

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

-----  
Natalie Knox,  
v.  
Philadelphia Gas Works  
Initial Call-In  
Telephonic  
-----

Docket No.: F-2022-3036721

Pages 1 - 55

Judge's Chambers  
Piatt Place  
301 5th Avenue  
Pittsburgh, PA 15219

February 10, 2023  
Commencing at 10:03 a.m.

INDEX TO EXHIBITS

Docket No. F-2022-3036721

Hearing Date: February 10, 2023

<u>NUMBER</u>		<u>FOR IDENTIFICATION</u>	<u>IN EVIDENCE</u>
PGW-1	Statement of Account	23	41
PGW-2	History of Payment		
	Agreements	23	41
PGW-3	BSC Complaints	23	42



**PHILADELPHIA GAS WORKS**

800 West Montgomery Avenue • Philadelphia, PA 19122

---

**Anita J. Murray, Esquire**  
**Senior Attorney**  
Legal Department  
Direct Dial: 215-684-6659  
Fax: 215-684-6798  
Email: [anita.murray@pgworks.com](mailto:anita.murray@pgworks.com)

February 2, 2023

**VIA ELECTRONIC MAIL ONLY**

The Honorable Jeffrey Watson  
Administrative Law Judge  
Pennsylvania Public Utility Commission  
400 North Street  
Harrisburg, PA 17120

**Re: Natalie Knox v. Philadelphia Gas Works, Docket No. F-2022-3036721**

Dear Honorable Judge Watson:

Enclosed please find a copy of PGW's proposed exhibits for the scheduled hearing in the above referenced matter.

If you have any questions, please do not hesitate to contact me.

Very truly yours,

/s/**Anita J. Murray**  
Anita J. Murray

/awm  
encl.  
cc (w/encl.): Natalie Knox via Email: [nknox@eastern.com](mailto:nknox@eastern.com)

**CERTIFICATE OF SERVICE**

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

**VIA EMAIL ONLY**

Natalie Knox  
nknox@eastern.edu

*/s/ Anita J. Murray*

Anita J. Murray, Esquire

Date: Feb. 2, 2023

**Specific Service Agreement Statement of Account SA- 8099990193**

<b>Customer Name</b>	<b>From Date</b>	<b>To Date</b>		
NATALIE KNOX	10/31/2019	2/1/2023		
<b>Service Address</b>	<b>Account Number</b>	<b>S A Number</b>	<b>Meter</b>	<b>Rate/Class</b>
5201 GAINOR RD PHIL, PA 191312305	376801602	8099990193	1988991	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
11/16/2019	LPC									\$1.18	\$79.94	\$79.94
11/16/2019	BILL	5844	R	30	279	9.3	398		12/11/2019	\$384.11	\$464.05	\$464.05
12/17/2019	LPC									\$6.94	\$470.99	\$470.99
12/17/2019	BILL	6305	R	29	461	15.9	684		1/14/2020	\$617.06	\$1,088.05	\$1,088.05
1/18/2020	LPC									\$16.19	\$1,104.24	\$1,104.24
1/18/2020	BILL	6881	R	34	576	16.94	833		2/12/2020	\$840.11	\$1,944.35	\$1,944.35
2/20/2020	LPC									\$28.80	\$1,973.15	\$1,973.15
2/20/2020	BILL	7534	R	33	653	19.79	859		3/16/2020	\$985.02	\$2,958.17	\$2,958.17
3/19/2020	BILL	7964	R	28	430	15.36	561		4/14/2020	\$632.97	\$3,591.14	\$3,591.14
4/18/2020	BILL	8301	R	30	337	11.23	409		5/12/2020	\$471.99	\$4,063.13	\$4,063.13
5/19/2020	BILL	8597	R	29	296	10.21	334		6/12/2020	\$307.86	\$4,370.99	\$4,370.99
6/18/2020	BILL	8658	R	32	61	1.91	35		7/14/2020	\$92.45	\$4,463.44	\$4,463.44
7/18/2020	BILL	8659	R	30	1	0.03	0		8/11/2020	\$16.00	\$4,479.44	\$4,479.44
8/18/2020	BILL	8660	R	29	1	0.03	0		9/11/2020	\$15.96	\$4,495.40	\$4,495.40
9/18/2020	BILL	8667	R	33	7	0.21	7		10/13/2020	\$23.64	\$4,519.04	\$4,519.04
9/21/2020	PAY							Credit Card		(\$2,000.00)	\$2,519.04	\$2,519.04
10/14/2020	PAY							Credit Card		(\$1,000.00)	\$1,519.04	\$1,519.04
10/17/2020	BILL	8787	R	29	120	4.14	81		11/10/2020	\$164.74	\$1,683.78	\$1,683.78
11/18/2020	BILL	9036	R	32	249	7.78	290		12/14/2020	\$394.85	\$2,078.63	\$2,078.63

