

COMMONWEALTH OF PENNSYLVANIA
(Public Utility Commission)

-----*
KEALONDA ROBERTS :
Complainant, : Case No.:
vs. : F-2024-3047146
PHILADELPHIA GAS WORKS :
Respondent. :
-----*

Pages 1 through 51 TELEPHONIC HEARING
Judge's Chambers
State Office Bldg.
801 Market Street
Philadelphia, PA 19107

Tuesday, July 9, 2024
Met, pursuant to notice, at 10:04 a.m.

BEFORE: THE HONORABLE DARLENE HEEP
Administrative Law Judge

INDEX TO EXHIBITS
Docket No.: F-2024-3047146
Hearing Date: July 9, 2024

EXHIBITS INDEX

NUMBER	IN EVIDENCE
PGW EXHIBITS:	
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4 (Statement of Account for Ms. Roberts)	49
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PHILADELPHIA GAS WORKS

800 West Montgomery Avenue • Philadelphia, PA 19122

**Graciela Christlieb, Senior Attorney
Legal Department**
Direct Dial: 215-684-6164
FAX: 215-684-6798
E-mail: graciela.christlieb@pgworks.com

July 2, 2024

VIA ELECTRONIC MAIL

Administrative Law Judge Darlene Heep
Pennsylvania Public Utility Commission
801 Market Street
Suite 4063
Philadelphia, PA 19107

Re: Kealonda Roberts v. Philadelphia Gas Works, Docket No. F-2024-3047146

Dear Judge Heep:

Enclosed, please find PGW's proposed exhibits for the hearing in the above referenced matter.

If you need additional information about this matter, please contact me at my direct-dial number above. Thank you.

Sincerely,

/s/ Graciela Christlieb

Graciela Christlieb, Esquire

Enclosure

cc: Cert. of Service w/enc.



PHILADELPHIA GAS WORKS

800 West Montgomery Avenue • Philadelphia, PA 19122

CERTIFICATE OF SERVICE

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

VIA ELECTRONIC MAIL AND FIRST CLASS MAIL

Kealonda Roberts
6120 Jackson Street
Philadelphia, PA 19135
kealonda24@gmail.com

Date: July 2, 2024

/s/ Graciela Christlieb
Graciela Christlieb, Esquire

Quit-claim Deed No. 664/S

Printed and Sold by John C. Clark Co., 1326 Walnut St., Phila.

This Indenture Made the

18th day of July

in the year of our

Lord two thousand, 2016

Between Christopher Dawkins
CCA1 PROPERTIES LLC

KEALONDA ROBERTS

Witnesseth; That the said part of the first part, for and in consideration of the sum of \$7,000.00

lawful money of the United States of America, to her well and truly paid by the said part of the second part, at and before the sealing and delivery of these presents, the receipt whereof is hereby acknowledged, has remised, released and quit-claimed, and by these presents, her remise, release and quit-claim unto the said part of the second part, and to

and assigns forever, ALL

ALL THAT CERTAIN LOT OR PIECE OF GROUND WITH THE TWO STORY BRICK MESSUAGE OR TENEMENT THEREON ERECTED.

SITUATE ON THE EAST SIDE OF 25TH STREET AT THE DISTANCE OF 16 FEET NORTHWARD FROM THE NORTH SIDE OF SOMERSET STREET.

CONTAINING IN FRONT OR BREADTH ON ON 25TH STREET 15 FEET 6 INCHES AND EXTENDING OF THAT WIDTH IN LENGTH OR DEPT EASTWARD BETWEEN PARALLEL LINES AT RIGHT ANGLES TO 25TH STREET 63 FEET 6 INCHES TO THE MIDDLE OF A CERTAIN 3 FEET WIDE ALLEY EXTENDING SOUTHWARD INTO SOMERSET STREET.

BEING NO. 2803 NORTH 25TH STREET, PHILADELPHIA, PA 19132

BEING THE SAME PREMISES WHICH JEWELL WILLIAMS, SHERIFF OF THE COUNTY OF PHILADELPHIA BY DEED DATED 11/13/2015 AND RECORDED 11/20/2015 IN PHILADELPHIA COUNTY RECORDER OF DEEDS IN DEED BOOK 52991101 AND CONVEYED UNTO CCA1 PROPERTIES LLC.

