



PHILADELPHIA GAS WORKS

800 West Montgomery Avenue • Philadelphia, PA 19122

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April 20, 2023

VIA ELECTRONIC MAIL

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

Re: Joan Buonanoce v. Philadelphia Gas Works, Docket No. F-2022-3036833

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

Joan Buonanoce

jbuonanoce@yahoo.com

Date: April 20, 2023

/s/ Graciela Christlieb

Graciela Christlieb, Esquire

Customer Contact: Payment Arrangement

Date: 08/02/2022 Time: 9:53:00 AM Source: JetSearch Related Tran: Account Maintenance
CC Type: COL2 - Payment Arrangement Created: 08/02/2022 at: 9:53:16 AM by: TASKEW
Area: 800 - Residential General Service Changed: at: by:
 Surveyable Auto Delete Date: 08/02/2026 Class: Inquiry

Comments: Cor called requesting to make a payment arrangement on the account. customer stated that there are 2 people in the household and the monthly income is \$2200. advised that he would need \$843 catch up amount and \$317 for the first 3 months or she can pay the \$1321.88 catch up amount and apply for CRP. advised the customer that she is in danger of shut off. customer stated that she has a medical condition.

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

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

Account: 0000 0557 3300 Buonanoce, Joan
Premise: 813 Tomlinson Rd/Phila,Pa
Person: Buonanoce, Joan

Customer Contact: Collection

Date: 08/02/2022 Time: 9:54:00 AM Source: JetSearch Related Tran: Account Maintenance

CC Type: COLL - Collection Created: 08/02/2022 at 9:54:08 AM by: TASKEW

Area: 800 - Residential General Service Changed: 08/02/2022 at 9:56:06 AM by: TASKEW

Surveyable Auto Delete Date: 08/02/2026 Class: Inquiry

Comments: cont...customer requested to have a medical form faxed to Dr. Jack Nemez at 215-722-8722 215-745-5662 office. sent to call center forms and added 3 day hold. advised the customer that a leak and corrosion survey is needed. filled out the form and sent it to call center forms c/s

Letter

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

Template: _____

Review List Tickler

Follow Up: [] to Review Group to User

Priority: [] Review Group... []

Account: 0000 0557 3300 Buonanoce, Joan

Premise: 813 Tomlinson Rd/Phila,Pa

Person: Buonanoce, Joan

Customer Contact: Medical Rejected

Date: 08/03/2022 Time: 11:12:00 AM Source: JetSearch Related Tran: Account Maintenance
CC Type: MDRJ - Medical Rejected Created: 08/03/2022 at: 11:12:40 AM by: TSANTANA
Area: 800 - Residential General Service Changed: at: by:
 Surveyable Auto Delete Date: 08/03/2026 Class: Inquiry

Comments: GAS IS ON. MEDICAL REJECTED AND LETTER SENT. NO HOLD ENTERED. BALANCE OF THE BILL IS \$4,479.77 RECEIVED 08/03/2022 CUSTOMER HAS HAD 3 MEDICALS - MEDICAL (1) 10/06/2017 TO 11/05/2017 - MEDICAL (2) 11/15/2017 TO 12/14/2017 - MEDICAL (3) 03/15/2018 TO 04/14/2018 NO NEW MONEY

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

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

Account: 0000 0557 3300 Buonanoce, Joan
Premise: 813 Tomlinson Rd/Phila,Pa
Person: Buonanoce, Joan

Customer Contact: Billing

Date: 08/04/2022 Time: 1:29:00 PM Source: JetSearch Related Tran: Account Maintenance

CC Type: BILL - Billing Created: 08/04/2022 at: 1:29:39 PM by: KWINKLE

Area: 800 - Residential General Service Changed: 08/04/2022 at: 1:30:30 PM by: KWINKLE

Surveyable Auto Delete Date: 08/04/2026 Class: Inquiry

Comments: joan buonanoce called in to see if medical was put thru - told her sorry - no - she already had 3 - gave the dates - not happy - asked about par too - income over for crp - gave catchup and wanted to know why increase when she was just quoted lower - told her rep didn't realize another bill was generating - catchup amt increases another bill so total is \$1124 - or told her to call puc - also gave uesf and united way contact info - cs

Letter

Status: _____ Print Date: _____ Run Number: _____ Reprint: _____

Template: _____

Review List Tickler

Follow Up: _____ to Review Group to User

Priority: _____ Review Group...

