

1 -----
 2 Jacqueline Brisbane
 3 v.
 4 Philadelphia Gas Works
 5 Initial Call-In
 6 Telephonic Hearing
 7 -----

Docket No.:
 C-2023-3044625

8 Pages 1 - 86

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

Wednesday, April 10, 2024
 Commencing at 10:10 a.m.

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Docket No. C-2023-3044625

Hearing date: April 10, 2024

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Specific Service Agreement Statement of Account SA- [REDACTED] 46

Customer Name	From Date	To Date			
JACQUELINE BRISBANE	3/11/2020	4/3/2024			
Service Address	Account Number	S A Number	Meter	Rate/Class	
2434 76TH AVE PHIL, PA 191501808	[REDACTED] 80	[REDACTED] 46	1922089	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
4/22/2020	BILL	2478	R	40	34	0.85	567		5/15/2020	\$64.13	\$64.13	\$64.13
5/7/2020	PAY							Check		(\$74.13)	(\$10.00)	(\$10.00)
5/21/2020	BILL	2489	R	29	11	0.38	273		6/16/2020	\$31.31	\$21.31	\$21.31
6/3/2020	PAY							Check		(\$21.31)	\$0.00	\$0.00
6/20/2020	BILL	2497	R	30	8	0.27	24		7/15/2020	\$26.99	\$26.99	\$26.99
7/6/2020	PAY							Check		(\$26.99)	\$0.00	\$0.00
7/21/2020	BILL	2505	R	32	8	0.25	0		8/13/2020	\$26.81	\$26.81	\$26.81
8/5/2020	PAY							Check		(\$26.81)	\$0.00	\$0.00
8/20/2020	BILL	2511	R	29	6	0.21	0		9/14/2020	\$24.04	\$24.04	\$24.04
9/9/2020	PAY							Check		(\$50.00)	(\$25.96)	(\$25.96)
9/22/2020	BILL	2518	R	31	7	0.23	8		10/15/2020	\$25.56	(\$0.40)	(\$0.40)
10/21/2020	BILL	2525	R	31	7	0.23	114		11/16/2020	\$25.64	\$25.24	\$25.24
11/5/2020	PAY							Check		(\$60.00)	(\$34.76)	(\$34.76)
11/19/2020	BILL	2532	R	30	7	0.23	306		12/15/2020	\$25.66	(\$9.10)	(\$9.10)
12/22/2020	BILL	2538	R	30	6	0.2	620		1/20/2021	\$24.52	\$15.42	\$15.42
1/23/2021	LPC									\$0.23	\$15.65	\$15.65
1/23/2021	BILL	2546	R	34	8	0.24	920		2/17/2021	\$28.13	\$43.78	\$43.78
1/26/2021	PAY							Check		(\$50.00)	(\$6.22)	(\$6.22)
2/11/2021	PAY							Check		(\$43.78)	(\$50.00)	(\$50.00)
2/24/2021	BILL	2554	R	32	8	0.25	1056		3/19/2021	\$28.35	(\$21.65)	(\$21.65)

3/24/2021	BILL	2560	R	28	6	0.21	601		4/19/2021	\$24.98	\$3.33	\$3.33
4/6/2021	PAY							Check		(\$40.00)	(\$36.67)	(\$36.67)
4/23/2021	BILL	2568	R	30	8	0.27	295		5/18/2021	\$27.89	(\$8.78)	(\$8.78)
5/22/2021	BILL	2574	R	29	6	0.21	152		6/16/2021	\$24.77	\$15.99	\$15.99
6/22/2021	LPC									\$0.23	\$16.22	\$16.22
6/22/2021	BILL	2581	R	29	7	0.24	36		7/16/2021	\$26.09	\$42.31	\$42.31
7/6/2021	PAY							Check		(\$42.31)	\$0.00	\$0.00
7/22/2021	BILL	2588	R	32	7	0.22	0		8/16/2021	\$26.53	\$26.53	\$26.53
8/5/2021	PAY							Check		(\$55.00)	(\$28.47)	(\$28.47)
8/20/2021	BILL	2594	R	29	6	0.21	0		9/15/2021	\$25.33	(\$3.14)	(\$3.14)
9/22/2021	BILL	2602	R	33	8	0.24	0		10/15/2021	\$28.98	\$25.84	\$25.84
10/21/2021	LPC									\$0.38	\$26.22	\$26.22
10/21/2021	BILL	2608	R	29	6	0.21	32		11/16/2021	\$26.33	\$52.55	\$52.55
11/5/2021	PAY							Check		(\$52.55)	\$0.00	\$0.00
11/22/2021	BILL	2617	R	30	9	0.3	334		12/16/2021	\$31.43	\$31.43	\$31.43
12/9/2021	PAY							Check		(\$60.00)	(\$28.57)	(\$28.57)
12/22/2021	BILL	2625	R	32	8	0.25	647		1/18/2022	\$30.36	\$1.79	\$1.79
1/7/2022	PAY							Check		(\$40.00)	(\$38.21)	(\$38.21)
1/25/2022	BILL	2644	R	32	19	0.59	863		2/17/2022	\$51.17	\$12.96	\$12.96
2/14/2022	PAY							Check		(\$40.00)	(\$27.04)	(\$27.04)
2/23/2022	BILL	2674	R	28	30	1.07	828		3/18/2022	\$71.16	\$44.12	\$44.12
3/17/2022	PAY							Check		(\$50.00)	(\$5.88)	(\$5.88)
3/24/2022	BILL	2696	R	32	22	0.69	586		4/19/2022	\$58.56	\$52.68	\$52.68
4/14/2022	PAY							Check		(\$52.68)	\$0.00	\$0.00
4/23/2022	BILL	2709	R	30	13	0.43	430		5/17/2022	\$39.17	\$39.17	\$39.17
5/5/2022	PAY							Check		(\$39.17)	\$0.00	\$0.00
5/21/2022	BILL	2716	R	28	7	0.25	132		6/15/2022	\$29.32	\$29.32	\$29.32
6/8/2022	PAY							Check		(\$29.32)	\$0.00	\$0.00
6/22/2022	BILL	2723	R	32	7	0.22	1		7/18/2022	\$32.72	\$32.72	\$32.72
7/14/2022	PAY							Check		(\$32.72)	\$0.00	\$0.00