COMMONWEALTH OF PENNSYLVANIA

Commonwealth of Pennsylvania } ss:
County of Philadelphia

NOTARIAL SEAL
DOUGLAS J. NESMITH, Notary Public
City of Philadelphia, Phila. County
My Commission Expires December 22, 2018

On this, the 4th day of January, 2017

before me, a Notary Public for

the Commonwealth of Pennsylvania, residing in the

the undersigned Officer,

personally appeared CCA1 PROPERTIES LLC Christopher Dawkins

known to me (satisfactorily proven) to be the person whose name is (are) subscribed to the within instrument, and acknowledged that he executed the same for the purposes therein contained.

I hereunto set my hand and official seal.

Douglas J. Nesmith
Notary Public

DEED

CCA1 PROPERTIES LLC
TO
KEALONDA ROBERTS

752-S' John C. Clark Col, Phila.

The Address of the above-named Grantee
is 1829 Brunner St
Phila PA 19140

On behalf of the Grantee:
Kealonda Roberts

Together with all and singular the buildings, improvements, ways, streets, alleys, driveways, passages, waters, water-courses, rights liberties, privileges, hereditaments and appurtenances, whatsoever unto the hereby granted premises, belonging, or in any wise appertaining, and the reversions and remainders, rents, issues, and profits thereof; and all the estate, right, title, interest property, claim and demand whatsoever of them,

the said Grantors, as well at law as in equity, of, in, and to the same.

To have and to hold the said lot or piece of ground with the buildings and improvements thereon erected, hereditaments and premises hereby granted, or mentioned, and intended so to be, with the appurtenances, unto the said Grantees, their heirs and assigns, to and for the only proper use and behoof of the said Grantees, their heirs and assigns forever.

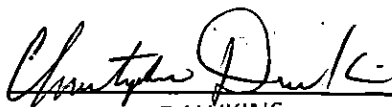
And the said Grantors,

their heirs, executors and administrators do covenant, promise and agree, to and with the said Grantee s, their heirs and assigns, by these presents, that they, the said Grantors, their heirs, all and singular the hereditaments and premises hereby granted or mentioned and intended so to be, with the appurtenances, unto the said Grantees, their heirs and assigns, against them, the said Grantors, their

heirs, and against all and every person and persons whomsoever lawfully claiming or to claim the same or any part thereof, by, from or under him, her, them, or any of them, shall and will WARRANT and forever DEFEND.

In Witness Whereof, the parties have hereunto set their hands and seals. Dated the day and year first above written.

Sealed and Believed
IN THE PRESENCE OF US:


CHRISTOPHER DAWKINS
C.E.O OF CCA1 PROPERTIES LLC

(SEAL)

PHILADELPHIA REAL ESTATE TRANSFER TAX CERTIFICATION

DOC. ID

PGW Exhibit 1
Page 4 of 4

DATE RECORDED

CITY TAX PAID

Complete each section and file in duplicate with Recorder of Deeds when (1) the full consideration/value is/is not set forth in the deed, (2) when the deed is with consideration, or by gift, or (3) a tax exemption is claimed. If more space is needed, attach additional sheet(s).

A. CORRESPONDENT — All inquiries may be directed to the following person:

NAME CCA1 Properties LLC	TELEPHONE NUMBER: AREA CODE ()
STREET ADDRESS CITY STATE ZIP CODE 2803 North 25th Street Philadelphia PA 19132	

B. TRANSFER DATA

DATE OF ACCEPTANCE OF DOCUMENT:

GRANTOR (S) / LESSOR (S) CCA1 Properties LLC	GRANTEE (S) / LESSEE (S) Kealonda Roberts
STREET ADDRESS 2803 North 25th Street	STREET ADDRESS 2803 North 25th Street
CITY STATE ZIP CODE Philadelphia PA 19132	CITY STATE ZIP CODE Philadelphia PA 19132

C. PROPERTY LOCATION

STREET ADDRESS 2803 North 25th Street	CITY/TOWNSHIP, BOROUGH Philadelphia
COUNTY Philadelphia	SCHOOL DISTRICT Philadelphia
TAX PARCEL NUMBER	

