

COMMONWEALTH OF PENNSYLVANIA  
PUBLIC UTILITY COMMISSION

-----  
SONCEIRAY BOWMAN : DOCKET NO.:  
: C-2023-3041967  
v. :  
: PHILADELPHIA GAS WORKS :  
: :  
Further Call In Telephonic Hearing :  
-----

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Judge's Chambers  
Commonwealth Keystone Building  
400 North Street  
Harrisburg, Pennsylvania 17120

Monday, April 22, 2024  
Commencing at 10:31 a.m.

BEFORE:

MICHAEL MROCZKA, Special Agent

REPORTER:

Colleen J. Fila, RPR

APPEARANCES:

JEFFREY B. FIRST, ESQUIRE  
6100 CITY AVENUE, SUITE 417  
PHILADELPHIA, PENNSYLVANIA 19131  
215-307-3939  
jeff@jefffirstlaw.com

GRACIELA CHRISTLIEB, ESQUIRE  
800 W. MONTGOMERY AVENUE  
PHILADELPHIA, PENNSYLVANIA 19122  
215-684-6164  
267-252-3983  
graciela.christlieb@pgworks.com

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(None.)		
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Specific Service Agreement Statement of Account SA- [REDACTED]

<b>Customer Name</b>	<b>From Date</b>	<b>To Date</b>
SONCEIRAY BOWMAN	7/31/2020	4/18/2024
<b>Service Address</b>	<b>Account Number</b>	<b>S A Number</b>
6734 N BROAD ST PHIL, PA 191262836	[REDACTED]	[REDACTED]
	<b>Meter</b>	<b>Rate/Class</b>
	2341991	GS

**STATEMENT**

Transaction Date	Transaction Type	Transaction Reading	Read Code	# of Days	CCF Usage	Average CCF/Day	Heating DDDs	Payment Type	Due Date	Transaction Amount	Current		Actual	
											Balance	Balance	Balance	Balance
8/19/2020	BILL	1943	R	31	27	0.87	0		9/14/2020	\$48.72	\$15,704.20	\$15,704.20	\$15,704.20	
9/21/2020	BILL	1970	R	31	27	0.87	7		10/14/2020	\$49.16	\$15,753.36	\$15,753.36	\$15,753.36	
10/20/2020	BILL	2065	R	29	95	3.28	87		11/13/2020	\$134.86	\$15,888.22	\$15,888.22	\$15,888.22	
11/19/2020	BILL	2433	R	32	368	11.5	304		12/15/2020	\$563.77	\$16,451.99	\$16,451.99	\$16,451.99	
12/19/2020	BILL	2989	R	30	556	18.53	615		1/15/2021	\$781.54	\$17,233.53	\$17,233.53	\$17,233.53	
1/22/2021	LPC									\$253.04	\$17,486.57	\$17,486.57	\$17,486.57	
1/22/2021	BILL	3791	R	34	802	23.59	924		2/17/2021	\$1,147.69	\$18,634.26	\$18,634.26	\$18,634.26	
2/23/2021	LPC									\$270.25	\$18,904.51	\$18,904.51	\$18,904.51	
2/23/2021	BILL	4536	R	30	745	24.83	985		3/18/2021	\$1,033.07	\$19,937.58	\$19,937.58	\$19,937.58	
3/23/2021	LPC									\$285.75	\$20,223.33	\$20,223.33	\$20,223.33	
3/23/2021	BILL	5058	R	28	522	18.64	652		4/16/2021	\$712.93	\$20,936.26	\$20,936.26	\$20,936.26	
4/22/2021	LPC									\$296.44	\$21,232.70	\$21,232.70	\$21,232.70	
4/22/2021	BILL	5366	R	32	308	9.62	338		5/17/2021	\$478.64	\$21,711.34	\$21,711.34	\$21,711.34	
5/21/2021	BILL	5541	R	29	175	6.03	160		6/16/2021	\$236.97	\$21,948.31	\$21,948.31	\$21,948.31	
6/21/2021	BILL	5592	R	29	51	1.76	36		7/15/2021	\$78.44	\$22,026.75	\$22,026.75	\$22,026.75	
7/21/2021	LPC									\$308.35	\$22,335.10	\$22,335.10	\$22,335.10	
7/21/2021	BILL	5621	R	32	29	0.91	0		8/13/2021	\$53.37	\$22,388.47	\$22,388.47	\$22,388.47	
8/4/2021	PAY							Check		(\$2,970.00)	\$19,418.47	\$19,418.47	\$19,418.47	
8/5/2021	BPTOCG									\$123.23	\$19,541.70	\$19,541.70	\$19,541.70	
8/6/2021	CRPFRZ									(\$19,541.70)	\$0.00	\$0.00	\$0.00	
8/11/2021	CANP									\$2,970.00	\$2,970.00	\$2,970.00	\$2,970.00	
8/11/2021	PAYCAN									\$0.00	\$2,970.00	\$2,970.00	\$2,970.00	
8/11/2021	NSFCHA									\$20.00	\$2,990.00	\$2,990.00	\$2,990.00	
8/19/2021	BILL	5641	R	29	20	0.69	0		9/14/2021	\$48.84	\$3,038.84	\$3,038.84	\$3,038.84	
8/26/2021	PAY							Check		(\$3,038.84)	\$0.00	\$0.00	\$0.00	
9/3/2021	CANP									\$3,038.84	\$3,038.84	\$3,038.84	\$3,038.84	
9/3/2021	PAYCAN									\$0.00	\$3,038.84	\$3,038.84	\$3,038.84	

Transaction Date	Transaction Type	Transaction Reading	Read Code	# of Days	CCF Usage	Average CCF/Day	Heating DDDs	Payment Type	Due Date	Transaction Amount	Current Balance	Actual Balance
9/3/2021	NSFCHA									\$20.00	\$3,058.84	\$3,058.84
9/22/2021	BILL	5660	R	22	19	0.86	0		10/15/2021	\$0.00	\$3,058.84	\$3,058.84
10/12/2021	PAY							Banking Institutions		(\$3,053.00)	\$5.84	\$5.84
10/15/2021	CRPXF									(\$5.84)	\$0.00	\$0.00

Specific Service Agreement Statement of Account SA- [REDACTED]

Customer Name	From Date	To Date		
SONCEIRAY BOWMAN	10/15/2021	4/18/2024		
Service Address	Account Number	S A Number	Meter	Rate/Class
6734 N BROAD ST PHIL, PA 191262836	[REDACTED]	[REDACTED]	2341991	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
10/15/2021	CRPXFR									\$5.84	\$5.84	\$5.84
10/20/2021	BILL	5665	R	3	4	1.33	17		11/15/2021	\$48.84	\$54.68	\$54.68
11/19/2021	BILL	5904	R	30	239	7.97	335		12/15/2021	\$48.84	\$103.52	\$103.52
12/21/2021	BILL	6323	R	30	419	13.97	577		1/14/2022	\$48.84	\$152.36	\$152.36
1/22/2022	BILL	6973	R	34	650	19.12	895		2/15/2022	\$48.84	\$201.20	\$201.20
2/19/2022	BILL	7611	R	28	638	22.79	855		3/16/2022	\$48.84	\$250.04	\$250.04
3/23/2022	BILL	8138	R	32	527	16.47	592		4/18/2022	\$48.84	\$298.88	\$298.88
3/23/2022	PAY							Check		(\$176.77)	\$122.11	\$122.11
4/22/2022	BILL	8508	R	30	370	12.33	428		5/17/2022	\$621.00	\$743.11	\$743.11
5/9/2022	PAY							Cash		(\$124.00)	\$619.11	\$619.11
5/20/2022	BILL	8705	R	28	197	7.04	144		6/15/2022	\$621.00	\$1,240.11	\$1,240.11
6/21/2022	BILL	8737	R	30	32	1.07	1		7/15/2022	\$621.00	\$1,861.11	\$1,861.11
7/19/2022	WNA2&5									(\$137.43)	\$1,723.68	\$1,723.68
7/19/2022	CRPDIS									\$137.43	\$1,861.11	\$1,861.11
7/21/2022	BILL	8758	R	32	21	0.66	0		8/15/2022	\$621.00	\$2,482.11	\$2,482.11
8/5/2022	CRPFRZ									\$16,481.91	\$18,964.02	\$18,964.02
8/7/2022	PAY							Cash		(\$180.00)	\$18,784.02	\$18,784.02
8/19/2022	BILL	8781	R	29	23	0.79	0		9/14/2022	\$61.65	\$18,845.67	\$18,845.67
9/20/2022	BILL	8802	R	30	21	0.7	0		10/13/2022	\$57.05	\$18,902.72	\$18,902.72
10/19/2022	LPC									\$283.54	\$19,186.26	\$19,186.26
10/19/2022	BILL	8879	R	31	77	2.48	125		11/14/2022	\$156.57	\$19,342.83	\$19,342.83
11/4/2022	PAY							Credit Card		(\$480.00)	\$18,862.83	\$18,862.83
11/4/2022	PAY							Credit Card		(\$450.00)	\$18,412.83	\$18,412.83
11/8/2022	BPTOCG									\$123.23	\$18,536.06	\$18,536.06
11/17/2022	BILL	8967	R	29	88	3.03	242		12/13/2022	\$208.02	\$18,744.08	\$18,744.08
12/16/2022	BILL	9463	R	29	496	17.1	650		1/13/2023	\$946.49	\$19,690.57	\$19,690.57
1/19/2023	LPC									\$291.10	\$19,981.67	\$19,981.67

Transaction Date	Transaction		Read Code	# of Days	CCF Usage	Average CCF/Day	Heating DDDs	Payment		Transaction		Current Balance	Actual Balance
	Type	Reading						Type	Amount	Balance			
1/19/2023	BILL	2	R	34	558	16.41	857			\$1,089.36	\$21,071.03	\$21,071.03	
1/20/2023	LPCWVE									(\$291.10)	\$20,779.93	\$20,779.93	
1/24/2023	FST2,5									(\$53.45)	\$20,726.48	\$20,726.48	
2/16/2023	BILL	503	R	28	484	17.29	656			\$1,025.20	\$21,751.68	\$21,751.68	
3/18/2023	LPC									\$322.82	\$22,074.50	\$22,074.50	
3/18/2023	BILL	903	R	30	400	13.33	618			\$736.53	\$22,811.03	\$22,811.03	
4/19/2023	LPC									\$333.87	\$23,144.90	\$23,144.90	
4/19/2023	BILL	1157	R	32	254	7.94	375			\$449.50	\$23,594.40	\$23,594.40	
5/18/2023	LPC									\$340.61	\$23,935.01	\$23,935.01	
5/18/2023	BILL	1286	R	29	129	4.45	187			\$206.06	\$24,141.07	\$24,141.07	
6/17/2023	LPC									\$343.70	\$24,484.77	\$24,484.77	
6/17/2023	BILL	1322	R	30	36	1.2	27			\$67.68	\$24,552.45	\$24,552.45	
7/19/2023	LPC									\$344.72	\$24,897.17	\$24,897.17	
7/19/2023	BILL	1354	R	32	32	1	3			\$59.45	\$24,956.62	\$24,956.62	
8/17/2023	BILL	1377	R	29	23	0.79	0			\$47.23	\$25,003.85	\$25,003.85	
9/19/2023	LPC									\$346.32	\$25,350.17	\$25,350.17	
9/19/2023	BILL	1403	R	31	26	0.84	0			\$51.16	\$25,401.33	\$25,401.33	
10/17/2023	LPCWVE									(\$346.32)	\$25,055.01	\$25,055.01	
10/18/2023	LPC									\$347.08	\$25,402.09	\$25,402.09	
10/18/2023	BILL	1434	R	31	31	1	90			\$57.48	\$25,459.57	\$25,459.57	
11/17/2023	LPC									\$347.95	\$25,807.52	\$25,807.52	
11/17/2023	BILL	1642	R	30	208	6.93	315			\$314.90	\$26,122.42	\$26,122.42	
12/16/2023	LPC									\$352.67	\$26,475.09	\$26,475.09	
12/16/2023	BILL	2014	R	29	372	12.83	612			\$533.91	\$27,009.00	\$27,009.00	
1/3/2024	LPCWVE									(\$1,047.70)	\$25,961.30	\$25,961.30	
1/7/2024	LPCWVE									(\$352.67)	\$25,608.63	\$25,608.63	
1/19/2024	BILL	2570	R	34	556	16.35	821			\$864.49	\$26,473.12	\$26,473.12	
2/16/2024	BILL	3068	R	28	498	17.79	728			\$813.54	\$27,286.66	\$27,286.66	
3/16/2024	LPC									\$385.85	\$27,672.51	\$27,672.51	
3/16/2024	BILL	3579	R	29	511	17.62	592			\$829.94	\$28,502.45	\$28,502.45	
3/20/2024	LPCWVE									(\$385.85)	\$28,116.60	\$28,116.60	
4/17/2024	BILL	4011	R	32	432	13.5	454			\$662.29	\$28,778.89	\$28,778.89	

**Search For Negotiated Payment Arrangement**

Search Criteria

Account...  Bowman, Sonceiray I

From Date: 04/15/2024

Date	Seq	Status	Comments
11/08/2022	1	Broken	
05/04/2021	1	Broken	
10/18/2019	1	Broker	

3 record(s) found.

Exhibit No. 2

# PHILADELPHIA GAS WORKS

## PUC

### Opening XML



Exhibit No. 3

**Case Number:** 3855662  
**Company Name:** PGW (PHILA. GAS WORKS (NGDC))  
**Company Code:** 0766  
**Company Type:** GAS TRANSPORTER  
**Customer First Name:** SONCEIRAY  
**Customer Middle Initial:**  
**Customer Last Name:** BOWMAN  
**Customer Account Number:** XXXXXXXXXX  
**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:** 6734 N BROAD ST  
**Customer Service Address 2:**  
**Customer Service Address City:** PHILADELPHIA  
**Customer Service Address State:** PA  
**Customer Service Address Zip:** 19126  
**Customer Service Address 4-Zip:**  
**Customer Family Adults:** 1  
**Customer Family Children:** 0  
**Customer Family Age:**  
**Gross Income**  

Source	Income Amount
A1	779

  
**Date Open:** 2022-08-08  
**Reason For Contact:** CAP DISPUTE (#67)  
**Term Date:** 2022-08-08  
**Business Name:**  
**Case Problem:** SERVICE ON, EXPECTING SHUTOFF SOON. CUSTOMER DOES NOT UNDERSTAND WHY CRP DEFAULTED THEM, THEY HAVE ALWAYS MADE UP LATE PAYMENTS IN THE

PAST AND NEVER HAD ANY ISSUES WITH TERMINATION - RELIEF SOUGHT - CUSTOMER WOULD LIKE THE DEFAULT CHARGE REMOVED AND FOR CRP TO PROVIDE A MORE AFFORDABLE RATE THE CELL PHONE NUMBER (267) 597 - 8047 HAS BEEN ALLOWED TO BE SHARED. THE EMAIL ADDRESS SONCEIRAYBOWMAN@GMAIL.COM HAS BEEN ALLOWED TO BE SHARED.

