

COMMONWEALTH OF PENNSYLVANIA
PUBLIC UTILITY COMMISSION

MARY AYOM : DOCKET NO.
: C-2022-3036975
v. :
: PHILADELPHIA GAS WORKS :
: :
Further Call-In Telephonic Hearing :

Page 7 through 42

Judge's Chambers
Commonwealth Keystone Building
400 North Street
Harrisburg, PA 17120

Friday, April 28, 2023
Commencing at 10:00 am

BEFORE:

MICHAEL MROCKA, Special Agent

REPORTER:

DANA M. CUNNINGHAM

APPEARANCES:

MARY AYOM
5619 Rosehill Street
Philadelphia, Pennsylvania 19120
(Pro Se)

ANITA MURRAY, Esquire
Philadelphia Gas Works
800 West Montgomery Avenue
Philadelphia, Pennsylvania 19122
Anita.murray@pgworks.com
(For Philadelphia Gas Works)

ANY REPRODUCTION OF THIS TRANSCRIPT IS PROHIBITED
BY THE CERTIFYING AGENCY
KARASCH & ASSOCIATES (800) 621-5689

INDEX TO EXHIBITS

COMPLAINANT: (NONE)

RESPONDENT:

IDENTIFIED/ADMITTED

Exhibit No. 1	April 21, 2023 Letter	37	38
Exhibit No. 2	Statement of Account	37	38
Exhibit No. 3	A List of Complaints Decisions	37	38

1
2
3
4
5
6
7
8
9
10
11
12
13
14
15
16
17
18
19
20
21
22
23
24
25



Specific Service Agreement Statement of Account SA- 931230366

Customer Name	From Date	To Date		
MARY AYOM	11/23/2019	4/21/2023		
Service Address	Account Number	S A Number	Meter	Rate/Class
5619 ROSEHILL ST PHIL, PA 191202508	788514223	931230366	2148403	GS

STATEMENT

Transaction Date	Transaction Type	Reading	Read Code	# of Days	CCF Usage	Average CCF/Day	Heating DDDs	Payment Type	Due Date	Transaction Amount	Current Balance	Actual Balance
11/23/2019	BILL									\$152.25	\$424.22	\$424.22
12/14/2019	PAY							Credit Card		(\$18.70)	\$405.52	\$405.52
12/24/2019	BILL	4555	R	29	169	5.83	731		1/21/2020	\$238.06	\$643.58	\$643.58
1/18/2020	PAY							Credit Card		(\$31.27)	\$612.31	\$612.31
1/28/2020	BILL	4752	R	35	197	5.63	890		2/21/2020	\$296.78	\$909.09	\$909.09
2/27/2020	BILL	4940	R	32	188	5.88	773		3/23/2020	\$292.63	\$1,201.72	\$1,201.72
3/26/2020	BILL	5052	R	28	112	4	491		4/21/2020	\$173.32	\$1,375.04	\$1,375.04
4/25/2020	BILL	5164	R	30	112	3.73	423		5/19/2020	\$154.24	\$1,529.28	\$1,529.28
5/27/2020	BILL	5224	R	29	60	2.07	244		6/19/2020	\$85.61	\$1,614.89	\$1,614.89
6/25/2020	BILL	5253	R	32	29	0.91	6		7/20/2020	\$51.66	\$1,666.55	\$1,666.55
7/25/2020	BILL	5274	R	30	21	0.7	0		8/18/2020	\$41.21	\$1,707.76	\$1,707.76
8/25/2020	BILL	5296	R	29	22	0.76	0		9/18/2020	\$42.41	\$1,750.17	\$1,750.17
9/24/2020	BILL	5325	R	33	29	0.88	36		10/19/2020	\$51.84	\$1,802.01	\$1,802.01
10/24/2020	BILL	5373	R	29	48	1.66	87		11/18/2020	\$83.14	\$1,885.15	\$1,885.15
11/25/2020	BILL	5487	R	32	114	3.56	376		12/21/2020	\$176.77	\$2,061.92	\$2,061.92
12/29/2020	BILL	5659	R	30	172	5.73	691		1/25/2021	\$248.03	\$2,309.95	\$2,309.95
1/28/2021	LPC									\$34.64	\$2,344.59	\$2,344.59
1/28/2021	BILL	5871	R	34	212	6.24	933		2/23/2021	\$319.74	\$2,664.33	\$2,664.33
2/27/2021	LPC									\$39.44	\$2,703.77	\$2,703.77
2/27/2021	BILL	6077	R	30	206	6.87	969		3/23/2021	\$292.29	\$2,996.06	\$2,996.06

