

1
2
3
4
5
6
7
8
9
10
11
12
13
14
15
16
17
18
19

20
21
22
23
24
25
26
27
28
29
30
31
32
33

Mary Jane Nolan,
v.
Philadelphia Gas Works
Initial Call-In
Telephonic

Docket No.: C-2022-
3036549

Pages 1 - 66

Judge's Chambers
Keystone Building
400 North Street
Harrisburg, PA

February 1, 2023
Commencing at 10:02 a.m.

INDEX TO EXHIBITS

Docket No. C-2022-3036549

Hearing Date: February 1, 2023

<u>NUMBER</u>	<u>FOR IDENTIFICATION</u>	<u>IN EVIDENCE</u>
8	Screenshots from Visit to Property	30 62
9	Dispute Letter	30 62
10	Closing Decision for Informal Complaint	30 62
11	Customer Contacts	30 62
12	Informal Complaint	30 62
13	Response Letter	30 62
14	Decision for Informal Complaint	30 62
15	2973 Tilton Account Statement	31 62
16	Results of Meter Test	31 62



PHILADELPHIA GAS WORKS

800 West Montgomery Avenue • Philadelphia, PA 19122

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

January 25, 2023

VIA ELECTRONIC MAIL

Administrative Law Judge Christopher P. Pell
Pennsylvania Public Utility Commission
801 Market Street
Suite 4063
Philadelphia, PA 19107

Re: Mary Nolan v. Philadelphia Gas Works, Docket No. C-2022-3036549

Dear Judge Pell:

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

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 EMAIL

Mary Nolan

mary.jane.nolan@aol.com

Date: January 25, 2023

/s/ Graciela Christlieb

Graciela Christlieb, Esquire

From: [PGW Online Customer Service](#)
To: mary.jane.nolan@aol.com
Subject: Important Information from Philadelphia Gas Works
Date: Tuesday, February 23, 2021 9:41:48 AM

This is an automatic response; please do not reply.

Thank you for contacting Philadelphia Gas Works. Your message is very important to us. This notice is to confirm receipt of your inquiry. A Customer Support Specialist is working on your request and will get back to you as quickly as possible. Please note, responses may take until the next business day. Thank you for giving PGW the opportunity to serve you. You'll hear from us soon.

Sincerely,

Philadelphia Gas Works
Customer Care Team

Customer Contact: Turn On

Date: 02/23/2021 Time: 11:10:00 AM Source: JetSearch Related Tran:

CC Type: SER0 - Turn On Created: 02/23/2021 at 11:10:50 AM by: SFLOYD

Area: 800 - Residential General Service Changed: 02/23/2021 at 11:11:44 AM by: SFLOYD

Surveyable Auto Delete Date: 02/23/2025 Class: Inquiry

Comments: Turn On (AMR) Online request for turn on at 2973 Tilton st by cor Mary Nolan effective lease date 2/24/2021.,the gas is on.Gmi 4166.00,1-person in the h/h.Amr turn on issued.Letter sent by email.

Letter

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

Template: _____

Review List Tickler

Follow Up: [] to Review Group to User

Priority: [] Review Group... []

Account: 0000 6834 7642 Nolan, Mary J

Premise: 2973 Tilton St/Phila,Pa

Person: Nolan, Mary J

[Change] [Cancel]

From: mary.jane.nolan@aol.com
To: [PGW Online Customer Service](#)
Subject: Re: Turn on at 2973 Tilton Street for Mary Nolan
Date: Wednesday, September 15, 2021 12:24:02 PM

External Email Notice. This Email originates from outside of PGW.

Do not click on links or open attachments unless you recognize the sender.

Hello,

I am inquiring about my gas bill at the below address. The bill is about 800 dollars but the house has always been vacant, there is no heater, dryer or stove. There is 0 usage every month. Can someone help me?

Thanks,
Mary Jane Nolan
[2678009191](tel:2678009191)
2973 tilton street,
Philadelphia PA 19134

On Tuesday, February 23, 2021, 11:13:47 AM EST, PGW Online Customer Service wrote:

Dear Mary Nolan:

Thank you for visiting PGW's website.

PGW has received your application for service. Our records indicate that an Automatic Meter Reading (AMR) Device is installed at your property. Therefore, PGW is not required to gain access to your premise to turn on service. The AMR device will provide us with an accurate meter reading. Gas service will begin effective the move-in date you provided on your electronic application.

If you should have any questions regarding your application for service, please contact PGW at 215-235-2050.

From: mary.jane.nolan@aol.com
To: [PGW Online Customer Service](#)
Subject: Re: Turn on at 2973 Tilton Street for Mary Nolan
Date: Monday, September 27, 2021 3:50:42 PM

External Email Notice. This Email originates from outside of PGW.

Do not click on links or open attachments unless you recognize the sender.

Hello I have been calling here for over a week and can never get a live person. Can someone please call me about this billing issue?

[2678009191](tel:2678009191)

On Tuesday, February 23, 2021, 11:13:47 AM EST, PGW Online Customer Service wrote:

Dear Mary Nolan:

Thank you for visiting PGW's website.

PGW has received your application for service. Our records indicate that an Automatic Meter Reading (AMR) Device is installed at your property. Therefore, PGW is not required to gain access to your premise to turn on service. The AMR device will provide us with an accurate meter reading. Gas service will begin effective the move-in date you provided on your electronic application.

If you should have any questions regarding your application for service, please contact PGW at 215-235-2050.

Customer Contact: Billing

Date: 09/28/2021 Time: 8:45:00 AM Source: JetSearch Related Tran: Account Maintenance
CC Type: BILL - Billing Created: 09/28/2021 at: 8:45:03 AM by: HSKINNER
Area: 800 - Residential General Service Changed: at: by:
 Surveyable Auto Delete Date: 09/28/2025 Class: Inquiry

Comments: cor called for acct bal and acct#...informed cor of acct bal and acct number..cor asked why billing so high...informed cor of another property was on billing before t/off...cs

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

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

Account: 0000 6834 7642 Nolan, Mary J
Premise: 2973 Tilton St/Phila,Pa
Person: Nolan, Mary J

GENERAL INFORMATION

ACCESS YOUR ACCOUNT ONLINE
www.pgworks.com

CONTACT US BY PHONE
Gas Leaks & Emergencies (24/7) 215-235-1212
Billing & General Information (8am to 6pm, M-F) 215-235-1000
Appliance Service 215-235-2050
Report Theft of Gas 215-684-6383
Hearing Impaired TTY Line 215-236-4646

VISIT A CUSTOMER SERVICE CENTER
(9AM TO 5PM)

Germantown	212 W. Chelton Ave. (T, W, F)
S. Philadelphia	1601 S Broad St. (M, W, TH)
Frankford	4410 Frankford Ave. (T, TH, F)
N. Philadelphia	1337 W. Erie Ave. (M, W, TH)
W. Philadelphia	5230 Chestnut St. (M, T, W, F)

EXPLANATION OF TERMS

BUDGET PLAN – This plan is available to all residential customers who are not in arrears. It spreads your payments over a 12 month plan. You may start the Budget Plan at any time. To do so, or for more information, call 215-235-1000 or visit any of our Customer Service Centers.

