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Sandra Dess,  
v.  
Philadelphia Gas Works  
Initial Call-In  
Telephonic Hearing  
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Docket No.: F-2022-3037039

Pages 1 - 47

Judge's Chambers  
State Office Building  
801 Market Street  
Philadelphia, PA 19107

February 8, 2023  
Commencing at 1:30 p.m.

INDEX TO EXHIBITS

Docket No. F-2022-3037039

Hearing Date: February 8, 2023

<u>NUMBER</u>	<u>FOR IDENTIFICATION</u>	<u>IN EVIDENCE</u>
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Informal Complaint	32	44
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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)

February 1, 2023

**VIA ELECTRONIC MAIL**

Administrative Law Judge Marta Guhl  
Pennsylvania Public Utility Commission  
801 Market Street  
Suite 4063  
Philadelphia, PA 19107

Re: Sandra Dess v. Philadelphia Gas Works, Docket No. F-2022-3037039

Dear Judge Guhl:

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 FEDEX**

Sandra Dess  
1109 West Lindley Avenue  
Philadelphia, PA 19141

Date: February 1, 2023

*/s/ Graciela Christlieb*

Graciela Christlieb, Esquire

**Philadelphia Gas Works**



800 W. Montgomery Ave., Philadelphia, PA 19122

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

April 11, 2022

Sandra L. Dess  
1109 Lindley Avenue  
Philadelphia, PA. 19141

Account Number: 0031-1331-6203

Dear Ms. Dess,

On March 16, 2022, a dispute was filed regarding the bill in the amount of \$410.77 for service from January 13, 2022 to February 11, 2022. In your dispute you stated, the bill is too high compared to previous months.

An investigation of your dispute has been completed and it was determined that the bill in question is correct as rendered. The bill represents usage that recorded on your meter from a reading of 4164 to 4405 for a total of 241 cubic feet of gas. 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 bill that you are disputing reflects the actual usage recording on the meter.

A gas usage analysis which analyzes your consumption was also completed and indicates that there was an increase in the consumption at the property. This increase can be attributed to a host of unknown internal conditions in the residence. The appliances such as your 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.

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

1. A statement of account
2. A gas 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](http://www.pgwenergysense.com) and click on energy sense for homeowners.

Please be advised that as of April 26, 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.

Philadelphia Gas Works



800 W. Montgomery Ave., Philadelphia, PA 19122

Sincerely,

Mr. Pope  
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](http://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.



Heat & Domestic

* CCF = hundred Cubic feet									
** DEGREE DAYS AN INDEX OF ENERGY CONSUMPTION FOR HEATING .									
IT INDICATES THE NUMBER OF DEGREES THE AVERAGE TEMPERATURE DROPS BELOW 65' F.									
***CFDD EQUALS CUBIC FEET OF GAS USED PER DEGREE DAY									

Philadelphia Gas Works



800 W. Montgomery Ave., Philadelphia, PA 19122

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

September 12, 2022

Sandra L. Dess  
1109 Lindley Ave  
Philadelphia, PA 19141

Account No.: 3113316203

Dear Mrs. Dess,

On August 17, 2022, you contacted Philadelphia Gas Works (PGW) and a dispute was filed in regards to the bill you received for service from January 13, 2022 through February 11, 2022 in the amount of \$410.77. In your dispute, you stated that you should not pay the entire bill and the late payment charges that were applied to the account due to a pending dispute.

An investigation of your dispute has been completed and it was determined the bill in question is correct as rendered. This bill represents usage that recorded on your meter from a reading of 4164 to a reading of 4405 for a total of 241 cubic feet of gas. 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 bill you are disputing reflects actual usage recorded on the meter.

A gas usage analysis which analyzes your consumption was also completed and indicates there was an increase in the consumption at the property. This increase can be attributed to a host of unknown internal conditions in the residence. PGW is responsible to provide gas service to the meter and if any appliance issue resulted in an increase in billing, this would not be the responsibility of PGW. Based on the company's investigation, PGW's position is that the billed amount is correct as rendered.

