
Abdoun Elfaki,		
v.		Docket No.:
Philadelphia Gas Works		F-2024-3052321
Initial Call-In		
Telephonic Hearing		

Pages 1 - 46

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

Tuesday, March 4, 2025
Commencing at 10:25 a.m.

INDEX TO EXHIBITS

Docket No. F-2024-3052321

Hearing Date: March 4, 2025

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* LATE FILED EXHIBIT



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

February 26, 2025

VIA ELECTRONIC MAIL

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

Re: Abdoun Elfaki v. Philadelphia Gas Works, Docket No. F-2024-3052321

Dear Judge Guhl:

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

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

Sincerely,

/s/ Graciela Christlieb

Graciela Christlieb, Esquire

Enclosure

cc: Cert. of Service w/enc.



PHILADELPHIA GAS WORKS

800 West Montgomery Avenue • Philadelphia, PA 19122

CERTIFICATE OF SERVICE

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

VIA ELECTRONIC MAIL AND FIRST-CLASS MAIL

Abdoun Elfaki
6625 Rutland Street, 2F
Philadelphia, PA 19149
elfaki961@gmail.com

Date: February 26, 2025

/s/ Graciela Christlieb

Graciela Christlieb, Esquire

Customer Contact: Service

Date: 06/10/2024 Time: 11:11:00 AM Source: Related Tran:

CC Type: SERV - Service Created: 06/10/2024 at: 11:11:22 AM by: KHUGGINS

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

Surveyable Auto Delete Date: 06/10/2028 Class: Inquiry

Comments: Kenneth Huggins was here on a 96 C & C Field Shut Off order with Order # 14670347 , with a result of Completed Found Gas ON , Left Gas OFF , with activities of (Field Collections - NPSO Completed) , with comments of "off at cb"

Letter

Status: Print Date: Run Number: Reprint:

Template:

Review List Tickler

Follow Up: to Review Group to User

Priority: Review Group...

Account: [Redacted]

Premise: 6625 Rutland St, 2fl/Phila, Pa

Person: [Redacted]

Change Cancel

Customer Contact: Theft

Date: 09/27/2024 Time: 6:19:00 AM Source: Related Tran:
CC Type: THFT - Theft Created: 09/27/2024 at: 6:19:51 AM by: TGERHARD
Area: 800 - Residential General Service Changed: at: by:
 Surveyable Auto Delete Date: 09/27/2024 Class: Inquiry

Comments: UU Vacant Turn Off Order, Gas off since 20240610 at index 6469. Current Index is 6489 which accounts for 14 ccf used this past month and 20 ccf used since the shut off. The last known customer was [REDACTED] under Acct # [REDACTED]

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

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

Account: [REDACTED]
Premise: 6625 Rutland St, 2fl/Phila, Pa
Person: [REDACTED]

Change Cancel

Customer Contact: Service

Date: 09/30/2024 Time: 1:38:00 PM Source: Related Tran:

CC Type: SERV - Service Created: 09/30/2024 at: 1:38:54 PM by: JROD

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

Surveyable Auto Delete Date: 09/30/2028 Class: Inquiry

Comments: Joseph Rod was here on a Unbilled Usage Investigation order with Order # 15066584 , with a result of Completed Found Gas ON , Left Gas OFF , with activities of (M.I.U. Activities - CGI - Recurberd with Expander) , with comments of "shut off at curb per supervisor... left ptn "

Letter

Status: Print Date: Run Number: Reprint:

Template:

Review List Tickler

Follow Up: to Review Group to User

Priority: Review Group...

Account: [Redacted]

Premise: 6625 Rutland St, 2fl/Phila, Pa

Person: [Redacted]

Change Cancel

Customer Contact: Turn On

Date: 10/02/2024 Time: 8:53:00 AM Source: JetSearch Related Tran: _____
CC Type: SERO - Turn On Created: 10/02/2024 at: 8:53:48 AM by: JLACEND
Area: 800 - Residential General Service Changed: _____ at: _____ by: _____
 Surveyable Auto Delete Date: 10/02/2028 Class: Inquiry

Comments: Turn On, 10/3/2024, 800 - 1200 applicant abdoul elfaki called to request new service at 6625 rutland st, 2fl. Per Experian, passed credit check, linked since 09/2022 i informed him he will be back dated till then. No deposit required, i adv he will need to pay rcf \$123.23 as gas is off. GMI is 5000.00. HH is 3. issued turn on AMR for 10/11/2024. advised of 2.65 charge. Transfer to Kubra, Satisfied, sent to amd.