CCF - 100 cubic feet of gas. This is a measure of gas usage. **DEKATHERMS (DTH)** - A measure of the heat content value of gas. Gas usage is determined by multiplying the MCF used by the heat content value of the gas. One DTH equals approximately nine hundred seventy cubic feet. **MCF** - 1,000 cubic feet of gas.

COMMODITY CHARGE – The charge for basic gas supply service which is sold either by volume (ccf or mcf) or heating value (dekatherms).

CUSTOMER CHARGE – A monthly charge to cover NGDC costs such as maintaining the lines, meter reading and billing.

DISTRIBUTION CHARGES – The charge for delivery of natural gas from the city gate to the consumer.

GAS COST ADJUSTMENT – Amount billed or credited each month to account for differences between projected and actual gas supply costs of the Natural Gas Distribution Company.

METER READING INFORMATION – PGW shall use its best effort to obtain an actual meter reading regularly, and at least every six months for customers without automatic meter reading devices. When the meter is not read, we estimate your gas use. To avoid estimates, you may read your own meter and tell us the reading by calling 215-235-2050 at any time. We also offer stamped, pre-addressed post cards, which you can use to send us your meter reading by the specified date. To request a supply of these cards, call 215-235-2050, or write us at P.O. Box 3500, Philadelphia, PA 19122.

NATURAL GAS DISTRIBUTION COMPANY (NGDC) – A state regulated natural gas utility which owns the gas lines and equipment necessary to deliver natural gas to the consumer.

PAYMENT AGREEMENT PLANS – If you are behind and cannot pay your full bill, PGW offers special payment plans. Call our Collection Department at 215-235-1777 or visit any of our Customer Service Centers.

STATE SALES TAX – An approximate amount of your bill that is used to pay taxes to the Commonwealth of Pennsylvania.

WEATHER NORMALIZATION ADJUSTMENT (WNA) – An adjustment approved by the Pennsylvania Public Utility Commission as a way to help PGW stabilize its income and operate more efficiently within its budget during the heating season.

NATURAL GAS SUPPLIER

If you have selected a Natural Gas Supplier other than PGW, the Natural Gas Supplier is responsible for the billing of Natural Gas Supplier charges, unless your charges are consolidated on your PGW bill. PGW will bill for gas delivery according to the tariff for your rate class. Commodity prices and charges are set by the Natural Gas Supplier you have chosen. The Public Utility Commission regulates the distribution prices and services.

RIGHTS & OBLIGATIONS

A summary of your rights and obligations as a PGW customer will be made available upon request. A Rate Schedule and an explanation of how to verify the accuracy of a bill and an explanation of the various charges will be made available upon request.

Electronic Check Recovery Authorization

When you pay by check, preauthorized bank draft, ACH, or by a telephone authorized transaction you expressly authorized PGW, if your check is dishonored or returned for any reason, to electronically debit your account for the amount of the check plus a processing fee not to exceed the state maximum legal limit (plus all applicable sales tax). The use of a check for payment is your acknowledgement of this policy and its terms.

Mailing Address

Name _____
Street _____
City _____ State _____ Zip _____
Telephone (____) _____

Service Location (Address of Property)

Street _____
City _____ State _____ Zip _____
Telephone (____) _____



MARY J NOLAN
308 GLADSTONE ST
PHILA PA 19148-3915

Page:

Billing Date:

Feb 27, 2021

Account Number:

0068347642

Payments Received	Feb 05, 2021 Bank	\$150.00
	Total Payments	\$150.00

Meter Detail Meter #: 02167889 Cycle #: 15 **Next Meter Read:** Mar 25, 2021
Service Point ID: 9972441553

From			To			Difference	Usage (Ccf)	Conversion Factor	Total Therms
Date	Reading	Type	Date	Reading	Type				
01/26/2021	4350	Actual	02/25/2021	4598	Actual	248	248.00	1.0363	257.00

Current Basic Charges

SA ID# 8928661550, 308 GLADSTONE ST
Residential Heat & Domestic

Supply Charges

Commodity Charge 248 Ccf @ \$0.46623 \$115.63

Total Supply Charges \$115.63

Delivery Charges

Customer Charge @ \$14.10 \$14.10

Distribution Charge 248 Ccf @ \$0.91924 \$227.97

Distribution System Improvement Charge 7.5% \$18.16

Gas Cost Adjustment @ -\$0.06346 -\$15.74

Weather Normalization Adjustment -\$12.28

Total Delivery Charges \$232.21

Total Current Billing Charges \$347.84

Adjustment Detail

Adjustments for SA ID # 8928661550

Late Payment Charge \$6.31

Total Adjustments \$6.31

PGW Messages

Your estimated gas price to compare is \$0.36334 per CCF. This may change in March, June, September and December.

Shopping Information Box	
When shopping for Natural Gas with a Natural Gas Supplier, please provide the following:	
PGW Account #:	0068347642
Service Point ID:	9972441553
Rate Class:	General Service Residential
Rate Schedule:	GSR
If you are already shopping know your contract expiration date.	

GENERAL INFORMATION

ACCESS YOUR ACCOUNT ONLINE
www.pgworks.com

CONTACT US BY PHONE
Gas Leaks & Emergencies (24/7) 215-235-1212
Billing & General Information (8am to 6pm, M-F) 215-235-1000
Appliance Service 215-235-2050
Report Theft of Gas 215-684-6383
Hearing Impaired TTY Line 215-236-4646

VISIT A CUSTOMER SERVICE CENTER
(9AM TO 5PM)

Germantown 212 W. Chelton Ave. (T, W, F)
S. Philadelphia 1601 S Broad St. (M, W, TH)
Frankford 4410 Frankford Ave. (T, TH, F)
N. Philadelphia 1337 W. Erie Ave. (M, W, TH)
W. Philadelphia 5230 Chestnut St. (M, T, W, F)

EXPLANATION OF TERMS

BUDGET PLAN – This plan is available to all residential customers who are not in arrears. It spreads your payments over a 12 month plan. You may start the Budget Plan at any time. To do so, or for more information, call 215-235-1000 or visit any of our Customer Service Centers.

