

Jaycinah Simon

1232 W. Master St.

Philadelphia, PA. 19122-4017

267-596-2674

Jksimon5412@gmail.com

PGW Account Number: 0876078313, 55854669

August 20, 2025

To:

Pennsylvania Public Utility Commission

Bureau of Consumer Services

Commonwealth Keystone Building

400 North Street

Harrisburg, PA. 17120

Subject: Emergency Motion for Interim Relief – Philadelphia Gas Works

PGW Account Number: 0876078313, 55854669

Dear Commissioners,

I respectfully submit this Emergency Motion for Interim Relief regarding actions taken by Philadelphia Gas Works (PGW) in connection with my account.

Background:

This matter is currently scheduled for a hearing before the Commission on October 2, 2025.

Despite the pending proceeding, PGW has unilaterally reinstated and attempted to collect charges that are the subject of this dispute.

Emergency Basis:

PGW's premature reinstatement of disputed charges is in direct violation of the PUC's jurisdiction and due process, as the issues are already set to be adjudicated on October 2, 2025.

Under 66 Pa. C.S. subsection 1501, PGW must provide "adequate, safe, and reasonable service". Attempting to collect disputed charges before the Commission has ruled constitutes an unreasonable service practice.

Under 52 Pa Code subsection 56.191, utilities must not impose billing or collection practices that would deprive a household of essential service while dispute is pending.

The reinstatement of these charges creates an undue hardship, threatening termination of essential gas service and jeopardizing my household's health and safety.

Requested Interim Relief:

I respectfully request that the Commission immediately:

1. Order PGW to cease all collection efforts and suspend any reinstated charges pending the October 2, 2025 hearing.
2. Prohibit PGW from issuing termination notices, late fees, or penalties related to the disputed balance until a final decision is rendered.

3. Direct PGW to provide an itemized accounting separating pre-petition, post-petition, and reinstated charges.

This motion is necessary to prevent irreparable harm and to preserve the Commission's jurisdiction over the pending dispute.

Respectfully Submitted,

A handwritten signature in blue ink, consisting of a large, stylized initial 'J' followed by a series of loops and a horizontal line extending to the right.

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August 20, 2025

To:

Pennsylvania Public Utility Commission

Bureau of Consumer Services

Commonwealth Keystone Building

400 North Street

Harrisburg, PA. 17120

Subject: Complaint Against Philadelphia Gas Works – Improper Reinstatement of Charges
& Violation of Pending PUC Proceeding

Dear Commissioners,

I am submitting this formal complaint regarding the actions of Philadelphia Gas Works (PGW) in connection with my utility account.

Background:

I previously filed for Chapter 13 bankruptcy, during which PGW's pre-petition charges were subject to the jurisdiction of the Bankruptcy Court and the automatic stay under **11 U.S.C. subsection 362**.

My bankruptcy was later dismissed without discharge. PGW has now reinstated certain charges that remain in dispute.

This matter is already pending before the Commission, with a scheduled hearing on October 2, 2025.

Violation by PGW:

Despite the pending PUC proceeding, PGW has attempted to reinstate and collect charges that are the subject of this dispute. This conduct is unlawful and improper for the following reasons:

1. Premature Collection in Violation of PUC Jurisdiction

By attempting to collect disputed charges before the October 2, 2025 hearing, PGW is usurping the Commission's authority and violating the process.

2. Unreasonable Service Practices

Under 66 Pa.C.S. subsection 1501 PGW is required to provide "adequate, efficient, safe, and reasonable service." The reinstatement of disputed charges constitutes an unreasonable and unlawful service practice.

3. Failure to Comply with Payment and Disputed Protections

Under 52 Pa. Code subsection 56.191, PGW must offer reasonable payment arrangements and may not impose billing practices that deprive households of essential utility service during a pending dispute.

PGW's actions create an undue hardship by threatening termination of essential gas service through unlawful billing.

Requested Relief:

I respectfully request that the Commission:

1. Order PGW to immediately suspend all collection and billing efforts relating to the disputed charges until after the October 2, 2025 hearing and final determination by the PUC.
2. Require PGW to provide a full itemized accounting distinguishing between prepetition and post-petition charges.
3. Prohibit PGW from imposing any unlawful late fees, penalties, or duplicative charges related to the disputed balance.
4. Investigate PGW's practices to ensure compliance with the Pennsylvania Public Utility Code and applicable regulations.

This complaint is being filed to preserve my rights and to ensure that PGW does not undermine the Commission's authority or jeopardize my household's access to essential utility service.

