

COMMONWEALTH OF PENNSYLVANIA
PUBLIC UTILITY COMMISSION

TANESHA PALMER,	:	
Complainant	:	DOCKET NO.
	:	F-2024-3051127
v.	:	
	:	
PHILADELPHIA GAS WORKS,	:	
Respondent	:	
	:	
Initial Call-In Telephonic Hearing	:	

Pages 1 through 66

Judge's Chambers
State Office Building
801 Market Street
Philadelphia PA 19107

Thursday, December 12, 2024
Commencing at 1:00 p.m.

BEFORE:

ADMINISTRATIVE LAW JUDGE ARLENE ASHTON

REPORTER:

Lori A. Fausnaught, RPR, RMR, CRR

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KARASCH & ASSOCIATES (800) 621-5689

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RESPONDENT:	INTRO/ADMIT
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PGW Exhibit No. 4, 5 and 6 - LATE FILED (not identified or admitted at time of hearing)	



Specific Service Agreement Statement of Account SA- 6013127109

Customer Name	From Date	To Date		
TANESHA PALMER	9/8/2022	12/5/2024		
Service Address	Account Number	S A Number	Meter	Rate/Class
2805 W SOMERSET ST PHIL, PA 191322540	49713354	6013127109	1497046	GS

STATEMENT

Transaction Date	Transaction Type	Reading	Read Code	# of Days	CCF Usage	Average CCF/Day	Heating DDDs	Payment Type	Due Date	Transaction Amount	Current Balance	Actual Balance
10/28/2022	BILL	4665	R	27	26	0.96	189		11/23/2022	\$64.79	\$64.79	\$64.79
11/29/2022	LPC									\$0.97	\$65.76	\$65.76
11/29/2022	BILL	4770	R	30	105	3.5	396		12/22/2022	\$229.11	\$294.87	\$294.87
12/29/2022	LPC									\$4.40	\$299.27	\$299.27
12/29/2022	BILL	4989	R	32	219	6.84	831		1/25/2023	\$415.91	\$715.18	\$715.18
1/28/2023	LPC									\$10.64	\$725.82	\$725.82
1/28/2023	BILL	5185	R	30	196	6.53	641		2/22/2023	\$434.71	\$1,160.53	\$1,160.53
2/25/2023	LPC									\$17.16	\$1,177.69	\$1,177.69
2/25/2023	BILL	5365	R	28	180	6.43	608		3/21/2023	\$393.14	\$1,570.83	\$1,570.83
3/29/2023	LPC									\$23.06	\$1,593.89	\$1,593.89
3/29/2023	BILL	5555	R	32	190	5.94	654		4/24/2023	\$323.30	\$1,917.19	\$1,917.19
4/12/2023	BPTOCG									\$123.23	\$2,040.42	\$2,040.42
4/28/2023	BILL	5629	R	30	74	2.47	259		5/23/2023	\$141.72	\$2,182.14	\$2,182.14
5/27/2023	BILL	5666	R	29	37	1.28	142		6/22/2023	\$71.48	\$2,253.62	\$2,253.62
6/28/2023	BILL	5701	R	32	35	1.09	6		7/24/2023	\$64.54	\$2,318.16	\$2,318.16
7/28/2023	LPC									\$33.92	\$2,352.08	\$2,352.08
7/28/2023	BILL	5730	R	30	29	0.97	0		8/22/2023	\$55.38	\$2,407.46	\$2,407.46
8/26/2023	LPC									\$34.75	\$2,442.21	\$2,442.21
8/26/2023	BILL	5757	R	29	27	0.93	0		9/20/2023	\$52.67	\$2,494.88	\$2,494.88

