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## 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 821 GRIFFITH 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 \$9,651.82.
- 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	\$9,651.82
Security Deposit	\$458.00
Turn On Charge	\$123.23
Total	\$10,233.05

**(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-13025-000001239

**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: 5119129928  
Notice Date: Sep 23, 2022  
Please Pay: \$9,651.82**

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

**Amount Enclosed:**

006513 000001239



JOANNE MC GARRITY  
821 GRIFFITH ST  
PHILA PA 19111-2508



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



# PHILADELPHIA GAS WORKS

## PUC

### Opening XML

**Case Number:** 3836373  
**Company Name:** PGW (PHILA. GAS WORKS (NGDC))  
**Company Code:** 0766  
**Company Type:** GAS TRANSPORTER  
**Customer First Name:** JOANNE  
**Customer Middle Initial:**  
**Customer Last Name:** MCGARRITY  
**Customer Account Number:** 5119129928  
**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:** 821 GRIFFITH ST  
**Customer Service Address 2:**  
**Customer Service Address City:** PHILADELPHIA  
**Customer Service Address State:** PA  
**Customer Service Address Zip:** 19111  
**Customer Service Address 4-Zip:**  
**Customer Family Adults:** 2  
**Customer Family Children:** 0  
**Customer Family Age:**  
**Gross Income**  

Source	Income Amount
AD1 - SSI	900
AD2 - SSI	2000

  
**Date Open:** 2022-05-05  
**Reason For Contact:** ON - PAR NEEDED (# 61)  
**Term Date:** 2022-05-05  
**Business Name:** JOSEPH / HUSBAND/AUTH  
**Case Problem:**

**Company Position:** 05/05/2022 PAY 4300.00 TO AVOID TERMINATION, THEN COMPANY PUT CUSTOMER ON A PAYMENT ARRANGEMENT OF 458.00 A MONTH

**Related Information:** 61 – PAYMENT ARRANGEMENT REQUEST. CUSTOMER SAID PHL RENTAL ASSIST SENT MONEY TO COMPANY, BUT COMPANY SAID THEY NEVER RECEIVED IT. - RELIEF SOUGHT - PAR THE CELL PHONE NUMBER (267) 254 - 0455 HAS BEEN ALLOWED TO BE SHARED. THE EMAIL ADDRESS JOHOMCJOE@GMAIL.COM HAS BEEN ALLOWED TO BE SHARED.

**Case Misc Info:**

**Hot Issue:**

**Case Origin:** TELEPHONE

**Prior Case Number:** 3812988

**Universal Service:** Y

**Arrearage:** 7331.87

**BCS Investigator First Name:** BCS

**BCS Investigator Last Name:** CASE POOL

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

**BCSIntaker First Name:** CHRISTOPHER

**BCSIntaker Last Name:** HARTINGER

**Number Of Time Send:** 1

**Number Of Time Faxed:** 0

**Number Of Time Faxed:** 7177876641

# PHILADELPHIA GAS WORKS

## PUC

### Closing XML

**Case Number:** 3836373  
**Company Name:** PGW (PHILA. GAS WORKS (NGDC))  
**Company Code:** 0766  
**Company Type:** GAS TRANSPORTER  
**Customer First Name:** JOANNE  
**Customer Middle Initial:**  
**Customer Last Name:** MCGARRITY  
**Account Number:** 5119129928  
**Service Address 1:** 821 GRIFFITH ST  
**Service Address 2:**  
**Service City:** PHILADELPHIA  
**Service State:** PA  
**Service Zip 5:** 19111  
**Service Zip 4:**  
**Decision Issue:** N  
**Oral Written:** W  
**Violation:** NO  
**Chapter:**  
**Section Rule:**  
**Total Balance:** 9643.48  
**Date Closed:** 2022-05-25  
**Resolution:** DISMISSAL LETTER ISSUED: CASE DISMISSED PER 1405 C  
CUSTOMER HAS CRP ARREARS IN THE BALANCE OF 7,273.62  
**Balance Date:** 2022-05-25  
**Service Restored Pay:** 0.00  
**Service Continue Amount:** 3857.39  
**Service Continue Date:**  
**Terms:**  
**Special Budget Amount:** 0.00  
**Regular Budget Amount:** 195.00  
**Arrears Payment Plus:** 0.00  
**FinalMonthlyPayment:** 0.00  
**CurrentMonthlyPayment:** 0.00  
**EndMonthlyPayment:** 0.00  
**LetterDescription:**  
**HeadDate:** 2022-05-25

