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 Terri Gaines,  
           v.  
 Philadelphia Gas Works

Docket No.:  
 F-2023-3044613

Initial Call-In  
 Telephonic Hearing  
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Pages 1 - 37

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

Thursday, March 7, 2024  
 Commencing at 10:33 a.m.

INDEX TO EXHIBITS

Docket No. F-2023-3044613

Hearing Date: March 7, 2024

<u>NUMBER</u>	<u>FOR IDENTIFICATION</u>	<u>IN EVIDENCE</u>
Respondent Exhibit 1	17	33
Account History 3/2023 to 2/2024		
Respondent Exhibit 2	17	33
History of Payment Arrangements		
Respondent Exhibit 3	17	33
Account Info Pages 111 to 117		



**PHILADELPHIA GAS WORKS**

800 West Montgomery Avenue • Philadelphia, PA 19122

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**Anita J. Murray, Esquire**  
**Senior Attorney**  
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Fax: 215-684-6798  
Email: [anita.murray@pgworks.com](mailto:anita.murray@pgworks.com)

March 1, 2024

**VIA ELECTRONIC MAIL ONLY**

The Honorable F. Joseph Brady  
Administrative Law Judge  
Pennsylvania Public Utility Commission  
801 Market Street, Suite 4063  
Philadelphia, PA 19107

**Re: Terri Gaines v. Philadelphia Gas Works, Docket No. F-2023-3044613**

Dear Judge Brady:

Enclosed please find a copy of PGW's proposed exhibits, original and redacted, 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.): Terri Gaines via Email: [tgaines1018@gmail.com](mailto:tgaines1018@gmail.com)

**CERTIFICATE OF SERVICE**

I hereby certify that I have this day served a true copy of Philadelphia Gas Works' proposed Exhibits, both original and redacted versions, 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 ONLY**

Terri Gaines  
tgaines1018@gmail.com

Date: March 1, 2024

*/s/ Anita J. Murray*

Anita J. Murray, Esquire

**Specific Service Agreement Statement of Account SA- 9684014314**

<b>Customer Name</b>	<b>From Date</b>	<b>To Date</b>			
TERRI GAINES	3/1/2017	2/29/2024			
<b>Service Address</b>	<b>Account Number</b>	<b>S A Number</b>	<b>Meter</b>	<b>Rate/Class</b>	
5450 PINE ST PHIL, PA 191431428	██████████ 55	██████████ 14	1798667	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
12/29/2022	BILL	3061	R	29	213	7.34	657		1/25/2023	\$415.54	\$415.54	\$415.54
1/20/2023	LPC									\$6.23	\$421.77	\$421.77
1/20/2023	BILL	3395	R	34	334	9.82	849		2/14/2023	\$663.43	\$1,085.20	\$1,085.20
2/17/2023	LPC									\$16.18	\$1,101.38	\$1,101.38
2/17/2023	BILL	3629	R	28	234	8.36	649		3/15/2023	\$504.60	\$1,605.98	\$1,605.98
3/21/2023	BILL	3841	R	30	212	7.07	622		4/14/2023	\$392.66	\$1,998.64	\$1,998.64
4/20/2023	BILL	3942	R	32	101	3.16	372		5/15/2023	\$186.15	\$2,184.79	\$2,184.79
5/19/2023	LPC									\$32.43	\$2,217.22	\$2,217.22
5/19/2023	BILL	3983	R	29	41	1.41	182		6/14/2023	\$76.69	\$2,293.91	\$2,293.91
6/20/2023	LPC									\$33.58	\$2,327.49	\$2,327.49
6/20/2023	BILL	3984	R	30	1	0.03	21		7/14/2023	\$17.44	\$2,344.93	\$2,344.93
7/20/2023	LPC									\$33.84	\$2,378.77	\$2,378.77
7/20/2023	BILL	3986	R	32	2	0.06	3		8/14/2023	\$18.72	\$2,397.49	\$2,397.49
8/18/2023	LPC									\$34.12	\$2,431.61	\$2,431.61
8/18/2023	BILL	3986	R	29	0	0	0		9/13/2023	\$16.02	\$2,447.63	\$2,447.63
9/21/2023	BILL	3986	R	8	0	0	0		10/16/2023	\$0.00	\$2,447.63	\$2,447.63

**Specific Service Agreement Statement of Account SA- 6957203384**

<b>Customer Name</b>	<b>From Date</b>	<b>To Date</b>			
TERRI GAINES	3/1/2017	2/29/2024			
<b>Service Address</b>	<b>Account Number</b>	<b>S A Number</b>	<b>Meter</b>	<b>Rate/Class</b>	
5450 PINE ST PHIL, PA 191431428	██████████ 55	██████████ 84	1798667	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
10/6/2021	BILL	1244	R	31	2	0.06	0		10/29/2021	\$18.37	\$18.37	\$18.37
10/21/2021	BILL	1246	R	29	2	0.07	32		11/16/2021	\$18.48	\$36.85	\$36.85
11/22/2021	BILL	1360	R	30	114	3.8	334		12/16/2021	\$194.86	\$231.71	\$231.71
12/22/2021	LPC									\$3.47	\$235.18	\$235.18
12/22/2021	BILL	1616	R	32	256	8	647		1/18/2022	\$436.57	\$671.75	\$671.75
1/25/2022	LPC									\$10.02	\$681.77	\$681.77
1/25/2022	BILL	2027	R	32	411	12.84	863		2/17/2022	\$704.51	\$1,386.28	\$1,386.28
2/23/2022	LPC									\$20.59	\$1,406.87	\$1,406.87
2/23/2022	BILL	2424	R	28	397	14.18	828		3/18/2022	\$678.25	\$2,085.12	\$2,085.12
3/24/2022	LPC									\$30.76	\$2,115.88	\$2,115.88
3/24/2022	BILL	2635	R	32	211	6.59	586		4/19/2022	\$392.18	\$2,508.06	\$2,508.06
4/23/2022	BILL	2798	R	30	163	5.43	430		5/17/2022	\$266.75	\$2,774.81	\$2,774.81
5/24/2022	BILL	2848	R	21	50	2.38	132		6/17/2022	\$91.84	\$2,866.65	\$2,866.65
1/20/2023	LPC									\$42.02	\$2,908.67	\$2,908.67
2/17/2023	LPC									\$42.02	\$2,950.69	\$2,950.69
5/19/2023	LPC									\$42.02	\$2,992.71	\$2,992.71
6/20/2023	LPC									\$42.02	\$3,034.73	\$3,034.73
7/20/2023	LPC									\$42.02	\$3,076.75	\$3,076.75

8/18/2023	LPC				\$42.02	\$3,118.77	\$3,118.77
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**Specific Service Agreement Statement of Account SA- 1725085214**

<b>Customer Name</b>	<b>From Date</b>	<b>To Date</b>			
TERRI GAINES	3/1/2017	2/29/2024			
<b>Service Address</b>	<b>Account Number</b>	<b>S A Number</b>	<b>Meter</b>	<b>Rate/Class</b>	
5450 PINE ST PHIL, PA 191431428	55	14	1798667	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
11/20/2018	BILL	6251	R	9	94	10.44	209		12/14/2018	\$104.47	\$104.47	\$104.47
12/18/2018	BILL	6577	R	31	326	10.52	800		1/15/2019	\$420.60	\$525.07	\$525.07
1/23/2019	LPC									\$7.87	\$532.94	\$532.94
1/23/2019	BILL	6927	R	32	350	10.94	836		2/15/2019	\$503.10	\$1,036.04	\$1,036.04
2/20/2019	LPC									\$15.42	\$1,051.46	\$1,051.46
2/20/2019	BILL	7348	R	32	421	13.16	982		3/15/2019	\$583.91	\$1,635.37	\$1,635.37
3/20/2019	LPC									\$24.18	\$1,659.55	\$1,659.55
3/20/2019	BILL	7642	R	28	294	10.5	724		4/12/2019	\$414.81	\$2,074.36	\$2,074.36
4/2/2019	PAY							Credit Card		(\$122.90)	\$1,951.46	\$1,951.46
4/19/2019	BILL	7758	R	29	116	4	359		5/14/2019	\$193.50	\$2,144.96	\$2,144.96
5/21/2019	BILL	7781	R	30	23	0.77	114		6/14/2019	\$50.94	\$2,195.90	\$2,195.90
6/20/2019	LPC									\$32.93	\$2,228.83	\$2,228.83
6/20/2019	BILL	7782	R	32	1	0.03	3		7/16/2019	\$16.19	\$2,245.02	\$2,245.02
7/20/2019	BILL	7783	R	30	1	0.03	0		8/13/2019	\$16.11	\$2,261.13	\$2,261.13
8/20/2019	BILL	7784	R	29	1	0.03	0		9/13/2019	\$16.09	\$2,277.22	\$2,277.22
9/20/2019	BILL	7786	R	33	2	0.06	0		10/14/2019	\$17.44	\$2,294.66	\$2,294.66

10/19/2019	BILL	7799	R	29	13	0.45	64	11/13/2019	\$34.05	\$2,328.71	\$2,328.71
11/19/2019	BILL	8015	R	32	216	6.75	483	12/13/2019	\$293.59	\$2,622.30	\$2,622.30
12/19/2019	BILL	8321	R	29	306	10.55	678	1/15/2020	\$423.36	\$3,045.66	\$3,045.66
1/23/2020	BILL	8742	R	35	421	12.03	914	2/14/2020	\$612.33	\$3,657.99	\$3,657.99
2/22/2020	BILL	9060	R	30	318	10.6	735	3/17/2020	\$499.59	\$4,157.58	\$4,157.58
3/21/2020	BILL	9289	R	28	229	8.18	540	4/15/2020	\$345.96	\$4,503.54	\$4,503.54
4/22/2020	BILL	9448	R	32	159	4.97	451	5/15/2020	\$220.14	\$4,723.68	\$4,723.68
5/21/2020	BILL	9539	R	29	91	3.14	273	6/16/2020	\$106.80	\$4,830.48	\$4,830.48
6/20/2020	BILL	9547	R	30	8	0.27	24	7/15/2020	\$24.69	\$4,855.17	\$4,855.17
7/21/2020	BILL	9549	R	32	2	0.06	0	8/13/2020	\$17.26	\$4,872.43	\$4,872.43
8/20/2020	BILL	9550	R	29	1	0.03	0	9/14/2020	\$15.96	\$4,888.39	\$4,888.39
9/22/2020	BILL	9552	R	31	2	0.06	8	10/15/2020	\$17.25	\$4,905.64	\$4,905.64
10/21/2020	BILL	9574	R	31	22	0.71	114	11/16/2020	\$42.28	\$4,947.92	\$4,947.92
11/20/2020	BILL	9677	R	30	103	3.43	306	12/15/2020	\$168.64	\$5,116.56	\$5,116.56
12/22/2020	BILL	9928	R	30	251	8.37	620	1/20/2021	\$362.21	\$5,478.77	\$5,478.77
1/23/2021	LPC								\$81.68	\$5,560.45	\$5,560.45
1/23/2021	BILL	303	R	34	375	11.03	920	2/17/2021	\$548.94	\$6,109.39	\$6,109.39
2/24/2021	LPC								\$89.92	\$6,199.31	\$6,199.31
2/24/2021	BILL	818	R	32	515	16.09	1056	3/19/2021	\$709.95	\$6,909.26	\$6,909.26
3/24/2021	LPC								\$100.57	\$7,009.83	\$7,009.83
3/24/2021	BILL	1082	R	28	264	9.43	601	4/19/2021	\$376.02	\$7,385.85	\$7,385.85
4/23/2021	LPC								\$106.21	\$7,492.06	\$7,492.06
4/23/2021	BILL	1173	R	30	91	3.03	295	5/18/2021	\$154.49	\$7,646.55	\$7,646.55
5/22/2021	LPC								\$108.52	\$7,755.07	\$7,755.07
5/22/2021	BILL	1228	R	29	55	1.9	152	6/16/2021	\$85.09	\$7,840.16	\$7,840.16
6/22/2021	LPC								\$109.80	\$7,949.96	\$7,949.96
6/22/2021	BILL	1238	R	29	10	0.34	36	7/16/2021	\$26.93	\$7,976.89	\$7,976.89
7/22/2021	LPC								\$110.20	\$8,087.09	\$8,087.09
7/22/2021	BILL	1240	R	32	2	0.06	0	8/16/2021	\$18.01	\$8,105.10	\$8,105.10
8/21/2021	BILL	1241	R	27	1	0.04	0	9/15/2021	\$16.85	\$8,121.95	\$8,121.95

12/22/2021	LPC	\$110.73	\$8,232.68	\$8,232.68
1/25/2022	LPC	\$110.73	\$8,343.41	\$8,343.41
2/23/2022	LPC	\$110.73	\$8,454.14	\$8,454.14
3/24/2022	LPC	\$110.73	\$8,564.87	\$8,564.87
4/23/2022	LPC	\$110.73	\$8,675.60	\$8,675.60

**Specific Service Agreement Statement of Account SA- 8221486622**

<b>Customer Name</b>	<b>From Date</b>	<b>To Date</b>			
TERRI GAINES	3/1/2017	2/29/2024			
<b>Service Address</b>	<b>Account Number</b>	<b>S A Number</b>	<b>Meter</b>	<b>Rate/Class</b>	
5450 PINE ST PHIL, PA 191431428	██████████ 55	██████████ 22	1798667	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
1/12/2018	PAY							Credit Card		(\$949.83)	(\$949.83)	(\$949.83)
1/16/2018	XFER									\$826.60	(\$123.23)	(\$123.23)
1/16/2018	BPTOCG									\$123.23	\$0.00	\$0.00
1/17/2018	BPTOCG									\$123.23	\$123.23	\$123.23
1/23/2018	BILL	5356	R	4	75	18.75	130		2/14/2018	\$106.83	\$230.06	\$230.06
2/21/2018	BILL	5661	R	28	305	10.89	714		3/15/2018	\$492.94	\$723.00	\$723.00
3/21/2018	LPC									\$10.84	\$733.84	\$733.84
3/21/2018	BILL	5918	R	31	257	8.29	720		4/16/2018	\$376.80	\$1,110.64	\$1,110.64
4/19/2018	LPC									\$16.49	\$1,127.13	\$1,127.13
4/19/2018	BILL	6112	R	30	194	6.47	563		5/14/2018	\$253.19	\$1,380.32	\$1,380.32
5/19/2018	LPC									\$20.29	\$1,400.61	\$1,400.61
5/19/2018	BILL	6149	R	29	37	1.28	159		6/13/2018	\$65.58	\$1,466.19	\$1,466.19
6/20/2018	BILL	6151	R	32	2	0.06	22		7/16/2018	\$17.64	\$1,483.83	\$1,483.83
7/19/2018	LPC									\$21.54	\$1,505.37	\$1,505.37
7/19/2018	BILL	6152	R	30	1	0.03	0		8/13/2018	\$16.27	\$1,521.64	\$1,521.64
8/18/2018	LPC									\$21.78	\$1,543.42	\$1,543.42
8/18/2018	BILL	6154	R	29	2	0.07	0		9/12/2018	\$17.61	\$1,561.03	\$1,561.03
9/19/2018	LPC									\$22.05	\$1,583.08	\$1,583.08
9/19/2018	BILL	6155	R	33	1	0.03	8		10/12/2018	\$16.26	\$1,599.34	\$1,599.34
10/23/2018	BILL	6156	R	21	1	0.05	5		11/16/2018	\$16.20	\$1,615.54	\$1,615.54

