



502 Western Avenue, East Pittsb

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Plisco Auto Body Inc

502 Western Ave, East Pittsburgh, PA 15112

Kiddie Castle

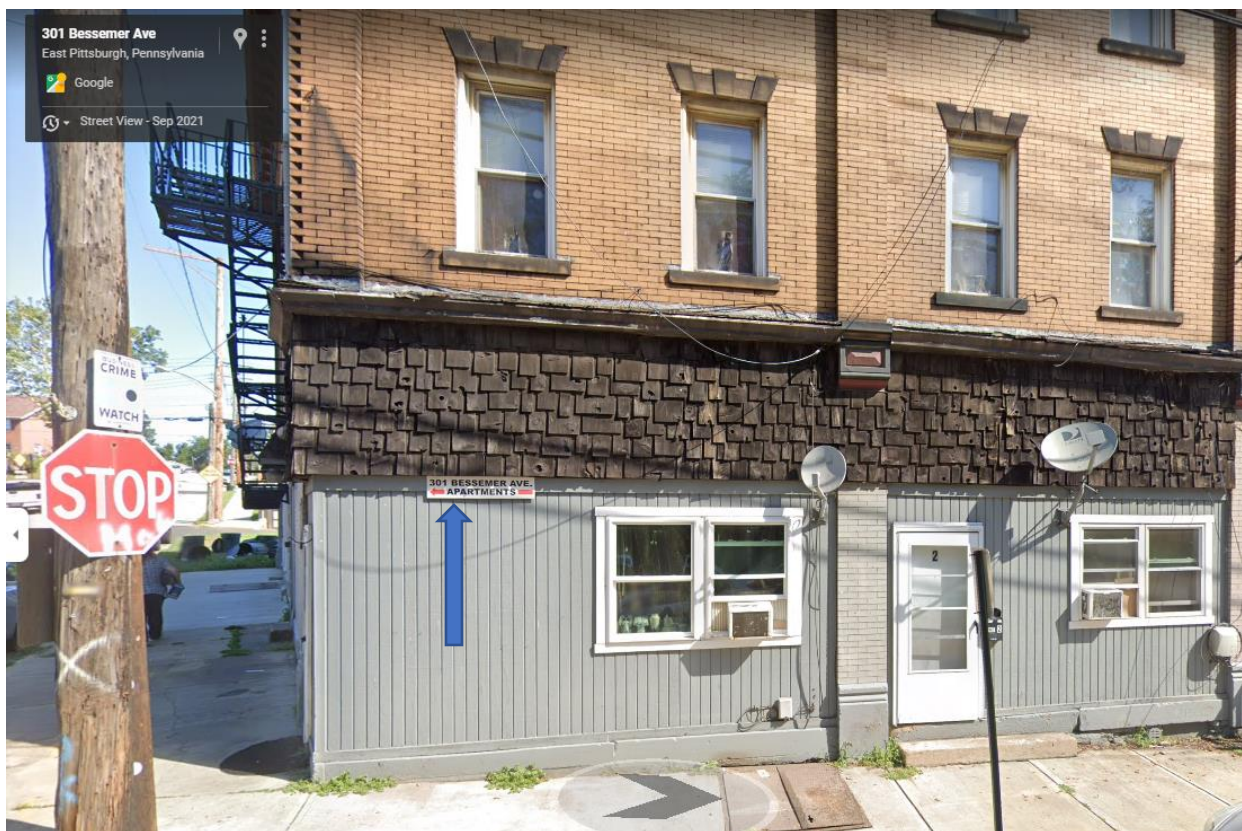
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- 502 Western Ave, East Pittsburgh, PA 15112
- 95W4+5P East Pittsburgh, Pennsylvania
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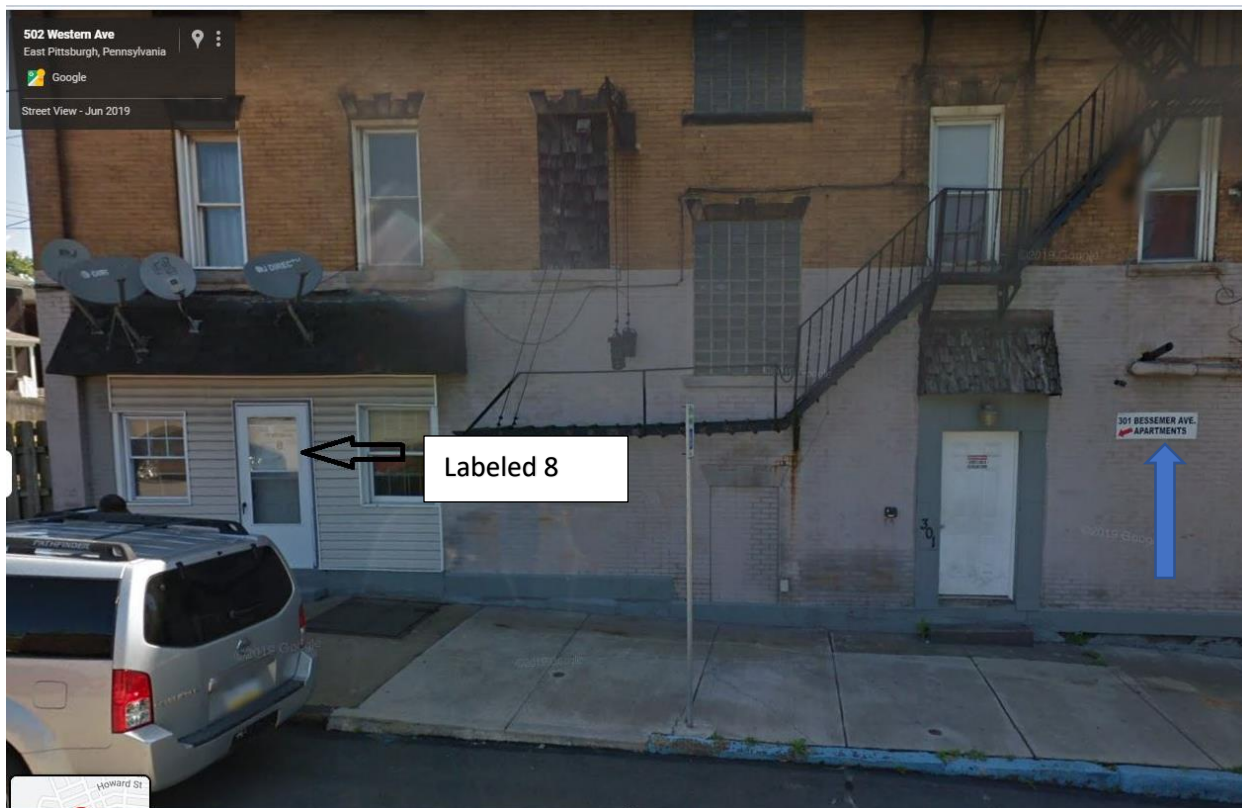
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Along Bessemer Ave:



