





**PHILADELPHIA GAS WORKS**

800 West Montgomery Avenue • Philadelphia, PA 19122

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February 22, 2024

**VIA ELECTRONIC MAIL ONLY**

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

**Re: Anna M. Smith v. Philadelphia Gas Works,**  
**Docket No. C-2023-3044268**

Dear Administrative Law Judge Guhl:

Enclosed please find a copy of PGW's proposed exhibits, both original and redacted versions, 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.): Anna M. Smith via Email and Federal Express Overnight Mail

**CERTIFICATE OF SERVICE**

I hereby certify that I have on this day served a true and correct copy of Philadelphia Gas Works' Proposed Exhibits, both original and redacted, 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 AND FEDERAL EXPRESS OVERNIGHT MAIL**

Anna M. Smith  
1507 E. Mt. Pleasant Avenue  
Philadelphia, PA 19150  
seekhisface@gmail.com

Date: February 22, 2024

*/s/ Anita J. Murray*  
Anita J. Murray, Esquire

Specific Service Agreement Statement of Account SA- [REDACTED] 58

<b>Customer Name</b>	<b>From Date</b>	<b>To Date</b>			
ANNA SMITH	10/27/2020	2/22/2024			
<b>Service Address</b>	<b>Account Number</b>	<b>S A Number</b>	<b>Meter</b>	<b>Rate/Class</b>	
1507 E MOUNT PLEASANT AVE PHIL, PA 191501705	[REDACTED] 10	[REDACTED] 58	2116310	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
10/27/2020	BILL									\$80.29	\$1,821.65	\$1,821.65
11/26/2020	BILL	6043	R	32	152	4.75	398		12/21/2020	\$227.83	\$2,049.48	\$2,049.48
12/30/2020	BILL	6293	R	34	250	7.35	798		1/26/2021	\$356.15	\$2,405.63	\$2,405.63
1/29/2021	LPCWVE									(\$35.85)	\$2,369.78	\$2,369.78
1/29/2021	LPC									\$35.85	\$2,405.63	\$2,405.63
1/29/2021	BILL	6531	R	30	238	7.93	833		2/23/2021	\$359.55	\$2,765.18	\$2,765.18
3/2/2021	LPCWVE									(\$40.93)	\$2,724.25	\$2,724.25
3/2/2021	LPC									\$40.93	\$2,765.18	\$2,765.18
3/2/2021	BILL	6776	R	30	245	8.17	964		3/25/2021	\$344.66	\$3,109.84	\$3,109.84
3/30/2021	LPCWVE									(\$46.03)	\$3,063.81	\$3,063.81
3/30/2021	LPC									\$46.03	\$3,109.84	\$3,109.84
3/30/2021	BILL	6944	R	28	168	6	541		4/23/2021	\$248.77	\$3,358.61	\$3,358.61
4/28/2021	LPC									\$49.68	\$3,408.29	\$3,408.29
4/28/2021	BILL	7079	R	32	135	4.22	330		5/21/2021	\$199.45	\$3,607.74	\$3,607.74
5/28/2021	BILL	7128	R	29	49	1.69	85		6/23/2021	\$83.74	\$3,691.48	\$3,691.48
6/26/2021	BILL	7161	R	29	33	1.14	36		7/21/2021	\$56.74	\$3,748.22	\$3,748.22
7/28/2021	LPC									\$54.78	\$3,803.00	\$3,803.00
7/28/2021	BILL	7184	R	32	23	0.72	0		8/20/2021	\$45.72	\$3,848.72	\$3,848.72

