

COMMONWEALTH OF PENNSYLVANIA
(Public Utility Commission)

-----*
ERNEST L. TURNER, :
Complainant, : Docket No.:
vs. : F-2024-3049464
PHILADELPHIA GAS WORKS, :
Respondent. :
-----*

Pages 1 through 83 TELEPHONIC HEARING
Judge's Chambers
State Office Bldg.
801 Market Street,
Philadelphia, PA 19107

Tuesday, December 17, 2024
Met, pursuant to notice, at 10:05 a.m.

BEFORE: THE HONORABLE ERANDA VERO
Administrative Law Judge

INDEX TO EXHIBITS
Docket No.: F-2024-3049464
Hearing Date: December 17, 2024

EXHIBITS INDEX

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PHILADELPHIA GAS WORKS
GAS LEAK EMERGENCIES: (215) 235-1212



Access Your Account Online www.pgworks.com



Billing & General Information (215) 235-1000 (English & Español)

██████████ | SA ID: ██████████

Residential Heat & Domestic

METER DETAILS

| | |
|--------------------|-------------------------|
| Meter Number: | 01754461 |
| Read Cycle: | 11 |
| Read Dates: | 06/13/2024 - 07/15/2024 |
| Starting Read: | 513 Actual |
| Ending Read: | 527 Actual |
| Usage in CCF: | 14.00 |
| Conversion Factor: | 1.0319 Therm = 1 Ccf |
| Usage in Therms: | 14.44 |
| Next Meter Read: | 08/13/2024 |

BREAK DOWN OF CHARGES

| | |
|---|----------------|
| Supply Charges | |
| Commodity Charge 14 Ccf @ \$0.40257 | \$5.64 |
| Total Supply Charges | \$5.64 |
| Delivery Charges | |
| Customer Charge @ \$16.25 | \$16.25 |
| Distribution Charge 14 Ccf @ \$0.94782 | \$13.27 |
| Distribution System Improvement Charge 7.5% | \$2.21 |
| Gas Cost Adjustment @ -\$0.0472 | -\$0.66 |
| Total Delivery Charges | \$31.07 |
| Total Billing Charges | \$36.71 |

SHOPPING INFORMATION BOX

When shopping for Natural Gas with a Natural Gas Supplier, please provide the following:

| | |
|-------------------|-----------------------------|
| PGW Account: | ██████████ |
| Service Point ID: | 9972306903 |
| Rate Class: | General Service Residential |
| Rate Schedule: | GSR |


If you are already shopping know your contract expiration date.

ADJUSTMENT DETAIL

Adjustments for SA ID # 8595775145

| | |
|--------------------------|----------------|
| Late Payment Charge | \$81.17 |
| Total Adjustments | \$81.17 |

THINK YOU
SMELL GAS?



It smells like rotten eggs

Leave the area and call
(215) 235-1212.

Our Emergency Hotline is available
24 hours a day, 7 days a week.

PGW Messages



Your estimated gas price to Compare (PTC) is \$0.35667 per CCF. This estimated PTC was calculated by averaging PGW's quarterly PTC over 12 months and is subject to change every quarter. For a more accurate PTC please visit pagasswitch.com

Questions or complaints about your bill?
Please call us before the due date at (215) 235-1000, or write to: PGW P.O. Box 3500, Phila., PA 19122-0050





SA ID: [REDACTED]

Residential Heat & Domestic

BREAK DOWN OF CHARGES

| | |
|---|----------------|
| Supply Charges | |
| Commodity Charge 9.29 Ccf @ \$0.40257 | \$3.74 |
| Total Supply Charges | \$3.74 |
| Delivery Charges | |
| Customer Charge @ \$16.25 | \$9.44 |
| Distribution Charge 9.29 Ccf @ \$0.94782 | \$8.81 |
| Distribution System Improvement Charge 7.5% | \$1.37 |
| Gas Cost Adjustment @ -\$0.0472 | -\$0.44 |
| Total Delivery Charges | \$19.18 |
| Supply Charges | |
| Commodity Charge 6.71 Ccf @ \$0.45133 | \$3.03 |
| Total Supply Charges | \$3.03 |
| Delivery Charges | |
| Customer Charge @ \$16.25 | \$6.81 |
| Distribution Charge 6.71 Ccf @ \$0.95597 | \$6.42 |
| Distribution System Improvement Charge 7.5% | \$0.99 |
| Gas Cost Adjustment @ -\$0.10529 | -\$0.71 |
| Total Delivery Charges | \$13.51 |
| Total Billing Charges | \$39.46 |

METER DETAILS

| | |
|--------------------|-------------------------|
| Meter Number: | 01754461 |
| Read Cycle: | 11 |
| Read Dates: | 08/13/2024 - 09/13/2024 |
| Starting Read: | 538 Actual |
| Ending Read: | 554 Actual |
| Usage in CCF: | 16.00 |
| Conversion Factor: | 1.0297 Therm = 1 Ccf |
| Usage in Therms: | 16.47 |
| Next Meter Read: | 10/14/2024 |

SHOPPING INFORMATION BOX

When shopping for Natural Gas with a Natural Gas Supplier, please provide the following:

| | |
|-------------------|-----------------------------|
| PGW Account: | [REDACTED] |
| Service Point ID: | 9972306903 |
| Rate Class: | General Service Residential |
| Rate Schedule: | GSR |

If you are already shopping know your contract expiration date.