Along Western Ave:







Device	Read Date	Meter Read	Read Reason	Read Type	Consumption	Meter Read Notes	AVG Temp	Prev AVG Temp	DDD	DDF	BaseLoad
840413	Sun Oct 02 2022 20:00:00 GMT-0400 (Eastern Daylight Time)	741.7	Periodic Meter Reading	Meter reading by utility - SAP	2.4		65	66	72	0.02	1.2
840413	Wed Aug 31 2022 20:00:00 GMT-0400 (Eastern Daylight Time)	739.3	Periodic Meter Reading	Meter reading by utility - SAP	0.5		72	75	0	0.02	1.2
840413	Tue Aug 02 2022 20:00:00 GMT-0400 (Eastern Daylight Time)	738.8	Periodic Meter Reading	Meter reading by utility - SAP	0.5		75	73	0	0.02	1.2
840413	Mon Jul 04 2022 20:00:00 GMT-0400 (Eastern Daylight Time)	738.3	Periodic Meter Reading	Meter reading by utility - SAP	0.8		70	71	17	0.02	1.2
840413	Thu Jun 02 2022 20:00:00 GMT-0400 (Eastern Daylight Time)	737.5	Periodic Meter Reading	Meter reading by utility - SAP	2.5		63	59	105	0.02	1.2
840413	Tue May 03 2022 20:00:00 GMT-0400 (Eastern Daylight Time)	735.0	Periodic Meter Reading	Meter reading by utility - SAP	0.6		0	0	0	0.00	0.0
840413	Thu Apr 28 2022 20:00:00 GMT-0400 (Eastern Daylight Time)	734.4	Interim Meter Reading	Meter reading by utility - SAP	6.9		50	53	394	0.02	1.2
840413	Sun Apr 03 2022 20:00:00 GMT-0400 (Eastern Daylight Time)	727.5	Periodic Meter Reading	Meter reading by utility - SAP	10.7		42	45	600	0.02	1.2
840413	Thu Mar 03 2022 19:00:00 GMT-0500 (Eastern Standard Time)	716.8	Periodic Meter Reading	Meter reading by utility - SAP	15.9		32	29	871	0.02	1.2
840413	Wed Feb 02 2022 19:00:00 GMT-0500 (Eastern Standard Time)	700.9	Periodic Meter Reading	Meter reading by utility - SAP	21.5		22	29	1170	0.02	1.2
840413	Mon Jan 03 2022 19:00:00 GMT-0500 (Eastern Standard Time)	679.4	Periodic Meter Reading	Meter reading by utility - SAP	12.8		40	34	688	0.02	1.2
840413	Wed Dec 01 2021 19:00:00 GMT-0500 (Eastern Standard Time)	666.6	Periodic Meter Reading	Meter reading by utility - SAP	12.4		41	45	732	0.01	0.3
840413	Thu Oct 28 2021 20:00:00 GMT-0400 (Eastern Daylight Time)	654.2	Periodic Meter Reading	Meter reading by utility - SAP	4.7		62	55	122	0.01	0.3
840413	Wed Sep 29 2021 20:00:00 GMT-0400 (Eastern Daylight Time)	649.5	Periodic Meter Reading	Meter reading by utility - SAP	3.2		67	65	43	0.01	0.3
840413	Mon Aug 30 2021 20:00:00 GMT-0400 (Eastern Daylight Time)	646.3	Periodic Meter Reading	Meter reading by utility - SAP	1.1		72	73	0	0.01	0.3
840413	Mon Aug 02 2021 20:00:00 GMT-0400 (Eastern Daylight Time)	645.2	Periodic Meter Reading	Meter reading by utility - SAP	1.5		73	77	0	0.01	0.3
840413	Thu Jul 01 2021 20:00:00 GMT-0400 (Eastern Daylight Time)	643.7	Periodic Meter Reading	Meter reading by utility - SAP	1.6		71	71	21	0.01	0.3
840413	Tue Jun 01 2021 20:00:00 GMT-0400 (Eastern Daylight Time)	642.1	Periodic Meter Reading	Meter reading by utility - SAP	5.5		60	59	195	0.01	0.3
840413	Sun May 02 2021 20:00:00 GMT-0400 (Eastern Daylight Time)	636.6	Periodic Meter Reading	Meter reading by utility - SAP	8.4		52	49	338	0.01	0.3
840413	Thu Apr 01 2021 20:00:00 GMT-0400 (Eastern Daylight Time)	628.2	Periodic Meter Reading	Meter reading by utility - SAP	12.2		45	46	510	0.01	0.3

