



Specific Service Agreement Statement of Account SA- 9916169348

Customer Name	From Date	To Date
VALERIE GREGORY	10/1/2020	10/25/2022

Service Address	Account Number	S A Number	Meter	Rate/Class
5320 AKRON ST PHIL, PA 191241220	94627854	9916169348	2197232	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
10/20/2020	BILL	5253	R	29	47	1.62	87		11/13/2020	\$124.84	\$3,111.68	\$3,111.68
11/19/2020	BILL	5354	R	32	101	3.16	304		12/15/2020	\$124.84	\$3,236.52	\$3,236.52
12/19/2020	BILL	5508	R	30	154	5.13	615		1/15/2021	\$124.84	\$3,361.36	\$3,361.36
1/22/2021	BILL	5745	R	34	237	6.97	924		2/17/2021	\$124.84	\$3,486.20	\$3,486.20
2/23/2021	BILL	5998	R	30	253	8.43	985		3/18/2021	\$124.84	\$3,611.04	\$3,611.04
3/23/2021	BILL	6171	R	28	173	6.18	652		4/16/2021	\$124.84	\$3,735.88	\$3,735.88
3/25/2021	PAY							Banking Institutions		(\$290.00)	\$3,445.88	\$3,445.88
4/22/2021	BILL	6269	R	32	98	3.06	338		5/17/2021	\$124.84	\$3,570.72	\$3,570.72
5/21/2021	BILL	6312	R	29	43	1.48	160		6/16/2021	\$124.84	\$3,695.56	\$3,695.56
6/21/2021	BILL	6330	R	29	18	0.62	36		7/15/2021	\$124.84	\$3,820.40	\$3,820.40
6/28/2021	PAY							Banking Institutions		(\$195.00)	\$3,625.40	\$3,625.40
7/21/2021	BILL	6341	R	32	11	0.34	0		8/13/2021	\$124.84	\$3,750.24	\$3,750.24
8/19/2021	BILL	6349	R	29	8	0.28	0		9/14/2021	\$124.84	\$3,875.08	\$3,875.08
9/11/2021	PAY							Banking Institutions		(\$290.00)	\$3,585.08	\$3,585.08
9/21/2021	BILL	6358	R	31	9	0.29	0		10/14/2021	\$124.84	\$3,709.92	\$3,709.92
10/13/2021	CRPFRZ									\$2,892.12	\$6,602.04	\$6,602.04
10/20/2021	LPC									\$56.62	\$6,658.66	\$6,658.66
10/20/2021	BILL	6369	R	31	11	0.35	26		11/15/2021	\$33.07	\$6,691.73	\$6,691.73
11/19/2021	LPC									\$99.52	\$6,791.25	\$6,791.25
11/19/2021	BILL	6465	R	30	96	3.2	335		12/15/2021	\$164.52	\$6,955.77	\$6,955.77
12/21/2021	LPC									\$101.99	\$7,057.76	\$7,057.76
12/21/2021	BILL	6622	R	30	157	5.23	577		1/14/2022	\$275.25	\$7,333.01	\$7,333.01
1/22/2022	LPC									\$106.12	\$7,439.13	\$7,439.13
1/22/2022	BILL	6852	R	34	230	6.76	895		2/15/2022	\$402.94	\$7,842.07	\$7,842.07
2/19/2022	LPC									\$112.16	\$7,954.23	\$7,954.23
2/19/2022	BILL	7068	R	28	216	7.71	855		3/16/2022	\$372.50	\$8,326.73	\$8,326.73
3/23/2022	LPC									\$117.75	\$8,444.48	\$8,444.48

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
3/23/2022	BILL	7224	R	32	156	4.88	592		4/18/2022	\$294.68	\$8,739.16	\$8,739.16
4/22/2022	LPC									\$122.17	\$8,861.33	\$8,861.33
4/22/2022	BILL	7332	R	30	108	3.6	428		5/17/2022	\$184.55	\$9,045.88	\$9,045.88
5/7/2022	PAY							Banking Institutions		(\$65.19)	\$8,980.69	\$8,980.69
5/21/2022	BILL	7335	R	2	3	1.5	18		6/15/2022	\$4.58	\$8,985.27	\$8,985.27
6/11/2022	PAY							Banking Institutions		(\$1.81)	\$8,983.46	\$8,983.46
6/21/2022	LPC									\$124.00	\$9,107.46	\$9,107.46
7/16/2022	PAY							Banking Institutions		(\$22.70)	\$9,084.76	\$9,084.76
7/21/2022	LPC									\$123.66	\$9,208.42	\$9,208.42
8/13/2022	PAY							Banking Institutions		(\$22.70)	\$9,185.72	\$9,185.72
8/19/2022	LPC									\$123.32	\$9,309.04	\$9,309.04
9/16/2022	PAY							Banking Institutions		(\$22.70)	\$9,286.34	\$9,286.34
9/16/2022	LPCWVE									(\$246.98)	\$9,039.36	\$9,039.36
10/14/2022	PAY							Banking Institutions		(\$27.76)	\$9,011.60	\$9,011.60