9/28/2023	BILL	5788	R	33	31	0.94	11	10/23/2023	\$57.82	\$2,552.70	\$2,552.70
10/27/2023	BILL	5819	R	29	31	1.07	136	11/22/2023	\$57.96	\$2,610.66	\$2,610.66
11/29/2023	BILL	5955	R	33	136	4.12	475	12/26/2023	\$203.82	\$2,814.48	\$2,814.48
12/29/2023	BILL	6157	R	30	202	6.73	671	1/25/2024	\$316.97	\$3,131.45	\$3,131.45
1/30/2024	BILL	6408	R	30	251	8.37	827	2/23/2024	\$390.54	\$3,521.99	\$3,521.99
2/27/2024	BILL	6640	R	28	232	8.29	701	3/21/2024	\$378.83	\$3,900.82	\$3,900.82
3/27/2024	BILL	6816	R	31	176	5.68	544	4/22/2024	\$297.20	\$4,198.02	\$4,198.02
4/26/2024	LPC								\$61.09	\$4,259.11	\$4,259.11
4/26/2024	BILL	6932	R	30	116	3.87	333	5/21/2024	\$189.05	\$4,448.16	\$4,448.16
5/25/2024	LPC								\$63.93	\$4,512.09	\$4,512.09
5/25/2024	BILL	6989	R	29	57	1.97	111	6/19/2024	\$99.91	\$4,612.00	\$4,612.00
6/10/2024	PAY							Credit Card	(\$66.30)	\$4,545.70	\$4,545.70
6/13/2024	BPTOCG								\$123.23	\$4,668.93	\$4,668.93
6/26/2024	BILL	7014	R	32	25	0.78	0	7/22/2024	\$52.19	\$4,721.12	\$4,721.12
7/26/2024	BILL	7032	R	30	18	0.6	0	8/20/2024	\$42.21	\$4,763.33	\$4,763.33
8/24/2024	BILL	7055	R	29	23	0.79	0	9/18/2024	\$49.07	\$4,812.40	\$4,812.40
9/26/2024	BILL	7085	R	33	30	0.91	1	10/21/2024	\$58.67	\$4,871.07	\$4,871.07
10/25/2024	BILL	7109	R	29	24	0.83	80	11/20/2024	\$51.57	\$4,922.64	\$4,922.64
11/27/2024	BILL	7140	R	33	31	0.94	347	12/23/2024	\$62.59	\$4,985.23	\$4,985.23

Specific Service Agreement Statement of Account SA- 9753498628

Customer Name	From Date	To Date		
TANESHA PALMER	9/8/2022	12/5/2024		
Service Address	Account Number	S A Number	Meter	Rate/Class
2805 W SOMERSET ST PHIL, PA 191322540	49713354	9753498628	1497046	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
9/28/2022	BPTOCG									\$123.23	\$2,120.65	\$2,120.65
9/28/2022	PAY							Credit Card		(\$522.00)	\$1,598.65	\$1,598.65
9/30/2022	LPC									\$20.34	\$1,618.99	\$1,618.99
9/30/2022	BILL	4631	R	32	32	1	10		10/25/2022	\$77.99	\$1,696.98	\$1,696.98
10/28/2022	LPC									\$23.36	\$1,720.34	\$1,720.34
11/29/2022	LPC									\$23.36	\$1,743.70	\$1,743.70
12/29/2022	LPC									\$23.36	\$1,767.06	\$1,767.06
1/28/2023	LPC									\$23.36	\$1,790.42	\$1,790.42
2/25/2023	LPC									\$23.36	\$1,813.78	\$1,813.78
3/29/2023	LPC									\$23.36	\$1,837.14	\$1,837.14
4/12/2023	PAY							Debit Card		(\$380.00)	\$1,457.14	\$1,457.14
5/26/2023	PAY							Credit Card		(\$334.00)	\$1,123.14	\$1,123.14
7/28/2023	LPC									\$13.25	\$1,136.39	\$1,136.39
8/26/2023	LPC									\$13.25	\$1,149.64	\$1,149.64
10/17/2023	PAY							Debit Card		(\$199.00)	\$950.64	\$950.64
10/23/2023	PAY							Credit Card		(\$10.00)	\$940.64	\$940.64
11/22/2023	PAY							Check		(\$300.00)	\$640.64	\$640.64
1/4/2024	PAY							Debit Card		(\$225.00)	\$415.64	\$415.64
2/15/2024	PAY							Debit Card		(\$237.00)	\$178.64	\$178.64
6/10/2024	PAY							Credit Card		(\$58.70)	\$119.94	\$119.94

Search For Negotiated Payment Arrangement

Search Criteria

Account... 0000 4971 3354 Palmer, Tanesha

From Date: 12/05/2024

Apply Criteria

OK

Cancel

Date	Seq	Status	Comments
01/10/2024	1	Broken	
09/13/2023	1	Canceled	BCS# 3941128
04/12/2023	1	Broken	
04/20/2022	1	Broken	

4 record(s) found.