7/20/2022	WNA2&5										(\$1.44)	(\$1.44)	(\$1.44)
7/22/2022	BILL	2729	R	30	6	0.2	0			8/16/2022	\$30.15	\$28.71	\$28.71
8/16/2022	PAY									Check	(\$28.71)	\$0.00	\$0.00
8/20/2022	BILL	2736	R	29	7	0.24	0			9/14/2022	\$32.30	\$32.30	\$32.30
9/9/2022	PAY									Check	(\$32.30)	\$0.00	\$0.00
9/21/2022	BILL	2743	R	32	7	0.22	0			10/14/2022	\$32.04	\$32.04	\$32.04
10/20/2022	LPC										\$0.48	\$32.52	\$32.52
10/20/2022	BILL	2749	R	29	6	0.21	139			11/15/2022	\$29.80	\$62.32	\$62.32
10/20/2022	PAY									Check	(\$32.04)	\$30.28	\$30.28
10/31/2022	TAXWVE										(\$0.12)	\$30.16	\$30.16
11/9/2022	PAY									Check	(\$62.32)	(\$32.16)	(\$32.16)
11/18/2022	BILL	2763	R	29	14	0.48	246			12/14/2022	\$49.20	\$17.04	\$17.04
12/17/2022	LPC										\$0.25	\$17.29	\$17.29
12/17/2022	BILL	2837	R	29	74	2.55	657			1/13/2023	\$167.21	\$184.50	\$184.50
12/20/2022	PAY									Check	(\$17.04)	\$167.46	\$167.46
1/20/2023	LPC										\$2.50	\$169.96	\$169.96
1/20/2023	BILL	2948	R	34	111	3.26	849			2/14/2023	\$249.37	\$419.33	\$419.33
2/2/2023	PAY									Check	(\$10.00)	\$409.33	\$409.33
2/17/2023	BILL	0	R	28	70	2.5	649			3/15/2023	\$174.43	\$583.76	\$583.76
3/21/2023	BILL	5	R	30	5	0.17	622			4/14/2023	\$26.25	\$610.01	\$610.01
4/20/2023	LPC										\$9.10	\$619.11	\$619.11
4/20/2023	BILL	9	R	32	4	0.12	372			5/15/2023	\$23.81	\$642.92	\$642.92
5/19/2023	LPC										\$9.46	\$652.38	\$652.38
5/19/2023	BILL	12	R	29	3	0.1	182			6/14/2023	\$22.21	\$674.59	\$674.59
5/23/2023	PAY									Debit Card	(\$610.01)	\$64.58	\$64.58
6/20/2023	LPC										\$0.68	\$65.26	\$65.26
6/20/2023	BILL	16	R	30	4	0.13	21			7/14/2023	\$23.47	\$88.73	\$88.73
7/7/2023	PAY									Check	(\$24.15)	\$64.58	\$64.58
7/20/2023	BILL	20	R	32	4	0.12	3			8/14/2023	\$23.15	\$87.73	\$87.73
8/2/2023	PAY									Cash	(\$87.73)	\$0.00	\$0.00

8/18/2023	BILL	23	R	29	3	0.1	0		9/13/2023	\$21.69	\$21.69	\$21.69
9/1/2023	PAY							Cash		(\$21.69)	\$0.00	\$0.00
9/20/2023	BILL	27	R	33	4	0.12	0		10/13/2023	\$23.13	\$23.13	\$23.13
10/13/2023	PAY							Cash		(\$23.13)	\$0.00	\$0.00
10/19/2023	BILL	30	R	29	3	0.1	96		11/14/2023	\$21.65	\$21.65	\$21.65
10/28/2023	PAY							Cash		(\$21.65)	\$0.00	\$0.00
11/18/2023	BILL	34	R	30	4	0.13	320		12/13/2023	\$23.18	\$23.18	\$23.18
11/29/2023	PAY							Cash		(\$57.95)	(\$34.77)	(\$34.77)
12/19/2023	BILL	38	R	29	4	0.14	621		1/17/2024	\$23.27	(\$11.50)	(\$11.50)
1/20/2024	BILL	54	R	34	16	0.47	839		2/13/2024	\$44.74	\$33.24	\$33.24
2/1/2024	PAY							Cash		(\$33.24)	\$0.00	\$0.00
2/19/2024	BILL	71	R	28	17	0.61	721		3/13/2024	\$47.96	\$47.96	\$47.96
3/2/2024	PAY							Cash		(\$47.96)	\$0.00	\$0.00
3/19/2024	BILL	79	R	29	8	0.28	564		4/12/2024	\$32.27	\$32.27	\$32.27

Customer Contact: Billing [X]

Date: 01/03/2023 Time: 2:01:00 PM Source: JetSearch Related Tran: Account Maintenance
CC Type: BILL - Billing [v] Created: 01/03/2023 at: 2:01:38 PM by: KWINKLE
Area: 800 - Residential General Service [v] Changed: at: by:
 Surveyable Auto Delete Date: 01/03/2027 Class: Inquiry

Comments: cor called in re: current bill - never has it been this high - is not correct - thermostat is set at 60 degrees - wants us to investigate please - entered dispute - cs

Letter

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

Review List Tickler

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

Account: [REDACTED] 30 Brisbane, Jacqueline [v]
Premise: 2434 76th Ave/Phila,Pa [v]
Person: Brisbane, Jacqueline [v]

[Change] [Cancel]

Philadelphia Gas Works



800 W. Montgomery Ave., Philadelphia, PA 19122

PGW
Exhibit

3

4/10/2024 py

Telephone: 215-787-1288
Fax: 215-684-6996

January 17, 2023

Jacqueline Brisbane
P. O. Box 7199
Elkins Park, PA 19027

Account No.: [REDACTED] 80
2434 76th Ave

Dear Ms. Brisbane,

On January 3, 2023, you called and filed a dispute with the Philadelphia Gas Works (PGW) in regards to the bill you received for service from November 16, 2022 through December 15, 2022 in the amount of \$167.21. In your dispute, you stated that your thermostat is set at 60 degree and never received a bill this high and would like for someone to review the bill.

An investigation of your dispute has been completed and it was determined the bill in question is correct as rendered. This bill represents usage that recorded on your meter from a reading of 2763 to a reading of 2837 for a total of 74 cubic feet of gas. The meter at your property is equipped with an Automatic Meter Reading (AMR) device. This device allows PGW to obtain the actual usage recording at your meter without having to gain access into the property. The bill you are disputing reflects actual usage recorded on your meter.

Although there may have been no change in the thermostat settings in the residence, the weather can impact how often the heater operates in order to maintain the same internal temperature

Based on the company's investigation, PGW's position is that the bill amount is correct as rendered.

To assist you in your review of our findings, we are including the following documents:

1. Statement of account
2. Utility Report

PGW does offer tips on how to conserve energy and possibly reduce future bills. To learn more, please visit our PGW EnergySense website at www.pgwenergysense.com and click on energy sense for homeowners.

Requested by submitting a request and payment in the amount of \$10.00 to:

**PGW Special Meter Test
P.O. Box 37019
Philadelphia, PA 19122**

Philadelphia Gas Works



800 W. Montgomery Ave., Philadelphia, PA 19122

Please be advised that as of February 1, 2023, your account will become delinquent and subject to collection action. To avoid collection activity, you can pay the bill in full or contact us to determine if you are eligible for a payment agreement.

Sincerely,
Lucy Collins
Dispute Resolution Unit

Additional information regarding the content in this letter can be obtained by calling or writing us at:

P.O. Box 3500, Philadelphia, PA 19122, Telephone #: 215-787-1288

Payments can be made by phone at 215-235-1000, online at www.pgworks.com, by mail to P.O. Box 11700, Newark, NJ 07101 or at any of our (6) convenient Customer Service Centers or any authorized payment center. Information regarding our Customer Service Centers and authorized payment centers is available upon request.