8/26/2021	BILL	7205	R	29	21	0.72	0	9/21/2021	\$43.25	\$3,891.97	\$3,891.97
9/28/2021	BILL	7227	R	31	22	0.71	0	10/21/2021	\$47.19	\$3,939.16	\$3,939.16
10/27/2021	BILL	7265	R	31	38	1.23	54	11/22/2021	\$87.58	\$4,026.74	\$4,026.74
11/27/2021	LPC								\$58.14	\$4,084.88	\$4,084.88
11/27/2021	BILL	7399	R	30	134	4.47	446	12/21/2021	\$213.47	\$4,298.35	\$4,298.35
12/30/2021	LPC								\$61.34	\$4,359.69	\$4,359.69
12/30/2021	BILL	7606	R	34	207	6.09	695	1/25/2022	\$366.80	\$4,726.49	\$4,726.49
1/29/2022	LPC								\$66.84	\$4,793.33	\$4,793.33
1/29/2022	BILL	7851	R	30	245	8.17	892	2/23/2022	\$420.90	\$5,214.23	\$5,214.23
3/1/2022	LPC								\$73.16	\$5,287.39	\$5,287.39
3/1/2022	BILL	8086	R	29	235	8.1	772	3/24/2022	\$416.21	\$5,703.60	\$5,703.60
3/30/2022	LPC								\$79.40	\$5,783.00	\$5,783.00
3/30/2022	BILL	8263	R	31	177	5.71	551	4/25/2022	\$321.67	\$6,104.67	\$6,104.67
4/29/2022	LPC								\$84.22	\$6,188.89	\$6,188.89
4/29/2022	BILL	8404	R	30	141	4.7	354	5/24/2022	\$234.97	\$6,423.86	\$6,423.86
5/28/2022	BILL	8425	R	5	21	4.2	39	6/23/2022	\$29.77	\$6,453.63	\$6,453.63
7/10/2023	WO								(\$6,453.63)	\$0.00	\$0.00

Specific Service Agreement Statement of Account SA- [REDACTED] 35

<b>Customer Name</b>	<b>From Date</b>	<b>To Date</b>			
ANNA SMITH	11/14/2018	2/22/2024			
<b>Service Address</b>	<b>Account Number</b>	<b>S A Number</b>	<b>Meter</b>	<b>Rate/Class</b>	
1507 E MOUNT PLEASANT AVE PHIL, PA 191501705	[REDACTED] 10	[REDACTED] 35	2116310	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
11/19/2018	BPTOCG									\$123.23	\$123.23	\$123.23
11/27/2018	BILL	3543	R	9	73	8.11	250		12/20/2018	\$81.02	\$204.25	\$204.25
12/27/2018	BILL	3756	R	28	213	7.61	692		1/23/2019	\$294.71	\$498.96	\$498.96
1/29/2019	LPC									\$7.48	\$506.44	\$506.44
1/29/2019	BILL	4027	R	35	271	7.74	976		2/22/2019	\$388.04	\$894.48	\$894.48
2/26/2019	LPC									\$13.30	\$907.78	\$907.78
2/26/2019	BILL	4293	R	31	266	8.58	910		3/21/2019	\$374.25	\$1,282.03	\$1,282.03
3/26/2019	LPC									\$18.91	\$1,300.94	\$1,300.94
3/26/2019	BILL	4492	R	28	199	7.11	682		4/18/2019	\$288.82	\$1,589.76	\$1,589.76
4/25/2019	LPC									\$23.25	\$1,613.01	\$1,613.01
4/25/2019	BILL	4598	R	30	106	3.53	252		5/20/2019	\$194.01	\$1,807.02	\$1,807.02
5/25/2019	LPC									\$26.16	\$1,833.18	\$1,833.18
5/25/2019	BILL	4662	R	29	64	2.21	109		6/19/2019	\$114.00	\$1,947.18	\$1,947.18
6/26/2019	BILL	4678	R	20	16	0.8	1		7/22/2019	\$49.49	\$1,996.67	\$1,996.67
11/15/2019	BPTOCG									\$123.23	\$2,119.90	\$2,119.90
11/15/2019	PAY							Credit Card		(\$237.97)	\$1,881.93	\$1,881.93
1/29/2020	LPC									\$28.22	\$1,910.15	\$1,910.15
1/29/2020	INTAPL									(\$3.21)	\$1,906.94	\$1,906.94
1/29/2020	DEPAPL									(\$274.00)	\$1,632.94	\$1,632.94

