



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

January 5, 2023

VIA ELECTRONIC MAIL

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

Re: Florence Ackridge v. Philadelphia Gas Works, Docket No. C-2022-3035899

Dear Judge Guhl:

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 EMAIL

Florence Ackridge

flossieack@gmail.com

Date: January 5, 2023

/s/ Graciela Christlieb

Graciela Christlieb, Esquire



Customer Contact: Service [X]

Date: 03/17/2021 Time: 10:10:00 PM Source: _____ Related Tran: _____

CC Type: SERV - Service [v] Created: 03/17/2021 at: 10:10:14 PM by: TWELSH

Area: 800 - Residential General Service [v] Changed: _____ at: _____ by: _____

Surveyable Auto Delete Date: 03/17/2025 Class: Inquiry

Comments: Thomas Welsh was here on a Gas Leak Inside order with Order # 12036998 , with a result of Completed Found Gas ON , Left Gas ON , with activities of (General - Inside Leak Survey/ Atmospheric Corrosion Check ,No Leak/No Odor) , with comments of "Fast services arrived at 920 pm. No leaks no reading, heater needs to be serviced made checks left ok"

Letter

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

Template: _____

Review List Tickler

Follow Up: [] to Review Group to User

Priority: [] Review Group... []

Account: 0007 7807 5038 Ackridge, Florence [v]

Premise: 6713 N Gratz St/Phila,Pa [v]

Person: Ackridge, Florence [v]

[Change] [Cancel]

Philadelphia Gas Works

800 W. Montgomery Ave., Philadelphia, PA 19122

Telephone 215-787-1288

Fax 215-684-6996

June 8, 2021

Florence Ackridge
6713 N. Gratz Street
Philadelphia, Pa. 19126

Account Number: 07 7807 5038
6713 N. Gratz St.

Dear Florence Ackridge,

On May 11, 2021, a dispute was filed with the Philadelphia Gas Works (PGW). In your dispute, you stated that you do not agree with the charges because there is an ongoing issue with your house heater and there is no gas being used in the property.

An investigation of your dispute has been completed and it was determined the balance in question is correct as rendered. 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 balance you are disputing reflects the actual usage recording on the meter. A gas usage analysis which compares your usage with the prior historical consumption at this property was completed, and it was determined that the usage pattern is consistent.

Although you indicated your house heater was inoperable, the readings recorded at your gas meter demonstrate active gas appliances in use during the heating season. PGW cannot bill you for gas consumption that was not utilized.

Based on the company's investigation, PGW's position is that the billed amount is correct as rendered.

To assist you in your review of our findings, we are including the following documents:

1. A statement of account
2. A gas usage analysis
3. Utility report

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 and click on energy sense for homeowners.

Philadelphia Gas Works



800 W. Montgomery Ave., Philadelphia, PA 19122

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:

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

Please be advised that as of June 23, 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,

T. Jackson
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, 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.

Gas Usage Analysis

Ackridge, Florence 6713 N Gratz St Philadelphia, PA Account Number: 07 7807 5038 Non-Heating Daily Usage: 0.28 CCF Per Day (non heating usage / number of days in period)									
Dates		Meter Readings in CCF ¹		Number of Days	Total Usage in CCF ¹	Non-Heating Usage in CCF ¹	Heating Usage in CCF ¹	Number of Heating Degree Days ²	CFDD ³
From	To	From	To						
10/18/2018	5/16/2019	7404	9015	210	1611	59	1552	4280	36.3
5/16/2019	5/18/2020	9015	10732	368	1717	103	1614	4136	39.0
5/18/2020	5/19/2021	732	2159	366	1427	102	1325	4101	32.3
NOTES:									
* 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									

¹CCF = 100 cubic feet

²A heating degree day is a measurement of how much the average temperature on a particular day is below 65°F.

³CFDD equals the cubic feet of gas used per degree day.