ADJUSTMENT DETAIL

Adjustments for SA ID # 8595775145

| | |
|--------------------------|----------------|
| Late Payment Charge | \$82.21 |
| Total Adjustments | \$82.21 |

THINK YOU
SMELL GAS?

**Leave the area and call
(215) 235-1212.**

Our Emergency Hotline is available
24 hours a day, 7 days a week.





SA ID: [REDACTED]

Residential Heat & Domestic

METER DETAILS

BREAK DOWN OF CHARGES

| | |
|---|----------------|
| Supply Charges | |
| Commodity Charge 20 Ccf @ \$0.45133 | \$9.03 |
| Total Supply Charges | \$9.03 |
| Delivery Charges | |
| Customer Charge @ \$16.25 | \$16.25 |
| Distribution Charge 20 Ccf @ \$0.95597 | \$19.12 |
| Distribution System Improvement Charge 7.5% | \$2.65 |
| Gas Cost Adjustment @ -\$0.10529 | -\$2.11 |
| Weather Normalization Adjustment | \$2.14 |
| Total Delivery Charges | \$38.05 |
| Total Billing Charges | \$47.08 |

| | |
|--------------------|-------------------------|
| Meter Number: | 01754461 |
| Read Cycle: | 11 |
| Read Dates: | 09/13/2024 - 10/14/2024 |
| Starting Read: | 554 Actual |
| Ending Read: | 574 Actual |
| Usage in CCF: | 20.00 |
| Conversion Factor: | 1.0312 Therm = 1 Ccf |
| Usage in Therms: | 20.62 |
| Next Meter Read: | 11/14/2024 |

SHOPPING INFORMATION BOX

When shopping for Natural Gas with a Natural Gas Supplier, please provide the following:

| | |
|-------------------|-----------------------------|
| PGW Account: | [REDACTED] |
| Service Point ID: | 9972306903 |
| Rate Class: | General Service Residential |
| Rate Schedule: | GSR |

If you are already shopping know your contract expiration date.

ADJUSTMENT DETAIL

Adjustments for SA ID # 8595775145

| | |
|--------------------------|----------------|
| Late Payment Charge | \$82.80 |
| Total Adjustments | \$82.80 |

THINK YOU
SMELL GAS?

**Leave the area and call
(215) 235-1212.**

Our Emergency Hotline is available
24 hours a day, 7 days a week.

PGW Messages



Your estimated gas price to Compare (PTC) is \$0.34750 per CCF. This estimated PTC was calculated by averaging PGW's quarterly PTC over 12 months and is subject to change every quarter. For a more accurate PTC please visit pagasswitch.com

Questions or complaints about your bill?
Please call us before the due date at (215) 235-1000, or write to: PGW P.O. Box 3500, Phila., PA 19122-0050





Residential Heat & Domestic

BREAK DOWN OF CHARGES

| | |
|---|----------------|
| Supply Charges | |
| Commodity Charge 19 Ccf @ \$0.45133 | \$8.58 |
| Total Supply Charges | \$8.58 |
| Delivery Charges | |
| Customer Charge @ \$16.25 | \$16.25 |
| Distribution Charge 19 Ccf @ \$0.95597 | \$18.16 |
| Distribution System Improvement Charge 7.5% | \$2.58 |
| Gas Cost Adjustment @ -\$0.10529 | -\$2.00 |
| Weather Normalization Adjustment | \$2.22 |
| Total Delivery Charges | \$37.21 |
| Total Billing Charges | \$45.79 |

METER DETAILS

| | |
|--------------------|-------------------------|
| Meter Number: | 01754461 |
| Read Cycle: | 11 |
| Read Dates: | 10/14/2024 - 11/14/2024 |
| Starting Read: | 574 Actual |
| Ending Read: | 593 Actual |
| Usage in CCF: | 19.00 |
| Conversion Factor: | 1.033 Therm = 1 Ccf |
| Usage in Therms: | 19.62 |
| Next Meter Read: | 12/13/2024 |

SHOPPING INFORMATION BOX

When shopping for Natural Gas with a Natural Gas Supplier, please provide the following:

| | |
|-------------------|-----------------------------|
| PGW Account: | [REDACTED] |
| Service Point ID: | 9972306903 |
| Rate Class: | General Service Residential |
| Rate Schedule: | GSR |


If you are already shopping know your contract expiration date.

ADJUSTMENT DETAIL

Adjustments for SA ID # 8595775145

| | |
|--------------------------|----------------|
| Late Payment Charge | \$83.51 |
| Total Adjustments | \$83.51 |

THINK YOU
SMELL GAS?



It smells like rotten eggs

Leave the area and call
(215) 235-1212.

Our Emergency Hotline is available
24 hours a day, 7 days a week.

