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Specific Service Agreement Statement of Account SA- 931054989

Customer Name	From Date	To Date			
TAMIKA ANDERSON	4/1/2021	6/10/2024			
Service Address	Account Number	S A Number	Meter	Rate/Class	
2716 W MASTER ST PHIL, PA 191214634	98	89	2378854	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
4/20/2021	PAY							Check		(\$360.00)	\$183.84	\$183.84
4/24/2021	CANP									\$360.00	\$543.84	\$543.84
4/24/2021	PAYCAN									\$0.00	\$543.84	\$543.84
4/24/2021	NSFCHA									\$20.00	\$563.84	\$563.84
4/24/2021	BILL	2701	R	30	91	3.03	306		5/18/2021	\$90.72	\$654.56	\$654.56
5/14/2021	PAY							Check		(\$590.00)	\$64.56	\$64.56
5/19/2021	CANP									\$590.00	\$654.56	\$654.56
5/19/2021	PAYCAN									\$0.00	\$654.56	\$654.56
5/19/2021	NSFCHA									\$20.00	\$674.56	\$674.56
5/25/2021	BILL	2752	R	29	51	1.76	130		6/18/2021	\$90.72	\$765.28	\$765.28
6/23/2021	BILL	2772	R	31	20	0.65	36		7/19/2021	\$90.72	\$856.00	\$856.00
7/23/2021	BILL	2783	R	30	11	0.37	0		8/17/2021	\$90.72	\$946.72	\$946.72
8/21/2021	BILL	2793	R	29	10	0.34	0		9/15/2021	\$90.72	\$1,037.44	\$1,037.44
9/23/2021	BILL	2802	R	33	9	0.27	0		10/18/2021	\$90.72	\$1,128.16	\$1,128.16
10/22/2021	BILL	2820	R	29	18	0.62	32		11/17/2021	\$90.72	\$1,218.88	\$1,218.88
11/23/2021	BILL	2937	R	30	117	3.9	356		12/17/2021	\$90.72	\$1,309.60	\$1,309.60
12/23/2021	BILL	3165	R	32	228	7.12	653		1/19/2022	\$90.72	\$1,400.32	\$1,400.32
1/26/2022	BILL	3519	R	34	354	10.41	943		2/18/2022	\$90.72	\$1,491.04	\$1,491.04
2/24/2022	BILL	3840	R	29	321	11.07	816		3/21/2022	\$90.72	\$1,581.76	\$1,581.76
3/25/2022	BILL	4021	R	29	181	6.24	505		4/20/2022	\$90.72	\$1,672.48	\$1,672.48
4/26/2022	BILL	4169	R	30	148	4.93	421		5/19/2022	\$90.72	\$1,763.20	\$1,763.20
5/24/2022	BILL	4220	R	28	51	1.82	126		6/17/2022	\$90.72	\$1,853.92	\$1,853.92
6/23/2022	BILL	4236	R	32	16	0.5	1		7/19/2022	\$90.72	\$1,944.64	\$1,944.64
7/20/2022	WNA2&5									(\$17.78)	\$1,926.86	\$1,926.86
7/20/2022	CRPDIS									\$17.78	\$1,944.64	\$1,944.64
7/23/2022	BILL	4250	R	30	14	0.47	0		8/16/2022	\$90.72	\$2,035.36	\$2,035.36
8/5/2022	PAY							Check		(\$1,945.00)	\$90.36	\$90.36

Transaction Date	Transaction Type	Reading	Read Code	# of Days	CCF Usage	Average CCF/Day	Heating DDDs	Payment Type	Due Date	Transaction Amount	Current Balance	Actual Balance
8/10/2022	CANP									\$1,945.00	\$2,035.36	\$2,035.36
8/10/2022	PAYCAN									\$0.00	\$2,035.36	\$2,035.36
8/10/2022	NSFCHA									\$20.00	\$2,055.36	\$2,055.36
8/23/2022	BILL	4263	R	29	13	0.45	0		9/16/2022	\$101.28	\$2,156.64	\$2,156.64
9/22/2022	BILL	4279	R	32	16	0.5	0		10/17/2022	\$101.28	\$2,257.92	\$2,257.92
10/21/2022	BILL	4368	R	29	89	3.07	155		11/16/2022	\$101.28	\$2,359.20	\$2,359.20
11/10/2022	CRPFRZ									\$3,073.44	\$5,432.64	\$5,432.64
11/10/2022	ADJLPC									\$59.17	\$5,491.81	\$5,491.81
11/19/2022	BILL	4469	R	29	101	3.48	254		12/14/2022	\$239.27	\$5,731.08	\$5,731.08
12/20/2022	BILL	4702	R	29	233	8.03	653		1/18/2023	\$455.01	\$6,186.09	\$6,186.09
1/21/2023	LPC									\$91.90	\$6,277.99	\$6,277.99
1/21/2023	BILL	5005	R	34	303	8.91	852		2/14/2023	\$603.69	\$6,881.68	\$6,881.68
2/18/2023	LPC									\$100.95	\$6,982.63	\$6,982.63
2/18/2023	BILL	5235	R	28	230	8.21	636		3/15/2023	\$499.47	\$7,482.10	\$7,482.10
3/22/2023	BILL	5479	R	32	244	7.62	687		4/17/2023	\$434.04	\$7,916.14	\$7,916.14
4/21/2023	LPC									\$114.96	\$8,031.10	\$8,031.10
4/21/2023	BILL	5581	R	30	102	3.4	308		5/16/2023	\$193.37	\$8,224.47	\$8,224.47
5/20/2023	LPC									\$117.86	\$8,342.33	\$8,342.33
5/20/2023	BILL	5650	R	29	69	2.38	179		6/14/2023	\$117.97	\$8,460.30	\$8,460.30
6/21/2023	LPC									\$119.63	\$8,579.93	\$8,579.93
6/21/2023	BILL	5668	R	32	18	0.56	13		7/17/2023	\$41.58	\$8,621.51	\$8,621.51
7/14/2023	PAY							Check		(\$3,100.00)	\$5,521.51	\$5,521.51
7/18/2023	CRPFRZ									(\$5,521.51)	\$0.00	\$0.00
7/20/2023	CANP									\$3,100.00	\$3,100.00	\$3,100.00
7/20/2023	PAYCAN									\$0.00	\$3,100.00	\$3,100.00
7/20/2023	NSFCHA									\$20.00	\$3,120.00	\$3,120.00
7/21/2023	BILL	5683	R	30	15	0.5	3		8/15/2023	\$109.68	\$3,229.68	\$3,229.68
8/19/2023	BILL	5695	R	29	12	0.41	0		9/13/2023	\$109.68	\$3,339.36	\$3,339.36
9/21/2023	BILL	5710	R	33	15	0.45	0		10/16/2023	\$109.68	\$3,449.04	\$3,449.04
9/27/2023	CRPFRZ									\$4,976.21	\$8,425.25	\$8,425.25
9/27/2023	ADJLPC									\$545.30	\$8,970.55	\$8,970.55
10/20/2023	LPC									\$50.84	\$9,021.39	\$9,021.39
10/20/2023	BILL	5747	R	29	37	1.28	102		11/15/2023	\$64.41	\$9,085.80	\$9,085.80
11/21/2023	BILL	5871	R	30	124	4.13	324		12/15/2023	\$195.82	\$9,281.62	\$9,281.62
12/20/2023	BILL	6122	R	31	251	8.1	657		1/18/2024	\$373.27	\$9,654.89	\$9,654.89

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
1/23/2024	BILL	6448	R	32	326	10.19	830		2/15/2024	\$500.20	\$10,155.09	\$10,155.09
2/20/2024	BILL	6731	R	28	283	10.11	711		3/14/2024	\$475.78	\$10,630.87	\$10,630.87
3/20/2024	LPC									\$149.63	\$10,780.50	\$10,780.50
3/20/2024	BILL	7020	R	31	289	9.32	577		4/15/2024	\$490.18	\$11,270.68	\$11,270.68
4/19/2024	LPC									\$156.98	\$11,427.66	\$11,427.66
4/19/2024	BILL	7292	R	30	272	9.07	419		5/14/2024	\$414.40	\$11,842.06	\$11,842.06
5/18/2024	LPC									\$163.20	\$12,005.26	\$12,005.26
5/18/2024	BILL	3	R	29	113	3.9	184		6/12/2024	\$177.15	\$12,182.41	\$12,182.41

Search For Negotiated Payment Arrangement

Search Criteria

Account... [REDACTED] 98 Anderson, Tamika

From Date: 06/11/2024

Date	Seq	Status	Comments
11/10/2022	1	Broken	
02/20/2020	1	Broken	
05/09/2019	1	Broken	
02/25/2019	1	Broken	

4 record(s) found.

PGW Exhibit No. 2

Field Information

Order Num 14476110 Order Type Meter Test Exchange Customer Name ANDERSON TAMIKA

Field Activity Sequence

Sequence	Work Date	Employee	Status Code	Comp Type	Dispatch Type	Window	Time	Gas Found	Gas Left
▶ 14522704	05-13-24	Andrew Coyle	CMP	Completed By FSD	Primary	1200-1600	5/13/2024 1:34 PM	ON	ON
▶ 14502297	05-06-24	Eamonn Downey	CMP	Partial complete	Primary	1200-1600	5/6/2024 1:01 PM		

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

Order Type Desc	Special Instructions	Created By	Contact Name
▶ Meter Test Exchange	Please Arrive at 1300 Hours - Meter Test needed for Formal Hearing. Do Not CGI. PH# [REDACTED]	ateti	

Close



Field Information

Order Num 14476110 Order Type Meter Test Exchange Customer Name ANDERSON TAMIKA

Field Activity Sequence

Sequence	Work Date	Employee	Status Code	Comp Type	Dispatch Type	Window	Time	Gas Found	Gas Left
14522704	05-13-24	Andrew Coyle	CMP	Completed By FSD	Primary	1200-1600	5/13/2024 1:34 PM	ON	ON
14502297	05-06-24	Eamonn Downey	CMP	Partial complete	Primary	1200-1600	5/6/2024 1:01 PM		

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	100000	1	Y
Ranges	56000	1	Y
Water Heaters	32000	1	Y

Others Order Data

Order Type Desc	Special Instructions	Created By	Contact Name
Meter Test Exchange	Please Arrive at 1300 Hours - Meter Test needed for Formal Hearing. Do Not CGI. PH# [REDACTED]	ateti	

Close

Field Information

Order Num 14476110 Order Type Meter Test Exchange Customer Name ANDERSON TAMIKA

Field Activity Sequence

Sequence	Work Date	Employee	Status Code	Comp Type	Dispatch Type	Window	Time	Gas Found	Gas Left
14522704	05-13-24	Andrew Coyle	CMP	Completed By FSD	Primary	1200-1600	5/13/2024 1:34 PM	ON	ON
14502297	05-06-24	Eamonn Downey	CMP	Partial complete	Primary	1200-1600	5/6/2024 1:01 PM		

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	1824120	2378854	35986914	81077241	7402	0	Front Foundation Wall	PGW Special Test

Others Order Data

Order Type Desc	Special Instructions	Created By	Contact Name
Meter Test Exchange	Please Arrive at 1300 Hours - Meter Test needed for Formal Hearing. Do Not CGI. PH# [REDACTED]	ateti	

Close

Field Information

Order Num 14476110 Order Type Meter Test Exchange Customer Name ANDERSON TAMIKA

Field Activity Sequence

Sequence	Work Date	Employee	Status Code	Comp Type	Dispatch Type	Window	Time	Gas Found	Gas Left
14522704	05-13-24	Andrew Coyle	CMP	Completed By FSD	Primary	1200-1600	5/13/2024 1:34 PM	ON	ON
14502297	05-06-24	Eamonn Downey	CMP	Partial complete	Primary	1200-1600	5/6/2024 1:01 PM		

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
exchanged meter, relit all appliances, made checks left safe.

Others Order Data

Order Type Desc	Special Instructions	Created By	Contact Name
Meter Test Exchange	Please Arrive at 1300 Hours - Meter Test needed for Formal Hearing. Do Not CGI. PH# [REDACTED]	ateti	

Close

Customer Contact: New Crp Added

Date: 04/28/2020 Time: 7:34:00 AM Source: Account Maintenance Related Tran: Account Maintenance
CC Type: CRPN - New Crp Added Created: 04/28/2020 at: 7:34:47 AM by: MOBILEUP
Area: Changed: at: by:
 Surveyable Auto Delete Date: Class:

Comments: # People in Household: 1 > Monthly Household Income: \$ 1512. Source of Income: UNEM > Agreement Type: 10.00 > Agreement Amount: \$ 151.20 >

Letter
Status: Print Date: Run Number: Reprint:

Template:

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

Account: [REDACTED] 98 Anderson, Tamika
Premise: 2716 W Master St/Phila,Pa
Person: Anderson, Tamika

PGW Exhibit No. 4

Customer Contact: Billing

Date: 05/12/2021 Time: 9:12:00 AM Source: JetSearch Related Tran: Account Maintenance
CC Type: BILL - Billing Created: 05/12/2021 at: 9:12:06 AM by: KHARDY
Area: 800 - Residential General Service Changed: at: by:
 Surveyable Auto Delete Date: 05/12/2025 Class: Inquiry

Comments: Tamika Anderson called to see if she qualify for any arrangment,I advs she is on crp which is a low income program based on her income. I advs if income has changed she can update income online.GMI954.88HH1,I advs past due crp \$563.84 current crp \$90.72 Total crp \$654.56 due 5/18/21. cor asdv she will pay \$565.00. c/s

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

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

Account: [REDACTED] 98 Anderson, Tamika
Premise: 2716 W Master St/Phila,Pa
Person: Anderson, Tamika

10-DAY SHUT OFF NOTICE
Your Gas Service May Be Shut Off

Your bill is past due. As a result, PGW will shut off gas to 2716 W MASTER ST on or after 8 a.m. on Sep 07, 2021. This notice will remain effective for 60 days. To talk about your bill or this notice, call our office at 215-235-1777.

