

**PENNSYLVANIA PUBLIC UTILITY COMMISSION  
HARRISBURG, PENNSYLVANIA 17120**

**Tamika Anderson**

**Public Meeting May 22, 2025**

**3048214-OSA**

**v.**

**Docket No. C-2024-3048214**

**Philadelphia Gas Works**

**STATEMENT OF COMMISSIONER JOHN F. COLEMAN, JR.**

Before the Commission are the Exceptions of Tamika Anderson (Complainant) to the Initial Decision in the above-captioned case. In her Complaint against Philadelphia Gas Works (PGW), the Complainant claimed incorrect billing and reliability, safety or quality problems at the service address. The Complainant also requested a payment arrangement.

I wish to highlight some of the Complainant's account history. This information was current as of the hearing on June 18, 2024. The Complainant's balance with PGW was \$12,182.41. This balance accumulated in just over five years. The last valid payment on the Complainant's account was made in November 2020. From 2021 to 2023, the Complainant submitted four payments that were cancelled for insufficient funds. The Complainant also negotiated and defaulted on four payment arrangements with PGW. The Complainant enrolled in PGW's customer assistance program, but she failed to make the discounted payments. The Complainant filed six informal complaints with the Commission's Bureau of Consumer Services, and she filed the formal complaint that is before us now. Through testimony and exhibits, PGW detailed its collection efforts with respect to the Complainant's account. PGW submitted into evidence ten termination notices. These termination notices reveal a pattern worth further discussion.

In late August 2021, PGW issued a 10-day termination notice to the Complainant. After receiving the notice, the Complainant called PGW. As a result of that phone call, PGW placed a 3-day hold on the Complainant's account to allow the Complainant to produce a medical certificate. This 3-day hold is required by the Commission's Regulation at 52 Pa. Code § 56.112. When the Complainant did not produce a medical certificate within the 3-day period, PGW did not resume the termination process under the existing termination notice. Instead, PGW waited and issued a new termination notice the following month. When the Complainant received the next month's termination notice, she took the same action and achieved the same result; that is, she delayed further collection activity without producing a medical certificate and without making a payment. The Complainant was able to delay terminations scheduled for September 2021, October 2021, November 2021, and, following the winter moratorium, April 2022 because of PGW's decision to issue a new termination notice after the expiration of a 3-day medical certificate hold. Having reviewed the Complainant's account history, this period was likely the best opportunity for PGW to collect on this account, up to the date of the hearing. The Complainant also received a 3-day medical certificate hold to avoid a termination scheduled for July 2023. Again, the Complainant did not produce a medical certificate during the 3-day period or make a payment, but collection activity was delayed until the following month.

I understand that this process of issuing a new termination notice may be a function of PGW's automated billing system. However, I am concerned that PGW has created a loophole, which may unreasonably delay collection activity. I ask PGW to examine its procedure for resuming the termination process if a medical certificate is not produced within the 3-day period. If PGW needs to modify its procedure, this should be done as soon as possible.

I also strongly encourage PGW to take a more hands-on approach with high-balance residential customer accounts. In late 2021, the Complainant's account was still relatively new, and the pandemic-related termination moratorium and special protections were coming to an end. However, it is now clear that the Complainant is extremely payment challenged. In addition to timely collection efforts, PGW should work with the Complainant to determine her eligibility for PGW's universal service programs. The Complainant's account and other high-balance residential customer accounts<sup>1</sup> should receive more individualized attention for PGW to meet its responsibility to attempt to collect payments on overdue accounts.

Date: May 22, 2025

A handwritten signature in black ink, appearing to read "J.F. Coleman, Jr.", written over a horizontal line.

**JOHN F. COLEMAN, JR.**  
**COMMISSIONER**

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<sup>1</sup> As of December 31, 2024, PGW reported 393 residential customer accounts with arrearages in excess of \$10,000. *Reporting of Accounts with Arrearages in Excess of \$10,000 and Report of Medical Certificates*, Docket No. M-2014-244824.