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Stephanie D. Jenkins,
v.
Philadelphia Gas Works
Initial Call-In
Telephonic Hearing

Docket No.: C-2023-3038917

Pages 1 - 81

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

Thursday, May 18, 2023
Commencing at 10:05 a.m.

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Docket No. C-2023-3038917

Hearing Date: May 18, 2023

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PHILADELPHIA GAS WORKS

800 West Montgomery Avenue • Philadelphia, PA 19122

**Graciela Christlieb, Senior Attorney
Legal Department**
Direct Dial: 215-684-6164
FAX: 215-684-6798
E-mail: graciela.christlieb@pgworks.com

May 11, 2023

VIA ELECTRONIC MAIL

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

Re: Stephanie Jenkins v. Philadelphia Gas Works, Docket No. C-2023-3038917

Dear Judge Pell:

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

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

Stphanie Jenkins

myishaandmommy@gmail.com

Date: May 11, 2023

/s/ Graciela Christlieb

Graciela Christlieb, Esquire

Customer Contact: Miscellaneous [X]

Date: 09/21/2022 Time: 12:45:00 PM Source: JetSearch Related Tran: Account Maintenance

CC Type: MISC - Miscellaneous [v] Created: 09/21/2022 at: 12:45:37 PM by: JPEREZ1

Area: 800 - Residential General Service [v] Changed: 09/21/2022 at: 12:45:52 PM by: JPEREZ1

Surveyable Auto Delete Date: 09/21/2026 Class: Inquiry

Comments: cor husband called for correct public affairs number provided it he stated it wasn't working. he 6 m ago we put a gas line yesterday water started coming out of the ground from where we put the gas line he suspects it's because of our gasline and wants us to investigate stated water dept went and pgw. adv him to follow instructions water dept gave and call contractor and provided risk management number cs

Letter

Status: _____ Print Date: _____ Run Number: _____ Reprint: [v]

Template: _____

Review List Tickler

Follow Up: [] to Review Group to User

Priority: [] Review Group... []

Account: 0008 1491 5598 Jenkins Thompson, Stephanie D [v]

Premise: 805 Atwood Rd/Phila,Pa [v]

Person: Jenkins Thompson, Stephanie D [v]

[Change] [Cancel]



Philadelphia Gas Works Risk Management Department

800 W. Montgomery Ave, Philadelphia, PA 19122
Telephone: (215) 684-6535 – Fax: (215)684-6798
Email: Bethzaida.Torres@pgworks.com

September 21, 2022

Tiffany Jenkins
805 Atwood Rd
Philadelphia, PA 19151

Dear: Mrs. Jenkins:

Attached please find a claim submission form.

Please E-mail or Mail the completed form and supporting documents including photos to:
Email: Bethzaida.Torres@pgworks.com

Philadelphia Gas Works
Attn: Risk Management Department
800 W. Montgomery Ave
Philadelphia, PA 19122

If you have any questions, you may contact me at (215) 684-6535.

Sincerely,

Bethzaida Torres
Claims & Litigation Coordinator
Risk Management Department
RMD/BT



***Philadelphia Gas Works
Risk Management Department***

800 W. Montgomery Ave, Philadelphia, PA 19122
Telephone: (215) 684-6535 – Fax: (215)684-6798
Bethzaida.Torres@pgworks.com

September 21, 2022

Tiffany Jenkins
805 Atwood Rd
Philadelphia, PA 19151

Dear: Mrs. Jenkins:

This letter serves to inform you of the PGW policy regarding water/sewer line damage claims. PGW's policy requires you to hire a plumber to excavate your water/sewer line and give PGW two (2) business days in advance notification of the date and time when the plumber will begin excavation.

The claims office will dispatch our representative to be present at the site to determine liability.

Failure to contact the PGW claims office at 215-684-6535 will result in denial of your claim.

If you have any questions, please contact me at 215-684-6535.

Sincerely,

Bethzaida Torres
Claims & Litigation Coordinator
Risk Management Department

RMD/BT

PHILADELPHIA GAS WORKS

RISK MANAGEMENT DIVISION | 800 W. Montgomery Avenue, Philadelphia, PA 19122-2806 | (215) 684-6535

GENERAL CLAIM INFORMATION FORM (Rev. March, 2017)

NAME: stephanie jenkins **TODAY'S DATE:** September 22,2022

ADDRESS: 805 Atwood Road **HOME PHONE NUMBER:** 2158500342

CELL PHONE NUMBER: 2158500070

CITY/STATE/ZIP: philadelphia,PA **WORK PHONE NUMBER:** n/a

DATE OF BIRTH: 12/20/1965 **SOCIAL SECURITY NUMBER:** 167588848
(Must provide date of birth and social security number in order for claim to be processed.)

