

COMMONWEALTH OF PENNSYLVANIA
PUBLIC UTILITY COMMISSION

KEVIN WALLACE : DOCKET NO.
: F-2024-3048205

v. :

PHILADELPHIA GAS WORKS :

Initial Call In Telephonic Hearing :

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

Tuesday, July 2, 2024
Commencing at 10:17 a.m.

BEFORE:

MICHAEL MROCZKA, ADMINISTRATIVE LAW JUDGE

REPORTER:

TIFFANY L. MAST

APPEARANCES:

ANITA J. MURRAY, ESQ.
PHILADELPHIA GAS WORKS
800 WEST MONTGOMERY AVE
PHILADELPHIA PA 19122
215.684.6164
murray.anita@pgworks.com

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KARASCH & ASSOCIATES (800) 621-5689

INDEX TO EXHIBITS

COMPLAINANT: IDENTIFIED/ADMITTED

RESPONDENT: IDENTIFIED/ADMITTED

| | | |
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| 4 | 57 | 99 |

(Exhibits were retained by counsel.)

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Specific Service Agreement Statement of Account SA- [REDACTED] 41

| | | | | | |
|-----------------------------------|-----------------------|-------------------|--------------|-------------------|--|
| Customer Name | From Date | To Date | | | |
| KEVIN WALLACE | 2/7/2020 | 6/25/2024 | | | |
| Service Address | Account Number | S A Number | Meter | Rate/Class | |
| 1157 ATWOOD RD PHIL, PA 191513108 | [REDACTED] 87 | [REDACTED] 41 | 1726734 | 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 |
|------------------|------------------|---------|-----------|-----------|-----------|-----------------|--------------|--------------|------------|--------------------|-----------------|----------------|
| 2/19/2020 | BILL | 6295 | R | 8 | 51 | 6.38 | 188 | | 3/13/2020 | \$78.68 | \$78.68 | \$78.68 |
| 3/18/2020 | BILL | 6456 | R | 31 | 161 | 5.19 | 650 | | 4/13/2020 | \$244.90 | \$323.58 | \$323.58 |
| 4/17/2020 | BILL | 6569 | R | 30 | 113 | 3.77 | 405 | | 5/12/2020 | \$170.15 | \$493.73 | \$493.73 |
| 5/16/2020 | BILL | 6673 | R | 29 | 104 | 3.59 | 354 | | 6/10/2020 | \$119.82 | \$613.55 | \$613.55 |
| 6/17/2020 | BILL | 6701 | R | 32 | 28 | 0.88 | 35 | | 7/13/2020 | \$50.66 | \$664.21 | \$664.21 |
| 7/17/2020 | BILL | 6723 | R | 30 | 22 | 0.73 | 0 | | 8/10/2020 | \$42.51 | \$706.72 | \$706.72 |
| 8/15/2020 | BILL | 6741 | R | 29 | 18 | 0.62 | 0 | | 9/9/2020 | \$37.38 | \$744.10 | \$744.10 |
| 9/17/2020 | BILL | 6762 | R | 33 | 21 | 0.64 | 5 | | 10/12/2020 | \$41.45 | \$785.55 | \$785.55 |
| 10/16/2020 | BILL | 6786 | R | 29 | 24 | 0.83 | 83 | | 11/10/2020 | \$45.36 | \$830.91 | \$830.91 |
| 11/17/2020 | BILL | 6848 | R | 30 | 62 | 2.07 | 243 | | 12/11/2020 | \$107.20 | \$938.11 | \$938.11 |
| 12/17/2020 | BILL | 6989 | R | 32 | 141 | 4.41 | 613 | | 1/14/2021 | \$209.88 | \$1,147.99 | \$1,147.99 |
| 1/20/2021 | LPC | | | | | | | | | \$17.21 | \$1,165.20 | \$1,165.20 |
| 1/20/2021 | BILL | 7200 | R | 31 | 211 | 6.81 | 864 | | 2/12/2021 | \$305.57 | \$1,470.77 | \$1,470.77 |
| 1/26/2021 | COVID19 | | | | | | | | | (\$300.00) | \$1,170.77 | \$1,170.77 |
| 2/19/2021 | BILL | 7464 | R | 33 | 264 | 8 | 1043 | | 3/16/2021 | \$382.37 | \$1,553.14 | \$1,553.14 |
| 3/4/2021 | PAY | | | | | | | Debit Card | | (\$98.00) | \$1,455.14 | \$1,455.14 |
| 3/19/2021 | BILL | 7647 | R | 28 | 183 | 6.54 | 682 | | 4/14/2021 | \$260.76 | \$1,715.90 | \$1,715.90 |
| 4/20/2021 | LPC | | | | | | | | | \$25.73 | \$1,741.63 | \$1,741.63 |
| 4/20/2021 | BILL | 7748 | R | 30 | 101 | 3.37 | 344 | | 5/13/2021 | \$165.17 | \$1,906.80 | \$1,906.80 |

| | | | | | | | | | | | |
|------------|------|------|---|----|-----|------|-----|----------------------|------------|------------|------------|
| 5/5/2021 | PAY | | | | | | | Check | (\$200.00) | \$1,706.80 | \$1,706.80 |
| 5/19/2021 | BILL | 7812 | R | 31 | 64 | 2.06 | 195 | 6/14/2021 | \$95.31 | \$1,802.11 | \$1,802.11 |
| 6/17/2021 | BILL | 7840 | R | 29 | 28 | 0.97 | 36 | 7/13/2021 | \$50.95 | \$1,853.06 | \$1,853.06 |
| 7/17/2021 | LPC | | | | | | | | \$27.40 | \$1,880.46 | \$1,880.46 |
| 7/17/2021 | BILL | 7862 | R | 30 | 22 | 0.73 | 0 | 8/10/2021 | \$44.13 | \$1,924.59 | \$1,924.59 |
| 8/17/2021 | BILL | 7882 | R | 29 | 20 | 0.69 | 0 | 9/10/2021 | \$41.93 | \$1,966.52 | \$1,966.52 |
| 9/17/2021 | BILL | 7906 | R | 33 | 24 | 0.73 | 0 | 10/12/2021 | \$48.90 | \$2,015.42 | \$2,015.42 |
| 10/16/2021 | BILL | 7929 | R | 29 | 23 | 0.79 | 9 | 11/9/2021 | \$53.91 | \$2,069.33 | \$2,069.33 |
| 11/17/2021 | LPC | | | | | | | | \$30.24 | \$2,099.57 | \$2,099.57 |
| 11/17/2021 | BILL | 8023 | R | 32 | 94 | 2.94 | 312 | 12/13/2021 | \$163.76 | \$2,263.33 | \$2,263.33 |
| 12/3/2021 | PAY | | | | | | | Debit Card | (\$150.00) | \$2,113.33 | \$2,113.33 |
| 12/17/2021 | LPC | | | | | | | | \$30.44 | \$2,143.77 | \$2,143.77 |
| 12/17/2021 | BILL | 8222 | R | 30 | 199 | 6.63 | 600 | 1/12/2022 | \$332.42 | \$2,476.19 | \$2,476.19 |
| 1/20/2022 | LPC | | | | | | | | \$35.43 | \$2,511.62 | \$2,511.62 |
| 1/20/2022 | BILL | 8517 | R | 34 | 295 | 8.68 | 856 | 2/14/2022 | \$518.27 | \$3,029.89 | \$3,029.89 |
| 2/17/2022 | LPC | | | | | | | | \$43.20 | \$3,073.09 | \$3,073.09 |
| 2/17/2022 | BILL | 8796 | R | 28 | 279 | 9.96 | 877 | 3/15/2022 | \$473.01 | \$3,546.10 | \$3,546.10 |
| 3/19/2022 | LPC | | | | | | | | \$50.30 | \$3,596.40 | \$3,596.40 |
| 3/19/2022 | BILL | 8994 | R | 30 | 198 | 6.6 | 605 | 4/12/2022 | \$360.81 | \$3,957.21 | \$3,957.21 |
| 4/20/2022 | LPC | | | | | | | | \$55.71 | \$4,012.92 | \$4,012.92 |
| 4/20/2022 | BILL | 9116 | R | 32 | 122 | 3.81 | 414 | 5/13/2022 | \$219.57 | \$4,232.49 | \$4,232.49 |
| 5/18/2022 | BILL | 9177 | R | 28 | 61 | 2.18 | 179 | 6/13/2022 | \$108.01 | \$4,340.50 | \$4,340.50 |
| 6/1/2022 | PAY | | | | | | | Check | (\$109.00) | \$4,231.50 | \$4,231.50 |
| 6/17/2022 | LPC | | | | | | | | \$58.99 | \$4,290.49 | \$4,290.49 |
| 6/17/2022 | BILL | 9195 | Y | 30 | 18 | 0.6 | 1 | 7/14/2022 | \$48.16 | \$4,338.65 | \$4,338.65 |
| 7/19/2022 | BILL | 9224 | R | 30 | 29 | 0.97 | 0 | 8/11/2022 | \$73.56 | \$4,412.21 | \$4,412.21 |
| 8/17/2022 | BILL | 9249 | R | 31 | 25 | 0.81 | 0 | 9/12/2022 | \$65.62 | \$4,477.83 | \$4,477.83 |
| 9/16/2022 | LPC | | | | | | | | \$61.80 | \$4,539.63 | \$4,539.63 |
| 9/16/2022 | BILL | 9274 | R | 30 | 25 | 0.83 | 0 | 10/11/2022 | \$64.98 | \$4,604.61 | \$4,604.61 |
| 9/21/2022 | PAY | | | | | | | Banking Institutions | (\$881.00) | \$3,723.61 | \$3,723.61 |

