

COMMONWEALTH OF PENNSYLVANIA  
(Public Utility Commission)

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JEANNINE WILLIS :  
Complainant, : Case No.:  
vs. : C-2024-3047920  
PHILADELPHIA GAS WORKS :  
Respondent. :  
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Pages 1 through 45 TELEPHONIC HEARING  
Judge's Chambers  
State Office Bldg.  
800 Market Street  
Philadelphia, PA 19107

Thursday, June 20, 2024  
Met, pursuant to notice, at 10:05 a.m.

BEFORE: THE HONORABLE ARLENE ASHTON  
Administrative Law Judge

INDEX TO EXHIBITS  
Docket No.: C-2024-3047920  
Hearing Date: June 20, 2024

EXHIBITS INDEX

NUMBER FOR IDENTIFICATION IN EVIDENCE

PHILADELPHIA GAS WORKS'

EXHIBITS:

1a (Two Statements of Accounts)	35
2 (Payment Arrangement history)	35
3 (List of Informal Complaints)	35



**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)

June 12, 2024

**VIA ELECTRONIC MAIL ONLY**

The Honorable Arlene D. Ashton  
Administrative Law Judge  
Pennsylvania Public Utility Commission  
801 Market Street, Suite 4063  
Philadelphia, PA 19107

**Re: Jeannine M. Willis v. Philadelphia Gas Works, Docket No. C-2024-3047920**

Dear Honorable Judge Ashton:

Enclosed please find a copy of PGW's proposed exhibits, original and redacted versions, for the scheduled hearing in the above referenced matter.

If you have any questions, please do not hesitate to contact me.

Very truly yours,

/s/**Anita J. Murray**  
Anita J. Murray

/awm

encl.

cc (w/encl.): Jeannine M. Willis via Email: [jmwillis0531@gmail.com](mailto:jmwillis0531@gmail.com)

**CERTIFICATE OF SERVICE**

I hereby certify that I have on this day served a true and correct copy of Philadelphia Gas Works' Proposed Exhibits upon the person(s) listed below in the manner indicated below in accordance with the requirements of 52 Pa. Code § 1.54 (relating to service by a party).

**VIA EMAIL ONLY**

Jeannine M. Willis  
Jmwillis0531@gmail.com

*/s/ Anita J. Murray*

Anita J. Murray, Esquire

Date: June 12, 2024

Specific Service Agreement Statement of Account SA- [REDACTED] 55

<b>Customer Name</b>	<b>From Date</b>	<b>To Date</b>			
JENNINE WILLIS	3/27/2022	6/12/2024			
<b>Service Address</b>	<b>Account Number</b>	<b>S A Number</b>	<b>Meter</b>	<b>Rate/Class</b>	
5118 OAKLAND ST Apt 2F PHIL, PA 191242530	[REDACTED] 23	[REDACTED] 55	2117182	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
4/22/2022	LPC									\$30.22	\$2,187.01	\$2,187.01
4/22/2022	BILL	7606	R	30	72	2.4	428		5/17/2022	\$150.53	\$2,337.54	\$2,337.54
5/5/2022	PAY							Credit Card		(\$741.41)	\$1,596.13	\$1,596.13
5/20/2022	BILL	7635	R	28	29	1.04	144		6/15/2022	\$70.77	\$1,666.90	\$1,666.90
6/21/2022	BILL	7654	R	30	19	0.63	1		7/15/2022	\$78.77	\$1,745.67	\$1,745.67
7/21/2022	XFER									\$0.00	\$1,745.67	\$1,745.67
7/21/2022	BILL	7673	R	32	19	0.59	0		8/15/2022	\$54.72	\$1,800.39	\$1,800.39
8/19/2022	LPC									\$27.00	\$1,827.39	\$1,827.39
8/19/2022	BILL	7690	R	29	17	0.59	0		9/14/2022	\$50.65	\$1,878.04	\$1,878.04
9/15/2022	PAY							Credit Card		(\$77.04)	\$1,801.00	\$1,801.00
9/20/2022	LPC									\$26.61	\$1,827.61	\$1,827.61
9/20/2022	BILL	7714	R	30	24	0.8	0		10/13/2022	\$64.68	\$1,892.29	\$1,892.29
10/19/2022	LPC									\$27.58	\$1,919.87	\$1,919.87
10/19/2022	BILL	7757	R	31	43	1.39	125		11/14/2022	\$99.26	\$2,019.13	\$2,019.13
11/17/2022	BILL	7820	R	29	63	2.17	242		12/13/2022	\$158.49	\$2,177.62	\$2,177.62
12/16/2022	BILL	7943	R	29	123	4.24	650		1/13/2023	\$261.91	\$2,439.53	\$2,439.53
12/29/2022	WNC2&5									(\$24.46)	\$2,415.07	\$2,415.07
1/19/2023	LPC									\$35.37	\$2,450.44	\$2,450.44
1/19/2023	BILL	8101	R	34	158	4.65	857		2/13/2023	\$343.32	\$2,793.76	\$2,793.76

