
Stephanie Mobley	
v.	
Philadelphia Gas Works	
Initial Hearing	
(Call In)	

Docket No.:
C-2025-3054579

Pages 1 - 25

Judge's Chambers
Keystone Building
400 North Street
Harrisburg, PA 17120

June 30, 2025
Commencing at 10:15 a.m.

INDEX TO EXHIBITS

Docket No. C-2025-3054579

Hearing Date: June 30, 2025

<u>NUMBER</u>	<u>FOR IDENTIFICATION</u>	<u>IN EVIDENCE</u>
<u>PUC Exhibit:</u>		
2 CRP Enrollment	24	24
5 Records of Abuse	24	24



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

June 23, 2025

VIA ELECTRONIC MAIL

Special Agent Michael Mroczka
Pennsylvania Public Utility Commission
400 North Street, 2nd Floor West
Harrisburg, PA 17120
micmroczka@pa.gov

Re: Stephanie Mobley v. Philadelphia Gas Works, Docket No. C-2025-3054579

Dear Special Agent Mroczka:

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

Stephanie Mobley
stephwiggins39@gmail.com

Date: June 23, 2025

/s/ Graciela Christlieb

Graciela Christlieb, Esquire

Customer Contact: New Crp Added

Date: 12/03/2021 Time: 7:14:00 AM Source: Account Maintenance Related Tran: Account Maintenance
CC Type: CRPN - New Crp Added Created: 12/03/2021 at: 7:14:43 AM by: MOBILEUP
Area: Changed: at: by:
 Surveyable Auto Delete Date: Class:

Comments: # People in Household: 2 > Monthly Household Income: \$ 1921. Source of Income: EMPL > Agreement Type: AVG > Agreement Amount: \$ 109.00 >

Letter
Status: Print Date: Run Number: Reprint:

Template:

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

Account: 0006 9240 8226 Mobley, Stephanie
Premise: 2131 Wakeling St/Phila,Pa
4632 James St/Phila,Pa
Person: Mobley, Stephanie

Change Cancel

PHILADELPHIA GAS WORKS

PUC

Opening XML

Case Number: 3529845
Company Name: PGW (PHILA. GAS WORKS (NGDC))
Company Code: 0766
Company Type: GAS TRANSPORTER
Customer First Name: STEPHANIE
Customer Middle Initial:
Customer Last Name: MOBLEY
Customer Account Number: 0692408226
Customer Home Phone w/ Area Code: 2158681102
Customer Work Phone w/ Area Code: 2158681102
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: 2131 WAKELING STREET
Customer Service Address 2:
Customer Service Address City: PHILA
Customer Service Address State: PA
Customer Service Address Zip: 19124
Customer Service Address 4-Zip:
Customer Family Adults: 0
Customer Family Children: 0
Customer Family Age:
Gross Income
Source **Income Amount**
Date Open: 2017-05-24
Reason For Contact: SCIC PAR (SIG. CHANGE IN CIRCUMSTANCE) (# 66)
Term Date: 2017-05-30
Business Name: STEPHANIE MOBLEY
Case Problem:
Company Position: 05/24/2017 UNABLE TO GRANT ME THE XTRA DAY
Related Information: CALLED PGW INFORMED THEM THAT I JUST CAME HOME FROM HOSPITAL AND ASKED FOR EXTRA DAY TO PAY BILL DUE TO HOLIDAY - RELIEF SOUGHT - I JUST NEED UNTIL MAY 31 TO PAY BILL THE CELL PHONE NUMBER (215) 868 - 1102 HAS BEEN ALLOWED TO BE SHARED. THE EMAIL ADDRESS STEPHANIERMOB@YAHOO.COM HAS BEEN ALLOWED TO BE SHARED.
Case Misc Info:

Hot Issue:
Case Origin: PUC WEBSITE
Prior Case Number:
Universal Service: M
Arrearage: 242
BCS Investigator First Name: BCS
BCS Investigator Last Name: CASE POOL
BCS Investigator Phone w/ Area Code: 7177875468
BCSIntaker First Name: FLORENCE
BCSIntaker Last Name: BLAMO
Number Of Time Send: 1
Number Of Time Faxed: 0
Number Of Time Faxed: 7177876641

PENNSYLVANIA PUBLIC UTILITY COMMISSION

Formal Complaint

*Filing this form begins a legal proceeding and you will be a party to the case.
If you do not wish to be a party to the case, consider filing an informal complaint.*

To complete this form, please type or print legibly in ink.

1. Customer (Complainant) Information

Provide your name, mailing address, county, telephone number(s), e-mail address and utility account number. It is your responsibility to update the Commission with any changes to your address and to where you want documents mailed to you.

Name Stephanie Mobley _____

Street/P.O. Box _____ 2131 Wakeling St _____ Apt # _____

City Philadelphia _____ State PA _____ Zip 19124 _____

County ___Philadelphia_____

Telephone Number(s) Where We Can Contact You During the Day:

(_____) _____ (home) (_215____) __8681102_____ (mobile)

E-mail Address (optional):
_____reginamob39@gmail.com_____

Utility Account Number (from your bill) _____0692408226_____

If your complaint involves utility service provided to a different address or in a different name than your mailing address, please list this information below.

Name _____

Street/P.O. Box _____

City _____ State _____ Zip _____

2. Name of Utility or Company (Respondent)

Provide the full name of the utility or company about which you are complaining. The name of your utility or company is on your bill.

PGW

3. Type of Utility Service

Check the box listing the type of utility service that is the subject of your complaint (check only one):

- | | |
|---|---|
| <input type="checkbox"/> ELECTRIC | <input type="checkbox"/> WASTEWATER/SEWER |
| <input checked="" type="checkbox"/> GAS | <input type="checkbox"/> TELEPHONE/TELECOMMUNICATIONS (local, long distance) |
| <input type="checkbox"/> WATER | <input type="checkbox"/> MOTOR CARRIER (e.g. taxi, moving company, limousine) |
| <input type="checkbox"/> STEAM HEAT | |

4. Reason for Complaint

What kind of problem are you having with the utility or company? Check all boxes below that apply and state the reason for your complaint. Explain specifically what you believe the utility or company has done wrong. Provide relevant details including dates, times and places and any other information that may be important. If the complaint is about billing, tell us the amount you believe is not correct. Use additional paper if you need more space. **Your complaint may be dismissed without a hearing if you do not provide specific information.**

The utility is threatening to shut off my service or has already shut off my service.

I would like a payment agreement. I have a shutoff notice dated for May 30 and I have reached out to PGW informing them that I just got out of hospital and I just asked for few more days to be able to get the \$242 paid. I was told that I have exhausted all of my medical and was offered the number for PUC. My income has also changed since the last time I have been into the office and I would just like a little more time to be able to make payment and avoid shutoff

Incorrect charges are on my bill. Provide dates that are important and an explanation about any amounts or charges that you believe are not correct. Attach a copy of the bill(s) in question if you have it/them.

I am having a reliability, safety or quality problem with my utility service. Explain the problem, including dates, times or places and any other relevant details that may be important.

Other (explain).

Note: If your complaint is only about removing or modifying a municipal lien filed by the City of Philadelphia, the Public Utility Commission (PUC) cannot address it. Only local courts in Philadelphia County can address this type of complaint. The PUC can address a complaint about service or incorrect billing even if that amount is subject to a lien.

In addition, the PUC generally does not handle complaints about cell phone or Internet service, but may be able to resolve a dispute regarding voice communications over the Internet (including the inability to make voice 911/E911 emergency calls) or concerns about high-speed access to Internet service.

5. Requested Relief

How do you want your complaint to be resolved? Explain what you want the PUC to order the utility or company to do. Use additional paper if you need more space.

In order to resolve this matter I just would like the PUC to possibly stop shut off and extend me the extra time to get the \$242 paid. Any help that you can give me with this matter will greatly be appreciated.

Note: The PUC can decide that a customer was not billed correctly and can order billing refunds. The PUC can also fine a utility or company for not following rules and can

order a utility or company to correct a problem with your service. Under state law, the PUC cannot decide whether a utility or company should pay customers for loss or damages. Damage claims may be sought in an appropriate civil court.

6. Protection From Abuse (PFA)

Has a court granted a “Protection From Abuse” order that is currently in effect for your personal safety or welfare? The PUC needs this information to properly process your complaint so that your identity is not made public.

