

COMMONWEALTH OF PENNSYLVANIA  
(Public Utility Commission)

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KEVIN LOFTON, JR., :  
Complainant, : Docket No.:  
vs. : C-2024-3049773  
PHILADELPHIA GAS WORKS, :  
Respondent. :  
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Pages 1 through 21 TELEPHONIC HEARING  
Judge's Chambers  
State Office Building  
801 Market Street  
Philadelphia, PA 19107  
Tuesday, September 24, 2024  
Met, pursuant to notice, at 10:15 a.m.

BEFORE: THE HONORABLE ERANDA VERO  
Administrative Law Judge

INDEX TO EXHIBITS  
Docket No.: C-2024-3049773  
Hearing Date: September 24, 2024

EXHIBITS INDEX

NUMBER	IN EVIDENCE
COMPLAINANT:	
NONE	

PHILADELPHIA GAS WORKS:

10 (Records that show a pattern of abuse of the PUC's informal and formal dispute process)	19
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**PHILADELPHIA GAS WORKS**

800 West Montgomery Avenue • Philadelphia, PA 19122

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

September 18, 2024

**VIA ELECTRONIC MAIL**

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

Re: Kevin Lofton v. Philadelphia Gas Works, Docket No. C-2024-3049773

Dear Judge Vero:

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

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

Sincerely,

*/s/ Graciela Christlieb*

Graciela Christlieb, Esquire

Enclosure

cc: Cert. of Service w/enc.



**PHILADELPHIA GAS WORKS**

800 West Montgomery Avenue • Philadelphia, PA 19122

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## **CERTIFICATE OF SERVICE**

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

### **VIA ELECTRONIC MAIL**

Kevin Lofton  
[ktlofton2@gmail.com](mailto:ktlofton2@gmail.com)

Date: September 18, 2024

*/s/ Graciela Christlieb*  
Graciela Christlieb, Esquire

**Customer Contact: Customer Review Unit**

Date: 08/27/2013 Time: 4:14:00 PM Source: \_\_\_\_\_ Related Tran: \_\_\_\_\_  
CC Type: CRU - Customer Review Unit Created: 08/27/2013 at: 4:14:49 PM by: WFADMIN  
Area: 800 - Residential General Service Changed: \_\_\_\_\_ at: \_\_\_\_\_ by: \_\_\_\_\_  
 Surveyable Auto Delete Date: 08/27/2018 Class: Inquiry

Comments: PUC Complaint BCS# 3141789 filed on 8/27/2013 12:00:00 AM (CRU 787-1250) regarding ON - PAR  
NEEDED (# 61), by SAME # of Adults in Household: 3. # and Ages of Children in Household: 1 / 5., Gross  
Income: 2316 RATEPAYER

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: 08/29/2013 Time: 8:59:00 AM Source: Related Tran:

CC Type: CRU - Customer Review Unit Created: 08/29/2013 at: 8:59:47 AM by: CGARNER

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

Surveyable Auto Delete Date: 08/29/2018 Class: Inquiry

Comments: Received Closing/Decision from BUREAU OF CONSUMER SERVICE of PUC/BCS regarding BCS# 3141789 on 08/30/2013. The BCS stated the following: LEVEL 1, BB 203.00 + 60.00 = 263.00 BEGINNING OCTOBER 2013. WAIVE LPCS. . The customer must pay 203 plus 60 for a total of 263 OCTOBER 2013 DUE DATE.

Letter

Status: Print Date: Run Number: Reprint:

Template:

Review List Tickler

Follow Up:   to Review Group  to User

Priority:  Review Group...

Account:

Premise:

Person:

**Customer Contact: Customer Review Unit** [X]

Date: 06/02/2014 Time: 1:04:00 PM Source: \_\_\_\_\_ Related Tran: \_\_\_\_\_  
CC Type: CRU - Customer Review Unit [v] Created: 06/02/2014 at: 1:04:10 PM by: WFADMIN  
Area: 800 - Residential General Service [v] Changed: \_\_\_\_\_ at: \_\_\_\_\_ by: \_\_\_\_\_  
 Surveyable Auto Delete Date: 06/02/2019 Class: Inquiry

Comments: PUC Complaint BCS# 3245996 filed on 6/2/2014 12:00:00 AM (CRU 787-1250) regarding ON - PAR NEEDED (# 61), by MICHELLE DESILVA-MOTHER # of Adults in Household: 3. # and Ages of Children in Household: 2 / 2M, 6. Gross Income: \_\_\_\_\_

Letter

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

Review List Tickler

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

Account: [REDACTED] Lofton Jr, Kevin T [v]  
Premise: 1961 Ashley St/Phila,Pa [v]  
Person: Lofton Jr, Kevin T [v]

[Change] [Cancel]

**Customer Contact: Customer Review Unit**

Date: 09/04/2014 Time: 6:09:00 PM Source: Related Tran:  
CC Type: CRU - Customer Review Unit Created: 09/04/2014 at: 6:09:47 PM by: WFADMIN  
Area: 800 - Residential General Service Changed: at: by:  
 Surveyable Auto Delete Date: 09/05/2019 Class: Inquiry

Comments: BCS # 3245996 case dismissed on 9/4/2014 12:00:00 AM. Resolution:CASE DISMISSED PER 1405D  
....PRIOR PUC PAR, BCS #314789, ISSUED ON 08/28/2013 HAS NOT BEEN SATISFIED.

