
Christopher Haymes,
v.
Philadelphia Gas Works

Docket No.:
F-2023-3042824

Initial Call-In
Telephonic Hearing

Pages 1 - 43

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

Wednesday, January 10, 2024
Commencing at 10:00 a.m.

INDEX TO EXHIBITS

Docket No. F-2023-3042824

Hearing Date: January 10, 2024

<u>NUMBER</u>	<u>FOR IDENTIFICATION</u>	<u>IN EVIDENCE</u>
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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 4, 2024

VIA ELECTRONIC MAIL

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

Re: Christopher Haymes v. Philadelphia Gas Works, Docket No. F-2023-3042824

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 Electronic Mail

Christopher Haymes

haymes719@gmail.com

Date: January 4, 2024

/s/ Graciela Christlieb

Graciela Christlieb, Esquire

Specific Service Agreement Statement of Account SA- 3023072695

Customer Name	From Date	To Date		
CHRISTOPHER HAYMES	11/1/2019	1/3/2024		
Service Address	Account Number	S A Number	Meter	Rate/Class
825 CANTRELL ST Apt 1F PHIL, PA 191483115	6940091	3023072695	2099256	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
11/15/2019	CRPFRZ									(\$2,954.66)	\$0.00	\$0.00
11/26/2019	BILL	2634	R	30	53	1.77	478		12/20/2019	\$87.00	\$87.00	\$87.00
12/27/2019	BILL	2752	R	29	118	4.07	715		1/23/2020	\$87.00	\$174.00	\$174.00
12/27/2019	PAY							Credit Card		(\$87.38)	\$86.62	\$86.62
1/24/2020	PAY							Credit Card		(\$86.62)	\$0.00	\$0.00
1/29/2020	BILL	2899	R	35	147	4.2	904		2/24/2020	\$87.00	\$87.00	\$87.00
2/28/2020	BILL	3029	R	32	130	4.06	777		3/24/2020	\$87.00	\$174.00	\$174.00
3/27/2020	BILL	3097	R	28	68	2.43	493		4/22/2020	\$87.00	\$261.00	\$261.00
4/28/2020	BILL	3172	R	30	75	2.5	424		5/21/2020	\$87.00	\$348.00	\$348.00
5/28/2020	BILL	3212	R	29	40	1.38	257		6/22/2020	\$87.00	\$435.00	\$435.00
6/26/2020	BILL	3230	R	32	18	0.56	8		7/22/2020	\$87.00	\$522.00	\$522.00
7/28/2020	BILL	3239	R	30	9	0.3	0		8/20/2020	\$87.00	\$609.00	\$609.00
8/26/2020	BILL	3246	R	29	7	0.24	0		9/21/2020	\$87.00	\$696.00	\$696.00
9/26/2020	BILL	3253	R	33	7	0.21	36		10/20/2020	\$87.00	\$783.00	\$783.00
10/27/2020	BILL	3261	R	29	8	0.28	87		11/20/2020	\$87.00	\$870.00	\$870.00
11/26/2020	BILL	3303	R	30	42	1.4	341		12/21/2020	\$87.00	\$957.00	\$957.00
12/30/2020	BILL	3419	R	32	116	3.62	699		1/26/2021	\$87.00	\$1,044.00	\$1,044.00
1/29/2021	BILL	3578	R	34	159	4.68	931		2/23/2021	\$87.00	\$1,131.00	\$1,131.00
3/2/2021	BILL	3740	R	30	162	5.4	975		3/25/2021	\$87.00	\$1,218.00	\$1,218.00
3/30/2021	BILL	3824	R	28	84	3	579		4/23/2021	\$87.00	\$1,305.00	\$1,305.00
4/28/2021	BILL	3863	R	30	39	1.3	309		5/21/2021	\$87.00	\$1,392.00	\$1,392.00
5/28/2021	BILL	3877	R	31	14	0.45	115		6/23/2021	\$87.00	\$1,479.00	\$1,479.00
6/26/2021	BILL	3888	R	29	11	0.38	36		7/21/2021	\$87.00	\$1,566.00	\$1,566.00
7/28/2021	BILL	3896	R	30	8	0.27	0		8/20/2021	\$87.00	\$1,653.00	\$1,653.00
8/26/2021	BILL	3903	R	29	7	0.24	0		9/21/2021	\$87.00	\$1,740.00	\$1,740.00
9/28/2021	BILL	3913	R	33	10	0.3	0		10/21/2021	\$87.00	\$1,827.00	\$1,827.00
10/27/2021	BILL	3923	R	29	10	0.34	32		11/22/2021	\$87.00	\$1,914.00	\$1,914.00

Transaction Date	Transaction Type	Reading	Read Code	# of Days	CCF Usage	Average CCF/Day	Heating DDDs	Payment Type	Due Date	Transaction		Current		Actual	
										Amount	Balance	Balance	Balance		
11/27/2021	BILL	3983	R	32	60	1.88	417		12/21/2021	\$87.00	\$2,001.00	\$2,001.00	\$2,001.00		
12/30/2021	BILL	4087	R	30	104	3.47	616		1/25/2022	\$87.00	\$2,088.00	\$2,088.00	\$2,088.00		
1/29/2022	BILL	4269	R	34	182	5.35	946		2/23/2022	\$87.00	\$2,175.00	\$2,175.00	\$2,175.00		
3/1/2022	BILL	4412	R	29	143	4.93	797		3/24/2022	\$87.00	\$2,262.00	\$2,262.00	\$2,262.00		
3/30/2022	BILL	4507	R	29	95	3.28	514		4/25/2022	\$87.00	\$2,349.00	\$2,349.00	\$2,349.00		
4/29/2022	BILL	4589	R	32	82	2.56	427		5/24/2022	\$87.00	\$2,436.00	\$2,436.00	\$2,436.00		
5/27/2022	BILL	4622	R	28	33	1.18	103		6/23/2022	\$87.00	\$2,523.00	\$2,523.00	\$2,523.00		
6/28/2022	BILL	4634	R	30	12	0.4	1		7/22/2022	\$87.00	\$2,610.00	\$2,610.00	\$2,610.00		
7/25/2022	WNA2&5									(\$6.06)	\$2,603.94	\$2,603.94	\$2,603.94		
7/25/2022	CRPDIS									\$6.06	\$2,610.00	\$2,610.00	\$2,610.00		
7/28/2022	BILL	4647	R	30	13	0.43	0		8/22/2022	\$87.00	\$2,697.00	\$2,697.00	\$2,697.00		
8/26/2022	BILL	4657	R	31	10	0.32	0		9/21/2022	\$87.00	\$2,784.00	\$2,784.00	\$2,784.00		
9/27/2022	BILL	4666	R	30	9	0.3	0		10/20/2022	\$87.00	\$2,871.00	\$2,871.00	\$2,871.00		
10/26/2022	BILL	4681	R	29	15	0.52	168		11/21/2022	\$87.00	\$2,958.00	\$2,958.00	\$2,958.00		
11/24/2022	BILL	4704	R	29	23	0.79	267		12/19/2022	\$87.00	\$3,045.00	\$3,045.00	\$3,045.00		
12/8/2022	PAY							Credit Card		(\$960.00)	\$2,085.00	\$2,085.00	\$2,085.00		
12/23/2022	BILL	4818	R	31	114	3.68	712		1/20/2023	\$87.00	\$2,172.00	\$2,172.00	\$2,172.00		
1/26/2023	BILL	4968	R	32	150	4.69	788		2/21/2023	\$87.00	\$2,259.00	\$2,259.00	\$2,259.00		
2/23/2023	BILL	5063	R	28	95	3.39	631		3/20/2023	\$87.00	\$2,346.00	\$2,346.00	\$2,346.00		
3/25/2023	BILL	5160	R	32	97	3.03	689		4/19/2023	\$87.00	\$2,433.00	\$2,433.00	\$2,433.00		
4/26/2023	BILL	5211	R	30	51	1.7	292		5/19/2023	\$87.00	\$2,520.00	\$2,520.00	\$2,520.00		
5/25/2023	BILL	5237	R	29	26	0.9	181		6/21/2023	\$87.00	\$2,607.00	\$2,607.00	\$2,607.00		
6/24/2023	BILL	5251	R	32	14	0.44	9		7/19/2023	\$87.00	\$2,694.00	\$2,694.00	\$2,694.00		
7/26/2023	BILL	5267	R	30	16	0.53	3		8/18/2023	\$85.00	\$2,779.00	\$2,779.00	\$2,779.00		
8/24/2023	BILL	5279	R	29	12	0.41	0		9/19/2023	\$85.00	\$2,864.00	\$2,864.00	\$2,864.00		
9/26/2023	BILL	5291	R	33	12	0.36	0		10/19/2023	\$85.00	\$2,949.00	\$2,949.00	\$2,949.00		
10/25/2023	BILL	5303	R	29	12	0.41	109		11/20/2023	\$85.00	\$3,034.00	\$3,034.00	\$3,034.00		
11/24/2023	BILL	5349	R	32	46	1.44	373		12/19/2023	\$85.00	\$3,119.00	\$3,119.00	\$3,119.00		
12/27/2023	BILL	5439	R	29	90	3.1	630		1/23/2024	\$85.00	\$3,204.00	\$3,204.00	\$3,204.00		

Loan: 8942344839 CRPLF, Active, Balance:\$1,400.61

Action

Loan SA... 8942344839 CRPLF, Active, Balance:\$1,400.61 SA Siblings...

Account ID: 0000 0694 0091 Haymes, Christopher

Start Date: 11/15/2019

Customer Class: N - Not Applicable-Required on Nsa

SA Type: CRPLF - Crp Frozen Arrears loan

Description: CRP Frozen Arrears loan

Loan Details: Amt: 2,954.66, 0.0000 % APR ,Monthly \$5.00

Matures: 12/15/2068 Payments Left: 281

Renegotiation of... Renegotiated By:

Arrears		Financial Summary	
0 - 30	0.00	Total Amount Due:	1,400.61
		Principal:	1,400.61
		Interest:	0.00
		Late Payment Charges:	0.00
31 - 60	0.00	Current Amount Due:	0.00
61 - 90	0.00	Write Off:	0.00
91 Up	0.00	Interest To Date:	0.00
Total:	0.00	Interest YTD:	0.00

Main
Misc
Econ Dev
Details
Amortization

Exhibit 2

Search For Negotiated Payment Arrangement

Search Criteria

Account... 0000 0694 0091 Haymes, Christopher

From Date: 01/03/2024

Apply Criteria

OK

Cancel

Date	Seq	Status	Comments
05/07/2018	1	Broken	
12/06/2016	1	Canceled	BCS# 3454128
12/06/2016	2	Broken	BCS# 3454128
06/08/2015	1	Broken	
03/31/2015	1	Broken	
07/07/2014	1	Broken	

6 record(s) found.

Exhibit 3

Customer Contact: Customer Review Unit

Date: 06/28/2016 Time: 12:13:00 PM Source: _____ Related Tran: _____

CC Type: CRU - Customer Review Unit Created: 06/28/2016 at 12:13:17 PM by: WFADMIN

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

Surveyable Auto Delete Date: 06/28/2021 Class: Inquiry

Comments: PUC Complaint BCS# 3454128 filed on 6/28/2016 12:00:00 AM (CRU 787-1250) regarding ON - PAR WITH DISPUTE (#63), by SAME # of Adults in Household: 2 # and Ages of Children in Household: 2 / . Gross Income: 1300 INCM

Letter

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

Template: _____

Review List Tickler

Follow Up: to Review Group to User

Priority: Review Group...

Account: 0000 0694 0091 Haymes, Christopher

Premise: 5901 Carpenter St,2/Phila,Pa

Person: Haymes, Christopher

Customer Contact: Turn On

Date: 10/25/2016 Time: 2:28:00 PM Source: JetSearch Related Tran: Account Maintenance

CC Type: SERO - Turn On Created: 10/25/2016 at: 2:28:54 PM by: CBONNER

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

Surveyable Auto Delete Date: 10/25/2020 Class: Inquiry

Comments: cor is in ccdo to get gas transfer and to get gas turn off old address .. made transfer .. c/s

Letter

Status: _____ Print Date: _____ Run Number: _____ Reprint: 1

Template: _____

Review List Tickler

Follow Up: 1 to Review Group to User

Priority: 1 Review Group... 1

Account: 0000 0694 0091 Haymes, Christopher

Premise: 825 Cantrell St,1f/Phila,Pa

Person: Haymes, Christopher

Customer Contact: Customer Review Unit

Date: 12/06/2016 Time: 11:13:00 AM Source: _____ Related Tran: _____

CC Type: CRU - Customer Review Unit Created: 12/06/2016 at: 11:13:24 AM by: JPEARSON

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

Surveyable Auto Delete Date: 12/06/2021 Class: Inquiry

Comments: Received Closing/Decision from KENNETH SHAFFER of PUC/BCS regarding BCS# 3454128 on 12/6/2016 12:00:00 AM. The BCS stated the following: DECISION ISSUED - LEVEL 1, BUDGET 37.00 + 41.00 = 78.00 BEGINNING JAN 2017 DUE DATE. WAIVE LPCS. and . Customer must pay: 0 plus 41.00 for a total of 78.00 beginning with JANUARY 2017 DUE DATE

Letter

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

Template: _____

Review List Tickler

Follow Up: to Review Group to User

Priority: Review Group...

