

Docket No. F-2021-3030122

Hearing Date: 4/5/22

For the Complainant:

- 1 - Furlough Extension
- 2 - Response from L&I Unemployment
- 3 - Bank Account Screenshot

For the Respondent:

- 1 - PGW Statement of Account
- 2 - PGW Customer Contact: Billing
- 3 - PGW Negotiated Payment Arrangement
- 4 - PGW Informal Complaint
- 5 - PGW PUC Payment Arrangement
- 6 - PGW Most Recent Informal Complaint



2/28/2022

Terri Williams

Re: Furlough

Dear Terri,

This letter is to inform you that your current position with Hussian College is being placed on furlough for the range of dates listed below. Important information regarding your furlough follows.

- ➔ During the furlough period, your health and welfare benefits will continue to be paid for by the company. If this changes, you will be notified.
- ➔ You may not use Paid Time Off (PTO) during the furlough period. If you have already scheduled paid time off during this period, please go into the system and cancel it before your furlough begins
- ➔ HOURLY employees – please make certain you have completed your timesheet accurately before your furlough begins – this assures you will be paid properly if a pay date falls during the period you are furloughed
- ➔ During the furlough period, you may file for unemployment compensation. You can apply for unemployment compensation benefits through your state. If your state requires paperwork from Human Resources, that information will be provided to you with this letter.
- ➔ If you have any additional questions, please feel free to contact the Human Resources department.

FURLOUGH DATES: February 27, 2022 to March 12, 2022

Sincerely,

Deborah Handley
VP- Human Resources

4/5/22 F-2021-3030122

EXHIBIT Complainant Ex1
--

Production

From: Poulson-Venn, Diane <DVenn@pahouse.net>
Sent: Friday, March 18, 2022 10:44 AM
To: terrwilliams11@gmail.com
Subject: Response from L&I (unemployment)

Good day Ms. Williams below is your response from L&I:

Hello, the claim for Terri Williams is currently under review due to fraud. She was advised of the process and will be contacted once the fraud determination is issued. She can then file a new backdated claim for review.

Regards.

Diane Poulson-Venn
Constituent Service Advisor | State Rep. Regina G. Young 185th Legislative District
DVenn@pahouse.net
Office Phone: (215) 952-3376
Fax: (717) 772-9888



This e-mail is intended only for the personal and confidential use of the individual to whom it is addressed and may contain information that is privileged, confidential and protected by law. If you are not the intended recipient, you are hereby notified that any use or disclosure of this information is strictly prohibited. If you have received this message in error, please notify the sender immediately by reply e-mail and delete the original message. Your compliance is appreciated.

4/5/22 F-2021-3030122

EXHIBIT
Complainant Ex2

Account Summary | Switch Account | Print

[Download Account Activity](#) | [Dispute a Transaction](#) | Show ending daily balance

The Available Balance shown above reflects the most up-to-date information available on your account. The balances shown below next to the last transaction of each day do not reflect any pending withdrawals or holds on deposited funds that may have been outstanding on your account when the transaction posted. If you had insufficient available funds when the transaction posted to your account, fees may have been assessed.

< First | < Previous | Next >

Date	Description	Deposits/Credits	Withdrawals/Debits	Ending Daily Balance
Pending Transactions				
No pending transactions meet your search criteria. Please try again.				
Posted Transactions				
08/02/21	PGW WEBPAY HIST RTN 210802 4267297 TERRI WILLIAMS	\$209.00		\$1,714.29
07/29/21	PGW WEBPAY UTILITY 210728 4267297 TERRI WILLIAMS		\$209.00	-\$161.06
07/28/21	PURCHASE AUTHORIZED ON 07/27 PGW/EZ-PAY 215-235-1000 PA S581208498721676 CARD 8884		\$211.95	\$493.22
Totals		\$209.00	\$420.95	

< First | < Previous | Next > | [Back to top](#)