Specific Service Agreement Statement of Account SA- 5145126873

Customer Name	From Date	To Date			
FLORENCE ACKRIDGE	10/18/2018	6/8/2021			
Service Address	Account Number	S A Number	Meter	Rate/Class	
6713 N GRATZ ST PHIL, PA 191262635	778075038	5145126873	1692709	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
11/17/2018	BILL	7550	R	28	146	5.21	440		12/12/2018	\$189.63	\$189.63	\$189.63
11/30/2018	PAY							Check		(\$189.63)	\$0.00	\$0.00
12/18/2018	BILL	7821	R	29	271	9.34	766		1/15/2019	\$344.10	\$344.10	\$344.10
1/8/2019	PAY							Check		(\$200.00)	\$144.10	\$144.10
1/18/2019	LPC									\$2.16	\$146.26	\$146.26
1/18/2019	BILL	8123	R	34	302	8.88	864		2/13/2019	\$438.77	\$585.03	\$585.03
2/7/2019	PAY							Check		(\$200.00)	\$385.03	\$385.03
2/20/2019	LPC									\$5.77	\$390.80	\$390.80
2/20/2019	BILL	8454	R	29	331	11.41	898		3/15/2019	\$462.53	\$853.33	\$853.33
3/4/2019	PAY							Check		(\$200.00)	\$653.33	\$653.33
3/19/2019	LPC									\$9.79	\$663.12	\$663.12
3/19/2019	BILL	8748	R	31	294	9.48	816		4/11/2019	\$414.80	\$1,077.92	\$1,077.92
4/17/2019	LPC									\$16.02	\$1,093.94	\$1,093.94
4/17/2019	BILL	8922	R	29	174	6	374		5/13/2019	\$283.06	\$1,377.00	\$1,377.00
5/9/2019	PAY							Credit Card		(\$650.00)	\$727.00	\$727.00
5/18/2019	BILL	9015	R	30	93	3.1	122		6/12/2019	\$176.42	\$903.42	\$903.42
6/18/2019	BILL	9027	R	32	12	0.38	3		7/12/2019	\$66.22	\$969.64	\$969.64
7/18/2019	BILL	9035	R	30	8	0.27	0		8/12/2019	\$25.48	\$995.12	\$995.12
8/12/2019	PAY							Credit Card		(\$400.00)	\$595.12	\$595.12
8/17/2019	BILL	9043	R	29	8	0.28	0		9/11/2019	\$25.47	\$620.59	\$620.59
9/19/2019	BILL	9052	R	33	9	0.27	0		10/11/2019	\$26.97	\$647.56	\$647.56
9/23/2019	PAY							Credit Card		(\$250.00)	\$397.56	\$397.56
10/16/2019	PAY							Credit Card		(\$200.00)	\$197.56	\$197.56
10/18/2019	BILL	9064	R	29	12	0.41	55		11/13/2019	\$31.81	\$229.37	\$229.37
11/19/2019	BILL	9257	R	30	193	6.43	415		12/13/2019	\$267.89	\$497.26	\$497.26
12/18/2019	BILL	9545	R	31	288	9.29	726		1/14/2020	\$395.70	\$892.96	\$892.96
1/13/2020	PAY							Check		(\$300.00)	\$592.96	\$592.96

