

DOCKET NO. C-2022-3032745

HEARING DATE : SEPTEMBER 21, 2022

EXHIBIT INDEX

PHILADELPHIA GAS WORKS

- 1 Customer Billing History
- 2 History of Customer Payments
- 3 Payment Complaints/Accounts

Specific Service Agreement Statement of Account SA- 6635577602

Customer Name	From Date	To Date		
TAWANA ROSS	6/1/2019	9/21/2022		
Service Address	Account Number	S A Number	Meter	Rate/Class
5943 MALTA ST PHIL, PA 191201211	956006132	6635577602	1719392	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
6/25/2019	BILL	6133	R	30	31	1.03	3		7/19/2019	\$62.03	\$62.03	\$62.03
7/25/2019	LPC									\$0.93	\$62.96	\$62.96
7/25/2019	BILL	6156	R	32	23	0.72	0		8/16/2019	\$45.58	\$108.54	\$108.54
8/23/2019	BILL	6169	R	29	13	0.45	0		9/18/2019	\$32.17	\$140.71	\$140.71
9/24/2019	LPC									\$2.09	\$142.80	\$142.80
9/24/2019	BILL	6186	R	33	17	0.52	2		10/17/2019	\$37.88	\$180.68	\$180.68
10/23/2019	BILL	6207	R	29	21	0.72	108		11/18/2019	\$43.89	\$224.57	\$224.57
11/19/2019	PAY							Banking Institutions		(\$3.69)	\$220.88	\$220.88
11/23/2019	BILL	6286	R	30	79	2.63	494		12/18/2019	\$118.38	\$339.26	\$339.26
12/3/2019	LPCWVE									(\$2.09)	\$337.17	\$337.17
12/24/2019	BILL	6425	R	29	139	4.79	731		1/21/2020	\$197.79	\$534.96	\$534.96
1/15/2020	PAY							Debit Card		(\$12.69)	\$522.27	\$522.27
1/28/2020	BILL	6630	R	35	205	5.86	890		2/21/2020	\$310.75	\$833.02	\$833.02
2/27/2020	BILL	6802	R	32	172	5.38	773		3/23/2020	\$271.78	\$1,104.80	\$1,104.80
3/26/2020	BILL	6905	R	28	103	3.68	491		4/21/2020	\$163.23	\$1,268.03	\$1,268.03
4/25/2020	BILL	6995	R	30	90	3	423		5/19/2020	\$125.96	\$1,393.99	\$1,393.99
5/27/2020	BILL	7054	R	29	59	2.03	244		6/19/2020	\$79.08	\$1,473.07	\$1,473.07
6/25/2020	BILL	7073	R	32	19	0.59	6		7/20/2020	\$38.95	\$1,512.02	\$1,512.02
7/22/2020	PAY							Debit Card		(\$200.00)	\$1,312.02	\$1,312.02
7/23/2020	PAY							Debit Card		(\$372.48)	\$939.54	\$939.54
7/25/2020	BILL	7088	R	30	15	0.5	0		8/18/2020	\$33.63	\$973.17	\$973.17
8/25/2020	BILL	7101	R	29	13	0.45	0		9/18/2020	\$31.08	\$1,004.25	\$1,004.25
9/18/2020	PAY							Debit Card		(\$154.00)	\$850.25	\$850.25
9/24/2020	BILL	7119	R	33	18	0.55	36		10/19/2020	\$37.75	\$888.00	\$888.00
10/24/2020	BILL	7141	R	29	22	0.76	87		11/18/2020	\$45.12	\$933.12	\$933.12
11/21/2020	PAY							Debit Card		(\$75.00)	\$858.12	\$858.12
11/25/2020	BILL	7213	R	32	72	2.25	376		12/21/2020	\$117.03	\$975.15	\$975.15