CCF - 100 cubic feet of gas. This is a measure of gas usage. **DEKATHERMS (DTH)** - A measure of the heat content value of gas. Gas usage is determined by multiplying the MCF used by the heat content value of the gas. One DTH equals approximately nine hundred seventy cubic feet. **MCF** - 1,000 cubic feet of gas.

COMMODITY CHARGE – The charge for basic gas supply service which is sold either by volume (ccf or mcf) or heating value (dekatherms).

CUSTOMER CHARGE – A monthly charge to cover NGDC costs such as maintaining the lines, meter reading and billing.

DISTRIBUTION CHARGES – The charge for delivery of natural gas from the city gate to the consumer.

GAS COST ADJUSTMENT – Amount billed or credited each month to account for differences between projected and actual gas supply costs of the Natural Gas Distribution Company.

METER READING INFORMATION – PGW shall use its best effort to obtain an actual meter reading regularly, and at least every six months for customers without automatic meter reading devices. When the meter is not read, we estimate your gas use. To avoid estimates, you may read your own meter and tell us the reading by calling 215-235-2050 at any time. We also offer stamped, pre-addressed post cards, which you can use to send us your meter reading by the specified date. To request a supply of these cards, call 215-235-2050, or write us at P.O. Box 3500, Philadelphia, PA 19122.

NATURAL GAS DISTRIBUTION COMPANY (NGDC) – A state regulated natural gas utility which owns the gas lines and equipment necessary to deliver natural gas to the consumer.

PAYMENT AGREEMENT PLANS – If you are behind and cannot pay your full bill, PGW offers special payment plans. Call our Collection Department at 215-235-1777 or visit any of our Customer Service Centers.

STATE SALES TAX – An approximate amount of your bill that is used to pay taxes to the Commonwealth of Pennsylvania.

WEATHER NORMALIZATION ADJUSTMENT (WNA) – An adjustment approved by the Pennsylvania Public Utility Commission as a way to help PGW stabilize its income and operate more efficiently within its budget during the heating season.

NATURAL GAS SUPPLIER

If you have selected a Natural Gas Supplier other than PGW, the Natural Gas Supplier is responsible for the billing of Natural Gas Supplier charges, unless your charges are consolidated on your PGW bill. PGW will bill for gas delivery according to the tariff for your rate class. Commodity prices and charges are set by the Natural Gas Supplier you have chosen. The Public Utility Commission regulates the distribution prices and services.

RIGHTS & OBLIGATIONS

A summary of your rights and obligations as a PGW customer will be made available upon request. A Rate Schedule and an explanation of how to verify the accuracy of a bill and an explanation of the various charges will be made available upon request.

Electronic Check Recovery Authorization

When you pay by check, preauthorized bank draft, ACH, or by a telephone authorized transaction you expressly authorized PGW, if your check is dishonored or returned for any reason, to electronically debit your account for the amount of the check plus a processing fee not to exceed the state maximum legal limit (plus all applicable sales tax). The use of a check for payment is your acknowledgement of this policy and its terms.

Mailing Address

Name _____
Street _____
City _____ State _____ Zip _____
Telephone (____) _____

Service Location (Address of Property)

Street _____
City _____ State _____ Zip _____
Telephone (____) _____



MARY J NOLAN
2973 TILTON ST
PHILA PA 19134-5713

Page: PGW Exhibit 3
Page 7 of 7 3 of 3
Billing Date: Mar 04, 2021
Account Number: 0068347642

Meter Detail Meter #: 02190751 Cycle #: 18 **Next Meter Read:** Mar 30, 2021
Service Point ID: 9972523796

From			To			Difference	Usage (Ccf)	Conversion Factor	Total Therms
Date	Reading	Type	Date	Reading	Type				
02/24/2021	1593	Initial	03/02/2021	1593	Actual	0	0.00	1.0366	0.00

Current Basic Charges

SA ID# 9767122251, 2973 TILTON ST
Residential Heat & Domestic

Supply Charges

Commodity Charge 0 Ccf @ \$0.46623 \$0.00

Total Supply Charges \$0.00

Delivery Charges

Customer Charge @ \$14.10 \$0.00

Distribution Charge 0 Ccf @ \$0.91924 \$0.00

Distribution System Improvement Charge 7.5% \$0.00

Gas Cost Adjustment @ -\$0.06346 \$0.00

Total Delivery Charges \$0.00

Supply Charges

Commodity Charge 0 Ccf @ \$0.39431 \$0.00

Total Supply Charges \$0.00

Delivery Charges

Customer Charge @ \$14.10 \$0.00

Distribution Charge 0 Ccf @ \$0.88096 \$0.00

Distribution System Improvement Charge 7.5% \$0.00

Gas Cost Adjustment @ -\$0.03088 \$0.00

Total Delivery Charges \$0.00

CITY SALES TAX 1% OF \$0.00 \$0.00

STATE/CITY SALES TAX 7% OF \$0.00 \$0.00

Total Current Billing Charges \$0.00

PGW Messages

Your estimated gas price to Compare (PTC) is \$0.36334 per CCF. This estimated PTC was calculated by averaging PGW's quarterly PTC over 12 months and is subject to change every quarter. For a more accurate PTC please visit papowerswitch.com.

Shopping Information Box	
When shopping for Natural Gas with a Natural Gas Supplier, please provide the following:	
PGW Account #:	0068347642
Service Point ID:	9972523796
Rate Class:	General Ser Residential Tax
Rate Schedule:	GSRT
If you are already shopping know your contract expiration date.	

Customer Contact: Dru Dispute

Date: 04/20/2022 Time: 8:39:00 AM Source: JetSearch Related Tran:

CC Type: DRU - Dru Dispute Created: 04/20/2022 at: 8:39:11 AM by: OBWORKFL

Area: 800 - Residential General Service Changed: 04/20/2022 at: 8:39:37 AM by: DSIMS

Surveyable Auto Delete Date: 04/20/2026 Class: Inquiry

Comments: Dispute received on 04/20/2022 regarding cor called regarding account and billing she stated that the bill is not correct and the balance is wrong because no one resides at the premise due to it being empty and stated that everything is off I explained that during the winter months it looks like the HH was being ran she stated that everything is off cor wants to dispute 818.84.