11/6/2018	BPTOCG		\$123.23	\$1,738.77	\$1,738.77
11/6/2018	PAY	Check	(\$98.91)	\$1,639.86	\$1,639.86
11/9/2018	CANP		\$98.91	\$1,738.77	\$1,738.77
11/9/2018	PAYCAN		\$0.00	\$1,738.77	\$1,738.77
11/9/2018	NSFCHA		\$20.00	\$1,758.77	\$1,758.77
1/23/2019	LPC		\$24.68	\$1,783.45	\$1,783.45
2/20/2019	LPC		\$24.68	\$1,808.13	\$1,808.13
3/20/2019	LPC		\$24.68	\$1,832.81	\$1,832.81
4/2/2019	PAY	Credit Card	(\$411.65)	\$1,421.16	\$1,421.16
6/20/2019	LPC		\$21.31	\$1,442.47	\$1,442.47
7/20/2019	LPC		\$21.31	\$1,463.78	\$1,463.78
8/20/2019	LPC		\$21.31	\$1,485.09	\$1,485.09
9/20/2019	LPC		\$21.31	\$1,506.40	\$1,506.40
10/19/2019	LPC		\$21.31	\$1,527.71	\$1,527.71
11/19/2019	LPC		\$21.31	\$1,549.02	\$1,549.02
12/19/2019	LPC		\$21.31	\$1,570.33	\$1,570.33
1/23/2020	LPC		\$21.31	\$1,591.64	\$1,591.64
2/22/2020	LPC		\$21.31	\$1,612.95	\$1,612.95
1/23/2021	LPC		\$21.31	\$1,634.26	\$1,634.26
2/24/2021	LPC		\$21.31	\$1,655.57	\$1,655.57
3/24/2021	LPC		\$21.31	\$1,676.88	\$1,676.88
4/23/2021	LPC		\$21.31	\$1,698.19	\$1,698.19
5/22/2021	LPC		\$21.31	\$1,719.50	\$1,719.50
6/22/2021	LPC		\$21.31	\$1,740.81	\$1,740.81
7/22/2021	LPC		\$21.31	\$1,762.12	\$1,762.12

**Specific Service Agreement Statement of Account SA- 9267038341**

<b>Customer Name</b>	<b>From Date</b>	<b>To Date</b>			
TERRI GAINES	3/1/2017	2/29/2024			
<b>Service Address</b>	<b>Account Number</b>	<b>S A Number</b>	<b>Meter</b>	<b>Rate/Class</b>	
5450 PINE ST PHIL, PA 191431428	██████████ 55	██████████ 41	1798667	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
1/17/2018	REXFER									\$2,365.20	\$2,365.20	\$2,365.20
3/21/2018	INTAPL									(\$1.38)	\$2,363.82	\$2,363.82
3/21/2018	DEPAPL									(\$182.00)	\$2,181.82	\$2,181.82
3/30/2018	PAY							Check		(\$300.00)	\$1,881.82	\$1,881.82
11/6/2018	PAY							Check		(\$122.32)	\$1,759.50	\$1,759.50
11/9/2018	CANP									\$122.32	\$1,881.82	\$1,881.82
4/2/2019	PAY							Credit Card		(\$440.45)	\$1,441.37	\$1,441.37
8/19/2021	PAY							Debit Card		(\$312.00)	\$1,129.37	\$1,129.37
9/17/2021	PAY							Check		(\$18.01)	\$1,111.36	\$1,111.36
2/24/2023	PAY							Debit Card		(\$800.00)	\$311.36	\$311.36

**Search For Negotiated Payment Arrangement**

Search Criteria

Account... [REDACTED] 55  Gaines, Terri A

From Date: 02/29/2024

Apply Criteria

OK

Cancel

Date	Seq	Status	Comments
02/28/2023	1	Broken	FORMAL SETTLEMENTF-2022-3036393
10/11/2021	1	Broken	
08/19/2021	1	Canceled	
04/02/2019	1	Broken	
11/07/2018	1	Broken	PUC PAR BCS # 3663703
01/16/2018	1	Broken	
03/30/2017	1	Broken	BCS # 3507895
07/08/2016	1	Broken	

10 record(s) found.

**Search For Negotiated Payment Arrangement**

Search Criteria

Account... [REDACTED] 55  Gaines, Terri A

From Date: 02/29/2024

Apply Criteria

OK

Cancel

Date	Seq	Status	Comments
04/02/2019	1	Broken	
11/07/2018	1	Broken	PUC PAR BCS # 3663703
01/16/2018	1	Broken	
03/30/2017	1	Broken	BCS # 3507895
07/08/2016	1	Broken	
06/14/2012	1	Broken	
05/21/2012	1	Broken	

10 record(s) found.

**Customer Contact: Turn On**

Date: 01/15/2015 Time: 3:40:00 PM Source: Related Tran:

CC Type: SERO - Turn On Created: 01/15/2015 at: 3:40:52 PM by: NOWENS

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

Surveyable Auto Delete Date: 01/15/2019 Class: Inquiry

Comments: Bill Paid Turn On, 1/16/2015, 1600 - 2000 COR Terri Gaines called to turn service Charged 376.06(write off)+123.23(reconnection Fee)=499.29. Issued turn on and scheduled a tech to turn the service back on. Customer Satisfied.

Letter

Status: Print Date: Run Number: Reprint:

Template:

Review List Tickler

Follow Up: to Review Group to User

Priority: Review Group...

Account: 55 Gaines, Terri A

Premise: 5450 Pine St/Philadelphia,Pa

Person: Gaines, Terri A

Change Cancel

**Customer Contact: Service**

Date: 01/16/2015 Time: 11:09:00 AM Source: Related Tran:  
CC Type: SERV - Service Created: 01/16/2015 at: 11:09:15 AM by: LENNIS  
Area: 800 - Residential General Service Changed: at: by:  
 Surveyable Auto Delete Date: 01/16/2019 Class: inquiry

Comments: Lachone Ennis was here on a Bill Paid Turn On order with Order # 6443277 , with a result of Completed Found Gas OFF, Left Gas ON , with activities of ( Meter and Connections · Turn On ) , with comments of "turn on complete made checks m&passed left safe"

Letter  
Status: Print Date: Run Number: Reprint:  
Template:

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

Account: 55 Gaines, Terri A  
Premise: 5450 Pine St/Philadelphia,Pa  
Person: Gaines, Terri A

Change Cancel

# PHILADELPHIA GAS WORKS

## PUC

### Opening XML

**Case Number:** 3507895  
**Company Name:** PGW (PHILA. GAS WORKS (NGDC))  
**Company Code:** 0766  
**Company Type:** GAS TRANSPORTER  
**Customer First Name:** TERRI  
**Customer Middle Initial:**  
**Customer Last Name:** GAINES  
**Customer Account Number:** [REDACTED] 55  
**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:** 5450 PINE ST  
**Customer Service Address 2:**  
**Customer Service Address City:** PHILADELPHIA  
**Customer Service Address State:** PA  
**Customer Service Address Zip:** 19143  
**Customer Service Address 4-Zip:**  
**Customer Family Adults:** 2  
**Customer Family Children:** 0  
**Customer Family Age:**  
**Gross Income**  

Source	Income Amount
WAGES	2672.80
ADULT2	0

  
**Date Open:** 2017-03-29  
**Reason For Contact:** ON - PAR NEEDED (# 61)  
**Term Date:** 2017-04-03  
**Business Name:** SM  
**Case Problem:**  
**Company Position:** 03/29/2017 HAVE TO PAY 500 TO AVOID SHUT OFF

**Related Information:** WOULD LIKE TO AVOID SHUT OFF AND BE GIVEN A PMT ARRANGEMENT. THE CELL PHONE NUMBER [REDACTED] [REDACTED] HAS BEEN ALLOWED TO BE SHARED. THE EMAIL ADDRESS [REDACTED] HAS BEEN ALLOWED TO BE SHARED.

**Case Misc Info:** NO LANDLINE

**Hot Issue:**

**Case Origin:** TELEPHONE

**Prior Case Number:** 3159693

**Universal Service:** N

**Arrearage:** 1144

**BCS Investigator First Name:** BCS

**BCS Investigator Last Name:** CASE POOL

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

**BCSIntaker First Name:** KRISTI

**BCSIntaker Last Name:** MCCREWELL

**Number Of Time Send:** 1

**Number Of Time Faxed:** 0

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

# PHILADELPHIA GAS WORKS

## PUC

### Closing XML

**Case Number:** 3507895  
**Company Name:** PGW (PHILA. GAS WORKS (NGDC))  
**Company Code:** 0766  
**Company Type:** GAS TRANSPORTER  
**Customer First Name:** TERRI  
**Customer Middle Initial:**  
**Customer Last Name:** GAINES  
**Account Number:** ██████████55  
**Service Address 1:** 5450 PINE ST  
**Service Address 2:**  
**Service City:** PHILADELPHIA  
**Service State:** PA  
**Service Zip 5:** 19143  
**Service Zip 4:**  
**Decision Issue:** Y  
**Oral Written:** W  
**Violation:** NO  
**Chapter:**  
**Section Rule:**  
**Total Balance:** 2359.91  
**Date Closed:** 2017-03-29  
**Resolution:** LEVEL 2, BB 166.00 + 66.00 = 232.00 BEGINNING MAY 2017.  
**Balance Date:** 2017-03-29  
**Service Restored Pay:**  
**Service Continue Amount:**  
**Service Continue Date:**  
**Terms:** MAY 2017 BILL DUE DATE  
**Special Budget Amount:** 232.00  
**Regular Budget Amount:** 166.00  
**Arrears Payment Plus:** 66.00  
**FinalMonthlyPayment:**  
**CurrentMonthlyPayment:**  
**EndMonthlyPayment:**  
**LetterDescription:**  
**HeadDate:** 2017-03-31  
**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:** 

L & C Event: H5691 - 06/19/2017

Action

970852893

Status:	Authorized		
Trigger Date:	06/19/2017	Status	Date
Due Date:	06/19/2017	Created	06/19/2017
Event Type...	H5691 <input checked="" type="checkbox"/> High Risk - 10 Day Notice, Utility, Office	Authorized	06/19/2017
Premise...	5450 Pine St/Philadelphia,Pa <input checked="" type="checkbox"/>	By	System
Account:	55 Gains, Terri A		

Print at Area Office      **Counts Against CR:**

Mark Easy Way Budget Plan As Broken      **Fid Order:** No order control exists

Break CRP Agreement      **MUP Status:**

Adj Code...        **Charge Amount:** 0.00

**Service Agreements**

SA Type	Description
G1-GS	77, No SP, GSR, UB \$0.00 Closed

SA...

**Event Comments:**

**Person/Arrangement Comments:**

**Pay Arrangements:**

**Permanent Info:**  
No person info

**Activity Result:**       **Req'd Dep Amt:** 364.00

**Orig 5691 Arrears:** 2,628.58      **CC Balance Amt:** 0.00      **Total Past Due Amt:** 0.00

**Customer Contact: web payment**

Date: 06/30/2017 Time: 9:10:00 AM Source: Related Tran:

CC Type: PYMW - web payment Created: 06/30/2017 at: 9:10:13 AM by: BCCSWEB

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

Surveyable Auto Delete Date: 06/30/2017 Class: System Generated Contact

Comments: Pending Pay Amount: 232.00 Authorization Code: [REDACTED] Checking Act Nbr: [REDACTED]

Letter

Status: Print Date: Run Number: Reprint:

Template:

Review List Tickler

Follow Up: to Review Group to User

Priority: Review Group... [REDACTED] ✓

Account: [REDACTED] 55 Gaines, Terri A

Premise:

Person: Gaines, Terri A

Change Cancel

**Customer Contact: Service**

Date: 07/06/2017 Time: 1:06:00 PM Source: Related Tran:

CC Type: SERV - Service Created: 07/06/2017 at: 1:06:30 PM by: GREED

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

Surveyable Auto Delete Date: 07/06/2021 Class: Inquiry

Comments: Gordon Reed was here on a 96 C & C Field Shut Off order with Order # 8894255 , with a result of Completed Found Gas ON , Left Gas OFF , with activities of [ Field Collections - NPSO Completed ] , with comments of "Found Gas On at CB. ShutOff Gas at CB. Left a Post-Termination Notice."

Letter

Status: Print Date: Run Number: Reprint:

Template:

Review List Ticker

Follow Up: to Review Group to User

Priority: Review Group...

Account: 55 Gaines, Terri A

Premise: 5450 Pine St/Philadelphia,Pa

Person: Gaines, Terri A

Change Cancel

Miscellaneous Adjustment: PAYCAN - 232.00

Action Launch

Adjustment... 8521303322 Frozen Status Date By  
Created 07/06/2017 Operator, Bccs Job  
Frozen 07/06/2017 Operator, Bccs Job

Account: [REDACTED] SE Name: Gaines, Terri A

SA: G1-GS, Closed Adjustment Amount: 232.00

Type  
SA SA [REDACTED] 77 G1-GS, Closed

Deposit

Begin +Adj =Final Revenue Month/Year: 7/2017

Check Nbr: [REDACTED]  
Check Date: [REDACTED]

Adjustment Code... PAYCAN  Payment Cancelled

Adjustment Amount: 232.00 Comments: [REDACTED]

Memo Adjustment  
 Appear on Next Bill Description: Payment Cancelled

Main  
Financial Details  
Tax Location  
GL Accounting

Miscellaneous Adjustment: NSFCHA - 20.00

Action Launch

Adjustment... 6521378999 Frozen Status Date By  
Created 07/06/2017 Operator, Bccs Job  
Frozen 07/06/2017 Operator, Bccs Job

Account: ██████████ SE Name: Gaines, Terri A

SA: G1-GS, Closed Adjustment Amount: 20.00

Type  
SA SA... ██████████ 77 G1-GS, Closed

Deposit

	Begin	+Adj	=Final	Revenue Month/Year:
Total Amt Due		20.00		7/2017
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: Premise Alert Updated

Date: 09/18/2017 Time: 7:12:00 AM Source: Related Tran:

CC Type: PREM - Premise Alert Updated Created: 09/18/2017 at 7:12:47 AM by: JJASICH

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

Surveyable Auto Delete Date: 09/18/2017 Class: Unauthorized Usage Vacant

Comments: Added By jjasich : CURB VALVE SAFETY CHECK 9-15-17, GAS WAS FOUND ON AND RECURBED FOR UNAUTHORIZED USAGE, ALL INQUIRIES REFER TO RPU.

Letter

Status: Print Date: Run Number: Reprint:

Template:

Review List Tickler

Follow Up: to Review Group to User

Priority: Review Group...

Account: 55 Gaines, Terri A

Premise: 5450 Pine St/Philadelphia,Pa

Person: Gaines, Terri A

Change Cancel

**Customer Contact: Theft**

Date: 11/17/2017 Time: 6:39:00 AM Source: Related Tran:

CC Type: THFT - Theft Created: 11/17/2017 at: 6:39:53 AM by: JCARCEL

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

Surveyable Auto Delete Date: 11/17/2017 Class: Inquiry

Comments: UJ Vacant Turn Off Order, Gas off since 20170706 at index 4707. Current Index is 4831 which accounts for 120 ccf used this past month and 124 ccf used since the shut off. The last known customer was GAINES, TERRI A under Acct # ██████████55

Letter

Status: Print Date: Run Number: Reprint:

Template:

Review List Tickler

Follow Up: to Review Group to User

Priority: Review Group...

Account: ██████████55 Gaines, Terri A

Premise: 5450 Pine St/Philadelphia,Pa

Person: Gaines, Terri A

Change Cancel

**Customer Contact: Service**

Date: 11/17/2017 Time: 9:51:00 AM Source: Related Tran:

CC Type: SERV - Service Created: 11/17/2017 at: 9:51:50 AM by: AHANNA

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

Surveyable Auto Delete Date: 11/17/2021 Class: Inquiry

Comments: Anthony Hanna was here on a Unbilled Usage Investigation order with Order # 9259392 , with a result of Completed , with activities of ( M.I.U. Activities - CGI - Recurbed with Expander ) , with comments of "found on left off at valve"

Letter

Status: Print Date: Run Number: Reprint:

Template:

Review List Tickler:

Follow Up: to Review Group to User

Priority: Review Group...

