



PHILADELPHIA GAS WORKS

800 West Montgomery Avenue • Philadelphia, PA 19122

**Graciela Christlieb, Senior Attorney
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January 26, 2023

VIA ELECTRONIC MAIL

Administrative Law Judge F. Joseph Brady
Pennsylvania Public Utility Commission
801 Market Street
Suite 4063
Philadelphia, PA 19107

Re: Victoria Whitaker v. Philadelphia Gas Works, Docket No. C-2022-3035783

Dear Judge Brady:

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

Victoria Whitaker

vrw1019@gmail.com

Date: January 26, 2023

/s/ Graciela Christlieb

Graciela Christlieb, Esquire

10-DAY SHUT OFF NOTICE Your Gas Service May Be Shut Off

Your bill is past due. As a result, PGW will shut off gas to 6428 BOYER ST on or after 8 a.m. on Oct 04, 2022. This notice will remain effective for 60 days. To talk about your bill or this notice, call our office at 215-235-1777.

We will not shut off gas if you do ONE of the following:

- Arrange to pay your past due amount of \$8,354.31.
- Pay the amount you owe on your payment plan.
- Show us a payment receipt for the past due amount.
- Make a payment arrangement (you may be eligible for a special assistance program).
- Contact us to dispute the bill.

At a minimum, you may have to pay all of the following before we turn your service on:

Past Due Amount	\$8,354.31
Security Deposit	\$280.00
Turn On Charge	\$123.23
Total	\$8,757.54

(Plus \$372.00 if we must dig up the street to shut off gas).

You are also responsible for all gas service provided to you that is now or has become past due. If shut off, you may be required to pay more than the amount on this notice to have gas turned on.

MEDICAL EMERGENCY NOTICE

LET US KNOW IF SOMEONE LIVING IN YOUR HOME IS SERIOUSLY ILL OR HAS A MEDICAL CONDITION. WE WILL NOT SHUT OFF YOUR SERVICE during such illness, provided you:

1. Have your licensed physician, physician's assistant or nurse practitioner certify by phone or in writing that such an illness exists and that it may be aggravated if your service is shut off; and
2. Make arrangements to pay your current bills.
3. Contact us by calling 215-235-1777.
4. HAVE A LICENSED PHYSICIAN, PHYSICIAN'S ASSISTANT OR NURSE PRACTITIONER SEND PGW A LETTER WITHIN 3 DAYS, VERIFYING THE MEDICAL CONDITION.

IMPORTANT TO KNOW – BEFORE WE SHUT OFF YOUR GAS SERVICE

- You may be eligible for a payment agreement or special assistance program. Enrollment into this program may be a way of avoiding shut off. Contact us immediately at 215-235-1777 to find out if you're eligible, and how to enroll. Documentation of your income may be required.
- If you have questions or need more information, please call us today at 215-235-1777 or write us at P.O. Box 3500, Philadelphia, PA 19122. After you talk with PGW, if you are not satisfied, you may file a complaint with the Pennsylvania Public Utility Commission (PUC). The PUC may delay the shutoff if you file the complaint before the shut-off date. To contact them call 1 (800) 692-7380 or write to: Pennsylvania Public Utility Commission, P.O. Box 3265, Harrisburg, PA 17105-3265.
- If you have a valid Protection From Abuse order from a court, there are additional protections available to you. Call us immediately at 215-235-1777. You will be required to provide us with a copy of the order.

- Call us if your landlord pays your utility bill. You have certain legal protections.
- If you have trouble understanding or speaking English call us for free interpretation.
- Please contact us if you are disabled and need assistance.
- All adult occupants of the premises whose names are on the mortgage, deed or lease are considered the 'customer' and are responsible for payment of the bill. If service is shut off ANY adult occupant who has been living at the premises may have to pay all or portions of this bill to have service restored.
- If your service is shut off, you must contact us after your payment has been made to be sure you have met all conditions to have the service turned on and to arrange access to your premises. It may take up to seven days to have your service restored.