If you do not agree with this report, you may file an informal complaint with the Pennsylvania **Public Utility Commission** to ensure preservation of your rights.

You can file an informal complaint at the following:

Telephone #: 1-800-692-7380

or

P.O. Box 3265, Harrisburg, Pa 17105-3265

or

<http://www.puc.state.pa.us>

When you file an informal complaint, the Public Utility Commission will need to know the following:

1. The name of the ratepayer (your name).
2. Your mailing address and, if different, the address at which service is provided.
3. Your account number.
4. The name of the utility with which you have the dispute.
5. A brief statement of the dispute.
6. Whether the utility has investigated and reported to you on the matter being disputed.
7. Whether the dispute has been subject of the previous complaint filed with the Commission.
8. The date, if any, of proposed termination.
9. What you would like the Commission to do.

Customer Contact: Dru Dispute

Date: 01/27/2023 Time: 4:06:00 PM Source: Related Tran:
CC Type: DRU - Dru Dispute Created: 01/27/2023 at: 4:06:41 PM by: OBWORKFL
Area: 800 - Residential General Service Changed: at: by:
 Surveyable Auto Delete Date: 01/27/2027 Class: Inquiry

Comments: Dispute received on 01/27/2023 regarding Customer would like to dispute current bill. She states She already has dispute entered for last bill and feels there is still an issue and its our system. She was advised how to pay for meter test.

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



800 W. Montgomery Ave., Philadelphia, PA 19122

PGW
Exhibit

5

4/10/2024 py

Telephone 215-787-1288
Fax 215-684-6996

February 25, 2023

Jacqueline Brisbane
2434 76th Avenue
Philadelphia, PA 19150

Account Number: [REDACTED] 80

Dear Jacqueline Brisbane,

On January 27, 2023, you filed a dispute with the Philadelphia Gas Works (PGW) due to the increase of your bills. In your dispute, you stated that you feel there is still something wrong with due to the high bills.

An investigation of your dispute has been completed and it was determined the balance in question is correct as rendered. The meter at your property is equipped with an Automatic Meter Reading (AMR) device. This device allows PGW to obtain the actual usage recording at your meter without having to gain access into the property. The balance you are disputing reflects the actual usage recording on the meter. A gas usage analysis which analyzes your consumption and takes into consideration factors such as the weather conditions was also completed. There is an increase in your consumption when compared to prior years. This increase can be attributed to a host of unknown internal conditions in the residence. Also, the weather can impact how often your gas appliances operate in order for them to maintain the same internal temperature.

PGW is responsible to provide gas service to the meter. If there were to have been an impact in billing as a result of a faulty appliance, this would not be the responsibility of PGW in accordance with the below gas tariff regulation.

GAS TARIFF 9.4. DIVISION OF RESPONSIBILITY. As used herein, the term "Gas Delivery Facilities" includes all equipment, piping, meters, regulators, connections or other equipment required to deliver gas to the Company designated point of delivery. Such equipment will be provided, installed, owned and maintained by Company, subject to such contributions to cost by Customer as set forth in the Tariff. All piping, fixtures and appliances on the Customer's side of such delivery point must be installed and maintained by and at the expense of the Customer or Owner of the property, unless in the Company's judgment the Customers generally would benefit from some other arrangement.

Philadelphia Gas Works



800 W. Montgomery Ave., Philadelphia, PA 19122

In addition, A Special Meter Test request has been received and your meter was exchanged on February 13, 2023. Once the test has been completed you will be notified of the findings.

Based on the company's investigation, PGW's position is that the billed amount is correct as rendered.

To assist you in your review of our findings, we are including the following documents:

1. A statement of account
2. A gas usage analysis
3. Utility Report

Please be advised that as of March 15, 2023, your account will become delinquent and subject to collection action. To avoid collection activity, you can pay the bill in full or contact us to determine if you are eligible for a payment agreement.

Sincerely,

N.A. Ramos

Dispute Resolution Unit

Philadelphia Gas Works

800 W. Montgomery Ave., Philadelphia, PA 19122

Additional information regarding the content in this letter can be obtained by calling or writing us at:

Telephone #: 215-787-1288

P.O. Box 3500, Philadelphia, PA 19122

Payments can be made by phone at 215-235-1000, online at www.pgworks.com, by mail to P.O. Box 11700, Newark, NJ 07101 or at any location participating in the Pay with Cash program. Further information regarding these payment methods is available upon request.

If you do not agree with this report, you may file either an informal or formal complaint with the Pennsylvania Public Utility Commission ("Commission") to ensure preservation of your rights. Your service will not be terminated pending the completion of the dispute process, including complaints made to the Commission, so long as there is compliance with all requirements of the Commission.

You can file a complaint at the following:

Telephone #: 1-800-692-7380

or

P.O. Box 3265, Harrisburg, Pa 17105-3265

or

<http://www.puc.state.pa.us>

If you file a complaint with the Commission, please include the following:

1. Your name.
2. Your mailing address and, if different, the address at which service is provided.
3. Your account number.
4. The name of the utility with which you have the dispute.
5. A brief statement of the dispute.
6. Whether the utility has investigated and reported to you on the matter being disputed.
7. Whether the dispute has been subject of the previous complaint filed with the Commission.
8. The date, if any, of proposed termination.
9. What you would like the Commission to do.

Customer Contact: Service

Date: 02/10/2023 Time: 3:00:00 PM Source: Related Tran:
CC Type: SERV - Service Created: 02/10/2023 at: 3:00:24 PM by: GFDWLER
Area: 800 - Residential General Service Changed: at: by:
 Surveyable Auto Delete Date: 02/10/2027 Class: Inquiry

Comments: Meter Test Exchange, 2/13/2023, 800 - 1200 MTR TEST FROM 8 AM TO 12 PM. PLEASE CALL BEFORE ARRIVAL AT PH# [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]

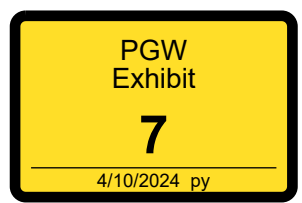
Account: [REDACTED] 30 Brisbane, Jacqueline [dropdown]
Premise: 2434 76th Ave/Phila,Pa [dropdown]
Person: Brisbane, Jacqueline [dropdown]

Change Cancel



PHILADELPHIA GAS WORKS

800 West Montgomery Avenue, Philadelphia, PA 19122



February 22, 2023

Jacqueline Brisbane
2434 76th Ave
Philadelphia, PA 19150

RE: Meter Number: 2246377
Meter Location: 2434 76TH Ave

Dear PGW Customer:

The gas meter at your property was removed on 2/13/2023 and tested at our facilities on 2/16/2023. The gas meter was found to be **within acceptable levels** of +/- 2%; therefore, you are not entitled to any refund or credit on your gas account. In addition, your testing fee is also considered non-refundable as per PUC Code 59.21 (f) (1).

