

COMMONWEALTH OF PENNSYLVANIA
(Public Utility Commission)

-----*
SONYA NICKERSON, :
Complainant, : Docket No.:
vs. : C-2025-3054472
PHILADELPHIA GAS WORKS, :
Respondent. :
-----*

Pages 1 through 85 TELEPHONIC HEARING
Commonwealth Keystone Bldg.
400 North Street
Harrisburg, PA 17120

Tuesday, June 24, 2025
Met, pursuant to notice, at 10:10 a.m.

BEFORE: THE HONORABLE MICHAEL MROCZKA
Special Agent

INDEX TO EXHIBITS
Docket No.: C-2025-3054472
Hearing Date: June 24, 2025

EXHIBITS INDEX

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2.22.25
Bill

7389

CAP 1



Set Notification Preferences (NotificationPreference.aspx)

Subject: Philadelphia Gas Works Payment Received

Account Number : ~~637630800~~



From: noreply@pgworks.com

06/24/25 02:58 AM

Hi SONYA T NICKERSON,

Your payment of \$167.74 has been received for Philadelphia Gas Works Account # 637630800. Your Transaction ID is 27611371062425. Please retain this for any future reference.

If you need further assistance, please contact our Customer Care Team.

Thank You,

Philadelphia Gas Works

This is an automatically generated email. Please do not reply to this message.

CORPORATE HEADQUARTERS

800 W. Montgomery Avenue

Philadelphia, PA 19122

Phone: (215) 235-1000 (tel:+2152351000)

- > FAQs
- > Contact Us (Residential) (<https://www.pgworks.com/residential/contact-us/our-numbers>)
- > Contact Us (Commercial) (<https://www.pgworks.com/business/contact-us/our-numbers>)
- > Terms & Conditions (<https://myaccount.pgworks.com/Portal/TnC.aspx>)
- > Privacy Policy (<https://myaccount.pgworks.com/Portal/PrivacyPolicy.aspx>)

(<https://www.pgworks.com/>)

Version 7.5



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(<https://www.sew.ai/>)

 Notifications

3/25/25
Bill



4839
Sutton

 Set Notification Preferences (NotificationPreference.aspx)

Subject: Philadelphia Gas Works Payment Received

Account Number: ~~637630800~~



From: noreply@pgworks.com

06/23/25 09:04 PM

Hi SONYA T NICKERSON,

Your payment of \$142.40 has been received for Philadelphia Gas Works Account # 637630800. Your Transaction ID is 27610679062325. Please retain this for any future reference.

If you need further assistance, please contact our Customer Care Team.

Thank You,

Philadelphia Gas Works

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 Notifications

4/24/25
Bill

⊖ 3004 - Arden +

 Set Notification Preferences (NotificationPreference.aspx)

Subject: Philadelphia Gas Works Payment Received

Account Number: ~~637630800~~



From: noreply@pgworks.com

06/23/25 08:42 PM

Hi SONYA T NICKERSON,

Your payment of \$108.46 has been received for Philadelphia Gas Works Account # 637630800. Your Transaction ID is 27608926062325. Please retain this for any future reference.

If you need further assistance, please contact our Customer Care Team.

Thank You,

Philadelphia Gas Works

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- > [Terms & Conditions \(https://myaccount.pgworks.com/Portal/TnC.aspx\)](https://myaccount.pgworks.com/Portal/TnC.aspx)
- > [Privacy Policy \(https://myaccount.pgworks.com/Portal/PrivacyPolicy.aspx\)](https://myaccount.pgworks.com/Portal/PrivacyPolicy.aspx)

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Notifications

5.23.25
Bill

3004 Addent

Set Notification Preferences (NotificationPreference.aspx)

Subject: Philadelphia Gas Works Payment Received

Account Number: ~~637630800~~



From: noreply@pgworks.com

06/23/25 08:36 PM

Hi SONYA T NICKERSON,

Your payment of \$44.60 has been received for Philadelphia Gas Works Account # 637630800. Your Transaction ID is 27608900062325. Please retain this for any future reference.