Note: You must answer this question if your complaint is against a natural gas distribution utility, an electric distribution utility or a water distribution utility AND your complaint is about a problem involving billing, a request to receive service, a security deposit request, termination of service or a request for a payment agreement.

Has a court granted a “Protection From Abuse” order for your personal safety or welfare?

YES

NO

If your answer to the above question is “yes,” attach a copy of the current Protection From Abuse order to this Formal Complaint form.

7. Prior Utility Contact

a. Is this an appeal from a decision of the PUC’s Bureau of Consumer Services (BCS)?

YES

NO

Note: If you answered yes, move to Section 8. No further contact with the utility or company is required. If you answered no, answer the question in Section 7 b. and answer the question in Section 7 c. if relevant.

b. If this is not an appeal from a BCS decision, have you spoken to a utility or company representative about this complaint?

YES

NO

Note: You must contact the utility first if (1) you are a residential customer, (2) your complaint is against a natural gas distribution utility, an electric distribution utility or a water utility AND (3) your complaint is about a billing problem, a service problem, a termination of service problem, or a request for a payment agreement.

- c. If you tried to speak to a utility company representative about your complaint but were not able to do so, please explain why.

Note: Even if you are not required to contact the utility or company, you should always try to speak to a utility or company representative about your problem before you file a Formal Complaint with the PUC.

8. Legal Representation

If you are filing a Formal Complaint as an individual on your own behalf, you are **not required to have a lawyer**. You may represent yourself at the hearing.

If you are already represented by a lawyer **in this matter**, provide your lawyer's name, address, telephone number, and e-mail address, if known. Please make sure your lawyer is aware of your complaint. If represented by a lawyer, both you and your lawyer must be present at your hearing.

Lawyer's Name _____

Street/P.O. Box _____

City _____ State _____ Zip _____

Area Code/Phone Number _____

E-mail Address (if known) _____

Note: Corporations, associations, partnerships, limited liability companies and political subdivisions are **required** to have a lawyer represent them at a hearing **and** to file any motions, answers, briefs or other legal pleadings.

9. **Verification and Signature**

You must sign your complaint. Individuals filing a Formal Complaint **must** print or type their name on the line provided in the verification paragraph below and **must** sign and date this form in **ink**. **If you do not sign the Formal Complaint, the PUC will not accept it.**

Verification:

I Stephanie Mobley, hereby state that the facts above set forth are true and correct (or are true and correct to the best of my knowledge, information and belief) and that I expect to be able to prove the same at a hearing held in this matter. I understand that the statements herein are made subject to the penalties of 18 Pa. C.S. § 4904 (relating to unsworn falsification to authorities).

Stephanie Mobley

(Signature of Complainant)

(Date) 5/30/17

Title of authorized employee or officer (only applicable to corporations, associations, partnerships, limited liability companies or political subdivisions)

Note: If the Complainant is a corporation, association, partnership, limited liability company or political subdivision, the verification must be signed by an authorized officer or authorized employee. If the Formal Complaint is not signed by one of these individuals, the PUC will not accept it.

10. **Two Ways to File Your Formal Complaint**

Electronically. You must create an account on the PUC's eFiling system, which may be accessed at <http://www.puc.pa.gov/efiling/default.aspx>.

Note: If you are appealing your Bureau of Consumer Services (BCS) decision, you must file your formal complaint by mail.

Mail. Mail the completed form with your original signature and any attachments, by certified mail, first class mail, or overnight delivery to this address:

Secretary
Pennsylvania Public Utility Commission
400 North Street
Harrisburg, Pennsylvania 17120

Note: Formal Complaints sent by fax or e-mail will not be accepted.

If you have any questions about filling out this form, please contact the Secretary's Bureau at 717-772-7777.

Keep a copy of your Formal Complaint for your records.



PHILADELPHIA GAS WORKS

800 West Montgomery Avenue • Philadelphia, PA 19122

Laureto A. Farinas, Senior Attorney
Legal Department
Direct Dial: 215-684-6982
FAX: 215-684-6798
E-mail: laureto.farinas@pgworks.com

June 12, 2017

Rosemary Chiavetta, Secretary
Pennsylvania Public Utility Commission
P.O. Box 3265
Harrisburg, PA 17105-3265+

RE: *Stephanie Mobley v. Philadelphia Gas Works, Docket No. C-2017-2606747*

Dear Secretary Chiavetta:

Pursuant to 52 Pa. Code §5.24(b), the Philadelphia Gas Works (PGW) certifies that the above referenced Complaint has been satisfied. PGW and the Complainant have discussed the issues raised in the complaint and has satisfied the complaint. With this discussion, the Complainant has indicated that she is satisfied with the resolution of this complaint.

Therefore, further Commission action in this matter is no longer necessary.

By copy of this letter, I am notifying the Complainant of her right to object to any part of this settlement, in writing to the Public Utility Commission within ten (10) days of the date of this letter.

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

Sincerely,



Laureto Farinas

cc: Stephanie Mobley (Regular Mail)
Jessica Glace (PGW Mail)
Wendy Vacca
TiffanyJones
Tyra Jackson

PHILADELPHIA GAS WORKS

PUC

Closing XML

Case Number: 3529845
Company Name: PGW (PHILA. GAS WORKS (NGDC))
Company Code: 0766
Company Type: GAS TRANSPORTER
Customer First Name: STEPHANIE
Customer Middle Initial:
Customer Last Name: MOBLEY
Account Number: 692408226
Service Address 1: 2131 WAKELING STREET
Service Address 2:
Service City: PHILA
Service State: PA
Service Zip 5: 19124
Service Zip 4:
Decision Issue: N
Oral Written:
Violation: NO
Chapter:
Section Rule:
Total Balance: 17614.60
Date Closed: 2017-07-20
Resolution: CASE DISMISSED PER 1405 (C) – CRP ARREARS IN BALANCE. THE COMPANY REPORTS THAT THE CRP ARREARS ARE \$503.68.
Balance Date: 2017-07-13
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: SHORT BLANK LETTER
HeadDate: 2017-07-24
Paragraph:
Bill Date:
Reconnect Amount: 0
Pay Amount: 0.00
BCS Investigator First Name: JOSHUA
BCS Investigator Last Name: CASHER
Number Of Time Send: 1
Number Of Time Faxed: 0
PUC Fax:

PENNSYLVANIA PUBLIC UTILITY COMMISSION

Formal Complaint

*Filing this form begins a legal proceeding and you will be a party to the case.
If you do not wish to be a party to the case, consider filing an informal complaint.*

To complete this form, please type or print legibly in ink.

1. Customer (Complainant) Information

Provide your name, mailing address, county, telephone number(s), e-mail address and utility account number. It is your responsibility to update the Commission with any changes to your address and to where you want documents mailed to you.

Name Stephanie Mobley _____

Street/P.O. Box ___ 2131 Wakeling Street _____ Apt # _

City Philadelphia _____ State PA _____ Zip 19124 _____

County _____

Telephone Number(s) Where We Can Contact You During the Day:

(___ 215 ___) ___ 868-1102 _____ (home) (_____) _____
(mobile)

E-mail Address (optional):
_____ reginamob39@gmail.com _____

Utility Account Number (from your
bill) _____ 0692408226 _____

If your complaint involves utility service provided to a different address or in a different name than your mailing address, please list this information below.

Name _____

Street/P.O. Box _____

City _____ State _____ Zip _____

2. Name of Utility or Company (Respondent)

Provide the full name of the utility or company about which you are complaining. The name of your utility or company is on your bill.

_____ PGW _____

3. **Type of Utility Service**

Check the box listing the type of utility service that is the subject of your complaint (check only one):

- | | |
|---|---|
| <input type="checkbox"/> ELECTRIC | <input type="checkbox"/> WASTEWATER/SEWER |
| <input checked="" type="checkbox"/> GAS | <input type="checkbox"/> TELEPHONE/TELECOMMUNICATIONS (local, long distance) |
| <input type="checkbox"/> WATER | <input type="checkbox"/> MOTOR CARRIER (e.g. taxi, moving company, limousine) |
| <input type="checkbox"/> STEAM HEAT | |

4. **Reason for Complaint**

What kind of problem are you having with the utility or company? Check all boxes below that apply and state the reason for your complaint. Explain specifically what you believe the utility or company has done wrong. Provide relevant details including dates, times and places and any other information that may be important. If the complaint is about billing, tell us the amount you believe is not correct. Use additional paper if you need more space. **Your complaint may be dismissed without a hearing if you do not provide specific information.**

- The utility is threatening to shut off my service or has already shut off my service.