D. VALUATION DATA

1. ACTUAL CASH CONSIDERATION \$ 7,000.00	2. OTHER CONSIDERATION + 0	3. TOTAL CONSIDERATION = \$ 7,000.00
4. COUNTY ASSESSED VALUE \$ 38,300.00	5. COMMON LEVEL RATIO FACTOR x 1.2	6. FAIR MARKET VALUE = \$ 38,300.00

E. EXEMPTION DATA

1A. PERCENTAGE OF EXEMPTION 100%	1B. PERCENTAGE OF INTEREST CONVEYED 100%
--	--

2. Check Appropriate Box Below for Exemption Claimed

- Will or intestate succession _____ (NAME OF DECEDENT) (ESTATE FILE NUMBER)
- Transfer to Industrial Development Agency.
- Transfer to agent or straw party. (Attach copy of agency/straw party agreement).
- Transfer between principal and agent. (Attach copy of agency/straw trust agreement). Tax paid prior deed \$ _____.
- Transfers to the Commonwealth, the United States, and Instrumentalities by gift, dedication, condemnation or in lieu of condemnation. (Attach copy of resolution).
- Transfer from mortgagor to a holder of a mortgage in default. Mortgage Book Number _____, Page Number _____.
Mortgagee (grantor) sold property to Mortgagor (grantee) (Attach copy of prior deed).
- Corrective deed (Attach copy of the prior deed).
- Other (Please explain exemption claimed, if other than listed above.) _____

Under penalties of law or ordinance, I declare that I have examined this Statement, including accompanying information, and to the best of my knowledge and belief, it is true, correct and complete.

SIGNATURE OF CORRESPONDENT OR RESPONSIBLE PARTY Kealonda Roberts	DATE 12/30/2016
--	---------------------------

Customer Contact: Turn Off

Date: 10/06/2017 Time: 3:59:00 PM Source: JetSearch Related Tran:

CC Type: SER1 - Turn Off Created: 10/06/2017 at: 3:59:25 PM by: CMANLEY

Area: 800 - Residential General Service Changed: 10/06/2017 at: 4:07:30 PM by: CMANLEY

Surveyable Auto Delete Date: 10/06/2021 Class: Inquiry

Comments: Turn Off (AMR), 10/6/2017 cor called to turn off service at 2803 n 25th st issued turn off AMR for 10/6/17 [REDACTED]
[REDACTED] cor satisfied

Letter

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

Template: _____

Review List Tickler

Follow Up: [] to Review Group to User

Priority: [] Review Group... []

Account: [REDACTED] [REDACTED]

Premise: 2803 N 25th St/Phila,Pa

Person: [REDACTED]

Change Cancel

Customer Contact: Service

Date: 10/22/2018 Time: 6:58:00 AM Source: Related Tran:

CC Type: SERV - Service Created: 10/22/2018 at: 6:58:15 AM by: FMACCONN

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

Surveyable Auto Delete Date: 10/22/2022 Class: Inquiry

Comments: Frederick MacConnell was here on a Leave 72 Hour Notice order with Order # 10157368 , with a result of Completed , with activities of (General - Left 72hr Notice) , with comments of "LEFT 72HR SHUT-OFF NOTICE....."

Letter

Status: Print Date: Run Number: Reprint:

Template:

Review List Tickler

Follow Up: to Review Group to User

Priority: Review Group...

Account: [Redacted]

Premise: 2803 N 25th St/Phila,Pa

Person: [Redacted]

Change Cancel

Customer Contact: Service [X]

Date: 10/26/2018 Time: 11:43:00 AM Source: JetSearch Related Tran: Account Maintenance
CC Type: SERV - Service Created: 10/26/2018 at: 11:43:19 AM by: CPAGE
Area: 800 - Residential General Service Changed: at: by:
 Surveyable Auto Delete Date: 10/26/2022 Class: Inquiry

Comments: cor/LL Kealonda Roberts called reg svcs @ 2803 N 25th Street .. cor has issue with 3day notice being sent to the address .. informed cor that she will either have to setup an acct to prevent future notices from coming or we will need access to mv meter since their has been minimal movement on the meter since prev tenant moved out .. cor req to speak with someone .. trans to Super Toni for further assistance ..