2/28/2020	LPC	\$24.07	\$1,657.01	\$1,657.01
1/29/2021	LPCWVE	(\$24.07)	\$1,632.94	\$1,632.94
1/29/2021	LPC	\$24.07	\$1,657.01	\$1,657.01
3/2/2021	LPCWVE	(\$24.07)	\$1,632.94	\$1,632.94
3/2/2021	LPC	\$24.07	\$1,657.01	\$1,657.01
3/30/2021	LPCWVE	(\$24.07)	\$1,632.94	\$1,632.94
3/30/2021	LPC	\$24.07	\$1,657.01	\$1,657.01
4/28/2021	LPC	\$24.07	\$1,681.08	\$1,681.08
7/28/2021	LPC	\$24.07	\$1,705.15	\$1,705.15
11/27/2021	LPC	\$24.07	\$1,729.22	\$1,729.22
12/30/2021	LPC	\$24.07	\$1,753.29	\$1,753.29
1/29/2022	LPC	\$24.07	\$1,777.36	\$1,777.36
3/1/2022	LPC	\$24.07	\$1,801.43	\$1,801.43
3/30/2022	LPC	\$24.07	\$1,825.50	\$1,825.50
4/29/2022	LPC	\$24.07	\$1,849.57	\$1,849.57
7/10/2023	WO	(\$1,849.57)	\$0.00	\$0.00

Specific Service Agreement Statement of Account SA- [REDACTED] 38

<b>Customer Name</b>	<b>From Date</b>	<b>To Date</b>			
ANNA SMITH	3/7/2017	2/22/2024			
<b>Service Address</b>	<b>Account Number</b>	<b>S A Number</b>	<b>Meter</b>	<b>Rate/Class</b>	
1507 E MOUNT PLEASANT AVE PHIL, PA 191501705	[REDACTED] 10	[REDACTED] 38	2116310	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
3/24/2017	BILL	2272	R	16	16	1	424		4/19/2017	\$34.39	\$34.39	\$34.39
4/26/2017	LPC									\$0.51	\$34.90	\$34.90
4/26/2017	BILL	2306	R	32	34	1.06	309		5/19/2017	\$64.17	\$99.07	\$99.07
5/23/2017	LPC									\$1.47	\$100.54	\$100.54
5/23/2017	BILL	2324	R	28	18	0.64	123		6/16/2017	\$38.13	\$138.67	\$138.67
6/22/2017	LPC									\$2.05	\$140.72	\$140.72
6/22/2017	BILL	2332	R	30	8	0.27	21		7/18/2017	\$23.87	\$164.59	\$164.59
7/25/2017	LPC									\$2.40	\$166.99	\$166.99
7/25/2017	BILL	2338	R	30	6	0.2	0		8/17/2017	\$21.09	\$188.08	\$188.08
7/25/2017	INTAPL									(\$2.78)	\$185.30	\$185.30
7/25/2017	DEPAPL									(\$180.00)	\$5.30	\$5.30
8/22/2017	BILL	2346	R	31	8	0.26	0		9/15/2017	\$23.77	\$29.07	\$29.07
9/22/2017	LPC									\$0.33	\$29.40	\$29.40
9/22/2017	BILL	2352	R	31	6	0.19	7		10/17/2017	\$20.86	\$50.26	\$50.26
10/24/2017	LPC									\$0.65	\$50.91	\$50.91
10/24/2017	BILL	2358	R	29	6	0.21	48		11/16/2017	\$20.77	\$71.68	\$71.68
11/22/2017	LPC									\$0.96	\$72.64	\$72.64
11/22/2017	BILL	2377	R	32	19	0.59	406		12/18/2017	\$38.39	\$111.03	\$111.03