- I would like a payment agreement.

- Incorrect charges are on my bill. Provide dates that are important and an explanation about any amounts or charges that you believe are not correct. Attach a copy of the bill(s) in question if you have it/them.

- I am having a reliability, safety or quality problem with my utility service. Explain the problem, including dates, times or places and any other relevant details that may be important.

- Other (explain). I currently have a shut off notice and amount due is \$416 I asked for a medical extension or just enough time to pay because I have been very sick and unable to pay bill. I was told that I could not get a medical extension

Note: If your complaint is only about removing or modifying a municipal lien filed by the City of Philadelphia, the Public Utility Commission (PUC) cannot address it. Only local courts in Philadelphia County can address this type of complaint. The PUC can address a complaint about service or incorrect billing even if that amount is subject to a lien.

In addition, the PUC generally does not handle complaints about cell phone or Internet service, but may be able to resolve a dispute regarding voice communications over the Internet (including the inability to make voice 911/E911 emergency calls) or concerns about high-speed access to Internet service.

5. **Requested Relief**

How do you want your complaint to be resolved? Explain what you want the PUC to order the utility or company to do. Use additional paper if you need more space.

I was just like enough time to pay the \$416 I have limited income at this time because I am unable to work and my dad sometimes helps me when he can I can pay the amount in 3 payments if I can just have the time and I really need my service. I would appreciate any assistance that I can receive with this matter.

Note: The PUC can decide that a customer was not billed correctly and can order billing refunds. The PUC can also fine a utility or company for not following rules and can order a utility or company to correct a problem with your service. Under state law, the

PUC cannot decide whether a utility or company should pay customers for loss or damages. Damage claims may be sought in an appropriate civil court.

6. Protection From Abuse (PFA)

Has a court granted a “Protection From Abuse” order that is currently in effect for your personal safety or welfare? The PUC needs this information to properly process your complaint so that your identity is not made public.

Note: You must answer this question if your complaint is against a natural gas distribution utility, an electric distribution utility or a water distribution utility AND your complaint is about a problem involving billing, a request to receive service, a security deposit request, termination of service or a request for a payment agreement.

Has a court granted a “Protection From Abuse” order for your personal safety or welfare?

YES

NO

If your answer to the above question is “yes,” attach a copy of the current Protection From Abuse order to this Formal Complaint form.

7. Prior Utility Contact

a. Is this an appeal from a decision of the PUC’s Bureau of Consumer Services (BCS)?

YES

NO

Note: If you answered yes, move to Section 8. No further contact with the utility or company is required. If you answered no, answer the question in Section 7 b. and answer the question in Section 7 c. if relevant.

b. If this is not an appeal from a BCS decision, have you spoken to a utility or company representative about this complaint?

YES

NO

Note: You must contact the utility first if (1) you are a residential customer, (2) your complaint is against a natural gas distribution utility, an electric distribution utility or a water utility AND (3) your complaint is about a billing problem, a service problem, a termination of service problem, or a request for a payment agreement.

- c. If you tried to speak to a utility company representative about your complaint but were not able to do so, please explain why.

Note: Even if you are not required to contact the utility or company, you should always try to speak to a utility or company representative about your problem before you file a Formal Complaint with the PUC.

8. Legal Representation

If you are filing a Formal Complaint as an individual on your own behalf, you are **not** required to have a lawyer. You may represent yourself at the hearing.

If you are already represented by a lawyer **in this matter**, provide your lawyer's name, address, telephone number, and e-mail address, if known. Please make sure your lawyer is aware of your complaint. If represented by a lawyer, both you and your lawyer must be present at your hearing.

Lawyer's Name _____

Street/P.O. Box _____

City _____ State _____ Zip _____

Area Code/Phone Number _____

E-mail Address (if known) _____

Note: Corporations, associations, partnerships, limited liability companies and political subdivisions are **required** to have a lawyer represent them at a hearing **and** to file any motions, answers, briefs or other legal pleadings.

9. **Verification and Signature**

You must sign your complaint. Individuals filing a Formal Complaint **must** print or type their name on the line provided in the verification paragraph below and **must** sign and date this form in **ink**. **If you do not sign the Formal Complaint, the PUC will not accept it.**

Verification:

I Stephanie Mobley, hereby state that the facts above set forth are true and correct (or are true and correct to the best of my knowledge, information and belief) and that I expect to be able to prove the same at a hearing held in this matter. I understand that the statements herein are made subject to the penalties of 18 Pa. C.S. § 4904 (relating to unsworn falsification to authorities).

Stephanie Mobley _____

(Signature of Complainant)

(Date)07/24/17

Title of authorized employee or officer (only applicable to corporations, associations, partnerships, limited liability companies or political subdivisions)

Note: If the Complainant is a corporation, association, partnership, limited liability company or political subdivision, the verification must be signed by an authorized officer or authorized employee. If the Formal Complaint is not signed by one of these individuals, the PUC will not accept it.

10. **Two Ways to File Your Formal Complaint**

Electronically. You must create an account on the PUC’s eFiling system, which may be accessed at <http://www.puc.pa.gov/efiling/default.aspx>.

Note: If you are appealing your Bureau of Consumer Services (BCS) decision, you must file your formal complaint by mail.

Mail. Mail the completed form with your original signature and any attachments, by certified mail, first class mail, or overnight delivery to this address:

Secretary
Pennsylvania Public Utility Commission
400 North Street
Harrisburg, Pennsylvania 17120

Note: Formal Complaints sent by fax or e-mail will not be accepted.

If you have any questions about filling out this form, please contact the Secretary’s Bureau at 717-772-7777.

Keep a copy of your Formal Complaint for your records.



PHILADELPHIA GAS WORKS

800 West Montgomery Avenue • Philadelphia, PA 19122

Laureto A. Farinas, Senior Attorney
Legal Department
Direct Dial: 215-684-6982
FAX: 215-684-6798
E-mail: laureto.farinas@pgworks.com

October 9, 2017

Rosemary Chiavetta, Secretary
Pennsylvania Public Utility Commission
P.O. Box 3265
Harrisburg, PA 17105-3265

RE: *Stephanie Mobley v. Philadelphia Gas Works, Docket No. C-2017-2615619*

Dear Secretary Chiavetta:

Pursuant to 52 Pa. Code §5.24(b), the Philadelphia Gas Works (PGW) certifies that the above referenced Complaint has been satisfied. PGW and the Complainant have discussed the issues raised in the complaint and has satisfied the complaint. With this discussion, the Complainant has indicated that she is satisfied with the resolution of this complaint.

Therefore, the Initial Hearing scheduled for today October 10, 2017 at 9:30 a.m. in this matter is no longer necessary.

By copy of this letter, I am notifying the Complainant of her right to object to any part of this settlement, in writing to the Public Utility Commission within ten (10) days of the date of this letter.

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

Sincerely,

A handwritten signature in blue ink, appearing to read 'Laureto Farinas', is written over a large, faint blue graphic of a flame or gas burner. Below the signature, the name 'Laureto Farinas' is printed in a black, sans-serif font.

Laureto Farinas

cc: Stephanie Mobley (Regular Mail)
Administrative Law Judge Eranda Vero (email)
Patti Bernard (PGW Mail)
Wendy Vacca
Tyra Jackson

PHILADELPHIA GAS WORKS

PUC

Opening XML

Case Number: 3722793
Company Name: PGW (PHILA. GAS WORKS (NGDC))
Company Code: 0766
Company Type: GAS TRANSPORTER
Customer First Name: STEPHANIE
Customer Middle Initial:
Customer Last Name: MOBLEY
Customer Account Number: 0692408226
Customer Home Phone w/ Area Code: 2159899052
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: 2131 WAKELING STREET
Customer Service Address 2:
Customer Service Address City: PHILADELPHIA
Customer Service Address State: PA
Customer Service Address Zip: 19124
Customer Service Address 4-Zip:
Customer Family Adults: 1
Customer Family Children: 2
Customer Family Age: 13,5
Gross Income

Source	Income Amount
CustIncome	500

Date Open: 2019-08-02
Reason For Contact: ON - PAR NEEDED (# 61)
Term Date: 2019-08-06
Business Name:
Case Problem:
Company Position: 08/01/2019 PAY OVER \$800 TO GET ON PLAN.
Related Information: I RECENTLY WENT INTO THE OFFICE TO GET ON A PROGRAM. I HAVE BEEN SICK AND NOT ABLE TO WORK THE BILL IS HIGH BECAUSE WHEN ME AND MY HUSBAND SEPARATED, IN ORDER TO PUT SERVICE IN MY NAME I HAD TO ACCEPT ALL OF THE CHARGES. - RELIEF SOUGHT - AN OPPORTUNITY TO TRY TO GET ON A REASONABLE PLAN THE EMAIL ADDRESS REGINAMOB39@GMAIL.COM HAS BEEN ALLOWED TO BE SHARED.