Account: 55 Gaines, Terri A

Premise: 5450 Pine St/Philadelphia,Pa

Person: Gaines, Terri A

Change Cancel

**Customer Contact: Theft**

Date: 12/21/2017 Time: 6:15:00 AM Source: Related Tran:

CC Type: THFT - Theft Created: 12/21/2017 at: 6:15:59 AM by: NSIMED

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

Surveyable Auto Delete Date: 12/21/2017 Class: Inquiry

Comments: UJ Vacant 72 Hours Notice Order, Gas off since 20170706 at index 4707. Current Index is 5112 which accounts for 281 ccf used this past month and 405 ccf used since the shut off. The last known customer was GAINES, TERRI A under Acct # [REDACTED] 55

Letter

Status: Print Date: Run Number: Reprint:

Template:

Review List Ticker:

Follow Up: to Review Group to User

Priority: Review Group..

Account: [REDACTED] 55 Gaines, Terri A

Premise: 5450 Pine St/Philadelphia,Pa

Person: Gaines, Terri A

Change Cancel

**Customer Contact: Service**

Date: 12/21/2017 Time: 10:22:00 AM Source: Related Tran:

CC Type: SERV - Service Created: 12/21/2017 at: 10:22:27 AM by: JDUER

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

Surveyable Auto Delete Date: 12/21/2021 Class: Inquiry

Comments: Jonathan Duer was here on a Leave 72 Hour Notice order with Order # 9342206 , with a result of Completed , with activities of ( M.I.U. Activities - 72 Hr Notice Left - CWIP ) , with comments of "left 72hr notice in door"

Letter

Status: Print Date: Run Number: Reprint:

Template:

Review List Tickler

Follow Up: to Review Group to User

Priority: Review Group...

Account: 55 Gaines, Terri A

Premise: 5450 Pine St/Philadelphia,Pa

Person: Gaines, Terri A

Change Cancel

**Customer Contact: Collection**

Date: 12/22/2017 Time: 8:47:00 AM Source: JetSearch Related Tran: Account Maintenance  
CC Type: COLL - Collection Created: 12/22/2017 at: 8:47:53 AM by: DDOVE  
Area: 800 - Residential General Service Changed: at: by:  
 Surveyable Auto Delete Date: 12/22/2021 Class: Inquiry

Comments: called cor back told her terms should be posted by 12/26 and she shall go applt to crp with rcf and theft terms, also told her we'd need access to property to do a full meter read, she will cb tuesday emailed rpu to set up appt with her.

Letter  
Status: Print Date: Run Number: Reprint:   
Template:

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

Account:   
Premise:   
Person:

**Customer Contact: Theft**

Date: 12/27/2017 Time: 11:08:00 AM Source: JetSearch Related Tran: Account Maintenance  
CC Type: THFT - Theft Created: 12/27/2017 at: 11:08:28 AM by: DSCHINDL  
Area: 800 - Residential General Service Changed: 12/27/2017 at: 11:12:14 AM by: DSCHINDL  
 Surveyable Auto Delete Date: Class: Inquiry

Comments: CUEST. REFUSED APP, SHE DID NOT WANT HER GAS TURNED BACK OFF, I SENT K. PUCHALSKI OUT TO RECURB .

Letter  
Status: Print Date: Run Number: Reprint:  
Template:

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

Account: 55 Gaines, Terri A  
Premise: 5450 Pine St/Philadelphia,Pa  
Person: Gaines, Terri A

Change Cancel

**Customer Contact: Service**

Date: 12/28/2017 Time: 8:44:00 AM Source: Related Tran:

CC Type: SERV - Service Created: 12/28/2017 at 8:44:13 AM by: SHENG

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

Surveyable Auto Delete Date: 12/28/2021 Class: Inquiry

Comments: Sophourn Heng was here on a Unbilled Usage investigation order with Order # 9351853 , with a result of Completed Found Gas ON , Left Gas OFF , with activities of ( M.I.U. Activities - Shut Off Inside For Unauthorized Usage ) , with comments of "Fd CV in ON postion recurbed install new style expander->COR gave access made positive S/O @ mtr w/ winglock & disc/handcuff on outletside puc/pass clear left ptn w/cor manual read index-5281

HH-98,000btu/AGR-60,000btu"

Letter

Status: Print Date: Run Number: Reprint:

Template:

Review List Tickler

Follow Up: to Review Group to User

Priority: Review Group...

Account: 55 Gaines, Terri A

Premise: 5450 Pine St/Philadelphia,Pa

Person: Gaines, Terri A

Change Cancel

**Customer Contact: 1099 Inquiry**

Date: 12/28/2017 Time: 3:38:00 PM Source: JetSearch Related Tran: Account Maintenance

CC Type: 1099 - 1099 Inquiry Created: 12/28/2017 at: 3:38:45 PM by: T TORRES2

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

Surveyable Auto Delete Date: 12/28/2021 Class: Inquiry

Comments: Gaines, Terri A called to see if terms were posted to account yet. Per notes tech out and found gas on after turn off date of 7/6/17. Adv her that it can take 24-48 hours for terms to post. She said she cannot make payment for theft up front adv her we do not offer arrangement for theft. Noticed account was billed today for 826.60 QA assist Asia called RPU and

Letter

Status: Print Date: Run Number: Reprint:

Template:

Review List Tickler

Follow Up: to Review Group to User

Priority: Review Group...

Account: 55 Gaines, Terri A

Premise: 5450 Pine St/Philadelphia,Pa

Person: Gaines, Terri A

Change Cancel

**Customer Contact: 1099 Inquiry**

Date: 12/28/2017 Time: 3:38:00 PM Source: JetSearch Related Tran: Account Maintenance  
CC Type: 1099 - 1099 Inquiry Created: 12/28/2017 at: 3:38:57 PM by: T TORRES2  
Area: 800 - Residential General Service Changed: at: by:  
 Surveyable Auto Delete Date: 12/28/2021 Class: Inquiry

Comments: CONT....that is theft charges cor main account is [REDACTED] 55 Antother account was created. UU charges 826.60 +123.23 rec fee plus she will need DP for w/o 2714.65 on account [REDACTED] 55. Gave info on Liheap/Crisis and Usef. She said she will call us back. She was sat

Letter  
Status: Print Date: Run Number: Reprint:  
Template:

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

Account: [REDACTED] 55 Gaines, Terri A  
Premise: 5450 Pine St/Philadelphia,Pa  
Person: Gaines, Terri A

Change Cancel

# PHILADELPHIA GAS WORKS

## PUC

### Opening XML

**Case Number:** 3583351  
**Company Name:** PGW (PHILA. GAS WORKS (NGDC))  
**Company Code:** 0766  
**Company Type:** GAS TRANSPORTER  
**Customer First Name:** TERRI  
**Customer Middle Initial:**  
**Customer Last Name:** GAINES  
**Customer Account Number:** [REDACTED] 88  
**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:** 5450 PINE ST  
**Customer Service Address 2:**  
**Customer Service Address  
City:** PHILADELPHIA  
**Customer Service Address  
State:** PA  
**Customer Service Address  
Zip:** 19143  
**Customer Service Address 4-  
Zip:**  
**Customer Family Adults:** 2  
**Customer Family Children:** 0  
**Customer Family Age:**  
**Gross Income**  

Source	Income Amount
WAGES	2093
STUDENT	0

**Date Open:** 2017-12-28

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

**Term Date:** 2017-12-28

**Business Name:** SM

**Case Problem:**

**Company Position:** 12/28/2017 CO WANTS 826.00 FOR THEFT OF CHARGES TO  
RESTORE PLUS 123.23 RECON FEE. THE CO SAID THEY SHUT OFF  
SERVICE IN JULY.

**Related Information:** OFF CUSTOMER LEFT THE STATE DUE TO A FAMILY  
EMERGENCY AND DID NOT KNOW WHAT HAD OCCURRED.  
CUSTOMER NEEDS HELP TO RESTORE AND NEEDS 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:** 3507895

**Universal Service:** Y

**Arrearage:** 0

**BCS Investigator First Name:** BCS

**BCS Investigator Last Name:** CASE POOL

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

**BCSIntaker First Name:** KATHY

**BCSIntaker Last Name:** LAMORGIA

**Number Of Time Send:** 1

**Number Of Time Faxed:** 0

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

# PHILADELPHIA GAS WORKS

## PUC

### Closing XML

**Case Number:** 3583351  
**Company Name:** PGW (PHILA. GAS WORKS (NGDC))  
**Company Code:** 0766  
**Company Type:** GAS TRANSPORTER  
**Customer First Name:** TERRI  
**Customer Middle Initial:**  
**Customer Last Name:** GAINES  
**Account Number:** ██████████55  
**Service Address 1:** 5450 PINE ST  
**Service Address 2:**  
**Service City:** PHILADELPHIA  
**Service State:** PA  
**Service Zip 5:** 19143  
**Service Zip 4:**  
**Decision Issue:** Y  
**Oral Written:** W  
**Violation:** NO  
**Chapter:**  
**Section Rule:**  
**Total Balance:** 2714.65  
**Date Closed:** 2018-01-04  
**Resolution:** UNAUTHORIZED USAGE/THEFT. GAS SERVICE WAS ORIGINALLY TURNED OFF ON JULY 6, 2017 AT THE CURB FOR NON PAYMENT. ON SEPT 15, 2017, CO FOUND THE GAS BACK ON AT THE CURB. GAS WAS TURNED OFF AND RECURBED. ON NOV 17, 2017, CO FOUND THE GAS BACK ON AT THE CURB. GAS WAS TURNED OFF AND RECURBED AGAIN. ON DEC 28, 2017, CO FOUND THE GAS BACK ON AGAIN AND IT WAS RECURBED WITH A NEW STYLE EXPANDER. CO ALSO SHUT OFF THE GAS AT THE METER ON DEC 28, 2017. THE CO BILLED THE CUST FOR UNAUTHORIZED USAGE CHARGES IN THE AMOUNT OF 826.60 FROM JULY 6, 2017 TO DEC 27, 2017. IN ORDER TO RESTORE THE SERVICE, DUE TO UNAUTHORIZED USAGE CHARGES, THE CUST WILL NEED TO PAY UNAUTHORIZED USAGE CHARGES 826.60, PLUS 226.22 (1/12 OF ACCT BAL 2714.65), PLUS 123.23 REC FEE, PLUS 182 S.D. (50 PERCENT OF 364 S.D.), FOR A TOTAL RESTORATION AMOUNT OF 1358.05. THE REMAINING DEPOSIT WILL BE BILLED IN TWO

INSTALLMENTS OF 91 ONCE THE SERVICE IS RESTORED. CUST IS NOT ELIGIBLE FOR A PUC PAR DUE TO THE PRIOR BROKEN PUC PAR FROM MARCH 2017.

**Balance Date:** 2017-12-29  
**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:** EGW PAR W/COMPLEX DISPUTE/LEVEL1  
**HeadDate:** 2018-01-08  
**Paragraph:**  
**Bill Date:**  
**Reconnect Amount:** 0  
**Pay Amount:** 0.00  
**BCS Investigator First Name:** TERRY  
**BCS Investigator Last Name:** TROUT  
**Number Of Time Send:** 1  
**Number Of Time Faxed:** 0  
**PUC Fax:** [REDACTED]

**Customer Contact: Turn On**

Date: 01/12/2018 Time: 2:43:00 PM Source: \_\_\_\_\_ Related Tran: \_\_\_\_\_  
CC Type: SERO - Turn On Created: 01/12/2018 at: 2:43:31 PM by: BREEVES  
Area: 800 - Residential General Service Changed: \_\_\_\_\_ at: \_\_\_\_\_ by: \_\_\_\_\_  
 Surveyable Auto Delete Date: 01/12/2022 Class: Inquiry

Comments: Turn On, 1/15/2018, 1200 - 1600 COR called to make req pymt to restore service-5450 Pine St. Level 2-GMI-\$2,212.00/2 pp Confirmed pymt req of \$1,358.05(\$826.60/UU+\$226.22/1/12 of \$2,714.65 bal +\$123.23/re-conn fee +\$182.00/50%of \$364.00 dep) COR made pymt of \$1,358.05 thru Kubra with Visa. Accept \$2.95 sf. Confirm# 061024. Sched Turn-on for 1/15/18 between 12-4. Sent CC to AMD to set 12 mos PAR for remain bal owed. c/s

Letter  
Status: \_\_\_\_\_ Print Date: \_\_\_\_\_ Run Number: \_\_\_\_\_ Reprint: \_\_\_\_\_  
Template: \_\_\_\_\_

Review List Ticker:  
Follow Up: \_\_\_\_\_ to Review Group to User  
Priority: \_\_\_\_\_ Review Group...

Account: [REDACTED] 55 Gaines, Terri A  
Premise: 5450 Pine St/Philadelphia,Pa  
Person: Gaines, Terri A

**Customer Contact: Csr payment**

Date: 01/12/2018 Time: 2:34:00 PM Source: Related Tran:  
CC Type: PYCS - Csr payment Created: 01/12/2018 at: 2:34:50 PM by: BCCSCSR  
Area: 800 - Residential General Service Changed: at: by:  
 Surveyable Auto Delete Date: 01/12/2018 Class: System Generated Contact

Comments: Pending Pay Amount: 1358.05 Authorization Code: ██████████ Credit Card Number: ██████████  
██████████

Letter  
Status: Print Date: Run Number: Reprint:   
Template:

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

Account: ██████████ 55 Gaines, Terri A  
Premise:  
Person: Gaines, Terri A

**Customer Contact: Service**

Date: 01/15/2018 Time: 11:29:00 AM Source: Related Tran:

CC Type: SERV - Service Created: 01/15/2018 at: 11:29:29 AM by: LENNIS

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

Surveyable Auto Delete Date: 01/15/2022 Class: Inquiry

Comments: Lachone Ennis was here on a Turn On order with Order # 9387595 , with a result of Completed Found Gas OFF, Left Gas ON , with activities of [ Meter and Connections - Turn On ] , with comments of "turn on complete made checks m&p test passed left safe ...found cb reading with another tech i made house checks with him until distribution came all ffws are clear"

Letter

Status: Print Date: Run Number: Reprint:

Template:

Review List Tickler

Follow Up: to Review Group to User

Priority: Review Group...

Account: 55 Gaines, Terri A

Premise: 5450 Pine St/Philadelphia,Pa

Person: Gaines, Terri A

Change Cancel

Payment: 01/12/2018 - 1,358.05

Action

Payment... 31918172067 Canceled Siblings...

Account: ██████████55 Name: Gaines, Terri A Payment Amt: 1,358.05

Payment Amt: 1,358.05  
Payment Date: 01/12/2018  
Tender Type: T - Credit Card  
Check Id: 0

Pay Distribution Code:   
Confirmation: ██████████  
Shareholder:   
Drawer/Bundle:   
Payment Source: Remittance Processor  
Agency/Branch: KUB / 008003  
Batch Nbr/Seq Nbr: 4938 / 1439  
Grant Type:

Status History:

Status	Date	By
Created	01/12/2018 20:04	Operator, Bccs Job
Frozen	01/12/2018 20:04	Operator, Bccs Job
Canceled	01/16/2018 12:48	Washington, Evelyn

Totals:

Category	Amount
Distributed	1,358.05

Payor / Receipt

Payor:

Person Id: \_\_\_\_\_  
Receipt Number: \_\_\_\_\_

Header  
Distribution

C & C Event: H5691 - 03/22/2018

Action

C&C Event... 927268059 C\_C Event Sibings...

Status: Authorized

Trigger Date: 03/22/2018

Due Date: 03/22/2018

Status	Date	By
Created	03/22/2018	System
Authorized	03/22/2018	System

Event Type... H5691  High Risk - 10 Day Notice, Utility, Office

Premise... 5450 Pine St/Philadelphia,Pa  9995141619

Account: ██████████ 55 Gaines, Terri A Letter Text...

