

COMMONWEALTH OF PENNSYLVANIA  
(Public Utility Commission)

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GLADYS NNADOZIE :  
Complainant, : Docket No.:  
V. : C-2022-3035981  
PHILADELPHIA GAS WORKS, :  
Respondent. :

-----X

Pages 1 through 48 TELEPHONIC HEARING  
Hearing Room 1  
Commonwealth Keystone Bldg.  
400 North Street  
Harrisburg, Pennsylvania

Wednesday, December 21, 2022  
Met, pursuant to notice, at 10:04 a.m.

INDEX TO EXHIBITS

Docket No. C-2022-3035981

Hearing Date: December 21, 2022

<u>NUMBER</u>	<u>FOR IDENTIFICATION</u>	<u>IN EVIDENCE</u>
PGW		
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2 (Payment Arrangements)	6	44
3 (Opening & Closing for BCS 3788825)	6	44

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Docket No. C-2022-3035981

Hearing Date: December 21, 2022

<u>NUMBER</u>	<u>FOR IDENTIFICATION</u>	<u>IN EVIDENCE</u>
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**PHILADELPHIA GAS WORKS**

800 West Montgomery Avenue • Philadelphia, PA 19122

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

December 14, 2022

**VIA ELECTRONIC MAIL**

Special Agent Michael Mroczka  
Pennsylvania Public Utility Commission  
400 North Street, 2<sup>nd</sup> Floor West  
Harrisburg, PA 17120

**Re: Gladys Nnadozie v. Philadelphia Gas Works, Docket No. C-2022-3035981**

Dear Special Agent Mroczka:

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*

Graciela Christlieb, Esquire

Enclosure

cc: Cert. of Service w/enc.



**PHILADELPHIA GAS WORKS**

800 West Montgomery Avenue • Philadelphia, PA 19122

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### **CERTIFICATE OF SERVICE**

I hereby certify that I have this day served a true copy of Philadelphia Gas Works' Proposed Exhibits upon the persons listed below in the manner indicated in accordance with the requirements of 52 Pa. Code §1.54 (relating to service by a party).

**VIA REGULAR MAIL**

Gladys Nnadozie

[glnadozie@gmail.com](mailto:glnadozie@gmail.com)

Date: December 14, 2022

*/s/ Graciela Christlieb*

Graciela Christlieb, Esquire

Specific Service Agreement Statement of Account SA- 446977851

<b>Customer Name</b>	<b>From Date</b>	<b>To Date</b>		
GLADYS NNADOZIE	12/14/2020	12/14/2022		
<b>Service Address</b>	<b>Account Number</b>	<b>S A Number</b>	<b>Meter</b>	<b>Rate/Class</b>
3215 BYBERRY RD PHIL, PA 191541815	92604613	446977851	2177313	GS

