

COMMONWEALTH OF PENNSYLVANIA
PUBLIC UTILITY COMMISSION

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3	----- X		
4	Joseph Hinton	:	DOCKET NO.
5		:	C-2023-3042481
6		:	
7	v.	:	
8		:	
9	Philadelphia Gas Works	:	
10		:	
11	Initial Call-In Telephonic Hearing	:	
12	----- X		

Pages 1 through 64

Judge's Chambers
State Office Building
801 Market Street
Philadelphia, Pennsylvania

Tuesday, November 28, 2023
Commencing at 1:33 p.m.

BEFORE:

ADMINISTRATIVE LAW JUDGE ARLENE ASHTON

REPORTER:

Lori A. Fausnaught, RPR, RMR, CRR

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INDEX TO EXHIBITS

FOR COMPLAINANT: IDENTIFIED/ADMITTED

(none presented)

FOR RESPONDENT: IDENTIFIED/ADMITTED

PGW Exhibit No. 1 31 / 55

(Statement of Account)

PGW Exhibit No. 2 34 / 55

(Search for Payment Arrangements)

PGW Exhibit No. 3 36 / 55

(Openings/Closings of Informal Complaints)

Specific Service Agreement Statement of Account SA- [REDACTED] 45



Customer Name	From Date	To Date		
JOSEPH HINTON	11/20/2021	11/20/2023		
Service Address	Account Number	S A Number	Meter	Rate/Class
[REDACTED]	[REDACTED] 10	[REDACTED] 45	[REDACTED] 88	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
12/16/2021	LPC									\$20.70	\$1,437.29	\$1,437.29
12/16/2021	BILL	7447	R	32	247	7.72	639		1/11/2022	\$460.51	\$1,897.80	\$1,897.80
1/19/2022	LPC									\$27.61	\$1,925.41	\$1,925.41
1/19/2022	BILL	7733	R	31	286	9.23	743		2/11/2022	\$556.12	\$2,481.53	\$2,481.53
2/16/2022	LPC									\$35.95	\$2,517.48	\$2,517.48
2/16/2022	BILL	8108	R	31	375	12.1	970		3/14/2022	\$695.92	\$3,213.40	\$3,213.40
3/13/2022	PAY							Debit Card		(\$50.00)	\$3,163.40	\$3,163.40
3/18/2022	LPC									\$45.64	\$3,209.04	\$3,209.04
3/18/2022	BILL	8384	R	30	276	9.2	632		4/12/2022	\$543.40	\$3,752.44	\$3,752.44
3/31/2022	PAY							Debit Card		(\$200.00)	\$3,552.44	\$3,552.44
4/19/2022	LPC									\$50.79	\$3,603.23	\$3,603.23
4/19/2022	BILL	8570	R	29	186	6.41	373		5/12/2022	\$376.18	\$3,979.41	\$3,979.41
5/2/2022	PAY							Debit Card		(\$100.00)	\$3,879.41	\$3,879.41
5/11/2022	PAY							Debit Card		(\$100.00)	\$3,779.41	\$3,779.41
5/17/2022	BILL	8690	R	29	120	4.14	231		6/10/2022	\$217.24	\$3,996.65	\$3,996.65
6/16/2022	BILL	8735	R	32	45	1.41	1		7/13/2022	\$298.50	\$4,295.15	\$4,295.15
7/15/2022	WNC2&5									(\$200.64)	\$4,094.51	\$4,094.51
7/16/2022	BILL	8765	R	30	30	1	0		8/9/2022	\$71.40	\$4,165.91	\$4,165.91
8/16/2022	BILL	8789	R	29	24	0.83	0		9/9/2022	\$60.32	\$4,226.23	\$4,226.23

