

COMMONWEALTH OF PENNSYLVANIA  
(Public Utility Commission)

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BERNICE TAYLOR, :  
Complainant, : Docket No.:  
vs. : C-2024-3051501  
PHILADELPHIA GAS WORKS, :  
Respondent. :  
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Pages 1 through 35 TELEPHONIC HEARING  
Judge's Chambers  
State Office Bldg.  
801 Market Street,  
Philadelphia, PA 19107

Thursday, January 16, 2025  
Met, pursuant to notice, at 10:02 a.m.

BEFORE: THE HONORABLE MARTA GUHL  
Administrative Law Judge

INDEX TO EXHIBITS  
Docket No.: C-2024-3051501  
Hearing Date: January 16, 2025

EXHIBITS INDEX

NUMBER		IN EVIDENCE
PHILADELPHIA GAS WORKS:		
1	(Customer's service agreement)	34
2	(Customer's negotiated Payment Arrangement history)	34
3	(Collection of Informal Complaints and Decisions)	34



**PHILADELPHIA GAS WORKS**

800 West Montgomery Avenue • Philadelphia, PA 19122

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**Anita J. Murray, Esquire**  
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January 9, 2025

**VIA ELECTRONIC MAIL ONLY**

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

**Re: Bernice Taylor v. Philadelphia Gas Works,**  
**Docket No. C-2024-3051501**

Dear Honorable Judge Guhl:

Enclosed please find a copy of PGW's proposed exhibits, original and redacted versions, 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, Esquire

/awm

encl.

cc (w/encl.): Bernice Taylor via Email and Overnight Mail at: [bernicet1125@gmail.com](mailto:bernicet1125@gmail.com)

**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 ONLY**

Bernice Taylor  
2129 N. 12<sup>th</sup> Street  
Philadelphia, PA 19122  
bernicet1125@gmail.com

*/s/ Anita J. Murray*

Anita J. Murray, Esquire

Date: Jan. 9, 2025

Specific Service Agreement Statement of Account SA- [REDACTED] 56

<b>Customer Name</b>	<b>From Date</b>	<b>To Date</b>		
BERNICE TAYLOR	9/20/2022	1/8/2025		
<b>Service Address</b>	<b>Account Number</b>	<b>S A Number</b>	<b>Meter</b>	<b>Rate/Class</b>
2129 N 12TH ST PHIL, PA 191221101	[REDACTED] 97	[REDACTED] 56	1881422	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
10/5/2022	LPCWVE									(\$97.51)	(\$23.45)	(\$23.45)
10/5/2022	LPCWVE									(\$94.72)	(\$118.17)	(\$118.17)
10/6/2022	LPCWVE									(\$116.30)	(\$234.47)	(\$234.47)
10/6/2022	LPCWVE									(\$109.29)	(\$343.76)	(\$343.76)
10/6/2022	LPCWVE									(\$103.74)	(\$447.50)	(\$447.50)
10/7/2022	PAY							Check		(\$74.06)	(\$521.56)	(\$521.56)
10/14/2022	BILL	6173	R	29	30	1.03	107		11/8/2022	\$74.06	(\$447.50)	(\$447.50)
11/11/2022	BILL	6235	R	28	62	2.21	191		12/7/2022	\$74.06	(\$373.44)	(\$373.44)
11/11/2022	PAY							Check		(\$74.06)	(\$447.50)	(\$447.50)
12/13/2022	BILL	6417	R	30	182	6.07	578		1/10/2023	\$74.06	(\$373.44)	(\$373.44)
1/13/2023	BILL	6664	R	33	247	7.48	853		2/8/2023	\$74.06	(\$299.38)	(\$299.38)
2/11/2023	BILL	6877	R	29	213	7.34	711		3/8/2023	\$74.06	(\$225.32)	(\$225.32)
2/12/2023	PAY							Check		(\$50.00)	(\$275.32)	(\$275.32)
3/15/2023	BILL	7074	R	32	197	6.16	639		4/10/2023	\$74.06	(\$201.26)	(\$201.26)
4/14/2023	BILL	7207	R	30	133	4.43	440		5/9/2023	\$74.06	(\$127.20)	(\$127.20)
5/13/2023	BILL	7256	R	29	49	1.69	189		6/7/2023	\$74.06	(\$53.14)	(\$53.14)
6/14/2023	BILL	7276	R	32	20	0.62	29		7/11/2023	\$74.06	\$20.92	\$20.92
7/14/2023	BILL	7294	R	30	18	0.6	3		8/8/2023	\$74.06	\$94.98	\$94.98
7/14/2023	PAY							Debit Card		(\$20.92)	\$74.06	\$74.06
8/12/2023	BILL	7312	R	29	18	0.62	0		9/6/2023	\$74.06	\$148.12	\$148.12