Respectfully submitted,



Jaycinah Simon



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

Notice Date: Aug 14, 2025
Account Number: 0876078313

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 1232 W MASTER ST on or after 8 a.m. on Aug 26, 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 \$31,039.97.
- 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	\$31,039.97
Security Deposit	\$468.00
Turn On Charge	\$123.23
Total	\$31,631.20

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_20250814180002 dat-9379-000006327

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



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

Account Number: 0876078313
Notice Date: Aug 14, 2025
Please Pay: \$31,039.97

Amount Enclosed:

\$

004690 000006327
JAYCINAH SIMON
1232 W MASTER ST
PHILA PA 19122-4017



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



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



Access Your Account Online www.pgworks.com

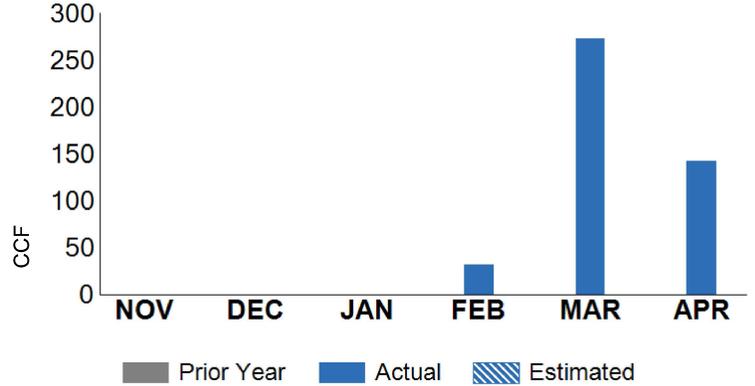


Billing & General Information (215) 235-1000 (English & Español)



Hello Jaycinah Simon,
1232 W MASTER ST, PHILADELPHIA PA
19122-4017
Account Number: 0876078313

ENERGY USAGE SNAPSHOT



Please Pay **\$1,151.37**
Due By **05/06/2025**

Billing Date APR 10, 2025
Service From 03/10/2025 - 04/08/2025
Past Due \$860.35
Current Charges \$283.86
Adjustments \$7.16

Average Daily Cost
\$9.79
Current Month
Compared to \$0.00 prior year

Average Daily Temperature
52° Current Month | Compared to 49° prior year
Usage Over Last Year
37 Ccf* Monthly Average | 447 Ccf Total
1 CCF = approx. 1 hour of heat
**See terms on pg. 2*

MESSAGE CENTER

LIHEAP EXTENDED! Get up to \$1,000 for your PGW bill. Visit pgworks.com/LIHEAP

Save Money, Save Energy. Let PGW help you conserve more of your energy and money! Check out rebates, incentives and more at PGWEnergySense.com

Need in-person assistance? Visit a Neighborhood Energy Center for help from a PGW-trained representative. **Find your nearest center at PGWorks.com/NEC**



Pay Online www.pgworks.com



Pay By Phone (215) 235-1000 (English & Español)
**a convenience fee of \$2.65 will be applied*



Pay With Cash (See Back For Details)



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

Please Pay \$1,151.37	Due By 05/06/2025
Account Number: 0876078313	
\$ <input type="text"/> , <input type="text"/> <input type="text"/> , <input type="text"/> <input type="text"/> <input type="text"/> . <input type="text"/> <input type="text"/>	

Thank you!



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

JAYCINAH SIMON
1232 W MASTER ST
PHILADELPHIA PA 19122-4017

0008760783138000000001151374

PHONE

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

TERMS

How's my gas measured?

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

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

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

Other Helpful Terms

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

Customer Responsibility Program (CRP) - PGW's low income customer assistance program which provides a lower monthly bill and forgiveness of pre-program debt.

Meter Reading Information - PGW uses its best effort to obtain an actual meter reading regularly, and at least every six months for customers without automatic meter reading devices. When the meter is not read, PGW estimates your gas use. To avoid estimates, you may read your own meter and call us with the reading. We also offer stamped, preaddressed postcards, which you can use to send us your meter reading by the specified date. To request a supply of these cards, call (215) 235-1000, or write us at P.O. Box 3500, Philadelphia, PA 19122.

Natural Gas Distribution Company (NGDC) - A state regulated natural gas utility which owns the gas lines and equipment necessary to deliver natural gas to the consumer. PGW is an NGDC.

What are my charges?

*See the PGW Gas Service tariff on pgworks.com for full details.

Commodity Charges - The charge for basic gas supply service which is sold either by volume (CCF or MCF) or heating value (DTH). These charges are passed along to customers at the price PGW pays, with no markup.