Case Misc Info:

Hot Issue:

Case Origin: PUC WEBSITE

Prior Case Number: 3529845

Universal Service: M

Arrearage: 0

BCS Investigator First Name: BCS

BCS Investigator Last Name: CASE POOL

BCS Investigator Phone w/ Area Code: 7177875468

BCSIntaker First Name: SAMANTHA

BCSIntaker Last Name: BARNHART

Number Of Time Send: 1

Number Of Time Faxed: 0

Number Of Time Faxed: 7177876641

PHILADELPHIA GAS WORKS

PUC

Closing XML

Case Number: 3722793
Company Name: PGW (PHILA. GAS WORKS (NGDC))
Company Code: 0766
Company Type: GAS TRANSPORTER
Customer First Name: STEPHANIE
Customer Middle Initial:
Customer Last Name: MOBLEY
Account Number: 692408226
Service Address 1: 2131 WAKELING STREET
Service Address 2:
Service City: PHILADELPHIA
Service State: PA
Service Zip 5: 19124
Service Zip 4:
Decision Issue: Y
Oral Written: W
Violation: NO
Chapter:
Section Rule:
Total Balance: 10876.29
Date Closed: 2019-09-05
Resolution: DISMISSAL LETTER ISSUED- CASE DISMISSED PER 1405 C. CUSTOMER HAS CAP ARREARS IN THE OUTSTANDING BALANCE.
Balance Date: 2019-08-14
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: 2019-09-09
Paragraph:
Bill Date:
Reconnect Amount: 0
Pay Amount: 0.00
BCS Investigator First Name: EVERETT
BCS Investigator Last Name: KINCHLOE
Number Of Time Send: 1
Number Of Time Faxed: 0
PUC Fax: 7177876641

PENNSYLVANIA PUBLIC UTILITY COMMISSION

Formal Complaint

*Filing this form begins a legal proceeding and you will be a party to the case.
If you do not wish to be a party to the case, consider filing an informal complaint.*

To complete this form, please type or print legibly in ink.

1. Customer (Complainant) Information

Provide your name, mailing address, county, telephone number(s), e-mail address and utility account number. It is your responsibility to update the Commission with any changes to your address and to where you want documents mailed to you.

Name Stephanie Mobley _____

Street/P.O. Box _____ 2131 Wakeling st _____ Apt # _____

City Philadelphia _____ State PA _____ Zip 19124 _____

County _____ PHILADELPHIA _____

Telephone Number(s) Where We Can Contact You During the Day:

(_____) _____ (home) (____215____) ____989-9052_____
(mobile)

E-mail Address (optional):

_____ STEPHWIGGINS39@GMAIL.COM _____

Utility Account Number (from your bill) _____ 0692408226 _____

If your complaint involves utility service provided to a different address or in a different name than your mailing address, please list this information below.

Name _____

Street/P.O. Box _____

City _____ State _____ Zip _____

2. Name of Utility or Company (Respondent)

Provide the full name of the utility or company about which you are complaining. The name of your utility or company is on your bill.

_____ pgw _____

3. **Type of Utility Service**

Check the box listing the type of utility service that is the subject of your complaint (check only one):

- | | |
|---|---|
| <input type="checkbox"/> ELECTRIC | <input type="checkbox"/> WASTEWATER/SEWER |
| <input checked="" type="checkbox"/> GAS | <input type="checkbox"/> TELEPHONE/TELECOMMUNICATIONS (local, long distance) |
| <input type="checkbox"/> WATER | <input type="checkbox"/> MOTOR CARRIER (e.g. taxi, moving company, limousine) |
| <input type="checkbox"/> STEAM HEAT | |

4. **Reason for Complaint**

What kind of problem are you having with the utility or company? Check all boxes below that apply and state the reason for your complaint. Explain specifically what you believe the utility or company has done wrong. Provide relevant details including dates, times and places and any other information that may be important. If the complaint is about billing, tell us the amount you believe is not correct. Use additional paper if you need more space. **Your complaint may be dismissed without a hearing if you do not provide specific information.**

- The utility is threatening to shut off my service or has already shut off my service.

- I would like a payment agreement.

- Incorrect charges are on my bill. Provide dates that are important and an explanation about any amounts or charges that you believe are not correct. Attach a copy of the bill(s) in question if you have it/them.

- I am having a reliability, safety or quality problem with my utility service. Explain the problem, including dates, times or places and any other relevant details that may be important.

- Other (explain).

Note: If your complaint is only about removing or modifying a municipal lien filed by the City of Philadelphia, the Public Utility Commission (PUC) cannot address it. Only local courts in Philadelphia County can address this type of complaint. The PUC can address a complaint about service or incorrect billing even if that amount is subject to a lien.

In addition, the PUC generally does not handle complaints about cell phone or Internet service, but may be able to resolve a dispute regarding voice communications over the Internet (including the inability to make voice 911/E911 emergency calls) or concerns about high-speed access to Internet service.

5. **Requested Relief**

How do you want your complaint to be resolved? Explain what you want the PUC to order the utility or company to do. Use additional paper if you need more space.

I would like to have a opportunity to explain why I really need a payment arrangement due to me having to accept all charges from service when service was in my husband name which now has a very high balance. I have been sick and not able to work on a constant basis but I do want to make this matter right and the options presented are not something that I can agree to. I feel that when people are willing to try to make things right there should be better options as far as the payment arrangement that can be offered

Note: The PUC can decide that a customer was not billed correctly and can order billing refunds. The PUC can also fine a utility or company for not following rules and can order a utility or company to correct a problem with your service. Under state law, the PUC cannot decide whether a utility or company should pay customers for loss or damages. Damage claims may be sought in an appropriate civil court. 6. **Protection From Abuse (PFA)**

Has a court granted a “Protection From Abuse” order that is currently in effect for your personal safety or welfare? The PUC needs this information to properly process your complaint so that your identity is not made public.

Note: You must answer this question if your complaint is against a natural gas distribution utility, an electric distribution utility or a water distribution utility AND your complaint is about a problem involving billing, a request to receive service, a security deposit request, termination of service or a request for a payment agreement.

Has a court granted a “Protection From Abuse” order for your personal safety or welfare?

YES

NO ✓

If your answer to the above question is “yes,” attach a copy of the current Protection From Abuse order to this Formal Complaint form.

7. Prior Utility Contact

a. Is this an appeal from a decision of the PUC’s Bureau of Consumer Services (BCS)?

YES

NO ✓

Note: If you answered yes, move to Section 8. No further contact with the utility or company is required. If you answered no, answer the question in Section 7 b. and answer the question in Section 7 c. if relevant.

b. If this is not an appeal from a BCS decision, have you spoken to a utility or company representative about this complaint?

YES

NO ✓

Note: You must contact the utility first if (1) you are a residential customer, (2) your complaint is against a natural gas distribution utility, an electric distribution utility or a water utility AND (3) your complaint is about a billing problem, a service problem, a termination of service problem, or a request for a payment agreement.

c. If you tried to speak to a utility company representative about your complaint but were not able to do so, please explain why.

I did speak with someone on 11/1 and 11/4 and both times was not given a option that I would be able to afford

Note: Even if you are not required to contact the utility or company, you should always try to speak to a utility or company representative about your problem before you file a Formal Complaint with the PUC.

8. Legal Representation

If you are filing a Formal Complaint as an individual on your own behalf, you are not required to have a lawyer. You may represent yourself at the hearing.

If you are already represented by a lawyer **in this matter**, provide your lawyer's name, address, telephone number, and e-mail address, if known. Please make sure your lawyer is aware of your complaint. If represented by a lawyer, both you and your lawyer must be present at your hearing.