Account: 0000 0694 0091 Haymes, Christopher

Premise: 5901 Carpenter St,2/Phila,Pa

Person: Haymes, Christopher

Customer Contact: Collection

Date: 07/12/2017 Time: 7:43:00 AM Source: JetSearch Related Tran: Account Maintenance

CC Type: COLL - Collection Created: 07/12/2017 at: 7:43:26 AM by: GJACKSD2

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

Surveyable Auto Delete Date: 07/12/2021 Class: Inquiry

Comments: GAS IS ON MEDICAL -3- HOLD FROM 07/12/2017 TO 8/11/2017 BALANCE OF THE BILL IS \$2552.13 RECEIVED 07/12/2017 MEDICAL -1 4/28/2016 TO 5/28/2016 MEDICAL -2- 6/24/2016 TO 7/24/2016 THIS IS THE LAST MEDICAL UNTIL THERE IS NEW MONEY

Letter

Status: Print Date: Run Number: Reprint:

Template:

Review List Tickler

Follow Up: to Review Group to User

Priority: Review Group...

Account: 0000 0694 0091 Haymes, Christopher

Premise: 825 Cantrell St,1f/Phila,Pa

Person: Haymes, Christopher

Change Cancel

Customer Contact: Customer Review Unit

Date: 08/25/2017 Time: 3:07:00 PM Source: _____ Related Tran: _____

CC Type: CRU - Customer Review Unit Created: 08/25/2017 at: 3:07:36 PM by: CJACKSO3

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

Surveyable Auto Delete Date: 08/25/2022 Class: Inquiry

Comments: PUC Complaint BCS# 3557110 filed on 8/25/2017 12:00:00 AM (CRU 787-1250) regarding ON - PAR WITH DISPUTE (#63), by sm. # of Adults in Household: 2. # and Ages of Children in Household: 2 13,17. Gross Income: CustIncome 1300.00

Letter

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

Template: _____

Review List Tickler

Follow Up: to Review Group to User

Priority: Review Group...

Account: 0000 0694 0091 Haymes, Christopher

Premise: 825 Cantrell St,1f/Phila,Pa

Person: Haymes, Christopher

Customer Contact: Customer Review Unit

Date: 12/18/2017 Time: 6:39:00 AM Source: _____ Related Tran: _____

CC Type: CRU - Customer Review Unit Created: 12/18/2017 at: 6:39:44 AM by: MCHARLES

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

Surveyable Auto Delete Date: 12/18/2022 Class: Inquiry

Comments: Received Closing/Decision from LINDA SCOTT-MCKILLOP of PUC/BCS regarding BCS# 3557110 on 12/15/2017 12:00:00 AM. The BCS stated the following: NO RESPONSE TO 10 DAY CONTACT LETTER. CUSTOMER IS RESPONSIBLE FOR ENTIRE BALANCE. PAYMENT FROM SHERIFF'S SALE WAS RETURNED DUE TO SALE RESCINDED, NOT ELIGIBLE FOR NEW PAR, WRITTEN DECISION and . Customer must pay: 700.00 plus 0 for a total of 0 beginning with

Letter

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

Template: _____

Review List Tickler

Follow Up: _____ to Review Group _____ to User _____

Priority: _____ Review Group... _____

Account: 0000 0694 0091 Haymes, Christopher

Premise: 825 Cantrell St,1f/Phila,Pa

Person: Haymes, Christopher

Change Cancel

Exhibit 4 Page 6 / 70

Customer Contact: Customer Review Unit

Date: 03/30/2018 Time: 10:08:00 AM Source: _____ Related Tran: _____

CC Type: CRU - Customer Review Unit Created: 03/30/2018 at: 10:08:50 AM by: CJACKS03

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

Surveyable Auto Delete Date: 03/30/2023 Class: Inquiry

Comments: PUC Complaint BCS# 3595941 filed on 3/30/2018 12:00:00 AM (CRU 787-1250) regarding ON - PAR NEEDED (# 61), by JENNIFER HAYNES HUSBAND AUTH. # of Adults in Household: 3. # and Ages of Children in Household: 1 13. Gross Income: JOB 1245.83 ADULT2 0 ADULT3 0

Letter

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

Template: _____

Review List Tickler

Follow Up: _____ to Review Group to User

Priority: _____ Review Group...

Account: 0000 0694 0091 Haymes, Christopher

Premise: 825 Cantrell St,1f/Phila,Pa

Person: Haymes, Christopher

Change Cancel

Customer Contact: Customer Review Unit

Date: 04/02/2018 Time: 6:11:00 AM Source: _____ Related Tran: _____

CC Type: CRU - Customer Review Unit Created: 04/02/2018 at: 6:11:23 AM by: MCHARLES

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

Surveyable Auto Delete Date: 04/02/2023 Class: Inquiry

Comments: PUC Complaint BCS# 3596046 filed on 3/30/2018 12:00:00 AM (CRU 787-1250) regarding ON - PAR NEEDED (# 61), by same. # of Adults in Household: 3. # and Ages of Children in Household: 1 13. Gross Income: AD1WAGES 1400.00 AD2 0 AD3 0

Letter

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

Template: _____

Review List Tickler

Follow Up: _____ to Review Group to User

Priority: _____ Review Group...

Account: 0000 0694 0091 Haymes, Christopher

Premise: 825 Cantrell St,1f/Phila,Pa

Person: Haymes, Christopher

Change Cancel

Customer Contact: Customer Review Unit

Date: 04/11/2018 Time: 5:02:00 PM Source: _____ Related Tran: _____

CC Type: CRU - Customer Review Unit Created: 04/11/2018 at: 5:02:54 PM by: OBWORKFL

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

Surveyable Auto Delete Date: 04/11/2023 Class: Inquiry

Comments: BCS # 3596046 case dismissed on 4/11/2018 12:00:00 AM. Resolution: CLOSED. SEE DUPLICATE BCS 3595941. DISMISSED.. Paragraph Description: .

Letter

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

Template: _____

Review List Tickler

Follow Up: to Review Group to User

Priority: Review Group...

Account: 0000 0694 0091 Haymes, Christopher

Premise: 825 Cantrell St,1f/Phila,Pa

Person: Haymes, Christopher

Customer Contact: Customer Review Unit

Date: 05/01/2018 Time: 6:03:00 PM Source: _____ Related Tran: _____

CC Type: CRU - Customer Review Unit Created: 05/01/2018 at: 6:03:12 PM by: OBWORKFL

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

Surveyable Auto Delete Date: 05/02/2023 Class: Inquiry

Comments: BCS # 3595941 case dismissed on 5/1/2018 12:00:00 AM. Resolution: DISMISSAL LETTER ISSUED - CASE DISMISSED PER 1405 D. CUSTOMER DID NOT SATISFY PRIOR PUC PAR 3454128. Paragraph Description: .

Letter

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

Template: _____

Review List Tickler

Follow Up: _____ to Review Group to User

Priority: _____ Review Group...

Account: 0000 0694 0091 Haymes, Christopher

Premise: 825 Cantrell St,1f/Phila,Pa

Person: Haymes, Christopher

Change Cancel

Customer Contact: web payment

Date: 05/06/2018 Time: 6:29:00 PM Source: _____ Related Tran: _____

CC Type: PYW - web payment Created: 05/06/2018 at: 6:29:14 PM by: BCCSWEB

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

Surveyable Auto Delete Date: 05/06/2018 Class: System Generated Contact

Comments: Pending Pay Amount: 996.00 Authorization Code: 12666553862 Checking Act Nbr: _____
 *****6370

Letter

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

Template: _____

Review List Tickler

Follow Up: _____ to Review Group to User

Priority: _____ Review Group... _____

Account: 0000 0694 0091 Haymes, Christopher

Premise: _____

Person: Haymes, Christopher

Customer Contact: Collection

Date: 05/11/2018 Time: 9:45:00 AM Source: JetSearch Related Tran: Account Maintenance

CC Type: COLL - Collection Created: 05/11/2018 at: 9:45:43 AM by: TMCGHEE

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

Surveyable Auto Delete Date: 05/11/2022 Class: Inquiry

Comments: cor called about his s/o notice // i informed the cor that the check received on 05/07 for 996.00 was enough to reinstate his PAR and cx out the s/o// monthly charges are 144 w/ 43 remaining months.. c.s

Letter

Status: Print Date: Run Number: Reprint:

Template:

Review List Tickler

Follow Up: to Review Group to User

Priority: Review Group...

Account: 0000 0694 0091 Haymes, Christopher

Premise: 825 Cantrell St,1f/Phila,Pa

Person: Haymes, Christopher

Change Cancel

Miscellaneous Adjustment: PAYCAN - 996.00

Action Launch

Adjustment... 66415664740 Frozen

Account: 0000 0694 0091 Name: Haymes, Christopher

SA: G2-GS, Closed Adjustment Amount: 996.00

Status	Date	By
Created	05/14/2018	Operator, Bccs Job
Frozen	05/14/2018	Operator, Bccs Job

Type

SA SA... 7064447226 G2-GS, Closed

Deposit

Begin +Adj =Final Revenue Month/Year: 5/2018

Check Nbr:

Check Date:

Adjustment Code... PAYCAN Payment Cancelled

Adjustment Amount: 996.00 Comments:

Memo Adjustment

Appear on Next Bill Description: Payment Cancelled

Main

Financial Details

Tax Location

GL Accounting

Miscellaneous Adjustment: NSFCHA - 20.00

Action Launch

Adjustment... 26316819510 Frozen

Account: 0000 0694 0091 Name: Haymes, Christopher

SA: G2-GS, Closed Adjustment Amount: 20.00

Status	Date	By
Created	05/14/2018	Operator, Bccs Job
Frozen	05/14/2018	Operator, Bccs Job

Type

SA SA... 7064447226 G2-GS, Closed

Deposit

	Begin	+Adj	=Final	Revenue Month/Year:
Total Amt Due		20.00		5/2018
Current Amt Due		20.00		
Write Off Amt		0.00		

Check Nbr:

Check Date:

Adjustment Code... NSFCHA Bad Check Charge 20.00

Adjustment Amount: 20.00 Comments:

Memo Adjustment

Appear on Next Bill Description: Bad Check Charge \$20.00

Main

Financial Details

Tax Location

GL Accounting

Customer Contact: Customer Review Unit

Date: 06/04/2018 Time: 7:14:00 AM Source: _____ Related Tran: _____

CC Type: CRU - Customer Review Unit Created: 06/04/2018 at: 7:14:08 AM by: WVACCA

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

Surveyable Auto Delete Date: 06/04/2023 Class: Inquiry

Comments: PUC Complaint BCS# 3620420 filed on 6/1/2018 12:00:00 AM (CRU 787-1250) regarding CII - CHANGE IN INCOME PAR (#71), by Christopher Haymes. # of Adults in Household: 3. # and Ages of Children in Household: 1 13. Gross Income: CustIncome 433.33

Letter

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

Template: _____

Review List Tickler

Follow Up: to Review Group to User

Priority: Review Group...

Account: 0000 0694 0091 Haymes, Christopher

Premise: 825 Cantrell St,1f/Phila,Pa

Person: Haymes, Christopher

Change Cancel

Customer Contact: Customer Review Unit [X]

Date: 08/13/2018 Time: 6:03:00 PM Source: _____ Related Tran: _____

CC Type: CRU - Customer Review Unit [v] Created: 08/13/2018 at: 6:03:11 PM by: OBWORKFL

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

Surveyable Auto Delete Date: 08/14/2023 Class: Inquiry

Comments: BCS # 3620420 case dismissed on 8/13/2018 12:00:00 AM. Resolution: DISMISSAL LETTER ISSUED - CASE DISMISSED PER 1405 D. Paragraph Description: .

Letter

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

Template: _____

Review List Tickler

Follow Up: [] to Review Group to User

Priority: [] Review Group... []

Account: 0000 0694 0091 Haymes, Christopher [v]

Premise: 825 Cantrell St,1f/Phila,Pa [v]

Person: Haymes, Christopher [v]

[Change] [Cancel]

Customer Contact: Crp Accepted Application [X]

Date: 08/24/2018 Time: 10:07:00 AM Source: _____ Related Tran: _____

CC Type: CAPA - Crp Accepted Application Created: 08/24/2018 at: 10:07:19 AM by: JBROWN3

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

Surveyable Auto Delete Date: 08/24/2022 Class: System Generated Contact

Comments: Customer in CCDO For crp 2459.58 gmi 4 HH 91.00 month gave letter cor sat

Letter

Status: _____ Print Date: _____ Run Number: _____ Reprint: 1

Template: _____

Review List Tickler

Follow Up: 1 to Review Group to User

Priority: 1 Review Group... 1

Account: 0000 0694 0091 Haymes, Christopher

Premise: _____

Person: _____

Customer Contact: Collection

Date: 04/05/2019 Time: 8:42:00 AM Source: JetSearch Related Tran: Account Maintenance

CC Type: COLL - Collection Created: 04/05/2019 at: 8:42:19 AM by: SKIRBY

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

Surveyable Auto Delete Date: 04/05/2023 Class: Inquiry

Comments: cor called regarding shut off notice advised cor shut off effective 4/10 for \$455 cor not entitled to a medical hold offered cor phone number for puc cor stated he has it

Letter

Status: Print Date: Run Number: Reprint:

Template:

Review List Tickler

Follow Up: to Review Group to User

Priority: Review Group...