3/27/2021	LPC									\$43.82	\$3,039.88	\$3,039.88
3/27/2021	BILL	6191	R	28	114	4.07	565		4/21/2021	\$171.42	\$3,211.30	\$3,211.30
4/28/2021	LPC									\$46.40	\$3,257.70	\$3,257.70
4/28/2021	BILL	6279	R	32	88	2.75	328		5/21/2021	\$136.48	\$3,394.18	\$3,394.18
5/27/2021	BILL	6329	R	29	50	1.72	87		6/22/2021	\$86.28	\$3,480.46	\$3,480.46
6/25/2021	BILL	6371	R	29	42	1.45	36		7/20/2021	\$67.12	\$3,547.58	\$3,547.58
7/27/2021	LPC									\$50.74	\$3,598.32	\$3,598.32
7/27/2021	BILL	6403	R	30	32	1.07	0		8/19/2021	\$57.50	\$3,655.82	\$3,655.82
8/25/2021	BILL	6423	R	31	20	0.65	0		9/20/2021	\$41.93	\$3,697.75	\$3,697.75
9/25/2021	BILL	6444	R	31	21	0.68	0		10/19/2021	\$45.66	\$3,743.41	\$3,743.41
10/26/2021	LPC									\$52.92	\$3,796.33	\$3,796.33
10/26/2021	BILL	6466	R	29	22	0.76	36		11/19/2021	\$47.95	\$3,844.28	\$3,844.28
11/25/2021	LPC									\$53.64	\$3,897.92	\$3,897.92
11/25/2021	BILL	6551	R	32	85	2.66	438		12/20/2021	\$142.79	\$4,040.71	\$4,040.71
12/29/2021	LPC									\$55.78	\$4,096.49	\$4,096.49
12/29/2021	BILL	6691	R	34	140	4.12	700		1/24/2022	\$249.44	\$4,345.93	\$4,345.93
1/28/2022	LPC									\$59.52	\$4,405.45	\$4,405.45
1/28/2022	BILL	6874	R	30	183	6.1	875		2/23/2022	\$319.68	\$4,725.13	\$4,725.13
2/26/2022	LPC									\$64.32	\$4,789.45	\$4,789.45
2/26/2022	BILL	7047	R	29	173	5.97	787		3/22/2022	\$309.54	\$5,098.99	\$5,098.99
3/29/2022	LPC									\$68.96	\$5,167.95	\$5,167.95
3/29/2022	BILL	7177	R	29	130	4.48	498		4/22/2022	\$245.02	\$5,412.97	\$5,412.97
4/28/2022	LPC									\$72.64	\$5,485.61	\$5,485.61
4/28/2022	BILL	7269	R	32	92	2.88	417		5/23/2022	\$157.84	\$5,643.45	\$5,643.45
5/27/2022	BILL	7301	R	27	32	1.19	101		6/23/2022	\$67.28	\$5,710.73	\$5,710.73

Specific Service Agreement Statement of Account SA- 5175270933

Customer Name	From Date	To Date		
MARY AYOM	11/23/2019	4/21/2023		
Service Address	Account Number	S A Number	Meter	Rate/Class
5619 ROSEHILL ST PHIL, PA 191202508	788514223	5175270933	2148403	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
12/14/2019	PAY							Credit Card		(\$143.89)	\$807.35	\$807.35
1/18/2020	PAY							Credit Card		(\$135.48)	\$671.87	\$671.87
5/13/2020	PAY							Credit Card		(\$150.52)	\$521.35	\$521.35
1/28/2021	LPC									\$7.82	\$529.17	\$529.17
2/27/2021	LPC									\$7.82	\$536.99	\$536.99
3/27/2021	LPC									\$7.82	\$544.81	\$544.81
4/28/2021	LPC									\$7.82	\$552.63	\$552.63
6/23/2021	PAY							Banking Institutions		(\$204.78)	\$347.85	\$347.85
7/27/2021	LPC									\$4.74	\$352.59	\$352.59
10/5/2021	PAY							Banking Institutions		(\$150.00)	\$202.59	\$202.59
10/26/2021	LPC									\$2.49	\$205.08	\$205.08
11/25/2021	LPC									\$2.49	\$207.57	\$207.57
12/29/2021	LPC									\$2.49	\$210.06	\$210.06
1/28/2022	LPC									\$2.49	\$212.55	\$212.55
2/26/2022	LPC									\$2.49	\$215.04	\$215.04
3/29/2022	LPC									\$2.49	\$217.53	\$217.53
4/28/2022	LPC									\$2.49	\$220.02	\$220.02
4/12/2023	PAY							Check		(\$123.23)	\$96.79	\$96.79