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

Mark Easy Way Budget Plan As Broken Fld Order: No order control exists

Break CRP Agreement MUP Status:

Adj Code...   Charge Amount: 0.00

Service Agreements

SA Type	Description
G2-GS	██████████ 22, No SP, GSR, UB \$1,762.12

Event Comments:

Person/Arrangement Comments:

Pay Arrangements:

Permanent info:  
No person info

SA...

Activity Result:

Req'd Dep Amt: 164.00

Orig 5691 Arrears: 2,904.82 CC Balance Amt: 0.00 Total Past Due Amt: 0.00

Main Results

**Customer Contact: Collection**

Date: 03/27/2018 Time: 2:43:00 PM Source: JetSearch Related Tran: Account Maintenance

CC Type: COLL - Collection Created: 03/27/2018 at: 2:43:04 PM by: DMILLER1

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

Surveyable Auto Delete Date: 03/27/2022 Class: inquiry

Comments: cor called to see what she can do to avoid s/off on 4/2..GMI-2400, HH-2..gave par catch up 1170.00..cor doesn't have the money..offered a medical..Dr. Meyerson, fax 215-663-1359, phone 215-397-0444, for Taylor Gaines..placed 3-day mp hold on the account and explained how the process works..c/s

**Letter**

Status: Print Date: Run Number: Reprint:

Template:

**Review List Tickler**

Follow Up:  to Review Group to User

Priority:  Review Group...

Account: [REDACTED] 55 Gaines, Terri A

Premise: 5450 Pine St/Phila,Pa

Person: Gaines, Terri A

**Customer Contact: Collection**

Date: 03/28/2018 Time: 2:44:00 PM Source: JetSearch Related Tran: Account Maintenance

CC Type: COLL - Collection Created: 03/28/2018 at: 2:44:12 PM by: RMERRITT

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

Surveyable Auto Delete Date: 03/28/2022 Class: Inquiry

Comments: GAS IS ON MEDICAL -1- HOLD FROM 03/28/2018 TO 04/27/2018 BALANCE OF THE BILL IS \$3292.36 RECEIVED 03/28/2018

Letter

Status: Print Date: Run Number: Reprint:

Template:

Review List Tickler

Follow Up: to Review Group to User

Priority: Review Group... ✓

Account: 55 Gaines, Terri A

Premise: 5450 Pine St/Philadelphia,Pa

Person: Gaines, Terri A

Change Cancel

**Customer Contact: Collection**

Date: 04/03/2018 Time: 8:29:00 AM Source: JetSearch Related Tran: Account Maintenance

CC Type: COLL - Collection Created: 04/03/2018 at: 8:29:18 AM by: ETHOMAS1

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

Surveyable Auto Delete Date: 04/03/2022 Class: Inquiry

Comments: COR called in to verify that there is a MEDICAL HOLD on the account....yes....GAS IS ON MEDICAL -1- HOLD FROM 03/28/2018 TO 04/27/2018...Satisfied.

Letter

Status: Print Date: Run Number: Reprint:

Template:

Review List Tickler

Follow Up: to Review Group to User

Priority: Review Group...

Account: 55 Gaines, Terri A

Premise: 5450 Pine St/Phila,Pa

Person: Gaines, Terri A

Change Cancel

**Customer Contact: Collection**

Date: 05/04/2018 Time: 1:43:00 PM Source: JetSearch Related Tran: Account Maintenance

CC Type: COLL - Collection Created: 05/04/2018 at: 1:43:20 PM by: ATENNANT

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

Surveyable Auto Delete Date: 05/04/2022 Class: Inquiry

Comments: GAS IS ON MEDICAL -2- HOLD FROM 05/04//2018 TO 06/03/2018 BALANCE OF THE BILL IS \$3,262.14 RECEIVED 05/04/2018 MEDICAL -1- 3/28/2018 TO 04/27/2018

Letter

Status: Print Date: Run Number: Reprint:

Template:

Review List Tickler

Follow Up: to Review Group to User

Priority: Review Group...

Account: 55 Gaines, Terri A

Premise: 5450 Pine St/Phila,Pa

Person: Gaines, Terri A

Change Cancel

C & C Event: H5691 - 06/08/2018

Action

C&C Event... 676848524

C\_C Event Sibings...

Status: Authorized

Trigger Date: 06/08/2018

Due Date: 06/08/2018

Status	Date	By
Created	06/08/2018	System
Authorized	06/08/2018	System

Event Type... H5691  High Risk - 10 Day Notice, Utility, Office

Premise... 5450 Pine St/Philadelphia,Pa  9995141619

Account: ██████████ 65 Gaines, Terri A

Print at Area Office  Counts Against CR:  Letter Text...  
 Mark Easy Way Budget Plan As Broken  3rd Party Text...  
 Break CRP Agreement  Fid Order: No order control exists  
 MUP Status: \_\_\_\_\_

Adj Code...   Charge Amount: 0.00

Service Agreements

SA Type	Description
G2-GS	██████████ 22, No SP, GSR, UB \$1,762.12

Event Comments:

Person/Arrangement Comments:

Pay Arrangements:

Permanent Info:  
No person info

SA... \_\_\_\_\_

Activity Result:

Req'd Dep Amt: 192.00

Orig 5691 Arrears: 3,262.14 CC Balance Amt: 0.00 Total Past Due Amt: 0.00

Main  
Results

**Customer Contact: Billing**

Date: 06/12/2018 Time: 1:50:00 PM Source: JetSearch Related Tran: Account Maintenance  
CC Type: BILL - Billing Created: 06/12/2018 at: 1:50:34 PM by: AHAMMON1  
Area: 800 - Residential General Service Changed: at: by:  
 Surveyable Auto Delete Date: 06/12/2022 Class: Inquiry

Comments: cor called for terms. gmi 2250 w 2 in the hh. PAR is 1650 catch up. 339 mo that flcu quart. cor has 1 mp hold avail. \* she will not like to use her last mp hold.\* gave PUC#.cs

Letter  
Status: Print Date: Run Number: Reprint:

Template:

Review List Ticker

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

Account: [REDACTED] 55 Gaines, Terri A

Premise: 5450 Pine St/Phila,Pa

Person: Gaines, Terri A

# PHILADELPHIA GAS WORKS

## PUC

### Opening XML

**Case Number:** 3624561  
**Company Name:** PGW (PHILA. GAS WORKS (NGDC))  
**Company Code:** 0766  
**Company Type:** GAS TRANSPORTER  
**Customer First Name:** TERRI  
**Customer Middle Initial:**  
**Customer Last Name:** GAINES  
**Customer Account Number:** [REDACTED] 55  
**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:** 5450 PINE ST  
**Customer Service Address 2:**  
**Customer Service Address City:** PHILADELPHIA  
**Customer Service Address State:** PA  
**Customer Service Address Zip:** 19143  
**Customer Service Address 4-Zip:**  
**Customer Family Adults:** 2  
**Customer Family Children:** 0  
**Customer Family Age:**  
**Gross Income**  

Source	Income Amount
WAGES	2405

  
**Date Open:** 2018-06-15  
**Reason For Contact:** ON - PAR NEEDED (# 61)  
**Term Date:** 2018-06-20  
**Business Name:** SM  
**Case Problem:**  
**Company Position:** 06/14/2018 CUST MUST PAY 1120 TO KEEP SERVICE

**Related Information:**

CUST NEEDS PAR THE CELL PHONE NUMBER [REDACTED]  
[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:** 3583351  
**Universal Service:** Y  
**Arrearage:** 3262.14  
**BCS Investigator First Name:** BCS  
**BCS Investigator Last Name:** CASE POOL  
**BCS Investigator Phone w/ Area Code:** [REDACTED]  
**BCSIntaker First Name:** SANDRA  
**BCSIntaker Last Name:** YATES  
**Number Of Time Send:** 1  
**Number Of Time Faxed:** 0  
**Number Of Time Faxed:** [REDACTED]

# PHILADELPHIA GAS WORKS

## PUC

### Closing XML

**Case Number:** 3624561  
**Company Name:** PGW (PHILA. GAS WORKS (NGDC))  
**Company Code:** 0766  
**Company Type:** GAS TRANSPORTER  
**Customer First Name:** TERRI  
**Customer Middle Initial:**  
**Customer Last Name:** GAINES  
**Account Number:** ██████████55  
**Service Address 1:** 5450 PINE ST  
**Service Address 2:**  
**Service City:** PHILADELPHIA  
**Service State:** PA  
**Service Zip 5:** 19143  
**Service Zip 4:**  
**Decision Issue:** N  
**Oral Written:** W  
**Violation:** NO  
**Chapter:**  
**Section Rule:**  
**Total Balance:** 3365.65  
**Date Closed:** 2018-07-18  
**Resolution:** DISMISSAL LETTER ISSUED: CASE DISMISSED PER 1405(D).  
CUSTOMER DEFAULTED ON PREVIOUS PUC PAR #3507895 AND  
THEREFORE IS NOT ELIGIBLE FOR A NEW PAYMENT  
ARRANGEMENT. CUSTOMER MUST PAY \$2040.00 TO MAINTAIN  
SERVICE.  
**Balance Date:** 2018-07-10  
**Service Restored Pay:** 0.00  
**Service Continue Amount:** 2040.00  
**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:** 2018-07-20  
**Paragraph:**  
**Bill Date:**  
**Reconnect Amount:** 0  
**Pay Amount:** 0.00  
**BCS Investigator First Name:** NATHAN  
**BCS Investigator Last Name:** PROUGH  
**Number Of Time Send:** 1  
**Number Of Time Faxed:** 0  
**PUC Fax:** [REDACTED]

C & C Event: H5691 - 07/19/2018

Action

C&C Event... 275039584

C\_C Event Sibings...

Status	Date	By
Created	07/19/2018	System
Authorized	07/19/2018	System

Status: **Authorized**  
 Trigger Date: 07/19/2018  
 Due Date: 07/19/2018  
 Event Type: H5691  High Risk - 10 Day Notice, Utility, Office  
 Premise: 5450 Pine St/Philadelphia Pa  9995141619  
 Account: ██████████ 55 Gaines, Terri A  
 Letter Text...  
 Print at Area Office      Counts Against CR:       3rd Party Text...  
 Mark Easy Way Budget Plan As Broken      Fid Order: No order cantal exists  
 Break CRP Agreement      MUP Status:  
 Adj Code...        Charge Amount: 0.00

**Service Agreements**  

SA Type	Description
G2-GS	██████████ 22, No SP, GSR, UB \$1,762.12

SA...  
 Activity Result:       Req'd Dep Amt: 192.00  
 Orig 5691 Arrears: 3,348.01      CC Balance Amt: 0.00      Total Past Due Amt: 0.00

Event Comments:  
 Person/Arrangement Comments:  
 Pay Arrangements:  
 Permanent Info:  
 No person info

**Customer Contact: Billing** [X]

Date: 07/24/2018 Time: 12:17:00 PM Source: JetSearch Related Tran: Account Maintenance  
CC Type: BILL - Billing Created: 07/24/2018 at: 12:17:26 PM by: DHOGAN  
Area: 800 - Residential General Service Changed: at: by:  
 Surveyable Auto Delete Date: 07/24/2022 Class: Inquiry

Comments: cor called to see why she recived a shut off notice she made a dispute with puc . advsied cor she did make a dispute decision was made she cannot be offered anothe arrangement.. customer stated she will call back c/s

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

**Review List Tickter:**  
Follow Up: [ ] to Review Group to User  
Priority: [ ] Review Group... [ ]

Account: [REDACTED] 55 Gaines, Terri A  
Premise: 5450 Pine St/Phila,Pa  
Person: Gaines, Terri A

[Change] [Cancel]

**Customer Contact: Collection**

Date: 07/27/2018 Time: 8:38:00 AM Source: JetSearch Related Tran: Account Maintenance  
CC Type: COLL - Collection Created: 07/27/2018 at: 8:38:31 AM by: VFENWICK  
Area: 800 - Residential General Service Changed: at: by:  
 Surveyable Auto Delete Date: 07/27/2022 Class: Inquiry

Comments: cor called to apply for her third medical , senrt form to dr meyersen fax # 215-877-0860 officie # 215-877-3639  
3 day hold .c/s

Letter  
Status: Print Date: Run Number: Reprint:   
Template:

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

Account:   
Premise:   
Person:

**Customer Contact: Collection**

Date: 07/31/2018 Time: 9:27:00 AM Source: JetSearch Related Tran: Account Maintenance  
CC Type: COLL - Collection Created: 07/31/2018 at: 9:27:56 AM by: ATENNANT  
Area: 800 - Residential General Service Changed: at: by:  
 Surveyable Auto Delete Date: 07/31/2022 Class: Inquiry

Comments: GAS IS ON MEDICAL -3- HOLD FROM 07/31//2018 TO 08/30/2018 BALANCE OF THE BILL IS \$3,403.46  
RECEIVED 07/31/2018 MEDICAL -1- 03/28/2018 TO 04/27/2018 - MEDICAL -2- 05/04/2018 TO  
06/03/2018 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: 55 Gaines, Terri A  
Premise: 5450 Pine St/Phila,Pa  
Person: Gaines, Terri A

Change Cancel

C & C Event: H5691 08/31/2018

Action

C&C Event... 229330289 C,C Event Siblings...

Status: Authorized

Trigger Date: 08/31/2018

Due Date: 08/31/2018

Status	Date	By
Created	08/31/2018	System
Authorized	08/31/2018	System

Event Type... H5691  High Risk - 10 Day Notice, Utility, Office

Premise... 5450 Pine St/Philadelphia,Pa  9995141619

Account: ██████████ 55 Gaines, Tern A Letter Text...

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

Mark Easy Way Budget Plan As Broken

Break CRP Agreement

Adj Code...   Charge Amount: 0.00

Fid Order: No order control exists

MUP Status:

Service Agreements

SA Type	Description
G2:GS	██████████ 22, No SP, GSR, UB \$1,762.12

Event Comments:

Person/Arrangement Comments:

Pay Arrangements:

Permanent Info:  
No person info

SA: \_\_\_\_\_

Activity Result:

Req'd Dep Amt: 194.00

Orig 5691 Arrears: 3,403.46 CC Balance Amt: 0.00 Total Past Due Amt: 0.00

Main Results

**Customer Contact: Service**

Date: 10/09/2018 Time: 1:14:00 PM Source: \_\_\_\_\_ Related Tran: \_\_\_\_\_  
CC Type: SERV - Service Created: 10/09/2018 at: 1:14:02 PM by: SHOWARD  
Area: 800 - Residential General Service Changed: \_\_\_\_\_ at: \_\_\_\_\_ by: \_\_\_\_\_  
 Surveyable Auto Delete Date: 10/09/2022 Class: Inquiry

Comments: Sean Howard was here on a 96 C & C Field Shut Off order with Order # 10125994 , with a result of Completed Found Gas ON , Left Gas OFF , with activities of ( Field Collections - NPSO Completed ) , with comments of "Completed SHUT OFF AT CURB"

Letter  
Status: \_\_\_\_\_ Print Date: \_\_\_\_\_ Run Number: \_\_\_\_\_ Reprint: \_\_\_\_\_  
Template: \_\_\_\_\_

Review List Tickler  
Follow Up: \_\_\_\_\_ to Review Group to User  
Priority: \_\_\_\_\_ Review Group...

