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Dawn Graham,  
v.  
Philadelphia Gas Works  
Further Call-In Telephonic  
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Docket No. :  
C-2022-3032494

Pages 9 - 138

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

April 19, 2023  
Commencing at 10:01 a.m.

INDEX TO EXHIBITS

Docket No. C-2022-3032494  
Hearing Date: April 19, 2023

NUMBER FOR IDENTIFICATION IN EVIDENCE

PGW Exhibit 1		
Statement of Account		
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Customer Contact		
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Trust Final Decree	--	-- *
Complainant Exhibit 1		
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Complainant Exhibit 2		
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\*LATE FILE EXHIBIT

\*\*EXHIBIT NOT ATTACHED PROVIDED AT LATER DATE



**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)

November 10, 2022

**VIA ELECTRONIC MAIL**

Administrative Law Judge Joel Cheskis  
Pennsylvania Public Utility Commission  
400 North Street, 2<sup>nd</sup> Floor West  
Harrisburg, PA 17120  
[jcheskis@pa.gov](mailto:jcheskis@pa.gov)

**Re: Dawn Graham v. Philadelphia Gas Works, Docket No. C-2022-3032494**

Dear Judge Cheskis:

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 ELECTRONIC MAIL**

Dawn Graham

[dawn456@msn.com](mailto:dawn456@msn.com)

Date: November 10, 2022

*/s/ Graciela Christlieb*

Graciela Christlieb, Esquire

Specific Service Agreement Statement of Account SA- 9961300111

<b>Customer Name</b>	<b>From Date</b>	<b>To Date</b>		
ALLAN GRAHAM	5/17/2019	11/10/2022		
<b>Service Address</b>	<b>Account Number</b>	<b>S A Number</b>	<b>Meter</b>	<b>Rate/Class</b>
315 N 54TH ST PHIL, PA 191392005	3112642674	9961300111	2317093	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
5/28/2019	PAY							Credit Card		(\$388.85)	\$97.15	\$97.15
6/11/2019	LPC									\$1.45	\$98.60	\$98.60
6/11/2019	BILL	1314	R	30	27	0.9	54		7/5/2019	\$42.60	\$141.20	\$141.20
6/17/2019	PAY							Credit Card		(\$97.15)	\$44.05	\$44.05
7/10/2019	LPC									\$0.66	\$44.71	\$44.71
7/10/2019	BILL	1330	R	32	16	0.5	2		8/2/2019	\$28.98	\$73.69	\$73.69
8/9/2019	LPC									\$1.09	\$74.78	\$74.78
8/9/2019	BILL	1342	R	29	12	0.41	0		9/3/2019	\$24.66	\$99.44	\$99.44
9/10/2019	LPC									\$1.46	\$100.90	\$100.90
9/10/2019	BILL	1356	R	33	14	0.42	0		10/3/2019	\$26.90	\$127.80	\$127.80
9/16/2019	PAY							Cash		(\$127.80)	\$0.00	\$0.00
10/9/2019	BILL	1368	R	29	12	0.41	20		11/1/2019	\$24.95	\$24.95	\$24.95
11/5/2019	PAY							Check		(\$24.95)	\$0.00	\$0.00
11/8/2019	BILL	1492	R	29	124	4.28	233		12/5/2019	\$158.38	\$158.38	\$158.38
12/10/2019	LPC									\$2.37	\$160.75	\$160.75
12/10/2019	BILL	1717	R	30	225	7.5	700		1/7/2020	\$236.66	\$397.41	\$397.41
1/11/2020	LPC									\$5.92	\$403.33	\$403.33
1/11/2020	BILL	1993	R	34	276	8.12	884		2/5/2020	\$314.03	\$717.36	\$717.36
1/13/2020	PAY							Credit Card		(\$717.36)	\$0.00	\$0.00
2/12/2020	BILL	2231	R	32	238	7.44	784		3/9/2020	\$301.70	\$301.70	\$301.70
7/22/2020	PAY							Debit Card		(\$301.70)	\$0.00	\$0.00

Specific Service Agreement Statement of Account SA- 5952126919

<b>Customer Name</b>	<b>From Date</b>	<b>To Date</b>		
ALLAN GRAHAM	5/17/2019	11/10/2022		
<b>Service Address</b>	<b>Account Number</b>	<b>S A Number</b>	<b>Meter</b>	<b>Rate/Class</b>
315 N 54TH ST PHIL, PA 191392005	3112642674	5952126919	2317093	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
3/12/2020	BILL	2471	R	29	240	8.28	663		4/6/2020	\$353.36	\$353.36	\$353.36
4/10/2020	BILL	2664	R	29	193	6.66	397		5/5/2020	\$357.77	\$711.13	\$711.13
5/12/2020	BILL	2842	R	30	178	5.93	370		6/5/2020	\$263.10	\$974.23	\$974.23
6/11/2020	BILL	2922	R	32	80	2.5	111		7/7/2020	\$169.18	\$1,143.41	\$1,143.41
7/11/2020	BILL	2939	R	30	17	0.57	0		8/4/2020	\$53.68	\$1,197.09	\$1,197.09
7/22/2020	PAY							Debit Card		(\$1,197.09)	\$0.00	\$0.00
8/11/2020	BILL	2954	R	29	15	0.52	0		9/3/2020	\$53.52	\$53.52	\$53.52
8/24/2020	PAY							Check		(\$53.52)	\$0.00	\$0.00
9/11/2020	BILL	2974	R	33	20	0.61	0		10/6/2020	\$68.49	\$68.49	\$68.49
10/10/2020	BILL	3000	R	29	26	0.9	65		11/3/2020	\$79.14	\$147.63	\$147.63
11/4/2020	PAY							Check		(\$147.63)	\$0.00	\$0.00
11/10/2020	BILL	3075	R	29	75	2.59	228		12/7/2020	\$207.97	\$207.97	\$207.97
12/11/2020	BILL	3260	R	33	185	5.61	525		1/7/2021	\$506.71	\$714.68	\$714.68
12/11/2020	PAY							Check		(\$207.97)	\$506.71	\$506.71
1/6/2021	PAY							Check		(\$100.00)	\$406.71	\$406.71
1/13/2021	BILL	3562	R	33	302	9.15	887		2/8/2021	\$813.08	\$1,219.79	\$1,219.79
2/7/2021	WNC2&5									(\$0.42)	\$1,219.37	\$1,219.37
2/12/2021	LPCWVE									(\$18.29)	\$1,201.08	\$1,201.08
2/12/2021	LPC									\$18.29	\$1,219.37	\$1,219.37
2/12/2021	BILL	3892	R	30	330	11	912		3/10/2021	\$892.00	\$2,111.37	\$2,111.37
3/10/2021	PAY							Check		(\$401.00)	\$1,710.37	\$1,710.37
3/13/2021	BILL	4182	R	29	290	10	799		4/7/2021	\$767.35	\$2,477.72	\$2,477.72
4/9/2021	PAY							Check		(\$370.03)	\$2,107.69	\$2,107.69
4/14/2021	BILL	4340	R	32	158	4.94	421		5/7/2021	\$447.23	\$2,554.92	\$2,554.92
5/13/2021	BILL	4402	R	29	62	2.14	216		6/8/2021	\$171.37	\$2,726.29	\$2,726.29
6/11/2021	BILL	4429	R	29	27	0.93	55		7/7/2021	\$87.00	\$2,813.29	\$2,813.29
7/13/2021	BILL	4448	R	30	19	0.63	0		8/5/2021	\$67.37	\$2,880.66	\$2,880.66

Transaction Date	Transaction Type	Read Reading	# of Days	CCF Usage	Average CCF/Day	Heating DDDs	Payment Type	Due Date	Transaction Amount	Current Balance	Actual Balance
8/11/2021	LPC								\$42.93	\$2,923.59	\$2,923.59
9/11/2021	LPC								\$42.93	\$2,966.52	\$2,966.52
10/7/2021	PAY						Check		(\$40.10)	\$2,926.42	\$2,926.42
10/12/2021	LPC								\$42.33	\$2,968.75	\$2,968.75
10/30/2021	PAY						Banking Institutions		(\$99.00)	\$2,869.75	\$2,869.75
11/3/2021	LPCWVE								(\$42.33)	\$2,827.42	\$2,827.42
11/10/2021	LPC								\$40.84	\$2,868.26	\$2,868.26
12/11/2021	LPC								\$40.84	\$2,909.10	\$2,909.10
1/13/2022	LPC								\$40.84	\$2,949.94	\$2,949.94
1/17/2022	PAY						Credit Card		(\$359.07)	\$2,590.87	\$2,590.87
2/9/2022	PAY						Banking Institutions		(\$200.00)	\$2,390.87	\$2,390.87
2/11/2022	LPC								\$32.46	\$2,423.33	\$2,423.33
3/15/2022	LPC								\$32.46	\$2,455.79	\$2,455.79
3/22/2022	PAY						Banking Institutions		(\$489.00)	\$1,966.79	\$1,966.79
4/13/2022	LPC								\$25.12	\$1,991.91	\$1,991.91
4/21/2022	PAY						Banking Institutions		(\$160.00)	\$1,831.91	\$1,831.91
5/3/2022	PAY						Check		(\$607.00)	\$1,224.91	\$1,224.91
5/10/2022	CANP								\$607.00	\$1,831.91	\$1,831.91
5/10/2022	PAYCAN								\$0.00	\$1,831.91	\$1,831.91
5/10/2022	NSFCHA								\$20.00	\$1,851.91	\$1,851.91
5/12/2022	LPC								\$25.12	\$1,877.03	\$1,877.03
6/1/2022	PAY						Check		(\$1,070.00)	\$807.03	\$807.03
6/11/2022	LPC								\$9.37	\$816.40	\$816.40
8/17/2022	PAY						Check		(\$250.00)	\$566.40	\$566.40
10/6/2022	LPCWVE								(\$9.37)	\$557.03	\$557.03