Account: 0000 0694 0091 Haymes, Christopher

Premise: 825 Cantrell St,1f/Phila,Pa

Person: Haymes, Christopher

Change Cancel

Customer Contact: web payment

Date: 04/08/2019 Time: 9:12:00 AM Source: _____ Related Tran: _____

CC Type: PYMW - web payment Created: 04/08/2019 at 9:12:21 AM by: BCCSWEB

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

Surveyable Auto Delete Date: 04/08/2019 Class: System Generated Contact

Comments: Pending Pay Amount: 455.00 Authorization Code: 9833140995 Checking Act Nbr:
 *****8884

Letter

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

Template: _____

Review List Tickler

Follow Up: to Review Group to User

Priority: Review Group...

Account: 0000 0694 0091 Haymes, Christopher

Premise: _____

Person: Haymes, Christopher

Customer Contact: Collection

Date: 04/08/2019 Time: 9:23:00 AM Source: JetSearch Related Tran: Account Maintenance

CC Type: COLL - Collection Created: 04/08/2019 at: 9:23:59 AM by: ETHOMAS1

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

Surveyable Auto Delete Date: 04/08/2023 Class: Inquiry

Comments: COR's wife "Jennifer" called asking about a S/D notice listed on the account....says she made a payment to prevent the S/D.....the payment is pending....per the pending payment...she S/D notice has been manually cancel'd....Satisfied.

Letter

Status: _____ Print Date: _____ Run Number: _____ Reprint: ▼

Template: _____

Review List Tickler

Follow Up: to Review Group to User

Priority: Review Group...

Account: 0000 0694 0091 Haymes, Christopher

Premise: 825 Cantrell St,1f/Phila,Pa

Person: Haymes, Christopher

Miscellaneous Adjustment: PAYCAN - 455.00

Action Launch

Adjustment... 67904026899 Frozen

Account: 0000 0694 0091 Name: Haymes, Christopher

SA: G2-GS, Active Adjustment Amount: 455.00

Status	Date	By
Created	04/12/2019	Operator, Bccs Job
Frozen	04/12/2019	Operator, Bccs Job

Type

SA SA... 3023072695 G2-GS, Active

Deposit

Begin +Adj =Final Revenue Month/Year: 4/2019

Check Nbr:

Check Date:

Adjustment Code... PAYCAN Payment Cancelled

Adjustment Amount: 455.00 Comments:

Memo Adjustment

Appear on Next Bill Description: Payment Cancelled

Main

Financial Details

Tax Location

GL Accounting

Miscellaneous Adjustment: NSFCHA - 20.00

Action Launch

Adjustment... 12273300816 Frozen

Account: 0000 0694 0091 Name: Haymes, Christopher

SA: G2-GS, Active Adjustment Amount: 20.00

Status	Date	By
Created	04/12/2019	Operator, Bccs Job
Frozen	04/12/2019	Operator, Bccs Job

Type

SA SA... 3023072695 G2-GS, Active

Deposit

Begin	+Adj	=Final	Revenue Month/Year:
Total Amt Due	20.00		4/2019
Current Amt Due	20.00		
Write Off Amt	0.00		

Adjustment Code... NSFCHA Bad Check Charge 20.00

Adjustment Amount: 20.00 Comments:

Memo Adjustment

Appear on Next Bill Description: Bad Check Charge \$20.00

Main
Financial Details
Tax Location
GL Accounting

Customer Contact: Billing

Date: 11/07/2019 Time: 2:04:00 PM Source: JetSearch Related Tran: Account Maintenance

CC Type: BILL - Billing Created: 11/07/2019 at: 2:04:31 PM by: KHARDY

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

Surveyable Auto Delete Date: 11/07/2023 Class: Inquiry

Comments: Christopher Haymes called in regards to shutoff notice and was on crp. advs shutoff on or after 11/12/19 for past due bal\$2881.61. advs crp expired 8/10/19 and he c an reapply in the DO. c/s

Letter

Status: Print Date: Run Number: Reprint:

Template:

Review List Tickler

Follow Up: to Review Group to User

Priority: Review Group...

Account: 0000 0694 0091 Haymes, Christopher

Premise: 825 Cantrell St,1f/Phila,Pa

Person: Haymes, Christopher

Change Cancel

Customer Contact: Crp Accepted Application

Date: 11/15/2019 Time: 12:19:00 PM Source: Related Tran:

CC Type: CAPA - Crp Accepted Application Created: 11/15/2019 at 12:19:43 PM by: JBROWN3

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

Surveyable Auto Delete Date: 11/15/2023 Class: System Generated Contact

Comments: Customer in WPDO For crp 1890.78 gmi 4 Hh 92.00 month cor sat

Letter

Status: Print Date: Run Number: Reprint:

Template:

Review List Tickler

Follow Up: to Review Group to User

Priority: Review Group...

Account: 0000 0694 0091 Haymes, Christopher

Premise:

Person:

Change Cancel

10-DAY SHUT OFF NOTICE
Your Gas Service May Be Shut Off

Your bill is past due. As a result, PGW will shut off gas to 825 CANTRELL ST 1F on or after 8 a.m. on Sep 13, 2021. This notice will remain effective for 60 days. To talk about your bill or this notice, call our office at 215-235-1777.

We will not shut off gas if you do ONE of the following:

- Arrange to pay your past due amount of \$1,693.00.
- Pay the amount you owe on your payment plan.
- Show us a payment receipt for the past due amount.
- Make a payment arrangement (you may be eligible for a special assistance program).
- Contact us to dispute the bill.

At a minimum, you may have to pay all of the following before we turn your service on:

Past Due Amount	\$1,693.00
Security Deposit	\$180.00
Turn On Charge	\$123.23
Total	\$1,996.23

(Plus \$372.00 if we must dig up the street to shut off gas).

You are also responsible for all gas service provided to you that is now or has become past due. If shut off, you may be required to pay more than the amount on this notice to have gas turned on.

MEDICAL EMERGENCY NOTICE

LET US KNOW IF SOMEONE LIVING IN YOUR HOME IS SERIOUSLY ILL OR HAS A MEDICAL CONDITION. WE WILL NOT SHUT OFF YOUR SERVICE during such illness, provided you:

1. Have your licensed physician, physician's assistant or nurse practitioner certify by phone or in writing that such an illness exists and that it may be aggravated if your service is shut off; and
2. Make arrangements to pay your current bills.
3. Contact us by calling 215-235-1777.
4. HAVE A LICENSED PHYSICIAN, PHYSICIAN'S ASSISTANT OR NURSE PRACTITIONER SEND PGW A LETTER WITHIN 3 DAYS, VERIFYING THE MEDICAL CONDITION.

IMPORTANT TO KNOW - BEFORE WE SHUT OFF YOUR GAS SERVICE

- You may be eligible for a payment agreement or special assistance program. Enrollment into this program may be a way of avoiding shut off. Contact us immediately at 215-235-1777 to find out if you're eligible, and how to enroll. Documentation of your income may be required.
- If you have questions or need more information, please call us today at 215-235-1777 or write us at P.O. Box 3500, Philadelphia, PA 19122. After you talk with PGW, if you are not satisfied, you may file a complaint with the Pennsylvania Public Utility Commission (PUC). The PUC may delay the shutoff if you file the complaint before the shut-off date. To contact them call 1 (800) 692-7380 or write to: Pennsylvania Public Utility Commission, P.O. Box 3265, Harrisburg, PA 17105-3265.
- If you have a valid Protection From Abuse order from a court, there are additional protections available to you. Call us immediately at 215-235-1777. You will be required to provide us with a copy of the order.

- Call us if your landlord pays your utility bill. You have certain legal protections.
- If you have trouble understanding or speaking English call us for free interpretation.
- Please contact us if you are disabled and need assistance.
- All adult occupants of the premises whose names are on the mortgage, deed or lease are considered the 'customer' and are responsible for payment of the bill. If service is shut off ANY adult occupant who has been living at the premises may have to pay all or portions of this bill to have service restored.
- If your service is shut off, you must contact us after your payment has been made to be sure you have met all conditions to have the service turned on and to arrange access to your premises. It may take up to seven days to have your service restored.

WINTER SHUT OFF PROVISIONS Dec. 1-March 31

- Contact us before the shut off date to give us household and occupant information to see if you qualify for any assistance programs.
- If you are low income there are special rules about whether we may shut off your gas in the winter. Add together the monthly income in your household. Look at the chart below to determine your group. You may need to provide us with proof of income.
- If your income is 150% of the federal poverty guidelines or below, we must first ask the PUC for permission to shut off your service. We will notify you prior to shutting off service if we ask the PUC for permission to terminate your gas service.
- If your income is above 150% but does not exceed 250% of the federal poverty guidelines, we will not shut off your service if one of these conditions applies to you:
 - o Someone in your household is 12 or younger or 65 or older; or
 - o You have paid at least one-half of your last two monthly gas bills; or
 - o If over the last two months you have paid at least 15% of your household income toward the gas bills.
- If we reconnect your service during the winter months (between December 1st and March 31st) we will restore your service within 24 hours of you meeting all requirements to have service reconnected. When street digging is required, it may take up to seven days.

Household Size	Federal Poverty Guidelines (FPG) 2021	
	Your income is 150% of the FPG or below if your monthly gross is:	Your income is between 151% - 250% of the FPG if your monthly gross is:
1	\$1,610 or less	\$1,611-\$2,683
2	\$2,178 or less	\$2,179-\$3,629
3	\$2,745 or less	\$2,746-\$4,575
4	\$3,313 or less	\$3,314-\$5,521
Each add. person add	\$568	\$569-\$946

PL_20210830180002.dat-1159-000000166

Please return this portion with your payment.
Write your account number on your check or money order made payable to Philadelphia Gas Works

Account Number: 0006940091
Notice Date: Aug 30, 2021
Please Pay: \$1,693.00

Place "X" in box for address corrections. Print corrections on reverse side.

Amount Enclosed:

000580 000000166
CHRISTOPHER HAYMES
825 CANTRELL ST # 1F
PHILA PA 19148-3115



Philadelphia Gas Works
P.O. Box 11700
Newark, NJ 07101-4700

Customer Contact: Customer Review Unit

Date: 09/13/2021 Time: 3:32:00 PM Source: _____ Related Tran: _____

CC Type: CRU - Customer Review Unit Created: 09/13/2021 at: 3:32:01 PM by: DKAUFFMA

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

Surveyable Auto Delete Date: 09/13/2026 Class: Inquiry

Comments: PUC Complaint BCS# 3803355 filed on 9/13/2021 12:00:00 AM (CRU 787-1250) regarding ON - PAR NEEDED (# 61), by sm. # of Adults in Household: 2. # and Ages of Children in Household: 1 17. Gross Income: CustIncome 1733.33

Letter

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

Template: _____

Review List Tickler

Follow Up: to Review Group to User

Priority: Review Group...

Account: 0000 0694 0091 Haymes, Christopher

Premise: 825 Cantrell St,1f/Phila,Pa

Person: Haymes, Christopher

Customer Contact: Customer Review Unit

Date: 09/30/2021 Time: 9:02:00 AM Source: Related Tran:

CC Type: CRU - Customer Review Unit Created: 09/30/2021 at: 9:02:41 AM by: OBWORKFL

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

Surveyable Auto Delete Date: 09/30/2026 Class: Inquiry

Comments: BCS # 3803355 case dismissed on 9/30/2021 12:00:00 AM. Resolution: ACCORDING TO PENNSYLVANIA LAW AT 66 PA. C.S. ?1405(C), CUSTOMER ASSISTANCE PROGRAMS; CUSTOMER ASSISTANCE PROGRAM RATES SHALL BE TIMELY PAID AND SHALL NOT BE THE SUBJECT OF PAYMENT ARRANGEMENTS NEGOTIATED OR APPROVED BY THE COMMISSION.

THE PUC IS NOT AUTHORIZED TO ISSUE PAYMENT ARRANGEMENTS FOR CAP/CRP CUSTOMERS, OR ON CAP/CRP ARREARS.

BCS STRONGLY ENCOURAGES THE UTILITY TO WORK WITH THE CUSTOMER, REGARDLE

Letter

Status: Print Date: Run Number: Reprint:

Template:

Review List Tickler

Follow Up: to Review Group to User

Priority: Review Group...

Account: 0000 0694 0091 Haymes, Christopher

Premise: 825 Cantrell St,1f/Phila,Pa

Person: Haymes, Christopher

Change Cancel

Customer Contact: Customer Review Unit [X]

Date: 09/30/2021 Time: 9:02:00 AM Source: _____ Related Tran: _____

CC Type: CRU - Customer Review Unit [v] Created: 09/30/2021 at: 9:02:41 AM by: OBWORKFL

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

Surveyable Auto Delete Date: 09/30/2026 Class: Inquiry

Comments: SS OF CAP ARREARS, AND EXPLORE ALL OPTIONS CONSISTENT WITH THE TERMS OF THE MARCH 18, 2021 ORDER TO PREVENT TERMINATION OF SERVICE OR ASSIST IN THE RESTORATION OF SERVICE.. Paragraph Description: .

Letter

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

Template: _____

Review List Tickler

Follow Up: [] to Review Group to User

Priority: [] Review Group... []

Account: 0000 0694 0091 Haymes, Christopher [v]

Premise: 825 Cantrell St,1f/Phila,Pa [v]

Person: Haymes, Christopher [v]

[Change] [Cancel]

BCS No: 3803355

PENNSYLVANIA PUBLIC UTILITY COMMISSION

Formal Complaint

Filing this form begins a legal proceeding and you will be a party to the case. If you do not wish to be a party to the case, consider filing an informal complaint.

