

COMMONWEALTH OF PENNSYLVANIA
(Public Utility Commission)

-----*
JEANNINE WILLIS :
Complainant, : Case No.:
vs. : C-2024-3047920
PHILADELPHIA GAS WORKS :
Respondent. :
-----*

Pages 1 through 45 TELEPHONIC HEARING
Judge's Chambers
State Office Bldg.
800 Market Street
Philadelphia, PA 19107

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

BEFORE: THE HONORABLE ARLENE ASHTON
Administrative Law Judge

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

EXHIBITS INDEX

NUMBER	FOR IDENTIFICATION	IN EVIDENCE
PHILADELPHIA GAS WORKS'		
EXHIBITS:		
1a	(Two Statements of Accounts)	35
2	(Payment Arrangement history)	35
3	(List of Informal Complaints)	35



PHILADELPHIA GAS WORKS

800 West Montgomery Avenue • Philadelphia, PA 19122

Anita J. Murray, Esquire
Senior Attorney
Legal Department
Direct Dial: 215-684-6659
Fax: 215-684-6798
Email: anita.murray@pgworks.com

June 12, 2024

VIA ELECTRONIC MAIL ONLY

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

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

Dear Honorable Judge Ashton:

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

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

Very truly yours,

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

/awm

encl.

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

CERTIFICATE OF SERVICE

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

VIA EMAIL ONLY

Jeannine M. Willis
Jmwillis0531@gmail.com

/s/ Anita J. Murray

Anita J. Murray, Esquire

Date: June 12, 2024

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

Customer Name	From Date	To Date			
JENNINE WILLIS	3/27/2022	6/18/2024			
Service Address	Account Number	S A Number	Meter	Rate/Class	
5118 OAKLAND ST Apt 2F PHIL, PA 191242530	[REDACTED] 23	[REDACTED] 55	2117182	GS	

STATEMENT

Transaction Date	Transaction Type	Reading	Read Code	# of Days	CCF Usage	Average CCF/Day	Heating DDDs	Payment Type	Due Date	Transaction Amount	Current Balance	Actual Balance
4/22/2022	LPC									\$30.22	\$2,187.01	\$2,187.01
4/22/2022	BILL	7606	R	30	72	2.4	428		5/17/2022	\$150.53	\$2,337.54	\$2,337.54
5/5/2022	PAY							Credit Card		(\$741.41)	\$1,596.13	\$1,596.13
5/20/2022	BILL	7635	R	28	29	1.04	144		6/15/2022	\$70.77	\$1,666.90	\$1,666.90
6/21/2022	BILL	7654	R	30	19	0.63	1		7/15/2022	\$78.77	\$1,745.67	\$1,745.67
7/21/2022	XFER									\$0.00	\$1,745.67	\$1,745.67
7/21/2022	BILL	7673	R	32	19	0.59	0		8/15/2022	\$54.72	\$1,800.39	\$1,800.39
8/19/2022	LPC									\$27.00	\$1,827.39	\$1,827.39
8/19/2022	BILL	7690	R	29	17	0.59	0		9/14/2022	\$50.65	\$1,878.04	\$1,878.04
9/15/2022	PAY							Credit Card		(\$77.04)	\$1,801.00	\$1,801.00
9/20/2022	LPC									\$26.61	\$1,827.61	\$1,827.61
9/20/2022	BILL	7714	R	30	24	0.8	0		10/13/2022	\$64.68	\$1,892.29	\$1,892.29
10/19/2022	LPC									\$27.58	\$1,919.87	\$1,919.87
10/19/2022	BILL	7757	R	31	43	1.39	125		11/14/2022	\$99.26	\$2,019.13	\$2,019.13
11/17/2022	BILL	7820	R	29	63	2.17	242		12/13/2022	\$158.49	\$2,177.62	\$2,177.62
12/16/2022	BILL	7943	R	29	123	4.24	650		1/13/2023	\$261.91	\$2,439.53	\$2,439.53
12/29/2022	WNC2&5									(\$24.46)	\$2,415.07	\$2,415.07
1/19/2023	LPC									\$35.37	\$2,450.44	\$2,450.44
1/19/2023	BILL	8101	R	34	158	4.65	857		2/13/2023	\$343.32	\$2,793.76	\$2,793.76
2/16/2023	LPC									\$40.52	\$2,834.28	\$2,834.28