If you are unsatisfied with these results and would like to file a formal complaint you may contact the Public Utility Commission, at 1-800-692-7380, Monday – Friday, 8 AM to 6 PM. A customer may also appeal online at puc.paonline.com. You may also call PGW Customer Service Department at 215-235-1000 with any questions or concerns you may have Monday –Friday, 8 AM to 6 PM.

Meter & Measurement, Field Service Department

Customer Requested Meter Test

Date: 2-16-23

The Philadelphia Gas Works tested the meter removed from the premise of:

CUSTOMER: Jacqueline Brisbane

ADDRESS: 2434 76th Ave

ON APPLICATION NO.:

GIVES THE FOLLOWING RESULTS:

METER NO. 2246377		PROOF [X]			ACCURACY []	
SIZE A-250TC	INDEX 3018	Meter Test Results			Percentage	
		Temperature	Open 100%	Check 20%	Fast	Slow
Meter Receive 2-13-23		74	100.1	99.3		
		74	100.2	99.2		
Meter Tested 2-16-23		74	100.0	99.2		
		Average of Results	100.1	99.2	-0.8	

Von Morgan _____

PGW REPRESENTATIVE

Customer Contact: Dru Dispute

Date: 03/13/2023 Time: 3:18:00 PM Source: Related Tran:
CC Type: DRU - Dru Dispute Created: 03/13/2023 at: 3:18:42 PM by: OBWORKFL
Area: 800 - Residential General Service Changed: at: by:
 Surveyable Auto Delete Date: 03/13/2027 Class: Inquiry

Comments: Dispute received on 03/13/2023 regarding calling states bills are high, meter test was done states she does not agree with usage states its high and shes not using gas, put in dispute aware it can take uo to 30 days.

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

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

Account: [REDACTED] 80 Brisbane, Jacqueline
Premise: 2434 76th Ave/Phila,Pa
Person: Brisbane, Jacqueline



Telephone: 215-787-1288
Fax: 215-684-6996

April 4, 2023

Jacqueline Brisbane
P.O. Box 7199
Elkins Park, PA. 19027

Re: Ac# [REDACTED] 80
2434 76th Avenue
Philadelphia, Pa.

Dear Jacqueline Brisbane,

On March 13, 2023, a dispute was filed in reference to the bill which represents service from January 18, 2023 through February 15, 2023, in the amount of \$174.43. In your dispute you stated that: you are not in agreement with the bill. In addition, you requested a special meter test.

Our records indicate that your prior dispute dated January 27, 2023, was addressed on February 25, 2023. In addition, your requested special meter test (Mtr#2246377), is in a process of being updated. If you haven't already received a special meter test notification letter, you should be receiving one shortly. An investigation of your dispute has been completed and it was determined that the bill in question is correct as rendered.

The bill represents usage that recorded on your meter from a meter reading of 2948 to a manual removed index of 3018 for a total of 70 cubic feet. The meter at your property is equipped with an Automatic Meter Reading (AMR) device. This device allows PGW to obtain the actual usage recording at your meter without having to gain access into the property. The bill that you are disputing reflects the actual usage recording on the meter.

A gas usage analysis which analyzes your consumption was also completed and indicates that there was an increase in the consumption at the property. This increase can be attributed to a host of unknown internal conditions in the residence. PGW cannot specifically say what occurred during the disputed period. What we can say is that the usage did register. Please note that during the heating season the weather can have an impact on the usage in order to maintain the premise heater's thermostat setting.

To assist you in your review of our findings we are including the following documents:

1. A statement of account
2. A gas usage analysis
3. Utility Report

Philadelphia Gas Works



800 W. Montgomery Ave., Philadelphia, PA 19122

PGW does offer tips on how to conserve energy and possibly reduce future bills. To learn more, please visit our PGW Energy Sense website at www.pgwenergysense.com and click on energy sense for homeowners.

Please be advised that as of April 19, 2023, your account can become delinquent and subject to collection action. To avoid collection activity, you can pay the bill in full or contact us to determine if you are eligible for a payment agreement.

Sincerely,

Mr. Soto
Dispute Resolution Unit

Additional information regarding the content in this letter can be obtained by calling or writing us at:

P.O. Box 3500, Philadelphia, PA 19122 Telephone #: 215-787-1288

Payments can be made by phone at 215-235-1000, online at www.pgworks.com, by mail to P.O. Box 11700, Newark, NJ 07101 or at any location participating in the Pay with Cash program. Further information regarding these payment methods is available upon request.

If you do not agree with this report, you may file either an informal or formal complaint with the Pennsylvania Public Utility Commission (“Commission”) to ensure preservation of your rights. Your service will not be terminated pending the completion of the dispute process, including complaints made to the Commission, so long as there is compliance with all requirements of the Commission. You can file a complaint at the following:

Telephone #: 1-800-692-7380

or

P.O. Box 3265, Harrisburg, Pa 17105-3265

or

<http://www.puc.state.pa.us>

If you file a complaint with the Commission, please include the following:

1. Your name.
2. Your mailing address and, if different, the address at which service is provided.
3. Your account number.
4. The name of the utility with which you have the dispute.
5. A brief statement of the dispute.
6. Whether the utility has investigated and reported to you on the matter being disputed.
7. Whether the dispute has been subject of the previous complaint filed with the Commission.
8. The date, if any, of proposed termination.
9. What you would like the Commission to do.

PHILADELPHIA GAS WORKS

PUC

Opening XML

Case Number: 3919102
Company Name: PGW (PHILA. GAS WORKS (NGDC))
Company Code: 0766
Company Type: GAS TRANSPORTER
Customer First Name: JACQUELINE
Customer Middle Initial:
Customer Last Name: BRISBANE
Customer Account Number: [REDACTED] 80
Customer Home Phone w/ Area Code:
Customer Work Phone w/ Area Code:
Customer Service Class: RESIDENTIAL
Customer Mail Address 1: [REDACTED]
Customer Mail Address 2:
Customer Mail Address City: [REDACTED]
Customer Mail Address State: [REDACTED]
Customer Mail Address Zip: [REDACTED]
Customer Mail Address 4-Zip:
Customer Service Address 1: 2434 76TH AVE
Customer Service Address 2:
Customer Service Address City: PHILADELPHIA
Customer Service Address State: PA
Customer Service Address Zip: 19150
Customer Service Address 4-Zip:
Customer Family Adults: 0
Customer Family Children: 0
Customer Family Age:
Gross Income

Source	Income Amount
--------	---------------

Date Open: 2023-06-22
Reason For Contact: BILLING DISPUTES (# 18)
Term Date:
Business Name:
Case Problem: 18 – HIGH BILL DISPUTE. THE CUSTOMER IS DISPUTING THE BILL(S) FROM THE MONTH(S) OF OCTOBER 2022 - MARCH 2023. MONTHLY BILLS ARE HIGH FOR A VACANT HOME WITH GAS ON VACATION CYCLE. BOTH 1ST & 2ND

FLOORS ARE VACANT. THE 1ST FLOOR BILL HAS SPIKED BUT 2ND FLOOR BILL HAS REMAINED CONSTANT. CUSTOMER CONTACTED PGW TO HAVE THE METER CHECKED. METER FOR 1ST FLOOR WAS CHANGED IN FEBRUARY 2023. SINCE THEN THE 1ST FLOOR BILL HAS BEEN MUCH LOWER. - RELIEF SOUGHT - REVIEW ACCOUNT AND CREDIT ACCOUNT ACCORDINGLY FOR OCTOBER 2022 - FEBRUARY 2023. THE CELL PHONE NUMBER [REDACTED] HAS BEEN ALLOWED TO BE SHARED. THE EMAIL ADDRESS [REDACTED] HAS BEEN ALLOWED TO BE SHARED.