Specific Service Agreement Statement of Account SA- 1890995982

Customer Name	From Date	To Date			
VALERIE GREGORY	10/1/2020	10/25/2022			
Service Address	Account Number	S A Number	Meter	Rate/Class	
5320 AKRON ST PHIL, PA 191241220	94627854	1890995982	2197232	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
6/21/2022	BILL	7389	R	56	54	0.96	127		7/15/2022	\$126.93	\$126.93	\$126.93
7/19/2022	WNA2&5									(\$2.81)	\$124.12	\$124.12
7/21/2022	BILL	7398	R	32	9	0.28	0		8/15/2022	\$33.89	\$158.01	\$158.01
8/19/2022	BILL	7404	R	29	6	0.21	0		9/14/2022	\$27.92	\$185.93	\$185.93
9/20/2022	BILL	7410	R	30	6	0.2	0		10/13/2022	\$27.76	\$213.69	\$213.69
10/19/2022	BILL	7422	R	31	12	0.39	125		11/14/2022	\$38.55	\$252.24	\$252.24

Search For Negotiated Payment Arrangement

Search Criteria

Account... 0000 9462 7854 Gregory, Valerie

From Date: 10/25/2022

Apply Criteria

OK

Cancel

Date	Seq	Status	Comments
04/07/2022	1	Canceled	
10/31/2016	1	Broken	3488791
04/02/2013	1	Broken	
05/28/2010	1	Broken	
03/22/2010	1	Broken	
04/25/2006	1	Broken	

6 record(s) found.

11/1/22 IW
EXHIBIT
Respondent
Exhibit-2

PHILADELPHIA GAS WORKS

PUC

Opening XML

Case Number: 3488621
Company Name: PGW (PHILA. GAS WORKS (NGDC))
Company Code: 0766
Company Type: GAS TRANSPORTER
Customer First Name: VALERIE
Customer Middle Initial:
Customer Last Name: GREGORY
Customer Account Number: 0094627854
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: 5320 AKRON ST
Customer Service Address 2:
Customer Service Address City: PHILADELPHIA
Customer Service Address State: PA
Customer Service Address Zip: 19124
Customer Service Address 4-Zip:
Customer Family Adults: 1
Customer Family Children: 0
Customer Family Age:
Gross Income

Source	Income Amount
EMP	1750.67

Date Open: 2016-10-26
Reason For Contact: ON - PAR NEEDED (# 61)
Term Date:
Business Name:
Case Problem:
Company Position: 09/29/2016 CO WANTS FULL BALANCE
Related Information: STRAIGHT PUC PAR



Case Misc Info:

Hot Issue:

Case Origin: TELEPHONE

Prior Case Number:

Universal Service: Y

Arrearage: 2150.80

BCS Investigator First Name: BCS

BCS Investigator Last Name: CASE POOL

BCS Investigator Phone w/ Area Code: 7177870000

BCSIntaker First Name: MARK

BCSIntaker Last Name: COSTIK

Number Of Time Send: 1

Number Of Time Faxed: 0

Number Of Time Faxed: 7177876641

PHILADELPHIA GAS WORKS

PUC

Closing XML

Case Number: 3488621
Company Name: PGW (PHILA. GAS WORKS (NGDC))
Company Code: 0766
Company Type: GAS TRANSPORTER
Customer First Name: VALERIE
Customer Middle Initial:
Customer Last Name: GREGORY
Account Number: 94627854
Service Address 1: 5320 AKRON ST
Service Address 2:
Service City: PHILADELPHIA
Service State: PA
Service Zip 5: 19124
Service Zip 4:
Decision Issue: Y
Oral Written: W
Violation: NO
Chapter:
Section Rule:
Total Balance: 2150.80
Date Closed: 2016-10-27
Resolution: LEVEL 2, BB 135.00 + 60.00 = 195.00 BEGINNING DECEMBER 2016.
Balance Date: 2016-10-27
Service Restored Pay:
Service Continue Amount:
Service Continue Date:
Terms: DECEMBER 2016 BILL DUE DATE
Special Budget Amount: 195.00
Regular Budget Amount: 135.00
Arrears Payment Plus: 60.00
FinalMonthlyPayment:
CurrentMonthlyPayment:
EndMonthlyPayment:
LetterDescription:
HeadDate: 2016-10-31
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: 3832882
Company Name: PGW (PHILA. GAS WORKS (NGDC))
Company Code: 0766
Company Type: GAS TRANSPORTER
Customer First Name: VALERIE
Customer Middle Initial:
Customer Last Name: GREGORY
Customer Account Number: 0094627854
Customer Home Phone w/ Area Code: 2677027501
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: 5320 AKRON ST
Customer Service Address 2:
Customer Service Address City: PHILADELPHIA
Customer Service Address State: PA
Customer Service Address Zip: 19124
Customer Service Address 4-Zip:
Customer Family Adults: 1
Customer Family Children: 0
Customer Family Age:
Gross Income

Source	Income Amount
WAGES	900

Date Open: 2022-04-22
Reason For Contact: ON - PAR WITH DISPUTE (#63)
Term Date: 2022-04-26
Business Name:
Case Problem:
Company Position: 04/22/2022 SEND IN PROOF THAT CUSTOMER MOVED OUT OF FORMER SERVICE ADDRESS.