Letter

Status: Print Date: Run Number: Reprint:

Template:

Review List Tickler

Follow Up: 05/20/2022 to Review Group to User

Priority: 1 User... Sims, David DSIMS

Account: 0000 6834 7642 Nolan, Mary J

Premise: 2973 Tilton St/Phila,Pa

Person: Nolan, Mary J

Change Cancel

From: mary.jane.nolan@aol.com
To: [PGW Online Customer Service](#)
Subject: Re: Turn on at 2973 Tilton Street for Mary Nolan
Date: Monday, May 09, 2022 12:56:24 PM

External Email Notice. This Email originates from outside of PGW.

Do not click on links or open attachments unless you recognize the sender.

Hello,

Can someone help me? I requested to dispute this and hoped that someone could come out to see why I am being charged for unused services. I called and no one has gotten back to me on a resolution. Can someone call me please?

Mary Jane Nolan
[2678009191](#)

On Tuesday, February 23, 2021, 11:13:47 AM EST, PGW Online Customer Service wrote:

Dear Mary Nolan:

Thank you for visiting PGW's website.

PGW has received your application for service. Our records indicate that an Automatic Meter Reading (AMR) Device is installed at your property. Therefore, PGW is not required to gain access to your premise to turn on service. The AMR device will provide us with an accurate meter reading. Gas service will begin effective the move-in date you provided on your electronic application.

If you should have any questions regarding your application for service, please contact PGW at 215-235-2050.

Customer Contact: Billing

Date: 05/09/2022 Time: 2:57:00 PM Source: JetSearch Related Tran: Account Maintenance
CC Type: BILL - Billing Created: 05/09/2022 at: 2:57:42 PM by: SADAMS2
Area: 800 - Residential General Service Changed: at: by:
 Surveyable Auto Delete Date: 05/09/2026 Class: Inquiry

Comments: Cor called in saying she wants to dispute bill bc property vacant & no appliance in property & tld cor she had high usage during winter time & it looks like HH could have been on & t;d cor a dispute was already entered 04/20 & she should hear something back by 05/20/2022& also sched corrosion appt 05/11/2022 4-8p cs

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

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

Account: 0000 6834 7642 Nolan, Mary J
Premise: 2973 Tilton St/Phila,Pa
Person: Nolan, Mary J

PHILADELPHIA GAS WORKS

PUC

Opening XML

Case Number:	3837561
Company Name:	PGW (PHILA. GAS WORKS (NGDC))
Company Code:	0766
Company Type	GAS TRANSPORTER
Customer First Name:	MARY
Customer Middle Initial:	J
Customer Last Name:	NOLAN
Customer Account Number:	0068347642
Customer Home Phone w/ Area Code:	2678009191
Customer Work Phone w/ Area Code:	
Customer Service Class:	RESIDENTIAL
Customer Mail Address 1:	308 GLADSTONE ST
Customer Mail Address 2:	
Customer Mail Address City:	PHILADELPHIA
Customer Mail Address State:	PA
Customer Mail Address Zip:	19148
Customer Mail Address 4-Zip:	
Customer Service Address 1:	2973 TILTON ST
Customer Service Address 2:	
Customer Service Address City:	PHILADELPHIA
Customer Service Address State:	PA
Customer Service Address Zip:	19134
Customer Service Address 4-Zip:	
Customer Family Adults:	0
Customer Family Children:	0
Customer Family Age:	
Gross Income	
Source	Income Amount
Date Open:	2022-05-10
Reason For Contact:	BILLING DISPUTES (# 18)
Term Date:	
Business Name:	
Case Problem:	18 – HIGH BILL DISPUTE. THE CUSTOMER IS DISPUTING THE BILL(S) FROM THE MONTH(S) OF THIS HOUSE IS NOT LIVED IN AND HAS NO TUB, STOVE, WASHER, DRYER OR OTHER LIVABLE SOURCES OF HEAT BEING USED. IT HAS

BEEN VACANT SINCE PURCHASE AND I ALREADY PAID HUNDREDS. THE HEAT IS NOT RUNNING AND I NEED A PERSON TO COME TO CHECK WHY THE HEAT BILL IS SO HIGH AND NEED THE BALANCE REMOVED. I DID NOT USE HEAT BC I HAVE NOT BEEN IN THE HOUSE AT ALL. I COMPLAINED AND THE BILL KEEPS INCREASING DISPUTE OF IT BEING A SEMI SHELL AND VACANT HOUSE. - RELIEF SOUGHT - REMOVAL OF PAST BILL AND SOMEONE TO SEE WHY THE BILL IS SO HIGH TO BEGIN WITH WHEN IT'S NOT A LIVABLE HOUSE AND THERE IS NO HEAT BEING USED. THE EMAIL ADDRESS MARY.JANE.NOLAN@AOL.COM HAS BEEN ALLOWED TO BE SHARED.

Company Position:

04/01/2022 THEY SAID THEY WOULD LOOK INTO BUT NEVER FOLLOWED UP AND THE BILL KEEPS INCREASING.

Related Information:

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: IVAN

BCSIntaker Last Name: LIM

Number Of Time Send: 1

Number Of Time Faxed: 0

Number Of Time Faxed: 7177876641

Field Information

Order Num Order Type Customer Name

Field Activity Sequence

Sequence	Work Date	Employee	Status Code	Comp Type	Dispatch Type	Window	Time	Gas Found	Gas Left
▶ 12732688	05-11-22	Joseph Medycki	CMP	Completed By FSD	Primary	1600-2000	5/11/2022 4:15 PM	ON	ON
12732515	05-11-22	David Fial	CAN		Primary	1600-2000			
12730436	05-11-22	Vincent Jones	CAN		Primary	1600-2000			

Field Activity Details

Gas Status Appliance Data Hazard Data Non-Part Charges Safety Survey Meter Order Parts Summary Activities Completion Time Survey Check Acct. Codes Comment

Gas Found	Gas Left	Off Method	Second Off Method
▶ ON	ON		

Others Order Data

Customer Re	Order Type Desc	Special Instructions	Created By	Contact Name	Contact Number
▶ Y	Inside Leak Survey/Atmospheric Corrosion Survey	System Order	sadams2		

[Close](#)

Field Information

Order Num Order Type Customer Name

Field Activity Sequence

Sequence	Work Date	Employee	Status Code	Comp Type	Dispatch Type	Window	Time	Gas Found	Gas Left
▶ 12732688	05-11-22	Joseph Medycki	CMP	Completed By FSD	Primary	1600-2000	5/11/2022 4:15 PM	ON	ON
12732515	05-11-22	David Fial	CAN		Primary	1600-2000			
12730436	05-11-22	Vincent Jones	CAN		Primary	1600-2000			