Customer Charges - A monthly charge to cover NGDC costs such as maintaining the lines, meter reading and billing.

Distribution Charges - The charge for delivery of natural gas from the point of receipt by the NGDC to the customer.

Distribution System Improvement Charge (DSIC) - A charge approved by the Pennsylvania Public Utility Commission (PUC) for recovery of the reasonable and prudent costs incurred to repair, improve, or replace eligible distribution property. A DSIC provides PGW with the resources to accelerate the replacement of aging infrastructure.

Gas Cost Adjustments - Amount billed or credited each month to account for differences between projected and actual gas supply costs of the NGDC.

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



PAY WITH CASH POSTS SAME DAY AND FREE.

BRING THIS BARCODE TO ANY



By accepting or using this barcode to make a payment, you agree to the full terms and conditions, available at VanillaDirect.com/terms. After successful payment using this barcode, you may retrieve your full detailed e-receipt at VanillaDirect.com/Pay/ereceipt.

Five dollar (\$5.00) minimum payment required with barcode. Barcode must be presented at time of payment. Participating vendors will only accept cash with barcode. Payments made with barcode must be made before 4:00 p.m. in order to post to account the same day. Payments made with barcode while termination of service is in progress will not serve to stop termination of service. For eligible accounts only.

RIGHTS & OBLIGATIONS

A summary of your rights and obligations as a PGW customer will be made available upon request. A rate schedule and an explanation of how to verify the accuracy of a bill and an explanation of the various charges will be made available upon request.

SUPPLIER INFORMATION

If you have selected a Natural Gas Supplier other than PGW, the natural gas supplier is responsible for determining the rates billed for supplier charges. PGW will bill for gas delivery according to the tariff for your rate class. Commodity prices and charges are set by the Natural Gas Supplier you have chosen. The Public Utility Commission regulates the distribution prices and services.



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



Access Your Account Online www.pgworks.com



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

1232 W MASTER ST | SA ID: 2818059638
 Residential Heat & Domestic

BREAK DOWN OF CHARGES

Supply Charges

Commodity Charge 142 Ccf @ \$0.57906 \$82.23
Total Supply Charges \$82.23

Delivery Charges

Customer Charge @ \$16.25 \$16.25
 Distribution Charge 142 Ccf @ \$1.00962 \$143.37
 Distribution System Improvement Charge 7.5% \$11.97
 Gas Cost Adjustment @ -\$0.03494 -\$4.96
 Weather Normalization Adjustment \$35.00
Total Delivery Charges \$201.63

Total Billing Charges \$283.86

METER DETAILS

Meter Number: 02236899
 Read Cycle: 06
 Read Dates: 03/10/2025 - 04/08/2025
 Starting Read: 1117 Actual
 Ending Read: 1259 Actual
 Usage in CCF: 142.00
 Conversion Factor: 1.0336 Therm = 1 Ccf
 Usage in Therms: 146.77
 Next Meter Read: 05/08/2025

SHOPPING INFORMATION BOX

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

PGW Account: 0876078313
 Service Point ID: 9972155048
 Rate Class: General Service Residential
 Rate Schedule: GSR

If you are already shopping know your contract expiration date.

ADJUSTMENT DETAIL

Adjustments for SA ID # 2818059638

Late Payment Charge \$7.16
Total Adjustments \$7.16

DEPOSIT INFORMATION

Total Requested Deposit	Deposit Paid to Date
\$382.00	\$0.00

Current Deposit Amount \$0.00
Past Due Deposit \$382.00
Total Deposit Due \$382.00

**SMELL US?
 TELL US!**
 NATURAL GAS SMELLS ON PURPOSE.

Smell Gas? Call PGW. | pgworks.com/safety

PGW Messages



Your estimated gas price to Compare (PTC) is \$0.54534 per CCF. This estimated PTC was calculated by averaging PGW's quarterly PTC over 12 months and is subject to change every quarter. For a more accurate PTC please visit pagasswitch.com

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



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



Access Your Account Online www.pgworks.com

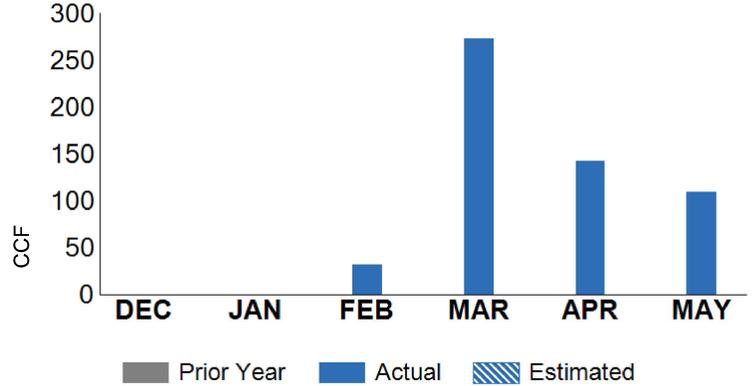


Billing & General Information (215) 235-1000 (English & Español)



