

COMMONWEALTH OF PENNSYLVANIA
(Public Utility Commission)

-----*
TRACI GREEN, :
Complainant, : Case No.:
vs. : C-2023-3043377
PHILADELPHIA GAS WORKS :
Respondent. :
-----*

Pages 1 through 52 TELEPHONIC HEARING
Judge's Chambers
State Office Bldg.
801 Market Street
Philadelphia, PA 19170

Thursday, December 21, 2023
Met, pursuant to notice, at 10:07 a.m.

BEFORE: THE HONORABLE ARLENE
Administrative Law Judge

INDEX TO EXHIBITS
Docket No.: C-2023-3043377
Hearing Date: December 21, 2023

EXHIBITS INDEX

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PGW		
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EXHIBIT For Identification In Evidence

PGW

NUMBERS:

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PHILADELPHIA GAS WORKS

800 West Montgomery Avenue • Philadelphia, PA 19122

Anita J. Murray, Esquire
Senior Attorney
Legal Department
Direct Dial: 215-684-6659
Fax: 215-684-6798
Email: anita.murray@pgworks.com

December 14, 2023

VIA ELECTRONIC MAIL ONLY

The Honorable Arlene D. Ashton
Administrative Law Judge
Pennsylvania Public Utility Commission
801 Market Street, Suite 4063
Philadelphia, PA 19107

Re: Traci Green v. Philadelphia Gas Works, Docket No. C-2023-3043377

Dear Honorable Judge Ashton:

Enclosed please find a copy of PGW's proposed exhibits for the scheduled hearing in the above referenced matter.

If you have any questions, please do not hesitate to contact me.

Very truly yours,

*/s/***Anita J. Murray**
Anita J. Murray

/awm
encl.

cc (w/encl.): Traci Green via Regular Mail and Email: tracigreen72@gmail.com

CERTIFICATE OF SERVICE

I hereby certify that I have on this day served a true and correct copy of Philadelphia Gas Works' Proposed Exhibits upon the person(s) listed below in the manner indicated below in accordance with the requirements of 52 Pa. Code § 1.54 (relating to service by a party).

VIA REGULAR MAIL AND EMAIL:

Traci Green
7973 Temple Road
Philadelphia, PA 19150
tracigreen72@gmail.com

/s/ Anita J. Murray

Anita J. Murray, Esquire

Date: Dec. 14, 2023

Specific Service Agreement Statement of Account SA- 4212612353

Customer Name	From Date	To Date			
TRACI GREEN	9/28/2021	12/14/2023			
Service Address	Account Number	S A Number	Meter	Rate/Class	
7973 TEMPLE RD PHIL, PA 191502115	██████ 58	██████ 53	██████ 34	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
3/1/2022	BILL	9597	R	3	25	8.33	59		3/24/2022	\$46.29	\$46.29	\$46.29
3/30/2022	LPC									\$0.69	\$46.98	\$46.98
3/30/2022	BILL	9779	R	31	182	5.87	551		4/25/2022	\$331.82	\$378.80	\$378.80
4/29/2022	LPC									\$5.67	\$384.47	\$384.47
4/29/2022	BILL	9900	R	30	121	4.03	354		5/24/2022	\$203.70	\$588.17	\$588.17
5/27/2022	LPC									\$8.72	\$596.89	\$596.89
5/27/2022	BILL	9937	R	28	37	1.32	88		6/23/2022	\$78.10	\$674.99	\$674.99
6/28/2022	LPC									\$9.89	\$684.88	\$684.88
6/28/2022	BILL	9953	R	30	16	0.53	1		7/22/2022	\$48.27	\$733.15	\$733.15
7/25/2022	WNA2&5									(\$1.79)	\$731.36	\$731.36
7/28/2022	LPC									\$10.62	\$741.98	\$741.98
7/28/2022	BILL	9966	R	32	13	0.41	0		8/22/2022	\$41.81	\$783.79	\$783.79
8/26/2022	LPC									\$11.24	\$795.03	\$795.03
8/26/2022	BILL	9979	R	29	13	0.45	0		9/21/2022	\$41.81	\$836.84	\$836.84
9/27/2022	LPC									\$11.87	\$848.71	\$848.71
9/27/2022	BILL	9994	R	30	15	0.5	5		10/20/2022	\$45.14	\$893.85	\$893.85
10/26/2022	LPC									\$12.55	\$906.40	\$906.40
10/26/2022	BILL	44	R	31	50	1.61	197		11/21/2022	\$106.90	\$1,013.30	\$1,013.30
11/24/2022	LPC									\$14.15	\$1,027.45	\$1,027.45