Account: 0000 0557 3300 Buonanoce, Joan

Premise: 813 Tomlinson Rd/Phila,Pa

Person: Buonanoce, Joan

Customer Contact: Billing

Date: 10/26/2022 Time: 2:51:00 PM Source: JetSearch Related Tran: Account Maintenance

CC Type: BILL - Billing Created: 10/26/2022 at: 2:51:29 PM by: DSIMS

Area: 800 - Residential General Service Changed: 11/07/2022 at: 7:55:33 AM by: DSIMS

Surveyable Auto Delete Date: 10/26/2026 Class: Inquiry

Comments: cor called regarding account and billing she stated that she wanted to know about her account and when the cash only alert would be lifted told her that it should be lifted after 11/5 since the last payment that was returned last novembertold her to check back around that time c/s

Letter

Status: _____ Print Date: _____ Run Number: _____ Reprint: _____

Template: _____

Review List Tickler

Follow Up: _____ to Review Group to User

Priority: _____ Review Group...

Account: 0000 0557 3300 Buonanoce, Joan

Premise: 813 Tomlinson Rd/Phila,Pa

Person: Buonanoce, Joan

Customer Contact: Billing

Date: 11/04/2022 Time: 10:17:00 AM Source: JetSearch Related Tran: Account Maintenance
CC Type: BILL - Billing Created: 11/04/2022 at: 10:17:17 AM by: JOSULLI
Area: 800 - Residential General Service Changed: at: by:
 Surveyable Auto Delete Date: 11/04/2026 Class: Inquiry

Comments: COR called in about cash only alert being removed from account to make payment for catch up amount with credit card. Informed 11/5/2022 will be one year from last returned payemtn and could still take a billing cycle to remove from account. Does not have s/o notice. Catch up amount \$1967. C/S

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

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

Account: 0000 0557 3300 Buonanoce, Joan
Premise: 813 Tomlinson Rd/Phila,Pa
Person: Buonanoce, Joan