Company Position: 05/23/2023
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: 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: 3919102
Company Name: PGW (PHILA. GAS WORKS (NGDC))
Company Code: 0766
Company Type: GAS TRANSPORTER
Customer First Name: JACQUELINE
Customer Middle Initial:
Customer Last Name: BRISBANE
Account Number: [REDACTED] 80
Service Address 1: 2434 76TH AVE
Service Address 2:
Service City: PHILADELPHIA
Service State: PA
Service Zip 5: 19150
Service Zip 4:
Decision Issue: Y
Oral Written: W
Violation: NO
Chapter:
Section Rule:
Total Balance: 64.58
Date Closed: 2023-10-24
Resolution: DECISION ISSUED: THIS INFORMAL COMPLAINT IS DISMISSED. THE CUSTOMER'S MONTHLY BILLS ARE CORRECT AS RENDERED BASED ON ACTUAL METER READINGS IN ACCORDANCE WITH §56.12. THE METER TESTED WITHIN ACCEPTABLE LEVELS IN ACCORDANCE WITH PA §59.22 (0.8% FAST). THE CUSTOMER'S ACCOUNT BALANCE IS CORRECT.
Balance Date: 2023-07-19
Service Restored Pay: 0.00
Service Continue Amount: 0.00
Service Continue Date:
Terms:
Special Budget Amount: 0.00
Regular Budget Amount: 53.00
Arrears Payment Plus: 0.00
FinalMonthlyPayment: 0.00
CurrentMonthlyPayment: 0.00

EndMonthlyPayment: 0.00
LetterDescription:
HeadDate: 2023-10-24
Paragraph:
Bill Date:
Reconnect Amount: 0
Pay Amount: 0.00
BCS Investigator First Name: HOLLY
BCS Investigator Last Name: PYLE
Number Of Time Send: 1
Number Of Time Faxed: 0
PUC Fax: [REDACTED]

Heat & Domestic

GAS USAGE ANALYSIS OF ACCOUNT									
Meter #2246377 2434 76th Avenue PHILA. PA 19150					NON-HEATING DAILY USAGE				
					0.24	CCF PER DAY	(non heating usage / number of days in period)		
					ACCOUNT #	██████████	80		
DATES		METER READINGS		NUMBER OF	USAGE IN	DOMESTIC	HEAT	NUMBER	C.F.D.D.***
FROM	TO	FROM	TO	DAYS	CCF*	USAGE CCF *	USAGE	DEG.DAYS**	
3/28/2018	3/19/2019	0	1275	356	1275	85	1190	4398	27.0
3/19/2019	3/19/2020	1275	2464	366	1189	88	1101	3890	28.3
3/19/2020	3/22/2021	2464	2560	368	96	88	8	4373	0.2
3/22/2021	3/22/2022	2560	2696	365	136	88	48	3773	1.3
3/22/2022	2/13/2023	2696	3018	328	322	79	243	3075	7.9
* CCF = hundred Cubic feet									
** DEGREE DAYS AN INDEX OF ENERGY CONSUMPTION FOR HEATING .									
IT INDICATES THE NUMBER OF DEGREES THE AVERAGE TEMPERATURE DROPS BELOW 65' F.									
***CFDD EQUALS CUBIC FEET OF GAS USED PER DEGREE DAY									

Field Information

Order Num 9559581 Order Type Meter Test Exchange Customer Name MCGREOR HELENE

Field Activity Sequence

Sequence	Work Date	Employee	Status Code	Comp Type	Dispatch Type	Window	Time	Gas Found	Gas Left
9069479	03-28-18	Andre Smith	CMP	Completed By FSD	Primary	1200-1600	3/28/2018 1:55 PM	ON	ON
9066996	03-28-18	Alexander Serrano	CAN		Primary	1200-1600			

Field Activity Details

Gas Status | Appliance Data | Hazard Data | Non-Part Charges | Safety Survey | Meter Order | Parts Summary | Activities | Completion Time | Survey Check | Acct. Codes | Comment

Gas Found	Gas Left	Off Method	Second Off Method
ON	ON		

Others Order Data

Customer Re	Order Type Desc	Special Instructions	Created By	Contact Name	Contact Number
Y	Meter Test Exchange	Meter Test Exchange,schedule appt.	rbaylis		

[Close](#)

Field Information

Order Num: 9559581 Order Type: Meter Test Exchange Customer Name: MCGREOR HELENE

Field Activity Sequence

Sequence	Work Date	Employee	Status Code	Comp Type	Dispatch Type	Window	Time	Gas Found	Gas Left
9069479	03-28-18	Andre Smith	CMP	Completed By FSD	Primary	1200-1600	3/28/2018 1:55 PM	ON	ON
9066996	03-28-18	Alexander Serrano	CAN		Primary	1200-1600			

Field Activity Details

Gas Status: Appliance Data | Hazard Data | Non-Part Charges | Safety Survey | Meter Order | Parts Summary | Activities | Completion Time | Survey Check | Acct. Codes | Comment

Appliance	BTU	Unit Number	Operational
Heaters	90000	1	Y
Ranges	56000	1	Y
Water Heaters	36000	1	Y

Others Order Data

Customer Re	Order Type Desc	Special Instructions	Created By	Contact Name	Contact Number
Y	Meter Test Exchange	Meter Test Exchange,schedule appt.	rbaylis		

Close

Field Information

Order Num: 9559581 Order Type: Meter Test Exchange Customer Name: MCGREOR HELENE

Field Activity Sequence

Sequence	Work Date	Employee	Status Code	Comp Type	Dispatch Type	Window	Time	Gas Found	Gas Left
9069479	03-28-18	Andre Smith	CMP	Completed By FSD	Primary	1200-1600	3/28/2018 1:55 PM	ON	ON
9066996	03-28-18	Alexander Serrano	CAN		Primary	1200-1600			

Field Activity Details

Gas Status | Appliance Data | Hazard Data | Non-Part Charges | Safety Survey | **Meter Order** | Parts Summary | Activities | Completion Time | Survey Check | Acct. Codes | Comment