PHILADELPHIA GAS WORKS

PUC

Opening XML

Case Number: 3941128
Company Name: PGW (PHILA. GAS WORKS (NGDC))
Company Code: 0766
Company Type: GAS TRANSPORTER
Customer First Name: TANESHA
Customer Middle Initial: M
Customer Last Name: PALMER
Customer Account Number: 8888888888
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: 2805 W SOMERSET ST
Customer Service Address 2:
Customer Service Address City: PHILADELPHIA
Customer Service Address State: PA
Customer Service Address Zip: 19132
Customer Service Address 4-Zip:
Customer Family Adults: 3
Customer Family Children: 3
Customer Family Age: 8,12,18
Gross Income

Source	Income Amount
A1 INCOME	2500

Date Open: 2023-09-12
Reason For Contact: ON - PAR NEEDED (# 61)
Term Date:
Business Name:
Case Problem:

Company Position: 09/04/2023 PGW WONT ALLOW PAR WITHOUT CUSTOMER PAYING 1000 FIRST

Related Information: 61 – PAYMENT ARRANGEMENT REQUEST. CUSTOMER DOESNT HAVE 1000 TO PAY BILL - RELIEF SOUGHT - CUSTOMER NEEDS PAR THE CELL PHONE NUMBER (267) 595 - 6812 HAS BEEN ALLOWED TO BE SHARED. THE EMAIL ADDRESS TANESHAP23@GMAIL.COM HAS BEEN ALLOWED TO BE SHARED.

Case Misc Info:

Hot Issue:

Case Origin: TELEPHONE

Prior Case Number:

Universal Service: Y

Arrearage: 3000

BCS Investigator First Name: BCS

BCS Investigator Last Name: CASE POOL

BCS Investigator Phone w/ Area Code: 7177875468

BCSIntaker First Name: SARIGNA

BCSIntaker Last Name: AVILA

Number Of Time Send: 1

Number Of Time Faxed: 0

Number Of Time Faxed: 7172658273

PHILADELPHIA GAS WORKS

PUC

Closing XML

Case Number: 3941128
Company Name: PGW (PHILA. GAS WORKS (NGDC))
Company Code: 0766
Company Type: GAS TRANSPORTER
Customer First Name: TANESHA
Customer Middle Initial: M
Customer Last Name: PALMER
Account Number: 49713354
Service Address 1: 2805 W SOMERSET ST
Service Address 2:
Service City: PHILADELPHIA
Service State: PA
Service Zip 5: 19132
Service Zip 4:
Decision Issue: Y
Oral Written: W
Violation: NO
Chapter:
Section Rule:
Total Balance: 3644.52
Date Closed: 2023-09-12
Resolution: LEVEL 1, BB 148.00 + 61.00 = 209.00 BEGINNING OCTOBER 2023.
WAIVE LPCS.
Balance Date: 2023-09-12
Service Restored Pay:
Service Continue Amount:
Service Continue Date:
Terms: OCTOBER 2023 BILL DUE DATE
Special Budget Amount: 209.00
Regular Budget Amount: 148.00
Arrears Payment Plus: 61.00
FinalMonthlyPayment:
CurrentMonthlyPayment:
EndMonthlyPayment:
LetterDescription:

HeadDate: 2023-09-12
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

PHILADELPHIA GAS WORKS

PUC

Opening XML

Case Number:	3994035
Company Name:	PGW (PHILA. GAS WORKS (NGDC)
Company Code:	0766
Company Type	GAS TRANSPORTER
Customer First Name:	TANESHA
Customer Middle Initial:	
Customer Last Name:	PALMER
Customer Account Number:	49713354
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:	2805 W SOMERSET ST
Customer Service Address 2:	
Customer Service Address City:	PHILADELPHIA
Customer Service Address State:	PA
Customer Service Address Zip:	19132
Customer Service Address 4-Zip:	
Customer Family Adults:	4
Customer Family Children:	2
Customer Family Age:	9,12
Gross Income	
Source	Income Amount
WAGE	4500
FULLTIME S	0
NONE	0
NONE	0

Date Open: 2024-06-11
Reason For Contact: OFF - SERVICE IS TERMINATED/SUSPENDED - DISPUTE - NO NOTICE (#77)
Term Date: 2024-06-10
Business Name:
Case Problem:
Company Position: 06/11/2024 PAY \$4790.65
Related Information: MY GAS WAS SHUT OFF, I DON'T RECALL A SHUT OFF NOTICE. I HAVE 3 KIDS IN THE HOUSE AND MY FATHER WHO HAS HEALTH ISSUES. I COULD PAY THE DOWN PAYMENT AND RESTORATION FEE BUT WAS TOLD IN ORDER FOR SERVICES TO BE RESTORED I HAD TO HAVE THE FULL AMOUNT PLUS THE FEE AND DOWN PAYMENT - RELIEF SOUGHT - MY GAS TO BE SHUT BACK ON. THE CELL PHONE NUMBER (267) 595 - 6812 HAS BEEN ALLOWED TO BE SHARED. THE EMAIL ADDRESS TANESHAP23@GMAIL.COM HAS BEEN ALLOWED TO BE SHARED.