**GAS TARIFF 9.4 DIVISION OF RESPONSIBILITY.** As used herein, the term "Gas Delivery Facilities" includes all equipment, piping, meters, regulators, connections or other equipment required to deliver gas to the Company designated point of delivery. Such equipment will be provided, installed, owned and maintained by Company, subject to such contributions to cost by Customer as set forth in the Tariff. All piping, fixtures and appliances on the Customer's side of such delivery point must be installed and maintained by and at the expense of the Customer or Owner of the property, unless in the Company's judgment the Customers generally would benefit from some other arrangement.

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

1. A statement of account
2. Usage analysis
3. Dispute options

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](http://www.pgwenergysense.com) and click on energy sense for homeowners.

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**

**Philadelphia Gas Works**



800 W. Montgomery Ave., Philadelphia, PA 19122

Sincerely,  
Lucy Collins  
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](http://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.

Specific Service Agreement Statement of Account SA- 9961307980

<b>Customer Name</b>	<b>From Date</b>	<b>To Date</b>		
SANDRA DESS	3/1/2017	2/1/2023		
<b>Service Address</b>	<b>Account Number</b>	<b>S A Number</b>	<b>Meter</b>	<b>Rate/Class</b>
1109 LINDLEY AVE PHIL, PA 191413511	3113316203	9961307980	2021062	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
3/13/2017	LPC									\$2.91	\$197.52	\$197.52
3/13/2017	BILL	973	R	29	103	3.55	560		4/5/2017	\$172.54	\$370.06	\$370.06
3/15/2017	PAY							Check		(\$191.05)	\$179.01	\$179.01
4/11/2017	LPC									\$2.68	\$181.69	\$181.69
4/11/2017	BILL	1086	R	31	113	3.65	613		5/5/2017	\$164.54	\$346.23	\$346.23
4/19/2017	PAY							Check		(\$175.45)	\$170.78	\$170.78
5/1/2017	PAY							Check		(\$170.78)	\$0.00	\$0.00
5/10/2017	BILL	1100	R	29	14	0.48	151		6/5/2017	\$34.55	\$34.55	\$34.55
6/9/2017	LPC									\$0.51	\$35.06	\$35.06
6/9/2017	BILL	1111	R	30	11	0.37	72		7/5/2017	\$27.87	\$62.93	\$62.93
6/26/2017	PAY							Check		(\$62.93)	\$0.00	\$0.00
7/11/2017	BILL	1120	R	32	9	0.28	0		8/3/2017	\$25.12	\$25.12	\$25.12
8/9/2017	LPC									\$0.37	\$25.49	\$25.49
8/9/2017	BILL	1127	R	29	7	0.24	0		9/1/2017	\$22.43	\$47.92	\$47.92
8/14/2017	PAY							Check		(\$25.12)	\$22.80	\$22.80
8/25/2017	PAY							Check		(\$22.80)	\$0.00	\$0.00
9/12/2017	BILL	1134	R	31	7	0.23	5		10/5/2017	\$22.35	\$22.35	\$22.35
10/10/2017	LPC									\$0.33	\$22.68	\$22.68
10/10/2017	BILL	1142	R	31	8	0.26	18		11/2/2017	\$23.34	\$46.02	\$46.02
11/8/2017	LPC									\$0.68	\$46.70	\$46.70
11/8/2017	BILL	1153	R	29	11	0.38	155		12/5/2017	\$29.15	\$75.85	\$75.85
11/20/2017	PAY							Check		(\$46.02)	\$29.83	\$29.83
12/12/2017	LPC									\$0.44	\$30.27	\$30.27
12/12/2017	BILL	1224	R	31	71	2.29	616		1/8/2018	\$107.38	\$137.65	\$137.65
12/13/2017	PAY							Check		(\$29.83)	\$107.82	\$107.82
1/12/2018	LPC									\$1.61	\$109.43	\$109.43
1/18/2018	BILL	1438	R	35	214	6.11	1195		2/12/2018	\$292.54	\$401.97	\$401.97

