

COMMONWEALTH OF PENNSYLVANIA  
(Public Utility Commission)

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STEVE FREMPONG, :  
Complainant, : Docket No.:  
vs. : C-2025-3052754  
PHILADELPHIA GAS WORKS, :  
Respondent. :  
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Pages 1 through 66

TELEPHONIC HEARING  
Judge's Chambers  
State Office Building  
801 Market Street  
Philadelphia, PA 19107

Wednesday, May 21, 2025  
Met, pursuant to notice, at 10:04 a.m.

BEFORE: THE HONORABLE ERANDA VERO  
Administrative Law Judge

INDEX TO EXHIBITS  
Docket No.: C-2025-3052754  
Hearing Date: May 21, 2025

EXHIBITS INDEX

NUMBER		IN EVIDENCE
PHILADELPHIA GAS WORKS:		
1	(Service turn on)	60
3	(PGW opening and closing XML)	60
4	(Meter test exchange)	60
5	(Meter test results)	60
6	(10-day shutoff notice)	60
7	(December 2024 bill)	60
9	(January 2025 bill)	60
10	(February 2025 bill)	60



**PHILADELPHIA GAS WORKS**

800 West Montgomery Avenue • Philadelphia, PA 19122

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**Anita J. Murray, Esquire**  
**Senior Attorney**  
Legal Department  
Direct Dial: 215-684-6659  
Fax: 215-684-6798  
Email: [anita.murray@pgworks.com](mailto:anita.murray@pgworks.com)

March 20, 2025

**VIA ELECTRONIC MAIL ONLY**

Administrative Law Judge Eranda Vero  
Office of Administrative Law Judge  
400 North Street  
Harrisburg, PA 17120

**Re: Steve Frempong v. Philadelphia Gas Works, Docket No. C-2025-3052754**

Dear Judge Vero:

Enclosed please find a copy of PGW's proposed Exhibits, both 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

/awm  
encl.  
cc (w/encl.): Steve Frempong via Regular First Class 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 REGULAR FIRST CLASS MAIL:**

Steve Frempong  
920 E. Price Street  
Philadelphia, PA 19138

*/s/ Anita J. Murray*

Anita J. Murray, Esquire

Date: March 20, 2025

**Customer Contact: Turn On**

Date: 03/05/2024 Time: 4:01:00 PM Source: JetSearch Related Tran: \_\_\_\_\_  
CC Type: SERO - Turn On Created: 03/05/2024 at: 4:01:36 PM by: UVALENT  
Area: 800 - Residential General Service Changed: 03/05/2024 at: 4:04:36 PM by: UVALENT  
 Surveyable Auto Delete Date: 03/05/2028 Class: Inquiry

Comments: Turn On, 3/6/2024, 800 - 1200 applicant Steve Frempong called to establish services at 920 E Price st, inquired about household income gmi \$2000/2hh/level 1, applicant failed Experian credit check, SD waived due to income level, applicant not linked to premise, issued turn on as of todays date, applicant stated that he has owned the premise for about 30-40yrs, scheduled turn on, applicant sat

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

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

Account: [REDACTED] Frempong, Steve  
Premise: 920 E Price St/Phila,Pa  
Person: Frempong, Steve

Change Cancel

**Customer Contact: Historical Contact Type**

Date: 03/06/2024 Time: 9:57:00 AM Source: Related Tran:  
CC Type: HIST - Historical Contact Type Created: 03/06/2024 at: 9:57:03 AM by: MOBILEUP  
Area: 800 - Residential General Service Changed: at: by:  
 Surveyable Auto Delete Date: Class: System Generated Contact

Comments: Tran: Meter Exchange (228412023) added, From Meter: MTR 1743050, To Meter: MTR 2356468., From: 278206 To: 59488564 4.0 10000 +.

Letter  
Status: Print Date: Run Number: Reprint:

Template:

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

Account: [REDACTED] 37 Frempong, Steve  
Premise: 920 E Price St/Phila,Pa  
Person: Frempong, Steve

Change Cancel

**Customer Contact: Service**

Date: 03/06/2024 Time: 9:57:00 AM Source: Related Tran:

CC Type: SERV - Service Created: 03/06/2024 at: 9:57:03 AM by: SSTATEN-

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

Surveyable Auto Delete Date: 03/06/2028 Class: Inquiry

Comments: Safee Staten-Thompson was here on a Turn On order with Order # 14343429 , with a result of Completed Found Gas OFF, Left Gas ON , with activities of ( Meter and Connections - Exchange Meter ,Turn On ) , with comments of "Turn on/meter exchange complete. Piping test passed, PUC ok. Heater had no water in it, left off issued hazard tag. Water heater inoperable. "

Letter

Status: Print Date: Run Number: Reprint:

Template:

Review List Tickler

Follow Up:  to Review Group  to User

Priority:  Review Group...