Letter

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

Review List Tickler

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

Account: [Redacted] Elfaki, Abdoul
Premise: 6625 Rutland St, 2fl/Phila, Pa
Person: Elfaki, Abdoul

Change Cancel

Customer Contact: Service

Date: 10/02/2024 Time: 9:18:00 AM Source: JetSearch Related Tran: Account Maintenance

CC Type: SERV - Service Created: 10/02/2024 at: 9:18:23 AM by: SGALLAR

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

Surveyable Auto Delete Date: 10/02/2028 Class: Inquiry

Comments: Cor. [REDACTED] Elfaki, Abdoul, called to pay ref to turn on service as per premise alert UU found at premise safety check required applicant availability 10/03 btw 8-12 phone [REDACTED] email sent to rpu and supervisors a/s

Letter

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

Template:

Review List Tickler

Follow Up: [] to Review Group to User

Priority: [] Review Group... []

Account: [REDACTED] Elfaki, Abdoul

Premise: 6625 Rutland St, 2fl/Phila, Pa

Person: Elfaki, Abdoul

Change Cancel

Customer Contact: Service

Date: 10/03/2024 Time: 8:52:00 AM Source: Related Tran:
CC Type: SERV - Service Created: 10/03/2024 at: 8:52:55 AM by: LWALKER
Area: 800 - Residential General Service Changed: at: by:
 Surveyable Auto Delete Date: 10/03/2028 Class: Inquiry

Comments: Leonard Walker was here on a Unbilled Usage Investigation order with Order # 15079014 , with a result of Completed Found Gas OFF , Left Gas OFF , with activities of (M.I.U. Activities - Shut Off Inside For Unauthorized Usage) , with comments of "waited for access thru first floor unit...found no signs of tamper to meter or services....gas off at meter with bike lock...."

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

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

Account:
Premise: 6625 Rutland St,2fl/Phila,Pa
Person:

Customer Contact: Qa assist Csr

Date: 10/23/2024 Time: 10:50:00 AM Source: JetSearch Related Tran: Account Maintenance
CC Type: QFLR - Qa assist Csr Created: 10/23/2024 at: 10:50:19 AM by: ACHILES
Area: 800 - Residential General Service Changed: at: by:
 Surveyable Auto Delete Date: 10/23/2028 Class: Inquiry

Comments: HUNT GROUP ASSIST--Applicant Abdoul Elfaki(acct# [REDACTED]) called in to t/on service at 6625 Rutland St,2fl linked to premise since 09/22 uu at premise terms posted 10/21 he has to pay \$350.39(uu \$65.16+rcf \$123.23+50% dep \$162)since linked would be billed as of the time he is linked

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

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

Account: [REDACTED]
Premise: 6625 Rutland St,2fl/Phila,Pa
Person: [REDACTED]

Change Cancel

Payment: 10/23/2024 - 350.39

Action

Payment... 9577893768 Frozen

Account: [REDACTED] Name: Elfaki, Abdoul Payment Amt: 350.39

Payment Amt: 350.39
Payment Date: 10/23/2024
Tender Type: T - Credit Card
Check Id: 0

Pay Distribution Code: [REDACTED]
Confirmation: 095642
Shareholder: [REDACTED]
Drawer/Bundle: [REDACTED]
Payment Source: Remittance Processor
Agency/Branch: KUB / 011003
Batch Nbr/Seq Nbr: 4444 / 2464
Grant Type: [REDACTED]

Print Receipt

Status History:

Status	Date	By
Created	10/23/2024 21:01	Operator, Bccs Job
Frozen	10/24/2024 08:53	Fenwick, Vonda

Totals:

Category	Amou
Distributed	350.39
Deposit	162.00

Header
Distribution

Payor / Receipt
Payor... [REDACTED]
Person Id: [REDACTED]
Receipt Number: [REDACTED]

