
Reena Faust, |
v. | Docket No.: C-2024-3050555
Philadelphia Gas Works |
|
Initial Call-In |
Telephonic Hearing

Pages 1 - 42

Judge's Chambers
State Office Building
801 Market Street
Philadelphia, PA

Tuesday, November 19, 2024
Commencing at 10:00 a.m.

INDEX TO EXHIBITS

Docket No. C-2024-3050555

Hearing Date: November 19, 2024

<u>NUMBER</u>	<u>FOR IDENTIFICATION</u>	<u>IN EVIDENCE</u>
PGW Exhibit 1		
Customer Statement	22	38
PGW Exhibit 2		
Gas Usage Analysis	19	38
PGW Exhibit 3		
10-day Shutoff Notice	27	38
PGW Exhibit 4		

Screenshot of database	24	38
PGW Exhibit 5		
Meter Test Result	25	38
PGW Exhibit 6		
Informal and Formal		
Complaints	28	38



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

November 14, 2024

VIA ELECTRONIC MAIL

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

Re: Reena Faust v. Philadelphia Gas Works, Docket No. C-2024-3050555

Dear Judge Guhl:

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

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

Sincerely,

/s/ Graciela Christlieb

Graciela Christlieb, Esquire

Enclosure

cc: Cert. of Service w/enc.



PHILADELPHIA GAS WORKS

800 West Montgomery Avenue • Philadelphia, PA 19122

CERTIFICATE OF SERVICE

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

VIA HAND DELIVERY

Reena Faust
6525 N. Woodstock Street
Philadelphia, PA 19138

Date: November 14, 2024

/s/ Graciela Christlieb
Graciela Christlieb, Esquire

Specific Service Agreement Statement of Account SA- [REDACTED]

Customer Name	From Date	To Date			
RENEE FAUST	9/14/2022	11/8/2024			
Service Address	Account Number	S A Number	Meter	Rate/Class	
6525 N WOODSTOCK ST PHIL, PA 191383114	[REDACTED]	[REDACTED]	1781113	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
9/17/2022	BILL	874	R	30	8	0.27	0		10/11/2022	\$71.94	\$2,566.88	\$2,566.88
10/18/2022	BILL	900	R	29	26	0.9	112		11/10/2022	\$71.94	\$2,638.82	\$2,638.82
11/16/2022	BILL	971	R	31	71	2.29	230		12/12/2022	\$71.94	\$2,710.76	\$2,710.76
12/15/2022	BILL	1044	R	29	73	2.52	644		1/12/2023	\$71.94	\$2,782.70	\$2,782.70
1/18/2023	BILL	1131	R	31	87	2.81	777		2/10/2023	\$71.94	\$2,854.64	\$2,854.64
2/15/2023	BILL	1141	R	31	10	0.32	750		3/13/2023	\$71.94	\$2,926.58	\$2,926.58
3/17/2023	BILL	1231	R	30	90	3	616		4/12/2023	\$71.94	\$2,998.52	\$2,998.52
4/18/2023	BILL	1250	R	30	19	0.63	390		5/11/2023	\$71.94	\$3,070.46	\$3,070.46
5/17/2023	BILL	1258	R	31	8	0.26	191		6/12/2023	\$78.42	\$3,148.88	\$3,148.88
6/16/2023	BILL	1266	R	30	8	0.27	27		7/13/2023	\$78.42	\$3,227.30	\$3,227.30
7/18/2023	BILL	1273	R	30	7	0.23	3		8/10/2023	\$78.42	\$3,305.72	\$3,305.72
8/16/2023	BILL	1282	R	31	9	0.29	0		9/11/2023	\$78.42	\$3,384.14	\$3,384.14
9/16/2023	BILL	1290	R	31	8	0.26	0		10/10/2023	\$78.42	\$3,462.56	\$3,462.56
10/17/2023	BILL	1297	R	29	7	0.24	57		11/9/2023	\$78.42	\$3,540.98	\$3,540.98
11/16/2023	BILL	1306	R	32	9	0.28	329		12/12/2023	\$78.42	\$3,619.40	\$3,619.40
12/15/2023	BILL	1314	R	29	8	0.28	603		1/12/2024	\$78.42	\$3,697.82	\$3,697.82
1/18/2024	BILL	1324	R	34	10	0.29	804		2/12/2024	\$78.42	\$3,776.24	\$3,776.24
2/15/2024	BILL	1333	R	28	9	0.32	744		3/12/2024	\$78.42	\$3,854.66	\$3,854.66
3/15/2024	BILL	1342	R	29	9	0.31	617		4/10/2024	\$78.42	\$3,933.08	\$3,933.08
4/16/2024	BILL	1350	R	30	8	0.27	444		5/9/2024	\$78.42	\$4,011.50	\$4,011.50
4/26/2024	CRPFRZ									\$1,017.47	\$5,028.97	\$5,028.97
4/26/2024	ADJLPC									\$112.65	\$5,141.62	\$5,141.62
5/15/2024	LPC									\$60.62	\$5,202.24	\$5,202.24
5/15/2024	BILL	1359	R	31	9	0.29	203		6/10/2024	\$30.37	\$5,232.61	\$5,232.61
6/14/2024	BILL	1367	R	30	8	0.27	8		7/10/2024	\$28.73	\$5,261.34	\$5,261.34
7/16/2024	LPC									\$76.32	\$5,337.66	\$5,337.66
7/16/2024	BILL	1375	R	30	8	0.27	0		8/8/2024	\$28.46	\$5,366.12	\$5,366.12

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
8/14/2024	LPC									\$76.74	\$5,442.86	\$5,442.86
8/14/2024	BILL	1384	R	31	9	0.29	0		9/9/2024	\$29.84	\$5,472.70	\$5,472.70
9/14/2024	LPC									\$77.19	\$5,549.89	\$5,549.89
9/14/2024	BILL	1393	R	31	9	0.29	1		10/8/2024	\$29.83	\$5,579.72	\$5,579.72
10/15/2024	LPC									\$77.64	\$5,657.36	\$5,657.36
10/15/2024	BILL	1413	R	29	20	0.69	21		11/7/2024	\$46.97	\$5,704.33	\$5,704.33
11/8/2024	LPCWVE									(\$154.83)	\$5,549.50	\$5,549.50
11/8/2024	LPCWVE									(\$76.74)	\$5,472.76	\$5,472.76

Heat & Domestic

					GAS USAGE				
					ANALYSIS OF ACCOUNT				
Name	Renee Faust				NON-HEATING				
Address	6525 N Woodstock St				DAILY USAGE				
PHILA. PA					0.29	CCF PER DAY			
					ACCOUNT #	██████████			
DATES		METER READINGS		NUMBER OF	USAGE IN	DOMESTIC	HEAT	NUMBER	C.F.D.D.***
FROM	TO	FROM	TO	DAYS	CCF*	USAGE CCF *	USAGE	DEG.DAYS**	
10/13/2014	10/13/2015	1044	2346	365	1302	106	1196	4755	25.2
10/13/2015	10/12/2016	2346	3626	365	1280	106	1174	3583	32.8
10/12/2016	10/12/2017	3626	5007	365	1381	106	1275	3835	33.3
10/12/2017	10/15/2018	5007	6241	368	1234	107	1127	4424	25.5
10/15/2018	10/15/2019	6241	7514	365	1273	106	1167	4366	26.7
10/15/2019	10/15/2020	7514	8993	366	1479	106	1373	4201	32.7
10/15/2020	10/15/2021	8993	10274	365	1281	106	1175	4029	29.2
10/15/2021	10/14/2022	274	900	364	626	106	520	3956	13.2
10/14/2022	10/13/2023	900	1297	364	397	106	291	3685	7.9
10/13/2023	10/11/2024	1297	1413	364	116	106	10	3774	0.3
* CCF = hundred Cubic feet									
** DEGREE DAYS AN INDEX OF ENERGY CONSUMPTION FOR HEATING .									
IT INDICATES THE NUMBER OF DEGREES THE AVERAGE TEMPERATURE DROPS BELOW 65' F.									
***CFDD EQUALS CUBIC FEET OF GAS USED PER DEGREE DAY									

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 6525 N WOODSTOCK ST on or after 8 a.m. on Aug 06, 2024. This notice will remain effective for 60 days. To talk about your bill or this notice, call our office at 215-235-1777.

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

- Pay your past due amount of \$5,261.34.
• Pay the amount you owe on your most recent payment plan.
• Make a payment arrangement (you may be eligible for a special assistance program).
• Contact us to dispute the bill.

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

Table with 2 columns: Item, Amount. Rows include Past Due Amount (\$5,261.34), Security Deposit (\$58.00), Turn On Charge (\$123.23), Total (\$5,442.57).

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

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

MEDICAL EMERGENCY NOTICE

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

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

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

IMPORTANT TO KNOW - BEFORE WE SHUT OFF YOUR GAS SERVICE

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

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

WINTER SHUT OFF PROVISIONS Dec. 1-March 31

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

Federal Poverty Guidelines (FPG) 2024

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

PL_20240725180001.dat-13951-000004067

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

Account Number:
Notice Date:
Please Pay:

[REDACTED]
J
\$5,261.34

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

Amount Enclosed:

RENEE FAUST
6525 N WOODSTOCK ST
PHILADELPHIA PA 19138-3114

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

Field Information

Order Num 15187924 Order Type Meter Test Exchange Customer Name FAUST RENE

Field Activity Sequence

Sequence	Work Date	Employee	Status Code	Comp Type	Dispatch Type	Window	Time	Gas Found	Gas Left
▶ 14991630	11-11-24	Marc Colflesh	CMP	Completed By FSD	Primary	800-1200	11/11/2024 9:32 AM	ON	ON
▶ 14988916	11-08-24	Joseph Medycki	CMP	Partial complete	Primary	1200-1600	11/8/2024 12:50 PM		

Field Activity Details

Gas Status
 Appliance Data
 Hazard Data
 Non-Part Charges
 Safety Survey
 Meter Order
 Parts Summary
 Activities
 Completion Time
 Survey Check
 Acct. Codes
 Comment

Gas Found	Gas Left	Off Method	Second Off Method
▶ ON	ON		

Others Order Data

Order Type Desc	Special Instructions	Created By
▶ Meter Test Exchange	EXCHANGE METER AND BRING BACK TO METER SHOP FOR TESTING. DOCUMENT ALL APPLIANCES AND BTU'S	ateti

Close

Field Information

Order Num 15187924 Order Type Meter Test Exchange Customer Name FAUST RENEÉ

Field Activity Sequence

Sequence	Work Date	Employee	Status Code	Comp Type	Dispatch Type	Window	Time	Gas Found	Gas Left
▶ 14991630	11-11-24	Marc Cofflesh	CMP	Completed By FSD	Primary	800-1200	11/11/2024 9:32 AM	ON	ON
14988916	11-08-24	Joseph Medycki	CMP	Partial complete	Primary	1200-1600	11/8/2024 12:50 PM		

Field Activity Details

Gas Status Appliance Data | Hazard Data | Non-Part Charges | Safety Survey | Meter Order | Parts Summary | Activities | Completion Time | Survey Check | Acct. Codes | Comment

Appliance	BTU	Unit Number	Operational
▶ Heaters	78000	1	Y
Ranges	56000	1	Y
Water Heaters	40000	1	Y

Others Order Data

Order Type Desc	Special Instructions	Created By
▶ Meter Test Exchange	EXCHANGE METER AND BRING BACK TO METER SHOP FOR TESTING. DOCUMENT ALL APPLIANCES AND BTU'S	ateti

Close

Field Information

Order Num 15187924 Order Type Meter Test Exchange Customer Name FAUST RENEE

Field Activity Sequence

Sequence	Work Date	Employee	Status Code	Comp Type	Dispatch Type	Window	Time	Gas Found	Gas Left
▶ 14991630	11-11-24	Marc Cofflesh	CMP	Completed By FSD	Primary	800-1200	11/11/2024 9:32 AM	ON	ON
14988916	11-08-24	Joseph Medycki	CMP	Partial complete	Primary	1200-1600	11/8/2024 12:50 PM		

Field Activity Details

Gas Status | Appliance Data | Hazard Data | Non-Part Charges | Safety Survey | Meter Order | Parts Summary | Activities | Completion Time | Survey Check | Acct. Codes | Comment