EXHIBIT
Complainant Ex3

4/5/22 F-2021-3030/22

Specific Service Agreement Statement of Account SA- 8445919558

PGW Exhibit 1

Page 1 of 3

4/5/22 F-2021-3030122

Customer Name	From Date	To Date		
TERRI WILLIAMS	3/30/2018	3/30/2022		
Service Address	Account Number	S A Number	Meter	Rate/Class
7041 LINDBERGH BLVD Apt 1F PHIL, PA 191533007	7122318761	8445919558	1643631	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
3/30/2018	PAY							Credit Card		(\$177.15)	\$2,782.73	\$2,782.73
4/3/2018	BILL									\$244.64	\$3,027.37	\$3,027.37
4/13/2018	PAY							Credit Card		(\$310.40)	\$2,716.97	\$2,716.97
5/2/2018	BILL	5372	R	32	127	3.97	462		5/24/2018	\$172.89	\$2,889.86	\$2,889.86
5/15/2018	PAY							Credit Card		(\$191.92)	\$2,697.94	\$2,697.94
6/1/2018	BILL	5419	R	30	47	1.57	38		6/25/2018	\$96.75	\$2,794.69	\$2,794.69
6/29/2018	PAY							Credit Card		(\$194.45)	\$2,600.24	\$2,600.24
6/30/2018	BILL	5450	R	29	31	1.07	7		7/25/2018	\$56.22	\$2,656.46	\$2,656.46
8/1/2018	BILL	5477	R	32	27	0.84	0		8/24/2018	\$50.86	\$2,707.32	\$2,707.32
8/30/2018	BILL	5503	R	29	26	0.9	0		9/24/2018	\$49.52	\$2,756.84	\$2,756.84
9/1/2018	PAY							Credit Card		(\$203.58)	\$2,553.26	\$2,553.26
9/14/2018	PAY							Credit Card		(\$401.61)	\$2,151.65	\$2,151.65
10/2/2018	BILL	5530	R	31	27	0.87	13		10/25/2018	\$50.75	\$2,202.40	\$2,202.40
10/30/2018	BILL	5607	R	31	77	2.48	231		11/26/2018	\$113.30	\$2,315.70	\$2,315.70
12/1/2018	BILL	5776	R	31	169	5.45	633		12/27/2018	\$219.98	\$2,535.68	\$2,535.68
1/3/2019	BILL	5963	R	32	187	5.84	783		1/28/2019	\$268.50	\$2,804.18	\$2,804.18
2/2/2019	BILL	6193	R	31	230	7.42	972		2/27/2019	\$324.05	\$3,128.23	\$3,128.23
2/21/2019	PAY							Credit Card		(\$561.02)	\$2,567.21	\$2,567.21
3/5/2019	BILL	6397	R	29	204	7.03	808		3/28/2019	\$292.80	\$2,860.01	\$2,860.01
3/27/2019	PAY							Credit Card		(\$659.30)	\$2,200.71	\$2,200.71
4/2/2019	BILL	6563	R	28	166	5.93	634		4/26/2019	\$246.38	\$2,447.09	\$2,447.09
5/2/2019	BILL	6635	R	32	72	2.25	211		5/24/2019	\$137.20	\$2,584.29	\$2,584.29
6/1/2019	BILL	6675	R	30	40	1.33	74		6/25/2019	\$74.67	\$2,658.96	\$2,658.96
7/2/2019	BILL	6703	R	29	28	0.97	3		7/26/2019	\$52.43	\$2,711.39	\$2,711.39
7/31/2019	LPC									\$40.67	\$2,752.06	\$2,752.06
7/31/2019	BILL	6730	R	32	27	0.84	0		8/23/2019	\$50.92	\$2,802.98	\$2,802.98
8/26/2019	PAY							Credit Card		(\$1,114.96)	\$1,688.02	\$1,688.02

