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Docket No. C-2023-3043844

Hearing Date: January 18, 2024

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**PHILADELPHIA GAS WORKS**

800 West Montgomery Avenue • Philadelphia, PA 19122

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January 11, 2024

**VIA ELECTRONIC MAIL ONLY**

Deputy Chief Administrative Law Judge Christopher Pell  
Pennsylvania Public Utility Commission  
801 Market Street  
Philadelphia, PA 19107

**Re: Brandy Martinez v. Philadelphia Gas Works,**  
**Docket No. C-2023-3043844**

Dear Deputy Chief Administrative Law Judge Pell:

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.): Brandy Martinez via Email: [brandy.martinez53173@yahoo.com](mailto:brandy.martinez53173@yahoo.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 EMAIL ONLY**

Brandy Martinez  
bmartinez53173@yahoo.com

*/s/ Anita J. Murray*

Anita J. Murray, Esquire

Date: Jan. 11, 2024

Specific Service Agreement Statement of Account SA- 6434396466

<b>Customer Name</b>	<b>From Date</b>	<b>To Date</b>			
BRANDY MARTINEZ	10/23/2021	1/10/2024			
<b>Service Address</b>	<b>Account Number</b>	<b>S A Number</b>	<b>Meter</b>	<b>Rate/Class</b>	
1810 N 28TH ST PHIL, PA 191212619	██████02	██████66	1978574	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
10/25/2022	BILL	1731	R	23	58	2.52	168		11/18/2022	\$117.47	\$117.47	\$117.47
11/23/2022	BILL	1857	R	31	126	4.06	356		12/19/2022	\$279.04	\$396.51	\$396.51
12/22/2022	BILL	2086	R	29	229	7.9	743		1/20/2023	\$449.85	\$846.36	\$846.36
1/25/2023	BILL	2321	R	34	235	6.91	864		2/17/2023	\$480.95	\$1,327.31	\$1,327.31
2/22/2023	BILL	2469	R	28	148	5.29	694		3/17/2023	\$327.04	\$1,654.35	\$1,654.35
3/24/2023	BILL	2652	R	30	183	6.1	640		4/19/2023	\$318.07	\$1,972.42	\$1,972.42
4/25/2023	LPC									\$29.58	\$2,002.00	\$2,002.00
4/25/2023	BILL	2712	R	30	60	2	278		5/18/2023	\$121.11	\$2,123.11	\$2,123.11
5/24/2023	LPC									\$31.40	\$2,154.51	\$2,154.51
5/24/2023	BILL	2782	R	31	70	2.26	183		6/20/2023	\$119.75	\$2,274.26	\$2,274.26
6/27/2023	BILL	2788	R	9	6	0.67	7		7/21/2023	\$9.08	\$2,283.34	\$2,283.34