Search For Negotiated Payment Arrangement

Search Criteria

Account... 0007 8851 4223 Ayom, Mary

From Date: 04/21/2023

Apply Criteria

OK

Cancel

Date	Seq	Status	Comments
08/06/2021	1	Broken	
05/18/2021	1	Broken	
05/06/2019	1	Broken	<<PUC PAR BCS# 3698262>>
07/09/2018	1	Broken	
04/03/2018	1	Broken	
10/18/2017	1	Broken	
04/21/2017	1	Broken	
04/15/2016	1	Broken	

10 record(s) found.

Search For Negotiated Payment Arrangement

Search Criteria

Account... 0007 8851 4223 Ayom, Mary

From Date: 04/21/2023

Apply Criteria

OK

Cancel

Date	Seq	Status	Comments
07/09/2018	1	Broken	
04/03/2018	1	Broken	
10/18/2017	1	Broken	
04/21/2017	1	Broken	
04/15/2016	1	Broken	
04/02/2015	1	Broken	
10/03/2014	1	Broken	

10 record(s) found.

Exhibit 2

PHILADELPHIA GAS WORKS

PUC

Opening XML



Case Number: 3698262
Company Name: PGW (PHILA. GAS WORKS (NGDC))
Company Code: 0766
Company Type: GAS TRANSPORTER
Customer First Name: MARY
Customer Middle Initial:
Customer Last Name: AYOM
Customer Account Number: 0788514223
Customer Home Phone w/ Area Code:
Customer Work Phone w/ Area Code:
Customer Service Class: RESIDENTIAL
Customer Mail Address 1:
Customer Mail Address 2:
Customer Mail Address City:
Customer Mail Address State:
Customer Mail Address Zip:
Customer Mail Address 4-Zip:
Customer Service Address 1: 5619 ROSEHILL STREET
Customer Service Address 2:
Customer Service Address City: PHILADELPHIA
Customer Service Address State: PA
Customer Service Address Zip: 19120
Customer Service Address 4-Zip:
Customer Family Adults: 1
Customer Family Children: 1
Customer Family Age: 6
Gross Income

Source	Income Amount
UNEMPLOY	2145

Date Open: 2019-05-02
Reason For Contact: ON - PAR NEEDED (# 61)
Term Date: 2019-05-15
Business Name: SM
Case Problem:

Company Position: 05/02/2019 CO WILL BE SENDING NOTICE OUT FOR MAY 15TH. CO WANTS 1000 BEFORE MAY 15TH.

Related Information: 61 – CUSTOMER NEEDS A PAYMENT ARRANGEMENT. REFER TO UESF. THE CELL PHONE NUMBER (215) 618 - 5530 HAS BEEN ALLOWED TO BE SHARED. THE EMAIL ADDRESS MARYAYOM5656@GMAIL.COM HAS BEEN ALLOWED TO BE SHARED.

Case Misc Info:

Hot Issue:

Case Origin: TELEPHONE

Prior Case Number:

Universal Service: Y

Arrearage: 0

BCS Investigator First Name: BCS

BCS Investigator Last Name: CASE POOL

BCS Investigator Phone w/ Area Code: 7177875468

BCSIntaker First Name: KATHY

BCSIntaker Last Name: LAMORGIA

Number Of Time Send: 1

Number Of Time Faxed: 0

Number Of Time Faxed: 7177876641

PHILADELPHIA GAS WORKS

PUC

Closing XML

Case Number: 3698262
Company Name: PGW (PHILA. GAS WORKS (NGDC))
Company Code: 0766
Company Type: GAS TRANSPORTER
Customer First Name: MARY
Customer Middle Initial:
Customer Last Name: AYOM
Account Number: 788514223
Service Address 1: 5619 ROSEHILL STREET
Service Address 2:
Service City: PHILADELPHIA
Service State: PA
Service Zip 5: 19120
Service Zip 4:
Decision Issue: Y
Oral Written: W
Violation: NO
Chapter:
Section Rule:
Total Balance: 2480.67
Date Closed: 2019-05-03
Resolution: LEVEL 2, BB 144.00 + 69.00 = 213.00 BEGINNING JUNE 2019.
Balance Date: 2019-05-03
Service Restored Pay:
Service Continue Amount:
Service Continue Date:
Terms: JUNE 2019 BILL DUE DATE
Special Budget Amount: 213.00
Regular Budget Amount: 144.00
Arrears Payment Plus: 69.00
FinalMonthlyPayment:
CurrentMonthlyPayment:
EndMonthlyPayment:
LetterDescription:

HeadDate: 2019-05-07
Paragraph:
Bill Date:
Reconnect Amount: 0
Pay Amount:
BCS Investigator First Name: BUREAU OF
BCS Investigator Last Name: CONSUMER SERVICE
Number Of Time Send: 1
Number Of Time Faxed: 0
PUC Fax: 7177876641

PHILADELPHIA GAS WORKS

PUC

Opening XML

Case Number:	3854706
Company Name:	PGW (PHILA. GAS WORKS (NGDC))
Company Code:	0766
Company Type	GAS TRANSPORTER
Customer First Name:	MARY
Customer Middle Initial:	
Customer Last Name:	AYOM
Customer Account Number:	8888888888
Customer Home Phone w/ Area Code:	
Customer Work Phone w/ Area Code:	
Customer Service Class:	RESIDENTIAL
Customer Mail Address 1:	
Customer Mail Address 2:	
Customer Mail Address City:	
Customer Mail Address State:	
Customer Mail Address Zip:	
Customer Mail Address 4-Zip:	
Customer Service Address 1:	5619 ROSEHILL ST
Customer Service Address 2:	
Customer Service Address City:	PHILADELPHIA
Customer Service Address State:	PA
Customer Service Address Zip:	19120
Customer Service Address 4- Zip:	
Customer Family Adults:	2
Customer Family Children:	1
Customer Family Age:	
Gross Income	
Source	Income Amount
AD1 NONE	0

AD2 NONE 0
Date Open: 2022-08-02
Reason For Contact: STRAIGHT OFF- SVC TERMINATED/SUSPENDED-NO DISPUTE-
PAR NEEDED (# 82)
Term Date: 2022-05-02
Business Name: SM
Case Problem:
Company Position: 08/02/2022 COMPANY WANTS THE FULL BALANCE TO RESTORE
SERVICE.
Related Information: SERVICE OFF. - RELIEF SOUGHT - PAR THE CELL PHONE
NUMBER (215) 618 - 5530 HAS BEEN ALLOWED TO BE SHARED.
THE EMAIL ADDRESS MARYAYOM5656@GMAIL.COM HAS BEEN
ALLOWED TO BE SHARED.
Case Misc Info:
Hot Issue:
Case Origin: TELEPHONE
Prior Case Number: 3698262
Universal Service: Y
Arrearage: 5000
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: 3854706
Company Name: PGW (PHILA. GAS WORKS (NGDC))
Company Code: 0766
Company Type: GAS TRANSPORTER
Customer First Name: MARY
Customer Middle Initial:
Customer Last Name: AYOM
Account Number: 788514223
Service Address 1: 5619 ROSEHILL ST
Service Address 2:
Service City: PHILADELPHIA
Service State: PA
Service Zip 5: 19120
Service Zip 4:
Decision Issue: N
Oral Written: W
Violation: NO
Chapter:
Section Rule:
Total Balance: 5930.75
Date Closed: 2022-08-09
Resolution: DISMISSAL LETTER ISSUED: CASE DISMISSED PER 1405(D)
CUSTOMER IS NOT ELIGIBLE FOR A PUC PAR DUE TO
UNSATISFIED PUC PAR 3698262 . COMPLAINT IS DISMISSED. PUC
WILL UPHOLD COMPANY'S POSITION FOR RESTORATION OF
SERVICE TERMS WHICH IS \$6,212.98 (\$5,930.75 FULL BALANCE +
\$123.23 RECONNECTION FEE + \$159.00 50% OF SECURITY
DEPOSIT). ONCE RESTORED THE REMAINING DEPOSIT OF \$159 TO
BE BILLED IN 2 INSTALLMENTS WITH \$79.50 DUE IN 30 DAYS,
AND \$79.50 DUE IN 60 DAYS.
Balance Date: 2022-08-03
Service Restored Pay: 0.00
Service Continue Amount: 0.00
Service Continue Date:
Terms:
Special Budget Amount: 0.00

