

COMMONWEALTH OF PENNSYLVANIA
PUBLIC UTILITY COMMISSION

KINGSLEY DONALDSON, : DOCKET NO.
: F-2023-3044581
v. :
: PHILADELPHIA GAS WORKS, :
: Initial Call In Telephonic Hearing :

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Judge's Chambers
State Office Building
801 Market Street
Philadelphia, PA 19107

Tuesday, April 30th, 2024
Commencing at 10:00 a.m.

BEFORE:

ADMINISTRATIVE LAW JUDGE DARLENE D. HEEP

REPORTER:

SAMANDA J. RIOS - Court reporter, PA Notary

APPEARANCES:

KINGSLEY DONALDSON
5037 Hazel Avenue, Apt. B
Philadelphia, PA 19143
267.904.1448
kingsleydonaldson0324@gmail.com

PHILADELPHIA GAS WORKS
ANITA MURRAY, ESQUIRE
800 West Montgomery Avenue
Philadelphia, PA 19122
215.684.6164
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COMPLAINANT: IDENTIFIED/ADMITTED

None

RESPONDENT: IDENTIFIED/ADMITTED

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PGW Exhibit 6A 45/61
Customer Meter Test

Customer Contact: Service

Date: 12/15/2022 Time: 1:23:00 PM Source: JetSearch Related Tran: Account Maintenance
CC Type: SERV - Service Created: 12/15/2022 at: 1:23:24 PM by: SADAMS2
Area: 800 - Residential General Service Changed: at: by:
 Surveyable Auto Delete Date: 12/15/2026 Class: Inquiry

Comments: CDR requested transfer of service from 4506 Westminster Ave to 5037 Hazel Ave.B turned gas on AMR
Lease Date 12/15/2022 Issued Turn off AMR for 12/16/2022 Updated mailing address CS.

Letter
Status: Print Date: Run Number: Reprint:

Template:

Review List Tickler

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

Account: [REDACTED] 9 Donaldson, Kingsley

Premise: 4506 Westminister Ave/Phila,Pa

Person: Donaldson, Kingsley





Specific Service Agreement Statement of Account SA- [REDACTED] 11

Customer Name	From Date	To Date		
KINGSLEY DONALDSON	12/15/2022	4/23/2024		
Service Address	Account Number	S A Number	Meter	Rate/Class
5037 HAZEL AVE Apt B PHIL, PA 191431621	[REDACTED] 79	[REDACTED] 11	2357341	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
1/19/2023	BILL	6745	R	33	478	14.48	832		2/13/2023	\$937.69	\$937.69	\$937.69
2/16/2023	LPC									\$14.06	\$951.75	\$951.75
2/16/2023	BILL	7152	R	28	407	14.54	656		3/14/2023	\$866.01	\$1,817.76	\$1,817.76
3/18/2023	LPC									\$27.05	\$1,844.81	\$1,844.81
3/18/2023	BILL	7464	R	30	312	10.4	618		4/12/2023	\$578.65	\$2,423.46	\$2,423.46
4/19/2023	LPC									\$35.73	\$2,459.19	\$2,459.19
4/19/2023	BILL	7625	R	32	161	5.03	375		5/12/2023	\$291.10	\$2,750.29	\$2,750.29
5/18/2023	LPC									\$40.10	\$2,790.39	\$2,790.39
5/18/2023	BILL	7724	R	29	99	3.41	187		6/13/2023	\$161.67	\$2,952.06	\$2,952.06
6/17/2023	LPC									\$42.52	\$2,994.58	\$2,994.58
6/17/2023	BILL	7760	R	30	36	1.2	27		7/13/2023	\$67.68	\$3,062.26	\$3,062.26
7/19/2023	BILL	7780	R	32	20	0.62	3		8/11/2023	\$43.16	\$3,105.42	\$3,105.42
8/17/2023	BILL	7798	R	29	18	0.62	0		9/12/2023	\$40.46	\$3,145.88	\$3,145.88
9/19/2023	BILL	7819	R	31	21	0.68	0		10/12/2023	\$44.40	\$3,190.28	\$3,190.28
10/18/2023	LPC									\$45.46	\$3,235.74	\$3,235.74
10/18/2023	BILL	7887	R	31	68	2.19	90		11/13/2023	\$103.78	\$3,339.52	\$3,339.52
11/15/2023	PAY							Check		(\$240.08)	\$3,099.44	\$3,099.44
11/17/2023	BILL	8098	R	30	211	7.03	315		12/13/2023	\$320.14	\$3,419.58	\$3,419.58
12/16/2023	BILL	8405	R	29	307	10.59	612		1/12/2024	\$443.49	\$3,863.07	\$3,863.07
1/19/2024	BILL	8848	R	34	443	13.03	821		2/13/2024	\$692.65	\$4,555.72	\$4,555.72