**Paragraph:**

**Bill Date:**

**Reconnect Amount:** 0

**Pay Amount:** 0.00

**BCS Investigator First Name:** ALISHIA

**BCS Investigator Last Name:** SNYDER

**Number Of Time Send:** 1

**Number Of Time Faxed:** 0

**PUC Fax:** 7177816641

Specific Service Agreement Statement of Account SA- 4472279817

<b>Customer Name</b>	<b>From Date</b>	<b>To Date</b>		
JOANNE MC GARRITY	2/2/2020	2/8/2023		
<b>Service Address</b>	<b>Account Number</b>	<b>S A Number</b>	<b>Meter</b>	<b>Rate/Class</b>
821 GRIFFITH ST PHIL, PA 191112508	5119129928	4472279817	1803731	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
3/3/2020	BILL	7165	R	30	255	8.5	720		3/26/2020	\$182.00	\$4,331.61	\$4,331.61
3/31/2020	BILL	7359	R	28	194	6.93	465		4/24/2020	\$182.00	\$4,513.61	\$4,513.61
4/30/2020	BILL	7510	R	32	151	4.72	450		5/26/2020	\$182.00	\$4,695.61	\$4,695.61
5/30/2020	BILL	7543	R	30	33	1.1	176		6/23/2020	\$182.00	\$4,877.61	\$4,877.61
6/30/2020	BILL	7563	R	29	20	0.69	3		7/24/2020	\$170.00	\$5,047.61	\$5,047.61
7/30/2020	BILL	7584	R	32	21	0.66	0		8/21/2020	\$170.00	\$5,217.61	\$5,217.61
8/28/2020	BILL	7602	R	29	18	0.62	0		9/22/2020	\$170.00	\$5,387.61	\$5,387.61
9/29/2020	BILL	7624	R	33	22	0.67	36		10/22/2020	\$111.06	\$5,498.67	\$5,498.67
10/29/2020	BILL	7649	R	29	25	0.86	120		11/24/2020	\$111.06	\$5,609.73	\$5,609.73
12/1/2020	BILL	7801	R	31	152	4.9	395		12/28/2020	\$111.06	\$5,720.79	\$5,720.79
1/3/2021	BILL	8111	R	33	310	9.39	828		1/27/2021	\$111.06	\$5,831.85	\$5,831.85
2/2/2021	BILL	8403	R	30	292	9.73	849		2/26/2021	\$111.06	\$5,942.91	\$5,942.91
3/4/2021	BILL	8755	R	32	352	11	989		3/29/2021	\$111.06	\$6,053.97	\$6,053.97
4/1/2021	BILL	8927	R	28	172	6.14	481		4/27/2021	\$111.06	\$6,165.03	\$6,165.03
5/1/2021	BILL	9031	R	30	104	3.47	289		5/25/2021	\$111.06	\$6,276.09	\$6,276.09
6/2/2021	BILL	9057	R	29	26	0.9	89		6/25/2021	\$111.06	\$6,387.15	\$6,387.15
6/30/2021	BILL	9082	R	31	25	0.81	32		7/26/2021	\$111.06	\$6,498.21	\$6,498.21
7/30/2021	BILL	9104	R	30	22	0.73	0		8/24/2021	\$111.06	\$6,609.27	\$6,609.27
8/26/2021	PAY							Debit Card		(\$142.01)	\$6,467.26	\$6,467.26
8/28/2021	BILL	9126	R	29	22	0.76	0		9/22/2021	\$111.06	\$6,578.32	\$6,578.32
9/30/2021	BILL	9142	R	33	16	0.48	0		10/25/2021	\$111.06	\$6,689.38	\$6,689.38
10/29/2021	BILL	9167	R	29	25	0.86	67		11/24/2021	\$111.06	\$6,800.44	\$6,800.44
12/1/2021	BILL	9322	R	33	155	4.7	541		12/27/2021	\$111.06	\$6,911.50	\$6,911.50
1/3/2022	BILL	9506	R	31	184	5.94	618		1/27/2022	\$111.06	\$7,022.56	\$7,022.56
2/2/2022	BILL	9782	R	32	276	8.62	1018		2/28/2022	\$111.06	\$7,133.62	\$7,133.62
2/8/2022	CRPFRZ									\$1,220.54	\$8,354.16	\$8,354.16
2/8/2022	ADJLPC									\$58.25	\$8,412.41	\$8,412.41