WINTER SHUT OFF PROVISIONS Dec. 1-March 31

- **Contact us before the shut off date** to give us household and occupant information to see if you qualify for any assistance programs.
- **If you are low income there are special rules about whether we may shut off your gas in the winter.** Add together the monthly income in your household. Look at the chart below to determine your group. You may need to provide us with proof of income.
- **If your income is 150% of the federal poverty guidelines or below, we must first ask the PUC for permission to shut off your service.** We will notify you prior to shutting off service if we ask the PUC for permission to terminate your gas service.
- **If your income is above 150% but does not exceed 250% of the federal poverty guidelines, we will not shut off your service if one of these conditions applies to you:**
 - o Someone in your household is 12 or younger or 65 or older; or
 - o You have paid at least one-half of your last two monthly gas bills; or
 - o If over the last two months you have paid at least 15% of your household income toward the gas bills.
- **If we reconnect your service during the winter months (between December 1st and March 31st)** we will restore your service within 24 hours of you meeting all requirements to have service reconnected. When street digging is required, it may take up to seven days.

Federal Poverty Guidelines (FPG) 2022

Household Size	Your income is 150% of the FPG or below if your monthly gross is:	Your income is between 151% - 250% of the FPG if your monthly gross is:
1	\$1,699 or less	\$1,700-\$2,831
2	\$2,289 or less	\$2,290-\$3,815
3	\$2,879 or less	\$2,880-\$4,798
4	\$3,469 or less	\$3,470-\$5,781
Each add. person add	\$590	\$591-\$983

PL_20220922180001.dat-2773-000005716

**Please return this portion with your payment.
Write your account number on your check or money order made payable to Philadelphia Gas Works**

**Account Number: 0789574558
Notice Date: Sep 23, 2022
Please Pay: \$8,354.31**

Place "X" in box for address corrections. Print corrections on reverse side.

Amount Enclosed:

001387 000005716
VICTORIA WHITAKER
6428 BOYER ST
PHILADELPHIA PA 19119-3908



Philadelph
Philadelphia Gas Works
P.O. Box 11700
Newark, NJ 07101-4700

Specific Service Agreement Statement of Account SA- 5306221938

Customer Name	From Date	To Date		
VICTORIA WHITAKER	10/3/2019	1/25/2023		
Service Address	Account Number	S A Number	Meter	Rate/Class
6428 BOYER ST PHIL, PA 191193908	789574558	5306221938	1934887	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
10/23/2019	BILL	8	R	29	23	0.79	108		11/18/2019	\$47.98	\$3,670.35	\$3,670.35
11/23/2019	BILL	82	R	30	74	2.47	494		12/18/2019	\$111.00	\$3,781.35	\$3,781.35
12/24/2019	BILL	183	R	29	101	3.48	731		1/21/2020	\$147.39	\$3,928.74	\$3,928.74
1/28/2020	BILL	330	R	35	147	4.2	890		2/21/2020	\$227.84	\$4,156.58	\$4,156.58
2/27/2020	LPC									\$62.34	\$4,218.92	\$4,218.92
2/27/2020	BILL	457	R	32	127	3.97	773		3/23/2020	\$205.81	\$4,424.73	\$4,424.73
3/9/2020	PAY							Check		(\$60.00)	\$4,364.73	\$4,364.73
3/26/2020	BILL	530	R	28	73	2.61	491		4/21/2020	\$121.12	\$4,485.85	\$4,485.85
4/25/2020	BILL	595	R	30	65	2.17	423		5/19/2020	\$94.56	\$4,580.41	\$4,580.41
5/27/2020	BILL	629	R	29	34	1.17	244		6/19/2020	\$50.52	\$4,630.93	\$4,630.93
6/25/2020	BILL	635	R	32	6	0.19	6		7/20/2020	\$22.44	\$4,653.37	\$4,653.37
7/14/2020	PAY							Check		(\$50.37)	\$4,603.00	\$4,603.00
7/25/2020	BILL	641	R	30	6	0.2	0		8/18/2020	\$22.29	\$4,625.29	\$4,625.29
8/25/2020	BILL	646	R	29	5	0.17	0		9/18/2020	\$21.00	\$4,646.29	\$4,646.29
9/24/2020	BILL	652	R	33	6	0.18	36		10/19/2020	\$22.39	\$4,668.68	\$4,668.68
10/24/2020	BILL	676	R	29	24	0.83	87		11/18/2020	\$50.16	\$4,718.84	\$4,718.84
11/25/2020	BILL	759	R	32	83	2.59	376		12/21/2020	\$134.53	\$4,853.37	\$4,853.37
12/29/2020	BILL	889	R	30	130	4.33	691		1/25/2021	\$191.18	\$5,044.55	\$5,044.55
1/4/2021	PAY							Check		(\$53.37)	\$4,991.18	\$4,991.18
1/28/2021	LPC									\$73.93	\$5,065.11	\$5,065.11
1/28/2021	BILL	1076	R	34	187	5.5	933		2/23/2021	\$284.74	\$5,349.85	\$5,349.85
2/3/2021	PAY							Check		(\$91.18)	\$5,258.67	\$5,258.67
2/27/2021	LPC									\$76.83	\$5,335.50	\$5,335.50
2/27/2021	BILL	1268	R	30	192	6.4	969		3/23/2021	\$272.71	\$5,608.21	\$5,608.21
3/27/2021	LPC									\$80.92	\$5,689.13	\$5,689.13
3/27/2021	BILL	1358	R	28	90	3.21	565		4/21/2021	\$139.20	\$5,828.33	\$5,828.33
4/28/2021	LPC									\$83.01	\$5,911.34	\$5,911.34