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
12/29/2020	BILL	7356	R	30	143	4.77	691		1/25/2021	\$208.73	\$1,183.88	\$1,183.88
1/2/2021	PAY							Check		(\$50.00)	\$1,133.88	\$1,133.88
1/23/2021	PAY							Debit Card		(\$50.00)	\$1,083.88	\$1,083.88
1/28/2021	LPCWVE									(\$16.25)	\$1,067.63	\$1,067.63
1/28/2021	LPC									\$16.25	\$1,083.88	\$1,083.88
1/28/2021	BILL	7524	R	34	168	4.94	933		2/23/2021	\$256.74	\$1,340.62	\$1,340.62
2/19/2021	PAY							Debit Card		(\$60.00)	\$1,280.62	\$1,280.62
2/27/2021	LPCWVE									(\$18.96)	\$1,261.66	\$1,261.66
2/27/2021	LPC									\$18.96	\$1,280.62	\$1,280.62
2/27/2021	BILL	7681	R	30	157	5.23	969		3/23/2021	\$226.24	\$1,506.86	\$1,506.86
3/19/2021	PAY							Debit Card		(\$200.00)	\$1,306.86	\$1,306.86
3/27/2021	LPCWVE									(\$19.31)	\$1,287.55	\$1,287.55
3/27/2021	LPC									\$19.31	\$1,306.86	\$1,306.86
3/27/2021	BILL	7791	R	28	110	3.93	565		4/21/2021	\$166.35	\$1,473.21	\$1,473.21
4/28/2021	LPC									\$21.80	\$1,495.01	\$1,495.01
4/28/2021	BILL	7872	R	32	81	2.53	328		5/21/2021	\$127.47	\$1,622.48	\$1,622.48
5/27/2021	BILL	7910	R	29	38	1.31	87		6/22/2021	\$69.69	\$1,692.17	\$1,692.17
6/11/2021	PAY							Credit Card		(\$60.00)	\$1,632.17	\$1,632.17
6/18/2021	PAY							Credit Card		(\$83.00)	\$1,549.17	\$1,549.17
6/25/2021	BILL	7935	R	29	25	0.86	36		7/20/2021	\$46.19	\$1,595.36	\$1,595.36
7/27/2021	LPC									\$23.31	\$1,618.67	\$1,618.67
7/27/2021	BILL	7952	R	30	17	0.57	0		8/19/2021	\$37.77	\$1,656.44	\$1,656.44
7/30/2021	PAY							Debit Card		(\$100.00)	\$1,556.44	\$1,556.44
8/6/2021	PAY							Debit Card		(\$180.00)	\$1,376.44	\$1,376.44
8/25/2021	BILL	7970	R	31	18	0.58	0		9/20/2021	\$39.29	\$1,415.73	\$1,415.73
9/21/2021	PAY							Banking Institutions		(\$142.00)	\$1,273.73	\$1,273.73
9/25/2021	BILL	7989	R	31	19	0.61	0		10/19/2021	\$42.78	\$1,316.51	\$1,316.51
10/15/2021	PAY							Debit Card		(\$140.94)	\$1,175.57	\$1,175.57
10/26/2021	BILL	8020	R	29	31	1.07	36		11/19/2021	\$79.61	\$1,255.18	\$1,255.18
11/25/2021	BILL	8119	R	32	99	3.09	438		12/20/2021	\$164.21	\$1,419.39	\$1,419.39
12/29/2021	LPC									\$20.32	\$1,439.71	\$1,439.71
12/29/2021	BILL	8312	R	34	193	5.68	700		1/24/2022	\$340.29	\$1,780.00	\$1,780.00
1/28/2022	LPC									\$25.42	\$1,805.42	\$1,805.42
1/28/2022	BILL	8505	R	30	193	6.43	875		2/23/2022	\$336.58	\$2,142.00	\$2,142.00
2/26/2022	LPC									\$30.47	\$2,172.47	\$2,172.47

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
2/26/2022	BILL	8689	R	29	184	6.34	787		3/22/2022	\$328.89	\$2,501.36	\$2,501.36
3/25/2022	PAY							Debit Card		(\$47.00)	\$2,454.36	\$2,454.36
3/29/2022	LPC									\$34.70	\$2,489.06	\$2,489.06
3/29/2022	BILL	8815	R	29	126	4.34	498		4/22/2022	\$239.52	\$2,728.58	\$2,728.58
4/16/2022	PAY							Credit Card		(\$48.00)	\$2,680.58	\$2,680.58
4/28/2022	LPC									\$38.29	\$2,718.87	\$2,718.87
4/28/2022	BILL	8947	R	32	132	4.12	417		5/23/2022	\$218.24	\$2,937.11	\$2,937.11
5/17/2022	PAY							Debit Card		(\$170.00)	\$2,767.11	\$2,767.11
5/26/2022	LPC									\$39.02	\$2,806.13	\$2,806.13
5/26/2022	BILL	9001	R	28	54	1.93	101		6/22/2022	\$104.25	\$2,910.38	\$2,910.38
6/25/2022	LPC									\$40.58	\$2,950.96	\$2,950.96
6/25/2022	BILL	9024	R	30	23	0.77	1		7/20/2022	\$65.44	\$3,016.40	\$3,016.40
7/8/2022	PAY							Debit Card		(\$60.00)	\$2,956.40	\$2,956.40
7/15/2022	PAY							Debit Card		(\$25.00)	\$2,931.40	\$2,931.40
7/21/2022	WNA2&5									(\$5.95)	\$2,925.45	\$2,925.45
7/27/2022	LPC									\$40.29	\$2,965.74	\$2,965.74
7/27/2022	BILL	9044	R	32	20	0.62	0		8/19/2022	\$55.70	\$3,021.44	\$3,021.44
8/24/2022	LPC									\$41.12	\$3,062.56	\$3,062.56
8/24/2022	BILL	9061	R	29	17	0.59	0		9/20/2022	\$49.75	\$3,112.31	\$3,112.31
9/2/2022	PAY							Debit Card		(\$60.00)	\$3,052.31	\$3,052.31
9/9/2022	PAY							Debit Card		(\$50.00)	\$3,002.31	\$3,002.31
9/16/2022	LPCWVE									(\$81.41)	\$2,920.90	\$2,920.90
9/17/2022	PAY							Debit Card		(\$25.00)	\$2,895.90	\$2,895.90