Payment: 10/23/2024 - 350.39

Action

Payment... 9577893768 Frozen

Account: [REDACTED] Name: Elfaki, Abdoul Payment Amt: 350.39

Type	WD	Amount Due	Payment Amount	Miscellaneous Description
1XINV		0.00	188.39	
DEPOS		0.00	162.00	
Total		0.00	350.39	

Buttons: Insert, Modify, Remove, Clear

Payment Segment Details

Type

SA SA... Stock Current Due: 0.00

Deposit Misc Payment Amount: 0.00

Miscellaneous/Stock Details

GL Account... X Type:

Misc Desc:

Header

Distribution

Customer Contact: Service

Date: 10/25/2024 Time: 10:25:00 AM Source: Related Tran:

CC Type: SERV - Service Created: 10/25/2024 at: 10:25:18 AM by: SRODRIGU

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

Surveyable Auto Delete Date: 10/25/2028 Class: Inquiry

Comments: Samuel Rodriguez was here on a Turn On order with Order # 15142125 , with a result of Completed Found Gas OFF, Left Gas ON , with activities of (Meter and Connections - Piping Test Passed ,Turn On) , with comments of "turn on complete, waited for cor to gain access thru 1F, all checks made, all test passed, left safe"

Letter

Status: Print Date: Run Number: Reprint:

Template:

Review List Tickler

Follow Up: to Review Group to User

Priority: Review Group...

Account: [Redacted] Elfaki, Abdoul

Premise: 6625 Rutland St,2fl/Phila,Pa

Person: Elfaki, Abdoul

Change Cancel

Customer Contact: Customer Review Unit

Date: 12/03/2024 Time: 2:10:00 PM Source: JetSearch Related Tran: Account Maintenance
CC Type: CRU - Customer Review Unit Created: 12/03/2024 at: 2:10:00 PM by: WVACCA
Area: 800 - Residential General Service Changed: at: by:
 Surveyable Auto Delete Date: 12/03/2029 Class: Inquiry

Comments: FORMAL -Sent contact to AMD to reverse the xfer of \$1,696.67 for SA 3931125294 back to account [REDACTED] as the balance accrued from 1/4/21-5/31/22 prior to the link date of 9/22.

Letter

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

Review List Tickler

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

Account: [REDACTED] Elfaki, Abdoul [v]
Premise: 6625 Rutland St,2fl/Phila,Pa [v]
Person: Elfaki, Abdoul [v]

Change Cancel



elfaki,abdoul XXXXX;VERIFY;VERIFY-Y2/J2;RR-CKTTYF;H-Y;M-pgwjilacend@pgworks.com;

PAGE 1 DATE 10-02-24 07:40:57

EXPERIAN CONNECT CHECK PLUS SUMMARY

Pass - Issue turn-on order - No Deposit Required

ID MATCH CONDITION: C

ID SUMMARY

ID MATCH CONDITION: C ID MATCH
ID MATCH INFORMATION: ABDOUN ELFAKI
6625 RUTLAND ST FL 2
PHILADELPHIA PA 19149-2129
RPTD: 9-22
YOB: N/A

ADDITIONAL NAME/ADDRESS SUMMARY

ASSOCIATED NAMES	ASSOCIATED ADDRESSES
ABOUN A ELFAKI DOB: 02/04/61 ABDOUN A ELFAKI YOB: N/A	623 E 5TH ST APT 5A BROOKLYN NY 11218-4941 RPTD: 3-22
ELFAKI ABDOUN YOB: N/A	1357 FULTON ST APT 3A41 BROOKLYN NY 11216-5225
ABDOUN EY YOB: N/A	RPTD: 8-18
ABDOUL ELSAKI YOB: N/A	1202 AVENUE K # 41 BROOKLYN NY 11230-4254
ABDOUN ELSAKI YOB: N/A	RPTD: 10-17
ADBOUN ELFAKI YOB: N/A	8 BRIGHTON 4TH TER APT 1R BROOKLYN NY 11235-6764
ABDOUL ELFAKI YOB: N/A	RPTD: 1-12