8/25/2023	CRPFRZ									\$5,390.25	\$5,538.37	\$5,538.37	
9/8/2023	PAY									Debit Card	(\$48.12)	\$5,490.25	\$5,490.25
9/14/2023	LPC										\$1.50	\$5,491.75	\$5,491.75
9/14/2023	BILL	7330	R	33	18	0.55	0		10/9/2023		\$40.37	\$5,532.12	\$5,532.12
9/30/2023	PAY									Debit Card	(\$50.00)	\$5,482.12	\$5,482.12
10/9/2023	PAY									Debit Card	(\$50.00)	\$5,432.12	\$5,432.12
10/13/2023	LPC										\$81.45	\$5,513.57	\$5,513.57
10/13/2023	BILL	7347	R	29	17	0.59	49		11/7/2023		\$38.90	\$5,552.47	\$5,552.47
11/1/2023	PAY									Debit Card	(\$76.00)	\$5,476.47	\$5,476.47
11/14/2023	BILL	7381	R	29	34	1.17	243		12/8/2023		\$64.40	\$5,540.87	\$5,540.87
12/13/2023	BILL	7533	R	32	152	4.75	646		1/10/2024		\$223.66	\$5,764.53	\$5,764.53
1/13/2024	LPC										\$85.22	\$5,849.75	\$5,849.75
1/13/2024	BILL	7756	R	31	223	7.19	707		2/7/2024		\$362.48	\$6,212.23	\$6,212.23
2/13/2024	LPC										\$90.66	\$6,302.89	\$6,302.89
2/13/2024	BILL	7994	R	29	238	8.21	809		3/8/2024		\$379.96	\$6,682.85	\$6,682.85
2/22/2024	PAY									Debit Card	(\$76.00)	\$6,606.85	\$6,606.85
3/13/2024	LPC										\$95.22	\$6,702.07	\$6,702.07
3/13/2024	BILL	8201	R	31	207	6.68	683		4/8/2024		\$341.74	\$7,043.81	\$7,043.81
3/21/2024	PAY									Debit Card	(\$76.00)	\$6,967.81	\$6,967.81
3/30/2024	PAY									Debit Card	(\$228.00)	\$6,739.81	\$6,739.81
4/12/2024	LPC										\$95.78	\$6,835.59	\$6,835.59
4/12/2024	BILL	8363	R	30	162	5.4	457		5/7/2024		\$260.35	\$7,095.94	\$7,095.94
4/12/2024	PAY									Debit Card	(\$62.42)	\$7,033.52	\$7,033.52
5/4/2024	PAY									Debit Card	(\$100.00)	\$6,933.52	\$6,933.52
5/11/2024	LPC										\$97.25	\$7,030.77	\$7,030.77
5/11/2024	BILL	8404	R	29	41	1.41	169		6/5/2024		\$79.33	\$7,110.10	\$7,110.10
6/11/2024	PAY									Debit Card	(\$80.00)	\$7,030.10	\$7,030.10
6/12/2024	BILL	8424	R	32	20	0.62	46		7/8/2024		\$45.74	\$7,075.84	\$7,075.84
7/12/2024	BILL	8440	R	30	16	0.53	0		8/6/2024		\$39.46	\$7,115.30	\$7,115.30
7/14/2024	PAY									Debit Card	(\$100.00)	\$7,015.30	\$7,015.30

