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Winston Banks,		
v.		Docket No.:
Philadelphia Gas Works		F-2024-3050882
Initial Call-In		
Telephonic Hearing		
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Judge's Chambers  
State Office Building  
801 Market Street  
Philadelphia, PA

Tuesday, January 14, 2025  
Commencing at 10:12 a.m.

INDEX TO EXHIBITS

Docket No. F-2024-3050882

Hearing Date: January 14, 2025

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**PHILADELPHIA GAS WORKS**

800 West Montgomery Avenue • Philadelphia, PA 19122

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**Anita J. Murray, Esquire**  
**Senior Attorney**  
Legal Department  
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Fax: 215-684-6798  
Email: [anita.murray@pgworks.com](mailto:anita.murray@pgworks.com)

January 7, 2025

**VIA ELECTRONIC MAIL ONLY**

The Honorable Alphonso Arnold III  
Administrative Law Judge  
Pennsylvania Public Utility Commission  
400 North Street  
Commonwealth Keystone Building  
Harrisburg, PA 17120

**Re: Winston Banks v. Philadelphia Gas Works,**  
**Docket No. F-2024-3050882**

Dear Honorable Judge Arnold III:

Enclosed please find a copy of PGW's proposed exhibits, original and redacted, for the scheduled hearing in the above referenced matter.

If you have any questions, please do not hesitate to contact me.

Very truly yours,

/s/ **Anita J. Murray**  
Anita J. Murray

/awm

encl.

cc (w/encl.): Winston Banks via Email and Overnight Mail

**CERTIFICATE OF SERVICE**

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

**VIA EMAIL AND OVERNIGHT MAIL**

Winston Banks  
2001 Kinsey Street  
Philadelphia, PA 19124  
Winstonbanks59@gmail.com

By: */s/ Anita J. Murray*  
Anita J. Murray, Esquire  
Attorney I.D. 84703  
Philadelphia Gas Works  
800 W. Montgomery Avenue  
Philadelphia, PA 19122  
Telephone: (215) 684-6659  
[anita.murray@pgworks.com](mailto:anita.murray@pgworks.com)

Date: Jan. 7, 2025

*Counsel for PGW*

**BEFORE THE  
PENNSYLVANIA PUBLIC UTILITY COMMISSION**

Winston Banks,	:	
	:	
Complainant,	:	
v.	:	Docket No. F-2024-3050882
	:	
Philadelphia Gas Works,	:	
	:	
Respondent.	:	

**RESPONDENT’S, PHILADELPHIA GAS WORKS, SUPPLEMENTAL ANSWERS  
TO COMPLAINANT’S, WINSTON BANK’S, INTERROGATORIES**

Philadelphia Gas Works (“PGW” or “Respondent”), by and through its undersigned attorney, and pursuant to 52 Pa. Code § 5.342, hereby answers the purported Interrogatories of Complainant, Winston Banks (“Complainant”) dated November 18, 2024 and received by PGW on November 21, 2024. These answers are provided to the best of PGW’s ability to understand Mr. Banks’ statements as if they were proper Interrogatories pursuant to 52 Pa. Code § 5.341.

**INTERROGATORY #1:** PGW interprets the first paragraph of page 2 as an Interrogatory requesting PGW to provide answers to the questions posed in Exhibit A, which is a letter dated September 30, 2024, on the letterhead of “Spain’s” and signed by Mr. Banks, regarding to “Unexplained LPC Charges” and “Inconsistent Monthly Charges” for billing dated January 22, 2022, April 22, 2022, and October 20, 2021.

**ANSWER:**

To Question 1: An LPC is a late payment charge assessed when a bill is not paid by its due date. An LPC is calculated on the overdue portion of the bill. An LPC is necessary because it encourages the customer to pay their bill timely. Refer to 66 Pa. C.S. §56.22 and PGW’s Gas Service Tariff and Gas Supplier Tariff and their prior effective versions on PGW’s website:

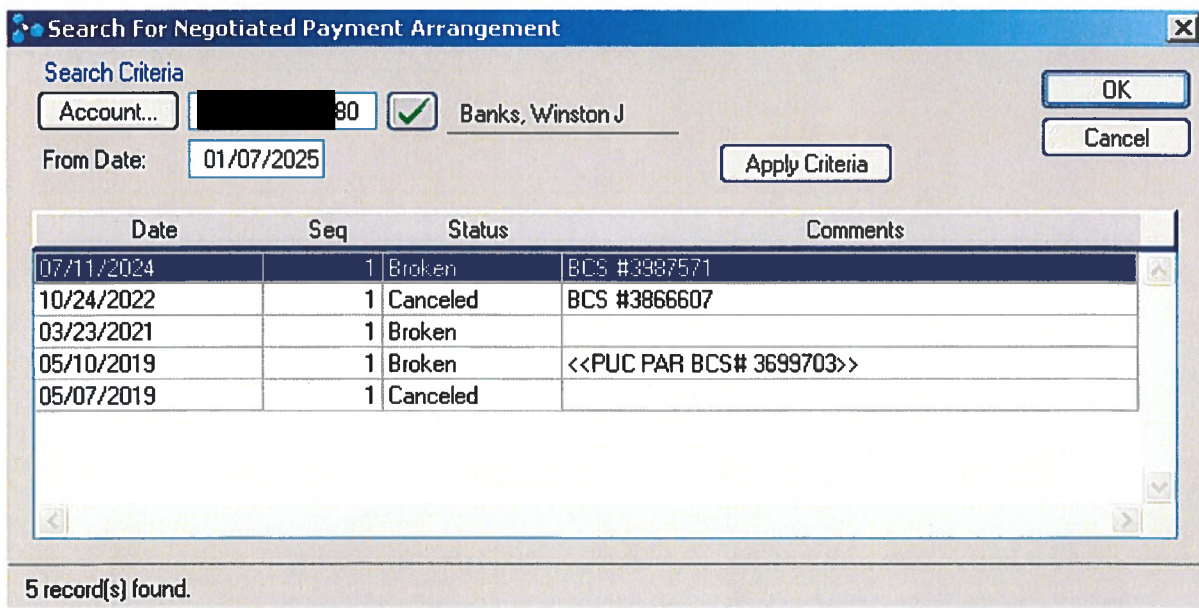
<https://www.pgworks.com/customer-care/your-business/tariffs>

To Question 2: A customer is billed for the per cubic foot of gas the customer used in a month. For the gas bill dated January 22, 2022, 479 ccf was used resulting in a monthly bill of \$888.82. For the gas bill dated April 22, 2022, 244 ccf was used resulting in a monthly bill of \$428.08. These bills are based on actual meter readings and are in-line with the customer’s

previous usage during that same time period. The October 20, 2021 bill reflects low gas usage due to low- to no- heating degree days, i.e. warm weather. LPCWVE is an abbreviation for waiver of late payment charges. Information on recent changes to gas rates can be found on the in PGW's Gas Service Tariff and Gas Supplier Tariff as stated above and on the monthly bills.

**INTERROGATORY #2:** PGW interprets the second paragraph of page 2 as an Interrogatory requesting information about Mr. Winston's agreements with PGW that have been "breached" [sic] during the time period identified in Exhibit B, which consists of partial gas bills and receipts.

**ANSWER:** This is a list of payment arrangement for the customer's account:



Date	Seq	Status	Comments
07/11/2024	1	Broken	BCS #3987571
10/24/2022	1	Canceled	BCS #3866607
03/23/2021	1	Broken	
05/10/2019	1	Broken	<<PUC PAR BCS# 3699703>>
05/07/2019	1	Canceled	

5 record(s) found.

**INTERROGATORY #3 and ANSWER:** His Complaint only disputed his payment history. He did not raise any issue with any termination or threatened termination of service or a medical certificate.

**INTERROGATORY #4 and ANSWER:** Mr. Winston misunderstands or mischaracterizes the rules. He should be paying the current charges in full while prior billing is in dispute with the PUC.

Respectfully submitted,

By: /s/ Anita J. Murray  
Anita J. Murray, Esquire  
Attorney I.D. 84703  
Philadelphia Gas Works  
800 W. Montgomery Avenue  
Philadelphia, PA 19122  
Telephone: (215) 684-6659  
[anita.murray@pgworks.com](mailto:anita.murray@pgworks.com)

Date: Jan. 7, 2025

*Counsel for PGW*

**VERIFICATION**

I hereby certify that the responses contained Philadelphia Gas Works' Supplemental Answers to Complainant's Interrogatories are true and correct to the best of my knowledge, information and belief. I understand that the statements herein are made subject to the penalties of 18 Pa.C.S. § 4904 relating to unsworn falsification to authorities.