Account: [REDACTED] 37 Frempong, Steve

Premise: 920 E Price St/Phila,Pa

Person: Frempong, Steve

Change Cancel

Field Information

Order Num  Order Type  Customer Name

**Field Activity Sequence**

Sequence	Work Date	Employee	Status Code	Comp Type	Dispatch Type	Window	Time	Gas Found	Gas Left
▶ 14338709	03-06-24	Safee Staten-Thompson	CMP	Completed By FSD	Primary	800-1200	3/6/2024 9:56 AM	OFF	ON
14338441	03-06-24	Maurice Stafford	CAN		Primary	800-1200			

**Field Activity Details**

Gas Status  Appliance Data  Hazard Data  Non-Part Charges  Safety Survey  Meter Order  Parts Summary  Activities  Completion Time  Survey Check  Acct. Codes  Comment

Gas Found	Gas Left	Off Method	Second Off Method
▶ OFF	ON		

**Others Order Data**

Customer Re	Order Type Desc	Special Instructions	Created By	Contact Name	Contact Number
▶ Y	Turn On		uvalent		

**Close**

Field Information

Order Num  Order Type  Customer Name

**Field Activity Sequence**

Sequence	Work Date	Employee	Status Code	Comp Type	Dispatch Type	Window	Time	Gas Found	Gas Left
▶ 14338709	03-06-24	Safee Staten-Thompson	CMP	Completed By FSD	Primary	800-1200	3/6/2024 9:56 AM	OFF	ON
14338441	03-06-24	Maurice Stafford	CAN		Primary	800-1200			

**Field Activity Details**

Gas Status  Appliance Data  Hazard Data  Non-Part Charges  Safety Survey  Meter Order  Parts Summary  Activities  Completion Time  Survey Check  Acct. Codes  Comment

Appliance	BTU	Unit Number	Operational
▶ Heaters	70000	1	N
Ranges	56000	1	Y
Water Heaters	30000	1	N

**Others Order Data**

Customer Re	Order Type Desc	Special Instructions	Created By	Contact Name	Contact Number
▶ Y	Turn On		uvalent		

**Close**

# PHILADELPHIA GAS WORKS

## PUC

### Opening XML

**Case Number:** 4029340  
**Company Name:** PGW (PHILA. GAS WORKS (NGDC))  
**Company Code:** 0766  
**Company Type:** GAS TRANSPORTER  
**Customer First Name:** STEVE  
**Customer Middle Initial:**  
**Customer Last Name:** FREMPONG  
**Customer Account Number:** [REDACTED] 88  
**Customer Home Phone w/ Area Code:** [REDACTED]  
**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:** 920 E PRICE ST  
**Customer Service Address 2:**  
**Customer Service Address City:** PHILADELPHIA  
**Customer Service Address State:** PA  
**Customer Service Address Zip:** 19138  
**Customer Service Address 4-Zip:**  
**Customer Family Adults:** 2  
**Customer Family Children:** 0  
**Customer Family Age:**  
**Gross Income**  

Source	Income Amount
AD1 NONE	0
AD2 NONE	0

  
**Date Open:** 2024-10-31  
**Reason For Contact:** ON - PAR NEEDED (# 61)  
**Term Date:** 2024-11-05  
**Business Name:**

**Case Problem:**

**Company Position:** 10/28/2024 CUSTOMER MUST PAY \$146 TO AVOID TERMINATION

**Related Information:** 61 – PAYMENT ARRANGEMENT REQUEST. - RELIEF SOUGHT - PAR THE EMAIL ADDRESS FAS098@YAHOO.COM HAS BEEN ALLOWED TO BE SHARED.