Transaction Date	Transaction Type	Read Reading	Read Code	# of Days	CCF Usage	Average CCF/Day	Heating DDDs	Payment Type	Due Date	Transaction Amount	Current Balance	Actual Balance
3/3/2022	LPC									\$109.10	\$8,521.51	\$8,521.51
3/3/2022	BILL	5	R	29	223	7.69	720		3/28/2022	\$401.60	\$8,923.11	\$8,923.11
4/1/2022	LPC									\$131.33	\$9,054.44	\$9,054.44
4/1/2022	BILL	158	R	29	153	5.28	500		4/27/2022	\$276.88	\$9,331.32	\$9,331.32
5/3/2022	LPC									\$135.48	\$9,466.80	\$9,466.80
5/3/2022	BILL	260	R	30	102	3.4	325		5/26/2022	\$176.68	\$9,643.48	\$9,643.48
6/1/2022	LPC									\$138.13	\$9,781.61	\$9,781.61
6/1/2022	BILL	301	R	28	41	1.46	64		6/27/2022	\$87.35	\$9,868.96	\$9,868.96
6/30/2022	BILL	316	R	32	15	0.47	0		7/26/2022	\$45.03	\$9,913.99	\$9,913.99
7/30/2022	BILL	327	R	30	11	0.37	0		8/23/2022	\$37.83	\$9,951.82	\$9,951.82
8/30/2022	LPC									\$140.69	\$10,092.51	\$10,092.51
8/30/2022	BILL	337	R	29	10	0.34	0		9/23/2022	\$35.86	\$10,128.37	\$10,128.37
9/11/2022	PAY							Debit Card		(\$300.00)	\$9,828.37	\$9,828.37
9/29/2022	BILL	349	R	32	12	0.38	10		10/24/2022	\$39.27	\$9,867.64	\$9,867.64
10/2/2022	PAY							Debit Card		(\$320.00)	\$9,547.64	\$9,547.64
10/28/2022	BILL	414	R	29	65	2.24	193		11/23/2022	\$136.09	\$9,683.73	\$9,683.73
11/29/2022	BILL	531	R	30	117	3.9	396		12/22/2022	\$253.79	\$9,937.52	\$9,937.52
12/29/2022	BILL	765	R	32	234	7.31	831		1/25/2023	\$443.22	\$10,380.74	\$10,380.74
1/28/2023	BILL	953	R	30	188	6.27	641		2/22/2023	\$417.92	\$10,798.66	\$10,798.66
2/1/2023	PAY							Debit Card		(\$350.00)	\$10,448.66	\$10,448.66

# PHILADELPHIA GAS WORKS

## PUC

### Opening XML

<b>Case Number:</b>	3846893
<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>	JOANNE
<b>Customer Middle Initial:</b>	
<b>Customer Last Name:</b>	MCGARRITY
<b>Customer Account Number:</b>	5119129928
<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>	821 GRIFFITH ST
<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>	19111
<b>Customer Service Address 4-Zip:</b>	
<b>Customer Family Adults:</b>	0
<b>Customer Family Children:</b>	0
<b>Customer Family Age:</b>	
<b>Gross Income</b>	
<b>Source</b>	<b>Income Amount</b>
<b>Date Open:</b>	2022-06-27
<b>Reason For Contact:</b>	BILLING DISPUTES (# 18)
<b>Term Date:</b>	2022-06-27
<b>Business Name:</b>	
<b>Case Problem:</b>	18 – HIGH BILL DISPUTE. THE CUSTOMER IS DISPUTING THE BILL(S) FROM THE MONTH(S) OF JUNE 2022. CUSTOMER IS DISPUTING THE COMPANY DID NOT RECEIVE THE ERAP FUNDING BECAUSE SHE HAS EMAIL