Lawyer's Name _____

Street/P.O. Box _____

City _____ State _____ Zip _____

Area Code/Phone Number _____

E-mail Address (if known) _____

Note: Corporations, associations, partnerships, limited liability companies and political subdivisions are required to have a lawyer represent them at a hearing and to file any motions, answers, briefs or other legal pleadings.

9. Verification and Signature

You must sign your complaint. Individuals filing a Formal Complaint **must** print or type their name on the line provided in the verification paragraph below and **must** sign and date this form in **ink**. **If you do not sign the Formal Complaint, the PUC will not accept it.**

Verification:

I _____ Stephanie Mobley _____, hereby state that the facts above set forth are true and correct (or are true and correct to the best of

my knowledge, information and belief) and that I expect to be able to prove the same at a hearing held in this matter. I understand that the statements herein are made subject to the penalties of 18 Pa. C.S. § 4904 (relating to unsworn falsification to authorities).

Stephanie Mobley

(Signature of Complainant)

(Date) 11/5/19

Title of authorized employee or officer (only applicable to corporations, associations, partnerships, limited liability companies or political subdivisions)

Note: If the Complainant is a corporation, association, partnership, limited liability company or political subdivision, the verification must be signed by an authorized officer or authorized employee. If the Formal Complaint is not signed by one of these individuals, the PUC will not accept it.

10. **Two Ways to File Your Formal Complaint**

Electronically. You must create an account on the PUC's eFiling system, which may be accessed at <http://www.puc.pa.gov/efiling/default.aspx>.

Note: If you are appealing your Bureau of Consumer Services (BCS) decision, you must file your formal complaint by mail.

Mail. Mail the completed form with your original signature and any attachments, by certified mail, first class mail, or overnight delivery to this address:

**Secretary
Pennsylvania Public Utility Commission
400 North Street
Harrisburg, Pennsylvania 17120**

Note: Formal Complaints sent by fax or e-mail will not be accepted.

If you have any questions about filling out this form, please contact the Secretary's Bureau at 717-772-7777.

Keep a copy of your Formal Complaint for your records.

**BEFORE THE
PENNSYLVANIA PUBLIC UTILITY COMMISSION**

Stephanie Mobley :
 :
 v. : C-2019-3013989
 :
 Philadelphia Gas Works :

INITIAL DECISION

Before
Kailey B. Maguire
Special Agent

INTRODUCTION

This decision grants a motion to dismiss for failure to prosecute the complaint of a natural gas service customer for the failure of the Complainant to appear at the scheduled hearing, at the designated date and time, despite being given notice of the hearing.

HISTORY OF THE PROCEEDING

On November 5, 2019, Stephanie Mobley (Complainant) filed a formal complaint with the Pennsylvania Public Utility Commission (Commission) against Philadelphia Gas Works (PGW or Respondent). In her complaint, Ms. Mobley averred PGW was threatening to shut off her service or had already shut off her service. As relief, Complainant requested a payment arrangement.

On November 25, 2019, PGW filed an answer to the complaint asserting, *inter alia*, it had issued a shut of notice for the service at 2131 Wakeling Street, Philadelphia,

Pennsylvania (service address) on October 24, 2019, and denying all other material allegations in the complaint. PGW concluded its answer by requesting dismissal of the complaint.

On December 3, 2019, the Commission issued a Call-In Telephonic Hearing Notice to the parties, scheduling an initial telephonic hearing for January 6, 2020, at 10:00 a.m. and assigning the undersigned as Presiding Officer.¹ Of note, the Hearing Notice advised the parties: “*Attention: You may lose this case if you do not take part in this hearing and present facts on the issues raised.*” (emphasis in the original).

On December 4, 2019, a Prehearing Order was issued reminding the Parties of the date and time of the hearing and addressing, *inter alia*, the procedures applicable to the hearing including the method by which a Party could request a change of the scheduled hearing if the date was not convenient for them. Further, the Prehearing Order advised the Parties: “If you fail to participate in the hearing on the scheduled day and time, the hearing will proceed in your absence. You will be deemed to have waived the opportunity to participate in the hearing. **The case may be dismissed ‘with prejudice,’ whereby, you will be barred from filing another complaint raising the same claim(s) and issue(s) presented in the dismissed complaint.**” (emphasis in the original).

Both the Hearing Notice and Prehearing Order were sent to Ms. Mobley at the address provided in her complaint via regular, first-class mail. Neither document was returned by the postal authorities as undeliverable.

The hearing convened on January 6, 2020, at 10:00 a.m., as scheduled. Graciela Christlieb, Esquire, appeared on behalf of Respondent and was ready to proceed with one witness. Complainant did not appear. After waiting for approximately fifteen minutes for Complainant to appear and participate, the hearing proceeded in Complainant’s absence. As a result, Respondent moved to dismiss the complaint with prejudice for failure of Complainant to

¹ 52 Pa. Code § 56.174 provides for review by a special agent of any case in which the issue is solely the ability to pay.

appear and prosecute her complaint. The undersigned informed counsel the motion would be taken under advisement and a ruling would be issued in an initial decision.

The record closed on January 6, 2020, following the conclusion of the telephonic hearing.² As of the date of this decision, no communication has been made to the Office of Administrative Law Judge (OALJ) by Ms. Mobley or on her behalf explaining the January 6, 2020 absence. For the reasons discussed below, this decision grants Respondent's motion to dismiss the complaint with prejudice.

FINDINGS OF FACT

1. Complainant is Stephanie Mobley.
2. Respondent is Philadelphia Gas Works.
3. The service address is 2131 Wakeling Street, Philadelphia, Pennsylvania.
4. On December 3, 2019, a Call-In Telephone Hearing Notice was issued, scheduling this matter for a telephonic hearing to be held on January 6, 2020, at 10:00 a.m.
5. The Hearing Notice stated the following: "Attention: *You may lose this case if you do not take part in this hearing and present facts on the issues raised.*" (emphasis in the original).
6. By Prehearing Order issued on December 4, 2019, the Parties were informed of the date and time of the call-in telephonic hearing and were provided with various procedures applicable to the hearing, notably, the method by which a Party could request a continuance of the hearing date, if needed.
7. The Prehearing Order advised the Parties: "If you fail to participate in the hearing on the scheduled day and time, the hearing will proceed in your absence. You will be

² Pursuant to 52 Pa. Code § 56.174(3), the hearing was tape recorded. No court reporter was present.

deemed to have waived the opportunity to participate in the hearing. **The case may be dismissed 'with prejudice,' whereby, you will be barred from filing another complaint raising the same claim(s) and issue(s) presented in the dismissed complaint.**" (emphasis in the original).

8. Both the Hearing Notice and Prehearing Order provided the Parties with the toll-free bridge telephone number and PIN number to participate in the hearing.

9. The Hearing Notice and the Prehearing Order were sent to the address provided in the complaint via regular, first-class mail.

10. Neither the Hearing Notice nor the Prehearing Order served upon Ms. Mobley were returned to the Commission as undeliverable by the postal authorities.

11. Complainant did not appear to participate in the January 6, 2020 telephonic hearing.

12. As of the date of this decision, no communication has been made to the Office of Administrative Law Judge by Ms. Mobley or on her behalf explaining the January 6, 2020 absence.

DISCUSSION

Due Process

As an administrative agency of the Commonwealth, the Commission is required to provide due process to the parties appearing before it. This requirement is satisfied when the parties are afforded notice and the opportunity to appear and be heard. *Schneider v. Pa. Pub. Util. Comm'n*, 479 A.2d 10 (Pa.Cmwlt. 1984). The fundamental requirement of due process is the opportunity to be heard at a meaningful time and in a meaningful manner. *Montefiore*

Hospital Ass'n of Western Pennsylvania v. Pa. Pub. Util. Comm'n, 421 A.2d 481, 484 (Pa. Cmwlth. 1980).