PGW Messages



Your estimated gas price to Compare (PTC) is \$0.34750 per CCF. This estimated PTC was calculated by averaging PGW's quarterly PTC over 12 months and is subject to change every quarter. For a more accurate PTC please visit pagasswitch.com

Questions or complaints about your bill?
Please call us before the due date at (215) 235-1000, or write to: PGW P.O. Box 3500, Phila., PA 19122-0050





6335 Wayne Avenue, 2nd FL, Philadelphia, PA 19144
Phone: (215) 921-8306 Fax: (215) 921-5626

January 28, 2022

FILE #: [REDACTED]

PROPERTY: 3744 North 18th Street, Philadelphia, PA 19140

PURCHASERS: Ernest Turner

SELLERS: [REDACTED]

LENDER: [REDACTED]

Please be advised that settlement on the above referenced property has been scheduled as follows:

DATE: January 31, 2022 TIME: 11:00 AM

LOCATION: 6335 Wayne Avenue
2nd Floor
Philadelphia, PA 19144

BUYER- Please bring the following to Settlement:

- Wired funds no later than one business day prior to closing or cashier's/certified bank Check payable to LANCASTER ABSTRACT AND ESCROW SERVICES LLC. at the time of closing if the amount due is less than \$50,000.
****NOTE: All closings that are cash deals as well as closings that require \$50k or more in funds from buyer(s) will require wired funds. NO Exceptions! All other settlements, your settlement title agent will advise if a wire or check will be acceptable pending the details of your settlement and funds needed at closing for disbursement.**
- A personal check to cover possible incidental expenses.
****NOTE: Personal checks in excess of \$1000 will not be accepted, NO Exceptions!**
- A government issued photo identification (Driver's License, Military ID, valid Passport) and a secondary photo ID or Government issued ID card (ss card/ birth certificate)
- If you have not already done so, please contact the utility companies prior to settlement and arrange for service to begin on the day of settlement. Please contact your agent for a list of utility providers in your area.

SELLER- Please bring the following to Settlement:

- All keys to the property including any garage openers or mailbox keys.
- A government issued photo identification (Driver's License, Military ID, valid Passport)
- If you have not already done so, please contact the utility companies prior to settlement and inform them of the sale. You must keep the utilities on and in your name through the date of settlement.

****NOTE: All owners of record must attend settlement, unless other arrangements have been made.**

REALTORS: We appreciate the opportunity to conduct this closing and appreciate your assistance in obtaining any and all costs associated with the Closing Disclosure. Feel free to call the office with any information important to the completion of the Closing Disclosure.

We strive to provide the best possible quality service; therefore, if you have any questions, please feel free to contact us at any of the contact points above. Have a great day!

Subject : TURNER BCS#3973706 Formal Complaint Form sent 4-30-24.pdf

Good Afternoon,

The following is the entire complaint that is stated in the Complaint box within the completed Online Fillable Form for the Formal Complaint. :

I / We, The Customers of Philadelphia Gas Works (P.G.W.) and Residents of Philadelphia, Pennsylvania have been and 'ARE' subject to Unfair & Unjust PRICE GOUGING through the Delivery Charge Rate from Philadelphia Gas Works.

Delivery Charge Rate of (P.G.W.) is approximately 290% More than the Actual Usage Charge.

Example :

Bill Date - The May 16,2024

Total Supply Charges = \$7.43 >> Actual Usage

Total Delivery Charges = \$32.94 >> Just to Receive

Total Bill ----- = \$40.37 >> Pay Us Or Suffer

Comparatively, It would be like paying \$20 for a pizza and \$88.00 for "Delivery" !!!

Philadelphia is mostly Black and Poor as the Receiving Market for this NECESSARY Product and the Over All Physical and Financial Health and Well Being of the Recipients is being suppressed.

Also,

The Payment Agreement Amount set by even
COMMONWEALTH OF PENNSYLVANIA
PENNSYLVANIA PUBLIC UTILITY COMMISSION is too steep that I can Not afford that amount and am asking for a lower amount.



744 N 18TH ST | SA ID: 8595775145

Residential Heat & Domestic

BREAK DOWN OF CHARGES

| | |
|---|-----------------|
| Supply Charges | |
| Commodity Charge 47 Ccf @ \$0.88633 | \$41.66 |
| Total Supply Charges | \$41.66 |
| Delivery Charges | |
| Customer Charge @ \$14.90 | \$14.90 |
| Distribution Charge 47 Ccf @ \$0.95721 | \$44.99 |
| Distribution System Improvement Charge 7.5% | \$4.49 |
| Gas Cost Adjustment @ \$0.01265 | \$0.59 |
| Weather Normalization Adjustment | -\$4.01 |
| Total Delivery Charges | \$60.96 |
| Total Billing Charges | \$102.62 |

METER DETAILS

| | |
|--------------------|-------------------------|
| Meter Number: | 01754461 |
| Read Cycle: | 11 |
| Read Dates: | 09/16/2022 - 10/17/2022 |
| Starting Read: | 8175 Actual |
| Ending Read: | 8222 Actual |
| Usage in CCF: | 47.00 |
| Conversion Factor: | 1.0329 Therm = 1 Ccf |
| Usage in Therms: | 48.54 |
| Next Meter Read: | 11/15/2022 |

SHOPPING INFORMATION BOX

When shopping for Natural Gas with a Natural Gas Supplier, please provide the following:

PGW Account: XXXXXXXXXX
 Service Point ID: 9972306903
 Rate Class: General Service Residential
 Rate Schedule: GSR

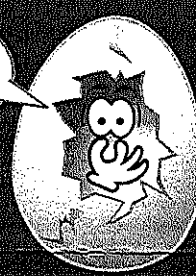
If you are already shopping know your contract expiration date.