Specific Service Agreement Statement of Account SA- 47238805

<b>Customer Name</b>	<b>From Date</b>	<b>To Date</b>			
BRANDY MARTINEZ	10/23/2021	1/10/2024			
<b>Service Address</b>	<b>Account Number</b>	<b>S A Number</b>	<b>Meter</b>	<b>Rate/Class</b>	
6137 SPRUCE ST PHIL, PA 191393741	02	05	2260851	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
10/23/2021	BILL									\$30.38	\$1,188.53	\$1,188.53
11/24/2021	LPC									\$17.37	\$1,205.90	\$1,205.90
11/24/2021	BILL	1981	R	32	55	1.72	417		12/20/2021	\$111.44	\$1,317.34	\$1,317.34
12/9/2021	PAY							Credit Card		(\$353.00)	\$964.34	\$964.34
12/28/2021	LPC									\$13.75	\$978.09	\$978.09
12/28/2021	BILL	2080	R	30	99	3.3	616		1/21/2022	\$194.31	\$1,172.40	\$1,172.40
1/27/2022	LPC									\$16.66	\$1,189.06	\$1,189.06
1/27/2022	BILL	2235	R	34	155	4.56	946		2/22/2022	\$316.49	\$1,505.55	\$1,505.55
2/25/2022	LPC									\$21.41	\$1,526.96	\$1,526.96
2/25/2022	BILL	2373	R	29	138	4.76	797		3/22/2022	\$286.36	\$1,813.32	\$1,813.32
3/26/2022	BILL	2468	R	29	95	3.28	514		4/20/2022	\$213.42	\$2,026.74	\$2,026.74
4/27/2022	BILL	2545	R	32	77	2.41	427		5/20/2022	\$157.19	\$2,183.93	\$2,183.93
5/25/2022	LPC									\$31.26	\$2,215.19	\$2,215.19
5/25/2022	BILL	2574	R	28	29	1.04	103		6/21/2022	\$73.57	\$2,288.76	\$2,288.76
6/9/2022	PAY							Credit Card		(\$300.00)	\$1,988.76	\$1,988.76
6/24/2022	LPC									\$27.87	\$2,016.63	\$2,016.63
6/24/2022	BILL	2580	R	30	6	0.2	1		7/20/2022	\$33.01	\$2,049.64	\$2,049.64
7/21/2022	WNC2&5									(\$4.85)	\$2,044.79	\$2,044.79

7/21/2022	PAY							Credit Card	(\$250.00)	\$1,794.79	\$1,794.79
7/26/2022	LPC								\$24.61	\$1,819.40	\$1,819.40
7/26/2022	BILL	2584	R	30	4	0.13	0	8/18/2022	\$24.17	\$1,843.57	\$1,843.57
8/24/2022	LPC								\$24.98	\$1,868.55	\$1,868.55
8/24/2022	BILL	2588	R	31	4	0.13	0	9/19/2022	\$24.17	\$1,892.72	\$1,892.72
9/23/2022	BILL	2592	R	30	4	0.13	0	10/18/2022	\$24.11	\$1,916.83	\$1,916.83
10/15/2022	PAY							Credit Card	(\$200.00)	\$1,716.83	\$1,716.83
10/22/2022	BILL	2604	R	29	12	0.41	168	11/16/2022	\$38.73	\$1,755.56	\$1,755.56
11/23/2022	BILL	2613	R	29	9	0.31	356	12/19/2022	\$35.78	\$1,791.34	\$1,791.34
12/22/2022	BILL	2732	R	31	119	3.84	743	1/20/2023	\$255.10	\$2,046.44	\$2,046.44
12/22/2022	PAY							Credit Card	(\$198.00)	\$1,848.44	\$1,848.44
1/19/2023	PAY							Check	(\$198.00)	\$1,650.44	\$1,650.44
1/25/2023	BILL	2850	R	32	118	3.69	864	2/17/2023	\$265.72	\$1,916.16	\$1,916.16
2/22/2023	BILL	2904	R	12	54	4.5	694	3/17/2023	\$123.36	\$2,039.52	\$2,039.52
2/23/2023	PAY							Credit Card	(\$200.00)	\$1,839.52	\$1,839.52
6/2/2023	BPTOCG								\$123.23	\$1,962.75	\$1,962.75
7/17/2023	BPTOCW								(\$123.23)	\$1,839.52	\$1,839.52
11/30/2023	PAY							Check	(\$250.00)	\$1,589.52	\$1,589.52

**Search For Negotiated Payment Arrangement** [X]

Search Criteria

Account... [REDACTED] 02  Martinez, Brandy

From Date: 01/10/2024

Apply Criteria

OK

Cancel

Date	Seq	Status	Comments
11/08/2022	1	Broken	BCS # 3865797
03/03/2022	1	Broken	BCS# 3821862
09/01/2021	1	Broken	
04/29/2021	1	Broken	
04/17/2019	1	Broken	
04/09/2019	1	Broken	

6 record(s) found.

