

PENNSYLVANIA PUBLIC UTILITY COMMISSION
Harrisburg, Pennsylvania 17120

Tamika Anderson
v.
Philadelphia Gas Works

Public Meeting held May 22, 2025
3048214-OSA
Docket No. C-2024-3048214

MOTION OF VICE CHAIR KIMBERLY BARROW

On April 9, 2024, Tamika Anderson filed a Formal Complaint against Philadelphia Gas Works (PGW) requesting a payment arrangement, alleging incorrect charges on her bill, and alleging reliability, safety, or quality of service problems. An evidentiary hearing was held on June 18, 2024, and an Initial Decision was issued on October 28, 2024, denying the Formal Complaint.

While I agree with the Initial Decision's dismissal of the incorrect charges and reliability, safety, or quality of service claims, I disagree with denying Ms. Anderson's request for a payment arrangement without first obtaining sufficient information to determine whether a payment arrangement is appropriate. The record before us indicates that Ms. Anderson has not previously received a Commission-issued payment arrangement and that, at the time of the hearing, her outstanding balance was \$12,182.41.¹ However, the record also includes documentation which indicates that Ms. Anderson was enrolled in PGW's Customer Assistance Program (CAP) program,² but does not reflect how much of the outstanding balance consists of CAP arrears.

Accordingly, as the party in control of this information, PGW shall be directed to submit to the record information regarding the amount of Ms. Anderson's outstanding account balance that is attributable to her CAP arrearage. In the interest of due process, Ms. Anderson shall have 5 days thereafter to submit any reply or response to PGW's submission.

THEREFORE, I MOVE THAT:

1. The Exceptions filed by Tamika Anderson are granted, in part, and denied, in part, consistent with this Motion.
2. The Initial Decision issued on October 28, 2024, pertaining to Tamika Anderson's failure to establish claims of incorrect billing and reliability, safety, or quality problems at the service address is adopted, consistent with this Motion.
3. The remainder of the Initial Decision issued on October 28, 2024, relating to Tamika Anderson's request for a payment arrangement is vacated.
4. Within ten (10) days of the entry date of an Order, Philadelphia Gas Works shall submit to the record information regarding the amount of Tamika Anderson's updated outstanding

¹ Hearing Transcript, pg. 31; PGW Exhibit 4.

² See PGW Exhibit 4, pgs. 20, 46.

account balance, including what is attributable to her Customer Assistance Program (CAP) arrearage.

5. Tamika Anderson shall have five (5) days after Philadelphia Gas Work's submission in accordance with Paragraph 4 to file a reply or other response.

6. The Office of Special Assistants shall review the information submitted and prepare an Opinion and Order for a future public meeting.

7. The Office of Special Assistants shall prepare an Order consistent with this Motion.

May 22, 2025



Kimberly Barrow, Vice Chair