

COMMONWEALTH OF PENNSYLVANIA  
PUBLIC UTILITY COMMISSION

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TERRANCE BRADLEY : DOCKET NO.  
: F-2023-3042169

v. :

PHILADELPHIA GAS WORKS :

Initial Call In Telephonic Hearing :

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Judge's Chambers  
Commonwealth Keystone Building  
400 North Street  
Harrisburg, PA 17120

Thursday, January 4, 2024  
Commencing at 10:06 a.m.

BEFORE:

MICHAEL J. MROCZKA, SPECIAL AGENT

REPORTER:

TIFFANY L. MAST

APPEARANCES:

ANITA J. MURRAY, ESQ.  
PHILADELPHIA GAS WORKS  
800 West Montgomery Avenue  
Philadelphia, PA 19122  
215.684.6164  
murray.anita@pgworks.com

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KARASCH & ASSOCIATES (800) 621-5689

INDEX TO EXHIBITS

COMPLAINANT: IDENTIFIED/ADMITTED

(None.)

RESPONDENT: IDENTIFIED/ADMITTED

1 32/44

2 35/44

3 36/44

(Exhibits retained)

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Specific Service Agreement Statement of Account SA- [REDACTED] 74

<b>Customer Name</b>	<b>From Date</b>	<b>To Date</b>			
TERRANCE BRADLEY	8/10/2020	12/22/2023			
<b>Service Address</b>	<b>Account Number</b>	<b>S A Number</b>	<b>Meter</b>	<b>Rate/Class</b>	
7512 MONTOUR ST PHIL, PA 191112725	[REDACTED] 13	[REDACTED] 74	[REDACTED] 95	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
8/27/2020	BILL	90	R	29	20	0.69	0		9/22/2020	\$39.90	\$1,699.02	\$1,699.02
9/29/2020	BILL	114	R	33	24	0.73	36		10/22/2020	\$45.55	\$1,744.57	\$1,744.57
10/29/2020	BILL	147	R	29	33	1.14	120		11/24/2020	\$61.16	\$1,805.73	\$1,805.73
12/1/2020	BILL	228	R	31	81	2.61	395		12/28/2020	\$129.32	\$1,935.05	\$1,935.05
1/2/2021	BILL	393	R	33	165	5	828		1/27/2021	\$238.79	\$2,173.84	\$2,173.84
2/2/2021	LPCWVE									(\$31.72)	\$2,142.12	\$2,142.12
2/2/2021	LPC									\$31.72	\$2,173.84	\$2,173.84
2/2/2021	BILL	548	R	30	155	5.17	849		2/26/2021	\$238.72	\$2,412.56	\$2,412.56
3/4/2021	LPCWVE									(\$35.30)	\$2,377.26	\$2,377.26
3/4/2021	LPC									\$35.30	\$2,412.56	\$2,412.56
3/4/2021	BILL	726	R	32	178	5.56	989		3/29/2021	\$255.29	\$2,667.85	\$2,667.85
4/1/2021	LPCWVE									(\$39.13)	\$2,628.72	\$2,628.72
4/1/2021	LPC									\$39.13	\$2,667.85	\$2,667.85
4/1/2021	BILL	834	R	28	108	3.86	481		4/27/2021	\$168.31	\$2,836.16	\$2,836.16
5/1/2021	LPC									\$41.66	\$2,877.82	\$2,877.82
5/1/2021	BILL	911	R	30	77	2.57	289		5/25/2021	\$118.96	\$2,996.78	\$2,996.78
6/2/2021	BILL	963	R	29	52	1.79	89		6/25/2021	\$83.98	\$3,080.76	\$3,080.76
6/3/2021	PAY							Credit Card		(\$168.00)	\$2,912.76	\$2,912.76
6/30/2021	BILL	1013	R	31	50	1.61	32		7/26/2021	\$78.24	\$2,991.00	\$2,991.00
7/26/2021	PAY							Debit Card		(\$168.00)	\$2,823.00	\$2,823.00