# PHILADELPHIA GAS WORKS

## PUC Opening XML

<b>Case Number:</b>	3821862
<b>Company Name:</b>	PGW (PHILA. GAS WORKS (NGDC))
<b>Company Code:</b>	█66
<b>Company Type</b>	GAS TRANSPORTER
<b>Customer First Name:</b>	BRANDY
<b>Customer Middle Initial:</b>	
<b>Customer Last Name:</b>	MARTINEZ
<b>Customer Account Number:</b>	█02
<b>Customer Home Phone w/ Area Code:</b>	
<b>Customer Work Phone w/ Area Code:</b>	
<b>Customer Service Class:</b>	RESIDENTIAL
<b>Customer Mail Address 1:</b>	
<b>Customer Mail Address 2:</b>	
<b>Customer Mail Address City:</b>	
<b>Customer Mail Address State:</b>	
<b>Customer Mail Address Zip:</b>	
<b>Customer Mail Address 4-Zip:</b>	
<b>Customer Service Address 1:</b>	6137 SPRUCE STREET
<b>Customer Service Address 2:</b>	
<b>Customer Service Address City:</b>	PHILADELPHIA
<b>Customer Service Address State:</b>	PA
<b>Customer Service Address Zip:</b>	19139
<b>Customer Service Address 4-Zip:</b>	
<b>Customer Family Adults:</b>	2
<b>Customer Family Children:</b>	2
<b>Customer Family Age:</b>	14,3M
<b>Gross Income</b>	
<b>Source</b>	<b>Income Amount</b>
█	█
█	█
<b>Date Open:</b>	2022-02-28
<b>Reason For Contact:</b>	ON - PAR NEEDED (# 61)
<b>Term Date:</b>	
<b>Business Name:</b>	

**Case Problem:****Company Position:**

02/28/2022 CUSTOMER MUST PAY BALANCE TO RETAIN SERVICE

**Related Information:**

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

**Case Misc Info:****Hot Issue:****Case Origin:**

TELEPHONE

**Prior Case Number:**

3783235

**Universal Service:**

N

**Arrearage:**

1813.32

**BCS Investigator First Name:**

BCS

**BCS Investigator Last Name:**

CASE POOL

**BCS Investigator Phone w/ Area Code:**

[REDACTED]

**BCSIntaker First Name:**

DORIN

**BCSIntaker Last Name:**

COLLINS

**Number Of Time Send:**

1

**Number Of Time Faxed:**

0

**Number Of Time Faxed:**

[REDACTED]

# PHILADELPHIA GAS WORKS

## PUC

### Closing XML

**Case Number:** 3821862  
**Company Name:** PGW (PHILA. GAS WORKS (NGDC))  
**Company Code:** ■66  
**Company Type:** GAS TRANSPORTER  
**Customer First Name:** BRANDY  
**Customer Middle Initial:**  
**Customer Last Name:** MARTINEZ  
**Account Number:** ■■■■■02  
**Service Address 1:** 6137 SPRUCE STREET  
**Service Address 2:**  
**Service City:** PHILADELPHIA  
**Service State:** PA  
**Service Zip 5:** 19139  
**Service Zip 4:**  
**Decision Issue:** Y  
**Oral Written:** W  
**Violation:** NO  
**Chapter:**  
**Section Rule:**  
**Total Balance:** 1813.32  
**Date Closed:** 2022-03-02  
**Resolution:** LEVEL 4, BB 134.00 + 303.00 = 437.00 BEGINNING APRIL 2022.  
**Balance Date:** 2022-03-02  
**Service Restored Pay:**  
**Service Continue Amount:**  
**Service Continue Date:**  
**Terms:** APRIL 2022 BILL DUE DATE  
**Special Budget Amount:** 437.00  
**Regular Budget Amount:** 134.00  
**Arrears Payment Plus:** 303.00  
**FinalMonthlyPayment:**  
**CurrentMonthlyPayment:**  
**EndMonthlyPayment:**  
**LetterDescription:**  
**HeadDate:** 2022-03-02