8/30/2022	PAY								Debit Card	(\$200.00)	\$4,026.23	\$4,026.23
9/14/2022	PAY								Debit Card	(\$250.00)	\$3,776.23	\$3,776.23
9/15/2022	LPC									\$56.40	\$3,832.63	\$3,832.63
9/15/2022	BILL	8814	R	32	25	0.78	0		10/10/2022	\$61.99	\$3,894.62	\$3,894.62
10/14/2022	BILL	8886	R	29	72	2.48	107		11/8/2022	\$140.03	\$4,034.65	\$4,034.65
11/11/2022	LPC									\$59.43	\$4,094.08	\$4,094.08
11/11/2022	BILL	8985	R	28	99	3.54	191		12/7/2022	\$225.24	\$4,319.32	\$4,319.32
12/13/2022	LPC									\$62.81	\$4,382.13	\$4,382.13
12/13/2022	BILL	9210	R	30	225	7.5	578		1/10/2023	\$429.73	\$4,811.86	\$4,811.86
1/13/2023	LPC									\$69.25	\$4,881.11	\$4,881.11
1/13/2023	BILL	9528	R	33	318	9.64	853		2/8/2023	\$602.76	\$5,483.87	\$5,483.87
2/11/2023	LPC									\$78.29	\$5,562.16	\$5,562.16
2/11/2023	BILL	9814	R	29	286	9.86	711		3/8/2023	\$585.54	\$6,147.70	\$6,147.70
2/16/2023	PAY								Debit Card	(\$300.00)	\$5,847.70	\$5,847.70
3/15/2023	LPC									\$82.58	\$5,930.28	\$5,930.28
3/15/2023	BILL	70	R	32	256	8	639		4/10/2023	\$527.80	\$6,458.08	\$6,458.08
4/14/2023	LPC									\$90.49	\$6,548.57	\$6,548.57
4/14/2023	BILL	255	R	30	185	6.17	440		5/9/2023	\$361.79	\$6,910.36	\$6,910.36
5/13/2023	LPC									\$95.92	\$7,006.28	\$7,006.28
5/13/2023	BILL	347	R	29	92	3.17	189		6/7/2023	\$180.84	\$7,187.12	\$7,187.12
5/17/2023	PAY								Debit Card	(\$175.00)	\$7,012.12	\$7,012.12
6/9/2023	PAY								Debit Card	(\$180.84)	\$6,831.28	\$6,831.28
6/14/2023	LPC									\$93.30	\$6,924.58	\$6,924.58
6/14/2023	BILL	386	R	32	39	1.22	29		7/11/2023	\$85.81	\$7,010.39	\$7,010.39
7/10/2023	PAY								Debit Card	(\$85.81)	\$6,924.58	\$6,924.58
7/14/2023	LPC									\$93.30	\$7,017.88	\$7,017.88
7/14/2023	BILL	409	R	30	23	0.77	3		8/8/2023	\$63.96	\$7,081.84	\$7,081.84
8/11/2023	PAY								Debit Card	(\$63.96)	\$7,017.88	\$7,017.88
8/12/2023	LPC									\$93.30	\$7,111.18	\$7,111.18
8/12/2023	BILL	429	R	29	20	0.69	0		9/6/2023	\$57.70	\$7,168.88	\$7,168.88

9/12/2023	PAY							Debit Card	(\$57.70)	\$7,111.18	\$7,111.18
9/14/2023	BILL	453	R	33	24	0.73	0	10/9/2023	\$65.98	\$7,177.16	\$7,177.16
10/13/2023	BILL	476	R	29	23	0.79	49	11/7/2023	\$63.73	\$7,240.89	\$7,240.89
11/14/2023	BILL	558	R	29	82	2.83	243	12/8/2023	\$196.22	\$7,437.11	\$7,437.11



Search For Negotiated Payment Arrangement

Search Criteria

Account... Hinton, Joseph W

From Date:

Date	Seq	Status	Comments
07/05/2022	1	Broken	BCS: #3836293
08/05/2021	1	Broken	
02/11/2021	1	Broken	C19RP
09/28/2020	1	Broken	
07/22/2019	1	Broken	BCS: 3711752
09/07/2018	1	Broken	
07/03/2017	1	Broken	
03/31/2017	1	Broken	

25 record(s) found.

Search For Negotiated Payment Arrangement

Search Criteria

Account... Hinton, Joseph W

From Date:

Date	Seq	Status	Comments
09/14/2016	1	Broken	3475367
08/28/2015	1	Broken	
05/01/2015	1	Broken	
08/16/2010	1	Broken	
03/12/2010	1	Broken	
10/16/2009	1	Broken	
08/07/2009	1	Broken	
03/06/2009	1	Cancelled	

25 record(s) found.

