



PHILADELPHIA GAS WORKS

800 West Montgomery Avenue • Philadelphia, PA 19122

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March 23, 2023

VIA ELECTRONIC MAIL

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

Re: Sandra Lopez v. Philadelphia Gas Works, Docket No. F-2023-3037609

Dear Judge Vero:

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

Sandra Lopez
bambina35@icloud.com

Date: March 23, 2023

/s/ Graciela Christlieb
Graciela Christlieb, Esquire





Theft Reporting Sheet

Address of Bypass: 3044 N LAWRENCE ST Apt #: _____ Floor: _____

Date found: Jan 7, 2022 Time Found: 8:14:00 AM Time Reported: 9:13:00 AM Taken by: martin

Reporting Employee: D PATRICK #14235 Dept RPU

Reporting Employee: _____ Dept _____

Reporting Employee: _____ Dept _____

Reason for Visit: MRD TIP ASSIST LEAK RPU OTHER

How was PGW admitted: MARGIELIZ LEANDRY

Occupant: _____ How Long: _____

How was gas found? On OFF

Bypass:

How Installed:

Flex Connector

Inlet to Outlet

Rubber Hose

Hose to Fuel Line

Iron Pipe

Inlet to Fuel Line

Reversed Meter

Stolen Meter

Tampered Meter Details:

RED CAPS MISSING AND FOREIGN SCREWS

Other

*Stolen Meter Info: Number: _____ Index: _____

Address of Record for STL: _____ APT: _____ Floor: _____

S/O of last active Index: _____ Date: _____ Rate: _____

Appl on Fuel Line: HH: 140,000 AWH: _____ AGR: _____ DRYER: _____ OTHER: _____

Meter of Record Recovered: Y #: 1578504 Index: 2727 Where: _____

How was gas shut off?

LOCKING PLUGS, B/L, CURB FILLED WITH CEMENT

P.T.N.? Yes No Leak? Yes No Pictures? Yes No Investigator's Name: _____

Police on Scene: Dist: _____ Car: _____ Name: _____ Badge: _____

Additional Comments: _____

P/E: _____ Date: _____

Abandoned: Yes No Main Footway



PGW Exhibit 2
Page 2 of 2



Field Information

Order Num 12697360 Order Type Unbilled Usage Investigation Customer Name

Field Activity Sequence

Sequence	Work Date	Employee	Status Code	Comp Type	Dispatch Type	Window	Time	Gas Found	Gas Left
▶ 12439901	01-07-22	Dwayne Patrick	CMP	Completed By FSD	Primary	800-1200	1/7/2022 9:24 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

Gas Found	Gas Left	Off Method	Second Off Method
▶ ON	OFF	Bike Lock	Locking Plugs

Others Order Data

Customer Re	Order Type Desc	Special Instructions	Created By	Contact Name	Contact Number
▶ Y	Unbilled Usage Investigation	APPT & TO 12 PLEASE CALL 267-665-8442	bkeal1		

[Close](#)

Field Information

Order Num 12697360 Order Type Unbilled Usage Investigation Customer Name

Field Activity Sequence

Sequence	Work Date	Employee	Status Code	Comp Type	Dispatch Type	Window	Time	Gas Found	Gas Left
▶ 12439901	01-07-22	Dwayne Patrick	CMP	Completed By FSD	Primary	800-1200	1/7/2022 9:24 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

Appliance	BTU	Unit Number	Operational
▶ Heaters	140000	1	Y

Others Order Data

Customer Re	Order Type Desc	Special Instructions	Created By	Contact Name	Contact Number
▶ Y	Unbilled Usage Investigation	APPT & TO 12 PLEASE CALL 267-665-8442	bkeal1		

Close

Field Information

Order Num 12697360 Order Type Unbilled Usage Investigation Customer Name

Field Activity Sequence

Sequence	Work Date	Employee	Status Code	Comp Type	Dispatch Type	Window	Time	Gas Found	Gas Left
▶ 12439901	01-07-22	Dwayne Patrick	CMP	Completed By FSD	Primary	800-1200	1/7/2022 9:24 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

DEMA Seq	Action	Current Meter Number	Current ERT	Current Index	Location CD	Loc Desc	Pass Rad	Reason
▶ 12439901	Remove Meter	1578504	28518034	2727	FFW	Front Foundation Wall	N	Bypass

Others Order Data

Customer Req Flag	Order Type Desc	Special Instructions	Created By	Contact Name	Contact Number
▶ Y	Unbilled Usage Investigation	APPT 8 TO 12 PLEASE CALL 267-665-8442	bkeal1		