2/16/2024	BILL	9132	R	28	284	10.14	728	3/13/2024	\$471.00	\$5,026.72	\$5,026.72
3/16/2024	BILL	92	R	29	251	8.66	592	4/10/2024	\$415.71	\$5,442.43	\$5,442.43
4/17/2024	BILL	289	R	32	197	6.16	454	5/10/2024	\$311.08	\$5,753.51	\$5,753.51

Specific Service Agreement Statement of Account SA- [REDACTED] 56

Customer Name	From Date	To Date		
KINGSLEY DONALDSON	10/1/2022	4/23/2024		
Service Address	Account Number	S A Number	Meter	Rate/Class
4506 WESTMINSTER AVE PHIL, PA 191315213	[REDACTED] 79	[REDACTED] 56	2099117	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
11/4/2022	BILL	3159	R	19	47	2.47	149		12/1/2022	\$113.37	\$113.37	\$113.37
12/6/2022	LPC									\$1.70	\$115.07	\$115.07
12/6/2022	BILL	3420	R	30	261	8.7	478		1/3/2023	\$530.66	\$645.73	\$645.73
1/7/2023	LPC									\$9.66	\$655.39	\$655.39
1/7/2023	BILL	3544	R	14	124	8.86	323		2/1/2023	\$236.53	\$891.92	\$891.92
2/16/2023	LPC									\$13.20	\$905.12	\$905.12
3/18/2023	LPC									\$13.20	\$918.32	\$918.32
5/18/2023	LPC									\$13.20	\$931.52	\$931.52
5/24/2023	PAY							Check		(\$516.00)	\$415.52	\$415.52
5/31/2023	PAY							Check		(\$150.00)	\$265.52	\$265.52
6/17/2023	LPC									\$3.38	\$268.90	\$268.90
11/15/2023	PAY							Check		(\$225.92)	\$42.98	\$42.98

PHILADELPHIA GAS WORKS

PUC

Opening XML



Case Number: 3918053
Company Name: PGW (PHILA. GAS WORKS (NGDC))
Company Code: 0766
Company Type: GAS TRANSPORTER
Customer First Name: KINGSLEY
Customer Middle Initial:
Customer Last Name: DONALDSON
Customer Account Number: [REDACTED] 79
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: 5357 HAZEL AVE
Customer Service Address 2: APT B
Customer Service Address City: PHILADELPHIA
Customer Service Address State: PA
Customer Service Address Zip: 19143
Customer Service Address 4-Zip:
Customer Family Adults: 3
Customer Family Children: 1
Customer Family Age: 15
Gross Income

Source	Income Amount
WAGES	1500
WAGES	350

Date Open: 2023-06-16
Reason For Contact: ON - PAR WITH DISPUTE (#63)
Term Date: 2023-06-20
Business Name:
Case Problem:

Company Position: 06/16/2023 PGW WANTS HIM TO PAY 3000 TO KEEP SERVICES ON.