8/10/2024	LPC									\$97.02	\$7,112.32	\$7,112.32	
8/10/2024	BILL	8454	R	29	14	0.48	0			9/4/2024	\$36.71	\$7,149.03	\$7,149.03
8/14/2024	PAY									Debit Card	(\$100.00)	\$7,049.03	\$7,049.03
9/9/2024	PAY									Debit Card	(\$100.00)	\$6,949.03	\$6,949.03
9/12/2024	LPC										\$94.57	\$7,043.60	\$7,043.60
9/12/2024	BILL	8471	R	33	17	0.52	1			10/7/2024	\$40.82	\$7,084.42	\$7,084.42
10/9/2024	PAY									Debit Card	(\$100.00)	\$6,984.42	\$6,984.42
10/11/2024	BILL	8486	R	29	15	0.52	5			11/5/2024	\$38.29	\$7,022.71	\$7,022.71
11/11/2024	PAY									Debit Card	(\$100.00)	\$6,922.71	\$6,922.71
11/13/2024	BILL	8502	R	30	16	0.53	171			12/9/2024	\$39.80	\$6,962.51	\$6,962.51
12/12/2024	BILL	8679	R	32	177	5.53	624			1/9/2025	\$267.16	\$7,229.67	\$7,229.67
12/30/2024	PAY									Check	(\$100.00)	\$7,129.67	\$7,129.67

**Search For Negotiated Payment Arrangement**

Search Criteria

Account... [REDACTED] 97  Taylor, Bernice L

From Date: 01/08/2025

Apply Criteria

OK

Cancel

Date	Seq	Status	Comments
04/12/2022	1	Broken	
07/29/2021	1	Broken	
01/27/2021	1	Broken	C19RP
07/30/2019	1	Broken	<<CII PAR- PUC PAR BCS# 3692116>>
12/31/2018	1	Broken	BCS# 3620290 - PUC PAR
09/07/2017	1	Broken	
06/12/2017	1	Broken	
03/26/2004	1	Broken	

10 record(s) found.

**Search For Negotiated Payment Arrangement**

Search Criteria

Account... [REDACTED] 97  Taylor, Bernice L

From Date: 01/08/2025

Apply Criteria

OK

Cancel

Date	Seq	Status	Comments
07/30/2019	1	Broken	<<CII PAR- PUC PAR BCS# 3692116>>
12/31/2018	1	Broken	BCS# 3620290 - PUC PAR
09/07/2017	1	Broken	
06/12/2017	1	Broken	
03/26/2004	1	Broken	
08/27/2003	1	Canceled	
04/24/2003	1	Canceled	

10 record(s) found.

# PHILADELPHIA GAS WORKS

## PUC

### Opening XML

<b>Case Number:</b>	3620290
<b>Company Name:</b>	PGW (PHILA. GAS WORKS (NGDC))
<b>Company Code:</b>	0766
<b>Company Type</b>	GAS TRANSPORTER
<b>Customer First Name:</b>	BERNICE
<b>Customer Middle Initial:</b>	
<b>Customer Last Name:</b>	TAYLOR
<b>Customer Account Number:</b>	██████████97
<b>Customer Home Phone w/ Area Code:</b>	
<b>Customer Work Phone w/ Area Code:</b>	
<b>Customer Service Class:</b>	RESIDENTIAL
<b>Customer Mail Address 1:</b>	
<b>Customer Mail Address 2:</b>	
<b>Customer Mail Address City:</b>	
<b>Customer Mail Address State:</b>	
<b>Customer Mail Address Zip:</b>	
<b>Customer Mail Address 4-Zip:</b>	
<b>Customer Service Address 1:</b>	2129 N 12TH ST
<b>Customer Service Address 2:</b>	
<b>Customer Service Address City:</b>	PHILADELPHIA
<b>Customer Service Address State:</b>	PA
<b>Customer Service Address Zip:</b>	19122
<b>Customer Service Address 4-Zip:</b>	
<b>Customer Family Adults:</b>	2
<b>Customer Family Children:</b>	1
<b>Customer Family Age:</b>	17
<b>Gross Income</b>	
<b>Source</b>	<b>Income Amount</b>
A1-WAGE	2400
A2-NONE	0
<b>Date Open:</b>	2018-06-01
<b>Reason For Contact:</b>	ON - PAR WITH DISPUTE (#63)
<b>Term Date:</b>	2018-06-04
<b>Business Name:</b>	
<b>Case Problem:</b>	