Account: [REDACTED] 55 Gaines, Terri A  
Premise: 5450 Pine St/Philadelphia,Pa  
Person: Gaines, Terri A

# PHILADELPHIA GAS WORKS

## PUC

### Opening XML

**Case Number:** 3663703  
**Company Name:** PGW (PHILA. GAS WORKS (NGDC))  
**Company Code:** 0766  
**Company Type:** GAS TRANSPORTER  
**Customer First Name:** TERRI  
**Customer Middle Initial:**  
**Customer Last Name:** GAINES  
**Customer Account Number:** [REDACTED] 88  
**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:** 5450 PINE STREET  
**Customer Service Address 2:**  
**Customer Service Address  
City:** PHILADELPHIA  
**Customer Service Address  
State:** PA  
**Customer Service Address  
Zip:** 19143  
**Customer Service Address 4-  
Zip:**  
**Customer Family Adults:** 2  
**Customer Family Children:** 0  
**Customer Family Age:**  
**Gross Income**  
**Source** **Income Amount**  
AI WAGES 2080  
**Date Open:** 2018-10-26

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

**Term Date:** 2018-10-12

**Business Name:**

**Case Problem:**

**Company Position:** 10/26/2018 COMPANY WANTS TOTAL BALANCE OF \$3500 TO  
HAVE SERVICE RESTORED.

**Related Information:** CUSTOMER IS REQUESTING PUC PAR TO HAVE SERVICE  
RESTORED. CUSTOMER SAYS SHE DID NOT PAY HER BILL  
BECAUSE SHE WAS TRYING TO KEEP HER HOUSE. THE CELL  
PHONE NUMBER [REDACTED] HAS BEEN ALLOWED TO BE  
SHARED. THE EMAIL ADDRESS [REDACTED] HAS  
BEEN ALLOWED TO BE SHARED.

**Case Misc Info:** CALL ANYTIME.

**Hot Issue:**

**Case Origin:** TELEPHONE

**Prior Case Number:** 3624561

**Universal Service:** N

**Arrearage:** 3500

**BCS Investigator First Name:** BCS

**BCS Investigator Last Name:** CASE POOL

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

**BCSIntaker First Name:** ANNA

**BCSIntaker Last Name:** NOVAK

**Number Of Time Send:** 1

**Number Of Time Faxed:** 0

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

# PHILADELPHIA GAS WORKS

## PUC

### Closing XML

**Case Number:** 3663703  
**Company Name:** PGW (PHILA. GAS WORKS (NGDC))  
**Company Code:** 0766  
**Company Type:** GAS TRANSPORTER  
**Customer First Name:** TERRI  
**Customer Middle Initial:**  
**Customer Last Name:** GAINES  
**Account Number:** ██████████55  
**Service Address 1:** 5450 PINE STREET  
**Service Address 2:**  
**Service City:** PHILADELPHIA  
**Service State:** PA  
**Service Zip 5:** 19143  
**Service Zip 4:**  
**Decision Issue:** Y  
**Oral Written:** W  
**Violation:** NO  
**Chapter:**  
**Section Rule:**  
**Total Balance:** 3497.36  
**Date Closed:** 2018-11-01  
**Resolution:** DECISION ISSUED: UPON ACCOUNT HISTORY INVESTIGATION, CUSTOMER HAS SATISFIED, PRIOR BCS CASE# 3507895. CUSTOMER IS ELIGIBLE FOR NEW BCS PAR PER 140A. LEVEL 2, CUSTOMER MUST PAY 98.00 + RECONNECT FEE 123.23 = 221.23 TO RESTORE. THEN, WITH THE FIRST BILL, BUDGET 97.00 + 98.00 = 195.00 PER MONTH TO MAINTAIN SERVICE.  
**Balance Date:** 2018-10-31  
**Service Restored Pay:** 221.23  
**Service Continue Amount:** 0.00  
**Service Continue Date:**  
**Terms:** NEXT BILLING DUE DATE  
**Special Budget Amount:** 195.00  
**Regular Budget Amount:** 97.00  
**Arrears Payment Plus:** 98.00

**FinalMonthlyPayment:** 0.00  
**CurrentMonthlyPayment:** 0.00  
**EndMonthlyPayment:** 0.00  
**LetterDescription:** EGW STRAIGHT PAR/NO LPCS/BUDGET + FOR LEVEL 1  
HOUSEHOLDS  
**HeadDate:** 2018-11-05  
**Paragraph:**  
**Bill Date:**  
**Reconnect Amount:** 0  
**Pay Amount:** 0.00  
**BCS Investigator First Name:** CHRIS  
**BCS Investigator Last Name:** GENETTI  
**Number Of Time Send:** 1  
**Number Of Time Faxed:** 0  
**PUC Fax:** [REDACTED]

**Customer Contact: Csr payment**

Date: 11/06/2018 Time: 11:33:00 AM Source: Related Tran:  
CC Type: PYCS - Csr payment Created: 11/06/2018 at: 11:33:03 AM by: BCCSCSR  
Area: 800 - Residential General Service Changed: at: by:  
 Surveyable Auto Delete Date: 11/06/2018 Class: System Generated Contact

Comments: Pending Pay Amount: 221.23 Authorization Code: [REDACTED] Checking Act Nbr: [REDACTED]

**Letter**  
Status: Print Date: Run Number: Reprint: [dropdown]  
Template:

**Review List Tickler**  
Follow Up: [dropdown] to Review Group to User  
Priority: [dropdown] Review Group... [dropdown]

Account: [REDACTED] 55 Gaines, Terri A  
Premise:  
Person: Gaines, Terri A

**Customer Contact: Turn On**

Date: 11/06/2018 Time: 11:38:00 AM Source: JetSearch Related Tran:

CC Type: SERO - Turn On Created: 11/06/2018 at: 11:38:18 AM by: DSIMS

Area: 800 - Residential General Service Changed: 11/06/2018 at: 11:43:07 AM by: DSIMS

Surveyable Auto Delete Date: 11/06/2022 Class: Inquiry

Comments: Bill Paid Turn On, 11/7/2018, 800 - 1200 cor called to make payment of 221.23 to restore service per the PUC 221.23+2.95=224.18 CN 31041583819 scheduled turn on for 11/7/18 8am-12pm also sent email to PUC par to place cor on par for 195.00monthly per PUC c/s

Letter

Status: \_\_\_\_\_ Print Date: \_\_\_\_\_ Run Number: \_\_\_\_\_ Reprint: \_\_\_\_\_

Template: \_\_\_\_\_

Review List Tickler

Follow Up: 11/07/2018  to Review Group  to User

Priority: 1 User: Sims, David  DSIMS

Account: [REDACTED] 55 Gaines, Terri A

Premise: 5450 Pine St/Philadelphia, Pa

Person: Gaines, Terri A

Change Cancel

**Customer Contact: Service**

Date: 11/07/2018 Time: 10:09:00 AM Source: Related Tran:  
CC Type: SERV - Service Created: 11/07/2018 at: 10:09:00 AM by: RMACREAD  
Area: 800 - Residential General Service Changed: at: by:  
 Surveyable Auto Delete Date: 11/07/2022 Class: Inquiry

Comments: Richard Macready was here on a Bill Paid Turn On order with Order # 10197493 , with a result of Completed Found Gas OFF, Left Gas ON , with activities of ( Meter and Connections - Piping Test Passed ,Turn On ) , with comments of "PIPING TEST PAST PUC CHECKS O/K."

Letter  
Status: Print Date: Run Number: Reprint:

Template:

Review List Tickler

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

Account:

Premise:

Person:

Miscellaneous Adjustment: PAYCAN - 221.23

Action Launch

Adjustment...	6521366520	Frozen	Status	Date	By
Account:	██████████	SE Name: Gaines, Terri A	Created	11/09/2018	Operator, Bccs Job
			Frozen	11/09/2018	Operator, Bccs Job

SA: G2-GS, Active Adjustment Amount: 221.23

Type

SA SA... ██████████ 22 G2-GS, Active

Deposit

Begin	+Adj	=Final	Revenue Month/Year:	11/2018
			Check Nbr:	
			Check Date:	

Adjustment Code... PAYCAN  Payment Cancelled

Adjustment Amount: 221.23 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... 6521329294 Frozen

Status	Date	By
Created	11/09/2018	Operator, Bccs Job
Frozen	11/09/2018	Operator, Bccs Job

Account: ██████████ SE Name: Gaines, Terri A

SA: G2-GS, Active Adjustment Amount: 20.00

Type

SA SA... ██████████ 22 G2-GS, Active

Deposit

Begin	+Adj	=Final	Revenue Month/Year
Total Amt Due	20.00		11/2018
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

C & C Event: H5691 - 06/24/2019

Action

C&C Event... 636937272 C\_C Event Siblings...

Status: Authorized

Trigger Date: 06/24/2019

Due Date: 06/24/2019

Status	Date	By
Created	06/24/2019	System
Authorized	06/24/2019	System

Event Type... H5691  High Risk - 10 Day Notice, Utility, Office

Premise... 5450 Pine St/Philadelphia,Pa  9995141619

Account: ██████████ 55 Gaines, Teri A Letter Text...

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

Mark Easy Way Budget Plan As Broken Fld Order: No order control exists

Break CRP Agreement MUP Status:

Adj Code...   Charge Amount: 0.00

**Service Agreements**

SA Type	Description
G2-GS	██████████ 14, No SP, GSR, UB \$8,675.60

Insert Remove Clear

SA...

**Event Comments:**

Person/Arrangement Comments:

Pay Arrangements:

Permanent Info:  
No person info

Activity Result:

Req'd Dep Amt: 388.00

Orig 5691 Arrears: 5,058.43 CC Balance Amt: 0.00 Total Past Due Amt: 0.00

Main Results

# PHILADELPHIA GAS WORKS

## PUC

### Opening XML

**Case Number:** 3714126  
**Company Name:** PGW (PHILA. GAS WORKS (NGDC))  
**Company Code:** 0766  
**Company Type:** GAS TRANSPORTER  
**Customer First Name:** TERRI  
**Customer Middle Initial:**  
**Customer Last Name:** GAINES  
**Customer Account Number:** [REDACTED] 55  
**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:** 5450 PINE STREET  
**Customer Service Address 2:**  
**Customer Service Address City:** PHILADELPHIA  
**Customer Service Address State:** PA  
**Customer Service Address Zip:** 19143  
**Customer Service Address 4-Zip:**  
**Customer Family Adults:** 0  
**Customer Family Children:** 0  
**Customer Family Age:**  
**Gross Income**  
**Source** **Income Amount**  
**Date Open:** 2019-06-28  
**Reason For Contact:** BILLING DISPUTES (# 18)  
**Term Date:** 2019-07-08  
**Business Name:**  
**Case Problem:** THE CUSTOMER GOT BEHIND ON THE PUC PAYMENTS. THE CUSTOMER PAID \$1000.00 IN APRIL TO GET CATCH UP ON THE PUC PAR. THE CUSTOMER RECEIVED A BILL IN MAY FOR \$440 + \$ 195. THE PUC PAR WAS TO BE FOR

JUST THE \$195. - RELIEF SOUGHT - TO BE PUT BACK  
ONTO THE PUC PAR OF \$195.00 THE CELL PHONE  
NUMBER [REDACTED] HAS BEEN ALLOWED TO BE  
SHARED. THE EMAIL ADDRESS  
[REDACTED] HAS BEEN ALLOWED TO BE  
SHARED.

**Company Position:**

06/28/2019 THE COMPANY SAYS IT'S THE COMPANY  
BUDGET AND NOT THROUGH THE PUC AND THE  
CUSTOMER SIGNED UP FOR IT.

**Related Information:**

**Case Misc Info:**

CALL ANYTIME.

**Hot Issue:**

**Case Origin:**

TELEPHONE

**Prior Case Number:**

3663703

**Universal Service:**

M

**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:** 3714126  
**Company Name:** PGW (PHILA. GAS WORKS (NGDC))  
**Company Code:** 0766  
**Company Type:** GAS TRANSPORTER  
**Customer First Name:** TERRI  
**Customer Middle Initial:**  
**Customer Last Name:** GAINES  
**Account Number:** [REDACTED] 55  
**Service Address 1:** 5450 PINE STREET  
**Service Address 2:**  
**Service City:** PHILADELPHIA  
**Service State:** PA  
**Service Zip 5:** 19143  
**Service Zip 4:**  
**Decision Issue:** Y  
**Oral Written:** W  
**Violation:** NO  
**Chapter:**  
**Section Rule:**  
**Total Balance:** 6691.00  
**Date Closed:** 2020-02-24  
**Resolution:** DECISION LETTER ISSUED: CUSTOMER WAS ISSUED A COMPANY PAR ON 4/2/19. CUSTOMER FAILED TO SUBMIT EVIDENCE TO SUPPORT SCIC CLAIM. CUSTOMER HAS NOT SATISFIED THE PRIOR PUC PAR (BCS #3663703). CASE DISMISSED PER 1405(D).  
**Balance Date:** 2020-02-05  
**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

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**CurrentMonthlyPayment:** 0.00  
**EndMonthlyPayment:** 0.00  
**LetterDescription:**  
**HeadDate:** 2020-02-26  
**Paragraph:**  
**Bill Date:**  
**Reconnect Amount:** 0  
**Pay Amount:** 0.00  
**BCS Investigator First Name:** THOMAS  
**BCS Investigator Last Name:** GIANNANTONIO  
**Number Of Time Send:** 1  
**Number Of Time Faxed:** 0  
**PUC Fax:** [REDACTED]

**PHILADELPHIA GAS WORKS**  
300 W. MONTGOMERY AVENUE, PHILADELPHIA, PA 19101-0001

Notice Date: Mar 02, 2021  
Account Number: [REDACTED] 55

**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 5450 PINE ST on or after 8 a.m. on Apr 01, 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 \$9,185.02.
- 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	\$9,185.02
Security Deposit	\$444.00
Turn On Charge	\$123.23
<b>Total</b>	<b>\$9,752.25</b>

(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) 2020	
	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	\$1,595 or less	\$1,596-\$2,658
2	\$2,155 or less	\$2,156-\$3,592
3	\$2,715 or less	\$2,716-\$4,525
4	\$3,275 or less	\$3,276-\$5,458
Each add. person add	\$560	\$561-\$933

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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: [REDACTED] 55  
Notice Date: Mar 02, 2021  
Please Pay: \$9,185.02

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

Amount Enclosed:

019214 000000926  
TERRI GAINES  
5450 PINE ST  
PHILA PA 19143-1428

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

**PHILADELPHIA GAS WORKS**  
800 W. MONTGOMERY AVENUE, PHILADELPHIA, PA 19122-0000

Notice Date: **Apr 29, 2021**  
Account Number: **55**

**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 5450 PINE ST on or after 6 a.m. on May 11, 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 \$10,504.10.
- \* 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	\$10,504.10
Security Deposit	\$414.00
Turn On Charge	\$123.23
<b>Total</b>	<b>\$11,041.33</b>

(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.

**Federal Poverty Guidelines (FPG) 2021**

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	\$1,610 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

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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:** **55**  
**Notice Date:** **Apr 29, 2021**  
**Please Pay:** **\$10,504.10**

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

**Amount Enclosed:**

030132 000002080  
TERRI GAINES  
5450 PINE ST  
PHILA PA 19143-1428

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

**Customer Contact: Collection**

Date: 05/10/2021 Time: 11:57:00 AM Source: JetSearch Related Tran: Account Maintenance

CC Type: COLL - Collection Created: 05/10/2021 at: 11:57:22 AM by: DMILLER1

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

Surveyable Auto Delete Date: 05/10/2025 Class: Inquiry

Comments: Cor called in stating she applied for CRP online but could not upload the paystubs. Cor has a s/off notice. Cor says she mailed in the paystubs with the application. I placed a 15-day CRP hold on the account to allow time for ther paystubsto be received...c/s

Letter

Status: Print Date: Run Number: Reprint:

Template:

Review List Tickler

Follow Up: to Review Group to User

Priority: Review Group...

Account: 55 Gaines, Terri A

Premise: 5450 Pine St/Phila,Pa

Person: Gaines, Terri A

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 5450 PINE ST on or after 8 a.m. on Jun 07, 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 \$10,786.11.
- 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:

Table with 2 columns: Item, Amount. Rows include Past Due Amount (\$10,786.11), Security Deposit (\$410.00), Turn On Charge (\$123.23), Total (\$11,319.34).

(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.

