

PGW Exhibit 3

Letter dated 4/28/23	25	66
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PGW Exhibit 4

Contact For Service	27	67
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Specific Service Agreement Statement of Account SA- 5046576171

Customer Name	From Date	To Date			
LUKE STANSHINE	11/10/2022	8/11/2023			
Service Address	Account Number	S A Number	Meter	Rate/Class	
1148 HARRISON ST Apt 2F PHIL, PA 191242908	59344895	5046576171	1779466	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
12/20/2022	BILL	7195	R	38	288	7.58	779		1/18/2023	\$562.15	\$562.15	\$562.15
1/1/2023	PAY							Debit Card		(\$0.50)	\$561.65	\$561.65
1/21/2023	LPC									\$8.42	\$570.07	\$570.07
1/21/2023	BILL	7536	R	34	341	10.03	852		2/14/2023	\$677.75	\$1,247.82	\$1,247.82
2/18/2023	BILL	7731	R	28	195	6.96	636		3/15/2023	\$425.75	\$1,673.57	\$1,673.57
3/17/2023	CTYTST									\$10.00	\$1,683.57	\$1,683.57
3/22/2023	LPC									\$25.12	\$1,708.69	\$1,708.69
3/22/2023	BILL	7914	R	32	183	5.72	687		4/17/2023	\$329.37	\$2,038.06	\$2,038.06
3/22/2023	INTAPL									(\$1.70)	\$2,036.36	\$2,036.36
3/22/2023	DEPAPL									(\$104.50)	\$1,931.86	\$1,931.86
4/21/2023	LPC									\$28.47	\$1,960.33	\$1,960.33
4/21/2023	BILL	7539	R	30	75	2.5	308		5/16/2023	\$145.84	\$2,106.17	\$2,106.17
5/20/2023	LPC									\$30.66	\$2,136.83	\$2,136.83
5/20/2023	BILL	7578	R	29	39	1.34	179		6/14/2023	\$73.84	\$2,210.67	\$2,210.67
6/21/2023	BILL	7599	R	32	21	0.66	13		7/17/2023	\$45.84	\$2,256.51	\$2,256.51
7/21/2023	BILL	7617	R	30	18	0.6	3		8/15/2023	\$40.46	\$2,296.97	\$2,296.97

Philadelphia Gas Works



800W. Montgomery Ave., Philadelphia, PA 19122
Telephone: 215-787-1288

Telephone: 215-787-1288
Fax: 215-684-6996

February 23, 2023

Luke Stanshine
1148 Harrison Street, 2F
Philadelphia, PA 19124-2908

Acct.: 0000 5934 4895
1148 Harrison Street, 2f

Dear Luke Stanshine,

On January 24, 2023, you filed a dispute with the Philadelphia Gas Works (PGW) in reference to the bills for 1148 Harrison Street, 2F. In your dispute, you stated that you feel the cubic feet of gas used is too much for a 1-bedroom apartment and thinks the bill is incorrect.

An investigation of your dispute has been completed and it was determined that the bill 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 property address of 1148 Harrison Street, 2F is listed as a residential heating account.

Although you indicated that you feel the cubic feet of gas used is too much for a 1-bedroom apartment, the appliances such as your house heater work by thermostat setting. The heater will turn on every time the temperature in the residence falls below the thermostat set temperature. If all the appliances were turned off at the appliance itself, there would be no usage registering on the meter to bill. During the winter it is possible to use an even higher amount of gas since the heat is in use. The bill that you are disputing reflects the actual usage recording on the meter. The cost of gas has increased and that could be why the gas bill seems higher to you.

A gas usage analysis was completed and indicate that you are currently using 33.9 cubic feet of gas per degree day. Since you recently established service at this location you do not have a year to year usage pattern for comparison.

If you are concerned about the usage you may want to have a contractor or plumber check your appliances to ensure they are working efficiently. If you are not responsible for the maintenance to your appliances, you may want to refer to your landlord/property manager.

If you are disputing 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**

Once your request and payment are received a representative will contact you to schedule a field visit to test the meter. Please make sure that PGW has up to date contact information on your account to schedule your appointment.