Search For Negotiated Payment Arrangement

Search Criteria
Account... [REDACTED] 0 Hinton, Joseph W

From Date: 11/21/2023

Apply Criteria

OK
Cancel

Date	Seq	Status	Comments
09/04/2008	1	Broken	BCS#2381471
01/31/2008	1	Broken	
10/09/2007	1	Broken	
06/25/2007	1	Broken	
03/12/2007	1	Broken	
11/24/2006	1	Broken	
09/14/2005	1	Canceled	
03/14/2005	1	Broken	

25 record(s) found

Search For Negotiated Payment Arrangement

Search Criteria
Account... [REDACTED] 0 Hinton, Joseph W

From Date: 11/21/2023

Apply Criteria

OK
Cancel

Date	Seq	Status	Comments
10/09/2007	1	Broken	
06/25/2007	1	Broken	
03/12/2007	1	Broken	
11/24/2006	1	Broken	
09/14/2005	1	Canceled	
03/14/2005	1	Broken	
02/14/2005	1	Broken	

25 record(s) found

PHILADELPHIA GAS WORKS

PUC

Opening XML



Case Number: 3836293
Company Name: PGW (PHILA. GAS WORKS (NGDC))
Company Code: █ 66
Company Type: GAS TRANSPORTER
Customer First Name: JOSEPH
Customer Middle Initial: W
Customer Last Name: HINTON
Customer Account Number: █ 10
Customer Home Phone w/ Area Code:
Customer Work Phone w/ Area Code: RESIDENTIAL
Customer Service Class:
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:
Customer Service Address 2: PHILADELPHIA
Customer Service Address City: PA
Customer Service Address State: █
Customer Service Address Zip:
Customer Service Address 4-Zip:
Customer Family Adults: 5
Customer Family Children: 1
Customer Family Age: 2
Gross Income
Source **Income Amount**
A1 WAGES 1733.33
A2 WAGES 3466.67
A3 WAGES 2426.67
A4 WAGES 2210
A5 NONE 0
Date Open: 2022-05-05

Reason For Contact: ON - PAR NEEDED (# 61)

Term Date: 2022-05-10

Business Name: SM

Case Problem:

Company Position: 04/26/2022 COMPANY IS REQUESTING 3552.44 TO MAINTAIN SERVICE

Related Information:

61 – PAYMENT ARRANGEMENT REQUEST. THE CELL PHONE NUMBER [REDACTED] HAS BEEN ALLOWED TO BE SHARED. THE EMAIL ADDRESS [REDACTED] HAS BEEN ALLOWED TO BE SHARED.

Case Misc Info:

Hot Issue:

Case Origin: TELEPHONE

Prior Case Number: 3711752

Universal Service: N

Arrearage: 3552.44

BCS Investigator First Name: BCS

BCS Investigator Last Name: CASE POOL

BCS Investigator Phone w/ Area Code: [REDACTED]

BCSIntaker First Name: TONYA

BCSIntaker Last Name: MEREDITH-MOTTER

Number Of Time Send: 1

Number Of Time Faxed: 0

Number Of Time Faxed: [REDACTED]

PHILADELPHIA GAS WORKS

PUC

Closing XML

Case Number: 3836293
Company Name: PGW (PHILA. GAS WORKS (NGDC))
Company Code: █66
Company Type: GAS TRANSPORTER
Customer First Name: JOSEPH
Customer Middle Initial: W
Customer Last Name: HINTON
Account Number: █10
Service Address 1: █
Service Address 2: █
Service City: PHILADELPHIA
Service State: PA
Service Zip 5: █
Service Zip 4: █
Decision Issue: Y
Oral Written: W
Violation: NO
Chapter: NO
Section Rule: NO
Total Balance: 4295.16
Date Closed: 2022-07-01
Resolution: DECISION ISSUED -CUSTOMER HAS SATISFIED PRIOR PUC PAR 3475367 AND IS ELIGIBLE FOR PAR. LEVEL 3, BUDGET 383.00 + 358.00 = 741.00 BEGINNING AUG 2022 DUE DATE.
Balance Date: 2022-07-01
Service Restored Pay: 0.00
Service Continue Amount: 0.00
Service Continue Date: 0.00
Terms: AUGUST 2022 BILL DUE DATE
Special Budget Amount: 741.00
Regular Budget Amount: 383.00
Arrears Payment Plus: 358.00
FinalMonthlyPayment: 0.00
CurrentMonthlyPayment: 0.00