12/26/2017	LPC									\$1.53	\$112.56	\$112.56
12/26/2017	BILL	2532	R	30	155	5.17	712		1/22/2018	\$228.42	\$340.98	\$340.98
1/26/2018	LPC									\$4.96	\$345.94	\$345.94
1/26/2018	BILL	2851	R	35	319	9.11	1182		2/21/2018	\$445.73	\$791.67	\$791.67
2/27/2018	LPC									\$11.65	\$803.32	\$803.32
2/27/2018	BILL	3054	R	29	203	7	712		3/22/2018	\$332.42	\$1,135.74	\$1,135.74
3/27/2018	LPC									\$16.63	\$1,152.37	\$1,152.37
3/27/2018	BILL	3270	R	28	216	7.71	705		4/20/2018	\$299.28	\$1,451.65	\$1,451.65
4/25/2018	LPC									\$21.12	\$1,472.77	\$1,472.77
4/25/2018	BILL	3453	R	32	183	5.72	540		5/18/2018	\$235.84	\$1,708.61	\$1,708.61
5/25/2018	BILL	3470	R	20	17	0.85	67		6/20/2018	\$42.72	\$1,751.33	\$1,751.33
11/14/2018	PAY								Credit Card	(\$411.17)	\$1,340.16	\$1,340.16
1/29/2019	LPC									\$20.10	\$1,360.26	\$1,360.26
2/26/2019	LPC									\$20.10	\$1,380.36	\$1,380.36
3/26/2019	LPC									\$20.10	\$1,400.46	\$1,400.46
4/25/2019	LPC									\$20.10	\$1,420.56	\$1,420.56
5/25/2019	LPC									\$20.10	\$1,440.66	\$1,440.66
11/15/2019	PAY								Credit Card	(\$171.70)	\$1,268.96	\$1,268.96
1/29/2020	LPC									\$19.03	\$1,287.99	\$1,287.99
2/28/2020	LPC									\$19.03	\$1,307.02	\$1,307.02
1/29/2021	LPCWVE									(\$19.03)	\$1,287.99	\$1,287.99
1/29/2021	LPC									\$19.03	\$1,307.02	\$1,307.02
3/2/2021	LPCWVE									(\$19.03)	\$1,287.99	\$1,287.99
3/2/2021	LPC									\$19.03	\$1,307.02	\$1,307.02
3/30/2021	LPCWVE									(\$19.03)	\$1,287.99	\$1,287.99
3/30/2021	LPC									\$19.03	\$1,307.02	\$1,307.02
4/28/2021	LPC									\$19.03	\$1,326.05	\$1,326.05
7/28/2021	LPC									\$19.03	\$1,345.08	\$1,345.08
9/13/2021	PAY								Check	(\$288.98)	\$1,056.10	\$1,056.10
11/27/2021	LPC									\$14.69	\$1,070.79	\$1,070.79

12/30/2021	LPC	\$14.69	\$1,085.48	\$1,085.48
1/29/2022	LPC	\$14.69	\$1,100.17	\$1,100.17
3/1/2022	LPC	\$14.69	\$1,114.86	\$1,114.86
3/30/2022	LPC	\$14.69	\$1,129.55	\$1,129.55
4/29/2022	LPC	\$14.69	\$1,144.24	\$1,144.24
7/10/2023	WO	(\$1,144.24)	\$0.00	\$0.00

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

**Search Criteria**

Account... [REDACTED] 0  Smith, Anna M

From Date: 02/22/2024

Date	Seq	Status	Comments
08/06/2021	1	Broken	
05/21/2021	1	Broken	
11/15/2019	1	Broken	
11/16/2018	1	Broken	
10/30/2013	1	Broken	BCS 3165893
05/16/2012	1	Broken	
01/26/2012	1	Broken	
04/03/2008	1	Broken	

8 record(s) found.

# PHILADELPHIA GAS WORKS

## PUC

### Opening XML

**Case Number:** 3855961  
**Company Name:** PGW (PHILA. GAS WORKS (NGDC))  
**Company Code:** ■ 66  
**Company Type:** GAS TRANSPORTER  
**Customer First Name:** ANNA  
**Customer Middle Initial:**  
**Customer Last Name:** SMITH  
**Customer Account Number:** ■■■■■ 10  
**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:** 1507 EAST MT PLEASANT AVE  
**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:** 1  
**Customer Family Children:** 0  
**Customer Family Age:**  
**Gross Income**  
**Source** **Income Amount**  
A1 WAGES 2291  
**Date Open:** 2022-08-08

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

**Term Date:** 2022-06-01

**Business Name:**

**Case Problem:**

**Company Position:** 08/08/2022 MUST PAY \$9000 TO RESTORE SERVICE.

**Related Information:** OFF. CUSTOMER REQUESTED COMPANY PAR BUT WAS DENIED  
BY COMPANY. - RELIEF SOUGHT - 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:** PERMISSION GRANTED FOR EMAIL