Specific Service Agreement Statement of Account SA- 8575097469

Customer Name	From Date	To Date		
JOAN BUONANOCE	4/20/2020	4/20/2023		
Service Address	Account Number	S A Number	Meter	Rate/Class
813 TOMLINSON RD PHIL, PA 191163427	5573300	8575097469	2033896	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
5/1/2020	BILL	5408	R	30	99	3.3	415		5/27/2020	\$134.06	\$2,953.70	\$2,953.70
5/30/2020	PAY							Debit Card		(\$209.00)	\$2,744.70	\$2,744.70
6/2/2020	BILL	5471	R	30	63	2.1	170		6/25/2020	\$88.84	\$2,833.54	\$2,833.54
7/1/2020	BILL	5511	R	31	40	1.29	3		7/27/2020	\$65.38	\$2,898.92	\$2,898.92
7/31/2020	BILL	5548	R	30	37	1.23	0		8/25/2020	\$61.32	\$2,960.24	\$2,960.24
8/11/2020	PAY							Debit Card		(\$420.00)	\$2,540.24	\$2,540.24
8/29/2020	BILL	5579	R	29	31	1.07	0		9/23/2020	\$53.75	\$2,593.99	\$2,593.99
10/1/2020	BILL	5620	R	33	41	1.24	36		10/26/2020	\$67.43	\$2,661.42	\$2,661.42
10/15/2020	PAY							Check		(\$50.00)	\$2,611.42	\$2,611.42
10/30/2020	BILL	5662	R	29	42	1.45	123		11/25/2020	\$71.96	\$2,683.38	\$2,683.38
12/2/2020	BILL	5755	R	33	93	2.82	435		12/29/2020	\$143.76	\$2,827.14	\$2,827.14
1/5/2021	BILL	5944	R	31	189	6.1	808		1/29/2021	\$271.40	\$3,098.54	\$3,098.54
1/28/2021	PAY							Check		(\$100.00)	\$2,998.54	\$2,998.54
2/3/2021	LPCWVE									(\$44.97)	\$2,953.57	\$2,953.57
2/3/2021	LPC									\$44.97	\$2,998.54	\$2,998.54
2/3/2021	BILL	6170	R	32	226	7.06	937		3/1/2021	\$336.69	\$3,335.23	\$3,335.23
3/5/2021	BILL	6402	R	30	232	7.73	901		3/29/2021	\$329.90	\$3,665.13	\$3,665.13
3/29/2021	PAY							Check		(\$330.00)	\$3,335.13	\$3,335.13
4/2/2021	LPC									\$49.35	\$3,384.48	\$3,384.48
4/2/2021	BILL	6524	R	28	122	4.36	464		4/27/2021	\$188.10	\$3,572.58	\$3,572.58
5/4/2021	BILL	6613	R	30	89	2.97	289		5/27/2021	\$133.26	\$3,705.84	\$3,705.84
5/28/2021	PAY							Check		(\$210.00)	\$3,495.84	\$3,495.84
6/1/2021	PAY							Debit Card		(\$210.00)	\$3,285.84	\$3,285.84
6/3/2021	BILL	6657	R	32	44	1.38	115		6/28/2021	\$71.53	\$3,357.37	\$3,357.37
6/4/2021	CANP									\$210.00	\$3,567.37	\$3,567.37
6/4/2021	PAYCAN									\$0.00	\$3,567.37	\$3,567.37
6/4/2021	NSFCHG									\$20.00	\$3,587.37	\$3,587.37

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
6/30/2021	PAY							Check		(\$210.00)	\$3,377.37	\$3,377.37
7/1/2021	BILL	6699	R	28	42	1.5	0		7/27/2021	\$69.58	\$3,446.95	\$3,446.95
8/1/2021	BILL	6737	R	30	38	1.27	0		8/24/2021	\$65.66	\$3,512.61	\$3,512.61
8/30/2021	PAY							Check		(\$446.00)	\$3,066.61	\$3,066.61
8/31/2021	BILL	6770	R	29	33	1.14	0		9/24/2021	\$59.09	\$3,125.70	\$3,125.70
10/1/2021	BILL	6809	R	33	39	1.18	3		10/26/2021	\$72.29	\$3,197.99	\$3,197.99
10/30/2021	PAY							Check		(\$418.00)	\$2,779.99	\$2,779.99
10/30/2021	LPC									\$46.55	\$2,826.54	\$2,826.54
10/30/2021	BILL	6845	R	29	36	1.24	72		11/24/2021	\$69.86	\$2,896.40	\$2,896.40
11/5/2021	CANP									\$418.00	\$3,314.40	\$3,314.40
11/5/2021	PAYCAN									\$0.00	\$3,314.40	\$3,314.40
11/5/2021	NSFCHA									\$20.00	\$3,334.40	\$3,334.40
12/2/2021	LPC									\$47.60	\$3,382.00	\$3,382.00
12/2/2021	BILL	6968	R	33	123	3.73	560		12/28/2021	\$194.66	\$3,576.66	\$3,576.66
1/5/2022	LPC									\$50.82	\$3,627.48	\$3,627.48
1/5/2022	BILL	7125	R	31	157	5.06	605		1/31/2022	\$294.14	\$3,921.62	\$3,921.62
2/3/2022	LPC									\$55.23	\$3,976.85	\$3,976.85
2/3/2022	BILL	7406	R	32	281	8.78	1037		3/1/2022	\$471.69	\$4,448.54	\$4,448.54
3/4/2022	LPC									\$62.31	\$4,510.85	\$4,510.85
3/4/2022	BILL	7604	R	29	198	6.83	703		3/29/2022	\$358.86	\$4,869.71	\$4,869.71
4/2/2022	LPC									\$67.69	\$4,937.40	\$4,937.40
4/2/2022	BILL	7740	R	29	136	4.69	488		4/27/2022	\$246.68	\$5,184.08	\$5,184.08
4/7/2022	PAY							Cash		(\$500.00)	\$4,684.08	\$4,684.08
4/14/2022	PAY							Cash		(\$754.00)	\$3,930.08	\$3,930.08
5/4/2022	BILL	7836	R	32	96	3	335		5/27/2022	\$165.80	\$4,095.88	\$4,095.88
6/2/2022	BILL	7881	R	29	45	1.55	50		6/28/2022	\$92.07	\$4,187.95	\$4,187.95
6/30/2022	LPC									\$62.81	\$4,250.76	\$4,250.76
6/30/2022	BILL	7914	R	29	33	1.14	0		7/27/2022	\$81.49	\$4,332.25	\$4,332.25
8/2/2022	LPC									\$64.04	\$4,396.29	\$4,396.29
8/2/2022	BILL	7948	R	30	34	1.13	0		8/25/2022	\$83.48	\$4,479.77	\$4,479.77
8/31/2022	BILL	7983	R	31	35	1.13	0		9/26/2022	\$85.46	\$4,565.23	\$4,565.23
9/30/2022	LPC									\$66.57	\$4,631.80	\$4,631.80
9/30/2022	BILL	8014	R	30	31	1.03	12		10/25/2022	\$75.91	\$4,707.71	\$4,707.71
10/29/2022	LPC									\$67.71	\$4,775.42	\$4,775.42
10/29/2022	BILL	8062	R	29	48	1.66	198		11/23/2022	\$107.40	\$4,882.82	\$4,882.82