Specific Service Agreement Statement of Account SA- 9988165474

<b>Customer Name</b>	<b>From Date</b>	<b>To Date</b>		
ALLAN GRAHAM	5/17/2019	11/10/2022		
<b>Service Address</b>	<b>Account Number</b>	<b>S A Number</b>	<b>Meter</b>	<b>Rate/Class</b>
315 N 54TH ST PHIL, PA 191392005	3112642674	9988165474	2317093	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
8/11/2021	BILL	4466	R	31	18	0.58	0		9/3/2021	\$39.29	\$39.29	\$39.29
9/11/2021	LPC									\$0.58	\$39.87	\$39.87
9/11/2021	BILL	4484	R	31	18	0.58	0		10/5/2021	\$40.10	\$79.97	\$79.97
10/12/2021	BILL	4505	R	29	21	0.72	9		11/4/2021	\$50.29	\$130.26	\$130.26
11/10/2021	BILL	4561	R	31	56	1.81	223		12/7/2021	\$107.63	\$237.89	\$237.89
12/11/2021	LPC									\$3.55	\$241.44	\$241.44
12/11/2021	BILL	4714	R	31	153	4.94	581		1/5/2022	\$251.44	\$492.88	\$492.88
1/13/2022	LPC									\$7.33	\$500.21	\$500.21
1/13/2022	BILL	4878	R	33	164	4.97	747		2/8/2022	\$302.48	\$802.69	\$802.69
2/11/2022	LPC									\$11.86	\$814.55	\$814.55
2/11/2022	BILL	5114	R	29	236	8.14	937		3/9/2022	\$400.00	\$1,214.55	\$1,214.55
3/15/2022	LPC									\$17.86	\$1,232.41	\$1,232.41
3/15/2022	BILL	5269	R	30	155	5.17	654		4/7/2022	\$288.52	\$1,520.93	\$1,520.93
4/13/2022	LPC									\$22.19	\$1,543.12	\$1,543.12
4/13/2022	BILL	5364	R	31	95	3.06	466		5/9/2022	\$174.22	\$1,717.34	\$1,717.34
5/12/2022	LPC									\$24.80	\$1,742.14	\$1,742.14
5/12/2022	BILL	5380	R	29	16	0.55	234		6/7/2022	\$40.97	\$1,783.11	\$1,783.11
6/11/2022	LPC									\$25.42	\$1,808.53	\$1,808.53
6/11/2022	BILL	5394	R	30	14	0.47	2		7/7/2022	\$53.20	\$1,861.73	\$1,861.73
6/15/2022	CANB									(\$53.20)	\$1,808.53	\$1,808.53
6/15/2022	AUTO CN									\$0.00	\$1,808.53	\$1,808.53
6/15/2022	LPCWVE									(\$25.42)	\$1,783.11	\$1,783.11
6/15/2022	BILL	5383	R	6	3	0.5	1		7/12/2022	\$10.22	\$1,793.33	\$1,793.33
7/14/2022	WNA2&5									(\$5.46)	\$1,787.87	\$1,787.87

**Customer Contact: Cb Supplier Enrollment**

Date: 01/09/2020 Time: 3:05:00 AM Source: Related Tran:

CC Type: CENR - Cb Supplier Enrollment Created: 01/09/2020 at: 3:05:44 AM by: JOBOPER

Area: 800 - Residential General Service Changed: 01/09/2020 at: 4:34:39 PM by: JOBOPER

Surveyable Auto Delete Date: Class: Print Letter Contact

Comments: Customer enrolled in Choice Consolidated billing; CB ENROLL letter sent

Cb Enroll

**Letter**

Status: Sent Print Date: 01/09/2020 4:34 PM Run Number: 3459 Reprint:

Template:

**Review List Tickler**

Follow Up:   to Review Group  to User

Priority:  Review Group...

Account: 0031 1264 2674 Graham, Allan

Premise: 315 N 54th St/Phila,Pa

Person: Graham, Allan

Change Cancel



**PHILADELPHIA GAS WORKS**  
800 W. MONTGOMERY AVENUE, PHILADELPHIA, PA 19122-0050

Jan 09, 2020

PGW Account Number: 3112642674  
Service Point ID: 9972133748  
Service Address: 315 N 54TH  
ST/PHILA,PA  
Supplier: INDRA ENERGY  
Supplier Phone Number: (888) 504-6372  
Switch Date: Feb 10, 2020  
Cancel By: Jan 14, 2020

000458 000000285



ALLAN GRAHAM  
315 N 54TH ST  
PHILADELPHIA PA 19139-2005

### Notice of Gas Choice Enrollment

PGW has been notified that you have elected to participate in Gas Choice and have contracted to have your natural gas supplied by INDRA ENERGY, a natural gas supplier licensed in Pennsylvania.

INDRA ENERGY will supply the natural gas you use at the Service Address listed above beginning with the next available billing date, which is the Switch Date listed above. PGW will continue to deliver the gas to your location, and provide metering and emergency services.

Effective as of the Switch Date above, PGW will provide you with a consolidated bill that will display both INDRA ENERGY's commodity charges and PGW's delivery and distribution charges. All payments for all consolidated bill charges should be sent to PGW. If you are a budget-billed customer, PGW will continue to review and adjust your budget amounts quarterly. If you have a payment agreement to repay past arrears, the scheduled repayment amounts will continue to appear on your bill until the payment agreement has been completed.

If the supplier and "Switch Date" listed above are correct, no action is needed.

If you disagree with the "Switch Date," or if you have questions about your enrollment or terms of supplier service, please contact the supplier listed above. Your contract may have conditions or cancellation fees that apply if you cancel your enrollment.

If you did not select this supplier or billing option, please call PGW before the "Cancel By" date of Jan 14, 2020. To cancel your Gas Choice enrollment, please call 215-235-1000 (residential customers) or 215-235-7077 (commercial customers).

If you wish to cancel your enrollment but fail to contact PGW in time, you may be required to switch to the supplier for at least one billing period (approximately one month), after which you will be automatically returned to PGW supply service.

Please note that service may be terminated for failure to pay charges for basic service.

**Customer Contact: Payment**

Date: 07/22/2020 Time: 3:35:00 PM Source: JetSearch Related Tran: Account Maintenance  
CC Type: PAY - Payment Created: 07/22/2020 at: 3:35:06 PM by: AWARDNER  
Area: 800 - Residential General Service Changed: at: by:  
 Surveyable Auto Delete Date: 07/22/2024 Class: Inquiry

Comments: cor daughter called to pay ful bal with a cc I took the payment she agreed to fee. \$1498.79

**Letter**  
Status: Print Date: Run Number: Reprint:   
Template:

**Review List Tickler**  
Follow Up:   to Review Group  to User  
Priority:  Review Group...

Account: 0031 1264 2674 Graham, Allan  
Premise: 315 N 54th St/Phila,Pa  
Person: Graham, Allan

**Customer Contact: Billing**

Date: 12/17/2020 Time: 10:48:00 AM Source: JetSearch Related Tran: Account Maintenance

CC Type: BILL - Billing Created: 12/17/2020 at: 10:48:02 AM by: DDOVE

Area: 800 - Residential General Service Changed: at: by:

Surveyable Auto Delete Date: 12/17/2024 Class: Inquiry

Comments: cor daughter Dawn called about bill for \$714.68, explained payment of \$207.97 was applied after bill generated and bill of \$506.71 is high because of the idra gas rate which is over 3x pgws rate. she will call to cancel. gmi \$1200 2hh sentliheap app and explained how to apply online. also placed on \$281 budget she will pay 1st payment on 1/7. explained budget reviewed every 3 months can change based off usage and/or rate change. 2 or more missed or late payment will cause

**Letter**

Status: Print Date: Run Number: Reprint:

Template:

**Review List Tickler**

Follow Up:   to Review Group  to User

Priority:  Review Group...

Account: 0031 1264 2674 Graham, Allan

Premise: 315 N 54th St/Phila,Pa

Person: Graham, Allan



**PHILADELPHIA GAS WORKS**

Gas Leak Emergencies: 215-235-1212  
Billing & General Information (English & Espanol): 215-235-1000  
Access Your Account Online: www.pgworks.com

Page: 1 of 4  
Billing Date: Dec 11, 2020  
Account Number: 3112642674

**MONTHLY STATEMENT**

From Nov 06, 2020 thru Dec 09, 2020 (33 Days)

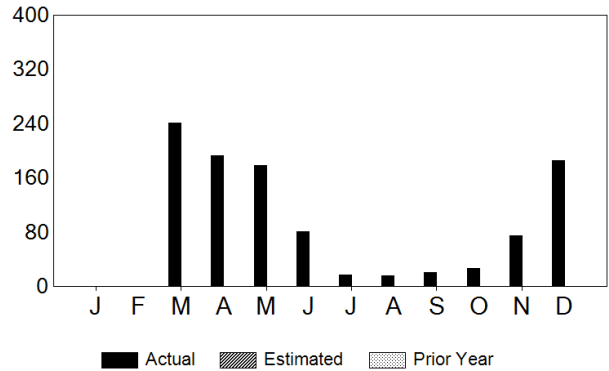
**ALLAN GRAHAM**  
315 N 54TH ST  
PHILADELPHIA PA 19139-2005

**Billing Summary**

Past Due Amount \$207.97  
Current Charges \$506.71

Total Amount Due By  
Jan 07, 2021 **\$714.68**

Energy Usage Information



**Your Natural Gas Supplier**

INDRA ENERGY  
1515 MARKET ST, SUITE 1200  
PHILADELPHIA PA 19102  
(888) 504-6372  
www.IndraEnergy.com



- Average daily temperature 49.1 °F.
- Your average daily cost is \$15.36 compared to \$0.00 last year.
- For the last 12 months:
  - Your total usage is 1029 Ccf.
  - Your average monthly usage is 85.75 Ccf.

From our PGW family to yours, have a safe and healthy holiday season. This time of year can be hard on families, if you or someone you know is struggling to make ends meet or needs assistance with their gas bill, PGW has programs that can help. Visit us at PGWorks.com or call 215-235-1000. We're here to help.

What's that smell? Natural gas has an unpleasant, rotten egg-like odor. If you think you smell gas, or have a gas emergency, call PGW's emergency hotline at 215-235-1212. We're available 24/7/365 and respond to all calls. Follow us @MyPGW on Facebook, Twitter and Instagram for more safety tips!

MaskUpPHL: Leaving home? Don't forget your mask! Stay safe, Philly. More tips at phila.gov/covid

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

Please return this portion with your payment.

Write your account number on your check or money order made payable to Philadelphia Gas Works



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

Account Number: 3112642674  
Due Date: Jan 07, 2021  
Please Pay: \$714.68

Amount Enclosed:

\$																			
----	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--

ALLAN GRAHAM  
315 N 54TH ST  
PHILADELPHIA PA 19139-2005

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

0031126426748000000000714689

**GENERAL INFORMATION**

ACCESS YOUR ACCOUNT ONLINE  
www.pgworks.com

CONTACT US BY PHONE	
Gas Leaks & Emergencies (24/7)	215-235-1212
Billing & General Information (8am to 6pm, M-F)	215-235-1000
Appliance Service	215-235-2050
Report Theft of Gas	215-684-6383
Hearing Impaired TTY Line	215-236-4646

VISIT A CUSTOMER SERVICE CENTER  
(9AM TO 5PM)

Germantown	212 W. Chelton Ave. (T, W, F)
S. Philadelphia	1601 S Broad St. (M, W, TH)
Frankford	4410 Frankford Ave. (T, TH, F)
N. Philadelphia	1337 W. Erie Ave. (M, W, TH)
W. Philadelphia	5230 Chestnut St. (M, T, W, F)

**EXPLANATION OF TERMS**

**BUDGET PLAN** – This plan is available to all residential customers who are not in arrears. It spreads your payments over a 12 month plan. You may start the Budget Plan at any time. To do so, or for more information, call 215-235-1000 or visit any of our Customer Service Centers.

**CCF** - 100 cubic feet of gas. This is a measure of gas usage. **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. One DTH equals approximately nine hundred seventy cubic feet. **MCF** - 1,000 cubic feet of gas.

**COMMODITY CHARGE** – The charge for basic gas supply service which is sold either by volume (ccf or mcf) or heating value (dekatherms).

**CUSTOMER CHARGE** – 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 city gate to the consumer.

**GAS COST ADJUSTMENT** – Amount billed or credited each month to account for differences between projected and actual gas supply costs of the Natural Gas Distribution Company.

**METER READING INFORMATION** – PGW shall use 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, we estimate your gas use. To avoid estimates, you may read your own meter and tell us the reading by calling 215-235-2050 at any time. We also offer stamped, pre-addressed post cards, which you can use to send us your meter reading by the specified date. To request a supply of these cards, call 215-235-2050, 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.