EndMonthlyPayment: 0.00
LetterDescription:
HeadDate: 2022-07-01
Paragraph:
Bill Date:
Reconnect Amount: 0
Pay Amount: 0.00
BCS Investigator First Name: BRYAN
BCS Investigator Last Name: KAUFFMAN
Number Of Time Send: 1
Number Of Time Faxed: 0
PUC Fax: [REDACTED]

PHILADELPHIA GAS WORKS

PUC

Opening XML

Case Number: 3914498
Company Name: PGW (PHILA. GAS WORKS (NGDC))
Company Code: [REDACTED] 66
Company Type: GAS TRANSPORTER
Customer First Name: JOSEPH
Customer Middle Initial: W
Customer Last Name: HINTON
Customer Account Number: [REDACTED] 10
Customer Home Phone w/ Area Code:
Customer Work Phone w/ Area Code: RESIDENTIAL
Customer Service Class:
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:
Customer Service Address 2:
Customer Service Address City: PHILADELPHIA
Customer Service Address State: PA
Customer Service Address Zip: [REDACTED]
Customer Service Address 4-Zip:
Customer Family Adults: 4
Customer Family Children: 1
Customer Family Age: 3
Gross Income
Source
A1-WAGES 2166.67
A2-WAGES 3466.67
A3-NONE 0
A4-NONE 0
Date Open: 2023-06-02
Income Amount

Reason For Contact: CII - CHANGE IN INCOME PAR (#71)
Term Date: 2023-05-30

Business Name:
Case Problem:

Company Position: 05/30/2023 MUST PAY \$6900.00
Related Information: CUSTOMER CLAIMS CII. - RELIEF SOUGHT - CII PAR TO STAY TERMINATION. THE CELL PHONE NUMBER [REDACTED] HAS BEEN ALLOWED TO BE SHARED. THE EMAIL ADDRESS [REDACTED] HAS BEEN ALLOWED TO BE SHARED.

Case Misc Info: EMAIL OKAY/TEXT OKAY

Hot Issue:

Case Origin: TELEPHONE

Prior Case Number: 3836293

Universal Service: M

Arrearage: 6900

BCS Investigator First Name: BCS

BCS Investigator Last Name: CASE POOL

BCS Investigator Phone w/ Area Code: [REDACTED]

BCSIntaker First Name: MARIE

BCSIntaker Last Name: KENNEDY

Number Of Time Send: 1

Number Of Time Faxed: 0

Number Of Time Faxed: [REDACTED]

PHILADELPHIA GAS WORKS

PUC

Closing XML

Case Number: 3914498
Company Name: PGW (PHILA. GAS WORKS (NGDC))
Company Code: █66
Company Type: GAS TRANSPORTER
Customer First Name: JOSEPH
Customer Middle Initial: W
Customer Last Name: HINTON
Account Number: █ █10
Service Address 1: █
Service Address 2: █
Service City: PHILADELPHIA
Service State: PA
Service Zip 5: █
Service Zip 4: █
Decision Issue: N
Oral Written: W
Violation: NO
Chapter: NO
Section Rule: NO
Total Balance: 7010.39
Date Closed: 2023-08-17
Resolution: DISMISSAL LETTER ISSUED : THE CUSTOMER INCOME HAS INCREASED SINCE LAST PUC PAYMENT ARRANGEMENT. CII INVALID. INCOME INCREASED FROM 4983.00 TO 5422.00, 8.10% FOR LEVEL 2 CUSTOMER. CASE DISMISSED PER 1405(D).
Balance Date: 2023-06-20
Service Restored Pay: 0.00
Service Continue Amount: 0.00
Service Continue Date: 0.00
Terms: 0.00
Special Budget Amount: 0.00
Regular Budget Amount: 0.00
Arrears Payment Plus: 0.00
FinalMonthlyPayment: 0.00
CurrentMonthlyPayment: 0.00
EndMonthlyPayment: 0.00

Letter Description:

HeadDate: 2023-08-17

Paragraph:

Bill Date:

Reconnect Amount: 0

Pay Amount: 0.00

BCS Investigator First Name: NAFEESSAH

BCS Investigator Last Name: HOLLIDAY

Number Of Time Send: 1

Number Of Time Faxed: 0

PUC Fax: [REDACTED]