Search For Negotiated Payment Arrangement

Search Criteria

Account... 0009 5600 6132 Ross, Tawana N

From Date: 09/15/2022

Apply Criteria

OK

Cancel

Date	Seq	Status	Comments
08/04/2021	1	Broken	
05/07/2021	1	Broken	
07/30/2020	1	Broken	FORMAL SETTLEMENT
03/28/2019	1	Broken	BCS # 3684483
06/26/2017	1	Broken	
04/03/2017	1	Broken	
09/12/2016	1	Broken	
04/15/2016	1	Broken	

16 record(s) found.

Search For Negotiated Payment Arrangement

Search Criteria

Account... 0009 5600 6132 Ross, Tawana N

From Date: 09/15/2022

Apply Criteria

OK

Cancel

Date	Seq	Status	Comments
08/07/2015	1	Broken	
02/08/2007	1	Broken	
10/02/2006	1	Broken	
06/02/2006	1	Broken	
12/15/2005	1	Broken	
07/15/2005	1	Broken	
10/19/2004	1	Canceled	LEVEL 3, OVER INCOME FOR CRP
02/07/2003	1	Broken	

16 record(s) found.

PHILADELPHIA GAS WORKS

PUC

Opening XML

Case Number:	3684483
Company Name:	PGW (PHILA. GAS WORKS (NGDC))
Company Code:	0766
Company Type:	GAS TRANSPORTER
Customer First Name:	TAWANA
Customer Middle Initial:	
Customer Last Name:	ROSS
Customer Account Number:	8888888888
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:	5943 MALTA STREET
Customer Service Address 2:	
Customer Service Address City:	PHILADELPHIA
Customer Service Address State:	PA
Customer Service Address Zip:	19120
Customer Service Address 4-Zip:	
Customer Family Adults:	1
Customer Family Children:	1
Customer Family Age:	13
Gross Income	
Source	Income Amount
JOB	2426.67
Date Open:	2019-03-27
Reason For Contact:	ON - PAR NEEDED (# 61)
Term Date:	2019-04-01
Business Name:	SM
Case Problem:	
Company Position:	03/26/2019 CO. SEEKING PAST DUE AMOUNT OF \$943.00.

Related Information: CUSTOMER REQUEST A PAR. THE CELL PHONE NUMBER
(267) 819 - 4468 HAS BEEN ALLOWED TO BE SHARED.

Case Misc Info: NO E-MAIL

Hot Issue:

Case Origin: TELEPHONE

Prior Case Number: 3372045

Universal Service: M

Arrearage: 943

BCS Investigator First Name: BCS

BCS Investigator Last Name: CASE POOL

BCS Investigator Phone w/ Area Code: 7177875468

BCSIntaker First Name: EVERETT

BCSIntaker Last Name: KINCHLOE

Number Of Time Send: 1

Number Of Time Faxed: 0

Number Of Time Faxed: 7177876641

PHILADELPHIA GAS WORKS

PUC

Closing XML

Case Number: 3684483
Company Name: PGW (PHILA. GAS WORKS (NGDC))
Company Code: 0766
Company Type: GAS TRANSPORTER
Customer First Name: TAWANA
Customer Middle Initial:
Customer Last Name: ROSS
Account Number: 956006132
Service Address 1: 5943 MALTA STREET
Service Address 2:
Service City: PHILADELPHIA
Service State: PA
Service Zip 5: 19120
Service Zip 4:
Decision Issue: Y
Oral Written: W
Violation: NO
Chapter:
Section Rule:
Total Balance: 2644.71
Date Closed: 2019-03-27
Resolution: LEVEL 2, BB 247.00 + 74.00 = 321.00 BEGINNING MAY 2019.
Balance Date: 2019-03-27
Service Restored Pay:
Service Continue Amount:
Service Continue Date:
Terms: MAY 2019 BILL DUE DATE
Special Budget Amount: 321.00
Regular Budget Amount: 247.00
Arrears Payment Plus: 74.00
FinalMonthlyPayment:
CurrentMonthlyPayment:
EndMonthlyPayment:
LetterDescription:
HeadDate: 2019-03-29
Paragraph:

Bill Date:

Reconnect Amount: 0

Pay Amount:

BCS Investigator First Name: BUREAU OF

BCS Investigator Last Name: CONSUMER SERVICE

Number Of Time Send: 1

Number Of Time Faxed: 0

PUC Fax: 7177876641

PHILADELPHIA GAS WORKS

PUC

Opening XML

Case Number:	3826489
Company Name:	PGW (PHILA. GAS WORKS (NGDC))
Company Code:	0766
Company Type	GAS TRANSPORTER
Customer First Name:	TAWANA
Customer Middle Initial:	
Customer Last Name:	ROSS
Customer Account Number:	0956006132
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:	5943 MALTA ST
Customer Service Address 2:	
Customer Service Address City:	PHILADELPHIA
Customer Service Address State:	PA
Customer Service Address Zip:	19120
Customer Service Address 4-Zip:	
Customer Family Adults:	1
Customer Family Children:	1
Customer Family Age:	15
Gross Income	
Source	Income Amount
CustIncome	9966.67
Date Open:	2022-04-01
Reason For Contact:	ON - PAR NEEDED (# 61)
Term Date:	
Business Name:	
Case Problem:	
Company Position:	03/23/2022 COMPANY WOULD NOT GIVE ME A PAR

Related Information: 61 – CUSTOMER NEEDS A PAYMENT ARRANGEMENT. -
RELIEF SOUGHT - PAYMENT ARRANGEMENT TO
MAINTAIN SERVICE. THE CELL PHONE NUMBER (267) 819
- 4468 HAS BEEN ALLOWED TO BE SHARED. THE EMAIL
ADDRESS TAWANA_ROSS79@YAHOO.COM HAS BEEN
ALLOWED TO BE SHARED.

Case Misc Info:

Hot Issue:

Case Origin: PUC WEBSITE

Prior Case Number:

Universal Service: M

Arrearage: 0

BCS Investigator First Name: BCS

BCS Investigator Last Name: CASE POOL

BCS Investigator Phone w/ Area Code: 7177875468

BCSIntaker First Name: TOM

BCSIntaker Last Name: CERENE

Number Of Time Send: 1

Number Of Time Faxed: 0

Number Of Time Faxed: 7177876641

PHILADELPHIA GAS WORKS

PUC

Closing XML

Case Number: 3826489
Company Name: PGW (PHILA. GAS WORKS (NGDC))
Company Code: 0766
Company Type: GAS TRANSPORTER
Customer First Name: TAWANA
Customer Middle Initial:
Customer Last Name: ROSS
Account Number: 956006132
Service Address 1: 5943 MALTA ST
Service Address 2:
Service City: PHILADELPHIA
Service State: PA
Service Zip 5: 19120
Service Zip 4:
Decision Issue: N
Oral Written: W
Violation: NO
Chapter:
Section Rule:
Total Balance: 2937.11
Date Closed: 2022-05-02
Resolution: DISMISSAL LETTER ISSUED: CUSTOMER HAS PRIOR UNSATISFIED PUC PAR (BCS 3826489). CASE DISMISSED PER 1405(D).
Balance Date: 2022-05-02
Service Restored Pay: 0.00
Service Continue Amount: 890.52
Service Continue Date: 2022-05-23
Terms:
Special Budget Amount: 0.00
Regular Budget Amount: 173.00
Arrears Payment Plus: 0.00
FinalMonthlyPayment: 0.00
CurrentMonthlyPayment: 0.00
EndMonthlyPayment: 0.00
LetterDescription:

HeadDate: 2022-05-02
Paragraph:
Bill Date:
Reconnect Amount: 0
Pay Amount: 0.00
BCS Investigator First Name: MATTHEW
BCS Investigator Last Name: BOPP
Number Of Time Send: 1
Number Of Time Faxed: 0
PUC Fax: 7177876641