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

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

Account:   
Premise:   
Person:

**Customer Contact: Customer Review Unit** [X]

Date: 09/11/2014 Time: 12:32:00 PM Source: \_\_\_\_\_ Related Tran: \_\_\_\_\_  
CC Type: CRU - Customer Review Unit [v] Created: 09/11/2014 at: 12:32:20 PM by: WFADMIN  
Area: 800 - Residential General Service [v] Changed: \_\_\_\_\_ at: \_\_\_\_\_ by: \_\_\_\_\_  
 Surveyable Auto Delete Date: 09/11/2019 Class: Inquiry

Comments: PUC Complaint BCS# 3284176 filed on 9/11/2014 12:00:00 AM (CRU 787-1250) regarding CII - CHANGE IN INCOME PAR (#71), by # of Adults in Household: 3. # and Ages of Children in Household: 2 / 6,6MTHS. Gross Income: \_\_\_\_\_

Letter

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

Review List Tickler

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

Account: [REDACTED] Lofton Jr, Kevin T [v]  
Premise: 1961 Ashley St/Phila,Pa [v]  
Person: Lofton Jr, Kevin T [v]

[Change] [Cancel]



**Customer Contact: Customer Review Unit**

Date: 02/23/2015 Time: 1:20:00 PM Source: Related Tran:  
CC Type: CRU - Customer Review Unit Created: 02/23/2015 at: 1:20:23 PM by: JIRIZARR  
Area: 800 - Residential General Service Changed: at: by:  
 Surveyable Auto Delete Date: 02/23/2020 Class: Inquiry

Comments: Received Closing/Decision from NAFEEESAH HOLLIDAY of PUC/BCS regarding BCS# 3284176 on 02/21/2015. The BCS stated the following: "REVISED" DISMISSED PER 1405 (C) CUSTOMER HAS CRP ARREARS INCLUDED IN HIS BALANCE. CLOSING WITH NO DECISION. .

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: 04/20/2015 Time: 1:47:00 PM Source: Related Tran:  
CC Type: CRU - Customer Review Unit Created: 04/20/2015 at: 1:47:30 PM by: DROSS  
Area: 800 - Residential General Service Changed: at: by:  
 Surveyable Auto Delete Date: 04/19/2020 Class: Inquiry

Comments: PUC Formal Docket # C-2015-2477763 filed on 4/20/2015 12:00:00 AM

Letter

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

Review List Tickler

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

Account:    
Premise:    
Person:

**Customer Contact: Customer Review Unit** [X]

Date: 08/31/2015 Time: 10:34:00 AM Source: \_\_\_\_\_ Related Tran: \_\_\_\_\_  
CC Type: CRU - Customer Review Unit [v] Created: 08/31/2015 at: 10:34:41 AM by: PBERNARD  
Area: 800 - Residential General Service [v] Changed: \_\_\_\_\_ at: \_\_\_\_\_ by: \_\_\_\_\_  
 Surveyable Auto Delete Date: 08/30/2020 Class: Inquiry

Comments: Satisfaction Letter sent for PUC Case Docket # C-2015-2477763 on . Closing order forthcoming.

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

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

Account: [REDACTED] Lofton Jr, Kevin T [v]  
Premise: 1961 Ashley St/Phila,Pa [v]  
Person: Lofton Jr, Kevin T [v]

[Change] [Cancel]

**Customer Contact: Customer Review Unit** [X]

Date: 10/26/2015 Time: 2:36:00 PM Source: \_\_\_\_\_ Related Tran: \_\_\_\_\_  
CC Type: CRU - Customer Review Unit [v] Created: 10/26/2015 at: 2:36:05 PM by: WFADMIN  
Area: 800 - Residential General Service [v] Changed: \_\_\_\_\_ at: \_\_\_\_\_ by: \_\_\_\_\_  
 Surveyable Auto Delete Date: 10/25/2020 Class: Inquiry

Comments: PUC Complaint BCS# 3396356 filed on 10/26/2015 12:00:00 AM (CRU 787-1250) regarding CAP DISPUTE (#67), by SM # of Adults in Household: 3. # and Ages of Children in Household: 2 / 7, 1. Gross Income: 2336.53 ADULT 1 WA 0 ADULT 2 NO 0ADULT 3 NO [v]

Letter

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

Review List Tickler

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

Account: [REDACTED] Lofton Jr, Kevin T [v]  
Premise: 1961 Ashley St/Phila,Pa [v]  
Person: Lofton Jr, Kevin T [v]

[Change] [Cancel]

**Customer Contact: Customer Review Unit**

Date: 03/01/2016 Time: 8:59:00 AM Source: Related Tran:  
CC Type: CRU - Customer Review Unit Created: 03/01/2016 at: 8:59:11 AM by: WFADMIN  
Area: 800 - Residential General Service Changed: at: by:  
 Surveyable Auto Delete Date: 03/01/2021 Class: Inquiry

Comments: BCS # 3396356 case dismissed on 3/1/2016 12:00:00 AM. Resolution:CASE DISMISSED.  
YOU CONTACTED THE PUBLIC UTILITY COMMISSION ON 10/26/2015 REGARDING YOUR ACCOUNT WITH PHILADELPHIA GAS WORKS. YOU REQUESTED ASSISTANCE WITH A PAYMENT ARRANGEMENT. YOU REPORTED MONTHLY INCOME OF \$2336.53.  
ACCORDING TO PUBLIC UTILITY COMMISSION RECORDS, WE ISSUED A PAYMENT ARRANGEMENT FOR YOU (BCS #3141789) ON 8/28/2013. THE ARRANGEMENT DEFAULTED AND THE ARREARS HAVE NOT BEEN SATISFIED.

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: 03/01/2016 Time: 8:59:00 AM Source: Related Tran:  
CC Type: CRU - Customer Review Unit Created: 03/01/2016 at: 8:59:11 AM by: WFADMIN  
Area: 800 - Residential General Service Changed: at: by:  
 Surveyable Auto Delete Date: 03/01/2021 Class: Inquiry

Comments: PANY ISSUED A PAYMENT ARRANGEMENT FOR YOU ON 3/18/2014. THE AGREEMENT WAS BASED ON YOUR MONTHLY INCOME OF \$2316.00. THE ARRANGEMENT DEFAULTED AND THE ARREARS HAVE NOT BEEN SATISFIED.  
  
UNDER 66 PA. C.S. ? 1405 (D), ABSENT A DECREASE IN INCOME, THE COMMISSION SHALL NOT ESTABLISH OR ORDER A PUBLIC UTILITY TO ESTABLISH A SECOND OR SUBSEQUENT PAYMENT ARRANGEMENT IF A CUSTOMER HAS DEFAULTED ON A PREVIOUS PAYMENT ARRANGEMENT ESTABLISHED BY A COMMISSION ORDER OR DECISION.