Hello Jaycinah Simon,
1232 W MASTER ST, PHILADELPHIA PA
19122-4017
Account Number: 0876078313

ENERGY USAGE SNAPSHOT



Please Pay **\$1,379.88**
Due By **06/04/2025**

Billing Date **MAY 10, 2025**
Service From **04/08/2025 - 05/08/2025**
Past Due **\$1,151.37**
Current Charges **\$217.09**
Adjustments **\$11.42**

Average Daily Cost
\$7.24
Current Month
Compared to \$0.00 prior year

Average Daily Temperature
61° Current Month | Compared to 61° prior year
Usage Over Last Year
46 Ccf* Monthly Average | 556 Ccf Total
1 CCF = approx. 1 hour of heat
**See terms on pg. 2*

MESSAGE CENTER

Call 811 Before You Dig. Before a shovel goes in the ground, know what's below. A call to 811 helps keep you safe, and prevents damage to underground utilities.

PGW My Account lets you manage your account, make secure payments, and learn about rebates and incentives. **Sign up TODAY at PGWorks.com/MyAccount**

Stay Protected Against Costly Repairs including your AC!
Purchase a Parts & Labor Plan today at pgwplp.com



Pay Online www.pgworks.com



Pay By Phone (215) 235-1000 (English & Español)
**a convenience fee of \$2.65 will be applied*



Pay With Cash (See Back For Details)



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

Please Pay \$1,379.88	Due By 06/04/2025
Account Number: 0876078313	
\$ <input type="text"/> , <input type="text"/> <input type="text"/> , <input type="text"/> <input type="text"/> <input type="text"/> . <input type="text"/> <input type="text"/>	

Thank you!



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

JAYCINAH SIMON
1232 W MASTER ST
PHILADELPHIA PA 19122-4017

0008760783138000000001379884

PHONE

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PAY WITH CASH **POSTS SAME DAY AND FREE.**

BRING THIS BARCODE TO ANY



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Five dollar (\$5.00) minimum payment required with barcode. Barcode must be presented at time of payment. Participating vendors will only accept cash with barcode. Payments made with barcode must be made before 4:00 p.m. in order to post to account the same day. Payments made with barcode while termination of service is in progress will not serve to stop termination of service. For eligible accounts only.

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A summary of your rights and obligations as a PGW customer will be made available upon request. A rate schedule and an explanation of how to verify the accuracy of a bill and an explanation of the various charges will be made available upon request.

SUPPLIER INFORMATION

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



Access Your Account Online www.pgworks.com



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

1232 W MASTER ST | SA ID: 2818059638
 Residential Heat & Domestic

BREAK DOWN OF CHARGES

Supply Charges

Commodity Charge 109 Ccf @ \$0.57906 \$63.12
Total Supply Charges \$63.12

Delivery Charges

Customer Charge @ \$16.25 \$16.25
 Distribution Charge 109 Ccf @ \$1.00962 \$110.05
 Distribution System Improvement Charge 7.5% \$9.47
 Gas Cost Adjustment @ -\$0.03494 -\$3.81
 Weather Normalization Adjustment \$22.01
Total Delivery Charges \$153.97

Total Billing Charges \$217.09

METER DETAILS

Meter Number: 02236899
 Read Cycle: 06
 Read Dates: 04/08/2025 - 05/08/2025
 Starting Read: 1259 Actual
 Ending Read: 1368 Actual
 Usage in CCF: 109.00
 Conversion Factor: 1.0311 Therm = 1 Ccf
 Usage in Therms: 112.38
 Next Meter Read: 06/09/2025

SHOPPING INFORMATION BOX

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

PGW Account: 0876078313
 Service Point ID: 9972155048
 Rate Class: General Service Residential
 Rate Schedule: GSR

If you are already shopping know your contract expiration date.