**Paragraph:**

**Bill Date:**

**Reconnect Amount:** 0

**Pay Amount:**

**BCS Investigator First Name:** BUREAU OF

**BCS Investigator Last Name:** CONSUMER SERVICE

**Number Of Time Send:** 1

**Number Of Time Faxed:** 0

**PUC Fax:** 

# PHILADELPHIA GAS WORKS

## PUC

### Opening XML

<b>Case Number:</b>	3865797
<b>Company Name:</b>	PGW (PHILA. GAS WORKS (NGDC)
<b>Company Code:</b>	█66
<b>Company Type</b>	GAS TRANSPORTER
<b>Customer First Name:</b>	BRANDY
<b>Customer Middle Initial:</b>	
<b>Customer Last Name:</b>	MARTINEZ
<b>Customer Account Number:</b>	█02
<b>Customer Home Phone w/ Area Code:</b>	
<b>Customer Work Phone w/ Area Code:</b>	
<b>Customer Service Class:</b>	RESIDENTIAL
<b>Customer Mail Address 1:</b>	
<b>Customer Mail Address 2:</b>	
<b>Customer Mail Address City:</b>	
<b>Customer Mail Address State:</b>	
<b>Customer Mail Address Zip:</b>	
<b>Customer Mail Address 4-Zip:</b>	
<b>Customer Service Address 1:</b>	6137 SPRUCE ST
<b>Customer Service Address 2:</b>	
<b>Customer Service Address City:</b>	PHILADELPHIA
<b>Customer Service Address State:</b>	PA
<b>Customer Service Address Zip:</b>	19139
<b>Customer Service Address 4-Zip:</b>	
<b>Customer Family Adults:</b>	2
<b>Customer Family Children:</b>	2
<b>Customer Family Age:</b>	14, 10MONTHS
<b>Gross Income</b>	
<b>Source</b>	<b>Income Amount</b>
█	█
<b>Date Open:</b>	2022-09-20
<b>Reason For Contact:</b>	SCIC PAR (SIG. CHANGE IN CIRCUMSTANCE) (# 66)
<b>Term Date:</b>	2022-09-27
<b>Business Name:</b>	

**Case Problem:****Company Position:**

THEY ARE GOING TO SEND ME A CRP APPLICATION AND THEY WILL HOLD OFF SHUT OFF UNTIL 10/5 IN ORDER FOR ME TO HAVE TO FIME TO FILL OUT AN SEND BACK. OTHERWISE I WILL HAVE TO PAY THE ENTIRE AMOUNT TO KEEP SERVICES.

**Related Information:**

I KNOW THAT I HAVE BROKEN THE PAYMENT ARRANGEMENTS BUT I AM FORCED TO MOVED OUT MY HOUSE BECAUSE THE LANDLORD IS SELLING IT AND NOT RENEWING MY LEASE. I HAVE BEEN TRYING TO SAVE UP FOR MOVE. - RELIEF SOUGHT - ANOTHER PAYMENT ARRANGEMENT OR PAYMENTS CAN BE GARNISHED FROM PAY IF NOT MADE ON TIME. I NEED A LOW PAYMENT AT FIRST UNTIL I CAN CATCH UP. 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:**

