

COMMONWEALTH OF PENNSYLVANIA
PUBLIC UTILITY COMMISSION

SHAKEENA HOLLOWAY : DOCKET NO.
: C-2025-3053016

vs. :

PHILADELPHIA GAS WORKS :

Initial Call In Telephonic Hearing :

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Judge's Chambers
400 North Street
Harrisburg, PA 17120
Friday, April 25, 2025
Commencing at 10:52 a.m.

BEFORE:

Special Agent Michael Mroczka

REPORTER:

Marissa Bennett

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Specific Service Agreement Statement of Account SA- 295853720

Customer Name	From Date	To Date		
SHAKEENA HOLLOWAY	4/15/2023	4/15/2025		
Service Address	Account Number	S A Number	Meter	Rate/Class
1511 N 60TH ST Apt 1F PHIL, PA 191514219	13862402	295853720	1826936	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
2/13/2024	BILL	3627	R	29	236	8.14	809		3/8/2024	\$486.48	\$486.48	\$486.48
3/13/2024	LPC									\$7.29	\$493.77	\$493.77
3/13/2024	BILL	3821	R	31	194	6.26	683		4/8/2024	\$412.36	\$906.13	\$906.13
4/12/2024	LPC									\$13.48	\$919.61	\$919.61
4/12/2024	BILL	3963	R	30	142	4.73	457		5/7/2024	\$298.52	\$1,218.13	\$1,218.13
5/11/2024	LPC									\$17.96	\$1,236.09	\$1,236.09
5/11/2024	BILL	4046	R	29	83	2.86	169		6/5/2024	\$185.04	\$1,421.13	\$1,421.13
6/12/2024	BILL	4095	R	32	49	1.53	46		7/8/2024	\$111.14	\$1,532.27	\$1,532.27
7/12/2024	BILL	4114	R	30	19	0.63	0		8/6/2024	\$53.74	\$1,586.01	\$1,586.01
7/22/2024	NSFCHG									\$20.00	\$1,606.01	\$1,606.01
8/10/2024	LPC									\$23.20	\$1,629.21	\$1,629.21
8/10/2024	BILL	4131	R	29	17	0.59	0		9/4/2024	\$49.92	\$1,679.13	\$1,679.13
9/12/2024	LPC									\$24.25	\$1,703.38	\$1,703.38
9/12/2024	BILL	4157	R	33	26	0.79	1		10/7/2024	\$67.16	\$1,770.54	\$1,770.54
10/11/2024	LPC									\$25.26	\$1,795.80	\$1,795.80
10/11/2024	BILL	4185	R	29	28	0.97	5		11/5/2024	\$82.02	\$1,877.82	\$1,877.82
11/13/2024	LPC									\$26.49	\$1,904.31	\$1,904.31
11/13/2024	BILL	4304	R	30	119	3.97	171		12/9/2024	\$295.38	\$2,199.69	\$2,199.69
12/12/2024	LPC									\$30.92	\$2,230.61	\$2,230.61
12/12/2024	BILL	4518	R	32	214	6.69	624		1/9/2025	\$431.89	\$2,662.50	\$2,662.50
1/15/2025	BILL	4828	R	34	310	9.12	974		2/10/2025	\$599.38	\$3,261.88	\$3,261.88
2/13/2025	BILL	5127	R	29	299	10.31	966		3/11/2025	\$582.69	\$3,844.57	\$3,844.57
3/14/2025	BILL	5349	R	29	222	7.66	712		4/8/2025	\$457.28	\$4,301.85	\$4,301.85
4/12/2025	LPC									\$61.99	\$4,363.84	\$4,363.84
4/12/2025	BILL	5484	R	29	135	4.66	379		5/7/2025	\$308.42	\$4,672.26	\$4,672.26