To complete this form, please type or print legibly in ink.

1. Customer (Complainant) Information

Provide your name, mailing address, county, telephone number(s), e-mail address and utility account number. It is your responsibility to update the Commission with any changes to your address and to where you want documents mailed to you.

Name Christopher Haymes

Street/P.O. Box 825 Cantrell St Apt #

City Philadelphia PA 19148 State Zip

County Philadelphia

Telephone Number(s) Where We Can Contact You During the Day (required):

(215) 837-0043 (home) () (mobile)

E-mail Address (required): rulemag2@gmail.com

Utility Account Number (from your bill) 0006940091

If your complaint involves utility service provided to a different address or in a different name than your mailing address, please list this information below.

Name

Street/P.O. Box

City State Zip

Exhibit 4 Page 29/70

2. Name of Utility or Company (Respondent)

Provide the full name of the utility or company about which you are complaining. The name of your utility or company is on your bill.

Philadelphia Gas Works

3. **Type of Utility Service**

Check the box listing the type of utility service that is the subject of your complaint (check only one):

- | | |
|---|---|
| <input type="checkbox"/> ELECTRIC | <input type="checkbox"/> STORM WATER |
| <input checked="" type="checkbox"/> GAS | <input type="checkbox"/> WASTEWATER/SEWER |
| <input type="checkbox"/> WATER | <input type="checkbox"/> TELEPHONE/TELECOMMUNICATIONS (local, long distance) |
| <input type="checkbox"/> STEAM
HEAT | <input type="checkbox"/> MOTOR CARRIER (e.g. taxi, moving company, limousine) |

4. **Reason for Complaint**

What kind of problem are you having with the utility or company? Check all boxes below that apply and state the reason for your complaint. Explain specifically what you believe the utility or company has done wrong. Provide relevant details including dates, times and places and any other information that may be important. If the complaint is about billing, tell us the amount you believe is not correct. Use additional paper if you need more space. **Your complaint may be dismissed without a hearing if you do not provide specific information.**

- The utility is threatening to shut off my service or has already shut off my service.

- I would like a payment agreement.

- Incorrect charges are on my bill. Provide dates that are important and an explanation about any amounts or charges that you believe are not correct. Attach a copy of the bill(s) in question if you have it/them.

- I am having a reliability, safety or quality problem with my utility service. Explain the problem, including dates, times or places and any other relevant details that may be important.

Other (explain).

Note: If your complaint is only about removing or modifying a municipal lien filed by the City of Philadelphia, the Public Utility Commission (PUC) cannot address it. Only local courts in Philadelphia County can address this type of complaint. The PUC can address a complaint about service or incorrect billing even if that amount is subject to a lien.

In addition, the PUC generally does not handle complaints about cell phone or Internet service, but may be able to resolve a dispute regarding voice communications over the Internet (including the inability to make voice 911/E911 emergency calls) or concerns about high-speed access to Internet service.

5. Requested Relief

How do you want your complaint to be resolved? Explain what you want the PUC to order the utility or company to do. Use additional paper if you need more space.

All I want is a payment Plan.

Exhibit 4 Page 31 / 70

Note: The PUC can decide that a customer was not billed correctly and can order billing refunds. The PUC can also fine a utility or company for not following rules and can order a utility or company to correct a problem with your service. Under state law, the PUC cannot decide whether a utility or company should pay customers for loss or damages. Damage claims may be sought in an appropriate civil court.

6. **Protection From Abuse (PFA)/ Domestic Violence**

Has a court granted you a "Protection From Abuse" order or any other order which provides clear evidence of domestic violence against you that is currently in effect for your personal safety or welfare? The PUC needs this information to properly process your complaint so that your identity is not made public.

Note: You must answer this question if your complaint is against a natural gas distribution utility, an electric distribution utility or a water distribution utility AND your complaint is about a problem involving billing, a request to receive service, a security deposit request, termination of service or a request for a payment agreement.

Has a court granted a "Protection From Abuse" order or any other order for your personal safety or welfare?

YES

NO

If your answer to the above question is "yes," attach a copy of the current Protection From Abuse order to this Formal Complaint form.

7. **Prior Utility Contact**

a. Is this an appeal from a decision of the PUC,s Bureau of Consumer Services (BCS)?

YES

NO

Note: If you answered yes, move to Section 8. No further contact with the utility or company is required. If you answered no, answer the question in Section 7 b. and answer the question in Section 7 c. if relevant.

b. If this is not an appeal from a BCS decision, have you spoken to a utility or company representative about this complaint?

YES

NO

Exhibit 4 Page 32 / 70

Note: You must contact the utility first if (1) you are a residential customer, (2) your complaint is against a natural gas distribution utility, an electric distribution utility or a water utility AND (3) your complaint is about a billing problem, a service problem, a termination of service problem, or a request for a payment agreement.

c. If you tried to speak to a utility company representative about your complaint but were not able to do so, please explain why.

Note: Even if you are not required to contact the utility or company, you should always try to speak to a utility or company representative about your problem before you file a Formal Complaint with the PUC.

8. **Legal Representation**

If you are filing a Formal Complaint as an individual on your own behalf, you are **not** required to have a lawyer. You may represent yourself at the hearing.

If you are already represented by a lawyer **in this matter**, provide your lawyer's name, address, telephone number, and e-mail address, (**all required contact information**). Please make sure your lawyer is aware of your complaint. If represented by a lawyer, both you and your lawyer must be present at your hearing.

Lawyer's Name _____

Street/P.O. Box _____ *N/A*

City State Zip _____

Area Code/Phone Number _____

E-mail Address _____

<https://www.puc> Note: Corporations, associations, partnerships, limited liability companies and political subdivisions are **required** to have a lawyer represent them at a hearing **and** to file any

8/30/21, 9:40 AM
Page 5 of 7

motions, answers, briefs or other legal pleadings.

9. **Verification and Signature**

You must sign your complaint. Individuals filing a Formal Complaint **must** print or type their name on the line provided in the verification paragraph below and **must** sign and date this form in **ink**. If you do not sign the Formal Complaint, the PUC **will not accept it**.

Verification:

I, Christopher Humes, hereby state that the facts above set forth are true and correct (or are true and correct to the best of my knowledge, information and belief) and that I expect to be able to prove the same at a hearing held in this matter. I understand that the statements herein are made subject to the penalties of 18 Pa. C.S. § 4904 (relating to unsworn falsification to authorities).

Christopher Humes _____ 9/30/21
(Signature of Complainant) (Date)

Title of authorized employee or officer (only applicable to corporations, associations, partnerships, limited liability companies or political subdivisions)

Note: If the Complainant is a corporation, association, partnership, limited liability company or political subdivision, the verification **must** be signed by an authorized officer or authorized employee. If the Formal Complaint is **not signed** by one of these individuals, the PUC **will not accept it**.

10. **How to File Your Formal Complaint**

Electronically. You must create an account on the PUC's eFiling system, which may be accessed at <http://www.puc.pa.gov/efiling/default.aspx>.

Mail. Mail the completed form with your original signature and any attachments, by certified mail, priority mail, or overnight delivery to this address and retain the tracking information as proof of submission:

Secretary
Pennsylvania Public Utility Commission
400 North Street
Harrisburg, Pennsylvania 17120

If you are appealing a BCS decision: follow the directions in the cover letter you received from

Page 6 of 7

the Secretary,s Bureau with the formal complaint form. ONLY Formal complaints appealing a BCS decision can be filed by fax, email or overnight delivery to meet filing deadlines. All other formal complaints MUST be efiled or mailed.

If you have any questions about filling out this form, please contact the Secretary,s Bureau at 717-772-7777.

Keep a copy of your Formal Complaint for your records.

2
April 2021

Exhibit 4 Page 35 / 70

Customer Contact: Customer Review Unit

Date: 12/07/2021 Time: 10:39:00 AM Source: JetSearch Related Tran: Account Maintenance

CC Type: CRU - Customer Review Unit Created: 12/07/2021 at: 10:39:35 AM by: JGLACE

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

Surveyable Auto Delete Date: 12/07/2026 Class: Inquiry

Comments: _CRU_ -- I attended a telephonic hearing for Docket #C-2021-3028873 with ALJ Vero and G. Christlieb. Complaint was settled with an explanation of being on CRP. A certificate of satisfaction will be issued. --

Letter

Status: Print Date: Run Number: Reprint:

Template:

Review List Tickler

Follow Up: to Review Group to User

Priority: Review Group...

Account: 0000 0694 0091 Haymes, Christopher

Premise: 825 Cantrell St,1f/Phila,Pa

Person: Haymes, Christopher

10-DAY SHUT OFF NOTICE
Your Gas Service May Be Shut Off

Your bill is past due. As a result, PGW will shut off gas to 825 CANTRELL ST 1F on or after 8 a.m. on Apr 01, 2022. This notice will remain effective for 60 days. To talk about your bill or this notice, call our office at 215-235-1777.

We will not shut off gas if you do ONE of the following:

- Arrange to pay your past due amount of \$2,128.00.
- Pay the amount you owe on your payment plan.
- Show us a payment receipt for the past due amount.
- Make a payment arrangement (you may be eligible for a special assistance program).
- Contact us to dispute the bill.

At a minimum, you may have to pay all of the following before we turn your service on:

Past Due Amount	\$2,128.00
Security Deposit	\$228.00
Turn On Charge	\$123.23
Total	\$2,479.23

(Plus \$372.00 if we must dig up the street to shut off gas).

You are also responsible for all gas service provided to you that is now or has become past due. If shut off, you may be required to pay more than the amount on this notice to have gas turned on.

MEDICAL EMERGENCY NOTICE

LET US KNOW IF SOMEONE LIVING IN YOUR HOME IS SERIOUSLY ILL OR HAS A MEDICAL CONDITION. WE WILL NOT SHUT OFF YOUR SERVICE during such illness, provided you:

1. Have your licensed physician, physician's assistant or nurse practitioner certify by phone or in writing that such an illness exists and that it may be aggravated if your service is shut off; and
2. Make arrangements to pay your current bills.
3. Contact us by calling 215-235-1777.
4. HAVE A LICENSED PHYSICIAN, PHYSICIAN'S ASSISTANT OR NURSE PRACTITIONER SEND PGW A LETTER WITHIN 3 DAYS, VERIFYING THE MEDICAL CONDITION.

IMPORTANT TO KNOW - BEFORE WE SHUT OFF

YOUR GAS SERVICE

- You may be eligible for a payment agreement or special assistance program. Enrollment into this program may be a way of avoiding shut off. Contact us immediately at 215-235-1777 to find out if you're eligible, and how to enroll. Documentation of your income may be required.
- If you have questions or need more information, please call us today at 215-235-1777 or write us at P.O. Box 3500, Philadelphia, PA 19122. After you talk with PGW, if you are not satisfied, you may file a complaint with the Pennsylvania Public Utility Commission (PUC). The PUC may delay the shutoff if you file the complaint before the shut-off date. To contact them call 1 (800) 692-7380 or write to: Pennsylvania Public Utility Commission, P.O. Box 3265, Harrisburg, PA 17105-3265.
- If you have a valid Protection From Abuse order from a court, there are additional protections available to you. Call us immediately at 215-235-1777. You will be required to provide us with a copy of the order.

- Call us if your landlord pays your utility bill. You have certain legal protections.
- If you have trouble understanding or speaking English call us for free interpretation.
- Please contact us if you are disabled and need assistance.
- All adult occupants of the premises whose names are on the mortgage, deed or lease are considered the 'customer' and are responsible for payment of the bill. If service is shut off ANY adult occupant who has been living at the premises may have to pay all or portions of this bill to have service restored.
- If your service is shut off, you must contact us after your payment has been made to be sure you have met all conditions to have the service turned on and to arrange access to your premises. It may take up to seven days to have your service restored.

WINTER SHUT OFF PROVISIONS Dec. 1-March 31

- Contact us before the shut off date to give us household and occupant information to see if you qualify for any assistance programs.
- If you are low income there are special rules about whether we may shut off your gas in the winter. Add together the monthly income in your household. Look at the chart below to determine your group. You may need to provide us with proof of income.
- If your income is 150% of the federal poverty guidelines or below, we must first ask the PUC for permission to shut off your service. We will notify you prior to shutting off service if we ask the PUC for permission to terminate your gas service.
- If your income is above 150% but does not exceed 250% of the federal poverty guidelines, we will not shut off your service if one of these conditions applies to you:
 - o Someone in your household is 12 or younger or 65 or older; or
 - o You have paid at least one-half of your last two monthly gas bills; or
 - o If over the last two months you have paid at least 15% of your household income toward the gas bills.
- If we reconnect your service during the winter months (between December 1st and March 31st) we will restore your service within 24 hours of you meeting all requirements to have service reconnected. When street digging is required, it may take up to seven days.

Household Size	Federal Poverty Guidelines (FPG) 2021	
	Your income is 150% of the FPG or below if your monthly gross is:	Your income is between 151% - 250% of the FPG if your monthly gross is:
1	\$1,610 or less	\$1,611-\$2,683
2	\$2,178 or less	\$2,179-\$3,629
3	\$2,745 or less	\$2,746-\$4,575
4	\$3,313 or less	\$3,314-\$5,521
Each add. person add	\$568	\$569-\$946

PL_202202085691H.dat:2307-000005589

Please return this portion with your payment.
Write your account number on your check or money order made payable to Philadelphia Gas Works

Account Number: 0006940091
Notice Date: Feb 08, 2022
Please Pay: \$2,128.00

Place "X" in box for address corrections. Print corrections on reverse side.