Case Misc Info:
Hot Issue:
Case Origin: PUC WEBSITE
Prior Case Number: 3941128
Universal Service: Y
Arrearage: 0
BCS Investigator First Name: BCS
BCS Investigator Last Name: CASE POOL
BCS Investigator Phone w/ Area Code: 7177875468
BCSIntaker First Name: MARIE
BCSIntaker Last Name: KENNEDY
Number Of Time Send: 1
Number Of Time Faxed: 0
Number Of Time Faxed: 7172658273

PHILADELPHIA GAS WORKS

PUC

Closing XML

Case Number: 3994035
Company Name: PGW (PHILA. GAS WORKS (NGDC))
Company Code: 0766
Company Type: GAS TRANSPORTER
Customer First Name: TANESHA
Customer Middle Initial:
Customer Last Name: PALMER
Account Number: 49713354
Service Address 1: 2805 W SOMERSET ST
Service Address 2:
Service City: PHILADELPHIA
Service State: PA
Service Zip 5: 19132
Service Zip 4:
Decision Issue: Y
Oral Written: W
Violation: NO
Chapter:
Section Rule:
Total Balance: 4932.34
Date Closed: 2024-09-04
Resolution: DECISION ISSUED: COMPANY POSITION UPHELD. COMPANY MADE PROPER TERMINATION NOTIFICATIONS PER §56.91 AND § 56.93. THE TERMINATION OF SERVICE WAS VALID. THE COMPANY MAY REQUIRE FULL PAYMENT OF THE OUTSTANDING BALANCE AS A CONDITION OF RESTORING SERVICE PER REGULATIONS. THE CUSTOMER'S SERVICE WAS RESTORED ON 6/13/2024 WITH A VALID MEDICAL CERTIFICATE. THE CUSTOMER DOES NOT QUALIFY FOR CRP DUE TO INCOME OVER THE LIMIT FOR THE PROGRAM. THE CUSTOMER IS NOT ELIGIBLE FOR A PUC PAR PER 1405D. THE COMPANY MAY REQUIRE THE CUSTOMER TO PAY \$4,964.87 TO MAINTAIN SERVICE PER REGULATIONS. CASE DISMISSED. THE COMPANY WILL RECEIVE A COURTESY EMAIL WITH THE CLOSING DECISION OR LETTER, IF A VALID EMAIL ADDRESS IS ON FILE.
Balance Date: 2024-08-24
Service Restored Pay: 0.00
Service Continue Amount: 0.00

Service Continue Date:

Terms:

Special Budget Amount: 0.00

Regular Budget Amount: 0.00

Arrears Payment Plus: 0.00

FinalMonthlyPayment: 0.00

CurrentMonthlyPayment: 0.00

EndMonthlyPayment: 0.00

LetterDescription:

HeadDate: 2024-09-05

Paragraph:

Bill Date:

Reconnect Amount: 0

Pay Amount: 0.00

BCS Investigator First Name: MARY

BCS Investigator Last Name: GIBSON

Number Of Time Send: 1

Number Of Time Faxed: 0

PUC Fax: 7172658273



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



Access Your Account Online www.pgworks.com
Billing & General Information (215) 235-1000 (English & Español)



Hello Tanesha Palmer,
2805 W SOMERSET ST, PHILADELPHIA PA
19132-2540
Account Number: 0049713354

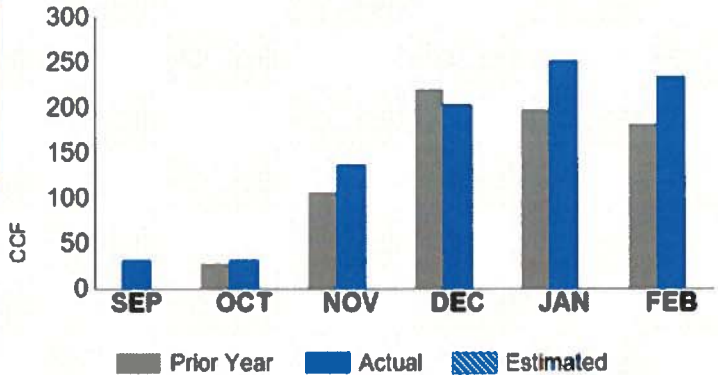


Please Pay **\$237.00**
Due By **03/21/2024**

Billing Date **FEB 27, 2024**
Service From **01/26/2024 - 02/23/2024**
Budget Bill 2 **\$177.00**
Current Agreement Charges **\$60.00**