**Company Position:** 05/31/2018 PAY \$1051.00 TO KEEP SERVICE ON  
**Related Information:** CUSTOMER CONTACTED PUC SEEKING PAR AND ALSO HAS COMPLAINTS WITH BILL- CUSTOMER HAS TRIED FOR YEAR TO CATCH UP ON BILL BUT FOR 2 YEARS BILL HAVE BEEN EXTREMELY HIGH- HAS BEEN ON PAYMENT PLANS BUT COMPANY HAS THEM HIGHER THAN BUDGET EVEN ALLOWS- OVER \$400 A MONTH- RECENTLY GOT APPROVED FOR LIHEAP AND THEY SENT CHECK FOR \$837 AND SENT IT TO THE COMPANY- BILL NEVER SHOWED THAT MONEY GOING IN TOWARD THE OWED AMOUNT- LIHEAP CALLED AND THEY TOLD THEM THEY RECEIVED IT AND ASKED FOR BILL AND COMPANY NEVER SENT IT OUT BUT CLAIMED HEY DID. SEEKING HELP WITH WHY BILLS ARE SO HIGH - RELIEF SOUGHT - PAR THE CELL PHONE NUMBER [REDACTED] HAS BEEN ALLOWED TO BE SHARED.  
**Case Misc Info:** CALL ANYTIME  
**Hot Issue:**  
**Case Origin:** TELEPHONE  
**Prior Case Number:**  
**Universal Service:** Y  
**Arrearage:** 4596.25  
**BCS Investigator First Name:** BCS  
**BCS Investigator Last Name:** CASE POOL  
**BCS Investigator Phone w/ Area Code:** [REDACTED]  
**BCSIntaker First Name:** LAUREN  
**BCSIntaker Last Name:** CARASTRO  
**Number Of Time Send:** 1  
**Number Of Time Faxed:** 0  
**Number Of Time Faxed:** [REDACTED]

# PHILADELPHIA GAS WORKS

## PUC

### Closing XML

**Case Number:** 3620290  
**Company Name:** PGW (PHILA. GAS WORKS (NGDC))  
**Company Code:** 0766  
**Company Type:** GAS TRANSPORTER  
**Customer First Name:** BERNICE  
**Customer Middle Initial:**  
**Customer Last Name:** TAYLOR  
**Account Number:** [REDACTED]97  
**Service Address 1:** 2129 N 12TH ST  
**Service Address 2:**  
**Service City:** PHILADELPHIA  
**Service State:** PA  
**Service Zip 5:** 19122  
**Service Zip 4:**  
**Decision Issue:** Y  
**Oral Written:** W  
**Violation:** NO  
**Chapter:**  
**Section Rule:**  
**Total Balance:** 5782.27  
**Date Closed:** 2018-12-27  
**Resolution:** SEE TERMS FOR PAYMENT ARRANGEMENT. DECISION ISSUED: CUSTOMER ELIGIBLE FOR PUC PAR -- LEVEL 1, BUDGET 164.00 + 97.00 = 261.00 BEGINNING FEB 2019 DUE DATE. WAIVE LPCS. -- INVESTIGATION UPHOLDS COMPANY APPLICATION OF LIHEAP GRANTS TO ACCOUNT 2017, 2018. BILLING DISPUTE RESOLVED, HIGH BILLS ON PAYMENT PLAN ARE A CONSEQUENCE OF HIGH BALANCE.  
**Balance Date:** 2018-12-26  
**Service Restored Pay:** 0.00  
**Service Continue Amount:** 0.00  
**Service Continue Date:**  
**Terms:** FEBRUARY 2019 BILL DUE DATE  
**Special Budget Amount:** 261.00  
**Regular Budget Amount:** 164.00

**Arrears Payment Plus:** 97.00  
**FinalMonthlyPayment:** 0.00  
**CurrentMonthlyPayment:** 0.00  
**EndMonthlyPayment:** 0.00  
**LetterDescription:** EGW STRAIGHT PAR/NO LPCS/BUDGET + FOR LEVEL 1  
HOUSEHOLDS  
**HeadDate:** 2018-12-28  
**Paragraph:**  
**Bill Date:**  
**Reconnect Amount:** 0  
**Pay Amount:** 0.00  
**BCS Investigator First Name:** HOWARD  
**BCS Investigator Last Name:** SAUERTIEG  
**Number Of Time Send:** 1  
**Number Of Time Faxed:** 0  
**PUC Fax:** [REDACTED]