11/24/2022	BILL	144	R	29	100	3.45	344	12/19/2022	\$222.51	\$1,249.96	\$1,249.96
12/23/2022	LPC								\$17.49	\$1,267.45	\$1,267.45
12/23/2022	BILL	315	R	29	171	5.9	663	1/20/2023	\$338.82	\$1,606.27	\$1,606.27
1/26/2023	LPC								\$22.57	\$1,628.84	\$1,628.84
1/26/2023	BILL	553	R	34	238	7	825	2/21/2023	\$490.09	\$2,118.93	\$2,118.93
2/23/2023	LPC								\$29.92	\$2,148.85	\$2,148.85
2/23/2023	BILL	706	R	28	153	5.46	610	3/20/2023	\$338.01	\$2,486.86	\$2,486.86
3/25/2023	LPC								\$34.99	\$2,521.85	\$2,521.85
3/25/2023	BILL	856	R	30	150	5	635	4/19/2023	\$261.83	\$2,783.68	\$2,783.68
3/31/2023	PAY							Debit Card	(\$180.73)	\$2,602.95	\$2,602.95
4/26/2023	LPC								\$36.21	\$2,639.16	\$2,639.16
4/26/2023	BILL	919	R	32	63	1.97	287	5/19/2023	\$125.15	\$2,764.31	\$2,764.31
4/26/2023	INTAPL								(\$1.95)	\$2,762.36	\$2,762.36
4/26/2023	DEPAPL								(\$376.00)	\$2,386.36	\$2,386.36
5/17/2023	BPTOCG								\$123.23	\$2,509.59	\$2,509.59
5/17/2023	PAY							Debit Card	(\$222.66)	\$2,286.93	\$2,286.93
5/25/2023	BILL	950	R	29	31	1.07	165	6/21/2023	\$62.26	\$2,349.19	\$2,349.19
6/24/2023	BILL	960	R	30	10	0.33	9	7/19/2023	\$30.00	\$2,379.19	\$2,379.19
7/26/2023	LPC								\$32.82	\$2,412.01	\$2,412.01
7/26/2023	BILL	971	R	32	11	0.34	0	8/18/2023	\$30.94	\$2,442.95	\$2,442.95
8/24/2023	LPC								\$33.28	\$2,476.23	\$2,476.23
8/24/2023	BILL	981	R	29	10	0.34	0	9/19/2023	\$29.60	\$2,505.83	\$2,505.83
9/26/2023	LPC								\$33.73	\$2,539.56	\$2,539.56
9/28/2023	BILL	984	R	7	3	0.43	0	10/23/2023	\$4.07	\$2,543.63	\$2,543.63

PHILADELPHIA GAS WORKS
800 W. MONTGOMERY AVENUE, PHILADELPHIA, PA 19122-0050

Notice Date: Jul 27, 2023
Account Number: [REDACTED] 58

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 7973 TEMPLE RD on or after 8 a.m. on Aug 08, 2023. This notice will remain effective for 60 days. To talk about your bill or this notice, call our office at [REDACTED].

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

- Pay your past due amount of \$2,379.19.
- 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.

- 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.

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

Past Due Amount	\$2,379.19
Security Deposit	\$258.00
Turn On Charge	\$123.23
Total	\$2,760.42

• 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.

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

• 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 [REDACTED]. You will be required to provide us with a copy of the order.

