$541 - \$900

- If you have a valid Protection From Abuse order from a court, there are some additional protections available to you. Call us immediately at 215-235-1777. (You will be required to provide us with a copy of the order.)
- You may be eligible for a payment agreement or special assistance programs. Call 215-235-1777 right away to provide us with household income and occupant information. Documentation of your income may be required, such as pay stubs or tax documents.
- If your landlord pays your utility bill you have other legal protections. Please call us at 215-235-1777.
- If you have trouble understanding or speaking English please call us at 215-235-1777 for free interpretation.
- All adult occupants of the premise, whose names are on the mortgage, deed, or lease are considered the customer and are responsible for payment to restore service.
- ANY adult occupant who has been living at the premise may have to pay all or portions of this bill to have service restored.

EXHIBIT

Complainant 1 (11-10-21)

exhibitsticker.com

Gas Safety Inspections: what you need to know!

We'll be in your neighborhood; keeping you safe

The Philadelphia Gas Works is constantly striving to provide our customers with safe, reliable natural gas service. To achieve this goal we periodically need to have physical access to our gas meters and piping for maintenance purposes. Over the next several months we will be in your neighborhood conducting a safety inspection of your natural gas meter. These inspections will assess the condition of the gas meter as well as service line piping, and are quickly completed.

Frequently Asked Questions

1. What is the purpose of these inspections?

The purpose is to ensure the safe delivery of natural gas to your home or business, and to make sure you and your family are safe.

2. Is the inspection mandatory?

Yes. PGW is required by law to routinely inspect each natural gas service line, including the gas meter, once every three years in accordance with the U.S. Department of Transportation Regulation CFR 192.465, 192.481, & 192.723.

3. What does this inspection entail?

Our field technicians will use a combustible gas indicator device to look for any gas leakage. They will also complete a visual inspection for atmospheric corrosion on all exposed piping up to the outlet of the PGW gas meter.

4. How will I know if the gas meter in my property needs to be inspected?

All natural gas meters and service line piping in basements and meter rooms are required to be inspected once every three years. Our trained field technicians will be in your neighborhood, walking door-to-door, requesting access to your gas meter if it needs to be inspected. You may also receive a phone call or a letter from PGW asking you to schedule an appointment for this safety inspection.

5. Who will be performing the inspection?

PGW Field Service Technicians will be performing the inspection. They will introduce themselves and show their PGW issued identification badges before entering your home. We do not use outside contractors to perform this type of work.

7. How long will the inspection take?

The inspection usually takes approximately 20 minutes to complete.

8. Is there a charge for this inspection?

No. There is no charge for this service. The inspection is performed by PGW free of charge.

9. What if I am not available at the time of the inspection visit?

If you are not available at the time of the visit, we will leave behind a detailed letter at your door instructing you to call PGW and set an appointment.

EXHIBIT

Complainant Exh. 2 (11-10-21)

exhibitsticker.com



pgworks.com