

COMMONWEALTH OF PENNSYLVANIA
PENNSYLVANIA PUBLIC UTILITY COMMISSION

- - - - -X
 PAMELA BULL : DOCKET NO.
 : C-2023-3042007
 v. :
 PHILADELPHIA GAS WORKS :
 Initial Call-In Telephonic :
 Hearing :
 - - - - -X

Pages 1 through 43

Judge's Chambers
Commonwealth Keystone Building
400 North Street
Harrisburg, Pennsylvania

Tuesday, October 24, 2023
Commencing at 10:00 a.m.

BEFORE:

SPECIAL AGENT MICHAEL MROCZKA

REPORTER:

Lori A. Fausnaught, RPR, RMR, CRR

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KARASCH & ASSOCIATES (800) 621-5689

INDEX TO EXHIBITS

FOR RESPONDENT: IDENTIFIED/ADMITTED

PGW Exhibit No. 1 25 / 38
(Statement of Account 7/20/20-10/16/23)

PGW Exhibit No. 2 28 / 38
(Payment Agreement history)

PGW Exhibit No. 3 30 / 38
(Opening/Closing of formal complaint)

COMPLAINANT OBJECTION: Page 36, lines 19-20
and...
Argument regarding the admission of PGW Exhibit
No. 1, 2, and 3.

RULING: Page 38, lines 15-18
Overruled: PGW Exhibit No. 1, 2 and 3 admitted.

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Specific Service Agreement Statement of Account SA- 932379038

Customer Name	From Date	To Date		
PAMELA BULL	7/20/2020	10/16/2023		
Service Address	Account Number	S A Number	Meter	Rate/Class
4309 BROWN ST PHIL, PA 191041321		932379038	2092280	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
1/26/2023	BILL	2429	R	41	125	3.05	990		2/21/2023	\$250.79	\$250.79	\$250.79
2/4/2023	LPC									\$3.76	\$254.55	\$254.55
2/4/2023	BILL	2517	R	29	88	3.03	674		3/1/2023	\$197.69	\$452.24	\$452.24
3/8/2023	LPC									\$6.72	\$458.96	\$458.96
3/8/2023	BILL	2629	R	32	112	3.5	667		3/31/2023	\$240.73	\$699.69	\$699.69
4/6/2023	LPC									\$10.33	\$710.02	\$710.02
4/6/2023	BILL	2735	R	29	106	3.66	536		5/2/2023	\$176.28	\$886.30	\$886.30
5/6/2023	LPC									\$12.98	\$899.28	\$899.28
5/6/2023	BILL	2810	R	30	75	2.5	229		5/31/2023	\$136.03	\$1,035.31	\$1,035.31
6/7/2023	LPC									\$15.02	\$1,050.33	\$1,050.33
6/7/2023	BILL	2863	R	32	53	1.66	58		7/3/2023	\$94.86	\$1,145.19	\$1,145.19
7/7/2023	BILL	2881	R	30	18	0.6	3		8/1/2023	\$40.46	\$1,185.65	\$1,185.65
8/5/2023	BILL	2881	R	29	0	0	0		8/29/2023	\$16.02	\$1,201.67	\$1,201.67
9/7/2023	LPC									\$17.29	\$1,218.96	\$1,218.96
9/7/2023	BILL	2882	R	33	1	0.03	0		10/2/2023	\$17.38	\$1,236.34	\$1,236.34
9/27/2023	LPCWVE									(\$17.29)	\$1,219.05	\$1,219.05
10/6/2023	BILL	2903	R	29	21	0.72	18		10/31/2023	\$43.88	\$1,262.93	\$1,262.93