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 [REDACTED]
4. HAVE A LICENSED PHYSICIAN, PHYSICIAN'S ASSISTANT OR NURSE PRACTITIONER SEND PGW A LETTER WITHIN 3 DAYS, VERIFYING THE MEDICAL CONDITION.

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 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 [REDACTED] 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.

• 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.

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 [REDACTED] 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 [REDACTED] 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 [REDACTED] or write to: Pennsylvania Public Utility Commission, P.O. Box 3265, Harrisburg, PA 17105-3265.

• 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

PL_20230727180001.dat-2801-000008211

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: [REDACTED] 58
Notice Date: Jul 27, 2023
Please Pay: \$2,379.19

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

Amount Enclosed:

001401 000009211
TRACI GREEN
7973 TEMPLE RD
PHILA PA 19150-2115

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

AVISO DE DESCONEXIÓN EN 10 DÍAS
¡Es posible que se desconecte su servicio de gas!

Debido a que su factura está vencida, desconectaremos su servicio de gas a 7973 TEMPLE RD a las 8:00 AM del Aug 08, 2023 o más tarde. Este aviso permanecerá en vigencia durante 60 días. Para hablar de su factura o de este aviso, llame a nuestra oficina a [REDACTED]

No desconectaremos el gas si hace UNO de los siguientes:

- Pague su monto vencido de \$2,379.19.
- Pague la cantidad que debe en su plan de pago más reciente
- Hace un acuerdo de pago o es posible que califique para un program de ayuda especial.
- Se comunica con nosotros para disputar la factura.

Como mínimo, tendrá que pagar todo lo siguiente antes de que desconectemos su servicio el:

Importe vencido	\$2,379.19
Depósito de seguridad	\$258.00
Cargo de reconexión	\$123.23
Total	\$2,760.42

(Mas \$372.00 si tenemos que perforar la calle para desconectar el gas).

Usted también es responsable de todo el servicio de gas que fue proporcionado y cuyo pago ahora está atrasado. Si se desconecta su servicio, es posible que se le pida que pague más que el importe de este aviso para que se le reconecte el gas.

AVISO DE EMERGENCIA MÉDICAS

AVÍSENOS SI ALGUIEN QUE VIVE EN SU CASA ESTÁ GRAVEMENTE ENFERMO O TIENE UN PROBLEMA MÉDICO. NO LE DESCONECTAREMOS EL SERVICIO durante dicha enfermedad si usted:

1. Haga que su médico, asistente médico o enfermero practicante con licencia certifique por escrito que dicha enfermedad existe y que puede agravarse si se interrumpe su servicio.

2. Hace arreglos para pagar sus cuentas actuales.

3. Se comunica con nosotros al [REDACTED]

4. SU MÉDICO, ASISTENTE DE MÉDICO O ENFERMERA CON LICENCIA PARA EJERCER DEBERÁ ENVIAR UNA CARTA A PGW EN UN PLAZO DE 3 DÍAS PARA VERIFICAR SU ENFERMEDAD O PROBLEMA MÉDICO.

Si usted es víctima de abuso y tiene una orden emitida por los tribunales, es posible que haya disponibles protecciones y procedimientos especiales de emergencia médica. Llámenos inmediatamente al [REDACTED] para informarnos para que se puedan proporcionar estos procedimientos y protecciones especiales. Se le pedirá que nos proporcione una copia de la orden judicial.

COSAS IMPORTANTES QUE DEBE SABER - ANTES DE QUE DESCONECTEMOS SU SERVICIO DE GAS

• Comuníquese inmediatamente con nosotros llamando al [REDACTED] para determinar cómo entrar en un arreglo de pago (si es elegible) y adónde se puede encontrar solicitudes y adónde se las puede presentar para la inscripción en uno de nuestros programas universales de servicios.