ADJUSTMENT DETAIL

Adjustments for SA ID # 2818059638

Late Payment Charge \$11.42
Total Adjustments \$11.42

DEPOSIT INFORMATION

Total Requested Deposit	Deposit Paid to Date
\$382.00	\$0.00

Current Deposit Amount \$0.00
Past Due Deposit \$382.00
Total Deposit Due \$382.00

**SMELL US?
 TELL US!**
 NATURAL GAS SMELLS ON PURPOSE.

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PGW Messages



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



Access Your Account Online www.pgworks.com

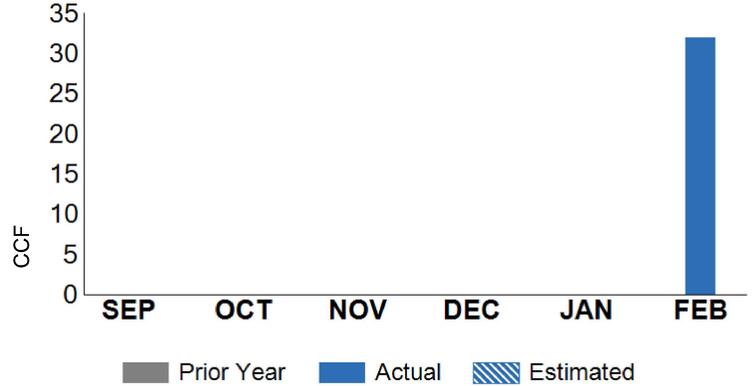


Billing & General Information (215) 235-1000 (English & Español)



Hello Jaycinah Simon,
1232 W MASTER ST, PHILADELPHIA PA
19122-4017
Account Number: 0876078313

ENERGY USAGE SNAPSHOT



Please Pay **\$428.16**
Due By **03/07/2025**

Billing Date FEB 11, 2025
Service From 02/03/2025 - 02/07/2025
Current Charges \$46.16
Deposit Amount \$382.00

Average Daily Cost
\$11.54
Current Month
Compared to \$0.00 prior year

Average Daily Temperature
37° Current Month | Compared to 39° prior year
Usage Over Last Year
3 Ccf* Monthly Average | 32 Ccf Total
1 CCF = approx. 1 hour of heat
**See terms on pg. 2*

MESSAGE CENTER

Save Money, Save Energy. Let PGW help you conserve more of your energy and money! Check out rebates, incentives and more at PGWEnergySense.com

Be Sure Before You Open the Door! Always ask for identification from a person claiming to be a utility worker. If you're unsure, call 911 to verify.

Need in-person assistance? Visit a Neighborhood Energy Center for help from a PGW-trained representative. **Find your nearest center at PGWorks.com/NEC**



Pay Online www.pgworks.com



Pay By Phone (215) 235-1000 (English & Español)
**a convenience fee of \$2.65 will be applied*



Pay With Cash (See Back For Details)



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

Please Pay \$428.16	Due By 03/07/2025
Account Number: 0876078313	
<div style="display: flex; align-items: center;"> \$ <div style="border-bottom: 1px solid black; width: 100px; height: 15px; margin-right: 5px;"></div> , <div style="border-bottom: 1px solid black; width: 100px; height: 15px; margin-right: 5px;"></div> , <div style="border-bottom: 1px solid black; width: 100px; height: 15px; margin-right: 5px;"></div> . <div style="border-bottom: 1px solid black; width: 100px; height: 15px;"></div> </div>	

Thank you!



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

JAYCINAH SIMON
1232 W MASTER ST
PHILADELPHIA PA 19122-4017

0008760783138000000000428161

 **PHONE**

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

TERMS[How's my gas measured?](#)

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

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

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

[Other Helpful Terms](#)

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

Customer Responsibility Program (CRP) – PGW's low income customer assistance program which provides a lower monthly bill and forgiveness of pre-program debt.

Meter Reading Information – PGW uses its best effort to obtain an actual meter reading regularly, and at least every six months for customers without automatic meter reading devices. When the meter is not read, PGW estimates your gas use. To avoid estimates, you may read your own meter and call us with the reading. We also offer stamped, preaddressed postcards, which you can use to send us your meter reading by the specified date. To request a supply of these cards, call (215) 235-1000, or write us at P.O. Box 3500, Philadelphia, PA 19122.

Natural Gas Distribution Company (NGDC) – A state regulated natural gas utility which owns the gas lines and equipment necessary to deliver natural gas to the consumer. PGW is an NGDC.

[What are my charges?](#)

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Commodity Charges – The charge for basic gas supply service which is sold either by volume (CCF or MCF) or heating value (DTH). These charges are passed along to customers at the price PGW pays, with no markup.

Customer Charges – A monthly charge to cover NGDC costs such as maintaining the lines, meter reading and billing.

Distribution Charges – The charge for delivery of natural gas from the point of receipt by the NGDC to the customer.