We will not shut off gas if you do ONE of the following:

- Arrange to pay your past due amount of \$946.72.
- Pay the amount you owe on your payment plan.
- Show us a payment receipt for the past due amount.
- Make a payment arrangement (you may be eligible for a special assistance program).
- Contact us to dispute the bill.

At a minimum, you may have to pay all of the following before we turn your service on:

Past Due Amount	\$946.72
Security Deposit	\$366.00
Turn On Charge	\$123.23
Total	\$1,435.95

(Plus \$372.00 if we must dig up the street to shut off gas).

You are also responsible for all gas service provided to you that is now or has become past due. If shut off, you may be required to pay more than the amount on this notice to have gas turned on.

MEDICAL EMERGENCY NOTICE

LET US KNOW IF SOMEONE LIVING IN YOUR HOME IS SERIOUSLY ILL OR HAS A MEDICAL CONDITION. WE WILL NOT SHUT OFF YOUR SERVICE during such illness, provided you:

1. Have your licensed physician, physician's assistant or nurse practitioner certify by phone or in writing that such an illness exists and that it may be aggravated if your service is shut off; and
2. Make arrangements to pay your current bills.
3. Contact us by calling 215-235-1777.
4. HAVE A LICENSED PHYSICIAN, PHYSICIAN'S ASSISTANT OR NURSE PRACTITIONER SEND PGW A LETTER WITHIN 3 DAYS, VERIFYING THE MEDICAL CONDITION.

IMPORTANT TO KNOW – BEFORE WE SHUT OFF YOUR GAS SERVICE

- You may be eligible for a payment agreement or special assistance program. Enrollment into this program may be a way of avoiding shut off. Contact us immediately at 215-235-1777 to find out if you're eligible, and how to enroll. Documentation of your income may be required.
- If you have questions or need more information, please call us today at 215-235-1777 or write us at P.O. Box 3500, Philadelphia, PA 19122. After you talk with PGW, if you are not satisfied, you may file a complaint with the Pennsylvania Public Utility Commission (PUC). The PUC may delay the shutoff if you file the complaint before the shut-off date. To contact them call 1 (800) 692-7380 or write to: Pennsylvania Public Utility Commission, P.O. Box 3265, Harrisburg, PA 17105-3265.
- If you have a valid Protection From Abuse order from a court, there are additional protections available to you. Call us immediately at 215-235-1777. You will be required to provide us with a copy of the order.

- Call us if your landlord pays your utility bill. You have certain legal protections.
- If you have trouble understanding or speaking English call us for free interpretation.
- Please contact us if you are disabled and need assistance.
- All adult occupants of the premises whose names are on the mortgage, deed or lease are considered the 'customer' and are responsible for payment of the bill. If service is shut off ANY adult occupant who has been living at the premises may have to pay all or portions of this bill to have service restored.
- If your service is shut off, you must contact us after your payment has been made to be sure you have met all conditions to have the service turned on and to arrange access to your premises. It may take up to seven days to have your service restored.

WINTER SHUT OFF PROVISIONS Dec. 1-March 31

- **Contact us before the shut off date** to give us household and occupant information to see if you qualify for any assistance programs.
- **If you are low income there are special rules about whether we may shut off your gas in the winter.** Add together the monthly income in your household. Look at the chart below to determine your group. You may need to provide us with proof of income.
- **If your income is 150% of the federal poverty guidelines or below, we must first ask the PUC for permission to shut off your service.** We will notify you prior to shutting off service if we ask the PUC for permission to terminate your gas service.
- **If your income is above 150% but does not exceed 250% of the federal poverty guidelines, we will not shut off your service if one of these conditions applies to you:**
 - o Someone in your household is 12 or younger or 65 or older; or
 - o You have paid at least one-half of your last two monthly gas bills; or
 - o If over the last two months you have paid at least 15% of your household income toward the gas bills.
- **If we reconnect your service during the winter months (between December 1st and March 31st)** we will restore your service within 24 hours of you meeting all requirements to have service reconnected. When street digging is required, it may take up to seven days.

Federal Poverty Guidelines (FPG) 2021

Household Size	Your income is 150% of the FPG or below if your monthly gross is:	Your income is between 151% - 250% of the FPG if your monthly gross is:
1	\$1,610 or less	\$1,611-\$2,683
2	\$2,178 or less	\$2,179-\$3,629
3	\$2,745 or less	\$2,746-\$4,575
4	\$3,313 or less	\$3,314-\$5,521
Each add. person add	\$568	\$569-\$946

PL_20210825180001.dat-25-000001598

Please return this portion with your payment.
Write your account number on your check or money order made payable to Philadelphia Gas Works

Account Number: [REDACTED] 98
Notice Date: Aug 25, 2021
Please Pay: \$946.72

Place "X" in box for address corrections. Print corrections on reverse side.

Amount Enclosed:

000013 000001598

TAMIKA ANDERSON
2716 W MASTER ST
PHILA PA 19121-4634



Philadelphia Gas Works
P.O. Box 11700
Newark, NJ 07101-4700

Customer Contact: Collection

Date: 08/31/2021 Time: 4:45:00 PM Source: JetSearch Related Tran: Account Maintenance
CC Type: COLL - Collection Created: 08/31/2021 at: 4:45:15 PM by: BROOP
Area: 800 - Residential General Service Changed: at: by:
 Surveyable Auto Delete Date: 08/31/2025 Class: Inquiry

Comments: cor called in 5691 for 946.72 due by 9/7/21 Not eligible for consent , gave her liheap number placed a 3 day MP on account 8/31/21-9/2/21 c/s

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

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

Account: [REDACTED] 98 Anderson, Tamika
Premise: 2716 W Master St/Phila,Pa
Person: Anderson, Tamika

10-DAY SHUT OFF NOTICE
Your Gas Service May Be Shut Off

Your bill is past due. As a result, PGW will shut off gas to 2716 W MASTER ST on or after 8 a.m. on Oct 05, 2021. This notice will remain effective for 60 days. To talk about your bill or this notice, call our office at 215-235-1777.

We will not shut off gas if you do ONE of the following:

- Arrange to pay your past due amount of \$1,037.44.
- Pay the amount you owe on your payment plan.
- Show us a payment receipt for the past due amount.
- Make a payment arrangement (you may be eligible for a special assistance program).
- Contact us to dispute the bill.

At a minimum, you may have to pay all of the following before we turn your service on:

Past Due Amount	\$1,037.44
Security Deposit	\$400.00
Turn On Charge	\$123.23
Total	\$1,560.67

(Plus \$372.00 if we must dig up the street to shut off gas).

You are also responsible for all gas service provided to you that is now or has become past due. If shut off, you may be required to pay more than the amount on this notice to have gas turned on.

MEDICAL EMERGENCY NOTICE

LET US KNOW IF SOMEONE LIVING IN YOUR HOME IS SERIOUSLY ILL OR HAS A MEDICAL CONDITION. WE WILL NOT SHUT OFF YOUR SERVICE during such illness, provided you:

1. Have your licensed physician, physician's assistant or nurse practitioner certify by phone or in writing that such an illness exists and that it may be aggravated if your service is shut off; and
2. Make arrangements to pay your current bills.
3. Contact us by calling 215-235-1777.
4. HAVE A LICENSED PHYSICIAN, PHYSICIAN'S ASSISTANT OR NURSE PRACTITIONER SEND PGW A LETTER WITHIN 3 DAYS, VERIFYING THE MEDICAL CONDITION.

IMPORTANT TO KNOW - BEFORE WE SHUT OFF YOUR GAS SERVICE

- You may be eligible for a payment agreement or special assistance program. Enrollment into this program may be a way of avoiding shut off. Contact us immediately at 215-235-1777 to find out if you're eligible, and how to enroll. Documentation of your income may be required.
- If you have questions or need more information, please call us today at 215-235-1777 or write us at P.O. Box 3500, Philadelphia, PA 19122. After you talk with PGW, if you are not satisfied, you may file a complaint with the Pennsylvania Public Utility Commission (PUC). The PUC may delay the shutoff if you file the complaint before the shut-off date. To contact them call 1 (800) 692-7380 or write to: Pennsylvania Public Utility Commission, P.O. Box 3265, Harrisburg, PA 17105-3265.
- If you have a valid Protection From Abuse order from a court, there are additional protections available to you. Call us immediately at 215-235-1777. You will be required to provide us with a copy of the order.

- Call us if your landlord pays your utility bill. You have certain legal protections.
- If you have trouble understanding or speaking English call us for free interpretation.
- Please contact us if you are disabled and need assistance.
- All adult occupants of the premises whose names are on the mortgage, deed or lease are considered the 'customer' and are responsible for payment of the bill. If service is shut off ANY adult occupant who has been living at the premises may have to pay all or portions of this bill to have service restored.
- If your service is shut off, you must contact us after your payment has been made to be sure you have met all conditions to have the service turned on and to arrange access to your premises. It may take up to seven days to have your service restored.

WINTER SHUT OFF PROVISIONS Dec. 1-March 31

- Contact us before the shut off date to give us household and occupant information to see if you qualify for any assistance programs.
- If you are low income there are special rules about whether we may shut off your gas in the winter. Add together the monthly income in your household. Look at the chart below to determine your group. You may need to provide us with proof of income.
- If your income is 150% of the federal poverty guidelines or below, we must first ask the PUC for permission to shut off your service. We will notify you prior to shutting off service if we ask the PUC for permission to terminate your gas service.
- If your income is above 150% but does not exceed 250% of the federal poverty guidelines, we will not shut off your service if one of these conditions applies to you:
 - o Someone in your household is 12 or younger or 65 or older; or
 - o You have paid at least one-half of your last two monthly gas bills; or
 - o If over the last two months you have paid at least 15% of your household income toward the gas bills.
- If we reconnect your service during the winter months (between December 1st and March 31st) we will restore your service within 24 hours of you meeting all requirements to have service reconnected. When street digging is required, it may take up to seven days.

Household Size	Federal Poverty Guidelines (FPG) 2021	
	Your income is 150% of the FPG or below if your monthly gross is:	Your income is between 151% - 250% of the FPG if your monthly gross is:
1	\$1,610 or less	\$1,611-\$2,683
2	\$2,178 or less	\$2,179-\$3,629
3	\$2,745 or less	\$2,746-\$4,575
4	\$3,313 or less	\$3,314-\$5,521
Each add. person add	\$568	\$569-\$946

PL_20210923180001.dat-111-00000297

Please return this portion with your payment.
Write your account number on your check or money order made payable to Philadelphia Gas Works

Account Number: [REDACTED] 98
Notice Date: Sep 23, 2021
Please Pay: \$1,037.44

Place "X" in box for address corrections. Print corrections on reverse side.

Amount Enclosed:

000056 000000297



TAMIKA ANDERSON
2716 W MASTER ST
PHILA PA 19121-4634



Philadelphia Gas Works
P.O. Box 11700
Newark, NJ 07101-4700

Customer Contact: Collection [X]

Date: 10/01/2021 Time: 2:17:00 PM Source: JetSearch Related Tran: Account Maintenance
CC Type: COLL - Collection Created: 10/01/2021 at: 2:17:29 PM by: SKIRBY
Area: 800 - Residential General Service Changed: at: by:
 Surveyable Auto Delete Date: 10/01/2025 Class: Inquiry

Comments: cor called regarding shut off notice cor asked for par advised cor she is on crp offered cor medical cor request form sent to dr william brown 215 236 1130 fax 215 236 1131 office tamika anderson patient placed mp hold tamika satis

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

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

Account: [REDACTED] 98 Anderson, Tamika
Premise: 2716 W Master St/Phila,Pa
Person: Anderson, Tamika

[Change] [Cancel]

10-DAY SHUT OFF NOTICE Your Gas Service May Be Shut Off

Your bill is past due. As a result, PGW will shut off gas to 2716 W MASTER ST on or after 8 a.m. on Nov 08, 2021. This notice will remain effective for 60 days. To talk about your bill or this notice, call our office at 215-235-1777.

We will not shut off gas if you do ONE of the following:

- Arrange to pay your past due amount of \$1,128.16.
- Pay the amount you owe on your payment plan.
- Show us a payment receipt for the past due amount.
- Make a payment arrangement (you may be eligible for a special assistance program).
- Contact us to dispute the bill.

At a minimum, you may have to pay all of the following before we turn your service on:

Past Due Amount	\$1,128.16
Security Deposit	\$396.00
Turn On Charge	\$123.23
Total	\$1,647.39

(Plus \$372.00 if we must dig up the street to shut off gas).