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: 03/01/2016 Time: 8:59:00 AM Source: Related Tran:  
CC Type: CRU - Customer Review Unit Created: 03/01/2016 at: 8:59:12 AM by: WFADMIN  
Area: 800 - Residential General Service Changed: at: by:  
 Surveyable Auto Delete Date: 03/01/2021 Class: Inquiry

Comments: /2016 YOUR TOTAL ACCOUNT BALANCE IS \$8995.35. THE LAW DOES NOT ALLOW US TO HELP YOU WITH PAYMENT TERM. WE ARE CLOSING YOUR COMPLAINT WITHOUT A DECISION. PHILADELPHIA GAS WORKS MAY CONTINUE THEIR COLLECTION PROCESS. YOU MUST CONTACT THE COMPANY TO DISCUSS THE PAYMENT REQUIRED TO KEEP YOUR SERVICE 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: Customer Review Unit** [X]

Date: 04/11/2016 Time: 2:08:00 PM Source: \_\_\_\_\_ Related Tran: \_\_\_\_\_  
CC Type: CRU - Customer Review Unit [v] Created: 04/11/2016 at: 2:08:10 PM by: DROSS  
Area: 800 - Residential General Service [v] Changed: \_\_\_\_\_ at: \_\_\_\_\_ by: \_\_\_\_\_  
 Surveyable Auto Delete Date: 04/11/2021 Class: Inquiry

Comments: PUC Formal Docket # C-2016-2539283 filed on 4/11/2016 12:00:00 AM

Letter

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

Review List Tickler

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

Account: [REDACTED] Lofton Jr, Kevin T [v]  
Premise: 1961 Ashley St/Phila,Pa [v]  
Person: Lofton Jr, Kevin T [v]

[Change] [Cancel]



**Customer Contact: Customer Review Unit** [X]

Date: 09/06/2016 Time: 2:38:00 PM Source: \_\_\_\_\_ Related Tran: \_\_\_\_\_  
CC Type: CRU - Customer Review Unit [v] Created: 09/06/2016 at: 2:38:15 PM by: CJACKSO3  
Area: 800 - Residential General Service [v] Changed: \_\_\_\_\_ at: \_\_\_\_\_ by: \_\_\_\_\_  
 Surveyable Auto Delete Date: 09/06/2021 Class: Inquiry

Comments: PUC Complaint BCS# 3474098 filed on 9/6/2016 12:00:00 AM (CRU 787-1250) regarding STRAIGHT OFF-SVC TERMINATED/SUSPENDED-NO DISPUTE- PAR NEEDED (# 82), by Melanie. # of Adults in Household: 3. # and Ages of Children in Household: 2, 2, 8. Gross Income: WAGES 1860.73 NO INCOME 0 NO INCOME 0

Letter

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

Review List Tickler

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

Account: [REDACTED] Lofton Jr, Kevin T [v]  
Premise: 1961 Ashley St/Phila,Pa [v]  
Person: Lofton Jr, Kevin T [v]

[Change] [Cancel]

**Customer Contact: Customer Review Unit** [X]

Date: 09/09/2016 Time: 2:03:00 PM Source: Related Tran:

CC Type: CRU - Customer Review Unit [v] Created: 09/09/2016 at: 2:03:59 PM by: OBWORKFL

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

Surveyable Auto Delete Date: 09/09/2021 Class: Inquiry

Comments: BCS # 3474098 case dismissed on 9/9/2016 12:00:00 AM. Resolution: NO GOOD FAITH EFFORT PAYMENT. PAY 1428.09 TO RESTORE. LETTER SENT.. Paragraph Description: .

Letter

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

Template:

Review List Tickler

Follow Up: [ ]  to Review Group  to User

Priority: [ ] Review Group... [ ]

Account: [Redacted] Lofton Jr, Kevin T [v]

Premise: 1961 Ashley St/Phila,Pa [v]

Person: Lofton Jr, Kevin T [v]

[Change] [Cancel]

**Customer Contact: Customer Review Unit** [X]

Date: 02/27/2017 Time: 11:40:00 AM Source: JetSearch Related Tran: \_\_\_\_\_

CC Type: CRU - Customer Review Unit [v] Created: 02/27/2017 at: 11:40:25 AM by: WFADMIN

Area: 800 - Residential General Service [v] Changed: 02/27/2017 at: 2:31:43 PM by: JGLACE

Surveyable Auto Delete Date: 02/27/2022 Class: Inquiry

Comments: PUC Formal Complaint Docket # C2016-2539283 was completed by receiving a final decision on 2/24/2017  
 --- Mr. Lofton is required to pay \$1,513.52 (\$1,390.29 -undisputed charges + \$123.23-reconnection fee) to have the service restored. Once that amount is paid, Mr. Lofton can then be placed on the PUC PAR for 1/60th of the balance. ---

Letter

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

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

Review List Tickler

Follow Up: [ ]  to Review Group  to User

Priority: [ ] Review Group... [ ]

Account: [REDACTED] Lofton Jr, Kevin T [v]

Premise: 1961 Ashley St/Phila,Pa [v]

Person: Lofton Jr, Kevin T [v]

[Change] [Cancel]

**Customer Contact: Customer Review Unit** [X]

Date: 05/04/2017 Time: 2:38:00 PM Source: \_\_\_\_\_ Related Tran: \_\_\_\_\_  
CC Type: CRU - Customer Review Unit [v] Created: 05/04/2017 at: 2:38:56 PM by: WVACCA  
Area: 800 - Residential General Service [v] Changed: \_\_\_\_\_ at: \_\_\_\_\_ by: \_\_\_\_\_  
 Surveyable Auto Delete Date: 05/04/2022 Class: Inquiry

Comments: PUC Complaint BCS# 3522523 filed on 5/4/2017 12:00:00 AM (CRU 787-1250) regarding BILLING DISPUTES (# 18), by Kevin Lofton