Device	Read Date	Meter Read	Read Reason	Read Type	Consumption	Meter Read Notes	AVG Temp	Prev AVG Temp	DDD	DDF	BaseLoad
840413	Tue Mar 02 2021 19:00:00 GMT-0500 (Eastern Standard Time)	616.0	Periodic Meter Reading	Meter reading by utility - SAP	17.0		26	34	931	0.02	0.3
840413	Mon Feb 01 2021 19:00:00 GMT-0500 (Eastern Standard Time)	599.0	Periodic Meter Reading	Meter reading by utility - SAP	18.6		31	35	887	0.02	0.3
840413	Fri Jan 01 2021 19:00:00 GMT-0500 (Eastern Standard Time)	580.4	Periodic Meter Reading	Meter reading by utility - SAP	15.1		33	35	862	0.02	0.4
840413	Mon Nov 30 2020 19:00:00 GMT-0500 (Eastern Standard Time)	565.3	Periodic Meter Reading	Meter reading by utility - SAP	9.5		47	39	474	0.01	0.4
840413	Wed Oct 28 2020 20:00:00 GMT-0400 (Eastern Daylight Time)	555.8	Periodic Meter Reading	Meter reading by utility - SAP	3.1		57	53	144	0.01	0.4
840413	Thu Oct 08 2020 20:00:00 GMT-0400 (Eastern Daylight Time)	552.7	Interim Meter Reading	Meter reading by utility - SAP	1.7		54	64	101	0.01	0.4
840413	Tue Sep 29 2020 20:00:00 GMT-0400 (Eastern Daylight Time)	551.0	Periodic Meter Reading	Meter reading by utility - SAP	2.1		65	69	77	0.01	0.4
840413	Sun Aug 30 2020 20:00:00 GMT-0400 (Eastern Daylight Time)	548.9	Periodic Meter Reading	Meter reading by utility - SAP	0.5		74	72	0	0.00	0.4
840413	Fri Jul 31 2020 20:00:00 GMT-0400 (Eastern Daylight Time)	548.4	Periodic Meter Reading	Meter reading by utility - SAP	0.3		78	75	0	0.00	0.4
840413	Wed Jul 01 2020 20:00:00 GMT-0400 (Eastern Daylight Time)	548.1	Periodic Meter Reading	Meter reading by utility - SAP	1.3		70	69	7	0.00	0.4
840413	Mon Jun 01 2020 20:00:00 GMT-0400 (Eastern Daylight Time)	546.8	Periodic Meter Reading	Meter reading by utility - SAP	5.7		59	64	225	0.01	0.4
840413	Fri May 01 2020 20:00:00 GMT-0400 (Eastern Daylight Time)	541.1	Periodic Meter Reading	Meter reading by utility - SAP	7.8		47	56	468	0.01	0.4
840413	Wed Apr 01 2020 20:00:00 GMT-0400 (Eastern Daylight Time)	533.3	Periodic Meter Reading	Meter reading by utility - SAP	9.0		44	37	495	0.01	0.4
840413	Mon Mar 02 2020 19:00:00 GMT-0500 (Eastern Standard Time)	524.3	Periodic Meter Reading	Meter reading by utility - SAP	12.8		33	34	728	0.02	0.4
840413	Mon Feb 03 2020 19:00:00 GMT-0500 (Eastern Standard Time)	511.5	Periodic Meter Reading	Meter reading by utility - SAP	15.8		35	26	778	0.02	0.4
840413	Thu Jan 02 2020 19:00:00 GMT-0500 (Eastern Standard Time)	495.7	Periodic Meter Reading	Meter reading by utility - SAP	14.4		35	35	769	0.02	0.4
840413	Tue Dec 03 2019 19:00:00 GMT-0500 (Eastern Standard Time)	481.3	Periodic Meter Reading	Meter reading by utility - SAP	14.7		37	38	723	0.01	0.4
840413	Wed Oct 30 2019 20:00:00 GMT-0400 (Eastern Daylight Time)	466.6	Periodic Meter Reading	Meter reading by utility - SAP	6.2		55	52	279	0.01	0.3
840413	Tue Oct 01 2019 20:00:00 GMT-0400 (Eastern Daylight Time)	460.4	Periodic Meter Reading	Meter reading by utility - SAP	1.3		69	68	8	0.00	0.3
840413	Mon Sep 02 2019 20:00:00 GMT-0400 (Eastern Daylight Time)	459.1	Periodic Meter Reading	Meter reading by utility - SAP	0.7		72	74	1	0.00	0.3

Device	Read Date	Meter Read	Read Reason	Read Type	Consumption	Meter Read Notes	AVG Temp	Prev AVG Temp	DDD	DDF	BaseLoad
840413	Thu Aug 01 2019 20:00:00 GMT-0400 (Eastern Daylight Time)	458.4	Periodic Meter Reading	Meter reading by utility - SAP	0.4		75	73	0	0.00	0.3
840413	Tue Jul 02 2019 20:00:00 GMT-0400 (Eastern Daylight Time)	458.0	Periodic Meter Reading	Meter reading by utility - SAP	0.4		69	71	18	0.00	0.3
840413	Mon Jun 03 2019 20:00:00 GMT-0400 (Eastern Daylight Time)	457.6	Periodic Meter Reading	Meter reading by utility - SAP	0.5		64	69	107	0.01	0.3
840413	Thu May 02 2019 20:00:00 GMT-0400 (Eastern Daylight Time)	457.1	Periodic Meter Reading	Meter reading by utility - SAP	1.6		55	49	264	0.01	0.3
840413	Tue Apr 02 2019 20:00:00 GMT-0400 (Eastern Daylight Time)	455.5	Periodic Meter Reading	Meter reading by utility - SAP	12.2		38	35	640	0.01	0.3
840413	Mon Mar 04 2019 19:00:00 GMT-0500 (Eastern Standard Time)	443.3	Periodic Meter Reading	Meter reading by utility - SAP	15.9		35	40	729	0.01	0.3
840413	Sun Feb 03 2019 19:00:00 GMT-0500 (Eastern Standard Time)	427.4	Periodic Meter Reading	Meter reading by utility - SAP	20.5		28	28	973	0.01	0.3
840413	Thu Jan 03 2019 19:00:00 GMT-0500 (Eastern Standard Time)	406.9	Periodic Meter Reading	Meter reading by utility - SAP	16.1		34	27	838	0.01	0.3
840413	Mon Dec 03 2018 19:00:00 GMT-0500 (Eastern Standard Time)	390.8	Periodic Meter Reading	Meter reading by utility - SAP	15.4		37	42	796	0.02	0.0
840413	Wed Oct 31 2018 20:00:00 GMT-0400 (Eastern Daylight Time)	375.4	Periodic Meter Reading	Meter reading by utility - SAP	7.1		52	57	383	0.01	0.0
840413	Tue Oct 02 2018 20:00:00 GMT-0400 (Eastern Daylight Time)	368.3	Periodic Meter Reading	Meter reading by utility - SAP	1.6		69	66	39	0.01	0.0
840413	Mon Sep 03 2018 20:00:00 GMT-0400 (Eastern Daylight Time)	366.7	Periodic Meter Reading	Meter reading by utility - SAP	0.4		73	69	2	0.00	0.0
840413	Thu Aug 02 2018 20:00:00 GMT-0400 (Eastern Daylight Time)	366.3	Periodic Meter Reading	Meter reading by utility - SAP	0.3		72	76	0	0.00	0.0
840413	Wed Jul 04 2018 20:00:00 GMT-0400 (Eastern Daylight Time)	366.0	Periodic Meter Reading	Meter reading by utility - SAP	0.7		70	71	15	0.00	0.0
840413	Mon Jun 04 2018 20:00:00 GMT-0400 (Eastern Daylight Time)	365.3	Periodic Meter Reading	Meter reading by utility - SAP	1.3		69	62	18	0.01	0.0
840413	Thu May 03 2018 20:00:00 GMT-0400 (Eastern Daylight Time)	364.0	Periodic Meter Reading	Meter reading by utility - SAP	9.2		48	58	467	0.01	0.0
840413	Wed Apr 04 2018 20:00:00 GMT-0400 (Eastern Daylight Time)	354.8	Periodic Meter Reading	Meter reading by utility - SAP	15.6		35	43	808	0.01	0.0
840413	Mon Mar 05 2018 19:00:00 GMT-0500 (Eastern Standard Time)	339.2	Periodic Meter Reading	Meter reading by utility - SAP	13.2		42	42	550	0.02	0.0
840413	Sun Feb 04 2018 19:00:00 GMT-0500 (Eastern Standard Time)	326.0	Periodic Meter Reading	Meter reading by utility - SAP	21.2		29	34	943	0.02	0.0
840413	Thu Jan 04 2018 19:00:00 GMT-0500 (Eastern Standard Time)	304.8	Periodic Meter Reading	Meter reading by utility - SAP	17.3		27	33	1069	0.02	0.0