12/18/2020	BILL	9555	R	30	519	17.3	601	1/15/2021	\$735.12	\$2,813.75	\$2,813.75
1/21/2021	LPC								\$42.20	\$2,855.95	\$2,855.95
1/21/2021	BILL	329	R	34	774	22.76	928	2/16/2021	\$1,102.89	\$3,958.84	\$3,958.84
2/20/2021	LPC								\$58.74	\$4,017.58	\$4,017.58
2/20/2021	BILL	1149	R	30	820	27.33	981	3/16/2021	\$1,137.51	\$5,155.09	\$5,155.09
3/20/2021	LPC								\$75.81	\$5,230.90	\$5,230.90
3/20/2021	BILL	1722	R	28	573	20.46	663	4/14/2021	\$782.53	\$6,013.43	\$6,013.43
4/21/2021	LPC								\$87.55	\$6,100.98	\$6,100.98
4/21/2021	BILL	2076	R	32	354	11.06	358	5/14/2021	\$546.71	\$6,647.69	\$6,647.69
5/20/2021	LPC								\$95.75	\$6,743.44	\$6,743.44
5/20/2021	BILL	2293	R	29	217	7.48	163	6/15/2021	\$288.05	\$7,031.49	\$7,031.49
6/21/2021	BILL	2322	R	23	29	1.26	36	7/15/2021	\$49.27	\$7,080.76	\$7,080.76
10/14/2021	BPTOCG								\$123.23	\$7,203.99	\$7,203.99
10/19/2021	LPC								\$100.81	\$7,304.80	\$7,304.80
11/18/2021	LPC								\$99.29	\$7,404.09	\$7,404.09
12/18/2021	LPC								\$102.65	\$7,506.74	\$7,506.74
1/21/2022	LPC								\$102.65	\$7,609.39	\$7,609.39
2/18/2022	LPC								\$102.65	\$7,712.04	\$7,712.04
3/22/2022	LPC								\$102.65	\$7,814.69	\$7,814.69
4/21/2022	LPC								\$102.65	\$7,917.34	\$7,917.34

**Specific Service Agreement Statement of Account SA- 5360728393**

<b>Customer Name</b>	<b>From Date</b>	<b>To Date</b>		
NATALIE KNOX	10/31/2019	2/1/2023		
<b>Service Address</b>	<b>Account Number</b>	<b>S A Number</b>	<b>Meter</b>	<b>Rate/Class</b>
5201 GAINOR RD PHIL, PA 191312305	376801602	5360728393	1988991	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
11/18/2021	BILL	2575	R	29	253	8.72	318		12/14/2021	\$409.89	\$409.89	\$409.89
12/18/2021	LPC									\$6.14	\$416.03	\$416.03
12/18/2021	BILL	3046	R	30	471	15.7	585		1/12/2022	\$784.75	\$1,200.78	\$1,200.78
1/21/2022	LPC									\$17.91	\$1,218.69	\$1,218.69
1/21/2022	BILL	3701	R	34	655	19.26	873		2/15/2022	\$1,128.55	\$2,347.24	\$2,347.24
2/18/2022	LPC									\$34.84	\$2,382.08	\$2,382.08
2/18/2022	BILL	4383	R	28	682	24.36	876		3/16/2022	\$1,133.11	\$3,515.19	\$3,515.19
3/22/2022	LPC									\$51.84	\$3,567.03	\$3,567.03
3/22/2022	BILL	4863	R	30	480	16	583		4/14/2022	\$867.66	\$4,434.69	\$4,434.69
4/21/2022	LPC									\$64.85	\$4,499.54	\$4,499.54
4/21/2022	BILL	5204	R	32	341	10.66	431		5/16/2022	\$571.73	\$5,071.27	\$5,071.27
5/20/2022	BILL	5278	R	9	74	8.22	87		6/15/2022	\$107.60	\$5,178.87	\$5,178.87