2/16/2023	LPC									\$40.52	\$2,834.28	\$2,834.28	
2/16/2023	BILL	8224	R	28	123	4.39	656			3/14/2023	\$288.67	\$3,122.95	\$3,122.95
3/17/2023	PAY									Credit Card	(\$900.00)	\$2,222.95	\$2,222.95
3/18/2023	LPC										\$44.85	\$2,267.80	\$2,267.80
3/18/2023	BILL	8350	R	30	126	4.2	618			4/12/2023	\$282.16	\$2,549.96	\$2,549.96
3/30/2023	PAY									Credit Card	(\$210.00)	\$2,339.96	\$2,339.96
4/19/2023	BILL	8442	R	32	92	2.88	375			5/12/2023	\$214.07	\$2,554.03	\$2,554.03
5/18/2023	BILL	8491	R	29	49	1.69	187			6/13/2023	\$111.69	\$2,665.72	\$2,665.72
6/17/2023	LPC										\$37.32	\$2,703.04	\$2,703.04
6/17/2023	BILL	8524	R	30	33	1.1	27			7/13/2023	\$81.34	\$2,784.38	\$2,784.38
7/19/2023	LPC										\$38.54	\$2,822.92	\$2,822.92
7/19/2023	BILL	8556	R	32	32	1	3			8/11/2023	\$79.23	\$2,902.15	\$2,902.15
8/17/2023	BILL	8577	R	29	21	0.72	0			9/12/2023	\$57.50	\$2,959.65	\$2,959.65
9/19/2023	LPC										\$40.59	\$3,000.24	\$3,000.24
9/19/2023	BILL	8603	R	31	26	0.84	0			10/12/2023	\$67.29	\$3,067.53	\$3,067.53
10/18/2023	LPC										\$41.60	\$3,109.13	\$3,109.13
10/18/2023	BILL	8645	R	31	42	1.35	90			11/13/2023	\$97.53	\$3,206.66	\$3,206.66
11/17/2023	LPC										\$43.06	\$3,249.72	\$3,249.72
11/17/2023	BILL	8735	R	30	90	3	315			12/13/2023	\$199.88	\$3,449.60	\$3,449.60
12/16/2023	LPC										\$46.06	\$3,495.66	\$3,495.66
12/16/2023	BILL	8880	R	29	145	5	612			1/12/2024	\$304.28	\$3,799.94	\$3,799.94
1/19/2024	LPC										\$50.62	\$3,850.56	\$3,850.56
1/19/2024	BILL	9084	R	34	204	6	821			2/13/2024	\$441.68	\$4,292.24	\$4,292.24
2/16/2024	LPC										\$57.25	\$4,349.49	\$4,349.49
2/16/2024	BILL	9269	R	28	185	6.61	728			3/13/2024	\$415.32	\$4,764.81	\$4,764.81
3/16/2024	LPC										\$63.48	\$4,828.29	\$4,828.29
3/16/2024	BILL	9426	R	29	157	5.41	592			4/10/2024	\$354.17	\$5,182.46	\$5,182.46
4/17/2024	BILL	9538	R	32	112	3.5	454			5/10/2024	\$248.46	\$5,430.92	\$5,430.92
5/16/2024	LPC										\$72.52	\$5,503.44	\$5,503.44
5/16/2024	BILL	9571	R	29	33	1.14	190			6/11/2024	\$83.88	\$5,587.32	\$5,587.32