ADJUSTMENT DETAIL

| | |
|------------------------------------|----------------|
| Adjustments for SA ID # 8595775145 | |
| Rate Payment Charge | \$13.59 |
| Adjustments for SA ID # 1543189454 | |
| Rate Payment Charge | \$1.07 |
| Total Adjustments | \$14.66 |

THINK YOU SMELL GAS?

It smells like rotten eggs



Leave the area and call (215) 235-1212.

Our Emergency Hotline is available 24 hours a day, 7 days a week.

PGW Messages

Your estimated gas price to Compare (PTC) is \$0.89999 per CCF. This estimated PTC was calculated by averaging PGW's quarterly PTC over 12 months and is subject to change every quarter. For a more accurate PTC please visit pagasswitch.com

Questions or complaints about your bill?
Please call us before the due date at (215) 235-1000, or write to: PGW P.O. Box 3500, Phila., PA 19122-0050





3744 N 18TH ST | SA ID: 8595775145

Residential Heat & Domestic

BREAK DOWN OF CHARGES

| | |
|---|-----------------|
| Supply Charges | |
| Commodity Charge 118 Ccf @ \$0.88633 | \$104.59 |
| Total Supply Charges | \$104.59 |
| Delivery Charges | |
| Customer Charge @ \$14.90 | \$14.90 |
| Distribution Charge 118 Ccf @ \$0.95721 | \$112.95 |
| Distribution System Improvement Charge 7.5% | \$9.59 |
| Gas Cost Adjustment @ \$0.01265 | \$1.49 |
| Weather Normalization Adjustment | \$33.30 |
| Total Delivery Charges | \$172.23 |
| Total Billing Charges | \$276.82 |

METER DETAILS

| | |
|--------------------|-------------------------|
| Meter Number: | 01754461 |
| Read Cycle: | 11 |
| Read Dates: | 10/17/2022 - 11/15/2022 |
| Starting Read: | 8222 Actual |
| Ending Read: | 8340 Actual |
| Usage in CCF: | 118.00 |
| Conversion Factor: | 1.0329 Therm = 1 Ccf |
| Usage in Therms: | 121.88 |
| Next Meter Read: | 12/14/2022 |

SHOPPING INFORMATION BOX

When shopping for Natural Gas with a Natural Gas Supplier, please provide the following:

| | |
|-------------------|-----------------------------|
| PGW Account: | ██████████ |
| Service Point ID: | 9972306903 |
| Rate Class: | General Service Residential |
| Rate Schedule: | GSR |

If you are already shopping know your contract expiration date.

ADJUSTMENT DETAIL

| | |
|------------------------------------|----------------|
| Adjustments for SA ID # 8595775145 | |
| Late Payment Charge | \$15.13 |
| Adjustments for SA ID # 1543189454 | |
| Late Payment Charge | \$1.07 |
| Total Adjustments | \$16.20 |

THINK YOU
SMELL GAS?



It smells like rotten eggs

**Leave the area and call
(215) 235-1212.**

Our Emergency Hotline is available
24 hours a day, 7 days a week.

PGW Messages



Your estimated gas price to Compare (PTC) is \$0.89999 per CCF. This estimated PTC was calculated by averaging PGW's quarterly PTC over 12 months and is subject to change every quarter. For a more accurate PTC please visit pagasswitch.com

Questions or complaints about your bill?
 Please call us before the due date at (215) 235-1000, or write to: PGW P.O. Box 3500, Phila., PA 19122-0050





3744 N 18TH ST | SA ID: 8595775145
 Residential Heat & Domestic

BREAK DOWN OF CHARGES

| | |
|---|-----------------|
| Supply Charges | |
| Commodity Charge 151.55 Ccf @ \$0.88633 | \$134.32 |
| Total Supply Charges | \$134.32 |
| Delivery Charges | |
| Customer Charge @ \$14.90 | \$7.71 |
| Distribution Charge 151.55 Ccf @ \$0.95721 | \$145.07 |
| Distribution System Improvement Charge 7.5% | \$11.46 |
| Gas Cost Adjustment @ \$0.01265 | \$1.92 |
| Weather Normalization Adjustment | -\$2.02 |
| Total Delivery Charges | \$164.14 |
| Supply Charges | |
| Commodity Charge 141.45 Ccf @ \$0.82282 | \$116.39 |
| Total Supply Charges | \$116.39 |
| Delivery Charges | |
| Customer Charge @ \$14.90 | \$7.19 |
| Distribution Charge 141.45 Ccf @ \$0.94223 | \$133.28 |
| Distribution System Improvement Charge 7.5% | \$10.54 |
| Gas Cost Adjustment @ \$0.01265 | \$1.79 |
| Weather Normalization Adjustment | -\$1.89 |
| Total Delivery Charges | \$150.91 |
| Total Billing Charges | \$565.76 |