You are also responsible for all gas service provided to you that is now or has become past due. If shut off, you may be required to pay more than the amount on this notice to have gas turned on.

MEDICAL EMERGENCY NOTICE

LET US KNOW IF SOMEONE LIVING IN YOUR HOME IS SERIOUSLY ILL OR HAS A MEDICAL CONDITION. WE WILL NOT SHUT OFF YOUR SERVICE during such illness, provided you:

1. HAVE your licensed physician, physician's assistant or nurse practitioner certify by phone or in writing that such an illness exists and that it may be aggravated if your service is shut off; and
2. Make arrangements to pay your current bills.
3. Contact us by calling 215-235-1777.
4. HAVE A LICENSED PHYSICIAN, PHYSICIAN'S ASSISTANT OR NURSE PRACTITIONER SEND PGW A LETTER WITHIN 3 DAYS, VERIFYING THE MEDICAL CONDITION.

IMPORTANT TO KNOW - BEFORE WE SHUT OFF YOUR GAS SERVICE

- You may be eligible for a payment agreement or special assistance program. Enrollment into this program may be a way of avoiding shut off. Contact us immediately at 215-235-1777 to find out if you're eligible, and how to enroll. Documentation of your income may be required.
- If you have questions or need more information, please call us today at 215-235-1777 or write us at P.O. Box 3500, Philadelphia, PA 19122. After you talk with PGW, if you are not satisfied, you may file a complaint with the Pennsylvania Public Utility Commission (PUC). The PUC may delay the shutoff if you file the complaint before the shut-off date. To contact them call 1 (800) 692-7380 or write to: Pennsylvania Public Utility Commission, P.O. Box 3265, Harrisburg, PA 17105-3265.
- If you have a valid Protection From Abuse order from a court, there are additional protections available to you. Call us immediately at 215-235-1777. You will be required to provide us with a copy of the order.

- Call us if your landlord pays your utility bill. You have certain legal protections.
- If you have trouble understanding or speaking English call us for free interpretation.
- Please contact us if you are disabled and need assistance.
- All adult occupants of the premises whose names are on the mortgage, deed or lease are considered the 'customer' and are responsible for payment of the bill. If service is shut off ANY adult occupant who has been living at the premises may have to pay all or portions of this bill to have service restored.
- If your service is shut off, you must contact us after your payment has been made to be sure you have met all conditions to have the service turned on and to arrange access to your premises. It may take up to seven days to have your service restored.

WINTER SHUT OFF PROVISIONS Dec. 1-March 31

- Contact us before the shut off date to give us household and occupant information to see if you qualify for any assistance programs.
- If you are low income there are special rules about whether we may shut off your gas in the winter. Add together the monthly income in your household. Look at the chart below to determine your group. You may need to provide us with proof of income.
- If your income is 150% of the federal poverty guidelines or below, we must first ask the PUC for permission to shut off your service. We will notify you prior to shutting off service if we ask the PUC for permission to terminate your gas service.
- If your income is above 150% but does not exceed 250% of the federal poverty guidelines, we will not shut off your service if one of these conditions applies to you:
 - o Someone in your household is 12 or younger or 65 or older; or
 - o You have paid at least one-half of your last two monthly gas bills; or
 - o If over the last two months you have paid at least 15% of your household income toward the gas bills.
- If we reconnect your service during the winter months (between December 1st and March 31st) we will restore your service within 24 hours of you meeting all requirements to have service reconnected. When street digging is required, it may take up to seven days.

Household Size	Federal Poverty Guidelines (FPG) 2021	
	Your income is 150% of the FPG or below if your monthly gross is:	Your income is between 151% - 250% of the FPG if your monthly gross is:
1	\$1,610 or less	\$1,611-\$2,683
2	\$2,178 or less	\$2,179-\$3,629
3	\$2,745 or less	\$2,746-\$4,575
4	\$3,313 or less	\$3,314-\$5,521
Each add. person add	\$568	\$569-\$946

PL_20211025180001.dat-159-000000398

Please return this portion with your payment.
Write your account number on your check or money order made payable to Philadelphia Gas Works

Account Number: [REDACTED] 98
Notice Date: Oct 25, 2021
Please Pay: \$1,128.16

Place "X" in box for address corrections. Print corrections on reverse side.

Amount Enclosed:

000080 000000398



TAMIKA ANDERSON
2716 W MASTER ST
PHILA PA 19121-4634



Philadelphia Gas Works
P.O. Box 11700
Newark, NJ 07101-4700

Customer Contact: Billing [X]

Date: 11/05/2021 Time: 8:51:00 AM Source: JetSearch Related Tran: Account Maintenance

CC Type: BILL - Billing [v] Created: 11/05/2021 at: 8:51:24 AM by: SPARKER

Area: 800 - Residential General Service [v] Changed: at: by:

Surveyable Auto Delete Date: 11/05/2025 Class: Inquiry

Comments: C/c unable to make payment until 2 days after shut off date cor currently on crp ifnromed would need to pay past duer to stop shut off also offered medical, filled out form to be sent to DR. Nygun-Hall 215-204-4660fx 215-707-3755 ph placed3 day mp.

Letter

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

Template:

Review List Tickler

Follow Up: [] to Review Group to User

Priority: [] Review Group... []

Account: [REDACTED] 98 Anderson, Tamika [v]

Premise: 2716 W Master St/Phila,Pa [v]

Person: Anderson, Tamika [v]

[Change] [Cancel]

PHILADELPHIA GAS WORKS
800 W. MONTGOMERY AVENUE, PHILADELPHIA, PA 19122-0050

Notice Date: Feb 08, 2022
Account Number: [REDACTED] 98

10-DAY SHUT OFF NOTICE
Your Gas Service May Be Shut Off

Your bill is past due. As a result, PGW will shut off gas to 2716 W MASTER ST on or after 8 a.m. on Apr 01, 2022. This notice will remain effective for 60 days. To talk about your bill or this notice, call our office at 215-235-1777.

We will not shut off gas if you do ONE of the following:

- Arrange to pay your past due amount of \$1,400.32.
- Pay the amount you owe on your payment plan.
- Show us a payment receipt for the past due amount.
- Make a payment arrangement (you may be eligible for a special assistance program).
- Contact us to dispute the bill.

At a minimum, you may have to pay all of the following before we turn your service on:

Past Due Amount	\$1,400.32
Security Deposit	\$452.00
Turn On Charge	\$123.23
Total	\$1,975.55

(Plus \$372.00 if we must dig up the street to shut off gas).

You are also responsible for all gas service provided to you that is now or has become past due. If shut off, you may be required to pay more than the amount on this notice to have gas turned on.

MEDICAL EMERGENCY NOTICE

LET US KNOW IF SOMEONE LIVING IN YOUR HOME IS SERIOUSLY ILL OR HAS A MEDICAL CONDITION. WE WILL NOT SHUT OFF YOUR SERVICE during such illness, provided you:

1. Have your licensed physician, physician's assistant or nurse practitioner certify by phone or in writing that such an illness exists and that it may be aggravated if your service is shut off; and
2. Make arrangements to pay your current bills.
3. Contact us by calling 215-235-1777.
4. HAVE A LICENSED PHYSICIAN, PHYSICIAN'S ASSISTANT OR NURSE PRACTITIONER SEND PGW A LETTER WITHIN 3 DAYS, VERIFYING THE MEDICAL CONDITION.

IMPORTANT TO KNOW - BEFORE WE SHUT OFF

YOUR GAS SERVICE

- You may be eligible for a payment agreement or special assistance program. Enrollment into this program may be a way of avoiding shut off. Contact us immediately at 215-235-1777 to find out if you're eligible, and how to enroll. Documentation of your income may be required.
- If you have questions or need more information, please call us today at 215-235-1777 or write us at P.O. Box 3500, Philadelphia, PA 19122. After you talk with PGW, if you are not satisfied, you may file a complaint with the Pennsylvania Public Utility Commission (PUC). The PUC may delay the shutoff if you file the complaint before the shut-off date. To contact them call 1 (800) 692-7380 or write to: Pennsylvania Public Utility Commission, P.O. Box 3265, Harrisburg, PA 17105-3265.
- If you have a valid Protection From Abuse order from a court, there are additional protections available to you. Call us immediately at 215-235-1777. You will be required to provide us with a copy of the order.

- Call us if your landlord pays your utility bill. You have certain legal protections.
- If you have trouble understanding or speaking English call us for free interpretation.
- Please contact us if you are disabled and need assistance.
- All adult occupants of the premises whose names are on the mortgage, deed or lease are considered the 'customer' and are responsible for payment of the bill. If service is shut off ANY adult occupant who has been living at the premises may have to pay all or portions of this bill to have service restored.
- If your service is shut off, you must contact us after your payment has been made to be sure you have met all conditions to have the service turned on and to arrange access to your premises. It may take up to seven days to have your service restored.

WINTER SHUT OFF PROVISIONS Dec. 1-March 31

- Contact us before the shut off date to give us household and occupant information to see if you qualify for any assistance programs.
- If you are low income there are special rules about whether we may shut off your gas in the winter. Add together the monthly income in your household. Look at the chart below to determine your group. You may need to provide us with proof of income.
- If your income is 150% of the federal poverty guidelines or below, we must first ask the PUC for permission to shut off your service. We will notify you prior to shutting off service if we ask the PUC for permission to terminate your gas service.
- If your income is above 150% but does not exceed 250% of the federal poverty guidelines, we will not shut off your service if one of these conditions applies to you:
 - o Someone in your household is 12 or younger or 65 or older; or
 - o You have paid at least one-half of your last two monthly gas bills; or
 - o If over the last two months you have paid at least 15% of your household income toward the gas bills.
- If we reconnect your service during the winter months (between December 1st and March 31st) we will restore your service within 24 hours of you meeting all requirements to have service reconnected. When street digging is required, it may take up to seven days.

Household Size	Federal Poverty Guidelines (FPG) 2021	
	Your income is 150% of the FPG or below if your monthly gross is:	Your income is between 151% - 250% of the FPG if your monthly gross is:
1	\$1,610 or less	\$1,611-\$2,683
2	\$2,178 or less	\$2,179-\$3,629
3	\$2,745 or less	\$2,746-\$4,575
4	\$3,313 or less	\$3,314-\$5,521
Each add. person add	\$568	\$569-\$946

PL_202202085691H.dat-1347-000005829

Please return this portion with your payment.
Write your account number on your check or money order made payable to Philadelphia Gas Works

Account Number: [REDACTED] 98
Notice Date: Feb 08, 2022
Please Pay: \$1,400.32

Place "X" in box for address corrections. Print corrections on reverse side.

Amount Enclosed:

000674 000005829

TAMIKA ANDERSON
2716 W MASTER ST
PHILA PA 19121-4634



Philadelphia Gas Works
P.O. Box 11700
Newark, NJ 07101-4700

Customer Contact: Collection

Date: 03/29/2022 Time: 2:15:00 PM Source: JetSearch Related Tran: Account Maintenance
CC Type: COLL - Collection Created: 03/29/2022 at: 2:15:12 PM by: SSTRAIN
Area: 800 - Residential General Service Changed: 03/29/2022 at: 2:52:41 PM by: SSTRAIN
 Surveyable Auto Delete Date: 03/29/2026 Class: Inquiry

Comments: cor called to have medical faxed to Dr Dimple Patel T/215-481-4811 F/215-576-1787 pt is cor faxed form placed 3 day MP on account 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] 98 Anderson, Tamika
Premise: 2716 W Master St/Phila,Pa
Person: Anderson, Tamika

[Change] [Cancel]

10-DAY SHUT OFF NOTICE
Your Gas Service May Be Shut Off

Your bill is past due. As a result, PGW will shut off gas to 2716 W MASTER ST on or after 8 a.m. on May 10, 2022. This notice will remain effective for 60 days. To talk about your bill or this notice, call our office at 215-235-1777.

We will not shut off gas if you do ONE of the following:

- Arrange to pay your past due amount of \$1,672.48.
- Pay the amount you owe on your payment plan.
- Show us a payment receipt for the past due amount.
- Make a payment arrangement (you may be eligible for a special assistance program).
- Contact us to dispute the bill.

At a minimum, you may have to pay all of the following before we turn your service on:

Past Due Amount	\$1,672.48
Security Deposit	\$460.00
Turn On Charge	\$123.23
Total	\$2,255.71

(Plus \$372.00 if we must dig up the street to shut off gas).

You are also responsible for all gas service provided to you that is now or has become past due. If shut off, you may be required to pay more than the amount on this notice to have gas turned on.

MEDICAL EMERGENCY NOTICE

LET US KNOW IF SOMEONE LIVING IN YOUR HOME IS SERIOUSLY ILL OR HAS A MEDICAL CONDITION. WE WILL NOT SHUT OFF YOUR SERVICE during such illness, provided you:

1. HAVE your licensed physician, physician's assistant or nurse practitioner certify by phone or in writing that such an illness exists and that it may be aggravated if your service is shut off; and
2. Make arrangements to pay your current bills.
3. Contact us by calling 215-235-1777.
4. HAVE A LICENSED PHYSICIAN, PHYSICIAN'S ASSISTANT OR NURSE PRACTITIONER SEND PGW A LETTER WITHIN 3 DAYS, VERIFYING THE MEDICAL CONDITION.