Related Information:

63-PAR WITH DISPUTE- CUSTOMER IS DISPUTING PGW ATTACHING A BALANCE FROM A FORMER SERVICE ADDRESS AT 5330 CROWSON ST. PHILADELPHIA. CUSTOMER STATES SHE MOVED OUT OF THE FORMER ADDRESS IN 2014. - RELIEF SOUGHT - PUC PAR AND BILLING INVESTIGATION. THE CELL PHONE NUMBER (267) 601 - 3731 HAS BEEN ALLOWED TO BE SHARED. THE EMAIL ADDRESS BUTTSI@YAHOO.COM HAS BEEN ALLOWED TO BE SHARED.

Case Misc Info:**Hot Issue:****Case Origin:** TELEPHONE**Prior Case Number:****Universal Service:** Y**Arrearage:** 8326.73**BCS Investigator First Name:** BCS**BCS Investigator Last Name:** CASE POOL**BCS Investigator Phone w/ Area Code:** 7177875468**BCSIntaker First Name:** JOHN**BCSIntaker Last Name:** LANGAN**Number Of Time Send:** 1**Number Of Time Faxed:** 0**Number Of Time Faxed:** 7177876641

PHILADELPHIA GAS WORKS

PUC

Closing XML

Case Number: 3832882
Company Name: PGW (PHILA. GAS WORKS (NGDC))
Company Code: 0766
Company Type: GAS TRANSPORTER
Customer First Name: VALERIE
Customer Middle Initial:
Customer Last Name: GREGORY
Account Number: 94627854
Service Address 1: 5320 AKRON ST
Service Address 2:
Service City: PHILADELPHIA
Service State: PA
Service Zip 5: 19124
Service Zip 4:
Decision Issue: Y
Oral Written: W
Violation: NO
Chapter:
Section Rule:
Total Balance: 8980.69
Date Closed: 2022-06-02
Resolution: DECISION MAILED TO CUSTOMER PER HER REQUEST. DUE TO A MAILING RESTRICTION, THIS DECISION WILL BE DATED AND MAILED ON FRIDAY JUNE 3, 2022. THE APPEAL DUE DATE FOR BOTH THE UTILITY AND CUSTOMER IS 20 DAYS FROM THE DATE ON THE WRITTEN DECISION.COMPLAINT IS DISMISSED. ACCOUNT BALANCE IS CORRECT. PUC WILL NOT INVESTIGATE BILLS FROM HER PRIOR ACCOUNTS THAT THE COMPANY ISSUED IN HER NAME FOR SERVICES RENDERED BETWEEN OCTOBER 29, 2004-JUNE 30, 2010 AT 5530 CROWSON STREET OR THE BILLS THAT THE COMPANY ISSUED IN HER NAME FOR SERVICES RENDERED BETWEEN FEBRUARY 9, 2012-JULY 18, 2014 AT 5320 AKRON STREET. BILLS FROM THOSE PRIOR ACCOUNTS ARE OLDER THAN 7 YEARS. PHILADELPHIA REAL ESTATE TAX RECORDS SHOW THE CUSTOMER BECAME THE OWNER OF 5320 AKRON STREET ON FEBRUARY 8, 2012. SHE RE-ESTABLISHED SERVICE IN HER NAME AT 5320 AKRON STREET EFFECTIVE SEPTEMBER 29, 2016 AND UNDER 56.16 B THE COMPANY WAS ALLOWED TO TRANSFER ANY OUTSTANDING DEBT SHE OWED

FROM PRIOR SERVICE IN HER NAME INTO HER CURRENT ACCOUNT. CUSTOMER DID NOT DISPUTE THE ARREARS FROM HER PRIOR ACCOUNT IN EITHER OF HER 2 PRIOR INFORMAL COMPLAINTS. CUSTOMER DEFAULTED ON THE PUC PAR ISSUED ON OCTOBER 27, 2016 IN HER PRIOR INFORMAL COMPLAINT BCS 3488621. THE CUSTOMER OWES 3,709.73 IN CRP ARREARS WHICH THE PUC CANNOT GIVE HER A PAR.

Balance Date: 2022-05-20
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:
HeadDate: 2022-06-03
Paragraph:
Bill Date:
Reconnect Amount: 0
Pay Amount: 0.00
BCS Investigator First Name: JULIE
BCS Investigator Last Name: CARLIN
Number Of Time Send: 1
Number Of Time Faxed: 0
PUC Fax: 7177876641