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
4/28/2021	BILL	1401	R	32	43	1.34	328		5/21/2021	\$74.94	\$5,986.28	\$5,986.28
5/27/2021	LPC									\$84.13	\$6,070.41	\$6,070.41
5/27/2021	BILL	1411	R	29	10	0.34	87		6/22/2021	\$29.05	\$6,099.46	\$6,099.46
6/25/2021	BILL	1422	R	29	11	0.38	36		7/20/2021	\$28.70	\$6,128.16	\$6,128.16
7/27/2021	BILL	1427	R	30	5	0.17	0		8/19/2021	\$22.01	\$6,150.17	\$6,150.17
8/25/2021	BILL	1432	R	31	5	0.16	0		9/20/2021	\$22.13	\$6,172.30	\$6,172.30
9/25/2021	BILL	1438	R	31	6	0.19	0		10/19/2021	\$24.12	\$6,196.42	\$6,196.42
10/26/2021	LPC									\$86.02	\$6,282.44	\$6,282.44
10/26/2021	BILL	1447	R	29	9	0.31	36		11/19/2021	\$34.34	\$6,316.78	\$6,316.78
11/25/2021	LPC									\$86.54	\$6,403.32	\$6,403.32
11/25/2021	BILL	1522	R	32	75	2.34	438		12/20/2021	\$128.46	\$6,531.78	\$6,531.78
12/29/2021	LPC									\$88.47	\$6,620.25	\$6,620.25
12/29/2021	BILL	1639	R	34	117	3.44	700		1/24/2022	\$213.13	\$6,833.38	\$6,833.38
1/28/2022	LPC									\$91.66	\$6,925.04	\$6,925.04
1/28/2022	BILL	1808	R	30	169	5.63	875		2/23/2022	\$297.00	\$7,222.04	\$7,222.04
2/26/2022	LPC									\$96.12	\$7,318.16	\$7,318.16
2/26/2022	BILL	1952	R	29	144	4.97	787		3/22/2022	\$261.44	\$7,579.60	\$7,579.60
3/29/2022	LPC									\$100.04	\$7,679.64	\$7,679.64
3/29/2022	BILL	2030	R	29	78	2.69	498		4/22/2022	\$155.55	\$7,835.19	\$7,835.19
4/28/2022	LPC									\$102.37	\$7,937.56	\$7,937.56
4/28/2022	BILL	2091	R	32	61	1.91	417		5/23/2022	\$109.27	\$8,046.83	\$8,046.83
5/26/2022	LPC									\$104.01	\$8,150.84	\$8,150.84
5/26/2022	BILL	2109	R	28	18	0.64	101		6/22/2022	\$45.48	\$8,196.32	\$8,196.32
6/25/2022	LPC									\$104.69	\$8,301.01	\$8,301.01
6/25/2022	BILL	2115	R	30	6	0.2	1		7/20/2022	\$28.57	\$8,329.58	\$8,329.58
7/21/2022	WNA2&5									(\$1.21)	\$8,328.37	\$8,328.37
7/27/2022	BILL	2120	R	32	5	0.16	0		8/19/2022	\$25.94	\$8,354.31	\$8,354.31
8/24/2022	BILL	2124	R	29	4	0.14	0		9/20/2022	\$23.96	\$8,378.27	\$8,378.27
9/23/2022	LPC									\$105.87	\$8,484.14	\$8,484.14
9/23/2022	BILL	2128	R	30	4	0.13	0		10/18/2022	\$23.80	\$8,507.94	\$8,507.94
10/1/2022	PAY							Check		(\$78.00)	\$8,429.94	\$8,429.94
10/25/2022	BILL	2165	R	29	37	1.28	180		11/18/2022	\$81.04	\$8,510.98	\$8,510.98
11/23/2022	BILL	2220	R	31	55	1.77	344		12/19/2022	\$131.00	\$8,641.98	\$8,641.98
12/22/2022	BILL	2321	R	29	101	3.48	654		1/20/2023	\$207.36	\$8,849.34	\$8,849.34
1/25/2023	BILL	2444	R	34	123	3.62	833		2/17/2023	\$259.68	\$9,109.02	\$9,109.02