7/30/2021	BILL	1057	R	30	44	1.47	0	8/24/2021	\$73.51	\$2,896.51	\$2,896.51
8/26/2021	PAY							Credit Card	(\$168.00)	\$2,728.51	\$2,728.51
8/28/2021	BILL	1099	R	29	42	1.45	0	9/22/2021	\$70.98	\$2,799.49	\$2,799.49
9/30/2021	BILL	1146	R	33	47	1.42	0	10/25/2021	\$83.70	\$2,883.19	\$2,883.19
9/30/2021	PAY							Debit Card	(\$182.00)	\$2,701.19	\$2,701.19
10/28/2021	PAY							Debit Card	(\$182.00)	\$2,519.19	\$2,519.19
10/29/2021	BILL	1191	R	29	45	1.55	67	11/24/2021	\$84.58	\$2,603.77	\$2,603.77
12/1/2021	BILL	1306	R	33	115	3.48	541	12/27/2021	\$184.27	\$2,788.04	\$2,788.04
1/3/2022	LPC								\$40.31	\$2,828.35	\$2,828.35
1/3/2022	BILL	1467	R	31	161	5.19	618	1/27/2022	\$295.45	\$3,123.80	\$3,123.80
2/2/2022	LPC								\$44.74	\$3,168.54	\$3,168.54
2/2/2022	BILL	1658	R	32	191	5.97	1018	2/28/2022	\$327.89	\$3,496.43	\$3,496.43
3/3/2022	LPC								\$49.66	\$3,546.09	\$3,546.09
3/3/2022	BILL	1819	R	29	161	5.55	720	3/28/2022	\$291.66	\$3,837.75	\$3,837.75
4/1/2022	LPC								\$54.03	\$3,891.78	\$3,891.78
4/1/2022	BILL	1937	R	29	118	4.07	500	4/27/2022	\$213.58	\$4,105.36	\$4,105.36
5/3/2022	BILL	2040	R	30	103	3.43	325	5/26/2022	\$178.50	\$4,283.86	\$4,283.86
6/1/2022	BILL	2091	R	28	51	1.82	64	6/27/2022	\$100.02	\$4,383.88	\$4,383.88
6/30/2022	BILL	2129	R	32	38	1.19	0	7/26/2022	\$89.51	\$4,473.39	\$4,473.39
7/30/2022	BILL	2162	R	30	33	1.1	0	8/23/2022	\$81.49	\$4,554.88	\$4,554.88
8/30/2022	BILL	2190	R	29	28	0.97	0	9/23/2022	\$71.57	\$4,626.45	\$4,626.45
9/29/2022	LPC								\$65.05	\$4,691.50	\$4,691.50
9/29/2022	BILL	2220	R	32	30	0.94	10	10/24/2022	\$74.14	\$4,765.64	\$4,765.64
9/30/2022	PAY							Debit Card	(\$600.00)	\$4,165.64	\$4,165.64
10/10/2022	PAY							Check	(\$584.00)	\$3,581.64	\$3,581.64
10/11/2022	CANP								\$584.00	\$4,165.64	\$4,165.64
10/11/2022	PAYCAN								\$0.00	\$4,165.64	\$4,165.64
10/11/2022	NSFCHA								\$20.00	\$4,185.64	\$4,185.64
10/14/2022	PAY							Debit Card	(\$584.00)	\$3,601.64	\$3,601.64
10/28/2022	BILL	2270	R	29	50	1.72	193	11/23/2022	\$110.49	\$3,712.13	\$3,712.13