[Close](#)

Field Information

Order Num 12697360 Order Type Unbilled Usage Investigation Customer Name

Field Activity Sequence

Sequence	Work Date	Employee	Status Code	Comp Type	Dispatch Type	Window	Time	Gas Found	Gas Left
▶ 12439901	01-07-22	Dwayne Patrick	CMP	Completed By FSD	Primary	800-1200	1/7/2022 9:24 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

Detail Activity

▶ Bypass Found

Others Order Data

Customer Req Flag	Order Type Desc	Special Instructions	Created By	Contact Name	Contact Number
▶ Y	Unbilled Usage Investigation	APPT 8 TO 12 PLEASE CALL 267-665-8442	bkeal1		

Close

Field Information

Order Num: 12697360 Order Type: Unbilled Usage Investigation Customer Name: []

Field Activity Sequence

Sequence	Work Date	Employee	Status Code	Comp Type	Dispatch Type	Window	Time	Gas Found	Gas Left
▶ 12439901	01-07-22	Dwayne Patrick	CMP	Completed By FSD	Primary	800-1200	1/7/2022 9:24 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

▶ found gas on. tampered ert. missing red caps and foreign screws in ert. removed meter. locked meter set and Hos. cb cemented inside. left ptn. took pics. spoke with rpu martin. gdi

Others Order Data

Customer Req Flag	Order Type Desc	Special Instructions	Created By	Contact Name	Contact Number
▶ Y	Unbilled Usage Investigation	APPT 8 TO 12 PLEASE CALL 267-665-8442	bkeal1		

[Close](#)

Field Information

Order Num: 12697360 Order Type: Unbilled Usage Investigation Customer Name: []

Field Activity Sequence

Sequence	Work Date	Employee	Status Code	Comp Type	Dispatch Type	Window	Time	Gas Found	Gas Left
▶ 12439901	01-07-22	Dwayne Patrick	CMP	Completed By FSD	Primary	800-1200	1/7/2022 9:24 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](#)

Comment

▶ n. tampered ert. missing red caps and foreign screws in ert. removed meter. locked meter set and Hos. cb cemented inside. left ptn. took pics. spoke with rpu martin. gdi clear.

Others Order Data

Customer Req Flag	Order Type Desc	Special Instructions	Created By	Contact Name	Contact Number
▶ Y	Unbilled Usage Investigation	APPT 8 TO 12 PLEASE CALL 267-665-8442	bkeal1		

[Close](#)

S.O. Completion: G-GS SIO (Disc(non pay))

Action

Service Order... 1636836577 Initiated on 05/18 by lvr, System

Order Type: SIO SIO (Disc(non pay)) Fld Order: _____

Status: Complete on 05/18/2005 16:03 by lvr, System MUP Status: _____

Service Point: 9972116355 Disc G-GS, GSR, no meter CURB

Acct/Premise: 0006 6151 5409 Rodriguez, Jeanette / 3044 N Lawrence St/Philadelphia,Pa

Order Date: 05/18/2005 SP Location: _____

Effective Date/Time: 05/18/2005 4:03 PM Service Person: _____ Mileage: 0

Work Done: 05/18/2005 Disconnect Loc: CURB - Curb valve shut-off

SP Available Until: 11/21/2023 Site Arrival Time: 12:00 AM

Comments: _____

Service Point Work Details

Application Received: _____ Work Completed: _____ Days Lost: _____

Install Supply Detail ...

Meter

Meter...

MC ID	Reading	MC Details	Last Read Date/Type	Last Reading

Reading: _____

Customer Contact: Service [X]

Date: 12/05/2017 Time: 1:00:00 PM Source: Related Tran:
CC Type: SERV - Service [v] Created: 12/05/2017 at: 1:00:56 PM by: ERAPHAEL
Area: 800 - Residential General Service [v] Changed: at: by:
 Surveyable Auto Delete Date: 12/05/2021 Class: Inquiry

Comments: Enock Raphael was here on a Curb Valve Safety Recheck order with Order # 7746183 , with a result of Completed , with activities of (M.I.U. Activities - Investigation Complete, No Theft) , with comments of "CVSR COMPLETEDL OFF AT CURB"

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

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

Account: [] [v]
Premise: 3044 N Lawrence St/Phila,Pa [v]
Person: [] [v]

[Change] [Cancel]

Customer Contact: Service

Date: 03/12/2020 Time: 9:21:00 AM Source: Related Tran:

CC Type: SERV - Service Created: 03/12/2020 at: 9:21:16 AM by: DMORALES

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

Surveyable Auto Delete Date: 03/12/2024 Class: Inquiry

Comments: David Morales was here on a Curb Valve Safety Recheck order with Order # 11232254 , with a result of Completed , with activities of (M.I.U. Activities - CGI - Refer To Distribution) , with comments of "cgi refer to dist. cb obstructed filled w/ cement."