STATEMENT

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
12/19/2020	BILL	5544	R	30	173	5.77	615		1/15/2021	\$252.42	\$3,919.45	\$3,919.45
1/22/2021	LPC									\$57.46	\$3,976.91	\$3,976.91
1/22/2021	BILL	5798	R	34	254	7.47	924		2/17/2021	\$373.03	\$4,349.94	\$4,349.94
2/23/2021	LPC									\$63.06	\$4,413.00	\$4,413.00
2/23/2021	BILL	6049	R	30	251	8.37	985		3/18/2021	\$358.55	\$4,771.55	\$4,771.55
3/23/2021	LPC									\$68.44	\$4,839.99	\$4,839.99
3/23/2021	BILL	6216	R	28	167	5.96	652		4/16/2021	\$238.37	\$5,078.36	\$5,078.36
4/22/2021	LPC									\$72.01	\$5,150.37	\$5,150.37
4/22/2021	BILL	6309	R	32	93	2.91	338		5/17/2021	\$150.74	\$5,301.11	\$5,301.11
5/21/2021	BILL	6350	R	29	41	1.41	160		6/16/2021	\$67.97	\$5,369.08	\$5,369.08
6/21/2021	LPC									\$75.29	\$5,444.37	\$5,444.37
6/21/2021	BILL	6389	R	29	39	1.34	36		7/15/2021	\$64.22	\$5,508.59	\$5,508.59
7/21/2021	LPC									\$76.26	\$5,584.85	\$5,584.85
7/21/2021	BILL	6415	R	32	26	0.81	0		8/13/2021	\$49.45	\$5,634.30	\$5,634.30
8/19/2021	LPC									\$77.00	\$5,711.30	\$5,711.30
8/19/2021	BILL	6436	R	29	21	0.72	0		9/14/2021	\$43.25	\$5,754.55	\$5,754.55
9/21/2021	LPC									\$77.65	\$5,832.20	\$5,832.20
9/21/2021	BILL	6458	R	31	22	0.71	0		10/14/2021	\$46.44	\$5,878.64	\$5,878.64
10/20/2021	LPC									\$78.34	\$5,956.98	\$5,956.98
10/20/2021	BILL	6481	R	31	23	0.74	26		11/15/2021	\$49.42	\$6,006.40	\$6,006.40
11/19/2021	BILL	6558	R	30	77	2.57	335		12/15/2021	\$133.68	\$6,140.08	\$6,140.08
12/21/2021	BILL	6718	R	30	160	5.33	577		1/14/2022	\$278.72	\$6,418.80	\$6,418.80
1/22/2022	BILL	6951	R	34	233	6.85	895		2/15/2022	\$407.06	\$6,825.86	\$6,825.86
2/19/2022	LPC									\$91.38	\$6,917.24	\$6,917.24
2/19/2022	BILL	7166	R	28	215	7.68	855		3/16/2022	\$370.69	\$7,287.93	\$7,287.93
3/23/2022	LPC									\$96.94	\$7,384.87	\$7,384.87
3/23/2022	BILL	7312	R	32	146	4.56	592		4/18/2022	\$273.77	\$7,658.64	\$7,658.64

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
4/22/2022	LPC									\$101.05	\$7,759.69	\$7,759.69
4/22/2022	BILL	7421	R	30	109	3.63	428		5/17/2022	\$186.46	\$7,946.15	\$7,946.15
5/20/2022	LPC									\$103.84	\$8,049.99	\$8,049.99
5/20/2022	BILL	7448	R	28	27	0.96	144		6/15/2022	\$58.78	\$8,108.77	\$8,108.77
6/21/2022	LPC									\$104.72	\$8,213.49	\$8,213.49
6/21/2022	BILL	7468	R	30	20	0.67	1		7/15/2022	\$52.23	\$8,265.72	\$8,265.72
7/21/2022	LPC									\$105.51	\$8,371.23	\$8,371.23
7/21/2022	BILL	7479	R	32	11	0.34	0		8/15/2022	\$37.83	\$8,409.06	\$8,409.06
8/19/2022	BILL	7491	R	29	12	0.41	0		9/14/2022	\$39.83	\$8,448.89	\$8,448.89
9/20/2022	LPC									\$106.67	\$8,555.56	\$8,555.56
9/20/2022	BILL	7504	R	30	13	0.43	0		10/13/2022	\$41.40	\$8,596.96	\$8,596.96
10/20/2022	BILL	7507	R	5	3	0.6	0		11/15/2022	\$5.79	\$8,602.75	\$8,602.75
10/21/2022	PAY							Check		(\$1,272.92)	\$7,329.83	\$7,329.83

Specific Service Agreement Statement of Account SA- 6753939556

<b>Customer Name</b>	<b>From Date</b>	<b>To Date</b>		
GLADYS NNADOZIE	12/14/2020	12/14/2022		
<b>Service Address</b>	<b>Account Number</b>	<b>S A Number</b>	<b>Meter</b>	<b>Rate/Class</b>
3215 BYBERRY RD PHIL, PA 191541815	92604613	6753939556	2177313	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
1/22/2021	LPC									\$2.32	\$157.51	\$157.51
2/23/2021	LPC									\$2.32	\$159.83	\$159.83
3/23/2021	LPC									\$2.32	\$162.15	\$162.15
4/22/2021	LPC									\$2.32	\$164.47	\$164.47
5/21/2021	LPC									\$2.32	\$166.79	\$166.79
6/21/2021	LPC									\$2.32	\$169.11	\$169.11
7/21/2021	LPC									\$2.32	\$171.43	\$171.43
8/19/2021	LPC									\$2.32	\$173.75	\$173.75
9/21/2021	LPC									\$2.32	\$176.07	\$176.07
10/20/2021	LPC									\$2.32	\$178.39	\$178.39
11/19/2021	LPC									\$2.32	\$180.71	\$180.71
12/16/2021	LPCWVE									(\$2.32)	\$178.39	\$178.39
2/19/2022	LPC									\$2.32	\$180.71	\$180.71
3/23/2022	LPC									\$2.32	\$183.03	\$183.03
4/22/2022	LPC									\$2.32	\$185.35	\$185.35
5/20/2022	LPC									\$2.32	\$187.67	\$187.67
6/21/2022	LPC									\$2.32	\$189.99	\$189.99
7/21/2022	LPC									\$2.32	\$192.31	\$192.31
8/19/2022	LPC									\$2.32	\$194.63	\$194.63
9/20/2022	LPC									\$2.32	\$196.95	\$196.95
10/21/2022	PAY							Check		(\$155.19)	\$41.76	\$41.76