• Si tiene preguntas o necesita más información, llámenos hoy mismo al [REDACTED] o escribanos a P.O. Box 3500, Philadelphia, PA 19122, Attn:

Correspondence Department. Si no está satisfecho después de hablar con nosotros, puede presentar una queja ante la Comisión de Servicios Públicos (Public Utility Commission, PUC). La PUC puede demorar la desconexión si presenta la queja antes de la fecha de la desconexión. Para comunicarse con ellos llame al [REDACTED] o escriba a: Pennsylvania Public Utility Commission, Box 3265, Harrisburg, PA 17105-3265.

• Es posible que sea elegible para un acuerdo de pago o para programas de ayuda especiales y la inscripción en este programa tal vez sea una manera de evitar la desconexión. Llame al [REDACTED] inmediatamente para proporcionarnos los ingresos de su grupo familiar y la información de los ocupantes. Es posible que se requiera documentación de sus ingresos, como recibos de pago o documentos de impuestos.

- Llámenos si la persona que le alquila la propiedad paga sus facturas de servicios públicos. Usted tiene ciertas protecciones legales.
- Si tiene problemas para entender o hablar el inglés, llámenos para conseguir una interpretación gratis.
- Por favor comuníquese con nosotros si está discapacitado y necesita ayuda.
- Si se desconecta su servicio, es posible que se le exija que pague cualquier factura adicional que esté vencida para reponer su servicio.
- Se considera "el cliente" a todos los ocupantes adultos de las instalaciones cuyos nombres figuren en la hipoteca, el título de propiedad o el alquiler, y son responsables del pago de la factura.
- Si se desconecta el servicio es posible que CUALQUIER adulto que haya vivido en las instalaciones deba pagar toda la factura o parte de la misma para que se reconecte el servicio.
- Si se desconecta el servicio, se debe comunicar con nosotros después de haber hecho el pago para asegurarse de que se haya cumplido con todas las condiciones para la reconexión del servicio y coordinar el acceso a sus instalaciones. Es posible que se demore hasta siete días en reconectar su servicio.

• Si tiene una orden de protección contra el abuso válido o una orden emitida por un tribunal de jurisdicción competente en este Estado Libre Asociado que brinda evidencia clara de que usted es víctima de violencia doméstica, hay protecciones adicionales disponibles para usted. Llámenos inmediatamente al [REDACTED] Se le pedirá que nos proporcione una copia de la orden.

DISPOSICIONES PARA LA DESCONEXIÓN EN INVIERNO del 1 de diciembre al 31 de marzo

• Comuníquese con nosotros antes de la fecha de desconexión para darnos la información del grupo familiar y de los ocupantes para ver si califica para alguno de los programas de ayuda.

• Si tiene ingresos bajos, hay reglas especiales sobre si podemos o no desconectar su gas durante el invierno. Sumo todos los ingresos mensuales de su grupo familiar. Mire la tabla a continuación para determinar su grupo. Es posible que nos deba proporcionar una prueba de sus ingresos.

• Si sus ingresos son iguales al 150% de las Directrices Federales de Pobreza o menores, primero tenemos que pedir autorización a la PUC para desconectar su servicio. Le avisaremos antes de desconectar el servicio si le pedimos autorización a la PUC para desconectar su servicio de gas.

• Si sus ingresos son mayores del 150% pero no exceden el 250% de las Directrices Federales Federales de Pobreza, no le desconectaremos el servicio si una de estas condiciones se aplica a usted:

- o Alguien en el grupo familiar tiene 12 años de edad o es menor o tiene 65 años o es mayor.
- o Usted ha pagado por lo menos la mitad de sus dos últimas facturas mensuales de gas;
- o Si durante los dos últimos meses ha pagado por lo menos el 15% de los ingresos de su grupo familiar para las facturas de gas.