IMPORTANT TO KNOW - BEFORE WE SHUT OFF YOUR GAS SERVICE

- You may be eligible for a payment agreement or special assistance program. Enrollment into this program may be a way of avoiding shut off. Contact us immediately at 215-235-1777 to find out if you're eligible, and how to enroll. Documentation of your income may be required.
- If you have questions or need more information, please call us today at 215-235-1777 or write us at P.O. Box 3500, Philadelphia, PA 19122. After you talk with PGW, if you are not satisfied, you may file a complaint with the Pennsylvania Public Utility Commission (PUC). The PUC may delay the shutoff if you file the complaint before the shut-off date. To contact them call 1 (800) 692-7380 or write to: Pennsylvania Public Utility Commission, P.O. Box 3265, Harrisburg, PA 17105-3265.
- If you have a valid Protection From Abuse order from a court, there are additional protections available to you. Call us immediately at 215-235-1777. You will be required to provide us with a copy of the order.

- Call us if your landlord pays your utility bill. You have certain legal protections.
- If you have trouble understanding or speaking English call us for free interpretation.
- Please contact us if you are disabled and need assistance.
- All adult occupants of the premises whose names are on the mortgage, deed or lease are considered the 'customer' and are responsible for payment of the bill. If service is shut off ANY adult occupant who has been living at the premises may have to pay all or portions of this bill to have service restored.
- If your service is shut off, you must contact us after your payment has been made to be sure you have met all conditions to have the service turned on and to arrange access to your premises. It may take up to seven days to have your service restored.

WINTER SHUT OFF PROVISIONS Dec. 1-March 31

- Contact us before the shut off date to give us household and occupant information to see if you qualify for any assistance programs.
- If you are low income there are special rules about whether we may shut off your gas in the winter. Add together the monthly income in your household. Look at the chart below to determine your group. You may need to provide us with proof of income.
- If your income is 150% of the federal poverty guidelines or below, we must first ask the PUC for permission to shut off your service. We will notify you prior to shutting off service if we ask the PUC for permission to terminate your gas service.
- If your income is above 150% but does not exceed 250% of the federal poverty guidelines, we will not shut off your service if one of these conditions applies to you:
 - o Someone in your household is 12 or younger or 65 or older; or
 - o You have paid at least one-half of your last two monthly gas bills; or
 - o If over the last two months you have paid at least 15% of your household income toward the gas bills.
- If we reconnect your service during the winter months (between December 1st and March 31st) we will restore your service within 24 hours of you meeting all requirements to have service reconnected. When street digging is required, it may take up to seven days.

Household Size	Federal Poverty Guidelines (FPG) 2022	
	Your income is 150% of the FPG or below if your monthly gross is:	Your income is between 151% - 250% of the FPG if your monthly gross is:
1	\$1,699 or less	\$1,700-\$2,831
2	\$2,289 or less	\$2,290-\$3,815
3	\$2,879 or less	\$2,880-\$4,798
4	\$3,469 or less	\$3,470-\$5,781
Each add. person add	\$590	\$591-\$983

PL_20220428180001.dat-547-000005520

Please return this portion with your payment.
Write your account number on your check or money order made payable to Philadelphia Gas Works

Account Number: [REDACTED] 98
Notice Date: Apr 28, 2022
Please Pay: \$1,672.48

Place "X" in box for address corrections. Print corrections on reverse side.

Amount Enclosed:

000274 000005520

TAMIKA ANDERSON
2716 W MASTER ST
PHILA PA 19121-4634



Philadelphia Gas Works
P.O. Box 11700
Newark, NJ 07101-4700



Customer Contact: Customer Review Unit

Date: 05/04/2022 Time: 2:04:00 PM Source: _____ Related Tran: _____
CC Type: CRU - Customer Review Unit Created: 05/04/2022 at: 2:04:19 PM by: OBWORKFL
Area: 800 - Residential General Service Changed: _____ at: _____ by: _____
 Surveyable Auto Delete Date: 05/04/2027 Class: Inquiry

Comments: PUC Complaint BCS# 3836097 filed on 5/4/2022 12:00:00 AM (CRU 787-1250) regarding BILLING DISPUTES (# 18), by

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

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

Account: [REDACTED] 98 Anderson, Tamika
Premise: 2716 W Master St/Phila,Pa
Person: Anderson, Tamika

Change Cancel

Customer Contact: Customer Review Unit [X]

Date: 05/13/2022 Time: 9:02:00 AM Source: _____ Related Tran: _____
CC Type: CRU - Customer Review Unit [v] Created: 05/13/2022 at: 9:02:50 AM by: OBWORKFL
Area: 800 - Residential General Service [v] Changed: _____ at: _____ by: _____
 Surveyable Auto Delete Date: 05/13/2027 Class: Inquiry

Comments: BCS # 3836097 case dismissed on 5/13/2022 12:00:00 AM. Resolution: VERBAL CLOSE: SPOKE TO THE CUSTOMER. ADVISED THE COMPANY IS CLAIMING NO CONTACT REGARDING HER DISPUTE. ADVISED CUSTOMER TO CALL COMPANY TO DISCUSS HER COMPLAINT. CASE DISMISSED PER 56.166(1). Paragraph Description: ..

Letter

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

Review List Tickler

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

Account: [REDACTED] 98 Anderson, Tamika [v]
Premise: 2716 W Master St/Phila,Pa [v]
Person: Anderson, Tamika [v]

[Change] [Cancel]

10-DAY SHUT OFF NOTICE Your Gas Service May Be Shut Off

Your bill is past due. As a result, PGW will shut off gas to 2716 W MASTER ST on or after 8 a.m. on Jun 08, 2022. This notice will remain effective for 60 days. To talk about your bill or this notice, call our office at 215-235-1777.

We will not shut off gas if you do ONE of the following:

- Arrange to pay your past due amount of \$1,763.20.
- Pay the amount you owe on your payment plan.
- Show us a payment receipt for the past due amount.
- Make a payment arrangement (you may be eligible for a special assistance program).
- Contact us to dispute the bill.

At a minimum, you may have to pay all of the following before we turn your service on:

Past Due Amount	\$1,763.20
Security Deposit	\$442.00
Turn On Charge	\$123.23
Total	\$2,328.43

(Plus \$372.00 if we must dig up the street to shut off gas).

You are also responsible for all gas service provided to you that is now or has become past due. If shut off, you may be required to pay more than the amount on this notice to have gas turned on.

MEDICAL EMERGENCY NOTICE

LET US KNOW IF SOMEONE LIVING IN YOUR HOME IS SERIOUSLY ILL OR HAS A MEDICAL CONDITION. WE WILL NOT SHUT OFF YOUR SERVICE during such illness, provided you:

1. HAVE your licensed physician, physician's assistant or nurse practitioner certify by phone or in writing that such an illness exists and that it may be aggravated if your service is shut off; and
2. Make arrangements to pay your current bills.
3. Contact us by calling 215-235-1777.
4. HAVE A LICENSED PHYSICIAN, PHYSICIAN'S ASSISTANT OR NURSE PRACTITIONER SEND PGW A LETTER WITHIN 3 DAYS, VERIFYING THE MEDICAL CONDITION.

IMPORTANT TO KNOW - BEFORE WE SHUT OFF YOUR GAS SERVICE

- You may be eligible for a payment agreement or special assistance program. Enrollment into this program may be a way of avoiding shut off. Contact us immediately at 215-235-1777 to find out if you're eligible, and how to enroll. Documentation of your income may be required.
- If you have questions or need more information, please call us today at 215-235-1777 or write us at P.O. Box 3500, Philadelphia, PA 19122. After you talk with PGW, if you are not satisfied, you may file a complaint with the Pennsylvania Public Utility Commission (PUC). The PUC may delay the shutoff if you file the complaint before the shut-off date. To contact them call 1 (800) 692-7380 or write to: Pennsylvania Public Utility Commission, P.O. Box 3265, Harrisburg, PA 17105-3265.
- If you have a valid Protection From Abuse order from a court, there are additional protections available to you. Call us immediately at 215-235-1777. You will be required to provide us with a copy of the order.

- Call us if your landlord pays your utility bill. You have certain legal protections.
- If you have trouble understanding or speaking English call us for free interpretation.
- Please contact us if you are disabled and need assistance.
- All adult occupants of the premises whose names are on the mortgage, deed or lease are considered the 'customer' and are responsible for payment of the bill. If service is shut off ANY adult occupant who has been living at the premises may have to pay all or portions of this bill to have service restored.
- If your service is shut off, you must contact us after your payment has been made to be sure you have met all conditions to have the service turned on and to arrange access to your premises. It may take up to seven days to have your service restored.

WINTER SHUT OFF PROVISIONS Dec. 1-March 31

- Contact us before the shut off date to give us household and occupant information to see if you qualify for any assistance programs.
- If you are low income there are special rules about whether we may shut off your gas in the winter. Add together the monthly income in your household. Look at the chart below to determine your group. You may need to provide us with proof of income.
- If your income is 150% of the federal poverty guidelines or below, we must first ask the PUC for permission to shut off your service. We will notify you prior to shutting off service if we ask the PUC for permission to terminate your gas service.
- If your income is above 150% but does not exceed 250% of the federal poverty guidelines, we will not shut off your service if one of these conditions applies to you:
 - o Someone in your household is 12 or younger or 65 or older; or
 - o You have paid at least one-half of your last two monthly gas bills; or
 - o If over the last two months you have paid at least 15% of your household income toward the gas bills.
- If we reconnect your service during the winter months (between December 1st and March 31st) we will restore your service within 24 hours of you meeting all requirements to have service reconnected. When street digging is required, it may take up to seven days.

Household Size	Federal Poverty Guidelines (FPG) 2022	
	Your income is 150% of the FPG or below if your monthly gross is:	Your income is between 151% - 250% of the FPG if your monthly gross is:
1	\$1,699 or less	\$1,700-\$2,831
2	\$2,289 or less	\$2,290-\$3,815
3	\$2,879 or less	\$2,880-\$4,798
4	\$3,469 or less	\$3,470-\$5,781
Each add. person add	\$590	\$591-\$983

PL_20220527180001.dat-53-000000168

Please return this portion with your payment.
Write your account number on your check or money order made payable to Philadelphia Gas Works

Account Number: [REDACTED] 98
Notice Date: May 27, 2022
Please Pay: \$1,763.20

Place "X" in box for address corrections. Print corrections on reverse side.

Amount Enclosed:

000027 000000168

TAMIKA ANDERSON
2716 W MASTER ST
PHILA PA 19121-4634



Philadelphia Gas Works
P.O. Box 11700
Newark, NJ 07101-4700

Customer Contact: Dru Dispute

Date: 06/02/2022 Time: 8:42:00 AM Source: _____ Related Tran: _____
CC Type: DRU - Dru Dispute Created: 06/02/2022 at: 8:42:01 AM by: OBWORKFL
Area: 800 - Residential General Service Changed: _____ at: _____ by: _____
 Surveyable Auto Delete Date: 06/02/2026 Class: Inquiry

Comments: Dispute received on 06/02/2022 regarding Customer feels she isn't using the increase in gas as stated on the 2 letters she received.

Letter

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

Review List Tickler

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

Account: [REDACTED] 98 Anderson, Tamika
Premise: 2716 W Master St/Phila,Pa
Person: Anderson, Tamika

Change Cancel

Philadelphia Gas Works



800 W. Montgomery Ave., Philadelphia, PA 19122

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

June 27, 2022

Tamika Anderson
2716 West Master Street
Philadelphia, PA 19121

Account Number: [REDACTED] 98

Dear Ms. Anderson,

On June 02, 2022 a dispute was filed regarding the bills which represent service from November 19, 2021 to May 20, 2022 in the amount of \$544.32. In your dispute you stated, you are not using this amount of gas.

An investigation of your dispute has been completed and it was determined the bills in question are correct as rendered. The bills represent usage recorded on your meter from a reading of 2937 to 4220 for a total of 1,283 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 bills you are disputing reflect 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 and indicated that there is a consistent pattern of usage at the property. 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 for it to maintain the same internal temperature.

In addition, a review of company records indicates that you are currently a participant in the PGW Customer Responsibility Program (CRP). During your enrollment in CRP, the monthly bills are based upon a percentage of your gross monthly household income and not the actual usage recording on the gas meter.

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

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.

If you would like to test the accuracy of the meter, a Special Meter Test can be requested by submitting a request and payment in the amount of \$10.00 to:

Philadelphia Gas Works



800 W. Montgomery Ave., Philadelphia, PA 19122

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

Please be advised as of July 12, 2022, 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,

Mr. Pope
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.

10-DAY SHUT OFF NOTICE
Your Gas Service May Be Shut Off

Your bill is past due. As a result, PGW will shut off gas to 2716 W MASTER ST on or after 8 a.m. on Aug 08, 2022. This notice will remain effective for 60 days. To talk about your bill or this notice, call our office at 215-235-1777.

We will not shut off gas if you do ONE of the following:

- Arrange to pay your past due amount of \$1,926.86.
- Pay the amount you owe on your payment plan.
- Show us a payment receipt for the past due amount.
- Make a payment arrangement (you may be eligible for a special assistance program).
- Contact us to dispute the bill.