If you need further assistance, please contact our Customer Care Team.

Thank You,

Philadelphia Gas Works

This is an automatically generated email. Please do not reply to this message.

CORPORATE HEADQUARTERS

800 W. Montgomery Avenue

Philadelphia, PA 19122

Phone: (215) 235-1000 (tel:+2152351000)

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- > Contact Us (Residential) (<https://www.pgworks.com/residential/contact-us/our-numbers>)
- > Contact Us (Commercial) (<https://www.pgworks.com/business/contact-us/our-numbers>)
- > Terms & Conditions (<https://myaccount.pgworks.com/Portal/TnC.aspx>)
- > Privacy Policy (<https://myaccount.pgworks.com/Portal/PrivacyPolicy.aspx>)

(<https://www.pgworks.com/>)

Version 7.5



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Specific Service Agreement Statement of Account SA- 6036773299

Customer Name	From Date	To Date		
SONYA NICKERSON	6/13/2023	6/13/2025		
Service Address	Account Number	S A Number	Meter	Rate/Class
906 E UPSAL ST Apt 2F PHIL, PA 191503712		6036773299	2138660	GS

STATEMENT

Transaction Date	Transaction Type	Read Reading	Read Code	# of Days	CCF Usage	Average CCF/Day	Heating DDDs	Payment Type	Due Date	Transaction Amount	Current Balance	Actual Balance
6/23/2023	LPC									\$31.83	\$2,418.85	\$2,418.85
6/23/2023	BILL	6655	R	30	20	0.67	9		7/19/2023	\$44.08	\$2,462.93	\$2,462.93
7/25/2023	LPC									\$32.49	\$2,495.42	\$2,495.42
7/25/2023	BILL	6672	R	30	17	0.57	1		8/17/2023	\$39.10	\$2,534.52	\$2,534.52
8/23/2023	LPC									\$33.08	\$2,567.60	\$2,567.60
8/23/2023	BILL	6690	R	31	18	0.58	0		9/18/2023	\$40.46	\$2,608.06	\$2,608.06
8/31/2023	PAY							Check		(\$90.00)	\$2,518.06	\$2,518.06
9/23/2023	LPC									\$32.33	\$2,550.39	\$2,550.39
9/23/2023	BILL	6706	R	31	16	0.52	0		10/17/2023	\$37.61	\$2,588.00	\$2,588.00
10/24/2023	LPC									\$32.90	\$2,620.90	\$2,620.90
10/24/2023	BILL	6722	R	29	16	0.55	110		11/17/2023	\$37.54	\$2,658.44	\$2,658.44
11/23/2023	LPC									\$33.46	\$2,691.90	\$2,691.90
11/23/2023	BILL	6747	R	32	25	0.78	392		12/18/2023	\$50.20	\$2,742.10	\$2,742.10
12/22/2023	LPC									\$34.21	\$2,776.31	\$2,776.31
12/22/2023	BILL	6800	R	29	53	1.83	637		1/19/2024	\$93.42	\$2,869.73	\$2,869.73
1/25/2024	LPC									\$35.62	\$2,905.35	\$2,905.35
1/25/2024	BILL	6916	R	34	116	3.41	924		2/20/2024	\$186.73	\$3,092.08	\$3,092.08
2/22/2024	LPC									\$38.42	\$3,130.50	\$3,130.50
2/22/2024	BILL	6992	R	28	76	2.71	682		3/18/2024	\$137.80	\$3,268.30	\$3,268.30
3/15/2024	PAY							Banking Institutions		(\$100.00)	\$3,168.30	\$3,168.30
3/22/2024	LPC									\$38.98	\$3,207.28	\$3,207.28
3/22/2024	BILL	7049	R	29	57	1.97	496		4/17/2024	\$109.41	\$3,316.69	\$3,316.69
4/11/2024	PAY							Credit Card		(\$50.00)	\$3,266.69	\$3,266.69
4/17/2024	PAY							Check		(\$50.00)	\$3,216.69	\$3,216.69
4/23/2024	LPC									\$39.12	\$3,255.81	\$3,255.81
4/23/2024	BILL	7100	R	30	51	1.7	408		5/16/2024	\$90.83	\$3,346.64	\$3,346.64
5/9/2024	PAY							Check		(\$50.00)	\$3,296.64	\$3,296.64