Directrices Federales de Pobreza (FPG) 2023

Tamaño del grupo familiar incluyendo niños	Sus ingresos mensuales son el 150% de la FPG o inferiores si son de:	Su ingreso está comprendido entre el 151% y el 250% del FPG si su ingreso mensual es:
1	\$1,823 o menos	\$1,824-\$3,038
2	\$2,465 o menos	PL_20230274600844002-000009211
3	\$3,108 o menos	\$3,109-\$5,179
4	\$3,750 o menos	\$3,751-\$6,250
Cada persona adicional agrega	\$643	\$644-\$1,071

• Si le reconectamos el servicio durante los meses de invierno (entre el 1 de diciembre y el 31 de marzo) le restableceremos el servicio dentro de 24 horas de haber cumplido con todos los requisitos para que se le reconecte el servicio. Donde se requiera la excavación de la calle, es posible que esto demore 7 días.

C & C Event: D5693 - 07/31/2023

Action

C&C Event... 973585229 C_C Event Siblings...

Status:	Authorized	Status	Date	By
Trigger Date:	07/31/2023	Created	07/27/2023	System
Due Date:	08/09/2023	Authorized	08/02/2023	System

Event Type... D5693 High Risk - Phone Day Event, Utility, Field

Premise... 7973 Temple Rd/Philadelphia,Pa 9995233274

Account: [Redacted] 88 Green, Traci Letter Text...

Print at Area Office Counts Against CR: [] 3rd Party Text...

Mark Easy Way Budget Plan As Broken Fid Order: Ord Ctl 1375363656 Completed

Break CRP Agreement MUP Status:

Adj Code... [] Charge Amount: 0.00

Service Agreements

SA Type	Description
G2-G5	4212612353, No SP, GSR, UB \$2,543.63

Insert Remove Clear

SA... []

Event Comments: []

Person/Arrangement Comments:

Pay Arrangements: []

Permanent Info:
Owner-7973 Temple Rd 11/2017

Activity Result: [] Req'd Dep Amt: 258.00

Orig 5691 Arrears: 2,379.19 CC Balance Amt: 2,379.19 Total Past Due Amt: 0.00

Main
Results

C & C Event: D5693 - 07/31/2023

Action

C&C Event... 973585229

C_C Event Siblings...

Results

Result:	NO ANSWER
Status:	Nonproduct
Date:	08/01/2023
Time:	2:12 PM
Employee ID:	AVTX

Main

Results

C & C Event: N5693 - 08/02/2023

Action

C&C Event... 104383340 C_C Event Siblings...

Status: Authorized	Status	Date	By
Trigger Date: 08/02/2023	Created	08/02/2023	System
Due Date: 08/11/2023	Authorized	08/03/2023	System

Event Type... N5693 High Risk - Phone Night Event, Utility, Field

Premise... 7973 Temple Rd/Philadelphia,Pa 9995233274

Account: ██████████ 58 Green, Traci Letter Text...

Print at Area Office Counts Against CR: 3rd Party Text...

Mark Easy Way Budget Plan As Broken Fld Order: Ord Ctl 4511632927 Completed

Break CRP Agreement MUP Status: _____

Adj Code... Charge Amount:

Service Agreements

SA Type	Description
G2-G5	4212612353, No SP, GSR, UB \$2,543.63

SA...

Event Comments:

Person/Arrangement Comments:

Pay Arrangements:

Permanent Info: Owner-7973 Temple Rd 11/2017

Activity Result:

Req'd Dep Amt: 258.00

Orig 5691 Arrears: 2,379.19 CC Balance Amt: 2,379.19 Total Past Due Amt: 0.00

Main

Results

C & C Event: N5693 - 08/02/2023

Action

C&C Event... 104383340

C_C Event Siblings...