Specific Service Agreement Statement of Account SA- 7544253621

<b>Customer Name</b>	<b>From Date</b>	<b>To Date</b>		
GLADYS NNADOZIE	12/14/2020	12/14/2022		
<b>Service Address</b>	<b>Account Number</b>	<b>S A Number</b>	<b>Meter</b>	<b>Rate/Class</b>
3215 BYBERRY RD PHIL, PA 191541815	92604613	7544253621	2177313	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
1/22/2021	LPC									\$14.34	\$1,013.66	\$1,013.66
2/23/2021	LPC									\$14.34	\$1,028.00	\$1,028.00
3/23/2021	LPC									\$14.34	\$1,042.34	\$1,042.34
4/22/2021	LPC									\$14.34	\$1,056.68	\$1,056.68
5/21/2021	LPC									\$14.34	\$1,071.02	\$1,071.02
6/21/2021	LPC									\$14.34	\$1,085.36	\$1,085.36
7/21/2021	LPC									\$14.34	\$1,099.70	\$1,099.70
8/19/2021	LPC									\$14.34	\$1,114.04	\$1,114.04
9/21/2021	LPC									\$14.34	\$1,128.38	\$1,128.38
10/20/2021	LPC									\$14.34	\$1,142.72	\$1,142.72
11/19/2021	LPC									\$14.34	\$1,157.06	\$1,157.06
12/16/2021	LPCWVE									(\$14.34)	\$1,142.72	\$1,142.72
2/19/2022	LPC									\$14.34	\$1,157.06	\$1,157.06
3/2/2022	PAY							Debit Card		(\$384.41)	\$772.65	\$772.65
3/23/2022	LPC									\$8.57	\$781.22	\$781.22
4/22/2022	LPC									\$8.57	\$789.79	\$789.79
5/20/2022	LPC									\$8.57	\$798.36	\$798.36
6/21/2022	LPC									\$8.57	\$806.93	\$806.93
7/21/2022	LPC									\$8.57	\$815.50	\$815.50
8/19/2022	LPC									\$8.57	\$824.07	\$824.07
9/20/2022	LPC									\$8.57	\$832.64	\$832.64
10/21/2022	PAY							Check		(\$571.89)	\$260.75	\$260.75

Specific Service Agreement Statement of Account SA- 3190857414

<b>Customer Name</b>	<b>From Date</b>	<b>To Date</b>		
GLADYS NNADOZIE	12/14/2020	12/14/2022		
<b>Service Address</b>	<b>Account Number</b>	<b>S A Number</b>	<b>Meter</b>	<b>Rate/Class</b>
3215 BYBERRY RD PHIL, PA 191541815	92604613	3190857414	2177313	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
1/22/2021	LPC									\$12.23	\$873.51	\$873.51
2/23/2021	LPC									\$12.23	\$885.74	\$885.74
3/23/2021	LPC									\$12.23	\$897.97	\$897.97
4/22/2021	LPC									\$12.23	\$910.20	\$910.20
5/21/2021	LPC									\$12.23	\$922.43	\$922.43
6/21/2021	LPC									\$12.23	\$934.66	\$934.66
7/21/2021	LPC									\$12.23	\$946.89	\$946.89
8/19/2021	LPC									\$12.23	\$959.12	\$959.12
9/21/2021	LPC									\$12.23	\$971.35	\$971.35
10/20/2021	LPC									\$12.23	\$983.58	\$983.58
11/19/2021	LPC									\$12.23	\$995.81	\$995.81
12/16/2021	LPCWVE									(\$12.23)	\$983.58	\$983.58
2/19/2022	LPC									\$12.23	\$995.81	\$995.81
3/2/2022	PAY							Debit Card		(\$815.59)	\$180.22	\$180.22