2/16/2023	BILL	8224	R	28	123	4.39	656		3/14/2023	\$288.67	\$3,122.95	\$3,122.95
3/17/2023	PAY								Credit Card	(\$900.00)	\$2,222.95	\$2,222.95
3/18/2023	LPC									\$44.85	\$2,267.80	\$2,267.80
3/18/2023	BILL	8350	R	30	126	4.2	618		4/12/2023	\$282.16	\$2,549.96	\$2,549.96
3/30/2023	PAY								Credit Card	(\$210.00)	\$2,339.96	\$2,339.96
4/19/2023	BILL	8442	R	32	92	2.88	375		5/12/2023	\$214.07	\$2,554.03	\$2,554.03
5/18/2023	BILL	8491	R	29	49	1.69	187		6/13/2023	\$111.69	\$2,665.72	\$2,665.72
6/17/2023	LPC									\$37.32	\$2,703.04	\$2,703.04
6/17/2023	BILL	8524	R	30	33	1.1	27		7/13/2023	\$81.34	\$2,784.38	\$2,784.38
7/19/2023	LPC									\$38.54	\$2,822.92	\$2,822.92
7/19/2023	BILL	8556	R	32	32	1	3		8/11/2023	\$79.23	\$2,902.15	\$2,902.15
8/17/2023	BILL	8577	R	29	21	0.72	0		9/12/2023	\$57.50	\$2,959.65	\$2,959.65
9/19/2023	LPC									\$40.59	\$3,000.24	\$3,000.24
9/19/2023	BILL	8603	R	31	26	0.84	0		10/12/2023	\$67.29	\$3,067.53	\$3,067.53
10/18/2023	LPC									\$41.60	\$3,109.13	\$3,109.13
10/18/2023	BILL	8645	R	31	42	1.35	90		11/13/2023	\$97.53	\$3,206.66	\$3,206.66
11/17/2023	LPC									\$43.06	\$3,249.72	\$3,249.72
11/17/2023	BILL	8735	R	30	90	3	315		12/13/2023	\$199.88	\$3,449.60	\$3,449.60
12/16/2023	LPC									\$46.06	\$3,495.66	\$3,495.66
12/16/2023	BILL	8880	R	29	145	5	612		1/12/2024	\$304.28	\$3,799.94	\$3,799.94
1/19/2024	LPC									\$50.62	\$3,850.56	\$3,850.56
1/19/2024	BILL	9084	R	34	204	6	821		2/13/2024	\$441.68	\$4,292.24	\$4,292.24
2/16/2024	LPC									\$57.25	\$4,349.49	\$4,349.49
2/16/2024	BILL	9269	R	28	185	6.61	728		3/13/2024	\$415.32	\$4,764.81	\$4,764.81
3/16/2024	LPC									\$63.48	\$4,828.29	\$4,828.29
3/16/2024	BILL	9426	R	29	157	5.41	592		4/10/2024	\$354.17	\$5,182.46	\$5,182.46
4/17/2024	BILL	9538	R	32	112	3.5	454		5/10/2024	\$248.46	\$5,430.92	\$5,430.92
5/16/2024	LPC									\$72.52	\$5,503.44	\$5,503.44
5/16/2024	BILL	9571	R	29	33	1.14	190		6/11/2024	\$83.88	\$5,587.32	\$5,587.32
6/15/2024	LPC									\$73.78	\$5,661.10	\$5,661.10

6/15/2024	BILL	9592	R	30	21	0.7	7	7/10/2024	\$59.70	\$5,720.80	\$5,720.80
6/18/2024	LPCWVE								(\$146.30)	\$5,574.50	\$5,574.50

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

Customer Name	From Date	To Date			
JENNINE WILLIS	3/27/2022	6/18/2024			
Service Address	Account Number	S A Number	Meter	Rate/Class	
5118 OAKLAND ST Apt 2F PHIL, PA 191242530	[REDACTED] 23	[REDACTED] 77	2117182	GS	

STATEMENT

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

Search For Negotiated Payment Arrangement

Search Criteria

Account... [REDACTED] 23 Willis, Jennine

From Date: 06/12/2024

Apply Criteria

OK

Cancel

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

14 record(s) found.

Search For Negotiated Payment Arrangement

Search Criteria

Account... [REDACTED] 23 Willis, Jennine

From Date: 06/12/2024

Apply Criteria

OK

Cancel

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

14 record(s) found.