Specific Service Agreement Statement of Account SA- [REDACTED] 77

<b>Customer Name</b>	<b>From Date</b>	<b>To Date</b>			
JENNINE WILLIS	3/27/2022	6/12/2024			
<b>Service Address</b>	<b>Account Number</b>	<b>S A Number</b>	<b>Meter</b>	<b>Rate/Class</b>	
5118 OAKLAND ST Apt 2F PHIL, PA 191242530	[REDACTED] 23	[REDACTED] 77	2117182	GS	

**STATEMENT**

Transaction Date	Transaction Type	Read Reading	Read Code	# of Days	CCF Usage	Average CCF/Day	Heating DDDs	Payment Type	Due Date	Transaction Amount	Current Balance	Actual Balance
5/5/2022	PAY							Credit Card		(\$0.59)	\$0.00	\$0.00

**Search For Negotiated Payment Arrangement**

Search Criteria

Account... [REDACTED] 23  Willis, Jennine

From Date: 06/12/2024

Apply Criteria

OK

Cancel

Date	Seq	Status	Comments
03/30/2023	1	Broken	
11/08/2022	1	Broken	BCS # 3861844
05/05/2022	1	Broken	
11/18/2021	1	Broken	
05/06/2021	1	Broken	
10/11/2019	1	Broken	SETTLEMENT C-2019-3011347
08/16/2018	1	Broken	
05/16/2018	1	Broken	FORMAL SETTLEMENT CO. PAR

14 record(s) found.

**Search For Negotiated Payment Arrangement**

Search Criteria

Account... [REDACTED] 23  Willis, Jennine

From Date: 06/12/2024

Apply Criteria

OK

Cancel

Date	Seq	Status	Comments
05/16/2018	1	Broken	FORMAL SETTLEMENT CO. PAR
07/21/2017	1	Broken	
07/17/2017	1	Broken	
02/23/2017	1	Broken	
11/10/2016	1	Broken	BCS# 3491633 - PUC DECISION
05/13/2016	1	Broken	
04/08/2016	1	Broken	

14 record(s) found.

# PHILADELPHIA GAS WORKS

## PUC

### Opening XML

**Case Number:** 3861844  
**Company Name:** PGW (PHILA. GAS WORKS (NGDC))  
**Company Code:** 0766  
**Company Type:** GAS TRANSPORTER  
**Customer First Name:** JEANNINE  
**Customer Middle Initial:**  
**Customer Last Name:** WILLIS  
**Customer Account Number:** ██████████23  
**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:** 5118 OAKLAND ST  
**Customer Service Address 2:** APT B  
**Customer Service Address City:** PHILADELPHIA  
**Customer Service Address State:** PA  
**Customer Service Address Zip:** 19124  
**Customer Service Address 4-Zip:**  
**Customer Family Adults:** 1  
**Customer Family Children:** 1  
**Customer Family Age:** 15  
**Gross Income**  

Source	Income Amount
CustIncome	3640

  
**Date Open:** 2022-09-02  
**Reason For Contact:** ON - PAR WITH DISPUTE (#63)  
**Term Date:** 2022-09-06  
**Business Name:**  
**Case Problem:**

**Company Position:** 09/01/2022 I CALLED PGW ON 9/1/22 REGARDING NOTICE I RECEIVED ON 9/1/22 FOR SHUT OFF ON 9/6/22. PGW REP REFUSED MY REQUEST FOR AN EXTENSION TILL 9/15/22 TO PAY CATCH UP AMOUNT, REFUSED TO SEND MEDICAL FORM TO MY CHILDS PHYSICIAN, AND TOLD ME I HAVE TO PAY BY 9/5/22, WHICH IS A HOLIDAY.

**Related Information:** 63--RECEIVED A SHUT OFF NOTICE ON 09/01/2022 THAT WAS DATED 08/25/2022. THE SHUT OFF NOTICE IS FOR 09/06/2022. I CALLED PGW AND ASKED FOR AN EXTENSION UNTIL 09/15/2022, AND PGW REFUSED. I ASKED FOR A MEDICAL FORM TO BE SENT, SO A HOLD CAN BE PLACED ON SHUT OFF NOTICE, AND PGW REFUSED. I HAVE A CHILD, AND ONLY HAVE MY INCOME IN THE HOUSEHOLD. I BASICALLY RECEIVED THE SHUT OFF NOTICE 2 BUSINESS DAYS BEFORE THE SHUT OFF DATE. I AM REQUESTING PUC ASSISTANCE WITH SHUT OFF. - RELIEF SOUGHT - I AM REQUESTING AN EXTENSION TO CATCH UP ON PAST DUE BALANCE BEFORE SHUT OFF. THE EMAIL ADDRESS [REDACTED] HAS BEEN ALLOWED TO BE SHARED. THE CELL PHONE NUMBER [REDACTED] HAS BEEN ALLOWED TO BE SHARED.