PUC WEBSITE

**Prior Case Number:****Universal Service:**

M

**Arrearage:**

1892

**BCS Investigator First Name:**

BCS

**BCS Investigator Last Name:**

CASE POOL

**BCS Investigator Phone w/ Area Code:** [REDACTED]**BCSIntaker First Name:**

MARVIN

**BCSIntaker Last Name:**

KINGCADE

**Number Of Time Send:**

1

**Number Of Time Faxed:**

0

**Number Of Time Faxed:** [REDACTED]

# PHILADELPHIA GAS WORKS

## PUC Closing XML

**Case Number:** 3865797  
**Company Name:** PGW (PHILA. GAS WORKS (NGDC))  
**Company Code:** ■66  
**Company Type:** GAS TRANSPORTER  
**Customer First Name:** BRANDY  
**Customer Middle Initial:**  
**Customer Last Name:** MARTINEZ  
**Account Number:** ■■■■■02  
**Service Address 1:** 6137 SPRUCE ST  
**Service Address 2:**  
**Service City:** PHILADELPHIA  
**Service State:** PA  
**Service Zip 5:** 19139  
**Service Zip 4:**  
**Decision Issue:** Y  
**Oral Written:** W  
**Violation:** NO  
**Chapter:**  
**Section Rule:**  
**Total Balance:** 1716.83  
**Date Closed:** 2022-11-07  
**Resolution:** DECISION ISSUED - SCIC VALID... REMAINING TERM EXTENDED TO 34 MONTHS... LEVEL 2, BUDGET 147.00 + 51.00 = 198.00 BEGINNING DEC 2022 DUE DATE.  
**Balance Date:** 2022-10-18  
**Service Restored Pay:** 0.00  
**Service Continue Amount:** 0.00  
**Service Continue Date:**  
**Terms:** WITH THE DECEMBER 2022 DUE DATE  
**Special Budget Amount:** 198.00  
**Regular Budget Amount:** 147.00  
**Arrears Payment Plus:** 51.00  
**FinalMonthlyPayment:** 0.00  
**CurrentMonthlyPayment:** 0.00  
**EndMonthlyPayment:** 0.00

**LetterDescription:**  
**HeadDate:** 2022-11-07  
**Paragraph:**  
**Bill Date:**  
**Reconnect Amount:** 0  
**Pay Amount:** 0.00  
**BCS Investigator First Name:** HEATHER  
**BCS Investigator Last Name:** TROUTMAN  
**Number Of Time Send:** 1  
**Number Of Time Faxed:** 0  
**PUC Fax:** [REDACTED]

# PHILADELPHIA GAS WORKS

## PUC

### Opening XML

**Case Number:** 3914512  
**Company Name:** PGW (PHILA. GAS WORKS (NGDC))  
**Company Code:** ■66  
**Company Type:** GAS TRANSPORTER  
**Customer First Name:** BRANDY  
**Customer Middle Initial:**  
**Customer Last Name:** MARTINEZ  
**Customer Account Number:** ■■■■■02  
**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:** 1810 N 28TH ST  
**Customer Service Address 2:**  
**Customer Service Address  
City:** PHILADELPHIA  
**Customer Service Address  
State:** PA  
**Customer Service Address  
Zip:** 19121  
**Customer Service Address 4-  
Zip:**  
**Customer Family Adults:** 2  
**Customer Family Children:** 2  
**Customer Family Age:** 1, 15  
**Gross Income  
Source** **Income Amount**

[REDACTED] [REDACTED]  
[REDACTED] [REDACTED]

**Date Open:** 2023-06-02

**Reason For Contact:** STRAIGHT OFF- SVC TERMINATED/SUSPENDED-NO DISPUTE-  
PAR NEEDED (# 82)

**Term Date:** 2023-06-01

**Business Name:**

**Case Problem:**

**Company Position:** 06/02/2023 MUST PAY \$2095.23, THIS INCLUDES A \$123.23  
RECONNECT FEE.

**Related Information:** - RELIEF SOUGHT - REDUCED PAR TO RESTORE SERVICE. THE  
CELL PHONE NUMBER [REDACTED] HAS BEEN ALLOWED TO  
BE SHARED. THE EMAIL ADDRESS  
[REDACTED] HAS BEEN ALLOWED TO BE  
SHARED.