Field Activity Details

Gas Status Appliance Data Hazard Data Non-Part Charges Safety Survey Meter Order Parts Summary Activities Completion Time Survey Check Acct. Codes Comment

Appliance	BTU	Unit Number	Operational
▶ Heaters	80000	1	Y

Others Order Data

Customer Re	Order Type Desc	Special Instructions	Created By	Contact Name	Contact Number
▶ Y	Inside Leak Survey/Atmospheric Corrosion Survey	System Order	sadams2		

[Close](#)

Field Information

Order Num Order Type Customer Name

Field Activity Sequence

Sequence	Work Date	Employee	Status Code	Comp Type	Dispatch Type	Window	Time	Gas Found	Gas Left
▶ 12732688	05-11-22	Joseph Medycki	CMP	Completed By FSD	Primary	1600-2000	5/11/2022 4:15 PM	ON	ON
12732515	05-11-22	David Fial	CAN		Primary	1600-2000			
12730436	05-11-22	Vincent Jones	CAN		Primary	1600-2000			

Field Activity Details

Gas Status | Appliance Data | Hazard Data | Non-Part Charges | Safety Survey | Meter Order | Parts Summary | Activities | Completion Time | Survey Check | Acct. Codes

Free Form Comment

▶ Completed survey, clear. Had to wait for COR to gain access. While at property smelled gas. Found two leaks. Took apart, and fixed union. Made temp repair on fuel line. Issued h

Others Order Data

Customer Re	Order Type Desc	Special Instructions	Created By	Contact Name	Contact Number
▶ Y	Inside Leak Survey/Atmospheric Corrosion Survey	System Order	sadams2		

Field Information

Order Num Order Type Customer Name

Field Activity Sequence

Sequence	Work Date	Employee	Status Code	Comp Type	Dispatch Type	Window	Time	Gas Found	Gas Left
▶ 12732688	05-11-22	Joseph Medycki	CMP	Completed By FSD	Primary	1600-2000	5/11/2022 4:15 PM	ON	ON
12732515	05-11-22	David Fial	CAN		Primary	1600-2000			
12730436	05-11-22	Vincent Jones	CAN		Primary	1600-2000			

Field Activity Details

Gas Status | Appliance Data | Hazard Data | Non-Part Charges | Safety Survey | Meter Order | Parts Summary | Activities | Completion Time | Survey Check | Acct. Codes

▶ ok apart, and fixed union. Made temp repair on fuel line. Issued hazard tag. PT passed. COR has dv HH. found gas on, left on. service location clear. COR is rehabbing house

Others Order Data

Customer Re	Order Type Desc	Special Instructions	Created By	Contact Name	Contact Number
▶ Y	Inside Leak Survey/Atmospheric Corrosion Survey	System Order	sadams2		

Customer Name 2975 Tilton Tagged by 14751
 Owner Tenant
 Agent Other Time PM Date 5/11/22
Address 2975 Tilton Floor _____ Apt. No. _____
Appliance fuel line Phone _____

WARNING: DUE TO A HAZARDOUS CONDITION,
THIS APPLIANCE OR SECTION OF GAS LINE HAS BEEN SHUT OFF.
DO NOT USE IT UNTIL THE CONDITION(S) NOTED BELOW HAS
BEEN CORRECTED BY A QUALIFIED PROFESSIONAL.

PRECAUTIONARY:
THE UNDESIRABLE CONDITION(S) NOTED BELOW
MUST BE CORRECTED AS SOON AS POSSIBLE TO
COMPLY WITH SAFE OPERATING PRACTICES.

Condition(s) to be corrected temp repair on fuel line

If you have a question(s) about the condition(s) noted above, call or notify:
Customer's Signature K

PHILADELPHIA GAS WORKS
Field Services Department
800 W. Montgomery Avenue
Philadelphia, PA 19122
Phone: (215) 235-2050



Philadelphia Gas Works



800 W. Montgomery Ave., Philadelphia, PA 19122
Telephone: 215-787-1288

Telephone: 215-787-1288
Fax: 215-684-6996

May 20, 2022

Mary J Nolan
2973 Tilton Street
Philadelphia, PA 19134-5713

Acct.: 0000 6834 7642
Addr.: 2973 Tilton Street

Dear Mary J Nolan,

On April 20, 2022, a dispute with was filed with Philadelphia Gas Works (PGW) regarding the bills for this account. In your dispute, you stated that the bill is not correct and the balance is wrong since no one resides at the premise and everything is off.

An investigation of your dispute has been completed and it was determined that the bill in question is correct as rendered. The meter at your property is equipped with an Automatic Meter Reading (AMR) device. This device allows PGW to obtain the actual usage recording at your meter without having to gain access into the property. The property address of 2973 Tilton Street Street is listed as a residential heating account. Although, it was indicated that the property was vacant, the appliances such as the water heater and house heater work by thermostat setting. The heater will turn on every time the temperature in the residence falls below the thermostat set temperature. This will occur regardless of the occupancy in the residence. If the gas appliances were not shut off completely at the unit there will be consumption recording on the meter. As a result, we would suggest that if you are not using any of the appliances that you discontinue the service there and/or have a licensed contractor check the thermostat setting on your appliances and make sure the appliances are functioning efficiently.

If you would like to test the accuracy of the meter, a Special Meter Test can be requested by submitting a request and payment in the amount of \$10.00 to:

**PGW Special Meter Test
P.O. Box 37019
Philadelphia, PA 19122**

If you decide to get the meter tested you will be contacted once PGW receives you're your payment and request for a meter test.

A gas usage analysis which analyzes your consumption was also completed and indicates that you are currently using 5.9 cubic feet of gas per day. Since you recently established service at this property, you may not be familiar with the cost associated with the gas usage there.

PGW's positon is that the bill is accurate.

To assist you in your review of our findings we are including the following documents:

Philadelphia Gas Works



800 W. Montgomery Ave., Philadelphia, PA 19122
Telephone: 215-787-1288

1. A statement of account
2. Usage Analysis
3. Utility Report

PGW does offer tips on how to conserve energy and possibly reduce future bills. To learn more, please visit our PGW EnergySense website at www.pgwenergysense.com and click on energy sense for homeowners.

Please be advised that as of June 3, 2022, your account will become delinquent and subject to collection action. To avoid collection activity, you can pay the bill in full or contact us to determine if you are eligible for a payment agreement.

Sincerely,

Mrs. S. Morrison
Dispute Resolution Unit

Additional information regarding the content in this letter can be obtained by calling or writing us at:

P.O Box 3500, Philadelphia, PA 19122, Telephone #: 215-787-1288

Payments can be made by phone at 215-235-1000, online at www.pgworks.com, by mail to P.O. Box 11700, Newark, NJ 07101 or at any of our (6) convenient Customer Service Centers or any authorized payment center. Information regarding our Customer Service Centers and authorized payment centers is available upon request.