**Company Position:**

PGW IS ASKING \$1723 IN ORDER TO AVOID TERMINATION. CUSTOMER PAID \$180 TOWARDS BILL YESTERDAY WHEN THE ORIGINAL PAYMENT AGREEMENT WAS \$160. HAD PREVIOUS PAYMENT ARRANGEMENTS WITH CRP, UNSURE WHY IT WAS DEFAULTED UPON. CUSTOMER RECEIVED A DEFAULT CHARGE OF \$621.

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

TELEPHONE

**Prior Case Number:****Universal Service:**

Y

**Arrearage:**

0

**BCS Investigator First Name:**

BCS

**BCS Investigator Last Name:**

CASE POOL

**BCS Investigator Phone w/ Area Code:**

7177875468

**BCSIntaker First Name:**

KAITLYN

**BCSIntaker Last Name:**

PORR

**Number Of Time Send:**

1

**Number Of Time Faxed:**

0

**Number Of Time Faxed:**

7177876641

# PHILADELPHIA GAS WORKS

## PUC

### Closing XML

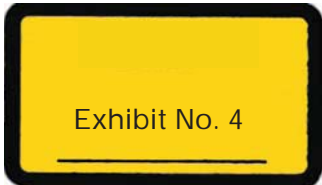
**Case Number:** 3855662  
**Company Name:** PGW (PHILA. GAS WORKS (NGDC))  
**Company Code:** 0766  
**Company Type:** GAS TRANSPORTER  
**Customer First Name:** SONCEIRAY  
**Customer Middle Initial:**  
**Customer Last Name:** BOWMAN  
**Account Number:** [REDACTED]  
**Service Address 1:** 6734 N BROAD ST  
**Service Address 2:**  
**Service City:** PHILADELPHIA  
**Service State:** PA  
**Service Zip 5:** 19126  
**Service Zip 4:**  
**Decision Issue:** Y  
**Oral Written:** W  
**Violation:** ACTUAL  
**Chapter:** 56  
**Section Rule:** .1 LARGE AND UNMANAGEABLE ARRE  
**Total Balance:** 18845.67  
**Date Closed:** 2022-09-28  
**Resolution:** DECISION ISSUED- CUSTOMER WAS CRP ENROLLED. CUSTOMER EXCEEDED MAXIMUM ANNUAL CREDIT LIMIT AND WAS THEN PLACED ON AVERAGE BILL APRIL 2022. BILLING IS CORRECT AS ISSUED AND CRP DEFAULTED DUE TO MISSED PAYMENTS AND FAILURE TO RECERTIFY. CUSTOMER IS NOT ELIGIBLE FOR PUC PAR PER 1405C. CASE IS DISMISSED.  
**Balance Date:** 2022-09-01  
**Service Restored Pay:** 0.00  
**Service Continue Amount:** 2302.11  
**Service Continue Date:**  
**Terms:**  
**Special Budget Amount:** 0.00  
**Regular Budget Amount:** 551.00  
**Arrears Payment Plus:** 0.00  
**FinalMonthlyPayment:** 0.00  
**CurrentMonthlyPayment:** 0.00

**EndMonthlyPayment:** 0.00  
**LetterDescription:**  
**HeadDate:** 2022-09-28  
**Paragraph:**  
**Bill Date:**  
**Reconnect Amount:** 0  
**Pay Amount:** 0.00  
**BCS Investigator First Name:** BRYAN  
**BCS Investigator Last Name:** KAUFFMAN  
**Number Of Time Send:** 1  
**Number Of Time Faxed:** 0  
**PUC Fax:** 7177876641

# PHILADELPHIA GAS WORKS

## PUC

### Opening XML



**Case Number:** 3872987  
**Company Name:** PGW (PHILA. GAS WORKS (NGDC)  
**Company Code:** 0766  
**Company Type:** GAS TRANSPORTER  
**Customer First Name:** SONCEIRAY  
**Customer Middle Initial:**  
**Customer Last Name:** BOWMAN  
**Customer Account Number:** [REDACTED]  
**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:** 6734 N BROAD ST  
**Customer Service Address 2:**  
**Customer Service Address City:** PHILADELPHIA  
**Customer Service Address State:** PA  
**Customer Service Address Zip:** 19126  
**Customer Service Address 4-Zip:**  
**Customer Family Adults:** 3  
**Customer Family Children:** 1  
**Customer Family Age:** 11  
**Gross Income**  

Source	Income Amount
A1 SS	712
A2 SS	712
A3 SS	1000

**Date Open:** 2022-10-20  
**Reason For Contact:** OFF - SERVICE IS TERMINATED/SUSPENDED - DISPUTE (#76)

**Term Date:**

**Business Name:**

**Case Problem:**

/CUSTOMER SEEKING ASSISTANCE TO RESTORE. CUSTOMER SAYS SHE FEELS THE COMPANY IS SINGLING HER OUT. CUSTOMER SAYS SHE HAS REQUESTED COMPANY COME OUT AND INVESTIGATE PROPERTY AND THEY REFUSE. CUSTOMER WAS TOLD THAT USAGE AT PROPERTY IS 550.00 A MONTH BUT SHE HAS NEVER BEEN BILLED THAT AMOUNT, BILLING IS 150.00-180. 00 A MONTH. CUSTOMER SAYS SHE WAS ENROLLED IN CRP AND MADE ALL HER PAYMENTS ON TIME AND NOW SHE HAS BEEN REMOVED. CUSTOMER SAYS ALL GRANTS RECEIVED WENT TO CURRENT AND NOT TOWARDS BALANCE SO THEREFORE NOT HELPING HER. CUSTOMER IS SEEKING A REASONABLE ARRANGEMENT FOR THIS BALANCE. CUSTOMER SAYS SHE HAD TO PAY 4000.00 TO GET SERVICES RESTORED HE LAST TIME. THE CELL PHONE NUMBER (267) 597 - 8047 HAS BEEN ALLOWED TO BE SHARED. THE EMAIL ADDRESS SONCEIRAYBOWMAN@GMAIL.COM HAS BEEN ALLOWED TO BE SHARED.

**Company Position:**

10/19/2022 CUSTOMER MUST PAY 2300.00 TO RESTORE

**Related Information:**

**Case Misc Info:**

**Hot Issue:**

**Case Origin:**

TELEPHONE

**Prior Case Number:**

3855662

**Universal Service:**

N

**Arrearage:**

0

**BCS Investigator First Name:**

BCS

**BCS Investigator Last Name:**

CASE POOL

**BCS Investigator Phone w/ Area Code:**

7177875468

**BCSIntaker First Name:**

DORIN

**BCSIntaker Last Name:**

COLLINS

**Number Of Time Send:**

1

**Number Of Time Faxed:**

0

**Number Of Time Faxed:**

7177876641

# PHILADELPHIA GAS WORKS

## PUC

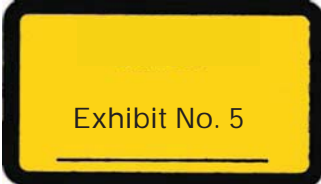
### Closing XML

<b>Case Number:</b>	3872987
<b>Company Name:</b>	PGW (PHILA. GAS WORKS (NGDC)
<b>Company Code:</b>	0766
<b>Company Type:</b>	GAS TRANSPORTER
<b>Customer First Name:</b>	SONCEIRAY
<b>Customer Middle Initial:</b>	
<b>Customer Last Name:</b>	BOWMAN
<b>Account Number:</b>	██████████
<b>Service Address 1:</b>	6734 N BROAD ST
<b>Service Address 2:</b>	
<b>Service City:</b>	PHILADELPHIA
<b>Service State:</b>	PA
<b>Service Zip 5:</b>	19126
<b>Service Zip 4:</b>	
<b>Decision Issue:</b>	Y
<b>Oral Written:</b>	W
<b>Violation:</b>	NO
<b>Chapter:</b>	
<b>Section Rule:</b>	
<b>Total Balance:</b>	19342.83
<b>Date Closed:</b>	2022-10-26
<b>Resolution:</b>	DECISION ISSUED- TERMINATION WAS VALID. BILLING IS CORRECT AS DECIDED UPON IN PRIOR PUC CASE 3855662. CUSTOMER HAS CRP ARREARS. CASE IS DISMISSED PER 1405C. CUSTOMER MAY CONTACT COMPANY TO CHOOSE RESTORATION TERMS.
<b>Balance Date:</b>	2022-10-25
<b>Service Restored Pay:</b>	929.18
<b>Service Continue Amount:</b>	0.00
<b>Service Continue Date:</b>	
<b>Terms:</b>	
<b>Special Budget Amount:</b>	0.00
<b>Regular Budget Amount:</b>	597.00
<b>Arrears Payment Plus:</b>	0.00
<b>FinalMonthlyPayment:</b>	0.00
<b>CurrentMonthlyPayment:</b>	0.00

**EndMonthlyPayment:** 0.00  
**LetterDescription:**  
**HeadDate:** 2022-10-26  
**Paragraph:**  
**Bill Date:**  
**Reconnect Amount:** 0  
**Pay Amount:** 0.00  
**BCS Investigator First Name:** BRYAN  
**BCS Investigator Last Name:** KAUFFMAN  
**Number Of Time Send:** 1  
**Number Of Time Faxed:** 0  
**PUC Fax:** 7177876641

PENNSYLVANIA PUBLIC UTILITY COMMISSION

Formal Complaint



Filing this form begins a legal proceeding and you will be a party to the case. If you do not wish to be a party to the case, consider filing an informal complaint.

To complete this form, please type or print legibly in ink.

1. Customer (Complainant) Information

Provide your name, mailing address, county, telephone number(s), e-mail address and utility account number. It is your responsibility to update the Commission with any changes to your address and to where you want documents mailed to you.

Name Sonceiray Bowman / power of Attorney Angela Bowman

Street/P.O. Box 6134 N. Broad Street Apt #

City Philadelphia State PA Zip 19126

County Philadelphia

Telephone Number(s) Where We Can Contact You During the Day (required):

(267) 597-8047 (home) (267) 597-8047 (mobile)

E-mail Address (required): Sonceiraybowman@gmail.com

Angela Bowman 000@gmail.com

Utility Account Number (from your bill) [Redacted]

If your complaint involves utility service provided to a different address or in a different name than your mailing address, please list this information below.

Name \_\_\_\_\_ DATE OF DEPOSIT

Street/P.O. Box \_\_\_\_\_ OCT 26 2022

City \_\_\_\_\_ State \_\_\_\_\_ Zip \_\_\_\_\_

PA Public Utility Commission Secretary's Bureau

2. Name of Utility or Company (Respondent)

Provide the full name of the utility or company about which you are complaining. The name of your utility or company is on your bill.

Philadelphia GAS WORKS

**3. Type of Utility Service**

Check the box listing the type of utility service that is the subject of your complaint (check only one):

- |   |   |
|---|---|
| <input type="checkbox"/> ELECTRIC       | <input type="checkbox"/> STORM WATER  |
| <input checked="" type="checkbox"/> GAS | <input type="checkbox"/> WASTEWATER/SEWER                                     |
| <input type="checkbox"/> WATER          | <input type="checkbox"/> TELEPHONE/TELECOMMUNICATIONS (local, long distance)  |
| <input type="checkbox"/> STEAM HEAT     | <input type="checkbox"/> MOTOR CARRIER (e.g. taxi, moving company, limousine) |

**4. Reason for Complaint**

What kind of problem are you having with the utility or company? Check all boxes below that apply and state the reason for your complaint. Explain specifically what you believe the utility or company has done wrong. Provide relevant details including dates, times and places and any other information that may be important. If the complaint is about billing, tell us the amount you believe is not correct. Use additional paper if you need more space. Your complaint may be dismissed without a hearing if you do not provide specific information.

- The utility is threatening to shut off my service or has already shut off my service.
- I would like a payment agreement.
- Incorrect charges are on my bill. Provide dates that are important and an explanation about any amounts or charges that you believe are not correct. Attach a copy of the bill(s) in question if you have it/them.
- I am having a reliability, safety or quality problem with my utility service. Explain the problem, including dates, times or places and any other relevant details that may be important.
- Other (explain).

Note: If your complaint is only about removing or modifying a municipal lien filed by the City of Philadelphia, the Public Utility Commission (PUC) cannot address it. Only local courts in Philadelphia County can address this type of complaint. The PUC can address a complaint about service or incorrect billing even if that amount is subject to a lien.

In addition, the PUC generally does not handle complaints about cell phone or Internet service, but may be able to resolve a dispute regarding voice communications over the Internet (including the inability to make voice 911/E911 emergency calls) or concerns about high-speed access to Internet service.

## 5. Requested Relief

How do you want your complaint to be resolved? Explain what you want the PUC to order the utility or company to do. Use additional paper if you need more space.

~~Core~~ Look into previous complaints at 716 W. Nedro Avenue where the bill started. Investigate both issues from both addresses. Agreeable payment arrangement. Stop harrasment.

Note: The PUC can decide that a customer was not billed correctly and can order billing refunds. The PUC can also fine a utility or company for not following rules and can order a utility or company to correct a problem with your service. Under state law, the PUC cannot decide whether a utility or company should pay customers for loss or damages. Damage claims may be sought in an appropriate civil court.

6. **Protection From Abuse (PFA)/ Domestic Violence**

Has a court granted you a "Protection From Abuse" order or any other order which provides clear evidence of domestic violence against you that is currently in effect for your personal safety or welfare? The PUC needs this information to properly process your complaint so that your identity is not made public.

Note: You must answer this question if your complaint is against a natural gas distribution utility, an electric distribution utility or a water distribution utility AND your complaint is about a problem involving billing, a request to receive service, a security deposit request, termination of service or a request for a payment agreement.

Has a court granted a "Protection From Abuse" order or any other order for your personal safety or welfare?

YES

NO

If your answer to the above question is "yes," attach a copy of the current Protection From Abuse order to this Formal Complaint form.

7. **Prior Utility Contact**

a. Is this an appeal from a decision of the PUC's Bureau of Consumer Services (BCS)?