Letter

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

Review List Tickler

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

Account: [REDACTED] Lofton Jr, Kevin T [v]  
Premise: 1961 Ashley St/Phila,Pa [v]  
Person: Lofton Jr, Kevin T [v]

[Change] [Cancel]

**Customer Contact: Customer Review Unit** [X]

Date: 05/23/2017 Time: 3:03:00 PM Source: \_\_\_\_\_ Related Tran: \_\_\_\_\_  
CC Type: CRU - Customer Review Unit [v] Created: 05/23/2017 at: 3:03:11 PM by: OBWORKFL  
Area: 800 - Residential General Service [v] Changed: \_\_\_\_\_ at: \_\_\_\_\_ by: \_\_\_\_\_  
 Surveyable Auto Delete Date: 05/23/2022 Class: Inquiry

Comments: BCS # 3522523 case dismissed on 5/23/2017 12:00:00 AM. Resolution: CLOSED NO DECISION. EMAIL LETTER SENT. CLOSED WARM TRANSFER CURE SUCCESSFUL BASED ON EMAIL TRAIN F CO REP TIFFANY J. CO REPORTS FOLLOWING RESOLUTION: PGW HAS AGREED TO CANCEL THE CURRENT PAYMENT AGREEMENT ON YOUR ACCOUNT AND RE-ACTIVATE THE AGREEMENT BASED ON YOUR CURRENT CHARGES + \$130 TOWARDS THE ARREARS. THESE ADJUSTMENTS ARE IN COMPLIANCE WITH THE FINAL ORDERS OF ADMINISTRATIVE LAW JUDGE JOEL H. CHESKI

Letter

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

Review List Tickler

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

Account: [REDACTED] Lofton Jr, Kevin T [v]  
Premise: 1961 Ashley St/Phila,Pa [v]  
Person: Lofton Jr, Kevin T [v]

[Change] [Cancel]

**Customer Contact: Customer Review Unit**

Date: 05/23/2017 Time: 3:03:00 PM Source: Related Tran:

CC Type: CRU - Customer Review Unit Created: 05/23/2017 at: 3:03:11 PM by: OBWORKFL

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

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

Comments: S DATED 02/24/2017 FOR DOCKET C-2016-2539283. ALSO, PGW IS IN RECEIPT OF YOUR RECENT PAYMENT DATED 05/04/2017 IN THE AMOUNT OF \$167.00. FOR YOU BILL DUE DATE OF 06/09/2017 YOU WILL PAY \$173.00, WHICH REPRESENTS YOUR CURRENT CHARGES OF \$42.03 + \$130. CU REPLIED: I AM SATISFIED. CLOSED BASED ON CU REPLY. NO FURTHER ACTION REQUIRED..  
Paragraph Description: .

Letter

Status: Print Date: Run Number: Reprint:

Template:

Review List Tickler

Follow Up:   to Review Group  to User

Priority:  Review Group...

Account:

Premise:

Person:

**Customer Contact: Customer Review Unit** [X]

Date: 09/01/2017 Time: 12:54:00 PM Source: \_\_\_\_\_ Related Tran: \_\_\_\_\_  
CC Type: CRU - Customer Review Unit [v] Created: 09/01/2017 at: 12:54:19 PM by: JANTONET  
Area: 800 - Residential General Service [v] Changed: \_\_\_\_\_ at: \_\_\_\_\_ by: \_\_\_\_\_  
 Surveyable Auto Delete Date: 09/01/2022 Class: Inquiry

Comments: PUC Complaint BCS# 3558999 filed on 9/1/2017 12:00:00 AM (CRU 787-1250) regarding ON - PAR  
NEEDED (# 61), by same. # of Adults in Household: 3. # and Ages of Children in Household: 2 3.9. Gross  
Income: EMP 2253.33 SSD 1304.00 UNEMP 0

Letter

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

Review List Tickler

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

Account: [REDACTED] Lofton Jr, Kevin T [v]  
Premise: 1961 Ashley St/Phila,Pa [v]  
Person: Lofton Jr, Kevin T [v]

[Change] [Cancel]

**Customer Contact: Customer Review Unit**

Date: 09/29/2017 Time: 11:02:00 AM Source: Related Tran:

CC Type: CRU - Customer Review Unit Created: 09/29/2017 at: 11:02:41 AM by: OBWORKFL

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

Surveyable Auto Delete Date: 09/29/2022 Class: Inquiry

Comments: BCS # 3558999 case dismissed on 9/29/2017 12:00:00 AM. Resolution: CLOSED NO DECISION. EMAIL LETTER SENT. CLOSED WARM TRANSFER CURE SUCCESSFUL BASED EMAIL TRAIN RECVD F CO REP CHRISTINE J. CO REPORTS FOLLOWING RESOLUTION: A REVIEW OF YOUR PGW ACCOUNT INDICATES THAT THE BILLING PAYMENT AGREEMENT IN WHICH YOU ESTABLISHED WITH THE COMPANY ON 5/23/17 HAS BROKEN AS OF 8/15/17 DUE TO LACK OF PAYMENT/LATE PAYMENT. AS DISCUSSED IN OUR 9/28/17 TELEPHONE CALL AT 4:23PM, THE COMPANY IS

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: 09/29/2017 Time: 11:02:00 AM Source: Related Tran:

CC Type: CRU - Customer Review Unit Created: 09/29/2017 at: 11:02:42 AM by: OBWORKFL

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

Surveyable Auto Delete Date: 09/29/2022 Class: Inquiry

Comments: WILLING TO REINSTATE YOUR AGREEMENT AS LONG AS YOU SATISFY THE PAST DUE AGREEMENT AMOUNT OF \$176.55, WHICH REPRESENTS CURRENT BILL CHARGES OF \$46.55 PLUS \$130 REPAYMENT AMOUNT FOR THE BILL PERIOD OF 7/14/17 TO 8/14/17 WITH A BILL DUE DATE OF 9/8/17. AS AGREED UPON, THE COMPANY WILL REINSTATE YOUR BILLING PAYMENT AGREEMENT ONCE YOUR PAYMENT HAS BEEN MADE. AS A REMINDER, A NEW BILL HAS GENERATED ON 9/16/17 FOR CURRENT USAGE CHARGES OF \$59.09 WITH A BILL DUE DATE OF 10/10/17.