Letter

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

Review List Tickler

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

Account: [REDACTED] [v]
Premise: 2803 N 25th St/Phila,Pa [v]
Person: [REDACTED] [v]

[Change] [Cancel]

Customer Contact: Turn Off

Date: 10/26/2018 Time: 11:51:00 AM Source: Related Tran:

CC Type: SER1 - Turn Off Created: 10/26/2018 at 11:51:30 AM by: ABURTON

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

Surveyable Auto Delete Date: 10/26/2022 Class: Inquiry

Comments: Turn Off, 10/30/2018, 1600 - 2000 supv assist/ spoke with the owner of the property and she wants to have the gas shut off / states that no one is living there and the gas should be off/ small amount of gas is being used

Letter

Status: Print Date: Run Number: Reprint:

Template:

Review List Tickler

Follow Up: to Review Group to User

Priority: Review Group...

Account: [Redacted]

Premise: 2803 N 25th St/Phila,Pa

Person: [Redacted]

Change Cancel

Customer Contact: Service

Date: 10/30/2018 Time: 4:29:00 PM Source: Related Tran:

CC Type: SERV - Service Created: 10/30/2018 at: 4:29:01 PM by: SKIRK1

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

Surveyable Auto Delete Date: 10/30/2022 Class: Inquiry

Comments: Scott Kirk Jr was here on a Turn Off order with Order # 10171163 , with a result of Partially Completed , with activities of (Partial Complete - Customer/Landlord Responsibilities - Customer Requested Reschedule) , with comments of "SKirk1(30-OCT-18):spoke to cor on the phone wants to cancel shut off and get gas in her name. refered to call center"

Letter

Status: Print Date: Run Number: Reprint:

Template:

Review List Tickler

Follow Up: to Review Group to User

Priority: Review Group...

Account:

Premise: 2803 N 25th St/Phila,Pa

Person:

Customer Contact: Service [X]

Date: 12/22/2018 Time: 5:09:00 PM Source: _____ Related Tran: _____
CC Type: SERV - Service [v] Created: 12/22/2018 at: 5:09:13 PM by: DSZLANIC
Area: 800 - Residential General Service [v] Changed: _____ at: _____ by: _____
 Surveyable Auto Delete Date: 12/22/2022 Class: Inquiry

Comments: Daniel Szlanic was here on a Leave 72 Hour Notice order with Order # 10301624 , with a result of Completed , with activities of (General - Left 72hr Notice) , with comments of "Left 72hr notice at door."

Letter

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

Review List Tickler

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

Account: [REDACTED] [REDACTED] [v]
Premise: 2803 N 25th St/Phila,Pa [v]
Person: [REDACTED] [v]

[Change] [Cancel]

Customer Contact: Turn On

Date: 02/08/2019 Time: 1:05:00 PM Source: Related Tran:
CC Type: SER0 - Turn On Created: 02/08/2019 at: 1:05:58 PM by: EGRUMBRE
Area: 800 - Residential General Service Changed: at: by:
 Surveyable Auto Delete Date: 02/08/2023 Class: Inquiry

Comments: Turn On, 2/12/2019, 1200 - 1600 c/c for new servic epassed not linked issued turn on for 2/12/19 12-4cs

Letter

Status: Print Date: Run Number: Reprint:

Template:

Review List Tickler

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

Account:
Premise:
Person:

Customer Contact: Service

Date: 02/12/2019 Time: 12:27:00 PM Source: Related Tran:

CC Type: SERV - Service Created: 02/12/2019 at 12:27:37 PM by: BROGERS

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

Surveyable Auto Delete Date: 02/12/2023 Class: Inquiry

Comments: Brandon Rogers was here on a Turn On order with Order # 10396166 , with a result of Can't Get In , with comments of "no answer at phoe or door. left 490"

Letter

Status: Print Date: Run Number: Reprint:

Template:

Review List Tickler

Follow Up: to Review Group to User

Priority: Review Group...