DATE AND TIME OF THE ACCIDENT/INCIDENT: sept 21,2022

SPECIFIC LOSS LOCATION: water main break near new pike line

LIST THE NAMES OF ALL OCCUPANTS OF YOUR VEHICLE: stephanie jenkins

WHO WAS THE DRIVER?: self

WAS ANYONE INJURED? IF YES, LIST NAME(S): no

DESCRIPTION OF THE LOSS EVENTS BEING PRESENTED (IN DETAIL):
need provide proof that new gas line with incomplete asphalt cause damage to water pike or finding on gas company i

VERIFICATION THAT THE POLICE WERE NOTIFIED OF THE LOSS (Circle One): YES ~~NO~~

PLEASE PROVIDE THE POLICE REPORT DISTRICT CONTROL NUMBER : _____

NAME OF THE PGW DEPARTMENT INVOLVED: philadelphia gas work

NAME OF THE PGW EMPLOYEE INVOLVED: philadelphia gas company pike workers

PGW VEHICLE NUMBER OR TAG NUMBER: _____

NAMES OF ANY KNOWN WITNESS(ES) : _____

ADDRESS AND/OR PHONE NUMBER OF THE WITNESS(ES): 803 and 807 atwood road resident

LIST ANY INSURANCE INFORMATION (AUTO OR HOMEOWNERS, INCLUDING POLICY NUMBER AND NAME OF CARRIER):

IN ADDITION TO COMPLETING THIS FORM, PLEASE PROVIDE THIS OFFICE WITH THE FOLLOWING INFORMATION:

- **A COPY OF YOUR VEHICLE REGISTRATION AT TIME OF ACCIDENT/INCIDENT.**
- **A COPY OF YOUR INSURANCE DECLARATION SHEET COVERING THE DATE OF THE ACCIDENT/INCIDENT.**
IF YOU HAVE NO INSURANCE PLEASE INDICATE THAT IN THE LOSS DESCRIPTION. PGW WILL PROVIDE AN AFFIDAVIT OF NO INSURANCE TO BE NOTARIZED AFTER SUBMITTING THIS LOSS.
- **TWO WRITTEN ESTIMATES FOR THE REPAIR/REPLACEMENT OF YOUR PROPERTY.**
- **PHOTOGRAPHS OF YOUR DAMAGED PROPERTY AND OF THE DEFECTIVE CONDITION THAT CAUSED YOUR LOSS.**
- **NOTE : ALL DOCUMENTATION SUBMITTED WITH THIS FORM BECOMES PROPERTY OF PGW AND ARE NON-RETURNABLE.**

FRAUD WARNING

ANY PERSON WHO KNOWINGLY AND WITH INTENT TO DEFRAUD ANY INSURANCE COMPANY, MUNICIPALITY OR ANY OTHER PERSON, FILES AN APPLICATION FOR INSURANCE OR STATEMENT OF CLAIM CONTAINING ANY MATERIALLY FALSE INFORMATION OR CONCEALS FOR THE PURPOSE OF MISLEADING INFORMATION CONCERNING ANY FACT MATERIAL THERETO, COMMITS A FRAUDULENT INSURANCE ACT, WHICH IS A CRIME AND SUBJECTS SUCH PERSON TO CRIMINAL AND CIVIL PENALTIES.

SIGNATURE: stephanie jenkins is my signature



**PHILADELPHIA GAS WORKS
RISK MANAGEMENT DEPARTMENT**

800 West Montgomery Avenue • Philadelphia, PA 19122

Telephone: 215-684-6867
Fax: 215-684-6526

October 28, 2022

Stephanie Jenkins
805 Atwood Road
Philadelphia, PA 19151

Subject: PGW Case #:2022034053
Location: 805 Atwood Road

Dear Ms. Jenkins,

Regarding the above captioned case, a PGW supervisor attended the plumber excavation on October 11, 2022.

The PGW supervisor determined that PGW's work on the gas service line took place 68 feet from the water service line; therefore, he found that PGW did not disturb or damage the water service line. On this bases we must deny any and all liability on the part of PGW.