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
11/8/2022	PAY							Cash		(\$30.00)	\$4,852.82	\$4,852.82
11/30/2022	BILL	8172	R	32	110	3.44	434		12/27/2022	\$236.64	\$5,089.46	\$5,089.46
12/30/2022	LPC									\$72.42	\$5,161.88	\$5,161.88
12/30/2022	BILL	8378	R	30	206	6.87	814		1/26/2023	\$389.47	\$5,551.35	\$5,551.35
1/31/2023	LPC									\$78.26	\$5,629.61	\$5,629.61
1/31/2023	BILL	8524	R	30	146	4.87	640		2/24/2023	\$321.12	\$5,950.73	\$5,950.73
1/31/2023	PAY							Debit Card		(\$400.00)	\$5,550.73	\$5,550.73
2/28/2023	LPC									\$77.08	\$5,627.81	\$5,627.81
2/28/2023	BILL	8634	R	28	110	3.93	602		3/23/2023	\$240.29	\$5,868.10	\$5,868.10
3/6/2023	PAY							Debit Card		(\$400.00)	\$5,468.10	\$5,468.10
3/30/2023	LPC									\$74.68	\$5,542.78	\$5,542.78
3/30/2023	BILL	8756	R	32	122	3.81	652		4/25/2023	\$209.73	\$5,752.51	\$5,752.51

Search For Negotiated Payment Arrangement

Search Criteria

Account... 0000 0557 3300 Buonanoce, Joan

From Date: 04/20/2023

Apply Criteria

OK

Cancel

Date	Seq	Status	Comments
04/14/2022	1	Broken	
08/30/2021	1	Broken	
04/21/2021	1	Canceled	BCS: 3779991
04/21/2021	2	Broken	PAR21
04/23/2020	1	Broken	BCS # 3725362
07/18/2017	1	Broken	
06/29/2017	1	Canceled	
03/28/2017	1	Broken	

29 record(s) found.

Search For Negotiated Payment Arrangement

Search Criteria

Account... 0000 0557 3300 Buonanoce, Joan

From Date: 04/20/2023

Apply Criteria

OK

Cancel

Date	Seq	Status	Comments
08/16/2016	1	Broken	
05/25/2016	1	Broken	
04/28/2016	1	Broken	
03/31/2016	1	Broken	
10/07/2015	1	Broken	
07/17/2015	1	Broken	
07/10/2015	1	Broken	
04/08/2015	1	Broken	

29 record(s) found.