If you do not agree with this report, you may file an informal complaint with the Pennsylvania **Public Utility Commission** to ensure preservation of your rights.

You can file an informal complaint at the following:

Telephone #: 1-800-692-7380

or

P.O. Box 3265, Harrisburg, Pa 17105-3265

or

<http://www.puc.state.pa.us>

When you file an informal complaint, the Public Utility Commission will need to know the following:

1. The name of the ratepayer (your name).
2. Your mailing address and, if different, the address at which service is provided.
3. Your account number.

Philadelphia Gas Works



800 W. Montgomery Ave., Philadelphia, PA 19122
Telephone: 215-787-1288

4. The name of the utility with which you have the dispute.
5. A brief statement of the dispute.
6. Whether the utility has investigated and reported to you on the matter being disputed.
7. Whether the dispute has been subject of the previous complaint filed with the Commission.
8. The date, if any, of proposed termination.
9. What you would like the Commission to do.

PHILADELPHIA GAS WORKS

PUC

Closing XML

Case Number: 3837561
Company Name: PGW (PHILA. GAS WORKS (NGDC))
Company Code: 0766
Company Type: GAS TRANSPORTER
Customer First Name: MARY
Customer Middle Initial: J
Customer Last Name: NOLAN
Account Number: 0068347642
Service Address 1: 2973 TILTON ST
Service Address 2:
Service City: PHILADELPHIA
Service State: PA
Service Zip 5: 19134
Service Zip 4:
Decision Issue: N
Oral Written: O
Violation: NO
Chapter:
Section Rule:
Total Balance: 888.00
Date Closed: 2022-06-07
Resolution: VERBAL CLOSE: CLOSED PER 56.151. COMPANY REPORTS THEY HAVE OPENED A DISPUTE REGARDING A BILLING DISPUTE. THE COMPANY HAS 30 DAYS TO INVESTIGATE AND IF THE CUSTOMER IS NOT SATISFIED AT THAT TIME THEY SHOULD CONTACT THE PUC BACK TO FILE A DISPUTE. THE COMPANY WILL BE E-MAILED THIS INFORMATION. CASE DISMISSED.
Balance Date: 2022-06-07
Service Restored Pay:
Service Continue Amount:
Service Continue Date:
Terms:
Special Budget Amount:
Regular Budget Amount:
Arrears Payment Plus:
FinalMonthlyPayment:
CurrentMonthlyPayment:

EndMonthlyPayment:

LetterDescription:

HeadDate:

Paragraph:

Bill Date:

Reconnect Amount: 0

Pay Amount:

BCS Investigator First Name: TORRIN

BCS Investigator Last Name: CAVANAUGH

Number Of Time Send: 1

Number Of Time Faxed: 0

PUC Fax: 7177876641

Customer Contact: Turn Off

Date: 09/09/2022 Time: 3:22:00 PM Source: JetSearch Related Tran:

CC Type: SER1 - Turn Off Created: 09/09/2022 at: 3:22:49 PM by: SRIVERA1

Area: 800 - Residential General Service Changed: 09/09/2022 at: 3:23:34 PM by: SRIVERA1

Surveyable Auto Delete Date: 09/09/2026 Class: Inquiry

Comments: Turn Off, 9/11/2022, 800 - 1200 cor called stating she is still receiving bills on an unvacant house and she put in a dispute and no one got in contact with her and the services was shut off but she is still receiving bills and she is not responsible for since she called in to cancel services informed her there is nothing on file stating she spoke with anyone to have the services turn off i informed i can put in the request. i schedule the apt to physically turn off the

Letter

Status: Print Date: Run Number: Reprint:

Template:

Review List Tickler

Follow Up: to Review Group to User

Priority: Review Group...

Account: 0000 6834 7642 Nolan, Mary J

Premise: 2973 Tilton St/Phila,Pa

Person: Nolan, Mary J

Change Cancel

Customer Contact: Billing

Date: 09/09/2022 Time: 3:24:00 PM Source: JetSearch Related Tran: Account Maintenance
CC Type: BILL - Billing Created: 09/09/2022 at: 3:24:52 PM by: SRIVERA1
Area: 800 - Residential General Service Changed: at: by:
 Surveyable Auto Delete Date: 09/09/2026 Class: Inquiry

Comments: the services on 09/11 from 8-12. she also wanted to put in a dispute stating she had requested for services to be turn off and is still getting billed and is not responsible for it. sent to DRU.

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

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

Account: 0000 6834 7642 Nolan, Mary J
Premise: 2973 Tilton St/Phila,Pa
Person: Nolan, Mary J

Customer Contact: Service

Date: 09/11/2022 Time: 9:22:00 AM Source: Related Tran:

CC Type: SERV - Service Created: 09/11/2022 at 9:22:39 AM by: JHOLLAND

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

Surveyable Auto Delete Date: 09/11/2026 Class: Inquiry

Comments: Johnnie Holland was here on a Turn Off order with Order # 13188069 , with a result of Completed Found Gas ON , Left Gas OFF , with activities of (Meter and Connections - Shut Off) , with comments of "turned off at cv; 0 readings;"

Letter

Status: Print Date: Run Number: Reprint:

Template:

Review List Tickler

Follow Up: to Review Group to User

Priority: Review Group...

Account: 0000 6834 7642 Nolan, Mary J

Premise: 2973 Tilton St/Phila,Pa

Person: Nolan, Mary J

Change Cancel

PHILADELPHIA GAS WORKS

PUC

Opening XML

Case Number: 3864754
Company Name: PGW (PHILA. GAS WORKS (NGDC))
Company Code: 0766
Company Type: GAS TRANSPORTER
Customer First Name: MARY
Customer Middle Initial: J
Customer Last Name: NOLAN
Customer Account Number: 0068347642
Customer Home Phone w/ Area Code: 2678009191
Customer Work Phone w/ Area Code:
Customer Service Class: RESIDENTIAL
Customer Mail Address 1: 308 GLADSTONE ST
Customer Mail Address 2:
Customer Mail Address City: PHILADELPHIA
Customer Mail Address State: PA
Customer Mail Address Zip: 19148
Customer Mail Address 4-Zip:
Customer Service Address 1: 2973 TILTON ST
Customer Service Address 2:
Customer Service Address City: PHILADELPHIA
Customer Service Address State: PA
Customer Service Address Zip: 19134
Customer Service Address 4-Zip:
Customer Family Adults: 0
Customer Family Children: 0
Customer Family Age:
Gross Income
Source **Income Amount**
Date Open: 2022-09-15
Reason For Contact: BILLING DISPUTES (# 18)
Term Date:
Business Name:
Case Problem: PGW STATES THE ADDRESS IS VACANT (SHE HAS TOLD THE COMPANY THIS MAY TIME) BUT HER SISTER IS THERE WORKING ON IT. THE CUSTOMER STATES SHE HAD THE COMPANY COME OUT IN 5/2022 FOR A SAFETY