**PAYMENT AGREEMENT PLANS** – If you are behind and cannot pay your full bill, PGW offers special payment plans. Call our Collection Department at 215-235-1777 or visit any of our Customer Service Centers.

**STATE SALES TAX** – An approximate amount of your bill that is used to pay taxes to the Commonwealth of Pennsylvania.

**WEATHER NORMALIZATION ADJUSTMENT (WNA)** – An adjustment approved by the Pennsylvania Public Utility Commission as a way to help PGW stabilize its income and operate more efficiently within its budget during the heating season.

**NATURAL GAS SUPPLIER**

If you have selected a Natural Gas Supplier other than PGW, the Natural Gas Supplier is responsible for the billing of Natural Gas Supplier charges, unless your charges are consolidated on your PGW bill. 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.

**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.

**Electronic Check Recovery Authorization**

When you pay by check, preauthorized bank draft, ACH, or by a telephone authorized transaction you expressly authorized PGW, if your check is dishonored or returned for any reason, to electronically debit your account for the amount of the check plus a processing fee not to exceed the state maximum legal limit (plus all applicable sales tax). The use of a check for payment is your acknowledgement of this policy and its terms.

**Mailing Address**

Name \_\_\_\_\_

Street \_\_\_\_\_

City \_\_\_\_\_ State \_\_\_\_\_ Zip \_\_\_\_\_

Telephone (\_\_\_\_) \_\_\_\_\_

**Service Location (Address of Property)**

Street \_\_\_\_\_

City \_\_\_\_\_ State \_\_\_\_\_ Zip \_\_\_\_\_

Telephone (\_\_\_\_) \_\_\_\_\_



ALLAN GRAHAM  
315 N 54TH ST  
PHILADELPHIA PA 19139-2005

Page: 3 of 4  
Billing Date: Dec 11, 2020  
Account Number: 3112642674

**Meter Detail**    Meter #: 01699265    Cycle #: 05    **Next Meter Read:** Jan 11, 2021  
**Service Point ID:** 9972133748

From			To			Difference	Usage (Ccf)	Conversion Factor	Total Therms
Date	Reading	Type	Date	Reading	Type				
11/06/2020	3075	Actual	12/09/2020	3260	Actual	185	185.00	1.0339	191.27

**Current Basic Charges**

SA ID# 5952126919, 315 N 54TH ST  
Residential Heat & Domestic

Supply Charges

INDRA ENERGY Commodity Charge 134.55 Ccf @ \$1.5593 ..... \$209.80

**Total Supply Charges** ..... \$209.80

Delivery Charges

Customer Charge @ \$13.75 ..... \$10.00

Distribution Charge 134.55 Ccf @ \$0.87127 ..... \$117.22

Distribution System Improvement Charge 6.95% ..... \$8.84

Weather Normalization Adjustment ..... \$17.45

**Total Delivery Charges** ..... \$153.51

Supply Charges

INDRA ENERGY Commodity Charge 50.45 Ccf @ \$1.6713 ..... \$84.32

**Total Supply Charges** ..... \$84.32

Delivery Charges

Customer Charge @ \$13.75 ..... \$3.75

Distribution Charge 50.45 Ccf @ \$0.89912 ..... \$45.37

Distribution System Improvement Charge 6.95% ..... \$3.41

Weather Normalization Adjustment ..... \$6.55

**Total Delivery Charges** ..... \$59.08

**Total Current Billing Charges** ..... \$506.71

**PGW Messages**

Effective December 1, 2020 PGW rates have changed. Commodity Charge increased to \$0.46677 per ccf. Gas Cost Adjustment increased to \$(0.06346). Distribution Charge increased to \$0.89912. The changes will increase the typical residential heating bill by about \$56.40 a year.

Your estimated gas price to compare is \$0.40318 per CCF. This may change in March, June, September and December.

**Supplier Messages**

**Indra Energy:**

For inquires about Indra Energy charges or promotions, call us at 888-504-6372. See [IndraEnergy.com](http://IndraEnergy.com) for your most updated environmental disclosure information.



ALLAN GRAHAM  
315 N 54TH ST  
PHILADELPHIA PA 19139-2005

Page: 4 of 4  
Billing Date: Dec 11, 2020  
Account Number: 3112642674

PGW Exhibit 2  
Page 8 of 44

**Shopping Information Box**

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

PGW Account #: 3112642674  
Service Point ID: 9972133748  
Rate Class: General Service Residential CB  
Rate Schedule: GSRCB

If you are already shopping know your contract expiration date.





**GENERAL INFORMATION**

ACCESS YOUR ACCOUNT ONLINE  
www.pgworks.com

CONTACT US BY PHONE  
Gas Leaks & Emergencies (24/7) 215-235-1212  
Billing & General Information (8am to 6pm, M-F) 215-235-1000  
Appliance Service 215-235-2050  
Report Theft of Gas 215-684-6383  
Hearing Impaired TTY Line 215-236-4646

VISIT A CUSTOMER SERVICE CENTER  
(9AM TO 5PM)

Germantown	212 W. Chelton Ave. (T, W, F)
S. Philadelphia	1601 S Broad St. (M, W, TH)
Frankford	4410 Frankford Ave. (T, TH, F)
N. Philadelphia	1337 W. Erie Ave. (M, W, TH)
W. Philadelphia	5230 Chestnut St. (M, T, W, F)

**EXPLANATION OF TERMS**

**BUDGET PLAN** – This plan is available to all residential customers who are not in arrears. It spreads your payments over a 12 month plan. You may start the Budget Plan at any time. To do so, or for more information, call 215-235-1000 or visit any of our Customer Service Centers.

**CCF** - 100 cubic feet of gas. This is a measure of gas usage. **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. One DTH equals approximately nine hundred seventy cubic feet. **MCF** - 1,000 cubic feet of gas.

**COMMODITY CHARGE** – The charge for basic gas supply service which is sold either by volume (ccf or mcf) or heating value (dekatherms).

**CUSTOMER CHARGE** – 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 city gate to the consumer.

**GAS COST ADJUSTMENT** – Amount billed or credited each month to account for differences between projected and actual gas supply costs of the Natural Gas Distribution Company.

**METER READING INFORMATION** – PGW shall use 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, we estimate your gas use. To avoid estimates, you may read your own meter and tell us the reading by calling 215-235-2050 at any time. We also offer stamped, pre-addressed post cards, which you can use to send us your meter reading by the specified date. To request a supply of these cards, call 215-235-2050, 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.

**PAYMENT AGREEMENT PLANS** – If you are behind and cannot pay your full bill, PGW offers special payment plans. Call our Collection Department at 215-235-1777 or visit any of our Customer Service Centers.

**STATE SALES TAX** – An approximate amount of your bill that is used to pay taxes to the Commonwealth of Pennsylvania.

**WEATHER NORMALIZATION ADJUSTMENT (WNA)** – An adjustment approved by the Pennsylvania Public Utility Commission as a way to help PGW stabilize its income and operate more efficiently within its budget during the heating season.

**NATURAL GAS SUPPLIER**

If you have selected a Natural Gas Supplier other than PGW, the Natural Gas Supplier is responsible for the billing of Natural Gas Supplier charges, unless your charges are consolidated on your PGW bill. 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.

**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.

**Electronic Check Recovery Authorization**

When you pay by check, preauthorized bank draft, ACH, or by a telephone authorized transaction you expressly authorized PGW, if your check is dishonored or returned for any reason, to electronically debit your account for the amount of the check plus a processing fee not to exceed the state maximum legal limit (plus all applicable sales tax). The use of a check for payment is your acknowledgement of this policy and its terms.

**Mailing Address**

Name \_\_\_\_\_  
Street \_\_\_\_\_  
City \_\_\_\_\_ State \_\_\_\_\_ Zip \_\_\_\_\_  
Telephone (\_\_\_\_) \_\_\_\_\_

**Service Location (Address of Property)**

Street \_\_\_\_\_  
City \_\_\_\_\_ State \_\_\_\_\_ Zip \_\_\_\_\_  
Telephone (\_\_\_\_) \_\_\_\_\_



ALLAN GRAHAM  
315 N 54TH ST  
PHILADELPHIA PA 19139-2005

Page: 3 of 4  
Billing Date: Jan 13, 2021  
Account Number: 3112642674

<b>Payments Received</b>	Jan 06, 2021	Check	.....	\$100.00
	Dec 11, 2020	Check	.....	\$207.97
	<b>Total Payments</b>			<b>\$307.97</b>

**Meter Detail**      Meter #: 01699265      Cycle #: 05      **Next Meter Read:** Feb 10, 2021  
**Service Point ID:** 9972133748

From			To			Difference	Usage (Ccf)	Conversion Factor	Total Therms
Date	Reading	Type	Date	Reading	Type				
12/09/2020	3260	Actual	01/11/2021	3562	Actual	302	302.00	1.0364	312.99

**Current Basic Charges**

SA ID# 5952126919, 315 N 54TH ST  
Residential Heat & Domestic

Supply Charges

INDRA ENERGY Commodity Charge 201.33 Ccf @ \$1.6713 ..... \$336.49

**Total Supply Charges** ..... \$336.49

Delivery Charges

Customer Charge @ \$13.75 ..... \$9.17

Distribution Charge 201.33 Ccf @ \$0.89912 ..... \$181.02

Distribution System Improvement Charge 6.95% ..... \$13.22

Weather Normalization Adjustment ..... \$0.85

**Total Delivery Charges** ..... \$204.26

Supply Charges

INDRA ENERGY Commodity Charge 100.67 Ccf @ \$1.6626 ..... \$167.37

**Total Supply Charges** ..... \$167.37

Delivery Charges

Customer Charge @ \$14.10 ..... \$4.70

Distribution Charge 100.67 Ccf @ \$0.91924 ..... \$92.54

Distribution System Improvement Charge 7.5% ..... \$7.29

Weather Normalization Adjustment ..... \$0.43

**Total Delivery Charges** ..... \$104.96

**Total Current Billing Charges** ..... \$813.08

**Account Balance Information**

Your account balance is \$1,219.79, which will become due if you fail to meet the terms of your agreement.



ALLAN GRAHAM  
315 N 54TH ST  
PHILADELPHIA PA 19139-2005

PGW Exhibit 2  
Page 12 of 44  
Page: 4 of 4  
Billing Date: Jan 13, 2021  
Account Number: 3112642674

**PGW  
Messages**

Your Easy Way Budget is past due. Prompt payment will ensure the continuation of your budget plan.

Thank You for taking advantage of PGW's Easy Way Budget Plan. Your plan will be reviewed a minimum of three times a year to ensure the amount you are paying is in line with your gas usage.

January 1, 2021 PGW Commodity Charge decreased to \$0.46623. Distribution Charge increased to \$0.91924. Distribution System Improvement Charge (DSIC) increased to 7.5%. The Customer Charge increased to \$14.10. The changes increase the typical residential heating bill by about \$24.95 a year.

Your estimated gas price to compare is \$0.40264 per CCF. This may change in March, June, September and December.

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**Shopping Information Box**

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

PGW Account #: 3112642674  
Service Point ID: 9972133748  
Rate Class: General Service Residential CB  
Rate Schedule: GSRCB

If you are already shopping know your contract expiration date.