Thank you for your payment of \$237.00

ENERGY USAGE SNAPSHOT



Average Daily Cost **\$13.53**
Current Month
Compared to **\$14.04** prior year

Average Daily Temperature **40°** Current Month | Compared to **43°** prior year
Usage Over Last Year
106 Ccf Monthly Average | **1275 Ccf** Total
1 CCF = approx. 1 hour of heat
**See terms on pg. 2*

MESSAGE CENTER

Need in-person assistance? Visit a Neighborhood Energy Center for help from a PGW-trained representative. Find your nearest center at PGWorks.com/NEC

Stay Protected Against Costly Repairs! Purchase a Parts & Labor Plan today at pgwplp.com

Get up to \$1,000 to pay winter heating bills. Text WARM to 77037.



Pay Online www.pgworks.com | Pay By Phone (215) 235-1000 (English & Español) *a convenience fee of \$2.65 will be applied | Pay With Cash (See Back For Details)

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



Please Pay \$237.00	Due By 03/21/2024
Account Number: 0049713354	
\$ <input type="text"/> <input type="text"/> <input type="text"/> <input type="text"/> <input type="text"/> <input type="text"/> <input type="text"/> <input type="text"/> <input type="text"/> <input type="text"/>	

Thank you!



TANESHA PALMER
2805 W SOMERSET ST
PHILADELPHIA PA 19132-2540

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

0000497133548000000000237004

PHONE

Gas Leaks & Emergencies (24/7)	(215) 235-1212
Residential Customer Service (8am to 6pm, M-F)	(215) 235-1000
Commercial Customer Service (8am to 4:30pm, M-F)	(215) 235-7077
Credit & Collections (8am to 4:30pm, M-F)	(215) 235-1777
Report Theft of Gas (24/7)	(215) 684-6383

PGW Exhibit 4
Page 2 of 4

TERMS

How's my gas measured?

CCF - 100 cubic feet of gas. This is a measure of gas usage. One CCF is about the amount of gas used to run an average-sized house heater nonstop for one hour.

Dekatherms (DTH) - A measure of the heat content value of gas. Gas usage is determined by multiplying the MCF used by the heat content value of the gas.

MCF - 1,000 cubic feet of gas. This is a measure of gas usage.

Other Helpful Terms

Budget Bill – An optional billing method which averages estimated service costs over a 12-month period.

Customer Responsibility Program (CRP) – PGW's low income customer assistance program which provides a lower monthly bill and forgiveness of pre-program debt.

Meter Reading Information – PGW uses its best effort to obtain an actual meter reading regularly, and at least every six months for customers without automatic meter reading devices. When the meter is not read, PGW estimates your gas use. To avoid estimates, you may read your own meter and call us with the reading. We also offer stamped, preaddressed postcards, which you can use to send us your meter reading by the specified date. To request a supply of these cards, call (215) 235-1000, or write us at P.O. Box 3500, Philadelphia, PA 19122.

Natural Gas Distribution Company (NGDC) – A state regulated natural gas utility which owns the gas lines and equipment necessary to deliver natural gas to the consumer. PGW is an NGDC.

What are my charges?

*See the PGW Gas Service tariff on pgworks.com for full details.

Commodity Charges – The charge for basic gas supply service which is sold either by volume (CCF or MCF) or heating value (DTH). These charges are passed along to customers at the price PGW pays, with no markup.

Customer Charges – A monthly charge to cover NGDC costs such as maintaining the lines, meter reading and billing.

Distribution Charges – The charge for delivery of natural gas from the point of receipt by the NGDC to the customer.

Distribution System Improvement Charge (DSIC) - A charge approved by the Pennsylvania Public Utility Commission (PUC) for recovery of the reasonable and prudent costs incurred to repair, improve, or replace eligible distribution property. A DSIC provides PGW with the resources to accelerate the replacement of aging infrastructure.

Gas Cost Adjustments – Amount billed or credited each month to account for differences between projected and actual gas supply costs of the NGDC.

Weather Normalization Adjustment – An adjustment approved by the PUC as a way to help PGW stabilize its income and operate more efficiently within its budget during the heating season.