By:



Patricia Bernard  
Customer Review Officer  
Philadelphia Gas Works

Date: Jan. 7, 2025

**CERTIFICATE OF SERVICE**

I hereby certify that I have on this day served a true and correct copy of Philadelphia Gas Works' Supplemental Answers to Complainant's Interrogatories upon the person(s) listed below in the manner indicated below in accordance with the requirements of 52 Pa. Code § 1.54 (relating to service by a party).

**VIA EMAIL AND OVERNIGHT MAIL**

Winston Banks  
2001 Kinsey Street  
Philadelphia, PA 19124  
Winstonbanks59@gmail.com

By: */s/ Anita J. Murray*  
Anita J. Murray, Esquire  
Attorney I.D. 84703  
Philadelphia Gas Works  
800 W. Montgomery Avenue  
Philadelphia, PA 19122  
Telephone: (215) 684-6659  
[anita.murray@pgworks.com](mailto:anita.murray@pgworks.com)

Date: Jan. 7, 2025

*Counsel for PGW*

Specific Service Agreement Statement of Account SA- [REDACTED] 31

<b>Customer Name</b>	<b>From Date</b>	<b>To Date</b>		
WINSTON BANKS	5/17/2021	1/7/2025		
<b>Service Address</b>	<b>Account Number</b>	<b>S A Number</b>	<b>Meter</b>	<b>Rate/Class</b>
2001 KINSEY ST PHIL, PA 191244022	[REDACTED] 80	[REDACTED] 31	[REDACTED] 99	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
6/21/2021	BILL	203	R	29	31	1.07	36		7/15/2021	\$57.44	\$57.44	\$57.44
7/21/2021	BILL	209	R	32	6	0.19	0		8/13/2021	\$25.08	\$82.52	\$82.52
8/19/2021	BILL	214	R	29	5	0.17	0		9/14/2021	\$23.90	\$106.42	\$106.42
9/21/2021	BILL	220	R	31	6	0.19	0		10/14/2021	\$25.88	\$132.30	\$132.30
10/20/2021	BILL	230	R	31	10	0.32	26		11/15/2021	\$37.28	\$169.58	\$169.58
11/18/2021	PAY							Banking Institutions		(\$95.19)	\$74.39	\$74.39
11/19/2021	BILL	406	R	30	176	5.87	335		12/15/2021	\$312.86	\$387.25	\$387.25
12/14/2021	PAY							Banking Institutions		(\$383.00)	\$4.25	\$4.25
12/21/2021	BILL	687	R	30	281	9.37	577		1/14/2022	\$520.16	\$524.41	\$524.41
1/5/2022	PAY							Banking Institutions		(\$383.00)	\$141.41	\$141.41
1/22/2022	BILL	1166	R	34	479	14.09	895		2/15/2022	\$888.82	\$1,030.23	\$1,030.23
2/8/2022	PAY							Banking Institutions		(\$400.00)	\$630.23	\$630.23
2/19/2022	BILL	1683	R	28	517	18.46	855		3/16/2022	\$939.04	\$1,569.27	\$1,569.27
3/19/2022	PAY							Banking Institutions		(\$312.00)	\$1,257.27	\$1,257.27
3/23/2022	BILL	2037	R	32	354	11.06	592		4/18/2022	\$703.77	\$1,961.04	\$1,961.04
4/13/2022	PAY							Banking Institutions		(\$294.00)	\$1,667.04	\$1,667.04
4/22/2022	BILL	2281	R	30	244	8.13	428		5/17/2022	\$428.08	\$2,095.12	\$2,095.12
5/20/2022	BILL	2368	R	28	87	3.11	144		6/15/2022	\$166.11	\$2,261.23	\$2,261.23
6/21/2022	LPC									\$33.91	\$2,295.14	\$2,295.14
6/21/2022	BILL	2374	R	30	6	0.2	1		7/15/2022	\$33.69	\$2,328.83	\$2,328.83