**Case Misc Info:** EMAIL OKAY/TEXT OKAY

**Hot Issue:**

**Case Origin:** TELEPHONE

**Prior Case Number:** 3865797

**Universal Service:** M

**Arrearage:** 1972

**BCS Investigator First Name:** BCS

**BCS Investigator Last Name:** CASE POOL

**BCS Investigator Phone w/  
Area Code:** [REDACTED]

**BCSIntaker First Name:** MARIE

**BCSIntaker Last Name:** KENNEDY

**Number Of Time Send:** 1

**Number Of Time Faxed:** 0

**Number Of Time Faxed:** [REDACTED]

# PHILADELPHIA GAS WORKS

## PUC

### Closing XML

**Case Number:** 3914512  
**Company Name:** PGW (PHILA. GAS WORKS (NGDC))  
**Company Code:** ■66  
**Company Type:** GAS TRANSPORTER  
**Customer First Name:** BRANDY  
**Customer Middle Initial:**  
**Customer Last Name:** MARTINEZ  
**Account Number:** ■■■■■02  
**Service Address 1:** 1810 N 28TH ST  
**Service Address 2:**  
**Service City:** PHILADELPHIA  
**Service State:** PA  
**Service Zip 5:** 19121  
**Service Zip 4:**  
**Decision Issue:** Y  
**Oral Written:** W  
**Violation:** NO  
**Chapter:**  
**Section Rule:**  
**Total Balance:** 4237.01  
**Date Closed:** 2023-06-08  
**Resolution:** DECISION ISSUED - THE CUSTOMER HAS ONE DEFAULTED COMPANY PAYMENT ARRANGEMENT. THE CUSTOMER DEFAULTED ON PRIOR PUC PAYMENT ARRANGEMENTS GRANTED ON CASE NUMBERS 3821862 AND 3865797. THE BALANCES WERE NOT SATISFIED. THE CUSTOMER IS INELIGIBLE FOR ANOTHER PUC PAYMENT ARRANGEMENT CURRENTLY. THE CUSTOMER MUST PAY THE PAST DUE BALANCE OF \$4,113.78, THE RECONNECTION FEE \$123.23, AND \$160.00 ½ OF THE TOTAL SECURITY DEPOSIT (\$320.00) FOR A TOTAL OF \$4,397.01 TO HAVE THE SERVICE RESTORED. THE REMAINING HALF OF THE SECURITY DEPOSIT WILL BE DUE IN TWO INSTALLMENTS OF \$80.00 DUE AFTER THE GAS IS RESTORED. CASE DISMISSED 1405 (D).  
**Balance Date:** 2023-06-07  
**Service Restored Pay:** 0.00

**Service Continue Amount:** 0.00  
**Service Continue Date:**  
**Terms:**  
**Special Budget Amount:** 0.00  
**Regular Budget Amount:** 0.00  
**Arrears Payment Plus:** 0.00  
**FinalMonthlyPayment:** 0.00  
**CurrentMonthlyPayment:** 0.00  
**EndMonthlyPayment:** 0.00  
**LetterDescription:**  
**HeadDate:** 2023-06-08  
**Paragraph:**  
**Bill Date:**  
**Reconnect Amount:** 0  
**Pay Amount:** 0.00  
**BCS Investigator First Name:** MARIA  
**BCS Investigator Last Name:** VELEZ  
**Number Of Time Send:** 1  
**Number Of Time Faxed:** 0  
**PUC Fax:** [REDACTED]

# PHILADELPHIA GAS WORKS

## PUC Opening XML

**Case Number:** 3924204  
**Company Name:** PGW (PHILA. GAS WORKS (NGDC))  
**Company Code:** [REDACTED]66  
**Company Type:** GAS TRANSPORTER  
**Customer First Name:** BRANDY  
**Customer Middle Initial:**  
**Customer Last Name:** MARTINEZ  
**Customer Account Number:** [REDACTED]02  
**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:** 1810 N.28TH ST  
**Customer Service Address 2:**  
**Customer Service Address  
City:** PHILADELPHIA  
**Customer Service Address  
State:** PA  
**Customer Service Address  
Zip:** 19121  
**Customer Service Address 4-  
Zip:**  
**Customer Family Adults:** 2  
**Customer Family Children:** 2  
**Customer Family Age:** 19MO, 15YRS  
**Gross Income**  
**Source** **Income Amount**  
[REDACTED] [REDACTED]  
**Date Open:** 2023-07-14

**Reason For Contact:** STRAIGHT OFF- SVC TERMINATED/SUSPENDED-NO DISPUTE-PAR NEEDED (# 82)

**Term Date:** 2023-05-30

**Business Name:**

**Case Problem:**

**Company Position:** 07/14/2023 IN ORDER TO HAVE SERVICES RESTORED I WILL NEED TO PAY \$2123. THEY RECOMMENDED APPLYING FOR USEF AND LIHEAP WHICH I AM.