11/29/2022	BILL	2359	R	30	89	2.97	396	12/22/2022	\$194.29	\$3,906.42	\$3,906.42
12/29/2022	LPC								\$53.28	\$3,959.70	\$3,959.70
12/29/2022	BILL	2531	R	32	172	5.38	831	1/25/2023	\$330.95	\$4,290.65	\$4,290.65
1/28/2023	LPC								\$58.24	\$4,348.89	\$4,348.89
1/28/2023	BILL	2681	R	30	150	5	641	2/22/2023	\$329.84	\$4,678.73	\$4,678.73
2/25/2023	LPC								\$63.19	\$4,741.92	\$4,741.92
2/25/2023	BILL	2827	R	28	146	5.21	608	3/21/2023	\$316.76	\$5,058.68	\$5,058.68
3/29/2023	BILL	2973	R	32	146	4.56	654	4/24/2023	\$250.85	\$5,309.53	\$5,309.53
4/28/2023	LPC								\$71.70	\$5,381.23	\$5,381.23
4/28/2023	BILL	3032	R	30	59	1.97	259	5/23/2023	\$111.52	\$5,492.75	\$5,492.75
5/27/2023	BILL	3072	R	29	40	1.38	142	6/22/2023	\$76.31	\$5,569.06	\$5,569.06
6/5/2023	NSFCGW								(\$20.00)	\$5,549.06	\$5,549.06
6/28/2023	LPC								\$74.52	\$5,623.58	\$5,623.58
6/28/2023	BILL	3114	R	32	42	1.31	6	7/24/2023	\$74.24	\$5,697.82	\$5,697.82
7/28/2023	LPC								\$75.63	\$5,773.45	\$5,773.45
7/28/2023	BILL	3148	R	30	34	1.13	0	8/22/2023	\$62.18	\$5,835.63	\$5,835.63
8/26/2023	BILL	3177	R	29	29	1	0	9/20/2023	\$55.38	\$5,891.01	\$5,891.01
9/28/2023	BILL	3212	R	33	35	1.06	11	10/23/2023	\$63.19	\$5,954.20	\$5,954.20
10/27/2023	BILL	3265	R	29	53	1.83	136	11/22/2023	\$88.90	\$6,043.10	\$6,043.10
11/29/2023	BILL	3396	R	33	131	3.97	475	12/26/2023	\$196.68	\$6,239.78	\$6,239.78

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

Search Criteria

Account... [REDACTED] 13  Bradley, Terrance

From Date: 12/22/2023

Apply Criteria

OK

Cancel

Date	Seq	Status	Comments
10/14/2022	1	Broken	
07/08/2022	1	Broken	BCS #3831455
05/06/2021	1	Broken	
06/25/2019	1	Broken	
09/06/2018	1	Broken	
03/31/2018	1	Broken	
09/21/2017	1	Broken	
09/08/2017	1	Broken	

22 record(s) found.

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

Search Criteria

Account... [REDACTED] 13  Bradley, Terrance

From Date: 12/22/2023

Apply Criteria

OK

Cancel

Date	Seq	Status	Comments
03/31/2017	1	Broken	
07/11/2016	1	Broken	
03/04/2016	1	Broken	
07/22/2015	1	Broken	
07/10/2015	1	Broken	
04/02/2015	1	Broken	
05/08/2014	1	Broken	
06/12/2009	1	Broken	

22 record(s) found.

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

Search Criteria

Account... [REDACTED] 13  Bradley, Terrance

From Date: 12/22/2023

Apply Criteria

OK

Cancel

Date	Seq	Status	Comments
06/12/2009	1	Broken	
01/15/2009	1	Broken	
12/19/2008	1	Broken	
07/09/2007	1	Broken	
04/10/2007	1	Broken	PUC DECISION
10/27/2006	1	Broken	
07/13/2006	1	Broken	

22 record(s) found.

# PHILADELPHIA GAS WORKS

## PUC

### Opening XML

<b>Case Number:</b>	3831455
<b>Company Name:</b>	PGW (PHILA. GAS WORKS (NGDC))
<b>Company Code:</b>	█
<b>Company Type</b>	GAS TRANSPORTER
<b>Customer First Name:</b>	TERRANCE
<b>Customer Middle Initial:</b>	
<b>Customer Last Name:</b>	BRADLEY
<b>Customer Account Number:</b>	█88
<b>Customer Home Phone w/ Area Code:</b>	
<b>Customer Work Phone w/ Area Code:</b>	
<b>Customer Service Class:</b>	RESIDENTIAL
<b>Customer Mail Address 1:</b>	
<b>Customer Mail Address 2:</b>	
<b>Customer Mail Address City:</b>	
<b>Customer Mail Address State:</b>	
<b>Customer Mail Address Zip:</b>	
<b>Customer Mail Address 4-Zip:</b>	
<b>Customer Service Address 1:</b>	7512 MONTOUR ST
<b>Customer Service Address 2:</b>	
<b>Customer Service Address City:</b>	PHILADELPHIA
<b>Customer Service Address State:</b>	PA
<b>Customer Service Address Zip:</b>	19111
<b>Customer Service Address 4-Zip:</b>	
<b>Customer Family Adults:</b>	3
<b>Customer Family Children:</b>	0
<b>Customer Family Age:</b>	
<b>Gross Income</b>	
<b>Source</b>	<b>Income Amount</b>
A1	5200
<b>Date Open:</b>	2022-04-18
<b>Reason For Contact:</b>	ON - PAR WITH DISPUTE (#63)
<b>Term Date:</b>	2022-04-19
<b>Business Name:</b>	AUTH USER ON THE ACCT IS CUSTOMER
<b>Case Problem:</b>	