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
8/30/2019	BILL	6753	R	29	23	0.79	0		9/24/2019	\$45.56	\$1,733.58	\$1,733.58
9/28/2019	PAY							Credit Card		(\$198.08)	\$1,535.50	\$1,535.50
10/2/2019	BILL	6780	R	33	27	0.82	2		10/25/2019	\$51.65	\$1,587.15	\$1,587.15
10/29/2019	PAY							Credit Card		(\$198.29)	\$1,388.86	\$1,388.86
10/31/2019	BILL	6820	R	29	40	1.38	147		11/25/2019	\$73.87	\$1,462.73	\$1,462.73
11/29/2019	PAY							Credit Card		(\$198.69)	\$1,264.04	\$1,264.04
12/3/2019	BILL	6971	R	31	151	4.87	624		12/30/2019	\$207.39	\$1,471.43	\$1,471.43
1/3/2020	BILL	7179	R	32	208	6.5	832		1/29/2020	\$294.35	\$1,765.78	\$1,765.78
1/28/2020	PAY							Credit Card		(\$173.77)	\$1,592.01	\$1,592.01
2/4/2020	BILL	7386	R	31	207	6.68	803		2/28/2020	\$318.67	\$1,910.68	\$1,910.68
3/5/2020	LPC									\$28.66	\$1,939.34	\$1,939.34
3/5/2020	BILL	7589	R	32	203	6.34	756		3/30/2020	\$311.32	\$2,250.66	\$2,250.66
3/13/2020	PAY							Check		(\$305.00)	\$1,945.66	\$1,945.66
3/19/2020	CANP									\$305.00	\$2,250.66	\$2,250.66
3/19/2020	PAYCAN									\$0.00	\$2,250.66	\$2,250.66
3/19/2020	NSFCHA									\$20.00	\$2,270.66	\$2,270.66
4/2/2020	BILL	7696	R	28	107	3.82	430		4/28/2020	\$169.00	\$2,439.66	\$2,439.66
4/30/2020	PAY							Credit Card		(\$169.00)	\$2,270.66	\$2,270.66
5/2/2020	BILL	7793	R	30	97	3.23	397		5/27/2020	\$130.67	\$2,401.33	\$2,401.33
6/3/2020	BILL	7850	R	32	57	1.78	171		6/26/2020	\$79.36	\$2,480.69	\$2,480.69
7/2/2020	BILL	7875	R	29	25	0.86	0		7/28/2020	\$46.39	\$2,527.08	\$2,527.08
7/27/2020	PAY							Credit Card		(\$260.00)	\$2,267.08	\$2,267.08
8/1/2020	BILL	7900	R	30	25	0.83	0		8/25/2020	\$46.20	\$2,313.28	\$2,313.28
9/1/2020	BILL	7927	R	29	27	0.93	0		9/25/2020	\$48.72	\$2,362.00	\$2,362.00
10/2/2020	BILL	7958	R	33	31	0.94	37		10/27/2020	\$54.60	\$2,416.60	\$2,416.60
10/31/2020	BILL	7987	R	29	29	1	133		11/25/2020	\$53.38	\$2,469.98	\$2,469.98
12/2/2020	BILL	8089	R	33	102	3.09	444		12/29/2020	\$157.76	\$2,627.74	\$2,627.74
1/6/2021	LPC									\$38.98	\$2,666.72	\$2,666.72
1/6/2021	BILL	8269	R	34	180	5.29	891		2/1/2021	\$261.00	\$2,927.72	\$2,927.72
1/26/2021	PAY							Banking Institutions		(\$350.00)	\$2,577.72	\$2,577.72
2/4/2021	LPC									\$37.65	\$2,615.37	\$2,615.37
2/4/2021	BILL	8471	R	29	202	6.97	866		3/2/2021	\$301.43	\$2,916.80	\$2,916.80
3/6/2021	LPC									\$42.17	\$2,958.97	\$2,958.97
3/6/2021	BILL	8703	R	30	232	7.73	893		3/30/2021	\$330.08	\$3,289.05	\$3,289.05
4/6/2021	LPC									\$47.12	\$3,336.17	\$3,336.17

PGW Exhibit 1
Page 2 of 3

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
4/6/2021	BILL	8830	R	28	127	4.54	458		4/29/2021	\$195.29	\$3,531.46	\$3,531.46
4/28/2021	PAY							Credit Card		(\$2,000.00)	\$1,531.46	\$1,531.46
5/5/2021	LPC									\$20.48	\$1,551.94	\$1,551.94
5/5/2021	BILL	8914	R	32	84	2.62	280		5/28/2021	\$127.80	\$1,679.74	\$1,679.74
6/4/2021	BILL	8953	R	30	39	1.3	106		6/29/2021	\$63.93	\$1,743.67	\$1,743.67
7/2/2021	BILL	8976	R	28	23	0.82	0		7/28/2021	\$44.93	\$1,788.60	\$1,788.60
7/22/2021	PAY							Check		(\$209.00)	\$1,579.60	\$1,579.60
7/22/2021	CANP									\$209.00	\$1,788.60	\$1,788.60
7/22/2021	PAYCAN									\$0.00	\$1,788.60	\$1,788.60
7/22/2021	NSFCHA									\$20.00	\$1,808.60	\$1,808.60
7/27/2021	PAY							Credit Card		(\$209.00)	\$1,599.60	\$1,599.60
7/27/2021	CANP									\$209.00	\$1,808.60	\$1,808.60
7/27/2021	PAYCAN									\$0.00	\$1,808.60	\$1,808.60
7/28/2021	PAY							Check		(\$209.00)	\$1,599.60	\$1,599.60
8/3/2021	BILL	9000	R	30	24	0.8	0		8/26/2021	\$47.21	\$1,646.81	\$1,646.81
8/5/2021	CANP									\$209.00	\$1,855.81	\$1,855.81
8/5/2021	PAYCAN									\$0.00	\$1,855.81	\$1,855.81
8/5/2021	NSFCHA									\$20.00	\$1,875.81	\$1,875.81
9/1/2021	BILL	9024	R	31	24	0.77	0		9/27/2021	\$47.21	\$1,923.02	\$1,923.02
10/2/2021	LPC									\$26.04	\$1,949.06	\$1,949.06
10/2/2021	BILL	9050	R	31	26	0.84	4		10/26/2021	\$53.72	\$2,002.78	\$2,002.78
10/18/2021	PAY							Cash		(\$55.00)	\$1,947.78	\$1,947.78
11/2/2021	LPC									\$26.03	\$1,973.81	\$1,973.81
11/2/2021	BILL	9077	R	29	27	0.93	79		11/29/2021	\$59.66	\$2,033.47	\$2,033.47
12/3/2021	LPC									\$26.92	\$2,060.39	\$2,060.39
12/3/2021	BILL	9234	R	33	157	4.76	572		12/29/2021	\$243.14	\$2,303.53	\$2,303.53
1/6/2022	BILL	9434	R	34	200	5.88	678		2/1/2022	\$375.89	\$2,679.42	\$2,679.42
2/4/2022	LPC									\$36.21	\$2,715.63	\$2,715.63
2/4/2022	BILL	9703	R	29	269	9.28	973		3/2/2022	\$447.43	\$3,163.06	\$3,163.06
3/5/2022	LPC									\$42.92	\$3,205.98	\$3,205.98
3/5/2022	BILL	9914	R	29	211	7.28	698		3/29/2022	\$383.21	\$3,589.19	\$3,589.19
3/29/2022	LPCWVE									(\$132.08)	\$3,457.11	\$3,457.11