Regular Budget Amount: 159.00
Arrears Payment Plus: 0.00
FinalMonthlyPayment: 0.00
CurrentMonthlyPayment: 0.00
EndMonthlyPayment: 0.00
LetterDescription:
HeadDate: 2022-08-09
Paragraph:
Bill Date:
Reconnect Amount: 0
Pay Amount: 0.00
BCS Investigator First Name: ANN
BCS Investigator Last Name: CAVANAUGH
Number Of Time Send: 1
Number Of Time Faxed: 0
PUC Fax: 7177876641

PHILADELPHIA GAS WORKS

PUC

Opening XML

Case Number:	3872216
Company Name:	PGW (PHILA. GAS WORKS (NGDC))
Company Code:	0766
Company Type	GAS TRANSPORTER
Customer First Name:	MARY
Customer Middle Initial:	
Customer Last Name:	AYOM
Customer Account Number:	0788514223
Customer Home Phone w/ Area Code:	
Customer Work Phone w/ Area Code:	
Customer Service Class:	RESIDENTIAL
Customer Mail Address 1:	
Customer Mail Address 2:	
Customer Mail Address City:	
Customer Mail Address State:	
Customer Mail Address Zip:	
Customer Mail Address 4-Zip:	
Customer Service Address 1:	5619 ROSEHILL ST
Customer Service Address 2:	
Customer Service Address City:	PHILADELPHIA
Customer Service Address State:	PA
Customer Service Address Zip:	19120
Customer Service Address 4- Zip:	
Customer Family Adults:	2
Customer Family Children:	1
Customer Family Age:	9
Gross Income	
Source	Income Amount
A1EMP	3466.67

A2NA 0
Date Open: 2022-10-17
Reason For Contact: STRAIGHT OFF- SVC TERMINATED/SUSPENDED-NO DISPUTE-
PAR NEEDED (# 82)
Term Date: 2022-05-23
Business Name:
Case Problem:
Company Position: 10/17/2022 CUST BROKE 2 PARS NOT ELIGIBLE FOR A NEW OAR
Related Information: OFF- CUSTOMER NEEDS A PAR TO RESTORE THE CELL PHONE
NUMBER (215) 618 - 5530 HAS BEEN ALLOWED TO BE SHARED.
THE EMAIL ADDRESS MARYAYOM5656@GMAIL.COM HAS BEEN
ALLOWED TO BE SHARED.
Case Misc Info:
Hot Issue:
Case Origin: TELEPHONE
Prior Case Number: 3853827
Universal Service: N
Arrearage: 5700
BCS Investigator First Name: BCS
BCS Investigator Last Name: CASE POOL
**BCS Investigator Phone w/
Area Code:** 7177875468
BCSIntaker First Name: ANGIE
BCSIntaker Last Name: ZEPP
Number Of Time Send: 1
Number Of Time Faxed: 0
Number Of Time Faxed: 7177876641

PHILADELPHIA GAS WORKS

PUC

Closing XML

Case Number: 3872216
Company Name: PGW (PHILA. GAS WORKS (NGDC))
Company Code: 0766
Company Type: GAS TRANSPORTER
Customer First Name: MARY
Customer Middle Initial:
Customer Last Name: AYOM
Account Number: 788514223
Service Address 1: 5619 ROSEHILL ST
Service Address 2:
Service City: PHILADELPHIA
Service State: PA
Service Zip 5: 19120
Service Zip 4:
Decision Issue: N
Oral Written: O
Violation: NO
Chapter:
Section Rule:
Total Balance: 5930.75
Date Closed: 2022-10-24
Resolution: VERBAL CLOSE: SPOKE WITH MARY, ADVISED DUE TO PRIOR UNSATISFIED PUC PAR, WE CANNOT ISSUE NEW TERMS, UPHOLDING COMPANY POSITION FOR RESTORATION TERMS. CUSTOMER UNDERSTOOD, GAVE VERBAL PERMISSION TO CLOSE CASE.
Balance Date: 2022-10-21
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: MATTHEW
BCS Investigator Last Name: BOPP
Number Of Time Send: 1
Number Of Time Faxed: 0
PUC Fax: 7177876641