YES

Case closed without a

NO

decision - AEL - 11/2/22

Note: If you answered yes, move to Section 8. No further contact with the utility or company is required. If you answered no, answer the question in Section 7 b. and answer the question in Section 7 c. if relevant.

b. If this is not an appeal from a BCS decision, have you spoken to a utility or company representative about this complaint?

YES

NO

Note: You must contact the utility first if (1) you are a residential customer, (2) your complaint is against a natural gas distribution utility, an electric distribution utility or a water utility AND (3) your complaint is about a billing problem, a service problem, a termination of service problem, or a request for a payment agreement.

- c. If you tried to speak to a utility company representative about your complaint but were not able to do so, please explain why. We tried to contact them and the supervisor told me to contact the PUC.

**Note:** Even if you are not required to contact the utility or company, you should always try to speak to a utility or company representative about your problem before you file a Formal Complaint with the PUC.

## 8. Legal Representation

If you are filing a Formal Complaint as an individual on your own behalf, you are not required to have a lawyer. You may represent yourself at the hearing.

If you are already represented by a lawyer in this matter, provide your lawyer's name, address, telephone number, and e-mail address, (all required contact information). Please make sure your lawyer is aware of your complaint. If represented by a lawyer, both you and your lawyer must be present at your hearing.

Lawyer's Name \_\_\_\_\_

Street/P.O. Box \_\_\_\_\_

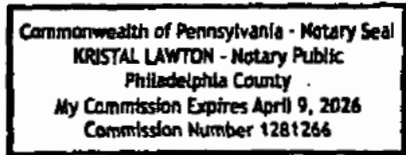
City \_\_\_\_\_ State \_\_\_\_\_ Zip \_\_\_\_\_

Area Code/Phone Number \_\_\_\_\_

E-mail Address \_\_\_\_\_

**Note:** Corporations, associations, partnerships, limited liability companies and political subdivisions are required to have a lawyer represent them at a hearing and to file any motions, answers, briefs or other legal pleadings.

Sworn to and subscribed before me  
this 11th day of March 2022



9. **Verification and Signature**

*[Handwritten signature]*

**You must sign your complaint.** Individuals filing a Formal Complaint must print or type their name on the line provided in the verification paragraph below and must sign and date this form in ink. If you do not sign the Formal Complaint, the PUC will not accept it.

PGW Exhibit 5  
Page 6 of 15

**Verification:**

I Sonclair Bowman  
Angela Bowman, hereby state that the facts above set forth are true and correct (or are true and correct to the best of my knowledge, information and belief) and that I expect to be able to prove the same at a hearing held in this matter. I understand that the statements herein are made subject to the penalties of 18 Pa. C.S. § 4904 (relating to unsworn falsification to authorities).

Angela Bowman      Sonclair Bowman  
[Signature]      10/04/2022  
(Signature of Complainant)      (Date)

**Title of authorized employee or officer** (only applicable to corporations, associations, partnerships, limited liability companies or political subdivisions)

Note: If the Complainant is a corporation, association, partnership, limited liability company or political subdivision, the verification must be signed by an authorized officer or authorized employee. If the Formal Complaint is not signed by one of these individuals, the PUC will not accept it.

10. **How to File Your Formal Complaint**

**Electronically.** You must create an account on the PUC's eFiling system, which may be accessed at <http://www.puc.pa.gov/efiling/default.aspx>.

**Mail.** Mail the completed form with your original signature and any attachments, by certified mail, priority mail, or overnight delivery to this address and retain the tracking information as proof of submission:

Secretary  
Pennsylvania Public Utility Commission  
400 North Street  
Harrisburg, Pennsylvania 17120

If you are appealing a BCS decision: follow the directions in the cover letter you received from the Secretary's Bureau with the formal complaint form. ONLY Formal complaints appealing a BCS decision can be filed by fax, email or overnight delivery to meet filing deadlines. All other formal complaints MUST be eFiled or mailed.

If you have any questions about filling out this form, please contact the Secretary's Bureau at 717-772-7777.

Keep a copy of your Formal Complaint for your records.  
Please know that your complaint form and the utility's answer will not be published to the PUC's website. Once your complaint case moves to the Office of Administrative Law Judge, any filings you make should be marked confidential if you do not want them published to the website.

**10/21/2022**

**Sonceiray Bowman**

**6734 N. Broad Street**

**Philadelphia, PA 19126**

**PGW Account # [REDACTED]**

**POWER OF ATTORNEY**

**Angela Bowman**

**267-597-8047**

**Subject: Gas at previous address: 716 W. Nedro Avenue**

**Philadelphia, PA 19120 Gas at current address: 6734 N. Broad Street**

**Philadelphia, PA 19126**

**(Notice to Principal is Notice to Agent)**

This has been an ongoing issue that has never been rectified. The rights of the occupants of the previous and current address are being denied public utility. After fulfilling all the requirements of Philadelphia Gas Works, there was no clear investigation and the outcome charged us the sum of 29,000 dollars. The house was an older house that was not well kept.

- I. The previous address had piping issues all throughout the home and inside the home. The landlord is responsible for pipes inside and outside of the home. 716 W. Nedro Avenue was owned by Michael F. Barrette. At one point, the whole street had to be dug up and contractors had to missile pipes from the street throughout the house. This in turn shook all foundations within close proximity of the work inside homes and throughout the street.
- II. This went on for months, unknowingly, as they were trying to cut off the gas. Reports were made about stolen mail and letters to the home at 716 W. Nedro Avenue. An idea of who the culprits was not revealed until a civil case in Philadelphia between Angela Bowman the complainant and Michael F. Barrette and Wesley Jones the defendants.
- III. When we finally were contacted by PGW, they had threatened to dig up the street if we did not let them inside to cut the gas off at the meter in the basement. We complied with the request. They have informed us that when they try to cut the gas off from outside the home, the valve just continuously spins, not being able to be cut off or on.
- IV. The home was in such a bad shape that Angela Bowman was injured in a fall involving collapsed steps. Angela Bowman required surgery, where she received 7 screws and a metal plate for her ankle. The landlord, Michael F. Barrette, and the neighbor, Wesley Jones, were found negligently liable and guilty of the complaint. This is proof that the landlord was negligent towards his home he was renting. All without gas. 2 disabled seniors in the home. He would constantly fail inspections and then would do patch jobs to pass.

- V. Bill has followed the occupants, dealing with gas on and off for over 5 years. When first reported to the gas company and PUC, without due investigation, we were found liable. The gas has been cut off more times than can be counted. With a few documented reports of gas workers with misconduct in our home. Things seem a little personal to us.
- VI. The current address is experiencing the same problem in a sense. The landlord not fixing the heater has been an issue since last year, along with windows that are broken or failed in two places. We asked for the heat to be fixed and every time the gas is ready to be cut back on, a gas representative says that the heater needs servicing before it can be cut back on.
- VII. Last year, 2021 the usage all of a sudden went up to 550.00 dollars per month. It was so hot it was sickening and we were not aware that the thermostat was not controlling the heat. It was just on and hot. Due to it being winter, we had to go in the basement and turn it on and off to stay warm. It would get hot enough to cause nose bleeds.
- VIII. Spring 2022 came around and a payment of almost 4,000.00 dollars is required. We did everything in our power to get that money together just to get on a program to have gas.
- IX. IX. We paid the required amount every month and then all of a sudden we was kicked off of the program and the bill went from an average of 150.00 dollars per month to 650.00 per month.
- X. PGW explained that our average usage from the "winter time " was 550.00 dollars. Due to that, the grant money was depleted. It was summer time the heater was off and ironically the stove was broken. There could not have been a high usage in the summer.
- XI. We have been fighting to keep the gas on since, but on October 19, 2022, PGW cut the gas off instead of helping to find a solution to this ongoing issue.
- XII. Never giving a bill over 200.00 dollars throughout summer.
- XIII. Work was completed on the heater last week.
- XIV. My parents are now back in the home and a few days later the gas is cut off. They are elderly and disabled and an 11 year old child is in the home part time also.
- XV. We have called L&I but that would leave us with nowhere to currently go.
- XVI. Electricity not strong enough for small heaters

**Remedy**

To properly investigate situations, a proper reading, or a payment arrangement that is logical to the cost of living.

**PENNSYLVANIA GENERAL DURABLE POWER OF ATTORNEY**

**THE POWERS YOU GRANT BELOW ARE EFFECTIVE  
EVEN IF YOU BECOME DISABLED OR INCOMPETENT**

NOTICE: THE POWERS GRANTED BY THIS DOCUMENT ARE BROAD AND SWEEPING. THEY ARE EXPLAINED IN THE UNIFORM STATUTORY FORM POWER OF ATTORNEY ACT. IF YOU HAVE ANY QUESTIONS ABOUT THESE POWERS, OBTAIN COMPETENT LEGAL ADVICE. THIS DOCUMENT DOES NOT AUTHORIZE ANYONE TO MAKE MEDICAL AND OTHER HEALTH-CARE DECISIONS FOR YOU. YOU MAY REVOKE THIS POWER OF ATTORNEY IF YOU LATER WISH TO DO SO.

1. Angela Bowman 6734 N. Broad Street Phila PA 19126 [insert your name and address] appoint

Janet Ray Bowman 6734 N. Broad St [insert the name and address of the person appointed] as my Agent (attorney-in-fact) to act for me in any lawful way with respect to the following initialed subjects:

TO GRANT ALL OF THE FOLLOWING POWERS, INITIAL THE LINE IN FRONT OF (N) AND IGNORE THE LINES IN FRONT OF THE OTHER POWERS.

TO GRANT ONE OR MORE, BUT FEWER THAN ALL, OF THE FOLLOWING POWERS, INITIAL THE LINE IN FRONT OF EACH POWER YOU ARE GRANTING.

TO WITHHOLD A POWER, DO NOT INITIAL THE LINE IN FRONT OF IT. YOU MAY, BUT NEED NOT, CROSS OUT EACH POWER WITHHELD.

Note: If you initial Item A or Item B, which follow, a notarized signature will be required on behalf of the Principal.

INITIAL

\_\_\_\_\_ (A) Real property transactions. To lease, sell, mortgage, purchase, exchange, and acquire, and to agree, bargain, and contract for the lease, sale, purchase, exchange, and acquisition of, and to accept, take, receive, and possess any interest in real property whatsoever, on such terms and conditions, and under such covenants, as my Agent shall deem proper; and to maintain, repair, tear down, alter, rebuild, improve manage, insure, move, rent, lease, sell, convey, subject to liens, mortgages, and security deeds, and in any way or manner deal with all or any part of any interest in real property whatsoever, including specifically, but without limitation, real property lying and being situated in the Commonwealth of Pennsylvania, under such terms and conditions, and under such covenants, as my Agent shall deem proper and may for all deferred payments accept purchase money notes payable to me and secured by mortgages or deeds to secure debt, and may from time to time collect and cancel any of said notes, mortgages, security interests, or deeds to secure debt.

\_\_\_\_\_ (B) Tangible personal property transactions. To lease, sell, mortgage, purchase, exchange, and acquire, and to agree, bargain, and contract for the lease, sale, purchase, exchange, and acquisition of, and to accept, take, receive, and possess any personal property whatsoever, tangible or intangible, or interest thereto, on such terms and conditions, and under such covenants, as my Agent shall deem proper; and to maintain, repair, improve, manage, insure, rent, lease, sell, convey, subject to liens or mortgages, or to take any other security interests in said property which are recognized under the Uniform Commercial Code as adopted at that time under the laws of the Commonwealth of Pennsylvania or any applicable state, or otherwise hypothecate (pledge), and in any way or manner deal with all or any part of any real or personal property whatsoever, tangible or intangible, or any interest therein, that I own at the time of execution or may

thereafter acquire, under such terms and conditions, and under such covenants, as my Agent shall deem proper.

\_\_\_\_\_ (C) **Stock and bond transactions.** To purchase, sell, exchange, surrender, assign, redeem, vote at any meeting, or otherwise transfer any and all shares of stock, bonds, or other securities in any business, association, corporation, partnership, or other legal entity, whether private or public, now or hereafter belonging to me.

\_\_\_\_\_ (D) **Commodity and option transactions.** To buy, sell, exchange, assign, convey, settle and exercise commodities futures contracts and call and put options on stocks and stock indices traded on a regulated options exchange and collect and receipt for all proceeds of any such transactions; establish or continue option accounts for the principal with any securities or futures broker; and, in general, exercise all powers with respect to commodities and options which the principal could if present and under no disability.

\_\_\_\_\_ (E) **Banking and other financial institution transactions.** To make, receive, sign, endorse, execute, acknowledge, deliver and possess checks, drafts, bills of exchange, letters of credit, notes, stock certificates, withdrawal receipts and deposit instruments relating to accounts or deposits in, or certificates of deposit of banks, savings and loans, credit unions, or other institutions or associations. To pay all sums of money, at any time or times, that may hereafter be owing by me upon any account, bill of exchange, check, draft, purchase, contract, note, or trade acceptance made, executed, endorsed, accepted, and delivered by me or for me in my name, by my Agent. To borrow from time to time such sums of money as my Agent may deem proper and execute promissory notes, security deeds or agreements, financing statements, or other security instruments in such form as the lender may request and renew said notes and security instruments from time to time in whole or in part. To have free access at any time or times to any safe deposit box or vault to which I might have access.

\_\_\_\_\_ (F) **Business operating transactions.** To conduct, engage in, and otherwise transact the affairs of any and all lawful business ventures of whatever nature or kind that I may now or hereafter be involved in. To organize or continue and conduct any business which term includes, without limitation, any farming, manufacturing, service, mining, retailing or other type of business operation in any form, whether as a proprietorship, joint venture, partnership, corporation, trust or other legal entity; operate, buy, sell, expand, contract, terminate or liquidate any business; direct, control, supervise, manage or participate in the operation of any business and engage, compensate and discharge business managers, employees, agents, attorneys, accountants and consultants; and, in general, exercise all powers with respect to business interests and operations which the principal could if present and under no disability.

\_\_\_\_\_ (G) **Insurance and annuity transactions.** To exercise or perform any act, power, duty, right, or obligation, in regard to any contract of life, accident, health, disability, liability, or other type of insurance or any combination of insurance; and to procure new or additional contracts of insurance for me and to designate the beneficiary of same; provided, however, that my Agent cannot designate himself or herself as beneficiary of any such insurance contracts.

\_\_\_\_\_ (H) **Estate, trust, and other beneficiary transactions.** To accept, receipt for, exercise, release, reject, renounce, assign, disclaim, demand, sue for, claim and recover any legacy, bequest, devise, gift or other property interest or payment due or payable to or for the principal; assert any interest in and exercise any power over any trust, estate or property subject to fiduciary control; establish a revocable trust solely for the benefit of the principal that terminates at the death of the principal and is then distributable to the legal representative of the estate of the principal; and, in general, exercise all powers with respect to estates and trusts which the principal could exercise if present and under no disability; provided, however, that the Agent may not make or change a will and may not revoke or amend a trust revocable or amendable by the principal or require the trustee of any trust for the benefit of the principal to pay income or principal to the Agent unless specific authority to that end is given.