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
1/22/2020	BILL	9862	R	32	317	9.91	804		2/14/2020	\$467.42	\$1,060.38	\$1,060.38
1/30/2020	PAY							Check		(\$497.26)	\$563.12	\$563.12
2/19/2020	PAY							Check		(\$197.26)	\$365.86	\$365.86
2/21/2020	BILL	193	R	33	331	10.03	843		3/17/2020	\$510.29	\$876.15	\$876.15
2/28/2020	CANP									\$197.26	\$1,073.41	\$1,073.41
2/28/2020	PAYCAN									\$0.00	\$1,073.41	\$1,073.41
2/28/2020	NSFCHA									\$20.00	\$1,093.41	\$1,093.41
3/20/2020	BILL	406	R	28	213	7.61	556		4/15/2020	\$319.61	\$1,413.02	\$1,413.02
3/20/2020	PAY							Check		(\$161.96)	\$1,251.06	\$1,251.06
4/20/2020	PAY							Check		(\$300.00)	\$951.06	\$951.06
4/21/2020	BILL	579	R	30	173	5.77	415		5/14/2020	\$244.75	\$1,195.81	\$1,195.81
5/20/2020	BILL	732	R	31	153	4.94	319		6/15/2020	\$169.50	\$1,365.31	\$1,365.31
6/19/2020	BILL	755	R	30	23	0.77	29		7/15/2020	\$43.43	\$1,408.74	\$1,408.74
7/6/2020	PAY							Check		(\$300.00)	\$1,108.74	\$1,108.74
7/9/2020	PAY							Credit Card		(\$800.00)	\$308.74	\$308.74
7/21/2020	BILL	764	R	30	9	0.3	0		8/13/2020	\$26.09	\$334.83	\$334.83
8/15/2020	PAY							Credit Card		(\$334.83)	\$0.00	\$0.00
8/19/2020	BILL	772	R	31	8	0.26	0		9/14/2020	\$24.78	\$24.78	\$24.78
9/21/2020	BILL	781	R	31	9	0.29	7		10/14/2020	\$26.19	\$50.97	\$50.97
10/20/2020	BILL	789	R	29	8	0.28	87		11/13/2020	\$25.02	\$75.99	\$75.99
11/19/2020	BILL	913	R	32	124	3.88	304		12/15/2020	\$199.95	\$275.94	\$275.94
12/19/2020	BILL	1148	R	30	235	7.83	615		1/15/2021	\$338.99	\$614.93	\$614.93
1/19/2021	PAY							Check		(\$275.94)	\$338.99	\$338.99
1/19/2021	PAY							Check		(\$275.94)	\$63.05	\$63.05
1/19/2021	PAY							Check		(\$275.94)	(\$212.89)	(\$212.89)
1/19/2021	PAY							Check		(\$275.94)	(\$488.83)	(\$488.83)
1/19/2021	PAY							Check		(\$275.94)	(\$764.77)	(\$764.77)
1/20/2021	CANP									\$275.94	(\$488.83)	(\$488.83)
1/20/2021	CANP									\$275.94	(\$212.89)	(\$212.89)
1/20/2021	CANP									\$275.94	\$63.05	\$63.05
1/20/2021	CANP									\$275.94	\$338.99	\$338.99
1/22/2021	BILL	1483	R	34	335	9.85	924		2/17/2021	\$488.26	\$827.25	\$827.25
2/23/2021	BILL	1847	R	30	364	12.13	985		3/18/2021	\$512.37	\$1,339.62	\$1,339.62
3/23/2021	BILL	2067	R	28	220	7.86	652		4/16/2021	\$309.23	\$1,648.85	\$1,648.85
3/23/2021	PAY							Check		(\$300.00)	\$1,348.85	\$1,348.85

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
4/22/2021	BILL	2150	R	32	83	2.59	338		5/17/2021	\$139.82	\$1,488.67	\$1,488.67
5/21/2021	BILL	2159	R	29	9	0.31	160		6/16/2021	\$26.81	\$1,515.48	\$1,515.48

Customer Contact: Service [X]

Date: 08/11/2021 Time: 10:46:00 AM Source: JetSearch Related Tran: _____
CC Type: SERV - Service Created: 08/11/2021 at: 10:46:38 AM by: JPEAKS
Area: 800 - Residential General Service Changed: _____ at: _____ by: _____
 Surveyable Auto Delete Date: 08/11/2025 Class: Inquiry

Comments: James Peaks was here on a Meter Test Exchange order with Order # 12323953 , with a result of Completed Found Gas ON , Left Gas ON , with activities of (Meter and Connections - Exchange Meter) , with comments of "waited for elderly lady to open door continuously called as well....exchanged meter for meter testing 3 min piping test passed only 1 appliance is house heater"

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

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

Account: 0007 7807 5038 Ackridge, Florence [v]
Premise: 6713 N Gratz St/Phila,Pa [v]
Person: Ackridge, Florence [v]

[Change] [Cancel]



PHILADELPHIA GAS WORKS

800 West Montgomery Avenue, Philadelphia, PA 19122

September 13, 2021

Florence Ackridge
6713 N. Gratz Street
Philadelphia, PA 19126

RE: Meter Number: 1692709
Meter Location: 6713 N. Gratz Street

Dear PGW Customer:

The gas meter at your property was removed on 08/11/2021 and tested at our facilities on 09/10/2021. The gas meter was found to be **within acceptable levels** of +/- 2%; therefore, you are not entitled to any refund or credit on your gas account. In addition, your testing fee is also considered non-refundable as per PUC Code 59.21 (f) (1).