| | | | | | | | | | | | |
|------------|--------|------|---|----|-----|-------|-----|------------|------------|------------|------------|
| 10/10/2022 | PAY | | | | | | | Check | (\$279.00) | \$3,444.61 | \$3,444.61 |
| 10/10/2022 | BPTOCG | | | | | | | | \$123.23 | \$3,567.84 | \$3,567.84 |
| 10/15/2022 | BILL | 9308 | R | 29 | 34 | 1.17 | 108 | 11/8/2022 | \$80.23 | \$3,648.07 | \$3,648.07 |
| 11/15/2022 | BILL | 9366 | R | 28 | 58 | 2.07 | 198 | 12/9/2022 | \$140.26 | \$3,788.33 | \$3,788.33 |
| 12/14/2022 | LPC | | | | | | | | \$50.53 | \$3,838.86 | \$3,838.86 |
| 12/14/2022 | BILL | 9535 | R | 32 | 169 | 5.28 | 649 | 1/11/2023 | \$337.20 | \$4,176.06 | \$4,176.06 |
| 1/14/2023 | LPC | | | | | | | | \$55.59 | \$4,231.65 | \$4,231.65 |
| 1/14/2023 | BILL | 9742 | R | 31 | 207 | 6.68 | 791 | 2/8/2023 | \$407.97 | \$4,639.62 | \$4,639.62 |
| 2/14/2023 | LPC | | | | | | | | \$61.71 | \$4,701.33 | \$4,701.33 |
| 2/14/2023 | BILL | 9949 | R | 29 | 207 | 7.14 | 706 | 3/10/2023 | \$436.60 | \$5,137.93 | \$5,137.93 |
| 3/16/2023 | LPC | | | | | | | | \$68.26 | \$5,206.19 | \$5,206.19 |
| 3/16/2023 | BILL | 134 | R | 32 | 185 | 5.78 | 654 | 4/11/2023 | \$360.17 | \$5,566.36 | \$5,566.36 |
| 4/15/2023 | BILL | 242 | R | 30 | 108 | 3.6 | 413 | 5/9/2023 | \$189.66 | \$5,756.02 | \$5,756.02 |
| 5/16/2023 | LPC | | | | | | | | \$76.51 | \$5,832.53 | \$5,832.53 |
| 5/16/2023 | BILL | 290 | R | 29 | 48 | 1.66 | 189 | 6/9/2023 | \$88.37 | \$5,920.90 | \$5,920.90 |
| 6/15/2023 | BILL | 307 | R | 32 | 17 | 0.53 | 29 | 7/12/2023 | \$40.65 | \$5,961.55 | \$5,961.55 |
| 7/15/2023 | BILL | 323 | R | 30 | 16 | 0.53 | 3 | 8/8/2023 | \$37.75 | \$5,999.30 | \$5,999.30 |
| 8/15/2023 | BILL | 339 | R | 29 | 16 | 0.55 | 0 | 9/8/2023 | \$37.75 | \$6,037.05 | \$6,037.05 |
| 9/15/2023 | LPC | | | | | | | | \$79.57 | \$6,116.62 | \$6,116.62 |
| 9/15/2023 | BILL | 353 | R | 33 | 14 | 0.42 | 0 | 10/10/2023 | \$34.97 | \$6,151.59 | \$6,151.59 |
| 10/14/2023 | BILL | 366 | R | 29 | 13 | 0.45 | 52 | 11/7/2023 | \$33.50 | \$6,185.09 | \$6,185.09 |
| 11/15/2023 | LPC | | | | | | | | \$80.60 | \$6,265.69 | \$6,265.69 |
| 11/15/2023 | BILL | 440 | R | 32 | 74 | 2.31 | 317 | 12/11/2023 | \$120.48 | \$6,386.17 | \$6,386.17 |
| 12/14/2023 | LPC | | | | | | | | \$82.41 | \$6,468.58 | \$6,468.58 |
| 12/14/2023 | BILL | 607 | R | 29 | 167 | 5.76 | 595 | 1/11/2024 | \$247.15 | \$6,715.73 | \$6,715.73 |
| 1/17/2024 | LPC | | | | | | | | \$86.11 | \$6,801.84 | \$6,801.84 |
| 1/17/2024 | BILL | 900 | R | 31 | 293 | 9.45 | 704 | 2/9/2024 | \$473.12 | \$7,274.96 | \$7,274.96 |
| 2/14/2024 | LPC | | | | | | | | \$93.21 | \$7,368.17 | \$7,368.17 |
| 2/14/2024 | BILL | 1219 | R | 31 | 319 | 10.29 | 842 | 3/11/2024 | \$512.73 | \$7,880.90 | \$7,880.90 |
| 3/14/2024 | LPC | | | | | | | | \$100.90 | \$7,981.80 | \$7,981.80 |

| | | | | | | | | | | | |
|-----------|--------|------|---|----|-----|------|-----|----------|------------|------------|------------|
| 3/14/2024 | BILL | 1469 | R | 29 | 250 | 8.62 | 637 | 4/9/2024 | \$405.66 | \$8,387.46 | \$8,387.46 |
| 4/13/2024 | BILL | 1640 | R | 30 | 171 | 5.7 | 448 | 5/7/2024 | \$274.33 | \$8,661.79 | \$8,661.79 |
| 5/14/2024 | LPC | | | | | | | | \$111.10 | \$8,772.89 | \$8,772.89 |
| 5/14/2024 | BILL | 1686 | R | 29 | 46 | 1.59 | 179 | 6/7/2024 | \$85.61 | \$8,858.50 | \$8,858.50 |
| 6/13/2024 | LPC | | | | | | | | \$112.39 | \$8,970.89 | \$8,970.89 |
| 6/13/2024 | BILL | 1702 | R | 32 | 16 | 0.5 | 35 | 7/9/2024 | \$40.05 | \$9,010.94 | \$9,010.94 |
| 6/25/2024 | LPCWVE | | | | | | | | (\$565.82) | \$8,445.12 | \$8,445.12 |

Specific Service Agreement Statement of Account SA- [REDACTED] 19

| Customer Name | From Date | To Date |
|---------------|-----------|-----------|
| KEVIN WALLACE | 2/7/2020 | 6/25/2024 |

| Service Address | Account Number | S A Number | Meter | Rate/Class |
|-----------------------------------|----------------|---------------|---------|------------|
| 1157 ATWOOD RD PHIL, PA 191513108 | [REDACTED] 87 | [REDACTED] 19 | 1726734 | GS |

STATEMENT

| Transaction Date | Transaction Type | Read Reading | Read Code | # of Days | CCF Usage | Average CCF/Day | Heating DDDs | Payment Type | Due Date | Transaction Amount | Current Balance | Actual Balance |
|------------------|------------------|--------------|-----------|-----------|-----------|-----------------|--------------|----------------------|----------|--------------------|-----------------|----------------|
| 10/10/2023 | REXFER | | | | | | | | | \$973.55 | \$973.55 | \$973.55 |
| 11/2/2023 | PAY | | | | | | | Banking Institutions | | (\$120.00) | \$853.55 | \$853.55 |
| 11/28/2023 | PAY | | | | | | | Debit Card | | (\$124.00) | \$729.55 | \$729.55 |
| 11/29/2023 | CANP | | | | | | | | | \$124.00 | \$853.55 | \$853.55 |

Customer Contact: Bankruptcy Information

Date: 02/07/2020 Time: 12:19:00 PM Source: Related Tran:

CC Type: BANK - Bankruptcy Information Created: 02/07/2020 at: 12:19:43 PM by: SYSTEM

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

Surveyable Auto Delete Date: 02/07/2024 Class: Inquiry

Comments: Bankruptcy: Docket Number : 2010768; Status Date : 20200206; Chapter# 6; Name(s) on docket : WALLACE KEVIN M; Source : BANKD

Letter

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

Template:

Review List Tickler

Follow Up: [] to Review Group to Filter

Priority: [] Review Group... []

Account: [REDACTED] Wallace, Kevin

Premise:

Person: Wallace, Kevin

Change Cancel

Account Financial History: Wallace, Kevin

Account: [REDACTED] 52 Name: Wallace, Kevin

| Trans Date | Type | Service | Actual Amount | Actual Balance | Current Amount | Current Balance | Deposit on Hand |
|------------|--------|---------|---------------|----------------|----------------|-----------------|-----------------|
| 10/10/2023 | REXFER | U | -973.55 | 0.00 | -973.55 | 0.00 | 0.00 |
| 10/10/2023 | REACT | U | 973.55 | 973.55 | 973.55 | 973.55 | 0.00 |
| 07/25/2023 | WD | U | -973.55 | 0.00 | -973.55 | 0.00 | 0.00 |
| 02/20/2020 | BILL | U | 220.74 | 973.55 | 220.74 | 973.55 | 0.00 |
| 01/17/2020 | BILL | U | 326.45 | 752.81 | 326.45 | 752.81 | 0.00 |
| 01/17/2020 | LPC | U | 6.27 | 426.36 | 6.27 | 426.36 | 0.00 |
| 12/14/2019 | BILL | U | 213.51 | 420.09 | 213.51 | 420.09 | 0.00 |
| 11/15/2019 | BILL | U | 117.10 | 206.58 | 117.10 | 206.58 | 0.00 |
| 11/15/2019 | LPC | U | 1.31 | 89.48 | 1.31 | 89.48 | 0.00 |
| 10/15/2019 | BILL | U | 43.01 | 88.17 | 43.01 | 88.17 | 0.00 |

Financial Details...

Customer Contact: Service

Date: 02/18/2020 Time: 9:21:00 PM Source: Related Tran:

CC Type: SERV - Service Created: 02/18/2020 at 9:21:20 PM by: SYSTEM

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

Surveyable Auto Delete Date: 02/18/2024 Class: Inquiry

Comments: New Account ID : ██████████87 created as a part of bankruptcy processing

Letter

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

Template:

Review List Tickler

Follow Up: [] to Review Group to User

Priority: [] Review Group... []

Account: ██████████52 Wallace, Kevin

Premise:

Person:

Change Cancel

Customer Contact: Bankruptcy Information

Date: 02/22/2023 Time: 2:57:00 PM Source: JetSearch Related Tran: Account Maintenance
CC Type: BANK - Bankruptcy Information Created: 02/22/2023 at: 2:57:14 PM by: SBENENE
Area: 800 - Residential General Service Changed: at: by:
 Surveyable Auto Delete Date: 02/22/2027 Class: Inquiry

Comments: REVIEWED bankruptcy info by the system CASE#20-10768...CHAPTER-13 -filed 02/06/2020 ..filed in EASTERN DISTRICT OF PA (DISMISSED ON 02/14/2023) removed blocker (tickler to transfer to post bank acct)

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

Review List Tickler

Follow Up: 02/23/2023 to Review Group to User
Priority: 1 BANKRUPT Bankruptcy Final Bill Group

Account: [REDACTED] 52 Wallace, Kevin
Premise: 1157 Atwood Rd/Phila,Pa
Person: Wallace, Kevin

Transfer Adjustment: REXFER - 973.55

Action

Adjustment... 946419143 Frozen

| Status | Date | By |
|---------|------------|--------------|
| Created | 10/10/2023 | Clark, Janel |
| Frozen | 10/10/2023 | Clark, Janel |

Adjustment Code... REXFER Reactivation Transfer Memo Adjustment

Adjustment Amount: 973.55 Revenue Month: 10/2023

From

Account... [REDACTED] 52 Wallace, Kevin

Type
SA. SA... [REDACTED] 10 G2-GS, Closed

Deposit

| | Begin | +Adj | =Final | <input type="checkbox"/> Appear on Next Bill |
|-----------------|-------|---------|--------|----------------------------------------------|
| Total Amt Due | | -973.55 | | |
| Current Amt Due | | -973.55 | | |
| Write Off Amt | | 0.00 | | |

Description:

To

Account... [REDACTED] 87 Wallace, Kevin

Type
SA. SA... [REDACTED] 18 NR-RE, Active

Deposit

| | Begin | +Adj | =Final | <input type="checkbox"/> Appear on Next Bill |
|-----------------|-------|--------|--------|----------------------------------------------|
| Total Amt Due | | 973.55 | | |
| Current Amt Due | | 973.55 | | |
| Write Off Amt | | 0.00 | | |

Description:

Main

- Fin Details (From)
- Fin Details (To)
- GL Acctng (From)
- GL Acctng (To)
- Misc

Search For Negotiated Payment Arrangement

Search Criteria

Account... [REDACTED] 52 Wallace, Kevin

From Date: 06/25/2024

Apply Criteria

OK

Cancel

| Date | Seq | Status | Comments |
|------------|-----|--------|----------|
| 12/13/2019 | 1 | Broken | |

1 record(s) found.

Search For Negotiated Payment Arrangement

Search Criteria

Account... [REDACTED] 37 Wallace, Kevin

From Date: 06/25/2024

Apply Criteria

OK

Cancel

| Date | Seq | Status | Comments |
|------------|-----|--------|------------------------------------|
| 10/12/2022 | 1 | Broken | |
| 08/12/2022 | 1 | Broken | FORMAL SETTLEMENT - F-2022-3033778 |
| 09/03/2021 | 1 | Broken | BCS # 3798100 |
| 05/12/2021 | 1 | Broken | |
| 01/27/2021 | 1 | Broken | C19RP |

5 record(s) found.