\_\_\_\_\_ (I) **Claims and litigation.** To commence, prosecute, discontinue, or defend all actions or other

legal proceedings touching my property, real or personal, or any part thereof, or touching any matter in which I or my property, real or personal, may be in any way concerned. To defend, settle, adjust, make allowances, compound, submit to arbitration, and compromise all accounts, reckonings, claims, and demands whatsoever that now are, or hereafter shall be, pending between me and any person, firm, corporation, or other legal entity, in such manner and in all respects as my Agent shall deem proper.

\_\_\_\_\_ (J) **Personal and family maintenance.** To hire accountants, attorneys at law, consultants, clerks, physicians, nurses, agents, servants, workmen, and others and to remove them, and to appoint others in their place, and to pay and allow the persons so employed such salaries, wages, or other remunerations, as my Agent shall deem proper.

\_\_\_\_\_ (K) **Benefits from Social Security, Medicare, Medicaid, or other governmental programs, or military service.** To prepare, sign and file any claim or application for Social Security, unemployment or military service benefits; sue for, settle or abandon any claims to any benefit or assistance under any federal, state, local or foreign statute or regulation; control, deposit to any account, collect, receipt for, and take title to and hold all benefits under any Social Security, unemployment, military service or other state, federal, local or foreign statute or regulation; and, in general, exercise all powers with respect to Social Security, unemployment, military service, and governmental benefits, including but not limited to Medicare and Medicaid, which the principal could exercise if present and under no disability.

\_\_\_\_\_ (L) **Retirement plan transactions.** To contribute to, withdraw from and deposit funds in any type of retirement plan (which term includes, without limitation, any tax qualified or nonqualified pension, profit sharing, stock bonus, employee savings and other retirement plan, individual retirement account, deferred compensation plan and any other type of employee benefit plan); select and change payment options for the principal under any retirement plan; make rollover contributions from any retirement plan to other retirement plans or individual retirement accounts; exercise all investment powers available under any type of self-directed retirement plan; and, in general, exercise all powers with respect to retirement plans and retirement plan account balances which the principal could if present and under no disability.

\_\_\_\_\_ (M) **Tax matters.** To prepare, to make elections, to execute and to file all tax, social security, unemployment insurance, and informational returns required by the laws of the United States, or of any state or subdivision thereof, or of any foreign government; to prepare, to execute, and to file all other papers and instruments which the Agent shall think to be desirable or necessary for safeguarding of me against excess or illegal taxation or against penalties imposed for claimed violation of any law or other governmental regulation; and to pay, to compromise, or to contest or to apply for refunds in connection with any taxes or assessments for which I am or may be liable.

SB (N) **ALL OF THE POWERS LISTED ABOVE. YOU NEED NOT INITIAL ANY OTHER LINES IF YOU INITIAL LINE (N).**

**SPECIAL INSTRUCTIONS:**

**ON THE FOLLOWING LINES YOU MAY GIVE SPECIAL INSTRUCTIONS LIMITING OR EXTENDING THE POWERS GRANTED TO YOUR AGENT.**

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**THIS POWER OF ATTORNEY IS EFFECTIVE IMMEDIATELY AND WILL CONTINUE UNTIL IT IS REVOKED.**

**THIS POWER OF ATTORNEY SHALL BE CONSTRUED AS A GENERAL DURABLE POWER OF ATTORNEY AND SHALL CONTINUE TO BE EFFECTIVE EVEN IF I BECOME DISABLED, INCAPACITATED, OR INCOMPETENT.**

**(YOUR AGENT WILL HAVE AUTHORITY TO EMPLOY OTHER PERSONS AS NECESSARY TO ENABLE THE AGENT TO PROPERLY EXERCISE THE POWERS GRANTED IN THIS FORM, BUT YOUR AGENT WILL HAVE TO MAKE ALL DISCRETIONARY DECISIONS. IF YOU WANT TO GIVE YOUR AGENT THE RIGHT TO DELEGATE DISCRETIONARY DECISION-MAKING POWERS TO OTHERS, YOU SHOULD KEEP THE NEXT SENTENCE, OTHERWISE IT SHOULD BE STRICKEN.)**

**Authority to Delegate.** My Agent shall have the right by written instrument to delegate any or all of the foregoing powers involving discretionary decision-making to any person or persons whom my Agent may select, but such delegation may be amended or revoked by any agent (including any successor) named by me who is acting under this power of attorney at the time of reference.

**(YOUR AGENT WILL BE ENTITLED TO REIMBURSEMENT FOR ALL REASONABLE EXPENSES INCURRED IN ACTING UNDER THIS POWER OF ATTORNEY. STRIKE OUT THE NEXT SENTENCE IF YOU DO NOT WANT YOUR AGENT TO ALSO BE ENTITLED TO REASONABLE COMPENSATION FOR SERVICES AS AGENT.)**

**Right to Compensation.** My Agent shall be entitled to reasonable compensation for services rendered as agent under this power of attorney.

**(IF YOU WISH TO NAME SUCCESSOR AGENTS, INSERT THE NAME(S) AND ADDRESS(ES) OF SUCH SUCCESSOR(S) IN THE FOLLOWING PARAGRAPH.)**

**Successor Agent.** If any Agent named by me shall die, become incompetent, resign or refuse to accept the office of Agent, I name the following (each to act alone and successively, in the order named) as successor(s) to such Agent:

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**Choice of Law.** THIS POWER OF ATTORNEY WILL BE GOVERNED BY THE LAWS OF THE COMMONWEALTH OF PENNSYLVANIA WITHOUT REGARD FOR CONFLICTS OF LAWS PRINCIPLES. IT WAS EXECUTED IN THE COMMONWEALTH OF PENNSYLVANIA AND IS INTENDED TO BE VALID IN ALL JURISDICTIONS OF THE UNITED STATES OF AMERICA AND ALL FOREIGN NATIONS.

I am fully informed as to all the contents of this form and understand the full import of this grant of powers to my Agent.

I agree that any third party who receives a copy of this document may act under it. Revocation of the power of attorney is not effective as to a third party until the third party learns of the revocation. I agree to indemnify

the third party for any claims that arise against the third party because of reliance on this power of attorney.

Signed this 21<sup>st</sup> day of October, 2022

Sonceiray Bowman  
[Your Signature]

**STATEMENT OF WITNESS**

On the date written above, the principal declared to me in my presence that this instrument is his general durable power of attorney and that he or she had willingly signed or directed another to sign for him or her, and that he or she executed it as his or her free and voluntary act for the purposes therein expressed.

[Signature] [Signature of Witness #1]  
ANDRE Scott [Printed or typed name of Witness #1]  
7226 Ogontz Ave [Address of Witness #1, Line 1]  
Phila, Pa 19138 [Address of Witness #1, Line 2]

[Signature] [Signature of Witness #2]  
Keith Muhammad [Printed or typed name of Witness #2]  
7226 Ogontz Ave [Address of Witness #2, Line 1]  
Phila, Pa 19138 [Address of Witness #2, Line 2]

**A Note About Selecting Witnesses:** The agent (attorney-in-fact) may not also serve as a witness. Each witness must be present at the time that principal signs the Power of Attorney in front of the notary. Each witness must be a mentally competent adult. Witnesses should ideally reside close by, so that they will be easily accessible in the event they are one day needed to affirm this document's validity.

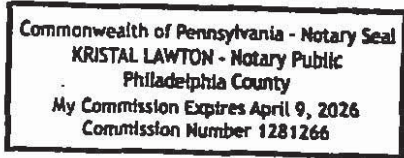
**CERTIFICATE OF ACKNOWLEDGMENT OF NOTARY PUBLIC**

COMMONWEALTH OF PENNSYLVANIA  
COUNTY OF Philadelphia

On this, the 21<sup>st</sup> day of October, 2022, before me  
Krista Lawton, the undersigned officer, personally appeared  
Andre Scott + Keith Muhammad  
known to me (or satisfactorily proven) to be the person(s) whose name(s) is/are subscribed to the  
within instrument, and acknowledged that Sonceiray Bowman executed  
the same for the purposes therein contained.

In witness whereof, I hereunto set my hand and official seals.

[Notary Seal, if any]:



[Handwritten Signature]  
(Signature of Notarial Officer)

Notary Public for the Commonwealth of Pennsylvania

My commission expires: April 9, 2026

**ACKNOWLEDGMENT EXECUTED BY AGENT**

I, Angela Bowman [name of agent], have read the attached power of attorney and am the person identified as the agent for the principal. I hereby acknowledge that in the absence of a specific provision to the contrary in the power of attorney or in 20 Pa.C.S. when I act as agent:

I shall exercise the powers for the benefit of the principal.

I shall keep the assets of the principal separate from my assets.

I shall exercise reasonable caution and prudence.

I shall keep a full and accurate record of all actions, receipts and disbursements on behalf of the principal.

Angela Bowman  
Agent's Signature

Angela Bowman  
Agent's Printed Name

10/24/2022  
Date

**PREPARATION STATEMENT**

This document was prepared by the following individual:

\_\_\_\_\_  
[Typed or Printed Name]

\_\_\_\_\_  
[Signature]

Conceiray Bowman  
6734 N. Broad Street  
Phila PA 19186  
power of Attorney  
Angela Bowman  
6734 N. Broad St.  
Phila PA 19126

PLACE STICKER AT TOP OF ENVELOPE TO THE RIGHT  
OF THE RETURN ADDRESS. FOLD AT DOTTED LINE

**certified mail**



7022 0410 0001 8440 3707



1000



17120

U.S. POSTAGE PAID  
PO BOX 1000  
PHILADELPHIA, PA  
19141  
OCT 28, 22  
AMOUNT

**\$5.68**

R2305H127174-17

PGW Exhibit 5  
Page 15 of 15

**RECEIVED**

NOV 01 2022

PA PUBLIC UTILITY COMMISSION  
SECRETARY'S BUREAU

Secretary  
Pennsylvania Public Utility Commission  
400 North Street  
Harrisburg, PA 17120

Field Information

Order Num 13411997      Order Type Meter Test Exchange      Customer Name BOWMAN SONCEIRAY I

**Field Activity Sequence**

Sequence	Work Date	Employee	Status Code	Comp Type	Dispatch Type	Window	Time	Gas Found	Gas Left
13303578	01-13-23	Nick Stocklin	CMP	Completed By FSD	Primary	1600-2000	1/13/2023 6:45 PM	ON	ON
13301642	01-13-23	James Peaks	CAN		Primary	1600-2000			
13293701	01-10-23	Ronald Williams	CAN		Primary	1200-1600			

**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	2086907	2341991	25166643	1467883	2	0	Basement	PGW Special Test

**Others Order Data**

EST NEEDED FOR PUC FORMAL COMPLAINT - UPON COMPLETION, BRING METER DIRECTLY TO DIRTY TOP WITH PROPER DOCUMENTATION

Contact Number

Close

Exhibit No. 6

# Customer Requested Meter Test

Date: 1-18-23

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

CUSTOMER: Sonceiray Bowman

ADDRESS: 6734 N Broad St

ON APPLICATION NO.:

GIVES THE FOLLOWING RESULTS:

METER NO. 2086907		PROOF [ ]			ACCURACY [ ]	
SIZE A250TC	INDEX 0002	Meter Test Results			Percentage	
		Temperature	Open 100%	Check 20%	Fast	Slow
Meter Receive 1-13-23		75	99.0	97.8		
		75	99.0	97.7		
Meter Tested 1-18-23		75	98.8	97.7		
		Average of Results	98.9	97.8	-2.2	

Von E Morgan

PGW REPRESENTATIVE



Fast Meter RCA Calculation	
Account Number	[REDACTED]
Name	Sonceiray I. Bowman
Address	6734 N Broad St
Meter Number	2086907

Exchange Date	1/13/2023
Meter Set Date	5/14/2008
USA Date	10/15/2021

Bill Segment Total	\$ 2,519.14
Customer Charge	\$ 89.40
Tax - If Applicable	
Subtotal	\$ 2,429.74

Percent Fast	2.2
--------------	-----

RCA Total	<b>\$53.45</b>
-----------	----------------

Submitted By	L. Collins
--------------	------------

21yrs 12m credit
22yrs 24m credit
23yrs 36m credit
24yrs 48m credit

**Bill Segment Total**

Bill Segments Total	
Total Number Of Days:	182
Total \$ Amount:	2,519.14
Average Amt Per Day:	13.84
Total Usage:	1263.00
Average Usage Per Day:	6.94

COMMONWEALTH OF PENNSYLVANIA  
PUBLIC UTILITY COMMISSION

-----  
Angela Bowman c/o  
Sonceiray Bowman  
v.  
Philadelphia Gas Works

Docket No.: C-2022-  
3036666

Initial Call-In  
Telephonic Hearing  
-----

Pages 1 - 9

Judge's Chambers  
Piatt Place  
301 5th Avenue  
Pittsburgh, PA

January 27, 2023  
Commencing at 10:04 a.m.

BEFORE:

MARK A. HOYER, Administrative Law Judge

APPEARANCES:

GRACIELA CHRISTLIEB, Esquire  
Philadelphia Gas Works  
800 West Montgomery Avenue  
Philadelphia, PA 19122  
For the Respondent

Exhibit No. 7

REPORTER: ALLISON WALKER

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by the certifying agency.

INDEX TO WITNESSES

<u>DIRECT</u>	<u>CROSS</u>	<u>REDIRECT</u>	<u>RECROSS</u>	<u>FURTHER</u> <u>REDIRECT</u>	<u>FURTHER</u> <u>RECROSS</u>

NONE OFFERED

-----  
Angela Bowman c/o  
Sonceiray Bowman  
v.  
Philadelphia Gas Works

Docket No.: C-2022-  
3036666

Initial Call-In  
Telephonic Hearing  
-----

Pages 1 - 9

Judge's Chambers  
Piatt Place  
301 5th Avenue  
Pittsburgh, PA

January 27, 2023  
Commencing at 10:04 a.m.

INDEX TO EXHIBITS

Docket No. C-2022-3036666

Hearing Date: January 27, 2023

<u>NUMBER</u>	<u>FOR IDENTIFICATION</u>	<u>IN EVIDENCE</u>
NONE OFFERED		

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P R O C E E D I N G S

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JUDGE MARK A. HOYER: Today's date is January 27th, 2023. The time is 10:00 a.m. This is the date and time for an initial telephone hearing on the complaint of Angela Bowman, care of Sonceiray Bowman, versus Philadelphia Gas Works. The docket number for this proceeding is C-2022-3036666.