METER DETAILS

| | |
|--------------------|-------------------------|
| Meter Number: | 01754461 |
| Read Cycle: | 11 |
| Read Dates: | 11/15/2022 - 12/14/2022 |
| Starting Read: | 8340 Actual |
| Ending Read: | 8633 Actual |
| Usage in CCF: | 293.00 |
| Conversion Factor: | 1.0365 Therm = 1 Ccf |
| Usage in Therms: | 303.69 |
| Next Meter Read: | 01/17/2023 |

SHOPPING INFORMATION BOX

When shopping for Natural Gas with a Natural Gas Supplier, please provide the following:

| | |
|-------------------|-----------------------------|
| PGW Account: | [REDACTED] |
| Service Point ID: | 9972306903 |
| Rate Class: | General Service Residential |
| Rate Schedule: | GSR |

If you are already shopping know your contract expiration date.

ADJUSTMENT DETAIL

Adjustments for SA ID # 8595775145

| | |
|--------------------------|----------------|
| Late Payment Charge | \$19.28 |
| Total Adjustments | \$19.28 |

THINK YOU
SMELL GAS?

**Leave the area and call
(215) 235-1212.**

Our Emergency Hotline is available
24 hours a day, 7 days a week.





1744 N 18TH ST | SA ID: 8595775145
Residential Heat & Domestic

BREAK DOWN OF CHARGES

| | |
|---|-----------------|
| Supply Charges | |
| Commodity Charge 409 Ccf @ \$0.82282 | \$336.53 |
| Total Supply Charges | \$336.53 |
| Delivery Charges | |
| Customer Charge @ \$14.90 | \$14.90 |
| Distribution Charge 409 Ccf @ \$0.94223 | \$385.37 |
| Distribution System Improvement Charge 7.5% | \$30.02 |
| Gas Cost Adjustment @ \$0.01265 | \$5.17 |
| Weather Normalization Adjustment | \$30.51 |
| Total Delivery Charges | \$465.97 |
| Total Billing Charges | \$802.50 |

METER DETAILS

| | |
|--------------------|-------------------------|
| Meter Number: | 01754461 |
| Read Cycle: | 11 |
| Read Dates: | 12/14/2022 - 01/17/2023 |
| Starting Read: | 8633 Actual |
| Ending Read: | 9042 Actual |
| Usage in CCF: | 409.00 |
| Conversion Factor: | 1.0388 Therm = 1 Ccf |
| Usage in Therms: | 424.86 |
| Next Meter Read: | 02/14/2023 |

SHOPPING INFORMATION BOX

When shopping for Natural Gas with a Natural Gas Supplier, please provide the following:

| | |
|-------------------|-----------------------------|
| PGW Account: | [REDACTED] |
| Service Point ID: | 9972306903 |
| Rate Class: | General Service Residential |
| Rate Schedule: | GSR |

If you are already shopping know your contract expiration date.

ADJUSTMENT DETAIL

| | |
|------------------------------------|----------------|
| Adjustments for SA ID # 8595775145 | |
| Late Payment Charge | \$27.77 |
| Adjustments for SA ID # 1543189454 | |
| Late Payment Charge | \$1.07 |
| Total Adjustments | \$28.84 |

THINK YOU
SMELL GAS?

**Leave the area and call
(215) 235-1212.**

Our Emergency Hotline is available
24 hours a day, 7 days a week.

PGW Messages



Your estimated gas price to Compare (PTC) is \$0.83648 per CCF. This estimated PTC was calculated by averaging PGW's quarterly PTC over 12 months and is subject to change every quarter. For a more accurate PTC please visit pagasswitch.com

Questions or complaints about your bill?
Please call us before the due date at (215) 235-1000, or write to: PGW P.O. Box 3500, Phila., PA 19122-0050





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

December 10, 2024

VIA ELECTRONIC MAIL

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

Re: Ernest Turner v. Philadelphia Gas Works, Docket No. F-2024-3049464

Dear Judge Vero:

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

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

Sincerely,

/s/ Graciela Christlieb

Graciela Christlieb, Esquire

Enclosure

cc: Cert. of Service w/enc.



PHILADELPHIA GAS WORKS

800 West Montgomery Avenue • Philadelphia, PA 19122

CERTIFICATE OF SERVICE

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

VIA ELECTRONIC MAIL

Ernest Turner
ernestturner22@gmail.com

Date: December 10, 2024

/s/ Graciela Christlieb
Graciela Christlieb, Esquire

Specific Service Agreement Statement of Account SA- [REDACTED]