If you are unsatisfied with these results and would like to file a formal complaint you may contact the Public Utility Commission, at 1-800-692-7380, Monday – Friday, 8 AM to 6 PM. A customer may also appeal online at puc.paonline.com. You may also call PGW Customer Service Department at 215-235-1000 with any questions or concerns you may have Monday –Friday, 8 AM to 6 PM.

Leonard Xhemali
Superintendent, Meter & Measurement
Engineering

FSD/LX/DM
09/13/2021

cc: Kristin Rosas
Joyshalyn Moore
Tiffany Jones
File

Customer Requested Meter Test

Date: 9-10-21

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

CUSTOMER: Florence Ackridge

ADDRESS: 6713 N Gratz St

ON APPLICATION NO.:

GIVES THE FOLLOWING RESULTS:

METER NO. 1692709		PROOF []			ACCURACY []	
SIZE A250	INDEX 2187	Meter Test Results			Percentage	
		Temperature	Open 100%	Check 20%	Fast	Slow
Meter Receive 8-11-21		77	99.2	99.3		
		77	98.9	99.2		
Meter Tested 9-10-21		77	99.4	99.2		
		Average of Results	99.1	99.3	-0.7	

Von E Morgan

PGW REPRESENTATIVE

Customer Contact: Service

Date: 11/01/2021 Time: 12:23:00 PM Source: Related Tran:

CC Type: SERV - Service Created: 11/01/2021 at: 12:23:25 PM by: NGREEN

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

Surveyable Auto Delete Date: 11/01/2025 Class: Inquiry

Comments: Nathanael Green was here on a Gas Leak Inside order with Order # 12574281 , with a result of Completed Found Gas ON , Left Gas OFF , with activities of (General - No Leak/No Odor) , with comments of "made all checks; pt passed; hh only appliance, inop and no water in system; left off at meter; iss haz tag and co card; fast service call"

Letter

Status: Print Date: Run Number: Reprint:

Template:

Review List Tickler

Follow Up: to Review Group to User

Priority: Review Group...

Account: 0007 7807 5038 Ackridge, Florence

Premise: 6713 N Gratz St/Phila,Pa

Person: Ackridge, Florence

Change Cancel

Customer Contact: Service

Date: 11/10/2021 Time: 2:20:00 PM Source: _____ Related Tran: _____
CC Type: SERV - Service Created: 11/10/2021 at: 2:20:49 PM by: RMCKOY
Area: 800 - Residential General Service Changed: _____ at: _____ by: _____
 Surveyable Auto Delete Date: 11/10/2025 Class: Inquiry

Comments: Robert McKoy was here on a Turn On After Temp S/O order with Order # 12589637 , with a result of Completed Found Gas OFF, Left Gas ON , with activities of (Meter and Connections - Turn On) , with comments of "made checks piping test pass found small leak made temp repiar on t fitting by heater left hazard tag refered to contractor "

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

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

Account: 0007 7807 5038 Ackridge, Florence
Premise: 6713 N Gratz St/Phila,Pa
Person: Ackridge, Florence

Change Cancel

Customer Name Florence Ackridge Owner Tenant
 Address 6713 N. Gratz St. Agent Other Time AM Date 11/12/21
 Appliance HH Floor _____ Apt. No. _____
 Phone _____

Tagged by 13754
 Date 11/12/21
 Floor _____ Apt. No. _____
 Phone _____

PGW Exhibit 5
 Page 3 of 3

WARNING: DUE TO A HAZARDOUS CONDITION, THIS APPLIANCE OR SECTION OF GAS LINE HAS BEEN SHUT OFF. **DO NOT USE IT** UNTIL THE CONDITION(S) NOTED BELOW HAS BEEN CORRECTED BY A QUALIFIED PROFESSIONAL.