Philadelphia Gas Works



800 W. Montgomery Ave., Philadelphia, PA 19122

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

March 27, 2021

Allan Graham  
315 N 54<sup>th</sup> St.  
Philadelphia, PA 19139

Account No.: 3112642674

Dear Mr. Graham,

On March 1, 2021, your daughter filed a dispute with the Philadelphia Gas Works (PGW) regarding the gas service billing for 315 North 54<sup>th</sup> Street. In her dispute, she stated that she does not understand why your bills are so high.

An investigation of the dispute has been completed and it was determined the bills in question are correct as rendered. These bills represent usage that recorded on your meter. 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 property address of 315 North 54<sup>th</sup> Street is listed as a residential heating account.

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. Also, our records show that you are being billed under an alternate supplier. Please contact the supplier to see at what rate you are being billed for.

**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:

Philadelphia Gas Works



800 W. Montgomery Ave., Philadelphia, PA 19122

**PGW Special Meter Test  
P.O. Box 37019  
Philadelphia, PA 19122**

Please be advised that as of April 11, 2021 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.

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.

Heat & Domestic

					GAS USAGE				
					ANALYSIS OF ACCOUNT				
Allan Graham 315 N 54th St. Philadelphia, PA 19139					NON-HEATING DAILY USAGE				
					0.52	CCF PER DAY			
					ACCOUNT #	31 1264 2674			
DATES		METER READINGS		NUMBER OF	USAGE IN	DOMESTIC	HEAT	NUMBER	C.F.D.D.***
FROM	TO	FROM	TO	DAYS	CCF*	USAGE CCF *	USAGE	DEG.DAYS**	
3/8/2017	3/8/2018	8319	9579	365	1260	190	1070	4231	25.3
3/8/2018	3/8/2019	9579	11123	365	1544	190	1354	4718	28.7
3/8/2019	3/10/2020	1123	2471	368	1348	191	1157	3971	29.1
3/10/2020	3/11/2021	2471	4182	366	1711	190	1521	4294	35.4

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

## PUC

### Opening XML

**Case Number:** 3783460  
**Company Name:** PGW (PHILA. GAS WORKS (NGDC))  
**Company Code:** 0766  
**Company Type:** GAS TRANSPORTER  
**Customer First Name:** ALLAN  
**Customer Middle Initial:** L  
**Customer Last Name:** GRAHAM  
**Customer Account Number:** 3112642674  
**Customer Home Phone w/ Area Code:** 2154722334  
**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:** 315 N 54TH ST  
**Customer Service Address 2:**  
**Customer Service Address City:** PHILADELPHIA  
**Customer Service Address State:** PA  
**Customer Service Address Zip:** 19139  
**Customer Service Address 4-Zip:**  
**Customer Family Adults:** 0  
**Customer Family Children:** 0  
**Customer Family Age:**  
**Gross Income**  

Source	Income Amount
--------	---------------

  
**Date Open:** 2021-03-29  
**Reason For Contact:** BILLING DISPUTES (# 18)  
**Term Date:**  
**Business Name:**  
**Case Problem:** CUSTOMER HAS BEEN HAVING ISSUES WITH RECEIVING BILLS SINCE AUGUST 2020. IN DECEMBER 2020, RECEIVED E-BILL FOR 200.00, THE FOLLOWING MONTH BALANCE WAS 700.00, THE FOLLOWING MONTH THE



BALANCE WAS 2,000.00. NONE OF THESE BILLS WERE DETAILED. CUSTOMER CALLED IN JANUARY 2021 AND OPENED A BILL DISPUTE, THE DISPUTE ALSO INCLUDED A DISPUTE WITH THE RATE THE CUSTOMER WAS BEING BILLED AT. CUSTOMER SPOKE WITH PGW ON 3/22/2021 THEY CONFIRMED THAT DISPUTE IS STILL OPEN AND NO DETERMINATION. CUSTOMER NOW RECEIVING THREATENING LETTERS THAT A LEAN IS BEING PLACED ON THE PROPERTY. JUST RECEIVED LETTER DATED MARCH 16TH ABOUT LEAN FOR BALANCE OF \$2,000.00. THEN RECEIVED ANOTHER LEAN LETTER FOR AMOUNT OF 800.08 WITH DOCKET # 210330760. CUSTOMER STATES AUTOPAY IS LINKED TO A SMALL BUSINESS ACCOUNT AND WANTS TO MAKE SURE NOT BEING BILLED AT COMMERCIAL RATE WHEN IT IS RESIDENTIAL. - RELIEF SOUGHT - SEEKING DETAILED BILL FROM PGW, SEEKING ANSWER TO WHAT RATE SHE IS BEING BILLED AT, SEEKING REVIEW OF RATE DISPUTE, SEEKING INFORMATION ON BALANCE OWED AND INFORMATION ON LEAN REQUEST. THE CELL PHONE NUMBER (215) 915 - 3319 HAS BEEN ALLOWED TO BE SHARED. THE EMAIL ADDRESS DAWN456@MSN.COM HAS BEEN ALLOWED TO BE SHARED.

**Company Position:**

03/22/2021 DISPUTE IS UNDER DISPUTE BUT SHOULD BE COMPLETED BY APRIL. NO RESPONSE ON CURRENT RATE BEING BILLED AT. WOULD NOT ADDRESS WHICH LEAN AMOUNT IS CORRECT AND WOULD NOT ADDRESS WHY SHE HAS NOT RECEIVED A DETAILED BILL WHEN THEY KNOW SHE CANNOT ACCESS BILL ONLINE.

**Related Information:**

**Case Misc Info:**

**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:** MATTHEW

**BCSIntaker Last Name:** BOPP

**Number Of Time Send:** 1

**Number Of Time Faxed:** 0

**Number Of Time Faxed:** 7177876641

**Customer Contact: Csp Drop Letter**

Date: 06/08/2021 Time: 6:01:00 PM Source: Related Tran:

CC Type: SDRP - Csp Drop Letter Created: 06/08/2021 at 6:01:43 PM by: JOBOPER

Area: 800 - Residential General Service Changed: 06/09/2021 at 4:34:19 PM by: JOBOPER

Surveyable Auto Delete Date: Class: Print Letter Contact

Comments: Customer dropped from Choice by supplier; SDRP letter sent

Sdrop

**Letter**

Status: Sent Print Date: 06/09/2021 4:34 PM Run Number: 3971 Reprint:

Template:

**Review List Tickler**

Follow Up: to Review Group to User

Priority: Review Group...

Account: 0031 1264 2674 Graham, Allan

Premise: 315 N 54th St/Phila,Pa

Person: Graham, Allan

Change Cancel

**PHILADELPHIA GAS WORKS**  
800 W. MONTGOMERY AVENUE, PHILADELPHIA, PA 19122-0050

Jun 09, 2021

PGW Account Number: 3112642674  
Service Point ID: 9972133748  
Service Address: 315 N 54TH  
ST/PHILA,PA  
Supplier: INDRA ENERGY  
Supplier Phone Number: (888) 504-6372  
Switch Date: Jul 09, 2021  
Reason Code: SCR

000312 000000214



ALLAN GRAHAM  
315 N 54TH ST  
PHILADELPHIA PA 19139-2005

**Notice of Gas Choice Cancellation**

PGW has been notified that your Gas Choice enrollment with your current natural gas commodity supplier, INDRA ENERGY, a natural gas supplier licensed in Pennsylvania, will be cancelled on the "Switch Date" listed above.

If your current supplier has cancelled their service with you, PGW will provide natural gas in its tariff-defined role as Supplier of Last Resort (SOLR) beginning on the next available billing date, Jul 09, 2021. You will continue to be provided with natural gas by PGW without a break in service.

If the cancellation of your current supplier is the result of your enrolling with a new supplier, service with your new supplier will commence beginning on the next available billing date, Jul 09, 2021.

Following is the reason given by the supplier for this change in status:

SCR CSP DROP CUSTOMER REQUEST

If you are experiencing difficulty in paying PGW bills and are not currently on a budget plan or a payment agreement, please call PGW Customer Service at (215) 235-1777 (residential customers) or 215-235-7077 (commercial customers) to make arrangements, if eligible.

# PHILADELPHIA GAS WORKS

## PUC

### Closing XML

**Case Number:** 3783460  
**Company Name:** PGW (PHILA. GAS WORKS (NGDC))  
**Company Code:** 0766  
**Company Type:** GAS TRANSPORTER  
**Customer First Name:** ALLAN  
**Customer Middle Initial:** L  
**Customer Last Name:** GRAHAM  
**Account Number:** 3112642674  
**Service Address 1:** 315 N 54TH ST  
**Service Address 2:**  
**Service City:** PHILADELPHIA  
**Service State:** PA  
**Service Zip 5:** 19139  
**Service Zip 4:**  
**Decision Issue:** Y  
**Oral Written:** W  
**Violation:** NO  
**Chapter:**  
**Section Rule:**  
**Total Balance:** 2554.92  
**Date Closed:** 2021-06-11  
**Resolution:** DECISION ISSUED: AT THE INFORMAL LEVEL OF PUC INVESTIGATION, ACTUAL READINGS ARE DEEMED CORRECT, UNLESS THERE IS EVIDENCE PRESENTED TO THE CONTRARY. BILLS BASED ON ACTUAL METER READINGS ARE CONSIDERED CORRECT AS RENDERED. THE ACCOUNT IS BILLED AS RESIDENTIAL. THE BUREAU OF CONSUMER SERVICES DOES NOT HAVE JURISDICTION OVER A LIEN BEING PLACED ON THE PROPERTY. BASED ON THE INFORMATION OBTAINED, YOUR PHILADELPHIA GAS WORKS ACCOUNT WAS PROPERLY ENROLLED WITH INDRA ENERGY. THE CUSTOMER WAS PROPERLY NOTIFIED OF ENROLLMENT WITH INDRA ENERGY IN ACCORDANCE WITH TITLE 52 PA CODE § 54.10(1). PHILADELPHIA GAS WORKS PROPERLY SENT NOTIFICATION OF THE ENROLLMENT WITH INDRA ENERGY IN ACCORDANCE WITH TITLE 52 PA. CODE § 57. 173(2). IN ACCORDANCE WITH TITLE 52 PA. CODE § 57.177(A)(2)(B) A CUSTOMER MAY DISPUTE THE ENROLLMENT WITH AN ELECTRIC GENERATION SUPPLIER (EGS), FOR UP TO 2 MONTHS AFTER THE CUSTOMER SHOULD HAVE

REASONABLY KNOWN THAT THE ENROLLMENT WITH THE EGS TOOK PLACE. IT APPEARS THE ACCOUNT WAS ENROLLED WITH THE EGS FOR APPROXIMATELY 13 MONTHS BEFORE DISPUTING THE ENROLLMENT. INDRA ENERGY HAS BEEN REMOVED FROM THE PHILADELPHIA GAS WORKS ACCOUNT. INDRA ENERGY SENT A COURTESY CREDIT TO PHILADELPHIA GAS WORKS FOR \$470.03 TO BE APPLIED TO THE CUSTOMER'S NATURAL GAS ACCOUNT. CASE DISMISSED.