Amount Enclosed:

001154 000005589
CHRISTOPHER HAYMES
825 CANTRELL ST # 1F
PHILADELPHIA PA 19148-3115

Philadelphia Gas Works
P.O. Box 11700
Newark, NJ 07101-4700



Customer Contact: Customer Review Unit

Date: 04/01/2022 Time: 7:04:00 AM Source: _____ Related Tran: _____

CC Type: CRU - Customer Review Unit Created: 04/01/2022 at: 7:04:01 AM by: RCOBB

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

Surveyable Auto Delete Date: 04/01/2027 Class: Inquiry

Comments: PUC Complaint BCS# 3826182 filed on 3/31/2022 12:00:00 AM (CRU 787-1250) regarding ON - PAR NEEDED (# 61), by sm. # of Adults in Household: 3. # and Ages of Children in Household: 1 17. Gross Income: CustIncome 3466.67

Letter

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

Template: _____

Review List Tickler

Follow Up: _____ to Review Group _____ to User _____

Priority: _____ Review Group... _____

Account: 0000 0694 0091 Haymes, Christopher

Premise: 825 Cantrell St,1f/Phila,Pa

Person: Haymes, Christopher

Change Cancel

Customer Contact: Customer Review Unit

Date: 04/05/2022 Time: 2:54:00 PM Source: Related Tran:

CC Type: CRU - Customer Review Unit Created: 04/05/2022 at: 2:54:55 PM by: PBERNARD

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

Surveyable Auto Delete Date: 04/05/2027 Class: Inquiry

Comments: Received Closing/Decision from BUREAU OF CONSUMER SERVICE of PUC/BCS regarding BCS# 3826182 on 4/4/2022 12:00:00 AM. The BCS stated the following: CASE CLOSED - DISMISSED PER 1405C - THE DATE OF COMPLAINT RESOLUTION AND EXPIRATION OF THE STAY OF TERMINATION IS 4/11/2022 8:02:00 AM and . Customer must pay: plus 0 for a total of 0 beginning with

Letter

Status: Print Date: Run Number: Reprint:

Template:

Review List Tickler

Follow Up: to Review Group to User

Priority: Review Group..

Account: 0000 0694 0091 Haymes, Christopher

Premise: 825 Cantrell St,1f/Phila,Pa

Person: Haymes, Christopher

Change Cancel

Customer Contact: Customer Review Unit

Date: 04/06/2022 Time: 12:12:00 PM Source: _____ Related Tran: _____

CC Type: CRU - Customer Review Unit Created: 04/06/2022 at: 12:12:10 PM by: RCOBB

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

Surveyable Auto Delete Date: 04/06/2027 Class: Inquiry

Comments: PJC Complaint BCS# 3827669 filed on 4/6/2022 12:00:00 AM (CRU 787-1250) regarding ON - PAR WITH DISPUTE (#63), by JENNIFER. # of Adults in Household: 3. # and Ages of Children in Household: 1 17. Gross Income: AD 2- WORK 1950.00 AD1 - STUDO AD3- NO IN 0

Letter

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

Template: _____

Review List Tickler

Follow Up: to Review Group to User

Priority: Review Group...

Account: 0000 0694 0091 Haymes, Christopher

Premise: 825 Cantrell St,1f/Phila,Pa

Person: Haymes, Christopher

Customer Contact: Customer Review Unit

Date: 05/24/2022 Time: 1:02:00 PM Source: _____ Related Tran: _____

CC Type: CRU - Customer Review Unit Created: 05/24/2022 at: 1:02:28 PM by: OBWORKFL

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

Surveyable Auto Delete Date: 05/24/2027 Class: Inquiry

Comments: BCS # 3827669 case dismissed on 5/24/2022 12:00:00 AM. Resolution: CASE DISMISSED PER 1405 C. CRP ARREARS OF 2302. EXPLAINED TO CUSTOMER THE ARREARS AND NO PAYMENTS SINCE 1/2020 HAVE LED TO HIGH BALANCE. REFERRED TO 211.. Paragraph Description: .

Letter

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

Template: _____

Review List Tickler

Follow Up: to Review Group to User

Priority: Review Group...

Account: 0000 0694 0091 Haymes, Christopher

Premise: 825 Cantrell St,1f/Phila,Pa

Person: Haymes, Christopher

10-DAY SHUT OFF NOTICE
Your Gas Service May Be Shut Off

Your bill is past due. As a result, PGW will shut off gas to 825 CANTRELL ST 1F on or after 8 a.m. on Jun 13, 2022. This notice will remain effective for 60 days. To talk about your bill or this notice, call our office at 215-235-1777.

We will not shut off gas if you do ONE of the following:

- Arrange to pay your past due amount of \$2,476.00.
- Pay the amount you owe on your payment plan.
- Show us a payment receipt for the past due amount.
- Make a payment arrangement (you may be eligible for a special assistance program).
- Contact us to dispute the bill.

At a minimum, you may have to pay all of the following before we turn your service on:

Past Due Amount	\$2,476.00
Security Deposit	\$236.00
Turn On Charge	\$123.23
Total	\$2,835.23

(Plus \$372.00 if we must dig up the street to shut off gas).

You are also responsible for all gas service provided to you that is now or has become past due. If shut off, you may be required to pay more than the amount on this notice to have gas turned on.

MEDICAL EMERGENCY NOTICE

LET US KNOW IF SOMEONE LIVING IN YOUR HOME IS SERIOUSLY ILL OR HAS A MEDICAL CONDITION. WE WILL NOT SHUT OFF YOUR SERVICE during such illness, provided you:

1. Have your licensed physician, physician's assistant or nurse practitioner certify by phone or in writing that such an illness exists and that it may be aggravated if your service is shut off; and
2. Make arrangements to pay your current bills.
3. Contact us by calling 215-235-1777.
4. HAVE A LICENSED PHYSICIAN, PHYSICIAN'S ASSISTANT OR NURSE PRACTITIONER SEND PGW A LETTER WITHIN 3 DAYS, VERIFYING THE MEDICAL CONDITION.

IMPORTANT TO KNOW - BEFORE WE SHUT OFF YOUR GAS SERVICE

- You may be eligible for a payment agreement or special assistance program. Enrollment into this program may be a way of avoiding shut off. Contact us immediately at 215-235-1777 to find out if you're eligible, and how to enroll. Documentation of your income may be required.
- If you have questions or need more information, please call us today at 215-235-1777 or write us at P.O. Box 3500, Philadelphia, PA 19122. After you talk with PGW, if you are not satisfied, you may file a complaint with the Pennsylvania Public Utility Commission (PUC). The PUC may delay the shutoff if you file the complaint before the shut-off date. To contact them call 1 (800) 692-7380 or write to: Pennsylvania Public Utility Commission, P.O. Box 3265, Harrisburg, PA 17105-3265.
- If you have a valid Protection From Abuse order from a court, there are additional protections available to you. Call us immediately at 215-235-1777. You will be required to provide us with a copy of the order.

- Call us if your landlord pays your utility bill. You have certain legal protections.
- If you have trouble understanding or speaking English call us for free interpretation.
- Please contact us if you are disabled and need assistance.
- All adult occupants of the premises whose names are on the mortgage, deed or lease are considered the 'customer' and are responsible for payment of the bill. If service is shut off ANY adult occupant who has been living at the premises may have to pay all or portions of this bill to have service restored.
- If your service is shut off, you must contact us after your payment has been made to be sure you have met all conditions to have the service turned on and to arrange access to your premises. It may take up to seven days to have your service restored.

WINTER SHUT OFF PROVISIONS Dec. 1-March 31

- Contact us before the shut off date to give us household and occupant information to see if you qualify for any assistance programs.
- If you are low income there are special rules about whether we may shut off your gas in the winter. Add together the monthly income in your household. Look at the chart below to determine your group. You may need to provide us with proof of income.
- If your income is 150% of the federal poverty guidelines or below, we must first ask the PUC for permission to shut off your service. We will notify you prior to shutting off service if we ask the PUC for permission to terminate your gas service.
- If your income is above 150% but does not exceed 250% of the federal poverty guidelines, we will not shut off your service if one of these conditions applies to you:
 - o Someone in your household is 12 or younger or 65 or older; or
 - o You have paid at least one-half of your last two monthly gas bills; or
 - o If over the last two months you have paid at least 15% of your household income toward the gas bills.
- If we reconnect your service during the winter months (between December 1st and March 31st) we will restore your service within 24 hours of you meeting all requirements to have service reconnected. When street digging is required, it may take up to seven days.

Household Size	Federal Poverty Guidelines (FPG) 2022	
	Your income is 150% of the FPG or below if your monthly gross is:	Your income is between 151% - 250% of the FPG if your monthly gross is:
1	\$1,699 or less	\$1,700-\$2,831
2	\$2,289 or less	\$2,290-\$3,815
3	\$2,879 or less	\$2,880-\$4,798
4	\$3,469 or less	\$3,470-\$5,781
Each add. person add	\$590	\$591-\$983

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Please return this portion with your payment.
Write your account number on your check or money order made payable to Philadelphia Gas Works

Account Number: 0006940091
Notice Date: Jun 01, 2022
Please Pay: \$2,476.00

Place "X" in box for address corrections. Print corrections on reverse side.

Amount Enclosed:

000289 000000062



CHRISTOPHER HAYMES
825 CANTRELL ST # 1F
PHILADELPHIA PA 19148-3115



|||||
Philadelphia Gas Works
P.O. Box 11700
Newark, NJ 07101-4700

Exhibit 4 Page 42/70

PENNSYLVANIA PUBLIC UTILITY COMMISSION

Formal Complaint

Filing this form begins a legal proceeding and you will be a party to the case. If you do not wish to be a party to the case, consider filing an informal complaint.

To complete this form, please type or print legibly in ink.

1. Customer (Complainant) Information

Provide your name, mailing address, county, telephone number(s), e-mail address and utility account number. It is your responsibility to update the Commission with any changes to your address and to where you want documents mailed to you.

Name Christopher Haymes

Street/P.O. Box 825 Cantrell St Apt #

City Philadelphia State PA Zip 19148

County Philadelphia

Telephone Number(s) Where We Can Contact You During the Day (required):

() (home) (215) 837-0043 (mobile)

E-mail Address (required): rulemag1@gmail.com

Utility Account Number (from your bill) 000 694 0091

If your complaint involves utility service provided to a different address or in a different name than your mailing address, please list this information below.

Name

Street/P.O. Box

City State Zip

2. Name of Utility or Company (Respondent)

Provide the full name of the utility or company about which you are complaining. The name of your utility or company is on your bill.

Philadelphia Gas Works

3. Type of Utility Service

Check the box listing the type of utility service that is the subject of your complaint (check only one):

- | | |
|---|---|
| <input type="checkbox"/> ELECTRIC | <input type="checkbox"/> STORM WATER |
| <input checked="" type="checkbox"/> GAS | <input type="checkbox"/> WASTEWATER/SEWER |
| <input type="checkbox"/> WATER | <input type="checkbox"/> TELEPHONE/TELECOMMUNICATIONS (local, long distance) |
| <input type="checkbox"/> STEAM HEAT | <input type="checkbox"/> MOTOR CARRIER (e.g. taxi, moving company, limousine) |

4. Reason for Complaint

What kind of problem are you having with the utility or company? Check all boxes below that apply and state the reason for your complaint. Explain specifically what you believe the utility or company has done wrong. Provide relevant details including dates, times and places and any other information that may be important. If the complaint is about billing, tell us the amount you believe is not correct. Use additional paper if you need more space. Your complaint may be dismissed without a hearing if you do not provide specific information.

- The utility is threatening to shut off my service or has already shut off my service.

we have received a notice

- I would like a payment agreement.

*The company refuses to give us
an agreement*

- Incorrect charges are on my bill. Provide dates that are important and an explanation about any amounts or charges that you believe are not correct. Attach a copy of the bill(s) in question if you have it/them.

- I am having a reliability, safety or quality problem with my utility service. Explain the problem, including dates, times or places and any other relevant details that may be important.

- Other (explain).

Exhibit 4 Page 44/70

Note: If your complaint is only about removing or modifying a municipal lien filed by the City of Philadelphia, the Public Utility Commission (PUC) cannot address it. Only local courts in Philadelphia County can address this type of complaint. The PUC can address a complaint about service or incorrect billing even if that amount is subject to a lien.

In addition, the PUC generally does not handle complaints about cell phone or Internet service, but may be able to resolve a dispute regarding voice communications over the Internet (including the inability to make voice 911/E911 emergency calls) or concerns about high-speed access to Internet service.

5. Requested Relief

How do you want your complaint to be resolved? Explain what you want the PUC to order the utility or company to do. Use additional paper if you need more space.

Please get us a payment arrangement

Note: The PUC can decide that a customer was not billed correctly and can order billing refunds. The PUC can also fine a utility or company for not following rules and can order a utility or company to correct a problem with your service. Under state law, the PUC cannot decide whether a utility or company should pay customers for loss or damages. Damage claims may be sought in an appropriate civil court.

6. Protection From Abuse (PFA)/ Domestic Violence

Has a court granted you a "Protection From Abuse" order or any other order which provides clear evidence of domestic violence against you that is currently in effect for your personal safety or welfare? The PUC needs this information to properly process your complaint so that your identity is not made public.