PRECAUTIONARY: THE UNDESIRABLE CONDITION(S) NOTED BELOW MUST BE CORRECTED AS SOON AS POSSIBLE TO COMPLY WITH SAFE OPERATING PRACTICES.

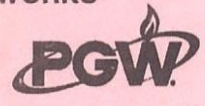
Condition(s) to be corrected Att inop (No Water in System)
Refer to Contractor

069-6196 REV 7/11

If you have a question(s) about the condition(s) noted above, call or notify

Customer's Signature Florence Ackridge

PHILADELPHIA GAS WORKS
 Field Services Department
 800 W. Montgomery Avenue
 Philadelphia, PA 19122
 Phone: (215) 235-2050



Customer Name Florence Ackridge Owner Tenant
 Address 3713 Gratz St Agent Other Time _____ Date 11/10/21
 Appliance _____ Floor _____ Apt. No. _____
 Phone _____

Tagged by _____
 Date 11/10/21
 Floor _____ Apt. No. _____
 Phone _____

WARNING: DUE TO A HAZARDOUS CONDITION, THIS APPLIANCE OR SECTION OF GAS LINE HAS BEEN SHUT OFF. **DO NOT USE IT** UNTIL THE CONDITION(S) NOTED BELOW HAS BEEN CORRECTED BY A QUALIFIED PROFESSIONAL.

PRECAUTIONARY: THE UNDESIRABLE CONDITION(S) NOTED BELOW MUST BE CORRECTED AS SOON AS POSSIBLE TO COMPLY WITH SAFE OPERATING PRACTICES.

Condition(s) to be corrected Temp repair on fuel line by heater at T fitting

069-6196 REV 7/11

If you have a question(s) about the condition(s) noted above, call or notify

Customer's Signature [Signature]

PHILADELPHIA GAS WORKS
 Field Services Department
 800 W. Montgomery Avenue
 Philadelphia, PA 19122
 Phone: (215) 235-2050



Philadelphia Gas Works

800 W. Montgomery Ave., Philadelphia, PA 19122

Telephone 215-787-1288

Fax 215-684-6996

May 02, 2022

Florence Ackridge
6713 North Gratz Street
Philadelphia, PA 19126

Account Number: 0007-7807-5038

Dear Ms. Ackridge,

On April 05, 2022, a dispute was filed regarding the bills which represent service from November 17, 2021 to March 21, 2022, in the amount of \$1,108.02. In your dispute you stated, the house heater has not worked since November 2021. A private contractor turned the gas off so the bill should not be this high.

An investigation of your dispute has been completed and it was determined that the bills in question are correct as rendered. The bills represent usage that recorded on your meter from a reading of 53 to 665 for a total of 612 cubic feet of gas. 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 bills you are disputing reflect the actual usage recording on the meter. A gas usage analysis which analyzes your consumption and takes into consideration factors such as the weather conditions was also completed and indicated that there is a consistent pattern of usage at the property. Although there may have been no change in the thermostat settings in the residence, the weather can impact how often the heater operates in order for it to maintain the same internal temperature. The property also has the capacity you use more gas than your current usage.

To assist you in your review of our findings, we are including the following documents:

1. A statement of account
2. Utility Report
3. Usage analysis

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 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:

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

Philadelphia Gas Works



800 W. Montgomery Ave., Philadelphia, PA 19122

Please be advised that as of May 17, 2022, 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,

Mr. Pope
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, 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.