The Commission is required to fix the time and place of a hearing in a complaint proceeding and to serve notice thereof upon the parties in interest. *See* 66 Pa. C.S. § 703(a)-(b). Service on interested persons is sufficient to provide notice. 52 Pa. Code § 5.201(a). Notice mailed to a party's last known address and not returned by the post office is presumed to have been received. *See Berkowitz v. Mayflower Securities, Inc.*, 317 A.2d 584 (Pa. 1974) (*Mayflower*); *Chartiers Industrial and Commercial Development Authority v. Allegheny County Board of Property Assessment Appeals and Review*, 645 A.2d 944, 946 (Pa. Cmwlth. 1994), *appeal denied*, 653 A.2d 1234 (Pa. 1994); *Geary v. Verizon Pennsylvania Inc.*, Docket No. C-2009-2118625 (Order entered September 16, 2010) (*Geary*).

Once notice of a hearing and the opportunity to be heard have been provided to the parties, it is the responsibility of the parties to appear and participate in the hearing. *Mumma v. PPL Electric Utilities Corporation*, Docket No. C-00014869 (Order entered January 24, 2002); *Sentner v. Bell Tel. Co. of PA*, Docket No. F-00161106 (Order entered October 25, 1993) (*Sentner*).

The record shows Complainant was provided notice and the opportunity to appear and be heard. The December 3, 2019 Hearing Notice and the December 4, 2019 Prehearing Order informed the Parties of the date and time of the hearing and addressed, *inter alia*, the method to request a continuance prior to the hearing, and that failure to appear for the hearing and present evidence on the issues raised in the complaint would result in dismissal of the complaint. Both documents were served separately, by regular first-class mail to the address provided by Ms. Mobley in the complaint. Neither document was returned to the Commission as undeliverable by the postal authorities. Accordingly, it must be presumed the documents, which were sent to the Complainant in the ordinary course of business, were received by Ms. Mobley. *Mayflower*.

Under these circumstances, Complainant had ample notice and opportunity to appear and be heard in this proceeding, however, chose not to do so. Additionally, Complainant made no attempt to notify the Presiding Officer she did not plan on participating in the scheduled hearing. Therefore, the due process rights of Complainant have been fully protected. *Sentner*.

Failure to Appear

Both the Public Utility Code and the Commission's regulations provide that, after being notified, a party who fails to appear at a scheduled hearing shall be deemed to have waived the opportunity to participate in the hearing and shall not be permitted thereafter to reopen the disposition of the matter accomplished at the hearing, and not be permitted to recall excused witnesses. 66 Pa.C.S. § 332(f); 52 Pa. Code § 5.245(a)-(b). However, these provisions do not apply if the presiding officer determines that the failure to be represented was unavoidable and that the interests of the other parties and the public would not be prejudiced by permitting the Reopening or further examination, 66 Pa.C.S. § 332(f); 52 Pa.Code § 5.245(a)-(b), or if the presiding officer determines that the complainant demonstrated a good faith attempt to attend the hearing. *See, e.g., Then v. Philadelphia Gas Works*, Docket No. F-2012-2318264 (Order entered June 13, 2013); *see also, Wiggins v. PECO Energy Company*, Docket No. C-2010-2190335 (Order entered October 27, 2011).

The public interest is prejudiced by the wasteful use of the Commission's and the respondent's time and resources in addressing a complaint. *See Jefferson v. UGI Utilities, Inc.*, Docket No. Z-00269892 (Order entered December 26, 1995) (*Jefferson*); *see also, e.g., Nichols v. Bell-Atlantic-Pennsylvania*, Docket No. C-00956667 (Order entered August 4, 1995). Out of concern for the waste of the Commission's (and Respondent's) time and resources, the Commission has dismissed *pro se* complaints with prejudice for failure of Complainant to appear at a hearing. *See e.g., Smith v. PECO Energy Company*, Docket No. F-2014-2446204 (Order entered September 3, 2015); *Day v. PECO Energy Company*, Docket No. C-2010-2181515 (Order entered June 10, 2011); and *Geary*.

In the instant matter, Complainant failed to appear for the hearing despite being given two written notices. Further, once the hearing began, the undersigned waited an additional fifteen minutes to allow Complainant time to appear. To date, no communication has been received by the OALJ, by or on behalf of Complainant, regarding whether Complainant's absence was unavoidable or that Ms. Mobley made a good faith attempt to attend the hearing. Consequently, Complainant has waived the opportunity to participate in a hearing on the issues raised in the complaint.

Burden of Proof and Dismissal of Complaint

The proponent of any request for relief from the Commission bears the burden of proof. 66 Pa.C.S. § 332(a). To satisfy this burden, a complainant, as the proponent of the request for relief, must show the named utility is responsible or accountable for the problem described in the complaint. *Patterson v. Bell Telephone Co. of Pa.*, 72 Pa. PUC 196 (1990); *Feinstein v. Philadelphia Suburban Water Co.*, 50 Pa. PUC 300 (1976). This must be shown by a preponderance of the evidence, that is, by presenting evidence more convincing, by even the smallest amount, than presented by the other party. *Se-Ling Hosiery v. Margulies*, 70 A.2d 854 (Pa. 1950).

Additionally, the Commission's decision must be supported by substantial evidence in the record. 2 Pa.C.S. § 704. "Substantial evidence" is such relevant evidence a reasonable mind might accept as adequate to support a conclusion. More is required than a mere trace of evidence or a suspicion of the existence of a fact sought to be established. *Norfolk & Western Ry. Co. v. Pa. Pub. Util. Comm'n*, 413 A.2d 1037 (Pa. 1980).

As the proponent of the request for relief from the Commission, Complainant bears the burden of proof. By failing to participate in the hearing and proffer any evidence to support the complaint, Complainant has failed to satisfy her burden. Accordingly, the merits of the complaint will not be addressed herein, and the complaint will be dismissed in its entirety with prejudice. *Williams v. PECO Energy Co.*, Docket No. C-2018-300734 (Opinion and Order entered March 14, 2019), citing, *inter alia*, *Jefferson*.

CONCLUSIONS OF LAW

1. The Commission has jurisdiction over the subject matter and parties to this proceeding. 66 Pa.C.S. § 701.

2. The Commission is required to provide due process to the parties appearing before it. This requirement is satisfied when the parties are afforded notice and the opportunity to appear and be heard. *Schneider v. Pa. Pub. Util. Comm'n*, 479 A.2d 10 (Pa.Cmwlth. 1984).

3. Once notice of a hearing and the opportunity to be heard has been provided, it is the responsibility of the parties to appear and participate in the hearing. *Sentner v. Bell Telephone Co. of Pennsylvania*, Docket No. F-00161106 (Opinion and Order entered October 25, 1993).

4. After being notified, a party who fails to appear at a scheduled hearing shall be deemed to have waived the opportunity to participate in the hearing, not be permitted thereafter to reopen the disposition of the matter accomplished at the hearing, and not be permitted to recall excused witnesses. 66 Pa.C.S. § 332(f); 52 Pa.Code § 5.245(a).

5. If the presiding officer determines that the failure to be represented was unavoidable and that the interests of the other parties and the public would not be prejudiced by permitting the reopening or further examination, the presiding officer may find that a party did not waive the opportunity to participate in the hearing. 66 Pa.C.S. § 332(f); 52 Pa.Code § 5.245(a).

6. Complainant's due process rights have been fully protected and complainant's failure to appear was not unavoidable. *Sentner v. Bell Telephone Company of Pennsylvania*, Docket No. F-00161106 (Order entered October 25, 1993); 66 Pa.C.S. § 332(f); 52 Pa. Code § 5.245(a).

C-2019-3013989 - STEPHANIE MOBLEY v. PHILADELPHIA GAS WORKS

STEPHANIE MOBLEY
2131 WAKELING STREET
PHILADELPHIA PA 19124
215.989.9052
ACCEPTS eSERVICE

GRACIELA CHRISTLIEB ESQUIRE
PHILADELPHIA GAS WORKS
800 WEST MONTGOMERY AVENUE
PHILADELPHIA PA 19122
215.684.6164
ACCEPTS eSERVICE

PENNSYLVANIA
PUBLIC UTILITY COMMISSION
Harrisburg, PA 17105-3265

Stephanie Mobley :
 :
 v. : C-2019-3013989
 :
 Philadelphia Gas Works :

FINAL ORDER

In accordance with the provisions of Section 332(h) of the Public Utility Code, 66 Pa. C.S. §332(h), the decision of Special Agent Kailey B. Maguire dated March 26, 2020, has become final without further Commission action:

THEREFORE,

IT IS ORDERED:

1. That the motion of Philadelphia Gas Works to dismiss with prejudice the formal complaint of Stephanie Mobley at Docket No. C-2019-3013989 is granted.
2. That the complaint of Stephanie Mobley against Philadelphia Gas Works at Docket No. C-2019-3013989 is hereby dismissed with prejudice for failure to appear and prosecute the complaint.
3. That the Secretary’s Bureau shall mark Docket No. C-2019-3013989 as closed.