**Search For Negotiated Payment Arrangement**

**Search Criteria**

Account... 0003 7680 1602  Knox, Natalie A

From Date: 02/01/2023

Date	Seq	Status	Comments
04/18/2019	1	Broken	BCS #3691440
01/26/2012	1	Broken	
09/23/2011	1	Broken	

3 record(s) found.

# PHILADELPHIA GAS WORKS

## PUC

### Opening XML

<b>Case Number:</b>	3691440
<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>	NATALIE
<b>Customer Middle Initial:</b>	
<b>Customer Last Name:</b>	KNOX
<b>Customer Account Number:</b>	8888888888
<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>	5201 GAINOR ROAD
<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>	19131
<b>Customer Service Address 4-Zip:</b>	
<b>Customer Family Adults:</b>	2
<b>Customer Family Children:</b>	0
<b>Customer Family Age:</b>	
<b>Gross Income</b>	
<b>Source</b>	<b>Income Amount</b>
WAGES	4000
<b>Date Open:</b>	2019-04-15
<b>Reason For Contact:</b>	ON - PAR NEEDED (# 61)
<b>Term Date:</b>	2019-04-01
<b>Business Name:</b>	
<b>Case Problem:</b>	
<b>Company Position:</b>	04/15/2019 PAY 3000.00.

**Related Information:** PAR THE CELL PHONE NUMBER (267) 474 - 9904 HAS BEEN ALLOWED TO BE SHARED. THE EMAIL ADDRESS NKNOX@EASTERNEDU.COM HAS BEEN ALLOWED TO BE SHARED.

**Case Misc Info:**

**Hot Issue:**

**Case Origin:** TELEPHONE

**Prior Case Number:**

**Universal Service:** M

**Arrearage:** 3000

**BCS Investigator First Name:** BCS

**BCS Investigator Last Name:** CASE POOL

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

**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

## PUC

### Closing XML

**Case Number:** 3691440  
**Company Name:** PGW (PHILA. GAS WORKS (NGDC))  
**Company Code:** 0766  
**Company Type:** GAS TRANSPORTER  
**Customer First Name:** NATALIE  
**Customer Middle Initial:**  
**Customer Last Name:** KNOX  
**Account Number:** 376801602  
**Service Address 1:** 5201 GAINOR ROAD  
**Service Address 2:**  
**Service City:** PHILADELPHIA  
**Service State:** PA  
**Service Zip 5:** 19131  
**Service Zip 4:**  
**Decision Issue:** Y  
**Oral Written:** W  
**Violation:** NO  
**Chapter:**  
**Section Rule:**  
**Total Balance:** 3912.10  
**Date Closed:** 2019-04-16  
**Resolution:** LEVEL 3, BB 815.00 + 327.00 = 1142.00 BEGINNING MAY 2019.  
**Balance Date:** 2019-04-16  
**Service Restored Pay:**  
**Service Continue Amount:**  
**Service Continue Date:**  
**Terms:** MAY 2019 BILL DUE DATE  
**Special Budget Amount:** 1142.00  
**Regular Budget Amount:** 815.00  
**Arrears Payment Plus:** 327.00  
**FinalMonthlyPayment:**  
**CurrentMonthlyPayment:**  
**EndMonthlyPayment:**