Related Information: 63-PAR WITH DISPUTE- CUSTOMER IS DISPUTING SHE DOES NOT UNDERSTAND WHY THE BILLING FOR 3000. CUSTOMER BELIEVES IN THE LAST 6 MONTHS THAT USAGE WAS ONLY 600. CUSOTMER WOULD LIKE THE READJUSTMENT FOR THE BILLING OF 600 AND PAYMENT ARRANGEMENT OPTION OF THE REMAINING BALANCE. - RELIEF SOUGHT - 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: N

Arrearage: 3000

BCS Investigator First Name: BCS

BCS Investigator Last Name: CASE POOL

BCS Investigator Phone w/ Area Code: [REDACTED]

BCSIntaker First Name: STEFANIA

BCSIntaker Last Name: MICOLUCCI

Number Of Time Send: 1

Number Of Time Faxed: 0

Number Of Time Faxed: [REDACTED]

PHILADELPHIA GAS WORKS

PUC

Closing XML

Case Number: 3918053
Company Name: PGW (PHILA. GAS WORKS (NGDC))
Company Code: 0766
Company Type: GAS TRANSPORTER
Customer First Name: KINGSLEY
Customer Middle Initial:
Customer Last Name: DONALDSON
Account Number: [REDACTED] 79
Service Address 1: 5037 HAZEL AVE
Service Address 2: APT B
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: 3331.16
Date Closed: 2023-09-28
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 CUSTOMER'S ACCOUNT BALANCE ACCUMULATED DUE TO LATE PAYMENT CHARGES AND UNPAID BILLS. THE CUSTOMER IS CURRENTLY ELIGIBLE FOR A PUC ISSUED PAYMENT ARRANGEMENT IN ACCORDANCE WITH PA. LAW AS FOUND AT §1405(A). IF, IN THE FUTURE, SERVICE IS THREATENED WITH TERMINATION FOR NONPAYMENT, AND THE CUSTOMER IS NOT ABLE TO MAKE PAYMENT ARRANGEMENTS WITH PHILADELPHIA GAS WORKS, THEY SHOULD CONTACT THE PUC BEFORE SERVICE IS SHUT OFF.
Balance Date: 2023-07-12
Service Restored Pay: 0.00
Service Continue Amount: 0.00
Service Continue Date:

Terms:

Special Budget Amount: 0.00

Regular Budget Amount: 205.00

Arrears Payment Plus: 0.00

FinalMonthlyPayment: 0.00

CurrentMonthlyPayment: 0.00

EndMonthlyPayment: 0.00

LetterDescription:

HeadDate: 2023-09-28

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]

Customer Contact: Service

Date: 02/13/2024 Time: 10:44:00 AM Source: Related Trans:
CC Type: SERV - Service Created: 02/13/2024 at: 10:44:44 AM by: WTHURMAN
Area: 800 - Residential General Service Changed: at: by:
 Surveyable Auto Delete Date: 02/13/2028 Class: Inquiry

Comments: WENDELL THURMAN was here on a Trace Mtr/Piping order with Order # 14218800 , with a result of Completed Found Gas ON , Left Gas ON , with activities of (M.I.U. Activities - Investigation Complete, No Theft) , with comments of "information in thompson work order"

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

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

Account: 79 Donaldson, Kingsley
Premise: 5037 Hazel Ave,B/Phila,Pa
Person: Donaldson, Kingsley

Change Cancel



Customer Contact: Service

Date: 02/13/2024 Time: 11:05:00 AM Source: Related Tran:

CC Type: SERV - Service Created: 02/13/2024 at: 11:05:36 AM by: KTHOMPSON

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

Surveyable Auto Delete Date: 02/13/2028 Class: Inquiry

Comments: Kenneth Thompson was here on a Trace Mtr/Piping order with Order # 14302184 , with a result of Completed Found Gas ON , Left Gas ON , with activities of (Meter and Connections - Trace Meter and Piping) , with comments of "trace meter and piping all piping is home run to appliances no issues check appliance data for any additional information left safe"

Letter

Status: Print Date: Run Number: Reprint:

Template:

Review List Tickler

Follow Up: to Review Group to User

Priority: Review Group...