Transaction Date	Transaction Type	Reading	Read Code	# of Days	CCF Usage	Average CCF/Day	Heating DDDs	Payment Type	Due Date	Transaction Amount	Current Balance	Actual Balance
5/16/2024	CANP									\$50.00	\$3,346.64	\$3,346.64
5/16/2024	PAYCAN									\$0.00	\$3,346.64	\$3,346.64
5/16/2024	NSFCHA									\$20.00	\$3,366.64	\$3,366.64
5/22/2024	LPC									\$40.49	\$3,407.13	\$3,407.13
5/22/2024	BILL	7117	R	31	17	0.55	160		6/17/2024	\$41.80	\$3,448.93	\$3,448.93
6/20/2024	PAY							Check		(\$50.00)	\$3,398.93	\$3,398.93
6/21/2024	LPC									\$40.66	\$3,439.59	\$3,439.59
6/21/2024	BILL	7135	R	30	18	0.6	0		7/17/2024	\$42.58	\$3,482.17	\$3,482.17
6/28/2024	PAY							Check		(\$100.00)	\$3,382.17	\$3,382.17
7/23/2024	LPC									\$39.80	\$3,421.97	\$3,421.97
7/23/2024	BILL	7150	R	30	15	0.5	0		8/15/2024	\$38.09	\$3,460.06	\$3,460.06
8/21/2024	LPC									\$40.37	\$3,500.43	\$3,500.43
8/21/2024	BILL	7165	R	31	15	0.48	0		9/16/2024	\$38.09	\$3,538.52	\$3,538.52
9/12/2024	PAY							Check		(\$58.52)	\$3,480.00	\$3,480.00
9/21/2024	LPC									\$40.07	\$3,520.07	\$3,520.07
9/21/2024	BILL	7181	R	31	16	0.52	1		10/15/2024	\$39.46	\$3,559.53	\$3,559.53
10/10/2024	PAY							Check		(\$50.00)	\$3,509.53	\$3,509.53
10/22/2024	LPC									\$39.91	\$3,549.44	\$3,549.44
10/22/2024	BILL	7201	R	29	20	0.69	71		11/15/2024	\$45.24	\$3,594.68	\$3,594.68
11/8/2024	PAY							Credit Card		(\$50.00)	\$3,544.68	\$3,544.68
11/22/2024	LPC									\$39.84	\$3,584.52	\$3,584.52
11/22/2024	BILL	7223	R	33	22	0.67	262		12/18/2024	\$50.49	\$3,635.01	\$3,635.01
12/13/2024	PAY							Credit Card		(\$25.00)	\$3,610.01	\$3,610.01
12/21/2024	LPC									\$40.22	\$3,650.23	\$3,650.23
12/21/2024	BILL	7281	R	29	58	2	683		1/17/2025	\$99.33	\$3,749.56	\$3,749.56
1/25/2025	LPC									\$41.71	\$3,791.27	\$3,791.27
1/25/2025	BILL	7412	R	35	131	3.74	1156		2/19/2025	\$194.37	\$3,985.64	\$3,985.64
2/22/2025	LPC									\$44.63	\$4,030.27	\$4,030.27
2/22/2025	BILL	7517	R	28	105	3.75	859		3/18/2025	\$167.74	\$4,198.01	\$4,198.01
3/25/2025	LPC									\$47.14	\$4,245.15	\$4,245.15
3/25/2025	BILL	7590	R	29	73	2.52	538		4/17/2025	\$142.40	\$4,387.55	\$4,387.55
4/24/2025	BILL	7644	R	32	54	1.69	379		5/19/2025	\$108.46	\$4,496.01	\$4,496.01
5/23/2025	BILL	7660	R	29	16	0.55	37		6/18/2025	\$44.60	\$4,540.61	\$4,540.61