Action	Current Meter Number	New Meter Number	Current ERT	New ERT	Current Index	New Index	Loc Desc	Reason
▶ Meter Exchange	1781113	2373824	46302892	78777809	1499	0	Basement	PGW Special Test

Others Order Data

Order Type Desc	Special Instructions	Created By
▶ Meter Test Exchange	EXCHANGE METER AND BRING BACK TO METER SHOP FOR TESTING. DOCUMENT ALL APPLIANCES AND BTU'S	ateti

Close

Customer Requested Meter Test

Date: 11-14-24

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

CUSTOMER: Renee Faust

ADDRESS: 6525 N Woodstock St

ON APPLICATION NO.:

GIVES THE FOLLOWING RESULTS:

METER NO. 1781113		PROOF [X]			ACCURACY []	
SIZE AL250	INDEX 1499	Meter Test Results			Percentage	
		Temperature	Open 100%	Check 20%	Fast	Slow
Meter Receive 11-11-24		69	99.0	99.0		
		69	98.9	98.9		
Meter Tested 11-14-24		69	98.8	98.9		
		Average of Results	98.9	98.9	-1.1	

Von Morgan

PGW REPRESENTATIVE

Customer Contact: Customer Review Unit [X]

Date: 03/02/2007 Time: 12:37:00 PM Source: JetSearch Related Tran: Account Maintenance
CC Type: CRU - Customer Review Unit Created: 03/02/2007 at: 12:37:27 PM by: LMORRISO
Area: 800 - Residential General Service Changed: at: by:
 Surveyable Auto Delete Date: 03/02/2012 Class: Inquiry

Comments: PUC faxed 3/2/07 bcs# 2200465; inc: 920.00(wages) 1 adult 1 child

Letter

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

Review List Tickler

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

Account: [REDACTED] Faust, Renee [v]
Premise: 6525 N Woodstock St/Phila,Pa [v]
Person: Faust, Renee [v]

[Change] [Cancel]

Customer Contact: Customer Review Unit [X]

Date: 04/11/2007 Time: 8:45:00 AM Source: JetSearch Related Tran: Account Maintenance
CC Type: CRU - Customer Review Unit Created: 04/11/2007 at: 8:46:21 AM by: SGIARROC
Area: 800 - Residential General Service Changed: at: by:
 Surveyable Auto Delete Date: 04/11/2012 Class: Inquiry

Comments: BCS# 2200465 closed on 4/4/07 by PUC Terry Trout. CAP REVIEW. MONTHLY CRP IS CORRECT AS BASED ON 9% OF INCOME. DISMISS 1405(C). CAP VALID LTR MAILED TO CUST.

Letter

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

Review List Tickler

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

Account: [REDACTED] Faust, Renee [v]
Premise: 6525 N Woodstock St/Phila,Pa [v]
Person: Faust, Renee [v]

[Change] [Cancel]

Customer Contact: Customer Review Unit [X]

Date: 07/02/2007 Time: 7:15:00 AM Source: _____ Related Tran: _____
CC Type: CRU - Customer Review Unit [v] Created: 07/02/2007 at: 7:15:09 AM by: WFADMIN
Area: 800 - Residential General Service [v] Changed: _____ at: _____ by: _____
 Surveyable Auto Delete Date: 07/01/2012 Class: Inquiry

Comments: PUC Complaint BCS# 2258517 filed on 6/29/2007 12:00:00 AM (CRU 787-1250) regarding CAP REVIEW (#67), by Renee Faust # of Adults in Household: 1. # and Ages of Children in Household: 1 / 11. Gross Income: 438 WAGES

Letter

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

Review List Tickler

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

Account: [REDACTED] Faust, Renee [v]
Premise: [] [v]
Person: [] [v]

[Change] [Cancel]

Customer Contact: Customer Review Unit

Date: 03/07/2008 Time: 2:00:00 PM Source: Related Tran:
CC Type: CRU - Customer Review Unit Created: 03/07/2008 at: 2:00:19 PM by: WFADMIN
Area: 800 - Residential General Service Changed: at: by:
 Surveyable Auto Delete Date: 03/07/2013 Class: Inquiry

Comments: BCS # 2258517 case dismissed on 3/7/2008 12:00:00 AM. Resolution:CAP REVIEW. MONTHLY CRP IS CORRECT AS BASED ON 9% OF INCOME. DISMISS 1405(C). CAP VALID LTR SENT TO CUST.

Letter

Status: Print Date: Run Number: Reprint:

Template:

Review List Tickler

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

Account:

Premise:

Person:

Customer Contact: Customer Review Unit [X]

Date: 05/05/2008 Time: 10:30:00 AM Source: _____ Related Tran: _____

CC Type: CRU - Customer Review Unit [v] Created: 05/05/2008 at: 10:30:33 AM by: WFADMIN

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

Surveyable Auto Delete Date: 05/05/2013 Class: Inquiry

Comments: PUC Complaint BCS# 2383576 filed on 5/5/2008 12:00:00 AM (CRU 787-1250) regarding CAP REVIEW (#67), by SM # of Adults in Household: 1. # and Ages of Children in Household: 1 / 12. Gross Income: 750 WAGES

Letter

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

Template: _____

Review List Tickler

Follow Up: [] to Review Group to User

Priority: [] Review Group... []

Account: [REDACTED] Faust, Renee [v]

Premise: 6525 N Woodstock St/Phila,Pa [v]

Person: Faust, Renee [v]

[Change] [Cancel]

Customer Contact: Customer Review Unit

Date: 04/03/2009 Time: 11:08:00 AM Source: Related Tran:

CC Type: CRU - Customer Review Unit Created: 04/03/2009 at: 11:08:28 AM by: WFADMIN

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

Surveyable Auto Delete Date: 04/03/2014 Class: Inquiry

Comments: BCS # 2383576 case dismissed on 4/3/2009 12:00:00 AM. Resolution:CAP REVIEW. CAP CORRECT BASED ON INCOME AND HH INFORMATION THE CUSTOMER PROVIDED AT THE TIME OF THE LAST RECERTIFICATION. AT TIME REPORT RECEIVED THE CUSTOMERS LAST PAYMENT TO THEM WAS ON 11/3/2006. GRANTS RECIEVED 12/15/2006; 5/18/2007, 6/22/2007 AND 10/26/2007. BCCS UPDATE SHOWS THAT NO PMTS HAVE BEEN MADE ON THE ACCOUNT SINCE PUC CASE OPENED. THE CUSTOMER IS CURRENTLY ON CRP BUDGET AMOUNT OF \$55

Letter

Status: Print Date: Run Number: Reprint:

Template:

Review List Tickler

Follow Up: to Review Group to User

Priority: Review Group...

Account: [REDACTED] Faust, Renee

Premise: 6525 N Woodstock St/Phila,Pa

Person: Faust, Renee

Change Cancel

Customer Contact: Customer Review Unit [X]

Date: 04/03/2009 Time: 11:08:00 AM Source: _____ Related Tran: _____
CC Type: CRU - Customer Review Unit [v] Created: 04/03/2009 at: 11:08:29 AM by: WFADMIN
Area: 800 - Residential General Service [v] Changed: _____ at: _____ by: _____
 Surveyable Auto Delete Date: 04/03/2014 Class: Inquiry

Comments: .46 + \$5.00 AND CURRENTLY OWES A CRP CURE AMOUNT OF \$1727.64.
ISSUED CAPVBAL LETTER.

Letter

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

Review List Tickler

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

Account: [REDACTED] Faust, Renee [v]
Premise: 6525 N Woodstock St/Phila,Pa [v]
Person: Faust, Renee [v]

[Change] [Cancel]

Customer Contact: Customer Review Unit [X]

Date: 04/03/2009 Time: 11:16:00 AM Source: _____ Related Tran: _____
CC Type: CRU - Customer Review Unit [v] Created: 04/03/2009 at: 11:16:43 AM by: WFADMIN
Area: 800 - Residential General Service [v] Changed: _____ at: _____ by: _____
 Surveyable Auto Delete Date: 04/03/2014 Class: Inquiry

Comments: PUC Informal Complaint BCS# 2513732 filed on 4/3/2009 12:00:00 AM (CRU 787-1250) regarding CAP DISPUTE (#67), by SM

Letter

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

Review List Tickler

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

Account: [REDACTED] Faust, Renee [v]
Premise: 6525 N Woodstock St/Phila,Pa [v]
Person: Faust, Renee [v]

[Change] [Cancel]

Customer Contact: Customer Review Unit [X]

Date: 04/14/2009 Time: 4:03:00 PM Source: _____ Related Tran: _____
CC Type: CRU - Customer Review Unit [v] Created: 04/14/2009 at: 4:03:40 PM by: WFADMIN
Area: 800 - Residential General Service [v] Changed: _____ at: _____ by: _____
 Surveyable Auto Delete Date: 04/14/2014 Class: Inquiry

Comments: BCS # 2513732 case dismissed on 4/14/2009 12:00:00 AM. Resolution:CASE CLOSED -- DUPLICATE OF CASE #2383576 WHICH WAS JUST CLOSED 4/3/09. CAPVBAL LETTER WAS SENT TO THE CUST ON 4/3/09 TO CLOSE THE PRIOR CASE. CUST'S LAST PYMT WAS 64 ON 11/3/06.

Letter

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

Review List Tickler

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

Account: [REDACTED] Faust, Renee [v]
Premise: 6525 N Woodstock St/Phila,Pa [v]
Person: Faust, Renee [v]

[Change] [Cancel]

Customer Contact: Customer Review Unit [X]

Date: 06/12/2009 Time: 10:07:00 AM Source: _____ Related Tran: _____
CC Type: CRU - Customer Review Unit [v] Created: 06/12/2009 at: 10:07:55 AM by: WFADMIN
Area: 800 - Residential General Service [v] Changed: _____ at: _____ by: _____
 Surveyable Auto Delete Date: 06/12/2014 Class: Inquiry

Comments: PUC Complaint BCS# 2549855 filed on 6/12/2009 12:00:00 AM (CRU 787-1250) regarding ON - PAR
NEEDED (# 61), by SM # of Adults in Household: 1. # and Ages of Children in Household: 1 / 12. Gross
Income: 750 WAGES

Letter

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

Review List Tickler

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

Account: [REDACTED] Faust, Renee [v]
Premise: 6525 N Woodstock St/Phila,Pa [v]
Person: Faust, Renee [v]

[Change] [Cancel]

Customer Contact: Customer Review Unit [X]

Date: 07/07/2009 Time: 12:59:00 PM Source: Related Tran:
CC Type: CRU - Customer Review Unit Created: 07/07/2009 at: 12:59:07 PM by: WFADMIN
Area: 800 - Residential General Service Changed: at: by:
 Surveyable Auto Delete Date: 07/07/2014 Class: Inquiry

Comments: BCS # 2549855 case dismissed on 7/7/2009 12:00:00 AM. Resolution:CASE DISMISSED. CAP CUSTOMER. DISMISSAL LETTER DATED 7/9/09.

Letter

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

Review List Tickler

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

Account: [REDACTED] Faust, Renee [v]
Premise: 6525 N Woodstock St/Phila,Pa [v]
Person: Faust, Renee [v]

[Change] [Cancel]

Customer Contact: Customer Review Unit [X]

Date: 08/14/2009 Time: 10:23:00 AM Source: _____ Related Tran: _____
CC Type: CRU - Customer Review Unit [v] Created: 08/14/2009 at: 10:23:37 AM by: WFADMIN
Area: 800 - Residential General Service [v] Changed: _____ at: _____ by: _____
 Surveyable Auto Delete Date: 08/14/2014 Class: Inquiry

Comments: PUC Complaint BCS# 2578672 filed on 8/14/2009 12:00:00 AM (CRU 787-1250) regarding ON - PAR
NEEDED (# 61), by SM # of Adults in Household: 1. # and Ages of Children in Household: 1 / 13. Gross
Income: 575 WAGES AD1

Letter

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

Review List Tickler

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

Account: [REDACTED] Faust, Renee [v]
Premise: 6525 N Woodstock St/Phila,Pa [v]
Person: Faust, Renee [v]

[Change] [Cancel]

Customer Contact: Customer Review Unit

Date: 08/14/2009 Time: 4:10:00 PM Source: Related Tran:
CC Type: CRU - Customer Review Unit Created: 08/14/2009 at: 4:10:18 PM by: WFADMIN
Area: 800 - Residential General Service Changed: at: by:
 Surveyable Auto Delete Date: 08/14/2014 Class: Inquiry

Comments: BCS # 2578672 case dismissed on 8/14/2009 12:00:00 AM. Resolution: CASE DISMISSED. CAP CUSTOMER. THE DATE OF COMPLAINT RESOLUTION AND EXPIRATION OF THE STAY OF TERMINATION IS AUGUST 18, 2009. DISMISSAL LTR SENT TO CUST.