BY THE COMMISSION,


Rosemary Chivetta
Secretary

(SEAL)

ORDER ENTERED: July 8, 2020

10-DAY SHUT OFF NOTICE
Your Gas Service May Be Shut Off

PGW Exhibit 5
Page 42 of 56

Your bill is past due. As a result, PGW will shut off gas to 4632 JAMES ST on or after 8 a.m. on Aug 17, 2021. 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:

- Arrange to pay your past due amount of \$16,607.57.
- Pay the amount you owe on your payment plan.
- Show us a payment receipt for the past due amount.
- 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	\$16,607.57
Security Deposit	\$180.00
Turn On Charge	\$123.23
Total	\$16,910.80

(Plus \$372.00 if we must dig up the street to shut off gas).

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 by phone or in writing that such an illness exists and that it may be aggravated if your service is shut off; 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.

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.
- If you have a valid Protection From Abuse order from a court, there are additional protections available to you. Call us immediately at 215-235-1777. You will be required to provide us with a copy of the order.

- 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.

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) 2021

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	\$1,610 or less	\$1,611-\$2,683
2	\$2,178 or less	\$2,179-\$3,629
3	\$2,745 or less	\$2,746-\$4,575
4	\$3,313 or less	\$3,314-\$5,521
Each add. person add	\$568	\$569-\$946

PL_20210805180001.dat-4353-000003641

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: 0692408226
Notice Date: Aug 05, 2021
Please Pay: \$16,607.57

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

Amount Enclosed:

002177 000003641

STEPHANIE MOBLEY
4632 JAMES ST
PHILA PA 19137-1104



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



PHILADELPHIA GAS WORKS

PUC

Opening XML

Case Number: 3798213
Company Name: PGW (PHILA. GAS WORKS (NGDC))
Company Code: 0766
Company Type: GAS TRANSPORTER
Customer First Name: STEPHANIE
Customer Middle Initial:
Customer Last Name: MOBLEY
Customer Account Number: 0692408226
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: 4632 JAMES ST
Customer Service Address 2:
Customer Service Address City: PHILADELPHIA
Customer Service Address State: PA
Customer Service Address Zip: 19137
Customer Service Address 4-Zip:
Customer Family Adults: 1
Customer Family Children: 2
Customer Family Age: 15,1
Gross Income

Source	Income Amount
CustIncome	1500

Date Open: 2021-08-10
Reason For Contact: CAP DISPUTE (#67)
Term Date: 2021-08-17
Business Name: CELESTE SMITH
Case Problem: I AM TRYING TO GET ONTO THE CRP PROGRAM AND WAS TOLD THAT IN ORDER TO GET ONTO THE CRP PROGRAM THAT I NEEDED TO PAY 3,000.00 TO GET ONTO CRP QUESTIONS FOR COMPANY – WAS THE CUSTOMER OFFERED A COMPANY PAYMENT ARRANGEMENT THAT IS COMPLIANT WITH THE 3/18/21 EMERGENCY ORDER THAT BEGINS AFTER 4/1/2021? WHAT TERMS WERE PROVIDED? - RELIEF SOUGHT - THE ABILITY TO GET ONTO CRP PROGRAM I CAN PAY THAT AMOUNT BUT I JUST NEED TO PAY IN INSTALLMENTS AND NOT LOSE MY SERVICE WHILE DOING SO. THE CELL PHONE

NUMBER (215) 989 - 9052 HAS BEEN ALLOWED TO BE SHARED.
THE EMAIL ADDRESS REGINAHINES023@GMAIL.COM HAS
BEEN ALLOWED TO BE SHARED.

Company Position:

08/03/2021 I WAS INFORMED THAT I HAD TO PAY A TOTAL OF
ABOUT 3,000 FOR THAT AND IN ORDER TO GET ON CRP
PROGRAM I HAVE TO PAY \$1100.00. THAT I WAS NOT ELIGIBLE
FOR AN EXTENSION AND THAT THERE WAS NOTHING THAT
COULD BE OFFERED

Related Information:**Case Misc Info:****Hot Issue:****Case Origin:**

PUC WEBSITE

Prior Case Number:**Universal Service:**

M

Arrearage:

16000

BCS Investigator First Name:

BCS

BCS Investigator Last Name:

CASE POOL

BCS Investigator Phone w/ Area Code:

7177875468

BCSIntaker First Name:

TOM

BCSIntaker Last Name:

CERENE

Number Of Time Send:

1

Number Of Time Faxed:

0

Number Of Time Faxed:

7177876641

PHILADELPHIA GAS WORKS

PUC

Closing XML

Case Number: 3798213
Company Name: PGW (PHILA. GAS WORKS (NGDC))
Company Code: 0766
Company Type: GAS TRANSPORTER
Customer First Name: STEPHANIE
Customer Middle Initial:
Customer Last Name: MOBLEY
Account Number: 692408226
Service Address 1: 4632 JAMES ST
Service Address 2:
Service City: PHILADELPHIA
Service State: PA
Service Zip 5: 19137
Service Zip 4:
Decision Issue: Y
Oral Written: W
Violation: ACTUAL
Chapter: 56
Section Rule: 56.1, 56.97(A)(2)(III), 56.151
Total Balance: 17124.08
Date Closed: 2021-10-05
Resolution: DECISION LETTER SENT – CASE DISMISSED. THE CRP CURE AMOUNT OF \$1,154.83 IS REQUIRED FOR REENTRY INTO A CRP AGREEMENT AS OUTLINED IN THE UNIVERSAL SERVICE AND ENERGY CONSERVATION PLAN. A CATCH-UP AMOUNT OF \$1,835.00 IS REQUIRED TO REINSTATE THE COMPANY PAYMENT ARRANGEMENT.
Balance Date: 2021-09-09
Service Restored Pay: 0.00
Service Continue Amount: 0.00
Service Continue Date:
Terms:
Special Budget Amount: 0.00
Regular Budget Amount: 90.00
Arrears Payment Plus: 0.00
FinalMonthlyPayment: 0.00
CurrentMonthlyPayment: 0.00
EndMonthlyPayment: 0.00
LetterDescription:
HeadDate: 2021-09-21
Paragraph:
Bill Date:
Reconnect Amount: 0

Pay Amount: 0.00
BCS Investigator First Name: FELICIA
BCS Investigator Last Name: WHITE
Number Of Time Send: 1
Number Of Time Faxed: 0
PUC Fax: 7177876641

10-DAY SHUT OFF NOTICE
Your Gas Service May Be Shut Off

PGW Exhibit 5
Page 47 of 56

Your bill is past due. As a result, PGW will shut off gas to 4632 JAMES ST on or after 8 a.m. on May 15, 2023. 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 \$634.00.
- 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	\$634.00
Security Deposit	\$224.00
Turn On Charge	\$123.23
Total	\$981.23

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) 2023

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	\$1,823 or less	\$1,824-\$3,038
2	\$2,465 or less	\$2,466-\$4,108
3	\$3,108 or less	\$3,109-\$5,179
4	\$3,750 or less	\$3,751-\$6,250
Each add. person add	\$643	\$644-\$1,071

PL_20230501180001.dat-995-000000181

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: 0692408226
Notice Date: May 01, 2023
Please Pay: \$634.00

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

Amount Enclosed:

000498 000000181

STEPHANIE MOBLEY
4632 JAMES ST
PHILA PA 19137-1104



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



PHILADELPHIA GAS WORKS

PUC

Opening XML

Case Number: 3910080
Company Name: PGW (PHILA. GAS WORKS (NGDC))
Company Code: 0766
Company Type: GAS TRANSPORTER
Customer First Name: STEPHANIE
Customer Middle Initial:
Customer Last Name: MOBLEY
Customer Account Number: 0692408226
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: 4632 JAMES ST
Customer Service Address 2:
Customer Service Address City: PHILADELPHIA
Customer Service Address State: PA
Customer Service Address Zip: 19137
Customer Service Address 4-Zip:
Customer Family Adults: 0
Customer Family Children: 0
Customer Family Age:
Gross Income
Source **Income Amount**
Date Open: 2023-05-15
Reason For Contact: ON - PAR NEEDED (# 61)
Term Date: 2023-05-15
Business Name:
Case Problem:
Company Position: 05/11/2023 I WAS INFORMED I COULDN'T HAVE MORE TIME
Related Information: 61 – CUSTOMER NEEDS A PAYMENT ARRANGEMENT. - RELIEF SOUGHT - PAR THE CELL PHONE NUMBER (484) 689 - 9628 HAS BEEN ALLOWED TO BE SHARED. THE EMAIL ADDRESS REGINAMOB39@GMAIL.COM HAS BEEN ALLOWED TO BE SHARED.
Case Misc Info:
Hot Issue:
Case Origin: PUC WEBSITE