Search For Negotiated Payment Arrangement

Search Criteria

Account... Nickerson, Sonya T

From Date:

Date	Seq	Status	Comments
04/28/2021	1	Broken	
10/07/2019	1	Broken	
04/30/2019	1	Broken	<<PUC PAR BCS# 3696693>>
08/08/2017	1	Broken	
04/24/2017	1	Broken	
06/06/2016	1	Broken	
09/09/2015	1	Broken	BCS# 3380709 - PUC DECISION
05/23/2014	1	Broken	

9 record(s) found

Search For Negotiated Payment Arrangement

Search Criteria

Account... Nickerson, Sonya T

From Date:

Date	Seq	Status	Comments
04/30/2019	1	Broken	<<PUC PAR BCS# 3696693>>
08/08/2017	1	Broken	
04/24/2017	1	Broken	
06/06/2016	1	Broken	
09/09/2015	1	Broken	BCS# 3380709 - PUC DECISION
05/23/2014	1	Broken	
05/20/2014	1	Canceled	

9 record(s) found

PHILADELPHIA GAS WORKS

PUC

Opening XML

Case Number:	3696693
Company Name:	PGW (PHILA. GAS WORKS (NGDC))
Company Code:	0766
Company Type	GAS TRANSPORTER
Customer First Name:	SONYA
Customer Middle Initial:	
Customer Last Name:	NICKERSON
Customer Account Number:	██████████
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:	906 E UPSAL ST
Customer Service Address 2:	2ND FLR
Customer Service Address City:	PHILADELPHIA
Customer Service Address State:	PA
Customer Service Address Zip:	19150
Customer Service Address 4-Zip:	
Customer Family Adults:	2
Customer Family Children:	1
Customer Family Age:	2
Gross Income	
Source	Income Amount
A1 WAGES	3450
A2 NONE	0
Date Open:	2019-04-29
Reason For Contact:	ON - PAR NEEDED (# 61)
Term Date:	2019-04-30
Business Name:	
Case Problem:	
Company Position:	04/26/2019 REFERRED TO PUC
Related Information:	61 – CUSTOMER NEEDS A PAYMENT ARRANGEMENT. NEEDS \$1037 TO AVOID THE SHUT OFF - RELIEF SOUGHT - STRAIGHT PAR CUSTOMER WAS ON PRIOR PUC PAR, BUT STATES THAT HAS BEEN SATISFIED AND COMPANY REFERRED TO PUC THE CELL PHONE NUMBER ██████████ HAS BEEN ALLOWED TO BE SHARED.

Case Misc Info:**Hot Issue:****Case Origin:** TELEPHONE**Prior Case Number:** 3617476**Universal Service:** M**Arrearage:** 1037**BCS Investigator First Name:** BCS**BCS Investigator Last Name:** CASE POOL**BCS Investigator Phone w/ Area Code:** [REDACTED]**BCSIntaker First Name:** BRYAN**BCSIntaker Last Name:** KAUFFMAN**Number Of Time Send:** 1**Number Of Time Faxed:** 0**Number Of Time Faxed:** 7177876641