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
1/22/2018	PAY							Check		(\$137.65)	\$264.32	\$264.32
1/29/2018	PAY							Check		(\$292.54)	(\$28.22)	(\$28.22)
2/13/2018	BILL	1572	R	28	134	4.79	822		3/9/2018	\$211.41	\$183.19	\$183.19
3/13/2018	LPC									\$2.74	\$185.93	\$185.93
3/13/2018	BILL	1675	R	31	103	3.32	665		4/6/2018	\$174.01	\$359.94	\$359.94
3/15/2018	PAY							Check		(\$183.19)	\$176.75	\$176.75
4/12/2018	LPC									\$2.65	\$179.40	\$179.40
4/12/2018	BILL	1779	R	30	104	3.47	667		5/7/2018	\$141.49	\$320.89	\$320.89
4/13/2018	PAY							Check		(\$176.75)	\$144.14	\$144.14
5/11/2018	PAY							Check		(\$144.14)	\$0.00	\$0.00
5/11/2018	BILL	1817	R	29	38	1.31	223		6/6/2018	\$66.02	\$66.02	\$66.02
6/13/2018	LPC									\$0.99	\$67.01	\$67.01
6/13/2018	BILL	1828	R	32	11	0.34	39		7/6/2018	\$30.17	\$97.18	\$97.18
6/18/2018	PAY							Check		(\$66.02)	\$31.16	\$31.16
6/25/2018	PAY							Check		(\$31.16)	\$0.00	\$0.00
7/13/2018	BILL	1836	R	30	8	0.27	0		8/7/2018	\$25.60	\$25.60	\$25.60
7/27/2018	PAY							Check		(\$25.60)	\$0.00	\$0.00
8/11/2018	BILL	1842	R	29	6	0.21	0		9/5/2018	\$22.92	\$22.92	\$22.92
9/13/2018	LPC									\$0.34	\$23.26	\$23.26
9/13/2018	BILL	1850	R	33	8	0.24	8		10/8/2018	\$25.58	\$48.84	\$48.84
9/17/2018	PAY							Check		(\$22.92)	\$25.92	\$25.92
9/26/2018	PAY							Check		(\$48.84)	(\$22.92)	(\$22.92)
10/11/2018	BILL	1857	R	29	7	0.24	5		11/5/2018	\$24.22	\$1.30	\$1.30
11/9/2018	LPC									\$0.01	\$1.31	\$1.31
11/9/2018	BILL	1867	R	29	10	0.34	336		12/6/2018	\$27.74	\$29.05	\$29.05
12/11/2018	LPC									\$0.43	\$29.48	\$29.48
12/11/2018	BILL	1984	R	32	117	3.66	832		1/8/2019	\$153.34	\$182.82	\$182.82
12/14/2018	PAY							Check		(\$29.05)	\$153.77	\$153.77
1/8/2019	PAY							Check		(\$153.07)	\$0.70	\$0.70
1/14/2019	LPC									\$0.01	\$0.71	\$0.71
1/14/2019	BILL	2109	R	32	125	3.91	758		2/7/2019	\$193.37	\$194.08	\$194.08
2/12/2019	LPC									\$2.91	\$196.99	\$196.99
2/12/2019	BILL	2299	R	31	190	6.13	1015		3/8/2019	\$266.51	\$463.50	\$463.50
2/19/2019	PAY							Check		(\$194.08)	\$269.42	\$269.42
3/13/2019	LPC									\$4.04	\$273.46	\$273.46