**LetterDescription:**

**HeadDate:** 2019-04-18

**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

<b>Case Number:</b>	3869468
<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>	NATALIE
<b>Customer Middle Initial:</b>	
<b>Customer Last Name:</b>	KNOX
<b>Customer Account Number:</b>	0376801602
<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>	5201 GAINOR RD
<b>Customer Service Address 2:</b>	
<b>Customer Service Address City:</b>	PHILADELPHIA
<b>Customer Service Address State:</b>	PA
<b>Customer Service Address Zip:</b>	19131
<b>Customer Service Address 4- Zip:</b>	
<b>Customer Family Adults:</b>	1
<b>Customer Family Children:</b>	0
<b>Customer Family Age:</b>	
<b>Gross Income</b>	
<b>Source</b>	<b>Income Amount</b>
A1WORKCOMP	4500
<b>Date Open:</b>	2022-10-04

**Reason For Contact:** STRAIGHT OFF- SVC TERMINATED/SUSPENDED-NO DISPUTE-  
PAR NEEDED (# 82)

**Term Date:** 2022-06-21

**Business Name:**

**Case Problem:**

**Company Position:** 10/04/2022 COMPANY WANTS \$1000 TO RESTORE SERVICE.

**Related Information:** OFF - - RELIEF SOUGHT - RESTORE SERVICE. PAR. THE CELL  
PHONE NUMBER (267) 474 - 9904 HAS BEEN ALLOWED TO BE  
SHARED. THE EMAIL ADDRESS NKNOX@EASTERN.EDU HAS  
BEEN ALLOWED TO BE SHARED.

**Case Misc Info:**

**Hot Issue:**

**Case Origin:** TELEPHONE

**Prior Case Number:** 3691440

**Universal Service:** N

**Arrearage:** 11000

**BCS Investigator First Name:** BCS

**BCS Investigator Last Name:** CASE POOL

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

**BCSIntaker First Name:** AMANDA

**BCSIntaker Last Name:** GAILEY

**Number Of Time Send:** 1

**Number Of Time Faxed:** 0

**Number Of Time Faxed:** 7177876641

# PHILADELPHIA GAS WORKS

## PUC

### Closing XML

**Case Number:** 3869468  
**Company Name:** PGW (PHILA. GAS WORKS (NGDC))  
**Company Code:** 0766  
**Company Type:** GAS TRANSPORTER  
**Customer First Name:** NATALIE  
**Customer Middle Initial:**  
**Customer Last Name:** KNOX  
**Account Number:** 376801602  
**Service Address 1:** 5201 GAINOR RD  
**Service Address 2:**  
**Service City:** PHILADELPHIA  
**Service State:** PA  
**Service Zip 5:** 19131  
**Service Zip 4:**  
**Decision Issue:** Y  
**Oral Written:** W  
**Violation:** NO  
**Chapter:**  
**Section Rule:**  
**Total Balance:** 13096.21  
**Date Closed:** 2022-10-12  
**Resolution:** DECISION ISSUED: NO GOOD FAITH SHOWN. UPHOLD COMPANY'S POSITION ON WHAT THE CUSTOMER MUST PAY TO HAVE SERVICES RESTORED, \$14,064.44 (BALANCE \$13,096.21 + RECONNECTION FEE \$123.23 + ½ OF THE DEPOSIT \$845.00.  
**Balance Date:** 2022-10-07  
**Service Restored Pay:** 0.00  
**Service Continue Amount:** 0.00  
**Service Continue Date:**  
**Terms:**  
**Special Budget Amount:** 0.00  
**Regular Budget Amount:** 845.00  
**Arrears Payment Plus:** 0.00  
**FinalMonthlyPayment:** 0.00  
**CurrentMonthlyPayment:** 0.00  
**EndMonthlyPayment:** 0.00

**LetterDescription:**

**HeadDate:** 2022-10-12

**Paragraph:**

**Bill Date:**

**Reconnect Amount:** 0

**Pay Amount:** 0.00

**BCS Investigator First Name:** JESSICA

**BCS Investigator Last Name:** BECK

**Number Of Time Send:** 1

**Number Of Time Faxed:** 0

**PUC Fax:** 7177876144