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

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

Account:
Premise:
Person:

Customer Contact: Customer Review Unit [X]

Date: 11/06/2009 Time: 1:30:00 PM Source: _____ Related Tran: _____
CC Type: CRU - Customer Review Unit [v] Created: 11/06/2009 at: 1:30:39 PM by: WFADMIN
Area: 800 - Residential General Service [v] Changed: _____ at: _____ by: _____
 Surveyable Auto Delete Date: 11/06/2014 Class: Inquiry

Comments: PUC Complaint BCS# 2616813 filed on 11/6/2009 12:00:00 AM (CRU 787-1250) regarding ON - PAR
NEEDED (# 61), by # of Adults in Household: 1. # and Ages of Children in Household: 1 / 12. Gross Income:
397 WAGES

Letter

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

Review List Tickler

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

Account: [REDACTED] Faust, Renee [v]
Premise: 6525 N Woodstock St/Phila,Pa [v]
Person: Faust, Renee [v]

[Change] [Cancel]

Customer Contact: Customer Review Unit [X]

Date: 11/06/2009 Time: 4:04:00 PM Source: _____ Related Tran: _____

CC Type: CRU - Customer Review Unit [v] Created: 11/06/2009 at: 4:04:05 PM by: WFADMIN

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

Surveyable Auto Delete Date: 11/06/2014 Class: Inquiry

Comments: BCS # 2616813 case dismissed on 11/6/2009 12:00:00 AM. Resolution: CASE DISMISSED. ACCORDING TO COMPANY RECORDS, CUSTOMER IS ENROLLED IN THE COMPANY'S CRP PROGRAM. SEE ALSO PUC CASE NUMBERS 2549855, 2513732, 2383576, AND 2258517. UNDER THE PA LAW/ 66 PA. C.S. ?1405 (C), THE PUC IS NOT ALLOWED TO ESTABLISH PAYMENT ARRANGEMENTS FOR CUSTOMERS ENROLLED IN THE COMPANY'S CAP PROGRAM AND/OR HAVE CAP ARREARS IN THE ACCOUNT BALANCE. THE DATE OF COMPLAINT RESOLUTION AND EXPIRATION OF TH [v]

Letter

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

Template: _____

Review List Tickler

Follow Up: [] to Review Group to User

Priority: [] Review Group... []

Account: [REDACTED] Faust, Renee [v]

Premise: 6525 N Woodstock St/Phila,Pa [v]

Person: Faust, Renee [v]

[Change] [Cancel]

Customer Contact: Customer Review Unit

Date: 11/06/2009 Time: 4:04:00 PM Source: Related Tran:
CC Type: CRU - Customer Review Unit Created: 11/06/2009 at: 4:04:06 PM by: WFADMIN
Area: 800 - Residential General Service Changed: at: by:
 Surveyable Auto Delete Date: 11/06/2014 Class: Inquiry

Comments: E STAY OF TERMINATION IS NOVEMBER 13, 2009.

Letter

Status: Print Date: Run Number: Reprint:

Template:

Review List Tickler

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

Account:

Premise:

Person:

Customer Contact: Customer Review Unit [X]

Date: 05/10/2010 Time: 3:12:00 PM Source: _____ Related Tran: _____
CC Type: CRU - Customer Review Unit [v] Created: 05/10/2010 at: 3:12:30 PM by: WFADMIN
Area: 800 - Residential General Service [v] Changed: _____ at: _____ by: _____
 Surveyable Auto Delete Date: 05/10/2015 Class: Inquiry

Comments: PUC Complaint BCS# 2680709 filed on 5/10/2010 12:00:00 AM (CRU 787-1250) regarding ON - PAR NEEDED (# 61), by SM # of Adults in Household: 1. # and Ages of Children in Household: 1 / 14. Gross Income: 500 WAGES

Letter

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

Review List Tickler

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

Account: [REDACTED] Faust, Renee [v]
Premise: 6525 N Woodstock St/Phila,Pa [v]
Person: Faust, Renee [v]

[Change] [Cancel]

Customer Contact: Customer Review Unit [X]

Date: 05/28/2010 Time: 4:00:00 PM Source: _____ Related Tran: _____
CC Type: CRU - Customer Review Unit [v] Created: 05/28/2010 at: 4:00:09 PM by: WFADMIN
Area: 800 - Residential General Service [v] Changed: _____ at: _____ by: _____
 Surveyable Auto Delete Date: 05/28/2015 Class: Inquiry

Comments: BCS # 2680709 case dismissed on 5/28/2010 12:00:00 AM. Resolution:CASE DISMISSED PER 1405(C)...
CUST HAS CAP ARREARS IN BALANCE

Letter

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

Review List Tickler

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

Account: [REDACTED] Faust, Renee [v]
Premise: 6525 N Woodstock St/Phila,Pa [v]
Person: Faust, Renee [v]

[Change] [Cancel]

Customer Contact: Customer Review Unit [X]

Date: 07/13/2010 Time: 1:44:00 PM Source: _____ Related Tran: _____

CC Type: CRU - Customer Review Unit [v] Created: 07/13/2010 at: 1:44:33 PM by: WFADMIN

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

Surveyable Auto Delete Date: 07/13/2015 Class: Inquiry

Comments: PUC Complaint BCS# 2711253 filed on 7/13/2010 12:00:00 AM (CRU 787-1250) regarding ON - PAR NEEDED (# 61), by same # of Adults in Household: 1. # and Ages of Children in Household: 1 / 14. Gross Income: 590 RTPYR

Letter

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

Template: _____

Review List Tickler

Follow Up: [] to Review Group to User

Priority: [] Review Group... []

Account: [REDACTED] Faust, Renee [v]

Premise: 6525 N Woodstock St/Phila,Pa [v]

Person: Faust, Renee [v]

[Change] [Cancel]

Customer Contact: Customer Review Unit

Date: 08/09/2010 Time: 4:17:00 PM Source: _____ Related Tran: _____
CC Type: CRU - Customer Review Unit Created: 08/09/2010 at: 4:17:00 PM by: WFADMIN
Area: 800 - Residential General Service Changed: _____ at: _____ by: _____
 Surveyable Auto Delete Date: 08/09/2015 Class: Inquiry

Comments: BCS # 2711253 case dismissed on 8/9/2010 12:00:00 AM. Resolution:CASE DISMISSED PER 1410(1)...
CUST DID NOT CONTACT CO PRIOR TO CONTACTING PUC...THE DATE OF COMPLAINT RESOLUTION
AND EXPIRATION OF THE STAY OF TERMINATION IS AUGUST 16, 2010

Letter

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

Review List Tickler

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

Account: [REDACTED] Faust, Renee
Premise: 6525 N Woodstock St/Phila,Pa
Person: Faust, Renee

Change Cancel

Customer Contact: Customer Review Unit

Date: 08/19/2010 Time: 10:00:00 AM Source: Related Tran:

CC Type: CRU - Customer Review Unit Created: 08/19/2010 at: 10:00:55 AM by: WFADMIN

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

Surveyable Auto Delete Date: 08/19/2015 Class: Inquiry

Comments: PUC Complaint BCS# 2728624 filed on 8/19/2010 12:00:00 AM (CRU 787-1250) regarding ON - PAR WITH DISPUTE (#63), by RENEE FAUST # of Adults in Household: 1. # and Ages of Children in Household: 1 / 14. Gross Income: 0 WAGES

Letter

Status: Print Date: Run Number: Reprint:

Template:

Review List Tickler

Follow Up: to Review Group to User

Priority: Review Group...

Account:

Premise:

Person:

Customer Contact: Customer Review Unit

Date: 09/23/2010 Time: 5:23:00 PM Source: Related Tran:
CC Type: CRU - Customer Review Unit Created: 09/23/2010 at: 5:23:56 PM by: LMORRISO
Area: 800 - Residential General Service Changed: at: by:
 Surveyable Auto Delete Date: 09/23/2015 Class: Inquiry

Comments: Received Closing/Decision from TERRY SEAVER of PUC/BCS regarding BCS# 2728624 on 09/25/2010. The BCS stated the following: DECISION. INVESTIGATION BY THE PUC FOUND: THE PROPERTY IS EQUIPPED WITH A FUNCTIONING AMR. THE CUSTOMER HAS BEEN ENROLLED IN CRP SINCE 4/25/06. CURRENT STATUS DEFAULTED WITH ARREARS IN THE AMOUNT OF \$2176.12. THE CUSTOMER HAS NOT PROVIDED EVIDENCE THAT WOULD PROVE HER BALANCE IS INCORRECT. THE BILLS ARE CONSIDERED CORRECT AS RENDERED. THE PUC IS U

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

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

Account:
Premise:
Person:

Customer Contact: Customer Review Unit [X]

Date: 09/23/2010 Time: 5:23:00 PM Source: _____ Related Tran: _____
CC Type: CRU - Customer Review Unit [v] Created: 09/23/2010 at: 5:23:57 PM by: LMORRISO
Area: 800 - Residential General Service [v] Changed: _____ at: _____ by: _____
 Surveyable Auto Delete Date: 09/23/2015 Class: Inquiry

Comments: NABLE TO ISSUE TERMS PER 1405 (C). MED HOLD HAS BEEN PLACED ON THE ACCOUNT ON 9/15/10. INFORMAL COMPLAINT DISMISSED. . The customer must pay 146 plus 0 for a total of 75.2.

Letter

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

Review List Tickler

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

Account: [REDACTED] Faust, Renee [v]
Premise: 6525 N Woodstock St/Phila,Pa [v]
Person: Faust, Renee [v]

[Change] [Cancel]

Customer Contact: Customer Review Unit [X]

Date: 02/14/2011 Time: 1:35:00 PM Source: _____ Related Tran: _____
CC Type: CRU - Customer Review Unit [v] Created: 02/14/2011 at: 1:35:10 PM by: WFADMIN
Area: 800 - Residential General Service [v] Changed: _____ at: _____ by: _____
 Surveyable Auto Delete Date: 02/14/2016 Class: Inquiry

Comments: PUC Complaint BCS# 2792699 filed on 2/14/2011 12:00:00 AM (CRU 787-1250) regarding ON - PAR
NEEDED (# 61), by same # of Adults in Household: 1. # and Ages of Children in Household: 1 / 14. Gross
Income: 309 DPW

Letter

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

Review List Tickler

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

Account: [REDACTED] Faust, Renee [v]
Premise: 6525 N Woodstock St/Phila,Pa [v]
Person: Faust, Renee [v]

[Change] [Cancel]

Customer Contact: Customer Review Unit

Date: 02/18/2011 Time: 3:56:00 PM Source: Related Tran:
CC Type: CRU - Customer Review Unit Created: 02/18/2011 at: 3:56:41 PM by: WFADMIN
Area: 800 - Residential General Service Changed: at: by:
 Surveyable Auto Delete Date: 02/18/2016 Class: Inquiry

Comments: BCS # 2792699 case dismissed on 2/18/2011 12:00:00 AM. Resolution: CASE DISMISSED PER 1405C. ACCORDING TO THE COMPANY REPORT, CUSTOMER IS ON CAP.