PGW Exhibit 1
Page 3 of 3

Customer Contact: Billing

Date: 07/29/2021 Time: 2:54:00 PM Source: JetSearch Related Tran: Account Maintenance

CC Type: BILL - Billing Created: 07/29/2021 at: 2:54:17 PM by: LMENTION

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

Surveyable Auto Delete Date: 07/29/2025 Class: Inquiry

Comments: Cor called to say a payment was taken out of her acc today from pgw web pay unities in the amount of 209 no payment made or posted on her acc today, informed her of the 209 in 7/28 cor said she aware of that payment, will call her bank to cancel payment that was taken out today..c/s

Letter

Status: Print Date: Run Number: Reprint:

Template:

Review List Tickler

Follow Up: to Review Group to User

Priority: Review Group...

Account: 0071 2231 8761 Williams, Terri L

Premise: 7041 Lindbergh Blvd,1f/Phila,Pa

Person: Williams, Terri L

Customer Contact: Collection

Date: 09/23/2021 Time: 9:05:00 AM Source: JetSearch Related Tran: Account Maintenance

CC Type: COLL - Collection Created: 09/23/2021 at: 9:05:58 AM by: GFWWLER

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

Surveyable Auto Delete Date: 09/23/2025 Class: Inquiry

Comments: cor called to speak about her 3 returned payments - on 3 separate occasions. 1st payment - \$209 on 7-22-2021 / rejected due to "account closed" / she said her bank card was hacked at this time & her bank put the acct on hold which caused this...CONTINUED

Letter

Status: Print Date: Run Number: Reprint:

Template:

Review List Tickler

Follow Up: to Review Group to User

Priority: Review Group...

Account: 0071 2231 8761 Williams, Terri L

Premise: 7041 Lindbergh Blvd,1f/Phila,Pa

Person: Williams, Terri L

Change Cancel

Customer Contact: Collection

Date: 09/23/2021 Time: 9:06:00 AM Source: JetSearch Related Tran: Account Maintenance

CC Type: COLL - Collection Created: 09/23/2021 at: 9:06:15 AM by: GFWWLER

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

Surveyable Auto Delete Date: 09/23/2025 Class: Inquiry

Comments: the 2nd payment of \$209 on 7-27-2021 was rejected due to incorrect cvv number being entered. after speaking about those 2 payments, she no longer needed info. explained cash only acct process & retail cash locations. cor satisfied.

Letter

Status: Print Date: Run Number: Reprint:

Template:

Review List Tickler

Follow Up: to Review Group to User

Priority: Review Group...

Account: 0071 2231 8761 Williams, Terri L

Premise: 7041 Lindbergh Blvd,1f/Phila,Pa

Person: Williams, Terri L

Customer Contact: Billing X

Date: 10/15/2021 Time: 9:38:00 AM Source: JetSearch Related Tran: Account Maintenance

CC Type: BILL - Billing Created: 10/15/2021 at: 9:38:56 AM by: MJONES3

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

Surveyable Auto Delete Date: 10/15/2025 Class: Inquiry

Comments: Cor called because she states that she has a cash only alert and does not think she should be penalized for something that happened on her bank's end when she had funds to make payment resulting in her being removed off par21. Told cor that we could dispute her cash only alert. Cor understood. Entered dispute for cor and told her that she will receive contact within 30 days. Cor then asked for what to do for the balance. Told cor that she is eligible for par of \$276 w/ catch

Letter

Status: _____ Print Date: _____ Run Number: _____ Reprint: _____

Template: _____

Review List Tickler

Follow Up: _____ to Review Group to User

Priority: _____ Review Group... _____

Account: 0071 2231 8761 Williams, Terri L

Premise: 7041 Lindbergh Blvd,1f/Phila,Pa

Person: Williams, Terri L

Customer Contact: Billing X

Date: 10/15/2021 Time: 9:40:00 AM Source: JetSearch Related Tran: Account Maintenance