1165 FULTON ST APT 4F
BROOKLYN NY 11216-1874
RPTD: 5-06

1036 MIDDLESEX ST APT 11
LOWELL MA 01851-1350
RPTD: 6-01

ADDITIONAL NAME/ADDRESS SUMMARY

ASSOCIATED NAMES	ASSOCIATED ADDRESSES
	WOOD AVE HYDE PARK MA 02136 RPTD: 12-05

MESSAGES

ACCOUNTS CLOSED BY CONSUMER 01 TIMES

END OF EXPERIAN CONNECT CHECK PLUS REPORT

Customer Name	From Date	To Date			
ABDOUL ELFAKI	10/1/2024	2/25/2025			
Service Address	Account Number	S A Number	Meter	Rate/Class	
6625 RUTLAND ST Apt 2FL PHIL, PA 191492129	[REDACTED]	[REDACTED]	1893781	GS	

STATEMENT

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
10/30/2024	XFER									\$2,125.99	\$2,125.99	\$2,125.99
10/30/2024	XFER									\$1,180.55	\$3,306.54	\$3,306.54
10/30/2024	XFER									\$65.16	\$3,371.70	\$3,371.70
10/30/2024	XFER									\$1,143.56	\$4,515.26	\$4,515.26
10/30/2024	XFER									\$498.18	\$5,013.44	\$5,013.44
10/30/2024	XFER									(\$188.39)	\$4,825.05	\$4,825.05
10/30/2024	ADJLPC									\$174.58	\$4,999.63	\$4,999.63
10/30/2024	ADJLPC									\$516.12	\$5,515.75	\$5,515.75
10/30/2024	ADJLPC									\$280.06	\$5,795.81	\$5,795.81
10/30/2024	ADJLPC									\$104.58	\$5,900.39	\$5,900.39
11/28/2024	LPC									\$72.37	\$5,972.76	\$5,972.76
11/28/2024	BILL	6539	R	32	48	1.5	346		12/23/2024	\$94.29	\$6,067.05	\$6,067.05
12/4/2024	XFER									(\$1,696.67)	\$4,370.38	\$4,370.38
12/31/2024	LPC									\$48.34	\$4,418.72	\$4,418.72
12/31/2024	BILL	6635	R	31	96	3.1	847		1/27/2025	\$148.44	\$4,567.16	\$4,567.16
1/31/2025	LPC									\$50.56	\$4,617.72	\$4,617.72
1/31/2025	BILL	6758	R	33	123	3.73	1074		2/26/2025	\$188.69	\$4,806.41	\$4,806.41
1/31/2025	INTAPL									(\$3.45)	\$4,802.96	\$4,802.96
1/31/2025	DEPAPL									(\$162.00)	\$4,640.96	\$4,640.96
2/24/2025	LPCWVE									(\$171.27)	\$4,469.69	\$4,469.69

PHILADELPHIA GAS WORKS

PUC

Opening XML

Case Number: 4025641
Company Name: PGW (PHILA. GAS WORKS (NGDC))
Company Code: 0766
Company Type: GAS TRANSPORTER
Customer First Name: ABDOUN
Customer Middle Initial:
Customer Last Name: ELFAKI
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: 6625 RUTLAND ST
Customer Service Address 2: 2ND FL
Customer Service Address City: PHILADELPHIA
Customer Service Address State: PA
Customer Service Address Zip: 19149
Customer Service Address 4-Zip:
Customer Family Adults: 0
Customer Family Children: 0
Customer Family Age:
Gross Income

Source	Income Amount
--------	---------------

Date Open: 2024-10-16
Reason For Contact: APPLICANT / DEPOSITS- SERVICE IS OFF (# 64)
Term Date: 2024-09-30
Business Name:
Case Problem:
Company Position: 10/13/2024 THEY TOLD ME TO PAY THE DUE BALANCE OF 602362 AND I HAVE MAKE A CLAIM IF I AM DENYING THAT
Related Information: I HAVE LIVED IN THIS APARTMENT SINCE 03/01/2022 AND ACCORDING TO MY LEASE I AM SUPPOSED TO PAY 50 DOLLARS MONTHLY FOR THE GAS AND HEAT AS WELL. WAS INSTRUCTED BY THE OWNER TO PAY THE GAS BILL TO THE PREVIOUS TENANT WHO LATER EVACUATED FROM THE HOUSE BY COURT ORDER LIKE 8 MONTHS AGO. THE PREVIOUS TENANT WASN'T PAYING THE GAS BILLS FOR A LONG TIME AND NEITHER ME NOR THE APARTMENT RESIDENTS KNEW