Note: You must answer this question if your complaint is against a natural gas distribution utility, an electric distribution utility or a water distribution utility AND your complaint is about a problem involving billing, a request to receive service, a security deposit request, termination of service or a request for a payment agreement.

Has a court granted a "Protection From Abuse" order or any other order for your personal safety or welfare?

YES
NO

If your answer to the above question is "yes," attach a copy of the current Protection From Abuse order to this Formal Complaint form.

7. Prior Utility Contact

a. Is this an appeal from a decision of the PUC's Bureau of Consumer Services (BCS)?

YES
NO

Note: If you answered yes, move to Section 8. No further contact with the utility or company is required. If you answered no, answer the question in Section 7 b. and answer the question in Section 7 c. if relevant.

b. If this is not an appeal from a BCS decision, have you spoken to a utility or company representative about this complaint?

YES
NO

Note: You must contact the utility first if (1) you are a residential customer, (2) your complaint is against a natural gas distribution utility, an electric distribution utility or a water utility AND (3) your complaint is about a billing problem, a service problem, a termination of service problem, or a request for a payment agreement.

~~_____~~
~~_____~~

~~_____~~
~~_____~~
~~_____~~

Legal Representation

If you are filing a Formal Complaint as an individual on your own behalf, you do not need to hire a lawyer. You may represent yourself.

If you are being represented by a lawyer in this matter, provide the lawyer's name, office address, and e-mail address. All matters must be filed with the court and you must provide a copy of your complaint to the court. You may also provide a copy of your complaint to the court.

Lawyer's Name P/K
Street & Box _____
City _____ State _____ Zip _____
Also Contact Person Name _____
E-mail Address _____

Note: Corporations, associations, partnerships, limited liability companies and political subdivisions are required to have a lawyer represent them at a hearing and to file any motions, answers, briefs or other legal pleadings.

c. If you tried to speak to a utility company representative about your complaint but were not able to do so, please explain why.

Note: Even if you are not required to contact the utility or company, you should always try to speak to a utility or company representative about your problem before you file a Formal Complaint with the PUC.

8. Legal Representation

If you are filing a Formal Complaint as an individual on your own behalf, you are not required to have a lawyer. You may represent yourself at the hearing.

If you are already represented by a lawyer in this matter, provide your lawyer's name, address, telephone number, and e-mail address, (all required contact information). Please make sure your lawyer is aware of your complaint. If represented by a lawyer, both you and your lawyer must be present at your hearing.

Lawyer's Name N/A
Street/P.O. Box _____
City _____ State _____ Zip _____
Area Code/Phone Number _____
E-mail Address _____

Note: Corporations, associations, partnerships, limited liability companies and political subdivisions are required to have a lawyer represent them at a hearing and to file any motions, answers, briefs or other legal pleadings.

Exhibit 4 Page 48 / 70

**PENNSYLVANIA
PUBLIC UTILITY COMMISSION
Harrisburg, PA 17120**

Public Meeting held January 12, 2023

Commissioners Present:

Gladys Brown Dutrieuille, Chairman
Stephen M. DeFrank, Vice Chairman
Ralph V. Yanora
Kathryn L. Zerfuss
John F. Coleman, Jr.

Christopher Haymes

C-2022-3032787

v.

Philadelphia Gas Works

OPINION AND ORDER

BY THE COMMISSION:

Before the Pennsylvania Public Utility Commission (Commission) for consideration and disposition are the Exceptions filed by Christopher Haymes (Complainant), on November 21, 2022, to the Initial Decision (I.D.) of Administrative Law Judge (ALJ) F. Joseph Brady, which was issued on November 21, 2022. Philadelphia Gas Works (PGW or the Company) filed its Reply to Exceptions on December 9, 2022. For the reasons stated below, we shall deny the Exceptions of the Complainant and dismiss the Formal Complaint (Complaint).

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I. History of the Proceeding

On June 3, 2022, the Complainant filed the instant Complaint with the Commission against PGW. The Complainant alleged that PGW was threatening to shut off his gas service and requested a Commission-issued payment arrangement. Complaint at 2-3.

On June 27, 2022, PGW filed an Answer which admitted in part, and denied in part, various material allegations of the Complaint. PGW averred that the Complainant has defaulted on two PGW-issued payment agreements and one Commission-issued payment arrangement due to lack of payment. PGW requested that the Commission deny all relief requested in the Complaint and dismiss the Complaint. Answer at 1-2.

On August 17, 2022, a telephonic hearing was held in this matter. The Complainant appeared *pro se* and testified on his own behalf. PGW was represented by counsel, presented the testimony of one witness, and offered three exhibits which were admitted into the record without objection. The record closed on August 31, 2022. I.D. at 2.

On November 21, 2022, the Commission issued the Initial Decision of ALJ Brady in which he found that the Complainant failed to meet his burden of proof and recommended that the Commission deny the Complaint. Namely, the ALJ ruled that a portion of the Complainant's outstanding balance is comprised of customer assistance program (CAP) arrears, which cannot be the subject of a Commission-issued payment arrangement, and the Complainant failed to carry his burden of proving that he is entitled to a new or subsequent Commission-issued payment arrangement. I.D. at 1, 6.

As noted, *supra*, the Complainant filed Exceptions on November 21, 2022. PGW filed its Reply to Exceptions on December 9, 2022.

II. Discussion

A. Legal Standards

As a preliminary matter, we note that any argument or Exception that we do not specifically delineate shall be deemed to have been duly considered and denied without further discussion. The Commission is not required to consider expressly or at length each contention or argument raised by the parties. *Consolidated Rail Corp. v. Pa. PUC*, 625 A.2d 741 (Pa. Cmwlth. 1993); *see also, generally, University of Pennsylvania v. Pa. PUC*, 485 A.2d 1217 (Pa. Cmwlth. 1984).

1. Burden of Proof

As the proponent of a rule or order, the Complainant in this proceeding bears the burden of proof pursuant to Section 332(a) of the Public Utility Code (Code). 66 Pa. C.S. § 332(a). To establish a sufficient case and satisfy the burden of proof, the Complainant, as the party seeking relief, must show that PGW is responsible or accountable for the problem described in the Complaint. *Patterson v. The Bell Telephone Company of Pennsylvania*, 72 Pa. P.U.C. 196 (1990). Such a showing must be by a preponderance of the evidence. *Samuel J. Lansberry, Inc. v. Pa. PUC*, 578 A.2d 600 (Pa. Cmwlth. 1990), *alloc. denied*, 529 Pa. 654, 602 A.2d 863 (1992). That is, the Complainant's evidence must be more convincing, by even the smallest amount, than that presented by PGW. *Se-Ling Hosiery, Inc. v. Margulies*, 364 Pa. 45, 70 A.2d 854 (1950). Additionally, this Commission's decision must be supported by substantial evidence in the record. More is required than a mere trace of evidence or a suspicion of the existence

of a fact sought to be established. *Norfolk & Western Ry. Co. v. Pa. PUC*, 489 Pa. 109, 413 A.2d 1037 (1980).

Upon the presentation by the Complainant of evidence sufficient to initially satisfy the burden of proof, the burden of going forward with the evidence, to rebut the evidence of the Complainant, shifts to PGW. If the evidence presented by PGW is of co-equal weight, the Complainant has not satisfied his burden of proof. The Complainant now has to provide some additional evidence to rebut that of PGW. *Burleson v. Pa. PUC*, 443 A.2d 1373 (Pa. Cmwlth. 1982), *aff'd*, 501 Pa. 433, 461 A.2d 1234 (1983).

While the burden of persuasion may shift back and forth during a proceeding, the burden of proof never shifts. The burden of proof always remains on the party seeking affirmative relief from the Commission. *Milkie v. Pa. PUC*, 768 A.2d 1217 (Pa. Cmwlth. 2001).

2. Responsible Utility Customer Protection Act

The Responsible Utility Customer Protection Act (Act), 66 Pa. C.S. §§ 1401-1419, applies to complaints alleging the inability to pay and requesting a Commission-issued payment arrangement. This Act provides strict guidelines that the Commission must follow when determining whether a payment arrangement can be issued, *inter alia*, as follows:

§ 1405. Payment arrangements

- (a) **General rule.**--The commission is authorized to investigate complaints regarding payment disputes between a public utility, applicants and customers. The commission is authorized to establish payment

arrangements between a public utility, customers and applicants within the limits established by this chapter.

66 Pa. C.S. § 1405(a).

However, the Act also provides certain limitations that the Commission must follow, including which account balances cannot be subject to payment arrangements and the number of payment arrangements that may be issued. Specifically, Section 1405(c) of the Code prohibits the Commission from issuing payment arrangements on CAP program rates:

- (c) **Customer assistance programs.**--Customer assistance program rates shall be timely paid and shall not be the subject of payment arrangements negotiated or approved by the commission.

66 Pa. C.S. § 1405(c).

In addition, the Act states that the Commission is prohibited from establishing a second or subsequent payment arrangement, absent a change of income, if the customer defaults on a prior payment arrangement. Section 1405(d) of the Code states the following with regard to the establishment of Commission-issued payment arrangements:

- (d) **Number of payment arrangements.**--Absent a change in income, the commission shall not establish or order a public utility to establish a second or subsequent payment arrangement if a customer has defaulted on a previous payment arrangement established by a commission order or decision. A

public utility may, at its discretion, enter into a second or subsequent payment arrangement with a customer.

66 Pa. C.S. § 1405(d).¹

Furthermore, the Act authorizes the Commission to reinstate and extend a Commission-issued payment arrangement on which a customer has defaulted as a result of significant change in circumstances. Section 1405(e) provides:

- (e) **Extension of payment arrangements.**--If the customer defaults on a payment arrangement established under subsections (a) and (b) as a result of a significant change in circumstance, the commission may reinstate the payment arrangement and extend the remaining term for an initial period of six months. The

¹ In relevant part, Section 1403 of the Code defines the following terms:

Change in income. A decrease in household income of 20% or more if the customer's household income level exceeds 200% of the Federal poverty level or a decrease in household income of 10% or more if the customer's household income level is 200% or less of the Federal poverty level.

...

Household income. The combined gross income of all adults in a residential household who benefit from the public utility service.

66 Pa. C.S. § 1403.

initial extension period may be extended for an additional six months for good cause shown.

66 Pa. C.S. § 1405(e).²

B. Positions of the Parties

The Complainant requested a Commission-issued payment arrangement. Complaint at 2-3. At the hearing, the Complainant testified that he resides with his wife and two adult children at the service address, and the current total monthly household income is approximately \$2,800. Tr. at 7, 9-10, 15. The Complainant acknowledged that he filed the Complaint to get some time to pay down his payment arrangement and avoid having his gas service terminated. Tr. at 7-8.

PGW requested that the Commission dismiss the Complaint. Answer at 2. PGW's witness testified that, as of August 17, 2022, the Complainant's outstanding balance was \$5,040.38, of which \$2,650 consists of Customer Responsibility Program

² A "significant change in circumstance" is defined as the following:

Significant change in circumstance. Any of the following criteria when verified by the public utility and experienced by customers with household income less than 300% of the Federal poverty level:

- (1) The onset of a chronic or acute illness resulting in a significant loss in the customer's household income.
- (2) Catastrophic damage to the customer's residence resulting in a significant net cost to the customer's household.
- (3) Loss of the customer's residence.
- (4) Increase in the customer's number of dependents in the household.

66 Pa. C.S. § 1403.

(CRP)³ arrears. Tr. at 26-27. In addition, PGW's witness testified that the Complainant has defaulted on a Commission-issued payment arrangement, which was established in December 2016, as well as two prior PGW-issued payment arrangements, for non-payment. Tr. at 28-29. Also, PGW's witness testified that, as of the date of the hearing, the Complainant last submitted a payment on January 24, 2020. Tr. at 31.

C. Initial Decision

The ALJ made nine Findings of Fact and reached seven Conclusions of Law. I.D. at 2-3, 6-7. We shall adopt and incorporate herein by reference the ALJ's Findings of Fact and Conclusions of Law, unless they are reversed or modified by this Opinion and Order, either expressly or by necessary implication.

In addressing the Complainant's request for a payment arrangement, the ALJ explained that Section 66 Pa. C.S. § 1405 provides limitations that the Commission must follow in issuing payment arrangements, including the number of payment arrangements and which account balances cannot be subject to a payment arrangement. The ALJ found that the portion of the Complainant's outstanding balance that is comprised of \$2,650 in CRP arrears cannot be the subject of a payment arrangement approved by the Commission. The ALJ explained that PGW's CRP program is a CAP program, and the Commission is expressly prohibited from issuing payment arrangements on CAP rates under 66 Pa. C.S. § 1405(c). I.D. at 5.

Next, the ALJ concluded that the Commission cannot establish a second Commission-issued payment arrangement or order another PGW-issued payment agreement for the Complainant. The ALJ explained that pursuant to 66 Pa. C.S.

³ PGW's CRP program is a CAP program.

§ 1405(d), the Commission cannot issue another payment arrangement on the remaining amount of the non-CRP arrears of \$2,390.38 because the Complainant previously defaulted on a Commission-issued payment arrangement and did not present any evidence to prove that he experienced a change in income since the prior Commission-issued payment arrangement was established in December 2016. I.D. at 6.

In light of the above, the ALJ found that the Complainant failed to carry his burden of proving that he is entitled to a second Commission-issued payment arrangement. Therefore, the ALJ denied the Complaint. I.D. at 6.