Search For Negotiated Payment Arrangement

Search Criteria

Account... 0000 0557 3300 Buonanoce, Joan

From Date: 04/20/2023

Date	Seq	Status	Comments
06/13/2014	1	Broken	
03/26/2014	1	Broken	
01/25/2013	1	Broken	
09/08/2011	1	Kept	
07/02/2010	1	Broken	
04/08/2010	1	Broken	
12/07/2009	1	Broken	
07/02/2009	1	Broken	

29 record(s) found.

Search For Negotiated Payment Arrangement

Search Criteria

Account... 0000 0557 3300 Buonanoce, Joan

From Date: 04/20/2023

Date	Seq	Status	Comments
12/07/2009	1	Broken	
07/02/2009	1	Broken	
06/01/2009	1	Broken	
01/22/2009	1	Broken	
05/30/2008	1	Broken	
02/20/2008	1	Broken	
05/31/2007	1	Broken	BCS2093403

29 record(s) found.

PHILADELPHIA GAS WORKS

PUC

Opening XML

Case Number: 3725362
Company Name: PGW (PHILA. GAS WORKS (NGDC))
Company Code: 0766
Company Type: GAS TRANSPORTER
Customer First Name: JOAN
Customer Middle Initial:
Customer Last Name: BUONANOCE
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: 813 TOMLINSON ROAD
Customer Service Address 2:
Customer Service Address City: PHILADELPHIA
Customer Service Address State: PA
Customer Service Address Zip: 19116
Customer Service Address 4-Zip:
Customer Family Adults: 2
Customer Family Children: 0
Customer Family Age:
Gross Income

Source	Income Amount
A1	2210
A2	0

Date Open: 2019-08-12
Reason For Contact: CAP DISPUTE (#67)
Term Date: 2019-08-13
Business Name:
Case Problem:
Company Position: 08/12/2019 PAY \$1,950.00 TO AVOID SHUTOFF

Related Information:

CUSTOMER MADE PYMT ONLINE FOR \$504.00. SHE THEN ATTEMPTED TO RE-CERTIFY FOR CRP AND COULD NOT DO SO. SHE THEN CALLED COMPANY, AND THE REP TOLD HER SHE NEEDS TO PAY AN ADDITIONAL \$150 TO GET BACK ON CRP, AND THE SERVICES WOULD NOT BE SHUT OFF. SHE MADE \$150 PYMT ON FRIDAY. SHE CALLED THE FOLLOWING MONDAY, AND REP TOLD HER THAT SHE SEES PYMT MADE BUT CAN'T STOP SHUTOFF, AND SHE MUST GO INTO LOCAL OFFICE FOR CRP RENEWAL. SHE WAS TOLD THAT SHE DOES NOT QUALIFY FOR CRP DUE TO HUSBAND'S INCOME. SHE DOES NOT FEEL THIS IS FAIR BECAUSE HER HUSBAND ONLY HAD ADDITIONAL INCOME FOR THE FIRST FEW MONTHS OF YEAR DUE TO MAINTENANCE JOB-ONE TIME OCCURRENCE. CRP DENIAL WAS BASED ON YEAR TO DATE INCOME, AND HE NOW ONLY HAS NORMAL BI-WEEKLY INCOME FOR LESS HOURS. CUSTOMER STATES SHE HAS CONSISTENTLY PAID HER MONTHLY PAYMENTS WHILE ON CRP. - RELIEF SOUGHT - CRP APPROVAL; PAR THE CELL PHONE NUMBER (267) 408 - 1799 HAS BEEN ALLOWED TO BE SHARED. THE EMAIL ADDRESS JBUONANOCE@YAHOO.COM HAS BEEN ALLOWED TO BE SHARED.