Letter

Status: Print Date: Run Number: Reprint:

Template:

Review List Tickler

Follow Up: to Review Group to User

Priority: Review Group...

Account:

Premise: 3044 N Lawrence St/Phila,Pa

Person:

Change Cancel

Customer Contact: Theft

Date: 01/07/2022 Time: 9:17:00 AM Source: JetSearch Related Tran: Premise Maintenance

CC Type: THFT - Theft Created: 01/07/2022 at: 9:17:55 AM by: DMARTIN

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

Surveyable Auto Delete Date: Class: Inquiry

Comments: RPU TECH D PATRICK #14235 HERE ON 1/7/22 AT 3044 N LAWRENCE STREET OUT FOR A SAFETY CHECK. FOUND GAS ON AND A TAMPERED METER. RED CAPS MISSING AND FOREIGN SCREWS FOUND IN ERT HEAD. REMOVED METER #1578504 AT INDEX 2727 AND SHUTGAS OFF WITH BIKE LOCK, LOCKING PLUGS INLET TO OUTLET, AND CURBED WITH EXPANDER. BTU'S HH 140,000 LEFT P.T.N. PICTURES SENT.

Letter

Status: Print Date: Run Number: Reprint:

Template:

Review List Tickler

Follow Up: to Review Group to User

Priority: Review Group...

Account:

Premise: 3044 N Lawrence St/Phila,Pa

Person:

Customer Contact: Service

Date: 11/21/2022 Time: 10:03:00 AM Source: JetSearch Related Tran: Premise Maintenance

CC Type: SERV - Service Created: 11/21/2022 at: 10:03:21 AM by: SANDERS1

Area: 800 - Residential General Service Changed: 11/21/2022 at: 10:04:53 AM by: SANDERS1

Surveyable Auto Delete Date: 11/21/2026 Class: Inquiry

Comments: App. Sandra Lopez (0007 4689 4285) called to turn on for 3044 N. Lawrence St. She was adv 24-48 hours to RPU to contact her. Adv RPU needs her lease and id to determine if ok for t/on. Prov. email rpudocuments@pgworks.com to send her docs. Adv that it can take 24-48 hours. Sent email to RPU and prov. her acct. # cs

Letter

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

Template: _____

Review List Tickler

Follow Up: [] to Review Group to User

Priority: [] Review Group... []

Account: []

Premise: 3044 N Lawrence St/Phila,Pa []

Person: []

[Change] [Cancel]



Lopez,Sandra XXXXX9926;VERIFY;VERIFY-Y2/J2;RR-CKTTYF;H-Y;M-pgwnash;

PAGE 1 DATE 11-17-22 13:35:04

EXPERIAN CONNECT CHECK PLUS SUMMARY

Fail - Deposit Required
ID MATCH CONDITION: C

----- ID SUMMARY -----

ID MATCH CONDITION: C ID MATCH
ID MATCH INFORMATION: SANDRA LOPEZ
1301 BRIGHTON ST
PHILADELPHIA PA 19111-4246
RPTD: 3-22
DOB: 08/13/86
SPECIAL MESSAGES: INPUT SSN ISSUED 1988-1990

----- ADDITIONAL NAME/ADDRESS SUMMARY -----

ASSOCIATED NAMES	ASSOCIATED ADDRESSES
SANDRA I LOPEZ YOB: N/A	3892 DUNGAN ST PHILADELPHIA PA 19124-5504 RPTD: 2-15
SANDRA IVELLISE LOPEZ YOB: N/A	3044 N LAWRENCE ST PHILADELPHIA PA 19133-3221 RPTD: 12-17 440 E MOORE ST # 1 NORRISTOWN PA 19401-5153 RPTD: 4-14 613 RISING SUN AVE PHILADELPHIA PA 19140-3240 RPTD: 1-12 2916 TULIP ST # 2ND PHILADELPHIA PA 19134-4125 RPTD: 1-12