My name is Mark Hoyer. I'm an administrative law judge with the Public Utility Commission. And I am stationed in the Pittsburgh office. My title is Deputy Chief Administrative Law Judge.

Prior to today's hearing, I received an email communication from Angela Bowman and Sonceiray Bowman, indicating that they would like to withdraw the complaint after speaking with Philadelphia Gas Works. I informed the Bowmans as well as Philadelphia Gas Works that I intended to convene this hearing just to make sure that that was their intention. We had a brief off-the-record discussion here today. And Complainant Angela Bowman indicated that she did in fact wish to withdraw the complaint. So I'll just ask you.

1                   Angela Bowman, is it your intention  
2 to orally make a petition for leave to withdraw your  
3 formal complaint filed at this docket?

4                   MS. BOWMAN: Yes, I do.

5                   JUDGE: Okay.

6                   And Attorney Christlieb, you had  
7 indicated you wanted to make some comments on the  
8 record with respect to this complaint.

9                   But before you do that, is there any  
10 objection to the petition for leave to withdraw the  
11 formal complaint?

12                  ATTORNEY CHRISTLIEB: There is not,  
13 Your Honor.

14                  JUDGE: Okay.

15                  Is there anything else that you  
16 wanted to add to the record at this time, Counsel?

17                  ATTORNEY CHRISTLIEB: Yes, Your  
18 Honor, at this time, I just wanted to add that  
19 according to Ms. Bowman, what spurred her decision  
20 to withdraw the complaint is that she did talk to  
21 the Philadelphia Gas Works and express her concerns.

22                  And as a result of those conversations, she did  
23 come to realize that her dispute is not actually  
24 with the Philadelphia Gas Works and moreover that  
25 Philadelphia Gas Works has issued any refund that

1 would be due to Ms. Bowman at this time.

2 ATTORNEY CHRISTLIEB: Okay, thank  
3 you.

4 Ms. Bowman, is there anything else  
5 that you wanted to add other than your petition to  
6 withdraw your complaint to the record today?

7 MS. BOWMAN: No, we just - well,  
8 actually, I do. We just want - we believe that as -  
9 that the landlord is obligated for our situation.

10 JUDGE: Okay, thank you. All right.

11 Well, we have a petition for leave to  
12 withdraw now made on the record. Counsel for PGW  
13 has indicated that she does not object to that  
14 petition. My intention is to issue an interim order  
15 closing this record. And then, I will be issuing an  
16 initial decision with respect to that petition for  
17 leave to withdraw.

18 Are there any questions on the  
19 procedure moving forward, Ms. Bowman?

20 MS. BOWMAN: Yes.

21 When do we get notice about credits  
22 to the refund?

23 JUDGE: Okay, that would be - I was  
24 talking about with respect to the hearing procedure.  
25 But you can answer that question if you know the

1 answer, Attorney Christlieb.

2 ATTORNEY CHRISTLIEB: Yes, Your  
3 Honor. The - the notice basically is the updated  
4 portion of the statement of accounts, which would be  
5 Exhibit 7 that was sent out. Ms. Bowman's account  
6 was issued a credit of \$53.45 on January 24th, 2023.

7 JUDGE: Okay. Any questions, Ms.  
8 Bowman, with respect to the hearing procedure? I  
9 just indicated I would be issuing an order closing  
10 the record and writing a decision.

11 Do you have any questions with  
12 respect to that?

13 MS. BOWMAN: No, I don't.

14 JUDGE: Okay.

15 Attorney Christlieb, any procedural  
16 questions from you before we adjourn here today?

17 ATTORNEY CHRISTLIEB: No, thank you,  
18 Your Honor.

19 JUDGE: Okay.

20 I'd like to thank everyone for  
21 participating in today's hearing. At this time, we  
22 are adjourned. It's 10:09. Have a good day. Is -  
23 Attorney Christlieb, I just wanted to - now, we're  
24 off the record as far as the Court Reporter.

25 ---

1 (WHEREUPON, AN OFF RECORD DISCUSSION WAS HELD.)  
2 ---  
3 COURT REPORTER: Attorney Christlieb,  
4 before we get off the phone - this is the Court  
5 Reporter.  
6 Did you want a copy of the  
7 transcript?  
8 ATTORNEY CHRISTLIEB: Sure, yes,  
9 please.  
10 COURT REPORTER: Okay.  
11 ATTORNEY CHRISTLIEB: What would I  
12 need to do?  
13 COURT REPORTER: I can just - I - I  
14 will just make a notation that you did want a copy.  
15 Did you want that email? Is  
16 electronic okay, or did you want that hard copy?  
17 ATTORNEY CHRISTLIEB: Electronic is  
18 fine.  
19 \* \* \* \* \*  
20 HEARING CONCLUDED AT 10:09 A.M.  
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CERTIFICATE

I hereby certify, as the stenographic reporter,  
that the foregoing proceedings were taken  
stenographically by me, and thereafter reduced to  
typewriting by me or under my direction; and that  
this transcript is a true and accurate record to the  
best of my ability.

Dated the 7 day of February, 2023.



Allison Walker, Court Reporter

Sargent's Court Reporting Service, Inc.  
210 Main Street  
Johnstown, PA 15901

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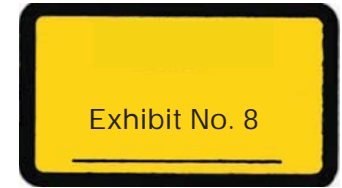
May 19, 2022

PGW Exhibit 8  
Page 1 of 3

002419 000000608



SONCEIRAY BOWMAN  
6734 N BROAD ST  
PHILA PA 19126-2836



Dear SONCEIRAY BOWMAN,

Your home was selected as a potential candidate to receive FREE weatherization upgrades that will save energy and make the home more comfortable. These upgrades are FREE and offered to select customers with high gas usage as part of PGW's Home Comfort program.

How will PGW make my home more comfortable while helping me save energy?

PGW's contractor may do the following, if your home qualifies:

- Insulate your attic and basement, and fix leaks that let warm air out and cold air in.
- Repair or replace your old heater or water heater, within PGW's program guidelines.
- Install equipment to reduce your hot water use.
- Give you tips about how you can use less natural gas and still be comfortable.
- Install a programmable thermostat.

What can I expect from PGW's Home Comfort program?

- Our contractor, FMG, may call you and ask a few questions about your home. If your home qualifies, FMG will schedule an energy assessment.
- When the contractor arrives at your home, he or she will show you an identification card.
- The contractor will explain the energy assessment process; test your home for warm air leaks and health and safety related issues; provide energy saving tips; and in some cases recommend a follow-up installation visit to make free energy saving upgrades in your home. To the best of your ability, please make your heater, windows, and doors accessible before the contractor arrives.
- If health and safety issues prevent FMG from treating your home, FMG may recommend other programs and resources to treat those issues.
- When all work is complete, PGW may contact you to ensure the work was done right and that you are satisfied.

What is PGW doing to help fight the spread of COVID-19?

- PGW and its contractors are taking precautions to help fight the spread of COVID-19. See the next page for detailed information about what to expect from your contractor and their visit.

Please contact FMG at 215-910-2574 to schedule your home energy assessment or ask any questions. If you do not call in advance, FMG may contact you to set up an appointment. Thank you in advance for your participation.

Sincerely,

Customer Programs  
Philadelphia Gas Works

What is PGW doing to help limit the spread of COVID-19 (Coronavirus)?

PGW contractors are taking steps to help prevent the spread of COVID-19 and keep you and your family safe. Some specific actions being taken by the Home Comfort program include:

- All contractors will wear appropriate protective equipment for the duration of their visit, including facial coverings.
- Contractors are regularly sanitizing all vehicles and equipment used to provide weatherization services in homes.
- When you speak with your weatherization contractor over the phone, they will explain the process and talk through questions that you have so that you're prepared for the visit. The contractor may also ask you a few detailed questions about your home and heating system over the phone. Asking this information over the phone will reduce the amount of time that your contractor will need to be in the home.
- Either over the phone or at the start of any visit, the contractor will work with you to create a distancing plan. This plan is intended to prevent any close contact between you and the contractor, and identify what areas may be off-limits for the contractor.

What must I do to help limit the spread during my weatherization upgrade(s)?

We ask for you to improve safety during this process for both your health and the health of our contractors:

- Tell your contractor if someone in the house is ill or may have had exposure to COVID-19, so that they may reschedule the appointment for a better date. Canceling or moving an appointment because of these health concerns will not negatively impact your participation in the Customer Responsibility Program ("CRP").
- We are also requesting that customers wear a facial covering, and enter a separate room or remain at least 6 feet away while our technicians perform work at your property. These helpful steps provide even greater protection for all involved.

Oct 11, 2022

PGW Exhibit 8

Page 3 of 3

002588 000003770



SONCEIRAY BOWMAN  
6734 N BROAD ST  
PHILA PA 19126-2836



Dear SONCEIRAY BOWMAN,

Does your home feel uncomfortable, drafty, and cold in the winter? Would you like a FREE way to cut your gas bills and improve your comfort? PGW can help! Your home has been selected as a potential candidate for free, energy-saving upgrades through PGW's Home Comfort program. The upgrades are FREE and offered to select customers with high gas usage.

How will PGW make my home more comfortable while helping me save energy and money?

PGW's contractor may do the following, if your home qualifies:

- Insulate your attic and basement, and fix leaks that let warm air out and cold air in.
- Repair or replace your old heater or water heater, within PGW's program guidelines.
- Install equipment to reduce your hot water use.
- Give you tips about how you can use less natural gas and still be comfortable.
- Install a programmable thermostat.

What can I expect from PGW's Home Comfort program?

- Our contractor, **CMC**, may call you and ask a few questions about your home. If your home qualifies, **CMC** will schedule an energy assessment.
- When the contractor arrives at your home, he or she will show you an **CMC** identification card.
- The contractor will explain the process; test your home for warm air leaks, and health and safety related issues; provide energy saving tips; and in some cases recommend a follow-up installation visit to make free energy saving upgrades in your home. To the best of your ability, please make your heater, windows and doors accessible before the contractor arrives.
- If health and safety issues prevent **CMC** from treating your home, **CMC** may recommend other programs and resources to treat those issues.
- When all work is complete, PGW may contact you to ensure the work was done right and that you are satisfied.

Your current participation in PGW's Home Comfort program is free and voluntary. However, if you enroll in PGW's Customer Responsibility Program ("CRP"), you may be required to accept PGW's Home Comfort program services.

Please contact **CMC** at **888-749-5211** to schedule your home energy assessment or ask any questions. The Home Comfort program's budget is limited, and services are offered on a first-come, first-served basis. If you do not call in advance, **CMC** may contact you to set up an appointment. Don't miss out, call today!

Sincerely,  
Customer Programs  
Philadelphia Gas Works

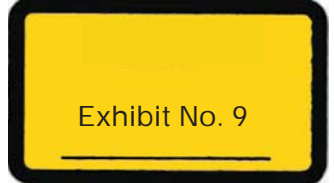
001065 000000719



SONCEIRAY I BOWMAN  
6734 N BROAD ST  
PHILADELPHIA PA 19126-2836



Date: Aug 06, 2021  
Account#: [REDACTED]



Dear SONCEIRAY I BOWMAN,

We're writing today to let you know that you are now enrolled in PGW's Customer Responsibility Program (known as CRP). See below for payment information and program details.

What is my monthly CRP payment?

Based on your household size and income, your monthly CRP amount is **\$48.84**.

What happens if I owe money on my account?

At the time of your enrollment, you had a balance of \$19,541.70. This will be eliminated at a rate of \$542.82 per month, as long as you pay your monthly CRP bill on time and in full.

You do not have a past balance.

What is needed to remain on CRP?

Requirements to remain on CRP include, but are not limited to:

- Make all payments on time and in full.
- Apply for LIHEAP (Low Income Home Energy Assistance Program) when available and assign the grant to PGW.
- Reapply for CRP as requested or whenever your household size or income changes.
- Accept conservation, weatherization and energy education, if offered.
- Save energy (see reverse for energy saving tips).
- Submit additional information and documents, if requested.

What if I can't meet the requirements?

To remain on CRP, you must meet all requirements. If you're removed from CRP, all past due balances must be paid in full to maintain gas service.

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 or visit one of our Customer Service Centers.

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

Sincerely, Customer Service Department  
Philadelphia Gas Works

Aug 09, 2021

002054 000000102



SONCEIRAY BOWMAN  
6734 N BROAD ST  
PHILA PA 19126-2836



PGW Account Number: [REDACTED]

Service Address: 6734 N BROAD ST

### NOTICE OF CRP CREDIT LIMIT

Dear SONCEIRAY BOWMAN,

As a participant in PGW's Customer Responsibility Program (CRP) you receive a credit paid for by other PGW customers that covers a portion of your monthly bill. Your current maximum annual credit is approximately \$2,814 (subject to changes in PGW's rates) or 2290 CCF through August 2022. PGW will notify you by mail if your usage reaches 50%, 80% and 100% of the maximum credit. If you exceed your maximum credit, you will be placed on an Average Bill CRP plan through August 2022, which may result in a higher bill for you. We encourage you to take steps today to begin using less gas.

You may be eligible for an exemption to the maximum credit if any of the following are true, 1) a family member has recently moved into your household; 2) a member of your household has experienced a serious illness; 3) your house has been condemned or has housing code violations that affect gas use; or, 4) the gas use is otherwise beyond your ability to control. If you wish to request an exemption, please contact PGW at: 215-978-1040.

Below are a few steps you can take to save gas to avoid reaching the maximum credit. More savings tips are available at [www.pgwenergysense.com/tips](http://www.pgwenergysense.com/tips).

- During the winter, lower your thermostat to 68°F when you are home and to 58°F if you're going to be away for more than a few hours.
- Lower the temperature of your hot water heater.
- Reduce your shower time, and begin showering immediately after it becomes warm.
- If you have a furnace, check the system's air filter every month and replace if dirty.

You may also conserve natural gas by participating in PGW's Home Comfort program. If you are selected for this free program offering conservation services, be sure to accept the services. It is requirement of CRP and will help you avoid reaching the maximum credit.

Please contact PGW at 215-235-1000 if you require assistance.