Action	Current Meter Number	New Meter Number	Current ERT	New ERT	Current Index	New Index	Loc Desc	Reason
Meter Exchange	2015076	2246377	19389661	12708610	1363	0	Basement	PGW Special Test

Others Order Data

Customer Re	Order Type Desc	Special Instructions	Created By	Contact Name	Contact Number
Y	Meter Test Exchange	Meter Test Exchange,schedule appt.	rbaylis		

Close

Field Information

Order Num: 9559581 Order Type: Meter Test Exchange Customer Name: MCGREOR HELENE

Field Activity Sequence

Sequence	Work Date	Employee	Status Code	Comp Type	Dispatch Type	Window	Time	Gas Found	Gas Left
9069479	03-28-18	Andre Smith	CMP	Completed By FSD	Primary	1200-1600	3/28/2018 1:55 PM	ON	ON
9066996	03-28-18	Alexander Serrano	CAN		Primary	1200-1600			

Field Activity Details

Gas Status | Appliance Data | Hazard Data | Non-Part Charges | Safety Survey | Meter Order | Parts Summary | Activities | Completion Time | Survey Check | Acct. Codes | [Comment](#)

Free Form Comment

chndg mtr anf swivels t/o made all chcks relight all appls. left safe

Others Order Data

Customer Re	Order Type Desc	Special Instructions	Created By	Contact Name	Contact Number
Y	Meter Test Exchange	Meter Test Exchange,schedule appt.	rbaylis		

[Close](#)

Field Information

Order Num 13041650 Order Type Inside Leak Survey/Atmospheric Corrosion Survey Customer Name BRISBANE JAQUELINE

Field Activity Sequence

Sequence	Work Date	Employee	Status Code	Comp Type	Dispatch Type	Window	Time	Gas Found	Gas Left
▶ 12869731	07-06-22	Lamont Goode	CMP	Completed By FSD	Primary	1200-1600	7/6/2022 2:31 PM	ON	ON
12861857	07-01-22	Kyle Healy	CGI	Cannot Get In	Primary	1200-1600	7/1/2022 12:42 PM		
12860649	07-01-22	Anastasio Bryant	CAN		Primary	1200-1600			

Field Activity Details

Gas Status | Appliance Data | Hazard Data | Non-Part Charges | Safety Survey | Meter Order | Parts Summary | Activities | Completion Time | Survey Check | Acct. Codes | Comment

Gas Found	Gas Left	Off Method	Second Off Method
▶ ON	ON		

Others Order Data

Customer Re	Order Type Desc	Special Instructions	Created By	Contact Name	Contact Number
▶ Y	Inside Leak Survey/Atmospheric Corrosion Survey	pls call [REDACTED] enter thru driveway	skirby		

Close

Field Information

Order Num | 13041650 Order Type | Inside Leak Survey/Atmospheric Corrosion Survey Customer Name | BRISBANE JAQUELINE

Field Activity Sequence

Sequence	Work Date	Employee	Status Code	Comp Type	Dispatch Type	W/ndow	Time	Gas Found	Gas Left
▶ 12869731	07-06-22	Lamont Goode	CMP	Completed By FSD	Primary	1200-1600	7/6/2022 2:31 PM	ON	ON
12861857	07-01-22	Kyle Healy	CGI	Cannot Get In	Primary	1200-1600	7/1/2022 12:42 PM		
12860649	07-01-22	Anastasio Bryant	CAN		Primary	1200-1600			

Field Activity Details

Gas Status | Appliance Data | Hazard Data | Non-Part Charges | Safety Survey | Meter Order | Parts Summary | Activities | Completion Time | Survey Check | Acct. Codes | Comment

Appliance	BTU	Unit Number	Operational
▶ Ranges	60000	1	Y

Others Order Data

Customer Re	Order Type Desc	Special Instructions	Created By	Contact Name	Contact Number
▶ Y	Inside Leak Survey/Atmospheric Corrosion Survey	pls call [REDACTED] enter thru driveway	skirby		

Close

Field Information

Order Num: 13041650 Order Type: Inside Leak Survey/Atmospheric Corrosion Survey Customer Name: BRISBANE JAQUELINE

Field Activity Sequence

Sequence	Work Date	Employee	Status Code	Comp Type	Dispatch Type	Window	Time	Gas Found	Gas Left
▶ 12869731	07-06-22	Lamont Goode	CMP	Completed By FSD	Primary	1200-1600	7/6/2022 2:31 PM	ON	ON
12861857	07-01-22	Kyle Healy	CGI	Cannot Get In	Primary	1200-1600	7/1/2022 12:42 PM		
12860649	07-01-22	Anastasio Bryant	CAN		Primary	1200-1600			

Field Activity Details

Gas Status | Appliance Data | Hazard Data | Non-Part Charges | Safety Survey | Meter Order | Parts Summary | Activities | Completion Time | Survey Check | Acct. Codes | Comment

Action	Current Meter Number	New Meter Number	Current ERT	New ERT	Current Index	New Index	Loc Desc	Reason
▶ Read	2246377	0	12708610	0	2725	0	Front Basement	

Others Order Data

Customer Re	Order Type Desc	Special Instructions	Created By	Contact Name	Contact Number
▶ Y	Inside Leak Survey/Atmospheric Corrosion Survey	pls call [REDACTED] enter thru driveway	skirby		

Close

Field Information

Order Num: 13041650 Order Type: Inside Leak Survey/Atmospheric Corrosion Survey Customer Name: BRISBANE JAQUELINE

Field Activity Sequence

Sequence	Work Date	Employee	Status Code	Comp Type	Dispatch Type	Window	Time	Gas Found	Gas Left
▶ 12869731	07-06-22	Lamont Goode	CMP	Completed By FSD	Primary	1200-1600	7/6/2022 2:31 PM	ON	ON
12861857	07-01-22	Kyle Healy	CGI	Cannot Get In	Primary	1200-1600	7/1/2022 12:42 PM		
12860649	07-01-22	Anastasio Bryant	CAN		Primary	1200-1600			

Field Activity Details

Gas Status | Appliance Data | Hazard Data | Non-Part Charges | Safety Survey | Meter Order | Parts Summary | Activities | Completion Time | Survey Check | Acct. Codes | Comment

Free Form Comment

▶ complete waited for access

Others Order Data

Customer Re	Order Type Desc	Special Instructions	Created By	Contact Name	Contact Number
▶ Y	Inside Leak Survey/Atmospheric Corrosion Survey	pls call [REDACTED] enter thru driveway	skirby		

Close

Field Information

Order Num: 13048535 Order Type: Inside Leak Survey/Atmospheric Corrosion Survey Customer Name: BRISBANE JAQUELINE

Field Activity Sequence

Sequence	Work Date	Employee	Status Code	Comp Type	Dispatch Type	Window	Time	Gas Found	Gas Left
▶ 12869732	07-06-22	Lamont Goode	CMP	Completed By FSD	Primary	1200-1600	7/6/2022 2:35 PM	ON	ON