PHILADELPHIA GAS WORKS

PUC

Closing XML

Case Number: 3696693
Company Name: PGW (PHILA. GAS WORKS (NGDC))
Company Code: 0766
Company Type: GAS TRANSPORTER
Customer First Name: SONYA
Customer Middle Initial:
Customer Last Name: NICKERSON
Account Number: ██████████
Service Address 1: 906 E UPSAL ST
Service Address 2: 2ND FLR
Service City: PHILADELPHIA
Service State: PA
Service Zip 5: 19150
Service Zip 4:
Decision Issue: Y
Oral Written: W
Violation: NO
Chapter:
Section Rule:
Total Balance: 1390.46
Date Closed: 2019-04-29
Resolution: LEVEL 2, BB 118.00 + 39.00 = 157.00 BEGINNING JUNE 2019.
Balance Date: 2019-04-29
Service Restored Pay:
Service Continue Amount:
Service Continue Date:
Terms: JUNE 2019 BILL DUE DATE
Special Budget Amount: 157.00
Regular Budget Amount: 118.00
Arrears Payment Plus: 39.00
FinalMonthlyPayment:
CurrentMonthlyPayment:
EndMonthlyPayment:
LetterDescription:
HeadDate: 2019-05-01
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: 7177876641

PHILADELPHIA GAS WORKS

PUC

Opening XML

Case Number: 3735831
Company Name: PGW (PHILA. GAS WORKS (NGDC))
Company Code: 0766
Company Type: GAS TRANSPORTER
Customer First Name: SONYA
Customer Middle Initial:
Customer Last Name: NICKERSON
Customer Account Number: [REDACTED]
Customer Home Phone w/ Area Code:
Customer Work Phone w/ Area Code:
Customer Service Class: RESIDENTIAL
Customer Mail Address 1:
Customer Mail Address 2:
Customer Mail Address City:
Customer Mail Address State:
Customer Mail Address Zip:
Customer Mail Address 4-Zip:
Customer Service Address 1: 906 E UPSAL ST
Customer Service Address 2: 2ND FLR
Customer Service Address City: PHILADELPHIA
Customer Service Address State: PA
Customer Service Address Zip: 19150
Customer Service Address 4-Zip:
Customer Family Adults: 2
Customer Family Children: 2
Customer Family Age: 2, 2MOS
Gross Income

Source	Income Amount
AD1-WAGES	4680
AD2-STUD	0

Date Open: 2019-09-20
Reason For Contact: OFF - SERVICE IS TERMINATED/SUSPENDED - DISPUTE - NO NOTICE (#77)
Term Date: 2019-09-19
Business Name:
Case Problem:
Company Position: 09/19/2019 MUST PAY \$1300, THIS AMOUNT INCLUDES A SD.
Related Information: CU HAS RECENT BCS 3696693 - AND MISSED FULL PAYMENT AMOUNT. CU STATES SHE RECEIVED A 10-DAY NOTICE A COUPLE OF MOS AGO, BUT NO PERSONAL CONTACT 72 HR NOTICE. - RELIEF SOUGHT - HELP TO RESTORE AT REDUCED AND FIND OUT WHY UT DID NOT PROVIDE PROPER NOTICES BEFORE TERMINATION. THE CELL PHONE NUMBER [REDACTED] HAS BEEN ALLOWED TO BE SHARED. THE EMAIL ADDRESS SONYANICKERSON050@GMAIL.COM HAS BEEN ALLOWED TO BE SHARED.
Case Misc Info: CU WOULD PREFER EMAILED LETTER
Hot Issue:
Case Origin: TELEPHONE

Prior Case Number: 3696693
Universal Service: M
Arrearage: 1077
BCS Investigator First Name: BCS
BCS Investigator Last Name: CASE POOL
BCS Investigator Phone w/ Area Code: [REDACTED]
BCSIntaker First Name: MARIE
BCSIntaker Last Name: KENNEDY
Number Of Time Send: 1
Number Of Time Faxed: 0
Number Of Time Faxed: 7177876641