**Case Misc Info:** NO CELL

**Hot Issue:**

**Case Origin:** TELEPHONE

**Prior Case Number:**

**Universal Service:** Y

**Arrearage:** 146

**BCS Investigator First Name:** BCS

**BCS Investigator Last Name:** CASE POOL

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

**BCSIntaker First Name:** AMY

**BCSIntaker Last Name:** FREEBURN

**Number Of Time Send:** 1

**Number Of Time Faxed:** 0

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

# PHILADELPHIA GAS WORKS

## PUC

### Closing XML

**Case Number:** 4029340  
**Company Name:** PGW (PHILA. GAS WORKS (NGDC))  
**Company Code:** 0766  
**Company Type:** GAS TRANSPORTER  
**Customer First Name:** STEVE  
**Customer Middle Initial:**  
**Customer Last Name:** FREMPONG  
**Account Number:** [REDACTED] 37  
**Service Address 1:** 920 E PRICE ST  
**Service Address 2:**  
**Service City:** PHILADELPHIA  
**Service State:** PA  
**Service Zip 5:** 19138  
**Service Zip 4:**  
**Decision Issue:** Y  
**Oral Written:** W  
**Violation:** NO  
**Chapter:**  
**Section Rule:**  
**Total Balance:** 179.49  
**Date Closed:** 2024-11-05  
**Resolution:** LEVEL 1, BB 84.00 + 3.00 = 87.00 BEGINNING DECEMBER 2024.  
WAIVE LPCS.  
**Balance Date:** 2024-11-05  
**Service Restored Pay:**  
**Service Continue Amount:**  
**Service Continue Date:**  
**Terms:** DECEMBER 2024 BILL DUE DATE  
**Special Budget Amount:** 87.00  
**Regular Budget Amount:** 84.00  
**Arrears Payment Plus:** 3.00  
**FinalMonthlyPayment:**  
**CurrentMonthlyPayment:**  
**EndMonthlyPayment:**

**LetterDescription:**

**HeadDate:** 2024-11-06

**Paragraph:**

**Bill Date:**

**Reconnect Amount:** 0

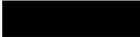
**Pay Amount:**

**BCS Investigator First Name:** BUREAU OF

**BCS Investigator Last Name:** CONSUMER SERVICE

**Number Of Time Send:** 1

**Number Of Time Faxed:** 0

**PUC Fax:** 

**Customer Contact: Historical Contact Type**

Date: 01/17/2025 Time: 5:18:00 PM Source: Related Tran:  
CC Type: HIST - Historical Contact Type Created: 01/17/2025 at 5:18:49 PM by: MOBILEUP  
Area: 800 - Residential General Service Changed: at by:  
 Surveyable Auto Delete Date: Class: System Generated Contact

Comments: Tran: , Meter Exchange (270155305) added, From Meter: MTR 2356468, To Meter: MTR 2346623., From: 59488564 To: 1393005 4.0 10000 +.

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

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

Account:   
Premise:   
Person:

**Customer Contact: Service**

Date: 01/17/2025 Time: 5:18:00 PM Source: Related Tran:  
CC Type: SERV - Service Created: 01/17/2025 at: 5:18:49 PM by: EDOWNEY  
Area: 800 - Residential General Service Changed: at: by:  
 Surveyable Auto Delete Date: 01/17/2029 Class: Inquiry

Comments: Eamonn Downey was here on a Meter Test Exchange order with Order # 15304146 , with a result of Completed Found Gas ON , Left Gas ON , with activities of ( Meter and Connections - Exchange Meter ) , with comments of "METER TEST EXCHANGE COMPLETE FOUND HH AND WH BOTH OFF AT GAS VALVE AND INOP (NO WATER IN SYSTEM & NO BURNER ASSEMBLY ON WH) PRE EXISTING. FOUND ONLY GAS APPLIANCE WAS RANGE. PROPERTY BEING REHABBED. EXCHANGED METER MADE ALL SAFETY CHECKS PIPING TEST 5MIN PASSED L

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

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

Account:    
Premise:    
Person:

Field Information

Order Num  Order Type  Customer Name

**Field Activity Sequence**

Sequence	Work Date	Employee	Status Code	Comp Type	Dispatch Type	Window	Time	Gas Found	Gas Left
15113450	01-17-25	Eamonn Downey	CMP	Completed By FSD	Primary	1600-2000	1/17/2025 5:17 PM	ON	ON
15112420	01-17-25	Safee Staten-Thompson	CAN		Primary	1600-2000			

**Field Activity Details**

Gas Status | Appliance Data | Hazard Data | Non-Part Charges | Safety Survey | Meter Order | Parts Summary | Activities | Completion Time | Survey Check | Acct. Codes | Comment

Gas Found	Gas Left	Off Method	Second Off Method
ON	ON		

**Others Order Data**

Customer Re	Order Type Desc	Special Instructions	Created By	Contact Name	Contact Number
	Meter Test Exchange	Meter Test Exchange	ateti		