**Search For Negotiated Payment Arrangement**

**Search Criteria**

Account... 0000 9260 4613  Nnadozie, Gladys

From Date: 12/14/2022

Date	Seq	Status	Comments
12/16/2021	1	Broken	BCS# 3814095
10/29/2018	1	Broken	>FORMAL SETTLEMENT F2018-3005147>
06/19/2017	1	Broken	
04/30/2015	1	Broken	
07/13/2010	1	Canceled	

5 record(s) found.

# PHILADELPHIA GAS WORKS

## PUC

### Opening XML

<b>Case Number:</b>	3788825
<b>Company Name:</b>	PGW (PHILA. GAS WORKS (NGDC))
<b>Company Code:</b>	0766
<b>Company Type:</b>	GAS TRANSPORTER
<b>Customer First Name:</b>	GLADYS
<b>Customer Middle Initial:</b>	
<b>Customer Last Name:</b>	NNADOZIE
<b>Customer Account Number:</b>	0092604613
<b>Customer Home Phone w/ Area Code:</b>	
<b>Customer Work Phone w/ Area Code:</b>	
<b>Customer Service Class:</b>	RESIDENTIAL
<b>Customer Mail Address 1:</b>	
<b>Customer Mail Address 2:</b>	
<b>Customer Mail Address City:</b>	
<b>Customer Mail Address State:</b>	
<b>Customer Mail Address Zip:</b>	
<b>Customer Mail Address 4-Zip:</b>	
<b>Customer Service Address 1:</b>	3215 BY BERRY RD
<b>Customer Service Address 2:</b>	
<b>Customer Service Address City:</b>	PHILADELPHIA
<b>Customer Service Address State:</b>	PA
<b>Customer Service Address Zip:</b>	19154
<b>Customer Service Address 4-Zip:</b>	
<b>Customer Family Adults:</b>	4
<b>Customer Family Children:</b>	1
<b>Customer Family Age:</b>	16
<b>Gross Income</b>	
<b>Source</b>	<b>Income Amount</b>
A1 WORK	6586.67
<b>Date Open:</b>	2021-05-18
<b>Reason For Contact:</b>	ON - PAR NEEDED (# 61)
<b>Term Date:</b>	
<b>Business Name:</b>	
<b>Case Problem:</b>	
<b>Company Position:</b>	05/18/2021 CO OFFERED HER AN ARRANGEMENT FOR 412.00 BUT SHE CANNOT AFFORD ARRANGEMENT

**Related Information:** CU CALLED STATING SHE NEEDS AN ARRANGEMENT , 61  
– CUSTOMER NEEDS A PAYMENT ARRANGEMENT. THE  
CELL PHONE NUMBER (267) 298 - 6412 HAS BEEN  
ALLOWED TO BE SHARED. THE EMAIL ADDRESS  
GLNNADOZIE@LIVE.COM HAS BEEN ALLOWED TO BE  
SHARED.