PAY WITH CASH **POSTS SAME DAY AND FREE.**

◀ BRING THIS BARCODE TO ANY ▶



By accepting or using this barcode to make a payment, you agree to the full terms and conditions, available at VanillaDirect.com/terms. After successful payment using this barcode, you may retrieve your full detailed receipt at VanillaDirect.com/Pay/receipt.

Five dollar (\$5.00) minimum payment required with barcode. Barcode must be presented at time of payment. Participating vendors will only accept cash with barcode. Payments made with barcode must be made before 4:00 p.m. in order to post to account the same day. Payments made with barcode while termination of service is in progress will not serve to stop termination of service. For eligible accounts only.

RIGHTS & OBLIGATIONS

A summary of your rights and obligations as a PGW customer will be made available upon request. A rate schedule and an explanation of how to verify the accuracy of a bill and an explanation of the various charges will be made available upon request.

SUPPLIER INFORMATION

If you have selected a Natural Gas Supplier other than PGW, the natural gas supplier is responsible for determining the rates billed for supplier charges. PGW will bill for gas delivery according to the tariff for your rate class. Commodity prices and charges are set by the Natural Gas Supplier you have chosen. The Public Utility Commission regulates the distribution prices and services.



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



Access Your Account Online www.pgworks.com

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

2805 W SOMERSET ST | SA ID: 6013127109

Residential Heat & Domestic

BREAK DOWN OF CHARGES

Supply Charges

Commodity Charge 232 Ccf @ \$0.54305 \$125.99

Total Supply Charges \$125.99

Delivery Charges

Customer Charge @ \$16.25 \$16.25

Distribution Charge 232 Ccf @ \$0.93779 \$217.57

Distribution System Improvement Charge 7.5% \$17.54

Gas Cost Adjustment @ -\$0.11765 -\$27.29

Weather Normalization Adjustment \$28.77

Total Delivery Charges \$252.84

Total Billing Charges \$378.83

METER DETAILS

Meter Number: 01497046
Read Cycle: 18
Read Dates: 01/26/2024 - 02/23/2024
Starting Read: 6408 Actual
Ending Read: 6640 Actual
Usage in CCF: 232.00
Conversion Factor: 1.036 Therm = 1 Ccf
Usage in Therms: 240.35
Next Meter Read: 03/25/2024

SHOPPING INFORMATION BOX

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

PGW Account: 0049713354
Service Point ID: 9972527663
Rate Class: General Service Residential
Rate Schedule: GSR

If you are already shopping know your contract expiration date.

PAYMENTS RECEIVED

02/15/2024 Debit \$237.00

Total Payments \$237.00

AGREEMENT BILLING INFORMATON

Your remaining agreement balance is \$3,487.09. You have 58 installments remaining to satisfy your agreement.

ACCOUNT BALANCE INFORMATION

Your account balance is \$4,079.46, which will become due if you fail to meet the terms of your agreement.

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 \$0.40976 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
GAS LEAK EMERGENCIES: (215) 235-1212



Access Your Account Online www.pgworks.com
Billing & General Information (215) 235-1000 (English & Español)



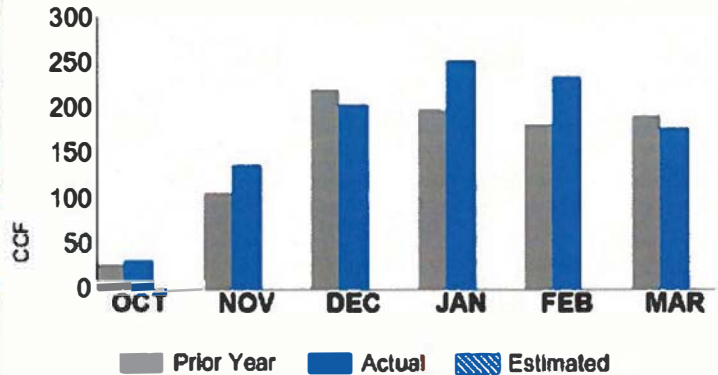
Hello Tanesha Palmer,
2805 W SOMERSET ST, PHILADELPHIA PA
19132-2540
Account Number: 0049713354



Please Pay **\$474.00**
Due By **04/22/2024**

Billing Date **MAR 27, 2024**
Service From **02/23/2024 - 03/25/2024**
Past Due **\$237.00**
Budget Bill 3 **\$177.00**
Current Agreement Charges **\$60.00**