Account: 6112 Roberts, Kealonda D

Premise: 2803 N 25th St/Phila,Pa

Person: Roberts, Kealonda D

Customer Contact: Turn On

Date: 03/08/2019 Time: 1:27:00 PM Source: JetSearch Related Tran: Account Maintenance

CC Type: SER0 - Turn On Created: 03/08/2019 at: 1:27:33 PM by: DTEAGLE

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

Surveyable Auto Delete Date: 03/08/2023 Class: Inquiry

Comments: c/c to reschedule her turn on for 2803 N 25th st for 3/9/18 1200-1600 c/s

Letter

Status: Print Date: Run Number: Reprint:

Template:

Review List Tickler

Follow Up: to Review Group to User

Priority: Review Group...

Account:

Premise:

Person:

Customer Contact: Service [X]

Date: 03/09/2019 Time: 1:29:00 PM Source: Related Tran:

CC Type: SERV - Service Created: 03/09/2019 at 1:29:54 PM by: WTHURMAN

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

Surveyable Auto Delete Date: 03/09/2023 Class: Inquiry

Comments: WENDELL THURMAN was here on a Turn On order with Order # 10396166 , with a result of Completed Found Gas ON , Left Gas ON , with activities of (Meter and Connections - Turn On) , with comments of "piping test pass,plugged open line in kitchen,thread on pipe on relief valve of awh,relief valve pipe over 3 inchs from floor,shut off awh at valve "

Letter

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

Template:

Review List Tickler

Follow Up: [] to Review Group to User

Priority: [] Review Group... []

Account: [REDACTED] 6112 Roberts, Kealonda D [v]

Premise: 2803 N 25th St/Phila,Pa [v]

Person: Roberts, Kealonda D [v]

[Change] [Cancel]

Customer Contact: Turn On

Date: 07/15/2019 Time: 8:24:00 AM Source: JetSearch Related Tran: Account Maintenance
CC Type: SER0 - Turn On Created: 07/15/2019 at: 8:24:16 AM by: KKOCZKOD
Area: 800 - Residential General Service Changed: at: by:
 Surveyable Auto Delete Date: 07/15/2023 Class: Inquiry

Comments: Applicant [REDACTED] called to request service at 2803 N 25th St. unable to submit Experian, adv them to call back later.

Letter

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

Review List Tickler

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

Account: [REDACTED] 6112 Roberts, Kealonda D [v]
Premise: 2803 N 25th St/Phila,Pa [v]
Person: Roberts, Kealonda D [v]

Change Cancel

Customer Contact: Service

Date: 07/15/2019 Time: 1:43:00 PM Source: JetSearch Related Tran: Account Maintenance
CC Type: SERV - Service Created: 07/15/2019 at: 1:43:28 PM by: DDOVE
Area: 800 - Residential General Service Changed: at: by:
 Surveyable Auto Delete Date: 07/15/2023 Class: Inquiry

Comments: [REDACTED] called back for new service at 2803 n 25th st, earlier when he called he was told experian was down so he needed to cb. ran experian credit check [REDACTED] provided act# [REDACTED] and issued amr tunon for 7/15. satisfied

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

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

Account: [REDACTED] 6112 Roberts, Kealonda D [v]
Premise: 2803 N 25th St/Phila,Pa [v]
Person: Roberts, Kealonda D [v]

Change Cancel

Customer Contact: Turn On

Date: 10/08/2022 Time: 7:35:00 AM Source: Related Tran:

CC Type: SER0 - Turn On Created: 10/08/2022 at: 7:35:59 AM by: SPARKER

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

Surveyable Auto Delete Date: 10/08/2026 Class: Inquiry

Comments: Turn On (AMR) Internet T/On..Applicant Kealonda Roberts requested service t/on at 6120 Jackson st passed Experian, applicant not linked no gmi or hh information listed. Placed service in cor's name as of 09/30 lease start datesent letter#6

Letter

Status: Print Date: Run Number: Reprint:

Template:

Review List Tickler

Follow Up: to Review Group to User

Priority: Review Group...