FROM ERAP CONFIRMING APPROVAL OF \$2640.84.  
CUSTOMER STATES YOU CANNOT CALL ERAP, YOU CAN  
ONLY EMAIL THEM. - RELIEF SOUGHT - CUSTOMER IS  
REQUESTING ASSISTANCE IN LOCATING ERAP PAYMENT  
TO THE COMPANY. THE CELL PHONE NUMBER (215) 421 -  
6477 HAS BEEN ALLOWED TO BE SHARED. THE EMAIL  
ADDRESS JOHOMC@OUTLOOK.COM HAS BEEN  
ALLOWED TO BE SHARED.

**Company Position:**

06/27/2022 COMPANY STATES THE ERAP FUNDING WAS  
NOT RECEIVED. COMPANY STATES SUPERVISOR WILL  
CALL CUSTOMER BACK.

**Related Information:**

**Case Misc Info:**

**Hot Issue:**

**Case Origin:** TELEPHONE

**Prior Case Number:** 3836373

**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:** AMY

**BCSIntaker Last Name:** KELLER

**Number Of Time Send:** 1

**Number Of Time Faxed:** 0

**Number Of Time Faxed:** 7177876641

# PHILADELPHIA GAS WORKS

## PUC

### Closing XML

**Case Number:** 3846893  
**Company Name:** PGW (PHILA. GAS WORKS (NGDC))  
**Company Code:** 0766  
**Company Type:** GAS TRANSPORTER  
**Customer First Name:** JOANNE  
**Customer Middle Initial:**  
**Customer Last Name:** MCGARRITY  
**Account Number:** 5119129928  
**Service Address 1:** 821 GRIFFITH ST  
**Service Address 2:**  
**Service City:** PHILADELPHIA  
**Service State:** PA  
**Service Zip 5:** 19111  
**Service Zip 4:**  
**Decision Issue:** Y  
**Oral Written:** W  
**Violation:** NO  
**Chapter:**  
**Section Rule:**  
**Total Balance:** 9913.99  
**Date Closed:** 2022-08-05  
**Resolution:** DECISION ISSUED: THE CUSTOMER'S METER IS EQUIPPED WITH AN AMR DEVICE AND THE COMPANY IS NOT REQUIRED TO SEND SOMEONE TO THE CUSTOMER'S PREMISES FOR MANUAL READINGS. THE COMPANY IS ALLOWED TO RENDER BILLS BASED ON AN AMR READING, WHICH IS CONSIDERED AN ACTUAL READING. THE CUSTOMER'S ACCOUNT BALANCE IS CONSIDERED CORRECT AS RENDERED. PGW HAS NO RECORD OF THE ERAP PAYMENT. THE PUC DOES NOT REGULATE ERAP. CASE DISMISSED.  
**Balance Date:** 2022-07-27  
**Service Restored Pay:** 0.00  
**Service Continue Amount:** 0.00  
**Service Continue Date:**  
**Terms:**  
**Special Budget Amount:** 0.00  
**Regular Budget Amount:** 234.00

**Arrears Payment Plus:** 0.00  
**FinalMonthlyPayment:** 0.00  
**CurrentMonthlyPayment:** 0.00  
**EndMonthlyPayment:** 0.00  
**LetterDescription:**  
**HeadDate:** 2022-08-05  
**Paragraph:**  
**Bill Date:**  
**Reconnect Amount:** 0  
**Pay Amount:** 0.00  
**BCS Investigator First Name:** PRECIOUS  
**BCS Investigator Last Name:** JOHNSON  
**Number Of Time Send:** 1  
**Number Of Time Faxed:** 0  
**PUC Fax:** 7177876641