**Company Position:** COMPANY WAS NOT AVAILABLE. TWO CALL BACKS CAME THROUGH AND WENT TO AN IMMEDIATE HOLD AND CLICKED OFF.

**Related Information:** CUSTOMER IS SEEKING TO PAR AND UNABLE TO GET IN CONTACT WITH THE COMPANY. THE CUSTOMER SET UP A CALL BACK WITH THE COMPANY AND THEY PUT HIM ON HOLD AND THEN SAID IT WOULD BE 4-6 HOURS. CUSTOMER ALSO HAD HIS SON WAIT ON LINE FROM 8-1. NO CONTACT UNABLE TO GET THROUGH TO THE COMPANY. - RELIEF SOUGHT - P - RELIEF SOUGHT - - RELIEF SOUGHT - 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:**

**Universal Service:** M

**Arrearage:** 3000

**BCS Investigator First Name:** BCS

**BCS Investigator Last Name:** CASE POOL

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

**BCSIntaker First Name:** JENNIFER

**BCSIntaker Last Name:** SMITH

**Number Of Time Send:** 1

**Number Of Time Faxed:** 0

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

# PHILADELPHIA GAS WORKS

## PUC

### Closing XML

**Case Number:** 3831455  
**Company Name:** PGW (PHILA. GAS WORKS (NGDC))  
**Company Code:** [REDACTED]  
**Company Type:** GAS TRANSPORTER  
**Customer First Name:** TERRANCE  
**Customer Middle Initial:**  
**Customer Last Name:** BRADLEY  
**Account Number:** [REDACTED] 13  
**Service Address 1:** 7512 MONTOUR ST  
**Service Address 2:**  
**Service City:** PHILADELPHIA  
**Service State:** PA  
**Service Zip 5:** 19111  
**Service Zip 4:**  
**Decision Issue:** Y  
**Oral Written:** W  
**Violation:** NO  
**Chapter:**  
**Section Rule:**  
**Total Balance:** 4283.86  
**Date Closed:** 2022-07-06  
**Resolution:** DECISION ISSUED - LEVEL 3, BUDGET 211.00 + 373.00 = 584.00 BEGINNING AUG 2022 DUE DATE. DISPUTE DISMISSED. THE COMPANY EXPERIENCED AN INCREASE IN CALL VOLUME WHICH AFFECTED THEIR RESPONSE TIME FOR ASSISTING THEIR CUSTOMERS. THE CUSTOMER BROKE HIS PRIOR COMPANY-ISSUED PAYMENT ARRANGEMENT, AND THE COMPANY HAS ADVISED THEY ARE WILLING TO REINSTATE THAT ARRANGEMENT IF HE PAYS THE CATCH-UP AMOUNT. THE CUSTOMER TOLD THE PUC HE IS REQUESTING A PUC PAYMENT ARRANGEMENT. THE COMMISSION WILL EXERCISE ITS AUTHORITY AND ESTABLISH A PAYMENT AGREEMENT ON THE OUTSTANDING BALANCE NOTED ABOVE.  
**Balance Date:** 2022-05-16  
**Service Restored Pay:** 0.00  
**Service Continue Amount:** 1466.00  
**Service Continue Date:**