ENERGY USAGE SNAPSHOT



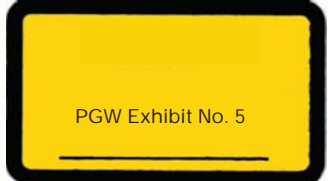
Average Daily Cost **\$9.59** Current Month
Average Daily Temperature **47°** Current Month | Compared to **43°** prior year
Usago Over Last Year **105 Ccf* Monthly Average | 1261 Ccf Total**
1 CCF = approx. 1 hour of heat
**See terms on pg. 2*

MESSAGE CENTER

LIHEAP Deadline Approaching! Get up to \$1,000 to pay heating bills! Apply today at pgworks.com/liheap

Need in-person assistance? Visit a Neighborhood Energy Center for help from a PGW-trained representative. Find your nearest center at PGWorks.com/NEC

Prevent CO Poisoning: Install CO detectors in your home & check the batteries twice a year. More safety tips at PGWorks.com/Safety



Pay Online www.pgworks.com

Pay By Phone (215) 235-1000 (English & Español)
**a convenience fee of \$2.65 will be applied*

Pay With Cash (See Back For Details)

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



Please Pay \$474.00	Due By 04/22/2024
Account Number: 0049713354	
\$ <input type="text"/> <input type="text"/> <input type="text"/> <input type="text"/> <input type="text"/> <input type="text"/> <input type="text"/> <input type="text"/> <input type="text"/> <input type="text"/>	

Thank you!



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

TANESHA PALMER
2805 W SOMERSET ST
PHILADELPHIA PA 19132-2540

0000497133548000000000474003

PHONE

Gas Leaks & Emergencies (24/7)	(215) 235-1212
Residential Customer Service (8am to 6pm, M-F)	(215) 235-1000
Commercial Customer Service (8am to 4:30pm, M-F)	(215) 235-7077
Credit & Collections (8am to 4:30pm, M-F)	(215) 235-1777
Report Theft of Gas (24/7)	(215) 684-6383

PGW Exhibit 5

Page 2 of 4

TERMS

How's my gas measured?

CCF - 100 cubic feet of gas. This is a measure of gas usage. One CCF is about the amount of gas used to run an average-sized house heater nonstop for one hour.

Dekatherms (DTH) - A measure of the heat content value of gas. Gas usage is determined by multiplying the MCF used by the heat content value of the gas.

MCF - 1,000 cubic feet of gas. This is a measure of gas usage.

Other Helpful Terms

Budget Bill - An optional billing method which averages estimated service costs over a 12-month period.

Customer Responsibility Program (CRP) - PGW's low income customer assistance program which provides a lower monthly bill and forgiveness of pre-program debt.

Meter Reading Information - PGW uses its best effort to obtain an actual meter reading regularly, and at least every six months for customers without automatic meter reading devices. When the meter is not read, PGW estimates your gas use. To avoid estimates, you may read your own meter and call us with the reading. We also offer stamped, preaddressed postcards, which you can use to send us your meter reading by the specified date. To request a supply of these cards, call (215) 235-1000, or write us at P.O. Box 3500, Philadelphia, PA 19122.

Natural Gas Distribution Company (NGDC) - A state regulated natural gas utility which owns the gas lines and equipment necessary to deliver natural gas to the consumer. PGW is an NGDC.

What are my charges?

*See the PGW Gas Service tariff on pgworks.com for full details.

Commodity Charges - The charge for basic gas supply service which is sold either by volume (CCF or MCF) or heating value (DTH). These charges are passed along to customers at the price PGW pays, with no markup.

Customer Charges - A monthly charge to cover NGDC costs such as maintaining the lines, meter reading and billing.

Distribution Charges - The charge for delivery of natural gas from the point of receipt by the NGDC to the customer.

Distribution System Improvement Charge (DSIC) - A charge approved by the Pennsylvania Public Utility Commission (PUC) for recovery of the reasonable and prudent costs incurred to repair, improve, or replace eligible distribution property. A DSIC provides PGW with the resources to accelerate the replacement of aging infrastructure.

Gas Cost Adjustments - Amount billed or credited each month to account for differences between projected and actual gas supply costs of the NGDC.

Weather Normalization Adjustment - An adjustment approved by the PUC as a way to help PGW stabilize its income and operate more efficiently within its budget during the heating season.



PAY WITH CASH POSTS SAME DAY AND FREE.

BRING THIS BARCODE TO ANY



By accepting or using this barcode to make a payment, you agree to the full terms and conditions, available at VanillaDirect.com/terms. After successful payment using the barcode, you may retrieve your full detailed receipt at VanillaDirect.com/Pay/receipt.