Device	Read Date	Meter Read	Read Reason	Read Type	Consumption	Meter Read Notes	AVG Temp	Prev AVG Temp	DDD	DDF	BaseLoad
840413	Mon Dec 04 2017 19:00:00 GMT-0500 (Eastern Standard Time)	287.5	Periodic Meter Reading	Meter reading by utility - SAP	11.7		41	44	668	0.02	0.0
840413	Wed Nov 01 2017 20:00:00 GMT-0400 (Eastern Daylight Time)	275.8	Periodic Meter Reading	Meter reading by utility - SAP	2.9		59	56	207	0.01	0.0
840413	Tue Oct 03 2017 20:00:00 GMT-0400 (Eastern Daylight Time)	272.9	Periodic Meter Reading	Meter reading by utility - SAP	1.2		68	69	47	0.01	0.0
840413	Mon Sep 04 2017 20:00:00 GMT-0400 (Eastern Daylight Time)	271.7	Periodic Meter Reading	Meter reading by utility - SAP	0.6		70	75	5	0.00	0.0
840413	Thu Aug 03 2017 20:00:00 GMT-0400 (Eastern Daylight Time)	271.1	Periodic Meter Reading	Meter reading by utility - SAP	0.4		73	77	0	0.00	0.0
840413	Wed Jul 05 2017 20:00:00 GMT-0400 (Eastern Daylight Time)	270.7	Periodic Meter Reading	Meter reading by utility - SAP	0.7		71	71	19	0.00	0.0
840413	Mon Jun 05 2017 20:00:00 GMT-0400 (Eastern Daylight Time)	270.0	Periodic Meter Reading	Meter reading by utility - SAP	3.4		61	64	143	0.01	0.0
840413	Thu May 04 2017 20:00:00 GMT-0400 (Eastern Daylight Time)	266.6	Periodic Meter Reading	Meter reading by utility - SAP	4.7		59	54	185	0.01	0.0
840413	Tue Apr 04 2017 20:00:00 GMT-0400 (Eastern Daylight Time)	261.9	Periodic Meter Reading	Meter reading by utility - SAP	10.7		41	50	589	0.02	0.0
840413	Mon Mar 06 2017 19:00:00 GMT-0500 (Eastern Standard Time)	251.2	Periodic Meter Reading	Meter reading by utility - SAP	14.9		44	33	505	0.02	0.0
840413	Sun Feb 05 2017 19:00:00 GMT-0500 (Eastern Standard Time)	236.3	Periodic Meter Reading	Meter reading by utility - SAP	19.6		35	29	768	0.02	0.0
840413	Thu Jan 05 2017 19:00:00 GMT-0500 (Eastern Standard Time)	216.7	Periodic Meter Reading	Meter reading by utility - SAP	18.8		33	42	889	0.00	0.0
840413	Mon Dec 05 2016 19:00:00 GMT-0500 (Eastern Standard Time)	197.9	Periodic Meter Reading	Meter reading by utility - SAP	12.5		45	45	559	0.00	0.0
840413	Wed Nov 02 2016 20:00:00 GMT-0400 (Eastern Daylight Time)	185.4	Periodic Meter Reading	Meter reading by utility - SAP	4.0		68	64	31	0.01	1.1
840413	Thu Oct 06 2016 20:00:00 GMT-0400 (Eastern Daylight Time)	181.4	Meter reading at move-in	Meter reading by utility - SAP	0.0		0	0	0	0.00	0.0
840413	Wed Oct 05 2016 20:00:00 GMT-0400 (Eastern Daylight Time)	181.4	Periodic Meter Reading	Meter reading by utility - SAP	0.0		0	0	0	0.00	0.0
840413	Tue Sep 06 2016 20:00:00 GMT-0400 (Eastern Daylight Time)	181.4	Periodic Meter Reading	Meter reading by utility - SAP	0.0		0	0	0	0.00	0.0