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

Notice Date:
Account Number:

Apr 29, 2021
87

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 1157 ATWOOD RD on or after 8 a.m. on May 11, 2021. This notice will remain effective for 60 days. To talk about your bill or this notice, call our office at 215-235-1777.

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

- * Arrange to pay your past due amount of \$1,715.90.
- * Pay the amount you owe on your payment plan.
- * Show us a payment receipt for the past due amount.
- * Make a payment arrangement (you may be eligible for a special assistance program).
- * Contact us to dispute the bill.

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

| | |
|------------------|------------|
| Past Due Amount | \$1,715.90 |
| Security Deposit | \$290.00 |
| Turn On Charge | \$123.23 |
| Total | \$2,129.13 |

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

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

MEDICAL EMERGENCY NOTICE

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

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

IMPORTANT TO KNOW - BEFORE WE SHUT OFF YOUR GAS SERVICE

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

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

WINTER SHUT OFF PROVISIONS Dec. 1-March 31

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

Federal Poverty Guidelines (FPG) 2021

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

PL_20210429180002.dcl-20257-000018199

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] 87
Notice Date: Apr 29, 2021
Please Pay: \$1,715.90

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

Amount Enclosed:

010129 000018199

KEVIN WALLACE
1157 ATWOOD RD
PHILA PA 19151-3108

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

Customer Contact: Crp Application [X]

Date: 05/04/2021 Time: 10:12:00 AM Source: JetSearch Related Tran: Account Maintenance

CC Type: CRPA - Crp Application [v] Created: 05/04/2021 at: 10:12:20 AM by: TBOYKIN

Area: 800 - Residential General Service [v] Changed: 05/04/2021 at: 10:14:17 AM by: TBOYKIN

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

Comments: COR CALLED FOR PAR. ADV CUST OF REQUIRED CATCH UP OF 643.00. CUST ALSO REQUEST CRP. 3 HH 1600.00 GMI C/S

Letter

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

Template: _____

Review List Tickler

Follow Up: [] to Review Group to User

Priority: [] Review Group... []

Account: [REDACTED] 87 Wallace, Kevin [v]

Premise: 1157 Atwood Rd/Phila,Pa [v]

Person: Wallace, Kevin [v]

[Change] [Cancel]

Customer Contact: web payment

Date: 05/05/2021 Time: 4:16:00 PM Source: _____ Related Tran: _____
CC Type: PYMW - web payment Created: 05/05/2021 at: 4:16:06 PM by: BCCSWEB
Area: 800 - Residential General Service Changed: _____ at: _____ by: _____
 Surveyable Auto Delete Date: 05/05/2021 Class: System Generated Contact

Comments: Pending Pay Amount: 200.0 Authorization Code: 12558566358 Checking Act Nbr:
*****5540

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

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

Account: [REDACTED] 87 Wallace, Kevin
Premise: _____
Person: Wallace, Kevin

Customer Contact: 1099 Inquiry

Date: 05/12/2021 Time: 11:37:00 AM Source: JetSearch Related Tran: Account Maintenance
CC Type: 1099 - 1099 Inquiry Created: 05/12/2021 at: 11:37:34 AM by: EGRUMBRE
Area: 800 - Residential General Service Changed: at: by:
 Surveyable Auto Delete Date: 05/12/2025 Class: Inquiry

Comments: c/c for arrangment gmi 1300 4hh par21 174 placed on acct gave terms informed next bill 5/18 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:

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 1157 ATWOOD RD on or after 8 a.m. on Aug 02, 2021. This notice will remain effective for 60 days. To talk about your bill or this notice, call our office at 215-235-1777.

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

- Arrange to pay your past due amount of \$1,853.06.
- 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.

- 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.

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

| | |
|------------------|-------------------|
| Past Due Amount | \$1,853.06 |
| Security Deposit | \$292.00 |
| Turn On Charge | \$123.23 |
| Total | \$2,268.29 |

(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.

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

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

PL_20210721180001.dnl-4337-000005654

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] 87
Notice Date: Jul 21, 2021
Please Pay: \$1,853.06

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

Amount Enclosed:

002169 000005654

 KEVIN WALLACE
 1157 ATWOOD RD
 PHILA PA 19151-3108


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

Customer Contact: Collection

Date: 07/29/2021 Time: 8:52:00 AM Source: JetSearch Related Tran: Account Maintenance

CC Type: COLL - Collection Created: 07/29/2021 at: 8:52:32 AM by: RLINDER

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

Surveyable Auto Delete Date: 07/29/2025 Class: Inquiry

Comments: COR CALLED IN TO SEE WHAT HE NEEDED TO DO TO GET BACK ON PAR, INOMRED COR HE WOULD NEED CATCH UP OF \$1,184.00 TO GET BACK ON PAR. COR STATED THAT HE DIDNT HAVE THAT MONEY. (GMI 1450 WITH 4 IN HH) INFOMRED COR OF CRP HOW TO APPLY AND WHAT IS NEEDED TO APPLY. SENT CRP APPLICATION. COR SATISFIED

Letter

Status: Print Date: Run Number: Reprint:

Template:

Review List Tickler

Follow Up: to Review Group to User

Priority: Review Group...

Account: [REDACTED] Wallace, Kevin

Premise: 1157 Atwood Rd/Phila,Pa

Person: Wallace, Kevin

Change Cancel

PHILADELPHIA GAS WORKS

PUC

Opening XML

Case Number: 3798100
Company Name: PGW (PHILA. GAS WORKS (NGDC))
Company Code: 0766
Company Type: GAS TRANSPORTER
Customer First Name: KEVIN
Customer Middle Initial:
Customer Last Name: WALLACE
Customer Account Number: [REDACTED] 87
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: 1157 ATWOOD ROAD
Customer Service Address 2:
Customer Service Address City: PHILADELPHIA
Customer Service Address State: PA
Customer Service Address Zip: 19151
Customer Service Address 4-Zip:
Customer Family Adults: 3
Customer Family Children: 0
Customer Family Age:
Gross Income

| Source | Income Amount |
|----------|---------------|
| A1 WAGES | 3120 |
| A2 NONE | 0 |
| A3 NONE | 0 |

Date Open: 2021-08-10
Reason For Contact: ON - PAR NEEDED (# 61)
Term Date: 2021-08-13
Business Name:
Case Problem:

Company Position: 08/06/2021 COMPANY SEEKING PAST DUE AMOUNT OF \$1000.09.

Related Information: 61 – CUSTOMER NEEDS A PAYMENT ARRANGEMENT. NOTES FOR COMPANY – IF RESPONDING WITH AN EGW ABBREVIATED PAR REPORT FOR A STRAIGHT PAYMENT ARRANGEMENT REQUEST (CODE 61), YOU MUST ALSO COMPLETE AND SEND THE “ABBREVIATED REPORT ATTACHMENT.” IF RESPONDING WITH AN EGW FULL PAR REPORT, THE REPORT MUST ANSWER THE SAME QUESTIONS FROM THE “ABBREVIATED REPORT ATTACHMENT.” THE PA’S MUST COMPLY WITH THE MARCH 18, 2021 ORDER (M-2020-3019244). THE CELL PHONE NUMBER [REDACTED] HAS BEEN ALLOWED TO BE SHARED. THE EMAIL ADDRESS [REDACTED] HAS BEEN ALLOWED TO BE SHARED.

Case Misc Info:

Hot Issue:

Case Origin: TELEPHONE

Prior Case Number:

Universal Service: M

Arrearage: 1853.06

BCS Investigator First Name: BCS

BCS Investigator Last Name: CASE POOL

BCS Investigator Phone w/ Area Code: [REDACTED]

BCSIntaker First Name: EVERETT

BCSIntaker Last Name: KINCHLOE

Number Of Time Send: 1

Number Of Time Faxed: 0

Number Of Time Faxed: [REDACTED]

PHILADELPHIA GAS WORKS

PUC

Closing XML

Case Number: 3798100
Company Name: PGW (PHILA. GAS WORKS (NGDC))
Company Code: 0766
Company Type: GAS TRANSPORTER
Customer First Name: KEVIN
Customer Middle Initial:
Customer Last Name: WALLACE
Account Number: [REDACTED] 87
Service Address 1: 1157 ATWOOD ROAD
Service Address 2:
Service City: PHILADELPHIA
Service State: PA
Service Zip 5: 19151
Service Zip 4:
Decision Issue: Y
Oral Written: W
Violation: NO
Chapter:
Section Rule:
Total Balance: 1966.52
Date Closed: 2021-09-03
Resolution: THIS CUSTOMER QUALIFIES FOR NEW PUC PAYMENT TERMS IN ACCORDANCE WITH THE COMMISSION'S PUBLIC UTILITY SERVICE TERMINATION MORATORIUM PROCLAMATION OF DISASTER EMERGENCY-COVID-19, DOCKET NO. M-2020-3019244 (EMERGENCY ORDER REVISED AND RATIFIED ON MARCH 18, 2021, EFFECTIVE APRIL 1, 2021). PAR DECISION ISSUED - LEVEL 1, BUDGET 146.00 + 33.00 = 179.00 BEGINNING OCT 2021 DUE DATE. WAIVE LPCS.
Balance Date: 2021-09-02
Service Restored Pay: 0.00
Service Continue Amount: 0.00
Service Continue Date:
Terms: OCTOBER 2021 BILL DUE DATE
Special Budget Amount: 179.00
Regular Budget Amount: 146.00
Arrears Payment Plus: 33.00

FinalMonthlyPayment: 0.00
CurrentMonthlyPayment: 0.00
EndMonthlyPayment: 0.00
LetterDescription: EGW STRAIGHT PAR/NO LPCS/BUDGET + FOR LEVEL 1
HOUSEHOLDS
HeadDate: 2021-09-03
Paragraph:
Bill Date:
Reconnect Amount: 0
Pay Amount: 0.00
BCS Investigator First Name: MICHAEL
BCS Investigator Last Name: STABLEY
Number Of Time Send: 1
Number Of Time Faxed: 0
PUC Fax: [REDACTED]

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

Notice Date:
Account Number:

Apr 07, 2022
87

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 1157 ATWOOD RD on or after 8 a.m. on Apr 19, 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 \$3,546.10.
- 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 | \$3,546.10 |
| Security Deposit | \$426.00 |
| Turn On Charge | \$123.23 |
| Total | \$4,095.33 |

(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 payment has been made to be sure you have met all conditions to have the service turned on and to arrange access to your premises. It may take up to seven days to have your service restored.