Five dollar (\$5.00) minimum payment required with barcode. Barcode must be presented at time of payment. Participating vendors will only accept cash with barcode. Payments made with barcode must be made before 4:00 p.m. in order to post to account the same day. Payments made with barcode while termination of service is in progress will not serve to stop termination of service. For eligible accounts only.

RIGHTS & OBLIGATIONS

A summary of your rights and obligations as a PGW customer will be made available upon request. A rate schedule and an explanation of how to verify the accuracy of a bill and an explanation of the various charges will be made available upon request.

SUPPLIER INFORMATION

If you have selected a Natural Gas Supplier other than PGW, the natural gas supplier is responsible for determining the rates billed for supplier charges. PGW will bill for gas delivery according to the tariff for your rate class. Commodity prices and charges are set by the Natural Gas Supplier you have chosen. The Public Utility Commission regulates the distribution prices and services.



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



Access Your Account Online www.pgworks.com
Billing & General Information (215) 235-1000 (English & Español)

2805 W SOMERSET ST | SA ID: 6013127109
Residential Heat & Domestic

BREAK DOWN OF CHARGES

Supply Charges

Commodity Charge 34.06 Ccf @ \$0.54305 \$18.50
Total Supply Charges \$18.50

Delivery Charges

Customer Charge @ \$16.25 \$3.15
Distribution Charge 34.06 Ccf @ \$0.93779 \$31.95
Distribution System Improvement Charge 7.5% \$2.63
Gas Cost Adjustment @ -\$0.11765 -\$4.01
Weather Normalization Adjustment \$5.37
Total Delivery Charges \$39.09

Supply Charges

Commodity Charge 141.94 Ccf @ \$0.46417 \$65.88
Total Supply Charges \$65.88

Delivery Charges

Customer Charge @ \$16.25 \$13.10
Distribution Charge 141.94 Ccf @ \$0.95172 \$135.08
Distribution System Improvement Charge 7.5% \$11.11
Gas Cost Adjustment @ -\$0.05598 -\$7.95
Weather Normalization Adjustment \$22.39
Total Delivery Charges \$173.73

Total Billing Charges \$297.20

METER DETAILS

Meter Number: 01497046
Read Cycle: 18
Read Dates: 02/23/2024 - 03/25/2024
Starting Read: 6640 Actual
Ending Read: 6816 Actual
Usage in CCF: 176.00
Conversion Factor: 1.0364 Therm = 1 Ccf
Usage in Therms: 182.40
Next Meter Read: 04/24/2024

SHOPPING INFORMATION BOX

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

PGW Account: 0049713354
Service Point ID: 9972527663
Rate Class: General Service Residential
Rate Schedule: GSR

If you are already shopping know your contract expiration date.

AGREEMENT BILLING INFORMATION

Your remaining agreement balance is \$3,487.09. You have 58 installments remaining to satisfy your agreement.

ACCOUNT BALANCE INFORMATION

Your account balance is \$4,376.66, which will become due if you fail to meet the terms of your agreement.

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 Easy Way Budget is past due. Prompt payment will ensure the continuation of your budget plan.
- ✉ March 1, 2024, Commodity Charge decreased to \$0.46417 per CCF. Gas Cost Adjustment increased to -\$0.05598. Distribution Charge increased to \$0.95172. The changes will decrease the typical residential heating bill by about \$1.43 a year.
- ✉ Your estimated gas price to Compare (PTC) is \$0.40976 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

Customer Contact: Crp Application

Date: 05/06/2024 Time: 12:12:00 PM Source: JetSearch Related Tran: Account Maintenance
CC Type: CRPA - Crp Application Created: 05/06/2024 at: 12:12:30 PM by: TMCGHEE
Area: 800 - Residential General Service Changed: at: by:
 Surveyable Auto Delete Date: 05/06/2028 Class: Inquiry

Comments: cor called to get on an arrangement - gmi \$1700 hh 6 - level 1 - par - cu amount \$705 / \$249 mnthly ... crp - no money down - / \$68 monthly - cor states that she will apply for crp - pacing a 15 crp hold on the acct and mailing her a crp application cs

Letter

Status: Print Date: Run Number: Reprint:

Template:

Review List Tickler

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

Account: 0000 4971 3354 Palmer, Tanesha
Premise: 2805 W Somerset St/Phila,Pa
Person: Palmer, Tanesha