Results

Result:	CONTACTED CUSTOMER OF RECORD
Status:	Productive
Date:	08/02/2023
Time:	6:58 PM
Employee ID:	AVTX

Main

Results

Customer Contact: Service

Date: 08/03/2023 Time: 8:33:00 AM Source: JetSearch Related Tran: Account Maintenance
CC Type: SERV - Service Created: 08/03/2023 at: 8:33:42 AM by: CCHAPMA
Area: 800 - Residential General Service Changed: at: by:
 Surveyable Auto Delete Date: 08/03/2027 Class: Inquiry

Comments: cor Green, Traci called to get into payment arrangement to aviod the shut off updated hhi as \$2150.00 and numbe rof people as 4 level offered par catch up amount as \$768.00 and monthly \$256.00 cant do said to apply for the crp siad will do it online not sat

Letter

Status: Print Date: Run Number: Reprint:

Template:

Review List Tickler

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

Account: [REDACTED] 58 Green, Traci

Premise: 7973 Temple Rd/Phila,Pa

Person: Green, Traci

Customer Contact: Crp Submitted Application [X]

Date: 08/07/2023 Time: 3:27:00 PM Source: Related Tran:
CC Type: CRPS - Crp Submitted Application [v] Created: 08/07/2023 at: 3:27:52 PM by: WEBUSER
Area: 800 - Residential General Service [v] Changed: at: by:
 Surveyable Auto Delete Date: 08/07/2027 Class: System Generated Contact

Comments: User Submitted Application [v]

Letter

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

Review List Tickler

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

Account: [REDACTED] 58 Green, Traci [v]
Premise: [v]
Person: [v]

Change Cancel



PHILADELPHIA GAS WORKS
800 W. MONTGOMERY AVENUE, PHILADELPHIA, PA 19122-0050

SEP 29 2023

PA PUBLIC UTILITY COMMISSION
SECRETARY'S BUREAU

000980 000000449



TRACI GREEN
7973 TEMPLE RD
PHILADELPHIA PA 19150-2115

Date: Aug 08, 2023

Account#: [REDACTED] 58

Dear TRACI GREEN,

We have reviewed your Customer Responsibility Program (CRP) application, however, you are not eligible for the following reason(s):

- Your household income is above the CRP eligibility guidelines.
- You receive the senior citizen discount.
- Your service address is a commercial account and therefore is not eligible for an agreement (only residential accounts are eligible for enrollment in CRP or other payment arrangements).
- Your service address is a taxable account, which indicates that it is not your primary residence. You will be contacted by a PGW representative who will perform a survey of your gas rate and service.
- You already have an active CRP agreement under another address. You can only have one CRP agreement and that agreement must be for your primary residence.
- Your name is not on the account listed for this application. You must either apply to have the service transferred into your name or have the customer of record submit an application.
- Your service is off.

What does this mean for me?

If you were enrolled in CRP, you have been removed. You are now on a no money down payment arrangement. The terms of your new arrangement will be on your next bill, or you can call us at [REDACTED] for an overview.

What can I do if my service is off?

Call our Customer Service Department to obtain re-connection terms, make a payment, and schedule your service restoration.

Once your service is restored, you can re-apply for CRP online or by mail using the enclosed application. Instructions for each application method are included on the back of this letter.

If you have any additional questions, please call our Customer Service Department at [REDACTED]

Para traducción en español, llame a [REDACTED]

Sincerely,

Customer Service Department
Philadelphia Gas Works

Customer Responsibility Program applications can be submitted online or by mail.

Online

If you have registered for a "My Account", you can create a new application for the Customer Responsibility Program online using the link below. You can also check the status of a pending application, view messages about you current or prior application(s) as well as submit the missing documents to an incomplete application.

<https://www.pgworks.com/crp>

By Mail

Please contact us at [REDACTED] to request a paper application. You can submit the application by mail to the address below. Please make sure to write your account number on every piece of paper submitted.

**Philadelphia Gas Works CRP Program
P.O. BOX 3529
Philadelphia, PA 19122-0529**

C & C Event: 56.96 - 08/10/2023

Action

C&C Event... 546292018 C_C Event Siblings...

Status: Authorized

Status	Date	By
Created	08/03/2023	System
Authorized	08/29/2023	Aims, Upload

Trigger Date: 08/10/2023

Due Date: 08/17/2023

Event Type... 56.96 Post Termination Notice, Utility, Field, Sets: CNP COL

Premise... 7973 Temple Rd/Philadelphia,Pa 9995233274

Account: ██████████ 58 Green, Traci Letter Text...