WINTER SHUT OFF PROVISIONS Dec. 1-March 31

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

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

PL_20220407180001.dat-3531-000004513

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] 87
Notice Date: Apr 07, 2022
Please Pay: \$3,546.10

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

Amount Enclosed:

001766 000004513
KEVIN WALLACE
1157 ATWOOD RD
PHILA PA 19151-3108

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



Customer Contact: Collection

Date: 04/27/2022 Time: 12:50:00 PM Source: JetSearch Related Tran: Account Maintenance
CC Type: COLL - Collection Created: 04/27/2022 at: 12:50:41 PM by: NSTAHL
Area: 800 - Residential General Service Changed: at: by:
 Surveyable Auto Delete Date: 04/27/2026 Class: Inquiry

Comments: COR called for pmt. plan options due to shut off. Advised shut off eff. 4/19/22 for past due amt. of \$3546.10. GMI \$3700.00/4 in h/h; level 2. A PUC hold is on the acct. as of today's date. PUC PAR catch up is \$1282.00 by 5/15/22 with mo. PAR of \$270.00. Aware PAR fluctuates. Referred to PUC for any further info. 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:

PHILADELPHIA GAS WORKS

PUC

Opening XML

Case Number: 3834008
Company Name: PGW (PHILA. GAS WORKS (NGDC))
Company Code: 0766
Company Type: GAS TRANSPORTER
Customer First Name: KEVIN
Customer Middle Initial:
Customer Last Name: WALLACE
Customer Account Number: [REDACTED] 87
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: 1157 ATWOOD ROAD
Customer Service Address 2:
Customer Service Address City: PHILADELPHIA
Customer Service Address State: PA
Customer Service Address Zip: 19151
Customer Service Address 4-Zip:
Customer Family Adults: 3
Customer Family Children: 1
Customer Family Age: 17
Gross Income

| Source | Income Amount |
|------------|---------------|
| ADULT 1 EM | 2700 |
| ADULT 2 EM | 1500 |
| ADULT 3 ST | 0 |

Date Open: 2022-04-27
Reason For Contact: ON - PAR WITH DISPUTE (#63)
Term Date: 2022-04-19
Business Name:
Case Problem:

Company Position: 04/26/2022 COMPANY NEED FULL AMOUNT OF 3546.10 TO PREVENT SHUT OFF

Related Information: CUSTOMER NEED PUC PAR, HE QUALIFIED FOR ONE IN SEPTEMBER BUT HE SAID NO INVESTIGATOR FROM PUC INFORMED HIM OF DECISION NOR DID HE RECEIVE ANY CORRESPONDENT. HE WAS EXPECTING A PHONE CALL OR SOMETHING BY MAIL AND DIDN'T RECEIVE EITHER - RELIEF SOUGHT - CUSTOMER WOULD LIKE TO ENTER PREVIOUS PAR WHICH WAS ARRANGED IN SEPTEMBER THE CELL PHONE NUMBER [REDACTED] HAS BEEN ALLOWED TO BE SHARED. THE EMAIL ADDRESS [REDACTED] HAS BEEN ALLOWED TO BE SHARED.

Case Misc Info:

Hot Issue:

Case Origin: TELEPHONE

Prior Case Number: 3798100

Universal Service: M

Arrearage: 3546.10

BCS Investigator First Name: BCS

BCS Investigator Last Name: CASE POOL

BCS Investigator Phone w/ Area Code: [REDACTED]

BCSIntaker First Name: MARVIN

BCSIntaker Last Name: KINGCADE

Number Of Time Send: 1

Number Of Time Faxed: 0

Number Of Time Faxed: [REDACTED]

PHILADELPHIA GAS WORKS

PUC

Closing XML

Case Number: 3834008
Company Name: PGW (PHILA. GAS WORKS (NGDC))
Company Code: 0766
Company Type: GAS TRANSPORTER
Customer First Name: KEVIN
Customer Middle Initial:
Customer Last Name: WALLACE
Account Number: [REDACTED] 87
Service Address 1: 1157 ATWOOD RD
Service Address 2:
Service City: PHILADELPHIA
Service State: PA
Service Zip 5: 19151
Service Zip 4:
Decision Issue: Y
Oral Written: W
Violation: NO
Chapter:
Section Rule:
Total Balance: 4340.50
Date Closed: 2022-06-01
Resolution: DECISION ISSUED: CUSTOMER GRANTED PERMISSION TO BE CONTACTED VIA EMAIL AND PUC HAS NO RECORD OF DECISION LETTER FOR BCS# 3798100 BEING RETURNED. COMPANY ISSUED MONTHLY BILLS TO THE CUSTOMER WITH PUC PAR AMOUNT. BCS# 3798100 REMAINS UNSATISFIED AND CUSTOMER IS NOT ELIGIBLE FOR PUC PAR. CUSTOMER CAN PAY CATCH-UP OF \$1,461.00, AND REINSTATE THE PUC PAR21 WITH MONTHLY BILLS OF \$263.00 (BB \$206.00 \$57.00) FOR THE REMAINING 51 MONTHS OR UPFRONT PAYMENT OF \$1,736.00, AND ENTERS A COMPANY PAYMENT AGREEMENT WITH MONTHLY BILLS OF \$315.00 (BB \$206.00 + \$109.00). CASE DISMISSED.
Balance Date: 2022-05-26
Service Restored Pay: 0.00
Service Continue Amount: 0.00
Service Continue Date:
Terms:
Special Budget Amount: 0.00

Regular Budget Amount: 206.00
Arrears Payment Plus: 0.00
FinalMonthlyPayment: 0.00
CurrentMonthlyPayment: 0.00
EndMonthlyPayment: 0.00
LetterDescription:
HeadDate: 2022-06-01
Paragraph:
Bill Date:
Reconnect Amount: 0
Pay Amount: 0.00
BCS Investigator First Name: IJANAYA
BCS Investigator Last Name: YOUNG
Number Of Time Send: 1
Number Of Time Faxed: 0
PUC Fax: [REDACTED]

Customer Contact: Customer Review Unit [X]

Date: 07/14/2022 Time: 1:43:00 PM Source: _____ Related Tran: _____
CC Type: CRU - Customer Review Unit [v] Created: 07/14/2022 at: 1:43:29 PM by: WFADMIN
Area: 800 - Residential General Service [v] Changed: _____ at: _____ by: _____
 Surveyable Auto Delete Date: 07/14/2027 Class: Inquiry

Comments: PUC Formal Complaint Docket # F2022-3033778 filed on 7/14/2022 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] 87 Wallace, Kevin [v]
Premise: 1157 Atwood Rd/Phila,Pa [v]
Person: Wallace, Kevin [v]

[Change] [Cancel]



PHILADELPHIA GAS WORKS

800 West Montgomery Avenue • Philadelphia, PA 19122

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

August 15, 2022

Kevin Wallace
1157 Atwood Road
Philadelphia, PA 19151
[REDACTED]

Re: Kevin Wallace v. Philadelphia Gas Works; Docket No. F-2022-3033778

Dear Mr. Wallace,

Pursuant to your settlement discussions with Jessica Glace, Senior PGW Customer Review Unit Officer, this letter memorializes that you have discussed the issues raised in your Complaint with PGW and you have indicated that you are satisfied with the steps taken by PGW to resolve your Complaint and consider this matter settled. This letter further memorializes the terms of the settlement reached regarding the issues raised in your Complaint. In complete settlement of this matter, the parties acknowledge and agree to the following:

1. Your current balance at PGW Account No. [REDACTED] is \$4,412.21.
2. You have agreed to pay \$880.00 by September 2, 2022.
3. Once the above referenced payment is posted to your account, PGW agrees to enroll you in a Budget Billing Payment Agreement at \$330.00 per month (\$156.00 towards Budget Billing + \$74.00 towards arrears) for 60 months or until the balance is paid in full, whichever is first.
4. The Budget Billing portion of the Payment Agreement is subject to quarterly revision (every 3 months) and will be adjusted to reflect your usage as well as changes in gas rates.
5. If there are two or more missed, late, or partial payments, the Payment Agreement will break and your balance will become due.

If you need any additional information, please feel free to contact me. Thank you.

Sincerely,

/s/ Graciela Christlieb

Graciela Christlieb, Esquire



PHILADELPHIA GAS WORKS

800 West Montgomery Avenue • Philadelphia, PA 19122

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

August 15, 2022

VIA ELECTRONIC FILING

Rosemary Chiavetta, Secretary
Pennsylvania Public Utility Commission
P.O. Box 3265
Harrisburg, PA 17105-3265

Re: Kevin Wallace v. Philadelphia Gas Works; Docket No. F-2022-3033778

Dear Secretary Chiavetta:

Enclosed for electronic filing please find Philadelphia Gas Works' Certificate of Satisfaction with regards to the above-referenced matter. Copies to be served in accordance with the attached Certificate of Service.

Sincerely,

/s/ Graciela Christlieb

Graciela Christlieb, Esquire

Enclosure

cc: Cert. of Service w/enc.

CERTIFICATE OF SERVICE

I hereby certify that I have this day served a true copy of Philadelphia Gas Works' Certificate of Satisfaction 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 Wallace
kwallace082@gmail.com

Date: August 15, 2022

/s/ Graciela Christlieb
Graciela Christlieb, Esquire

**BEFORE THE
PENNSYLVANIA PUBLIC UTILITY COMMISSION**

Kevin Wallace, :
Complainant, :
v. : Docket No. F-2022-3033778
Philadelphia Gas Works, :
Respondent. :

CERTIFICATE OF SATISFACTION

Philadelphia Gas Works, pursuant to 52 Pa. Code § 5.24(b) hereby certifies that it has satisfied the Complaint of Kevin Wallace (“Complainant”) filed with the Pennsylvania Public Utility Commission at Docket No. F-2022-3033778. Therefore, no further Commission action is necessary.

By copy of this Certificate, I am notifying Complainant of the right to object to this settlement in writing to the Public Utility Commission within ten (10) days of the date of this Certificate. If no objection is received within ten (10) days, the Complaint shall be marked closed.

Respectfully submitted,

/s/ Graciela Christlieb

Graciela Christlieb, Esquire
Attorney I.D. 200760
Philadelphia Gas Works
800 W. Montgomery Avenue
Philadelphia, PA 19122
Telephone: (215) 684-6164
graciela.christlieb@pgworks.com

Date: August 15, 2022

Counsel for PGW

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

Notice Date: **Sep 09, 2022**
Account Number: **[REDACTED] 87**

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 1157 ATWOOD RD on or after 8 a.m. on Sep 20, 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 \$4,412.21.
- 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 | \$4,412.21 |
| Security Deposit | \$510.00 |
| Turn On Charge | \$123.23 |
| Total | \$5,045.44 |

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

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

MEDICAL EMERGENCY NOTICE

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

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

IMPORTANT TO KNOW – BEFORE WE SHUT OFF

YOUR GAS SERVICE

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

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

WINTER SHUT OFF PROVISIONS Dec. 1-March 31

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

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

PL_20220908180001.dat-6753-000005777

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] 87**
Notice Date: **Sep 09, 2022**
Please Pay: **\$4,412.21**

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

Amount Enclosed:

003377 000005777

 KEVIN WALLACE
 1157 ATWOOD RD
 PHILA PA 19151-3108




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



Customer Contact: Collection

Date: 09/13/2022 Time: 10:06:00 AM Source: JetSearch Related Tran: Account Maintenance

CC Type: COLL - Collection Created: 09/13/2022 at: 10:06:11 AM by: DDOVE

Area: 800 - Residential General Service Changed: 09/16/2022 at: 7:58:15 AM by: DDOVE

Surveyable Auto Delete Date: 09/13/2026 Class: Inquiry

Comments: cc advised \$880 was supposed to be paid to reinstate puc par he verbally said 9/2 but could pay up until 9/14 before new bill generates, says he was given 2 week extension, no notes showing that unless noted from legal rep we cant honor that new bill generates 9/15 will add \$330, says he would contact PUC.