| | | | | |
|-----------------------------------|-----------------------|-------------------|--------------|-------------------|
| Customer Name | From Date | To Date | | |
| ERNEST TURNER | 12/10/2022 | 12/10/2024 | | |
| Service Address | Account Number | S A Number | Meter | Rate/Class |
| 3744 N 18TH ST PHIL, PA 191403533 | [REDACTED] | [REDACTED] | 1754461 | 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 |
|------------------|------------------|---------|-----------|-----------|-----------|-----------------|--------------|--------------|------------|--------------------|-----------------|----------------|
| 12/16/2022 | LPC | | | | | | | | | \$19.28 | \$1,371.80 | \$1,371.80 |
| 12/16/2022 | BILL | 8633 | R | 29 | 293 | 10.1 | 650 | | 1/13/2023 | \$565.76 | \$1,937.56 | \$1,937.56 |
| 1/19/2023 | LPC | | | | | | | | | \$27.77 | \$1,965.33 | \$1,965.33 |
| 1/19/2023 | BILL | 9042 | R | 34 | 409 | 12.03 | 857 | | 2/13/2023 | \$802.50 | \$2,767.83 | \$2,767.83 |
| 2/16/2023 | LPC | | | | | | | | | \$39.81 | \$2,807.64 | \$2,807.64 |
| 2/16/2023 | BILL | 9344 | R | 28 | 302 | 10.79 | 656 | | 3/14/2023 | \$644.53 | \$3,452.17 | \$3,452.17 |
| 3/18/2023 | LPC | | | | | | | | | \$49.48 | \$3,501.65 | \$3,501.65 |
| 3/18/2023 | BILL | 9610 | R | 30 | 266 | 8.87 | 618 | | 4/12/2023 | \$494.56 | \$3,996.21 | \$3,996.21 |
| 4/19/2023 | LPC | | | | | | | | | \$56.89 | \$4,053.10 | \$4,053.10 |
| 4/19/2023 | BILL | 9731 | R | 32 | 121 | 3.78 | 375 | | 5/12/2023 | \$220.63 | \$4,273.73 | \$4,273.73 |
| 5/18/2023 | LPC | | | | | | | | | \$60.20 | \$4,333.93 | \$4,333.93 |
| 5/18/2023 | BILL | 9764 | R | 29 | 33 | 1.14 | 187 | | 6/13/2023 | \$65.22 | \$4,399.15 | \$4,399.15 |
| 6/17/2023 | LPC | | | | | | | | | \$61.18 | \$4,460.33 | \$4,460.33 |
| 6/17/2023 | BILL | 9794 | R | 30 | 30 | 1 | 27 | | 7/13/2023 | \$59.07 | \$4,519.40 | \$4,519.40 |
| 7/19/2023 | LPC | | | | | | | | | \$62.07 | \$4,581.47 | \$4,581.47 |
| 7/19/2023 | BILL | 9822 | R | 32 | 28 | 0.88 | 3 | | 8/11/2023 | \$54.03 | \$4,635.50 | \$4,635.50 |
| 8/17/2023 | BILL | 9845 | R | 29 | 23 | 0.79 | 0 | | 9/12/2023 | \$47.23 | \$4,682.73 | \$4,682.73 |
| 9/19/2023 | BILL | 9869 | R | 31 | 24 | 0.77 | 0 | | 10/12/2023 | \$48.45 | \$4,731.18 | \$4,731.18 |
| 10/18/2023 | BILL | 9898 | R | 31 | 29 | 0.94 | 90 | | 11/13/2023 | \$54.81 | \$4,785.99 | \$4,785.99 |
| 11/17/2023 | BILL | 9924 | R | 30 | 26 | 0.87 | 315 | | 12/13/2023 | \$51.08 | \$4,837.07 | \$4,837.07 |
| 12/16/2023 | BILL | 9981 | R | 29 | 57 | 1.97 | 612 | | 1/12/2024 | \$94.95 | \$4,932.02 | \$4,932.02 |
| 1/19/2024 | LPC | | | | | | | | | \$67.33 | \$4,999.35 | \$4,999.35 |
| 1/19/2024 | BILL | 6 | R | 34 | 25 | 0.74 | 821 | | 2/13/2024 | \$53.31 | \$5,052.66 | \$5,052.66 |
| 2/16/2024 | LPC | | | | | | | | | \$68.13 | \$5,120.79 | \$5,120.79 |
| 2/16/2024 | BILL | 103 | R | 28 | 97 | 3.46 | 728 | | 3/13/2024 | \$169.65 | \$5,290.44 | \$5,290.44 |
| 3/16/2024 | LPC | | | | | | | | | \$70.67 | \$5,361.11 | \$5,361.11 |
| 3/16/2024 | BILL | 348 | R | 29 | 245 | 8.45 | 592 | | 4/10/2024 | \$405.04 | \$5,766.15 | \$5,766.15 |