# PHILADELPHIA GAS WORKS

## PUC

### Opening XML

<b>Case Number:</b>	3692116
<b>Company Name:</b>	PGW (PHILA. GAS WORKS (NGDC))
<b>Company Code:</b>	0766
<b>Company Type</b>	GAS TRANSPORTER
<b>Customer First Name:</b>	BERNICE
<b>Customer Middle Initial:</b>	
<b>Customer Last Name:</b>	TAYLOR
<b>Customer Account Number:</b>	██████████97
<b>Customer Home Phone w/ Area Code:</b>	
<b>Customer Work Phone w/ Area Code:</b>	
<b>Customer Service Class:</b>	RESIDENTIAL
<b>Customer Mail Address 1:</b>	
<b>Customer Mail Address 2:</b>	
<b>Customer Mail Address City:</b>	
<b>Customer Mail Address State:</b>	
<b>Customer Mail Address Zip:</b>	
<b>Customer Mail Address 4-Zip:</b>	
<b>Customer Service Address 1:</b>	2129 N 12TH ST
<b>Customer Service Address 2:</b>	
<b>Customer Service Address City:</b>	PHILADELPHIA
<b>Customer Service Address State:</b>	PA
<b>Customer Service Address Zip:</b>	19122
<b>Customer Service Address 4-Zip:</b>	
<b>Customer Family Adults:</b>	2
<b>Customer Family Children:</b>	1
<b>Customer Family Age:</b>	17
<b>Gross Income</b>	
<b>Source</b>	<b>Income Amount</b>
A1 NONE	0
A2 NONE	0
<b>Date Open:</b>	2019-04-16
<b>Reason For Contact:</b>	CII - CHANGE IN INCOME PAR (#71)
<b>Term Date:</b>	
<b>Business Name:</b>	
<b>Case Problem:</b>	

**Company Position:** 04/16/2019 COMPANY WANTS \$1,044 BEFORE THEY CAN PROVIDE PMT TERMS.

**Related Information:** CII- OLD GMI WAS \$2,400 AND NEW GMI IS \$0.0 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:** 3620290

**Universal Service:** Y

**Arrearage:** 1044

**BCS Investigator First Name:** BCS

**BCS Investigator Last Name:** CASE POOL

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

**BCSIntaker First Name:** AMANDA

**BCSIntaker Last Name:** GAILEY

**Number Of Time Send:** 1

**Number Of Time Faxed:** 0

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

# PHILADELPHIA GAS WORKS

## PUC

### Closing XML

**Case Number:** 3692116  
**Company Name:** PGW (PHILA. GAS WORKS (NGDC))  
**Company Code:** 0766  
**Company Type:** GAS TRANSPORTER  
**Customer First Name:** BERNICE  
**Customer Middle Initial:**  
**Customer Last Name:** TAYLOR  
**Account Number:** [REDACTED]97  
**Service Address 1:** 2129 N 12TH ST  
**Service Address 2:**  
**Service City:** PHILADELPHIA  
**Service State:** PA  
**Service Zip 5:** 19122  
**Service Zip 4:**  
**Decision Issue:** Y  
**Oral Written:** W  
**Violation:** NO  
**Chapter:**  
**Section Rule:**  
**Total Balance:** 6907.78  
**Date Closed:** 2019-07-12  
**Resolution:** DECISION ISSUED. CII VALID. INCOME DECREASED FROM 2400.00 TO 0.00, -100.00%. LEVEL 1, BUDGET 153.00 + 116.00 = 269.00 BEGINNING SEP 2019 DUE DATE. WAIVE LPCS.  
**Balance Date:** 2019-07-30  
**Service Restored Pay:** 0.00  
**Service Continue Amount:** 0.00  
**Service Continue Date:**  
**Terms:** SEPTEMBER 2019 BILL DUE DATE  
**Special Budget Amount:** 269.00  
**Regular Budget Amount:** 153.00  
**Arrears Payment Plus:** 116.00  
**FinalMonthlyPayment:** 0.00  
**CurrentMonthlyPayment:** 0.00  
**EndMonthlyPayment:** 0.00