**Case Misc Info:**

**Hot Issue:**

**Case Origin:** TELEPHONE

**Prior Case Number:**

**Universal Service:** N

**Arrearage:** 7180

**BCS Investigator First Name:** BCS

**BCS Investigator Last Name:** CASE POOL

**BCS Investigator Phone w/ Area Code:** 7177875468

**BCSIntaker First Name:** GERMANY

**BCSIntaker Last Name:** MORTON

**Number Of Time Send:** 1

**Number Of Time Faxed:** 0

**Number Of Time Faxed:** 7177876641

# PHILADELPHIA GAS WORKS

## PUC

### Closing XML

**Case Number:** 3788825  
**Company Name:** PGW (PHILA. GAS WORKS (NGDC))  
**Company Code:** 0766  
**Company Type:** GAS TRANSPORTER  
**Customer First Name:** GLADYS  
**Customer Middle Initial:**  
**Customer Last Name:** NNADOZIE  
**Account Number:** 92604613  
**Service Address 1:** 3215 BY BERRY RD  
**Service Address 2:**  
**Service City:** PHILADELPHIA  
**Service State:** PA  
**Service Zip 5:** 19154  
**Service Zip 4:**  
**Decision Issue:** Y  
**Oral Written:** W  
**Violation:** NO  
**Chapter:**  
**Section Rule:**  
**Total Balance:** 7529.32  
**Date Closed:** 2021-06-17  
**Resolution:** THIS CUSTOMER QUALIFIES FOR NEW UTILITY PAYMENT TERMS IN ACCORDANCE WITH THE COMMISSION'S PUBLIC UTILITY SERVICE TERMINATION MORATORIUM PROCLAMATION OF DISASTER EMERGENCY-COVID-19, DOCKET NO. M-2020-3019244 (EMERGENCY ORDER REVISED AND RATIFIED ON MARCH 18, 2021, EFFECTIVE APRIL 1, 2021). THE INCOME PROVIDED BY THIS CUSTOMER TO BCS INDICATES THE PAYMENT ARRANGEMENT SHOULD BE AT LEAST 24 MONTHS. THE UTILITY IS WILLING TO ESTABLISH A 24-MONTH ARRANGEMENT WHICH COMPLIES WITH THE TERMS OF THE MARCH 18, 2021 ORDER. THE CUSTOMER HAS BEEN DIRECTED TO CONTACT THE UTILITY WITHIN 20 DAYS TO ESTABLISH THE PAYMENT ARRANGEMENT. THE UTILITY IS ALSO ENCOURAGED TO CONTACT THE CUSTOMER WITHIN 20 DAYS OF THE DATE OF THIS DECISION, TO OFFER A PAYMENT ARRANGEMENT TO THIS CUSTOMER. IF THE UTILITY IS UNABLE TO ESTABLISH PAYMENT TERMS FOR THIS CUSTOMER, THE UTILITY MAY BEGIN THE NOTIFICATION AND TERMINATION PROCESS ANEW.

**Balance Date:** 2021-06-16  
**Service Restored Pay:** 0.00  
**Service Continue Amount:** 0.00  
**Service Continue Date:**  
**Terms:**  
**Special Budget Amount:** 0.00  
**Regular Budget Amount:** 151.00  
**Arrears Payment Plus:** 0.00  
**FinalMonthlyPayment:** 0.00  
**CurrentMonthlyPayment:** 0.00  
**EndMonthlyPayment:** 0.00  
**LetterDescription:**  
**HeadDate:** 2021-06-17  
**Paragraph:**  
**Bill Date:**  
**Reconnect Amount:** 0  
**Pay Amount:** 0.00  
**BCS Investigator First Name:** IJANAYA  
**BCS Investigator Last Name:** YOUNG  
**Number Of Time Send:** 1  
**Number Of Time Faxed:** 0  
**PUC Fax:** 7177876641

**Customer Contact: Customer Review Unit**

Date: 07/02/2021 Time: 11:18:00 AM Source: JetSearch Related Tran: Account Maintenance

CC Type: CRU - Customer Review Unit Created: 07/02/2021 at: 11:18:09 AM by: DKAUFFMA

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

Surveyable Auto Delete Date: 07/02/2026 Class: Inquiry

Comments:   
\_CRU\_ I called the customer on 06/15/2021 to no avail. If the customer calls the company requesting their new no-money down payment agreement (PAR21), now that BCCS has been updated, please activate the PAR21 for the customer accordingly.

**Letter**  
Status: Print Date: Run Number: Reprint:   
Template:

**Review List Tickler**  
Follow Up:   
Priority:   
 to Review Group  to User   
Review Group...

Account: 0000 9260 4613 Nnadozie, Gladys  
Premise: 3215 Byberry Rd/Phila,Pa  
Person: Nnadozie, Gladys

Change Cancel

**Customer Contact: Billing** [X]

Date: 11/16/2021 Time: 10:50:00 AM Source: JetSearch Related Tran: Account Maintenance

