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Andrew C. Mathews,  
v.  
Columbia Gas of  
Pennsylvania, Inc.

| Docket No.: F-2025-3055603

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|  
Initial Call-In  
Telephonic Hearing  
|  
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Judge's Chambers

Piatt Place

301 5th Avenue

Suite 220

Pittsburgh, PA

August 21, 2025

Commencing at 10:00

INDEX TO EXHIBITS

Docket No. F-2025-3055603

Hearing Date: August 21, 2025

NUMBER

FOR IDENTIFICATION

IN EVIDENCE

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Informal Complaint

CG Exn. 1

COLUMBIA GAS

CG Exh 1

ACCOUNT STATEMENT PCID # **20253055603**  
 CUSTOMER: ANDREW C. MATHEWS  
 SERVICE ADDRESS: 618 WOLFE ST BADEN PA 15005  
 INVESTIGATOR: FORMAL COMPLAINANT  
 CASE NUMBER: F-2025-3055603

Service to	Meter	Read	Type	Degree	Consumption	Bill	Account	Pay Plan	Pay Plan	Pay Plan	Pay Plan	Pay Plan	Payments	Date	Balance	Comments
Days	Read	Type	Days	Days	(therms)	Amount	through bill	Amount	Arrears	Balance	Arrears	Balance	Amount	Date	Balance	
07/09/23	31	4609	A	36	112	\$ 194.51	\$ 3,169.20	\$ 293.00	\$ 586.00	\$ 879.00	\$ 879.00	\$ 879.00	\$ 600.00	07/17/23	\$ 2,576.53	
08/31/23	30	4711	A	0	105	\$ 193.81	\$ 2,772.34	\$ 311.00	\$ 279.00	\$ 590.00	\$ 590.00	\$ 590.00	\$ 279.00	08/22/23	\$ 2,496.83	
08/31/23	29	4810	A	0	102	\$ 190.69	\$ 2,687.52	\$ 311.00	\$ 311.00	\$ 622.00	\$ 622.00	\$ 622.00	\$ 311.00		\$ 2,691.41	
10/02/23	32	4933	A	48	128	\$ 233.28	\$ 2,924.69	\$ 346.00	\$ 622.00	\$ 968.00	\$ 968.00	\$ 968.00	\$ 312.00	10/06/23	\$ 2,620.47	New Budget Plus PAR \$319.00 down by 10/25/23, then \$314.00 (270-44.00)
10/31/23	29	5078	A	257	153	\$ 253.26	\$ 2,873.73	\$ 314.00	\$ 7.00	\$ 321.00	\$ 321.00	\$ 321.00	\$ 57.92	11/28/23	\$ 2,815.81	Waived latest fee due to DHEAP grant
12/01/23	31	5279	A	652	218	\$ 341.67	\$ 2,573.48	\$ 323.00	\$ 323.00	\$ 323.00	\$ 323.00	\$ 323.00	\$ 584.00	11/28/23	\$ 2,231.81	DHEAP grant applied
01/04/24	34	5510	A	793	254	\$ 425.33	\$ 2,998.81	\$ 322.00	\$ 322.00	\$ 323.00	\$ 323.00	\$ 323.00	\$ 2,573.48		\$ 2,998.81	
02/02/24	29	5743	A	923	257	\$ 399.81	\$ 3,398.62	\$ 322.00	\$ 645.00	\$ 967.00	\$ 967.00	\$ 967.00	\$ 3,398.62		\$ 3,398.62	New Budget Plus PAR \$324.00 down by 03/09/24, then \$324.00 (272-52)
03/04/24	31	5968	A	773	248	\$ 409.79	\$ 3,808.41	\$ 324.00	\$ 324.00	\$ 324.00	\$ 324.00	\$ 324.00	\$ 3,808.41		\$ 3,808.41	
04/03/24	30	6163	A	535	212	\$ 339.71	\$ 4,148.12	\$ 324.00	\$ 324.00	\$ 648.00	\$ 648.00	\$ 648.00	\$ 324.00	04/22/24	\$ 3,824.12	
05/02/24	29	6307	A	252	154	\$ 256.69	\$ 4,074.81	\$ 336.00	\$ 324.00	\$ 660.00	\$ 660.00	\$ 660.00	\$ 324.00	05/21/24	\$ 3,750.81	
06/03/24	32	6425	A	62	124	\$ 198.32	\$ 3,949.13	\$ 336.00	\$ 336.00	\$ 672.00	\$ 672.00	\$ 672.00	\$ 164.55	07/01/24	\$ 3,794.58	
07/02/24	29	6479	A	9	56	\$ 97.89	\$ 3,882.47	\$ 336.00	\$ 507.45	\$ 843.45	\$ 843.45	\$ 843.45	\$ 3,882.47		\$ 3,882.47	New Basic PAR \$168.81 down, then \$168.81 plus the current usage.
08/01/24	30	6491	A	0	13	\$ 36.47	\$ 3,918.94	\$ 168.81	\$ -	\$ 205.28	\$ 205.28	\$ 205.28	\$ 205.28		\$ 3,918.94	
08/30/24	29	6502	A	9	11	\$ 33.47	\$ 3,952.41	\$ 168.81	\$ 205.28	\$ 407.56	\$ 407.56	\$ 407.56	\$ 205.28	09/23/24	\$ 3,747.13	
10/01/24	32	6513	A	16	11	\$ 36.57	\$ 3,783.70	\$ 168.81	\$ 202.28	\$ 407.66	\$ 407.66	\$ 407.66	\$ 202.28	10/23/24	\$ 3,581.42	
10/30/24	29	6570	A	275	59	\$ 110.38	\$ 3,691.80	\$ 168.81	\$ 205.38	\$ 484.57	\$ 484.57	\$ 484.57	\$ 205.38	11/20/24	\$ 3,486.42	
12/02/24	33	6756	A	551	200	\$ 368.26	\$ 3,854.68	\$ 168.81	\$ 279.19	\$ 816.26	\$ 816.26	\$ 816.26	\$ 205.38		\$ 3,854.68	
01/03/25	32	7002	A	914	269	\$ 455.60	\$ 4,310.28	\$ 168.81	\$ 816.26	\$ 1,440.67	\$ 1,440.67	\$ 1,440.67	\$ 3,854.68		\$ 4,310.28	
02/03/25	31	7289	A	1750	316	\$ 558.75	\$ 4,869.03	\$ 168.81	\$ 1,440.67	\$ 2,168.23	\$ 2,168.23	\$ 2,168.23	\$ 3,854.68		\$ 4,695.03	
03/04/25	29	7538	A	936	275	\$ 493.72	\$ 5,362.75	\$ 462.00	\$ -	\$ 462.00	\$ 462.00	\$ 462.00	\$ 3,854.68		\$ 5,362.75	
04/02/25	29	7700	A	964	175	\$ 401.19	\$ 5,763.94	\$ 462.00	\$ 462.00	\$ 924.00	\$ 924.00	\$ 924.00	\$ 462.00		\$ 5,763.94	New Budget Plus Par \$462.00 (326+138).
05/02/25	30	7749	A	313	52	\$ 115.04	\$ 5,878.98	\$ 777.00	\$ -	\$ 777.00	\$ 777.00	\$ 777.00	\$ 462.00		\$ 5,878.98	ST -4057441 5792.00 (311+481)
06/03/25	32	7772	A	184	24	\$ 60.48	\$ 5,939.46	\$ 777.00	\$ 777.00	\$ 1,554.00	\$ 1,554.00	\$ 1,554.00	\$ 462.00		\$ 5,939.46	
07/02/25	29	7782	A	0	10	\$ 35.41	\$ 5,974.87	\$ 777.00	\$ 1,554.00	\$ 2,331.00	\$ 2,331.00	\$ 2,331.00	\$ 462.00		\$ 5,974.87	
08/01/25	30	7790	A	0	8	\$ 32.64	\$ 6,007.51	\$ 746.00	\$ 2,331.00	\$ 3,077.00	\$ 3,077.00	\$ 3,077.00	\$ 462.00		\$ 6,007.51	