**Close**

Field Information

Order Num  Order Type  Customer Name

**Field Activity Sequence**

Sequence	Work Date	Employee	Status Code	Comp Type	Dispatch Type	Window	Time	Gas Found	Gas Left
15113450	01-17-25	Eamonn Downey	CMP	Completed By FSD	Primary	1600-2000	1/17/2025 5:17 PM	ON	ON
15112420	01-17-25	Safee Staten-Thompson	CAN		Primary	1600-2000			

**Field Activity Details**

Gas Status | Appliance Data | Hazard Data | Non-Part Charges | Safety Survey | Meter Order | Parts Summary | Activities | Completion Time | Survey Check | Acct. Codes | Comment

Appliance	BTU	Unit Number	Operational
Heaters	70000	1	N
Ranges	56000	1	Y
Water Heaters	30000	1	N

**Others Order Data**

Customer Re	Order Type Desc	Special Instructions	Created By	Contact Name	Contact Number
	Meter Test Exchange	Meter Test Exchange	ateti		

**Close**

Field Information

Order Num  Order Type  Customer Name

**Field Activity Sequence**

Sequence	Work Date	Employee	Status Code	Comp Type	Dispatch Type	Window	Time	Gas Found	Gas Left
15113450	01-17-25	Eamonn Downey	CMP	Completed By FSD	Primary	1600-2000	1/17/2025 5:17 PM	ON	ON
15112420	01-17-25	Safee Staten-Thompson	CAN		Primary	1600-2000			

**Field Activity Details**

Gas Status | Appliance Data | Hazard Data | Non-Part Charges | Safety Survey | Meter Order | Parts Summary | Activities | Completion Time | Survey Check | Acct. Codes | Comment

DEMA Seq	Action	Current Meter Number	New Meter Number	Current ERT	New ERT	Current Index	New Index	L L P	Reason
15113450	Meter Exchange	2356468	2346623	79944773	78454729	140	0	F F N	PGW Special Test

**Others Order Data**

Customer Re	Order Type Desc	Special Instructions	Created By	Contact Name	Contact Number
	Meter Test Exchange	Meter Test Exchange	ateti		

**Close**

Field Information

Order Num  Order Type  Customer Name

**Field Activity Sequence**

Sequence	Work Date	Employee	Status Code	Comp Type	Dispatch Type	Window	Time	Gas Found	Gas Left
15113450	01-17-25	Eamonn Downey	CMP	Completed By FSD	Primary	1600-2000	1/17/2025 5:17 PM	ON	ON
15112420	01-17-25	Safee Staten-Thompson	CAN		Primary	1600-2000			

**Field Activity Details**

Gas Status | Appliance Data | Hazard Data | Non-Part Charges | Safety Survey | Meter Order | Parts Summary | Activities | Completion Time | Survey Check | Acct. Codes | Comment

Free Form Comment

METER TEST EXCHANGE COMPLETE FOUND HH AND WH BOTH OFF AT GAS VALVE AND INOP (NO WATER IN SYSTEM & NO BURNER ASSEMBLY ON WH) PRE EX

**Others Order Data**

Customer Re	Order Type Desc	Special Instructions	Created By	Contact Name	Contact Number
	Meter Test Exchange	Meter Test Exchange	ateti		

**Close**

Field Information

Order Num 15304146      Order Type Meter Test Exchange      Customer Name FREMPONG STEVE

**Field Activity Sequence**

Sequence	Work Date	Employee	Status Code	Comp Type	Dispatch Type	Window	Time	Gas Found	Gas Left
15113450	01-17-25	Eamonn Downey	CMP	Completed By FSD	Primary	1600-2000	1/17/2025 5:17 PM	ON	ON
15112420	01-17-25	Safee Staten-Thompson	CAN		Primary	1600-2000			

**Field Activity Details**

Gas Status | Appliance Data | Hazard Data | Non-Part Charges | Safety Survey | Meter Order | Parts Summary | Activities | Completion Time | Survey Check | Acct. Codes | Comment

ON WH) PRE EXISTING. FOUND ONLY GAS APPLIANCE WAS RANGE. PROPERTY BEING REHABBED. EXCHANGED METER MADE ALL SAFETY CHECKS PIPING TEST

**Others Order Data**

Customer Re	Order Type Desc	Special Instructions	Created By	Contact Name	Contact Number
	Meter Test Exchange	Meter Test Exchange	ateti		