6/25/2022	PAY							Banking Institutions	(\$100.00)	\$2,228.83	\$2,228.83
7/7/2022	PAY							Banking Institutions	(\$262.00)	\$1,966.83	\$1,966.83
7/19/2022	WNA2&5								(\$4.32)	\$1,962.51	\$1,962.51
7/21/2022	LPC								\$28.99	\$1,991.50	\$1,991.50
7/21/2022	BILL	2380	R	32	6	0.19	0	8/15/2022	\$30.15	\$2,021.65	\$2,021.65
7/22/2022	PAY							Banking Institutions	(\$100.00)	\$1,921.65	\$1,921.65
8/19/2022	LPC								\$27.94	\$1,949.59	\$1,949.59
8/19/2022	BILL	2385	R	29	5	0.17	0	9/14/2022	\$28.02	\$1,977.61	\$1,977.61
8/19/2022	PAY							Check	(\$10.00)	\$1,967.61	\$1,967.61
8/22/2022	CTYTST								\$10.00	\$1,977.61	\$1,977.61
9/15/2022	PAY							Banking Institutions	(\$100.00)	\$1,877.61	\$1,877.61
9/20/2022	LPC								\$26.71	\$1,904.32	\$1,904.32
9/20/2022	BILL	4	R	30	6	0.2	0	10/13/2022	\$29.98	\$1,934.30	\$1,934.30
9/23/2022	PAY							Banking Institutions	(\$28.02)	\$1,906.28	\$1,906.28
10/7/2022	PAY							Banking Institutions	(\$29.98)	\$1,876.30	\$1,876.30
10/19/2022	LPC								\$26.44	\$1,902.74	\$1,902.74
10/19/2022	BILL	101	R	31	97	3.13	125	11/14/2022	\$204.99	\$2,107.73	\$2,107.73
10/31/2022	PAY							Banking Institutions	(\$204.99)	\$1,902.74	\$1,902.74
10/31/2022	TAXWVE								(\$0.35)	\$1,902.39	\$1,902.39
10/31/2022	PAY							Electronic Transfer	(\$204.99)	\$1,697.40	\$1,697.40
11/17/2022	BILL	255	R	29	154	5.31	242	12/13/2022	\$391.44	\$2,088.84	\$2,088.84
11/28/2022	CANP								\$204.99	\$2,293.83	\$2,293.83
11/28/2022	PAYCAN								\$0.00	\$2,293.83	\$2,293.83
12/12/2022	PAY							Banking Institutions	(\$200.00)	\$2,093.83	\$2,093.83
12/16/2022	LPC								\$29.31	\$2,123.14	\$2,123.14
12/16/2022	BILL	623	R	29	368	12.69	650	1/13/2023	\$762.69	\$2,885.83	\$2,885.83
1/9/2023	PAY							Banking Institutions	(\$146.18)	\$2,739.65	\$2,739.65
1/19/2023	LPC								\$38.56	\$2,778.21	\$2,778.21
1/19/2023	BILL	1141	R	34	518	15.24	857	2/13/2023	\$1,094.83	\$3,873.04	\$3,873.04
1/30/2023	LPCWVE								(\$94.31)	\$3,778.73	\$3,778.73