Code Types:	(A- Actual)	(IA- Initial Actual)
	(C- Customer)	(IC- Initial Estimate)
	(E- Estimate)	(EA- Final Actual)
	(R- Remote)	(FE- Final Estimate)

Andrew Mathews v. Columbia Gas of Pennsylvania, Inc.  
Case No. F-2025-3055603

Company Payment Arrangements  
Account Number: ~~21093226-001-0006~~  
Address: 618 Wolfe St Baden, PA 15005

Date Entered	Balance	Up-Front Payment	Starting Date	Budget Amount	Plus Amount
02/23/2024	\$3398.62	\$0.00	03/24/2024	\$272.00	\$52.00
07/15/2024	\$3882.47	\$0.00	08/26/2024	\$168.81	Plus current bill
02/21/2025	\$4869.03	0.00	03/27/25	\$326.00	\$136.00

CG 8x13

INFORMAL COMPLAINT DECISION  
THE PENNSYLVANIA PUBLIC UTILITY COMMISSION

Andrew Mathews  
618 Wolfe St  
Baden PA 15005

Date: 4/24/2025

V

BCS: 4057441

Acct. No. [REDACTED]

Columbia Gas of PA

You contacted the Public Utility Commission asking for help in preventing the termination of your utility service. We looked into your records with the company and decided that:

- Your total account balance is \$5763.94. This balance does not include any payments or bills sent out on or after 4/23/2025.
- Beginning May 2025 bill due date, you must pay the company a special budget amount of \$792.00 per month. This amount may change depending on any change in the amount of service you use.
- This special budget amount includes a regular budget amount of \$311.00 per month, which is based on your monthly usage, plus \$481.00 that will be paid toward the account balance.
- You must pay all current bills that become due before the beginning date stated above.
- You must make all payments by the due date of each month's bill and continue making the payments until you pay the account in full.
- If you break this payment agreement, the company may shut off your service. If the company shuts off your service, they may make you pay your full bill plus a reconnect fee and a deposit to restore service.

BUREAU OF CONSUMER SERVICE  
Investigator