**Terms:**

**Special Budget Amount:** 0.00  
**Regular Budget Amount:** 175.00  
**Arrears Payment Plus:** 0.00  
**FinalMonthlyPayment:** 0.00  
**CurrentMonthlyPayment:** 0.00  
**EndMonthlyPayment:** 0.00  
**LetterDescription:**  
**HeadDate:** 2022-07-06  
**Paragraph:**  
**Bill Date:**  
**Reconnect Amount:** 0  
**Pay Amount:** 0.00  
**BCS Investigator First Name:** JOHN  
**BCS Investigator Last Name:** AUSTIN  
**Number Of Time Send:** 1  
**Number Of Time Faxed:** 0  
**PUC Fax:** [REDACTED]

# PHILADELPHIA GAS WORKS

## PUC

### Opening XML

**Case Number:** 3895233  
**Company Name:** PGW (PHILA. GAS WORKS (NGDC))  
**Company Code:** [REDACTED]  
**Company Type:** GAS TRANSPORTER  
**Customer First Name:** TERRANCE  
**Customer Middle Initial:**  
**Customer Last Name:** BRADLEY  
**Customer Account Number:** [REDACTED] 13  
**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:** 7512 MONTOUR ST  
**Customer Service Address 2:**  
**Customer Service Address City:** PHILADELPHIA  
**Customer Service Address State:** PA  
**Customer Service Address Zip:** 19111  
**Customer Service Address 4-Zip:**  
**Customer Family Adults:** 4  
**Customer Family Children:** 0  
**Customer Family Age:**  
**Gross Income**  

Source	Income Amount
A1 WAGES	0
A2 WAGES	5633.33
A3 WAGES	0
A4 WAGES	0

**Date Open:** 2023-03-27

**Reason For Contact:** ON - PAR NEEDED (# 61)  
**Term Date:** 2023-04-03  
**Business Name:**  
**Case Problem:**  
**Company Position:** 03/24/2023 MUST PAY \$3000 TO GET BACK ON PREVIOUS PAYMENT ARRANGEMENT.  
**Related Information:** 61 – PAYMENT ARRANGEMENT REQUEST. - RELIEF SOUGHT - PAR TO AVOID 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:** 3831455  
**Universal Service:** M  
**Arrearage:** 4678  
**BCS Investigator First Name:** BCS  
**BCS Investigator Last Name:** CASE POOL  
**BCS Investigator Phone w/ Area Code:** [REDACTED]  
**BCSIntaker First Name:** HOLLY  
**BCSIntaker Last Name:** PYLE  
**Number Of Time Send:** 1  
**Number Of Time Faxed:** 0  
**Number Of Time Faxed:** [REDACTED]

# PHILADELPHIA GAS WORKS

## PUC

### Closing XML

**Case Number:** 3895233  
**Company Name:** PGW (PHILA. GAS WORKS (NGDC))  
**Company Code:** [REDACTED]  
**Company Type:** GAS TRANSPORTER  
**Customer First Name:** TERRANCE  
**Customer Middle Initial:**  
**Customer Last Name:** BRADLEY  
**Account Number:** [REDACTED] 13  
**Service Address 1:** 7512 MONTOUR ST  
**Service Address 2:**  
**Service City:** PHILADELPHIA  
**Service State:** PA  
**Service Zip 5:** 19111  
**Service Zip 4:**  
**Decision Issue:** N  
**Oral Written:** W  
**Violation:** NO  
**Chapter:**  
**Section Rule:**  
**Total Balance:** 5309.53  
**Date Closed:** 2023-04-18  
**Resolution:** DISMISSAL LETTER ISSUED: CASE DISMISSED PER 1405 D  
CUSTOMER HAS NOT SATISFIED THE PRIOR PUC PAR BCS#  
3831455.  
**Balance Date:** 2023-04-03  
**Service Restored Pay:** 0.00  
**Service Continue Amount:** 0.00  
**Service Continue Date:**  
**Terms:**  
**Special Budget Amount:** 0.00  
**Regular Budget Amount:** 199.00  
**Arrears Payment Plus:** 0.00  
**FinalMonthlyPayment:** 0.00  
**CurrentMonthlyPayment:** 0.00  
**EndMonthlyPayment:** 0.00