**Related Information:** 82-SERVICE IS OFF. - RELIEF SOUGHT - LOWER PAYMENT ARRANGEMENT. POSSIBLY AROUND \$200 OR LESS A MONTH. I AM A SINGLE PARENT AND CURRENTLY ONLY INCOME. 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:** PUC WEBSITE

**Prior Case Number:**

**Universal Service:** M

**Arrearage:** 3962

**BCS Investigator First Name:** BCS

**BCS Investigator Last Name:** CASE POOL

**BCS Investigator Phone w/ Area Code:** [REDACTED]

**BCSIntaker First Name:** JOHN

**BCSIntaker Last Name:** LANGAN

**Number Of Time Send:** 1

**Number Of Time Faxed:** 0

**Number Of Time Faxed:** [REDACTED]

# PHILADELPHIA GAS WORKS

## PUC

### Closing XML

**Case Number:** 3924204  
**Company Name:** PGW (PHILA. GAS WORKS (NGDC))  
**Company Code:** ■66  
**Company Type:** GAS TRANSPORTER  
**Customer First Name:** BRANDY  
**Customer Middle Initial:**  
**Customer Last Name:** MARTINEZ  
**Account Number:** ■■■■■02  
**Service Address 1:** 1810 N.28TH ST  
**Service Address 2:**  
**Service City:** PHILADELPHIA  
**Service State:** PA  
**Service Zip 5:** 19121  
**Service Zip 4:**  
**Decision Issue:** N  
**Oral Written:** W  
**Violation:** NO  
**Chapter:**  
**Section Rule:**  
**Total Balance:** 4122.86  
**Date Closed:** 2023-07-17  
**Resolution:** DISMISSAL LETTER: THE CUSTOMER IS NOT ELIGIBLE FOR REDUCED RESTORATION PAR DUE TO DEFAULT UNDER BCS#3865797. THE COMPANY IS REQUIRING \$4,122.86 BALANCE + A \$123.23 RECONNECTION FEE + \$160.00 FOR 50% OF THE SECURITY = \$4,406.09 TO RESTORE SERVICE. THE REMAINING HALF OF THE SECURITY DEPOSIT WOULD BE BILLED IN TWO INSTALLMENTS ONCE THE SERVICE IS RESTORED. CASE DISMISSED.  
**Balance Date:** 2023-07-17  
**Service Restored Pay:** 0.00  
**Service Continue Amount:** 0.00  
**Service Continue Date:**  
**Terms:**  
**Special Budget Amount:** 0.00  
**Regular Budget Amount:** 160.00

**Arrears Payment Plus:** 0.00  
**FinalMonthlyPayment:** 0.00  
**CurrentMonthlyPayment:** 0.00  
**EndMonthlyPayment:** 0.00  
**LetterDescription:**  
**HeadDate:** 2023-07-17  
**Paragraph:**  
**Bill Date:**  
**Reconnect Amount:** 0  
**Pay Amount:** 0.00  
**BCS Investigator First Name:** AVIS  
**BCS Investigator Last Name:** CHISHOLM  
**Number Of Time Send:** 1  
**Number Of Time Faxed:** 0  
**PUC Fax:** [REDACTED]