PHILADELPHIA GAS WORKS

PUC

Closing XML

Case Number: 3735831
Company Name: PGW (PHILA. GAS WORKS (NGDC))
Company Code: 0766
Company Type: GAS TRANSPORTER
Customer First Name: SONYA
Customer Middle Initial:
Customer Last Name: NICKERSON
Account Number: ██████████
Service Address 1: 906 E. UPSAL ST.
Service Address 2: 2ND FLOOR
Service City: PHILADELPHIA
Service State: PA
Service Zip 5: 19150
Service Zip 4:
Decision Issue: Y
Oral Written: W
Violation: NO
Chapter:
Section Rule:
Total Balance: 1157.85
Date Closed: 2019-09-23
Resolution: DECISION ISSUED - CASE DISMISSED PER 1405 (D). CUSTOMER HAS NOT SATISFIED PRIOR PUC PAR BCS 3696693. CASE CLOSED. COMPANY HAS SATISFIED NOTIFICATION REQUIREMENTS AS REQUIRED IN 52 PA CODE § 56.91 (A) AND 56.93 (A). AS PER COMPANY REPORT, CUSTOMER MUST PAY 329.71 TO RESTORE SERVICE. THIS AMOUNT INCLUDES 1/12TH OF BALANCE (96.48), RECONNECT FEE (123.23) AND HALF OF SECURITY DEPOSIT (110.00).
Balance Date: 2019-09-23
Service Restored Pay: 329.71
Service Continue Amount: 0.00
Service Continue Date:
Terms:
Special Budget Amount: 0.00
Regular Budget Amount: 110.00
Arrears Payment Plus: 0.00
FinalMonthlyPayment: 0.00
CurrentMonthlyPayment: 0.00
EndMonthlyPayment: 0.00
LetterDescription: ??
HeadDate: 2019-09-26
Paragraph:

Bill Date:

Reconnect Amount: 0

Pay Amount: 0.00

BCS Investigator First Name: JOSE

BCS Investigator Last Name: DIAZ

Number Of Time Send: 1

Number Of Time Faxed: 0

PUC Fax: 7177876641

PHILADELPHIA GAS WORKS

PUC

Opening XML

Case Number: 3862234
Company Name: PGW (PHILA. GAS WORKS (NGDC))
Company Code: 0766
Company Type: GAS TRANSPORTER
Customer First Name: SONYA
Customer Middle Initial:
Customer Last Name: NICKERSON
Customer Account Number: [REDACTED]
Customer Home Phone w/ Area Code:
Customer Work Phone w/ Area Code:
Customer Service Class: MISSING
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: 906 E UPSAL ST, #2F
Customer Service Address 2: UNIT 2F
Customer Service Address City: PHILADELPHIA
Customer Service Address State: PA
Customer Service Address Zip: 19150
Customer Service Address 4-Zip:
Customer Family Adults: 2
Customer Family Children: 2
Customer Family Age: 3,5
Gross Income

Source	Income Amount
A1	3600
A2	0

Date Open: 2022-09-06
Reason For Contact: ON - PAR NEEDED (# 61)
Term Date: 2022-09-06
Business Name:
Case Problem:
Company Position: 09/06/2022
Related Information: CU NEEDS A PAYMENT ARRANGEMENT TO MAINTAIN THE CELL PHONE NUMBER ([REDACTED]) HAS BEEN ALLOWED TO BE SHARED. THE EMAIL ADDRESS SONYANICKERSON050@GMAIL.COM HAS BEEN ALLOWED TO BE SHARED.
Case Misc Info:

Hot Issue:
Case Origin: TELEPHONE
Prior Case Number:
Universal Service: Y
Arrearage: 2104.44
BCS Investigator First Name: BCS
BCS Investigator Last Name: CASE POOL
BCS Investigator Phone w/ Area Code: [REDACTED]
BCSIntaker First Name: JOHN
BCSIntaker Last Name: VARGO
Number Of Time Send: 1
Number Of Time Faxed: 0
Number Of Time Faxed: 7177876641