Prior Case Number: 3798213
Universal Service: M
Arrearage: 634
BCS Investigator First Name: BCS
BCS Investigator Last Name: CASE POOL
BCS Investigator Phone w/ Area Code: 7177875468
BCSIntaker First Name: ANGELA
BCSIntaker Last Name: ELLIS
Number Of Time Send: 1
Number Of Time Faxed: 0
Number Of Time Faxed: 7177876641

PHILADELPHIA GAS WORKS

PUC

Closing XML

Case Number: 3910080
Company Name: PGW (PHILA. GAS WORKS (NGDC))
Company Code: 0766
Company Type: GAS TRANSPORTER
Customer First Name: STEPHANIE
Customer Middle Initial:
Customer Last Name: MOBLEY
Account Number: 692408226
Service Address 1: 4632 JAMES ST
Service Address 2:
Service City: PHILADELPHIA
Service State: PA
Service Zip 5: 19137
Service Zip 4:
Decision Issue: N
Oral Written: W
Violation: NO
Chapter:
Section Rule:
Total Balance: 12968.48
Date Closed: 2023-06-12
Resolution: DISMISSAL LETTER ISSUED: CASE DISMISSED PER 1045(C). CUSTOMER IS ON CAP. CASE CLOSED.
Balance Date: 2023-06-08
Service Restored Pay: 0.00
Service Continue Amount: 0.00
Service Continue Date:
Terms:
Special Budget Amount: 109.00
Regular Budget Amount: 106.00
Arrears Payment Plus: 0.00
FinalMonthlyPayment: 0.00
CurrentMonthlyPayment: 0.00
EndMonthlyPayment: 0.00
LetterDescription:
HeadDate: 2023-06-12
Paragraph:
Bill Date:
Reconnect Amount: 0
Pay Amount: 0.00
BCS Investigator First Name: TORRIN
BCS Investigator Last Name: CAVANAUGH
Number Of Time Send: 1
Number Of Time Faxed: 0
PUC Fax: 7177876641

10-DAY SHUT OFF NOTICE
Your Gas Service May Be Shut Off

PGW Exhibit 5
Page 51 of 56

Your bill is past due. As a result, PGW will shut off gas to 4632 JAMES ST on or after 8 a.m. on Aug 12, 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 \$308.00.
- 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	\$308.00
Security Deposit	\$198.00
Turn On Charge	\$123.23
Total	\$629.23

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

PL_20240729180001.dat-691-000000255

**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: 0692408226
Notice Date: Jul 29, 2024
Please Pay: \$308.00**

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

Amount Enclosed:

STEPHANIE MOBLEY
4632 JAMES ST
PHILA PA 19137-1104

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

PHILADELPHIA GAS WORKS

PUC

Opening XML

Case Number: 4009354
Company Name: PGW (PHILA. GAS WORKS (NGDC))
Company Code: 0766
Company Type: GAS TRANSPORTER
Customer First Name: STEPHANIE
Customer Middle Initial:
Customer Last Name: MOBLEY
Customer Account Number: 0692408226
Customer Home Phone w/ Area Code: 4846899628
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: 4632 JAMES STREET
Customer Service Address 2:
Customer Service Address City: PHILADELPHIA
Customer Service Address State: PA
Customer Service Address Zip: 19137
Customer Service Address 4-Zip:
Customer Family Adults: 0
Customer Family Children: 0
Customer Family Age:
Gross Income
Source **Income Amount**
Date Open: 2024-08-10
Reason For Contact: ON - PAR NEEDED (# 61)
Term Date: 2024-08-12
Business Name: STEPHANIE MOBLEY
Case Problem:
Company Position: 08/07/2024 NO EXTENSIONS
Related Information: PAR REQUEST - RELIEF SOUGHT - PAR TO AVOID TERMINATION
THE EMAIL ADDRESS REGINAMOB39@GMAIL.COM HAS BEEN
ALLOWED TO BE SHARED.
Case Misc Info:
Hot Issue:
Case Origin: PUC WEBSITE
Prior Case Number:
Universal Service: M

Arrearage: 308
BCS Investigator First Name: BCS
BCS Investigator Last Name: CASE POOL
BCS Investigator Phone w/ Area Code: 7177875468
BCSIntaker First Name: KRYSTLE
BCSIntaker Last Name: BYERS
Number Of Time Send: 1
Number Of Time Faxed: 0
Number Of Time Faxed: 7172658273

PHILADELPHIA GAS WORKS

PUC

Closing XML

Case Number: 4009354
Company Name: PGW (PHILA. GAS WORKS (NGDC))
Company Code: 0766
Company Type: GAS TRANSPORTER
Customer First Name: STEPHANIE
Customer Middle Initial:
Customer Last Name: MOBLEY
Account Number: 692408226
Service Address 1: 4632 JAMES ST
Service Address 2:
Service City: PHILADELPHIA
Service State: PA
Service Zip 5: 19137
Service Zip 4:
Decision Issue: N
Oral Written: W
Violation: NO
Chapter:
Section Rule:
Total Balance: 13158.48
Date Closed: 2024-08-30
Resolution: DISMISSAL ISSUED - COMPANY REPORTS CUSTOMER IS CAP. CASE DISMISSED 1405C.
Balance Date: 2024-08-28
Service Restored Pay: 0.00
Service Continue Amount: 0.00
Service Continue Date:
Terms:
Special Budget Amount: 100.00
Regular Budget Amount: 99.00
Arrears Payment Plus: 0.00
FinalMonthlyPayment: 0.00
CurrentMonthlyPayment: 0.00
EndMonthlyPayment: 0.00
LetterDescription:
HeadDate: 2024-09-03
Paragraph:
Bill Date:
Reconnect Amount: 0
Pay Amount: 0.00
BCS Investigator First Name: MARIE
BCS Investigator Last Name: KENNEDY
Number Of Time Send: 1
Number Of Time Faxed: 0
PUC Fax: 7172658273

10-DAY SHUT OFF NOTICE
Your Gas Service May Be Shut Off

PGW Exhibit 5
Page 55 of 56

Your bill is past due. As a result, PGW will shut off gas to 4632 JAMES ST on or after 8 a.m. on Apr 14, 2025. 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 \$709.00.
- 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	\$709.00
Security Deposit	\$240.00
Turn On Charge	\$123.23
Total	\$1,072.23

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) 2025

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	\$1,956 or less
2	\$2,644 or less	\$2,645-\$4,406
3	\$3,331 or less	\$3,332-\$5,552
4	\$4,019 or less	\$4,020-\$6,698
Each add. person add	\$688	\$689-\$1,146

PL_20250331180002.dat-503-000000243

**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: 0692408226
Notice Date: Mar 31, 2025
Please Pay: \$709.00**

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

Amount Enclosed:



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

STEPHANIE MOBLEY
4632 JAMES ST
PHILA PA 19137-1104

Customer Contact: Customer Review Unit [X]

Date: 04/15/2025 Time: 1:27:00 PM Source: _____ Related Tran: _____
CC Type: CRU - Customer Review Unit [v] Created: 04/15/2025 at: 1:27:24 PM by: WFADMIN
Area: 800 - Residential General Service [v] Changed: _____ at: _____ by: _____
 Surveyable Auto Delete Date: 04/15/2030 Class: Inquiry

Comments: PUC Formal Complaint Docket # C2025-3054579 filed on 4/15/2025 12:00:00 AM.

Letter

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

Review List Tickler

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

Account: 0006 9240 8226 Mobley, Stephanie [v]
Premise: 4632 James St/Phila,Pa [v]
Person: Mobley, Stephanie [v]

[Change] [Cancel]