**PEOPLES NATURAL GAS**  
Gas Usage Comparison

Name: Charlene Miller

Account Number 210003904344

Address: 502 Western Ave Apt 8  
East Pittsburgh, PA 15112-1035

2017					
Service To	Meter Reading	Reading Type	Gas (MCF)	DDD	Days
1/6/2017	216.7	ACT	18.8	1,017.0	31
2/6/2017	236.3	ACT	19.6	940.0	31
3/7/2017	251.2	ACT	14.9	664.5	29
4/5/2017	261.9	ACT	10.7	658.5	29
5/5/2017	266.6	ACT	4.7	222.0	30
6/6/2017	270.0	ACT	3.4	152.5	32
7/6/2017	270.7	ACT	0.7	18.5	30
8/4/2017	271.1	ACT	0.4	0.0	29
9/5/2017	271.7	ACT	0.6	17.5	32
10/4/2017	272.9	ACT	1.2	81.5	29
11/2/2017	275.8	ACT	2.9	264.0	29
12/5/2017	287.5	ACT	11.7	785.0	33
<b>Total</b>			<b>89.6</b>	<b>4,821.0</b>	

2018					
Service To	Meter Reading	Reading Type	Gas (MCF)	DDD	Days
1/5/2018	304.8	ACT	17.3	1,234.0	31
2/5/2018	326.0	ACT	21.2	1,132.0	31
3/6/2018	339.2	ACT	13.2	709.0	29
4/5/2018	354.8	ACT	15.6	879.5	30
5/4/2018	364.0	ACT	9.2	456.0	29
6/5/2018	365.3	ACT	1.3	23.0	32
7/5/2018	366.0	ACT	0.7	14.5	30
8/3/2018	366.3	ACT	0.3	0.0	29
9/4/2018	366.7	ACT	0.4	2.0	32
10/3/2018	368.3	ACT	1.6	46.0	29
11/1/2018	375.4	ACT	7.1	418.0	29
12/4/2018	390.8	ACT	15.4	917.5	33
<b>Total</b>			<b>103.3</b>	<b>5,831.5</b>	

2019					
Service To	Meter Reading	Reading Type	Gas (MCF)	DDD	Days
1/4/2019	406.9	ACT	16.1	933.0	31
2/4/2019	427.4	ACT	20.5	1,196.0	31
3/5/2019	443.3	ACT	15.9	939.5	29
4/3/2019	455.5	ACT	12.2	754.0	29
5/3/2019	457.1	ACT	1.6	259.5	30
6/4/2019	457.6	ACT	0.5	126.0	32
7/3/2019	458.0	ACT	0.4	17.5	29
8/2/2019	458.4	ACT	0.4	0.0	30
9/3/2019	459.1	ACT	0.7	1.0	32
10/2/2019	460.4	ACT	1.3	8.5	29
10/31/2019	466.6	ACT	6.2	307.5	29
12/4/2019	481.3	ACT	14.7	934.5	34
<b>Total</b>			<b>90.5</b>	<b>5,477.0</b>	

2020					
Service To	Meter Reading	Reading Type	Gas (MCF)	DDD	Days
1/3/2020	495.7	ACT	14.4	875.5	30
2/4/2020	511.5	ACT	15.8	940.5	32
3/3/2020	524.3	ACT	12.8	887.0	28
4/2/2020	533.3	ACT	9.0	574.0	30
5/2/2020	541.1	ACT	7.8	507.0	30
6/2/2020	546.8	ACT	5.7	249.5	31
7/2/2020	548.1	ACT	1.3	6.5	30
8/1/2020	548.4	ACT	0.3	0.0	30
8/31/2020	548.9	ACT	0.5	0.0	30
9/30/2020	551.0	ACT	2.1	94.0	30
10/29/2020	555.8	ACT	4.8	296.0	29
12/1/2020	565.3	ACT	9.5	638.5	33
<b>Total</b>			<b>84.0</b>	<b>5,068.5</b>	

2021					
Service To	Meter Reading	Reading Type	Gas (MCF)	DDD	Days
1/2/2021	580.4	ACT	15.1	993.0	32
2/2/2021	599.0	ACT	18.6	1,096.0	31
3/3/2021	616.0	ACT	17.0	1,055.0	29
4/2/2021	628.2	ACT	12.2	611.0	30
5/3/2021	636.6	ACT	8.4	377.5	31
6/2/2021	642.1	ACT	5.5	243.0	30
7/2/2021	643.7	ACT	1.6	22.0	30
8/3/2021	645.2	ACT	1.5	0.0	32
8/31/2021	646.3	ACT	1.1	0.0	28
9/30/2021	649.5	ACT	3.2	48.0	30
10/29/2021	654.2	ACT	4.7	173.0	29
12/2/2021	666.6	ACT	12.4	801.0	34
<b>Total</b>			<b>101.3</b>	<b>5,419.5</b>	

2022					
Service To	Meter Reading	Reading Type	Gas (MCF)	DDD	Days
1/4/2022	679.4	ACT	12.8	824.0	33
2/3/2022	700.9	ACT	21.5	1,249.5	30
3/4/2022	716.8	ACT	15.9	947.0	29
4/4/2022	727.5	ACT	10.7	686.0	31
5/4/2022	735.0	ACT	7.5	418.0	30
6/3/2022	737.5	ACT	2.5	108.5	30
7/5/2022	738.3	ACT	0.8	16.5	32
8/3/2022	738.8	ACT	0.5	0.0	29
9/1/2022	739.3	ACT	0.5	0.0	29
10/3/2022	741.7	ACT	2.4	132.0	32
<b>Total</b>			<b>75.1</b>	<b>4,381.5</b>	

4/4/2022 - 10/3/2022

14.2 MCF 675 DDD 33% less gas 2% Warmer  
20% less gas 21% Warmer  
190% more gas 64% Colder  
5% more gas 25% Colder  
29% more gas 37% Colder

911 Service Address Change 3/16/2022

4/2/2021 - 9/30/2021

21.3 MCF 690.5 DDD

4/2/2020 - 9/30/2020

17.7 MCF 857 DDD

4/3/2019 - 10/2/2019

4.9 MCF 412.5 DDD

4/5/2018 - 10/3/2018

13.5 MCF 541.5 DDD

4/5/2017 - 10/4/2017

11 MCF 492 DDD

**PUC Case Opening**

Case Number: **3828959**

Company: 0071 - PNG

Date Open: 04/11/2022

**Customer Name, Acct Number, & Service Address**

CHARLENE MILLER - 210003904344

504 WESTERN AVE APT 8 PITTSBURGH, PA 15112

**Contact Information (Phone Numbers & Mailing Address)**

Home: Work:

301 BATHERMORE AVE APT 8 PITTSBURGH, PA 15112

**Account Info**

Arrearage: 0

Term Date: Apr 16 2022

Universal Service: M

Reason for Contact: BILLING DISPUTES (# 18)

Case Origin: TELEPHONE

Name of Caller:

**Case Problem**

SERVICE ON. CUST HAS ALWAYS BEEN BILLED TO THE ADDRESS 504. CUST HAS NOW SHE RECEIVED BILLS TO THE ADDRESS 502 AND A SHUT OFF NOTICE TO. CUST HAD PAID THE BILLS FOR THE 504 ADDRESS BUT NOW SHE IS UNDER THREAT OF TERMINATION AND NEEDS TO PAY \$759.00 TO KEEP FROM SHUT OFF TO 504 BUT SHE RECEIVED IT LABELED AT 502 . CUST HAS BILLS MIXED BETWEEN THE 2 LOCATIONS BUT SHE IS ON A PAR THAT IS SUPPOSED TO BE A \$209.00 A MONTH AND SHE ONLY HAS THE 1 LOCATION 504. CUST IS CONFUSED WHERE ITS COMING FROM BECAUSE SHE JUST PAID JAN 30TH OF \$400.00 AND WAS TOLD SHE HAD A \$750.00 CREDIT. - RELIEF SOUGHT - TO HAVE HER BILLS CORRECTED. TO HAVE HER BILLS COME TO 504 ONLY . THE CELL PHONE NUMBER (412) 377 - 0271 HAS BEEN ALLOWED TO BE SHARED. THE EMAIL ADDRESS CHARLENEMILLER8261958@GMAIL.COM HAS BEEN ALLOWED TO BE SHARED.

**Company Position**

04/08/2022 COMPANY SAID THEY WOULD PUT A HOLD ON SHUT SHUT OFF.

**Related Information**

**Miscellaneous Information**

PAPER COPY REQUESTED ALSO

Household Income: \_\_\_\_\_

Total Income: \$0.00

Adults: 0

Children:

BCS Investigator

BCS CASE POOL; MERIKKA SHIRK - Phone #: 7875468

Case #: **3828959** Company: 0071 - PNG

Report Type: **INFORMAL**

Date Sent to Utility: 4/11/2022

Prepared By & Date Sent: Yvonne Zentz - 04/22/22

Customer Name, Acct Number, & Service Address  
Charlene Miller - 210003904344  
502 WESTERN AV APT 8 EAST PITTSBURGH, PA 15112

Contact Information (Phone Numbers & Mailing Address)  
Home: 4123770271 Work:  
301 BESSEMER AVE APT 8 EAST PITTSBURGH, PA 15112-I

Account Info

Residential Total Balance: \$895.71  
 Heating Budget Amount: \$102.00

Current Bill Due Date: 4/26/2022

Company's Original Investigation

3/14/2022 Customer called to advise that the Bessemer mailing address is correct, but service address should be 502, not 504 Western Ave. Rep entered request for billing to review.

3/16/2022 Billing rep updated service address to 502 Western Ave per customer's request and 911 address verification.

Company's Final Position to Customer

4/13/2022 Ms. Miller called to inquire why service address is listed at 502 when it should be 504. She stated that her maintenance man took a picture of the meter for her. The rep requested she submit the picture for verification. Customer stated that she does not know how to send the picture, was tired of talking about it, was going to get a lawyer, then disconnected the call. Rep called customer back and left a message.

Company's Investigation After BCS Contact

I looked up 301 Bessemer Ave and found an apartment building labeled as 301 Bessemer Ave Apartments. (picture attached) This building is at the intersection of Bessemer and Western Ave. A door labeled as 8 is facing Western Ave. and an address of 502 Western Ave displays on Google. (picture attached)

I contacted Mr. Han/HDCE Investments (property owner) and he confirmed that the service address has been changed by the city. 502 Western is correct. He stated that the meters are all clearly marked with each apartment number.

Company's Final Position to BCS

Ms. Miller's service address has changed from 504 to 502 due to 911 updates, but she has been billed for her apartment/meter only. Per the property owner, Ms. Miller can confirm that she is being billed the correct usage by verifying that her meter number #840413 (listed on the bill) matches the meter marked as apartment 8.

Statement of account has been prepared and attached.

The credit mentioned in the case opening is referring to the Tax Repair Credit applied to the customer's account on 12/12/2021. This \$725.64 was a one-time credit applied to her account balance.

4/4/2022 10-day notice sent requesting \$759.56 (or \$209.85 plan arrears) before 4/15/2022. (attached)  
The customer is encouraged to complete and submit the LIHEAP application that was sent to her on 3/14. She also appears eligible for CAP and may apply at 1-888-282-6816. CAP is the most beneficial payment plan available.

Outside of grant approvals or enrollment in CAP, \$209.85 PAR arrears are needed to void the termination notice.

Attachment(s)

MillerCharlene3828959Statement.pdf

MillerCharlene3828959StreetPictures.pdf

MillerCharlene3828959TermNotice.pdf

**PUC Case Closing**

Case Number: **3828959**

Company: 0071 - PNG

Date Closed: 04/27/2022

Customer Name, Acct Number, & Service Address  
CharleneMiller - 210003904344  
502 WESTERN AV APT 8 EAST PITTSBURGH, PA 15112

Contact Information (Phone Numbers & Mailing Address)  
Home: 4123770271 Work:  
301 BESSEMER AVE APT 8 EAST PITTSBURGH, PA 15112-

Decision Issue: N Violation: NO Chapter:

Decision Type

- Oral  Written
- None

Terms:

Section Rule:

Total Balance: \$895.71

Balance Date: 04/22/2022

Bill Date:

Service Restored Pay: \$0.00

Reconnect Amount: \$0.00

Pay Amount: \$0.00

Service Continue Amount: \$0.00

Service Continue Date:

Head Date:

Budget Amounts

Special: \$0.00 Regular: \$0.00

Monthly Payment Amounts

Current: \$0.00 Final: \$0.00 End: \$0.00

Arrears Payment Plus: \$0.00

Letter Description

Resolution

VERBAL CLOSE: CUSTOMER CHARLENE MILLER CALLED TO DISCUSS CASE. CUSTOMER STATED SHE IS CONFUSED BY THE BILLING. CUSTOMER STATED SHE USED TO BE BILLED AT 504 WESTERN AVE, BUT RECEIVED A TERMINATION NOTICE FOR 502 WESTERN AVE. I INFORMED CUSTOMER THAT THE COMPANY REPORTED THERE WAS A 911 ADDRESS UPDATE, WHICH RESULTED IN HER NEW SERVICE ADDRESS AS 502 WESTERN AVE. CUSTOMER ALSO STATED SHE IS CONCERNED THERE IS SHARED METERING IN THE APARTMENT BUILDING. CUSTOMER STATED NOT EVERYONE PAYS FOR GAS AND THAT THE LANDLORD PAYS FOR SOME, BUT THEY WOULD NOT ALLOW HER INTO THE BASEMENT TO LOOK AT HER METER. I INFORMED THE CUSTOMER THAT THE PUC DOES NOT INVESTIGATE SHARED METERING. CUSTOMER STATED SHE THOUGHT THE PUC WOULD INVESTIGATE THE METERS IN HER BUILDING AND THAT'S WHY SHE CALLED. I INFORMED CUSTOMER TO CONTACT THE COMPANY TO REQUEST A METER INVESTIGATION AND ALSO CONTACT LIHEAP AND CAP TO ASSIST WITH HER BILLING. CUSTOMER WAS VERY THANKFUL FOR EXPLAINING EVERYTHING AND GAVE PERMISSION TO CLOSE THE PUC CASE. I INFORMED CUSTOMER TO CONTACT ME BACK IF SHE HAS ANY QUESTIONS OR IS NOT SATISFIED AFTER THE COMPANY INVESTIGATION. CUSTOMER UNDERSTOOD.

PAR Description

BCS Officer: NATHAN PROUGH

# Work Orders

Work Order #: **60486873** Created On: **04/27/2022** By: **SAM4267**  
Type: **Meter Maintenance** Scheduled: **04/29/2022** Time :**PM**  
Customer: **1000762463 - Charlene Miller** Forced: **No**  
Activity: **HBC - Reread & Investigate**  
Location: **502 Western Av Apt 8 East Pittsburgh PA US**  
Phone:  Call/Text Ahead: **Call**

Work Order Instructions:

Customer called in because she has an open PUC complaint because she believes she may not be paying the correct meter. Customer would like to have a meter check and a line trace. After conferring with a CSR3 it was determined to put in a reread and investigate order.

Completion Remarks	Code Info	Appliance Info
DATE_TIME: 04/29/2022 15:10:53 COMPL_REMARK: CUSTOMERS METER IS CONNECTED TO FURNACE ONLY...FURNACE IS HEATING HER APARTMENT ONLY READ...7344 TECH ID: DANI134 METER_READ: 7344 Meter reading by utility - SAP		

Work Order #: **74006417** Created On: **05/20/2022** By: **AMB1242**  
Type: **Line Test** Scheduled: **05/24/2022** Time :**AM**  
Customer: **1000762463 - Charlene Miller** Forced: **No**  
Activity: **DCH - Dot. SLLS Inspection**  
Location: **502 Western Av Apt 8 East Pittsburgh PA US**  
Phone:  Call/Text Ahead: **Text**

Work Order Instructions:

Dot. SLLS Inspection  
Speaking With : Bob Bungard -maint prop 7248754185  
Phone No :  
PREM - Y

Completion Remarks	Code Info	Appliance Info
DATE_TIME: 05/24/2022 10:01:50 COMPL_REMARK: slls ok TECH ID: CHAR234		