**LetterDescription:** EGW STRAIGHT PAR/NO LPCS/BUDGET + FOR LEVEL 1  
HOUSEHOLDS

**HeadDate:** 2019-08-01

**Paragraph:**

**Bill Date:**

**Reconnect Amount:** 0

**Pay Amount:** 0.00

**BCS Investigator First Name:** NATHAN

**BCS Investigator Last Name:** FROEHLICH

**Number Of Time Send:** 2

**Number Of Time Faxed:** 0

**PUC Fax:** [REDACTED]

# PHILADELPHIA GAS WORKS

## PUC

### Opening XML

**Case Number:** 3986347  
**Company Name:** PGW (PHILA. GAS WORKS (NGDC))  
**Company Code:** 0766  
**Company Type:** GAS TRANSPORTER  
**Customer First Name:** BERNICE  
**Customer Middle Initial:**  
**Customer Last Name:** TAYLOR  
**Customer Account Number:** [REDACTED]97  
**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:** 2129 N 12TH ST  
**Customer Service Address 2:**  
**Customer Service Address City:** PHILADELPHIA  
**Customer Service Address State:** PA  
**Customer Service Address Zip:** 19122  
**Customer Service Address 4-Zip:**  
**Customer Family Adults:** 1  
**Customer Family Children:** 0  
**Customer Family Age:**  
**Gross Income**  

Source	Income Amount
AD1 WAGES	3303.73

  
**Date Open:** 2024-05-13  
**Reason For Contact:** ON - PAR WITH DISPUTE (#63)  
**Term Date:** 2024-05-14  
**Business Name:**  
**Case Problem:**

**Company Position:** 05/13/2024 NEED TO BALANCE IN FULL. ASKED HER TO APPLY FOR CRP EVEN THOUGH HER INCOME WAS OVER AND APPLY FOR CRISIS. TOLD HER TO CONTACT PUC TO GET ON A PAYMENT PLAN.

**Related Information:** PAR WITH DISPUTE - CUSTOMER STATES THAT PGW IS TELLING HER THAT THERE IS NO CATCH-UP AMOUNT FOR A PRIOR PAYMENT PLAN. CUSTOMER STATES THAT HER ACCOUNT HAS NOT GONE DOWN TO ZERO SINCE PRIOR PUC PAR 3951226. - RELIEF SOUGHT - MAINTAIN SERVICE AND PAR THE CELL PHONE NUMBER [REDACTED] [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:** 3692116  
**Universal Service:** N  
**Arrearage:** 6677.39  
**BCS Investigator First Name:** BCS  
**BCS Investigator Last Name:** CASE POOL  
**BCS Investigator Phone w/ Area Code:** [REDACTED]  
**BCSIntaker First Name:** JESSICA  
**BCSIntaker Last Name:** KRUPA  
**Number Of Time Send:** 1  
**Number Of Time Faxed:** 0  
**Number Of Time Faxed:** [REDACTED]

# PHILADELPHIA GAS WORKS

## PUC

### Closing XML

**Case Number:** 3986347  
**Company Name:** PGW (PHILA. GAS WORKS (NGDC))  
**Company Code:** 0766  
**Company Type:** GAS TRANSPORTER  
**Customer First Name:** BERNICE  
**Customer Middle Initial:**  
**Customer Last Name:** TAYLOR  
**Account Number:** [REDACTED]97  
**Service Address 1:** 2129 N 12TH ST  
**Service Address 2:**  
**Service City:** PHILADELPHIA  
**Service State:** PA  
**Service Zip 5:** 19122  
**Service Zip 4:**  
**Decision Issue:** Y  
**Oral Written:** W  
**Violation:** NO  
**Chapter:**  
**Section Rule:**  
**Total Balance:** 7075.84  
**Date Closed:** 2024-07-15  
**Resolution:** DECISION ISSUED. COMPLAINT IS DISMISSED. THE CUSTOMER BROKE 2 PRIOR PUC PAYMENT ARRANGEMENTS FROM BCS 3620290 AND BCS 3692116 . THE MOST RECENT COMPANY PAYMENT ARRANGEMENT BROKE ON JULY 15, 2022 AND AFTER THAT THE CUSTOMER WAS ON THE CRP FROM AUGUST 29, 2022 UNTIL AUGUST 25, 2023. THE COMPANY REPORTS THAT THE LAST PAYMENT ARRANGEMENT THAT THEY ISSUED ON THE ACCOUNT IS NO LONGER ELIGIBLE TO BE REINSTATED. PER 1405D THE PUC CANNOT ISSUE A NEW PAYMENT ARRANGEMENT.  
**Balance Date:** 2024-07-11  
**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:** 2024-07-16  
**Paragraph:**  
**Bill Date:**  
**Reconnect Amount:** 0  
**Pay Amount:** 0.00  
**BCS Investigator First Name:** JULIE  
**BCS Investigator Last Name:** CARLIN  
**Number Of Time Send:** 1  
**Number Of Time Faxed:** 0  
**PUC Fax:** [REDACTED]