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
3/13/2019	BILL	2455	R	29	156	5.38	805		4/5/2019	\$226.85	\$500.31	\$500.31
3/19/2019	PAY							Check		(\$269.42)	\$230.89	\$230.89
3/26/2019	PAY							Check		(\$226.85)	\$4.04	\$4.04
4/12/2019	LPC									\$0.06	\$4.10	\$4.10
4/12/2019	BILL	2526	R	29	71	2.45	445		5/8/2019	\$120.91	\$125.01	\$125.01
5/7/2019	PAY							Check		(\$125.01)	\$0.00	\$0.00
5/14/2019	BILL	2540	R	30	14	0.47	105		6/7/2019	\$40.02	\$40.02	\$40.02
6/13/2019	LPC									\$0.60	\$40.62	\$40.62
6/13/2019	BILL	2561	R	32	21	0.66	51		7/9/2019	\$44.24	\$84.86	\$84.86
6/17/2019	PAY							Check		(\$40.02)	\$44.84	\$44.84
7/11/2019	PAY							Check		(\$44.24)	\$0.60	\$0.60
7/13/2019	LPC									\$0.00	\$0.60	\$0.60
7/13/2019	BILL	2570	R	30	9	0.3	2		8/6/2019	\$26.84	\$27.44	\$27.44
8/13/2019	LPC									\$0.41	\$27.85	\$27.85
8/13/2019	BILL	2577	R	29	7	0.24	0		9/6/2019	\$24.14	\$51.99	\$51.99
9/3/2019	PAY							Check		(\$51.99)	\$0.00	\$0.00
9/12/2019	BILL	2585	R	33	8	0.24	0		10/7/2019	\$25.54	\$25.54	\$25.54
10/12/2019	LPC									\$0.38	\$25.92	\$25.92
10/12/2019	BILL	2593	R	29	8	0.28	30		11/5/2019	\$25.72	\$51.64	\$51.64
10/21/2019	PAY							Check		(\$25.54)	\$26.10	\$26.10
11/13/2019	LPC									\$0.39	\$26.49	\$26.49
11/13/2019	BILL	2610	R	31	17	0.55	317		12/9/2019	\$38.17	\$64.66	\$64.66
11/19/2019	PAY							Check		(\$26.10)	\$38.56	\$38.56
12/12/2019	LPC									\$0.57	\$39.13	\$39.13
12/12/2019	BILL	2712	R	30	102	3.4	698		1/9/2020	\$146.53	\$185.66	\$185.66
12/31/2019	PAY							Check		(\$185.66)	\$0.00	\$0.00
1/15/2020	BILL	2840	R	34	128	3.76	855		2/10/2020	\$193.64	\$193.64	\$193.64
2/14/2020	LPC									\$2.90	\$196.54	\$196.54
2/14/2020	BILL	2962	R	30	122	4.07	761		3/11/2020	\$198.29	\$394.83	\$394.83
2/18/2020	PAY							Check		(\$193.64)	\$201.19	\$201.19
3/15/2020	BILL	3069	R	29	107	3.69	652		4/7/2020	\$166.72	\$367.91	\$367.91
3/17/2020	PAY							Check		(\$201.19)	\$166.72	\$166.72
4/15/2020	BILL	3148	R	32	79	2.47	428		5/7/2020	\$126.91	\$293.63	\$293.63
5/14/2020	BILL	3200	R	29	52	1.79	369		6/9/2020	\$68.14	\$361.77	\$361.77
6/13/2020	BILL	3217	R	30	17	0.57	52		7/8/2020	\$36.02	\$397.79	\$397.79