Jan 24, 2022

000543 000001005

SONCEIRAY BOWMAN  
6734 N BROAD ST  
PHILA PA 19126-2836

PGW Account Number: [REDACTED]

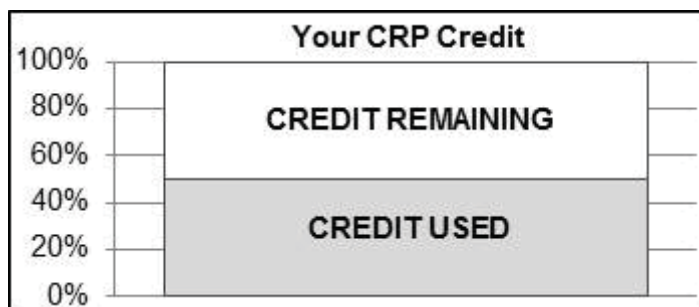
Service Address: 6734 N BROAD ST



NOTICE OF LESS THAN HALF OF CRP CREDIT REMAINING

Dear SONCEIRAY BOWMAN,

As a participant in PGW's Customer Responsibility Program (CRP) you receive a credit paid for by other PGW customers that covers a portion of your monthly bill. Your current maximum annual credit is \$2,814 (subject to changes in PGW's rates) or 2290 CCF through August 2022 . As of January 2022, you only have 813.09 CCF, less than 50% of your annual credit, remaining until August 2022 . If you exceed your maximum credit, you will be placed on an Average Bill CRP plan through August 2022, which may result in a higher bill for you.



You may be eligible for an exemption to the maximum credit if any of the following are true, 1) a family member has recently moved into your household; 2) a member of your household has experienced a serious illness; 3) your house has been condemned or has housing code violations that affect gas use; or, 4) the gas use is otherwise beyond your ability to control. If you wish to request an exemption, please contact PGW at: 215-978-1040.

Below are a few steps you can take to save gas to avoid reaching the maximum credit. More savings tips are available at [www.pgwenergysense.com/tips](http://www.pgwenergysense.com/tips).

- During the winter, lower your thermostat to 68°F when you are home and to 58°F if you're going to be away for more than a few hours.
- Lower the temperature of your hot water heater.
- Reduce your shower time, and begin showering immediately after it becomes warm.
- If you have a furnace, check the system's air filter every month and replace if dirty.

You may also conserve natural gas by participating in PGW's Home Comfort program. If you are selected for this free program offering conservation services, be sure to accept the services. It is requirement of CRP and will help you avoid reaching the maximum credit.

Please contact PGW at 215-235-1000 if you require assistance.

Feb 21, 2022

001513 000000360

SONCEIRAY BOWMAN  
6734 N BROAD ST  
PHILA PA 19126-2836

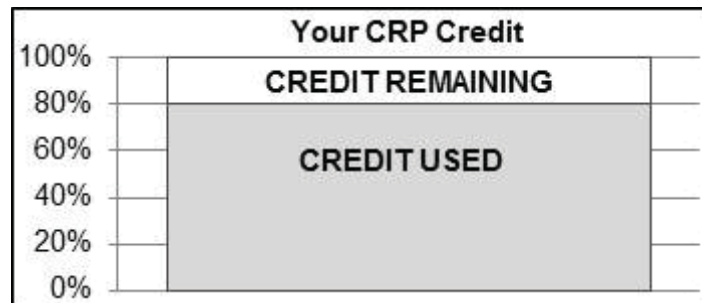
PGW Account Number: [REDACTED]

Service Address: 6734 N BROAD ST

NOTICE OF LESS THAN 20% OF CRP CREDIT REMAINING

Dear SONCEIRAY BOWMAN,

As a participant in PGW's Customer Responsibility Program (CRP) you receive a credit paid for by other PGW customers that covers a portion of your monthly bill. Your current maximum annual credit is \$2,814, (subject to changes in PGW's rates) or 2290 CCF through August 2022. As of February 2022, you only have 163.96 CCF, or less than 20% of your annual credit, remaining until August 2022. If you exceed your maximum credit, you will be placed on an Average Bill CRP plan through August 2022, which may result in a higher bill for you.



You may be eligible for an exemption to the maximum credit if any of the following are true, 1) a family member has recently moved into your household; 2) a member of your household has experienced a serious illness; 3) your house has been condemned or has housing code violations that affect gas use; or, 4) the gas use is otherwise beyond your ability to control. If you wish to request an exemption, please contact PGW at: 215-978-1040.

Below are a few steps you can take to save gas to avoid reaching the maximum credit. More savings tips are available at [www.pgwenergysense.com/tips](http://www.pgwenergysense.com/tips).

- During the winter, lower your thermostat to 68°F when you are home and to 58°F if you're going to be away for more than a few hours.
- Lower the temperature of the hot water heater.
- Reduce shower time, and begin showering immediately after it becomes warm.
- If you have a furnace, check the system's air filter every month and replace if dirty.

You may also conserve natural gas by participating in PGW's Home Comfort program. If you are selected for this free program offering conservation services, be sure to accept the services. It is requirement of CRP and will help you avoid reaching the maximum credit.

Please contact PGW at 215-235-1000 if you require assistance.

001299 000000116



SONCEIRAY BOWMAN  
6734 N BROAD ST  
PHILA PA 19126-2836



PGW Account Number: [REDACTED]

Service Address: 6734 N BROAD ST

### NOTICE OF MAXIMUM CREDIT

Dear SONCEIRAY BOWMAN,

As a participant in PGW's Customer Responsibility Program (CRP) you receive a credit paid for by other PGW customers that covers a portion of your monthly bill. Your current maximum annual credit is \$2,814 (subject to changes in PGW's rates) or 2290 CCF through August 2022. As of March 2022 you have exceeded the maximum annual credit and will be placed an Average Bill CRP plan through August 2022, and may be asked to pay more than under your last plan.

Your CRP bill will now be a budgeted amount based on the actual yearly usage at your property. You will continue to receive the benefits of CRP if you continue to follow the terms of the program. You will be eligible to return to an income-based CRP plan after August 2022.

You may be eligible for an exemption to the maximum credit if any of the following are true, 1) a family member has recently moved into your household; 2) a member of your household has experienced a serious illness; 3) your house has been condemned or has housing code violations that affect gas use; or, 4) the gas use is otherwise beyond your ability to control. If you wish to request an exemption, please contact PGW at: 215-978-1040.

Below are a few steps you can take to save gas to avoid reaching the maximum credit. More savings tips are available at [www.pgwenergysense.com/tips](http://www.pgwenergysense.com/tips).

- During the winter, lower your thermostat to 68°F when you are home and to 58°F if you're going to be away for more than a few hours.
- Lower the temperature of the hot water heater.
- Reduce shower time, and begin showering immediately after it becomes warm.
- If you have a furnace, check the system's air filter every month and replace if dirty.

You may also conserve natural gas by participating in PGW's Home Comfort program. If you are selected for this free program offering conservation services, be sure to accept the services. It is requirement of CRP and will help you save money in your Average Bill CRP plan.

Please contact PGW at 215-235-1000 if you require assistance.

Jun 23, 2022

PGW Exhibit 9  
Page 6 of 7

000276 000000844



SONCEIRAY BOWMAN  
6734 N BROAD ST  
PHILA PA 19126-2836



23

CRP Application Mailing Address:

Philadelphia Gas Works  
Customer Responsibility Program  
PO Box 3529  
Philadelphia PA 19122

RE: [REDACTED]

Dear SONCEIRAY BOWMAN,

It's time to re-apply for enrollment in the Customer Responsibility Program (CRP). Your current enrollment expires on Jul 23, 2022. **IMPORTANT:** You must submit proof of income for the last 30 days with your application. If you fail to do so, you may need to make an upfront payment to re-enroll, your application will be marked incomplete, and you may lose the program's benefits of discounted bills and debt forgiveness.

You can now re-apply online by visiting us at [www.pgworks.com/crp](http://www.pgworks.com/crp). We have enclosed an application if you would like to re-apply by mail. The current income guidelines for CRP are listed in the following chart. Even if you are not eligible based on income, we still encourage you to re-apply, as PGW offers applicants a special payment arrangement to pay off unpaid balances.

Maximum income, by number of people in the household					
	1	2	3	4	Each addtl
Monthly	\$1,699	\$2,289	\$2,879	\$3,469	\$590
Annual	\$20,385	\$27,465	\$34,545	\$41,625	\$7,080

To minimize delays in processing, be sure to complete the application fully and submit acceptable documentation. We recommend you submit your application within seven (7) days to allow time for processing. Remember, you can apply online at [www.pgworks.com/crp](http://www.pgworks.com/crp) or by mail. If you wish to apply by mail, send the application to the address in the upper right corner.

We hope to receive your application soon. Thank you for being a PGW customer.

Sincerely,

Philadelphia Gas Works

Jul 14, 2022

PGW Exhibit 9  
Page 7 of 7

000219 000000826



SONCEIRAY BOWMAN  
6734 N BROAD ST  
PHILA PA 19126-2836



CRP Application Mailing Address:

Philadelphia Gas Works  
Customer Responsibility Program  
PO Box 3529  
Philadelphia PA 19122

RE: [REDACTED]

Dear SONCEIRAY BOWMAN,

**FINAL REMINDER THAT YOU MUST RE-APPLY FOR THE CUSTOMER RESPONSIBILITY PROGRAM**

If you already completed the application and mailed it in, please disregard this notice. We sent a reminder notice three weeks ago, along with an application and instructions for applying. Your enrollment in the Customer Responsibility Program (CRP) will expire soon and you must re-apply.

If you did not complete the application and mail it in, you must take action now to do so, or risk losing the benefits of enrollment in CRP. This is the final notice you will receive from PGW, prior to removing your account from the program.

If you misplaced the application:

- Visit our website at [www.pgworks.com/crp](http://www.pgworks.com/crp) and apply online
- Call 215-235-1000 to request another application

To minimize delays in processing, be sure to complete the application fully and submit acceptable documentation of income. If you wish to apply by mail, send the application to the address in the upper right hand corner. Please note, PGW's Customer Service Centers are currently closed, so the option to apply in-person is not available.

Thank you for being a PGW customer. We hope to see your application soon.

Sincerely,

PGW Customer Affairs, Universal Services Department

**Customer Contact: Turn On**

Date: 10/16/2017 Time: 3:09:00 PM Source: \_\_\_\_\_ Related Tran: \_\_\_\_\_  
CC Type: SER0 - Turn On Created: 10/16/2017 at: 3:09:43 PM by: NBEY  
Area: 800 - Residential General Service Changed: \_\_\_\_\_ at: \_\_\_\_\_ by: \_\_\_\_\_  
 Surveyable Auto Delete Date: 10/16/2021 Class: Inquiry

Comments: Turn On, 10/18/2017, 1200 - 1600 BOWMAN SONCEIRAY I in NPDD for new service at 6734 N Broad St. The gas is off/NPSO on 8/14/17. Per Experian, No Information on record. COR is not linked by her DL, GMI \$1,400 with 4 in HH. Level 1. No security deposit is required. The turn on was issued for 9/17/17 (lease date). CS

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

Review List Tickler

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

Account: [Redacted] Bowman, Sonceiray I  
Premise: 6734 N Broad St/Phila,Pa  
Person: Bowman, Sonceiray I

Change Cancel

Exhibit No. 10

**Customer Contact: Service**

Date: 05/23/2018 Time: 11:20:00 AM Source: Related Tran:

CC Type: SERV - Service Created: 05/23/2018 at: 11:20:45 AM by: MWILKINS

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

Surveyable Auto Delete Date: 05/23/2022 Class: Inquiry

Comments: Michael Wilkins Jr was here on a 96 C & C Field Shut Off order with Order # 9735671 , with a result of Completed Found Gas ON , Left Gas OFF , with activities of ( Field Collections - NPSO Completed ) , with comments of "completed shutoff at curb"

Letter

Status: Print Date: Run Number: Reprint:

Template:

Review List Tickler

Follow Up:  to Review Group  to User

Priority: Review Group...

Account: [Redacted] Bowman, Sonceiray I

Premise: 6734 N Broad St/Phila,Pa

Person: Bowman, Sonceiray I

Change Cancel

**Customer Contact: Medical Turn On**

Date: 05/31/2018 Time: 9:58:00 AM Source: JetSearch Related Tran: \_\_\_\_\_  
CC Type: MTD - Medical Turn On Created: 05/31/2018 at: 9:58:05 AM by: RMERRITT  
Area: 800 - Residential General Service Changed: 05/31/2018 at: 9:58:29 AM by: RMERRITT  
 Surveyable Auto Delete Date: 05/31/2022 Class: Inquiry

Comments: Medical B.P.T.O., 5/31/2018, 1200 - 1600 GAS IS OFF MEDICAL -1- HOLD FROM 05/31/2018 TO 06/30/2018 BALANCE OF THE BILL IS \$5567.50 RECEIVED 05/31/2018 TOTAL AMOUNT INCLUDE \$123.23 TURN ON CHARGE AND HAS A DEPOSIT OF \$672.00

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

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

Account: [Redacted] Bowman, Sonceiray I  
Premise: 6734 N Broad St/Phila,Pa  
Person: Bowman, Sonceiray I

Change Cancel

**Customer Contact: Service**

Date: 08/09/2018 Time: 11:53:00 AM Source: Related Tran:

CC Type: SERV - Service Created: 08/09/2018 at 11:53:02 AM by: JYQAK

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

Surveyable Auto Delete Date: 08/09/2022 Class: Inquiry

Comments: John Yoak was here on a 96 C & C Field Shut Off order with Order # 9964640 , with a result of Completed Found Gas ON , Left Gas OFF , with activities of ( Field Collections - NPSO Completed ) , with comments of "shut off at curb box, leftptn"

Letter

Status: Print Date: Run Number: Reprint:

Template:

Review List Tickler

Follow Up:  to Review Group  to User

Priority:  Review Group...