D. Exceptions⁴ and Reply to Exceptions

The Complainant's Exceptions consist of a one-paragraph typewritten letter in which the Complainant takes exception to the ALJ's Initial Decision. The Complainant avers that he has experienced extenuating circumstances and a loss of income, that his wife was hospitalized multiple times with no income, that he has two daughters in college, and that he is the primary caregiver for his elderly mother. The Complainant contends that these reasons along with others are the reasons for the failed arrangements and he requests a chance to explain in detail. Exc. at 1.

In its Reply to Exceptions, PGW submits that the Complainant's Exceptions failed to demonstrate that the Initial Decision is unsupported by substantial evidence and failed to identify any error of law or fact contained in the Initial Decision. Rather, PGW argues that the Complainant reiterates the same legal arguments presented

⁴ We note that the format of the Exceptions does not strictly comply with Section 5.533(b) of our Regulations, which requires that each exception be numbered and identify the finding of fact and conclusion of law to which exception is taken and cite to the relevant pages of the Initial Decision. 52 Pa. Code § 5.533(b). Nevertheless, recognizing that the Complainant is appearing *pro se*, we will accept the Exceptions as filed, pursuant to Section 1.2(a) of our Regulations, and consider the merits.

at the hearing and improperly requests another hearing. PGW further submits that the Commission should sustain the Initial Decision because the Complainant failed to meet his burden of proof, and establish, by a preponderance of the evidence, his claims against PGW. PGW states that the ALJ properly determined that the Complainant failed to establish that he is entitled to a second Commission-issued payment arrangement because he defaulted on a prior one and did not produce any evidence of a change in income, a portion of his account arrears consisted of CRP arrears, and he has a poor payment history. Furthermore, PGW contends that the ALJ considered all of the evidence and properly applied the facts to the applicable law. Finally, PGW argues that the Initial Decision is supported by substantial evidence. For these reasons, PGW requests that the Commission deny the Complaint and adopt the Initial Decision. R. Exc. at 2-3.

E. Disposition

Upon our review and consideration of the record evidence, the Complainant's Exceptions, and the applicable law, we find that the Complainant has failed to meet his burden of proving that he is entitled to a Commission-issued payment arrangement. As noted above, the Act provides strict guidelines that we must follow in handling customer complaints. Under the Act, we may grant one payment arrangement consistent with the terms set forth in 66 Pa. C.S. § 1405(b). If the customer defaults on this arrangement, we cannot grant a second or subsequent payment arrangement absent a change of income. Similarly, we may not extend a payment arrangement absent a significant change in circumstance. In addition, we are prohibited under the Act from granting a payment arrangement for any CAP arrearages. 66 Pa. C.S. §§ 1403, 1405(c)-(e).

As noted above, the Complainant's outstanding account balance consists of both CRP, or CAP, arrearages and non-CRP arrearages. Tr. at 26-27. We lack the authority to establish a payment arrangement on the CRP portion of the Complainant's

outstanding arrearage. *See* 66 Pa. C.S. § 1405(c). Therefore, the \$2,650 portion of the Complainant's outstanding balance comprised of CRP arrears cannot be the subject of a Commission-approved payment arrangement. Nothing in the Complainant's Exceptions challenged the ALJ's conclusion of law or analysis with respect to the CRP-portion of the Complainant's outstanding balance.

As for the non-CRP portion of the arrearage, the record shows that the Complainant received a Commission-issued payment arrangement in December 2016, on which he defaulted. Tr. at 28-29. Furthermore, the Complainant did not present any evidence or make a showing of either a change in income or a significant change in circumstance after defaulting on the previously Commission-ordered payment arrangement.⁵ Therefore, pursuant to 66 Pa. C.S. § 1405(d)-(e), we cannot issue another payment arrangement, or reinstate and extend the payment arrangement, on the remaining amount of the Complainant's non-CRP arrears.

For the reasons set forth above, the Complainant's Exceptions shall be denied.

III. Conclusion

Based on our review of the Exceptions, the Initial Decision, and the record in this proceeding, we shall deny the Exceptions of Christopher Haymes and adopt the ALJ's Initial Decision, consistent with this Opinion and Order; **THEREFORE**,

⁵ We note that the Complainant's payment history has been poor, which is demonstrated by the fact that, at the time of the hearing, he had not made a payment on his gas service account for more than two years. Tr. at 31.

IT IS ORDERED:

1. That the Exceptions of Christopher Haymes, filed on November 21, 2022, to the Initial Decision of Administrative Law Judge F. Joseph Brady are denied, consistent with this Opinion and Order.
2. That the Initial Decision of Administrative Law Judge F. Joseph Brady, issued on November 21, 2022, is adopted.
3. That the Formal Complaint filed by Christopher Haymes on June 3, 2022, against Philadelphia Gas Works at Docket No. C-2022-3032787, is denied and dismissed, consistent with this Opinion and Order.
4. That this proceeding be marked closed.

BY THE COMMISSION,



Rosemary Chiavetta
Secretary

(SEAL)

ORDER ADOPTED: January 12, 2023

ORDER ENTERED: January 12, 2023

10-DAY SHUT OFF NOTICE
Your Gas Service May Be Shut Off

Your bill is past due. As a result, PGW will shut off gas to 825 CANTRELL ST 1F on or after 8 a.m. on May 09, 2023. This notice will remain effective for 60 days. To talk about your bill or this notice, call our office at 215-235-1777.

We will not shut off gas if you do ONE of the following:

- Pay your past due amount of \$2,433.00.
- Pay the amount you owe on your most recent payment plan.
- Make a payment arrangement (you may be eligible for a special assistance program).
- Contact us to dispute the bill.

At a minimum, you may have to pay all of the following before we turn your service on:

Past Due Amount	\$2,433.00
Security Deposit	\$210.00
Turn On Charge	\$123.23
Total	\$2,766.23

Plus \$372.00 if we must dig up the street.

You are also responsible for all gas service provided to you that is now or has become past due. If shut off, you may be required to pay more than the amount on this notice to have gas turned on.

MEDICAL EMERGENCY NOTICE

LET US KNOW IF SOMEONE LIVING IN YOUR HOME IS SERIOUSLY ILL OR HAS A MEDICAL CONDITION. WE WILL NOT SHUT OFF YOUR SERVICE during such illness, provided you:

1. Have your licensed physician, physician's assistant or nurse practitioner certify in writing that such an illness exists and that it may be aggravated if your service is stopped; and
2. Make arrangements to pay your current bills.
3. Contact us by calling 215-235-1777.
4. HAVE A LICENSED PHYSICIAN, PHYSICIAN'S ASSISTANT OR NURSE PRACTITIONER SEND PGW A LETTER WITHIN 3 DAYS, VERIFYING THE MEDICAL CONDITION.

If you are a victim of abuse and have an order issued by the courts, special medical emergency procedures and protections may be available. Call us immediately at 215-235-1000 to inform us so these special procedures and protection can be provided. You will be required to provide us with a copy of the court order.

IMPORTANT TO KNOW – BEFORE WE SHUT OFF

YOUR GAS SERVICE

- You may be eligible for a payment agreement or special assistance program. Enrollment into this program may be a way of avoiding shut off. Contact us immediately at 215-235-1777 to find out if you're eligible, and how to enroll. Documentation of your income may be required.
- If you have questions or need more information, please call us today at 215-235-1777 or write us at P.O. Box 3500, Philadelphia, PA 19122. After you talk with PGW, if you are not satisfied, you may file a complaint with the Pennsylvania Public Utility Commission (PUC). The PUC may delay the shut-off if you file the complaint before the shut-off date. To contact them call 1 (800) 692-7380 or write to: Pennsylvania Public Utility Commission, P.O. Box 3265, Harrisburg, PA 17105-3265.

- Call us if your landlord pays your utility bill. You have certain legal protections.
- If you have trouble understanding or speaking English call us for free interpretation.
- Please contact us if you are disabled and need assistance.
- All adult occupants of the premises whose names are on the mortgage, deed or lease are considered the 'customer' and are responsible for payment of the bill.
- If service is shut off, ANY adult occupant who has been living at the premises may have to pay all or portions of this bill to have service restored.
- If your service is shut off, you must contact us after your payment has been made to be sure you have met all conditions to have the service turned on and to arrange access to your premises. It may take up to seven days to have your service restored.
- If you have a valid Protection From Abuse order or an order issued by a court of competent jurisdiction in this Commonwealth that provides clear evidence that you are a victim of domestic violence, there are additional protections available to you. Call us immediately at 215-235-1000. You will be required to provide us with a copy of the order.

WINTER SHUT OFF PROVISIONS Dec. 1-March 31

- Contact us before the shut off date to give us household and occupant information to see if you qualify for any assistance programs.
- If you are low income there are special rules about whether we may shut off your gas in the winter. Add together the monthly income in your household. Look at the chart below to determine your group. You may need to provide us with proof of income.
- If your income is 150% of the federal poverty guidelines or below, we must first ask the PUC for permission to shut off your service. We will notify you prior to shutting off service if we ask the PUC for permission to terminate your gas service.
- If your income is above 150% but does not exceed 250% of the federal poverty guidelines, we will not shut off your service if one of these conditions applies to you:
 - o Someone in your household is 12 or younger or 65 or older; or
 - o You have paid at least one-half of your last two monthly gas bills; or
 - o If over the last two months you have paid at least 15% of your household income toward the gas bills.

- If we reconnect your service during the winter months (between December 1st and March 31st) we will restore your service within 24 hours of you meeting all requirements to have service reconnected. When street digging is required, it may take up to seven days.

Household Size	Federal Poverty Guidelines (FPG) 2023	
	Your income is 150% of the FPG or below if your monthly gross is:	Your income is between 151% - 250% of the FPG if your monthly gross is:
1	\$1,823 or less	\$1,824-\$3,038
2	\$2,465 or less	\$2,466-\$4,108
3	\$3,108 or less	\$3,109-\$5,179
4	\$3,750 or less	\$3,751-\$6,250
Each add. person add	\$643	\$644-\$1,071

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Please return this portion with your payment.
Write your account number on your check or money order made payable to Philadelphia Gas Works

Account Number: 0006940091
Notice Date: Apr 27, 2023
Please Pay: \$2,433.00

Place "X" in box for address corrections. Print corrections on reverse side.

Amount Enclosed:

000416 000004629
CHRISTOPHER HAYMES
825 CANTRELL ST # 1F
PHILADELPHIA PA 19148-3115



Philadelphia Gas Works
P.O. Box 11700
Newark, NJ 07101-4700

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Customer Contact: Customer Review Unit

Date: 05/04/2023 Time: 3:11:00 PM Source: Related Tran:

CC Type: CRU - Customer Review Unit Created: 05/04/2023 at: 3:11:44 PM by: JROSE

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

Surveyable Auto Delete Date: 05/03/2028 Class: Inquiry

Comments: PUC Complaint BCS# 3907560 filed on 5/4/2023 12:00:00 AM (CRU 787-1250) regarding CAP DISPUTE (#67), by sm. # of Adults in Household: 3. # and Ages of Children in Household: 0. Gross Income: CustIncome 2500.00

Letter

Status: Print Date: Run Number: Reprint:

Template:

Review List Tickler

Follow Up: to Review Group to User

Priority: Review Group...

Account: 0000 0694 0091 Haymes, Christopher

Premise: 825 Cantrell St,1f/Phila,Pa

Person: Haymes, Christopher

Change Cancel

Customer Contact: Customer Review Unit

Date: 08/04/2023 Time: 4:03:00 PM Source: Related Tran:

CC Type: CRU - Customer Review Unit Created: 08/04/2023 at: 4:03:23 PM by: OBWORKFL

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

Surveyable Auto Delete Date: 08/03/2028 Class: Inquiry

Comments: BCS # 3907560 case dismissed on 8/4/2023 12:00:00 AM. Resolution: DECISION SENT--CASE DISMISSED. COMPANY RECORDS SHOW THAT THE CUSTOMER IS ENROLLED IN CRP. THE CUSTOMER'S PAYMENT OF \$1,000.00 MADE ON 12/8/2022 WAS POSTED TO THE CUSTOMER'S ACCOUNT. THE COMPANY CAN ISSUE A TERMINATION NOTICE WHEN THE ACCOUNT IS DELINQUENT OR HAS A PAST DUE BALANCE.. Paragraph Description: .

Letter

Status: Print Date: Run Number: Reprint:

Template:

Review List Tickler

Follow Up: to Review Group to User

Priority: Review Group...

Account: 0000 0694 0091 Haymes, Christopher

Premise: 825 Cantrell St,1f/Phila,Pa

Person: Haymes, Christopher

10-DAY SHUT OFF NOTICE
Your Gas Service May Be Shut Off

Your bill is past due. As a result, PGW will shut off gas to 825 CANTRELL ST 1F on or after 8 a.m. on Sep 11, 2023. This notice will remain effective for 60 days. To talk about your bill or this notice, call our office at 215-235-1777.

We will not shut off gas if you do ONE of the following:

- Pay your past due amount of \$2,779.00.
- Pay the amount you owe on your most recent payment plan.
- Make a payment arrangement (you may be eligible for a special assistance program).
- Contact us to dispute the bill.

At a minimum, you may have to pay all of the following before we turn your service on:

Past Due Amount	\$2,779.00
Security Deposit	\$170.00
Turn On Charge	\$123.23
Total	\$3,072.23

Plus \$372.00 if we must dig up the street.