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
6/24/2020	PAY							Check		(\$361.77)	\$36.02	\$36.02
7/15/2020	BILL	3226	R	32	9	0.28	0		8/7/2020	\$26.11	\$62.13	\$62.13
8/11/2020	PAY							Check		(\$62.13)	\$0.00	\$0.00
8/13/2020	BILL	3231	R	29	5	0.17	0		9/8/2020	\$21.00	\$21.00	\$21.00
9/15/2020	BILL	3240	R	31	9	0.29	0		10/8/2020	\$26.13	\$47.13	\$47.13
10/14/2020	BILL	3248	R	31	8	0.26	79		11/5/2020	\$24.95	\$72.08	\$72.08
11/13/2020	BILL	3262	R	29	14	0.48	229		12/8/2020	\$34.57	\$106.65	\$106.65
12/9/2020	PAY							Check		(\$72.08)	\$34.57	\$34.57
12/15/2020	BILL	3322	R	31	60	1.94	553		1/12/2021	\$98.53	\$133.10	\$133.10
12/30/2020	PAY							Check		(\$98.53)	\$34.57	\$34.57
1/15/2021	LPC									\$0.51	\$35.08	\$35.08
1/15/2021	BILL	3466	R	33	144	4.36	901		2/10/2021	\$212.90	\$247.98	\$247.98
2/17/2021	LPC									\$3.71	\$251.69	\$251.69
2/17/2021	BILL	3635	R	30	169	5.63	929		3/12/2021	\$252.03	\$503.72	\$503.72
3/10/2021	PAY							Check		(\$503.72)	\$0.00	\$0.00
3/17/2021	BILL	3810	R	31	175	5.65	794		4/12/2021	\$251.76	\$251.76	\$251.76
4/16/2021	LPC									\$3.77	\$255.53	\$255.53
4/16/2021	BILL	3870	R	30	60	2	369		5/11/2021	\$104.22	\$359.75	\$359.75
5/15/2021	LPC									\$5.33	\$365.08	\$365.08
5/15/2021	BILL	3884	R	29	14	0.48	211		6/9/2021	\$32.66	\$397.74	\$397.74
6/1/2021	PAY							Debit Card		(\$397.74)	\$0.00	\$0.00
6/15/2021	BILL	3890	R	29	6	0.21	43		7/9/2021	\$22.91	\$22.91	\$22.91
7/15/2021	LPC									\$0.34	\$23.25	\$23.25
7/15/2021	BILL	3895	R	32	5	0.16	0		8/9/2021	\$21.81	\$45.06	\$45.06
8/12/2021	PAY							Check		(\$45.06)	\$0.00	\$0.00
8/13/2021	BILL	3898	R	29	3	0.1	0		9/8/2021	\$19.49	\$19.49	\$19.49
9/15/2021	LPC									\$0.29	\$19.78	\$19.78
9/15/2021	BILL	3903	R	33	5	0.15	0		10/8/2021	\$22.44	\$42.22	\$42.22
9/24/2021	PAY							Check		(\$19.49)	\$22.73	\$22.73
10/14/2021	LPC									\$0.33	\$23.06	\$23.06
10/14/2021	BILL	3908	R	29	5	0.17	9		11/8/2021	\$24.40	\$47.46	\$47.46
11/13/2021	LPC									\$0.70	\$48.16	\$48.16
11/13/2021	BILL	3914	R	29	6	0.21	237		12/8/2021	\$24.83	\$72.99	\$72.99
12/15/2021	LPC									\$1.07	\$74.06	\$74.06
12/15/2021	BILL	4004	R	33	90	2.73	638		1/10/2022	\$156.79	\$230.85	\$230.85