PHILADELPHIA GAS WORKS

PUC

Opening XML

Case Number: 3840152
Company Name: PGW (PHILA. GAS WORKS (NGDC))
Company Code: 0766
Company Type: GAS TRANSPORTER
Customer First Name: FLORENCE
Customer Middle Initial:
Customer Last Name: ACKRIDGE
Customer Account Number: 0778075038
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: 6713 GRATZ ST
Customer Service Address 2:
Customer Service Address City: PHILADELPHIA
Customer Service Address State: PA
Customer Service Address Zip: 19126
Customer Service Address 4-Zip: 2635
Customer Family Adults: 0
Customer Family Children: 0
Customer Family Age:
Gross Income
Source **Income Amount**
Date Open: 2022-05-20
Reason For Contact: BILLING DISPUTES (# 18)
Term Date:
Business Name:
Case Problem: 18 – HIGH BILL DISPUTE. THE CUSTOMER IS DISPUTING THE BILL(S) FROM THE MONTH(S) OF NOV 2021 UNTIL NOW. DISPUTE - CUSTOMER SAID IN NOV HER HEATER WASN'T WORKING. THE COMPANY SHUT OFF HER GAS

TO GET IT FIXED. THE REP CAME TO FIX IT IN JAN. WHEN HE GOT THERE THE GAS WAS OFF BUT THE METER WAS NOT LOCKED. AFTER IT WAS FIXED IT WAS TURNED ON (IN JAN). THE COMPANY SAID THE GAS WAS BEING USED IN NOV - NOW WHICH IS NOT TRUE BECAUSE IT WAS OFF TO BE FIXED NOV - JAN AND SHE HAS A LETTER FROM THE REP WHO FIXED THE HEATER THAT PROVES THAT IT WAS OFF AND ALSO THE METER WAS NOT LOCKED. THE REP ALSO TOOK PICTURES OF IT. THIS IS ALL AVAILABLE TO THE INVESTIGATOR. THE CUSTOMER THOUGHT THE METER WASN'T WORKING BECAUSE OF THEM SAYING THAT. THEY TOOK THE METER TESTED IT THEN FOUND IT TO BE WORKING SO CHARGED HER THE \$3000. THE CUSTOMER IS UPSET BECAUSE SHE HAS PROOF THAT HER GAS WAS OFF AND THE METER WAS NOT LOCKED IN JAN, THAT MEANS THE METER WAS FAULTY, WHICH MEANS THE BALANCE HAS TO BE INACCURATE. THE COMPANY IS NOT LISTENING TO HER AND ONLY DIRECTS HER TO THE PUC. THE CUSTOMER ALSO SAYS THERE IS NO WAY HER USAGE IS \$450 PER MONTH AND THE METER MUST STILL BE NOT WORKING. - RELIEF SOUGHT - HAVE THE PUC INVESTIGATE THE CUSTOMERS CLAIM AND PROOF THAT THE METER WAS NOT WORKING AND THE GAS WAS OFF NOV - JAN. MAKE THE COMPANY REDUCE THE BALANCE TO REFLECT THE PUC FINDINGS. MAKE THEM REPLACE THE METER THAT IS NOT WORKING NOW OR REDO THE INVESTIGATION BECAUSE THE CURRENT CHARGES CAN NOT BE CORRECT. THE CELL PHONE NUMBER (215) 868 - 0628 HAS BEEN ALLOWED TO BE SHARED. THE EMAIL ADDRESS FLOSSIEACK@GMAIL.COM HAS BEEN ALLOWED TO BE SHARED.

Company Position:

05/19/2022 COMPANY SAID THE METER WAS WORKING CORRECTLY. THE BALANCE IS ACCURATE, SHE OWES \$3000. COMPANY SAID THE SERVICE WAS IN USE DURING NOV - JAN.

Related Information:

Case Misc Info:

Hot Issue:

Case Origin: TELEPHONE

Prior Case Number: 3757072

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: AMANDA

BCSIntaker Last Name: GAILEY

Number Of Time Send:	1
Number Of Time Faxed:	0
Number Of Time Faxed:	7177876641

PHILADELPHIA GAS WORKS

PUC

Closing XML

Case Number: 3840152
Company Name: PGW (PHILA. GAS WORKS (NGDC))
Company Code: 0766
Company Type: GAS TRANSPORTER
Customer First Name: FLORENCE
Customer Middle Initial:
Customer Last Name: ACKRIDGE
Account Number: 778075038
Service Address 1: 6713 GRATZ ST
Service Address 2:
Service City: PHILADELPHIA
Service State: PA
Service Zip 5: 19126
Service Zip 4: 2635
Decision Issue: Y
Oral Written: W
Violation: NO
Chapter:
Section Rule:
Total Balance: 3366.34
Date Closed: 2022-07-12
Resolution: DECISION ISSUED- DISPUTED MONTHS NOV, DEC, JAN WERE COMPARED TO HISTORICAL USAGE. DISPUTED MONTHS ARE LOWER THAN NORMAL USAGE AND INDICATE LITTLE USAGE DUE TO HEATER REPAIR TIME PERIOD. BILLING IS CONSIDERED CORRECT AS ISSUED BASED ON ACTUAL READS FROM AN AMR. CUSTOMER MAY CONTACT COMPANY FOR METER TEST IF DESIRED. CUSTOMER MAY CONTACT COMPANY FOR CRP ENROLLMENT OR PAR ELIGIBILITY ON BALANCE. CASE IS DISMISSED.
Balance Date: 2022-06-17
Service Restored Pay: 0.00
Service Continue Amount: 0.00
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: 2022-07-11
HeadDate:
Paragraph:
Bill Date: 0
Reconnect Amount: 0.00
Pay Amount:
BCS Investigator First Name: BRYAN
BCS Investigator Last Name: KAUFFMAN
Number Of Time Send: 1
Number Of Time Faxed: 0
PUC Fax: 7177876641

Search For Negotiated Payment Arrangement [X]

Search Criteria

Account... 0007 7807 5038 Ackridge, Florence

From Date: 01/05/2023

Date	Seq	Status	Comments
08/31/2021	1	Broken	
05/08/2019	1	Broken	
04/13/2015	1	Canceled	
06/21/2012	1	Kept	
08/30/2006	1	Broken	FINAL ORDERS FROM FORMAL COMP

5 record(s) found.

Specific Service Agreement Statement of Account SA- 5145126873

Customer Name	From Date	To Date		
FLORENCE ACKRIDGE	12/1/2020	1/5/2023		
Service Address	Account Number	S A Number	Meter	Rate/Class
6713 N GRATZ ST PHIL, PA 191262635	778075038	5145126873	2310302	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
12/19/2020	BILL	1148	R	30	235	7.83	615		1/15/2021	\$338.99	\$614.93	\$614.93
1/19/2021	PAY							Check		(\$275.94)	\$338.99	\$338.99
1/19/2021	PAY							Check		(\$275.94)	\$63.05	\$63.05
1/19/2021	PAY							Check		(\$275.94)	(\$212.89)	(\$212.89)
1/19/2021	PAY							Check		(\$275.94)	(\$488.83)	(\$488.83)
1/19/2021	PAY							Check		(\$275.94)	(\$764.77)	(\$764.77)
1/20/2021	CANP									\$275.94	(\$488.83)	(\$488.83)
1/20/2021	CANP									\$275.94	(\$212.89)	(\$212.89)
1/20/2021	CANP									\$275.94	\$63.05	\$63.05
1/20/2021	CANP									\$275.94	\$338.99	\$338.99
1/22/2021	BILL	1483	R	34	335	9.85	924		2/17/2021	\$488.26	\$827.25	\$827.25
2/23/2021	BILL	1847	R	30	364	12.13	985		3/18/2021	\$512.37	\$1,339.62	\$1,339.62
3/23/2021	BILL	2067	R	28	220	7.86	652		4/16/2021	\$309.23	\$1,648.85	\$1,648.85
3/23/2021	PAY							Check		(\$300.00)	\$1,348.85	\$1,348.85
4/22/2021	BILL	2150	R	32	83	2.59	338		5/17/2021	\$139.82	\$1,488.67	\$1,488.67
5/21/2021	BILL	2159	R	29	9	0.31	160		6/16/2021	\$26.81	\$1,515.48	\$1,515.48
6/21/2021	LPC									\$22.73	\$1,538.21	\$1,538.21
6/21/2021	BILL	2170	R	29	11	0.38	36		7/15/2021	\$29.05	\$1,567.26	\$1,567.26
7/16/2021	PAY							Check		(\$10.00)	\$1,557.26	\$1,557.26
7/19/2021	CTYTST									\$10.00	\$1,567.26	\$1,567.26
7/21/2021	LPC									\$23.01	\$1,590.27	\$1,590.27
7/21/2021	BILL	2180	R	32	10	0.31	0		8/13/2021	\$28.48	\$1,618.75	\$1,618.75
8/19/2021	LPC									\$23.59	\$1,642.34	\$1,642.34
8/19/2021	BILL	1	R	29	8	0.28	0		9/14/2021	\$26.09	\$1,668.43	\$1,668.43
9/21/2021	BILL	10	R	31	9	0.29	0		10/14/2021	\$28.18	\$1,696.61	\$1,696.61
10/20/2021	BILL	18	R	31	8	0.26	26		11/15/2021	\$27.33	\$1,723.94	\$1,723.94
11/19/2021	LPC									\$24.81	\$1,748.75	\$1,748.75