**Balance Date:** 2021-06-11  
**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:** ANGIE  
**BCS Investigator Last Name:** ZEPP  
**Number Of Time Send:** 1  
**Number Of Time Faxed:** 0  
**PUC Fax:** 7177876641

# PHILADELPHIA GAS WORKS

## PUC

### Opening XML

<b>Case Number:</b>	3806079
<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>	ALLAN
<b>Customer Middle Initial:</b>	
<b>Customer Last Name:</b>	GRAHAM
<b>Customer Account Number:</b>	8888888888
<b>Customer Home Phone w/ Area Code:</b>	2154722334
<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>	315 N 54TH STREET
<b>Customer Service Address 2:</b>	
<b>Customer Service Address City:</b>	PHILEDELPHIA
<b>Customer Service Address State:</b>	PA
<b>Customer Service Address Zip:</b>	19139
<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>	2021-09-29
<b>Reason For Contact:</b>	BILLING DISPUTES (# 18)
<b>Term Date:</b>	2021-09-29
<b>Business Name:</b>	DAWN GRAHAM
<b>Case Problem:</b>	SERVICE ON. CUST STATES THAT A CURTESY CREDIT FROM INDRA ENERGY WAS SENT TO PGW OF THE AMOUNT OF \$470.03. CUST STATES THAT THE UTILITY SAID THEY DO NOT HAVE THAT CREDIT FROM INDRA

BUT THEY HAVE A PAYMENT FROM LHEAP OF AROUND \$400.00. CUST IS CONFUSED BECAUSE THE CASE THAT WAS OPEN PRIOR TO THIS 3783460 STATES THAT INDRA SENT A CREDIT TO THE UTILITY. NOW CUST HAS A SHUT OFF NOTICE. THE UTILITY ALSO HAS NO BACK LOGS FROM THE ACCOUNT. - RELIEF SOUGHT - TO HAVE THE APPROPRIATE CREDITS APPLIED TO THE ACCOUNT. TO NOT BE SHUT OFF. TO HAVE THE BILLS CORRECTED AND SENT ACCORDINGLY EACH MONTH. THE EMAIL ADDRESS DAWN456@MSN.COM HAS BEEN ALLOWED TO BE SHARED. THE CELL PHONE NUMBER (215) 915 - 3319 HAS BEEN ALLOWED TO BE SHARED.

**Company Position:**

09/29/2021 COMPANY SAID THEY NEVER RECEIVED A CREDIT FROM INDRA.

**Related Information:****Case Misc Info:****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:**

MERIKKA

**BCSIntaker Last Name:**

SHIRK

**Number Of Time Send:**

1

**Number Of Time Faxed:**

0

**Number Of Time Faxed:**

7177876641

# PHILADELPHIA GAS WORKS

## PUC

### Closing XML

**Case Number:** 3806079  
**Company Name:** PGW (PHILA. GAS WORKS (NGDC))  
**Company Code:** 0766  
**Company Type:** GAS TRANSPORTER  
**Customer First Name:** ALLAN  
**Customer Middle Initial:**  
**Customer Last Name:** GRAHAM  
**Account Number:** 3112642674  
**Service Address 1:** 315 N 54TH STREET  
**Service Address 2:**  
**Service City:** PHILADELPHIA  
**Service State:** PA  
**Service Zip 5:** 19139  
**Service Zip 4:**  
**Decision Issue:** Y  
**Oral Written:** W  
**Violation:** NO  
**Chapter:**  
**Section Rule:**  
**Total Balance:** 3099.01  
**Date Closed:** 2021-11-19  
**Resolution:** DECISION ISSUED: THE ACCOUNT WAS CREDITED \$470.03 FROM INDRA ENERGY AS INSTRUCTED IN BCS# 3783460. THE BILLS ARE CORRECT AS RENDERED. THE ACCOUNT MAY BE ELIGIBLE FOR A COMPANY PAYMENT ARRANGEMENT. THE CUSTOMER SHOULD CONTACT THE COMPANY FOR ELIGIBILITY. THE CUSTOMER SHOULD CONTACT THE LOCAL POST OFFICE REGARDING NOT RECEIVING MAIL. CASE DISMISSED.  
**Balance Date:** 2021-10-27  
**Service Restored Pay:** 0.00  
**Service Continue Amount:** 0.00  
**Service Continue Date:**  
**Terms:**  
**Special Budget Amount:** 0.00  
**Regular Budget Amount:** 373.00  
**Arrears Payment Plus:** 0.00  
**FinalMonthlyPayment:** 0.00



**CurrentMonthlyPayment:** 0.00  
**EndMonthlyPayment:** 0.00  
**LetterDescription:**  
**HeadDate:** 2021-11-19  
**Paragraph:**  
**Bill Date:**  
**Reconnect Amount:** 0  
**Pay Amount:** 0.00  
**BCS Investigator First Name:** ANGIE  
**BCS Investigator Last Name:** ZEPP  
**Number Of Time Send:** 1  
**Number Of Time Faxed:** 0  
**PUC Fax:** 7177876641

# 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 315 N 54TH ST on or after 8 a.m. on May 03, 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 \$3,487.72.
- 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	\$3,487.72
Security Deposit	\$418.00
Turn On Charge	\$123.23
Total	\$4,028.95

**(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

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**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: 3112642674  
Notice Date: Apr 22, 2022  
Please Pay: \$3,487.72**

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

**Amount Enclosed:**

000119 000004335

ALLAN GRAHAM  
315 N 54TH ST  
PHILADELPHIA PA 19139-2005



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



**Customer Contact: Billing** [X]

Date: 04/25/2022 Time: 12:12:00 PM Source: JetSearch Related Tran: Account Maintenance  
CC Type: BILL - Billing Created: 04/25/2022 at: 12:12:59 PM by: SADAMS2  
Area: 800 - Residential General Service Changed: at: by:  
 Surveyable Auto Delete Date: 04/25/2026 Class: Inquiry

Comments: Cor Twin brother Alfred L Graham stated cor passed away 2 years ago 06/2020 & wants to stop service & tld her to provided copy of death certificate & provided cor w. fax # cs

**Letter**  
Status: Print Date: Run Number: Reprint: [v]  
Template:

**Review List Tickler**  
Follow Up: [ ]  to Review Group  to User  
Priority: [ ] Review Group... [ ]

Account: 0031 1264 2674 Graham, Allan [v]  
Premise: 315 N 54th St/Phila,Pa [v]  
Person: Graham, Allan [v]

[Change] [Cancel]

**Customer Contact: Service**

Date: 05/03/2022 Time: 3:55:00 PM Source: JetSearch Related Tran: Account Maintenance

CC Type: SERV - Service Created: 05/03/2022 at: 3:55:02 PM by: MBATES

Area: 800 - Residential General Service Changed: at: by:

Surveyable Auto Delete Date: 05/03/2026 Class: Inquiry

Comments: Dawn(daughter/ owner) 5114247365 called say her dad/cor / Allan Graham 31 1264 2674 passed away in June 2020. Dawn said she didn t transfer the account because you can t collect from a deceased person. She said she didn t want her gas shutoff. Dawn stated she lives in the property & someone else stole the bills.  
CONTINUED

**Letter**

Status: Print Date: Run Number: Reprint:

Template:

**Review List Tickler**

Follow Up: to Review Group to User

Priority: Review Group...

Account: 0031 1264 2674 Graham, Allan

Premise: 315 N 54th St/Phila,Pa

Person: Graham, Allan

Change Cancel

**Customer Contact: Service**

Date: 05/03/2022 Time: 3:55:00 PM Source: JetSearch Related Tran: Account Maintenance  
CC Type: SERV - Service Created: 05/03/2022 at: 3:55:13 PM by: MBATES  
Area: 800 - Residential General Service Changed: at: by:  
 Surveyable Auto Delete Date: 05/03/2026 Class: Inquiry

Comments: CONTINUED App agreed to start gas in her name. Per Experian passed, app is linked since 3/97. Per Experian fraud alert app needs to send 2 IDS and a deed to new service email group. I gave email address. App said she will send documents. A/S

**Letter**  
Status: Print Date: Run Number: Reprint:   
Template:

**Review List Tickler**  
Follow Up:   to Review Group  to User  
Priority:  Review Group...

Account: 0031 1264 2674 Graham, Allan  
Premise: 315 N 54th St/Phila,Pa  
Person: Graham, Allan

**Customer Contact: New Service**

Date: 05/05/2022 Time: 6:09:00 PM Source: JetSearch Related Tran: Account Maintenance  
CC Type: NWSV - New Service Created: 05/05/2022 at: 6:09:52 PM by: RMACK  
Area: 800 - Residential General Service Changed: at: by:  
 Surveyable Auto Delete Date: 05/05/2026 Class: Inquiry

Comments: NEW SERVICE EMAIL GROUP: 0051 1424 7365 Graham, Dawn J 315 N. 54TH St dawn456@msn.com, rcvd l2 pg living trust w/ no signature by cor, appl nds 2 forms of id and executor of estate or deed, to complete t/on request, sent email, docs not saved to drive

**Letter**  
Status: Print Date: Run Number: Reprint:   
Template:

**Review List Tickler**  
Follow Up:   to Review Group  to User  
Priority:  Review Group...

Account: 0031 1264 2674 Graham, Allan  
Premise: 315 N 54th St/Phila,Pa  
Person: Graham, Allan

**Customer Contact: New Service**

Date: 05/09/2022 Time: 1:57:00 PM Source: JetSearch Related Tran: Account Maintenance  
CC Type: NWSV - New Service Created: 05/09/2022 at: 1:57:57 PM by: AHOWELL  
Area: 800 - Residential General Service Changed: at: by:  
 Surveyable Auto Delete Date: 05/09/2026 Class: Inquiry

Comments: NEW SERVICE INBOX REQUEST ON 5/5/22 FROM DAWN456@MSN.COM ON BEHALF OF DAWN GRAHAM (5114247365) TURN ON AT 315 N 54TH ST. COR DID NOT ACTUALLY RESPOND WITH ANYTHING NEEDED, JUST STATED SHE HAS LEGAL RIGHTS TO NOT HAVING HER SERVICE SHUT OFF. REPLIED TO COR LETTING HER KNOW WE NEED TWO FORMS OF ID AND COMPLETE DEED SINCE SHE IS OWNER. ALSO LET HER KNOW BECAUSE THE SERVICES ARE STILL IN HER DECEASED FATHER'S NAME CAN BE SHUT OFF STILL.

**Letter**  
Status: Print Date: Run Number: Reprint:  
Template:

**Review List Tickler**  
Follow Up: to Review Group to User  
Priority: Review Group...

Account: 0031 1264 2674 Graham, Allan  
Premise: 315 N 54th St/Phila,Pa  
Person: Graham, Allan

Change Cancel

**Customer Contact: Dru Dispute**

Date: 05/16/2022 Time: 10:26:00 AM Source: Related Tran:

CC Type: DRU - Dru Dispute Created: 05/16/2022 at: 10:26:32 AM by: LNOTTING

Area: 800 - Residential General Service Changed: at: by:

Surveyable Auto Delete Date: 05/16/2026 Class: Inquiry

Comments: Correspondence received on 05/16/2022 regarding correspondence received a copy of a death cert, and letters testamentary to have service discontinued.

**Letter**

Status: Print Date: Run Number: Reprint:

Template:

**Review List Tickler**

Follow Up:   to Review Group  to User

Priority:  Review Group...