Letter

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

Template: _____

Review List Tickler

Follow Up: [] to Review Group to User

Priority: [] Review Group... []

Account: [REDACTED] 87 Wallace, Kevin

Premise: 1157 Atwood Rd/Phila,Pa

Person: Wallace, Kevin

[Change] [Cancel]

Customer Contact: Service

Date: 10/10/2022 Time: 12:29:00 PM Source: Related Tran:
CC Type: SERV - Service Created: 10/10/2022 at 12:29:02 PM by: AFERRON
Area: 800 - Residential General Service Changed: at by:
 Surveyable Auto Delete Date: 10/10/2026 Class: Inquiry

Comments: Ayub Ferron was here on a 96 C & C Field Shut Off order with Order # 13251269 , with a result of Completed Found Gas ON , Left Gas OFF , with activities of (Field Collections - NPSO Completed) , with comments of "left off"

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

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

Account: 87 Wallace, Kevin
Premise: 1157 Atwood Rd/Phila,Pa
Person: Wallace, Kevin

Change Cancel

Customer Contact: Meter Information

Date: 10/10/2022 Time: 2:52:00 PM Source: JetSearch Related Tran: _____
CC Type: METR - Meter Information Created: 10/10/2022 at: 2:52:04 PM by: TMACON
Area: 800 - Residential General Service Changed: 10/10/2022 at: 4:21:33 PM by: TMACON
 Surveyable Auto Delete Date: 10/10/2026 Class: Inquiry

Comments: B.P.T.O., 10/12/2022, 800 - 1200 Cor called for terms. Gmi \$2800 w/4 in hh. Adv he can apply for crp. Must provided proof of income, id and ssn for hh. Adv he can apply online or by mail. Must pay rcf \$123.23. Par dp \$155.15+123.23 rcf (total \$279.38) and monthly ogf \$394. Adv amt can fluctuate quarterly based on usage. Par accepted. Scheduled appt for 10/12 8-12 contingent on payment. Transferred to ivr. Adv serv fee \$2.95. cust sat. Sent contact to amd to add par

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

Review List Tickler
Follow Up: 10/13/2022 to Review Group to User
Priority: 1 User... Macon, Tiffany TMACON

Account: [REDACTED] 37 Wallace, Kevin
Premise: 1157 Atwood Rd/Phila,Pa
Person: Wallace, Kevin

Change Cancel

PHILADELPHIA GAS WORKS

PUC

Opening XML

Case Number: 3870783
Company Name: PGW (PHILA. GAS WORKS (NGDC))
Company Code: 0766
Company Type: GAS TRANSPORTER
Customer First Name: KEVIN
Customer Middle Initial:
Customer Last Name: WALLACE
Customer Account Number: [REDACTED] 87
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: 1157 ATWOOD RD
Customer Service Address 2:
Customer Service Address City: PHILADELPHIA
Customer Service Address State: PA
Customer Service Address Zip: 19151
Customer Service Address 4-Zip:
Customer Family Adults: 2
Customer Family Children: 2
Customer Family Age: 17 16
Gross Income

| Source | Income Amount |
|--------|---------------|
| A1 | 2900 |
| A2 | 0 |

Date Open: 2022-10-11
Reason For Contact: OFF - SERVICE IS TERMINATED/SUSPENDED - DISPUTE - NO NOTICE (#77)
Term Date: 2022-10-11

Business Name:

Case Problem:

Company Position:

10/11/2022 REQUESTING CU PAY 3K TO RESTORE SERVICE. CO STATES THEY ARE NOT WILLING TO RESTORE THE PAR.

Related Information:

CU HAD A CO PAR STARTING IN SEPTEMBER FOR 300.00 PER MONTH. AGREEMENT SAYS IF 2 PAYMENTS ARE MISSED SERVICE CAN BE TERMINATED AND THE AMOUNT DUE IN FULL. CU STATES IT HASN'T BEEN 2 MONTHS SINCE THE PAR WAS ISSUED. THIS PAR WAS THE RESULT OF A FORMAL COMPLAINT. CU MADE THE PAYMENT. CU DID NOT RECEIVE NOTICE THAT SERVICE WAS GOING TO BE TERMINATED. CU IS REQUESTING CO PAR BE RESTORED AND TO HAVE HIS SERVICE RESTORED. CU CANNOT PAY THE AMOUNT REQUESTED TO RESTORE SERVICE. THE CELL PHONE NUMBER [REDACTED] HAS BEEN ALLOWED TO BE SHARED. THE EMAIL ADDRESS [REDACTED] HAS BEEN ALLOWED TO BE SHARED.

Case Misc Info:

Hot Issue:

Case Origin:

TELEPHONE

Prior Case Number:

Universal Service:

Y

Arrearage:

4000

BCS Investigator First Name:

BCS

BCS Investigator Last Name:

CASE POOL

BCS Investigator Phone w/ Area Code:

[REDACTED]

BCSIntaker First Name:

DAMON

BCSIntaker Last Name:

WALTON

Number Of Time Send:

1

Number Of Time Faxed:

0

Number Of Time Faxed:

[REDACTED]

PHILADELPHIA GAS WORKS

PUC

Closing XML

Case Number: 3870783
Company Name: PGW (PHILA. GAS WORKS (NGDC))
Company Code: 0766
Company Type: GAS TRANSPORTER
Customer First Name: KEVIN
Customer Middle Initial:
Customer Last Name: WALLACE
Account Number: [REDACTED] 87
Service Address 1: 1157 ATWOOD RD
Service Address 2:
Service City: PHILADELPHIA
Service State: PA
Service Zip 5: 19151
Service Zip 4:
Decision Issue: N
Oral Written: W
Violation: NO
Chapter:
Section Rule:
Total Balance: 3567.84
Date Closed: 2022-12-05
Resolution: DISMISSAL SENT--CASE DISMISSED. THE CUSTOMER HAS A FORMAL COMPLAINT F-2018-2643804 WITH FINAL ORDER ISSUED ON 8/12/2022.
Balance Date: 2022-10-12
Service Restored Pay: 0.00
Service Continue Amount: 0.00
Service Continue Date:
Terms:
Special Budget Amount: 0.00
Regular Budget Amount: 245.00
Arrears Payment Plus: 0.00
FinalMonthlyPayment: 0.00
CurrentMonthlyPayment: 0.00
EndMonthlyPayment: 0.00
LetterDescription: SHORT BLANK LETTER

HeadDate: 2022-12-05
Paragraph:
Bill Date:
Reconnect Amount: 0
Pay Amount: 0.00
BCS Investigator First Name: FLORENCE
BCS Investigator Last Name: BLAMO
Number Of Time Send: 1
Number Of Time Faxed: 0
PUC Fax: [REDACTED]

Customer Contact: Service

Date: 10/12/2022 Time: 11:56:00 AM Source: _____ Related Tran: _____
CC Type: SERV - Service Created: 10/12/2022 at: 11:56:22 AM by: RMOORE3
Area: 800 - Residential General Service Changed: _____ at: _____ by: _____
 Surveyable Auto Delete Date: 10/12/2026 Class: Inquiry

Comments: Rashad Moore was here on a B.P.T.O. order with Order # 13252854 , with a result of Completed Found Gas OFF, Left Gas ON , with activities of (Meter and Connections - Turn On) , with comments of "B.P.T.O. complete, made all checks ok"

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

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

Account: [REDACTED] 87 Wallace, Kevin
Premise: 1157 Atwood Rd/Phila,Pa
Person: Wallace, Kevin

Change Cancel

Customer Contact: Customer Review Unit

Date: 10/12/2022 Time: 12:57:00 PM Source: JetSearch Related Tran: Account Maintenance

CC Type: CRU - Customer Review Unit Created: 10/12/2022 at: 12:57:41 PM by: RCOBB

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

Surveyable Auto Delete Date: 10/12/2027 Class: Inquiry

Comments: _CRU_ activated PAR for \$394 (BB \$245 + \$149) or 24 months - Broken

Letter

Status: Print Date: Run Number: Reprint:

Template:

Review List Tickler

Follow Up: to Review Group to User

Priority: Review Group...

Account: 87 Wallace, Kevin

Premise: 1157 Atwood Rd/Phila,Pa

Person: Wallace, Kevin

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

Notice Date: Mar 09, 2023
Account Number: [REDACTED] 87

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 1157 ATWOOD RD on or after 8 a.m. on Apr 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 \$4,639.62.
- 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 | \$4,639.62 |
| Security Deposit | \$480.00 |
| Turn On Charge | \$123.23 |
| Total | \$5,242.85 |

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 |

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

Account Number: [REDACTED] 87
Notice Date: Mar 09, 2023
Please Pay: \$4,639.62

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

Amount Enclosed:

003623 000005887

 KEVIN WALLACE
 1157 ATWOOD RD
 PHILA PA 19151-3108


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



Customer Contact: Collection

Date: 04/05/2023 Time: 8:50:00 AM Source: JetSearch Related Tran: Account Maintenance

CC Type: COLL - Collection Created: 04/05/2023 at: 8:50:29 AM by: TMCGHEE

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

Surveyable Auto Delete Date: 04/05/2027 Class: Inquiry

Comments: cor called to get assistance w/ his s/o notice ... gmi 2400 hh 3 .. lvl 1 .. cu amount 2364 // 366 monthly .. crp option - no money dwn / 144 monthly .. also offered a medical .. he states that he will apply for crp online and call w/ the doctor information for his daughter //

Letter

Status: Print Date: Run Number: Reprint:

Template:

Review List Tickler

Follow Up: to Review Group to User

Priority: Review Group...

Account: 87 Wallace, Kevin

Premise: 1157 Atwood Rd/Phila,Pa

Person: Wallace, Kevin

Change Cancel

PHILADELPHIA GAS WORKS

PUC

Opening XML

Case Number: 3898355
Company Name: PGW (PHILA. GAS WORKS (NGDC))
Company Code: 0766
Company Type: GAS TRANSPORTER
Customer First Name: KEVIN
Customer Middle Initial:
Customer Last Name: WALLACE
Customer Account Number: [REDACTED] 88
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: 1157 ATWOOD RD
Customer Service Address 2:
Customer Service Address City: PHILADELPHIA
Customer Service Address State: PA
Customer Service Address Zip: 19151
Customer Service Address 4-Zip:
Customer Family Adults: 3
Customer Family Children: 0
Customer Family Age:
Gross Income

| Source | Income Amount |
|------------|---------------|
| A1- UNEMPL | 0 |
| A2- WAGES | 2100 |
| A3- STUDEN | 0 |

Date Open: 2023-04-05
Reason For Contact: ON - PAR NEEDED (# 61)
Term Date: 2023-04-10
Business Name:
Case Problem:

Company Position: 04/05/2023 PGW NEEDS FULL PAYMENT.
Related Information: 61 – PAYMENT ARRANGEMENT REQUEST. - RELIEF
SOUGHT - PAR THE CELL PHONE NUMBER [REDACTED]
HAS BEEN ALLOWED TO BE SHARED. THE EMAIL
ADDRESS [REDACTED] HAS BEEN
ALLOWED TO BE SHARED.