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
1/3/2022	PAY							Check		(\$230.85)	\$0.00	\$0.00
1/15/2022	BILL	4164	R	31	160	5.16	735		2/9/2022	\$292.22	\$292.22	\$292.22
2/15/2022	LPC									\$4.38	\$296.60	\$296.60
2/15/2022	BILL	4405	R	29	241	8.31	915		3/11/2022	\$410.77	\$707.37	\$707.37
2/22/2022	PAY							Check		(\$292.22)	\$415.15	\$415.15
3/17/2022	LPC									\$6.16	\$421.31	\$421.31
3/17/2022	BILL	4595	R	32	190	5.94	706		4/11/2022	\$342.33	\$763.64	\$763.64
4/13/2022	PAY							Check		(\$342.33)	\$421.31	\$421.31
4/15/2022	LPC									\$6.22	\$427.53	\$427.53
4/15/2022	BILL	4640	R	29	45	1.55	381		5/10/2022	\$94.09	\$521.62	\$521.62
5/14/2022	LPC									\$7.63	\$529.25	\$529.25
5/14/2022	BILL	4649	R	29	9	0.31	231		6/8/2022	\$29.51	\$558.76	\$558.76
5/19/2022	PAY							Check		(\$100.31)	\$458.45	\$458.45
6/15/2022	LPC									\$6.66	\$465.11	\$465.11
6/15/2022	BILL	4656	R	32	7	0.22	1		7/12/2022	\$80.59	\$545.70	\$545.70
6/15/2022	PAY							Check		(\$37.14)	\$508.56	\$508.56
7/14/2022	WNA2&5									(\$52.36)	\$456.20	\$456.20
7/15/2022	LPC									\$6.84	\$463.04	\$463.04
7/15/2022	BILL	4661	R	30	5	0.17	0		8/9/2022	\$25.94	\$488.98	\$488.98
7/21/2022	PAY							Check		(\$80.59)	\$408.39	\$408.39
8/13/2022	LPC									\$6.02	\$414.41	\$414.41
8/13/2022	BILL	4665	R	29	4	0.14	0		9/7/2022	\$23.96	\$438.37	\$438.37
9/12/2022	PAY							Check		(\$29.98)	\$408.39	\$408.39
9/14/2022	LPC									\$5.93	\$414.32	\$414.32
9/14/2022	BILL	4668	R	32	3	0.09	0		10/7/2022	\$21.92	\$436.24	\$436.24
9/20/2022	LPCWVE									(\$6.16)	\$430.08	\$430.08
9/20/2022	LPCWVE									(\$5.93)	\$424.15	\$424.15
10/13/2022	LPC									\$6.26	\$430.41	\$430.41
10/13/2022	BILL	4674	R	29	6	0.21	102		11/7/2022	\$27.32	\$457.73	\$457.73
11/10/2022	LPC									\$6.67	\$464.40	\$464.40
11/10/2022	BILL	4680	R	28	6	0.21	181		12/7/2022	\$28.32	\$492.72	\$492.72
11/22/2022	PAY							Check		(\$34.99)	\$457.73	\$457.73
12/10/2022	BILL	4705	R	30	25	0.83	569		1/6/2023	\$63.98	\$521.71	\$521.71
1/10/2023	PAY							Check		(\$63.98)	\$457.73	\$457.73
1/12/2023	BILL	4846	R	33	141	4.27	850		2/7/2023	\$281.88	\$739.61	\$739.61

# PHILADELPHIA GAS WORKS

## PUC

### Opening XML

**Case Number:** 3859266  
**Company Name:** PGW (PHILA. GAS WORKS (NGDC))  
**Company Code:** 0766  
**Company Type:** GAS TRANSPORTER  
**Customer First Name:** SANDRA  
**Customer Middle Initial:**  
**Customer Last Name:** DESS  
**Customer Account Number:** 3113316203  
**Customer Home Phone w/ Area Code:** 2154551997  
**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:** 1109 W LINDLEY AVE  
**Customer Service Address 2:**  
**Customer Service Address City:** PHILADELPHIA  
**Customer Service Address State:** PA  
**Customer Service Address Zip:** 19141  
**Customer Service Address 4-Zip:**  
**Customer Family Adults:** 0  
**Customer Family Children:** 0  
**Customer Family Age:**  
**Gross Income**  
**Source** **Income Amount**  
**Date Open:** 2022-08-22  
**Reason For Contact:** BILLING DISPUTES (# 18)  
**Term Date:**  
**Business Name:**  
**Case Problem:** CUSTOMER DISPUTING BILL FOR PERIOD JAN 13 - FEB 11 FOR \$410.77. CUSTOMER STATING THE BILLS ARE USUALLY \$200.00 - RELIEF SOUGHT - INVESTIGATE JAN/FEB BILL FOR ACCURACY.