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
11/19/2021	BILL	53	R	30	35	1.17	335		12/15/2021	\$69.35	\$1,818.10	\$1,818.10
12/21/2021	LPC									\$25.85	\$1,843.95	\$1,843.95
12/21/2021	BILL	62	R	30	9	0.3	577		1/14/2022	\$29.49	\$1,873.44	\$1,873.44
1/22/2022	LPC									\$26.30	\$1,899.74	\$1,899.74
1/22/2022	BILL	170	R	34	108	3.18	895		2/15/2022	\$197.29	\$2,097.03	\$2,097.03
2/19/2022	LPC									\$29.26	\$2,126.29	\$2,126.29
2/19/2022	BILL	435	R	28	265	9.46	855		3/16/2022	\$453.40	\$2,579.69	\$2,579.69
3/23/2022	LPC									\$36.06	\$2,615.75	\$2,615.75
3/23/2022	BILL	665	R	32	230	7.19	592		4/18/2022	\$427.84	\$3,043.59	\$3,043.59
4/22/2022	BILL	855	R	30	190	6.33	428		5/17/2022	\$312.30	\$3,355.89	\$3,355.89
5/20/2022	LPC									\$47.16	\$3,403.05	\$3,403.05
5/20/2022	BILL	948	R	28	93	3.32	144		6/15/2022	\$163.29	\$3,566.34	\$3,566.34
5/31/2022	PAY							Check		(\$200.00)	\$3,366.34	\$3,366.34
6/21/2022	LPC									\$46.61	\$3,412.95	\$3,412.95
6/21/2022	BILL	962	R	30	14	0.47	1		7/15/2022	\$77.33	\$3,490.28	\$3,490.28
7/19/2022	WNA2&5									(\$35.98)	\$3,454.30	\$3,454.30
7/21/2022	LPC									\$47.77	\$3,502.07	\$3,502.07
7/21/2022	BILL	971	R	32	9	0.28	0		8/15/2022	\$33.89	\$3,535.96	\$3,535.96
8/19/2022	LPC									\$48.28	\$3,584.24	\$3,584.24
8/19/2022	BILL	978	R	29	7	0.24	0		9/14/2022	\$29.91	\$3,614.15	\$3,614.15
9/20/2022	LPC									\$48.73	\$3,662.88	\$3,662.88
9/20/2022	BILL	986	R	30	8	0.27	0		10/13/2022	\$31.65	\$3,694.53	\$3,694.53
10/19/2022	BILL	1074	R	31	88	2.84	125		11/14/2022	\$174.10	\$3,868.63	\$3,868.63
11/9/2022	PAY							Check		(\$174.10)	\$3,694.53	\$3,694.53
11/17/2022	LPC									\$49.20	\$3,743.73	\$3,743.73
11/17/2022	BILL	1208	R	29	134	4.62	242		12/13/2022	\$316.48	\$4,060.21	\$4,060.21
12/16/2022	LPC									\$53.95	\$4,114.16	\$4,114.16
12/16/2022	BILL	1452	R	29	244	8.41	650		1/13/2023	\$473.71	\$4,587.87	\$4,587.87
12/19/2022	PAY							Check		(\$316.48)	\$4,271.39	\$4,271.39