2/14/2023	PAY							Banking Institutions	(\$150.00)	\$3,628.73	\$3,628.73
2/16/2023	BILL	1519	R	28	378	13.5	656	3/14/2023	\$871.38	\$4,500.11	\$4,500.11
3/15/2023	PAY							Cash	(\$150.00)	\$4,350.11	\$4,350.11
3/18/2023	BILL	1855	R	30	336	11.2	618	4/12/2023	\$672.87	\$5,022.98	\$5,022.98
4/13/2023	PAY							Cash	(\$125.00)	\$4,897.98	\$4,897.98
4/19/2023	BILL	2063	R	32	208	6.5	375	5/12/2023	\$403.70	\$5,301.68	\$5,301.68
5/13/2023	PAY							Cash	(\$125.00)	\$5,176.68	\$5,176.68
5/18/2023	BILL	2176	R	29	113	3.9	187	6/13/2023	\$196.42	\$5,373.10	\$5,373.10
6/12/2023	PAY							Cash	(\$125.00)	\$5,248.10	\$5,248.10
6/17/2023	BILL	2191	R	30	15	0.5	27	7/13/2023	\$40.56	\$5,288.66	\$5,288.66
7/11/2023	PAY							Cash	(\$125.00)	\$5,163.66	\$5,163.66
7/19/2023	BILL	2198	R	32	7	0.22	3	8/11/2023	\$27.58	\$5,191.24	\$5,191.24
8/17/2023	BILL	2203	R	29	5	0.17	0	9/12/2023	\$24.63	\$5,215.87	\$5,215.87
8/25/2023	PAY							Cash	(\$125.00)	\$5,090.87	\$5,090.87
9/19/2023	BILL	2210	R	31	7	0.23	0	10/12/2023	\$27.50	\$5,118.37	\$5,118.37
9/23/2023	PAY							Cash	(\$125.00)	\$4,993.37	\$4,993.37
10/18/2023	BILL	2233	R	31	23	0.74	90	11/13/2023	\$49.34	\$5,042.71	\$5,042.71
10/24/2023	PAY							Cash	(\$50.00)	\$4,992.71	\$4,992.71
11/11/2023	PAY							Cash	(\$75.00)	\$4,917.71	\$4,917.71
11/17/2023	LPC								\$72.07	\$4,989.78	\$4,989.78
11/17/2023	BILL	2373	R	30	140	4.67	315	12/13/2023	\$235.93	\$5,225.71	\$5,225.71
12/4/2023	PAY							Banking Institutions	(\$125.00)	\$5,100.71	\$5,100.71
12/16/2023	LPC								\$74.13	\$5,174.84	\$5,174.84
12/16/2023	BILL	2613	R	29	240	8.28	612	1/12/2024	\$378.40	\$5,553.24	\$5,553.24
12/28/2023	PAY							Cash	(\$225.00)	\$5,328.24	\$5,328.24
1/19/2024	LPC								\$76.43	\$5,404.67	\$5,404.67
1/19/2024	BILL	2948	R	34	335	9.85	821	2/13/2024	\$571.23	\$5,975.90	\$5,975.90
2/3/2024	PAY							Cash	(\$300.00)	\$5,675.90	\$5,675.90
2/16/2024	LPC								\$80.50	\$5,756.40	\$5,756.40
2/16/2024	BILL	3240	R	28	292	10.43	728	3/13/2024	\$524.52	\$6,280.92	\$6,280.92

3/12/2024	PAY							Cash	(\$200.00)	\$6,080.92	\$6,080.92	
3/16/2024	LPC								\$85.80	\$6,166.72	\$6,166.72	
3/16/2024	BILL	3484	R	29	244	8.41	592		4/10/2024	\$439.07	\$6,605.79	\$6,605.79
4/4/2024	PAY							Cash	(\$300.00)	\$6,305.79	\$6,305.79	
4/17/2024	BILL	3679	R	32	195	6.09	454		5/10/2024	\$333.69	\$6,639.48	\$6,639.48
5/2/2024	PAY							Banking Institutions	(\$200.00)	\$6,439.48	\$6,439.48	
5/16/2024	LPC								\$89.90	\$6,529.38	\$6,529.38	
5/16/2024	BILL	3737	R	29	58	2	190		6/11/2024	\$108.39	\$6,637.77	\$6,637.77
6/12/2024	PAY							Banking Institutions	(\$250.00)	\$6,387.77	\$6,387.77	
6/15/2024	LPC								\$95.81	\$6,483.58	\$6,483.58	
6/15/2024	BILL	3743	R	30	6	0.2	7		7/10/2024	\$27.99	\$6,511.57	\$6,511.57
7/13/2024	PAY							Cash	(\$125.00)	\$6,386.57	\$6,386.57	
7/17/2024	BILL	3750	R	32	7	0.22	0		8/9/2024	\$29.26	\$6,415.83	\$6,415.83
8/7/2024	PAY							Cash	(\$211.00)	\$6,204.83	\$6,204.83	
8/15/2024	BILL	3755	R	29	5	0.17	0		9/10/2024	\$26.27	\$6,231.10	\$6,231.10
9/4/2024	PAY							Cash	(\$211.00)	\$6,020.10	\$6,020.10	
9/17/2024	LPC								\$88.86	\$6,108.96	\$6,108.96	
9/17/2024	BILL	3762	R	31	7	0.23	1		10/10/2024	\$29.27	\$6,138.23	\$6,138.23
10/4/2024	PAY							Cash	(\$29.27)	\$6,108.96	\$6,108.96	
10/16/2024	LPC								\$88.86	\$6,197.82	\$6,197.82	
10/16/2024	BILL	3768	R	31	6	0.19	27		11/8/2024	\$27.78	\$6,225.60	\$6,225.60
11/6/2024	PAY							Cash	(\$27.78)	\$6,197.82	\$6,197.82	
11/16/2024	LPC								\$88.86	\$6,286.68	\$6,286.68	
11/16/2024	BILL	3812	R	31	44	1.42	241		12/11/2024	\$98.60	\$6,385.28	\$6,385.28
12/3/2024	PAY							Cash	(\$98.64)	\$6,286.64	\$6,286.64	
12/17/2024	LPC								\$88.86	\$6,375.50	\$6,375.50	
12/17/2024	BILL	4003	R	29	191	6.59	607		1/14/2025	\$311.16	\$6,686.66	\$6,686.66
1/6/2025	LPCWVE								(\$355.44)	\$6,331.22	\$6,331.22	