PHILADELPHIA GAS WORKS

PUC

Closing XML

Case Number: 3862234
Company Name: PGW (PHILA. GAS WORKS (NGDC))
Company Code: 0766
Company Type: GAS TRANSPORTER
Customer First Name: SONYA
Customer Middle Initial:
Customer Last Name: NICKERSON
Account Number: XXXXXXXXXX
Service Address 1: 906 E UPSAL ST,
Service Address 2: UNIT 2F
Service City: PHILADELPHIA
Service State: PA
Service Zip 5: 19150
Service Zip 4:
Decision Issue: N
Oral Written: W
Violation: NO
Chapter:
Section Rule:
Total Balance: 1962.27
Date Closed: 2022-11-02
Resolution: DISMISSAL ISSUED. DISMISSAL LETTER SENT. CASE DISMISSED PER 1405(D). THE CUSTOMER HAS A PRIOR UNSATISFIED PUC PAYMENT ARRANGEMENT (BCS# 3696693).
Balance Date: 2022-11-02
Service Restored Pay: 0.00
Service Continue Amount: 320.00
Service Continue Date:
Terms:
Special Budget Amount: 0.00
Regular Budget Amount: 102.00
Arrears Payment Plus: 0.00
FinalMonthlyPayment: 0.00
CurrentMonthlyPayment: 0.00
EndMonthlyPayment: 0.00
LetterDescription:
HeadDate: 2022-11-02
Paragraph:
Bill Date:
Reconnect Amount: 0
Pay Amount: 0.00
BCS Investigator First Name: BARBARA
BCS Investigator Last Name: SLINGLAND
Number Of Time Send: 1
Number Of Time Faxed: 0
PUC Fax: 7177876641

PHILADELPHIA GAS WORKS

PUC

Opening XML

Case Number: 4049146
Company Name: PGW (PHILA. GAS WORKS (NGDC))
Company Code: 0766
Company Type: GAS TRANSPORTER
Customer First Name: SONYA
Customer Middle Initial:
Customer Last Name: NICKERSON
Customer Account Number: ██████████
Customer Home Phone w/ Area Code:
Customer Work Phone w/ Area Code:
Customer Service Class: RESIDENTIAL
Customer Mail Address 1: 906 E UPSAL ST UNIT B
Customer Mail Address 2:
Customer Mail Address City: PHILADELPHIA
Customer Mail Address State: PA
Customer Mail Address Zip: 19150
Customer Mail Address 4-Zip:
Customer Service Address 1: 906 E UPSAL ST UNIT 2F
Customer Service Address 2:
Customer Service Address City: PHILADELPHIA
Customer Service Address State: PA
Customer Service Address Zip: 19150
Customer Service Address 4-Zip:
Customer Family Adults: 1
Customer Family Children: 1
Customer Family Age: 8
Gross Income

Source	Income Amount
AD1 WAGES	4750

Date Open: 2025-03-28
Reason For Contact: ON - PAR NEEDED (# 61)
Term Date: 2025-04-01
Business Name:
Case Problem:
Company Position: 03/19/2025 PGW WANTS HER TO PAY 3785.84 TO KEEP SERVICES ON.
Related Information: 61 – PAYMENT ARRANGEMENT REQUEST TO STOP THE TERM NOTICE. CUSTOMER STATES THE PREVIOUS BALANCE WAS PAID OFF. - RELIEF SOUGHT - CUSTOMER WOULD LIKE THE PAYMENT ARRANGEMENT TO STOP THE TERM NOTICE. THE CELL PHONE NUMBER ██████████ HAS BEEN ALLOWED TO BE SHARED. THE EMAIL ADDRESS SONYANICKERSON050@GMAIL.COM HAS BEEN ALLOWED TO

BE SHARED.