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Gas Cost Adjustments – Amount billed or credited each month to account for differences between projected and actual gas supply costs of the NGDC.

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

CONVENIENT WAYS TO PAY**PAY ONLINE AT PGWORKS.COM**

- Sign up for My Account. No fee with a checking/savings account.
- Make a one-time payment with a checking/savings account or a credit card.*

**PAY WITH CASH AT LOCAL RETAILERS**

- Visit pgworks.com/residential/customer-care/ways-to-pay to access your barcode.
- Payment posts same day and it's free! Choose 7-Eleven, CVS, Dollar General, Family Dollar, Speedway, Walmart, Rite Aid, or Walgreens to use this service.

**PAY BY PHONE: 215.235.1000**

- Pay from your checking or savings account.*

*A convenience fee of \$2.65 will be applied.
For eligible accounts only.

RIGHTS & OBLIGATIONS

A summary of your rights and obligations as a PGW customer will be made available upon request. A rate schedule and an explanation of how to verify the accuracy of a bill and an explanation of the various charges will be made available upon request.

SUPPLIER INFORMATION

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



Access Your Account Online www.pgworks.com



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

1232 W MASTER ST | SA ID: 2818059638

Residential Heat & Domestic

BREAK DOWN OF CHARGES

Supply Charges

Commodity Charge 32 Ccf @ \$0.49415 \$15.81

Total Supply Charges \$15.81

Delivery Charges

Customer Charge @ \$16.25 \$0.00

Distribution Charge 32 Ccf @ \$0.95545 \$30.57

Distribution System Improvement Charge 7.5% \$2.29

Gas Cost Adjustment @ -\$0.09011 -\$2.88

Weather Normalization Adjustment \$0.37

Total Delivery Charges \$30.35

Total Billing Charges \$46.16

METER DETAILS

Meter Number: 02236899
 Read Cycle: 06
 Read Dates: 02/03/2025 - 02/07/2025
 Starting Read: 812 Initial
 Ending Read: 844 Actual
 Usage in CCF: 32.00
 Conversion Factor: 1.0346 Therm = 1 Ccf
 Usage in Therms: 33.10
 Next Meter Read: 03/10/2025

SHOPPING INFORMATION BOX

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

PGW Account: 0876078313
 Service Point ID: 9972155048
 Rate Class: General Service Residential
 Rate Schedule: GSR

If you are already shopping know your contract expiration date.

DEPOSIT INFORMATION

Total Requested Deposit	Deposit Paid to Date
\$382.00	\$0.00

Current Deposit Amount \$382.00

Past Due Deposit \$0.00

Total Deposit Due \$382.00

THINK YOU SMELL GAS?

It smells
like rotten
eggs



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

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

PGW Messages

- ✉ Beware of imposters posing as PGW employees -- Ask for identification.
- ✉ Your estimated gas price to Compare (PTC) is \$0.40503 per CCF. This estimated PTC was calculated by averaging PGW's quarterly PTC over 12 months and is subject to change every quarter. For a more accurate PTC please visit pagasswitch.com

Questions or complaints about your bill?

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

PHONE

Gas Leaks & Emergencies (24/7)	(215) 235-1212
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TERMS

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PAY WITH CASH **POSTS SAME DAY AND FREE.**

BRING THIS BARCODE TO ANY



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Five dollar (\$5.00) minimum payment required with barcode. Barcode must be presented at time of payment. Participating vendors will only accept cash with barcode. Payments made with barcode must be made before 4:00 p.m. in order to post to account the same day. Payments made with barcode while termination of service is in progress will not serve to stop termination of service. For eligible accounts only.

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



Access Your Account Online www.pgworks.com



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

1232 W MASTER ST | SA ID: 2818059638
 Residential Heat & Domestic

BREAK DOWN OF CHARGES

Supply Charges

Commodity Charge 24 Ccf @ \$0.60326 \$14.48

Total Supply Charges \$14.48

Delivery Charges

Customer Charge @ \$16.25 \$16.25

Distribution Charge 24 Ccf @ \$1.01195 \$24.29

Distribution System Improvement Charge 7.5% \$3.04

Gas Cost Adjustment @ -\$0.02114 -\$0.51

Total Delivery Charges \$43.07

Total Billing Charges \$57.55

METER DETAILS

Meter Number: 02236899
 Read Cycle: 06
 Read Dates: 06/09/2025 - 07/09/2025
 Starting Read: 1429 Actual
 Ending Read: 1453 Actual
 Usage in CCF: 24.00
 Conversion Factor: 1.0313 Therm = 1 Ccf
 Usage in Therms: 24.75
 Next Meter Read: 08/08/2025

SHOPPING INFORMATION BOX

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

PGW Account: 0876078313
 Service Point ID: 9972155048
 Rate Class: General Service Residential
 Rate Schedule: GSR

If you are already shopping know your contract expiration date.