Table with 3 columns: 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. Rows include household sizes 1, 2, 3, 4 and 'Each add person add'.

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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:
Notice Date:
Please Pay:

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

Amount Enclosed:

004145 000001017
TERRI GAINES
5450 PINE ST
PHILA PA 19143-1428

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

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

Notice Date: Jul 27, 2021  
Account Number: [REDACTED] 55

**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 5450 PINE ST on or after 8 a.m. on Aug 09, 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 \$11,159.07.
- 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.

- 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.

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

Past Due Amount	\$11,159.07
Security Deposit	\$418.00
Turn On Charge	\$123.23
Total	\$11,700.30

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

**WINTER SHUT OFF PROVISIONS Dec. 1-March 31**

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.

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- 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.

- 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) 2021**

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	\$1,610 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

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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: [REDACTED] 55  
Notice Date: Jul 27, 2021  
Please Pay: \$11,159.07

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

Amount Enclosed:

001437 000001928  
TERRI GAINES  
5450 PINE ST  
PHILA PA 19143-1428

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

**Customer Contact: Service**

Date: 08/16/2021 Time: 2:44:00 PM Source: Related Tran:  
CC Type: SERV - Service Created: 08/16/2021 at 2:44:28 PM by: SKELTY  
Area: 800 - Residential General Service Changed: at by:  
 Surveyable Auto Delete Date: 08/16/2025 Class: Inquiry

Comments: Shyheem Kelty was here on a 96 C & C Field Shut Off order with Order # 12365539 , with a result of Completed Found Gas ON , Left Gas OFF , with activities of ( Field Collections - NPSO Completed ) , with comments of "left notice"

Letter  
Status: Print Date: Run Number: Reprint:  
Template:

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

Account: 55 Gaines, Terri A  
Premise: 5450 Pine St/Philadelphia,Pa  
Person: Gaines, Terri A

Change Cancel

**Customer Contact: Supervisor Call Back Call cent**

Date: 08/18/2021 Time: 12:29:00 PM Source: JetSearch Related Tran: Account Maintenance  
CC Type: QSUP - Supervisor Call Back Call ce Created: 08/18/2021 at: 12:29:50 PM by: AMORTON  
Area: 800 - Residential General Service Changed: at: by:  
 Surveyable Auto Delete Date: 08/18/2025 Class: Inquiry

Comments: High Balance Acct Call Back. Called 215 500 3907 Spoke to Terri Gaines regarding restoration. HH 2 GMI \$2625. Advised the balance is \$11308.59. Offered PAR21 DP \$188.47 + \$123.23RCF Total \$311.70 (\$312) Monthly bill \$397.47 (\$188.47/209AASB). CQR will see if she can borrow the money to make the payment and callback. CQR sat

Letter  
Status: Print Date: Run Number: Reprint:   
Template:

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

Account:   
Premise:   
Person:

**Customer Contact: Meter Information**

Date: 08/19/2021 Time: 10:38:00 AM Source: Related Tran:

CC Type: METR - Meter Information Created: 08/19/2021 at: 10:38:21 AM by: EATKINS

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

Surveyable Auto Delete Date: 08/19/2025 Class: Inquiry

Comments: B.P.T.O., 8/20/2021, 1600 - 2000 COR CALLED IN TO SCH BPTO AFTER PYMT OF 312.00 WAS MADE SCH bPTO FOR 8/20 FROM 4-8,

Letter

Status: Print Date: Run Number: Reprint:

Template:

Review List Tickler

Follow Up: to Review Group to User

Priority: Review Group...

Account: 55 Gaines, Terri A

Premise: 5450 Pine St/Philadelphia, Pa

Person: Gaines, Terri A

Change Cancel

**Customer Contact: Service**

Date: 08/20/2021 Time: 5:56:00 PM Source: Related Tran:  
CC Type: SERV - Service Created: 08/20/2021 at: 5:56:42 PM by: JP1ZZ0  
Area: 800 - Residential General Service Changed: at: by:  
 Surveyable Auto Delete Date: 08/20/2025 Class: Inquiry

Comments: Joseph Pizzo was here on a B.P.T.O. order with Order # 12380951 , with a result of Completed Found Gas OFF, Left Gas ON , with activities of ( Meter and Connections - Turn On ) , with comments of "Completed BPTO. Piping test passed. Made checks. "

Letter  
Status: Print Date: Run Number: Reprint:   
Template:

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

Account: [REDACTED] 55 Gaines, Terri A  
Premise: 5450 Pine St/Philadelphia,Pa  
Person: Gaines, Terri A

# PHILADELPHIA GAS WORKS

## PUC

### Opening XML

**Case Number:** 3802004  
**Company Name:** PGW (PHILA. GAS WORKS (NGDC))  
**Company Code:** 0766  
**Company Type:** GAS TRANSPORTER  
**Customer First Name:** TERRI  
**Customer Middle Initial:**  
**Customer Last Name:** GAINES  
**Customer Account Number:** ██████████55  
**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:** 5450 PINE STREET  
**Customer Service Address 2:**  
**Customer Service Address City:** PHILADELPHIA  
**Customer Service Address State:** PA  
**Customer Service Address Zip:** 19143  
**Customer Service Address 4-Zip:**  
**Customer Family Adults:** 1  
**Customer Family Children:** 0  
**Customer Family Age:**  
**Gross Income**  

Source	Income Amount
A1 WAGES	3046.33

  
**Date Open:** 2021-09-02  
**Reason For Contact:** ON - PAR NEEDED (# 61)  
**Term Date:**  
**Business Name:**  
**Case Problem:**  
**Company Position:** 09/02/2021 COMPANY WANTS \$397 BY BILL DUE DATE OF 9/15/21

**Related Information:**

61 - CUSTOMER NEEDS A PAYMENT ARRANGEMENT. NOTES FOR COMPANY - IF RESPONDING WITH AN EGW ABBREVIATED PAR REPORT FOR A STRAIGHT PAYMENT ARRANGEMENT REQUEST (CODE 61), YOU MUST ALSO COMPLETE AND SEND THE "ABBREVIATED REPORT ATTACHMENT." IF RESPONDING WITH AN EGW FULL PAR REPORT, THE REPORT MUST ANSWER THE SAME QUESTIONS FROM THE "ABBREVIATED REPORT ATTACHMENT." THE PA'S MUST COMPLY WITH THE MARCH 18, 2021 ORDER (M-2020-3019244). QUESTIONS FOR COMPANY - WAS THE CUSTOMER OFFERED A COMPANY PAYMENT ARRANGEMENT THAT IS COMPLIANT WITH THE 3/18/21 EMERGENCY ORDER THAT BEGINS AFTER 4/1/2021? WHAT TERMS WERE PROVIDED? - RELIEF SOUGHT - 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:** 3714126

**Universal Service:** N

**Arrearage:** 11000

**BCS Investigator First Name:** BCS

**BCS Investigator Last Name:** CASE POOL

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

**BCSIntaker First Name:** AMANDA

**BCSIntaker Last Name:** GAILEY

**Number Of Time Send:** 1

**Number Of Time Faxed:** 0

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

# PHILADELPHIA GAS WORKS

## PUC

### Closing XML

**Case Number:** 3802004  
**Company Name:** PGW (PHILA. GAS WORKS (NGDC))  
**Company Code:** 0766  
**Company Type:** GAS TRANSPORTER  
**Customer First Name:** TERRI  
**Customer Middle Initial:**  
**Customer Last Name:** GAINES  
**Account Number:** [REDACTED] 55  
**Service Address 1:** 5450 PINE STREET  
**Service Address 2:**  
**Service City:** PHILADELPHIA  
**Service State:** PA  
**Service Zip 5:** 19143  
**Service Zip 4:**  
**Decision Issue:** Y  
**Oral Written:** W  
**Violation:** NO  
**Chapter:**  
**Section Rule:**  
**Total Balance:** 11013.80  
**Date Closed:** 2021-10-08  
**Resolution:** DECISION ISSUED- THE INFORMAL COMPLAINT IS DISMISSED. THE CUSTOMER WAS GIVEN A COMPANY PAYMENT ARRANGEMENT THAT WAS COMPLAINT WITH THE PUC PROTOCOL. THE CUSTOMER'S PAYMENT ARRANGEMENT BROKE PREMATURELY DUE TO A SYSTEM ERROR. THE CUSTOMER WAS PLACED BACK ON THE COMPANY PAYMENT ARRANGEMENT FOR \$394.31 A MONTH (BUDGET OF \$209.00 PLUS \$185.31 EACH MONTH TOWARDS ARREARS) FOR 60 MONTHS STARTING WITH THE NOVEMBER 2021 DUE DATE. THE CUSTOMER MAY CONTACT ERAP (EMERGENCY RENTAL ASSISTANCE PROGRAM) FOR ASSISTANCE.  
**Balance Date:** 2021-10-08  
**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:** 2021-10-08

**Paragraph:**

**Bill Date:**

**Reconnect Amount:** 0

**Pay Amount:** 0.00

**BCS Investigator First Name:** STEVE

**BCS Investigator Last Name:** ROBERTSON

**Number Of Time Send:** 1

**Number Of Time Faxed:** 0

**PUC Fax:** [REDACTED]

Mar 29, 2022

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

Notice Date:  
Account Number:

55

**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 5450 PINE ST on or after 8 a.m. on Apr 11, 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 \$13,412.74.
- 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	\$13,412.74
Security Deposit	\$534.00
Turn On Charge	\$123.23
Total	\$14,069.97

(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

PL\_20220329180002\_dsr-905-00000138

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] 55  
Notice Date: Mar 29, 2022  
Please Pay: \$13,412.74

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

Amount Enclosed:

000453 000000138

TERRI GAINES  
5450 PINE ST  
PHILADELPHIA PA 19143-1428

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

**Customer Contact: Collection**

Date: 04/05/2022 Time: 3:47:00 PM Source: JetSearch Related Tran: Account Maintenance

CC Type: COLL - Collection Created: 04/05/2022 at: 3:47:09 PM by: SBENENE

Area: 800 - Residential General Service Changed: 04/05/2022 at: 3:48:33 PM by: SBENENE

Surveyable Auto Delete Date: 04/05/2026 Class: Inquiry

Comments: COR called for payment options... also wants to dispute charges.. over 10K.. current gmi is \$2200.00 with 1 in hh level 2.. has a shut off notice as well...sent to call center forms.

Letter

Status: \_\_\_\_\_ Print Date: \_\_\_\_\_ Run Number: \_\_\_\_\_ Reprint: [v]

Template: \_\_\_\_\_

Review List Ticker

Follow Up: [ ] to Review Group to Use

Priority: [ ] Review Group... [ ] ✓

Account: [REDACTED] 55 Gaines, Terri A

Premise: 5450 Pine St/Phila,Pa

Person: Gaines, Terri A

[Change] [Cancel]

**Customer Contact: Supervisor Call Back Call cent** [X]

Date: 04/06/2022 Time: 9:36:00 AM Source: JetSearch Related Tran: Account Maintenance  
CC Type: QSUP - Supervisor Call Back Call ce Created: 04/06/2022 at: 9:36:42 AM by: JCOLON4  
Area: 800 - Residential General Service Changed: at: by:  
 Surveyable Auto Delete Date: 04/06/2026 Class: Inquiry

Comments: High bal. call back - I spoke to the cor. The gmi is 2800.00/mo. for 1 in the hh, level 3. The cor is not eligible for CRP/Liheap/Crisis. I informed her that we can reinstate the prev pat but a catch up bal of 2365.86 must be paid up front. (The par payments will then start at 481.45/mo.) The s/off notice goes into effect on 4/11. The cor is unable to pay the catch up bal. before that date. I gave her the # to the PUC.

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

Review List Tickler  
Follow Up: [ ] to Review Group to User  
Priority: [ ] Review Group... [ ] ✓

Account: [REDACTED] 55 Gaines, Terri A  
Premise: 5450 Pine St/Phila,Pa  
Person: Gaines, Terri A

[Change] [Cancel]

# PHILADELPHIA GAS WORKS

## PUC

### Opening XML

**Case Number:** 3827705  
**Company Name:** PGW (PHILA. GAS WORKS (NGDC))  
**Company Code:** 0766  
**Company Type:** GAS TRANSPORTER  
**Customer First Name:** TERRI  
**Customer Middle Initial:**  
**Customer Last Name:** GAINES  
**Customer Account Number:** ██████████55  
**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:** 5450 PINE ST  
**Customer Service Address 2:**  
**Customer Service Address City:** PHILDELPHIA  
**Customer Service Address State:** PA  
**Customer Service Address Zip:** 19143  
**Customer Service Address 4-Zip:**  
**Customer Family Adults:** 2  
**Customer Family Children:** 0  
**Customer Family Age:**  
**Gross Income**  

Source	Income Amount
A1 - WAGES	2300

  
**Date Open:** 2022-04-06  
**Reason For Contact:** ON - PAR NEEDED (# 61)  
**Term Date:** 2022-04-11  
**Business Name:**  
**Case Problem:**  
**Company Position:** 04/06/2022 CUSTOMER INELIGIBLE FOR ANOTHER COMPANY PAR.

**Related Information:**

61 – PAYMENT ARRANGEMENT REQUEST. - RELIEF SOUGHT - TO STOP TERMINATION. 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:** 2374

**BCS Investigator First Name:** BCS

**BCS Investigator Last Name:** CASE POOL

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

**BCSIntaker First Name:** MICHAEL

**BCSIntaker Last Name:** BALMER

**Number Of Time Send:** 1

**Number Of Time Faxed:** 0

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

# PHILADELPHIA GAS WORKS

## PUC

### Closing XML

**Case Number:** 3827705  
**Company Name:** PGW (PHILA. GAS WORKS (NGDC))  
**Company Code:** 0766  
**Company Type:** GAS TRANSPORTER  
**Customer First Name:** TERRI  
**Customer Middle Initial:**  
**Customer Last Name:** GAINES  
**Account Number:** ██████████55  
**Service Address 1:** 5450 PINE ST  
**Service Address 2:**  
**Service City:** PHILDELPHIA  
**Service State:** PA  
**Service Zip 5:** 19143  
**Service Zip 4:**  
**Decision Issue:** N  
**Oral Written:** W  
**Violation:** NO  
**Chapter:**  
**Section Rule:**  
**Total Balance:** 14323.89  
**Date Closed:** 2022-04-28  
**Resolution:** CASE DISMISSED PER 1405(D). THE CUSTOMER HAS A PRIOR UNSATISFIED PUC PAR (BCS# 3663703). THE UTILITY IS REQUESTING 2,760.17 TO REINSTATE THE COMPANY ARRANGEMENT THEN BB 267.00 + 215.00 = 482.00 FOR THE REMAINING 54 MONTHS OR UNTIL THE OUTSTANDING BALANCE IS SATISFIED.  
**Balance Date:** 2022-04-28  
**Service Restored Pay:**  
**Service Continue Amount:**  
**Service Continue Date:**  
**Terms:**  
**Special Budget Amount:**  
**Regular Budget Amount:**  
**Arrears Payment Plus:**

Apr 29, 2022

PHILADELPHIA GAS WORKS

W. MONTGOMERY AVENUE, PHILADELPHIA, PA 19122-0050

Notice Date:
Account Number:

55

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 5450 PINE ST on or after 8 a.m. on May 11, 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 \$13,946.41.
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:

Table with 2 columns: Item, Amount. Rows include Past Due Amount (\$13,946.41), Security Deposit (\$500.00), Turn On Charge (\$123.23), Total (\$14,569.64).

(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.

Table: Federal Poverty Guidelines (FPG) 2022. Columns: 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. Rows for household sizes 1-4 and 'Each add person add'.