----- ADDITIONAL NAME/ADDRESS SUMMARY -----

ASSOCIATED NAMES	ASSOCIATED ADDRESSES
	2000 E CLEARFIELD ST PHILADELPHIA PA 19134-3729 RPTD: 1-11 3905 LANCASTER AVE APT 1 PHILADELPHIA PA 19104-4605 RPTD: 11-17

----- MESSAGES -----

ACCOUNTS CLOSED BY CONSUMER 02 TIMES

----- END OF EXPERIAN CONNECT CHECK PLUS REPORT -----

Customer Contact: Theft

Date: 11/21/2022 Time: 1:32:00 PM Source: JetSearch Related Tran: Premise Maintenance

CC Type: THFT - Theft Created: 11/21/2022 at 1:32:07 PM by: DMARTIN

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

Surveyable Auto Delete Date: Class: Inquiry

Comments: RPU TERMS FOR SANDRA LOPEZ #746894285 @ 3044 N LAWRENCE ST FOR BYPASS FOUND ON 1/7/22. BILLED FROM 12/6/2017 TO 1/7/2022 COR MUST PAY \$6,016.83 FOR BYPASS. PLEASE ADD RECONNECTION FEE AND DEPOSIT IF APPLICABLE AND ANY PAST DUE BILLING.

Letter

Status: Print Date: Run Number: Reprint:

Template:

Review List Tickler

Follow Up: to Review Group to User

Priority: Review Group...

Account: 3044 N Lawrence St/Phila,Pa

Premise: 3044 N Lawrence St/Phila,Pa

Person:

Change Cancel

DEGREE DAY FROM 12-6-2017 TO 1-7-2022

Degree Days Calculator [min] [max] [close]

Help

Criteria

Current Year
 20 Years Average

	Month	Day	Year
Start Date:	12	6	2017
End Date:	1	7	2022

Degree Days

Number of Days:	1493
Total Degree Days:	17715.00



Customer Name	SANDRA LOPEZ		
Address	3014 N LAWRENCE ST		
Account Number	746894285		
Period Start Date (MM/DD/YYYY)	12/6/2017		
Period End Date (MM/DD/YYYY)	1/7/2022		
Heating Degree Days	17715		
	Appliance Input Data (BTU/hr)	Recommended EFLH	Gas Usage (CCF)
Heater	140,000	700	3,860.84
Instantaneous AWH (Tankless)		130	-
Automatic Water Heater AWH		500	-
Range		125	-
Dryer		200	-
		Total Usage (CCF)	3,861



PGW Bill Calculation revised 10/5/2022

Beginning Read	Ending Read	Start Date (To Date)	End Date (From Date)	Number Of Dials	Actual Deg Days	USA Daily Base Load	If there is no amount for the Base Load, USE the Defaulted Base Loads below for the correct Customer Class:									
0	3861	12/6/2017	1/7/2022	4	17,715	0.41										
Consumption				Average Consumption per day	*20 Yr Avg Deg Day	Heating?	For Winter Season 2022 - 2023									
3861		/ 1493		= 2.586068319	18,278	Yes <input checked="" type="checkbox"/>										
Rate Class	Supplier	Group	Type	Senior Discount	Dual Bill Yes/No	Taxable Yes/No										
GSR	PGW	01	Variable	0	No <input type="checkbox"/>	No <input type="checkbox"/>										
Cust Charge	Commodity	Commodity Charge Credit	GCR	Gas Cost Adjustment	GSR Distribution Charge	GSR WNA Charge	GSR DSIC Charge									
\$694.20	+	\$1,752.86	+	\$0.00	+	\$0.00	+	-\$75.34	+	\$3,308.50	+	\$31.71	+	\$304.90		
Does Migration Rider Exist?	Migration Rider	Sub Total	Amount Senior Citizen Discount	Bill Total	State Tax	1% City Tax	Grand Total For GSR			Variable Customer Charge						
No <input type="checkbox"/>	+	\$0.00	=	\$6,016.83	-	\$0.00	=	\$6,016.83	+	\$0.00	=	\$6,016.83	=	\$151.00		

BASED ON BTUS @ 3044 N LAWRENCE ST

* Historic Degree Days switched from 30 year average to 20 year average on 12/1/2017

Customer Contact: Customer Review Unit

Date: 03/23/2023 Time: 1:44:00 PM Source: JetSearch Related Tran: Account Maintenance

CC Type: CRU - Customer Review Unit Created: 03/23/2023 at: 1:44:51 PM by: JGLACE

Area: 800 - Residential General Service Changed: 03/23/2023 at: 1:59:30 PM by: JGLACE