PHILADELPHIA GAS WORKS

PUC

Opening XML

Case Number:	3881165
Company Name:	PGW (PHILA. GAS WORKS (NGDC))
Company Code:	0766
Company Type	GAS TRANSPORTER
Customer First Name:	MARY
Customer Middle Initial:	
Customer Last Name:	AYOM
Customer Account Number:	8888888888
Customer Home Phone w/ Area Code:	
Customer Work Phone w/ Area Code:	
Customer Service Class:	RESIDENTIAL
Customer Mail Address 1:	
Customer Mail Address 2:	
Customer Mail Address City:	
Customer Mail Address State:	
Customer Mail Address Zip:	
Customer Mail Address 4-Zip:	
Customer Service Address 1:	5619 ROSEHILL ST
Customer Service Address 2:	
Customer Service Address City:	PHILADELPHIA
Customer Service Address State:	PA
Customer Service Address Zip:	19120
Customer Service Address 4- Zip:	
Customer Family Adults:	2
Customer Family Children:	1
Customer Family Age:	9
Gross Income	
Source	Income Amount
A1 WAGES	1516.67

A2 NONE 0
Date Open: 2022-12-15
Reason For Contact: STRAIGHT OFF- SVC TERMINATED/SUSPENDED-NO DISPUTE-
PAR NEEDED (# 82)
Term Date:
Business Name:
Case Problem:
Company Position: 11/28/2022 PGW ADVISED THAT SHE DOESN'T QUALIFY FOR THE
CRP PROGRAM. INFORMED HER THAT SHE BROKE THE PAR
TWICE IN THE PAST. COMPANY REFERRED HER TO CALL PUC.
Related Information: CUSTOMER ADVISED THAT SHE DID REACH OUT FOR
ASSISTANCE BUT WAS DENIED BY PGW. FILLED OUT
PAPERWORK (FORMAL COMPLAINT) AND SENT IT TO
HARRISBURG (SEC BUREAU) WAITING TO HEAR BACK THEM.
OWES A LITTLE OVER 5000.00 LOST JOB WHEN COVID HIT.
WILLING TO MAKE PAYMENTS. - RELIEF SOUGHT - HAVE
SERVICES TURNED ON AND SET UP A POSSIBLE PAR. THE CELL
PHONE NUMBER (215) 618 - 5530 HAS BEEN ALLOWED TO BE
SHARED. THE EMAIL ADDRESS MARYAYOM5656@GMAIL.COM
HAS BEEN ALLOWED TO BE SHARED.
Case Misc Info:
Hot Issue:
Case Origin: TELEPHONE
Prior Case Number:
Universal Service: Y
Arrearage: 5000
BCS Investigator First Name: BCS
BCS Investigator Last Name: CASE POOL
**BCS Investigator Phone w/
Area Code:** 7177875468
BCSIntaker First Name: ARIANNA
BCSIntaker Last Name: EVANS
Number Of Time Send: 1
Number Of Time Faxed: 0
Number Of Time Faxed: 7177876641

PHILADELPHIA GAS WORKS

PUC

Closing XML

Case Number: 3881165
Company Name: PGW (PHILA. GAS WORKS (NGDC))
Company Code: 0766
Company Type: GAS TRANSPORTER
Customer First Name: MARY
Customer Middle Initial:
Customer Last Name: AYOM
Account Number: 788514223
Service Address 1: 5619 ROSEHILL ST
Service Address 2:
Service City: PHILADELPHIA
Service State: PA
Service Zip 5: 19120
Service Zip 4:
Decision Issue: N
Oral Written: W
Violation: NO
Chapter:
Section Rule:
Total Balance: 5930.75
Date Closed: 2022-12-21
Resolution: DISMISSAL LETTER ISSUED: CASE DISMISSED PER 1405(D), PRIOR PUC PAR BCS# 3698262 WAS NOT SATISFIED. THE PUC UPHOLDS THE COMPANY'S DECISION THAT THE CUSTOMER IS TO PAY 6212.98 TO RESTORE SERVICE.
Balance Date: 2022-12-20
Service Restored Pay: 0.00
Service Continue Amount: 0.00
Service Continue Date:
Terms:
Special Budget Amount: 0.00
Regular Budget Amount: 159.00
Arrears Payment Plus: 0.00
FinalMonthlyPayment: 0.00
CurrentMonthlyPayment: 0.00

EndMonthlyPayment: 0.00
LetterDescription:
HeadDate: 2022-12-21
Paragraph:
Bill Date:
Reconnect Amount: 0
Pay Amount: 0.00
BCS Investigator First Name: CHRISTOPHER
BCS Investigator Last Name: HARTINGER
Number Of Time Send: 1
Number Of Time Faxed: 0
PUC Fax: 7177876641