AGREEMENT BILLING INFORMATION

Your remaining agreement balance is \$833.08. You have 21 installments remaining to satisfy your agreement.

ACCOUNT BALANCE INFORMATION

Your account balance is \$31,039.97, which will become due if you fail to meet the terms of your agreement.

**SMELL US?
 TELL US!**
 NATURAL GAS SMELLS ON PURPOSE.

Smell Gas? Call PGW. | pgworks.com/safety

PGW Messages

- ✉ Your Easy Way Budget is past due. Prompt payment will ensure the continuation of your budget plan.
- ✉ Your estimated gas price to Compare (PTC) is \$0.58319 per CCF. This estimated PTC was calculated by averaging PGW's quarterly PTC over 12 months and is subject to change every quarter. For a more accurate PTC please visit

PGW Messages

pagasswitch.com

Questions or complaints about your bill?
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PHONE

Gas Leaks & Emergencies (24/7)	(215) 235-1212
Residential Customer Service (8am to 6pm, M-F)	(215) 235-1000
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Report Theft of Gas (24/7)	(215) 684-6383

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What are my charges?

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SUPPLIER INFORMATION

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1232 W MASTER ST | SA ID: 2818059638
 Residential Heat & Domestic

BREAK DOWN OF CHARGES

Supply Charges

Commodity Charge 43.84 Ccf @ \$0.57906 \$25.39

Total Supply Charges \$25.39

Delivery Charges

Customer Charge @ \$16.25 \$11.68

Distribution Charge 43.84 Ccf @ \$1.00962 \$44.27

Distribution System Improvement Charge 7.5% \$4.20

Gas Cost Adjustment @ -\$0.03494 -\$1.53

Total Delivery Charges \$58.62

Supply Charges

Commodity Charge 17.16 Ccf @ \$0.60326 \$10.35

Total Supply Charges \$10.35

Delivery Charges

Customer Charge @ \$16.25 \$4.57

Distribution Charge 17.16 Ccf @ \$1.01195 \$17.36

Distribution System Improvement Charge 7.5% \$1.64

Gas Cost Adjustment @ -\$0.02114 -\$0.36

Total Delivery Charges \$23.21

Total Billing Charges \$117.57

PAYMENTS RECEIVED

05/30/2025 Check \$164.80

Total Payments \$164.80

ADJUSTMENT DETAIL

Adjustments for SA ID # 2818059638

Impose Bill Paid Turn On Charge \$123.23

Total Adjustments \$123.23

AGREEMENT BILLING INFORMATON

Your remaining agreement balance is \$833.08. You have 21 installments remaining to satisfy your agreement.

METER DETAILS

Meter Number: 02236899
 Read Cycle: 06
 Read Dates: 05/08/2025 - 06/09/2025
 Starting Read: 1368 Actual
 Ending Read: 1429 Actual
 Usage in CCF: 61.00
 Conversion Factor: 1.0306 Therm = 1 Ccf
 Usage in Therms: 62.86
 Next Meter Read: 07/09/2025

SHOPPING INFORMATION BOX

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PGW Account: 0876078313
 Service Point ID: 9972155048
 Rate Class: General Service Residential
 Rate Schedule: GSR

If you are already shopping know your contract expiration date.

ACCOUNT BALANCE INFORMATION

Your account balance is \$1,073.88, which will become due if you fail to meet the terms of your agreement.



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TELL US!**
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**PGW Messages**

- New Negotiated Payment Arrangement created.
- June 1, 2025, Commodity Charge increased to \$0.60326 per CCF. Gas Cost Adjustment increased to -\$0.02114. Distribution Charge increased to \$1.01195. The changes will increase the typical residential heating bill by about \$26.73 a year.
- Your estimated gas price to Compare (PTC) is \$0.58319 per CCF. This estimated PTC was calculated by averaging PGW's quarterly PTC over 12 months and is subject to change every quarter. For a more accurate PTC please visit pagasswitch.com

Questions or complaints about your bill?
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PHONE