CC Type: BILL - Billing Created: 10/15/2021 at: 9:40:02 AM by: MJONES3

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

Surveyable Auto Delete Date: 10/15/2025 Class: Inquiry

Comments: (2) up of \$775 due by 10/18/2021. Cor states that she wants to get back on par21 and states that she will contact puc for par. Told cor that she does have right to do so. CS

Letter

Status: _____ Print Date: _____ Run Number: _____ Reprint: _____

Template: _____

Review List Tickler

Follow Up: _____ to Review Group to User

Priority: _____ Review Group... _____

Account: 0071 2231 8761 Williams, Terri L

Premise: 7041 Lindbergh Blvd,1f/Phila,Pa

Person: Williams, Terri L

Search For Negotiated Payment Arrangement

Search Criteria

Account... 0071 2231 8761 Williams, Terri L

From Date: 03/29/2022

Apply Criteria

OK

Cancel

Date	Seq	Status	Comments
05/05/2021	1	Broken	
08/26/2019	1	Broken	
03/27/2019	1	Broken	
09/14/2018	1	Broken	
04/13/2018	1	Broken	
10/05/2017	1	Broken	BCS # 3542951
07/26/2016	1	Broken	BCS # 3431765
10/09/2015	1	Broken	

21 record(s) found.

PGW Exhibit 3
Page 1 of 1

Search For Negotiated Payment Arrangement

Search Criteria

Account... 0071 2231 8761 Williams, Terri L

From Date: 03/29/2022

Apply Criteria

OK

Cancel

Date	Seq	Status	Comments
05/13/2015	1	Broken	
02/21/2015	1	Broken	
08/21/2014	1	Broken	
05/15/2014	1	Broken	
01/17/2014	1	Broken	FORMAL SETTLEMENT
04/19/2012	1	Broken	
03/28/2012	1	Broken	
08/01/2005	1	Broken	

21 record(s) found.

Search For Negotiated Payment Arrangement

Search Criteria

Account... 0071 2231 8761 Williams, Terri L

From Date: 03/29/2022

Apply Criteria

OK

Cancel

Date	Seq	Status	Comments
03/28/2012	1	Broken	
08/01/2005	1	Broken	
03/14/2005	1	Broken	BCS DECISION
08/18/2003	1	Broken	
06/09/2003	1	Broken	
10/10/2002	1	Broken	
06/18/2002	1	Broken	

21 record(s) found.

- <Cases xmlns="x-schema:http://pucks.state.pa.us/DataEx/Schema/OpeningDataSend.xdr">
 <CaseNbr>3431765</CaseNbr>
 <CompanyName>PGW (PHILA. GAS WORKS (NGDC)</CompanyName>
 <CompanyCode>0766</CompanyCode>
 <CompanyType>GAS TRANSPORTER</CompanyType>
 - <Customer>
 <CustomerFirstName>TERRI</CustomerFirstName>
 <CustomerLastName>WILLIAMS</CustomerLastName>
 <AccountNumber>7122318761</AccountNumber>
 <ServiceClass>RESIDENTIAL</ServiceClass>
 - <CustomerServAddress>
 <ServAddress1>7041 LINDBERGH BLVD</ServAddress1>
 <ServCity>PHILADELPHIA</ServCity>
 <ServState>PA</ServState>
 <ServZip5>19153</ServZip5>
 </CustomerServAddress>
 - <Family>
 <Adults>2</Adults>
 <Children>1</Children>
 <Age>5</Age>
 </Family>
 </Customer>
 <DateOpen>2016-04-25</DateOpen>
 <ReasonForContact>ON - PAR WITH DISPUTE (#63)</ReasonForContact>
 <CompanyPosition>04/16/2016</CompanyPosition>
 <RelatedInformation>PAR REQUEST. CUST SAID SHE CAN PAY \$650 ON 4/29 AND \$650 ON 5/13/2016 SINCE CUST RECEIVES INCOME TWICE A MONTH. POSSIBLE CRP INVOLVEMENT. CUSTOMER QUESTIONS A MED CERT DENIAL. CO SAID SHE EXHAUSED 3 PRIOR MED CERT APPROVALS.</RelatedInformation>
 <CaseOrigin>E-MAIL</CaseOrigin>
 <PriorCaseNumber>2949718</PriorCaseNumber>
 <UniversalService>Y</UniversalService>
 <Arrearage>1650</Arrearage>
 - <OtherInfo>
 <BCSInvestigatorFName>BCS</BCSInvestigatorFName>
 <BCSInvestigatorLName>CASE POOL</BCSInvestigatorLName>
 <BCSInvestigatorPhone AreaCode="717">7870000</BCSInvestigatorPhone>
 <BCSIntakerFName>BRANDON</BCSIntakerFName>
 <BCSIntakerLName>THOMAS</BCSIntakerLName>
 <NbrOfTimeSend>1</NbrOfTimeSend>
 <NbrOfTimeFaxed>0</NbrOfTimeFaxed>
 <PUCFax FaxAreaCode="717">7876641</PUCFax>