You are also responsible for all gas service provided to you that is now or has become past due. If shut off, you may be required to pay more than the amount on this notice to have gas turned on.

MEDICAL EMERGENCY NOTICE

LET US KNOW IF SOMEONE LIVING IN YOUR HOME IS SERIOUSLY ILL OR HAS A MEDICAL CONDITION. WE WILL NOT SHUT OFF YOUR SERVICE during such illness, provided you:

1. Have your licensed physician, physician's assistant or nurse practitioner certify in writing that such an illness exists and that it may be aggravated if your service is stopped; and
2. Make arrangements to pay your current bills.
3. Contact us by calling 215-235-1777.
4. HAVE A LICENSED PHYSICIAN, PHYSICIAN'S ASSISTANT OR NURSE PRACTITIONER SEND PGW A LETTER WITHIN 3 DAYS, VERIFYING THE MEDICAL CONDITION.

If you are a victim of abuse and have an order issued by the courts, special medical emergency procedures and protections may be available. Call us immediately at 215-235-1000 to inform us so these special procedures and protection can be provided. You will be required to provide us with a copy of the court order.

IMPORTANT TO KNOW - BEFORE WE SHUT OFF YOUR GAS SERVICE

- You may be eligible for a payment agreement or special assistance program. Enrollment into this program may be a way of avoiding shut off. Contact us immediately at 215-235-1777 to find out if you're eligible, and how to enroll. Documentation of your income may be required.
- If you have questions or need more information, please call us today at 215-235-1777 or write us at P.O. Box 3500, Philadelphia, PA 19122. After you talk with PGW, if you are not satisfied, you may file a complaint with the Pennsylvania Public Utility Commission (PUC). The PUC may delay the shutoff if you file the complaint before the shut-off date. To contact them call 1 (800) 692-7380 or write to: Pennsylvania Public Utility Commission, P.O. Box 3265, Harrisburg, PA 17105-3265.

- Call us if your landlord pays your utility bill. You have certain legal protections.
- If you have trouble understanding or speaking English call us for free interpretation.
- Please contact us if you are disabled and need assistance.
- All adult occupants of the premises whose names are on the mortgage, deed or lease are considered the 'customer' and are responsible for payment of the bill.
- If service is shut off, ANY adult occupant who has been living at the premises may have to pay all or portions of this bill to have service restored.
- If your service is shut off, you must contact us after your payment has been made to be sure you have met all conditions to have the service turned on and to arrange access to your premises. It may take up to seven days to have your service restored.
- If you have a valid Protection From Abuse order or an order issued by a court of competent jurisdiction in this Commonwealth that provides clear evidence that you are a victim of domestic violence, there are additional protections available to you. Call us immediately at 215-235-1000. You will be required to provide us with a copy of the order.

WINTER SHUT OFF PROVISIONS Dec. 1-March 31

- Contact us before the shut off date to give us household and occupant information to see if you qualify for any assistance programs.
- If you are low income there are special rules about whether we may shut off your gas in the winter. Add together the monthly income in your household. Look at the chart below to determine your group. You may need to provide us with proof of income.
- If your income is 150% of the federal poverty guidelines or below, we must first ask the PUC for permission to shut off your service. We will notify you prior to shutting off service if we ask the PUC for permission to terminate your gas service.
- If your income is above 150% but does not exceed 250% of the federal poverty guidelines, we will not shut off your service if one of these conditions applies to you:
 - o Someone in your household is 12 or younger or 65 or older; or
 - o You have paid at least one-half of your last two monthly gas bills; or
 - o If over the last two months you have paid at least 15% of your household income toward the gas bills.
- If we reconnect your service during the winter months (between December 1st and March 31st) we will restore your service within 24 hours of you meeting all requirements to have service reconnected. When street digging is required, it may take up to seven days.

Federal Poverty Guidelines (FPG) 2023

Household Size	Your income is 150% of the FPG or below if your monthly gross is:	Your income is between 151% - 250% of the FPG if your monthly gross is:
1	\$1,823 or less	\$1,824-\$3,038
2	\$2,465 or less	\$2,466-\$4,108
3	\$3,108 or less	\$3,109-\$5,179
4	\$3,750 or less	\$3,751-\$6,250
Each add. person add	\$643	\$644-\$1,071

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Please return this portion with your payment.
Write your account number on your check or money order made payable to Philadelphia Gas Works

Account Number: 0006940091
Notice Date: Aug 28, 2023
Please Pay: \$2,779.00

Place "X" in box for address corrections. Print corrections on reverse side.

Amount Enclosed:

000671 000000152
CHRISTOPHER HAYMES
825 CANTRELL ST # 1F
PHILADELPHIA PA 19148-3115



Philadelphia Gas Works
P.O. Box 11700
Newark, NJ 07101-4700



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PENNSYLVANIA PUBLIC UTILITY COMMISSION

Formal Complaint

Filing this form begins a legal proceeding and you will be a party to the case.
If you do not wish to be a party to the case, consider filing an Informal complaint.

To complete this form, please type or print legibly in ink.

1. Customer (Complainant) Information

Provide your name, mailing address, county, telephone number(s), email address and utility account number. It is your responsibility to update the Commission with any changes to your address and to where you want documents mailed to you.

Name Christopher Haymes

Street/P.O. Box 825 Cantrell Street Apt# _____

City Philadelphia State PA Zip 19148

County Philadelphia

Telephone Number(s) Where We Can Contact You During the Day (required):

(215) 321-0747 (home) () (mobile)

Email Address (required): Haymes 719 @ gmail.com

Utility Account Number (from your bill) _____

If your complaint involves utility service provided to a different address or in a different name than your mailing address, please list this information below.

Name _____

Street/P.O. Box _____

City _____ State _____ Zip _____

2. Methods of Communication by the Commission

You have three options on how you would like to receive all communication from the Commission about your Complaint. By selecting one of the following three options, you are agreeing to receive all hearing notices, orders, and related documents about your Complaint in the manner selected.

Select one of the following options for receiving all communications from the Commission:

- a. eFiling: You agree to open and use an eFiling account – free of charge through the Commission's website. By selecting this method you will be eServed. (This is the best way to receive, file, and submit documents).

Initial here if you are selecting eFiling: _____

(And create an eFiling account at <http://www.puc.pa.gov/efiling/default.aspx>)

b. **Email:** You agree to receive all documents by email (using the email you provided on page 1). Please note that you will only be able to receive documents from the Commission by email and will not be able to file documents by Email or Fax. To submit documents to the Commission you must create an eFiling account accessed at <http://www.puc.pa.gov/efiling/default.aspx> or mail your submissions.

Initial here if you are selecting Email service CAH

c. **First Class Mail:** You agree to be served only by First Class Mail (at the address on page 1 of this form).

Initial here if you are selecting First Class Mail service: _____

*If you do not select one of the three options above, the Commission will serve all documents to you by First Class Mail at the address listed on page 1 of this form.

3. **Name of Utility or Company (Respondent)**

Provide the full name of the utility or company about which you are complaining. The name of your utility or company is on your bill.

Philadelphia Gas Works

4. **Type of Utility Service**

Check the box listing the type of utility service that is the subject of your complaint (check only one):

- Electric Gas Water Wastewater/Sewer Storm Water
 Steam Heat Motor Carrier (taxi, moving co., limo)
 Telephone/Telecommunications (local, long distance)

5. **Reason for Complaint**

What kind of problem are you having with the utility or company? Check all boxes below that apply and state the reason for your complaint. Explain specifically what you believe the utility or company has done wrong. Provide relevant details including dates, times and places and any other information that may be important. If the complaint is about billing, tell us the amount you believe is not correct. Use additional paper if you need more space. Your complaint may be dismissed without a hearing if you do not provide specific information.

- The utility is threatening to shut off my service or has already shut off my service.
 I would like a payment agreement.
 Incorrect charges are on my bill. Provide dates that are important and an explanation about any amounts or charges that you believe are not correct. Attach a copy of the bill(s) in question if you have it/them.
 I am having a reliability, safety or quality problem with my utility service. Explain the problem, including dates, times or places and any other relevant details that may be important.
 Other (explain).

Note: If your complaint is only about removing or modifying a municipal lien filed by the City of Philadelphia, the Public Utility Commission (PUC) cannot address it. Only local courts in Philadelphia County can address this type of complaint. The PUC can address a complaint about service or incorrect billing even if that amount is subject to a lien.

In addition, the PUC generally does not handle complaints about cell phone or Internet service, but may be able to resolve a dispute regarding voice communications over the Internet (including the inability to make voice 911/E911 emergency calls) or concerns about high-speed access to Internet service.

6. Requested Relief

How do you want your complaint to be resolved? Explain what you want the PUC to order the utility or company to do. Use additional paper if you need more space.

I would like a judge to hear my case
in regards to PGW and the way they
are treating bullies to their consumers, I
would also like a viable payment
arrangement.

Note: The PUC can decide that a customer was not billed correctly and can order billing refunds. The PUC can also fine a utility or company for not following rules and can order a utility or company to correct a problem with your service. Under state law, the PUC cannot decide whether a utility or company should pay customers for loss or damages. Damage claims may be sought in an appropriate civil court.

7. Protection From Abuse (PFA)/ Domestic Violence

Has a court granted you a "Protection From Abuse" order or any other order which provides clear evidence of domestic violence against you that is currently in effect for your personal safety or welfare? The PUC needs this information to properly process your complaint so that your identity is not made public.

Note: You must answer this question if your complaint is against a natural gas distribution utility, an electric distribution utility or a water distribution utility AND your complaint is about a problem involving billing, a request to receive service, a security deposit request, termination of service or a request for a payment agreement.

Has a court granted a "Protection From Abuse" order or any other order for your personal safety or welfare?

YES



NO



If your answer to the above question is "yes," attach a copy of the current Protection From Abuse order to this Formal Complaint form.

Prior Utility Contact

a. Is this an appeal from a decision of the PUC's Bureau of Consumer Services (BCS)?
YES NO

Note: If you answered yes, move to Section 9. No further contact with the utility or company is required. If you answered no, answer the question in Section 8 b. and answer the question in Section 8 c. if relevant.

b. If this is not an appeal from a BCS decision, have you spoken to a utility or company representative about this complaint?
YES NO

Note: You must contact the utility first if (1) you are a residential customer, (2) your complaint is against a natural gas distribution utility, an electric distribution utility or a water utility AND (3) your complaint is about a billing problem, a service problem, a termination of service problem, or a request for a payment agreement.

If you tried to speak to a utility company representative about your complaint but were not able to do so, please explain why.

I called them multiple times they do not want to help me. I need to talk to

c. If you tried to speak to a utility company representative about your complaint but were not able to do so, please explain why.

Note: Even if you are not required to contact the utility or company, you should always try to speak to a utility or company representative about your problem before you file a Formal Complaint with the PUC.

9. Legal Representation

If you are filing a Formal Complaint as an individual on your own behalf, you are not required to have a lawyer. You may represent yourself at the hearing.

If you are already represented by a lawyer in this matter, provide your lawyer's name, address, telephone number, and email address, (all required contact information). Please make sure your lawyer is aware of your complaint. If represented by a lawyer, both you and your lawyer must be present at your hearing.

Lawyer's Name _____

Street/P.O. Box _____

City _____ State _____ Zip _____

Area Code/Phone Number _____

E-mail Address _____

Note: Corporations, associations, partnerships, limited liability companies and political subdivisions are required to have a lawyer represent them at a hearing and to file any motions, answers, briefs or other legal pleadings.

10. Verification and Signature

You must sign your complaint. Individuals filing a Formal Complaint must print or type their name on the line provided in the verification paragraph below and must sign and date this form in ink. If you do not sign the Formal Complaint, the PUC will not accept it.

Verification:

I Christopher Haymes, hereby state that the facts above set forth are true and correct (or are true and correct to the best of my knowledge, information and belief) and that I expect to be able to prove the same at a hearing held in this matter. I understand that the statements herein are made subject to the penalties of 18 Pa. C.S. § 4904 (relating to unsworn falsification to authorities).

Christopher Haymes
(Signature of Complainant)

9/5/23
(Date)

Title of authorized employee or officer (only applicable to corporations, associations, partnerships, limited liability companies or political subdivisions)

Note: If the Complainant is a corporation, association, partnership, limited liability company or political subdivision, the verification must be signed by an authorized officer or authorized employee. If the Formal Complaint is not signed by one of these individuals, the PUC will not accept it.

11. How to File Your Formal Complaint

Electronically. You must create an account on the PUC's eFiling system, which may be accessed at <http://www.puc.pa.gov/efiling/default.aspx>.

Mail. Mail the completed form with your original signature and any attachments, by certified mail, priority mail, or overnight delivery to this address and retain the tracking information as proof of submission:

Secretary
Pennsylvania Public Utility Commission
400 North Street
Harrisburg, Pennsylvania 17120

If you are appealing a BCS decision: follow the directions in the cover letter you received from the Secretary's Bureau with the formal complaint form. ONLY Formal complaints appealing a BCS decision can be filed by fax, email or overnight delivery to meet filing deadlines. All other formal complaints MUST be efiled or mailed.

If you have any questions about filling out this form, please contact the Secretary's Bureau at 717-772-7777.

Keep a copy of your Formal Complaint for your records. Please know that your complaint form and the utility's answer will not be published to the PUC's website. Once your complaint case moves to the Office of Administrative Law Judge, any filings you make should be marked confidential. If you do not want them published to the website.