**Case Misc Info:****Hot Issue:**

**Case Origin:** PUC WEBSITE  
**Prior Case Number:** 3711448  
**Universal Service:** M  
**Arrearage:** 1800.39  
**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:** 2  
**Number Of Time Faxed:** 0  
**Number Of Time Faxed:** [REDACTED]

# PHILADELPHIA GAS WORKS

## PUC

### Closing XML

**Case Number:** 3861844  
**Company Name:** PGW (PHILA. GAS WORKS (NGDC))  
**Company Code:** 0766  
**Company Type:** GAS TRANSPORTER  
**Customer First Name:** JEANNINE  
**Customer Middle Initial:**  
**Customer Last Name:** WILLIS  
**Account Number:** [REDACTED]23  
**Service Address 1:** 5118 OAKLAND ST  
**Service Address 2:** APT B  
**Service City:** PHILADELPHIA  
**Service State:** PA  
**Service Zip 5:** 19124  
**Service Zip 4:**  
**Decision Issue:** Y  
**Oral Written:** W  
**Violation:** NO  
**Chapter:**  
**Section Rule:**  
**Total Balance:** 2019.13  
**Date Closed:** 2022-11-04  
**Resolution:** DECISION ISSUED: DECISION ISSUED. CASE DISMISSED IN PART AND SUSTAINED IN PART. DISMISSED - THE CUSTOMER HAS UTILIZED THREE MEDICAL CERTIFICATIONS SINCE 2016 AND THEIR ACCOUNT BALANCE HAS NOT BEEN PAID TO ZERO; THEREFORE, THE COMPANY PROPERLY DENIED AN ADDITIONAL MED CERT RENEWAL IN ACCORDANCE WITH 56.114(2). SUSTAINED - THE CUSTOMER HAS SATISFIED THE PRIOR PUC PAR (3491633). THE PAR EXPIRATION DATE WAS DEC 2019. BALANCE AT THE TIME OF EXPIRATION WAS \$986.51. THE CUSTOMER HAS PAID A TOTAL OF \$3,046.44 SINCE THE PAR EXPIRATION DATE; THEREFORE, THE PUC CONSIDERS THE PAR TO HAVE BEEN SATISFIED ON 3/22/2021. PUC PAYMENT ARRANGEMENT GRANTED - LEVEL 2, BUDGET 165.00 + 57.00 = 222.00 BEGINNING DEC 2022 DUE DATE.  
**Balance Date:** 2022-11-04  
**Service Restored Pay:** 0.00  
**Service Continue Amount:** 0.00

**Service Continue Date:**  
**Terms:** WITH THE DECEMBER 2022 BILL DUE DATE  
**Special Budget Amount:** 222.00  
**Regular Budget Amount:** 165.00  
**Arrears Payment Plus:** 57.00  
**FinalMonthlyPayment:** 0.00  
**CurrentMonthlyPayment:** 0.00  
**EndMonthlyPayment:** 0.00  
**LetterDescription:**  
**HeadDate:** 2022-11-04  
**Paragraph:**  
**Bill Date:**  
**Reconnect Amount:** 0  
**Pay Amount:** 0.00  
**BCS Investigator First Name:** BARBARA  
**BCS Investigator Last Name:** SLINGLAND  
**Number Of Time Send:** 1  
**Number Of Time Faxed:** 0  
**PUC Fax:** [REDACTED]