| 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 |
|------------------|------------------|--------------|-----------|-----------|-----------|-----------------|--------------|--------------|------------|--------------------|-----------------|----------------|
| 4/17/2024 | BILL | 481 | R | 32 | 133 | 4.16 | 454 | | 5/10/2024 | \$214.80 | \$5,980.95 | \$5,980.95 |
| 5/16/2024 | BILL | 497 | R | 29 | 16 | 0.55 | 190 | | 6/11/2024 | \$40.37 | \$6,021.32 | \$6,021.32 |
| 6/15/2024 | LPC | | | | | | | | | \$80.57 | \$6,101.89 | \$6,101.89 |
| 6/15/2024 | BILL | 513 | R | 30 | 16 | 0.53 | 7 | | 7/10/2024 | \$39.97 | \$6,141.86 | \$6,141.86 |
| 7/17/2024 | LPC | | | | | | | | | \$81.17 | \$6,223.03 | \$6,223.03 |
| 7/17/2024 | BILL | 527 | R | 32 | 14 | 0.44 | 0 | | 8/9/2024 | \$36.71 | \$6,259.74 | \$6,259.74 |
| 8/15/2024 | LPC | | | | | | | | | \$81.72 | \$6,341.46 | \$6,341.46 |
| 8/15/2024 | BILL | 538 | R | 29 | 11 | 0.38 | 0 | | 9/10/2024 | \$32.59 | \$6,374.05 | \$6,374.05 |
| 9/17/2024 | LPC | | | | | | | | | \$82.21 | \$6,456.26 | \$6,456.26 |
| 9/17/2024 | BILL | 554 | R | 31 | 16 | 0.52 | 1 | | 10/10/2024 | \$39.46 | \$6,495.72 | \$6,495.72 |
| 10/16/2024 | LPC | | | | | | | | | \$82.80 | \$6,578.52 | \$6,578.52 |
| 10/16/2024 | BILL | 574 | R | 31 | 20 | 0.65 | 27 | | 11/8/2024 | \$47.08 | \$6,625.60 | \$6,625.60 |
| 11/16/2024 | LPC | | | | | | | | | \$83.51 | \$6,709.11 | \$6,709.11 |
| 11/16/2024 | BILL | 593 | R | 31 | 19 | 0.61 | 241 | | 12/11/2024 | \$45.79 | \$6,754.90 | \$6,754.90 |
| 12/9/2024 | LPCWVE | | | | | | | | | (\$491.98) | \$6,262.92 | \$6,262.92 |

Specific Service Agreement Statement of Account SA- [REDACTED]

| | | | | |
|---|-----------------------|-------------------|--------------|-------------------|
| Customer Name | From Date | To Date | | |
| ERNEST TURNER | 12/10/2022 | 12/10/2024 | | |
| Service Address | Account Number | S A Number | Meter | Rate/Class |
| 1851 E CLEMENTINE ST PHIL, PA 191343123 | [REDACTED] | [REDACTED] | 2054168 | GS |

STATEMENT

| Transaction Date | Transaction Type | Read Reading | Read Code | # of Days | CCF Usage | Average CCF/Day | Heating DDDs | Payment Type | Payment Due Date | Transaction Amount | Current Balance | Actual Balance |
|------------------|------------------|--------------|-----------|-----------|-----------|-----------------|--------------|--------------|------------------|--------------------|-----------------|----------------|
| 12/16/2022 | LPC | | | | | | | | | \$1.07 | \$93.33 | \$93.33 |
| 1/19/2023 | LPC | | | | | | | | | \$1.07 | \$94.40 | \$94.40 |
| 2/16/2023 | LPC | | | | | | | | | \$1.07 | \$95.47 | \$95.47 |
| 3/18/2023 | LPC | | | | | | | | | \$1.07 | \$96.54 | \$96.54 |
| 4/19/2023 | LPC | | | | | | | | | \$1.07 | \$97.61 | \$97.61 |
| 5/18/2023 | LPC | | | | | | | | | \$1.07 | \$98.68 | \$98.68 |
| 6/17/2023 | LPC | | | | | | | | | \$1.07 | \$99.75 | \$99.75 |
| 12/9/2024 | LPCWVE | | | | | | | | | (\$1.07) | \$98.68 | \$98.68 |

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 3744 N 18TH ST on or after 8 a.m. on Apr 01, 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 \$5,052.66.
- Pay the amount you owe on your most recent payment plan.
- Make a payment arrangement (you may be eligible for a special assistance program).
- Contact us to dispute the bill.

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

| | |
|------------------|------------|
| Past Due Amount | \$5,052.66 |
| Security Deposit | \$230.00 |
| Turn On Charge | \$123.23 |
| Total | \$5,405.89 |

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

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

MEDICAL EMERGENCY NOTICE

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

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

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

IMPORTANT TO KNOW – BEFORE WE SHUT OFF YOUR GAS SERVICE

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

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

WINTER SHUT OFF PROVISIONS Dec. 1-March 31

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

Federal Poverty Guidelines (FPG) 2024

| Household Size | Your income is 150% of the FPG or below if your monthly gross is: | Your income is between 151% - 250% of the FPG if your monthly gross is: |
|----------------------|---|---|
| 1 | \$1,883 or less | \$1,884-\$3,138 |
| 2 | \$2,555 or less | \$2,556-\$4,258 |
| 3 | \$3,228 or less | \$3,229-\$5,379 |
| 4 | \$3,900 or less | \$3,901-\$6,500 |
| Each add. person add | \$673 | \$674-\$1,121 |

PL_20240229180001.dat-10359-000007089

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:

Feb 29, 2024
\$5,052.66

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

Amount Enclosed:

005180 000007089



ERNEST TURNER
3744 N 18TH ST
PHILA PA 19140-3533



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



Search For Negotiated Payment Arrangement

Search Criteria

Account... [Redacted] Turner, Ernest

From Date: 12/09/2024

Apply Criteria

OK

Cancel

| Date | Seq | Status | Comments |
|------------|-----|----------|--------------|
| 04/08/2024 | 1 | Broken | BCS #3973706 |
| 07/11/2017 | 1 | Canceled | |
| 05/02/2017 | 1 | Broken | |
| 04/21/2017 | 1 | Broken | |
| 07/15/2015 | 1 | Broken | |
| 04/07/2015 | 1 | Broken | |
| 06/03/2014 | 1 | Broken | |
| 10/06/2011 | 1 | Broken | |

11 record(s) found.

