

**PENNSYLVANIA PUBLIC UTILITY COMMISSION  
HARRISBURG, PENNSYLVANIA 17120**

**Florence Ackridge**

**Public Meeting February 1, 2024**

**3035899-OSA**

**v.**

**Docket No. C-2022-3035899**

**Philadelphia Gas Works**

**MOTION OF COMMISSIONER JOHN F. COLEMAN, JR.**

Before the Pennsylvania Public Utility Commission (Commission) for consideration and disposition are the Exceptions of Florence Ackridge to the Initial Decision (ID) issued on May 15, 2023, in the above-captioned matter.<sup>1</sup> The ID grants the Complainant a payment arrangement<sup>2</sup> but denies the claim that there were incorrect charges on her PGW bills for gas service. The Complainant excepts to the ID, essentially maintaining her allegation of high billing by PGW.

For the reasons set forth in the ID, I agree with the Presiding Officer that the Complainant did not meet the burden of proof with her “high bill” claim. While the Complainant testified that her house heater was not operational from November 2021 to March 2022,<sup>3</sup> PGW records indicate that: (a) the company left the gas on at its last visit to the Service Address on November 10, 2021, and that the house heater was operational at that time (Finding of Fact Nos. 17, 18) and (b) there are no other records indicating that the Complainant’s gas was turned off by PGW any time after that point. Moreover, the Complainant’s gas meter was removed in August 2021 and tested and found to be accurate. Finding of Fact Nos. 12-14.

As additional evidence in support of the ID, I note the information in PGW Exhibit 2 that the company completed a gas usage analysis of the Service Address, which compared the Complainant’s usage with historical consumption, and it was determined that her usage pattern is consistent. I also note the Complainant’s PGW account statement that is part of PGW Exhibit 2, which shows that the disputed bill amounts from November 2021 through March 2022 are entirely consistent with the Complainant’s bill amounts for those same months in prior years.

Overall, the Complainant’s PGW gas bills reflect the usage of a heating account, and PGW’s testimony and exhibits adequately addressed the Complainant’s allegations of abnormal billing.

---

<sup>1</sup> Respondent Philadelphia Gas Works (PGW) filed Replies to Exceptions.

<sup>2</sup> PGW did not contest the Complainant’s eligibility for a payment arrangement, and the issue was not raised in Exceptions.

<sup>3</sup> The disputed billing period in this case appears to be from November 17, 2021, through March 21, 2022, at which time the Complainant alleges the house heater at the Service Address was turned off by a private contractor. Finding of Fact No. 19.

**THEREFORE, I MOVE THAT:**

1. The Exceptions of Florence Ackridge to the Initial Decision issued on May 15, 2023, in the above-captioned matter are denied, consistent with this Motion.
2. The Initial Decision issued on May 15, 2023, in the above-captioned matter is adopted, consistent with this Motion.
3. The Office of Special Assistants shall prepare an Opinion and Order in this matter, consistent with this Motion.

**Date: February 1, 2024**

A handwritten signature in black ink, appearing to read "J.F. Coleman, Jr.", written over a horizontal line.

**JOHN F. COLEMAN, JR.  
COMMISSIONER**