Account: [REDACTED] 6112 Roberts, Kealonda D

Premise: 6120 Jackson St/Phila,Pa

Person: Roberts, Kealonda D

Customer Contact: Billing [X]

Date: 12/19/2022 Time: 12:57:00 PM Source: JetSearch Related Tran: Account Maintenance
CC Type: BILL - Billing [v] Created: 12/19/2022 at: 12:57:49 PM by: JCARTER1
Area: 800 - Residential General Service [v] Changed: at: by:
 Surveyable Auto Delete Date: 12/19/2026 Class: Inquiry

Comments: cor called to dispute 168.06 because she stated that shje never lived at 2803 N 25th st. entered dispute. cor requested for a discount. adv cor that we do not offer discounts. GMI 3000.00 with 1HH. c/s

Letter

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

Review List Tickler

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

Account: [REDACTED] 6112 Roberts, Kealonda D [v]
Premise: 6120 Jackson St/Phila,Pa [v]
Person: Roberts, Kealonda D [v]

[Change] [Cancel]

Philadelphia Gas Works



800 W. Montgomery Ave., Philadelphia, PA 19122
Telephone: 215-787-1288

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

January 17, 2023

Kealonda D. Roberts
6120 Jackson Street
Philadelphia, PA 19135

Account Number: [REDACTED] 6112
Re: 2803 North 25th Street

Dear Kealonda D. Roberts,

On December 19, 2022, you filed a dispute with Philadelphia Gas Works' (PGW) in reference to a balance services for 2803 North 25th Street. In your dispute, you indicated that you are the owner of this residence; however, never resided at the property.

Reviews of our records indicate you applied for gas service for 2803 North 25th Street on February 8, 2019 and the order was completed when access was provided on March 9, 2019. Our records do not indicate that you contacted our company to provide notice to discontinue the service; therefore, the billing continued.

This account was finalized as of July 15, 2019, which is the date a new application for service was received.

The total balance currently owed under PGW account number [REDACTED] 6112 for 2803 North 25th Street is \$168.06.

It is PGW's position that the debt is legitimately owed.

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

1. A statement of account
2. Dispute options

Sincerely,

N.A. Ramos

Dispute Resolution Unit

Philadelphia Gas Works



800 W. Montgomery Ave., Philadelphia, PA 19122
Telephone: 215-787-1288

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.

Specific Service Agreement Statement of Account SA- [REDACTED] 9392

Customer Name	From Date	To Date			
KEALONDA ROBERTS	3/1/2019	7/1/2024			
Service Address	Account Number	S A Number	Meter	Rate/Class	
2803 N 25TH ST PHIL, PA 191321914	[REDACTED] 6112	[REDACTED] 9392	2219605	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
3/30/2019	BILL	625	R	19	36	1.89	367		4/24/2019	\$71.96	\$71.96	\$71.96
5/1/2019	LPC									\$1.07	\$73.03	\$73.03
5/1/2019	BILL	631	R	32	6	0.19	218		5/23/2019	\$25.29	\$98.32	\$98.32
5/30/2019	LPC									\$1.45	\$99.77	\$99.77
5/30/2019	BILL	636	R	30	5	0.17	76		6/24/2019	\$23.75	\$123.52	\$123.52
6/29/2019	LPC									\$1.81	\$125.33	\$125.33
6/29/2019	BILL	640	R	29	4	0.14	3		7/24/2019	\$21.78	\$147.11	\$147.11
7/31/2019	LPC									\$2.14	\$149.25	\$149.25
7/31/2019	BILL	642	R	18	2	0.11	0		8/23/2019	\$18.81	\$168.06	\$168.06
12/26/2019	WO									(\$168.06)	\$0.00	\$0.00
10/8/2022	REACT									\$168.06	\$168.06	\$168.06
10/18/2022	REXFER									(\$168.06)	\$0.00	\$0.00

Customer Name	From Date	To Date			
KEALONDA ROBERTS	10/1/2022	7/1/2024			
Service Address	Account Number	S A Number	Meter	Rate/Class	
6120 JACKSON ST PHIL, PA 191353614	[REDACTED] 6112	[REDACTED] 7300	2128986	GS	

STATEMENT

Transaction Date	Transaction Type	Read Reading	# of Days	CCF Usage	Average CCF/Day	Heating DDDs	Payment Type	Due Date	Transaction Amount	Current Balance	Actual Balance
10/18/2022	REXFER								\$168.06	\$168.06	\$168.06
12/27/2022	PAY						Credit Card		(\$168.06)	\$0.00	\$0.00

