

- b. **Email:** You agree to receive all documents by email (using the email you provided on page 1). Please note that you will only be able to receive documents from the Commission by email and will not be able to file documents by Email or Fax. To submit documents to the Commission you must create an eFiling account accessed at <http://www.puc.pa.gov/efiling/default.aspx> or mail your submissions.

Initial here if you are selecting Email service: BP

- c. **First Class Mail:** You agree to be served only by First Class Mail (at the address on page 1 of this form).

Initial here if you are selecting First Class Mail service: _____

***If you do not select one of the three options above, the Commission will serve all documents to you by First Class Mail at the address listed on page 1 of this form.**

3. Name of Utility or Company (Respondent)

Provide the full name of the utility or company about which you are complaining. The name of your utility or company is on your bill.

Philadelphia Gas Works

4. Type of Utility Service

Check the box listing the type of utility service that is the subject of your complaint (check only one):

- Electric Gas Water Wastewater/Sewer Storm Water
 Steam Heat Motor Carrier (taxi, moving co., limo)
 Telephone/Telecommunications (local, long distance)

5. Reason for Complaint

What kind of problem are you having with the utility or company? Check all boxes below that apply and state the reason for your complaint. Explain specifically what you believe the utility or company has done wrong. Provide relevant details including dates, times and places and any other information that may be important. If the complaint is about billing, tell us the amount you believe is not correct. Use additional paper if you need more space. **Your complaint may be dismissed without a hearing if you do not provide specific information.**

- The utility is threatening to shut off my service or has already shut off my service.
 I would like a payment agreement.
 Incorrect charges are on my bill. Provide dates that are important and an explanation about any amounts or charges that you believe are not correct. Attach a copy of the bill(s) in question if you have it/them.
 I am having a reliability, safety or quality problem with my utility service. Explain the problem, including dates, times or places and any other relevant details that may be important.
 Other (explain).

Note: If your complaint is only about removing or modifying a municipal lien filed by the City of Philadelphia, the Public Utility Commission (PUC) cannot address it. Only local courts in Philadelphia County can address this type of complaint. The PUC can address a complaint about service or incorrect billing even if that amount is subject to a lien.

In addition, the PUC generally does not handle complaints about cell phone or Internet service, but may be able to resolve a dispute regarding voice communications over the Internet (including the inability to make voice 911/E911 emergency calls) or concerns about high-speed access to Internet service.

8. Prior Utility Contact

a. Is this an appeal from a decision of the PUC's Bureau of Consumer Services (BCS)?

YES

NO

Note: If you answered yes, move to Section 9. No further contact with the utility or company is required. If you answered no, answer the question in Section 8 b. and answer the question in Section 8 c. if relevant.

b. If this is not an appeal from a BCS decision, have you spoken to a utility or company representative about this complaint?

YES

NO

Note: You must contact the utility first if (1) you are a residential customer, (2) your complaint is against a natural gas distribution utility, an electric distribution utility or a water utility AND (3) your complaint is about a billing problem, a service problem, a termination of service problem, or a request for a payment agreement.

If you tried to speak to a utility company representative about your complaint but were not able to do so, please explain why.

c. If you tried to speak to a utility company representative about your complaint but were not able to do so, please explain why.

Note: Even if you are not required to contact the utility or company, you should always try to speak to a utility or company representative about your problem before you file a Formal Complaint with the PUC.

9. Legal Representation

If you are filing a Formal Complaint as an individual on your own behalf, you are not required to have a lawyer. You may represent yourself at the hearing.

If you are already represented by a lawyer in this matter, provide your lawyer's name, address, telephone number, and email address, (all required contact information). Please make sure your lawyer is aware of your complaint. If represented by a lawyer, both you and your lawyer must be present at your hearing.

Lawyer's Name _____

Street/P.O. Box _____

City _____ State _____ Zip _____

Area Code/Phone Number _____

E-mail Address _____

Note: Corporations, associations, partnerships, limited liability companies and political subdivisions are required to have a lawyer represent them at a hearing and to file any motions, answers, briefs or other legal pleadings.