**Close**

Field Information

Order Num 15304146      Order Type Meter Test Exchange      Customer Name FREMPONG STEVE

**Field Activity Sequence**

Sequence	Work Date	Employee	Status Code	Comp Type	Dispatch Type	Window	Time	Gas Found	Gas Left
15113450	01-17-25	Eamonn Downey	CMP	Completed By FSD	Primary	1600-2000	1/17/2025 5:17 PM	ON	ON
15112420	01-17-25	Safee Staten-Thompson	CAN		Primary	1600-2000			

**Field Activity Details**

Gas Status | Appliance Data | Hazard Data | Non-Part Charges | Safety Survey | Meter Order | Parts Summary | Activities | Completion Time | Survey Check | Acct. Codes | Comment

BEING REHABBED. EXCHANGED METER MADE ALL SAFETY CHECKS PIPING TEST 5MIN PASSED LEFT OK. COMPLETION TIME 17:15 DRIVING METER TO NOC

**Others Order Data**

Customer Re	Order Type Desc	Special Instructions	Created By	Contact Name	Contact Number
	Meter Test Exchange	Meter Test Exchange	ateti		

**Close**



**PHILADELPHIA GAS WORKS**

800 West Montgomery Avenue, Philadelphia, PA 19122

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January 21, 2025

Steve Frempong  
920 E Price St  
Philadelphia, PA 19138

**RE: Meter Number: 2356468**  
**Meter Location: 920 E Price St**

Dear PGW Customer:

The gas meter at your property was removed on 1/17/2025 and tested at our facilities on 1/21/2025. The gas meter was found to be **within acceptable levels** of +/- 2%; therefore, you are not entitled to any refund or credit on your gas account. In addition, your testing fee is also considered non-refundable as per PUC Code 59.21 (f) (1).

If you are unsatisfied with these results and would like to file a formal complaint you may contact the Public Utility Commission, at 1-800-692-7380, Monday – Friday, 8 AM to 6 PM. A customer may also appeal online at [puc.paonline.com](http://puc.paonline.com). You may also call PGW Customer Service Department at 215-235-1000 with any questions or concerns you may have Monday –Friday, 8 AM to 6 PM.

Meter & Measurement, Field Service Department

# Customer Requested Meter Test

Date: 1-21-25

The Philadelphia Gas Works tested the meter removed from the premise of:

**CUSTOMER:** Steve Frempong

**ADDRESS:** 920 E Price St

ON APPLICATION NO.:

GIVES THE FOLLOWING RESULTS:

METER NO. 2356468		PROOF [X]			ACCURACY [ ]	
SIZE AC250TC	INDEX 0140	Meter Test Results			Percentage	
		Temperature	Open 100%	Check 20%	Fast	Slow
<b>Meter Receive</b> 1-17-25		67	99.2	99.0		
		67	99.1	99.0		
<b>Meter Tested</b> 1-21-25		67	99.1	99.0		
		Average of Results	99.1	99.0	-1.0	

Von Morgan

PGW REPRESENTATIVE

PHILADELPHIA GAS WORKS  
800 W. MONTGOMERY AVENUE, PHILADELPHIA, PA 19122-0050

Notice Date: Oct 24, 2024  
Account Number: [REDACTED]

# 10-DAY SHUT OFF NOTICE

## Your Gas Service May Be Shut Off

Your bill is past due. As a result, PGW will shut off gas to 920 E PRICE ST on or after 8 a.m. on Nov 05, 2024. This notice will remain effective for 60 days. To talk about your bill or this notice, call our office at 215-235-1777.

**We will not shut off gas if you do ONE of the following:**

- Pay your past due amount of \$146.00.
- Pay the amount you owe on your most recent payment plan.
- Make a payment arrangement (you may be eligible for a special assistance program).
- Contact us to dispute the bill.

**At a minimum, you may have to pay all of the following before we turn your service on:**

Past Due Amount	\$146.00
Security Deposit	\$168.00
Turn On Charge	\$123.23
Total	\$437.23

Plus \$372.00 if we must dig up the street.

**You are also responsible for all gas service provided to you that is now or has become past due. If shut off, you may be required to pay more than the amount on this notice to have gas turned on.**

**MEDICAL EMERGENCY NOTICE**

LET US KNOW IF SOMEONE LIVING IN YOUR HOME IS SERIOUSLY ILL OR HAS A MEDICAL CONDITION. WE WILL NOT SHUT OFF YOUR SERVICE during such illness, provided you:

1. Have your licensed physician, physician's assistant or nurse practitioner certify in writing that such an illness exists and that it may be aggravated if your service is stopped; and
2. Make arrangements to pay your current bills.
3. Contact us by calling 215-235-1777.
4. HAVE A LICENSED PHYSICIAN, PHYSICIAN'S ASSISTANT OR NURSE PRACTITIONER SEND PGW A LETTER WITHIN 3 DAYS, VERIFYING THE MEDICAL CONDITION.