Customer Name	From Date	To Date		
KEALONDA ROBERTS	9/1/2022	7/1/2024		
Service Address	Account Number	S A Number	Meter	Rate/Class
6120 JACKSON ST PHIL, PA 191353614	[REDACTED] 6112	[REDACTED] 1573	2128986	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
11/15/2022	BILL	5905	R	41	22	0.54	287		12/9/2022	\$59.30	\$59.30	\$59.30
12/14/2022	LPC									\$0.88	\$60.18	\$60.18
12/14/2022	BILL	6027	R	32	122	3.81	649		1/11/2023	\$247.87	\$308.05	\$308.05
12/27/2022	PAY							Credit Card		(\$128.94)	\$179.11	\$179.11
1/14/2023	BILL	6175	R	31	148	4.77	791		2/8/2023	\$296.62	\$475.73	\$475.73
2/14/2023	LPC									\$7.13	\$482.86	\$482.86
2/14/2023	BILL	6304	R	29	129	4.45	706		3/10/2023	\$278.99	\$761.85	\$761.85
3/16/2023	LPC									\$11.32	\$773.17	\$773.17
3/16/2023	BILL	6416	R	32	112	3.5	654		4/11/2023	\$225.16	\$998.33	\$998.33
4/2/2023	PAY							Credit Card		(\$450.00)	\$548.33	\$548.33
4/15/2023	LPC									\$7.94	\$556.27	\$556.27
4/15/2023	BILL	6480	R	30	64	2.13	413		5/9/2023	\$119.37	\$675.64	\$675.64
5/16/2023	LPC									\$9.73	\$685.37	\$685.37
5/16/2023	BILL	6505	R	29	25	0.86	189		6/9/2023	\$53.69	\$739.06	\$739.06
6/15/2023	LPC									\$10.54	\$749.60	\$749.60
6/15/2023	BILL	6515	R	32	10	0.31	29		7/12/2023	\$30.50	\$780.10	\$780.10
6/15/2023	PAY							Credit Card		(\$450.00)	\$330.10	\$330.10
7/15/2023	LPC									\$4.52	\$334.62	\$334.62
7/15/2023	BILL	6522	R	30	7	0.23	3		8/8/2023	\$25.53	\$360.15	\$360.15
8/15/2023	LPC									\$4.91	\$365.06	\$365.06
8/15/2023	BILL	6531	R	29	9	0.31	0		9/8/2023	\$28.24	\$393.30	\$393.30
8/31/2023	PAY							Debit Card		(\$225.00)	\$168.30	\$168.30
9/15/2023	LPC									\$2.07	\$170.37	\$170.37
9/15/2023	BILL	6538	R	33	7	0.21	0		10/10/2023	\$25.49	\$195.86	\$195.86
10/13/2023	PAY							Debit Card		(\$29.00)	\$166.86	\$166.86
10/14/2023	BILL	6545	R	29	7	0.24	52		11/7/2023	\$25.44	\$192.30	\$192.30
11/13/2023	PAY							Check		(\$24.00)	\$168.30	\$168.30

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
11/15/2023	BILL	6583	R	32	38	1.19	317		12/11/2023	\$69.67	\$237.97	\$237.97
12/14/2023	BILL	6693	R	29	110	3.79	595		1/11/2024	\$168.30	\$406.27	\$406.27
1/2/2024	PAY							Credit Card		(\$203.27)	\$203.00	\$203.00
1/17/2024	BILL	6831	R	31	138	4.45	704		2/9/2024	\$232.02	\$435.02	\$435.02
2/9/2024	PAY							Credit Card		(\$366.00)	\$69.02	\$69.02
2/14/2024	LPC									\$1.03	\$70.05	\$70.05
2/14/2024	BILL	7016	R	31	185	5.97	842		3/11/2024	\$304.83	\$374.88	\$374.88
3/14/2024	BILL	7172	R	29	156	5.38	637		4/9/2024	\$259.96	\$634.84	\$634.84
4/4/2024	PAY							Credit Card		(\$466.78)	\$168.06	\$168.06
4/13/2024	BILL	7300	R	30	128	4.27	448		5/7/2024	\$210.05	\$378.11	\$378.11
5/14/2024	BILL	7341	R	29	41	1.41	179		6/7/2024	\$78.68	\$456.79	\$456.79
5/20/2024	PAY							Check		(\$200.00)	\$256.79	\$256.79
6/13/2024	BILL	7363	R	32	22	0.69	35		7/9/2024	\$48.53	\$305.32	\$305.32