PHILADELPHIA GAS WORKS
GAS LEAK EMERGENCIES: (215) 235-1212



Access Your Account Online www.pgworks.com



Billing & General Information (215) 235-1000 (English & Español)



Hello Bashir Price,

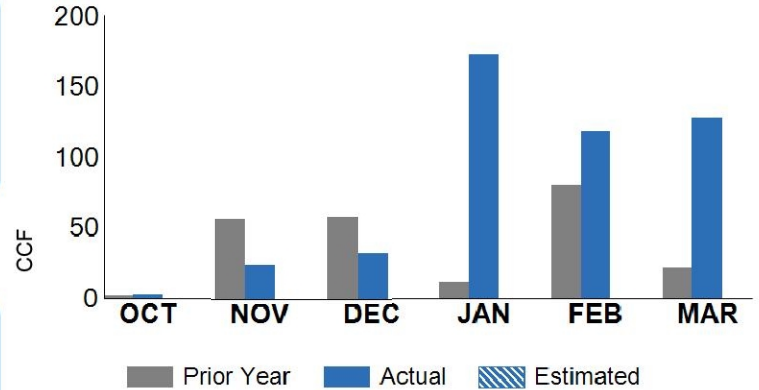
4217 W GIRARD AVE APT 2, PHILADELPHIA PA
 19104-1545
Account Number: 0447727078



Please Pay **\$1,273.64**
 Due By **03/31/2023**

Billing Date **MAR 08, 2023**
 Service From **02/02/2023 - 03/06/2023**
 Past Due **\$983.52**
 Current Charges **\$276.03**
 Adjustments **\$14.09**

ENERGY USAGE SNAPSHOT



Average Daily Cost
 \$8.63
 Current Month
 Compared to \$1.83 prior year

Average Daily Temperature
 44° Current Month | Compared to 41° prior year
 Usage Over Last Year
 41 Ccf* Monthly Average | 496 Ccf Total
 1 CCF = approx. 1 hour of heat
 *See terms on pg. 2

MESSAGE CENTER

What's That Smell? Natural gas has a rotten egg-like odor for easy detection. If you think you smell gas, leave the area immediately, then call PGW's Emergency Hotline at 215-235-1212.

Free Money from LIHEAP: PGW customers may be eligible for up to \$1,000 from LIHEAP (Low Income Home Energy Assistance Program) to pay for their heating bills. The grant is available to renters & homeowners. **Apply now: PGWorks.com/LIHEAP**

Cut Your Bill With CRP: The Customer Responsibility Program helps low-income customers keep gas service on. **Apply: PGWorks.com/HELP**



Pay Online www.pgworks.com



Pay By Phone (215) 235-1000 (English & Español)
 *a convenience fee of \$2.95 will be applied



Pay With Cash (See Back For Details)



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

Thank you for enrolling in Auto Pay. \$1,273.64 will be deducted from your bank account on or after Mar 31, 2023.

Please Pay \$1,273.64	Due By 03/31/2023
Account Number: 0447727078	
\$ <input type="text"/> , <input type="text"/> <input type="text"/> , <input type="text"/> <input type="text"/> <input type="text"/> . <input type="text"/> <input type="text"/>	

Thank you!



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

BASHIR PRICE
 4217 W GIRARD AVE APT 2
 PHILADELPHIA PA 19104-1545

0004477270788000000001273647

PHONE

Gas Leaks & Emergencies (24/7)	(215) 235-1212
Residential Customer Service (8am to 6pm, M-F)	(215) 235-1000
Commercial Customer Service (8am to 4:30pm, M-F)	(215) 235-7077
Credit & Collections (8am to 4:30pm, M-F)	(215) 235-1777
Report Theft of Gas (24/7)	(215) 684-6383

TERMS

How's my gas measured?

CCF - 100 cubic feet of gas. This is a measure of gas usage. One CCF is about the amount of gas used to run an average-sized house heater nonstop for one hour.

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.

MCF - 1,000 cubic feet of gas. This is a measure of gas usage.

Other Helpful Terms

Budget Bill - An optional billing method which averages estimated service costs over a 12-month period.

Customer Responsibility Program (CRP) - PGW's low income customer assistance program which provides a lower monthly bill and forgiveness of pre-program debt.

Meter Reading Information - PGW uses 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, PGW estimates your gas use. To avoid estimates, you may read your own meter and call us with the reading. We also offer stamped, preaddressed postcards, which you can use to send us your meter reading by the specified date. To request a supply of these cards, call (215) 235-1000, 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. PGW is an NGDC.

What are my charges?

*See the PGW Gas Service tariff on pgworks.com for full details.

Commodity Charges - The charge for basic gas supply service which is sold either by volume (CCF or MCF) or heating value (DTH). These charges are passed along to customers at the price PGW pays, with no markup.

Customer Charges - 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 point of receipt by the NGDC to the customer.