**LetterDescription:**

**HeadDate:** 2023-04-18

**Paragraph:**

**Bill Date:**

**Reconnect Amount:** 0

**Pay Amount:** 0.00

**BCS Investigator First Name:** MARY

**BCS Investigator Last Name:** GIBSON

**Number Of Time Send:** 1

**Number Of Time Faxed:** 0

**PUC Fax:** 

# PHILADELPHIA GAS WORKS

## PUC

### Opening XML

**Case Number:** 3906446  
**Company Name:** PGW (PHILA. GAS WORKS (NGDC))  
**Company Code:** [REDACTED]  
**Company Type:** GAS TRANSPORTER  
**Customer First Name:** TERRANCE  
**Customer Middle Initial:**  
**Customer Last Name:** BRADLEY  
**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:** 7512 MONTOUR ST  
**Customer Service Address 2:**  
**Customer Service Address City:** PHILADELPHIA  
**Customer Service Address State:** PA  
**Customer Service Address Zip:** 19111  
**Customer Service Address 4-Zip:**  
**Customer Family Adults:** 0  
**Customer Family Children:** 0  
**Customer Family Age:**  
**Gross Income**  
**Source** **Income Amount**  
**Date Open:** 2023-05-01  
**Reason For Contact:** BILLING DISPUTES (# 18)  
**Term Date:** 2023-05-02  
**Business Name:**  
**Case Problem:** 18 – BILL DISPUTE. CUSTOMER IS DISPUTING HE WAS GIVEN A THREE DAY HOLD TO SUBMIT MEDICAL CERTIFICATE - RELIEF SOUGHT - HOLD TERMINATION

SINCE MEDICAL CERTIFICATE SUBMITTED THE CELL PHONE NUMBER [REDACTED] HAS BEEN ALLOWED TO BE SHARED. THE EMAIL ADDRESS [REDACTED] HAS BEEN ALLOWED TO BE SHARED.

**Company Position:**

05/01/2023 COMPANY TOLD CUSTOMER THE HOLD STARTED WHEN CUSTOMER CALLED LAST WEDNESDAY 26 (3 DAY)

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

TELEPHONE

**Prior Case Number:****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:**

JESSICA

**BCSIntaker Last Name:**

BECK

**Number Of Time Send:**

1

**Number Of Time Faxed:**

0

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

# PHILADELPHIA GAS WORKS

## PUC

### Closing XML

**Case Number:** 3906446  
**Company Name:** PGW (PHILA. GAS WORKS (NGDC))  
**Company Code:** [REDACTED]  
**Company Type:** GAS TRANSPORTER  
**Customer First Name:** TERRANCE  
**Customer Middle Initial:**  
**Customer Last Name:** BRADLEY  
**Account Number:** [REDACTED] 13  
**Service Address 1:** 7512 MONTOUR ST  
**Service Address 2:**  
**Service City:** PHILADELPHIA  
**Service State:** PA  
**Service Zip 5:** 19111  
**Service Zip 4:**  
**Decision Issue:** N  
**Oral Written:** W  
**Violation:** NO  
**Chapter:**  
**Section Rule:**  
**Total Balance:** 5569.06  
**Date Closed:** 2023-07-29  
**Resolution:** DECISION SENT--CASE DISMISSED PER 1405D. PUC PAR 3831455 IS NOT SATISFIED. THE COMPANY DID NOT RECEIVE THE MEDICAL CERTIFICATE BACK FROM THE CUSTOMER'S DOCTOR.  
**Balance Date:** 2023-05-30  
**Service Restored Pay:** 0.00  
**Service Continue Amount:** 4800.00  
**Service Continue Date:**  
**Terms:**  
**Special Budget Amount:** 0.00  
**Regular Budget Amount:** 145.00  
**Arrears Payment Plus:** 0.00  
**FinalMonthlyPayment:** 0.00  
**CurrentMonthlyPayment:** 0.00  
**EndMonthlyPayment:** 0.00

**LetterDescription:**  
**HeadDate:** 2023-07-31  
**Paragraph:**  
**Bill Date:**  
**Reconnect Amount:** 0  
**Pay Amount:** 0.00  
**BCS Investigator First Name:** FLORENCE  
**BCS Investigator Last Name:** BLAMO  
**Number Of Time Send:** 1  
**Number Of Time Faxed:** 0  
**PUC Fax:** [REDACTED]