At a minimum, you may have to pay all of the following before we turn your service on:

Past Due Amount	\$1,926.86
Security Deposit	\$554.00
Turn On Charge	\$123.23
Total	\$2,604.09

(Plus \$372.00 if we must dig up the street to shut off gas).

You are also responsible for all gas service provided to you that is now or has become past due. If shut off, you may be required to pay more than the amount on this notice to have gas turned on.

MEDICAL EMERGENCY NOTICE

LET US KNOW IF SOMEONE LIVING IN YOUR HOME IS SERIOUSLY ILL OR HAS A MEDICAL CONDITION. WE WILL NOT SHUT OFF YOUR SERVICE during such illness, provided you:

1. Have your licensed physician, physician's assistant or nurse practitioner certify by phone or in writing that such an illness exists and that it may be aggravated if your service is shut off; and
2. Make arrangements to pay your current bills.
3. Contact us by calling 215-235-1777.
4. HAVE A LICENSED PHYSICIAN, PHYSICIAN'S ASSISTANT OR NURSE PRACTITIONER SEND PGW A LETTER WITHIN 3 DAYS, VERIFYING THE MEDICAL CONDITION.

IMPORTANT TO KNOW - BEFORE WE SHUT OFF YOUR GAS SERVICE

- You may be eligible for a payment agreement or special assistance program. Enrollment into this program may be a way of avoiding shut off. Contact us immediately at 215-235-1777 to find out if you're eligible, and how to enroll. Documentation of your income may be required.
- If you have questions or need more information, please call us today at 215-235-1777 or write us at P.O. Box 3500, Philadelphia, PA 19122. After you talk with PGW, if you are not satisfied, you may file a complaint with the Pennsylvania Public Utility Commission (PUC). The PUC may delay the shutoff if you file the complaint before the shut-off date. To contact them call 1 (800) 692-7380 or write to: Pennsylvania Public Utility Commission, P.O. Box 3265, Harrisburg, PA 17105-3265.
- If you have a valid Protection From Abuse order from a court, there are additional protections available to you. Call us immediately at 215-235-1777. You will be required to provide us with a copy of the order.

- Call us if your landlord pays your utility bill. You have certain legal protections.
- If you have trouble understanding or speaking English call us for free interpretation.
- Please contact us if you are disabled and need assistance.
- All adult occupants of the premises whose names are on the mortgage, deed or lease are considered the 'customer' and are responsible for payment of the bill. If service is shut off ANY adult occupant who has been living at the premises may have to pay all or portions of this bill to have service restored.
- If your service is shut off, you must contact us after your payment has been made to be sure you have met all conditions to have the service turned on and to arrange access to your premises. It may take up to seven days to have your service restored.

WINTER SHUT OFF PROVISIONS Dec. 1-March 31

- Contact us before the shut off date to give us household and occupant information to see if you qualify for any assistance programs.
- If you are low income there are special rules about whether we may shut off your gas in the winter. Add together the monthly income in your household. Look at the chart below to determine your group. You may need to provide us with proof of income.
- If your income is 150% of the federal poverty guidelines or below, we must first ask the PUC for permission to shut off your service. We will notify you prior to shutting off service if we ask the PUC for permission to terminate your gas service.
- If your income is above 150% but does not exceed 250% of the federal poverty guidelines, we will not shut off your service if one of these conditions applies to you:
 - o Someone in your household is 12 or younger or 65 or older; or
 - o You have paid at least one-half of your last two monthly gas bills; or
 - o If over the last two months you have paid at least 15% of your household income toward the gas bills.
- If we reconnect your service during the winter months (between December 1st and March 31st) we will restore your service within 24 hours of you meeting all requirements to have service reconnected. When street digging is required, it may take up to seven days.

Household Size	Federal Poverty Guidelines (FPG) 2022	
	Your income is 150% of the FPG or below if your monthly gross is:	Your income is between 151% - 250% of the FPG if your monthly gross is:
1	\$1,699 or less	\$1,700-\$2,831
2	\$2,289 or less	\$2,290-\$3,815
3	\$2,879 or less	\$2,880-\$4,798
4	\$3,469 or less	\$3,470-\$5,781
Each add. person add	\$590	\$591-\$983

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Please return this portion with your payment.
Write your account number on your check or money order made payable to Philadelphia Gas Works

Account Number: [REDACTED] 98
Notice Date: Jul 27, 2022
Please Pay: \$1,926.86

Place "X" in box for address corrections. Print corrections on reverse side.

Amount Enclosed:

000047 000000319

TAMIKA ANDERSON
2716 W MASTER ST
PHILA PA 19121-4634



Philadelphia Gas Works
P.O. Box 11700
Newark, NJ 07101-4700

Customer Contact: Customer Review Unit

Date: 08/05/2022 Time: 10:03:00 AM Source: _____ Related Tran: _____
CC Type: CRU - Customer Review Unit Created: 08/05/2022 at: 10:03:33 AM by: OBWORKFL
Area: 800 - Residential General Service Changed: _____ at: _____ by: _____
 Surveyable Auto Delete Date: 08/05/2027 Class: Inquiry

Comments: PUC Complaint BCS# 3855361 filed on 8/5/2022 12:00:00 AM (CRU 787-1250) regarding CAP DISPUTE (#67), by . # of Adults in Household: 1. # and Ages of Children in Household: 0 . Gross Income: A1 NONE 0

Letter

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

Review List Tickler

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

Account: [REDACTED] 98 Anderson, Tamika
Premise: 2716 W Master St/Phila,Pa
Person: Anderson, Tamika

Change Cancel

Customer Contact: Customer Review Unit

Date: 10/07/2022 Time: 4:56:00 AM Source: _____ Related Tran: _____
CC Type: CRU - Customer Review Unit Created: 10/07/2022 at: 4:56:49 AM by: PBERNARD
Area: 800 - Residential General Service Changed: _____ at: _____ by: _____
 Surveyable Auto Delete Date: 10/07/2027 Class: Inquiry

Comments: Received Closing/Decision from LORI MARSH of PUC/BCS regarding BCS# 3855361 on 10/6/2022 12:00:00 AM. The BCS stated the following: DECISION ISSUED: CUSOTMER IS ENROLLED IN CRP SINCE 4/2020 AND IS NOT ELIGIBLE FOR A PUC PAR. THE CUSTOMERHAS NOT MADE A PAYMENT THAT HAS NOT BEEN RETURNED SINCE 11/2020. CUSTOMER WAS ISSUED A TERM NOTICE FOR NONPAYMENT CRP BALANCE OF \$2,257.92 IS FROM UNPAID BILLS AND RETURNED CHECK FEES. THE COMPANY HAS NOT RECEIVED THE \$10 METER TEST FEE.

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

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

Account: [REDACTED] 98 Anderson, Tamika
Premise: 2716 W Master St/Phila,Pa
Person: Anderson, Tamika

Change Cancel

PHILADELPHIA GAS WORKS
800 W. MONTGOMERY AVENUE, PHILADELPHIA, PA 19122-0050

PGW Exhibit 4
Page 21 of 53

000269 000000890



TAMIKA ANDERSON
2716 W MASTER ST
PHILADELPHIA PA 19121-4634

Date: Nov 09, 2022
Account#: [REDACTED] 98



Dear TAMIKA ANDERSON ,

Thank you for submitting your CRP application.

We are currently reviewing your application and will contact you regarding your enrollment in 2-4 weeks.

If you have any questions, please call our Customer Service Team Monday through Friday between 8 a.m. and 6 p.m. at (215)235-1000.

Para traducción en español, llame a (215) 235-2175.

Sincerely,

Customer Service Department
Philadelphia Gas Works

You DO qualify for unemployment benefits

Dear Tameka Anderson,

We have completed a review and investigation of your claim for unemployment benefits referenced above. We have determined that you were discharged because of customer complaints.

There was insufficient information provided to substantiate willful misconduct on your part. Your last day of work was 06/08/2022.

The information we have shows your separation from THE CHILDREN'S HOSPITAL OF PHILADELPHIA does meet Pennsylvania Unemployment Compensation Law 402(e) requirements for receipt of benefits. This means that **you qualify for unemployment benefits**. This qualification is effective **07/03/2022**.

Please see the last page of this notice for the full text of the applicable law, 402(e).

You may receive multiple decisions on your claim; please note that any one denial decision supersedes all other decisions. Your claim will be processed for payment unless there are other issues to be resolved. You can check the status of your claim by logging into Pennsylvania's Unemployment Compensation (UC) Benefits System and from your dashboard, selecting Unemployment Services, then Claim Summary. If you do not receive payment or notice of other issues within 10 days, please call our Claim Center, 888-313-7284, during normal business hours.

Please note that THE CHILDREN'S HOSPITAL OF PHILADELPHIA is also being notified of this determination and may appeal this decision.

You have the right to appeal this determination.

You have 21 days from the determination date on this letter to file an appeal. This means your appeal must be received or postmarked by **09/09/2022**.

*Auxiliary aids and services are available upon request to individuals with disabilities.
Equal Opportunity Employer/Program*



UC-44F(NM) 1 of 8

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25042437

APPEAL INSTRUCTIONS

Under Section 501(e) of the Pennsylvania Unemployment Compensation Law, this determination becomes final unless you file an appeal. You have 21 calendar days after the determination date on the determination to file a timely appeal. However, if the 21st day is a Saturday, Sunday or legal holiday, you may file a timely appeal on the next business day. If your appeal is not filed on time, the UC Board of Review will determine if you had good cause for filing a late appeal.

Your appeal must include the claimant's name; address; Social Security number; the date of the determination being appealed; determination number (if known); the reason for the appeal; and the name and address of the individual filing the appeal.

You may file your appeal:

- online on the Department Electronic Unemployment System;
- by completing the Petition for Appeal form (included with your determination), and mailing, faxing or emailing the petition for appeal to the department;
- by mailing, faxing or emailing an appeal letter to the department; or,
- in person at a PA CareerLink[®]

If you appeal online:

- The filing date is the date recorded by the Department Electronic Unemployment System.
- Log in to your account at <https://benefits.uc.pa.gov>, from your dashboard under "Unemployment Services," click on "Appeals" and then click on the tab for "Determinations" to locate the determination you wish to appeal. Click on the action "File Appeal" and proceed to complete the required entries.
- The Department Electronic Unemployment System will acknowledge that your appeal has been successfully filed and you will be able to immediately view your appeal status through the "Appeals Filed" tab on your online account. If your appeal has not been acknowledged and you cannot view it under "Appeals Filed," contact the UC Service Center.
- Online filing is the most efficient and preferred method of filing an appeal.
- You must file a separate appeal for each determination you wish to appeal. For example, if you were issued a determination that disqualifies benefits and a determination that establishes an overpayment, and wish to appeal both determinations, you must file a separate appeal to each determination, for a total of two appeals.

If you appeal by mail:

- U.S. Postal Service: The filing date is the U.S. Postal Service postmark date, the date of a Postal Service certificate of mailing or the date of a Postal Service certified mail receipt. In the absence of these dates, the filing date is the date of a postage meter mark. In the absence of all the above dates, the filing date is the date the department receives the appeal.
- Common carrier: The filing date is the date the envelope is delivered to a common carrier. If that date cannot be determined, the filing date is the date the department receives the appeal.
- The mailing address for your appeal is:

Mail Processing Unit
651 Boas St 5th Fl
Harrisburg PA 17121

Home
 Accessibility
 My Dashboard
 Sign Out
 Services for Individuals
 Services for Employers

Information link.

Claim #: 7074611	Claim Effective Date: 7/3/2022
Claim Type: New	Benefit Year End Date: 7/1/2023
Claim Status: Regular Active	Payment Type: Debit Card
Available Credits: \$10,972.00	Claim Benefit Balance: \$3,798.00
Weekly Benefit Amount: \$422.00	Benefit Reduction: 2.40%
Claim Benefit Paid: \$7,174.00	Claim Under Review: No
Federal Tax Withheld: No	Unresolved Issues: Yes
	State Tax Withheld: No

[[More Information](#)]

▼ Outstanding Claim Issues

Below are the active issue(s) on your

000473 000000987



TAMIKA ANDERSON
2716 W MASTER ST
PHILADELPHIA PA 19121-4634

Date: Nov 11, 2022
Amount#: [REDACTED] 98



Dear TAMIKA ANDERSON,

We have reviewed your Customer Responsibility Program (CRP) application, however, you are not eligible for the following reason(s):

- Your household income is above the CRP eligibility guidelines.
- You receive the senior citizen discount.
- Your service address is a commercial account and therefore is not eligible for an agreement (only residential accounts are eligible for enrollment in CRP or other payment arrangements).
- Your service address is a taxable account, which indicates that it is not your primary residence. You will be contacted by a PGW representative who will perform a survey of your gas rate and service.
- You already have an active CRP agreement under another address. You can only have one CRP agreement and that agreement must be for your primary residence.
- Your name is not on the account listed for this application. You must either apply to have the service transferred into your name or have the customer of record submit an application.
- Your service is off.

What does this mean for me?

If you were enrolled in CRP, you have been removed. You are now on a no money down payment arrangement. The terms of your new arrangement will be on your next bill, or you can call us at (215) 235-1000 for an overview.

What can I do if my service is off?