If you are a victim of abuse and have an order issued by the courts, special medical emergency procedures and protections may be available. Call us immediately at 215-235-1000 to inform us so these special procedures and protection can be provided. You will be required to provide us with a copy of the court order.

**IMPORTANT TO KNOW – BEFORE WE SHUT OFF YOUR GAS SERVICE**

- You may be eligible for a payment agreement or special assistance program. Enrollment into this program may be a way of avoiding shut off. Contact us immediately at 215-235-1777 to find out if you're eligible, and how to enroll. Documentation of your income may be required.
- If you have questions or need more information, please call us today at 215-235-1777 or write us at P.O. Box 3500, Philadelphia, PA 19122. After you talk with PGW, if you are not satisfied, you may file a complaint with the Pennsylvania Public Utility Commission (PUC). The PUC may delay the shutoff if you file the complaint before the shut-off date. To contact them call 1 (800) 692-7380 or write to: Pennsylvania Public Utility Commission, P.O. Box 3265, Harrisburg, PA 17105-3265.

- Call us if your landlord pays your utility bill. You have certain legal protections.
- If you have trouble understanding or speaking English call us for free interpretation.
- Please contact us if you are disabled and need assistance.
- All adult occupants of the premises whose names are on the mortgage, deed or lease are considered the 'customer' and are responsible for payment of the bill.
- If service is shut off, ANY adult occupant who has been living at the premises may have to pay all or portions of this bill to have service restored.
- If your service is shut off, you must contact us after your payment has been made to be sure you have met all conditions to have the service turned on and to arrange access to your premises. It may take up to seven days to have your service restored.
- If you have a valid Protection From Abuse order or an order issued by a court of competent jurisdiction in this Commonwealth that provides clear evidence that you are a victim of domestic violence, there are additional protections available to you. Call us immediately at 215-235-1000. You will be required to provide us with a copy of the order.

**WINTER SHUT OFF PROVISIONS Dec. 1-March 31**

- Contact us before the shut off date to give us household and occupant information to see if you qualify for any assistance programs.
- If you are low income there are special rules about whether we may shut off your gas in the winter. Add together the monthly income in your household. Look at the chart below to determine your group. You may need to provide us with proof of income.
- If your income is 150% of the federal poverty guidelines or below, we must first ask the PUC for permission to shut off your service. We will notify you prior to shutting off service if we ask the PUC for permission to terminate your gas service.
- If your income is above 150% but does not exceed 250% of the federal poverty guidelines, we will not shut off your service if one of these conditions applies to you:
  - o Someone in your household is 12 or younger or 65 or older; or
  - o You have paid at least one-half of your last two monthly gas bills; or
  - o If over the last two months you have paid at least 15% of your household income toward the gas bills.
- If we reconnect your service during the winter months (between December 1st and March 31st) we will restore your service within 24 hours of you meeting all requirements to have service reconnected. When street digging is required, it may take up to seven days.

**Federal Poverty Guidelines (FPG) 2024**

Household Size	Your income is 150% of the FPG or below if your monthly gross is:	Your income is between 151% - 250% of the FPG if your monthly gross is:
	1	\$1,883 or less
2	\$2,555 or less	\$2,556-\$4,258
3	\$3,228 or less	\$3,229-\$5,379
4	\$3,900 or less	\$3,901-\$6,500
Each add. person add	\$673	\$674-\$1,121

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Please return this portion with your payment.  
Write your account number on your check or money order made payable to Philadelphia Gas Works

Account Number:  
Notice Date:  
Please Pay:

[REDACTED]  
\$146.00

Place "X" in box for address corrections. Print corrections on reverse side.

Amount Enclosed:

STEVE FREMPONG  
920 E PRICE ST  
PHILA PA 19138-1720

Philadelphia Gas Works  
P.O. Box 11700  
Newark, NJ 07101-4700



PHONE

Gas Leaks & Emergencies (24/7)	(215) 235-1212
Residential Customer Service (8am to 6pm, M-F)	(215) 235-1000
Commercial Customer Service (8am to 4:30pm, M-F)	(215) 235-7077
Credit & Collections (8am to 4:30pm, M-F)	(215) 235-1777
Report Theft of Gas (24/7)	(215) 684-6383

TERMS

How's my gas measured?