Search For Negotiated Payment Arrangement

Search Criteria

Account... 0007 8957 4558 Whitaker, Victoria

From Date: 01/23/2023

Date	Seq	Status	Comments
07/30/2021	1	Broken	
08/06/2019	1	Broken	PUC PAR 3722204

2 record(s) found.

PHILADELPHIA GAS WORKS

PUC

Opening XML

Case Number: 3722204
Company Name: PGW (PHILA. GAS WORKS (NGDC))
Company Code: 0766
Company Type: GAS TRANSPORTER
Customer First Name: VICTORIA
Customer Middle Initial:
Customer Last Name: WHITAKER
Customer Account Number: 789574558
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: 6428 BOYER ST
Customer Service Address 2:
Customer Service Address City: PHILADELPHIA
Customer Service Address State: PA
Customer Service Address Zip: 19119
Customer Service Address 4-Zip:
Customer Family Adults: 1
Customer Family Children: 0
Customer Family Age:
Gross Income

Source	Income Amount
A1 WAGES	3894.80

Date Open: 2019-07-31
Reason For Contact: ON - PAR NEEDED (# 61)
Term Date: 2019-08-06
Business Name:
Case Problem:

Company Position: 07/31/2019 OFFERED PAYMENT ARRANGEMENT THAT CUSTOMER COULD NOT AFFORD. REQUESTED PAYMENT OF 3000 TO AVOID SHUT OFF

Related Information: 61 – CUSTOMER NEEDS A PAYMENT ARRANGEMENT. TO AVOID SHUT OFF - RELIEF SOUGHT - PAR THE CELL PHONE NUMBER (267) 997 - 5527 HAS BEEN ALLOWED TO BE SHARED.