Letter

Status: Print Date: Run Number: Reprint:

Template:

Review List Tickler

Follow Up:  to Review Group  to User

Priority:  Review Group...

Account: [Redacted] Lofton Jr, Kevin T

Premise: 1961 Ashley St/Phila,Pa

Person: Lofton Jr, Kevin T

Change Cancel

**Customer Contact: Customer Review Unit** [X]

Date: 09/29/2017 Time: 11:02:00 AM Source: Related Tran:  
CC Type: CRU - Customer Review Unit [v] Created: 09/29/2017 at: 11:02:43 AM by: OBWORKFL  
Area: 800 - Residential General Service [v] Changed: at: by:  
 Surveyable Auto Delete Date: 09/29/2022 Class: Inquiry

Comments: ONCE YOUR AGREEMENT IS RE-INSTATED, THE AMOUNT DUE FOR 10/10/17 WILL BE \$59.09 PLUS \$130 REPAYMENT. CU REPLIED: YES, I AGREE. CLOSED BASED ON CU REPLY. NO FURTHER ACTION REQUIRED.. Paragraph Description: .

Letter

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

Review List Tickler

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

Account: [REDACTED] Lofton Jr, Kevin T [v]  
Premise: 1961 Ashley St/Phila,Pa [v]  
Person: Lofton Jr, Kevin T [v]

[Change] [Cancel]

**Customer Contact: Customer Review Unit** [X]

Date: 06/04/2018 Time: 12:15:00 PM Source: \_\_\_\_\_ Related Tran: \_\_\_\_\_  
CC Type: CRU - Customer Review Unit [v] Created: 06/04/2018 at: 12:15:57 PM by: JANTONET  
Area: 800 - Residential General Service [v] Changed: \_\_\_\_\_ at: \_\_\_\_\_ by: \_\_\_\_\_  
 Surveyable Auto Delete Date: 06/04/2023 Class: Inquiry

Comments: PUC Complaint BCS# 3620589 filed on 6/4/2018 12:00:00 AM (CRU 787-1250) regarding STRAIGHT OFF-SVC TERMINATED/SUSPENDED-NO DISPUTE- PAR NEEDED (# 82), by same. # of Adults in Household: 3. # and Ages of Children in Household: 2 4,10. Gross Income: A1 UNEMPL 996.00 A2 SSD 1334.00

Letter

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

Review List Tickler

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

Account: [REDACTED] Lofton Jr, Kevin T [v]  
Premise: 1961 Ashley St/Phila,Pa [v]  
Person: Lofton Jr, Kevin T [v]

[Change] [Cancel]

**Customer Contact: Customer Review Unit**

Date: 06/28/2018 Time: 7:51:00 AM Source: Related Tran:  
CC Type: CRU - Customer Review Unit Created: 06/28/2018 at: 7:51:39 AM by: JGLACE  
Area: 800 - Residential General Service Changed: at: by:  
 Surveyable Auto Delete Date: 06/28/2023 Class: Inquiry

Comments: Received Closing/Decision from LINDA SCOTT-MCKILLOP of PUC/BCS regarding BCS# 3620589 on 6/5/2018 12:00:00 AM. The BCS stated the following: LEVEL 1, BUDGET 129.00 + 125.00 = 254.00 BEGINNING JUL 2018 DUE DATE. WAIVE LPCS. PRIOR CASE WAS NOT A PAR and . Customer must pay: 0 plus 125.00 for a total of 254.00 beginning with JULY 2018 DUE DATE

Letter

Status: Print Date: Run Number: Reprint:

Template:

Review List Tickler

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

Account:

Premise:

Person:

**Customer Contact: Customer Review Unit** [X]

Date: 05/28/2019 Time: 11:08:00 AM Source: \_\_\_\_\_ Related Tran: \_\_\_\_\_  
CC Type: CRU - Customer Review Unit [v] Created: 05/28/2019 at: 11:08:49 AM by: DKAUFFMA  
Area: 800 - Residential General Service [v] Changed: \_\_\_\_\_ at: \_\_\_\_\_ by: \_\_\_\_\_  
 Surveyable Auto Delete Date: 05/27/2024 Class: Inquiry

Comments: PUC Complaint BCS# 3705267 filed on 5/28/2019 12:00:00 AM (CRU 787-1250) regarding BILLING DISPUTES (# 18), by sm

Letter

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

Review List Tickler

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

Account: [REDACTED] Lofton Jr, Kevin T [v]  
Premise: 1961 Ashley St/Phila,Pa [v]  
Person: Lofton Jr, Kevin T [v]

[Change] [Cancel]

**Customer Contact: Customer Review Unit**

Date: 03/04/2020 Time: 11:12:00 AM Source: Related Tran:

CC Type: CRU - Customer Review Unit Created: 03/04/2020 at: 11:12:16 AM by: JANTONET

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

Surveyable Auto Delete Date: 03/04/2025 Class: Inquiry

Comments: Received Closing/Decision from NICHOLE BRAXTON of PUC/BCS regarding BCS# 3705267 on 3/4/2020 12:00:00 AM. The BCS stated the following: DECISION ISSUED ? CASE DISMISSED. CUSTOMER ISSUED PUC PAR ON BCS #3620589 TO PAY \$254.00 PER MONTH (\$129.00 BUDGET BILLING +\$125.00 ARREARS) WHICH IS NOT SATISFIED, THEREFORE INELIGIBLE FOR ANOTHER ONE PER 1405D. A SUPERVISOR SPOKE TO CUSTOMERS MOTHER ON 06/27/19 AND DISCUSSED THE ACCOUNT WITH HER. THE CATCH-UP AMOUNT AS OF 03/03/2020 IS

Letter

Status: Print Date: Run Number: Reprint:

Template:

Review List Tickler

Follow Up:  to Review Group  to User

Priority:  Review Group...