# PHILADELPHIA GAS WORKS

## PUC

### Opening XML

**Case Number:** 3956396  
**Company Name:** PGW (PHILA. GAS WORKS (NGDC))  
**Company Code:** [REDACTED]66  
**Company Type:** GAS TRANSPORTER  
**Customer First Name:** BRANDY  
**Customer Middle Initial:**  
**Customer Last Name:** MARTINEZ  
**Customer Account Number:** [REDACTED]02  
**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:** 1810 N 28TH ST  
**Customer Service Address 2:**  
**Customer Service Address  
City:** PHILADELPHIA  
**Customer Service Address  
State:** PA  
**Customer Service Address  
Zip:** 19121  
**Customer Service Address 4-  
Zip:**  
**Customer Family Adults:** 2  
**Customer Family Children:** 2  
**Customer Family Age:** 2,16  
**Gross Income**  

Source	Income Amount
[REDACTED]	[REDACTED]
[REDACTED]	[REDACTED]

**Date Open:** 2023-11-20  
**Reason For Contact:** STRAIGHT OFF- SVC TERMINATED/SUSPENDED-NO DISPUTE-  
PAR NEEDED (# 82)  
**Term Date:** 2023-07-14  
**Business Name:**  
**Case Problem:**  
**Company Position:** 11/20/2023 \$4566 TO RESTORE SERVICE.  
**Related Information:** 82 – SERVICE IS OFF. NO DISPUTE. SERVICE  
TERMINATED/SUSPENDED. PAYMENT ARRANGEMENT NEEDED.  
- RELIEF SOUGHT - PAR AND RESTORE SERVICE. 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:** 3924204  
**Universal Service:** Y  
**Arrearage:** 4566  
**BCS Investigator First Name:** BCS  
**BCS Investigator Last Name:** CASE POOL  
**BCS Investigator Phone w/  
Area Code:** [REDACTED]  
**BCSIntaker First Name:** BRITTANY  
**BCSIntaker Last Name:** ALVAREZ  
**Number Of Time Send:** 1  
**Number Of Time Faxed:** 0  
**Number Of Time Faxed:** [REDACTED]

# PHILADELPHIA GAS WORKS

## PUC

### Closing XML

**Case Number:** 3956396  
**Company Name:** PGW (PHILA. GAS WORKS (NGDC))  
**Company Code:** ■66  
**Company Type:** GAS TRANSPORTER  
**Customer First Name:** BRANDY  
**Customer Middle Initial:**  
**Customer Last Name:** MARTINEZ  
**Account Number:** ■■■■■02  
**Service Address 1:** 1810 N 28TH ST  
**Service Address 2:**  
**Service City:** PHILADELPHIA  
**Service State:** PA  
**Service Zip 5:** 19121  
**Service Zip 4:**  
**Decision Issue:** N  
**Oral Written:** W  
**Violation:** NO  
**Chapter:**  
**Section Rule:**  
**Total Balance:** 4122.86  
**Date Closed:** 2023-11-28  
**Resolution:** DISMISSAL LETTER SENT. THE CUSTOMER HAS AN OPEN PUC FORMAL COMPLAINT C-2023-3043844. THE BUREAU OF CONSUMER SERVICES DOES NOT ISSUE AN INFORMAL DECISION CONCERNING A COMPLAINT ACTIVELY BEING ADDRESSED BY THE PUC IN A FORMAL COMPLAINT PROCEEDING. CASE CLOSED.  
**Balance Date:** 2023-11-21  
**Service Restored Pay:** 0.00  
**Service Continue Amount:** 0.00  
**Service Continue Date:**  
**Terms:**  
**Special Budget Amount:** 0.00  
**Regular Budget Amount:** 160.00  
**Arrears Payment Plus:** 0.00  
**FinalMonthlyPayment:** 0.00  
**CurrentMonthlyPayment:** 0.00

**EndMonthlyPayment:** 0.00  
**LetterDescription:** SHORT BLANK LETTER  
**HeadDate:** 2023-11-28  
**Paragraph:**  
**Bill Date:**  
**Reconnect Amount:** 0  
**Pay Amount:** 0.00  
**BCS Investigator First Name:** JOHN  
**BCS Investigator Last Name:** AUSTIN  
**Number Of Time Send:** 1  
**Number Of Time Faxed:** 0  
**PUC Fax:** [REDACTED]