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

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

Account:
Premise:
Person:

Customer Contact: Customer Review Unit [X]

Date: 09/07/2011 Time: 9:57:00 AM Source: _____ Related Tran: _____
CC Type: CRU - Customer Review Unit [v] Created: 09/07/2011 at: 9:57:50 AM by: WFADMIN
Area: 800 - Residential General Service [v] Changed: _____ at: _____ by: _____
 Surveyable Auto Delete Date: 09/06/2016 Class: Inquiry

Comments: PUC Complaint BCS# 2883194 filed on 9/7/2011 12:00:00 AM (CRU 787-1250) regarding ON - PAR
NEEDED (# 61), by # of Adults in Household: 1. # and Ages of Children in Household: 1 / 14. Gross Income:
300 AD1-WAGE

Letter

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

Review List Tickler

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

Account: [REDACTED] Faust, Renee [v]
Premise: 6525 N Woodstock St/Phila,Pa [v]
Person: Faust, Renee [v]

[Change] [Cancel]

Customer Contact: Customer Review Unit [X]

Date: 09/29/2011 Time: 8:59:00 AM Source: Related Tran:
CC Type: CRU - Customer Review Unit [v] Created: 09/29/2011 at: 8:59:53 AM by: WFADMIN
Area: 800 - Residential General Service [v] Changed: at: by:
 Surveyable Auto Delete Date: 09/28/2016 Class: Inquiry

Comments: BCS # 2883194 case dismissed on 9/29/2011 12:00:00 AM. Resolution:DISMISS PER 1405(C)... THE LAW DOES NOT ALLOW THE PUC TO MAKE A PAYMENT AGREEMENT FOR CRP RATEPAYERS OR ON CRP MONEY AS 66 PA. C.S. 1405(C) STATES CUSTOMER ASSISTANCE PROGRAM RATES SHALL BE TIMELY PAID AND SHALL NOT BE THE SUBJECT OF PAYMENT AGREEMENTS NEGOTIATED OR APPROVED BY THE COMMISSION. THE COMPANY IS REPORTING THAT YOU HAVE ARREARS IN YOUR BALANCE FROM THE CRP PROGRAM.

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

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

Account: [REDACTED] Faust, Renee [v]
Premise: 6525 N Woodstock St/Phila,Pa [v]
Person: Faust, Renee [v]

[Change] [Cancel]

Customer Contact: Customer Review Unit [X]

Date: 11/10/2011 Time: 10:19:00 AM Source: _____ Related Tran: _____
CC Type: CRU - Customer Review Unit [v] Created: 11/10/2011 at: 10:19:47 AM by: WFADMIN
Area: 800 - Residential General Service [v] Changed: _____ at: _____ by: _____
 Surveyable Auto Delete Date: 11/09/2016 Class: Inquiry

Comments: PUC Complaint BCS# 2910444 filed on 11/10/2011 12:00:00 AM (CRU 787-1250) regarding ON - PAR NEEDED (# 61), by SM # of Adults in Household: 1. # and Ages of Children in Household: 1 / 14. Gross Income: 390 AD1-WAGE

Letter

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

Review List Tickler

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

Account: [REDACTED] Faust, Renee [v]
Premise: 6525 N Woodstock St/Phila,Pa [v]
Person: Faust, Renee [v]

[Change] [Cancel]

Customer Contact: Customer Review Unit [X]

Date: 11/16/2011 Time: 8:03:00 AM Source: Related Tran:
CC Type: CRU - Customer Review Unit Created: 11/16/2011 at: 8:03:57 AM by: WFADMIN
Area: 800 - Residential General Service Changed: at: by:
 Surveyable Auto Delete Date: 11/15/2016 Class: Inquiry

Comments: BCS # 2910444 case dismissed on 11/16/2011 12:00:00 AM. Resolution: CASE DISMISSED PER 1405C. REVIEWED CO REPORT THAT STATES CUST IS IN THE CAP RATE PROGRAM, AND/OR OWES CAP ARREARS. ACCORDING TO 1405(C), CUSTOMER ASSISTANCE PROGRAM RATES SHALL BE TIMELY PAID AND SHALL NOT BE THE SUBJECT OF PAYMENT ARRANGEMENTS NEGOTIATED OR APPROVED BY THE COMMISSION. CASE CLOSED, LETTER SENT.

Letter

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

Review List Tickler

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

Account: [REDACTED] Faust, Renee [v]
Premise: 6525 N Woodstock St/Phila,Pa [v]
Person: Faust, Renee [v]

[Change] [Cancel]

Customer Contact: Customer Review Unit

Date: 06/13/2012 Time: 6:41:00 AM Source: Related Tran:
CC Type: CRU - Customer Review Unit Created: 06/13/2012 at: 6:41:38 AM by: WFADMIN
Area: 800 - Residential General Service Changed: at: by:
 Surveyable Auto Delete Date: 06/13/2017 Class: Inquiry

Comments: PUC Complaint BCS# 2981052 filed on 6/12/2012 12:00:00 AM (CRU 787-1250) regarding ON - PAR NEEDED (# 61), by SM # of Adults in Household: 1. # and Ages of Children in Household: 1 / 15. Gross Income: 390 AD1

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

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

Account:
Premise:
Person:

Customer Contact: Customer Review Unit

Date: 07/24/2012 Time: 2:01:00 PM Source: Related Tran:

CC Type: CRU - Customer Review Unit Created: 07/24/2012 at: 2:01:38 PM by: WFADMIN

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

Surveyable Auto Delete Date: 07/24/2017 Class: Inquiry

Comments: BCS # 2981052 case dismissed on 7/24/2012 12:00:00 AM. Resolution: CASE DISMISSED PER 1405C. ACCORDING TO CO REPORT, CUST IS IN CAP AND OWES 777.12 CAP CURES AMT. UNDER 66 PA. C.S. 1405C, THE PUC IS UNABLE TO MAKE PAR FOR CAP CUST OR FOR THOSE WHO OWES CAP ARREARS IN THE ACCT BALANCE. THE DATE OF THE COMPLAINT RESOLUTION AND STAY OF TERMINATION IS 8/3/2012. CASE CLOSED. LTR SENT.

Letter

Status: Print Date: Run Number: Reprint:

Template:

Review List Tickler

Follow Up: to Review Group to User

Priority: Review Group...

Account: [REDACTED] Faust, Renee

Premise: 6525 N Woodstock St/Phila,Pa

Person: Faust, Renee

Change Cancel

Customer Contact: Customer Review Unit [X]

Date: 09/06/2012 Time: 10:43:00 AM Source: _____ Related Tran: _____
CC Type: CRU - Customer Review Unit [v] Created: 09/06/2012 at: 10:43:23 AM by: WFADMIN
Area: 800 - Residential General Service [v] Changed: _____ at: _____ by: _____
 Surveyable Auto Delete Date: 09/06/2017 Class: Inquiry

Comments: PUC Informal Complaint BCS# 3016552 filed on 9/6/2012 12:00:00 AM (CRU 787-1250) regarding CAP DISPUTE (#67), by SM

Letter

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

Review List Tickler

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

Account: [REDACTED] Faust, Renee [v]
Premise: 6525 N Woodstock St/Phila,Pa [v]
Person: Faust, Renee [v]

[Change] [Cancel]

Customer Contact: Customer Review Unit [X]

Date: 11/20/2012 Time: 5:58:00 PM Source: _____ Related Tran: _____
CC Type: CRU - Customer Review Unit [v] Created: 11/20/2012 at: 5:58:56 PM by: WFADMIN
Area: 800 - Residential General Service [v] Changed: _____ at: _____ by: _____
 Surveyable Auto Delete Date: 11/20/2017 Class: Inquiry

Comments: BCS # 3016552 case dismissed on 11/20/2012 12:00:00 AM. Resolution:CASE DISMISSED. THE CUSTOMER QUESTIONED IF CRP IS BENEFICIAL. THE CRP PAYMENT IS \$36.20 PER MONTH. THE AVERAGE MONTHLY USAGE IS \$119 PER MONTH. THEREFORE, CRP IS BENEFICIAL. THE CUSTOMER ALSO CAN BENEFIT FROM SIGNIFICANT ARREARAGE FORGIVENESS EACH TIME SHE MAKES THE MONTHLY CRP PAYMENT ON TIME AND IN FULL. THE CUSTOMER NEEDS TO PAY \$823.12 TO BE CURRENT ON CRP THROUGH THE 11/9/12 DUE DATE. THE NEXT CRP

Letter

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

Review List Tickler

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

Account: [REDACTED] Faust, Renee [v]
Premise: 6525 N Woodstock St/Phila,Pa [v]
Person: Faust, Renee [v]

[Change] [Cancel]

Customer Contact: Customer Review Unit [X]

Date: 07/26/2013 Time: 9:16:00 AM Source: _____ Related Tran: _____
CC Type: CRU - Customer Review Unit [v] Created: 07/26/2013 at: 9:16:54 AM by: WFADMIN
Area: 800 - Residential General Service [v] Changed: _____ at: _____ by: _____
 Surveyable Auto Delete Date: 07/26/2018 Class: Inquiry

Comments: PUC Complaint BCS# 3127943 filed on 7/26/2013 12:00:00 AM (CRU 787-1250) regarding ON - PAR NEEDED (# 61), by SM # of Adults in Household: 1. # and Ages of Children in Household: 1 / 16. Gross Income: 1262 WAGES

Letter

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

Review List Tickler

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

Account: [REDACTED] Faust, Renee [v]
Premise: 6525 N Woodstock St/Phila,Pa [v]
Person: Faust, Renee [v]

[Change] [Cancel]

Customer Contact: Customer Review Unit [X]

Date: 09/04/2013 Time: 12:11:00 PM Source: _____ Related Tran: _____
CC Type: CRU - Customer Review Unit [v] Created: 09/04/2013 at: 12:11:33 PM by: WFADMIN
Area: 800 - Residential General Service [v] Changed: _____ at: _____ by: _____
 Surveyable Auto Delete Date: 09/04/2018 Class: Inquiry

Comments: BCS # 3127943 case dismissed on 9/4/2013 12:00:00 AM. Resolution:CASE DISMISSED PER 1405C...
CUST ON CAP... [v]

Letter

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

Review List Tickler

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

Account: [REDACTED] Faust, Renee [v]
Premise: 6525 N Woodstock St/Phila,Pa [v]
Person: Faust, Renee [v]

[Change] [Cancel]

Customer Contact: Customer Review Unit

Date: 11/14/2013 Time: 11:05:00 AM Source: Related Tran:
CC Type: CRU - Customer Review Unit Created: 11/14/2013 at: 11:05:15 AM by: WFADMIN
Area: 800 - Residential General Service Changed: at: by:
 Surveyable Auto Delete Date: 11/14/2018 Class: Inquiry

Comments: PUC Complaint BCS# 3172068 filed on 11/14/2013 12:00:00 AM (CRU 787-1250) regarding ON - PAR NEEDED (# 61), by SM # of Adults in Household: 1. # and Ages of Children in Household: 1 / 15. Gross Income: 390 A1

Letter

Status: Print Date: Run Number: Reprint:

Template:

Review List Tickler

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

Account:

Premise:

Person:

Customer Contact: Customer Review Unit [X]

Date: 12/19/2013 Time: 4:04:00 PM Source: Related Tran:
CC Type: CRU - Customer Review Unit Created: 12/19/2013 at: 4:04:43 PM by: WFADMIN
Area: 800 - Residential General Service Changed: at: by:
 Surveyable Auto Delete Date: 12/19/2018 Class: Inquiry

Comments: BCS # 3172068 case dismissed on 12/19/2013 12:00:00 AM. Resolution: CASE DISMISSED PER 1405C. CUST IS IN CAP RATE PROGRAM. ACCORDING TO PA LAW 66 PA C.S. ?1405(C), CUSTOMER ASSISTANCE PROGRAM RATES SHALL BE TIMELY PAID AND SHALL NOT BE THE SUBJECT OF PAYMENT AGREEMENTS NEGOTIATED OR APPROVED BY THE COMMISSION. THE DATE OF THE COMPLAINT RESOLUTION AND STAY OF TERM IS 12/29/2013. CASE CLOSED. LTR SENT.