Specific Service Agreement Statement of Account SA- [REDACTED] 17

<b>Customer Name</b>	<b>From Date</b>	<b>To Date</b>		
WINSTON BANKS	5/17/2021	1/7/2025		
<b>Service Address</b>	<b>Account Number</b>	<b>S A Number</b>	<b>Meter</b>	<b>Rate/Class</b>
2001 KINSEY ST PHIL, PA 191244022	[REDACTED] 80	[REDACTED] 17	[REDACTED] 99	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
5/21/2021	BILL	172	R	29	60	2.07	160		6/16/2021	\$123.31	\$2,074.81	\$2,074.81
6/3/2021	PAY							Banking Institutions		(\$357.00)	\$1,717.81	\$1,717.81
7/15/2021	PAY							Banking Institutions		(\$357.00)	\$1,360.81	\$1,360.81
8/16/2021	PAY							Banking Institutions		(\$364.00)	\$996.81	\$996.81
9/15/2021	PAY							Banking Institutions		(\$364.00)	\$632.81	\$632.81
10/25/2021	PAY							Banking Institutions		(\$364.00)	\$268.81	\$268.81
11/18/2021	PAY							Banking Institutions		(\$268.81)	\$0.00	\$0.00

**Philadelphia Gas Works**



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

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

May 6, 2024

Winston J. Banks  
2001 Kinsey Street  
Philadelphia, PA 19124

Account Number: [REDACTED] 80  
Service Address: 2001 Kinsey Street

Dear Winston J. Banks,

On April 11, 2024, a dispute was filed with the Philadelphia Gas Works (PGW). In your dispute, you stated that you do not agree with the high balance.

A review of our records indicates that the last time your account balance was paid to zero was December 10, 2019. The account balance was not satisfied in full on a monthly basis. The disputed balance is an accumulation due to partial/missed payments. PGW's position is that the account balance is accurate.

To assist you in your review of our findings, we are including the following documents:

1. A statement of account
2. Utility report

Please be advised that as of May 21, 2024, your account will become delinquent and subject to collection action. To avoid collection activity, you can pay the bill in full or contact us at 215-235-1000 to determine if you are eligible for a payment agreement.

Sincerely,

T. Macon  
Dispute Resolution Unit

**Philadelphia Gas Works**



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

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

**Telephone #: 215-787-1288**

**or**

**P.O. Box 3500, Philadelphia, PA 19122**

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

If you do not agree with this report, you may file either an informal or formal complaint with the Pennsylvania Public Utility Commission ("Commission") to ensure preservation of your rights. Your service will not be terminated pending the completion of the dispute process, including complaints made to the Commission, so long as there is compliance with all requirements of the Commission.

You can file a complaint at the following:

**Telephone #: 1-800-692-7380**

**or**

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

**or**

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

If you file a complaint with the Commission, please include the following:

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

**Search For Negotiated Payment Arrangement** [X]

**Search Criteria**

Account... [REDACTED] 30  Banks, Winston J

From Date: 01/07/2025

Date	Seq	Status	Comments
07/11/2024	1	Broken	BCS #3987571
10/24/2022	1	Canceled	BCS #3866607
03/23/2021	1	Broken	
05/10/2019	1	Broken	<<PUC PAR BCS# 3699703>>
05/07/2019	1	Canceled	

5 record(s) found.