Call our Customer Service Department to obtain re-connection terms, make a payment, and schedule your service restoration.

Once your service is restored, you can re-apply for CRP online or by mail using the enclosed application. Instructions for each application method are included on the back of this letter.

If you have any additional questions, please call our Customer Service Department at (215) 235-1000.

Para traducción en español, llame a (215) 235-2175.

Sincerely,

Customer Service Department
Philadelphia Gas Works

APPLICATION PROCESSING INFORMATION

Customer Responsibility Program applications can be submitted online or by mail.

Online

If you have registered for a "My Account", you can create a new application for the Customer Responsibility Program online using the link below. You can also check the status of a pending application, view messages about you current or prior application(s) as well as submit the missing documents to an incomplete application.

<https://www.pgworks.com/crp>

PGW Exhibit 4
Page 25 of 53

By Mail

Please contact us at (215)235-1000 to request a paper application. You can submit the application by mail to the address below. Please make sure to write your account number on every piece of paper submitted.

Philadelphia Gas Works CRP Program
P.O. BOX 3529
Philadelphia, PA 19122-0529

Customer Contact: Customer Review Unit

Date: 03/14/2023 Time: 11:03:00 AM Source: _____ Related Tran: _____
CC Type: CRU - Customer Review Unit Created: 03/14/2023 at: 11:03:37 AM by: OBWORKFL
Area: 800 - Residential General Service Changed: _____ at: _____ by: _____
 Surveyable Auto Delete Date: 03/13/2028 Class: Inquiry

Comments: PUC Complaint BCS# 3892943 filed on 3/14/2023 12:00:00 AM (CRU 787-1250) regarding CAP DISPUTE (#67), by . # of Adults in Household: 1. # and Ages of Children in Household: 0 . Gross Income: WAGES 1906.67

Letter

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

Review List Tickler

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

Account: [REDACTED] 98 Anderson, Tamika
Premise: 2716 W Master St/Phila,Pa
Person: Anderson, Tamika

Change Cancel

Customer Contact: Customer Review Unit

Date: 06/30/2023 Time: 5:03:00 PM Source: _____ Related Tran: _____
CC Type: CRU - Customer Review Unit Created: 06/30/2023 at: 5:03:29 PM by: OBWORKFL
Area: 800 - Residential General Service Changed: _____ at: _____ by: _____
 Surveyable Auto Delete Date: 06/29/2028 Class: Inquiry

Comments: BCS # 3892943 case dismissed on 6/30/2023 12:00:00 AM. Resolution: VERBAL CLOSE: SPOKE WITH CUSTOMER TAMIKA ANDERSON - REVIEWED COMPANY REPORT. EXPLAINED THAT THE CRP DENIAL BASED ON THE REPORTED INCOME WAS VALID. CUSTOMER CAN APPLY AGAIN AT ANYTIME IF THERE IS A CHANGE IN THE INCOME. CUSTOMER UNDERSTOOD AND AGREED THAT THE CASE MAY BE VERBALLY CLOSED.. Paragraph Description: .

Letter

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

Review List Tickler

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

Account:
Premise:
Person:

10-DAY SHUT OFF NOTICE
Your Gas Service May Be Shut Off

Your bill is past due. As a result, PGW will shut off gas to 2716 W MASTER ST on or after 8 a.m. on Jul 18, 2023. This notice will remain effective for 60 days. To talk about your bill or this notice, call our office at 215-235-1777.

We will not shut off gas if you do ONE of the following:

- Pay your past due amount of \$8,460.30.
- Pay the amount you owe on your most recent payment plan.
- Make a payment arrangement (you may be eligible for a special assistance program).
- Contact us to dispute the bill.

At a minimum, you may have to pay all of the following before we turn your service on:

Past Due Amount	\$8,460.30
Security Deposit	\$356.00
Turn On Charge	\$123.23
Total	\$8,939.53

Plus \$372.00 if we must dig up the street.

You are also responsible for all gas service provided to you that is now or has become past due. If shut off, you may be required to pay more than the amount on this notice to have gas turned on.

MEDICAL EMERGENCY NOTICE

LET US KNOW IF SOMEONE LIVING IN YOUR HOME IS SERIOUSLY ILL OR HAS A MEDICAL CONDITION. WE WILL NOT SHUT OFF YOUR SERVICE during such illness, provided you:

1. Have your licensed physician, physician's assistant or nurse practitioner certify in writing that such an illness exists and that it may be aggravated if your service is stopped; and
2. Make arrangements to pay your current bills.
3. Contact us by calling 215-235-1777.
4. HAVE A LICENSED PHYSICIAN, PHYSICIAN'S ASSISTANT OR NURSE PRACTITIONER SEND PGW A LETTER WITHIN 3 DAYS, VERIFYING THE MEDICAL CONDITION.

If you are a victim of abuse and have an order issued by the courts, special medical emergency procedures and protections may be available. Call us immediately at 215-235-1000 to inform us so these special procedures and protection can be provided. You will be required to provide us with a copy of the court order.

IMPORTANT TO KNOW - BEFORE WE SHUT OFF YOUR GAS SERVICE

- You may be eligible for a payment agreement or special assistance program. Enrollment into this program may be a way of avoiding shut off. Contact us immediately at 215-235-1777 to find out if you're eligible, and how to enroll. Documentation of your income may be required.
- If you have questions or need more information, please call us today at 215-235-1777 or write us at P.O. Box 3500, Philadelphia, PA 19122. After you talk with PGW, if you are not satisfied, you may file a complaint with the Pennsylvania Public Utility Commission (PUC). The PUC may delay the shutoff if you file the complaint before the shut-off date. To contact them call 1 (800) 692-7380 or write to: Pennsylvania Public Utility Commission, P.O. Box 3265, Harrisburg, PA 17105-3265.

- Call us if your landlord pays your utility bill. You have certain legal protections.
- If you have trouble understanding or speaking English call us for free interpretation.
- Please contact us if you are disabled and need assistance.
- All adult occupants of the premises whose names are on the mortgage, deed or lease are considered the 'customer' and are responsible for payment of the bill.
- If service is shut off, ANY adult occupant who has been living at the premises may have to pay all or portions of this bill to have service restored.
- If your service is shut off, you must contact us after your payment has been made to be sure you have met all conditions to have the service turned on and to arrange access to your premises. It may take up to seven days to have your service restored.
- If you have a valid Protection From Abuse order or an order issued by a court of competent jurisdiction in this Commonwealth that provides clear evidence that you are a victim of domestic violence, there are additional protections available to you. Call us immediately at 215-235-1000. You will be required to provide us with a copy of the order.

WINTER SHUT OFF PROVISIONS Dec. 1-March 31

- Contact us before the shut off date to give us household and occupant information to see if you qualify for any assistance programs.
- If you are low income there are special rules about whether we may shut off your gas in the winter. Add together the monthly income in your household. Look at the chart below to determine your group. You may need to provide us with proof of income.
- If your income is 150% of the federal poverty guidelines or below, we must first ask the PUC for permission to shut off your service. We will notify you prior to shutting off service if we ask the PUC for permission to terminate your gas service.
- If your income is above 150% but does not exceed 250% of the federal poverty guidelines, we will not shut off your service if one of these conditions applies to you:
 - o Someone in your household is 12 or younger or 65 or older; or
 - o You have paid at least one-half of your last two monthly gas bills; or
 - o If over the last two months you have paid at least 15% of your household income toward the gas bills.
- If we reconnect your service during the winter months (between December 1st and March 31st) we will restore your service within 24 hours of you meeting all requirements to have service reconnected. When street digging is required, it may take up to seven days.

Household Size	Federal Poverty Guidelines (FPG) 2023	
	Your income is 150% of the FPG or below if your monthly gross is:	Your income is between 151% - 250% of the FPG if your monthly gross is:
1	\$1,823 or less	\$1,824-\$3,038
2	\$2,465 or less	\$2,466-\$4,108
3	\$3,108 or less	\$3,109-\$5,179
4	\$3,750 or less	\$3,751-\$6,250
Each add. person add	\$643	\$644-\$1,071

PL_20230706180001.dat-959-000009626

Please return this portion with your payment.
Write your account number on your check or money order made payable to Philadelphia Gas Works

Account Number: [REDACTED] 98
Notice Date: Jul 06, 2023
Please Pay: \$8,460.30

Place "X" in box for address corrections. Print corrections on reverse side.

Amount Enclosed:

000480 000009626
TAMIKA ANDERSON
2716 W MASTER ST
PHILA PA 19121-4634



Philadelphia Gas Works
P.O. Box 11700
Newark, NJ 07101-4700



Customer Contact: Collection [X]

Date: 07/11/2023 Time: 10:09:00 AM Source: JetSearch Related Tran: Account Maintenance
CC Type: COLL - Collection Created: 07/11/2023 at: 10:09:43 AM by: DSIMS
Area: 800 - Residential General Service Changed: at: by:
 Surveyable Auto Delete Date: 07/11/2027 Class: Inquiry

Comments: cor called for arrangement options gmi 1400.00 2hh told cor that crp would be more beneficial at 84.00 monthly and that she can apply for crp at pgworks.com register account and upload gmi of last 30 days photo id and ssc or numbers from everyone in HH or fax docs in told cor that cure of 3068.16 is needed to recert and apply for crp also gave par terms of catch up 4048.00 offered medical cor declined and stated that>>>

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

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

Account: [REDACTED] 98 Anderson, Tamika
Premise: 2716 W Master St/Phila,Pa
Person: Anderson, Tamika

[Change] [Cancel]

Customer Contact: Collection

Date: 07/11/2023 Time: 10:09:00 AM Source: JetSearch Related Tran: Account Maintenance
CC Type: COLL - Collection Created: 07/11/2023 at: 10:09:53 AM by: DSIMS
Area: 800 - Residential General Service Changed: at: by:
 Surveyable Auto Delete Date: 07/11/2027 Class: Inquiry

Comments: she will try to apply for crp and pay cure amount sent crp app for cor also recommended she reach out Neighborhood energy center but she stated that she did for strawberry mansion and they did not have any funding 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: Billing [X]

Date: 07/17/2023 Time: 9:28:00 AM Source: JetSearch Related Tran: Account Maintenance
CC Type: BILL - Billing [v] Created: 07/17/2023 at: 9:28:23 AM by: DBETZLE
Area: 800 - Residential General Service [v] Changed: at: by:
 Surveyable Auto Delete Date: 07/17/2027 Class: Inquiry

Comments: COR called to make sure payment was received. Confirmed 3100.00 payment was received on 7/14. Not enough to prevent shut off activity. Submitted CRP, adding to gas on log. Requested med hold: Dr. Aaron David Reed / fax 215 456 8529 / office 307 295 4000 / COR is patient / DOB 7/23/1978. Placed 3 day MP. Sent med form to be faxed. 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] 98 Anderson, Tamika [v]
Premise: 2716 W Master St/Phila,Pa [v]
Person: Anderson, Tamika [v]

[Change] [Cancel]

10-DAY SHUT OFF NOTICE Your Gas Service May Be Shut Off

Your bill is past due. As a result, PGW will shut off gas to 2716 W MASTER ST on or after 8 a.m. on Sep 05, 2023. This notice will remain effective for 60 days. To talk about your bill or this notice, call our office at 215-235-1777.

We will not shut off gas if you do ONE of the following:

- Pay your past due amount of \$3,229.68.
- Pay the amount you owe on your most recent payment plan.
- Make a payment arrangement (you may be eligible for a special assistance program).
- Contact us to dispute the bill.

At a minimum, you may have to pay all of the following before we turn your service on:

Past Due Amount	\$3,229.68
Security Deposit	\$356.00
Turn On Charge	\$123.23
Total	\$3,708.91

Plus \$372.00 if we must dig up the street.

You are also responsible for all gas service provided to you that is now or has become past due. If shut off, you may be required to pay more than the amount on this notice to have gas turned on.

MEDICAL EMERGENCY NOTICE

LET US KNOW IF SOMEONE LIVING IN YOUR HOME IS SERIOUSLY ILL OR HAS A MEDICAL CONDITION. WE WILL NOT SHUT OFF YOUR SERVICE during such illness, provided you:

1. Have your licensed physician, physician's assistant or nurse practitioner certify in writing that such an illness exists and that it may be aggravated if your service is stopped; and
2. Make arrangements to pay your current bills.
3. Contact us by calling 215-235-1777.
4. HAVE A LICENSED PHYSICIAN, PHYSICIAN'S ASSISTANT OR NURSE PRACTITIONER SEND PGW A LETTER WITHIN 3 DAYS, VERIFYING THE MEDICAL CONDITION.

If you are a victim of abuse and have an order issued by the courts, special medical emergency procedures and protections may be available. Call us immediately at 215-235-1000 to inform us so these special procedures and protection can be provided. You will be required to provide us with a copy of the court order.

IMPORTANT TO KNOW – BEFORE WE SHUT OFF YOUR GAS SERVICE

- You may be eligible for a payment agreement or special assistance program. Enrollment into this program may be a way of avoiding shut off. Contact us immediately at 215-235-1777 to find out if you're eligible, and how to enroll. Documentation of your income may be required.
- If you have questions or need more information, please call us today at 215-235-1777 or write us at P.O. Box 3500, Philadelphia, PA 19122. After you talk with PGW, if you are not satisfied, you may file a complaint with the Pennsylvania Public Utility Commission (PUC). The PUC may delay the shutoff if you file the complaint before the shut-off date. To contact them call 1 (800) 692-7380 or write to: Pennsylvania Public Utility Commission, P.O. Box 3265, Harrisburg, PA 17105-3265.