PGW Exhibit 4

Page 1 of 2

4/5/22 F-2021-3030122

```

- <Case xmlns="x-
  schema:http://pucksi.state.pa.us/DataEx/Schema/ClosingDataSend.xdr">
  <CaseNbr>3431765</CaseNbr>
  <CompanyName>PGW (PHILA. GAS WORKS (NGDC)</CompanyName>
  <CompanyCode>0766</CompanyCode>
  <CompanyType>GAS TRANSPORTER</CompanyType>
- <Customer>
  <CustomerFirstName>TERRI</CustomerFirstName>
  <CustomerLastName>WILLIAMS</CustomerLastName>
  <AccountNumber>7122318761</AccountNumber>
- <CustomerServAddress>
  <ServAddress1>7041 LINDBERGH BLVD</ServAddress1>
  <ServCity>PHILADELPHIA</ServCity>
  <ServState>PA</ServState>
  <ServZip5>19153</ServZip5>
  </CustomerServAddress>
  </Customer>
  <DecisionIssue>Y</DecisionIssue>
  <OralWritten>W</OralWritten>
  <Violation>NO</Violation>
  <TotalBalance>2413.98</TotalBalance>
  <DateClosed>2016-07-26</DateClosed>
  <Resolution>DECISION ISSUED. THE COMPANY DID COMPLY WITH PUC REGULATION
    56.114.2. THE CUSTOMER HAD THE FOLLOWING MEDICAL CERTIFICATES,
    NOVEMBER 26, 2005, FEBRUARY 29, 2008, AND AUGUST 8, 2014. THE CUSTOMER
    IS ELIGIBLE FOR A PUC PAR. LEVEL 3, BUDGET 40.00 + 202.00 = 242.00
    BEGINNING AUG 2016 DUE DATE. CASE DISMISSED.</Resolution>
  <BalanceDate>2016-07-26</BalanceDate>
  <ServiceRestoredPay>0.00</ServiceRestoredPay>
  <ServiceContinueAmount>0.00</ServiceContinueAmount>
  <Terms>AUGUST 2016 DUE DATE</Terms>
  <SpecialBudgetAmount>242.00</SpecialBudgetAmount>
  <RegularBudgetAmount>40.00</RegularBudgetAmount>
  <ArrearsPaymentPlus>202.00</ArrearsPaymentPlus>
  <FinalMonthlyPayment>0.00</FinalMonthlyPayment>
  <CurrentMonthlyPayment>0.00</CurrentMonthlyPayment>
  <EndMonthlyPayment>0.00</EndMonthlyPayment>
  <LetterDescription>BLANK LETTER - DECISION</LetterDescription>
  <HeadDate>2016-07-28</HeadDate>
  <ReconnectAmount>0</ReconnectAmount>
  <PayAmount>0.00</PayAmount>
- <OtherInfo>
  <BCSInvestigatorFName>KRAIG</BCSInvestigatorFName>
  <BCSInvestigatorLName>HERST</BCSInvestigatorLName>
  <NbrOfTimeSend>1</NbrOfTimeSend>
  <NbrOfTimeFaxed>0</NbrOfTimeFaxed>

```

PHILADELPHIA GAS WORKS

PUC

Opening XML

PGW Exhibit 5

Page 1 of 4

4/5/22 F-2021-3030122

Case Number: 3542951
Company Name: PGW (PHILA. GAS WORKS (NGDC))
Company Code: 0766
Company Type: GAS TRANSPORTER
Customer First Name: TERRI
Customer Middle Initial: L
Customer Last Name: WILLIAMS
Customer Account Number: 7122318761
Customer Home Phone w/ Area Code:
Customer Work Phone w/ Area Code:
Customer Service Class: RESIDENTIAL
Customer Mail Address 1:
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: 7041 LINBERGH BOULEVARD 1ST FLOOR
Customer Service Address 2:
Customer Service Address City: PHILADELPHIA
Customer Service Address State: PA
Customer Service Address Zip: 19153
Customer Service Address 4-Zip:
Customer Family Adults: 1
Customer Family Children: 2
Customer Family Age:
Gross Income

Source	Income Amount
WAGES	1900

Date Open: 2017-07-10
Reason For Contact: CII - CHANGE IN INCOME PAR (#71)
Term Date:
Business Name:
Case Problem:
Company Position:

Related Information:

SIGNIFICANT CHANGE IN INCOME, FROM \$4,334.00 GMI TO \$APPROX. \$1,900 GMI, CUSTOMER PROVIDED CII INCOME VERIFICATION FORM AND ADP EARNINGS STATEMENT FROM MAY 98,2017 TO MAY 22, 2017. CUSTOMER HAS HAD MORE THEN A 20% DROP IN GROSS MONTHLY INCOME. - RELIEF SOUGHT - NEW, ADJUSTED PUC PAR DUE TO CHANGE IN INCOME FOR CUSTOMER.