CHECK AS HER BILLS HAD BEEN VERY HIGH AND THEY FOUND A LEAK. THE COMPANY ASKED THE CUSTOMER WHAT THEY WANT TO DO ABOUT THE SERVICE AND SHE ADVISED SHE WANTED IT OFF. THE COMPANY DID NOT TURN THE SERVICE OFF AND THE CUSTOMER FEELS LIKE SHE SHOULD NOT BE RESPONSIBLE FOR THE USAGE AS SHE REQUESTED IT TO BE TURNED OFF IN 5/2022. THE CELL PHONE NUMBER (267) 800 - 9191 HAS BEEN ALLOWED TO BE SHARED. THE EMAIL ADDRESS MARY.JANE.NOLAN@AOL.COM HAS BEEN ALLOWED TO BE SHARED.

Company Position:

09/01/2022 YOU DID NOT LET US KNOW.

Related Information:

Case Misc Info:

Hot Issue:

Case Origin:

TELEPHONE

Prior Case Number:

3837561

Universal Service:

M

Arrearage:

0

BCS Investigator First Name:

TORRIN

BCS Investigator Last Name:

CAVANAUGH

BCS Investigator Phone w/ Area Code: 7172141831

BCSIntaker First Name:

TORRIN

BCSIntaker Last Name:

CAVANAUGH

Number Of Time Send:

1

Number Of Time Faxed:

0

Number Of Time Faxed:

7177876641

Philadelphia Gas Works

800 W. Montgomery Ave., Philadelphia, PA 19122
Telephone: 215-787-1288

Telephone 215-787-1288
Fax 215-684-6996

October 4, 2022

Mary J. Nolan
2973 Tilton Street
Philadelphia, PA 19148-3915

Re: Ac#0000 6834 7642
2973 Tilton Street
Philadelphia, Pa.

Dear Mary J. Nolan,

On September 09, 2022, you contacted us and issued a dispute regarding the official closing date of September 11, 2022. In your dispute you stated: that you had requested a closing bill prior to September 11, 2022, for the premise 2973 Tilton Street. In addition, you stated that the premise is unoccupied.

A review of our records does not indicate that we received a request from you to cancel your service at 2973 Tilton Street. The account in your name at that location was closed effective September 11, 2022. This is the date when an official request for a closing bill was received and issued. PGW's tariff requires that a customer must provide at least seven (7) days notice prior to the date the service is to be cancelled.

PGW Tariff (5.5.A) Notice of discontinuance: Except where the provisions of the Utility Service Tenants Rights Act apply, the Customer is required to give the Company at least seven days' notice to discontinue the supply of Gas specifying the date on which it is desired that service be discontinued. In absence of notice, the Customer shall be responsible for services rendered.

To assist you in your review of our findings we are including the following documents:

1. A statement of account
2. Sections of PGW Tariff
3. Dispute options

Our records indicate that the premise has not transmitted gas usage since May 27, 2022. Since the account was still active, the account was billed for the basic billing charges for \$17.30, per month until the account was finalized.

Philadelphia Gas Works



800 W. Montgomery Ave., Philadelphia, PA 19122
Telephone: 215-787-1288

Generally, we would offer a payment arrangement for the number of months equal to the amount of time the gas was being used. However, your account has been finalized.

Sincerely,

Mr. Soto
Dispute Resolution Unit

Additional information regarding the content in this letter can be obtained by calling or writing us at:

P.O. Box 3500 Philadelphia PA 19122 Telephone #: 215-787-1288

Payments can be made by phone at 215-235-1000, online at www.pgworks.com, by mail to P.O. Box 11700, Newark, NJ 07101 or at any of our (6) convenient Customer Service Centers or any authorized payment center. Information regarding our Customer Service Centers and authorized payment centers is available upon request.

If you do not agree with this report, you may file an informal complaint with the Pennsylvania Public Utility Commission to ensure preservation of your rights.

You can file an informal complaint at the following:

Telephone #: 1-800-692-7380

or

P.O. Box 3265 Harrisburg Pa 17105-3265

or

<http://www.puc.state.pa.us>

When you file an informal complaint, the Public Utility Commission will need to know the following:

1. The name of the ratepayer (your name).
2. Your mailing address and, if different, the address at which service is provided.
3. Your Account number.
4. The name of the utility with which you have the dispute.
5. A brief statement of the dispute.
6. Whether the utility has investigated and reported to you on the matter being disputed.
7. Whether the dispute has been subject of the previous complaint filed with the Commission.
8. The date, if any, of proposed termination.
9. What you would like the Commission to do.

PHILADELPHIA GAS WORKS

PUC

Closing XML

Case Number: 3864754
Company Name: PGW (PHILA. GAS WORKS (NGDC))
Company Code: 0766
Company Type: GAS TRANSPORTER
Customer First Name: MARY
Customer Middle Initial: J
Customer Last Name: NOLAN
Account Number: 68347642
Service Address 1: 2973 TILTON ST
Service Address 2:
Service City: PHILADELPHIA
Service State: PA
Service Zip 5: 19134
Service Zip 4:
Decision Issue: Y
Oral Written: W
Violation: NO
Chapter:
Section Rule:
Total Balance: 1040.29
Date Closed: 2022-11-01
Resolution: DECISION LETTER ISSUED: THE CUSTOMERS METER READINGS ARE BASED OFF ACTUAL METER READINGS AND CONSIDERED CORRECT AS RENDERED. THE COMPANY DOES NOT HAVE RECORD OF THE CUSTOMER REQUESTING SERVICE CANCELLATION UNTIL 9/9/2022. THE COMPANY FOLLOWED PROPER PROCEDURES IN ACCORDANCE WITH THE COMPANY'S GAS TARIFF 5.5A AND §56.16(A) A CUSTOMER WHO IS ABOUT TO VACATE PREMISES SUPPLIED WITH PUBLIC UTILITY SERVICE OR WHO WISHES TO HAVE SERVICE DISCONTINUED SHALL GIVE AT LEAST 7 DAYS' NOTICE TO THE PUBLIC UTILITY AND A NONCUSTOMER OCCUPANT, SPECIFYING THE DATE ON WHICH IT IS DESIRED THAT SERVICE BE DISCONTINUED. IN THE ABSENCE OF A NOTICE, THE CUSTOMER SHALL BE RESPONSIBLE FOR SERVICES RENDERED. AFTER A REASONABLE ATTEMPT TO OBTAIN METER ACCESS, IF THE PUBLIC UTILITY IS NOT ABLE TO ACCESS THE METER FOR DISCONTINUANCE, SERVICE SHALL BE DISCONTINUED WITH AN ESTIMATED METER READING UPON WHICH THE FINAL BILL WILL BE BASED. THE RESULTING FINAL