Case Misc Info:
Hot Issue:
Case Origin: TELEPHONE
Prior Case Number:
Universal Service: Y
Arrearage: 5385
BCS Investigator First Name: BCS
BCS Investigator Last Name: CASE POOL
BCS Investigator Phone w/ Area Code: [REDACTED]
BCSIntaker First Name: THOMAS
BCSIntaker Last Name: HARDING
Number Of Time Send: 1
Number Of Time Faxed: 0
Number Of Time Faxed: 7177876641

PHILADELPHIA GAS WORKS

PUC

Closing XML

Case Number: 3898355
Company Name: PGW (PHILA. GAS WORKS (NGDC))
Company Code: 0766
Company Type: GAS TRANSPORTER
Customer First Name: KEVIN
Customer Middle Initial:
Customer Last Name: WALLACE
Account Number: [REDACTED] 87
Service Address 1: 1157 ATWOOD RD
Service Address 2:
Service City: PHILADELPHIA
Service State: PA
Service Zip 5: 19151
Service Zip 4:
Decision Issue: N
Oral Written: W
Violation: NO
Chapter:
Section Rule:
Total Balance: 5756.02
Date Closed: 2023-05-12
Resolution: DISMISSAL LETTER ISSUED: CUSTOMER IS INELIGIBLE FOR NEW BCS PAR. CUSTOMER HAS PRIOR BCS PAR (CASE# 3870783) THAT HAS NOT BEEN SATISFIED. CUSTOMER IS ELIGIBLE FOR COMPANY'S PCAP PROGRAM. CUSTOMER PROVIDED WITH INSTRUCTIONS ON HOW TO APPLY TO PCAP. CASE DISMISSED PER 1405(D)
Balance Date: 2023-04-25
Service Restored Pay: 0.00
Service Continue Amount: 0.00
Service Continue Date:
Terms:
Special Budget Amount: 0.00
Regular Budget Amount: 173.00
Arrears Payment Plus: 0.00
FinalMonthlyPayment: 0.00
CurrentMonthlyPayment: 0.00

EndMonthlyPayment: 0.00
LetterDescription:
HeadDate: 2023-05-12
Paragraph:
Bill Date:
Reconnect Amount: 0
Pay Amount: 0.00
BCS Investigator First Name: MATTHEW
BCS Investigator Last Name: BLAKE
Number Of Time Send: 1
Number Of Time Faxed: 0
PUC Fax: [REDACTED]

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

Notice Date: May 17, 2023
Account Number: [REDACTED] 87

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 1157 ATWOOD RD on or after 8 a.m. on May 30, 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 \$5,756.02.
- * 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 | \$5,756.02 |
| Security Deposit | \$328.00 |
| Turn On Charge | \$123.23 |
| Total | \$6,207.25 |

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_20230517180001.dat-3429-000004210

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] 87
Notice Date: May 17, 2023
Please Pay: \$5,756.02

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

Amount Enclosed:

001715 000004210

 KEVIN WALLACE
 1157 ATWOOD RD
 PHILA PA 19151-3108


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

Customer Contact: Billing

Date: 05/23/2023 Time: 11:58:00 AM Source: JetSearch Related Tran: Account Maintenance

CC Type: BILL - Billing Created: 05/23/2023 at: 11:58:46 AM by: MJONES3

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

Surveyable Auto Delete Date: 05/23/2027 Class: Inquiry

Comments: Cor called in response to shut off notice and asked for payment plan. Gmi is \$2150 /4 in hh. Par amt \$338 w/ catch up \$3152 due before 5/30/23. Crp amt \$129. Explained that they could apply online w/ proof of income for past 30 days, ssn of everyone in hh and 2 forms of ID. Cor asked for time to get approved on crp. Offered medical hold. Cor states that he will call back with medical information. Placed cor on mp hold for 3 days. Cs.

Letter

Status: Print Date: Run Number: Reprint:

Template:

Review List Tickler

Follow Up: to Review Group to User

Priority: Review Group...

Account: 87 Wallace, Kevin

Premise: 1157 Atwood Rd/Phila,Pa

Person: Wallace, Kevin

Change Cancel

PHILADELPHIA GAS WORKS

PUC

Opening XML

Case Number: 3912851
Company Name: PGW (PHILA. GAS WORKS (NGDC))
Company Code: 0766
Company Type: GAS TRANSPORTER
Customer First Name: KEVIN
Customer Middle Initial:
Customer Last Name: WALLACE
Customer Account Number: ██████████87
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: 1157 ATWOOD RD
Customer Service Address 2:
Customer Service Address City: PHILADELPHIA
Customer Service Address State: PA
Customer Service Address Zip: 19151
Customer Service Address 4-Zip:
Customer Family Adults: 0
Customer Family Children: 0
Customer Family Age:
Gross Income

| Source | Income Amount |
|--------|---------------|
|--------|---------------|

Date Open: 2023-05-25
Reason For Contact: BILLING DISPUTES (# 18)
Term Date: 2023-05-29
Business Name:
Case Problem: SERVICE ON. CUSTOMER DISPUTING THE AMOUNT OF \$5,000.00 DUE TO HAVING BANKRUPTCY 3 YEARS AGO AND THE BACK BALANCE PLACE BACK ON THE ACCOUNT AFTERWARDS. CUSTOMER KNOWS HE OWES

SOME BUT BELIEVES THERE IS EXTRA AMOUNTS ON THERE AND ASKED FOR A BREAKDOWN OF HIS ACCOUNT THE COMPANY REFUSED. - RELIEF SOUGHT - TO DISPUTE THE AMOUNT OF \$5,000.00 AND HAVE THE ACCOUNT LOOKED OVER. THE CELL PHONE NUMBER [REDACTED] HAS BEEN ALLOWED TO BE SHARED. THE EMAIL ADDRESS [REDACTED] HAS BEEN ALLOWED TO BE SHARED.

Company Position:

05/23/2023 COMPANY WOULD NOT ALLOW CUSTOMER TO DISPUTE THE AMOUNT.

Related Information:

Case Misc Info:

Hot Issue:

Case Origin:

TELEPHONE

Prior Case Number:

3898355

Universal Service:

M

Arrearage:

0

BCS Investigator First Name:

BCS

BCS Investigator Last Name:

CASE POOL

BCS Investigator Phone w/ Area Code: [REDACTED]

BCSIntaker First Name:

MERIKKA

BCSIntaker Last Name:

SHIRK

Number Of Time Send:

1

Number Of Time Faxed:

0

Number Of Time Faxed: [REDACTED]

PHILADELPHIA GAS WORKS

PUC

Closing XML

Case Number: 3912851
Company Name: PGW (PHILA. GAS WORKS (NGDC))
Company Code: 0766
Company Type: GAS TRANSPORTER
Customer First Name: KEVIN
Customer Middle Initial:
Customer Last Name: WALLACE
Account Number: [REDACTED] 87
Service Address 1: 1157 ATWOOD RD
Service Address 2:
Service City: PHILADELPHIA
Service State: PA
Service Zip 5: 19151
Service Zip 4:
Decision Issue: N
Oral Written: W
Violation: NO
Chapter:
Section Rule:
Total Balance: 5961.55
Date Closed: 2023-06-27
Resolution: DISMISSAL LETTER SENT. CASE DISMISSED PER 56.166. PGW IS WILLING TO INVESTIGATE CUSTOMER'S DISPUTE, HOWEVER THEY HAVE NO RECORD OF CUSTOMER CONTACTING THEM REGARDING DISPUTE. ADVISED CUSTOMER TO CONTACT PGW TO DISCUSS CONCERN OF HIGH BILLS. IF NOT SATISFIED WITH PGW'S FINDINGS CUSTOMER CAN CONTACT PUC TO FILE NEW INFORMAL COMPLAINT. CASE CLOSED.
Balance Date: 2023-06-20
Service Restored Pay: 0.00
Service Continue Amount: 0.00
Service Continue Date:
Terms:
Special Budget Amount: 0.00
Regular Budget Amount: 141.00
Arrears Payment Plus: 0.00
FinalMonthlyPayment: 0.00

CurrentMonthlyPayment: 0.00
EndMonthlyPayment: 0.00
LetterDescription: SHORT BLANK LETTER
HeadDate: 2023-06-27
Paragraph:
Bill Date:
Reconnect Amount: 0
Pay Amount: 0.00
BCS Investigator First Name: JOHN
BCS Investigator Last Name: AUSTIN
Number Of Time Send: 1
Number Of Time Faxed: 0
PUC Fax: [REDACTED]

PHILADELPHIA GAS WORKS

PUC

Opening XML

Case Number: 3922410
Company Name: PGW (PHILA. GAS WORKS (NGDC))
Company Code: 0766
Company Type: GAS TRANSPORTER
Customer First Name: KEVIN
Customer Middle Initial:
Customer Last Name: WALLACE
Customer Account Number: [REDACTED] 88
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: 1157 ATWOOD RD
Customer Service Address 2:
Customer Service Address City: PHILADELPHIA
Customer Service Address State: PA
Customer Service Address Zip: 19151
Customer Service Address 4-Zip:
Customer Family Adults: 3
Customer Family Children: 0
Customer Family Age:
Gross Income

| Source | Income Amount |
|--------|---------------|
| A1 | 4160 |
| A2 | 0 |
| A3 | 3813.33 |

Date Open: 2023-07-07
Reason For Contact: ON - PAR WITH DISPUTE (#63)
Term Date: 2023-07-11
Business Name:
Case Problem:

Company Position:

CUSTOMER BILLING IS CORRECT.

Related Information:

CUSTOMER SEEKING ASSISTANCE. CUSTOMER SAYS HE CONTACTED COMPANY BECAUSE BILLING WAS NOT CORRECT. CUSTOMER SAYS THESE AMOUNTS WERE IN BANKRUPTCY 5 YEARS AGO AND COMPANY CANNOT EXPLAIN THE BALANCES THAT HAVE BEEN PLACED BACK INT HIS ACCOUNT. THE CELL PHONE NUMBER [REDACTED] HAS BEEN ALLOWED TO BE SHARED. THE EMAIL ADDRESS [REDACTED] HAS BEEN ALLOWED TO BE SHARED.