Account: [REDACTED] Lofton Jr, Kevin T

Premise: 1961 Ashley St/Phila,Pa

Person: Lofton Jr, Kevin T

Change Cancel

**Customer Contact: Customer Review Unit** [X]

Date: 03/04/2020 Time: 11:12:00 AM Source: \_\_\_\_\_ Related Tran: \_\_\_\_\_  
CC Type: CRU - Customer Review Unit [v] Created: 03/04/2020 at: 11:12:17 AM by: JANTONET  
Area: 800 - Residential General Service [v] Changed: \_\_\_\_\_ at: \_\_\_\_\_ by: \_\_\_\_\_  
 Surveyable Auto Delete Date: 03/04/2025 Class: Inquiry

Comments: \$3367.89. CUSTOMER TOTAL ACCOUNT BALANCE AS OF 03/03/2020 IS \$9665.51. CUSTOMER MAY CONTACT THE PUC AND SUBMIT UPDATED INCOME INFORMATION TO SEE IF HE MAY BE ELIGIBLE FOR A PAYMENT ARRANGEMENT BASED ON CHANGE IN INCOME. CUSTOMER SHOULD CONTACT THE COMPANY TO SUBMIT HOUSEHOLD INFORMATION TO SEE IF HE MAY BE ELIGIBLE FOR CRP AND ALSO TO DISCUSS THE AMOUNT REQUIRED TO MAINTAIN SERVICE. CASE CLOSED. and .

Letter

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

Review List Tickler

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

Account: [REDACTED] Lofton Jr, Kevin T [v]  
Premise: 1961 Ashley St/Phila,Pa [v]  
Person: Lofton Jr, Kevin T [v]

[Change] [Cancel]

**Customer Contact: Customer Review Unit** [X]

Date: 08/24/2020 Time: 1:14:00 PM Source: Related Tran:  
CC Type: CRU - Customer Review Unit [v] Created: 08/24/2020 at: 1:14:52 PM by: WFADMIN  
Area: 800 - Residential General Service [v] Changed: at: by:  
 Surveyable Auto Delete Date: 08/24/2025 Class: Inquiry

Comments: PUC Formal Complaint Docket # F2020-3021455 filed on 8/21/2020 12:00:00 AM.

Letter

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

Review List Tickler

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

Account: [Redacted] Lofton Jr, Kevin T [v]  
Premise: 1961 Ashley St/Phila,Pa [v]  
Person: Lofton Jr, Kevin T [v]

[Change] [Cancel]



**Customer Contact: Customer Review Unit**

Date: 12/09/2020 Time: 12:17:00 PM Source: JetSearch Related Tran: Account Maintenance

CC Type: CRU - Customer Review Unit Created: 12/09/2020 at: 12:17:30 PM by: RCOBB

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

Surveyable Auto Delete Date: 12/09/2025 Class: Inquiry

Comments: \*CRU\* attended telephonic hearing with Special Agen k. Mcguire, G. Christleb for docket F-2020-3021455.  
The customer was a no show ~~~~~Awaiting decision

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: 02/09/2021 Time: 2:36:00 PM Source: JetSearch Related Tran: \_\_\_\_\_  
CC Type: CRU - Customer Review Unit Created: 02/09/2021 at: 2:36:23 PM by: WFADMIN  
Area: 800 - Residential General Service Changed: 02/09/2021 at: 2:37:41 PM by: JGLACE  
 Surveyable Auto Delete Date: 02/09/2026 Class: Inquiry

Comments: PUC Formal Complaint Docket # F2020-3021455 was completed by receiving a final decision on 2/9/2021 12:00:00 AM. --- Final orders have been received for Docket #F-2020-3021455 which indicates that the complaint has been dismissed without prejudice. Docket#F-2020-3021455 is now closed.

Letter

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

Review List Tickler

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

Account: [Redacted] Lofton Jr, Kevin T  
Premise: 1961 Ashley St/Phila,Pa  
Person: Lofton Jr, Kevin T

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 1961 ASHLEY ST on or after 8 a.m. on Oct 04, 2022. This notice will remain effective for 60 days. To talk about your bill or this notice, call our office at 215-235-1777.

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

- Arrange to pay your past due amount of \$8,220.45.
- Pay the amount you owe on your payment plan.
- Show us a payment receipt for the past due amount.
- Make a payment arrangement (you may be eligible for a special assistance program).
- Contact us to dispute the bill.

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

Past Due Amount	\$8,220.45
Security Deposit	\$330.00
Turn On Charge	\$123.23
Total	\$8,673.68

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

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

**MEDICAL EMERGENCY NOTICE**

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

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

**IMPORTANT TO KNOW – BEFORE WE SHUT OFF YOUR GAS SERVICE**

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

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

**WINTER SHUT OFF PROVISIONS Dec. 1-March 31**

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

**Federal Poverty Guidelines (FPG) 2022**

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

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

Account Number:  
Notice Date:  
Please Pay:

Sep 23, 2022  
\$8,220.45

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

Amount Enclosed:

004495 000002999

KEVIN LOFTON  
1961 ASHLEY ST  
PHILA PA 19138-2726



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



**Customer Contact: Customer Review Unit** [X]

Date: 10/04/2022 Time: 10:25:00 AM Source: Related Tran:

CC Type: CRU - Customer Review Unit [v] Created: 10/04/2022 at: 10:25:19 AM by: RCOBB

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

Surveyable Auto Delete Date: 10/04/2027 Class: Inquiry

Comments: PUC Complaint BCS# 3869236 filed on 10/4/2022 12:00:00 AM (CRU 787-1250) regarding PEOPLE-DELIVERED SERVICE (I.E., SCHEDULING DELAYS, PERSONNEL, DAMAGES) (# 58), by sm. # of Adults in Household: 0. # and Ages of Children in Household: 0. Gross Income:

Letter

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

Template:

Review List Tickler

Follow Up: [ ]  to Review Group  to User

Priority: [ ] Review Group... [ ]

Account: [REDACTED] Lofton Jr, Kevin T [v]