Specific Service Agreement Statement of Account SA- 1913372980

Customer Name	From Date	To Date		
PAMELA BULL	7/20/2020	10/13/2023		
Service Address	Account Number	S A Number	Meter	Rate/Class
4309 BROWN ST PHIL, PA 191041321		1913372980	2092280	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
1/18/2023	REXFER									\$1,694.80	\$1,694.80	\$1,694.80
1/18/2023	REXFER									\$906.30	\$2,601.10	\$2,601.10
2/4/2023	INTAPL									(\$0.13)	\$2,600.97	\$2,600.97
2/4/2023	DEPAPL									(\$113.00)	\$2,487.97	\$2,487.97
3/10/2023	PAY							Check		(\$197.69)	\$2,290.28	\$2,290.28
5/26/2023	PAY							Check		(\$136.00)	\$2,154.28	\$2,154.28
6/12/2023	PAY							Check		(\$138.00)	\$2,016.28	\$2,016.28
7/21/2023	PAY							Check		(\$136.00)	\$1,880.28	\$1,880.28
8/7/2023	PAY							Check		(\$136.00)	\$1,744.28	\$1,744.28
10/4/2023	PAY							Check		(\$136.00)	\$1,608.28	\$1,608.28

Search For Negotiated Payment Arrangement

Search Criteria

Account... Bull, Pamela

From Date:

Date	Seq	Status	Comments
06/13/2023	1	Canceled	BCS #3916335
05/04/2021	1	Broken	

2 record(s) found.

PHILADELPHIA GAS WORKS

PUC

Opening XML

Case Number:	3916335
Company Name:	PGW (PHILA. GAS WORKS (NGDC))
Company Code:	0766
Company Type	GAS TRANSPORTER
Customer First Name:	PAMELA
Customer Middle Initial:	
Customer Last Name:	BULL
Customer Account Number:	
Customer Home Phone w/ Area Code:	2676346673
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:	4309 BROWN ST
Customer Service Address 2:	
Customer Service Address City:	PHILADELPHIA
Customer Service Address State:	PA
Customer Service Address Zip:	19104
Customer Service Address 4-Zip:	
Customer Family Adults:	1
Customer Family Children:	0
Customer Family Age:	
Gross Income	
Source	Income Amount
AD DIS	3600
Date Open:	2023-06-09
Reason For Contact:	ON - PAR NEEDED (# 61)
Term Date:	2023-06-10
Business Name:	
Case Problem:	

Company Position: 06/05/2023 COMPANY WANTS THE FULL AMOUNT TO
KEEP SERVICE ON.

Related Information: SERVICE ON. 61 – PAYMENT ARRANGEMENT REQUEST. -
RELIEF SOUGHT - PAR

Case Misc Info: NO EMAIL

Hot Issue:

Case Origin: TELEPHONE

Prior Case Number:

Universal Service: Y

Arrearage: 3000

BCS Investigator First Name: BCS

BCS Investigator Last Name: CASE POOL

BCS Investigator Phone w/ Area Code: 7177875468

BCSIntaker First Name: MERIKKA

BCSIntaker Last Name: SHIRK

Number Of Time Send: 1

Number Of Time Faxed: 0

Number Of Time Faxed: 7177876641

PHILADELPHIA GAS WORKS

PUC

Closing XML

Case Number: 3916335
Company Name: PGW (PHILA. GAS WORKS (NGDC))
Company Code: 0766
Company Type: GAS TRANSPORTER
Customer First Name: PAMELA
Customer Middle Initial:
Customer Last Name: BULL
Account Number:
Service Address 1: 4309 BROWN ST
Service Address 2:
Service City: PHILADELPHIA
Service State: PA
Service Zip 5: 19104
Service Zip 4:
Decision Issue: Y
Oral Written: W
Violation: NO
Chapter:
Section Rule:
Total Balance: 3299.47
Date Closed: 2023-06-12
Resolution: LEVEL 3, BB 85.00 + 275.00 = 360.00 BEGINNING AUGUST 2023.
Balance Date: 2023-06-12
Service Restored Pay:
Service Continue Amount:
Service Continue Date:
Terms: AUGUST 2023 BILL DUE DATE
Special Budget Amount: 360.00
Regular Budget Amount: 85.00
Arrears Payment Plus: 275.00
FinalMonthlyPayment:
CurrentMonthlyPayment:
EndMonthlyPayment:
LetterDescription:
HeadDate: 2023-06-12

Paragraph:

Bill Date:

Reconnect Amount: 0

Pay Amount:

BCS Investigator First Name: BUREAU OF

BCS Investigator Last Name: CONSUMER SERVICE

Number Of Time Send: 1

Number Of Time Faxed: 0

PUC Fax: 7177876641