Field Activity Details

Gas Status | Appliance Data | Hazard Data | Non-Part Charges | Safety Survey | Meter Order | Parts Summary | Activities | Completion Time | Survey Check | Acct. Codes | Comment

Gas Found	Gas Left	Off Method	Second Off Method
▶ ON	ON		

Others Order Data

Customer Re	Order Type Desc	Special Instructions	Created By	Contact Name	Contact Number
▶ Y	Inside Leak Survey/Atmospheric Corrosion Survey	System Order	cgalvis		

Close

Field Information

Order Num: 13048535 Order Type: Inside Leak Survey/Atmospheric Corrosion Survey Customer Name: BRISBANE JAQUELINE

Field Activity Sequence

Sequence	Work Date	Employee	Status Code	Comp Type	Dispatch Type	Window	Time	Gas Found	Gas Left
▶ 12869732	07-06-22	Lamont Goode	CMP	Completed By FSD	Primary	1200-1600	7/6/2022 2:35 PM	ON	ON

Field Activity Details

Gas Status: Appliance Data Hazard Data Non-Part Charges Safety Survey Meter Order Parts Summary Activities Completion Time Survey Check Acct. Codes Comment

Appliance	BTU	Unit Number	Operational
▶ Ranges	60000	1	Y

Others Order Data

Customer Re	Order Type Desc	Special Instructions	Created By	Contact Name	Contact Number
▶ Y	Inside Leak Survey/Atmospheric Corrosion Survey	System Order	cgalvis		

Close

Field Information

Order Num: 13048535 Order Type: Inside Leak Survey/Atmospheric Corrosion Survey Customer Name: BRISBANE JAQUELINE

Field Activity Sequence

Sequence	Work Date	Employee	Status Code	Comp Type	Dispatch Type	Window	Time	Gas Found	Gas Left
▶ 12869732	07-06-22	Lamont Goode	CMP	Completed By FSD	Primary	1200-1600	7/6/2022 2:35 PM	ON	ON

Field Activity Details

Gas Status | Appliance Data | Hazard Data | Non-Part Charges | Safety Survey | Meter Order | Parts Summary | Activities | Completion Time | Survey Check | Acct. Codes | Comment

Action	Current Meter Number	New Meter Number	Current ERT	New ERT	Current Index	New Index	Loc Desc	Reason
▶ Read	1857680	0	48702411	0	3212	0	Front Basement	

Others Order Data

Customer Re	Order Type Desc	Special Instructions	Created By	Contact Name	Contact Number
▶ Y	Inside Leak Survey/Atmospheric Corrosion Survey	System Order	cgalvis		

Close

Field Information

Order Num: 13048535 Order Type: Inside Leak Survey/Atmospheric Corrosion Survey Customer Name: BRISBANE JAQUELINE

Field Activity Sequence

Sequence	Work Date	Employee	Status Code	Comp Type	Dispatch Type	Window	Time	Gas Found	Gas Left
▶ 12869732	07-06-22	Lamont Goode	CMP	Completed By FSD	Primary	1200-1600	7/6/2022 2:35 PM	ON	ON

Field Activity Details

Gas Status | Appliance Data | Hazard Data | Non-Part Charges | Safety Survey | Meter Order | Parts Summary | Activities | Completion Time | Survey Check | Acct. Codes | [Comment](#)

Free Form Comment

▶ complete waited for access

Others Order Data

Customer Re	Order Type Desc	Special Instructions	Created By	Contact Name	Contact Number
▶ Y	Inside Leak Survey/Atmospheric Corrosion Survey	System Order	cgalvis		

[Close](#)

Field Information

Order Num 13472499 Order Type Meter Test Exchange Customer Name BRISBANE JACQUELINE

Field Activity Sequence

Sequence	Work Date	Employee	Status Code	Comp Type	Dispatch Type	Window	Time	Gas Found	Gas Left
▶ 13367431	02-13-23	Johnnie Holland	CMP	Completed By FSD	Primary	800-1200	2/13/2023 10:56 AM	ON	ON

Field Activity Details

Gas Status | Appliance Data | Hazard Data | Non-Part Charges | Safety Survey | Meter Order | Parts Summary | Activities | Completion Time | Survey Check | Acct. Codes | Comment

Gas Found	Gas Left	Off Method	Second Off Method
▶ ON	ON		

Others Order Data

Customer Re	Order Type Desc	Special Instructions	Created By
▶ Y	Meter Test Exchange	MTR TEST FROM 8 AM TO 12 PM. PLEASE CALL BEFORE ARRIVAL AT PH# [REDACTED]	gflower

[Close](#)

Field Information

Order Num: 13472499 Order Type: Meter Test Exchange Customer Name: BRISBANE JACQUELINE

Field Activity Sequence

Sequence	Work Date	Employee	Status Code	Comp Type	Dispatch Type	Window	Time	Gas Found	Gas Left
▶ 13367431	02-13-23	Johnnie Holland	CMP	Completed By FSD	Primary	800-1200	2/13/2023 10:56 AM	ON	ON

Field Activity Details

Gas Status: [Appliance Data](#) | Hazard Data | Non-Part Charges | Safety Survey | Meter Order | Parts Summary | Activities | Completion Time | Survey Check | Acct. Codes | Comment

Appliance	BTU	Unit Number	Operational
▶ Heaters	95000	1	Y
Ranges	60000	1	Y
Water Heaters	40000	1	Y

Others Order Data

Customer Re	Order Type Desc	Special Instructions	Created By
▶ Y	Meter Test Exchange	MTR TEST FROM 8 AM TO 12 PM. PLEASE CALL BEFORE ARRIVAL AT PH# [REDACTED]	gfowler

Close

Field Information

Order Num 13472499 Order Type Meter Test Exchange Customer Name BRISBANE JACQUELINE

Field Activity Sequence

Sequence	Work Date	Employee	Status Code	Comp Type	Dispatch Type	Window	Time	Gas Found	Gas Left
▶ 13367431	02-13-23	Johnnie Holland	CMP	Completed By FSD	Primary	800-1200	2/13/2023 10:56 AM	ON	ON

Field Activity Details

Gas Status | Appliance Data | Hazard Data | Non-Part Charges | Safety Survey | Meter Order | Parts Summary | Activities | Completion Time | Survey Check | Acct. Codes | Comment

Action	Current Meter Number	New Meter Number	Current ERT	New ERT	Current Index	New Index	Loc Desc	Reason
▶ Meter Exchange	2246377	1922089	12708610	1437617	3018	0	Basement	PGW Special Test

Others Order Data

Customer Re	Order Type Desc	Special Instructions	Created By
▶ Y	Meter Test Exchange	MTR TEST FROM 8 AM TO 12 PM. PLEASE CALL BEFORE ARRIVAL AT PH# [REDACTED]	gflower

Close

Field Information

Order Num 13472499 Order Type Meter Test Exchange Customer Name BRISBANE JACQUELINE