Account: 0031 1264 2674 Graham, Allan

Premise: 315 N 54th St/Phila,Pa

Person: Graham, Allan

Change Cancel



~~PGW~~ six pages total

May 11, 2022

**PGW**

**Attention: Request for Physical Shut Off for the Estate Property of Allan Graham  
Acct# 3112642674  
315 N 54 Street  
Phila., Pa. 19131**

Dear PGW,

**This is a request to please discontinue and Physically shut off gas service to the estate of my deceased brother Allan Graham who resided at 315 N. 54 St, Phila. Pa. 19139.**

**An eviction notice was served to Dawn Graham and ALL unknown occupants on November 19, 2021. I was instructed to make a physical request to shut off service by your representative in late April. See attached documentation. Please contact me with any questions.**

Respectfully,

**Alfred Graham  
Executor/Administrator of the Estate**

Phone: [REDACTED]

[REDACTED]  
Conyers, GA. 30013

# SHERIFF'S OFFICE OF PHILADELPHIA COUNTY

PGW Exhibit 2  
Page 35 of 44

**Rochelle Bilal**  
Sheriff



**Sean Thornton**  
Captain

**Vernon Muse**  
Chief Deputy, Operations

**Justin J. Frank**  
Chief of Staff

ALFRED GRAHAM, TRUSTEE  
vs.  
DAWN GRAHAM AND ALL UNKNOWN OCCUPANTS

Case Number  
213354  
(253615)

## AFFIDAVIT OF SERVICE

10/21/2021 11:53 AM - DEPUTY KAPREYA JOHNSON, BEING DULY SWORN ACCORDING TO LAW, POSTED ONE TRUE AND ATTESTED COPY OF THE WITHIN WRIT OF POSSESSION UPON REAL ESTATE LOCATED AT 315 N. 54TH ST, PHILADELPHIA, PA 19134.

POSSESSION DATE: 11/19/21 @ 9:00AM

KAPREYA JOHNSON, DEPUTY

11/19/2021 10:00 AM - POSSESSION GIVEN TO CHERLYNEE GRAHAM-SEAY, 711 GIRARD AVE COLLINGDALE, PA 19023  
484-995-2675. DEFENDANT DAWN GRAHAM WAS PRESENT

NOTE: DAWN GRAHAM CALLED 911 DURING THE EVICTION AND WAS ARRESTED BY POLICE ON THIS DATE FOR AN UNKNOWN WARRANT.

KAPREYA JOHNSON, DEPUTY

SHERIFF COST: \$325.00

SO ANSWERS,

ROCHELLE BILAL, SHERIFF

March 16, 2022

PGW Exhibit 2  
Page 36 of 44

Will No.

**W1267-2022**

# LETTERS TESTAMENTARY

REGISTER'S OFFICE  
PHILADELPHIA COUNTY, PA

Certificate of Grant of Letters

ESTATE OF Allan Leonard Graham

Social Security No. [REDACTED]

WHEREAS, on the 11th day of March, 2022, the last will of Allan Leonard Graham late of 315 N. 54th Street, Philadelphia, PA 19139, who died on the 20th day of June, 2020, was proved and admitted to probate, and

WHEREAS, a true copy of the will as probated in annexed hereto.

THEREFORE, I, **TRACEY L. GORDON**, Register for the Probate of Wills and Grant of Letters Testamentary and of Administration, in and for the County of Philadelphia, in the Commonwealth of Pennsylvania, hereby certify that I have granted Letters ... Testamentary

to Alfred Leon Graham

who has 5 duty qualified as Executor who has 1 agreed to administer the estate according to law, all of which fully appear of record in the Office of the Register of Wills of Philadelphia County, Pennsylvania.

IN TESTIMONY WHEREOF, I have hereunto set my hand and affixed the seal of my office, at Philadelphia, the 11th day of March, 2022

*Tracey L. Gordon*  
Deputy Register

4

# LOCAL REGISTRAR'S CERTIFICATION OF DEATH

WARNING: It is illegal to duplicate this copy by photostat or photograph.

PGW Exhibit 2  
Page 37 of 44

e for this certificate: \$20.00



This is to certify that the information here given is correctly copied from an original Certificate of Death duly filed with me as Local Registrar. The original certificate will be forwarded to the State Vital Records Office for permanent filing.

**Steven Karr** SEP 25 2020  
Local Registrar Date Issued

P 27580198  
Certification Number

Type/Print in Permanent Black Ink		COMMONWEALTH OF PENNSYLVANIA - DEPARTMENT OF HEALTH - VITAL RECORDS		State File Number: 363963-2020	
1. Decedent's Legal Name (First, Middle, Last, Suffix) <b>Allan Leonard Graham</b>		2. Sex <b>Male</b>	3. Social Security Number	4. Date of Death (Month dd, yyyy) <b>June 20, 2020</b>	
5a. Age-Last Birthday (Yrs) <b>85</b>	5b. Under 1 Year Months: <b>06</b> Days: <b>15</b>	5c. Under 1 Day Hours: <b>00</b> Minutes: <b>00</b>	6. Date of Birth (Mo/Day/Year) (Spell Month) <b>May 11, 1935</b>		7a. Birthplace (City and State or Foreign Country) <b>Philadelphia, Pennsylvania</b>
6a. Residence (State or Foreign Country) <b>Pennsylvania</b>		6b. Residence (Street and Number - Include Apt No.) <b>315 N 54th Street</b>		6c. Did Decedent Live in a Township? <input checked="" type="checkbox"/> Yes, decedent lived in _____ twp.	
6d. Residence (County) <b>Philadelphia</b>		6e. Residence (Zip Code) <b>19139</b>		7b. Birthplace (County) <b>Philadelphia</b>	
9. Ever in US Armed Forces? <input checked="" type="checkbox"/> Yes <input type="checkbox"/> No <input type="checkbox"/> Unknown		10. Marital Status at Time of Death <input checked="" type="checkbox"/> Married <input type="checkbox"/> Never Married <input type="checkbox"/> Widowed <input type="checkbox"/> Divorced <input type="checkbox"/> Unknown		11. Surviving Spouse's Name (If wife, give name prior to first marriage)	
12. Father / Parent's Name (First, Middle, Last, Suffix) <b>John Graham</b>		13. Mother / Parent's Name Prior to First Marriage (First, Middle, Last, Suffix) <b>Ophelia Sutton</b>		14c. Informant's Mailing Address (Street and Number, City, State, Zip Code) <b>711 Girard Avenue Collingdale, PA 19023</b>	
14a. Informant's Name <b>Cheryl Seay</b>		14b. Relationship to Decedent <b>Daughter</b>		14d. Informant's Mailing Address (Street and Number, City, State, Zip Code)	
17. Death Occurred in a Hospital: <input type="checkbox"/> Emergency Room/Outpatient <input type="checkbox"/> Dead on Arrival <input checked="" type="checkbox"/> Inpatient		17a. Place of Death (Check only one) <input type="checkbox"/> Nursing Home/Long-Term Care Facility <input type="checkbox"/> Hospice Facility <input type="checkbox"/> Decedent's Home		17b. City or Town, State, and Zip Code <b>Philadelphia, Pennsylvania 19104</b>	
15b. Facility Name (if not institution, give street and number) <b>Corporal Michael J Creencz Veterans Affairs Medical</b>		15c. City or Town, State, and Zip Code <b>Philadelphia, Pennsylvania 19104</b>		15d. County of Death <b>Philadelphia</b>	
16a. Method of Disposition <input type="checkbox"/> Removal from State <input type="checkbox"/> Other (Specify)		16b. Date of Disposition <b>June 29, 2020</b>		16c. Place of Disposition (Name of cemetery, crematory, or other place) <b>Delaware County Crematory, LLC</b>	
18d. Location of Disposition (City or Town, State, and Zip) <b>Lansdowne, Pennsylvania 19050</b>		17e. Signature of Funeral Service Licensee or Person in Charge of Interment <b>Ryan M Kimble (Electronically Signed)</b>		17f. License Number <b>FD011941L</b>	
17c. Name and Complete Address of Funeral Facility <b>Ivan M Kimble Funeral Home 1100-1108 N 63rd Street Philadelphia, Pennsylvania 19151</b>					
18. Decedent's Education - Check the box that best describes the highest degree or level of school completed at the time of death.		19. Decedent's Hispanic Origin - Check the box that best describes whether the decedent is Spanish/Hispanic/Latino. Check the "No" box if decedent is not Spanish/Hispanic/Latino.		20. Decedent's Race - Check ONE OR MORE races to indicate what the decedent considered himself or herself to be.	
<input type="checkbox"/> 8th grade or less <input type="checkbox"/> No diploma, 9th - 12th grade <input type="checkbox"/> High school graduate or GED completed <input type="checkbox"/> Some college credit, but no degree <input type="checkbox"/> Associate degree (e.g. AA, AS) <input type="checkbox"/> Bachelor's degree (e.g. BA, BS, BSE) <input type="checkbox"/> Master's degree (e.g. MA, MS, MEd, MEd, MSW, MBA) <input type="checkbox"/> Doctorate (e.g. PhD, EdD) or Professional degree (e.g. MD, DDS, DVM, LLB, JD)		<input type="checkbox"/> No, not Spanish/Hispanic/Latino <input type="checkbox"/> Yes, Mexican, Mexican American, Chicano <input type="checkbox"/> Yes, Puerto Rican <input type="checkbox"/> Yes, Cuban <input type="checkbox"/> Yes, other Spanish/Hispanic/Latino (Specify) _____		<input type="checkbox"/> White <input checked="" type="checkbox"/> Black or African American <input type="checkbox"/> American Indian or Alaska Native <input type="checkbox"/> Asian Indian <input type="checkbox"/> Chinese <input type="checkbox"/> Filipino <input type="checkbox"/> Japanese <input type="checkbox"/> Korean <input type="checkbox"/> Vietnamese <input type="checkbox"/> Other Asian <input type="checkbox"/> Native Hawaiian <input type="checkbox"/> Guamanian or Chamorro <input type="checkbox"/> Samoan <input type="checkbox"/> Other Pacific Islander	
21. Decedent's Single Race Self-Designation - Check ONLY ONE to indicate what the decedent considered himself or herself to be.		22. Decedent's Usual Occupation - Indicate type of work done during most of working life. DO NOT USE RETIRED.		22b. Kind of Business/Industry	
<input checked="" type="checkbox"/> White <input type="checkbox"/> Black or African American <input type="checkbox"/> American Indian or Alaska Native <input type="checkbox"/> Asian Indian <input type="checkbox"/> Chinese <input type="checkbox"/> Filipino <input type="checkbox"/> Japanese <input type="checkbox"/> Korean <input type="checkbox"/> Vietnamese <input type="checkbox"/> Other Asian <input type="checkbox"/> Native Hawaiian <input type="checkbox"/> Guamanian or Chamorro <input type="checkbox"/> Samoan		<input type="checkbox"/> Japanese <input type="checkbox"/> Korean <input type="checkbox"/> Other Pacific Islander <input type="checkbox"/> Don't Know/Not Sure <input type="checkbox"/> Other (Specify) _____		<b>Oil Gauger</b> <b>Oil Refinery</b>	
23a. Date Pronounced Dead (Mo/Day/Yr)		23b. Signature of Person Pronouncing Death (Only when applicable)		23c. License Number	
23d. Date of Death (Mo/Day/Yr)		23e. Time of Death		23f. Was Medical Examiner or Coroner Contacted? <input type="checkbox"/> Yes <input checked="" type="checkbox"/> No	
23d. Date of Death (Mo/Day/Yr)		23e. Time of Death		23f. Was Medical Examiner or Coroner Contacted? <input type="checkbox"/> Yes <input checked="" type="checkbox"/> No	
<b>CAUSE OF DEATH</b>					
25. Part I. Enter the chain of events - diseases, injuries, or complications - that directly caused the death. DO NOT enter terminal events such as cardiac arrest, respiratory arrest, or ventricular fibrillation without showing the etiology. DO NOT ABBREVIATE. Enter only one cause on a line. Add additional lines if necessary.				Approximate Interval: Onset to Death	
IMMEDIATE CAUSE (Final disease or condition resulting in death) a. <b>Perforated bowel</b> Due to (or as a consequence of): _____					
SEQUENTIALLY LIST CONDITIONS, if any, leading to the cause listed on line a. Enter the UNDERLYING CAUSE (disease or injury that initiated the events resulting in death) LAST. b. _____ Due to (or as a consequence of): _____					
c. _____ Due to (or as a consequence of): _____					
d. _____ Due to (or as a consequence of): _____					
26. Part II. Enter other significant conditions contributing to death but not resulting in the underlying cause given in Part I.				27. Was an autopsy performed? <input type="checkbox"/> Yes <input checked="" type="checkbox"/> No	
				28. Were autopsy findings available to complete the cause of death? <input type="checkbox"/> Yes <input checked="" type="checkbox"/> No	
29. If Female: <input type="checkbox"/> Not pregnant within past year <input type="checkbox"/> Pregnant at time of death <input type="checkbox"/> Not pregnant, but pregnant within 42 days of death <input type="checkbox"/> Not pregnant, but pregnant 43 days to 1 year before death <input type="checkbox"/> Unknown if pregnant within the past year		30. Did Tobacco Use Contribute to Death? <input type="checkbox"/> Yes <input checked="" type="checkbox"/> No <input type="checkbox"/> Probably <input type="checkbox"/> Unknown		31. Manner of Death <input checked="" type="checkbox"/> Natural <input type="checkbox"/> Homicide <input type="checkbox"/> Accident <input type="checkbox"/> Pending investigation <input type="checkbox"/> Suicide <input type="checkbox"/> Could not be determined	
32. Date of Injury (Mo/Day/Yr) (Spell Month)		33. Location of Injury (Street and Number, City, State, Zip Code)		34. Describe How Injury Occurred.	
34. Place of Injury (e.g. home; construction site; farm; school)		35. Location of Injury (Street and Number, City, State, Zip Code)		36. Describe How Injury Occurred.	
36. Injury at Work <input type="checkbox"/> Yes <input checked="" type="checkbox"/> No		37. If Transportation Injury, Specify: <input type="checkbox"/> Driver/Operator <input type="checkbox"/> Pedestrian <input type="checkbox"/> Passenger <input type="checkbox"/> Other (Specify) _____		38. Date of Injury (Mo/Day/Yr) (Spell Month)	
39. Certifier - physician, certified registered nurse practitioner, physician assistant, medical examiner/coroner (Check only one): <input checked="" type="checkbox"/> Certifying only - To the best of my knowledge, death occurred due to the cause(s) and manner stated. <input type="checkbox"/> Pronouncing & Certifying - To the best of my knowledge, death occurred at the time, date, and place, and due to the cause(s) and manner stated. <input type="checkbox"/> Medical Examiner/Coroner - On the basis of examination, and/or investigation, in my opinion, death occurred at the time, date, and place, and due to the cause(s) and manner stated. Signature of certifier: <b>Saham Vakil (Signature on File)</b> Title of certifier: <b>MD</b> License Number: <b>MD448444</b>					
40. Registrar's District Number <b>23-23B</b>		41. Registrar's Signature <b>Steven J Karr (Signature on File)</b>		42. Date Signed (Mo/Day/Yr) <b>June 22, 2020</b>	
43. Registrar's District Number		44. Registrar's Signature		45. Date Signed (Mo/Day/Yr)	
44. Registrar's Signature		45. Date Signed (Mo/Day/Yr)		46. Registrar's District Number	
46. Registrar's District Number		47. Registrar's Signature		48. Date Signed (Mo/Day/Yr)	