CC Type: BILL - Billing Created: 11/16/2021 at: 10:50:08 AM by: NHENKEL

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

Surveyable Auto Delete Date: 11/16/2025 Class: Inquiry

Comments: c.c this is high balance account filled out call back

**Letter**

Status: Print Date: Run Number: Reprint: [v]

Template:

**Review List Tickler**

Follow Up: [ ]  to Review Group  to User

Priority: [ ] Review Group... [ ]

Account: 0000 9260 4613 Nnadozie, Gladys [v]

Premise: 3215 Byberry Rd/Phila,Pa [v]

Person: Nnadozie, Gladys [v]

[Change] [Cancel]

**Customer Contact: Supervisor Call Back Call cent**

Date: 11/16/2021 Time: 12:35:00 PM Source: JetSearch Related Tran: Account Maintenance

CC Type: QSUP - Supervisor Call Back Call ce Created: 11/16/2021 at: 12:35:02 PM by: KBALLARD

Area: 800 - Residential General Service Changed: 11/16/2021 at: 12:35:31 PM by: KBALLARD

Surveyable Auto Delete Date: 11/16/2025 Class: Inquiry

Comments: Supervisor Call Back - Spoke with COR Gladys Nnadozie who wanted to know if there was anything we can do to help her with the bill. - COR stated she had just got back to work and found a new job - GMI \$\$6000 w/H/H of 5 - Told COR that we had no other budgets and her Catch Up Amt is \$5280.21 - Told COR she could contact PUC & let her know her situation and they might revise the PAR for her - COR owns home & bill high so cld not refer her to PHDC Rental & Utility Asst

**Letter**

Status: \_\_\_\_\_ Print Date: \_\_\_\_\_ Run Number: \_\_\_\_\_ Reprint: [v]

Template: \_\_\_\_\_

**Review List Tickler**

Follow Up: [ ]  to Review Group  to User

Priority: [ ] Review Group... [ ]

Account: 0000 9260 4613 Nnadozie, Gladys

Premise: 3215 Byberry Rd/Phila,Pa

Person: Nnadozie, Gladys

[Change] [Cancel]

# PHILADELPHIA GAS WORKS

## PUC

### Opening XML

**Case Number:** 3814095  
**Company Name:** PGW (PHILA. GAS WORKS (NGDC))  
**Company Code:** 0766  
**Company Type:** GAS TRANSPORTER  
**Customer First Name:** GLADYS  
**Customer Middle Initial:**  
**Customer Last Name:** NNADOZIE  
**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:** 3215 BYBERRY RD  
**Customer Service Address 2:**  
**Customer Service Address City:** PHILADELPHIA  
**Customer Service Address State:** PA  
**Customer Service Address Zip:** 19154  
**Customer Service Address 4-Zip:**  
**Customer Family Adults:** 3  
**Customer Family Children:** 1  
**Customer Family Age:** 17  
**Gross Income**  

Source	Income Amount
A1 WGS	6000
A2	0
A3	0

  
**Date Open:** 2021-11-18  
**Reason For Contact:** ON - PAR NEEDED (# 61)  
**Term Date:** 2021-11-29  
**Business Name:**  
**Case Problem:**

**Company Position:** 11/18/2021 CUSTOMER MUST PAY 500.00 TO MAINTAIN ARRANGEMENT

**Related Information:** 61 – CUSTOMER NEEDS A PAYMENT ARRANGEMENT. NOTES FOR COMPANY – IF RESPONDING WITH AN EGW ABBREVIATED PAR REPORT FOR A STRAIGHT PAYMENT ARRANGEMENT REQUEST (CODE 61), YOU MUST ALSO COMPLETE AND SEND THE “ABBREVIATED REPORT ATTACHMENT.” IF RESPONDING WITH AN EGW FULL PAR REPORT, THE REPORT MUST ANSWER THE SAME QUESTIONS FROM THE “ABBREVIATED REPORT ATTACHMENT.” THE PA’S MUST COMPLY WITH THE MARCH 18, 2021 ORDER (M-2020-3019244). THE CELL PHONE NUMBER (267) 298 - 6412 HAS BEEN ALLOWED TO BE SHARED. THE EMAIL ADDRESS GLNNADOZIE@LIVE.COM HAS BEEN ALLOWED TO BE SHARED.