Letter

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

Review List Tickler

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

Account: [REDACTED] Faust, Renee [v]
Premise: 6525 N Woodstock St/Phila,Pa [v]
Person: Faust, Renee [v]

[Change] [Cancel]

Customer Contact: Customer Review Unit [X]

Date: 08/28/2014 Time: 1:46:00 PM Source: _____ Related Tran: _____
CC Type: CRU - Customer Review Unit [v] Created: 08/28/2014 at: 1:46:12 PM by: WFADMIN
Area: 800 - Residential General Service [v] Changed: _____ at: _____ by: _____
 Surveyable Auto Delete Date: 08/28/2019 Class: Inquiry

Comments: PUC Complaint BCS# 3279394 filed on 8/28/2014 12:00:00 AM (CRU 787-1250) regarding ON - PAR WITH DISPUTE (#63), by # of Adults in Household: 1. # and Ages of Children in Household: 1 / 16. Gross Income: _____

Letter

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

Review List Tickler

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

Account: [REDACTED] Faust, Renee [v]
Premise: 6525 N Woodstock St/Phila,Pa [v]
Person: Faust, Renee [v]

[Change] [Cancel]

Customer Contact: Customer Review Unit [X]

Date: 03/24/2015 Time: 9:51:00 AM Source: _____ Related Tran: _____
CC Type: CRU - Customer Review Unit [v] Created: 03/24/2015 at: 9:51:52 AM by: WFADMIN
Area: 800 - Residential General Service [v] Changed: _____ at: _____ by: _____
 Surveyable Auto Delete Date: 03/23/2020 Class: Inquiry

Comments: BCS # 3279394 case dismissed on 3/24/2015 12:00:00 AM. Resolution:CASE DISMISSED PER 1405 (C) ?
THE CUSTOMER IS ENROLLED IN CRP.

Letter

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

Review List Tickler

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

Account: [REDACTED] Faust, Renee [v]
Premise: 6525 N Woodstock St/Phila,Pa [v]
Person: Faust, Renee [v]

[Change] [Cancel]

Customer Contact: Customer Review Unit

Date: 09/29/2015 Time: 7:42:00 AM Source: Related Tran:

CC Type: CRU - Customer Review Unit Created: 09/29/2015 at: 7:42:50 AM by: WFADMIN

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

Surveyable Auto Delete Date: 09/28/2020 Class: Inquiry

Comments: PUC Informal Complaint BCS# 3388303 filed on 9/28/2015 12:00:00 AM (CRU 787-1250) regarding BILLING DISPUTES (# 18), by

Letter

Status: Print Date: Run Number: Reprint:

Template:

Review List Tickler

Follow Up: to Review Group to User

Priority: Review Group...

Account: [Redacted] Faust, Renee

Premise: 6525 N Woodstock St/Phila,Pa

Person: Faust, Renee

Change Cancel

Customer Contact: Customer Review Unit [X]

Date: 11/09/2015 Time: 10:53:00 AM Source: _____ Related Tran: _____
CC Type: CRU - Customer Review Unit [v] Created: 11/09/2015 at: 10:53:38 AM by: WFADMIN
Area: 800 - Residential General Service [v] Changed: _____ at: _____ by: _____
 Surveyable Auto Delete Date: 11/08/2020 Class: Inquiry

Comments: BCS # 3388303 case dismissed on 11/2/2015 12:00:00 AM. Resolution:CLOSED NO DECISION...LETTER SENT... DISMISSED 56.166... CU TO CONTACT CO UPON RECEIPT OF LETTER TOMORROW OPEN HIGH BILL DISPUTE WITH THEM. CO HAS THIRTY DAYS TO INVESTIGATE AND THAT IF SHE IS NOT SATISFIED WITH OUTCOME OF CO INVESTIGATION SHE CAN CONTACT PUC BACK AT THAT TIME TO FILE SAME/NEW DISPUTE WITH PUC. NO FURTHER ACTION REQUIRED AT THIS TIME.

Letter

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

Review List Tickler

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

Account: [REDACTED] Faust, Renee [v]
Premise: 6525 N Woodstock St/Phila,Pa [v]
Person: Faust, Renee [v]

[Change] [Cancel]

Customer Contact: Customer Review Unit

Date: 04/08/2016 Time: 9:55:00 AM Source: Related Tran:

CC Type: CRU - Customer Review Unit Created: 04/08/2016 at: 9:55:16 AM by: WFADMIN

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

Surveyable Auto Delete Date: 04/08/2021 Class: Inquiry

Comments: PUC Informal Complaint BCS# 3424870 filed on 4/8/2016 12:00:00 AM (CRU 787-1250) regarding BILLING DISPUTES (# 18), by

Letter

Status: Print Date: Run Number: Reprint:

Template:

Review List Tickler

Follow Up: to Review Group to User

Priority: Review Group...

Account:

Premise:

Person:

Customer Contact: Customer Review Unit

Date: 08/11/2016 Time: 7:53:00 AM Source: Related Tran:
CC Type: CRU - Customer Review Unit Created: 08/11/2016 at: 7:53:16 AM by: JGLACE
Area: 800 - Residential General Service Changed: at: by:
 Surveyable Auto Delete Date: 08/11/2021 Class: Inquiry

Comments: Received Closing/Decision from MARIA VELEZ of PUC/BCS regarding BCS# 3424870 on 8/10/2016 12:00:00 AM. The BCS stated the following: DECISION ISSUED - THE CUSTOMER'S ACCOUNT IS ENROLLED IN THE CUSTOMER RESPONSIBILITY PROGRAM AND IS TO PAY A MONTHLY AMOUNT OF \$36.20. THE CUSTOMER RECEIVED \$56.00 FROM CRISIS ON 12/23/2015 AND NO FUNDS HAVE BEEN APPLIED FROM LIHEAP. THE COMPANY CONFIRMED THAT THE \$70.00 LIHEAP GRANT WAS SENT TO PECO AND NOT PGW AND THE CUSTOMER SHOULD CONTA

Letter

Status: Print Date: Run Number: Reprint:

Template:

Review List Tickler

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

Account:

Premise:

Person:

Customer Contact: Customer Review Unit

Date: 11/16/2016 Time: 11:32:00 AM Source: Related Tran:

CC Type: CRU - Customer Review Unit Created: 11/16/2016 at: 11:32:24 AM by: JANTONET

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

Surveyable Auto Delete Date: 11/16/2021 Class: Inquiry

Comments: PUC Complaint BCS# 3493138 filed on 11/16/2016 12:00:00 AM (CRU 787-1250) regarding ON - PAR NEEDED (# 61), by same. # of Adults in Household: 1. # and Ages of Children in Household: 1 17. Gross Income: PUB ASS 390.00

Letter

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

Template:

Review List Tickler

Follow Up: [input] to Review Group to User

Priority: [input] Review Group... [input]

Account: [input] Faust, Renee

Premise: [input] 6525 N Woodstock St/Phila,Pa

Person: [input] Faust, Renee

[Change] [Cancel]

Customer Contact: Customer Review Unit [X]

Date: 12/07/2016 Time: 7:55:00 AM Source: JetSearch Related Tran: _____
CC Type: CRU - Customer Review Unit [v] Created: 12/07/2016 at: 7:55:31 AM by: CJACKS03
Area: 800 - Residential General Service [v] Changed: 12/07/2016 at: 7:55:44 AM by: CJACKS03
 Surveyable Auto Delete Date: 12/07/2021 Class: Inquiry

Comments: Received Closing/Decision from BUREAU OF CONSUMER SERVICE of PUC/BCS regarding BCS# 3493138 on 12/2/2016 12:00:00 AM. The BCS stated the following: CASE CLOSED - DISMISSED PER 1405C - THE DATE OF COMPLAINT RESOLUTION AND EXPIRATION OF THE STAY OF TERMINATION IS 12/11/2016

Letter

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

Review List Tickler

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

Account: [REDACTED] Faust, Renee [v]
Premise: 6525 N Woodstock St/Phila,Pa [v]
Person: Faust, Renee [v]

[Change] [Cancel]

Customer Contact: Customer Review Unit [X]

Date: 02/23/2017 Time: 9:31:00 AM Source: _____ Related Tran: _____
CC Type: CRU - Customer Review Unit [v] Created: 02/23/2017 at: 9:31:35 AM by: JANTONET
Area: 800 - Residential General Service [v] Changed: _____ at: _____ by: _____
 Surveyable Auto Delete Date: 02/23/2022 Class: Inquiry

Comments: PUC Complaint BCS# 3503082 filed on 2/23/2017 12:00:00 AM (CRU 787-1250) regarding ON - PAR WITH DISPUTE (#63), by same. # of Adults in Household: 1. # and Ages of Children in Household: 1 15. Gross Income: WAGES 390.00 [v]

Letter

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

Review List Tickler

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

Account: [REDACTED] Faust, Renee [v]
Premise: 6525 N Woodstock St/Phila,Pa [v]
Person: Faust, Renee [v]

[Change] [Cancel]

Customer Contact: Customer Review Unit

Date: 03/17/2017 Time: 4:04:00 PM Source: Related Tran:

CC Type: CRU - Customer Review Unit Created: 03/17/2017 at: 4:04:01 PM by: OBWORKFL

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

Surveyable Auto Delete Date: 03/17/2022 Class: Inquiry

Comments: BCS # 3503082 case dismissed on 3/17/2017 12:00:00 AM. Resolution: DISMISSAL LETTER ISSUED - SINCE THE CUST IS ENROLLED IN CRP, THE PUC CANNOT ISSUE A PAYMENT ARRANGEMENT. A PAYMENT OF 229.20 WAS APPLIED TO THE CUSTS ACCT ON MARCH 15, 2017. CO RECORDS DO NOT SHOW A PAYMENT OF 239 BEING APPLIED TO THE ACCOUNT. IF CUST HAS PROOF OF A 239 PAYMENT, SHE SHOULD PROVIDE IT TO THE CO FOR FURTHER INVESTIGATION. CASE DISMISSED 1405C.. Paragraph Description: .

Letter

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

Template:

Review List Tickler

Follow Up: [input] to Review Group to User

Priority: [input] Review Group... [input]

Account: [input] Faust, Renee

Premise: 6525 N Woodstock St/Phila,Pa

Person: Faust, Renee

[Change] [Cancel]

Customer Contact: Customer Review Unit

Date: 04/07/2017 Time: 11:33:00 AM Source: Related Tran:
CC Type: CRU - Customer Review Unit Created: 04/07/2017 at: 11:33:14 AM by: JANTONET
Area: 800 - Residential General Service Changed: at: by:
 Surveyable Auto Delete Date: 04/07/2022 Class: Inquiry

Comments: PUC Complaint BCS# 3511407 filed on 4/7/2017 12:00:00 AM (CRU 787-1250) regarding ON - PAR WITH DISPUTE (#63), by same. # of Adults in Household: 1. # and Ages of Children in Household: 1 17. Gross Income: WAGES 390.00

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

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

Account:
Premise:
Person:

Customer Contact: Customer Review Unit [X]

Date: 07/26/2017 Time: 11:22:00 AM Source: Related Tran:

CC Type: CRU - Customer Review Unit [v] Created: 07/26/2017 at: 11:22:31 AM by: JMOORE

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

Surveyable Auto Delete Date: 07/26/2022 Class: Inquiry

Comments: Received Closing/Decision from TERRY TROUT of PUC/BCS regarding BCS# 3511407 on 7/24/2017 12:00:00 AM. The BCS stated the following: DECISION ISSUED - CUST IS ENROLLED IN CRP AND IT IS CURRENTLY IN DEFAULTED STATUS. A CRISIS PYMT OF 229.20 WAS APPLIED TO CUSTS ACCT ON MARCH 15, 2017. THERE WAS NO RECORD OF A 250 PYMT THAT CUST CLAIMS WAS FOR HER MARCH BILL. LAST CUST PYMT WAS 72.40 ON APRIL 17, 2017. THE 72.40 THAT CUST DISPUTED REPRESENTED A PAST DUE CRP AMT OF 36.20 AN

Letter

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

Template:

Review List Tickler

Follow Up: [] to Review Group to User

Priority: [] Review Group... []

Account: [REDACTED] Faust, Renee [v]

Premise: 6525 N Woodstock St/Phila,Pa [v]

Person: Faust, Renee [v]

[Change] [Cancel]

Customer Contact: Customer Review Unit

Date: 07/26/2017 Time: 11:22:00 AM Source: Related Tran:
CC Type: CRU - Customer Review Unit Created: 07/26/2017 at: 11:22:31 AM by: JMOORE
Area: 800 - Residential General Service Changed: at: by:
 Surveyable Auto Delete Date: 07/26/2022 Class: Inquiry

Comments: D CURRENT CRP CHARGE OF 36.20. CRP IS MORE BENEFICIAL FOR THE CUST. CASE DISMISSED.
and . Customer must pay: 0 plus 0 for a total of 0 beginning with

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

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

Account:
Premise:
Person:

Customer Contact: Customer Review Unit

Date: 09/29/2017 Time: 12:06:00 PM Source: Related Tran:

CC Type: CRU - Customer Review Unit Created: 09/29/2017 at: 12:06:28 PM by: JANTONET

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

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

Comments: PUC Complaint BCS# 3566583 filed on 9/29/2017 12:00:00 AM (CRU 787-1250) regarding BILLING DISPUTES (# 18), by same

Letter

Status: Print Date: Run Number: Reprint:

Template:

Review List Tickler

Follow Up: to Review Group to User

Priority: Review Group...