PL\_20220429180001.das-197-000000025

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:
Notice Date:
Please Pay: \$13,946.41

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

Amount Enclosed:

000099 000000025

TERRI GAINES
5450 PINE ST
PHILADELPHIA PA 19143-1428

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

**Customer Contact: Service**

Date: 05/12/2022 Time: 9:46:00 AM Source: \_\_\_\_\_ Related Trans: \_\_\_\_\_  
CC Type: SERV - Service Created: 05/12/2022 at 9:46:40 AM by: THAGANS  
Area: 800 - Residential General Service Changed: \_\_\_\_\_ at \_\_\_\_\_ by: \_\_\_\_\_  
 Surveyable Auto Delete Date: 05/12/2026 Class: Inquiry

Comments: Thomas Hagans was here on a 96 C & C Field Shut Off order with Order # 12936148 , with a result of Completed Found Gas ON , Left Gas OFF , with activities of ( Field Collections - NPSO Completed ) , with comments of "off at cb"

Letter  
Status: \_\_\_\_\_ Print Date: \_\_\_\_\_ Run Number: \_\_\_\_\_ Reprint: \_\_\_\_\_  
Template: \_\_\_\_\_

Review List Tickler  
Follow Up: \_\_\_\_\_ to Review Group \_\_\_\_\_ to User \_\_\_\_\_  
Priority: \_\_\_\_\_ Review Group...  \_\_\_\_\_

Account: [REDACTED] 55 Gaines, Terri A  
Premise: 5450 Pine St/Philadelphia,Pa  
Person: Gaines, Terri A

Change Cancel

**Customer Contact: Turn On**

Date: 09/30/2022 Time: 1:14:00 PM Source: JetSearch Related Tran: Account Maintenance

CC Type: SERO - Turn On Created: 09/30/2022 at: 1:14:15 PM by: SADAMS1

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

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

Comments: C/C for service restoration terms. GMI 2300/HH2/L2. Enter Sup call back for high bal C/S

Letter

Status: Print Date: Run Number: Reprint:

Template:

Review List Tickler

Follow Up: to Review Group to User

Priority: Review Group:

Account: 55 Gaines, Terri A

Premise: 5450 Pine St/Philadelphia,Pa

Person: Gaines, Terri A

Change Cancel

**Customer Contact: Correction**

Date: 09/30/2022 Time: 3:13:00 PM Source: JetSearch Related Tran: Account Maintenance

CC Type: CORR - Correction Created: 09/30/2022 at: 3:13:29 PM by: SPARKER

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

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

Comments: HBA CALL BACK// SPOKE WITH CDR GMI-2300.00 2-HH LVL 2 CDR HAS 2 BROKEN PARS INFORMED CDR THAT SHE WOULD NED TO PAY FULL BALANCE 14415.73 +123.23RCF+250.00 SEC DEP=14798.96 CDR STATED SHE CAN NOT AFFORD THAT AMOUNT AND WOULD NOT EVEN BE ABLE TO BORROW THAT AMOUNT AND CAN NOT BE IN THE COLD INFORMED CDR THAT SHE CAN CONTACT THE PUC TO SEE IF THEY CAN HELP HOWEVER SHE ALREADY HAD PUC PAR IN 2018. PROVIDED TELEPHONE NUMBER TO PUC CDL SENT

Letter

Status: Print Date: Run Number: Reprint:

Template:

Review List Tickler

Follow Up: to Review Group to User

Priority: Review Group...

Account: 55 Gaines, Terri A

Premise: 5450 Pine St/Philadelphia,Pa

Person: Gaines, Terri A

Change Cancel

# PHILADELPHIA GAS WORKS

## PUC

### Opening XML

**Case Number:** 3868740  
**Company Name:** PGW (PHILA. GAS WORKS (NGDC))  
**Company Code:** 0766  
**Company Type:** GAS TRANSPORTER  
**Customer First Name:** TERRI  
**Customer Middle Initial:**  
**Customer Last Name:** GAINES  
**Customer Account Number:** [REDACTED] 55  
**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:** 5450 PINE ST  
**Customer Service Address 2:**  
**Customer Service Address  
City:** PHILDELPHIA  
**Customer Service Address  
State:** PA  
**Customer Service Address  
Zip:** 19143  
**Customer Service Address 4-  
Zip:**  
**Customer Family Adults:** 2  
**Customer Family Children:** 0  
**Customer Family Age:**  
**Gross Income**  

Source	Income Amount
A1 WAGES	2805.83
A2 WAGES	975

**Date Open:** 2022-09-30

**Reason For Contact:** STRAIGHT OFF- SVC TERMINATED/SUSPENDED-NO DISPUTE-  
PAR NEEDED (# 82)  
**Term Date:** 2022-05-02  
**Business Name:**  
**Case Problem:**  
**Company Position:** 09/30/2022 14,000 NEEDED TO RESTORE SERVICE  
**Related Information:** OFF - RELIEF SOUGHT -RESTORED SERVICE WITH 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:** 3827705  
**Universal Service:** Y  
**Arrearage:** 14000  
**BCS Investigator First Name:** BCS  
**BCS Investigator Last Name:** CASE POOL  
**BCS Investigator Phone w/  
Area Code:** [REDACTED]  
**BCSIntaker First Name:** ANGELA  
**BCSIntaker Last Name:** ELLIS  
**Number Of Time Send:** 1  
**Number Of Time Faxed:** 0  
**Number Of Time Faxed:** [REDACTED]

# PHILADELPHIA GAS WORKS

## PUC

### Closing XML

**Case Number:** 3868740  
**Company Name:** PGW (PHILA. GAS WORKS (NGDC))  
**Company Code:** 0766  
**Company Type:** GAS TRANSPORTER  
**Customer First Name:** TERRI  
**Customer Middle Initial:**  
**Customer Last Name:** GAINES  
**Account Number:** [REDACTED] 55  
**Service Address 1:** 5450 PINE ST  
**Service Address 2:**  
**Service City:** PHILDELPHIA  
**Service State:** PA  
**Service Zip 5:** 19143  
**Service Zip 4:**  
**Decision Issue:** Y  
**Oral Written:** W  
**Violation:** NO  
**Chapter:**  
**Section Rule:**  
**Total Balance:** 14415.73  
**Date Closed:** 2022-10-05  
**Resolution:** DECISION ISSUED, DISMISSED. CUSTOMER HAS NOT MADE A GOOD FAITH EFFORT TO PAY DOWN BALANCE. CUSTOMER HAS DEFAULTED ON 2 PRIOR COMPANY PARS. CUSTOMER HAS DEFAULTED ON PUC PAR 3663703 AND IS NOT ELIGIBLE FOR NEW PUC PAR PER 1405(D). UPHOLDING COMPANY POSITION THAT CUSTOMER MUST PAY \$12,116.35 TOWARDS ACCOUNT BALANCE, A \$123.23 RECONNECTION FEE AND \$250.00 TOWARDS A \$500.00 DEPOSIT. TOTAL UPFRONT PAYMENT DUE IS \$12,489.58.  
**Balance Date:** 2022-10-05  
**Service Restored Pay:** 0.00  
**Service Continue Amount:** 0.00  
**Service Continue Date:**  
**Terms:**  
**Special Budget Amount:** 0.00

**Regular Budget Amount:** 250.00  
**Arrears Payment Plus:** 0.00  
**FinalMonthlyPayment:** 0.00  
**CurrentMonthlyPayment:** 0.00  
**EndMonthlyPayment:** 0.00  
**LetterDescription:**  
**HeadDate:** 2022-10-05  
**Paragraph:**  
**Bill Date:**  
**Reconnect Amount:** 0  
**Pay Amount:** 0.00  
**BCS Investigator First Name:** DOUGLAS  
**BCS Investigator Last Name:** FUNK  
**Number Of Time Send:** 1  
**Number Of Time Faxed:** 0  
**PUC Fax:** [REDACTED]

**Customer Contact: Service**

Date: 10/11/2022 Time: 9:16:00 AM Source: JetSearch Related Tran: Account Maintenance

CC Type: SERV - Service Created: 10/11/2022 at: 9:16:14 AM by: JROGERS1

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

Surveyable Auto Delete Date: 10/11/2026 Class: Inquiry

Comments: Relative called to state that she is moving into her cousins property and the gas is off, the cousin Terri Gaines [REDACTED] 55 is supposed to be moving into nursing home. Sheila Linton and nephew (nepohew is Terri Gaines son) will be living there. high balance acct. per sup, sent over for high balance and provided her with newservice email address and documents needed, cor sat

Letter

Status: Print Date: Run Number: Reprint:

Template:

Review List Tickler

Follow Up: to Review Group to User

Priority: Review Group...

Account: [REDACTED] 55 Gaines, Terri A

Premise: 5450 Pine St/Phila,Pa

Person: Gaines, Terri A

Change Cancel

**Customer Contact: Service**

Date: 10/24/2022 Time: 5:09:00 PM Source: JetSearch Related Tran: Account Maintenance

CC Type: SERV - Service Created: 10/24/2022 at: 5:09:37 PM by: MBATES

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

Surveyable Auto Delete Date: 10/24/2026 Class: Inquiry

Comments: New Service Inquiry recv d 10/24/22. Sheila Linton [REDACTED] 32 for gas @5450 Pine St. Gas was NPSD @curb on 5/12/22 for unpaid \$14,415.73 HIGH BAL owed by Terri A Gaines [REDACTED] 55. NO PARS AVAILABLE. We recv d her Nj Dr lic and a lease btwn Terri Gaines(landlord) & Sheila Linton( tenant) dated 10/17/22-10/17/23. We also recv d her USA passport (expiration date was cut off). CONTINUED

Letter

Status: Print Date: Run Number: Reprint: [dropdown]

Template:

Review List Tickler

Follow Up: [input] to Review Group to User

Priority: [input] Review Group... [input]

Account: [REDACTED] 55 Gaines, Terri A

Premise: 5450 Pine St/Phila,Pa

Person: Gaines, Terri A

Change Cancel

**Customer Contact: Service**

Date: 10/24/2022 Time: 5:09:00 PM Source: JetSearch Related Tran: Account Maintenance  
CC Type: SERV - Service Created: 10/24/2022 at: 5:09:49 PM by: MBATES  
Area: 800 - Residential General Service Changed: at: by:  
 Surveyable Auto Delete Date: 10/24/2026 Class: Inquiry

Comments: CONTINUED I called the applicant to inform her we need the rental license for Terri Gaines & a valid 2nd ID. No answer. I left her a message.

Letter  
Status: Print Date: Run Number: Reprint:

Template:

Review List Tickler

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

Account:

Premise:

Person:

**Customer Contact: New Service**

Date: 10/25/2022 Time: 11:48:00 AM Source: JetSearch Related Tran: Account Maintenance

CC Type: NWSV - New Service Created: 10/25/2022 at: 11:48:25 AM by: LCONNELL

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

Surveyable Auto Delete Date: 10/25/2026 Class: Inquiry

Comments: New applicant Sheila Linton called to check the status of a turn on for 5450 Pine St. Per CC New Service the expiration date was cut off passport so she needs to resubmit and we need the renters license from the LL Terri Gaines. Asked why that was needed. In the city of Phila you are required to have a valid renters license to rent out properties. Services were NPSO May 2022 for a bal that was \$14,000 +.

Letter

Status: Print Date: Run Number: Reprint:

Template:

Review List Tickler

Follow Up: to Review Group to User

Priority: Review Group...

Account: 55 Gaines, Terri A

Premise: 5450 Pine St/Phila,Pa

Person: Gaines, Terri A

Change Cancel

**Customer Contact: Collection**

Date: 10/25/2022 Time: 12:23:00 PM Source: JetSearch Related Tran: Account Maintenance

CC Type: COLL - Collection Created: 10/25/2022 at: 12:23:33 PM by: MRHODES

Area: 800 - Residential General Service Changed: 10/25/2022 at: 12:25:09 PM by: MRHODES

Surveyable Auto Delete Date: 10/25/2026 Class: Inquiry

Comments: COR Terri requested for a 2nd chance to pay this bill, her son has sickle cell anemia and when it is cold they end up going into a crisis. COR stated she understands she needs to pay for 12,116.35 + 123.23 + 250 but she does not have the money for this. COR stated her walls are also caving in and it is cold outside, she is worried the pipelines will get destroyed.

Letter

Status: \_\_\_\_\_ Print Date: \_\_\_\_\_ Run Number: \_\_\_\_\_ Reprint: [v]

Template: \_\_\_\_\_

Review List Tickler

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

Priority: [ ] Review Group... [ ]

Account: [REDACTED] 55 Gaines, Terri A

Premise: 5450 Pine St/Phila,Pa

Person: Gaines, Terri A

[Change] [Cancel]

**Customer Contact: Billing**

Date: 10/25/2022 Time: 4:51:00 PM Source: JetSearch Related Tran: Account Maintenance

CC Type: BILL - Billing Created: 10/25/2022 at 4:51:17 PM by: SSALGAD

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

Surveyable Auto Delete Date: 10/25/2026 Class: Inquiry

Comments: Supervisor call back - COR Terri A Gaines wanted to get on a PAR to pay her balance. Informed her that the only option at the moment is to pay \$12,116.35 + \$123.23 RCF + \$250 SD, total \$12,489.58, she can't pay that right now, she had her causin called and request services and wanted to get information from that account, advised her to have her call us to know the terms.

Letter

Status: Print Date: Run Number: Reprint:

Template:

Review List Tickler

Follow Up: to Review Group to User

Priority: Review Group

Account: 55 Gaines, Terri A

Premise: 5450 Pine St/Phila,Pa

Person: Gaines, Terri A

Change Cancel

**Customer Contact: Service**

Date: 10/25/2022 Time: 5:01:00 PM Source: JetSearch Related Tran: Account Maintenance  
CC Type: SERV - Service Created: 10/25/2022 at 5:01:19 PM by: GBRONNER  
Area: 800 - Residential General Service Changed: at by:  
 Surveyable Auto Delete Date: 10/25/2026 Class: Inquiry

Comments: App Sheila Linton called re getting gas in her name. Informed her that we need valid id as well as Terri Gaines [REDACTED] 55 needs a renters lic. App said that at Phila.gov says that if you are renting to a family mem does not require a renters lic or lease. Advised that w/ PGW we do need those things.

Letter  
Status: Print Date: Run Number: Reprint:   
Template:

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

Account: [REDACTED] 55 Gaines, Terri A  
Premise: 5450 Pine St/Phila,Pa  
Person: Gaines, Terri A

Received by SEC BUR 10/26/2022

BCS: 3868740

PHILADELPHIA GAS WORKS

Must be returned by NOVEMBER 14, 2022

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 Terri Gaines

Street/P.O. Box 5450 Pine Street Apt #

City Philadelphia State PA Zip 19143

County PHILA

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

(home) ( ) Same (mobile)

E-mail Address (required):

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. 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):**

- ELECTRIC                       STORM WATER
- GAS                                       WASTEWATER/SEWER
- WATER                               TELEPHONE/TELECOMMUNICATIONS (local, long distance)
- STEAM HEAT                       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.

*I am asking and begging you to please allow me one more opportunity to make arrangements. There's no way possible I can get 12,000 at one time. All I want to do is to not have my pipes freeze and not to be cold, nor do I want my son who has Sickle Cell to have a crisis because of no heat. I just want to be warm this winter. Given one more chance the gas company will get their current bill along with payment for the past due balance. I have only had gas since 2017 and it's not for hot water, just heat & cooking. Please Sir/Madam just one more opportunity is all I'm asking*

~~am asking and begging you to please please allow me one more opportunity to make arrangements. There is no way possible that I can get 12,000 at one time. All I want to do is please not have my pipes freeze and not be cold, nor do I want my son who has Sickle Cell to have a crisis because of no heat. All I want is to be warm this winter. If given a chance the gas company will get their current bill along with payment for the past due balance. I think the balance is incorrect I recently changed to gas in 2017 and there is no hot water on it please again Sir/Madam give me one more opportunity.~~

*The above was re-written because words were cut off*

**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.

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 \_\_\_\_\_

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.

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 Terri Gaines, 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).