Distribution System Improvement Charge (DSIC) - A charge approved by the Pennsylvania Public Utility Commission (PUC) for recovery of the reasonable and prudent costs incurred to repair, improve, or replace eligible distribution property. A DSIC provides PGW with the resources to accelerate the replacement of aging infrastructure.

Gas Cost Adjustments - Amount billed or credited each month to account for differences between projected and actual gas supply costs of the NGDC.

Weather Normalization Adjustment - An adjustment approved by the PUC as a way to help PGW stabilize its income and operate more efficiently within its budget during the heating season.

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.

SUPPLIER INFORMATION

If you have selected a Natural Gas Supplier other than PGW, the natural gas supplier is responsible for determining the rates billed for supplier charges. 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.

PAY WITH CASH POSTS SAME DAY AND FREE.

BRING THIS BARCODE TO ANY



By accepting or using this barcode to make a payment, you agree to the full terms and conditions, available at VanillaDirect.com/terms. After successful payment using this barcode, you may retrieve your full detailed e-receipt at VanillaDirect.com/Pay/ereceipt.

Five dollar (\$5.00) minimum payment required with barcode. Barcode must be presented at time of payment. Participating vendors will only accept cash with barcode. Payments made with barcode must be made before 4:00 p.m. in order to post to account the same day. Payments made with barcode while termination of service is in progress will not serve to stop termination of service. For eligible accounts only.





PHILADELPHIA GAS WORKS
GAS LEAK EMERGENCIES: (215) 235-1212



Access Your Account Online www.pgworks.com
 Billing & General Information (215) 235-1000 (English & Español)

4217 W GIRARD AVE, 2 | SA ID: 4257790466
 Residential Heat & Domestic

BREAK DOWN OF CHARGES

Supply Charges

Commodity Charge 104 Ccf @ \$0.82282 \$85.57
Total Supply Charges \$85.57

Delivery Charges

Customer Charge @ \$14.90 \$12.11
 Distribution Charge 104 Ccf @ \$0.94223 \$98.00
 Distribution System Improvement Charge 7.5% \$8.26
 Gas Cost Adjustment @ \$0.01265 \$1.32
 Weather Normalization Adjustment \$25.59
Total Delivery Charges \$145.28

Supply Charges

Commodity Charge 24 Ccf @ \$0.51603 \$12.38
Total Supply Charges \$12.38

Delivery Charges

Customer Charge @ \$14.90 \$2.79
 Distribution Charge 24 Ccf @ \$0.92321 \$22.16
 Distribution System Improvement Charge 7.5% \$1.87
 Gas Cost Adjustment @ \$0.00338 \$0.08
 Weather Normalization Adjustment \$5.90
Total Delivery Charges \$32.80

Total Billing Charges \$276.03

METER DETAILS

Meter Number: 02175934
 Read Cycle: 03
 Read Dates: 02/02/2023 - 03/06/2023
 Starting Read: 2164 Actual
 Ending Read: 2292 Actual
 Usage in CCF: 128.00
 Conversion Factor: 1.0369 Therm = 1 Ccf
 Usage in Therms: 132.72
 Next Meter Read: 04/04/2023

SHOPPING INFORMATION BOX

When shopping for Natural Gas with a Natural Gas Supplier, please provide the following:

PGW Account: 0447727078
 Service Point ID: 9972075347
 Rate Class: General Service Residential
 Rate Schedule: GSR

If you are already shopping know your contract expiration date.

ADJUSTMENT DETAIL

Adjustments for SA ID # 4257790466

Late Payment Charge \$14.09
Total Adjustments \$14.09

**THINK YOU
 SMELL GAS?**



It smells like rotten eggs



**Leave the area and call
 (215) 235-1212.**

Our Emergency Hotline is available 24 hours a day, 7 days a week.

PGW Messages

-  March 1, 2023 Commodity Charge decreased to 0.51603 per CCF. Gas Cost Adjustment decreased to \$0.00338. Distribution Charge decreased to \$0.92321. The changes will decrease the typical residential heating bill by about \$238.92 a year.
-  Your estimated gas price to Compare (PTC) is \$0.52066 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 pagasswitch.com

Questions or complaints about your bill?