Case Misc Info:

Hot Issue:

Case Origin:

TELEPHONE

Prior Case Number:

3912851

Universal Service:

N

Arrearage:

5000

BCS Investigator First Name:

BCS

BCS Investigator Last Name:

CASE POOL

BCS Investigator Phone w/ Area Code:

[REDACTED]

BCSIntaker First Name:

DORIN

BCSIntaker Last Name:

COLLINS

Number Of Time Send:

1

Number Of Time Faxed:

0

Number Of Time Faxed:

[REDACTED]

PHILADELPHIA GAS WORKS

PUC

Closing XML

Case Number: 3922410
Company Name: PGW (PHILA. GAS WORKS (NGDC))
Company Code: 0766
Company Type: GAS TRANSPORTER
Customer First Name: KEVIN
Customer Middle Initial:
Customer Last Name: WALLACE
Account Number: [REDACTED] 87
Service Address 1: 1157 ATWOOD RD
Service Address 2:
Service City: PHILADELPHIA
Service State: PA
Service Zip 5: 19151
Service Zip 4:
Decision Issue: N
Oral Written: W
Violation: NO
Chapter:
Section Rule:
Total Balance: 5999.30
Date Closed: 2023-08-01
Resolution: DISMISSAL LETTER SENT. CASE DISMISSED PER 56.166. PGW IS WILLING TO INVESTIGATE CUSTOMER'S DISPUTE, HOWEVER THEY HAVE NO RECORD OF CUSTOMER CONTACTING THEM REGARDING DISPUTE. ADVISED CUSTOMER TO CONTACT PGW TO DISCUSS BILLING CONCERNS. IF NOT SATISFIED WITH PGW'S FINDINGS CUSTOMER CAN CONTACT PUC TO FILE NEW INFORMAL COMPLAINT. CASE CLOSED.
Balance Date: 2023-07-28
Service Restored Pay: 0.00
Service Continue Amount: 0.00
Service Continue Date:
Terms:
Special Budget Amount: 0.00
Regular Budget Amount: 141.00
Arrears Payment Plus: 0.00
FinalMonthlyPayment: 0.00

CurrentMonthlyPayment: 0.00
EndMonthlyPayment: 0.00
LetterDescription: SHORT BLANK LETTER
HeadDate: 2023-08-01
Paragraph:
Bill Date:
Reconnect Amount: 0
Pay Amount: 0.00
BCS Investigator First Name: JOHN
BCS Investigator Last Name: AUSTIN
Number Of Time Send: 1
Number Of Time Faxed: 0
PUC Fax: [REDACTED]

Customer Contact: Billing

Date: 08/02/2023 Time: 9:18:00 AM Source: JetSearch Related Tran: Account Maintenance
CC Type: BILL - Billing Created: 08/02/2023 at: 9:18:41 AM by: AGRAHAM
Area: 800 - Residential General Service Changed: at: by:
 Surveyable Auto Delete Date: 08/02/2027 Class: Inquiry

Comments: C/C for a PAR. L1: GMI \$2700 HH4. To reinstate PAR must pay \$3940. Eligible for \$141 CRP; offered to mail application but can apply online or by fax. COR said he doesn't understand why he has to pay that much to reinstate PAR when he filed bankruptcy and should be offered a PAR excluding the balance under bankruptcy. COR stated he's being billed the bal included in his bankruptcy Informed COR he can dispute his acct bal. Call was disconnected.

Letter
Status: Print Date: Run Number: Reprint:

Template:

Review List Tickler

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

Account:

Premise:

Person:

Philadelphia Gas Works



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

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

September 5, 2023

Kevin Wallace
1157 Atwood Road
Philadelphia, PA 19151

Account Number: [REDACTED] 37

Dear Kevin Wallace,

On August 2, 2023, a dispute was filed with the Philadelphia Gas Works (PGW). In your dispute, you stated that you do not believe the balance is \$5,999.30 is accurate after you filed bankruptcy and you would like it reviewed.

A review of our records indicates bankruptcy was filed on February 6, 2020, under account number 0000 9464 9652 and was dismissed on February 14, 2023. After you filed bankruptcy, a new account number was activated and your account generated with a zero balance. The account balance was not satisfied in full on a monthly basis after February 6, 2020. The disputed balance is an accumulation due to partial/missed payments.

I have provided a statement of your account for review. PGW's position is the account balance is accurate.

1. A statement of account
2. Utility report

Please be advised as of September 20, 2023, your account will become delinquent and subject to collection action. To avoid collection activity, you can pay the bill in full or contact us to determine if you are eligible for a payment agreement.

Sincerely,

Ms. Ramos
Dispute Resolution Unit

Philadelphia Gas Works



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

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

P.O. Box 3500, Philadelphia, PA 19122, Telephone #: 215-787-1288

Payments can be made by phone at 215-235-1000, online at www.pgworks.com, by mail to P.O. Box 11700, Newark, NJ 07101 or at any location participating in the Pay with Cash program. Further information regarding these payment methods is available upon request.

If you do not agree with this report, you may file an informal complaint with the Pennsylvania **Public Utility Commission** to ensure preservation of your rights.

You can file an informal complaint at the following:

Telephone #: 1-800-692-7380

or

P.O. Box 3265, Harrisburg, Pa 17105-3265

or

<http://www.puc.state.pa.us>

When you file an informal complaint, the Public Utility Commission will need to know the following:

1. The name of the ratepayer (your name).
2. Your mailing address and, if different, the address at which service is provided.
3. Your account number.
4. The name of the utility with which you have the dispute.
5. A brief statement of the dispute.
6. Whether the utility has investigated and reported to you on the matter being disputed.
7. Whether the dispute has been subject of the previous complaint filed with the Commission.
8. The date, if any, of proposed termination.
9. What you would like the Commission to do.

Specific Service Agreement Statement of Account SA- [REDACTED] 41

| | | |
|-----------------------------------|-----------------------|-------------------|
| Customer Name | From Date | To Date |
| KEVIN WALLACE | 2/6/2020 | 9/5/2023 |
| Service Address | Account Number | S A Number |
| 1157 ATWOOD RD PHIL, PA 191513108 | [REDACTED] 87 | [REDACTED] 41 |
| | Meter | Rate/Class |
| | 1726734 | 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 |
|------------------|------------------|---------|-----------|-----------|-----------|-----------------|--------------|--------------|------------|--------------------|-----------------|----------------|
| 2/19/2020 | BILL | 6295 | R | 8 | 51 | 6.38 | 188 | | 3/13/2020 | \$78.68 | \$78.68 | \$78.68 |
| 3/18/2020 | BILL | 6456 | R | 31 | 161 | 5.19 | 650 | | 4/13/2020 | \$244.90 | \$323.58 | \$323.58 |
| 4/17/2020 | BILL | 6569 | R | 30 | 113 | 3.77 | 405 | | 5/12/2020 | \$170.15 | \$493.73 | \$493.73 |
| 5/16/2020 | BILL | 6673 | R | 29 | 104 | 3.59 | 354 | | 6/10/2020 | \$119.82 | \$613.55 | \$613.55 |
| 6/17/2020 | BILL | 6701 | R | 32 | 28 | 0.88 | 35 | | 7/13/2020 | \$50.66 | \$664.21 | \$664.21 |
| 7/17/2020 | BILL | 6723 | R | 30 | 22 | 0.73 | 0 | | 8/10/2020 | \$42.51 | \$706.72 | \$706.72 |
| 8/15/2020 | BILL | 6741 | R | 29 | 18 | 0.62 | 0 | | 9/9/2020 | \$37.38 | \$744.10 | \$744.10 |
| 9/17/2020 | BILL | 6762 | R | 33 | 21 | 0.64 | 5 | | 10/12/2020 | \$41.45 | \$785.55 | \$785.55 |
| 10/16/2020 | BILL | 6786 | R | 29 | 24 | 0.83 | 83 | | 11/10/2020 | \$45.36 | \$830.91 | \$830.91 |
| 11/17/2020 | BILL | 6848 | R | 30 | 62 | 2.07 | 243 | | 12/11/2020 | \$107.20 | \$938.11 | \$938.11 |
| 12/17/2020 | BILL | 6989 | R | 32 | 141 | 4.41 | 613 | | 1/14/2021 | \$209.88 | \$1,147.99 | \$1,147.99 |
| 1/20/2021 | LPC | | | | | | | | | \$17.21 | \$1,165.20 | \$1,165.20 |
| 1/20/2021 | BILL | 7200 | R | 31 | 211 | 6.81 | 864 | | 2/12/2021 | \$305.57 | \$1,470.77 | \$1,470.77 |
| 1/26/2021 | COVID19 | | | | | | | | | (\$300.00) | \$1,170.77 | \$1,170.77 |
| 2/19/2021 | BILL | 7464 | R | 33 | 264 | 8 | 1043 | Debit Card | 3/16/2021 | \$382.37 | \$1,553.14 | \$1,553.14 |
| 3/4/2021 | PAY | | | | | | | | | (\$98.00) | \$1,455.14 | \$1,455.14 |
| 3/19/2021 | BILL | 7647 | R | 28 | 183 | 6.54 | 682 | | 4/14/2021 | \$260.76 | \$1,715.90 | \$1,715.90 |
| 4/20/2021 | LPC | | | | | | | | | \$25.73 | \$1,741.63 | \$1,741.63 |
| 4/20/2021 | BILL | 7748 | R | 30 | 101 | 3.37 | 344 | | 5/13/2021 | \$165.17 | \$1,906.80 | \$1,906.80 |
| 5/5/2021 | PAY | | | | | | | Check | | (\$200.00) | \$1,706.80 | \$1,706.80 |
| 5/19/2021 | BILL | 7812 | R | 31 | 64 | 2.06 | 195 | | 6/14/2021 | \$95.31 | \$1,802.11 | \$1,802.11 |
| 6/17/2021 | BILL | 7840 | R | 29 | 28 | 0.97 | 36 | | 7/13/2021 | \$50.95 | \$1,853.06 | \$1,853.06 |
| 7/17/2021 | LPC | | | | | | | | | \$27.40 | \$1,880.46 | \$1,880.46 |
| 7/17/2021 | BILL | 7862 | R | 30 | 22 | 0.73 | 0 | | 8/10/2021 | \$44.13 | \$1,924.59 | \$1,924.59 |
| 8/17/2021 | BILL | 7882 | R | 29 | 20 | 0.69 | 0 | | 9/10/2021 | \$41.93 | \$1,966.52 | \$1,966.52 |
| 9/17/2021 | BILL | 7906 | R | 33 | 24 | 0.73 | 0 | | 10/12/2021 | \$48.90 | \$2,015.42 | \$2,015.42 |
| 10/16/2021 | BILL | 7929 | R | 29 | 23 | 0.79 | 9 | | 11/9/2021 | \$53.91 | \$2,069.33 | \$2,069.33 |