# PHILADELPHIA GAS WORKS

## PUC

### Opening XML

<b>Case Number:</b>	3928592
<b>Company Name:</b>	PGW (PHILA. GAS WORKS (NGDC))
<b>Company Code:</b>	0766
<b>Company Type</b>	GAS TRANSPORTER
<b>Customer First Name:</b>	JEANNINE
<b>Customer Middle Initial:</b>	M
<b>Customer Last Name:</b>	WILLIS
<b>Customer Account Number:</b>	██████23
<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>	5118 OAKLAND ST
<b>Customer Service Address 2:</b>	APT B
<b>Customer Service Address City:</b>	PHILADELPHIA
<b>Customer Service Address State:</b>	PA
<b>Customer Service Address Zip:</b>	19124
<b>Customer Service Address 4-Zip:</b>	
<b>Customer Family Adults:</b>	0
<b>Customer Family Children:</b>	0
<b>Customer Family Age:</b>	
<b>Gross Income</b>	
<b>Source</b>	<b>Income Amount</b>
<b>Date Open:</b>	2023-07-27
<b>Reason For Contact:</b>	SERVICE (CO. FACILITIES) (# 48)
<b>Term Date:</b>	2023-08-02
<b>Business Name:</b>	
<b>Case Problem:</b>	CUSTOMER REQUESTED TWICE FOR AN EXTENSION UNTIL 08/16/2023 TO CATCH UP ON THE AMOUNT FOR

THE PAYMENT AGREEMENT, WHICH IS \$892. CUSTOMER IS ABLE TO MAKE THE PAYMENT IN 2.5 WEEKS. - RELIEF SOUGHT - CUSTOMER WANTS AN EXTENSION OF SERVICE UNTIL 8/16/2023 TO CATCH UP. THE CELL PHONE NUMBER [REDACTED] HAS BEEN ALLOWED TO BE SHARED. THE EMAIL ADDRESS [REDACTED] HAS BEEN ALLOWED TO BE SHARED.

**Company Position:**

07/27/2023 COMPANY REFUSED TO ALLOW ANOTHER MEDICAL CERTIFICATE AND CANNOT PROVIDE AN EXTENSION ON SERVICE. COMPANY RECOMMENDED BORROWING MONEY.

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

**Case Origin:** PUC WEBSITE

**Prior Case Number:** 3861844

**Universal Service:** M

**Arrearage:** 2902.15

**BCS Investigator First Name:** BCS

**BCS Investigator Last Name:** CASE POOL

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

**BCSIntaker First Name:** KAITLYN

**BCSIntaker Last Name:** PORR

**Number Of Time Send:** 1

**Number Of Time Faxed:** 0

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

# PHILADELPHIA GAS WORKS

## PUC

### Closing XML

**Case Number:** 3928592  
**Company Name:** PGW (PHILA. GAS WORKS (NGDC))  
**Company Code:** 0766  
**Company Type:** GAS TRANSPORTER  
**Customer First Name:** JEANNINE  
**Customer Middle Initial:** M  
**Customer Last Name:** WILLIS  
**Account Number:** [REDACTED]23  
**Service Address 1:** 5118 OAKLAND ST  
**Service Address 2:** APT B  
**Service City:** PHILADELPHIA  
**Service State:** PA  
**Service Zip 5:** 19124  
**Service Zip 4:**  
**Decision Issue:** N  
**Oral Written:** O  
**Violation:** NO  
**Chapter:**  
**Section Rule:**  
**Total Balance:** 2959.65  
**Date Closed:** 2023-11-15  
**Resolution:** VERBAL CLOSE: SPOKE WITH CUSTOMER AND CONFIRMED DISPUTE. INFORMED CUSTOMER HER ACCOUNT IS NOT ELIGIBLE FOR PUC TERMS AS THE PRIOR PAR HAS NOT BEEN SATISFIED AND CONFIRMED HER INCOME DID NOT CHANGE. REFERRED CUSTOMER TO 211, LIHEAP AND THE COMPANY. CUSTOMER ASKED FOR THE SECRETARY'S BUREAU NUMBER TO FILE A FORMAL DISPUTE. PROVIDED INFORMATION. THIS COMPLAINT IS CLOSED.  
**Balance Date:** 2023-08-25  
**Service Restored Pay:**  
**Service Continue Amount:**  
**Service Continue Date:**  
**Terms:**  
**Special Budget Amount:**  
**Regular Budget Amount:**

**Arrears Payment Plus:**  
**FinalMonthlyPayment:**  
**CurrentMonthlyPayment:**  
**EndMonthlyPayment:**  
**LetterDescription:**  
**HeadDate:**  
**Paragraph:**  
**Bill Date:**  
**Reconnect Amount:** 0  
**Pay Amount:**  
**BCS Investigator First Name:** BRANDI  
**BCS Investigator Last Name:** BARRICK  
**Number Of Time Send:** 1  
**Number Of Time Faxed:** 0  
**PUC Fax:** [REDACTED]