**Company Position:** 08/17/2022 BILL IS HIGH B/C HEATER/FURNACE TURNS ON AND OFF.

**Related Information:**

**Case Misc Info:** CUSTOMER'S PHONE ONLY RINGS 3 TIMES. CALL BACK IF SHE DOES NOT ANSWER FIRST CALL

**Hot Issue:**

**Case Origin:** TELEPHONE

**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:** NATHAN

**BCSIntaker Last Name:** PROUGH

**Number Of Time Send:** 1

**Number Of Time Faxed:** 0

**Number Of Time Faxed:** 7177876641

# PHILADELPHIA GAS WORKS

## PUC

### Closing XML

**Case Number:** 3859266  
**Company Name:** PGW (PHILA. GAS WORKS (NGDC))  
**Company Code:** 0766  
**Company Type:** GAS TRANSPORTER  
**Customer First Name:** SANDRA  
**Customer Middle Initial:**  
**Customer Last Name:** DESS  
**Account Number:** 3113316203  
**Service Address 1:** 1109 W LINDLEY AVE  
**Service Address 2:**  
**Service City:** PHILADELPHIA  
**Service State:** PA  
**Service Zip 5:** 19141  
**Service Zip 4:**  
**Decision Issue:** Y  
**Oral Written:** W  
**Violation:** NO  
**Chapter:**  
**Section Rule:**  
**Total Balance:** 424.15  
**Date Closed:** 2022-10-07  
**Resolution:** DECISION ISSUED: PGW HAS NO RECORD OF RECEIVING THE CUSTOMER'S \$10.00 METER TEST FEE. PGW BASED THE CUSTOMER'S BILL ON AN ACTUAL METER READING AND THE CUSTOMER'S BILLS ARE CORRECT AS RENDERED. IF THE CUSTOMER IS STILL QUESTIONING THE ACCURACY OF THE METER, SHE MAY CHOOSE TO HAVE THE METER TESTED BY SENDING A \$10.00 FEE TO: SPECIAL METER TEST, P.O BOX 37019, PHILADELPHIA, PA 19122. THE CUSTOMER SHOULD CONTACT THE POST OFFICE FOR PROOF THAT THE \$10.00 MONEY ORDER WAS CASHED AND RESUBMIT INFORMATION TO PGW FOR REVIEW. CASE DISMISSED.  
**Balance Date:** 2022-09-20  
**Service Restored Pay:** 0.00  
**Service Continue Amount:** 0.00  
**Service Continue Date:**  
**Terms:**  
**Special Budget Amount:** 0.00

**Regular Budget Amount:** 150.00  
**Arrears Payment Plus:** 0.00  
**FinalMonthlyPayment:** 0.00  
**CurrentMonthlyPayment:** 0.00  
**EndMonthlyPayment:** 0.00  
**LetterDescription:**  
**HeadDate:** 2022-10-07  
**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



**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)

February 7, 2023

**VIA ELECTRONIC MAIL**

Administrative Law Judge Marta Guhl  
Pennsylvania Public Utility Commission  
801 Market Street  
Suite 4063  
Philadelphia, PA 19107

Re: Sandra Dess v. Philadelphia Gas Works, Docket No. F-2022-3037039

Dear Judge Guhl:

Enclosed, please find an additional proposed exhibit 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 FEDEX**

Sandra Dess  
1109 West Lindley Avenue  
Philadelphia, PA 19141

Date: February 7, 2023

*/s/ Graciela Christlieb*

Graciela Christlieb, Esquire

# Customer Requested Meter Test

Date: 2-7-23

The Philadelphia Gas Works tested the meter removed from the premise of:

**CUSTOMER:** Sandra L Dess

**ADDRESS:** 1109 Lindley Ave

ON APPLICATION NO.:

GIVES THE FOLLOWING RESULTS:

METER NO. 2181865		PROOF [X]			ACCURACY [ ]	
SIZE A250TC	INDEX 4937	Meter Test Results			Percentage	
		Temperature	Open 100%	Check 20%	Fast	Slow
Meter Receive 1-31-23		75	99.9	99.4		
		75	99.7	99.5		
Meter Tested 2-7-23		75	100.0	99.5		
		Average of Results	99.8	99.5	-0.5	

Von E Morgan

PGW REPRESENTATIVE