Account: [Redacted] Bowman, Sonceiray I

Premise: 6734 N Broad St/Phila,Pa

Person: Bowman, Sonceiray I

Change Cancel

**Customer Contact: Medical Turn On**

Date: 08/14/2018 Time: 2:42:00 PM Source: JetSearch Related Tran: \_\_\_\_\_  
CC Type: MTD - Medical Turn On Created: 08/14/2018 at: 2:42:52 PM by: RMERRITT  
Area: 800 - Residential General Service Changed: 08/14/2018 at: 2:43:20 PM by: RMERRITT  
 Surveyable Auto Delete Date: 08/14/2022 Class: Inquiry

Comments: Medical B.P.T.O., 8/14/2018, 1600 - 2000 GAS IS OFF MEDICAL -2- HOLD FROM 08/14/2018 TO 09/13/2018 BALANCE OF THE BILL IS \$5994.67 RECEIVED 08/14/2018 TOTAL AMOUNT INCLUDE \$123.23 TURN ON CHARGE AND HAS A DEPOSIT DUE OF \$672.00 - MED -1- 05/31/2018/ TO 06/30/2018

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

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

Account: [Redacted] Bowman, Sonceiray I  
Premise: 6734 N Broad St/Phila,Pa  
Person: Bowman, Sonceiray I

Change Cancel

**Customer Contact: Service** [X]

Date: 10/17/2018 Time: 3:00:00 PM Source: \_\_\_\_\_ Related Tran: \_\_\_\_\_  
CC Type: SERV - Service [v] Created: 10/17/2018 at: 3:00:57 PM by: HBOLGER  
Area: 800 - Residential General Service [v] Changed: \_\_\_\_\_ at: \_\_\_\_\_ by: \_\_\_\_\_  
 Surveyable Auto Delete Date: 10/17/2022 Class: Inquiry

Comments: Hanif Bolger was here on a 96 C & C Field Shut Off order with Order # 10145989 , with a result of Completed Found Gas ON , Left Gas OFF , with activities of ( Field Collections - NPSO Completed ) , with comments of "curbed"

Letter

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

Review List Tickler

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

Account: [ ] Bowman, Sonceiray I [v]  
Premise: 6734 N Broad St/Phila,Pa [v]  
Person: Bowman, Sonceiray I [v]

[Change] [Cancel]

**Customer Contact: Medical Turn On**

Date: 10/23/2018 Time: 10:07:00 AM Source: JetSearch Related Tran: \_\_\_\_\_  
CC Type: MTD - Medical Turn On Created: 10/23/2018 at: 10:07:00 AM by: RMERRITT  
Area: 800 - Residential General Service Changed: 10/23/2018 at: 10:07:42 AM by: RMERRITT  
 Surveyable Auto Delete Date: 10/23/2022 Class: Inquiry

Comments: Medical B.P.T.O., 10/23/2018, 1600 - 2000 GAS IS OFF MEDICAL -3- HOLD FROM 10/23/2018 TO 11/22/2018 BALANCE OF THE BILL IS \$+6506.05 RECEIVED 10/23/2018 THE TOTAL AMOUNT INCLUDE \$123.23 TURN ON CHARGE AND HAS A DEPOSIT DUE OF \$672.00 MEDICAL -1- 05/03/2018 TO 06/30/2018 - MEDICAL -2- 08/14/2018 TO 09/13/2018 THIS IS THE LAST MEDICAL UNTIL THERE IS NEW MONEY

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

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

Account: [Redacted] Bowman, Sonceiray I  
Premise: 6734 N Broad St/Phila,Pa  
Person: Bowman, Sonceiray I

Change Cancel

**Customer Contact: Service**

Date: 04/04/2019 Time: 1:12:00 PM Source: \_\_\_\_\_ Related Tran: \_\_\_\_\_  
CC Type: SERV - Service Created: 04/04/2019 at: 1:12:19 PM by: KCOWAN  
Area: 800 - Residential General Service Changed: \_\_\_\_\_ at: \_\_\_\_\_ by: \_\_\_\_\_  
 Surveyable Auto Delete Date: 04/04/2023 Class: Inquiry

Comments: Kimberly Cowan was here on a 96 C & C Field Shut Off order with Order # 10519866 , with a result of Completed Found Gas ON , Left Gas OFF , with activities of ( Field Collections - NPSO Completed ) , with comments of "OFF SAFE AT CB"

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

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

Account: [Redacted] Bowman, Sonceiray I  
Premise: 6734 N Broad St/Phila,Pa  
Person: Bowman, Sonceiray I

Change Cancel

**Customer Contact: Crp Accepted Application**

Date: 04/24/2019 Time: 2:05:00 PM Source: Related Tran:

CC Type: CAPA - Crp Accepted Application Created: 04/24/2019 at: 2:05:07 PM by: ZDELMOR

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

Surveyable Auto Delete Date: 04/24/2023 Class: System Generated Contact

Comments: cor in npdo to restore with crp // gmi 1606.20 with 2 in hh crp 165.62 cs // scanned poi and id into system cs

Letter

Status: Print Date: Run Number: Reprint:

Template:

Review List Tickler

Follow Up:  to Review Group  to User

Priority: Review Group...

Account: [Redacted] Bowman, Sonceiray I

Premise:

Person:

Change Cancel

**Customer Contact: Service**

Date: 04/25/2019 Time: 2:43:00 PM Source: Related Tran:  
CC Type: SERV - Service Created: 04/25/2019 at: 2:43:07 PM by: DSAUNDER  
Area: 800 - Residential General Service Changed: at: by:  
 Surveyable Auto Delete Date: 04/25/2023 Class: Inquiry

Comments: Dwight Saunders was here on a Bill Paid Turn On order with Order # 10577222 , with a result of Completed Found Gas OFF, Left Gas ON , with activities of ( Meter and Connections - Turn On ) , with comments of "completed turn on."

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

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

Account:   
Premise:   
Person:

**Customer Contact: Service**

Date: 10/08/2019 Time: 12:12:00 PM Source: \_\_\_\_\_ Related Tran: \_\_\_\_\_  
CC Type: SERV - Service Created: 10/08/2019 at: 12:12:18 PM by: KCOWAN  
Area: 800 - Residential General Service Changed: \_\_\_\_\_ at: \_\_\_\_\_ by: \_\_\_\_\_  
 Surveyable Auto Delete Date: 10/08/2023 Class: Inquiry

Comments: Kimberly Cowan was here on a 96 C & C Field Shut Off order with Order # 11034685 , with a result of Completed Found Gas ON , Left Gas OFF , with activities of ( Field Collections - NPSO Completed ) , with comments of "cb clear"

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

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

Account: [Redacted] Bowman, Sonceiray I  
Premise: 6734 N Broad St/Phila,Pa  
Person: Bowman, Sonceiray I

Change Cancel

**Customer Contact: Meter Information**

Date: 10/14/2019 Time: 10:13:00 AM Source: \_\_\_\_\_ Related Tran: \_\_\_\_\_  
CC Type: METR - Meter Information Created: 10/14/2019 at: 10:13:45 AM by: AHAMMON1  
Area: 800 - Residential General Service Changed: \_\_\_\_\_ at: \_\_\_\_\_ by: \_\_\_\_\_  
 Surveyable Auto Delete Date: 10/14/2023 Class: Inquiry

Comments: B.P.T.O., 10/14/2019, 1600 - 2000 cor called to get on a on par. per sup KR ca take paym . processed paym in kubra for 575.45+2.95cf.confirm#379692 . scheduled turn on . sent to amd to place on puc par.cs

Letter

Status: \_\_\_\_\_ Print Date: \_\_\_\_\_ Run Number: \_\_\_\_\_ Reprint: \_\_\_\_\_  
Template: \_\_\_\_\_

Review List Tickler

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

Account: [Redacted] Bowman, Sonceiray I  
Premise: 6734 N Broad St/Phila,Pa  
Person: Bowman, Sonceiray I

Change Cancel

**Customer Contact: Billing**

Date: 05/04/2021 Time: 4:06:00 PM Source: JetSearch Related Tran: Account Maintenance  
CC Type: BILL - Billing Created: 05/04/2021 at: 4:06:06 PM by: SADAMS2  
Area: 800 - Residential General Service Changed: 05/04/2021 at: 4:07:17 PM by: SADAMS2  
 Surveyable Auto Delete Date: 05/04/2025 Class: Inquiry

Comments: **\*\*\*Call from 05/04/2021 2:15pm\*\*\*** Cor called in wants to set up pymt plan , sent high balance form & tld her someone will contact her back

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

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

Account: [Redacted] Bowman, Sonceiray I  
Premise: 6734 N Broad St/Phila,Pa  
Person: Bowman, Sonceiray I

Change Cancel

**Customer Contact: Supervisor Call Back Call cent** [X]

Date: 05/04/2021 Time: 4:21:00 PM Source: JetSearch Related Tran: Account Maintenance

CC Type: QSUP - Supervisor Call Back Call ce [v] Created: 05/04/2021 at: 4:21:47 PM by: KBALLARD

Area: 800 - Residential General Service [v] Changed: 05/04/2021 at: 4:50:41 PM by: KBALLARD

Surveyable Auto Delete Date: 05/04/2025 Class: Inquiry

Comments: Supervisor Call Back - High Bill - Spoke with COR Sonceiray Bowman - Placed COR on a PAR for \$809 - CURE's GMI \$728 and CURE \$2652.66 - Told COR once she makes the payment four times for approximately \$3200 she will be able to get back on her CRP - Explained to CURE if she can get back on the CRP plan and follow the program - her bill will paid off in three years - Told COR she wld be paying \$43.68 per mo & wl get a FORGIVENESS of \$609 everytime COR pays - Told COR to start

Letter

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

Template: \_\_\_\_\_

Review List Tickler

Follow Up: [ ]  to Review Group  to User

Priority: [ ] Review Group... [ ]

Account: [ ] Bowman, Sonceiray I [v]

Premise: [ ] 6734 N Broad St/Phila,Pa [v]

Person: [ ] Bowman, Sonceiray I [v]

[Change] [Cancel]

**Customer Contact: Supervisor Call Back Call cent**

Date: 05/04/2021 Time: 4:51:00 PM Source: JetSearch Related Tran: Account Maintenance  
CC Type: QSUP - Supervisor Call Back Call ce Created: 05/04/2021 at: 4:51:41 PM by: KBALLARD  
Area: 800 - Residential General Service Changed: at: by:  
 Surveyable Auto Delete Date: 05/04/2025 Class: Inquiry

Comments: (cont'd) applying for LIHEAP and CRISIS each year and to call us more often to see where her bill stands so we can help get her the assistance that she needs

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

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

Account:   
Premise:   
Person:

**Customer Contact: Service**

Date: 08/04/2021 Time: 12:41:00 PM Source: \_\_\_\_\_ Related Tran: \_\_\_\_\_  
CC Type: SERV - Service Created: 08/04/2021 at 12:41:17 PM by: LGOODE  
Area: 800 - Residential General Service Changed: \_\_\_\_\_ at \_\_\_\_\_ by: \_\_\_\_\_  
 Surveyable Auto Delete Date: 08/04/2025 Class: Inquiry

Comments: Lamont Goode was here on a 96 C & C Field Shut Off order with Order # 12326954 , with a result of Completed Found Gas ON , Left Gas OFF , with activities of ( Field Collections - NPSO Completed ) , with comments of "complete cb. cb on a slant . had to oil the valve"

Letter

Status: \_\_\_\_\_ Print Date: \_\_\_\_\_ Run Number: \_\_\_\_\_ Reprint: \_\_\_\_\_  
Template: \_\_\_\_\_

Review List Tickler

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

Account: [Redacted] Bowman, Sonceiray I  
Premise: 6734 N Broad St/Phila,Pa  
Person: Bowman, Sonceiray I

Change Cancel

**Customer Contact: Payment** [X]

Date: 08/04/2021 Time: 3:07:00 PM Source: JetSearch Related Tran: Account Maintenance  
CC Type: PAY - Payment Created: 08/04/2021 at: 3:07:37 PM by: ACDI LANGE  
Area: 800 - Residential General Service Changed: at: by:  
 Surveyable Auto Delete Date: 08/04/2025 Class: Inquiry

Comments: cor called to make a payment. informed her about 2.95 service fee through IVR. Transferred to IVR.cor sat

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

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

Account: [ ] Bowman, Sonceiray I  
Premise: 6734 N Broad St/Phila,Pa  
Person: Bowman, Sonceiray I

[Change] [Cancel]

**Customer Contact: Billing**

Date: 08/05/2021 Time: 9:52:00 AM Source: JetSearch Related Tran: Account Maintenance  
CC Type: BILL - Billing Created: 08/05/2021 at: 9:52:36 AM by: NBEY  
Area: 800 - Residential General Service Changed: at: by:  
 Surveyable Auto Delete Date: 08/05/2025 Class: Inquiry

Comments: Bowman, Sonceiray I called to use a medical cert to have her services restored quicker. She exhausted all three in 2018 and is not eligible for a new set until new money. COR paid the required terms to restore service in the amount of \$2,970 on 8/4/21. COR submitted a CRPA online 8/5/21. Her account was forwarded to USD Supervisors. She is aware that the application will be pulled and processed. CS

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: Meter Information**

Date: 08/05/2021 Time: 10:10:00 AM Source: JetSearch Related Tran: \_\_\_\_\_  
CC Type: METR - Meter Information Created: 08/05/2021 at: 10:10:12 AM by: FORTIZ  
Area: 800 - Residential General Service Changed: \_\_\_\_\_ at: \_\_\_\_\_ by: \_\_\_\_\_  
 Surveyable Auto Delete Date: 08/05/2025 Class: Inquiry

Comments: B.P.T.O., 8/6/2021, 800 - 1200 Per Ms. Bailey emailed, contacted Ms. Bowman, scheduled BPTO for tomorrow between 8 to 12 noon. Satisfied.

Letter

Status: \_\_\_\_\_ Print Date: \_\_\_\_\_ Run Number: \_\_\_\_\_ Reprint: \_\_\_\_\_  
Template: \_\_\_\_\_

Review List Tickler

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

Account: [Redacted] Bowman, Sonceiray I  
Premise: 6734 N Broad St/Phila,Pa  
Person: Bowman, Sonceiray I

Change Cancel

**Payment: 08/04/2021 - 2,970.00**

Action

Payment... 87097344880 Canceled Siblings...