Case Misc Info:

Hot Issue:

Case Origin: TELEPHONE

Prior Case Number:

Universal Service: N

Arrearage: 3000

BCS Investigator First Name: BCS

BCS Investigator Last Name: CASE POOL

BCS Investigator Phone w/ Area Code: 7177875468

BCSIntaker First Name: BRYAN

BCSIntaker Last Name: KAUFFMAN

Number Of Time Send: 1

Number Of Time Faxed: 0

Number Of Time Faxed: 7177876641

PHILADELPHIA GAS WORKS

PUC

Closing XML

Case Number: 3722204
Company Name: PGW (PHILA. GAS WORKS (NGDC))
Company Code: 0766
Company Type: GAS TRANSPORTER
Customer First Name: VICTORIA
Customer Middle Initial:
Customer Last Name: WHITAKER
Account Number: 789574558
Service Address 1: 6428 BOYER ST
Service Address 2:
Service City: PHILADELPHIA
Service State: PA
Service Zip 5: 19119
Service Zip 4:
Decision Issue: Y
Oral Written: W
Violation: NO
Chapter:
Section Rule:
Total Balance: 3674.34
Date Closed: 2019-08-05
Resolution: LEVEL 4, BB 95.00 + 613.00 = 708.00 BEGINNING SEPTEMBER 2019.
Balance Date: 2019-08-05
Service Restored Pay:
Service Continue Amount:
Service Continue Date:
Terms: SEPTEMBER 2019 BILL DUE DATE
Special Budget Amount: 708.00
Regular Budget Amount: 95.00
Arrears Payment Plus: 613.00
FinalMonthlyPayment:
CurrentMonthlyPayment:
EndMonthlyPayment:
LetterDescription:
HeadDate: 2019-08-07
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:	3856130
Company Name:	PGW (PHILA. GAS WORKS (NGDC))
Company Code:	0766
Company Type:	GAS TRANSPORTER
Customer First Name:	VICTORIA
Customer Middle Initial:	
Customer Last Name:	WHITAKER
Customer Account Number:	0789574558
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:	6428 BOYER ST
Customer Service Address 2:	
Customer Service Address City:	PHILADELPHIA
Customer Service Address State:	PA
Customer Service Address Zip:	19119
Customer Service Address 4-Zip:	
Customer Family Adults:	1
Customer Family Children:	0
Customer Family Age:	
Gross Income	
Source	Income Amount
WGS	4493.13
Date Open:	2022-08-09
Reason For Contact:	ON - PAR NEEDED (# 61)
Term Date:	2022-08-22
Business Name:	
Case Problem:	
Company Position:	08/09/2022 CUSTOMER MUST PAY 6000 TO RETAIN

Related Information:

61 – PAYMENT ARRANGEMENT REQUEST. THE CELL PHONE NUMBER (267) 997 - 5527 HAS BEEN ALLOWED TO BE SHARED. THE EMAIL ADDRESS VRW1019@GMAIL.COM HAS BEEN ALLOWED TO BE SHARED.

Case Misc Info:**Hot Issue:**

Case Origin: TELEPHONE
Prior Case Number: 3722204
Universal Service: N
Arrearage: 6000
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: 3856130
Company Name: PGW (PHILA. GAS WORKS (NGDC))
Company Code: 0766
Company Type: GAS TRANSPORTER
Customer First Name: VICTORIA
Customer Middle Initial:
Customer Last Name: WHITAKER
Account Number: 789574558
Service Address 1: 6428 BOYER ST
Service Address 2:
Service City: PHILADELPHIA
Service State: PA
Service Zip 5: 19119
Service Zip 4:
Decision Issue: N
Oral Written: W
Violation: NO
Chapter:
Section Rule:
Total Balance: 8378.27
Date Closed: 2022-09-09
Resolution: CASE DISMISSED PER 1405(D). THE CUSTOMER HAS A PRIOR UNSATISFIED PUC PAR (BCS# 3722204). THE COMPANY IS REQUESTING THE UPFRONT PAYMENT OF 6,702.61 THEN ENTER A COMPANY ARRANGEMENT STARTING AT 420.00 EACH MONTH.
Balance Date: 2022-09-09
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: ZACHARY

BCS Investigator Last Name: MURPHY

Number Of Time Send: 1

Number Of Time Faxed: 0

PUC Fax: 7177876641