Surveyable Auto Delete Date: 03/23/2028 Class: Inquiry

Comments: __CRU__ --- Sent email to AMD to have the bypass charges of \$6,016.83 reversed and to rebill for \$5,362.32 from 12/06/2017-05/01/2021. ---

Letter

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

Template: _____

Review List Tickler

Follow Up: [] to Review Group to User

Priority: [] Review Group... []

Account: 0007 4689 4295 Lopez, Sandra [v]

Premise: 3044 N Lawrence St/Phila,Pa [v]

Person: Lopez, Sandra [v]

[Change] [Cancel]

Customer Contact: Turn On

Date: 05/18/2021 Time: 10:17:00 AM Source: Related Tran:

CC Type: SER0 - Turn On Created: 05/18/2021 at: 10:17:25 AM by: TJOHNSON

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

Surveyable Auto Delete Date: 05/18/2025 Class: Inquiry

Comments: Turn On (AMR) applicant sandra lopez called to request service at 1301 brighton st per experian fail not linked -gmi 894.00 2 in hh- issued turn on as of lease 5/2-cs

Letter

Status: Print Date: Run Number: Reprint:

Template:

Review List Tickler

Follow Up: to Review Group to User

Priority: Review Group...

Account: 0004 3159 4090 Lopez, Sandra I

Premise: 1301 Brighton St/Phila,Pa

Person: Lopez, Sandra I

Change Cancel

Degree Days Calculator

Help

Criteria

Current Year
 20 Years Average

	Month	Day	Year
Start Date:	12	6	2017
End Date:	5	1	2021

Calculate

Degree Days

Number of Days: 1242

Total Degree Days: 16187.00



Customer Name	Sandra Lopez		
Address	3044 N Lawrence St		
Account Number	746894285		
Period Start Date (MM/DD/YYYY)	12/6/2017		
Period End Date (MM/DD/YYYY)	5/1/2021		
Heating Degree Days	16187		
	Appliance Input Data (BTU/hr)	Recommended EFLH	Gas Usage (CCF)
Heater	140,000	700	3,527.82
Instantaneous AWH (Tankless)		130	-
Automatic Water Heater AWH		500	-
Range		125	-
Dryer		200	-
		Total Usage (CCF)	3,528



PGW Bill Calculation revised 3/8/2023

Beginning Read	Ending Read	Start Date (To Date)	End Date (From Date)	Number Of Dials	Actual Deg Days	USA Daily Base Load	If there is no amount for the Base Load, USE the Defaulted Base Loads below for the correct Customer Class:						
0	3528	12/6/2017	5/1/2021	4	16,187	0.41							
Consumption				Average Consumption per day	*20 Yr Avg Deg Day	Heating?	For Winter Season 2022 - 2023						
3528		/ 1242		= 2.84057971	16,465	Yes <input checked="" type="checkbox"/>	Cust Class 0 = 17.19 Cust Class 2 = 0.41						
Rate Class	Supplier	Group	Type	Senior Discount	Dual Bill Yes/No	Taxable Yes/No							
GSR	PGW	01	Variable	0	No <input type="checkbox"/>	No <input checked="" type="checkbox"/>	Cust Class 3, 4 and 5 = 0.00 Cust Class 8 = 2.91						
Cust Charge	Commodity	Commodity Charge Credit	GCR	Gas Cost Adjustment	GSR Distribution Charge	GSR WNA Charge	GSR DSIC Charge						
\$565.15	+	\$1,574.34	+	\$0.00	+	-\$59.67	+	\$2,999.28	+	\$10.02	+	\$273.20	Cust Class 9 = 5.19 Cust Class P = 0.55 Cust Class V = 0.55
Does Migration Rider Exist?	Migration Rider	Sub Total	Amount Senior Citizen Discount	Bill Total	State Tax	1% City Tax	Grand Total For GSR	Variable Customer Charge					
No <input type="checkbox"/>	+	\$0.00	=	\$5,362.32	-	\$0.00	=	\$5,362.32	+	\$0.00	=	\$5,362.32	\$151.00

* Historic Degree Days switched from 30 year average to 20 year average on 12/1/2017

PHILADELPHIA GAS WORKS

PUC

Opening XML

Case Number: 3880128
Company Name: PGW (PHILA. GAS WORKS (NGDC))
Company Code: 0766
Company Type: GAS TRANSPORTER
Customer First Name: SANDRA
Customer Middle Initial:
Customer Last Name: LOPEZ
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: 3044 N LAWRENCE ST
Customer Service Address 2:
Customer Service Address City: PHILADELPHIA
Customer Service Address State: PA
Customer Service Address Zip: 19133
Customer Service Address 4-Zip:
Customer Family Adults: 0
Customer Family Children: 0
Customer Family Age:
Gross Income