Print at Area Office Counts Against CR: 3rd Party Text...

Mark Easy Way Budget Plan As Broken Fid Order: Ord Ctl 3493332234 Completed

Break CRP Agreement MUP Status:

Adj Code... Charge Amount: 0.00

Service Agreements

SA Type	Description
G2-GS	4212612353, No SP, GSR, UB \$2,543.63

Insert Remove Clear

SA...

Event Comments:

Person/Arrangement Comments:

Pay Arrangements:

Permanent Info:
Owner-7973 Temple Rd 11/2017

Activity Result:

Req'd Dep Amt: 258.00

Orig 5691 Arrears: 2,379.19 CC Balance Amt: 2,379.19 Total Past Due Amt: 2,442.95

Main Results

C & C Event: 56.96 - 08/10/2023

Action

C&C Event... 546292018

C_C Event Siblings...

Results

Result:	NPSO Disconnect
Status:	Authorize
Date:	08/29/2023
Time:	1:09 PM
Employee ID:	0

Main

Results

Search For Negotiated Payment Arrangement [X]

Search Criteria

Account... [REDACTED] 58 Green, Traci

From Date: 12/14/2023

Apply Criteria

OK

Cancel

Date	Seq	Status	Comments
05/17/2023	1	Broken	
03/31/2023	1	Broken	

2 record(s) found.

PHILADELPHIA GAS WORKS

PUC

Opening XML

Case Number:	3938278
Company Name:	PGW (PHILA. GAS WORKS (NGDC)
Company Code:	█66
Company Type	GAS TRANSPORTER
Customer First Name:	TRACI
Customer Middle Initial:	
Customer Last Name:	GREEN
Customer Account Number:	█58
Customer Home Phone w/ Area Code:	
Customer Work Phone w/ Area Code:	
Customer Service Class:	RESIDENTIAL
Customer Mail Address 1:	
Customer Mail Address 2:	
Customer Mail Address City:	
Customer Mail Address State:	
Customer Mail Address Zip:	
Customer Mail Address 4-Zip:	
Customer Service Address 1:	7973 TEMPLE RD
Customer Service Address 2:	
Customer Service Address City:	PHILADELPHIA
Customer Service Address State:	PA
Customer Service Address Zip:	19150
Customer Service Address 4-Zip:	
Customer Family Adults:	2
Customer Family Children:	1
Customer Family Age:	5
Gross Income	
Source	Income Amount
A1 WAGE	6555.47
A2 NONE	0
Date Open:	2023-08-29
Reason For Contact:	OFF - SERVICE IS TERMINATED/SUSPENDED - DISPUTE (#76)
Term Date:	2023-08-29

Business Name:

Case Problem:

Company Position:

08/29/2023 LETTER MEANT THAT SHE HAD TO PAY IN FULL \$2,379.19 NO SUPERVISOR WAS NOT AVAILABLE.

Related Information:

OFF THE CUSTOMER APPLIED FOR CRP. THE CUSTOMER RECEIVED A LETTER ON 8/8/2023 STATING THAT SHE WAS NOT ELIGIBLE FOR CRP BUT THAT SHE WAS ELIGIBLE FOR A PAYMENT PLAN WITH NO UPFRONT PAYMENT REQUIRED, AND THAT PAYMENT PLAN WOULD BE REFLECTED ON THE NEXT BILL. THE CUSTOMER'S SERVICE WAS TURNED OFF PRIOR TO HER RECEIVING THE NEXT BILL THE CELL PHONE NUMBER [REDACTED] HAS BEEN ALLOWED TO BE SHARED. THE EMAIL ADDRESS [REDACTED] HAS BEEN ALLOWED TO BE SHARED.