CCF - 100 cubic feet of gas. This is a measure of gas usage. One CCF is about the amount of gas used to run an average-sized house heater nonstop for one hour.

Dekatherms (DTH) - A measure of the heat content value of gas. Gas usage is determined by multiplying the MCF used by the heat content value of the gas.

MCF - 1,000 cubic feet of gas. This is a measure of gas usage.

Other Helpful Terms

Budget Bill - An optional billing method which averages estimated service costs over a 12-month period.

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Weather Normalization Adjustment - An adjustment approved by the PUC as a way to help PGW stabilize its income and operate more efficiently within its budget during the heating season.



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PHILADELPHIA GAS WORKS  
GAS LEAK EMERGENCIES: (215) 235-1212



Access Your Account Online [www.pgworks.com](http://www.pgworks.com)



Billing & General Information (215) 235-1000 (English & Español)

920 E PRICE ST | SA ID: [REDACTED]  
Residential Heat & Domestic

**BREAK DOWN OF CHARGES**

Supply Charges

Commodity Charge 7.86 Ccf @ \$0.45133 \$3.55  
**Total Supply Charges \$3.55**

Delivery Charges

Customer Charge @ \$16.25 \$6.72  
Distribution Charge 7.86 Ccf @ \$0.95597 \$7.51  
Distribution System Improvement Charge 7.5% \$1.07  
Gas Cost Adjustment @ -\$0.10529 -\$0.83  
Weather Normalization Adjustment \$0.00  
**Total Delivery Charges \$14.47**

Supply Charges

Commodity Charge 11.14 Ccf @ \$0.49415 \$5.50  
**Total Supply Charges \$5.50**

Delivery Charges

Customer Charge @ \$16.25 \$9.53  
Distribution Charge 11.14 Ccf @ \$0.95545 \$10.64  
Distribution System Improvement Charge 7.5% \$1.51  
Gas Cost Adjustment @ -\$0.09011 -\$1.00  
Weather Normalization Adjustment \$0.00  
**Total Delivery Charges \$20.68**

**Total Billing Charges \$44.20**

**METER DETAILS**

Meter Number: 02356468  
Read Cycle: 13  
Read Dates: 11/18/2024 - 12/17/2024  
Starting Read: 92 Actual  
Ending Read: 111 Actual  
Usage in CCF: 19.00  
Conversion Factor: 1.0366 Therm = 1 Ccf  
Usage in Therms: 19.69  
Next Meter Read: 01/21/2025

**SHOPPING INFORMATION BOX**

When shopping for Natural Gas with a Natural Gas Supplier, please provide the following:

PGW Account: [REDACTED]  
Service Point ID: 9972362843  
Rate Class: General Service Residential  
Rate Schedule: GSR

*If you are already shopping know your contract expiration date.*

**AGREEMENT BILLING INFORMATON**

Your remaining agreement balance is \$179.49. You have 60 installments remaining to satisfy your agreement.

**ACCOUNT BALANCE INFORMATION**

Your account balance is \$266.12, which will become due if you fail to meet the terms of your agreement.

# THINK YOU SMELL GAS?

It smells  
like rotten  
eggs



**Leave the area and call  
(215) 235-1212.**

Our Emergency Hotline is available  
24 hours a day, 7 days a week.

#### PGW Messages

- ✉ Your Easy Way Budget is past due. Prompt payment will ensure the continuation of your budget plan.
- ✉ December 1, 2024 Commodity Charge increased to \$0.49415 per CCF. Gas Cost Adjustment increased to -\$0.09011. Distribution Charge decreased to \$0.95545. The changes will increase the typical residential heating bill by about \$36.19 a year.
- ✉ Your estimated gas price to Compare (PTC) is \$0.40503 per CCF. This estimated PTC was calculated by averaging PGW's quarterly PTC over 12 months and is subject to change every quarter. For a more accurate PTC please visit [pagasswitch.com](http://pagasswitch.com)

Questions or complaints about your bill?  
Please call us before the due date at (215) 235-1000, or write to: PGW P.O. Box 3500, Phila., PA 19122-0050



PHONE

Gas Leaks & Emergencies (24/7)	(215) 235-1212
Residential Customer Service (8am to 6pm, M-F)	(215) 235-1000
Commercial Customer Service (8am to 4:30pm, M-F)	(215) 235-7077
Credit & Collections (8am to 4:30pm, M-F)	(215) 235-1777
Report Theft of Gas (24/7)	(215) 684-6383

TERMS

How's my gas measured?