Please call us before the due date at (215) 235-1000, or write to: PGW P.O. Box 3500, Phila., PA 19122-0050



PHILADELPHIA GAS WORKS
GAS LEAK EMERGENCIES: (215) 235-1212



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Billing & General Information (215) 235-1000 (English & Español)



Hello Bashir Price,

4217 W GIRARD AVE APT 2, PHILADELPHIA PA
 19104-1545

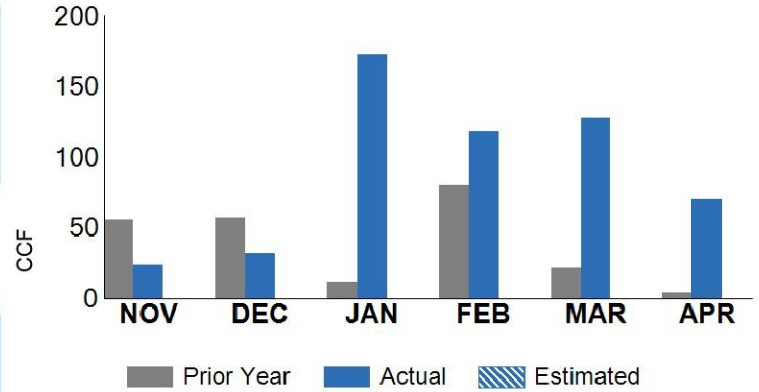
Account Number: 0447727078



Please Pay **\$1,395.48**
 Due By **05/02/2023**

Billing Date APR 06, 2023
 Service From 03/06/2023 - 04/04/2023
 Past Due \$1,273.64
 Current Charges \$121.84

ENERGY USAGE SNAPSHOT



Average Daily Cost
 \$4.20
 Current Month
 Compared to \$0.78 prior year

Average Daily Temperature
 47° Current Month | Compared to 49° prior year
 Usage Over Last Year
 47 Ccf* Monthly Average | 562 Ccf Total
 1 CCF = approx. 1 hour of heat
 *See terms on pg. 2

MESSAGE CENTER

Call 811 Before You Dig: Have a project that requires digging? Call 8-1-1 before you start so underground utility lines can be marked. Remember, it's the law and FREE!

Don't Miss Out on LIHEAP: Get up to \$1,000 to pay for your heating bill. Apply by April 28: PGWorks.com/LIHEAP

Do you or someone you know need assistance affording natural gas service? **We're here to help. Call us at 215-235-1000 or visit PGWorks.com/HELP**



Pay Online www.pgworks.com



Pay By Phone (215) 235-1000 (English & Español)
 *a convenience fee of \$2.95 will be applied



Pay With Cash (See Back For Details)



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

Thank you for enrolling in Auto Pay. \$1,395.48 will be deducted from your bank account on or after May 02, 2023.

Please Pay \$1,395.48	Due By 05/02/2023
Account Number: 0447727078	
\$ <input type="text"/> , <input type="text"/> <input type="text"/> , <input type="text"/> <input type="text"/> <input type="text"/> . <input type="text"/> <input type="text"/>	

Thank you!



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

BASHIR PRICE
 4217 W GIRARD AVE APT 2
 PHILADELPHIA PA 19104-1545

0004477270788000000001395481

PHONE

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PHILADELPHIA GAS WORKS
GAS LEAK EMERGENCIES: (215) 235-1212



Access Your Account Online www.pgworks.com
Billing & General Information (215) 235-1000 (English & Español)

4217 W GIRARD AVE, 2 | SA ID: 4257790466
Residential Heat & Domestic

BREAK DOWN OF CHARGES

Supply Charges

Commodity Charge 70 Ccf @ \$0.51603 \$36.12
Total Supply Charges \$36.12

Delivery Charges

Customer Charge @ \$14.90 \$14.90
Distribution Charge 70 Ccf @ \$0.92321 \$64.62
Distribution System Improvement Charge 7.5% \$5.96
Gas Cost Adjustment @ \$0.00338 \$0.24
Weather Normalization Adjustment \$0.00
Total Delivery Charges \$85.72

Total Billing Charges \$121.84

METER DETAILS

Meter Number: 02175934
Read Cycle: 03
Read Dates: 03/06/2023 - 04/04/2023
Starting Read: 2292 Actual
Ending Read: 2362 Actual
Usage in CCF: 70.00
Conversion Factor: 1.0362 Therm = 1 Ccf
Usage in Therms: 72.53
Next Meter Read: 05/04/2023

SHOPPING INFORMATION BOX

When shopping for Natural Gas with a Natural Gas Supplier, please provide the following:

PGW Account: 0447727078
Service Point ID: 9972075347
Rate Class: General Service Residential
Rate Schedule: GSR

If you are already shopping know your contract expiration date.

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PGW Messages

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