**Case Misc Info:**

**Hot Issue:**

**Case Origin:** TELEPHONE

**Prior Case Number:** 3788825

**Universal Service:** N

**Arrearage:** 8100

**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:** 3814095  
**Company Name:** PGW (PHILA. GAS WORKS (NGDC))  
**Company Code:** 0766  
**Company Type:** GAS TRANSPORTER  
**Customer First Name:** GLADYS  
**Customer Middle Initial:**  
**Customer Last Name:** NNADOZIE  
**Account Number:** 92604613  
**Service Address 1:** 3215 BYBERRY RD  
**Service Address 2:**  
**Service City:** PHILADELPHIA  
**Service State:** PA  
**Service Zip 5:** 19154  
**Service Zip 4:**  
**Decision Issue:** Y  
**Oral Written:** W  
**Violation:** NO  
**Chapter:**  
**Section Rule:**  
**Total Balance:** 8473.66  
**Date Closed:** 2021-12-15  
**Resolution:** DECISION ISSUED - LEVEL 3, BUDGET 165.00 + 707.00 = 872.00  
BEGINNING JAN 2022 DUE DATE.  
**Balance Date:** 2021-12-02  
**Service Restored Pay:** 0.00  
**Service Continue Amount:** 0.00  
**Service Continue Date:**  
**Terms:** JANUARY 2022, DUE DATE  
**Special Budget Amount:** 872.00  
**Regular Budget Amount:** 165.00  
**Arrears Payment Plus:** 707.00  
**FinalMonthlyPayment:** 0.00  
**CurrentMonthlyPayment:** 0.00  
**EndMonthlyPayment:** 0.00  
**LetterDescription:**  
**HeadDate:** 2021-12-15

**Paragraph:**

**Bill Date:**

**Reconnect Amount:** 0

**Pay Amount:** 0.00

**BCS Investigator First Name:** CLEOTILDE

**BCS Investigator Last Name:** FLORES

**Number Of Time Send:** 1

**Number Of Time Faxed:** 0

**PUC Fax:** 7177876641

**Customer Contact: Billing** [X]

Date: 07/26/2022 Time: 11:20:00 AM Source: JetSearch Related Tran: Account Maintenance  
CC Type: BILL - Billing Created: 07/26/2022 at: 11:20:26 AM by: NHENKEL  
Area: 800 - Residential General Service Changed: at: by:  
 Surveyable Auto Delete Date: 07/26/2026 Class: Inquiry

Comments: c/c for par 5 in hh gmi is 6000.00 high balance account filled out call back

**Letter**  
Status: Print Date: Run Number: Reprint: [v]  
Template:

**Review List Tickler**  
Follow Up: [ ]  to Review Group  to User  
Priority: [ ] Review Group... [ ]

Account: 0000 9260 4613 Nnadozie, Gladys [v]  
Premise: 3215 Byberry Rd/Phila,Pa [v]  
Person: Nnadozie, Gladys [v]

[Change] [Cancel]

**Customer Contact: Supervisor Call Back Call cent**

Date: 07/26/2022 Time: 12:41:00 PM Source: JetSearch Related Tran: Account Maintenance

CC Type: QSUP - Supervisor Call Back Call ce Created: 07/26/2022 at: 12:41:03 PM by: VMORAGNE

Area: 800 - Residential General Service Changed: 07/26/2022 at: 12:42:53 PM by: VMORAGNE

Surveyable Auto Delete Date: 07/26/2026 Class: Inquiry

Comments: HIGH BALANCE ACCOUNT CALL BACK- Contacted: Nnadozie, Gladys regarding bal of \$9597.09. GMI 6000/5HH. Over income for CRP. Not elig for Med exhausted last one on 07/2022. Gave PAR DPA of 5776.00. No shut off on file. She asked if catchup could be lowered adv unfo not by PGW. Showing PUCPAR expld best option is to contact PUC. Issued number. Cust understands.