**Hot Issue:**

**Case Origin:** TELEPHONE

**Prior Case Number:** 3610011

**Universal Service:** M

**Arrearage:** 9000

**BCS Investigator First Name:** BCS

**BCS Investigator Last Name:** CASE POOL

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

**BCSIntaker First Name:** HOLLY

**BCSIntaker Last Name:** PYLE

**Number Of Time Send:** 1

**Number Of Time Faxed:** 0

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

# PHILADELPHIA GAS WORKS

## PUC

### Closing XML

**Case Number:** 3855961  
**Company Name:** PGW (PHILA. GAS WORKS (NGDC))  
**Company Code:** ■ 66  
**Company Type:** GAS TRANSPORTER  
**Customer First Name:** ANNA  
**Customer Middle Initial:**  
**Customer Last Name:** SMITH  
**Account Number:** ■ 10  
**Service Address 1:** 1507 EAST MT PLEASANT AVE  
**Service Address 2:**  
**Service City:** PHILADELPHIA  
**Service State:** PA  
**Service Zip 5:** 19150  
**Service Zip 4:**  
**Decision Issue:** N  
**Oral Written:** O  
**Violation:** NO  
**Chapter:**  
**Section Rule:**  
**Total Balance:** 9447.44  
**Date Closed:** 2022-08-10  
**Resolution:** VERBAL CLOSE: SPOKE TO ANNA SMITH--I REVIEWED THE COMPLAINT AND COMPANY REPORT. I EXPLAINED THAT THE SERVICE WAS SHUT OFF IN MAY, AND NOW THE CUSTOMER IS CONSIDERED TO BE AN APPLICANT. I EXPLAINED THAT WHEN APPLYING FOR SERVICE, THE COMPANY IS WITHIN THEIR RIGHTS TO REQUEST THE BALANCE ACCRUED OVER THE LAST FOUR YEARS, WHICH IS \$8833.47, PLUS RECONNECTION FEE OF \$123.23 AND FIFTY-PERCENT OF THE \$416.00 SECURITY DEPOSIT FOR \$208.00. I EXPLAINED THAT THE PAYMENTS ON THE ACCOUNT SHOW ONE PAYMENT IN 2021 AND NO PAYMENTS IN 2020. I EXPLAINED THAT DUE TO LACK OF PAYMENT DOES NOT CONSTITUTE GOOD FAITH AND THEREFORE THE PUC COULD NOT OFFER TERMS TO RESTORE AT THIS TIME. I PROVIDED ADDITIONAL PHONE NUMBERS FOR ASSISTANCE. CUSTOMER STATED SHE UNDERSTOOD AND WAS SATISFIED. CUSTOMER GAVE AUTHORIZATION TO CLOSE THIS INFORMAL COMPLAINT. CASE CLOSED.

**Balance Date:** 2022-08-09

**Service Restored Pay:**

**Service Continue Amount:**

**Service Continue Date:**

**Terms:**

**Special Budget Amount:**

**Regular Budget Amount:**

**Arrears Payment Plus:**

**FinalMonthlyPayment:**

**CurrentMonthlyPayment:**

**EndMonthlyPayment:**

**LetterDescription:**

**HeadDate:**

**Paragraph:**

**Bill Date:**

**Reconnect Amount:** 0

**Pay Amount:**

**BCS Investigator First Name:** ALISON

**BCS Investigator Last Name:** HARING

**Number Of Time Send:** 1

**Number Of Time Faxed:** 0

**PUC Fax:** 

# PHILADELPHIA GAS WORKS

## PUC

### Opening XML

<b>Case Number:</b>	3885155
<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>	ANNA
<b>Customer Middle Initial:</b>	
<b>Customer Last Name:</b>	SMITH
<b>Customer Account Number:</b>	█10
<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>	1507 E MOUNT PLEASANT AVE
<b>Customer Service Address 2:</b>	
<b>Customer Service Address City:</b>	PHILADELPHA
<b>Customer Service Address State:</b>	PA
<b>Customer Service Address Zip:</b>	19150
<b>Customer Service Address 4-Zip:</b>	
<b>Customer Family Adults:</b>	1
<b>Customer Family Children:</b>	0
<b>Customer Family Age:</b>	
<b>Gross Income</b>	
<b>Source</b>	<b>Income Amount</b>
SSI	1814
PENSION	491
<b>Date Open:</b>	2023-01-30
<b>Reason For Contact:</b>	OFF - SERVICE IS TERMINATED/SUSPENDED - DISPUTE (#76)
<b>Term Date:</b>	2022-06-30