THAT. ON OCTOBER 5TH I CALLED PGW TO OPEN A NEW ACCOUNT BECAUSE THE GAS SERVICE HAS BEEN SHUT OFF FOR ALL THE APARTMENTS. I GAVE PGW ALL MY INFORMATION TO GET THE SERVICE, BUT I WAS SURPRISED THAT PGW TRANSFERRED THE PREVIOUS BILL WHICH WASN'T ON MY NAME AND ASKED TO PAY THE AMOUNT OF 602362. THIS AMOUNT IS SHOWN ON THE PREVIOUS TENANT ACCOUNT NUMBER [REDACTED] IN THE NAME OF GARY ORDO. - RELIEF SOUGHT - THE RESOLUTION FOR THIS ISSUE I AM NOT RESPONSIBLE OFF THIS BILL BECAUSE ITS NOT MY BILL AND I NEED THE SERVICE AS SOON AS POSSIBLE BECAUSE I KIDS AND FAMILY AND ITS WINTER ITS GETTING COLD AND COLD DAY BY DAY MY NEW ACCOUNT IS [REDACTED] IN THE NAME OF ABDOUN ELFAKI. ALSO PLEASE REMOVE THE A MOUNT OF 602362 FROM MY ACCOUNT I DIDNT USE THE SERVICE AND DONT HAVE ACCOUNT WITH PGW BEFORE . THE CELL PHONE NUMBER [REDACTED] HAS BEEN ALLOWED TO BE SHARED. THE EMAIL ADDRESS ELFAKI961@GMAIL.COM HAS BEEN ALLOWED TO BE SHARED.

Case Misc Info:**Hot Issue:****Case Origin:** PUC WEBSITE**Prior Case Number:****Universal Service:** M**Arrearage:** 602362**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:** 7172658273

PHILADELPHIA GAS WORKS

PUC

Closing XML

Case Number: 4025641
Company Name: PGW (PHILA. GAS WORKS (NGDC))
Company Code: 0766
Company Type: GAS TRANSPORTER
Customer First Name: ABDOUL
Customer Middle Initial:
Customer Last Name: ELFAKI
Account Number: ██████████
Service Address 1: 6625 RUTLAND ST
Service Address 2: 2ND FL
Service City: PHILADELPHIA
Service State: PA
Service Zip 5: 19149
Service Zip 4:
Decision Issue: Y
Oral Written: W
Violation: NO
Chapter:
Section Rule:
Total Balance: 6088.78
Date Closed: 2024-10-23
Resolution: DECISION ISSUED: THE TERMINATION OF THE SERVICE ON 6/10/2024 FOR NONPAYMENT WAS VALID. THE TERMINATION OF THE SERVICE ON 9/30/2024 FOR UNAUTHORIZED USE AND TAMPERING WAS VALID. THE COMPANY MAY ESTABLISH THAT THE APPLICANT PREVIOUSLY RESIDED AT 6625 RUTLAND ST., 2ND FLOOR, IN PHILADELPHIA, PA, THROUGH THE USE OF A COMMERCIALY AVAILABLE CONSUMER CREDIT REPORTING SERVICE. PER THE COMPANY'S TARIFF, THE COMPANY MAY CHARGE THE APPLICANT FOR THE UNAUTHORIZED GAS USAGE TO RESTORE THE SERVICE. THE COMPANY MAY REQUIRE THE APPLICANT TO PAY A RECONNECTION FEE TO RESTORE THE SERVICE IN HIS NAME. THE COMPANY MAY REQUIRE THE APPLICANT TO PAY A SECURITY DEPOSIT IN ORDER TO ESTABLISH SERVICE IN HIS NAME. CASE DISMISSED. TOTAL DEPOSIT 324.00
Balance Date: 2024-10-21
Service Restored Pay: 350.39
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: 2024-10-24
Paragraph:
Bill Date:
Reconnect Amount: 0
Pay Amount: 0.00
BCS Investigator First Name: CHRISTOPHER
BCS Investigator Last Name: HARTINGER
Number Of Time Send: 1
Number Of Time Faxed: 0
PUC Fax: 7172658273