Account: [REDACTED] Faust, Renee

Premise: 6525 N Woodstock St/Phila,Pa

Person: Faust, Renee

Change Cancel

Customer Contact: Customer Review Unit [X]

Date: 01/29/2018 Time: 3:25:00 PM Source: _____ Related Tran: _____
CC Type: CRU - Customer Review Unit [v] Created: 01/29/2018 at: 3:25:55 PM by: PBERNARD
Area: 800 - Residential General Service [v] Changed: _____ at: _____ by: _____
 Surveyable Auto Delete Date: 01/29/2023 Class: Inquiry

Comments: Received Closing/Decision from BUTCH COMSTOCK of PUC/BCS regarding BCS# 3566583 on 1/24/2018 12:00:00 AM. The BCS stated the following: DECISION ISSUED: THE COMPANY POSTED THE LIHEAP PAYMENT MADE ON 09/13/2017 IN THE OF \$95.00 AND PROVIDED THE CUSTOMER WITH THE CORRECT ACCOUNT BALANCE. THREE ATTEMPTS BY THE PUC TO CONTACT THE CUSTOMER WERE UNSUCCESSFUL. and .

Letter

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

Review List Tickler

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

Account: [REDACTED] Faust, Renee [v]
Premise: 6525 N Woodstock St/Phila,Pa [v]
Person: Faust, Renee [v]

[Change] [Cancel]

Customer Contact: Customer Review Unit

Date: 04/04/2018 Time: 6:33:00 AM Source: Related Tran:
CC Type: CRU - Customer Review Unit Created: 04/04/2018 at: 6:33:40 AM by: WVACCA
Area: 800 - Residential General Service Changed: at: by:
 Surveyable Auto Delete Date: 04/04/2023 Class: Inquiry

Comments: PUC Complaint BCS# 3597773 filed on 4/3/2018 12:00:00 AM (CRU 787-1250) regarding BILLING DISPUTES (# 18), by Renee Saust

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

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

Account:
Premise:
Person:

Customer Contact: Customer Review Unit

Date: 05/01/2018 Time: 10:43:00 AM Source: Related Tran:
CC Type: CRU - Customer Review Unit Created: 05/01/2018 at: 10:43:18 AM by: THIGGINS
Area: 800 - Residential General Service Changed: at: by:
 Surveyable Auto Delete Date: 05/01/2023 Class: Inquiry

Comments: Received Closing/Decision from JULIE CARLIN of PUC/BCS regarding BCS# 3597773 on 5/1/2018 12:00:00 AM. The BCS stated the following: DECISION ISSUED. COMPLAINT IS DISMISSED. THE AMOUNT OF 108.60 WAS THE AMOUNT OF PAYMENTS THE CUSTOMER WAS BEHIND ON CRP AT THE TIME SHE FILED THIS COMPLAINT. SHE WAS NOT MAKING ALL THE PAYMENTS EVERY MONTH. AS OF APRIL 12, 2018 SHE IS BEHIND 144.80. THE PUC CANNOT GIVE HER A PAR BECAUSE SHE IS ON CRP. and . Customer must pay: 0 plus 0 for a to

Letter

Status: Print Date: Run Number: Reprint:

Template:

Review List Tickler

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

Account:

Premise:

Person:

Customer Contact: Customer Review Unit [X]

Date: 07/05/2018 Time: 10:08:00 AM Source: Related Tran:

CC Type: CRU - Customer Review Unit [v] Created: 07/05/2018 at: 10:08:16 AM by: THIGGINS

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

Surveyable Auto Delete Date: 07/05/2023 Class: Inquiry

Comments: PUC Complaint BCS# 3629932 filed on 7/5/2018 12:00:00 AM (CRU 787-1250) regarding ON - PAR NEEDED (# 61), by sm. # of Adults in Household: 1. # and Ages of Children in Household: 1 16. Gross Income: A1 WAGES 1600.00

Letter

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

Template:

Review List Tickler

Follow Up: [] to Review Group to User

Priority: [] Review Group... []

Account: [REDACTED] Faust, Renee [v]

Premise: 6525 N Woodstock St/Phila,Pa [v]

Person: Faust, Renee [v]

[Change] [Cancel]

Customer Contact: Customer Review Unit [X]

Date: 08/02/2018 Time: 3:13:00 PM Source: _____ Related Tran: _____
CC Type: CRU - Customer Review Unit [v] Created: 08/02/2018 at: 3:13:56 PM by: ACRAWF01
Area: 800 - Residential General Service [v] Changed: _____ at: _____ by: _____
 Surveyable Auto Delete Date: 08/02/2023 Class: Inquiry

Comments: Received Closing/Decision from BUREAU OF CONSUMER SERVICE of PUC/BCS regarding BCS# 3629932 on 8/1/2018 12:00:00 AM. The BCS stated the following: CASE CLOSED - DISMISSED PER 1405C - THE DATE OF COMPLAINT RESOLUTION AND EXPIRATION OF THE STAY OF TERMINATION IS 8/8/2018 and . Customer must pay: plus 0 for a total of 0 beginning with

Letter

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

Review List Tickler

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

Account: [REDACTED] Faust, Renee [v]
Premise: 6525 N Woodstock St/Phila,Pa [v]
Person: Faust, Renee [v]

[Change] [Cancel]

Customer Contact: Customer Review Unit

Date: 10/26/2018 Time: 10:18:00 AM Source: Related Tran:

CC Type: CRU - Customer Review Unit Created: 10/26/2018 at: 10:18:13 AM by: CJACKS03

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

Surveyable Auto Delete Date: 10/26/2023 Class: Inquiry

Comments: PUC Complaint BCS# 3663656 filed on 10/26/2018 12:00:00 AM (CRU 787-1250) regarding ON - PAR NEEDED (# 61), by sm. # of Adults in Household: 1. # and Ages of Children in Household: 1 17. Gross Income: WAGES 890.00

Letter

Status: Print Date: Run Number: Reprint:

Template:

Review List Tickler

Follow Up: to Review Group to User

Priority: Review Group...

Account: [REDACTED] Faust, Renee

Premise: 6525 N Woodstock St/Phila,Pa

Person: Faust, Renee

Change Cancel

Customer Contact: Customer Review Unit [X]

Date: 11/13/2018 Time: 5:03:00 PM Source: _____ Related Tran: _____
CC Type: CRU - Customer Review Unit [v] Created: 11/13/2018 at: 5:03:48 PM by: OBWORKFL
Area: 800 - Residential General Service [v] Changed: _____ at: _____ by: _____
 Surveyable Auto Delete Date: 11/13/2023 Class: Inquiry

Comments: BCS # 3663656 case dismissed on 11/13/2018 12:00:00 AM. Resolution: DISMISSAL ISSUED: CASE DISMISSED PER 1405 C. COMPANY REPORTING CUSTOMER HAS CAP ARREARS IN BALANCE. COMPANY'S POSITION UPHELD.. Paragraph Description: .

Letter

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

Review List Tickler

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

Account: [REDACTED] Faust, Renee [v]
Premise: 6525 N Woodstock St/Phila,Pa [v]
Person: Faust, Renee [v]

[Change] [Cancel]

Customer Contact: Customer Review Unit

Date: 03/29/2019 Time: 10:20:00 AM Source: Related Tran:

CC Type: CRU - Customer Review Unit Created: 03/29/2019 at: 10:20:26 AM by: DKAUFFMA

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

Surveyable Auto Delete Date: 03/28/2024 Class: Inquiry

Comments: PUC Complaint BCS# 3685273 filed on 3/29/2019 12:00:00 AM (CRU 787-1250) regarding ON - PAR NEEDED (# 61), by sm. # of Adults in Household: 1. # and Ages of Children in Household: 0. Gross Income: WAGES 575.00

Letter

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

Template:

Review List Tickler

Follow Up: [] to Review Group to User

Priority: [] Review Group... []

Account: [REDACTED] Faust, Renee [v]

Premise: 6525 N Woodstock St/Phila,Pa [v]

Person: Faust, Renee [v]

Change Cancel

Customer Contact: Customer Review Unit

Date: 05/10/2019 Time: 1:03:00 PM Source: Related Tran:
CC Type: CRU - Customer Review Unit Created: 05/10/2019 at: 1:03:04 PM by: OBWORKFL
Area: 800 - Residential General Service Changed: at: by:
 Surveyable Auto Delete Date: 05/09/2024 Class: Inquiry

Comments: BCS # 3685273 case dismissed on 5/10/2019 12:00:00 AM. Resolution: REVISED DISMISSAL ISSUED: CASE DISMISSED PER 1405 C. COMPANY IS REPORTING THE CUSTOMER HAS CRP ARREARAGE OF \$253.40. COMPANY POSITION UPHELD.. Paragraph Description: .

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

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

Account:
Premise:
Person:

Customer Contact: Customer Review Unit [X]

Date: 07/03/2019 Time: 2:13:00 PM Source: _____ Related Tran: _____
CC Type: CRU - Customer Review Unit [v] Created: 07/03/2019 at: 2:13:54 PM by: WFADMIN
Area: 800 - Residential General Service [v] Changed: _____ at: _____ by: _____
 Surveyable Auto Delete Date: 07/02/2024 Class: Inquiry

Comments: PUC Formal Complaint Docket # C2019-3011333 filed on 7/3/2019 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] Faust, Renee [v]
Premise: 6525 N Woodstock St/Phila,Pa [v]
Person: Faust, Renee [v]

[Change] [Cancel]

Customer Contact: Customer Review Unit [X]

Date: 09/21/2019 Time: 12:03:00 AM Source: _____ Related Tran: _____
CC Type: CRU - Customer Review Unit [v] Created: 09/21/2019 at: 12:03:50 AM by: WFADMIN
Area: 800 - Residential General Service [v] Changed: _____ at: _____ by: _____
 Surveyable Auto Delete Date: 09/20/2024 Class: Inquiry

Comments: PUC Formal Complaint Docket # C2019-3011333 resolved through out of court settlement on 9/5/2019 9:11:42 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] Faust, Renee [v]
Premise: 6525 N Woodstock St/Phila,Pa [v]
Person: Faust, Renee [v]

[Change] [Cancel]

Customer Contact: Customer Review Unit [X]

Date: 10/12/2021 Time: 11:03:00 AM Source: Related Tran:

CC Type: CRU - Customer Review Unit [v] Created: 10/12/2021 at 11:03:46 AM by: DMALLARD

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

Surveyable Auto Delete Date: 10/12/2026 Class: Inquiry

Comments: PUC Complaint BCS# 3807734 filed on 10/12/2021 12:00:00 AM (CRU 787-1250) regarding ON - PAR NEEDED (# 61), by SM. # of Adults in Household: 1. # and Ages of Children in Household: 0. Gross Income: SS 2000.00

Letter

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

Template:

Review List Tickler

Follow Up: [] to Review Group to User

Priority: [] Review Group... []

Account: [REDACTED] Faust, Renee [v]

Premise: 6525 N Woodstock St/Phila,Pa [v]

Person: Faust, Renee [v]

[Change] [Cancel]

Customer Contact: Customer Review Unit

Date: 10/19/2021 Time: 4:02:00 PM Source: Related Tran:

CC Type: CRU - Customer Review Unit Created: 10/19/2021 at: 4:02:30 PM by: OBWORKFL

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

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

Comments: BCS # 3807734 case dismissed on 10/19/2021 12:00:00 AM. Resolution: DISMISSAL LETTER - CAP CUSTOMER - CASE DISMISSED PER 1405(C). THE CUSTOMER IS CURRENTLY INELIGIBLE FOR A PUC PAYMENT ARRANGEMENT.

DUE TO A MAILING RESTRICTION, THIS LETTER WILL BE DATED AND MAILED ON 10/20/2021..

Paragraph Description: .