Specific Service Agreement Statement of Account SA- 885230483

Customer Name	From Date	To Date		
SHAKEENA HOLLOWAY	4/7/2023	4/7/2025		
Service Address	Account Number	S A Number	Meter	Rate/Class
1511 N 60TH ST Apt 1F PHIL, PA 191514219	13862402	885230483	1826936	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
4/14/2023	BILL	2683	R	30	147	4.9	440		5/9/2023	\$169.71	\$339.42	\$339.42
5/13/2023	BILL	2760	R	29	77	2.66	189		6/7/2023	\$169.71	\$509.13	\$509.13
6/14/2023	BILL	2795	R	32	35	1.09	29		7/11/2023	\$169.71	\$678.84	\$678.84
6/27/2023	BPTOCG									\$123.23	\$802.07	\$802.07
6/27/2023	PAY							Debit Card		(\$164.61)	\$637.46	\$637.46
6/28/2023	CRPFRZ									\$288.50	\$925.96	\$925.96
6/28/2023	ADJLPC									\$25.78	\$951.74	\$951.74
7/14/2023	BILL	2817	R	30	22	0.73	3		8/8/2023	\$45.88	\$997.62	\$997.62
8/12/2023	BILL	2833	R	29	16	0.55	0		9/6/2023	\$37.75	\$1,035.37	\$1,035.37
9/14/2023	LPC									\$15.14	\$1,050.51	\$1,050.51
9/14/2023	BILL	2850	R	33	17	0.52	0		10/9/2023	\$39.02	\$1,089.53	\$1,089.53
10/13/2023	LPC									\$15.72	\$1,105.25	\$1,105.25
10/13/2023	BILL	2890	R	29	40	1.38	49		11/7/2023	\$69.05	\$1,174.30	\$1,174.30
11/14/2023	LPC									\$16.76	\$1,191.06	\$1,191.06
11/14/2023	BILL	2985	R	29	95	3.28	243		12/8/2023	\$156.24	\$1,347.30	\$1,347.30
12/13/2023	LPC									\$19.10	\$1,366.40	\$1,366.40
12/13/2023	BILL	3174	R	32	189	5.91	646		1/10/2024	\$274.23	\$1,640.63	\$1,640.63
1/13/2024	LPC									\$23.22	\$1,663.85	\$1,663.85
1/13/2024	BILL	3391	R	31	217	7	707		2/7/2024	\$353.02	\$2,016.87	\$2,016.87
2/13/2024	LPC									\$28.51	\$2,045.38	\$2,045.38
3/13/2024	LPC									\$28.51	\$2,073.89	\$2,073.89
4/12/2024	LPC									\$28.51	\$2,102.40	\$2,102.40
5/11/2024	LPC									\$28.51	\$2,130.91	\$2,130.91
5/20/2024	PAY							Check		(\$1,000.00)	\$1,130.91	\$1,130.91
5/24/2024	CANP									\$1,000.00	\$2,130.91	\$2,130.91
5/24/2024	PAYCAN									\$0.00	\$2,130.91	\$2,130.91
5/24/2024	NSFCHA									\$20.00	\$2,150.91	\$2,150.91

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
7/13/2024	PAY							Debit Card		(\$245.00)	\$1,905.91	\$1,905.91
7/16/2024	CANP									\$245.00	\$2,150.91	\$2,150.91
7/16/2024	PAYCAN									\$0.00	\$2,150.91	\$2,150.91
7/31/2024	NSFCGW									(\$20.00)	\$2,130.91	\$2,130.91
8/10/2024	LPC									\$28.81	\$2,159.72	\$2,159.72
9/6/2024	PAY							Cash		(\$60.00)	\$2,099.72	\$2,099.72
9/12/2024	LPC									\$27.91	\$2,127.63	\$2,127.63
10/7/2024	PAY							Cash		(\$70.00)	\$2,057.63	\$2,057.63
10/11/2024	LPC									\$26.86	\$2,084.49	\$2,084.49
11/13/2024	LPC									\$26.86	\$2,111.35	\$2,111.35
12/12/2024	LPC									\$26.86	\$2,138.21	\$2,138.21
12/24/2024	PAY							Check		(\$200.00)	\$1,938.21	\$1,938.21

Search For Negotiated Payment Arrangement [X]

Search Criteria

Account... 0000 1386 2402 Holloway, Shakeena

From Date: 04/07/2025

Apply Criteria

OK

Cancel

Date	Seq	Status	Comments
05/22/2024	1	Broken	
04/15/2024	1	Broken	
06/28/2023	1	Broken	

3 record(s) found.