Premise: 1961 Ashley St/Phila,Pa [v]

Person: Lofton Jr, Kevin T [v]

[Change] [Cancel]

**Customer Contact: Customer Review Unit**

Date: 11/10/2022 Time: 2:02:00 PM Source: Related Tran:  
CC Type: CRU - Customer Review Unit Created: 11/10/2022 at: 2:02:15 PM by: OBWORKFL  
Area: 800 - Residential General Service Changed: at: by:  
 Surveyable Auto Delete Date: 11/10/2027 Class: Inquiry

Comments: BCS # 3869236 case dismissed on 11/10/2022 12:00:00 AM. Resolution: VERBAL CLOSE --CASE DISMISSED--CUSTOMER STATED HE HAS MADE THE PAYMENT THE COMPANY REQUESTED, AND HIS ISSUE IS RESOLVED. HE AGREED THAT HIS CASE CAN BE VERBALLY CLOSED.. Paragraph Description: .

Letter

Status: Print Date: Run Number: Reprint:

Template:

Review List Tickler

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

Account:

Premise:

Person:

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

Your bill is past due. As a result, PGW will shut off gas to 1961 ASHLEY ST on or after 8 a.m. on Apr 04, 2023. This notice will remain effective for 60 days. To talk about your bill or this notice, call our office at 215-235-1777.

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

- Pay your past due amount of \$8,810.54.
• 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:

Table with 2 columns: Item, Amount. Rows: Past Due Amount (\$8,810.54), Security Deposit (\$272.00), Turn On Charge (\$123.23), Total (\$9,205.77)

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.

Federal Poverty Guidelines (FPG) 2023

Table with 3 columns: Household Size, Your income is 150% of the FPG or below if your monthly gross is, Your income is between 151% - 250% of the FPG if your monthly gross is. Rows: 1, 2, 3, 4, Each add. person add.

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

Account Number:
Notice Date:
Please Pay:

Mar 23, 2023
\$8,810.54

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

Amount Enclosed:

002541 000002505



KEVIN LOFTON
1961 ASHLEY ST
PHILA PA 19138-2726



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



**Customer Contact: Customer Review Unit** [X]

Date: 04/12/2023 Time: 7:27:00 AM Source: \_\_\_\_\_ Related Tran: \_\_\_\_\_  
CC Type: CRU - Customer Review Unit [v] Created: 04/12/2023 at: 7:27:18 AM by: DMALLARD  
Area: 800 - Residential General Service [v] Changed: \_\_\_\_\_ at: \_\_\_\_\_ by: \_\_\_\_\_  
 Surveyable Auto Delete Date: 04/11/2028 Class: Inquiry

Comments: PUC Complaint BCS# 3900253 filed on 4/11/2023 12:00:00 AM (CRU 787-1250) regarding SCIC PAR (SIG. CHANGE IN CIRCUMSTANCE) (# 66), by sm. # of Adults in Household: 3. # and Ages of Children in Household: 3 15, 9, 3. Gross Income: WAGES 2500.00 [v]

Letter

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

Review List Tickler

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

Account: [ ] Lofton Jr, Kevin T [v]  
Premise: [ ] 1961 Ashley St/Phila,Pa [v]  
Person: [ ] Lofton Jr, Kevin T [v]

[Change] [Cancel]

**Customer Contact: Customer Review Unit** [X]

Date: 05/10/2023 Time: 6:04:00 PM Source: Related Tran:  
CC Type: CRU - Customer Review Unit Created: 05/10/2023 at: 6:04:02 PM by: OBWORKFL  
Area: 800 - Residential General Service Changed: at: by:  
 Surveyable Auto Delete Date: 05/10/2028 Class: Inquiry

Comments: BCS # 3900253 case dismissed on 5/10/2023 12:00:00 AM. Resolution: CURE CLOSE. NO LETTER SENT. RECEIVED A VOICEMAIL FROM PGW REP JESSICA ANTENETTE WITH CUSTOMER KEVIN LOFTON ON THE LINE. COMPANY REPORTS THAT THEY HAVE RESOLVED THE MATTER BY ADVISING THE CUSTOMERS HOUSEHOLD INCOME IS \$2500.00. THE CUSTOMER HAS BEEN SENT A CRP APPLICATION AND HE KNOWS HOW TO APPLY. THE CUSTOMER HAS ENTERED INTO A PAYMENT ARRANGEMENT OF BUDGET \$129.00 + \$247.00 TO PAY OFF THE BACK BILL. CUSTOMER

Letter

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

Review List Tickler

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

Account: [Redacted] Lofton Jr, Kevin T [v]  
Premise: 1961 Ashley St/Phila,Pa [v]  
Person: Lofton Jr, Kevin T [v]

[Change] [Cancel]



**Customer Contact: Customer Review Unit** [X]

Date: 05/10/2023 Time: 6:04:00 PM Source: Related Tran:  
CC Type: CRU - Customer Review Unit [v] Created: 05/10/2023 at: 6:04:02 PM by: OBWORKFL  
Area: 800 - Residential General Service [v] Changed: at: by:  
 Surveyable Auto Delete Date: 05/10/2028 Class: Inquiry

Comments: R VERIFIES THAT THEY ARE SATISFIED AND CONFIRMS THAT THE CASE CAN BE CLOSED. NO FURTHER ACTION REQUIRED.. Paragraph Description: .

Letter

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

Review List Tickler

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

Account: [REDACTED] Lofton Jr, Kevin T [v]  
Premise: 1961 Ashley St/Phila,Pa [v]  
Person: Lofton Jr, Kevin T [v]

[Change] [Cancel]

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

Your bill is past due. As a result, PGW will shut off gas to 1961 ASHLEY ST on or after 8 a.m. on Oct 03, 2023. This notice will remain effective for 60 days. To talk about your bill or this notice, call our office at 215-235-1777.

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

- Pay your past due amount of \$8,467.35.
- Pay the amount you owe on your most recent payment plan.
- Make a payment arrangement (you may be eligible for a special assistance program).
- Contact us to dispute the bill.