Case Misc Info:
Hot Issue:
Case Origin: TELEPHONE
Prior Case Number: 3862234
Universal Service: M
Arrearage: 3785.64
BCS Investigator First Name: BCS
BCS Investigator Last Name: CASE POOL
BCS Investigator Phone w/ Area Code: [REDACTED]
BCSIntaker First Name: STEFANIA
BCSIntaker Last Name: MICOLUCCI
Number Of Time Send: 1
Number Of Time Faxed: 0
Number Of Time Faxed: 7172658273

PHILADELPHIA GAS WORKS

PUC

Closing XML

Case Number: 4049146
Company Name: PGW (PHILA. GAS WORKS (NGDC))
Company Code: 0766
Company Type: GAS TRANSPORTER
Customer First Name: SONYA
Customer Middle Initial:
Customer Last Name: NICKERSON
Account Number: ██████████
Service Address 1: 906 E UPSAL ST UNIT 2F
Service Address 2:
Service City: PHILADELPHIA
Service State: PA
Service Zip 5: 19150
Service Zip 4:
Decision Issue: N
Oral Written: W
Violation: NO
Chapter:
Section Rule:
Total Balance: 4387.55
Date Closed: 2025-04-02
Resolution: DISMISSAL LETTER ISSUED: CASE DISMISSED. CUSTOMER HAS NOT SATISFIED PUC PAR BCS# 3696693. PUC PAR BCS# 3696693, LEVEL 2, BEGINNING JUNE 2019, BB 118.00 + 39.00 = 157.00. DISMISSED DUE TO UNSATISFIED PUC PAR.
Balance Date: 2025-03-31
Service Restored Pay: 0.00
Service Continue Amount: 2634.48
Service Continue Date:
Terms:
Special Budget Amount: 0.00
Regular Budget Amount: 91.00
Arrears Payment Plus: 0.00
FinalMonthlyPayment: 0.00
CurrentMonthlyPayment: 0.00
EndMonthlyPayment: 0.00
LetterDescription:
HeadDate: 2025-04-04
Paragraph:
Bill Date:
Reconnect Amount: 0
Pay Amount: 0.00

BCS Investigator First Name: CATHERINE
BCS Investigator Last Name: STRAUSBAUGH
Number Of Time Send: 1
Number Of Time Faxed: 0
PUC Fax: 7172658273



*COMMONWEALTH OF PENNSYLVANIA
PENNSYLVANIA PUBLIC UTILITY COMMISSION
BUREAU OF CONSUMER SERVICES
P.O. BOX 3265, HARRISBURG, PA 17105-3265*

4/4/2025

BCS No: 4049146

Sonya Nickerson
906 E Upsal St Unit B
Philadelphia PA 19150

Dear Sonya Nickerson:

You contacted the Public Utility Commission (PUC) requesting a payment arrangement on your outstanding balance with Philadelphia Gas Works.

The Bureau of Consumer Services investigates and issues final determinations on all informal consumer complaints. (66 Pa. C.S. § 308(d)(1), 66 Pa. C.S. § 308.1(a), and 52 Pa. Code § 56.166).

Since you had a prior PUC payment arrangement (BCS# 3696693) that has not been satisfied, the Bureau of Consumer services cannot assist you with a payment arrangement at this time. This informal complaint has been closed without a decision.

Philadelphia Gas Works has informed us that your total account balance is \$4387.55. The Company is requiring you to pay \$2634.48 to keep the service on.

You have the right to file a formal complaint. The formal complaint process involves a legal proceeding before a PUC Administrative Law Judge (ALJ), similar to a trial. This means that you and the utility must present facts on the issues raised in your complaint to the ALJ. You must participate in a hearing, respond to questions from the utility, and prove why the judge should uphold your position.

If you have questions or would like formal complaint forms, call 717-772-7777. You can also find PUC formal complaint forms online at www.puc.pa.gov

Sincerely

Catherine Strausbaugh
Investigator

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

Notice Date: Mar 13, 2025
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 906 E UPSAL ST 2F on or after 8 a.m. on Apr 01, 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 \$3,985.64.
- 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	\$3,985.64
Security Deposit	\$160.00
Turn On Charge	\$123.23
Total	\$4,268.87

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

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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]
M [REDACTED]
\$3,985.64

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

Amount Enclosed:

SONYA NICKERSON
906 E UPSAL ST # 2F
PHILA PA 19150-3712

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