# GEORGIA

DRIVER'S LICENSE

## DRIVER'S LICENSE

DL



USA  
GA

CLASSIFICATION: BA

DL NO [REDACTED] 3 DOB [REDACTED]  
CLASS C 46 EXP 05/11/2024

2 ALFRED LEON  
1 GRAHAM

5 [REDACTED]  
CONVERS, GA 30013-8704  
ROCKDALE

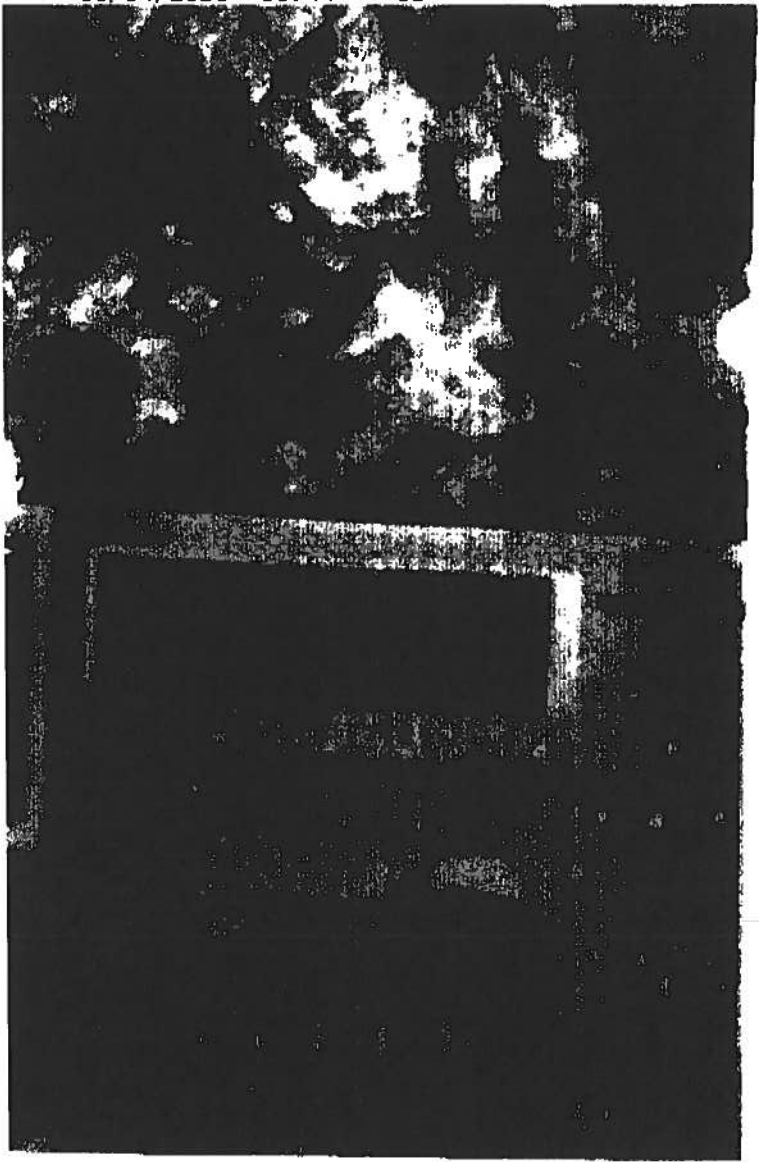
12 REST B  
24 END NONE  
42 ISS 06/22/2021  
16 SEX M 18 EYES BRO  
16 HGT 5'-10" 17 WGT 210 LB 06-11-1938



*Alfred P. Graham*

6

PGW Exhibit 2  
Page 39 of 44



**Customer Contact: Dru Dispute** [Close]

Date: 05/16/2022 Time: 12:56:00 PM Source: \_\_\_\_\_ Related Tran: \_\_\_\_\_  
CC Type: DRU - Dru Dispute Created: 05/16/2022 at 12:56:43 PM by: LNOTTING  
Area: 800 - Residential General Service Changed: \_\_\_\_\_ at \_\_\_\_\_ by: \_\_\_\_\_  
 Surveyable Auto Delete Date: 05/16/2026 Class: Inquiry

Comments: Correspondence received on 05/16/2022 closed on 05/16/2022. Resolution: request to have service discontinued has been completed.

**Letter**  
Status: \_\_\_\_\_ Print Date: \_\_\_\_\_ Run Number: \_\_\_\_\_ Reprint: [Dropdown]  
Template: \_\_\_\_\_

**Review List Tickler**  
Follow Up: [Text]  to Review Group  to User  
Priority: [Text] Review Group... [Text]

Account: 0031 1264 2674 Graham, Allan  
Premise: 315 N 54th St/Phila,Pa  
Person: Graham, Allan

[Change] [Cancel]



**Customer Contact: Customer Review Unit**

Date: 09/20/2022 Time: 11:17:00 AM Source: JetSearch Related Tran: Account Maintenance

CC Type: CRU - Customer Review Unit Created: 09/20/2022 at: 11:17:22 AM by: JGLACE

Area: 800 - Residential General Service Changed: at: by:

Surveyable Auto Delete Date: 09/20/2027 Class: Inquiry

Comments: \_\_CRU\_\_ -- Spoke to Ms. Dawn Graham. Advised that we will be out tomorrow, Wednesday, 09/21/2022 between 8a.m-12p.m to perform a foreign load investigation as well as have the meter exchanged to be able to perform a meter test. -- Ms. Graham agreed to the appt.

**Letter**

Status: Print Date: Run Number: Reprint:

Template:

**Review List Tickler**

Follow Up: to Review Group to User

Priority: Review Group...