Case Misc Info:

Hot Issue:

Case Origin: TELEPHONE

Prior Case Number:

Universal Service: M

Arrearage: 2088

BCS Investigator First Name: BCS

BCS Investigator Last Name: CASE POOL

BCS Investigator Phone w/ Area Code: 7177875468

BCSIntaker First Name: LISA

BCSIntaker Last Name: COLEY

Number Of Time Send: 1

Number Of Time Faxed: 0

Number Of Time Faxed: 7177876641

PHILADELPHIA GAS WORKS

PUC

Closing XML

Case Number: 3725362
Company Name: PGW (PHILA. GAS WORKS (NGDC))
Company Code: 0766
Company Type: GAS TRANSPORTER
Customer First Name: JOAN
Customer Middle Initial:
Customer Last Name: BUONANOCE
Account Number: 5573300
Service Address 1: 813 TOMLINSON ROAD
Service Address 2:
Service City: PHILADELPHIA
Service State: PA
Service Zip 5: 19116
Service Zip 4:
Decision Issue: Y
Oral Written: W
Violation: NO
Chapter:
Section Rule:
Total Balance: 2819.64
Date Closed: 2020-04-23
Resolution: DECISION LETTER SENT--PAR ISSUED. CUSTOMER'S BI-WEEKLY HOUSEHOLD INCOME IS OVER THE LEVEL REQUIRED FOR ENROLLMENT IN CRP. LEVEL 2, BUDGET 130.00 + 79.00 = 209.00 BEGINNING MAY 2020 DUE DATE.
Balance Date: 2019-09-09
Service Restored Pay: 0.00
Service Continue Amount: 0.00
Service Continue Date:
Terms: WITH THE MAY 2020 DUE DATE
Special Budget Amount: 209.00
Regular Budget Amount: 130.00
Arrears Payment Plus: 79.00
FinalMonthlyPayment: 0.00
CurrentMonthlyPayment: 0.00
EndMonthlyPayment: 0.00

LetterDescription:

HeadDate: 2020-04-23

Paragraph:

Bill Date:

Reconnect Amount: 0

Pay Amount: 0.00

BCS Investigator First Name: JEREMY

BCS Investigator Last Name: PLAGUE

Number Of Time Send: 1

Number Of Time Faxed: 0

PUC Fax: 7177876641

PHILADELPHIA GAS WORKS

PUC

Opening XML

Case Number:	3779991
Company Name:	PGW (PHILA. GAS WORKS (NGDC))
Company Code:	0766
Company Type:	GAS TRANSPORTER
Customer First Name:	JOAN
Customer Middle Initial:	
Customer Last Name:	BUONANOCE
Customer Account Number:	5573300
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:	813 TOMLINSON ROAD
Customer Service Address 2:	
Customer Service Address City:	PHILADELPHIA
Customer Service Address State:	PA
Customer Service Address Zip:	19116
Customer Service Address 4-Zip:	
Customer Family Adults:	2
Customer Family Children:	0
Customer Family Age:	
Gross Income	
Source	Income Amount
WAGES	2340
Date Open:	2021-02-17
Reason For Contact:	ON - PAR NEEDED (# 61)
Term Date:	
Business Name:	
Case Problem:	

Company Position:

02/10/2021 PAY \$1635.00 TO MAINTAIN SERVICE.
CUSTOMER NOT ELIGIBLE FOR A PAYMENT
ARRANGEMENT.

Related Information:

61 – CUSTOMER NEEDS A PAYMENT ARRANGEMENT TO
AVOID TERMINATION. CUSTOMER WAS ON PUC PAR
3725362-DEFAULTED DUE TO COVID CRISIS. HAS BEEN
MAKING PAYMENTS AS SHE CAN. - RELIEF SOUGHT -
PUC PAR TO AVOID TERMINATION. THE CELL PHONE
NUMBER (267) 408 - 1799 HAS BEEN ALLOWED TO BE
SHARED. THE EMAIL ADDRESS
JBUONANOCE@YAHOO.COM HAS BEEN ALLOWED TO BE
SHARED.