BILL IS SUBJECT TO ADJUSTMENT ONCE THE PUBLIC UTILITY HAS OBTAINED AN ACTUAL METER READING. THE CUSTOMER'S SERVICE WAS CANCELED ON 9/11/2022. THE CUSTOMER IS RESPONSIBLE FOR THE FINAL BILL OF \$1040.29. CASE CLOSED.

Balance Date: 2022-10-13
Service Restored Pay: 0.00
Service Continue Amount: 0.00
Service Continue Date:
Terms:
Special Budget Amount: 0.00
Regular Budget Amount: 103.00
Arrears Payment Plus: 0.00
FinalMonthlyPayment: 0.00
CurrentMonthlyPayment: 0.00
EndMonthlyPayment: 0.00
LetterDescription:
HeadDate: 2022-11-01
Paragraph:
Bill Date:
Reconnect Amount: 0
Pay Amount: 0.00
BCS Investigator First Name: TORRIN
BCS Investigator Last Name: CAVANAUGH
Number Of Time Send: 1
Number Of Time Faxed: 0
PUC Fax: 7177876641

Specific Service Agreement Statement of Account SA- 9767122251

Customer Name	From Date	To Date		
MARY NOLAN	2/1/2021	1/12/2023		
Service Address	Account Number	S A Number	Meter	Rate/Class
2973 TILTON ST PHIL, PA 191345713	68347642	9767122251		

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
3/4/2021	BILL	1593	R	6	0	0	148		3/29/2021	\$0.00	\$0.00	\$0.00
4/1/2021	BILL	1593	R	28	0	0	606		4/27/2021	\$16.37	\$16.37	\$16.37
5/1/2021	LPC									\$0.24	\$16.61	\$16.61
5/1/2021	BILL	1593	R	30	0	0	289		5/25/2021	\$16.31	\$32.92	\$32.92
6/2/2021	LPC									\$0.49	\$33.41	\$33.41
6/2/2021	BILL	1593	R	29	0	0	89		6/25/2021	\$16.30	\$49.71	\$49.71
6/30/2021	LPC									\$0.73	\$50.44	\$50.44
6/30/2021	BILL	1593	R	31	0	0	32		7/26/2021	\$16.30	\$66.74	\$66.74
7/30/2021	LPC									\$0.97	\$67.71	\$67.71
7/30/2021	BILL	1593	R	30	0	0	0		8/24/2021	\$16.76	\$84.47	\$84.47
8/28/2021	LPC									\$1.23	\$85.70	\$85.70
8/28/2021	BILL	1593	R	29	0	0	0		9/22/2021	\$16.78	\$102.48	\$102.48
9/30/2021	LPC									\$1.48	\$103.96	\$103.96
9/30/2021	BILL	1593	R	33	0	0	0		10/25/2021	\$16.78	\$120.74	\$120.74
10/29/2021	LPC									\$1.73	\$122.47	\$122.47
10/29/2021	BILL	1593	R	29	0	0	67		11/24/2021	\$16.78	\$139.25	\$139.25
11/3/2021	PAY							Check		(\$139.25)	\$0.00	\$0.00
12/1/2021	BILL	1593	R	33	0	0	541		12/27/2021	\$16.78	\$16.78	\$16.78
12/30/2021	PAY							Debit Card		(\$16.78)	\$0.00	\$0.00
1/3/2022	BILL	1622	R	31	29	0.94	618		1/27/2022	\$72.86	\$72.86	\$72.86
2/2/2022	LPC									\$1.09	\$73.95	\$73.95
2/2/2022	BILL	1794	R	32	172	5.38	1018		2/28/2022	\$320.31	\$394.26	\$394.26
3/3/2022	LPC									\$5.89	\$400.15	\$400.15
3/3/2022	BILL	1917	R	29	123	4.24	720		3/28/2022	\$248.31	\$648.46	\$648.46
4/1/2022	LPC									\$9.62	\$658.08	\$658.08
4/1/2022	BILL	1994	R	29	77	2.66	500		4/27/2022	\$160.76	\$818.84	\$818.84
5/3/2022	BILL	2030	R	30	36	1.2	325		5/26/2022	\$78.44	\$897.28	\$897.28

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
6/1/2022	LPC									\$13.21	\$910.49	\$910.49
6/1/2022	BILL	2031	R	28	1	0.04	64		6/27/2022	\$19.34	\$929.83	\$929.83
6/30/2022	LPC									\$13.50	\$943.33	\$943.33
6/30/2022	BILL	2031	R	32	0	0	0		7/26/2022	\$17.30	\$960.63	\$960.63
7/30/2022	LPC									\$13.75	\$974.38	\$974.38
7/30/2022	BILL	2031	R	30	0	0	0		8/23/2022	\$17.30	\$991.68	\$991.68
8/30/2022	LPC									\$14.01	\$1,005.69	\$1,005.69
8/30/2022	BILL	2031	R	29	0	0	0		9/23/2022	\$17.30	\$1,022.99	\$1,022.99
9/30/2022	BILL	2031	R	16	0	0	0		10/25/2022	\$17.30	\$1,040.29	\$1,040.29

Customer Requested Meter Test				Date: <u>1-19-23</u>		
The Philadelphia Gas Works tested the meter removed from the premise of:						
CUSTOMER: Mary J Nolan						
ADDRESS: 2973 Tilton St						
ON APPLICATION NO.:		GIVES THE FOLLOWING RESULTS:				
METER NO. 2190751		PROOF []		ACCURACY []		
SIZE AC250	INDEX 2031	Meter Test Results			Percentage	
		Temperature	Open 100%	Check 20%	Fast	Slow
Meter Receive 1-11-23		74	100.1	99.4		
		74	99.8	99.3		
Meter Tested 1-19-23		74	99.8	99.2		
		Average of Results	99.9	99.3	-0.7	

Von E Morgan _____

PGW REPRESENTATIVE