| 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 |
|------------------|------------------|---------------------|-----------|-----------|-----------|-----------------|--------------|----------------------|------------|--------------------|-----------------|----------------|
| 11/17/2021 | LPC | | | | | | | | | \$30.24 | \$2,099.57 | \$2,099.57 |
| 11/17/2021 | BILL | 8023 | R | 32 | 94 | 2.94 | 312 | | 12/13/2021 | \$163.76 | \$2,263.33 | \$2,263.33 |
| 12/3/2021 | PAY | | | | | | | Debit Card | | (\$150.00) | \$2,113.33 | \$2,113.33 |
| 12/17/2021 | LPC | | | | | | | | | \$30.44 | \$2,143.77 | \$2,143.77 |
| 12/17/2021 | BILL | 8222 | R | 30 | 199 | 6.63 | 600 | | 1/12/2022 | \$332.42 | \$2,476.19 | \$2,476.19 |
| 1/20/2022 | LPC | | | | | | | | | \$35.43 | \$2,511.62 | \$2,511.62 |
| 1/20/2022 | BILL | 8517 | R | 34 | 295 | 8.68 | 856 | | 2/14/2022 | \$518.27 | \$3,029.89 | \$3,029.89 |
| 2/17/2022 | LPC | | | | | | | | | \$43.20 | \$3,073.09 | \$3,073.09 |
| 2/17/2022 | BILL | 8796 | R | 28 | 279 | 9.96 | 877 | | 3/15/2022 | \$473.01 | \$3,546.10 | \$3,546.10 |
| 3/19/2022 | LPC | | | | | | | | | \$50.30 | \$3,596.40 | \$3,596.40 |
| 3/19/2022 | BILL | 8994 | R | 30 | 198 | 6.6 | 605 | | 4/12/2022 | \$360.81 | \$3,957.21 | \$3,957.21 |
| 4/20/2022 | LPC | | | | | | | | | \$55.71 | \$4,012.92 | \$4,012.92 |
| 4/20/2022 | BILL | 9116 | R | 32 | 122 | 3.81 | 414 | | 5/13/2022 | \$219.57 | \$4,232.49 | \$4,232.49 |
| 5/18/2022 | BILL | 9177 | R | 28 | 61 | 2.18 | 179 | | 6/13/2022 | \$108.01 | \$4,340.50 | \$4,340.50 |
| 6/1/2022 | PAY | | | | | | | Check | | (\$109.00) | \$4,231.50 | \$4,231.50 |
| 6/17/2022 | LPC | | | | | | | | | \$58.99 | \$4,290.49 | \$4,290.49 |
| 6/17/2022 | BILL | 9195 | Y | 30 | 18 | 0.6 | 1 | | 7/14/2022 | \$48.16 | \$4,338.65 | \$4,338.65 |
| 7/19/2022 | BILL | 9224 | R | 30 | 29 | 0.97 | 0 | | 8/11/2022 | \$73.56 | \$4,412.21 | \$4,412.21 |
| 8/17/2022 | BILL | 9249 | R | 31 | 25 | 0.81 | 0 | | 9/12/2022 | \$65.62 | \$4,477.83 | \$4,477.83 |
| 9/16/2022 | LPC | | | | | | | | | \$61.80 | \$4,539.63 | \$4,539.63 |
| 9/16/2022 | BILL | 9274 | R | 30 | 25 | 0.83 | 0 | | 10/11/2022 | \$64.98 | \$4,604.61 | \$4,604.61 |
| 9/21/2022 | PAY | | | | | | | Banking Institutions | | (\$881.00) | \$3,723.61 | \$3,723.61 |
| 10/10/2022 | PAY | | | | | | | Check | | (\$279.00) | \$3,444.61 | \$3,444.61 |
| 10/10/2022 | BPTOCG | | | | | | | | | \$123.23 | \$3,567.84 | \$3,567.84 |
| 10/15/2022 | BILL | 9308 | R | 29 | 34 | 1.17 | 108 | | 11/8/2022 | \$80.23 | \$3,648.07 | \$3,648.07 |
| 11/15/2022 | BILL | 9366 | R | 28 | 58 | 2.07 | 198 | | 12/9/2022 | \$140.26 | \$3,788.33 | \$3,788.33 |
| 12/14/2022 | LPC | | | | | | | | | \$50.53 | \$3,838.86 | \$3,838.86 |
| 12/14/2022 | BILL | 9535 | R | 32 | 169 | 5.28 | 649 | | 1/11/2023 | \$337.20 | \$4,176.06 | \$4,176.06 |
| 1/14/2023 | LPC | | | | | | | | | \$55.59 | \$4,231.65 | \$4,231.65 |
| 1/14/2023 | BILL | 9742 | R | 31 | 207 | 6.68 | 791 | | 2/8/2023 | \$407.97 | \$4,639.62 | \$4,639.62 |
| 2/14/2023 | LPC | | | | | | | | | \$61.71 | \$4,701.33 | \$4,701.33 |
| 2/14/2023 | BILL | 9949 | R | 29 | 207 | 7.14 | 706 | | 3/10/2023 | \$436.60 | \$5,137.93 | \$5,137.93 |
| 3/16/2023 | LPC | | | | | | | | | \$68.26 | \$5,206.19 | \$5,206.19 |
| 3/16/2023 | BILL | 134 | R | 32 | 185 | 5.78 | 654 | | 4/11/2023 | \$360.17 | \$5,566.36 | \$5,566.36 |
| 4/15/2023 | BILL | 242 | R | 30 | 108 | 3.6 | 413 | | 5/9/2023 | \$189.66 | \$5,756.02 | \$5,756.02 |

| 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 |
|------------------|------------------|---------------------|-----------|-----------|-----------|-----------------|--------------|--------------|-----------|--------------------|-----------------|----------------|
| 5/16/2023 | LPC | | | | | | | | | \$76.51 | \$5,832.53 | \$5,832.53 |
| 5/16/2023 | BILL | 290 | R | 29 | 48 | 1.66 | 189 | | 6/9/2023 | \$88.37 | \$5,920.90 | \$5,920.90 |
| 6/15/2023 | BILL | 307 | R | 32 | 17 | 0.53 | 29 | | 7/12/2023 | \$40.65 | \$5,961.55 | \$5,961.55 |
| 7/15/2023 | BILL | 323 | R | 30 | 16 | 0.53 | 3 | | 8/8/2023 | \$37.75 | \$5,999.30 | \$5,999.30 |
| 8/15/2023 | BILL | 339 | R | 29 | 16 | 0.55 | 0 | | 9/8/2023 | \$37.75 | \$6,037.05 | \$6,037.05 |

Customer Contact: Billing

Date: 09/19/2023 Time: 1:44:00 PM Source: JetSearch Related Tran: Account Maintenance

CC Type: BILL - Billing Created: 09/19/2023 at: 1:44:06 PM by: MHALL

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

Surveyable Auto Delete Date: 09/19/2027 Class: Inquiry

Comments: Mr Wallace called in to set up a payment agreemet. Can pay catch up amount of \$4,728.00 has 12 months left monthly bill be \$394.00. Hh income \$1300.00 and 4 hh members level 1. Eligible for crp apply online at pgworks.com submit call back and get expedited. Gave PUC # 800-692-7380 and liens # 215-978-1053. Advised to get another agreement would need to zero account out. Bankrupcy is on account 0000 9464 9652. not satisfied.

Letter

Status: Print Date: Run Number: Reprint:

Template:

Review List Tickler

Follow Up: to Review Group to User

Priority: Review Group...

Account: 87 Wallace, Kevin

Premise: 1157 Atwood Rd/Phila,Pa

Person: Wallace, Kevin

Change Cancel

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

Notice Date:
Account Number:

Sep 28, 2023
87

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 1157 ATWOOD RD on or after 8 a.m. on Oct 10, 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 \$6,037.05.
- 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 | \$6,037.05 |
| Security Deposit | \$276.00 |
| Turn On Charge | \$123.23 |
| Total | \$6,436.28 |

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 |

PL_20230928191904.dat-2151-000003440

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] 87
Notice Date: Sep 28, 2023
Please Pay: \$6,037.05

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

Amount Enclosed:

001076 000003440
KEVIN WALLACE
1157 ATWOOD RD
PHILA PA 19151-3108

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

PHILADELPHIA GAS WORKS

PUC

Opening XML

Case Number: 3946911
Company Name: PGW (PHILA. GAS WORKS (NGDC))
Company Code: 0766
Company Type: GAS TRANSPORTER
Customer First Name: KEVIN
Customer Middle Initial:
Customer Last Name: WALLACE
Customer Account Number: [REDACTED] 87
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: 1157 ATWOOD RD
Customer Service Address 2:
Customer Service Address City: PHILADELPHIA
Customer Service Address State: PA
Customer Service Address Zip: 19151
Customer Service Address 4-Zip:
Customer Family Adults: 3
Customer Family Children: 0
Customer Family Age:
Gross Income

| Source | Income Amount |
|--------|---------------|
| WAGES | 1700 |
| AD2 | 0 |
| AD3 | 0 |

Date Open: 2023-10-04
Reason For Contact: ON - PAR WITH DISPUTE (#63)
Term Date: 2023-10-10
Business Name:
Case Problem:

Company Position: 10/02/2023 PGW WANTS HIM TO PAY 4000 TO KEEP SERVICES ON AND NO RECORD OF THE BALANCE AMOUNT FROM 4 YEARS AGO.

Related Information: 63- PAR WITH DISPUTE- CUSTOMER IS DISPUTING THE BALANCE AMOUNT FOR 4000. CUSTOMER STATED THE BANKRUPTCY WAS DISMISSED 3 YEARS BACK ON THE ACCOUNT. CUSTOMER WOULD LIKE THE PAYMENT ARRANGEMENT OF 800 PLUS BILLING AND WHAT THE BALANCE AMOUNT TO BE READJUSTED TO 4000. THE CELL PHONE NUMBER [REDACTED] HAS BEEN ALLOWED TO BE SHARED. THE EMAIL ADDRESS [REDACTED] HAS BEEN ALLOWED TO BE SHARED.

Case Misc Info:

Hot Issue:

Case Origin: TELEPHONE

Prior Case Number: 3922410

Universal Service: N

Arrearage: 6129

BCS Investigator First Name: BCS

BCS Investigator Last Name: CASE POOL

BCS Investigator Phone w/ Area Code: [REDACTED]

BCSIntaker First Name: STEFANIA

BCSIntaker Last Name: MICOLUCCI

Number Of Time Send: 1

Number Of Time Faxed: 0

Number Of Time Faxed: [REDACTED]

PHILADELPHIA GAS WORKS

PUC

Closing XML

Case Number: 3946911
Company Name: PGW (PHILA. GAS WORKS (NGDC))
Company Code: 0766
Company Type: GAS TRANSPORTER
Customer First Name: KEVIN
Customer Middle Initial:
Customer Last Name: WALLACE
Account Number: [REDACTED] 87
Service Address 1: 1157 ATWOOD RD
Service Address 2:
Service City: PHILADELPHIA
Service State: PA
Service Zip 5: 19151
Service Zip 4:
Decision Issue: Y
Oral Written: W
Violation: NO
Chapter:
Section Rule:
Total Balance: 8734.45
Date Closed: 2024-02-23
Resolution: DECISION ISSUED: 1. THE \$973.55 BALANCE TRANSFERRED TO YOUR ACCOUNT ON 10/10/2023, AFTER THE BANKRUPTCY WAS DISMISSED, WAS SET BY THE COURT HANDLING YOUR BANKRUPTCY CASE. THE PUC DOES NOT HAVE AUTHORITY OVER PAYMENT ARRANGEMENTS SET BY THE BANKRUPTCY COURT. 2. THE PAYMENT ARRANGEMENT ESTABLISHED BY PGW ON 8/12/2022 WAS NOT SATISFIED, AS THE FIRST PAYMENT WAS DUE 9/2/2022 AND PAYMENT DID NOT POST UNTIL 9/21/2022. A SUBSEQUENT ARRANGEMENT ESTABLISHED BY PGW ON 10/12/2022 HAS DEFAULTED FOR NONPAYMENT. 3. THE ACCOUNT BALANCE IS AN ACCUMULATION OF MANY MONTHS' CHARGES WITH NO PAYMENTS OR PARTIAL PAYMENTS BEING MADE. 4. CUSTOMER HAS AN UNSATISFIED PUC PAYMENT ARRANGEMENT ON THIS ACCOUNT, BCS 3798100, AND PER § 1405 (D) THE CUSTOMER IS NOT ELIGIBLE FOR A NEW PUC ARRANGEMENT. CASE DISMISSED.
Balance Date: 2024-02-23
Service Restored Pay: 0.00

Service Continue Amount: 0.00
Service Continue Date:
Terms:
Special Budget Amount: 0.00
Regular Budget Amount: 138.00
Arrears Payment Plus: 0.00
FinalMonthlyPayment: 0.00
CurrentMonthlyPayment: 0.00
EndMonthlyPayment: 0.00
LetterDescription:
HeadDate: 2024-02-26
Paragraph:
Bill Date:
Reconnect Amount: 0
Pay Amount: 0.00
BCS Investigator First Name: HOWARD
BCS Investigator Last Name: SAUERTIEG
Number Of Time Send: 1
Number Of Time Faxed: 0
PUC Fax: [REDACTED]