PHILADELPHIA GAS WORKS

PUC

Opening XML

Case Number: 3861844
Company Name: PGW (PHILA. GAS WORKS (NGDC))
Company Code: 0766
Company Type: GAS TRANSPORTER
Customer First Name: JEANNINE
Customer Middle Initial:
Customer Last Name: WILLIS
Customer Account Number: [REDACTED]23
Customer Home Phone w/ Area Code:
Customer Work Phone w/ Area Code:
Customer Service Class: RESIDENTIAL
Customer Mail Address 1:
Customer Mail Address 2:
Customer Mail Address City:
Customer Mail Address State:
Customer Mail Address Zip:
Customer Mail Address 4-Zip:
Customer Service Address 1: 5118 OAKLAND ST
Customer Service Address 2: APT B
Customer Service Address City: PHILADELPHIA
Customer Service Address State: PA
Customer Service Address Zip: 19124
Customer Service Address 4-Zip:
Customer Family Adults: 1
Customer Family Children: 1
Customer Family Age: 15
Gross Income

Source	Income Amount
CustIncome	3640

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

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

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

Case Misc Info:**Hot Issue:**

Case Origin: PUC WEBSITE
Prior Case Number: 3711448
Universal Service: M
Arrearage: 1800.39
BCS Investigator First Name: BCS
BCS Investigator Last Name: CASE POOL
BCS Investigator Phone w/ Area Code: [REDACTED]
BCSIntaker First Name: KATHY
BCSIntaker Last Name: LAMORGIA
Number Of Time Send: 2
Number Of Time Faxed: 0
Number Of Time Faxed: [REDACTED]

PHILADELPHIA GAS WORKS

PUC

Closing XML

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

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

PHILADELPHIA GAS WORKS

PUC

Opening XML

Case Number:	3928592
Company Name:	PGW (PHILA. GAS WORKS (NGDC))
Company Code:	0766
Company Type	GAS TRANSPORTER
Customer First Name:	JEANNINE
Customer Middle Initial:	M
Customer Last Name:	WILLIS
Customer Account Number:	██████23
Customer Home Phone w/ Area Code:	
Customer Work Phone w/ Area Code:	
Customer Service Class:	RESIDENTIAL
Customer Mail Address 1:	
Customer Mail Address 2:	
Customer Mail Address City:	
Customer Mail Address State:	
Customer Mail Address Zip:	
Customer Mail Address 4-Zip:	
Customer Service Address 1:	5118 OAKLAND ST
Customer Service Address 2:	APT B
Customer Service Address City:	PHILADELPHIA
Customer Service Address State:	PA
Customer Service Address Zip:	19124
Customer Service Address 4-Zip:	
Customer Family Adults:	0
Customer Family Children:	0
Customer Family Age:	
Gross Income	
Source	Income Amount
Date Open:	2023-07-27
Reason For Contact:	SERVICE (CO. FACILITIES) (# 48)
Term Date:	2023-08-02
Business Name:	
Case Problem:	CUSTOMER REQUESTED TWICE FOR AN EXTENSION UNTIL 08/16/2023 TO CATCH UP ON THE AMOUNT FOR

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

Company Position:

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

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

Case Origin: PUC WEBSITE

Prior Case Number: 3861844

Universal Service: M

Arrearage: 2902.15

BCS Investigator First Name: BCS

BCS Investigator Last Name: CASE POOL

BCS Investigator Phone w/ Area Code: [REDACTED]

BCSIntaker First Name: KAITLYN

BCSIntaker Last Name: PORR

Number Of Time Send: 1

Number Of Time Faxed: 0

Number Of Time Faxed: [REDACTED]

PHILADELPHIA GAS WORKS

PUC

Closing XML

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

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

Customer Contact: Collection [X]

Date: 06/29/2017 Time: 7:29:00 AM Source: JetSearch Related Tran: Account Maintenance
CC Type: COLL - Collection Created: 06/29/2017 at: 7:29:45 AM by: TSANTANA
Area: 800 - Residential General Service Changed: at: by:
 Surveyable Auto Delete Date: 06/29/2021 Class: Inquiry

Comments: GAS IS ON MEDICAL (3) HOLD FROM 06/29/2017 TO 7/27/2017 BALANCE OF THE BILL IS \$1600.99
RECEIVED 06/29/2017 MEDICAL (1) 08/25/2016 TO 09/24/2016 - MEDICAL (2) 05/28/2017 TO
06/27/2017 THIS IS THE LAST MEDICAL UNTIL THERE IS NEW MONEY

Letter

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

Review List Tickler

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

Account: [REDACTED] 23 Willis, Jennine [v]
Premise: 5118 Oakland St,2f/Phila,Pa [v]
Person: Willis, Jennine [v]

[Change] [Cancel]