PHILADELPHIA GAS WORKS

PUC

Opening XML

PGW Exhibit 5
Page 1 of 4

Case Number:	3943609
Company Name:	PGW (PHILA. GAS WORKS (NGDC))
Company Code:	0766
Company Type	GAS TRANSPORTER
Customer First Name:	KEALONDA
Customer Middle Initial:	
Customer Last Name:	ROBERT
Customer Account Number:	8888888888
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:	6120 JACKSON ST
Customer Service Address 2:	
Customer Service Address City:	PHILADELPHIA
Customer Service Address State:	PA
Customer Service Address Zip:	19135
Customer Service Address 4-Zip:	
Customer Family Adults:	0
Customer Family Children:	0
Customer Family Age:	
Gross Income	
Source	Income Amount
Date Open:	2023-09-20
Reason For Contact:	BILLING DISPUTES (# 18)
Term Date:	2023-09-25
Business Name:	
Case Problem:	THE CUSTOMER IS DISPUTING THAT PGW HAS TRANSFERRED A PRIOR TENANT BILL FROM 2803 NORTH 25TH ST IN THE AMOUNT OF \$165.00. THE CUSTOMER STATE THAT SHE OWNS THE PROPERTY AND NOT RESPONSIBLE FOR ANY OF THE TENANT BILL. THE CUSTOMER STATE THAT WHEN SHE PURCHASED THE HOME TENANTS WERE LIVING IN THE PROPERTY. THE TENANTS MOVED FROM THE PROPERTY IN 2019. THE CUSTOMER WAS TOLD BECAUSE SHE OWN THE PROPERTY SHE IS RESPONSIBLE FOR THE BILL. - RELIEF SOUGHT THE CUSTOMER IS REQUESTING THE AMOUNT TO REMOVED.

Company Position: 09/20/2023 THE CUSTOMER IS RESPONSIBLE BECAUSE SHE OWN THE PROPERTY.

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: 7177875468

BCSIntaker First Name: NAFEESAH

BCSIntaker Last Name: HOLLIDAY

Number Of Time Send: 1

Number Of Time Faxed: 0

Number Of Time Faxed: 7172658273

PHILADELPHIA GAS WORKS

PUC

Closing XML

Case Number: 3943609
Company Name: PGW (PHILA. GAS WORKS (NGDC))
Company Code: 0766
Company Type: GAS TRANSPORTER
Customer First Name: KEALONDA
Customer Middle Initial:
Customer Last Name: ROBERT
Account Number: ██████████6112
Service Address 1: 6120 JACKSON ST
Service Address 2:
Service City: PHILADELPHIA
Service State: PA
Service Zip 5: 19135
Service Zip 4:
Decision Issue: Y
Oral Written: W
Violation: NO
Chapter:
Section Rule:
Total Balance: 192.30
Date Closed: 2024-01-19
Resolution: DECISION ISSUED: THE COMPANY PROPERLY TRANSFERRED AN UNPAID BALANCE TO THE CUSTOMER'S ACTIVE ACCOUNT. THE COMPANY PROPERLY NOTIFIED THE CUSTOMER OF A PENDING TERMINATION OF SERVICE FOR NONPAYMENT. THE CUSTOMER IS RESPONSIBLE FOR THE TRANSFERRED BALANCE. THIS INFORMAL COMPLAINT IS DISMISSED. THE COMPANY'S POSITION IS UPHELD.
Balance Date: 2023-10-19
Service Restored Pay: 0.00
Service Continue Amount: 0.00
Service Continue Date:
Terms:
Special Budget Amount: 0.00
Regular Budget Amount: 92.00
Arrears Payment Plus: 0.00
FinalMonthlyPayment: 0.00
CurrentMonthlyPayment: 0.00
EndMonthlyPayment: 0.00
LetterDescription:
HeadDate: 2024-01-12
Paragraph:
Bill Date:

Reconnect Amount: 0
Pay Amount: 0.00
BCS Investigator First Name: CHRIS
BCS Investigator Last Name: GENETTI
Number Of Time Send: 1
Number Of Time Faxed: 0
PUC Fax: 7172658273