Field Activity Sequence

Sequence	Work Date	Employee	Status Code	Comp Type	Dispatch Type	Window	Time	Gas Found	Gas Left
▶ 13367431	02-13-23	Johnnie Holland	CMP	Completed By FSD	Primary	800-1200	2/13/2023 10:56 AM	ON	ON

Field Activity Details

Gas Status | Appliance Data | Hazard Data | Non-Part Charges | Safety Survey | Meter Order | Parts Summary | Activities | Completion Time | Survey Check | Acct. Codes | Comment

Free Form Comment

▶ exchange meter; washers; left range off at valve for cor; pt pass; relite; good draft; instruc cor; apartment is vacant;

Others Order Data

Customer Re	Order Type Desc	Special Instructions	Created By
▶ Y	Meter Test Exchange	MTR TEST FROM 8 AM TO 12 PM. PLEASE CALL BEFORE ARRIVAL AT PH# [REDACTED]	gflower

Close

Field Information

Order Num 14307311 Order Type Get Load Information Customer Name BRISBANE JACQUELINE

Field Activity Sequence

Sequence	Work Date	Employee	Status Code	Comp Type	Dispatch Type	Window	Time	Gas Found	Gas Left
▶ 14297054	02-16-24	Cory Lewis	CMP	Completed By FSD	Primary	800-1200	2/16/2024 1:24 PM	ON	ON

Field Activity Details

Gas Status Appliance Data | Hazard Data | Non-Part Charges | Safety Survey | Meter Order | Parts Summary | Activities | Completion Time | Survey Check | Acct. Codes | Comment

Appliance	BTU	Unit Number	Operational
▶ Heaters	95000	1	N
Ranges	60000	1	N
Water Heaters	40000	1	Y

Others Order Data

Customer Re	Order Type Desc	Special Instructions	Created By	Contact Name	Contact Number
▶	Get Load Information	10:00 AM ARRIVAL - Refer to RPU Supv	ateti		

Close

Field Information

Order Num 14307311 Order Type Get Load Information Customer Name BRISBANE JACQUELINE

Field Activity Sequence

Sequence	Work Date	Employee	Status Code	Comp Type	Dispatch Type	Window	Time	Gas Found	Gas Left
▶ 14297054	02-16-24	Cory Lewis	CMP	Completed By FSD	Primary	800-1200	2/16/2024 1:24 PM	ON	ON

Field Activity Details

Gas Status | Appliance Data | Hazard Data | Non-Part Charges | Safety Survey | Meter Order | Parts Summary | Activities | Completion Time | Survey Check | Acct. Codes | Comment

Free Form Comment

▶ Checked Thermostat and it was set at 49 and room temp 49Checked by thermometer and it say 49Checked hh & working good . hh is 95 BTU ...Clocked heater at 100 BTU

Others Order Data

Customer Re	Order Type Desc	Special Instructions	Created By	Contact Name	Contact Number
▶	Get Load Information	10:00 AM ARRIVAL - Refer to RPU Supv	ateti		

Close


Field Information

Order Num	14307311	Order Type	Get Load Information	Customer Name	BRISBANE JACQUELINE
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Field Activity Sequence

Sequence	Work Date	Employee	Status Code	Comp Type	Dispatch Type	Window	Time	Gas Found	Gas Left
▶ 14297054	02-16-24	Cory Lewis	CMP	Completed By FSD	Primary	800-1200	2/16/2024 1:24 PM	ON	ON

Field Activity Details

Gas Status | Appliance Data | Hazard Data | Non-Part Charges | Safety Survey | Meter Order | Parts Summary | Activities | Completion Time | Survey Check | Acct. Codes |  Comment

▶ Clocked heater at 100 BTU ...AWH 40 BTU . Found range off at shut off valveCustomer said that hh was installed 2012 and last serviced in 2022 ...Did piping test no leaks

Others Order Data

Customer Re	Order Type Desc	Special Instructions	Created By	Contact Name	Contact Number
▶	Get Load Information	10:00 AM ARRIVAL - Refer to RPU Supv	ateti		

Close

Field Information

Order Num 14307311 Order Type Get Load Information Customer Name BRISBANE JACQUELINE

Field Activity Sequence

Sequence	Work Date	Employee	Status Code	Comp Type	Dispatch Type	Window	Time	Gas Found	Gas Left
▶ 14297054	02-16-24	Cory Lewis	CMP	Completed By FSD	Primary	800-1200	2/16/2024 1:24 PM	ON	ON

Field Activity Details

Gas Status | Appliance Data | Hazard Data | Non-Part Charges | Safety Survey | Meter Order | Parts Summary | Activities | Completion Time | Survey Check | Acct. Codes | Comment

▶ .AWH was set on lowCustomer had a let to sayDTEXTDL .10 RDL .14 ...I Left house and customer came to truck and said that water is coming out of the radiator ..Cu

Others Order Data

Customer Re	Order Type Desc	Special Instructions	Created By	Contact Name	Contact Number
▶	Get Load Information	10:00 AM ARRIVAL - Refer to RPU Supv	ateti		

Close

Field Information

Order Num 14307311 Order Type Get Load Information Customer Name BRISBANE JACQUELINE

Field Activity Sequence

Sequence	Work Date	Employee	Status Code	Comp Type	Dispatch Type	Window	Time	Gas Found	Gas Left
▶ 14297054	02-16-24	Cory Lewis	CMP	Completed By FSD	Primary	800-1200	2/16/2024 1:24 PM	ON	ON

Field Activity Details

Gas Status | Appliance Data | Hazard Data | Non-Part Charges | Safety Survey | Meter Order | Parts Summary | Activities | Completion Time | Survey Check | Acct. Codes | Comment

▶ radiator ..Customer was bleeding radiator and pin came outInstructed customer how to drain water from hh ...issued hazard tag for hh no water ..left off at shut off valve ..instruct

Others Order Data

Customer Re	Order Type Desc	Special Instructions	Created By	Contact Name	Contact Number
▶	Get Load Information	10:00 AM ARRIVAL - Refer to RPU Supv	ateti		

Close

Field Information

Order Num	14307311	Order Type	Get Load Information	Customer Name	BRISBANE JACQUELINE					
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Field Activity Sequence										
Sequence	Work Date	Employee	Status Code	Comp Type	Dispatch Type	Window	Time	Gas Found	Gas Left	
▶ 14297054	02-16-24	Cory Lewis	CMP	Completed By FSD	Primary	800-1200	2/16/2024 1:24 PM	ON	ON	

Field Activity Details											
Gas Status	Appliance Data	Hazard Data	Non-Part Charges	Safety Survey	Meter Order	Parts Summary	Activities	Completion Time	Survey Check	Acct. Codes	Comment
▶ customer how to drain water from hh ...issued hazard tag for hh no water ..left off at shut off valve ..instructed customer to call contractor ..left co card ..2nd FI HH is 70 BTU											

Others Order Data						
Customer Re	Order Type Desc	Special Instructions	Created By	Contact Name	Contact Number	
▶	Get Load Information	10:00 AM ARRIVAL - Refer to RPU Supv	ateti			

Close