Case Misc Info:

CHANGE IN INCOME CASE, MOTHER AND GRANDMOTHER PASSED AWAY, INCOME HAS DROPPED

Hot Issue:

Case Origin:

TELEPHONE

Prior Case Number:

3431765

Universal Service:

Y

Arrearage:

0

BCS Investigator First Name:

STEVE

PGW Exhibit 5

BCS Investigator Last Name:

ROBERTSON

Page 2 of 4

BCS Investigator Phone w/ Area Code:

7177876428

BCSIntaker First Name:

STEVE

BCSIntaker Last Name:

ROBERTSON

Number Of Time Send:

1

Number Of Time Faxed:

0

Number Of Time Faxed:

7177876641

PHILADELPHIA GAS WORKS

PUC

Closing XML

Case Number: 3542951
Company Name: PGW (PHILA. GAS WORKS (NGDC))
Company Code: 0766
Company Type: GAS TRANSPORTER
Customer First Name: TERRI
Customer Middle Initial: L
Customer Last Name: WILLIAMS
Account Number: 7122318761
Service Address 1: 7041 LINBERGH BOULEVARD 1ST FLOOR
Service Address 2:
Service City: PHILADELPHIA
Service State: PA
Service Zip 5: 19153
Service Zip 4:
Decision Issue: Y
Oral Written: W
Violation: NO
Chapter:
Section Rule:
Total Balance: 2528.43
Date Closed: 2017-10-05
Resolution: DECISION ISSUED- LEVEL 1, BUDGET 111.00 + 43.00 = 154.00
BEGINNING NOV 2017 DUE DATE. WAIVE LPCS. (CHANGE IN
INCOME)
Balance Date: 2017-10-03
Service Restored Pay: 0.00
Service Continue Amount: 0.00
Service Continue Date:
Terms:
Special Budget Amount: 0.00
Regular Budget Amount: 0.00
Arrears Payment Plus: 0.00
FinalMonthlyPayment: 0.00
CurrentMonthlyPayment: 0.00
EndMonthlyPayment: 0.00
LetterDescription:

PGW Exhibit 5
Page 3 of 4

HeadDate: 2017-10-03
Paragraph:
Bill Date:
Reconnect Amount: 0
Pay Amount: 0.00
BCS Investigator First Name: STEVE
BCS Investigator Last Name: ROBERTSON
Number Of Time Send: 1
Number Of Time Faxed: 0
PUC Fax: 7177876641

PGW Exhibit 5
Page 4 of 4

PHILADELPHIA GAS WORKS

PUC

Opening XML

Case Number: 3808583
Company Name: PGW (PHILA. GAS WORKS (NGDC))
Company Code: 0766
Company Type: GAS TRANSPORTER
Customer First Name: TERRI
Customer Middle Initial:
Customer Last Name: WILLIAMS
Customer Account Number: 8888888888
Customer Home Phone w/ Area Code: 2153704450
Customer Work Phone w/ Area Code:
Customer Service Class: RESIDENTIAL
Customer Mail Address 1:
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: 7041 LINDBERGH BLVD
Customer Service Address 2: 1ST
Customer Service Address City: PHILADELPHIA
Customer Service Address State: PA
Customer Service Address Zip: 19153
Customer Service Address 4-Zip:
Customer Family Adults: 1
Customer Family Children: 0
Customer Family Age:
Gross Income

Source	Income Amount
WGS	4166.67

Date Open: 2021-10-15
Reason For Contact: ON - PAR WITH DISPUTE (#63)
Term Date: 2021-10-05
Business Name: TERRI HOPKINS
Case Problem:
Company Position: 10/15/2021 CUSTOMER MUST PAY 775.00 TO RETAIN SERVICE

PGW Exhibit 6

Page 1 of 4

4/5/22 F-2021-3030122

Related Information:

63-CUSTOMER IS SEEKING ASSISTANCE TO STOP TERMINATION. CUSTOMER SAYS BILLING WAS UP TO DATE UNTIL JULY 2021 WHEN COMPANY WAS SWITCHING OVER SYSTEMS. THIS CAUSED COMPANY TO TRY AND REMOVE PAYMENT FROM A PREVIOUSLY CLOSED ACCOUNT. CUSTOMER SAYS CONTACT WITH COMPANY REGARDING THIS RESULTED IN HER BEING RESTRICTED TO CASH ONLY PAYMENTS. AGENT INFORMED CUSTOMER THAT UNLESS SHE HAD A BILL WITH BAR CODE SHE WOULD HAVE TO WAIT TILL THE NEXT MONTH BILL TO MAKE PAYMENT. CUSTOMER SAYS THIS WAS UNFAIR BECAUSE IT CAUSED HER TO BE FURTHER BEHIND IN HER BILLING. CUSTOMER SAYS SHE MADE A PAYMENT OF 2000.00 ON 4/29/2021 AND ACCOUNT WAS UP TO DATE. CUSTOMER HAS NOW BEEN ISSUED A TERM NOTICE FOR 775.00 WHICH INCLUDES THE MONTH THE AGENT TOLD HER WAIT FOR NEXT BILLING. CUSTOMER WANTS COMPANY TO RESET ARRANGEMENT BASED ON THE 418.00 THAT WOULD HAVE BEEN DUE AFTER AGENT TOLD HER TO WAIT FOR NEXT BILLING AND ALLOW HER TO BE PLACED BACK INTO ARRANGEMENT AND CASH ONLY REMOVED. RELIEF SOUGHT - THE CELL PHONE NUMBER (215) 370 - 4450 HAS BEEN ALLOWED TO BE SHARED. THE EMAIL ADDRESS TERRIWILLIAMS11@GMAIL.COM HAS BEEN ALLOWED TO BE SHARED.

Case Misc Info:

Hot Issue:

Case Origin: TELEPHONE

Prior Case Number: 3712563

Universal Service: N

PGW Exhibit 6

Arrearage: 2528.43

Page 2 of 4

BCS Investigator First Name: BCS

BCS Investigator Last Name: CASE POOL

BCS Investigator Phone w/ Area Code: 7177875468

BCSIntaker First Name: DORIN

BCSIntaker Last Name: COLLINS

Number Of Time Send: 1

Number Of Time Faxed: 0

Number Of Time Faxed: 7177876641

PHILADELPHIA GAS WORKS

PUC

Closing XML

Case Number: 3808583
Company Name: PGW (PHILA. GAS WORKS (NGDC))
Company Code: 0766
Company Type: GAS TRANSPORTER
Customer First Name: TERRI PGW Exhibit 6
Customer Middle Initial: Page 3 of 4
Customer Last Name: WILLIAMS
Account Number: 7122318761
Service Address 1: 7041 LINDBERGH BLVD
Service Address 2: 1ST
Service City: PHILADELPHIA
Service State: PA
Service Zip 5: 19153
Service Zip 4:
Decision Issue: Y
Oral Written: W
Violation: NO
Chapter:
Section Rule:
Total Balance: 2033.47
Date Closed: 2021-11-30
Resolution: DECISION ISSUED: THE PUC CANNOT HELP WITH PAYMENT TERMS AT THIS TIME BECAUSE THE CUSTOMER HAD A PRIOR PUC PAYMENT ARRANGEMENT (BCS# 3542951) THAT WAS NOT SATISFIED IN ACCORDANCE WITH 66 PA. C.S. §1405(D). THE PAYMENTS WERE RETURNED DUE TO A CLOSED ACCOUNT. THE CUSTOMER SHOULD PROVIDE THAT PROOF TO THE COMPANY SO THAT YOUR ACCOUNT BALANCE MAY BE PROPERLY ADJUSTED. THE COMPANY WILL REINSTATE THE COMPANY PAYMENT ARRANGEMENT AFTER THE PAYMENT AGREEMENT CATCH-UP AMOUNT IS SATISFIED. THE CASH ONLY RESTRICTION WILL BE LIFTED AFTER 12 TIMELY PAYMENTS OR A MAXIMUM OF 24 MONTHS. CASE DISMISSED.
Balance Date: 2021-11-15
Service Restored Pay: 0.00
Service Continue Amount: 0.00
Service Continue Date:
Terms:

Special Budget Amount: 0.00
Regular Budget Amount: 153.00
Arrears Payment Plus: 0.00
FinalMonthlyPayment: 0.00
CurrentMonthlyPayment: 0.00
EndMonthlyPayment: 0.00
LetterDescription:
HeadDate: 2021-11-30
Paragraph:
Bill Date:
Reconnect Amount: 0
Pay Amount: 0.00
BCS Investigator First Name: ANGIE
BCS Investigator Last Name: ZEPP
Number Of Time Send: 1
Number Of Time Faxed: 0
PUC Fax: 7177876641

PGW Exhibit 6
Page 4 of 4