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

1232 W MASTER ST | SA ID: 2818059638
 Residential Heat & Domestic

BREAK DOWN OF CHARGES

Supply Charges

Commodity Charge 24 Ccf @ \$0.60326 \$14.48

Total Supply Charges \$14.48

Delivery Charges

Customer Charge @ \$16.25 \$16.25

Distribution Charge 24 Ccf @ \$1.01195 \$24.29

Distribution System Improvement Charge 7.5% \$3.04

Gas Cost Adjustment @ -\$0.02114 -\$0.51

Total Delivery Charges \$43.07

Total Billing Charges \$57.55

METER DETAILS

Meter Number: 02236899
 Read Cycle: 06
 Read Dates: 06/09/2025 - 07/09/2025
 Starting Read: 1429 Actual
 Ending Read: 1453 Actual
 Usage in CCF: 24.00
 Conversion Factor: 1.0313 Therm = 1 Ccf
 Usage in Therms: 24.75
 Next Meter Read: 08/08/2025

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Customer Charges - A monthly charge to cover NGDC costs such as maintaining the lines, meter reading and billing.

Distribution Charges - The charge for delivery of natural gas from the point of receipt by the NGDC to the customer.

Distribution System Improvement Charge (DSIC) - A charge approved by the Pennsylvania Public Utility Commission (PUC) for recovery of the reasonable and prudent costs incurred to repair, improve, or replace eligible distribution property. A DSIC provides PGW with the resources to accelerate the replacement of aging infrastructure.

Gas Cost Adjustments - Amount billed or credited each month to account for differences between projected and actual gas supply costs of the NGDC.

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



PAY WITH CASH **POSTS SAME DAY AND FREE.**

BRING THIS BARCODE TO ANY



By accepting or using this barcode to make a payment, you agree to the full terms and conditions, available at VanillaDirect.com/terms. After successful payment using this barcode, you may retrieve your full detailed e-receipt at VanillaDirect.com/Pay/ereceipt.

Five dollar (\$5.00) minimum payment required with barcode. Barcode must be presented at time of payment. Participating vendors will only accept cash with barcode. Payments made with barcode must be made before 4:00 p.m. in order to post to account the same day. Payments made with barcode while termination of service is in progress will not serve to stop termination of service. For eligible accounts only.

RIGHTS & OBLIGATIONS

A summary of your rights and obligations as a PGW customer will be made available upon request. A rate schedule and an explanation of how to verify the accuracy of a bill and an explanation of the various charges will be made available upon request.

SUPPLIER INFORMATION

If you have selected a Natural Gas Supplier other than PGW, the natural gas supplier is responsible for determining the rates billed for supplier charges. PGW will bill for gas delivery according to the tariff for your rate class. Commodity prices and charges are set by the Natural Gas Supplier you have chosen. The Public Utility Commission regulates the distribution prices and services.



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



Access Your Account Online www.pgworks.com



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

1232 W MASTER ST | SA ID: 2818059638
 Residential Heat & Domestic

BREAK DOWN OF CHARGES

Supply Charges

Commodity Charge 22 Ccf @ \$0.60326 \$13.27

Total Supply Charges \$13.27

Delivery Charges

Customer Charge @ \$16.25 \$16.25

Distribution Charge 22 Ccf @ \$1.01195 \$22.26

Distribution System Improvement Charge 7.5% \$2.89

Gas Cost Adjustment @ -\$0.02114 -\$0.47

Total Delivery Charges \$40.93

Total Billing Charges \$54.20

METER DETAILS

Meter Number: 02236899
 Read Cycle: 06
 Read Dates: 07/09/2025 - 08/08/2025
 Starting Read: 1453 Actual
 Ending Read: 1475 Actual
 Usage in CCF: 22.00
 Conversion Factor: 1.0323 Therm = 1 Ccf
 Usage in Therms: 22.71
 Next Meter Read: 09/08/2025

SHOPPING INFORMATION BOX

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

PGW Account: 0876078313
 Service Point ID: 9972155048
 Rate Class: General Service Residential
 Rate Schedule: GSR

If you are already shopping know your contract expiration date.

ADJUSTMENT DETAIL

Adjustments for SA ID # 2818059638

Late Payment Charge \$218.53

Total Adjustments \$218.53

Smell Gas? Call PGW. | pgworks.com/safety

**SMELL US?
TELL US!**
 NATURAL GAS SMELLS ON PURPOSE.

PGW

PGW Messages

- ✉ Your Easy Way budget plan has been canceled. Please pay the full amount of your bill each month. Thank you.
- ✉ Your estimated gas price to Compare (PTC) is \$0.58319 per CCF. This estimated PTC was calculated by averaging PGW's quarterly PTC over 12 months and is subject to change every quarter. For a more accurate PTC please visit pagasswitch.com

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