- Call us if your landlord pays your utility bill. You have certain legal protections.
- If you have trouble understanding or speaking English call us for free interpretation.
- Please contact us if you are disabled and need assistance.
- All adult occupants of the premises whose names are on the mortgage, deed or lease are considered the 'customer' and are responsible for payment of the bill.
- If service is shut off, ANY adult occupant who has been living at the premises may have to pay all or portions of this bill to have service restored.
- If your service is shut off, you must contact us after your payment has been made to be sure you have met all conditions to have the service turned on and to arrange access to your premises. It may take up to seven days to have your service restored.
- If you have a valid Protection From Abuse order or an order issued by a court of competent jurisdiction in this Commonwealth that provides clear evidence that you are a victim of domestic violence, there are additional protections available to you. Call us immediately at 215-235-1000. You will be required to provide us with a copy of the order.

WINTER SHUT OFF PROVISIONS Dec. 1-March 31

- Contact us before the shut off date to give us household and occupant information to see if you qualify for any assistance programs.
- If you are low income there are special rules about whether we may shut off your gas in the winter. Add together the monthly income in your household. Look at the chart below to determine your group. You may need to provide us with proof of income.
- If your income is 150% of the federal poverty guidelines or below, we must first ask the PUC for permission to shut off your service. We will notify you prior to shutting off service if we ask the PUC for permission to terminate your gas service.
- If your income is above 150% but does not exceed 250% of the federal poverty guidelines, we will not shut off your service if one of these conditions applies to you:
 - o Someone in your household is 12 or younger or 65 or older; or
 - o You have paid at least one-half of your last two monthly gas bills; or
 - o If over the last two months you have paid at least 15% of your household income toward the gas bills.
- If we reconnect your service during the winter months (between December 1st and March 31st) we will restore your service within 24 hours of you meeting all requirements to have service reconnected. When street digging is required, it may take up to seven days.

Household Size	Federal Poverty Guidelines (FPG) 2023	
	Your income is 150% of the FPG or below if your monthly gross is:	Your income is between 151% - 250% of the FPG if your monthly gross is:
1	\$1,823 or less	\$1,824-\$3,038
2	\$2,465 or less	\$2,466-\$4,108
3	\$3,108 or less	\$3,109-\$5,179
4	\$3,750 or less	\$3,751-\$6,250
Each add. person add	\$643	\$644-\$1,071

PL_20230823180001.dat-279-000000448

Please return this portion with your payment.
Write your account number on your check or money order made payable to Philadelphia Gas Works

Account Number: [REDACTED] 98
Notice Date: Aug 23, 2023
Please Pay: \$3,229.68

Place "X" in box for address corrections. Print corrections on reverse side.

Amount Enclosed:

000140 000000448
TAMIKA ANDERSON
2716 W MASTER ST
PHILA PA 19121-4634



Philadelphia Gas Works
P.O. Box 11700
Newark, NJ 07101-4700

Customer Contact: Service

Date: 08/30/2023 Time: 12:07:00 PM Source: JetSearch Related Tran: Account Maintenance
CC Type: SERV - Service Created: 08/30/2023 at: 12:07:32 PM by: AMOYINDO
Area: 800 - Residential General Service Changed: at: by:
 Surveyable Auto Delete Date: 08/30/2027 Class: Inquiry

Comments: Cor tamika called to find out if she has a shut off notice, gmi; 1200 hh 2 informed her she has shut off notice scheduled for sep 5 and needs to pay the cure amount in order to get back on crp, also provided her the medical terms, cor wasnot responding, disconnected the call and says she will call PUC

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: Customer Review Unit [X]

Date: 08/30/2023 Time: 4:03:00 PM Source: _____ Related Tran: _____
CC Type: CRU - Customer Review Unit [v] Created: 08/30/2023 at: 4:03:46 PM by: OBWORKFL
Area: 800 - Residential General Service [v] Changed: _____ at: _____ by: _____
 Surveyable Auto Delete Date: 08/29/2028 Class: Inquiry

Comments: PUC Complaint BCS# 3938560 filed on 8/30/2023 12:00:00 AM (CRU 787-1250) regarding ON - PAR WITH DISPUTE (#63), by . # of Adults in Household: 2 . # and Ages of Children in Household: 0 . Gross Income: A1 UNEMPLD 1781.00 A2 NONE 0

Letter

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

Review List Tickler

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

Account: [REDACTED] 98 Anderson, Tamika [v]
Premise: 2716 W Master St/Phila,Pa [v]
Person: Anderson, Tamika [v]

[Change] [Cancel]

Customer Contact: Customer Review Unit

Date: 10/10/2023 Time: 10:03:00 AM Source: Related Tran:
CC Type: CRU - Customer Review Unit Created: 10/10/2023 at: 10:03:55 AM by: OBWORKFL
Area: 800 - Residential General Service Changed: at: by:
 Surveyable Auto Delete Date: 10/09/2028 Class: Inquiry

Comments: BCS # 3938560 case dismissed on 10/10/2023 12:00:00 AM. Resolution: VERBAL CLOSE--CASE DISMISSED. I SPOKE WITH THE CUSTOMER AND EXPLAINED COMPANY HAS NO RECORD OF HER CONTACTING THEM REGARDING HER BILLING DISPUTE PRIOR TO THE FILING OF THEPUC COMPLAINT, IN ACCORDANCE WITH 56.166(1). I EXPLAINED COMPANY IS WILLING TO INVESTIGATE HER BILLING CONCERNS AND SHE SHOULD CONTACT THEM IMMEDIATELY TO OPEN A COMPANY INVESTIGATION INTO THOSE CONCERNS. I EXPLAINED COMPANY HAS 30 DAYS TO

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: Customer Review Unit

Date: 10/10/2023 Time: 10:03:00 AM Source: _____ Related Tran: _____
CC Type: CRU - Customer Review Unit Created: 10/10/2023 at: 10:03:56 AM by: OBWORKFL
Area: 800 - Residential General Service Changed: _____ at: _____ by: _____
 Surveyable Auto Delete Date: 10/09/2028 Class: Inquiry

Comments: INVESTIGATE/REPORT THEIR FINDINGS, AND IF SHE IS NOT SATISFIED WITH OUTCOME OF THEIR INVESTIGATION SHE SHOULD CONTACT THE PUC BACK AT THAT TIME TO FILE A NEW/SAME INFORMAL COMPLAINT FOR ANY REMAINING ISSUES OF DISPUTE. I EXPLAINED I WOULD BE DISMISSING/CLOSING THIS INFORMAL COMPLAINT. CUSTOMER STATED SHE UNDERSTOOD AND AGREED THE CASE CAN BE VERBALLY CLOSED. CUSTOMER ADVISED SHE WOULD BE CONTACTING THE UTILITY BY 9AM ON 10/11/2023 TO OPEN A COMPANY INVESTIGATION INTO HER BI

Letter

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

Review List Tickler

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

Account: [REDACTED] 98 Anderson, Tamika
Premise: 2716 W Master St/Phila,Pa
Person: Anderson, Tamika

Change Cancel

Customer Contact: Customer Review Unit [X]

Date: 10/10/2023 Time: 10:03:00 AM Source: _____ Related Tran: _____
CC Type: CRU - Customer Review Unit [v] Created: 10/10/2023 at: 10:03:56 AM by: OBWORKFL
Area: 800 - Residential General Service [v] Changed: _____ at: _____ by: _____
 Surveyable Auto Delete Date: 10/09/2028 Class: Inquiry

Comments: LLING CONCERNS.. Paragraph Description: .

Letter

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

Review List Tickler

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

Account: [REDACTED] 98 Anderson, Tamika [v]
Premise: 2716 W Master St/Phila,Pa [v]
Person: Anderson, Tamika [v]

[Change] [Cancel]

Customer Contact: Dru Dispute

Date: 10/11/2023 Time: 9:32:00 AM Source: JetSearch Related Tran: _____
CC Type: DRU - Dru Dispute Created: 10/11/2023 at: 9:32:56 AM by: OBWORKFL
Area: 800 - Residential General Service Changed: _____ at: _____ by: _____
 Surveyable Auto Delete Date: 10/11/2027 Class: Inquiry

Comments: Dispute received on 10/11/2023 regarding cor is calling bce she called the puc about her bill and they told her that pgw was going to look into it, per puc notes a dispute will be opened on our end - cor wants to dispute the amount of thebill and has to have her meter changed but everytime someone comes she is not home. she said she did not have gas for 105 days bce was in the hospital because she has cancer currently. States that she had req to have serv off at that time

Letter

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

Review List Tickler

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

Account: [REDACTED] 98 Anderson, Tamika
Premise: 2716 W Master St/Phila,Pa
Person: Anderson, Tamika

Change Cancel

Customer Contact: Dru Dispute

Date: 10/11/2023 Time: 9:32:00 AM Source: _____ Related Tran: _____
CC Type: DRU - Dru Dispute Created: 10/11/2023 at: 9:32:57 AM by: OBWORKFL
Area: 800 - Residential General Service Changed: _____ at: _____ by: _____
 Surveyable Auto Delete Date: 10/11/2027 Class: Inquiry

Comments: bce she was not there cor would like someone to call her in regards to this to prevent gas being cut since she sates there should have not been any usage if she was not there.

Letter

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

Review List Tickler

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

Account: [REDACTED] 98 Anderson, Tamika
Premise: 2716 W Master St/Phila,Pa
Person: Anderson, Tamika

Change Cancel

Philadelphia Gas Works



800 W. Montgomery Ave., Philadelphia, PA 19122

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

October 19, 2023

Tamika Anderson
2716 W Master St
Philadelphia, Pa. 19121

Account No.: [REDACTED] 98

Dear Tamika Anderson,

On October 11, 2023, a dispute was filed with the Philadelphia Gas Works (PGW). In your dispute, you stated that you were in the hospital for 105 days and you are disputing the balance owed on the account.

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 compares your usage with the prior historical consumption at this property was completed, and it was determined that the usage pattern is consistent.

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

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.

If you would like to test the accuracy of the meter, a Special Meter Test can be 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 November 3, 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 at 215-235-1000 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:
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.

Gas Usage Analysis

Dates		Meter Readings in CCF ¹		Number of Days	Total Usage in CCF ¹	Non-Heating Usage in CCF ¹	Heating Usage in CCF ¹	Number of Heating Degree Days ²	CFDD ³
		From	To						
* 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									

¹CCF = 100 cubic feet

²A heating degree day is a measurement of how much the average temperature on a particular day is below 65°F.

³CFDD equals the cubic feet of gas used per degree day.

Customer Contact: Customer Review Unit

Date: 11/07/2023 Time: 6:01:00 AM Source: _____ Related Tran: _____
CC Type: CRU - Customer Review Unit Created: 11/07/2023 at: 6:01:52 AM by: NSTAHL
Area: 800 - Residential General Service Changed: _____ at: _____ by: _____
 Surveyable Auto Delete Date: 11/06/2028 Class: Inquiry

Comments: PUC Complaint BCS# 3953829 filed on 11/6/2023 12:00:00 AM (CRU 787-1250) regarding ON - PAR WITH DISPUTE (#63), by sm. # of Adults in Household: 2. # and Ages of Children in Household: 0 . Gross Income: CustIncome 1400.00

Letter

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

Review List Tickler

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

Account: [REDACTED] 98 Anderson, Tamika
Premise: 2716 W Master St/Phila,Pa
Person: Anderson, Tamika

[Change] [Cancel]

Customer Contact: Customer Review Unit [X]

Date: 03/19/2024 Time: 10:02:00 AM Source: _____ Related Tran: _____
CC Type: CRU - Customer Review Unit [v] Created: 03/19/2024 at: 10:02:51 AM by: OBWORKFL
Area: 800 - Residential General Service [v] Changed: _____ at: _____ by: _____
 Surveyable Auto Delete Date: 03/19/2029 Class: Inquiry

Comments: BCS # 3953829 case dismissed on 3/19/2024 12:00:00 AM. Resolution: VERBAL CLOSE. THE COMPANY HAS NOT RECEIVED THE \$10.00 METER TEST FEE. THE CUSTOMER MAY PAY SEND THE \$10.00 METER TEST FEE TO PO BOX 37019 PHILADELPHIA PA 19122. ONCE THE FEE IS RECEIVED THE COMPANY WILL CONTACT THE CUSTOMER TO SCHEDULE THE METER TEST. THE CUSTOMER MAY REQUEST HER PAYMENT HISTORY/STATEMENT OF ACCOUNT PO BOX 3500 PHILADELPHIA PA OR SEND FAX TO 215-684-6996. THE CUSTOMER'S MONTHLY BILLS ARE BASE

Letter

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

Review List Tickler

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

Account: [REDACTED] 98 Anderson, Tamika [v]
Premise: 2716 W Master St/Phila,Pa [v]
Person: Anderson, Tamika [v]

[Change] [Cancel]

Customer Contact: Customer Review Unit

Date: 03/19/2024 Time: 10:02:00 AM Source: _____ Related Tran: _____
CC Type: CRU - Customer Review Unit Created: 03/19/2024 at: 10:02:52 AM by: OBWORKFL
Area: 800 - Residential General Service Changed: _____ at: _____ by: _____
 Surveyable Auto Delete Date: 03/19/2029 Class: Inquiry

Comments: D ON ACTUAL METER READINGS (AMR). ACCORDING TO 52 PA. CODE ?56.2(III), METER READINGS BY AN AMR SHALL BE DEEMED ACTUAL READINGS FOR THE PURPOSES OF THIS CHAPTER. THE CUSTOMER'S BALANCE INCLUDED CRP ARREARS AND SHE IS NOT ELIGIBLE FOR A PUC PAYMENT ARRANGEMENT PER 1405C. CASE CLOSED.. Paragraph Description: .