# PHILADELPHIA GAS WORKS

## PUC

### Opening XML

**Case Number:** 3987571  
**Company Name:** PGW (PHILA. GAS WORKS (NGDC))  
**Company Code:** 0766  
**Company Type:** GAS TRANSPORTER  
**Customer First Name:** WINSTON  
**Customer Middle Initial:**  
**Customer Last Name:** BANKS  
**Customer Account Number:** ██████████80  
**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:** 2001 KINSEY ST  
**Customer Service Address 2:**  
**Customer Service Address City:** PHILADELPHIA  
**Customer Service Address State:** PA  
**Customer Service Address Zip:** 19124  
**Customer Service Address 4-Zip:**  
**Customer Family Adults:** 1  
**Customer Family Children:** 0  
**Customer Family Age:**  
**Gross Income**  

Source	Income Amount
A1 SSI	1615
A1 VA DISA	3600

  
**Date Open:** 2024-05-16  
**Reason For Contact:** ON - PAR WITH DISPUTE (#63)  
**Term Date:**  
**Business Name:**  
**Case Problem:**

**Company Position:****Related Information:**

THE CUSTOMER IS DISPUTING THE BILL OF \$5200. CUSTOMER WANTS TO KNOW WHEN THE LAST TIME THERE A ZERO BALANCE ON ACCOUNT WAS, CUSTOMER BELIEVES IN 2021 BUT WANTS TO CLARIFY. CUSTOMER DOESN'T UNDERSTAND HOW BILL HAVE GOTTEN SO HIGH AND WANTS ACCOUNT REVIEWED. - RELIEF SOUGHT - REVIEW BILLING AND UNDERSTAND HOW BILL ACCUMULATED SO HIGH. WOULD ALSO LIKE A PAR ON THE BALANCE OWED AFTER ADJUSTMENTS TO THE BALANCE ARE MADE. THE CELL PHONE NUMBER [REDACTED] HAS BEEN ALLOWED TO BE SHARED. THE EMAIL ADDRESS [REDACTED] HAS BEEN ALLOWED TO BE SHARED.

**Case Misc Info:****Hot Issue:**

**Case Origin:** TELEPHONE

**Prior Case Number:** 3968575

**Universal Service:** N

**Arrearage:** 0

**BCS Investigator First Name:** BCS

**BCS Investigator Last Name:** CASE POOL

**BCS Investigator Phone w/ Area Code:** [REDACTED]

**BCSIntaker First Name:** HOLLY

**BCSIntaker Last Name:** PYLE

**Number Of Time Send:** 1

**Number Of Time Faxed:** 0

**Number Of Time Faxed:** [REDACTED]

# PHILADELPHIA GAS WORKS

## PUC

### Closing XML

**Case Number:** 3987571  
**Company Name:** PGW (PHILA. GAS WORKS (NGDC))  
**Company Code:** 0766  
**Company Type:** GAS TRANSPORTER  
**Customer First Name:** WINSTON  
**Customer Middle Initial:**  
**Customer Last Name:** BANKS  
**Account Number:** ██████████80  
**Service Address 1:** 2001 KINSEY ST  
**Service Address 2:**  
**Service City:** PHILADELPHIA  
**Service State:** PA  
**Service Zip 5:** 19124  
**Service Zip 4:**  
**Decision Issue:** Y  
**Oral Written:** W  
**Violation:** NO  
**Chapter:**  
**Section Rule:**  
**Total Balance:** 6511.57  
**Date Closed:** 2024-07-10  
**Resolution:** DECISION SENT--CASE DISMISSED IN PART AND SUSTAINED IN PART. THE DISPUTE PORTION OF THE COMPLAINT IS DISMISSED. DECISION ISSUED - LEVEL 4, BUDGET 211.00 + 1086.00 = 1297.00 BEGINNING AUG 2024 DUE DATE.  
**Balance Date:** 2024-07-10  
**Service Restored Pay:** 0.00  
**Service Continue Amount:** 0.00  
**Service Continue Date:**  
**Terms:** YOUR AUGUST 2024 BILL DUE DATE  
**Special Budget Amount:** 1297.00  
**Regular Budget Amount:** 211.00  
**Arrears Payment Plus:** 1086.00  
**FinalMonthlyPayment:** 0.00  
**CurrentMonthlyPayment:** 0.00  
**EndMonthlyPayment:** 0.00

**LetterDescription:**  
**HeadDate:** 2024-07-11  
**Paragraph:**  
**Bill Date:**  
**Reconnect Amount:** 0  
**Pay Amount:** 0.00  
**BCS Investigator First Name:** FLORENCE  
**BCS Investigator Last Name:** BLAMO  
**Number Of Time Send:** 1  
**Number Of Time Faxed:** 0  
**PUC Fax:** [REDACTED]