Please be advised that PGW hired CTX Infrastructure to do work at this location, and we have placed CTX Infrastructure on notice of your claim.

CTX Infrastructure contact information follows:

CTX Infrastructure
Attn: Michael Rossi
PO Box 793
Hammonton, NJ 08037
Tel# 609-270-7233

If you have any questions, I can be reached at the number listed above.

Very truly yours,

Tom Monahan

Tom Monahan
Risk Management Department

PHILADELPHIA GAS WORKS

PUC

Opening XML

Case Number: 3882260
Company Name: PGW (PHILA. GAS WORKS (NGDC))
Company Code: 0766
Company Type: GAS TRANSPORTER
Customer First Name: STEPHANIE
Customer Middle Initial:
Customer Last Name: JENKINS
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: 805 ATWOOD RD
Customer Service Address 2:
Customer Service Address PHILADELPHIA
City:
Customer Service Address PA
State:
Customer Service Address 19151
Zip:
**Customer Service Address 4-
Zip:**
Customer Family Adults: 1
Customer Family Children: 0
Customer Family Age:
Gross Income
Source **Income Amount**

Date Open: 2023-01-03
Reason For Contact: PEOPLE-DELIVERED SERVICE (I.E., SCHEDULING DELAYS, PERSONNEL, DAMAGES) (# 58)
Term Date:
Business Name:
Case Problem: 58- DAMAGES. 10/11/22 SUB-CONTRACTOR HIRED BY PGW (CTX INFRASTRUCTURE) DAMAGED CUSTOMERS WATER PIPE CAUSING A LEAK. CUSTOMER SUBMITTED CLAIM TO PGW. CUSTOMER REPORTS THAT SHE THINKS CTX IS OUT OF BUSINESS. CUSTOMER HAS BEEN UNABLE TO CONTACT CTX EITHER BY PHONE OR EMAIL. - RELIEF SOUGHT - COMPENSATION FOR REPAIR COSTS. THE CELL PHONE NUMBER (215) 850 - 0342 HAS BEEN ALLOWED TO BE SHARED. THE EMAIL ADDRESS MYISHAANDMOMMY@GMAIL.COM HAS BEEN ALLOWED TO BE SHARED.
Company Position: 12/30/2022 WE ARE NOT RESPONSIBLE-CONTACT CTX.
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: JOHN
BCSIntaker Last Name: LANGAN
Number Of Time Send: 1
Number Of Time Faxed: 0
Number Of Time Faxed: 7177876641

PHILADELPHIA GAS WORKS

PUC

Closing XML

Case Number: 3882260
Company Name: PGW (PHILA. GAS WORKS (NGDC))
Company Code: 0766
Company Type: GAS TRANSPORTER
Customer First Name: STEPHANIE
Customer Middle Initial:
Customer Last Name: JENKINS
Account Number: 814915598
Service Address 1: 805 ATWOOD RD
Service Address 2:
Service City: PHILADELPHIA
Service State: PA
Service Zip 5: 19151
Service Zip 4:
Decision Issue: N
Oral Written: W
Violation: NO
Chapter:
Section Rule:
Total Balance: 294.11
Date Closed: 2023-02-27
Resolution: DISMISSAL LETTER ISSUED: THE CUSTOMER'S WATER PIPE WAS DAMAGED ON 10/11/2022 BY PGW'S 3RD PARTY CONTRACTOR, CTX INFRASTRUCTURE. THE PUC DOES NOT HAVE JURISDICTION OVER WORK PERFORMED BY 3RD PARTY CONTRACTORS. THE CUSTOMER MUST RESOLVE THE ISSUE WITH CTX INFRASTRUCTURE.
Balance Date: 2023-01-19
Service Restored Pay: 0.00
Service Continue Amount: 0.00
Service Continue Date:
Terms:
Special Budget Amount: 0.00
Regular Budget Amount: 0.00
Arrears Payment Plus: 0.00
FinalMonthlyPayment: 0.00
CurrentMonthlyPayment: 0.00

EndMonthlyPayment: 0.00
LetterDescription: SHORT BLANK LETTER
HeadDate: 2023-02-17
Paragraph:
Bill Date:
Reconnect Amount: 0
Pay Amount: 0.00
BCS Investigator First Name: IVAN
BCS Investigator Last Name: LIM
Number Of Time Send: 1
Number Of Time Faxed: 0
PUC Fax: 7177876641









WHEN FLASHING