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

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

Account: [REDACTED] 98 Anderson, Tamika
Premise: 2716 W Master St/Phila,Pa
Person: Anderson, Tamika

[Change] [Cancel]

10-DAY SHUT OFF NOTICE

Your Gas Service May Be Shut Off

Your bill is past due. As a result, PGW will shut off gas to 2716 W MASTER ST on or after 8 a.m. on Apr 02, 2024. This notice will remain effective for 60 days. To talk about your bill or this notice, call our office at 215-235-1777.

We will not shut off gas if you do ONE of the following:

- Pay your past due amount of \$10,630.87.
- Pay the amount you owe on your most recent payment plan.
- Make a payment arrangement (you may be eligible for a special assistance program).
- Contact us to dispute the bill.

At a minimum, you may have to pay all of the following before we turn your service on:

Past Due Amount	\$10,630.87
Security Deposit	\$458.00
Turn On Charge	\$123.23
Total	\$11,212.10

Plus \$372.00 if we must dig up the street.

You are also responsible for all gas service provided to you that is now or has become past due. If shut off, you may be required to pay more than the amount on this notice to have gas turned on.

MEDICAL EMERGENCY NOTICE

LET US KNOW IF SOMEONE LIVING IN YOUR HOME IS SERIOUSLY ILL OR HAS A MEDICAL CONDITION. WE WILL NOT SHUT OFF YOUR SERVICE during such illness, provided you:

1. Have your licensed physician, physician's assistant or nurse practitioner certify in writing that such an illness exists and that it may be aggravated if your service is stopped; and
2. Make arrangements to pay your current bills.
3. Contact us by calling 215-235-1777.
4. HAVE A LICENSED PHYSICIAN, PHYSICIAN'S ASSISTANT OR NURSE PRACTITIONER SEND PGW A LETTER WITHIN 3 DAYS, VERIFYING THE MEDICAL CONDITION.

If you are a victim of abuse and have an order issued by the courts, special medical emergency procedures and protections may be available. Call us immediately at 215-235-1000 to inform us so these special procedures and protection can be provided. You will be required to provide us with a copy of the court order.

IMPORTANT TO KNOW – BEFORE WE SHUT OFF YOUR GAS SERVICE

- You may be eligible for a payment agreement or special assistance program. Enrollment into this program may be a way of avoiding shut off. Contact us immediately at 215-235-1777 to find out if you're eligible, and how to enroll. Documentation of your income may be required.
- If you have questions or need more information, please call us today at 215-235-1777 or write us at P.O. Box 3500, Philadelphia, PA 19122. After you talk with PGW, if you are not satisfied, you may file a complaint with the Pennsylvania Public Utility Commission (PUC). The PUC may delay the shutoff if you file the complaint before the shut-off date. To contact them call 1 (800) 692-7380 or write to: Pennsylvania Public Utility Commission, P.O. Box 3265, Harrisburg, PA 17105-3265.

- Call us if your landlord pays your utility bill. You have certain legal protections.
- If you have trouble understanding or speaking English call us for free interpretation.
- Please contact us if you are disabled and need assistance.
- All adult occupants of the premises whose names are on the mortgage, deed or lease are considered the 'customer' and are responsible for payment of the bill.
- If service is shut off, ANY adult occupant who has been living at the premises may have to pay all or portions of this bill to have service restored.
- If your service is shut off, you must contact us after your payment has been made to be sure you have met all conditions to have the service turned on and to arrange access to your premises. It may take up to seven days to have your service restored.
- If you have a valid Protection From Abuse order or an order issued by a court of competent jurisdiction in this Commonwealth that provides clear evidence that you are a victim of domestic violence, there are additional protections available to you. Call us immediately at 215-235-1000. You will be required to provide us with a copy of the order.

WINTER SHUT OFF PROVISIONS Dec. 1-March 31

- Contact us before the shut off date to give us household and occupant information to see if you qualify for any assistance programs.
- If you are low income there are special rules about whether we may shut off your gas in the winter. Add together the monthly income in your household. Look at the chart below to determine your group. You may need to provide us with proof of income.
- If your income is 150% of the federal poverty guidelines or below, we must first ask the PUC for permission to shut off your service. We will notify you prior to shutting off service if we ask the PUC for permission to terminate your gas service.
- If your income is above 150% but does not exceed 250% of the federal poverty guidelines, we will not shut off your service if one of these conditions applies to you:
 - o Someone in your household is 12 or younger or 65 or older; or
 - o You have paid at least one-half of your last two monthly gas bills; or
 - o If over the last two months you have paid at least 15% of your household income toward the gas bills.
- If we reconnect your service during the winter months (between December 1st and March 31st) we will restore your service within 24 hours of you meeting all requirements to have service reconnected. When street digging is required, it may take up to seven days.

Household Size	Federal Poverty Guidelines (FPG) 2024	
	Your income is 150% of the FPG or below if your monthly gross is:	Your income is between 151% - 250% of the FPG if your monthly gross is:
1	\$1,883 or less	\$1,884-\$3,138
2	\$2,555 or less	\$2,556-\$4,258
3	\$3,228 or less	\$3,229-\$5,379
4	\$3,900 or less	\$3,901-\$6,500
Each add. person add	\$673	\$674-\$1,121

PL_20240321181645.dat-913-000013401

Please return this portion with your payment.
Write your account number on your check or money order made payable to Philadelphia Gas Works

Account Number: 98
Notice Date: Mar 21, 2024
Please Pay: \$10,630.87

Place "X" in box for address corrections. Print corrections on reverse side.

Amount Enclosed:

000457 000013401
TAMIKA ANDERSON
2716 W MASTER ST
PHILA PA 19121-4634



Philadelphia Gas Works
P.O. Box 11700
Newark, NJ 07101-4700

Customer Contact: Customer Review Unit [X]

Date: 03/26/2024 Time: 3:10:00 PM Source: _____ Related Tran: _____
CC Type: CRU - Customer Review Unit [v] Created: 03/26/2024 at: 3:10:23 PM by: NSTAHL
Area: 800 - Residential General Service [v] Changed: _____ at: _____ by: _____
 Surveyable Auto Delete Date: 03/26/2029 Class: Inquiry

Comments: PUC Complaint BCS# 3969901 filed on 3/26/2024 12:00:00 AM (CRU 787-1250) regarding BILLING DISPUTES (# 18), by sm

Letter

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

Review List Tickler

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

Account: [REDACTED] 98 Anderson, Tamika [v]
Premise: 2716 W Master St/Phila,Pa [v]
Person: Anderson, Tamika [v]

[Change] [Cancel]

Customer Contact: Customer Review Unit

Date: 04/04/2024 Time: 11:04:00 AM Source: _____ Related Tran: _____
CC Type: CRU - Customer Review Unit Created: 04/04/2024 at: 11:04:40 AM by: OBWORKFL
Area: 800 - Residential General Service Changed: _____ at: _____ by: _____
 Surveyable Auto Delete Date: 04/04/2029 Class: Inquiry

Comments: BCS # 3969901 case dismissed on 4/4/2024 12:00:00 AM. Resolution: DISMISSAL LETTER SENT--CASE DISMISSED PER 56.166.1. THE CUSTOMER DID NOT ADDRESS HER BILL DISPUTE WITH THE COMPANY PRIOR TO FILING HER COMPLAINT WITH THE PUC.. Paragraph Description: .

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

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

Account: [REDACTED] 98 Anderson, Tamika
Premise: 2716 W Master St/Phila,Pa
Person: Anderson, Tamika

[Change] [Cancel]

Customer Contact: Dru Dispute

Date: 04/08/2024 Time: 1:00:00 PM Source: _____ Related Tran: _____
CC Type: DRU - Dru Dispute Created: 04/08/2024 at: 1:00:58 PM by: OBWORKFL
Area: 800 - Residential General Service Changed: _____ at: _____ by: _____
 Surveyable Auto Delete Date: 04/08/2028 Class: Inquiry

Comments: Dispute received on 04/08/2024 regarding Customer Tamika Anderson states she has been in and out of the hospital and called to request for us to shut off her service on 7/6/22. She claims that the rep told her that we would be out at some point during the week, but did not give an exact date and time. She was advised this is not how turn offs are done, but she is adamant she was told this..

Letter

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

Review List Tickler

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

Account: [REDACTED] 98 Anderson, Tamika
Premise: 2716 W Master St/Phila,Pa
Person: Anderson, Tamika

Change Cancel

Customer Contact: Customer Review Unit [X]

Date: 04/10/2024 Time: 3:50:00 PM Source: _____ Related Tran: _____
CC Type: CRU - Customer Review Unit [v] Created: 04/10/2024 at: 3:50:27 PM by: WFADMIN
Area: 800 - Residential General Service [v] Changed: _____ at: _____ by: _____
 Surveyable Auto Delete Date: 04/10/2029 Class: Inquiry

Comments: PUC Formal Complaint Docket # C2024-3048214 filed on 4/9/2024 12:00:00 AM.

Letter

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

Review List Tickler

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

Account: [REDACTED] 98 Anderson, Tamika [v]
Premise: 2716 W Master St/Phila,Pa [v]
Person: Anderson, Tamika [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

April 11, 2024

Tamika Anderson
2716 W. Master Street
Philadelphia, PA 19121

Account Number: [REDACTED] 98
Service Address: 2716 W. Master St.

Dear Tamika Anderson,

On April 8, 2024, a dispute was filed with the Philadelphia Gas Works (PGW). In your dispute, you stated that you were in and out of the hospital and requested to have the gas service canceled as of July 6, 2022.

A review of our records indicates you established service at 2716 W. Master Street on January 22, 2019. However, there are no records of you requesting to discontinue service.

PGW's Tariff and PUC regulations require that a customer must provide at least seven (7) days notice prior to the date the service is to be cancelled. In the absence of notice, the customer is responsible for the service as billed. PGW's position is that you are responsible for the service, as billed, due to lack of prior notice.

PGW Tariff (5.5.A) Notice of discontinuance: Except where the provisions of the Utility Service Tenants Rights Act apply, the Customer is required to give the Company at least seven days notice to discontinue the supply of Gas specifying the date on which it is desired that service be discontinued. In absence of notice, the Customer shall be responsible for services rendered.

PUC Chapter 56 (56.16) Transfer of accounts: (a) A ratepayer who is about to vacate premises supplied with utility service or who wishes to have service discontinued shall give at least 7 days notice to the utility and a non-ratepayer occupant, specifying the date on which it is desired that service be discontinued. In the absence of a notice, the ratepayer shall be responsible for services rendered.

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

1. A statement of account
2. Sections of PGW Tariff and PUC regulations
3. Utility report

Philadelphia Gas Works



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

Please be advised that as of April 25, 2024, 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,

T. Macon
Dispute Resolution Unit

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

Telephone #: 215-787-1288

or

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 Requested Meter Test

Date: 6-3-24

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

CUSTOMER: Tamika Anderson

ADDRESS: 2716 W Master St

ON APPLICATION NO.: _____ GIVES THE FOLLOWING RESULTS:

METER NO. 1824120		PROOF [X]			ACCURACY []	
SIZE A250	INDEX 7402	Meter Test Results			Percentage	
		Temperature	Open 100%	Check 20%	Fast	Slow
Meter Receive 5-13-24		77	100.1	99.5		
		77	100.4	99.7		
Meter Tested 6-3-24		77	100.1	99.6		
		Average of Results	100.2	99.6	-0.4	

Von Morgan _____

PGW REPRESENTATIVE



Field Information

Order Num 14476110 Order Type Meter Test Exchange Customer Name ANDERSON TAMIKA

Field Activity Sequence

Sequence	Work Date	Employee	Status Code	Comp Type	Dispatch Type	Window	Time	Gas Found	Gas Left
14522704	05-13-24	Andrew Coyle	CMP	Completed By FSD	Primary	1200-1600	5/13/2024 1:34 PM	ON	ON
▶ 14502297	05-06-24	Eamonn Downey	CMP	Partial complete	Primary	1200-1600	5/6/2024 1:01 PM		

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
▶ EDowney(06-MAY-24):cor nrequested to reschedule for next monday at 1 5/13 couldnt make appt today do to treatment. phoned rpu for reschedule

Others Order Data

Order Type Desc	Special Instructions	Created By	Contact Name
▶ Meter Test Exchange	Please Arrive at 1300 Hours - Meter Test needed for Formal Hearing. Do Not CGI. PH# [REDACTED]	ateti	

Close