**PEOPLES NATURAL GAS**  
**Statement of Account**

Complainant  
 Exhibit E

**Name** Miller, Charlene  
**Address** 502 Western Av Apt 8  
 East Pittsburgh, PA 15112-1035

**Account Number** 210003904344  
**Meter Number** 840413

**For Questions Call** (800)-764-0111  
**Individuals with Hearing Losses** Dial 711

Date	Reading Date	Bill Days	Meter Reading	Transaction Type	Usage	Degree Days	Transaction Amount	Sales/State Tax	Due Date	Plan Desc	Plan Amt Due	Total Plan Amt Due	Balance
													\$258.89
04/02/20				LPC			\$3.88						\$262.77
04/02/20	04/02/20	30	533.3	ACTUAL	9.0	574.0	\$85.41		04/24/20	BUDGET	\$67.00	\$137.88	\$348.18
04/29/20				PAYMENT			(\$67.88)						\$280.30
05/04/20				LPC			\$4.20						\$284.50
05/04/20	05/02/20	30	541.1	ACTUAL	7.8	507.0	\$75.00		05/26/20	BUDGET	\$67.00	\$141.20	\$359.50
06/02/20				LPC			\$5.33						\$364.83
06/02/20	06/02/20	31	546.8	ACTUAL	5.7	249.5	\$58.73		06/24/20	BUDGET	\$67.00	\$213.53	\$423.56
07/02/20				LPC			\$6.21						\$429.77
07/02/20	07/02/20	30	548.1	ACTUAL	1.3	6.5	\$24.53		07/24/20	BUDGET	\$67.00	\$286.74	\$454.30
08/03/20				LPC			\$6.58						\$460.88
08/03/20	08/01/20	30	548.4	ACTUAL	0.3		\$16.67		08/25/20	BUDGET	\$67.00	\$360.32	\$477.55
09/01/20				LPC			\$6.83						\$484.38
09/01/20	08/31/20	30	548.9	ACTUAL	0.5		\$18.14		09/23/20	BUDGET	\$67.00	\$434.15	\$502.52
10/01/20	09/30/20	30	551.0	ACTUAL	2.1	94.0	\$29.88		10/23/20	BUD +	\$79.05	\$79.05	\$532.40
10/29/20				PAYMENT			(\$79.05)						\$453.35
10/30/20	10/29/20	29	555.8	ACTUAL	4.8	296.0	\$54.31		11/23/20	BUD +	\$79.05	\$79.05	\$507.66
11/01/20				MISC ADJ			(\$20.22)						\$487.44
12/01/20	12/01/20	33	565.3	ACTUAL	9.5	638.5	\$93.56		12/23/20	BUD +	\$92.05	\$150.88	\$581.00
01/04/21	01/02/21	32	580.4	ACTUAL	15.1	993.0	\$139.94		01/26/21	BUD +	\$92.05	\$242.93	\$720.94
02/03/21	02/02/21	31	599.0	ACTUAL	18.6	1,096.0	\$159.81		02/25/21	BUD +	\$92.05	\$334.98	\$880.75
03/04/21	03/03/21	29	616.0	ACTUAL	17.0	1,055.0	\$147.34		03/26/21	BUD +	\$87.05	\$422.03	\$1,028.09
04/01/21				PAYMENT			(\$147.34)						\$880.75
04/05/21				LPC			\$12.77						\$893.52
04/05/21	04/02/21	30	628.2	ACTUAL	12.2	611.0	\$110.21		04/27/21	BUD +	\$87.05	\$374.51	\$1,003.73
05/03/21				LPC			\$14.43						\$1,018.16
05/03/21	05/03/21	31	636.6	ACTUAL	8.4	377.5	\$85.82		05/25/21	BUD +	\$87.05	\$475.99	\$1,103.98
06/02/21				LPC			\$15.71						\$1,119.69
06/02/21	06/02/21	30	642.1	ACTUAL	5.5	243.0	\$61.20		06/24/21	BUD +	\$98.05	\$589.75	\$1,180.89
06/24/21				PAYMENT			(\$104.25)						\$1,076.64
07/02/21	07/02/21	30	643.7	ACTUAL	1.6	22.0	\$28.17		07/26/21	BUD +	\$46.42	\$46.42	\$1,104.81

**PEOPLES NATURAL GAS**  
**Statement of Account**

Complainant  
Exhibit E

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**Address** 502 Western Av Apt 8  
East Pittsburgh, PA 15112-1035

**Account Number** 210003904344  
**Meter Number** 840413

**For Questions Call** (800)-764-0111  
**Individuals with Hearing Losses** Dial 711

Date	Reading Date	Bill Days	Meter Reading	Transaction Type	Usage	Degree Days	Transaction Amount	Sales/State Tax	Due Date	Plan Desc	Plan Amt Due	Total Plan Amt Due	Balance
07/30/21				PAYMENT			(\$46.42)						\$1,058.39
08/03/21	08/03/21	32	645.2	ACTUAL	1.5		\$28.14		08/25/21	BUD +	\$46.39	\$46.39	\$1,086.53
09/01/21				LPC			\$15.85						\$1,102.38
09/01/21	08/31/21	28	646.3	ACTUAL	1.1		\$23.27		09/23/21	BUD +	\$41.52	\$103.76	\$1,125.65
09/16/21				PAYMENT			(\$46.39)						\$1,079.26
09/30/21				LPC			\$15.74						\$1,095.00
09/30/21	09/30/21	30	649.5	ACTUAL	3.2	48.0	\$41.86		10/22/21	BUD +	\$60.11	\$133.22	\$1,136.86
10/17/21				PAYMENT			(\$46.50)						\$1,090.36
11/01/21				LPC			\$15.90						\$1,106.26
11/01/21	10/29/21	29	654.2	ACTUAL	4.7	173.0	\$64.02		11/23/21	BUD +	\$82.27	\$184.89	\$1,170.28
12/02/21				LPC			\$16.86						\$1,187.14
12/02/21	12/02/21	34	666.6	ACTUAL	12.4	801.0	\$147.25		12/27/21	BUD +	\$165.50	\$367.25	\$1,334.39
12/12/21				TAX REPAIR			(\$725.64)						\$608.75
01/05/22	01/04/22	33	679.4	ACTUAL	12.8	824.0	\$151.10		01/27/22	BUD +	\$170.78	\$170.78	\$759.85
01/31/22				PAYMENT			(\$424.61)						\$335.24
02/04/22	02/03/22	30	700.9	ACTUAL	21.5	1,249.5	\$236.98		02/28/22	BUD +	\$251.00	\$2.83	\$572.22
03/07/22				LPC			\$8.58						\$580.80
03/07/22	03/04/22	29	716.8	ACTUAL	15.9	947.0	\$178.76		03/29/22	BUD +	\$198.44	\$209.85	\$759.56
04/04/22				LPC			\$11.26						\$770.82
04/04/22	04/04/22	31	727.5	ACTUAL	10.7	686.0	\$124.89		04/26/22	BUD +	\$144.57	\$365.68	\$895.71
05/04/22				LIHEAP CASH			(\$500.00)						\$395.71
05/04/22	05/04/22	30	735.0	ACTUAL	7.5	418.0	\$92.53		05/26/22	BUD +	\$19.68	(\$114.64)	\$488.24
05/23/22				PAYMENT			(\$22.11)						\$466.13
06/03/22	06/03/22	30	737.5	ACTUAL	2.5	108.5	\$39.81		06/27/22	BUD +	\$19.68	(\$24.54)	\$505.94
06/08/22				LIHEAP CRISIS			(\$259.56)						\$246.38
06/29/22				PAYMENT			(\$15.27)						\$231.11
07/06/22	07/05/22	32	738.3	ACTUAL	0.8	16.5	\$22.34		07/28/22	BUD +	\$19.68	(\$239.88)	\$253.45
08/04/22	08/03/22	29	738.8	ACTUAL	0.5		\$21.01		08/26/22	BUD +	\$19.68	(\$197.86)	\$274.46
08/29/22				LIHEAP CASH			(\$250.00)						\$24.46
09/02/22	09/01/22	29	739.3	ACTUAL	0.5		\$21.01		09/26/22	BUD +	\$19.68	(\$407.17)	\$45.47
10/04/22	10/03/22	32	741.7	ACTUAL	2.4	132.0	\$49.54		10/26/22	BUD +	\$19.68	(\$366.48)	\$95.01