Search For Negotiated Payment Arrangement

Search Criteria

Account... [Redacted] Turner, Ernest

From Date: 12/09/2024

Apply Criteria

OK

Cancel

| Date | Seq | Status | Comments |
|------------|-----|----------|----------|
| 07/15/2015 | 1 | Broken | |
| 04/07/2015 | 1 | Broken | |
| 06/03/2014 | 1 | Broken | |
| 10/06/2011 | 1 | Broken | |
| 06/13/2011 | 1 | Broken | |
| 05/27/2011 | 1 | Broken | |
| 02/19/2004 | 1 | Canceled | |

11 record(s) found.

PHILADELPHIA GAS WORKS

PUC

Opening XML

Case Number: 3973706
Company Name: PGW (PHILA. GAS WORKS (NGDC))
Company Code: 0766
Company Type: GAS TRANSPORTER
Customer First Name: ERNEST
Customer Middle Initial: L
Customer Last Name: TURNER
Customer Account Number: [REDACTED]
Customer Home Phone w/ Area Code:
Customer Work Phone w/ Area Code:
Customer Service Class: RESIDENTIAL
Customer Mail Address 1:
Customer Mail Address 2:
Customer Mail Address City:
Customer Mail Address State:
Customer Mail Address Zip:
Customer Mail Address 4-Zip:
Customer Service Address 1: 3744 N 18TH ST
Customer Service Address 2:
Customer Service Address City: PHILADELPHIA
Customer Service Address State: PA
Customer Service Address Zip: 19140
Customer Service Address 4-Zip: 3533
Customer Family Adults: 1
Customer Family Children: 2
Customer Family Age: 16,11
Gross Income

| Source | Income Amount |
|---------|---------------|
| A1 WAGE | 3493 |

Date Open: 2024-04-05
Reason For Contact: ON - PAR NEEDED (# 61)
Term Date: 2024-04-01
Business Name:
Case Problem:
Company Position: 04/02/2024 CUSTOMER NEEDS TO PAY \$5300.00 IN ORDER TO KEEP SERVICES.
Related Information: 61 – PAYMENT ARRANGEMENT REQUEST. COMPANY TOLD CUSTOMER IN ORDER TO BE PLACED ON COMPANY PAY HE WILL NEED TO FIRST PAY 2346.36 - RELIEF SOUGHT - PAR THT HE CAN FFORD THE CELL PHONE NUMBER [REDACTED] HAS BEEN ALLOWED TO BE SHARED. THE EMAIL ADDRESS ERNESTTURNER22@GMAIL.COM HAS BEEN ALLOWED TO BE SHARED.

Case Misc Info:

Hot Issue:

Case Origin: TELEPHONE

Prior Case Number: 3937958

Universal Service: N

Arrearage: 5300

BCS Investigator First Name: BCS

BCS Investigator Last Name: CASE POOL

BCS Investigator Phone w/ Area Code: [REDACTED]

BCSIntaker First Name: KRYSTLE

BCSIntaker Last Name: BYERS

Number Of Time Send: 1

Number Of Time Faxed: 0

Number Of Time Faxed: 7172658273

PHILADELPHIA GAS WORKS

PUC

Closing XML

Case Number: 3973706
Company Name: PGW (PHILA. GAS WORKS (NGDC))
Company Code: 0766
Company Type: GAS TRANSPORTER
Customer First Name: ERNEST
Customer Middle Initial: L
Customer Last Name: TURNER
Account Number: [REDACTED]
Service Address 1: 3744 N 18TH ST
Service Address 2:
Service City: PHILADELPHIA
Service State: PA
Service Zip 5: 19140
Service Zip 4: 3533
Decision Issue: Y
Oral Written: W
Violation: NO
Chapter:
Section Rule:
Total Balance: 5865.90
Date Closed: 2024-04-08
Resolution: LEVEL 2, BB 138.00 + 163.00 = 301.00 BEGINNING MAY 2024.
Balance Date: 2024-04-08
Service Restored Pay:
Service Continue Amount:
Service Continue Date:
Terms: MAY 2024 BILL DUE DATE
Special Budget Amount: 301.00
Regular Budget Amount: 138.00
Arrears Payment Plus: 163.00
FinalMonthlyPayment:
CurrentMonthlyPayment:
EndMonthlyPayment:
LetterDescription:
HeadDate: 2024-04-08
Paragraph:
Bill Date:
Reconnect Amount: 0
Pay Amount:
BCS Investigator First Name: BUREAU OF
BCS Investigator Last Name: CONSUMER SERVICE
Number Of Time Send: 1
Number Of Time Faxed: 0
PUC Fax: 7172658273