*Terri Gaines*

\_\_\_\_\_  
(Signature of Complainant)

10/26/22

\_\_\_\_\_  
(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 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.**

LOWELL D. MEYERSON, D.O.  
Diseases of the Rectum and Colon  
Board Certified



PROCTOLOGY  
COLONOSCOPY

Transmission Cover Sheet

Date: 10/26/22

Our Fax #

To: RA-P Appeals

From: Tereci Garne

Re: CASE # 3868740

Number of pages (including cover sheet) 7

Comments:

I previously emailed this on 10/25/22 but it was unable to be opened. Therefore I have faxed 7 pages

This message is intended only for the use of the individual or entity to which it is addressed and may contain information that is privileged, confidential, and exempt from disclosure under applicable law. If the reader of this message is not the intended recipient, or the employee or agent responsible for delivering this message to the intended recipient, you are hereby notified that any dissemination, distribution, or copying of this communication is strictly prohibited. If you have received this communication in error, please notify us immediately by telephone at 215-379-0444 and destroy the original message/documents. Thank you.

Instructions to the authorized receiver: Please complete this statement of receipt and return to the sender via the above fax number.

I, \_\_\_\_\_, verify that I have received \_\_\_\_\_ from \_\_\_\_\_.  
(# of pages) (sender)

**Customer Contact: Theft**

Date: 12/20/2022 Time: 6:11:00 AM Source: Related Tran:

CC Type: THFT - Theft Created: 12/20/2022 at: 6:11:21 AM by: ATETI

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

Surveyable Auto Delete Date: 12/20/2022 Class: Inquiry

Comments: UU Vacant 72 Hours Notice Order. Gas off since 20220512 at index 2848. Current Index is 3061 which accounts for 213 ccf used this past month and 213 ccf used since the shut off. The last known customer was GAINES, TERRI A under Acct # [REDACTED] 55

Letter

Status: Print Date: Run Number: Reprint:

Template:

Review List Tickler

Follow Up: to Review Group to User

Priority: Review Group ..

Account: [REDACTED] 55 Gaines, Terri A

Premise: 5450 Pine St/Philadelphia,Pa

Person: Gaines, Terri A

Change Cancel

**Customer Contact: Service**

Date: 12/20/2022 Time: 10:21:00 AM Source: Related Tran:

CC Type: SERV - Service Created: 12/20/2022 at: 10:21:02 AM by: KANDREWS

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

Surveyable Auto Delete Date: 12/20/2026 Class: Inquiry

Comments: Keith Andrews was here on a Leave 72 Hour Notice order with Order # 13386805 , with a result of Completed , with activities of ( M.I.U. Activities - 72 Hr Notice Left - CWIP ) , with comments of "Left 72 hr notice. Iron read 3122"

Letter

Status: Print Date: Run Number: Reprint:

Template:

Review List Ticker

Follow Up: to Review Group to User

Priority: Review Group...

Account: 55 Gaines, Terri A

Premise: 5450 Pine St/Philadelphia,Pa

Person: Gaines, Terri A

Change Cancel

**Customer Contact: Theft**

Date: 12/27/2022 Time: 6:07:00 AM Source: Related Tran:

CC Type: THFT - Theft Created: 12/27/2022 at: 6:07:37 AM by: ATETI

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

Surveyable Auto Delete Date: 12/27/2022 Class: Inquiry

Comments: UU Vacant Turn Off Order. Gas off since 20220512 at index 2848. Current Index is 3061 which accounts for 213 ccf used this past month and 213 ccf used since the shut off. The last known customer was GAINES, TERRI A under Acct # [REDACTED] 55

Letter

Status: Print Date: Run Number: Reprint:

Template:

Review List Tickler

Follow Up: to Review Group to User

Priority: Review Group...

Account: [REDACTED] 55 Gaines, Terri A

Premise: 5450 Pine St/Philadelphia,Pa

Person: Gaines, Terri A

Change Cancel

**Customer Contact: Service**

Date: 12/28/2022 Time: 9:08:00 AM Source: JetSearch Related Tran:

CC Type: SERV - Service Created: 12/28/2022 at: 9:08:30 AM by: WSCOTT1

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

Surveyable Auto Delete Date: 12/28/2026 Class: Inquiry

Comments: William Scott was here on a Unbilled Usage Investigation order with Order # 13397373 , with a result of Partially Completed Found Gas ON , Left Gas ON , with activities of ( Partial Complete - Customer/Landlord Responsibilities - No Access To Work Area ) , with comments of "WScott1(28-DEC-22):left 490 per rpu sup , on at curb box "

Letter

Status: Print Date: Run Number: Reprint:

Template:

Review List Ticker

Follow Up: to Review Group to User

Priority: Review Group...

Account: 55 Gaines, Terri A

Premise: 5450 Pine St/Philadelphia,Pa

Person: Gaines, Terri A

Change Cancel

**Customer Contact: Billing**

Date: 12/29/2022 Time: 11:56:00 AM Source: JetSearch Related Tran: Account Maintenance

CC Type: BILL - Billing Created: 12/29/2022 at: 11:56:14 AM by: SWILLIA4

Area: 800 - Residential General Service Changed: 12/29/2022 at: 11:56:32 AM by: SWILLIA4

Surveyable Auto Delete Date: 12/29/2026 Class: Inquiry

Comments: from vacant usage listing. placed svc back in cors name as of 11/16/22 (when mtr started moving). Tech confirmed svc on and left on 12/28/22. billed current

Letter

Status: \_\_\_\_\_ Print Date: \_\_\_\_\_ Run Number: \_\_\_\_\_ Reprint: \_\_\_\_\_

Template: \_\_\_\_\_

Review List Tickler

Follow Up: \_\_\_\_\_ to Review Group to User

Priority: \_\_\_\_\_ Review Group...

Account: [REDACTED] 55 Gaines, Terri A

Premise: 5450 Pine St/Phila,Pa

Person: Gaines, Terri A



**PHILADELPHIA GAS WORKS**

800 West Montgomery Avenue • Philadelphia, PA 19122

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

February 3, 2023

**VIA ELECTRONIC FILING**

Rosemary Chiavetta, Secretary  
Pennsylvania Public Utility Commission  
P.O. Box 3265  
Harrisburg, PA 17105-3265

**Re: Terri Gaines v. Philadelphia Gas Works; Docket No. F-2022-3036393**

Dear Secretary Chiavetta:

Enclosed for electronic filing please find Philadelphia Gas Works' Certificate of Satisfaction in regards to the above-referenced matter. Copies will be served in accordance with the attached Certificate of Service.

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.): Terri Gaines via email – [tgaines1018@gmail.com](mailto:tgaines1018@gmail.com)

**CERTIFICATE OF SERVICE**

I hereby certify that I have this day served a true copy of Philadelphia Gas Works' Certificate of Satisfaction 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 ONLY**

Terri Gaines  
tgaines1018@gmail.com

Date: Feb. 3, 2023

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

**BEFORE THE  
PENNSYLVANIA PUBLIC UTILITY COMMISSION**

Terri Gaines,	:	
Complainant,	:	
v.	:	Docket No. F-2022-3036393
	:	
Philadelphia Gas Works,	:	
Respondent.	:	

**CERTIFICATE OF SATISFACTION**

Philadelphia Gas Works ("PGW"), pursuant to 52 Pa. Code § 5.24(b) hereby certifies that it has satisfied the Complaint of Terri Gaines ("Complainant") filed with the Pennsylvania Public Utility Commission at Docket No. F-2022-3036393 ("Complaint"). Therefore, no further Commission action is necessary.

By copy of this Certificate, I am notifying the Complainant of the right to object to this settlement in writing to the Public Utility Commission within ten (10) days of the date of this Certificate. If no objection is received within ten (10) days, the Complaint shall be marked closed.

Respectfully submitted,

*/s/ Anita J. Murray*

Anita J. Murray, Esquire  
Attorney I.D. 84703  
Philadelphia Gas Works  
800 W. Montgomery Avenue  
Philadelphia, PA 19122  
Telephone: (215) 684-6659  
[anita.murray@pgworks.com](mailto:anita.murray@pgworks.com)

Date: Feb. 3, 2023

Counsel for PGW

**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 5450 PINE ST on or after 8 a.m. on Jun 12, 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 \$15,884.56.
- \* 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	\$15,884.56
Security Deposit	\$780.00
Turn On Charge	\$123.23
Total	\$16,787.79

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: [REDACTED] 55  
Notice Date: May 31, 2023  
Please Pay: \$15,884.56

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

Amount Enclosed:

005874 000000943  
TERRI GAINES  
5450 PINE ST  
PHILADELPHIA PA 19143-1428

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

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

Notice Date: Aug 03, 2023  
Account Number: [REDACTED] 55

**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 5450 PINE ST on or after 8 a.m. on Aug 15, 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 \$16,128.74.
- 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	\$16,128.74
Security Deposit	\$682.00
Turn On Charge	\$123.23
Total	\$16,933.97

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.**

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**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.

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- 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.

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- 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
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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: [REDACTED] 55  
Notice Date: Aug 03, 2023  
Please Pay: \$16,128.74

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

Amount Enclosed:

004889 000001360  
TERRI GAINES  
5450 PINE ST  
PHILADELPHIA PA 19143-1428

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

**Customer Contact: Service**

Date: 08/24/2023 Time: 11:59:00 AM Source: JetSearch Related Tran: \_\_\_\_\_  
CC Type: SERV - Service Created: 08/24/2023 at: 11:59:22 AM by: MDENSON  
Area: 800 - Residential General Service Changed: \_\_\_\_\_ at: \_\_\_\_\_ by: \_\_\_\_\_  
 Surveyable Auto Delete Date: 08/24/2027 Class: Inquiry

Comments: Michael Denson was here on a 96 C & C Field Shut Off order with Order # 13938347 , with a result of Completed Found Gas ON , Left Gas OFF , with activities of ( Field Collections - NPSO Completed ) , with comments of "s/o at curb valve and left notice in door"

Letter  
Status: \_\_\_\_\_ Print Date: \_\_\_\_\_ Run Number: \_\_\_\_\_ Reprint: \_\_\_\_\_  
Template: \_\_\_\_\_

Review List Tickler  
Follow Up: \_\_\_\_\_ to Review Group to User  
Priority: \_\_\_\_\_ Review Group...

Account: [REDACTED] 55 Gaines, Terri A  
Premise: 5450 Pine St/Philadelphia, Pa  
Person: Gaines, Terri A

**Customer Contact: Collection**

Date: 10/20/2023 Time: 12:12:00 PM Source: JelSearch Related Tran: Account Maintenance

CC Type: COLL - Collection Created: 10/20/2023 at: 12:12:23 PM by: TNASH

Area: 800 - Residential General Service Changed: 10/20/2023 at: 12:13:33 PM by: TNASH

Surveyable Auto Delete Date: 10/20/2027 Class: Inquiry

Comments: COR called in states she was on the phone with a supervisor and call dropped, advised customer supervisor notated the account and she has 2 broken arrangments, over income guidelines for CRP and all medicals were used she would have to pay\$16,315.48bai+\$123.23ref+\$254dep 50%=\$16,892.71, provided customer number for PUC. C/S

**Letter**  
Status: \_\_\_\_\_ Print Date: \_\_\_\_\_ Run Number: \_\_\_\_\_ Reprint:

Template: \_\_\_\_\_

**Review List Tickler**

Follow Up:  to Review Group to User

Priority:  Review Group..

Account:

Premise:

Person:

# PHILADELPHIA GAS WORKS

## PUC

### Opening XML

**Case Number:** 3953254  
**Company Name:** PGW (PHILA. GAS WORKS (NGDC))  
**Company Code:** 0766  
**Company Type:** GAS TRANSPORTER  
**Customer First Name:** TERRI  
**Customer Middle Initial:**  
**Customer Last Name:** GAINES  
**Customer Account Number:** [REDACTED] 88  
**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:** 5450 PINE ST  
**Customer Service Address 2:**  
**Customer Service Address City:** PHILADELPHIA  
**Customer Service Address State:** PA  
**Customer Service Address Zip:** 19143  
**Customer Service Address 4-Zip:**  
**Customer Family Adults:** 1  
**Customer Family Children:** 0  
**Customer Family Age:**  
**Gross Income**  

Source	Income Amount
WAGES	2964

  
**Date Open:** 2023-11-03  
**Reason For Contact:** APPLICANT / DEPOSITS- SERVICE IS OFF (# 64)  
**Term Date:** 2023-08-08  
**Business Name:**  
**Case Problem:**  
**Company Position:** 10/30/2023 COMPANY IS REQUESTING FULL BALANCE TO RESTORE SERVICE

**Related Information:**

64 - DENIAL OF SERVICE. SERVICE IS OFF. THE APPLICANT IS NOT DISPUTING THE BALANCE OF \$16000.00 . WANTS A PAYMENT ARRANGEMENT TO ESTABLISH 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:** 3827705  
**Universal Service:** Y  
**Arrearage:** 16000  
**BCS Investigator First Name:** BCS  
**BCS Investigator Last Name:** CASE POOL  
**BCS Investigator Phone w/ Area Code:** [REDACTED]  
**BCSIntaker First Name:** TONYA  
**BCSIntaker Last Name:** MEREDITH-MOTTER  
**Number Of Time Send:** 1  
**Number Of Time Faxed:** 0  
**Number Of Time Faxed:** [REDACTED]

# PHILADELPHIA GAS WORKS

## PUC

### Closing XML

**Case Number:** 3953254  
**Company Name:** PGW (PHILA. GAS WORKS (NGDC))  
**Company Code:** 0766  
**Company Type:** GAS TRANSPORTER  
**Customer First Name:** TERRI  
**Customer Middle Initial:**  
**Customer Last Name:** GAINES  
**Account Number:** ██████████ 55  
**Service Address 1:** 5450 PINE ST  
**Service Address 2:**  
**Service City:** PHILADELPHIA  
**Service State:** PA  
**Service Zip 5:** 19143  
**Service Zip 4:**  
**Decision Issue:** Y  
**Oral Written:** W  
**Violation:** NO  
**Chapter:**  
**Section Rule:**  
**Total Balance:** 16315.48  
**Date Closed:** 2023-11-14  
**Resolution:** DECISION ISSUED: CASE DISMISSED PER 1405(D). APPLICANT DEFAULTED ON PUC ARRANGEMENT THROUGH DOCKET ##F2022-3036393 (ISSUED 2/3/2023) AND THEREFORE, IS NOT ELIGIBLE FOR A NEW ARRANGEMENT TO RESTORE SERVICE. APPLICANT SHOULD PAY \$12,210.03 TO RESTORE SERVICE. THIS AMOUNT REPRESENTS \$11,832.80 AS THE ACCOUNT BALANCE ACCRUED WITHIN THE LAST 4 YEARS, \$254.00 AS 50% OF A SECURITY DEPOSIT, AND \$123.23 AS THE RECONNECTION FEE. THE REMAINING HALF OF THE SECURITY DEPOSIT WILL BE BILLED IN TWO INSTALLMENTS ONCE THE SERVICE IS RESTORED.  
**Balance Date:** 2023-11-07  
**Service Restored Pay:** 12210.03  
**Service Continue Amount:** 0.00  
**Service Continue Date:**

**Terms:**

**Special Budget Amount:** 0.00

**Regular Budget Amount:** 254.00

**Arrears Payment Plus:** 0.00

**FinalMonthlyPayment:** 0.00

**CurrentMonthlyPayment:** 0.00

**EndMonthlyPayment:** 0.00

**LetterDescription:**

**HeadDate:** 2023-11-14

**Paragraph:**

**Bill Date:**

**Reconnect Amount:** 0

**Pay Amount:** 0.00

**BCS Investigator First Name:** NATHAN

**BCS Investigator Last Name:** PROUGH

**Number Of Time Send:** 1

**Number Of Time Faxed:** 0

**PUC Fax:** [REDACTED]