Case Misc Info:**Hot Issue:****Case Origin:**

TELEPHONE

Prior Case Number:

3725362

Universal Service:

N

Arrearage:

2000

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: 3779991
Company Name: PGW (PHILA. GAS WORKS (NGDC))
Company Code: 0766
Company Type: GAS TRANSPORTER
Customer First Name: JOAN
Customer Middle Initial:
Customer Last Name: BUONANOCE
Account Number: 5573300
Service Address 1: 813 TOMLINSON ROAD
Service Address 2:
Service City: PHILADELPHIA
Service State: PA
Service Zip 5: 19116
Service Zip 4:
Decision Issue: Y
Oral Written: W
Violation: NO
Chapter:
Section Rule:
Total Balance: 3665.13
Date Closed: 2021-04-01
Resolution: DECISION ISSUED: THIS CUSTOMER QUALIFIES FOR NEW UTILITY PAYMENT TERMS IN ACCORDANCE WITH THE COMMISSION'S PUBLIC UTILITY SERVICE TERMINATION MORATORIUM PROCLAMATION OF DISASTER EMERGENCY-COVID-19, DOCKET NO. M-2020-3019244 (EMERGENCY ORDER REVISED AND RATIFIED ON MARCH 18, 2021, EFFECTIVE APRIL 1, 2021). THE UTILITY IS ENCOURAGED TO CONTACT THE CUSTOMER WITHIN 20 DAYS OF THE DATE OF THIS DECISION TO OFFER A PAYMENT ARRANGEMENT TO THIS CUSTOMER. THE INCOME PROVIDED BY THIS CUSTOMER TO BCS INDICATES THE PAYMENT ARRANGEMENT SHOULD BE AT LEAST (60) MONTHS, WHICH IS CONSISTENT WITH THE TERMS OF THE MARCH 18, 2021 ORDER. IF THE UTILITY IS UNABLE TO ESTABLISH PAYMENT TERMS FOR THIS CUSTOMER, THE UTILITY MAY BEGIN THE NOTIFICATION AND TERMINATION PROCESS ANEW.

Balance Date: 2021-03-15
Service Restored Pay: 0.00

Service Continue Amount: 1520.00
Service Continue Date:
Terms:
Special Budget Amount: 0.00
Regular Budget Amount: 147.00
Arrears Payment Plus: 0.00
FinalMonthlyPayment: 0.00
CurrentMonthlyPayment: 0.00
EndMonthlyPayment: 0.00
LetterDescription:
HeadDate: 2021-04-01
Paragraph:
Bill Date:
Reconnect Amount: 0
Pay Amount: 0.00
BCS Investigator First Name: NATHAN
BCS Investigator Last Name: PROUGH
Number Of Time Send: 1
Number Of Time Faxed: 0
PUC Fax: 7177876641

PHILADELPHIA GAS WORKS

PUC

Opening XML

Case Number: 3855223
Company Name: PGW (PHILA. GAS WORKS (NGDC))
Company Code: 0766
Company Type: GAS TRANSPORTER
Customer First Name: JOAN
Customer Middle Initial:
Customer Last Name: BUONANOCE
Customer Account Number: 5573300
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: 813 TOMLINSON ROAD
Customer Service Address 2:
Customer Service Address City: PHILADELPHIA
Customer Service Address State: PA
Customer Service Address Zip: 19116
Customer Service Address 4-Zip:
Customer Family Adults: 2
Customer Family Children: 0
Customer Family Age:
Gross Income

Source	Income Amount
A1 WAGES	2400
A2 NONE	0

Date Open: 2022-08-04
Reason For Contact: ON - PAR NEEDED (# 61)
Term Date: 2022-08-09
Business Name:
Case Problem:
Company Position: 08/02/2022 PGW WANTS 1132.00 TO MAINTAIN SERVICE.

Related Information:

63 – PAYMENT ARRANGEMENT REQUEST. DISPUTE- CUSTOMER IS DISPUTING THAT CUSTOMER WAS TOLD SHE HAD 1 MORE MEDICAL CERTIFICATE AND THE NEXT CSR SAID SHE WAS WRONG ABOUT THE MEDICAL CERTIFICATE THEY HAVE USED 3. CUSTOMER WAS TOLD THAT THE 300.00 PAR THE FIRST REP OFFERED WAS INCORRECT TOO. CUSTOMER WAS ALSO TOLD THAT THEY DO NOT QUALIFY FOR CRP EVEN THOUGH THEY QUALIFY WITH THE 2 OTHER UTILITIES. - RELIEF SOUGHT - CUSTOMER WANTS A NEW PAR. SHE WANTS TO KNOW WHY SHE IS GIVEN CONFLICTING INFORMATION BY CSR'S THE CELL PHONE NUMBER (267) 408 - 1799 HAS BEEN ALLOWED TO BE SHARED. THE EMAIL ADDRESS JBUONANOCE@YAHOO.COM HAS BEEN ALLOWED TO BE SHARED.