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

Date Open: 2022-12-05
Reason For Contact: APPLICANT / DEPOSITS- SERVICE IS OFF (# 64)
Term Date:
Business Name:
Case Problem:
Company Position: 12/05/2022 CUSTOMER MUST PAY 6000.00
Related Information: 64 - DENIAL OF SERVICE. SERVICE IS OFF. THE APPLICANT IS DISPUTING THE BALANCE OF \$6000.00 .

CUSTOMER SAYS SHE IS BEING CHARGED AN UNAUTHORIZED USAGE CHARGE THAT SHE IS NOT RESPONSIBLE FOR. CUSTOMER SAYS SHE MOVED OUT OF PROPERTY AND HAD SERVICE TERMINATED. CUSTOMER SAYS SHE LIVED AT 1301 BRIGHTON ST FROM 5/2021 TO 5/2022 AND HAD ESTABLISHED SERVICE IN HER NAME. CUSTOMER SAYS SHE PROVIDED THIS INFORMATION TO COMPANY, AND THEY ARE STILL HOLDING HER FOR THE USAGE. CUSTOMER SAYS THIS IS NOT HER BILL AND WANTS SERVICES ESTABLISHED. - RELIEF SOUGHT - ESTABLISH SERVICE WITHOUT CHARGES. THE CELL PHONE NUMBER (215) 303 - 0792 HAS BEEN ALLOWED TO BE SHARED. THE EMAIL ADDRESS BAMBINA35@CLOUD.COM HAS BEEN ALLOWED TO BE SHARED.

Case Misc Info:

Hot Issue:

Case Origin: TELEPHONE

Prior Case Number:

Universal Service: N

Arrearage: 6000

BCS Investigator First Name: BCS

BCS Investigator Last Name: CASE POOL

BCS Investigator Phone w/ Area Code: 7177875468

BCSIntaker First Name: DORIN

BCSIntaker Last Name: COLLINS

Number Of Time Send: 1

Number Of Time Faxed: 0

Number Of Time Faxed: 7177876641

PHILADELPHIA GAS WORKS

PUC

Closing XML

Case Number: 3880128
Company Name: PGW (PHILA. GAS WORKS (NGDC))
Company Code: 0766
Company Type: GAS TRANSPORTER
Customer First Name: SANDRA
Customer Middle Initial:
Customer Last Name: LOPEZ
Account Number: 746894285
Service Address 1: 3044 N LAWRENCE ST
Service Address 2:
Service City: PHILADELPHIA
Service State: PA
Service Zip 5: 19133
Service Zip 4:
Decision Issue: N
Oral Written: W
Violation: NO
Chapter:
Section Rule:
Total Balance: 6016.83
Date Closed: 2022-12-16
Resolution: DECISION SENT--CASE DISMISSED- THE VERIFICATION SUBMITTED DID NOT SHOW PROOF OF RESIDENCE FROM 12/2017. THE COMPANY CAN USE PUBLIC RECORDS TO VERIFY OWNERSHIP—THE CUSTOMER HAS BEEN LINKED TO 3044 N LAWRENCE ST PHILADELPHIA PA 19133 SINCE 12/2017. THE COMPANY IS WITHIN THEIR RIGHTS TO CHARGE FOR UNAUTHORIZED USAGE. THE PUC IS UNABLE TO ISSUE A PAYMENT ARRANGEMENT ON ACCOUNTS WITH UNAUTHORIZED USAGE FEES. THE COMPANY IS REQUESTING \$6,140.09 TO ESTABLISH SERVICE.
Balance Date: 2022-12-09
Service Restored Pay: 0.00
Service Continue Amount: 0.00
Service Continue Date:
Terms:
Special Budget Amount: 0.00

Regular Budget Amount: 192.00
Arrears Payment Plus: 0.00
FinalMonthlyPayment: 0.00
CurrentMonthlyPayment: 0.00
EndMonthlyPayment: 0.00
LetterDescription:
HeadDate: 2022-12-16
Paragraph:
Bill Date:
Reconnect Amount: 0
Pay Amount: 0.00
BCS Investigator First Name: FLORENCE
BCS Investigator Last Name: BLAMO
Number Of Time Send: 1
Number Of Time Faxed: 0
PUC Fax: 7177876641