CCF - 100 cubic feet of gas. This is a measure of gas usage. One CCF is about the amount of gas used to run an average-sized house heater nonstop for one hour.

Dekatherms (DTH) - A measure of the heat content value of gas. Gas usage is determined by multiplying the MCF used by the heat content value of the gas.

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Billing & General Information (215) 235-1000 (English & Español)

920 E PRICE ST | SA ID: [REDACTED]  
Residential Heat & Domestic

**BREAK DOWN OF CHARGES**

<b>Supply Charges</b>	
Commodity Charge 48 Ccf @ \$0.49415	\$23.72
<b>Total Supply Charges</b>	<b>\$23.72</b>
<b>Delivery Charges</b>	
Customer Charge @ \$16.25	\$16.25
Distribution Charge 48 Ccf @ \$0.95545	\$45.86
Distribution System Improvement Charge 7.5%	\$4.66
Gas Cost Adjustment @ -\$0.09011	-\$4.33
Weather Normalization Adjustment	-\$2.74
<b>Total Delivery Charges</b>	<b>\$59.70</b>
<b>Total Billing Charges</b>	<b>\$83.42</b>

**METER DETAILS**

Meter Number:	02346623
Read Cycle:	13
Read Dates:	01/17/2025 - 01/21/2025
Starting Read:	0 Installed
Ending Read:	19 Estimated
Usage in CCF:	19.00
Conversion Factor:	1.0411 Therm = 1 Ccf
Usage in Therms:	19.78
Next Meter Read:	02/18/2025

**METER DETAILS**

Meter Number:	02356468
Read Cycle:	13
Read Dates:	12/17/2024 - 01/17/2025
Starting Read:	111 Actual
Ending Read:	140 Removed
Usage in CCF:	29.00
Conversion Factor:	1.0374 Therm = 1 Ccf
Usage in Therms:	30.08
Next Meter Read:	02/18/2025

**SHOPPING INFORMATION BOX**

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 Service Point ID: 9972362843  
 Rate Class: General Service Residential  
 Rate Schedule: GSR

*If you are already shopping know your contract expiration date.*

**ADJUSTMENT DETAIL**

Adjustments for SA ID # 3559560022

Late Payment Charge	\$3.87
<b>Total Adjustments</b>	<b>\$3.87</b>

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It smells like rotten eggs



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**PGW Messages**

-  Your Easy Way budget plan has been canceled. Please pay the full amount of your bill each month. Thank you.
-  Usage for this billing period was based on a Meter Read of 0.0 that occurred on 01/17/25. Usage from that date through 01/21/25 was estimate
-  Your estimated gas price to Compare (PTC) is \$0.40503 per CCF. This estimated PTC was calculated by averaging PGW's quarterly PTC over 12 months and is subject to change every quarter. For a more accurate PTC please visit [pagasswitch.com](http://pagasswitch.com)

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920 E PRICE ST | SA ID: [REDACTED]  
Residential Heat & Domestic

**BREAK DOWN OF CHARGES**

<b>Supply Charges</b>	
Commodity Charge 8 Ccf @ \$0.49415	\$3.95
<b>Total Supply Charges</b>	<b>\$3.95</b>
<b>Delivery Charges</b>	
Customer Charge @ \$16.25	\$16.25
Distribution Charge 8 Ccf @ \$0.95545	\$7.64
Distribution System Improvement Charge 7.5%	\$1.79
Gas Cost Adjustment @ -\$0.09011	-\$0.72
Weather Normalization Adjustment	\$0.00
<b>Total Delivery Charges</b>	<b>\$24.96</b>
<b>Total Billing Charges</b>	<b>\$28.91</b>

**METER DETAILS**

Meter Number:	02346623
Read Cycle:	13
Read Dates:	01/21/2025 - 02/18/2025
Starting Read:	19 Estimated
Ending Read:	27 Actual
Usage in CCF:	8.00
Conversion Factor:	1.036 Therm = 1 Ccf
Usage in Therms:	8.28
Next Meter Read:	03/19/2025

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Service Point ID:	9972362843
Rate Class:	General Service Residential
Rate Schedule:	GSR

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**PAYMENTS RECEIVED**

02/05/2025 LIHEAP	\$200.00
<b>Total Payments</b>	<b>\$200.00</b>

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