Case Misc Info:

Hot Issue:

Case Origin:

TELEPHONE

Prior Case Number:

Universal Service:

N

Arrearage:

0

BCS Investigator First Name:

BCS

BCS Investigator Last Name:

CASE POOL

BCS Investigator Phone w/ Area Code:

[REDACTED]

BCSIntaker First Name:

ANN

BCSIntaker Last Name:

CAVANAUGH

Number Of Time Send:

1

Number Of Time Faxed:

0

Number Of Time Faxed:

[REDACTED]

PHILADELPHIA GAS WORKS

PUC

Closing XML

Case Number: 3938278
Company Name: PGW (PHILA. GAS WORKS (NGDC))
Company Code: ■ 66
Company Type: GAS TRANSPORTER
Customer First Name: TRACI
Customer Middle Initial:
Customer Last Name: GREEN
Account Number: ■ 58
Service Address 1: 7973 TEMPLE RD
Service Address 2:
Service City: PHILADELPHIA
Service State: PA
Service Zip 5: 19150
Service Zip 4:
Decision Issue: Y
Oral Written: W
Violation: NO
Chapter:
Section Rule:
Total Balance: 2505.83
Date Closed: 2023-09-13
Resolution: DECISION ISSUED - CASE DISMISSED: THE COMPANY PROPERLY SENT THE CUSTOMER TERMINATION NOTICES PER PA. CODE 56.91(A) AND 56.93(A)(1). THE COMPANY PROPERLY PROVIDED THE CUSTOMER A METHOD TO AVOID TERMINATION PER PA. CODE 56.97(2)(III) BY PAYING WHAT WAS DUE ON THE CUSTOMER'S MOST RECENT COMPANY PAYMENT ARRANGEMENT. THE COMPANY PROPERLY DENIED THE CUSTOMER ENROLLMENT INTO CRP DUE TO BEING OVER INCOME PER THE COMPANY'S CRP GUIDELINES. THE COMPANY PROPERLY FOLLOWED THEIR UNIVERSAL SERVICE PLAN WHICH GOVERNS CRP WAS APPROVED AND REVIEWED BY THE PUC. THE COMPANY PROPERLY DID NOT GRANT THE CUSTOMER A PAYMENT ARRANGEMENT WHEN THE CUSTOMER WAS DENIED ENROLLMENT INTO CRP BECAUSE THE CUSTOMER WAS NOT PREVIOUSLY ENROLLED IN THE CRP PROGRAM. THE COMPANY PROPERLY TERMINATED THE SERVICE AT THE PROPERTY FOR NON-PAYMENT PER PA. CODE 56.81(1). THE CUSTOMER IS NOT

ELIGIBLE FOR REDUCED RESTORATION TERMS PER PA. CODE 56.191(C)(2)(I). BASED ON THE CUSTOMER'S PAYMENT HISTORY STATED ABOVE, THE CUSTOMER HAS NOT MADE A GOOD FAITH EFFORT TO PAY THE OUTSTANDING BALANCE. THE COMPANY IS PROPERLY REQUIRING A SECURITY DEPOSIT PER PA. CODE 56.41(2). THE SECURITY DEPOSIT IS DUE AS BILLED AND NOT ELIGIBLE FOR A PUC PAYMENT ARRANGEMENT. THROUGH THIS DECISION, THE COMMISSION IS UPHOLDING THE COMPANY'S POSITION ON WHAT THE CUSTOMER MUST PAY TO HAVE THE SERVICE RESTORED.

Balance Date: 2023-08-31
Service Restored Pay: 0.00
Service Continue Amount: 0.00
Service Continue Date:
Terms:
Special Budget Amount: 0.00
Regular Budget Amount: 130.00
Arrears Payment Plus: 0.00
FinalMonthlyPayment: 0.00
CurrentMonthlyPayment: 0.00
EndMonthlyPayment: 0.00
LetterDescription:
HeadDate: 2023-09-13
Paragraph:
Bill Date:
Reconnect Amount: 0
Pay Amount: 0.00
BCS Investigator First Name: MICHAEL
BCS Investigator Last Name: BALMER
Number Of Time Send: 1
Number Of Time Faxed: 0
PUC Fax: [REDACTED]