Account: 0031 1264 2674 Graham, Allan

Premise: 315 N 54th St/Phila,Pa

Person: Graham, Allan

Change Cancel




Field Information

Order Num 13209190      Order Type Meter Test Exchange      Customer Name F\_AIMS\_SFT\_4462

**Field Activity Sequence**

Sequence	Work Date	Employee	Status Code	Comp Type	Dispatch Type	Window	Time	Gas Found	Gas Left
▶ 13042677	09-21-22	Michael Crump	CMP	Completed By FSD	Primary	800-1200	9/21/2022 11:19 AM	ON	OFF

**Field Activity Details**

Gas Status | Appliance Data | Hazard Data | Non-Part Charges | Safety Survey | Meter Order | Parts Summary | Activities | Completion Time | Survey Check | Acct. Codes |  Comment

Free Form Comment

▶ swapped out meter, wrote hazard tag for clogged chimney, also account has no active appliance, left gas off at meter with bike lock and left off at curb

**Others Order Data**

Customer Re	Order Type Desc	Special Instructions	Created By	Contact Name	Contact Number
▶ Y	Meter Test Exchange	MTR TEST FOR CRU, FROM 8 TO 12 PLEASE CALL 215-915-3319	bkeal1		

**Close**

**Customer Contact: Dru Dispute**

Date: 09/22/2022 Time: 10:26:00 AM Source: JetSearch Related Tran: Account Maintenance  
CC Type: DRU - Dru Dispute Created: 09/22/2022 at: 10:26:58 AM by: DPOPE  
Area: 800 - Residential General Service Changed: at: by:  
 Surveyable Auto Delete Date: 09/22/2026 Class: Inquiry

Comments: Field visit completed for Dawn Graham. NO signs of a foreign load at the property, no signs in the basement of pipes being shared with another property. The meter was also being exchanged by FSD

**Letter**  
Status: Print Date: Run Number: Reprint:   
Template:

**Review List Tickler**  
Follow Up:   to Review Group  to User  
Priority:  Review Group...

Account: 0031 1264 2674 Graham, Allan  
Premise: 315 N 54th St/Phila,Pa  
Person: Graham, Allan

# Customer Requested Meter Test

Date: 10-4-22

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

**CUSTOMER:** Allan Graham

**ADDRESS:** 315 N 54<sup>th</sup> St

ON APPLICATION NO.:

GIVES THE FOLLOWING RESULTS:

METER NO. 1699265		PROOF [ ]			ACCURACY [ ]	
SIZE A250	INDEX 5432	Meter Test Results			Percentage	
		Temperature	Open 100%	Check 20%	Fast	Slow
<b>Meter Receive</b> 9-21-22		70	99.2	99.0		
		70	99.3	99.0		
<b>Meter Tested</b> 10-4-22		74	99.1	98.9		
		Average of Results	99.2	99.0	-1.0	

Von E Morgan

PGW REPRESENTATIVE



**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  
[graciela.christlieb@pgworks.com](mailto:graciela.christlieb@pgworks.com)

April 26, 2023

**Via Electronic Mail**

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

RE: Dawn Graham v. Philadelphia Gas Works; Docket No. C-2022-3032494

Dear Judge Guhl:

Pursuant to the Court's request made on April 19, 2023, attached please find PGW's proposed Exhibit 3.

If you need additional information, please contact me at my direct-dial number above. Thank you.

Sincerely,

*/s/ Graciela Christlieb*



**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' foregoing Objection 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 Electronic Mail**

Dawn Graham

[dawn456@msn.com](mailto:dawn456@msn.com)

Date: April 26, 2023

*/s/ Graciela Christlieb*

Graciela Christlieb, Esq.



COURT OF COMMON PLEAS OF  
PHILADELPHIA COUNTY, PENNSYLVANIA  
ORPHANS' COURT DIVISION

PGW Exhibit 3  
Page 1 of 3

No. 809IV of 2021 Control number 213354

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ALLAN L GRAHAM INTER VIVOS TRUST,

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FINAL DECREE

Now, *this 4<sup>th</sup> DAY of OCTOBER, 2021* upon consideration of the Petitioner's Petition, and there being no response thereto, it is hereby ORDERED and DECREED that DAWN GRAHAM, and all occupants are hereby ordered to vacate the premises at 315 N. 54th St. Philadelphia Pennsylvania, immediately so that, ALFRED GRAHAM, Trustee of the ALLAN L. GRAHAM REVOCABLE LIVING TRUST, or his designee, may take possession of said premises. Judgment in possession is awarded to ALFRED GRAHAM Trustee of the ALLAN L. GRAHAM REVOCABLE LIVING TRUST. Clerk of Orphan's Court is to issue the Writ of Possession appended hereto.

MATTHEW D. CARRAFIELLO  
JUDGE

*DAVID N. ROBIN, ESQ*

**DAVID N. RUBIN, ESQUIRE**  
Attorney ID No. 62092  
Suite 1030, Two Penn Center  
1500 JFK Boulevard  
Philadelphia, PA 19102  
215-564-2672

**ATTORNEY FOR PETITIONER**

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COURT OF COMMON PLEAS OF  
PHILADELPHIA COUNTY, PENNSYLVANIA  
ORPHANS' COURT DIVISION

No. 809IV of 2021 Control number 213354

---

ALLAN L GRAHAM INTER VIVOS TRUST,

---

WRIT OF POSSESSION

COMMONWEALTH OF PENNSYLVANIA

COUNTY OF PHILADELPHIA

To the Sheriff of Philadelphia County:

(1) To satisfy the judgment of Possession in the above matter you are directed to deliver possession of the following described property to ALFRED GRAHAM, Trustee of the ALLAN L. GRAHAM REVOCABLE LIVING TRUST, or his designee.

See attached description.

BEING 315 N. 54TH ST. Philadelphia PA.

  
CLERK OF ORPHAN'S COURT

**EXHIBIT "A"**

**61-N-3-188**  
**Parcel No.**

ALL THAT CERTAIN lot or Piece of ground with the buildings and improvements thereon erected.

SITUATE in the Sixtieth Ward at the City of Philadelphia. BEGINNING at a point on the East side of Fifty-fourth Street at the distance of One Hundred seven Feet Ten and three quarter inches Northward from the North side of Vine Street; thence extending North along the said East side of Fifty-fourth Street Thirty feet to a point on the South side of a certain Three feet wide alley extending Eastwardly and Southwardly by various courses from Fifty-fourth Street to Vine Street; thence Eastwardly at right angles to said Fifty-fourth Street along the South side of the aforesaid alley Sixty-three feet, Six and five-eighths inches, to a point; thence further along the side of the aforesaid alley South sixty-three degrees, One Minute thirty-seven and fifty-seven one hundredths seconds East Twenty-seven feet, Ten and one eights inches to a point; thence further along the side of the aforesaid alley South One degree, twenty-five minutes, Forty seconds West fifteen feet, one and three-eights inches to a point; thence westwardly on a line at right angles with said Fifty-fourth Street eighty-five feet, One and three-quarter inches to the first mentioned point and place of beginning.

BEING 315 North Fifty-fourth Street.





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



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



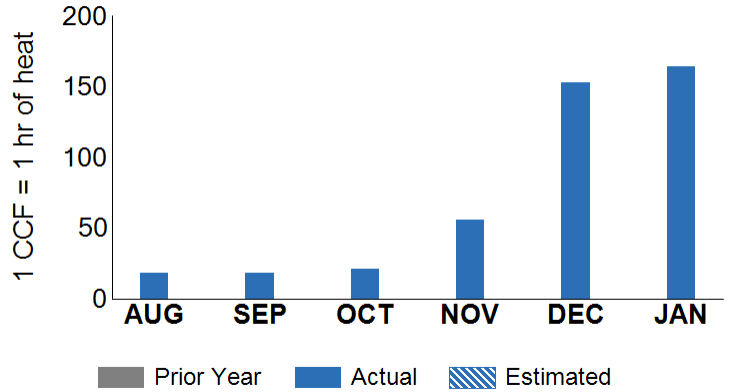
**Hello Allan Graham,**  
315 N 54TH ST, PHILADELPHIA PA 19139-2005  
Account Number: 3112642674



Please Pay **\$3,752.63**  
Due By **02/08/2022**

Billing Date **JAN 13, 2022**  
Service From **12/09/2021 - 01/11/2022**  
Past Due **\$3,401.98**  
Current Charges **\$302.48**  
Adjustments **\$48.17**

**ENERGY USAGE SNAPSHOT**



Average Daily Cost  
\$9.17  
Current Month  
Compared to \$0.00 prior year

Average Daily Temperature  
42° Current Month | Compared to 38° prior year  
Usage Over Last Year  
36 Ccf\* Monthly Average | 430 Ccf Total  
*\*See terms on pg. 2*

**MESSAGE CENTER**

**Get up to \$1,500 to pay for your heating bill.**

THAT'S MORE THAN THE AVERAGE COST TO HEAT A HOME WITH NATURAL GAS FOR A YEAR.



Contact PGW. Ask about a LIHEAP Grant.  
(215) 235-1000  
[pgworks.com/LIHEAP](http://pgworks.com/LIHEAP)

Pay Online [www.pgworks.com](http://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.

<b>Please Pay</b> <b>\$3,752.63</b>	<b>Due By</b> <b>02/08/2022</b>
<b>Account Number: 3112642674</b>	
\$ <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

ALLAN GRAHAM  
315 N 54TH ST  
PHILADELPHIA PA 19139-2005



0031126426748000000003752637

**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

Service Centers (9AM TO 5PM)		M	T	W	Th	F
Germantown	212 W. Cheltenham Ave.		✓	✓		✓
S. Philadelphia	1601 S. Broad St.	✓		✓	✓	
Frankford	4410 Frankford Ave.		✓		✓	✓
N. Philadelphia	1337 W. Erie Ave.	✓		✓	✓	
W. Philadelphia	5230 Chestnut St.	✓	✓	✓		✓

**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.



**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](http://VanillaDirect.com/terms). After successful payment using this barcode, you may retrieve your full detailed e-receipt at [VanillaDirect.com/Pay/ereceipt](http://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 6:00 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.

**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 the billing of 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.



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



Access Your Account Online [www.pgworks.com](http://www.pgworks.com)



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

315 N 54TH ST | SA ID: 9988165474  
 Residential Heat & Domestic

**BREAK DOWN OF CHARGES**

Supply Charges

Commodity Charge 109.33 Ccf @ \$0.66433 \$72.63  
**Total Supply Charges \$72.63**

Delivery Charges

Customer Charge @ \$14.45 \$9.63  
 Distribution Charge 109.33 Ccf @ \$0.91429 \$99.96  
 Distribution System Improvement Charge 7.5% \$8.22  
 Gas Cost Adjustment @ -\$0.03757 -\$4.11  
 Weather Normalization Adjustment \$14.00  
**Total Delivery Charges \$127.70**

Supply Charges

Commodity Charge 54.67 Ccf @ \$0.66433 \$36.32  
**Total Supply Charges \$36.32**

Delivery Charges

Customer Charge @ \$14.90 \$4.97  
 Distribution Charge 54.67 Ccf @ \$0.94066 \$51.42  
 Distribution System Improvement Charge 7.5% \$4.23  
 Gas Cost Adjustment @ -\$0.03757 -\$2.05  
 Weather Normalization Adjustment \$7.26  
**Total Delivery Charges \$65.83**

**Total Billing Charges \$302.48**

**METER DETAILS**

Meter Number: 01699265  
 Read Cycle: 05  
 Read Dates: 12/09/2021 - 01/11/2022  
 Starting Read: 4714 Actual  
 Ending Read: 4878 Actual  
 Usage in CCF: 164.00  
 Conversion Factor: 1.0361 Therm = 1 Ccf  
 Usage in Therms: 169.92  
 Next Meter Read: 02/09/2022

**SHOPPING INFORMATION BOX**

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

PGW Account: 3112642674  
 Service Point ID: 9972133748  
 Rate Class: General Service Residential  
 Rate Schedule: GSR

*If you are already shopping know your contract expiration date.*

**ADJUSTMENT DETAIL**

Adjustments for SA ID # 9988165474

Late Payment Charge \$7.33

Adjustments for SA ID # 5952126919

Late Payment Charge \$40.84



**Total Adjustments \$48.17**

**PARTS & LABOR**  
 Appliance Protection Plan

Expert technicians on call with one low payment. Energy savings for you and your home.  
 Visit [PGWPLP.com](http://PGWPLP.com)

**\$133**  
 HOUSE HEATER & WATER HEATER

**PGW Messages**

-  January 1, 2022 Distribution Charge increased to \$0.94066 per CCF. The Customer Charge increased to \$14.90. The changes will increase the typical residential heating bill by about \$41.58 a year.
-  Your estimated gas price to Compare (PTC) is \$0.62753 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](http://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