PHILADELPHIA GAS WORKS

PUC

Opening XML

Case Number: 4015181
Company Name: PGW (PHILA. GAS WORKS (NGDC))
Company Code: 0766
Company Type: GAS TRANSPORTER
Customer First Name: SHAKEENA
Customer Middle Initial:
Customer Last Name: HOLLOWAY
Customer Account Number: 0013862402
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: 1511 N 60TH ST
Customer Service Address 2:
Customer Service Address City: PHILADELPHIA
Customer Service Address State: PA
Customer Service Address Zip: 19151
Customer Service Address 4-Zip:
Customer Family Adults: 2
Customer Family Children: 4
Customer Family Age: 17,10,6,3
Gross Income

Source	Income Amount
JOB	1600

Date Open: 2024-09-03
Reason For Contact: CAP DISPUTE (#67)
Term Date: 2024-09-03
Business Name:
Case Problem:
Company Position: 09/03/2024 PGW IS REQUESTING 2000.00 TO MAINTAIN SERVICE.
Related Information: 67 - THE CUSTOMER IS DISPUTING THAT PGW IS REQUESTING \$2000.00 FOR HER TO GET BACK ONTO THE CRP PROGRAM. THE CUSTOMER WOULD LIKE A PAYMENT ARRANGEMENT.

Case Misc Info:
Hot Issue:
Case Origin: TELEPHONE
Prior Case Number:

Universal Service: N
Arrearage: 0
BCS Investigator First Name: BCS
BCS Investigator Last Name: CASE POOL
BCS Investigator Phone w/ Area Code: [REDACTED]
BCSIntaker First Name: NAFEESAH
BCSIntaker Last Name: HOLLIDAY
Number Of Time Send: 1
Number Of Time Faxed: 0
Number Of Time Faxed: 7172658273

PHILADELPHIA GAS WORKS

PUC

Closing XML

Case Number: 4015181
Company Name: PGW (PHILA. GAS WORKS (NGDC))
Company Code: 0766
Company Type: GAS TRANSPORTER
Customer First Name: SHAKEENA
Customer Middle Initial:
Customer Last Name: HOLLOWAY
Account Number: 13862402
Service Address 1: 1511 N 60TH ST
Service Address 2:
Service City: PHILADELPHIA
Service State: PA
Service Zip 5: 19151
Service Zip 4:
Decision Issue: Y
Oral Written: W
Violation: NO
Chapter:
Section Rule:
Total Balance: 3898.17
Date Closed: 2024-12-04
Resolution: DECISION ISSUED: CUSTOMER MUST PAY CRP CURE OF \$3392.53 FOR RE-ENROLLMENT IN CRP. PER 1405(C), CUSTOMER IS NOT ELIGIBLE FOR PUC PAR DUE TO CRP ARREARS IN THE BALANCE. CASE DISMISSED.
Balance Date: 2024-09-25
Service Restored Pay: 0.00
Service Continue Amount: 0.00
Service Continue Date:
Terms:
Special Budget Amount: 0.00
Regular Budget Amount: 192.00
Arrears Payment Plus: 0.00
FinalMonthlyPayment: 0.00
CurrentMonthlyPayment: 0.00
EndMonthlyPayment: 0.00
LetterDescription:
HeadDate: 2024-12-05
Paragraph:
Bill Date:
Reconnect Amount: 0
Pay Amount: 0.00
BCS Investigator First Name: KELLY
BCS Investigator Last Name: ALLWEIN
Number Of Time Send: 1
Number Of Time Faxed: 0
PUC Fax: 7172658273