Philadelphia Gas Works



800 W. Montgomery Ave., Philadelphia, PA 19122
Telephone: 215-787-1288

It is PGW's position that your billing appears to be correct.

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

1. A statement of account
2. 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.

Please be advised that as of March 15, 2023, 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,

Mrs. S. Morrison
Dispute Resolution Unit

Philadelphia Gas Works



800 W. Montgomery Ave., Philadelphia, PA 19122
Telephone: 215-787-1288

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 location participating in the Pay with Cash program. Further information regarding these payment methods 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.

All Service Agreement(s) Summary Statement of Account - Acct 59344895

Customer Name	From Date	To Date
LUKE STANSHINE	11/8/2022	2/23/2023
Service Address	Account Number	
1148 HARRISON ST Apt 2F PHIL, PA 191242908	59344895	

SA	Address	Type	Meter	Rate/Class	Total Amount Due	Other Balance
5046576171	1148 HARRISON ST,2F/PHILA,PA	G2-GS	1888474	GS	\$1,673.57	\$0.00

NSA	Address	Type	Total Amount Due	Other Balance
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STATEMENT

Transaction Date	Transaction Type	Transaction Amount	Current Balance	Actual Balance
11/10/2022	DEPREQ	\$0.00	\$0.00	\$0.00
11/19/2022	PAY	\$0.00	\$0.00	\$0.00
12/20/2022	BILL	\$562.15	\$562.15	\$562.15
1/1/2023	PAY	(\$0.50)	\$561.65	\$561.65
1/21/2023	LPC	\$8.42	\$570.07	\$570.07
1/21/2023	BILL	\$677.75	\$1,247.82	\$1,247.82
2/18/2023	BILL	\$425.75	\$1,673.57	\$1,673.57

Gas Usage Analysis

Stanshine, Luke 1148 Harrison St,2f Philadelphia, PA		<u>Meter History</u>							
Account Number:		0000 5934 4895							
Non-Heating Daily Usage:		0.55 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						
11/8/2022	2/16/2023	6907	7731	100	824	55	769	2267	33.9
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.



PHILADELPHIA GAS WORKS

800 West Montgomery Avenue, Philadelphia, PA 19122

April 28, 2023

Luke Stanshine
1148 Harrison St APT. 2F
Philadelphia, PA 19124

RE: Meter Number: 1888474
Meter Location: 1148 Harrison St APT. 2F

Dear PGW Customer:

The gas meter at your property was removed on 3/22/2023 and tested at our facilities on 4/24/2023. 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.

Meter & Measurement, Field Service Department

Customer Requested Meter Test

Date: 4-24-23

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

CUSTOMER: Luke Stanshine

ADDRESS: 1148 Harrison St 2f

ON APPLICATION NO.:

GIVES THE FOLLOWING RESULTS:

METER NO. 1888474		PROOF [X]			ACCURACY []	
SIZE AC-250	Index 7925	Meter Test Results			Percentage	
		Temperature	Open 100%	Check 20%	Fast	Slow
Meter Receive 3-22-23		70	98.9	98.9		
		70	98.9	98.6		
Meter Tested 4-24-23		70	98.8	98.7		
		Average of Results	98.9	98.7	-1.3	

Von Morgan _____

PGW REPRESENTATIVE

Customer Contact: Service [X]

Date: 06/14/2023 Time: 12:08:00 PM Source: _____ Related Tran: _____
CC Type: SERV - Service [v] Created: 06/14/2023 at: 12:08:44 PM by: ATSAFOS
Area: 800 - Residential General Service [v] Changed: _____ at: _____ by: _____
 Surveyable Auto Delete Date: 06/14/2027 Class: Inquiry

Comments: Alexander Tsafos was here on a Trace Mtr/Piping order with Order # 13746437 , with a result of Completed Found Gas ON , Left Gas ON , with activities of (Meter and Connections - Trace Meter and Piping) , with comments of "Traced appliances and fuel line back to correct meter. No repairs needed. HH 60k. AWH 36k. AGR 55k."

Letter

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

Review List Tickler

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

Account: 0000 5934 4895 Stanshine, Luke [v]
Premise: 1148 Harrison St,2f/Phila,Pa [v]
Person: Stanshine, Luke [v]

[Change] [Cancel]