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

Past Due Amount	\$8,467.35
Security Deposit	\$234.00
Turn On Charge	\$123.23
Total	\$8,824.58

**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.

**Federal Poverty Guidelines (FPG) 2023**

Household Size	Your income is 150% of the FPG or below if your monthly gross is:	Your income is between 151% - 250% of the FPG if your monthly gross is:
1	\$1,823 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

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

**Account Number:**  
**Notice Date:**  
**Please Pay:**

**Sep 21, 2023**  
**\$8,467.35**

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

**Amount Enclosed:**

004985 000003732



KEVIN LOFTON  
1961 ASHLEY ST  
PHILA PA 19138-2726



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



**Customer Contact: Customer Review Unit** [X]

Date: 10/03/2023 Time: 10:45:00 AM Source: \_\_\_\_\_ Related Tran: \_\_\_\_\_  
CC Type: CRU - Customer Review Unit [v] Created: 10/03/2023 at: 10:45:45 AM by: DMALLARD  
Area: 800 - Residential General Service [v] Changed: \_\_\_\_\_ at: \_\_\_\_\_ by: \_\_\_\_\_  
 Surveyable Auto Delete Date: 10/02/2028 Class: Inquiry

Comments: PUC Complaint BCS# 3946423 filed on 10/3/2023 12:00:00 AM (CRU 787-1250) regarding ON - PAR NEEDED (# 61), by sm. # of Adults in Household: 3. # and Ages of Children in Household: 3 15,9,3. Gross Income: A1 WGS 2426.67 A2 SSI 7028.67 A3 3646.02

Letter

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

Review List Tickler

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

Account: [redacted] Lofton Jr, Kevin T [v]  
Premise: 1961 Ashley St/Phila,Pa [v]  
Person: Lofton Jr, Kevin T [v]

[Change] [Cancel]

**Customer Contact: Customer Review Unit** [X]

Date: 12/08/2023 Time: 9:04:00 AM Source: \_\_\_\_\_ Related Tran: \_\_\_\_\_  
CC Type: CRU - Customer Review Unit [v] Created: 12/08/2023 at: 9:04:17 AM by: OBWORKFL  
Area: 800 - Residential General Service [v] Changed: \_\_\_\_\_ at: \_\_\_\_\_ by: \_\_\_\_\_  
 Surveyable Auto Delete Date: 12/07/2028 Class: Inquiry

Comments: BCS # 3946423 case dismissed on 12/8/2023 12:00:00 AM. Resolution: DISMISSAL LETTER ISSUED-  
CASE CLOSED. PRIOR PUC PAR #3620589 NOT SATISFIED. DISMISSED PER 1405(D).. Paragraph  
Description: .

Letter

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

Review List Tickler

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

Account: [REDACTED] Lofton Jr, Kevin T [v]  
Premise: 1961 Ashley St/Phila,Pa [v]  
Person: Lofton Jr, Kevin T [v]

[Change] [Cancel]

# 10-DAY SHUT OFF NOTICE

## Your Gas Service May Be Shut Off

Your bill is past due. As a result, PGW will shut off gas to 1961 ASHLEY ST on or after 8 a.m. on May 06, 2024. This notice will remain effective for 60 days. To talk about your bill or this notice, call our office at 215-235-1777.

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

- Pay your past due amount of \$10,250.21.
- Pay the amount you owe on your most recent payment plan.
- Make a payment arrangement (you may be eligible for a special assistance program).
- Contact us to dispute the bill.

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

Past Due Amount	\$10,250.21
Security Deposit	\$342.00
Turn On Charge	\$123.23
Total	\$10,715.44

**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.

**Federal Poverty Guidelines (FPG) 2024**

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

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

**Account Number:**  
**Notice Date:**  
**Please Pay:**

[REDACTED]  
A [REDACTED]  
**\$10,250.21**

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

**Amount Enclosed:**

|||||  
KEVIN LOFTON  
1961 ASHLEY ST  
PHILA PA 19138-2726

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

**Customer Contact: Customer Review Unit**

Date: 05/06/2024 Time: 6:02:00 PM Source: Related Tran:

CC Type: CRU - Customer Review Unit Created: 05/06/2024 at: 6:02:32 PM by: NSTAHL

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

Surveyable Auto Delete Date: 05/07/2029 Class: Inquiry

Comments: PUC Complaint BCS# 3984553 filed on 5/6/2024 12:00:00 AM (CRU 787-1250) regarding ON - PAR NEEDED (# 61), by sn. # of Adults in Household: 3. # and Ages of Children in Household: 3 16 10 4. Gross Income: A1-WAGE 4291.73 A2-SSD 1300.00 A3-WAGE 1690.00

Letter

Status: Print Date: Run Number: Reprint:

Template:

Review List Tickler

Follow Up:  to Review Group  to User

Priority:  Review Group...

Account: [Redacted] Lofton Jr, Kevin T

Premise: 1961 Ashley St/Phila,Pa

Person: Lofton Jr, Kevin T

Change Cancel

**Customer Contact: Customer Review Unit** [X]

Date: 06/05/2024 Time: 1:03:00 PM Source: \_\_\_\_\_ Related Tran: \_\_\_\_\_  
CC Type: CRU - Customer Review Unit [v] Created: 06/05/2024 at: 1:03:58 PM by: OBWORKFL  
Area: 800 - Residential General Service [v] Changed: \_\_\_\_\_ at: \_\_\_\_\_ by: \_\_\_\_\_  
 Surveyable Auto Delete Date: 06/05/2029 Class: Inquiry

Comments: BCS # 3984553 case dismissed on 6/5/2024 12:00:00 AM. Resolution: DISMISSAL LETTER ISSUED: CASE DISMISSED PER 1405(D). BCS 3620589 HAS NOT BEEN SATISFIED. CASE CLOSED.. Paragraph Description: .

Letter

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

Review List Tickler

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

Account: [REDACTED] Lofton Jr, Kevin T [v]  
Premise: 1961 Ashley St/Phila,Pa [v]  
Person: Lofton Jr, Kevin T [v]

[Change] [Cancel]