Letter

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

Template:

Review List Tickler

Follow Up: [input] to Review Group to User

Priority: [input] Review Group... [input]

Account: [input] Faust, Renee

Premise: 6525 N Woodstock St/Phila,Pa

Person: Faust, Renee

Change Cancel

Customer Contact: Customer Review Unit

Date: 11/15/2021 Time: 9:17:00 AM Source: Related Tran:
CC Type: CRU - Customer Review Unit Created: 11/15/2021 at: 9:17:51 AM by: DMALLARD
Area: 800 - Residential General Service Changed: at: by:
 Surveyable Auto Delete Date: 11/15/2026 Class: Inquiry

Comments: PUC Complaint BCS# 3813234 filed on 11/15/2021 12:00:00 AM (CRU 787-1250) regarding ON - PAR NEEDED (# 61), by SM. # of Adults in Household: 1. # and Ages of Children in Household: 0. Gross Income: SS 1200.00

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

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

Account:
Premise:
Person:

Customer Contact: Customer Review Unit [X]

Date: 12/15/2021 Time: 2:03:00 PM Source: _____ Related Tran: _____
CC Type: CRU - Customer Review Unit [v] Created: 12/15/2021 at: 2:03:26 PM by: OBWORKFL
Area: 800 - Residential General Service [v] Changed: _____ at: _____ by: _____
 Surveyable Auto Delete Date: 12/15/2026 Class: Inquiry

Comments: BCS # 3813234 case dismissed on 12/15/2021 12:00:00 AM. Resolution: DISMISSAL LETTER ISSUED: CASE DISMISSED PER 1405(C). THE CUSTOMER IS ON CAP. DUE TO A MAILING RESTRICTION, THIS DECISION WILL BE DATED AND MAILED ON 12/17/2021. THE APPEAL DUE DATE FOR BOTH THE UTILITY AND CUSTOMER IS 20 DAYS FROM THE DATE ON THE WRITTEN DECISION.. Paragraph Description: .

Letter

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

Review List Tickler

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

Account: [REDACTED] Faust, Renee [v]
Premise: 6525 N Woodstock St/Phila,Pa [v]
Person: Faust, Renee [v]

[Change] [Cancel]

Customer Contact: Customer Review Unit [X]

Date: 05/19/2022 Time: 10:19:00 AM Source: Related Tran:
CC Type: CRU - Customer Review Unit [v] Created: 05/19/2022 at: 10:19:29 AM by: DMALLARD
Area: 800 - Residential General Service [v] Changed: at: by:
 Surveyable Auto Delete Date: 05/19/2027 Class: Inquiry

Comments: PUC Complaint BCS# 3839665 filed on 5/19/2022 12:00:00 AM (CRU 787-1250) regarding BILLING DISPUTES (# 18), by sm

Letter

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

Review List Tickler

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

Account: [REDACTED] Faust, Renee [v]
Premise: 6525 N Woodstock St/Phila,Pa [v]
Person: Faust, Renee [v]

[Change] [Cancel]

Customer Contact: Customer Review Unit

Date: 08/02/2022 Time: 3:13:00 PM Source: Related Tran:
CC Type: CRU - Customer Review Unit Created: 08/02/2022 at: 3:13:07 PM by: DKAUFFMA
Area: 800 - Residential General Service Changed: at: by:
 Surveyable Auto Delete Date: 08/02/2027 Class: Inquiry

Comments: Received Closing/Decision from JOHN AUSTIN of PUC/BCS regarding BCS# 3839665 on 8/2/2022 12:00:00 AM. The BCS stated the following: DECISION ISSUED: THE CUSTOMER'S BILLS ARE BASED ON ACTUAL METER READINGS AND ARE CORRECT AS RENDERED, IN ACCORDANCE WITH PA. REGULATION. COMPANY RECORDS DO NOT SUPPORT THEY ADVISED THAT THE CUSTOMER OWED \$700 OR THAT THEY DENIED HER DISPUTE. THE COMPANY IS WILLING TO INVESTIGATE THE CUSTOMER'S PAYMENT CONCERNS IF SHE PROVIDES THEM WITH THE REQUE

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

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

Account:
Premise:
Person:

Customer Contact: Customer Review Unit

Date: 08/02/2022 Time: 3:13:00 PM Source: Related Tran:
CC Type: CRU - Customer Review Unit Created: 08/02/2022 at: 3:13:07 PM by: DKAUFFMA
Area: 800 - Residential General Service Changed: at: by:
 Surveyable Auto Delete Date: 08/02/2027 Class: Inquiry

Comments: STED INFORMATION REGARDING HER PAYMENTS MADE. THE CUSTOMER IS INELIGIBLE FOR A PUC PAYMENT ARRANGEMENT TO STOP TERMINATION DUE TO HER CRP ENROLLMENT, IN ACCORDANCE WITH PA. LAW. CASE DISMISSED.

DUE TO A MAILING RESTRICTION, THIS DECISION WILL BE DATED AND MAILED ON 8/3/2022. THE APPEAL DUE DATE FOR BOTH THE UTILITY AND CUSTOMER IS 20 DAYS FROM THE DATE ON THE WRITTEN DECISION. and .

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

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

Account:
Premise:
Person:

Customer Contact: Customer Review Unit [X]

Date: 09/15/2022 Time: 9:01:00 AM Source: Related Tran:
CC Type: CRU - Customer Review Unit [v] Created: 09/15/2022 at: 9:01:25 AM by: WFADMIN
Area: 800 - Residential General Service [v] Changed: at: by:
 Surveyable Auto Delete Date: 09/15/2027 Class: Inquiry

Comments: PUC Formal Complaint Docket # F2022-3035262 filed on 9/14/2022 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] Faust, Renee [v]
Premise: 6525 N Woodstock St/Phila,Pa [v]
Person: Faust, Renee [v]

[Change] [Cancel]

Customer Contact: Customer Review Unit [X]

Date: 12/15/2022 Time: 10:40:00 AM Source: JetSearch Related Tran: Account Maintenance
CC Type: CRU - Customer Review Unit Created: 12/15/2022 at: 10:40:21 AM by: RCOBB
Area: 800 - Residential General Service Changed: at: by:
 Surveyable Auto Delete Date: 12/15/2027 Class: Inquiry

Comments: >>> CRU. F-2022----3035262. TELEPHONIC HEARING HELD TODAY. ATTENDEES: Judge AShton, PGW Sr. Attorney Anita Murray , myself. CUSTOMER WAS A NO-SHOW. PGW requested for the complaint to be dismissed with prejudice due to lack of prosecution.Waiting on Judge Initial Decision >>>

Letter

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

Review List Tickler

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

Account: [REDACTED] Faust, Renee [v]
Premise: 6525 N Woodstock St/Phila,Pa [v]
Person: Faust, Renee [v]

[Change] [Cancel]

**BEFORE THE
PENNSYLVANIA PUBLIC UTILITY COMMISSION**

Renee Faust :
 :
 v. : F-2022-3035262
 :
 Philadelphia Gas Works :

INITIAL DECISION

Before
Arlene Ashton
Administrative Law Judge

INTRODUCTION

This Initial Decision dismisses the Formal Complaint of Renee Faust against Philadelphia Gas Works because she failed to appear for the scheduled hearing and prosecute her Complaint.

HISTORY OF THE PROCEEDING

On September 14, 2022, Renee Faust (Complainant or Ms. Faust) filed a Formal Complaint (Complaint) against Philadelphia Gas Works (PGW or Respondent) with the Pennsylvania Public Utility Commission (Commission).¹ In the Complaint, the Complainant indicated that PGW was threatening to shut off her service or had already done so, that there are incorrect charges on her bill, and that she wanted a payment agreement. As relief, she indicated that she wished to have her account checked for payments that she had made but for which PGW had no record. She also requested another payment arrangement.

¹ This is a timely appeal from the Bureau of Consumer Services determination at BCS No. 3839665.

On October 4, 2022, the Respondent filed an Answer (Answer) averring that there are no incorrect charges on the Complainant's bill for gas service. In the Answer PGW also averred that the Complainant had only made 8 payments since 2019.

By Hearing Notice dated October 12, 2022, a call-in telephonic hearing was scheduled for December 15, 2022, at 10:00 a.m., and the matter was assigned to me. The Hearing Notice advised the parties of the date and time of the scheduled hearing as well as how to call in and warned of the following:

FAILURE TO APPEAR: You may lose the case if you do not take part in this hearing and present evidence on the issue(s) raised. Your case may be dismissed 'with prejudice' which means that you will be barred from filing another complaint raising the same claim(s) and issue(s) presented in the dismissed complaint.

I issued a Prehearing Order on October 12, 2022. The Prehearing Order also advised the parties of the date and time of the scheduled hearing as well as how to call in for the hearing. Additionally, the Prehearing Order directed the parties to comply with various procedural requirements. Paragraph 2 of the Prehearing Order directed that a request to change the scheduled hearing should be sent to me at least five days prior to the hearing date, be in writing and state the agreement or opposition of the other party.

Furthermore, the Prehearing Order warned both parties of potentially serious consequences if they failed to obtain a continuance and failed to attend the hearing. It also explained that the Complainant bears the burden of proof to establish that the Respondent violated its tariff, the Code or a Commission Order or regulation, and that she is entitled to the relief requested in the Complaint.

In the ordinary course of the Commission's business, the Hearing Notice and Prehearing Order were mailed via U.S. mail to Complainant at the street address provided by her to the Commission. The Commission did not receive any return mail that the Hearing Notice or the Prehearing Order sent to the Complainant's address were undeliverable.

The hearing convened as scheduled on December 15, 2022, at 10:00 a.m. Counsel for PGW and a PGW witness called into the hearing and were prepared to proceed. Ms. Faust was not present. In light of the Complainant's absence, the hearing was recessed for 10 minutes to allow the Complainant additional time to appear. When the hearing was reconvened at 10:15 a.m., the Complainant still had not appeared for the hearing nor had she contacted my office to indicate that she would or would not appear. Ms. Faust has not contacted my office to explain her failure to appear at the hearing.

No witnesses were presented, and no exhibits were introduced into the record. Respondent's counsel moved that the Complaint be dismissed with prejudice for lack of prosecution pursuant to 52 Pa. Code § 5.245.² In accordance with Commission policy, I am granting the Motion.

The record closed on December 15, 2022, at the conclusion of the hearing.

FINDINGS OF FACT

1. The Complainant is Renee Faust.
2. The Respondent is Philadelphia Gas Works.
3. On September 14, 2022, Renee Faust filed the Formal Complaint with the Commission against Philadelphia Gas Works.
4. On October 4, 2022, the Respondent filed the Answer.
5. By Initial Telephonic Hearing Notice dated October 12, 2022, a call-in telephonic hearing was scheduled for December 15, 2022, at 10:00 a.m.

² Tr. 7.

6. On October 12, 2022, I issued a Prehearing Order that also advised the parties of the date and time of the scheduled hearing.

7. The Hearing Notice and the Prehearing Order were served upon the Complainant via US Mail at the address she provided to the Commission.

8. Neither the Hearing Notice nor the Prehearing Order served upon the Complainant were returned to the Commission as undeliverable.

9. On December 15, 2022, counsel for Philadelphia Gas Works and a witness appeared and were prepared to proceed with the scheduled hearing in this matter.

10. The Complainant did not call in to the hearing at the designated date and time as instructed on the Hearing Notice and the Prehearing Order.

11. A recess was taken to allow Ms. Faust or a representative an opportunity to call-in.

12. Neither Ms. Faust nor a representative for her called into the hearing by the time the hearing adjourned at 10:19 a.m.

13. The Complainant has not contacted the Commission to explain her failure to appear at the hearing.

DISCUSSION

Administrative agencies, such as the Commission, are required to provide due process to the parties appearing before them. *Schneider v. Pa. Pub. Util. Comm'n*, 479 A.2d 10 (Pa. Cmwlth. 1984). However, this due process requirement is satisfied when the parties are provided notice and the opportunity to appear and be heard. *Id.* The Complainant had adequate

notice of the time and date of the hearing, yet she failed to appear or explain why she could not attend the hearing at the scheduled time. Therefore, it is appropriate to dismiss the Complaint.

The Commission served notice of the December 15, 2022, hearing in this case to the Complainant on October 12, 2022, via US Mail, to the address she provided in her Complaint.³ The notice informed the parties of the date and time of the hearing, as well as how to call in for the hearing. The notice was not returned as undeliverable.