Case Misc Info:**Hot Issue:**

Case Origin:	TELEPHONE
Prior Case Number:	3779991
Universal Service:	N
Arrearage:	4100
BCS Investigator First Name:	BCS
BCS Investigator Last Name:	CASE POOL
BCS Investigator Phone w/ Area Code:	7177875468
BCSIntaker First Name:	TONYA
BCSIntaker Last Name:	MEREDITH-MOTTER
Number Of Time Send:	1
Number Of Time Faxed:	0
Number Of Time Faxed:	7177876641

PHILADELPHIA GAS WORKS

PUC

Closing XML

Case Number: 3855223
Company Name: PGW (PHILA. GAS WORKS (NGDC))
Company Code: 0766
Company Type: GAS TRANSPORTER
Customer First Name: JOAN
Customer Middle Initial:
Customer Last Name: BUONANOCE
Account Number: 5573300
Service Address 1: 813 TOMLINSON RD
Service Address 2:
Service City: PHILADELPHIA
Service State: PA
Service Zip 5: 19116
Service Zip 4:
Decision Issue: Y
Oral Written: W
Violation: NO
Chapter:
Section Rule:
Total Balance: 4707.71
Date Closed: 2022-10-25
Resolution: DECISION ISSUED: 1) PER § 1405 (D), THE CUSTOMER IS NOT ELIGIBLE FOR A NEW PUC PAYMENT ARRANGEMENT. BCS 3725362 DEFAULTED, AND THERE IS NO QUALIFYING CHANGE IN INCOME. 2) PGW WAS NOT REQUIRED TO ACCEPT ANOTHER MEDICAL CERTIFICATE FOR THIS ACCOUNT, PER § 56.114 (2), AS 3 HAVE BEEN USED ALREADY ON THE CURRENT SET OF ARREARS. 3) THE PGW REPRESENTATIVE WHO INFORMED THE CUSTOMER OF EMERGENCY MEDICAL PROCEDURES ON 8/2/2022 WAS ACTING AS REQUIRED UNDER PA REGULATIONS, § 56.97 (A) (4). THE COMPANY REPRESENTATIVES PROVIDED ACCURATE ACCOUNT INFORMATION REGARDING HOW THE CUSTOMER MIGHT MAINTAIN UTILITY SERVICE. 4). CUSTOMER'S GROSS MONTHLY HOUSEHOLD INCOME DOES NOT MEET ELIGIBILITY REQUIREMENTS FOR CRP. 5) PER COMPANY REPORT, PGW OFFERS TO REINSTATE CUSTOMER'S PAR IF CUSTOMER MAKES A CATCH-UP PAYMENT OF \$1,547.48 (\$1,405.00 + CHARGES ACCRUED SINCE THE REPORT DATE). CUSTOMER IS ADVISED OF THIS OFFER IN THE DECISION.

Balance Date: 2022-10-25
Service Restored Pay: 0.00
Service Continue Amount: 1405.00
Service Continue Date:
Terms:
Special Budget Amount: 0.00
Regular Budget Amount: 226.00
Arrears Payment Plus: 0.00
FinalMonthlyPayment: 0.00
CurrentMonthlyPayment: 0.00
EndMonthlyPayment: 0.00
LetterDescription:
HeadDate: 2022-10-26
Paragraph:
Bill Date:
Reconnect Amount: 0
Pay Amount: 0.00
BCS Investigator First Name: HOWARD
BCS Investigator Last Name: SAUERTIEG
Number Of Time Send: 1
Number Of Time Faxed: 0
PUC Fax: 7177876641