Account: 79 Donaldson, Kingsley

Premise: 5037 Hazel Ave,B/Phila,Pa

Person: Donaldson, Kingsley

Change Cancel



Field Information

Order Num 14302184 Order Type Trace Mtr/Piping Customer Name DONALDSON KINGSLEY

Field Activity Sequence

Sequence	Work Date	Employee	Status Code	Comp Type	Dispatch Type	Window	Time	Gas Found	Gas Left
14289451	02-13-24	Kenneth Thompson	CMP	Completed By FSD	Primary	800-1200	2/13/2024 11:05 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	110000	1	Y
Ranges	65000	1	Y
Water Heaters	40000	1	Y

Others Order Data

Customer File	Order Type Desc	Special Instructions	Created By	Contact Name
Y	Trace Mtr/Piping	RPU - PLEASE TRACE METER & PIPING - THIS IS A 10 AM APPOINTMENT. PH# 267-826-7068.	gfowler	

Close

Field Information

Order Num	14331205	Order Type	Meter Test Exchange	Customer Name	DONALDSON KINGSLEY
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Field Activity Sequence

Sequence	Work Date	Employee	Status Code	Comp Type	Dispatch Type	Window	Time	Gas Found	Gas Left
14325981	02-29-24	Jonathan Duer	CMP	Completed By FSD	Primary	800-1200	2/29/2024 11:52 AM	ON	ON
14325661	02-29-24	John DeLeo	CAN		Primary	800-1200			

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	2093621	2357341	61193797	79945353	9291	0	Front Foundation	PGW Special Test

Others Order Data

Customer Ref	Order Type Desc	Special Instructions	Created By	Contact Name	Contact Number
	Meter Test Exchange	11:00 AM - EXCHANGE AND BRING METER IN FOR TESTING	atoti		

Close





PHILADELPHIA GAS WORKS

800 West Montgomery Avenue, Philadelphia, PA 19122

March 20, 2024

Kingsley Donaldson
5037 Hazel Ave APT. B
Philadelphia, PA 19143

RE: Meter Number: 2093621
Meter Location: 5037 Hazel Ave APT. B

Dear PGW Customer:

The gas meter at your property was removed on 2/29/2024 and tested at our facilities on 3/8/2024. 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: 3-8-24

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

CUSTOMER: Kingsley Donaldson

ADDRESS: 5037 Hazel Ave B

ON APPLICATION NO.:

GIVES THE FOLLOWING RESULTS:

METER NO. 2093621		PROOF [X]			ACCURACY []	
SIZE A250TC	INDEX 8778	Meter Test Results			Percentage	
		Temperature	Open 100%	Check 20%	Fast	Slow
Meter Receive 2-29-24		71	99.6	98.6		
		71	99.5	98.6		
Meter Tested 3-8-24		71	99.6	98.6		
		Average of Results	99.6	98.6	-1.4	

Von Morgan

PGW REPRESENTATIVE

Customer Requested Meter Test

Date: 3-8-24

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

CUSTOMER: Kingsley Donaldson

ADDRESS: 5037 Hazel Ave B

ON APPLICATION NO.: _____ GIVES THE FOLLOWING RESULTS:

METER NO. 2093621		PROOF [X]			ACCURACY []	
SIZE A250TC	INDEX 9291	Meter Test Results			Percentage	
		Temperature	Open 100%	Check 20%	Fast	Slow
Meter Receive 2-29-24		71	99.6	98.6		
		71	99.5	98.6		
Meter Tested 3-8-24		71	99.6	98.6		
		Average of Results	99.6	98.6	-1.4	

Von Morgan

PGW REPRESENTATIVE