In addition, I issued a Prehearing Order dated September 26, 2022, which, *inter alia*, warned both parties of potentially serious consequences if they failed to obtain a continuance and failed to appear and participate in the hearing. The Prehearing Order, which was also served on the Complainant via US Mail, was not returned as undeliverable. The Notice of Hearing and Prehearing Order were sent to the Complainant at the address she provided to the Commission. Accordingly, it may be presumed that these documents, which were sent in the ordinary course of business, were received by the Complainant. *See Berkowitz v. Mayflower Sec., Inc.*, 317 A.2d 584 (Pa. 1974); *Chartiers Indus. & Com. Dev. Auth. v. Allegheny Cnty. Bd. of Prop. Assessment Appeals & Rev.*, 645 A.2d 944 (Pa. Cmwlth. 1994), *appeal denied*, 653 A.2d 1234 (Pa. 1994); *Geary v. Verizon Pa. Inc.*, Docket No. C-2009-2118625 (Opinion and Order entered Sept. 16, 2010).

A customer who files a complaint before the Commission has an affirmative duty to make himself or herself available to participate in hearings on the complaint. *Mumma v. PPL Elec. Util. Corp.*, Docket No. C-00014869 (Opinion and Order entered Jan. 28, 2002); *Sentner v. Bell Tel. Co. of PA*, Docket No. F-00161106 (Opinion and Order entered Oct. 25, 1993). The Complainant did not call in for the scheduled hearing on December 15, 2022.

Commission regulations address circumstances when a party fails to appear in a proceeding. Section 5.245 provides:

³ The Complainant did not provide an email address on the Formal Complaint form. All written communication concerning this matter was sent to the Complainant at the address she provided on the Formal Complaint form.

§ 5.245. Failure to appear, proceed or maintain order in proceedings.

(a) After being notified, a party who fails to be represented at a scheduled conference or hearing in a proceeding will:

- (1) Be deemed to have waived the opportunity to participate in the conference or hearing.
- (2) Not be permitted thereafter to reopen the disposition of a matter accomplished at the conference or hearing.
- (3) Not be permitted to recall witnesses who were excused for further examination.

52 Pa. Code § 5.245(a).

I deem Ms. Faust's failure to appear at the date and time of the December 15, 2022, scheduled hearing as evidence that she did not wish to participate in the hearing. Under the circumstances, the Complainant has had ample opportunity to appear and be heard in this proceeding, but voluntarily chose not to do so. Therefore, the due process rights of the Complainant have been fully protected. *Sentner v. Bell Tel. Co. of Pa.* Docket No. F-00161106 (Opinion and Order entered Oct. 25, 1993).

Finally, Section 332(a) of the Public Utility Code, 66 Pa.C.S. § 332(a), places the burden of proof upon the proponent of any request for relief. As the party bringing this Complaint, the Complainant bears the burden of proving by a preponderance of the evidence that she is entitled to her requested relief. *Se-Ling Hosiery v. Margulies*, 70 A.2d 854 (Pa. 1950). The Complainant did not appear for the hearing scheduled for December 15, 2022. Thus, by her failure to appear and proffer any evidence to support her Complaint, Complainant did not meet her burden of proof. Consequently, it is appropriate to grant PGW's motion and dismiss Ms. Faust's Complaint.⁴

As the Commission has explained, where the complainant fails to appear for a scheduled hearing without good cause, the public interest is prejudiced by the wasteful use of the

⁴

As noted above, PGW requested that the dismissal be with prejudice. Tr. 7.

agency's and the respondent's time and resources. *See, e.g., Elliott v. Pa. Elec. Co.*, F-618-3003502 (Opinion and Order entered Feb. 6, 2020).

The Public Utility Code provides that a party who fails to attend a scheduled conference and hearing “shall be deemed to have waived the opportunity to participate” and shall not be permitted to later reopen the matter. 66 Pa. C.S. § 332(f); 52 Pa. Code § 5.245. However, the Commission may excuse non-attendance at a hearing where “the presiding officer shall determine that failure to be represented was unavoidable and that the interests of the other parties and the public would not be prejudiced.” 66 Pa. C.S. § 332(f); 52 Pa. Code § 5.245. Here, there are no facts in the record that would allow the Commission to reach the conclusion that Complainant’s failure to attend the hearing was unavoidable. Accordingly, the Complaint may be dismissed, with prejudice. *Williams v. PECO Energy Co.*, Docket No. C-2018-3000734 (Opinion and Order entered Mar. 14, 2019).

CONCLUSIONS OF LAW

1. The Commission has jurisdiction over the parties and subject matter of the dispute. 66 Pa.C.S. § 701.
2. Section 332(a) of the Public Utility Code provides that the party seeking relief from the Commission has the burden of proof. 66 Pa.C.S. § 332(a).
3. "Burden of proof" means a duty to establish a fact by a preponderance of the evidence, or evidence more convincing, by even the smallest degree, than the evidence presented by the other party. *Se-Ling Hosiery v. Margulies*, 70 A.2d 854 (Pa. 1950).
4. The Commission is required to provide due process to the parties appearing before it. This due process requirement is satisfied when the parties are provided notice and the opportunity to be heard. *Schneider v. Pa. Pub. Util. Comm'n*, 479 A.2d 10 (Pa. Cmwlth. 1984).

5. After being notified, a party who fails to appear at a scheduled conference or hearing in a proceeding shall be deemed to have waived the opportunity to participate in the conference or hearing, not be permitted thereafter to reopen the disposition of a matter accomplished at the conference or hearing, and not be permitted to recall excused witnesses. 52 Pa. Code § 5.245(a).

6. The due process rights of the Complainant have been fully protected. *Schneider v. Pa. Pub. Util. Comm'n*, 479 A.2d 10 (Pa. Cmwlth. 1984).

7. As the party seeking relief, Complainant bears the burden of proof by a preponderance of the evidence. 66 Pa.C.S. § 332(a).

8. By failing to appear for the hearing and proffer any evidence to support the Complaint, the Complainant has failed to meet her burden of proving that she is entitled to the relief that she seeks from the Commission. 66 Pa.C.S. § 332(a).

9. The Respondent's Motion that the Complaint be dismissed, with prejudice, for lack of prosecution may be granted. 52 Pa. Code § 5.245. *Williams v. PECO Energy Co.*, Docket No. C-2018-3000734 (Opinion and Order entered Mar. 14, 2019)

ORDER

THEREFORE,

IT IS ORDERED:

1. That the Motion of Philadelphia Gas Works to dismiss with prejudice the Complaint of Renee Faust at Docket No. F-2022-3035262 for lack of prosecution is granted.

2. That the Complaint filed by Renee Faust at Renee Faust v. PGW Energy Company, Docket F-2022-3035262, is dismissed with prejudice.

3. That the Secretary mark the proceeding at Docket No. F-2022-3035262 closed.

Date: February 7, 2023

_____/s/
Arlene Ashton
Administrative Law Judge

**PENNSYLVANIA
PUBLIC UTILITY COMMISSION
Harrisburg, PA 17105-3265**

Renee Faust :
 :
 v. : F-2022-3035262
 :
 Philadelphia Gas Works :

FINAL ORDER

In accordance with the provisions of Section 332(h) of the Public Utility Code, 66 Pa. C.S. §332(h), the decision of Administrative Law Judge Arlene Ashton dated February 7, 2023, has become final without further Commission action;

THEREFORE,

IT IS ORDERED:

1. That the Motion of Philadelphia Gas Works to dismiss with prejudice the Complaint of Renee Faust at Docket No. F-2022-3035262 for lack of prosecution is granted.
2. That the Complaint filed by Renee Faust at Renee Faust v. PGW Energy Company, Docket F-2022-3035262, is dismissed with prejudice.
3. That the Secretary mark the proceeding at Docket No. F-2022-3035262 closed.

BY THE COMMISSION,



Rosemary Chiavetta
Secretary

(SEAL)

ORDER ENTERED: March 14, 2023

Customer Contact: Customer Review Unit

Date: 06/07/2023 Time: 7:20:00 AM Source: Related Tran:
CC Type: CRU - Customer Review Unit Created: 06/07/2023 at 7:20:44 AM by: JROSE
Area: 800 - Residential General Service Changed: at by:
 Surveyable Auto Delete Date: 06/06/2028 Class: Inquiry

Comments: PUC Complaint BCS# 3915114 filed on 6/6/2023 12:00:00 AM (CRU 787-1250) regarding ON - PAR NEEDED (# 61), by sm. # of Adults in Household: 1. # and Ages of Children in Household: 0. Gross Income: SSI 1000.00

Letter
Status: Print Date: Run Number: Reprint:

Template:

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

Account:
Premise:
Person:

Customer Contact: Customer Review Unit

Date: 06/12/2023 Time: 7:58:00 AM Source: Related Tran:
CC Type: CRU - Customer Review Unit Created: 06/12/2023 at: 7:58:58 AM by: RCOBB
Area: 800 - Residential General Service Changed: at: by:
 Surveyable Auto Delete Date: 06/11/2028 Class: Inquiry

Comments: Received Closing/Decision from BUREAU OF CONSUMER SERVICE of PUC/BCS regarding BCS# 3915114 on 6/8/2023 12:00:00 AM. The BCS stated the following: CASE CLOSED - DISMISSED PER 1405C - THE DATE OF COMPLAINT RESOLUTION AND EXPIRATION OF THE STAY OF TERMINATION IS 6/17/2023 5:02:01 PM and . Customer must pay: plus 0 for a total of 0 beginning with

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

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

Account:
Premise:
Person:

Customer Contact: Customer Review Unit [X]

Date: 05/17/2024 Time: 4:35:00 PM Source: _____ Related Tran: _____
CC Type: CRU - Customer Review Unit [v] Created: 05/17/2024 at: 4:35:48 PM by: DMALLARD
Area: 800 - Residential General Service [v] Changed: _____ at: _____ by: _____
 Surveyable Auto Delete Date: 05/17/2029 Class: Inquiry

Comments: PUC Complaint BCS# 3988184 filed on 5/17/2024 12:00:00 AM (CRU 787-1250) regarding ON - PAR WITH DISPUTE (#63), by sm. # of Adults in Household: 1. # and Ages of Children in Household: 0. Gross Income: A1 SSI 1266.00 [v]

Letter

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

Review List Tickler

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

Account: [REDACTED] Faust, Renee [v]
Premise: 6525 N Woodstock St/Phila,Pa [v]
Person: Faust, Renee [v]

[Change] [Cancel]

Customer Contact: Customer Review Unit

Date: 07/11/2024 Time: 8:03:00 AM Source: Related Tran:

CC Type: CRU - Customer Review Unit Created: 07/11/2024 at: 8:03:26 AM by: OBWORKFL

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

Surveyable Auto Delete Date: 07/11/2029 Class: Inquiry

Comments: BCS # 3988184 case dismissed on 7/11/2024 12:00:00 AM. Resolution: CASE DISMISSED PER 56.166 (1) ? THE COMPANY REPORTS THAT THE COMPLAINANT DID NOT CONTACT THEM PRIOR TO FILING THIS COMPLAINT WITH THE PUC. THE COMPLAINANT MUST FIRST CONTACT THE COMPANY AND ATTEMPT TO RESOLVE THE ISSUE BEFORE FILING A COMPLAINT WITH THE PUC.. Paragraph Description: .

Letter

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

Template:

Review List Tickler

Follow Up: [input] to Review Group to User

Priority: [input] Review Group... [input]

Account: [input] Faust, Renee

Premise: 6525 N Woodstock St/Phila,Pa

Person: Faust, Renee

Change Cancel

Customer Contact: Customer Review Unit [X]

Date: 08/05/2024 Time: 2:46:00 PM Source: _____ Related Tran: _____
CC Type: CRU - Customer Review Unit [v] Created: 08/05/2024 at: 2:46:35 PM by: WFADMIN
Area: 800 - Residential General Service [v] Changed: _____ at: _____ by: _____
 Surveyable Auto Delete Date: 08/05/2029 Class: Inquiry

Comments: PUC Formal Complaint Docket # C2024-3050555 filed on 8/5/2024 12:00:00 AM.

Letter

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

Review List Tickler

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

Account: [REDACTED] Faust, Renee [v]
Premise: 6525 N Woodstock St/Phila,Pa [v]
Person: Faust, Renee [v]

[Change] [Cancel]