**Business Name:**

**Case Problem:**

**Company Position:**

01/30/2023 BECAUSE GAS HAS BEEN OFF OVER 30 DAYS  
NO MED CERT CAN BE USED FOR RESTORATION

**Related Information:**

CUSTOMER HAD APPLIED FOR CRP, LIHEAP, CRISIS BUT IS  
ABOVE INCOME LEVELS. CUSTOMER'S SERVICE HAS  
BEEN OFF FOR OVER 30 DAYS SO A MED CERT CANNOT  
BE USED TO RESTORE. CUSTOMER DISPUTES THE  
\$9,000.00 BALANCE THAT PGW SAYS THE CUSTOMER  
OWES. - RELIEF SOUGHT - SERVICE RESTORED/PAR 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:**

Y

**Arrearage:**

9000

**BCS Investigator First Name:**

BCS

**BCS Investigator Last Name:**

CASE POOL

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

**BCSIntaker First Name:**

DOUGLAS

**BCSIntaker Last Name:**

FUNK

**Number Of Time Send:**

1

**Number Of Time Faxed:**

0

**Number Of Time Faxed:**

[REDACTED]

# PHILADELPHIA GAS WORKS

## PUC

### Closing XML

**Case Number:** 3885155  
**Company Name:** PGW (PHILA. GAS WORKS (NGDC))  
**Company Code:** ■ 66  
**Company Type:** GAS TRANSPORTER  
**Customer First Name:** ANNA  
**Customer Middle Initial:**  
**Customer Last Name:** SMITH  
**Account Number:** ■ 10  
**Service Address 1:** 1507 E MOUNT PLEASANT AVE  
**Service Address 2:**  
**Service City:** PHILADELPHIA  
**Service State:** PA  
**Service Zip 5:** 19150  
**Service Zip 4:**  
**Decision Issue:** N  
**Oral Written:** O  
**Violation:** NO  
**Chapter:**  
**Section Rule:**  
**Total Balance:** 9447.44  
**Date Closed:** 2023-02-03  
**Resolution:** VERBAL CLOSE--I SPOKE WITH ANNA SMITH AND EXPLAINED SHE IS INELIGIBLE FOR MED CERT DUE TO HER APPLICANT STATUS, IN ACCORDANCE WITH PA. REGULATIONS. ADVISED MS. SMITH OF HER PAST DUE BALANCE REQUIREMENT TO RESTORE, WHICH WAS BILLED IN HER NAME. ADVISED MS. SMITH THAT HER PAYMENT HISTORY SHOWS NO GOOD FAITH EFFORT HAS BEEN MADE TO PAY THE OUTSTANDING BALANCE, THEREFORE THE PUC COULD NOT OFFER TERMS TO RESTORE AT THIS TIME. PROVIDED THE PHONE NUMBER FOR PAHAF. ADVISED MS. SMITH TO CONTACT PGW TO OPEN DISPUTE WITH THEM REGARDING BALANCE, PER 56.166, AND TO CALL US BACK IF NOT SATISFIED WITH COMPANY'S FINDINGS. MS. SMITH STATED UNDERSTOOD AND GAVE PERMISSION TO CLOSE THIS INFORMAL COMPLAINT. MS. SMITH AGREED THE CASE COULD BE VERBALLY CLOSED.  
**Balance Date:** 2023-02-01  
**Service Restored Pay:**

**Service Continue Amount:**

**Service Continue Date:**

**Terms:**

**Special Budget Amount:**

**Regular Budget Amount:**

**Arrears Payment Plus:**

**FinalMonthlyPayment:**

**CurrentMonthlyPayment:**

**EndMonthlyPayment:**

**LetterDescription:**

**HeadDate:**

**Paragraph:**

**Bill Date:**

**Reconnect Amount:** 0

**Pay Amount:**

**BCS Investigator First Name:** JOHN

**BCS Investigator Last Name:** AUSTIN

**Number Of Time Send:** 1

**Number Of Time Faxed:** 0

**PUC Fax:** [REDACTED]