Account: [Redacted] Name: Bowman, Sonceiray I Payment Amt: 2,970.00

Payment Amt: 2,970.00  
Payment Date: 08/04/2021  
Tender Type: Q - Check  
Check Id: 0

Pay Distribution Code: [Dropdown]  
Confirmation: [Text]  
Shareholder: [Text]  
Drawer/Bundle: [Text]  
Payment Source: Remittance Processor  
Agency/Branch: KUB / 011003  
Batch Nbr/Seq Nbr: 385 / 4541  
Grant Type: [Dropdown]

Status History:

Status	Date	By
Created	08/04/2021 21:49	Operator, Bccs Job
Frozen	08/04/2021 21:49	Operator, Bccs Job
Canceled	08/11/2021 00:08	Operator, Bccs Job

Totals:

Category	Amou
Distributed	2,970.00

Payor / Receipt

Payor... [Text]

Person Id: [Text]  
Receipt Number: [Text]

Print Receipt

Header  
Distribution

**Miscellaneous Adjustment: NSFCHA - 20.00**

Action Launch

Adjustment... 4519529304 Frozen

Status	Date	By
Created	08/11/2021	Operator, Bccs Job
Frozen	08/11/2021	Operator, Bccs Job

Account: [Redacted] Name: Bowman, Sonceiray I

SA: G2-GS, Closed Adjustment Amount: 20.00

Type

SA: SA... 3832795647 G2-GS, Closed

Deposit

	Begin	+Adj	=Final	Revenue Month/Year
Total Amt Due		20.00		8/2021
Current Amt Due		20.00		
Write Off Amt		0.00		

Check Nbr: [Empty]  
Check Date: [Empty]

Adjustment Code... NSFCHA  Bad Check Charge 20.00

Adjustment Amount: 20.00 Comments: [Empty]

Memo Adjustment

Appear on Next Bill Description: Bad Check Charge \$20.00

**Main**  
Financial Details  
Tax Location  
GL Accounting

**Customer Contact: Collection**

Date: 08/25/2021 Time: 1:57:00 PM Source: JetSearch Related Tran: Account Maintenance  
CC Type: COLL - Collection Created: 08/25/2021 at: 1:57:43 PM by: ATETI  
Area: 800 - Residential General Service Changed: at: by:  
 Surveyable Auto Delete Date: 08/25/2025 Class: Inquiry

Comments: Dishonorable Tender - 3 Day Notice Was Left In Door, Today, 8-25-21 @ 1350 Hours. RPU Supv. ATeti on Location.

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

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

Account:  [Redacted] Bowman, Sonceiray I   
Premise:  6734 N Broad St/Phila,Pa   
Person:  Bowman, Sonceiray I

**Payment: 08/26/2021 - 3,038.84**

Action

Payment... 75910137875 Canceled Siblings...

Account: [REDACTED] Name: Bowman, Sonceiray I Payment Amt: 3,038.84

Payment Amt: 3,038.84  
 Payment Date: 08/26/2021  
 Tender Type: Q - Check  
 Check Id: 0

Pay Distribution Code:  
 Confirmation:  
 Shareholder:  
 Drawer/Bundle:  
 Payment Source: Remittance Processor  
 Agency/Branch: KUB / 009003  
 Batch Nbr/Seq Nbr: 439 / 3963  
 Grant Type:

Status History:

Status	Date	By
Created	08/27/2021 21:41	Operator, Bccs Job
Frozen	08/27/2021 21:41	Operator, Bccs Job
Canceled	09/03/2021 07:13	Operator, Bccs Job

Totals:

Category	Amount
Distributed	3,038.84

Payor / Receipt  
 Payor... [REDACTED]   
 Person Id:  
 Receipt Number:

Header  
 Distribution

Print Receipt

**Miscellaneous Adjustment: NSFCHA - 20.00**

Action Launch

Adjustment... 4519599374 Frozen

Status	Date	By
Created	09/03/2021	Operator, Bccs Job
Frozen	09/03/2021	Operator, Bccs Job

Account: [Redacted] Name: Bowman, Sonceiray I

SA: G2-GS, Closed Adjustment Amount: 20.00

Type

SA SA... 3832795647 G2-GS, Closed

Deposit

	Begin	+Adj	=Final	Revenue Month/Year
Total Amt Due		20.00		9/2021
Current Amt Due		20.00		
Write Off Amt		0.00		

Check Nbr: [Empty]  
Check Date: [Empty]

Adjustment Code... NSFCHA  Bad Check Charge 20.00

Adjustment Amount: 20.00 Comments: [Empty]

Memo Adjustment

Appear on Next Bill Description: Bad Check Charge \$20.00

Main  
Financial Details  
Tax Location  
GL Accounting

**Customer Contact: Service**

Date: 09/08/2021 Time: 4:07:00 PM Source: \_\_\_\_\_ Related Tran: \_\_\_\_\_  
CC Type: SERV - Service Created: 09/08/2021 at: 4:07:19 PM by: LGOODE  
Area: 800 - Residential General Service Changed: \_\_\_\_\_ at: \_\_\_\_\_ by: \_\_\_\_\_  
 Surveyable Auto Delete Date: 09/08/2025 Class: Inquiry

Comments: Lamont Goode was here on a Turn Off order with Order # 12441335 , with a result of Completed Found Gas ON , Left Gas OFF , with activities of ( Meter and Connections - Shut Off ) , with comments of "turn off complete at cb"

Letter

Status: \_\_\_\_\_ Print Date: \_\_\_\_\_ Run Number: \_\_\_\_\_ Reprint: \_\_\_\_\_  
Template: \_\_\_\_\_

Review List Tickler

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

Account: [Redacted] Bowman, Sonceiray I  
Premise: 6734 N Broad St/Phila,Pa  
Person: Bowman, Sonceiray I

Change Cancel

**Customer Contact: Billing**

Date: 10/13/2021 Time: 4:12:00 PM Source: JetSearch Related Tran: Account Maintenance  
CC Type: BILL - Billing Created: 10/13/2021 at: 4:12:22 PM by: BROOP  
Area: 800 - Residential General Service Changed: at: by:  
 Surveyable Auto Delete Date: 10/13/2025 Class: Inquiry

Comments: cor called in asking if we recieved 3000.00 + payment yet ( No) she will contact where she made that payment at 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: Turn On**

Date: 10/14/2021 Time: 11:40:00 AM Source: JetSearch Related Tran: \_\_\_\_\_  
CC Type: SER0 - Turn On Created: 10/14/2021 at 11:40:16 AM by: KBALLARD  
Area: 800 - Residential General Service Changed: 10/14/2021 at 11:44:10 AM by: KBALLARD  
 Surveyable Auto Delete Date: 10/14/2025 Class: Inquiry

Comments: Turn On, 10/15/2021, 800 - 1200 ..Supv Call Back - Spoke with COR Sonceiray Bowman - Told COR that we received her payment - Checked w/Supv Bailey to make sure I could issue the Turn On since CRP showed Active but nothing else was showing - Supv Bailey investigated and stated it was okay to issue the Turn On - Issued Turn ON for Oct 15 between 8AM and 12PM - TOLD COR if she sticks to CRP - her balance will be gone in 3 years - Told COR her CRP wld be \$48 w/GMI of \$800 H/H 1

Letter

Status: \_\_\_\_\_ Print Date: \_\_\_\_\_ Run Number: \_\_\_\_\_ Reprint: \_\_\_\_\_  
Template: \_\_\_\_\_

Review List Tickler

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

Account: [Redacted] Bowman, Sonceiray I  
Premise: 6734 N Broad St/Phila,Pa  
Person: Bowman, Sonceiray I

Change Cancel

**Customer Contact: Supervisor Call Back Call cent**

Date: 10/14/2021 Time: 11:36:00 AM Source: JetSearch Related Tran: Account Maintenance  
CC Type: QSUP - Supervisor Call Back Call ce Created: 10/14/2021 at: 11:36:48 AM by: KBALLARD  
Area: 800 - Residential General Service Changed: 10/14/2021 at: 11:55:55 AM by: KBALLARD  
 Surveyable Auto Delete Date: 10/14/2025 Class: Inquiry

Comments: (cont'd) Told COR she will get approximately \$518 off her back bill if she pays on time. Told COR to apply for PHDC Rental & Utility asst and to apply for LIHEAP on October 18

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

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

Account: [redacted] Bowman, Sonceiray I  
Premise: 6734 N Broad St/Phila,Pa  
Person: Bowman, Sonceiray I

[Change] [Cancel]

**Customer Contact: Service**

Date: 10/19/2022 Time: 12:11:00 PM Source: Related Tran:

CC Type: SERV - Service Created: 10/19/2022 at 12:11:28 PM by: JGRASER

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

Surveyable Auto Delete Date: 10/19/2026 Class: Inquiry

Comments: Justin Graser was here on a 96 C & C Field Shut Off order with Order # 13272402 , with a result of Completed Found Gas ON , Left Gas OFF , with activities of ( Field Collections - NPSO Completed ) , with comments of "turned off at cb,"

Letter

Status: Print Date: Run Number: Reprint:

Template:

Review List Tickler

Follow Up:  to Review Group  to User

Priority: Review Group...

Account: [Redacted] Bowman, Sonceiray I

Premise: 6734 N Broad St/Phila,Pa

Person: Bowman, Sonceiray I

Change Cancel

**Customer Contact: Meter Information**

Date: 11/04/2022 Time: 1:25:00 PM Source: \_\_\_\_\_ Related Tran: \_\_\_\_\_  
CC Type: METR - Meter Information Created: 11/04/2022 at: 1:25:12 PM by: JROGERS1  
Area: 800 - Residential General Service Changed: \_\_\_\_\_ at: \_\_\_\_\_ by: \_\_\_\_\_  
 Surveyable Auto Delete Date: 11/04/2026 Class: Inquiry

Comments: B.P.T.O., 11/6/2022, 800 - 1200 Cor called to state that she made payment on the acct to restore services. cor paid 930.00 per contact she needed to pay 929.18 appt set for sunday 11/06/2022 8-12 sent contact to amd to place cor on par cor sat

Letter

Status: \_\_\_\_\_ Print Date: \_\_\_\_\_ Run Number: \_\_\_\_\_ Reprint: \_\_\_\_\_  
Template: \_\_\_\_\_

Review List Tickler

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

Account: [Redacted] Bowman, Sonceiray I  
Premise: 6734 N Broad St/Phila,Pa  
Person: Bowman, Sonceiray I

Change Cancel

**Customer Contact: Customer Review Unit**

Date: 11/09/2022 Time: 8:53:00 AM Source: JetSearch Related Tran: Account Maintenance  
CC Type: CRU - Customer Review Unit Created: 11/09/2022 at: 8:53:56 AM by: JGLACE  
Area: 800 - Residential General Service Changed: at: by:  
 Surveyable Auto Delete Date: 11/09/2027 Class: Inquiry

Comments: CRU\_\_\_ The Pennsylvania Public Utility Commission has provided email notification of a Formal Complaint filed at Docket # C-2022-303666\_\_

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: 06/06/2023 Time: 1:47:00 PM Source: JetSearch Related Tran: \_\_\_\_\_  
CC Type: CRU - Customer Review Unit Created: 06/06/2023 at: 1:47:21 PM by: WFADMIN  
Area: 800 - Residential General Service Changed: 06/06/2023 at: 1:49:36 PM by: JGLACE  
 Surveyable Auto Delete Date: 06/05/2028 Class: Inquiry

Comments: PUC Formal Complaint Docket # C2022-3036666 was completed by receiving a final decision on 6/6/2023 12:00:00 AM.-- Final orders have been received for Docket #C-2022-3036666 which indicates that the complainant's request to withdraw was granted and case closed.

Letter

Status: \_\_\_\_\_ Print Date: \_\_\_\_\_ Run Number: \_\_\_\_\_ Reprint: \_\_\_\_\_  
Template: \_\_\_\_\_

Review List Tickler

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

Account: [Redacted] Bowman, Sonceiray I  
Premise: 6734 N Broad St/Phila,Pa  
Person: Bowman, Sonceiray I

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 6734 N BROAD ST on or after 8 a.m. on Jul 31, 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 \$24,141.07.
- 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	\$24,141.07
Security Deposit	\$644.00
Turn On Charge	\$157.20
Total	\$24,942.27

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\_20230717185219.dat-1007-000001515

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]  
Notice Date: Jul 17, 2023  
Please Pay: \$24,141.07

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

Amount Enclosed:

000504 000001515  
SONCEIRAY BOWMAN  
6734 N BROAD ST  
PHILA PA 19126-2836



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



**Customer Contact: Superviosr Call Back Call cent**

Date: 07/28/2023 Time: 5:20:00 PM Source: JetSearch Related Tran: Account Maintenance  
CC Type: QSUP - Superviosr Call Back Call ce Created: 07/28/2023 at: 5:20:23 PM by: SPIATKOW  
Area: 800 - Residential General Service Changed: at: by:  
 Surveyable Auto Delete Date: 07/28/2027 Class: Inquiry

Comments: sup call back// high balance account// spoke to cor gmi is 750.00 with 1 inhh crp cure is 8203.16 and needs to reapply par catch up is 8370.00 by 7/31 effective date of shut off notice i asked about the puc complsint according notes she withdrew her compliant she stated she will call them and start a new one.

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

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

Account:   
Premise:   
Person:

Exhibit No. 11







**Field Information**

Order Num: 14457910      Order Type: Meter Test Exchange      Customer Name: BOWMAN SONCEIRAY I

**Field Activity Sequence**

Sequence	Work Date	Employee	Status Code	Comp Type	Dispatch Type	Window	Time	Gas Found	Gas Left
▶ 14456988	04-19-24	Jason Holder	CMP	Completed By FSD	Primary	1200-1600	4/19/2024 12:43 PM	ON	ON
14454067	04-18-24	DJ Logan	CGI	Cannot Get In	Primary	1200-1600	4/18/2024 12:26 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	2341991	2378719	1467883	78467189	4041	0	Basement	PGW Special Test

**Others Order Data**

Customer Re	Order Type Desc	Special Instructions	Created By	Contact Name	Contact Number
▶	Meter Test Exchange	Meter Test Exchange; THIS IS A 12 PM APPOINTMENT.	ateti		

**Close**

**Field Information**

Order Num: 14457910      Order Type: Meter Test Exchange      Customer Name: BOWMAN SONCEIRAY I

**Field Activity Sequence**

Sequence	Work Date	Employee	Status Code	Comp Type	Dispatch Type	Window	Time	Gas Found	Gas Left
▶ 14456988	04-19-24	Jason Holder	CMP	Completed By FSD	Primary	1200-1600	4/19/2024 12:43 PM	ON	ON
14454067	04-18-24	DJ Logan	CGI	Cannot Get In	Primary	1200-1600	4/18/2024 12:26 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**

Customer Re	Order Type Desc	Special Instructions	Created By	Contact Name	Contact Number
▶	Meter Test Exchange	Meter Test Exchange; THIS IS A 12 PM APPOINTMENT.	ateti		

[Close](#)

# Customer Requested Meter Test

Date: 4-22-2024

**CUSTOMER:** Sonceiray I Bowman

**ADDRESS:** 6734 N. Broad

ON APPLICATION NO.:

GIVES THE FOLLOWING RESULTS:

METER NO. 2341991		PROOF [ ]			ACCURACY [ ]	
SIZE R 275	INDEX 4041	Meter Test Results			Percentage	
		Temperature	Open 100%	Check 20%	Fast	Slow
Meter Receive 4-19-2024		70.5	99.6	99.6	0.4	
		70.5	100.0	99.7	0.3	
Meter Tested 4-22-2024		70.5	100.0	99.7	0.3	
		Average of Results	99.8	99.7	0.3	

James Butler

PGW REPRESENTATIVE