**Letter**

Status: \_\_\_\_\_ Print Date: \_\_\_\_\_ Run Number: \_\_\_\_\_ Reprint: [v]

Template: \_\_\_\_\_

**Review List Tickler**

Follow Up: [ ]  to Review Group  to User

Priority: [ ] Review Group... [ ]

Account: 0000 9260 4613 Nnadozie, Gladys

Premise: 3215 Byberry Rd/Phila,Pa

Person: Nnadozie, Gladys

[Change] [Cancel]

# PHILADELPHIA GAS WORKS

## PUC

### Opening XML

**Case Number:** 3853071  
**Company Name:** PGW (PHILA. GAS WORKS (NGDC))  
**Company Code:** 0766  
**Company Type:** GAS TRANSPORTER  
**Customer First Name:** GLADYS  
**Customer Middle Initial:**  
**Customer Last Name:** NNADOZIE  
**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:** 3215 BYBERRY RD  
**Customer Service Address 2:**  
**Customer Service Address City:** PHILADELPHIA  
**Customer Service Address State:** PA  
**Customer Service Address Zip:** 19154  
**Customer Service Address 4-Zip:**  
**Customer Family Adults:** 4  
**Customer Family Children:** 5  
**Customer Family Age:**  
**Gross Income**  

Source	Income Amount
AD1 JOB	2340
AD2 NONE	0
AD3 NONE	0
AD4 NONE	0

  
**Date Open:** 2022-07-26  
**Reason For Contact:** CII - CHANGE IN INCOME PAR (#71)  
**Term Date:** 2022-08-05  
**Business Name:**

**Case Problem:****Company Position:**

07/26/2022 COMPANY WANTS THE AMOUNT OF \$5,000.00  
TO KEEP SERVICE ON.

**Related Information:**

SERVICE ON. CII - RELIEF SOUGHT - PAR THE CELL  
PHONE NUMBER (267) 298 - 6412 HAS BEEN ALLOWED TO  
BE SHARED. THE EMAIL ADDRESS  
GLNNADOZIE@GMAIL.COM HAS BEEN ALLOWED TO BE  
SHARED.

**Case Misc Info:****Hot Issue:****Case Origin:**

TELEPHONE

**Prior Case Number:**

3814095

**Universal Service:**

Y

**Arrearage:**

9500

**BCS Investigator First Name:**

BCS

**BCS Investigator Last Name:**

CASE POOL

**BCS Investigator Phone w/ Area Code:**

7177875468

**BCSIntaker First Name:**

MERIKKA

**BCSIntaker Last Name:**

SHIRK

**Number Of Time Send:**

1

**Number Of Time Faxed:**

0

**Number Of Time Faxed:**

7177876641

# PHILADELPHIA GAS WORKS

## PUC

### Closing XML

**Case Number:** 3853071  
**Company Name:** PGW (PHILA. GAS WORKS (NGDC))  
**Company Code:** 0766  
**Company Type:** GAS TRANSPORTER  
**Customer First Name:** GLADYS  
**Customer Middle Initial:**  
**Customer Last Name:** NNADOZIE  
**Account Number:** 92604613  
**Service Address 1:** 3215 BYBERRY RD  
**Service Address 2:**  
**Service City:** PHILADELPHIA  
**Service State:** PA  
**Service Zip 5:** 19154  
**Service Zip 4:**  
**Decision Issue:** N  
**Oral Written:** W  
**Violation:** NO  
**Chapter:**  
**Section Rule:**  
**Total Balance:** 9597.09  
**Date Closed:** 2022-09-01  
**Resolution:** DISMISSAL LETTER ISSUED - CUSTOMER PROVIDED INSUFFICIENT DOCUMENTATION TO SUPPORT THE CLAIM OF CII. CASE DISMISSED PER 1405(D).  
**Balance Date:** 2022-08-16  
**Service Restored Pay:** 0.00  
**Service Continue Amount:** 0.00  
**Service Continue Date:**  
**Terms:**  
**Special Budget Amount:** 0.00  
**Regular Budget Amount:** 203.00  
**Arrears Payment Plus:** 0.00  
**FinalMonthlyPayment:** 0.00  
**CurrentMonthlyPayment:** 0.00  
**EndMonthlyPayment:** 0.00  
**LetterDescription:**

**HeadDate:** 2022-09-01  
**Paragraph:**  
**Bill Date:**  
**Reconnect Amount:** 0  
**Pay Amount:** 0.00  
**BCS Investigator First Name:** HOLLY  
**BCS Investigator Last Name:** PYLE  
**Number Of Time Send:** 1  
**Number Of Time Faxed:** 0  
**PUC Fax:** 7177876641