

Specific Service Agreement Statement of Account SA- 61180358

<b>Customer Name</b>	<b>From Date</b>	<b>To Date</b>		
LAURANCE SMITH	7/23/2021	6/5/2025		
<b>Service Address</b>	<b>Account Number</b>	<b>S A Number</b>	<b>Meter</b>	<b>Rate/Class</b>
5329 BALTIMORE AVE PHIL, PA 191432623		61180358	1841789	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
8/21/2021	BILL	1791	R	29	16	0.55	0		9/15/2021	\$36.65	\$36.65	\$36.65
9/23/2021	LPC									\$0.54	\$37.19	\$37.19
9/23/2021	BILL	1808	R	33	17	0.52	0		10/18/2021	\$39.64	\$76.83	\$76.83
10/22/2021	LPC									\$1.14	\$77.97	\$77.97
10/22/2021	BILL	1828	R	29	20	0.69	32		11/17/2021	\$53.23	\$131.20	\$131.20
11/23/2021	LPC									\$1.94	\$133.14	\$133.14
11/23/2021	BILL	1961	R	30	133	4.43	356		12/17/2021	\$221.52	\$354.66	\$354.66
12/23/2021	LPC									\$5.26	\$359.92	\$359.92
12/23/2021	BILL	2276	R	32	315	9.84	653		1/19/2022	\$535.28	\$895.20	\$895.20
1/26/2022	LPC									\$13.29	\$908.49	\$908.49
1/26/2022	BILL	2749	R	34	473	13.91	943		2/18/2022	\$805.95	\$1,714.44	\$1,714.44
2/24/2022	LPC									\$25.38	\$1,739.82	\$1,739.82
2/24/2022	BILL	3185	R	29	436	15.03	816		3/21/2022	\$749.95	\$2,489.77	\$2,489.77
3/25/2022	LPC									\$36.63	\$2,526.40	\$2,526.40
3/25/2022	BILL	3462	R	29	277	9.55	505		4/20/2022	\$515.26	\$3,041.66	\$3,041.66
4/26/2022	LPC									\$44.36	\$3,086.02	\$3,086.02
4/26/2022	BILL	3699	R	30	237	7.9	421		5/19/2022	\$378.85	\$3,464.87	\$3,464.87
5/24/2022	LPC									\$50.04	\$3,514.91	\$3,514.91
5/24/2022	BILL	3822	R	28	123	4.39	126		6/17/2022	\$215.71	\$3,730.62	\$3,730.62
6/23/2022	BILL	3845	R	32	23	0.72	1		7/19/2022	\$95.17	\$3,825.79	\$3,825.79
7/20/2022	WNA2&5									(\$36.68)	\$3,789.11	\$3,789.11
7/23/2022	BILL	3865	R	30	20	0.67	0		8/16/2022	\$55.70	\$3,844.81	\$3,844.81
7/27/2022	PAY							Debit Card		(\$451.00)	\$3,393.81	\$3,393.81
8/23/2022	BILL	3880	R	29	15	0.52	0		9/16/2022	\$45.78	\$3,439.59	\$3,439.59
9/22/2022	BILL	3898	R	32	18	0.56	0		10/17/2022	\$51.10	\$3,490.69	\$3,490.69
9/29/2022	PAY							Debit Card		(\$200.00)	\$3,290.69	\$3,290.69
10/21/2022	LPC									\$47.23	\$3,337.92	\$3,337.92

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
10/21/2022	BILL	3929	R	29	31	1.07	155		11/16/2022	\$73.34	\$3,411.26	\$3,411.26
10/21/2022	PAY							Credit Card		(\$150.00)	\$3,261.26	\$3,261.26
11/19/2022	BILL	4048	R	29	119	4.1	254		12/14/2022	\$278.60	\$3,539.86	\$3,539.86
12/20/2022	LPC									\$50.26	\$3,590.12	\$3,590.12
12/20/2022	BILL	4362	R	29	314	10.83	653		1/18/2023	\$607.61	\$4,197.73	\$4,197.73
1/21/2023	LPC									\$59.37	\$4,257.10	\$4,257.10
1/21/2023	BILL	4779	R	34	417	12.26	852		2/14/2023	\$824.96	\$5,082.06	\$5,082.06
2/18/2023	LPC									\$71.74	\$5,153.80	\$5,153.80
2/18/2023	BILL	5115	R	28	336	12	636		3/15/2023	\$722.90	\$5,876.70	\$5,876.70
3/22/2023	BILL	5486	R	32	371	11.59	687		4/17/2023	\$651.89	\$6,528.59	\$6,528.59
3/29/2023	PAY							Debit Card		(\$400.00)	\$6,128.59	\$6,128.59
4/21/2023	LPC									\$86.37	\$6,214.96	\$6,214.96
4/21/2023	BILL	5640	R	30	154	5.13	308		5/16/2023	\$284.60	\$6,499.56	\$6,499.56
5/20/2023	LPC									\$90.64	\$6,590.20	\$6,590.20
5/20/2023	BILL	5710	R	29	70	2.41	179		6/14/2023	\$119.59	\$6,709.79	\$6,709.79
6/1/2023	CRPFRZ									(\$6,709.79)	\$0.00	\$0.00
6/21/2023	BILL	5731	R	32	21	0.66	13		7/17/2023	\$276.00	\$276.00	\$276.00
7/21/2023	BILL	5748	R	30	17	0.57	3		8/15/2023	\$276.00	\$552.00	\$552.00
8/19/2023	BILL	5763	R	29	15	0.52	0		9/13/2023	\$276.00	\$828.00	\$828.00
9/4/2023	PAY							Debit Card		(\$150.00)	\$678.00	\$678.00
9/4/2023	PAY							Debit Card		(\$200.00)	\$478.00	\$478.00
9/13/2023	PAY							Debit Card		(\$150.00)	\$328.00	\$328.00
9/21/2023	BILL	5780	R	33	17	0.52	0		10/16/2023	\$276.00	\$604.00	\$604.00
9/27/2023	PAY							Debit Card		(\$150.00)	\$454.00	\$454.00
10/20/2023	BILL	5814	R	29	34	1.17	102		11/15/2023	\$276.00	\$730.00	\$730.00
11/21/2023	BILL	5953	R	30	139	4.63	324		12/15/2023	\$276.00	\$1,006.00	\$1,006.00
12/20/2023	BILL	6245	R	31	292	9.42	657		1/18/2024	\$276.00	\$1,282.00	\$1,282.00
1/23/2024	BILL	6618	R	32	373	11.66	830		2/15/2024	\$276.00	\$1,558.00	\$1,558.00
2/20/2024	BILL	6954	R	28	336	12	711		3/14/2024	\$276.00	\$1,834.00	\$1,834.00
3/14/2024	PAY							Debit Card		(\$200.00)	\$1,634.00	\$1,634.00
3/20/2024	BILL	7226	R	31	272	8.77	577		4/15/2024	\$276.00	\$1,910.00	\$1,910.00
4/10/2024	PAY							Debit Card		(\$276.00)	\$1,634.00	\$1,634.00
4/19/2024	BILL	7441	R	30	215	7.17	419		5/14/2024	\$276.00	\$1,910.00	\$1,910.00
5/8/2024	CRPFRZ									\$6,147.77	\$8,057.77	\$8,057.77
5/8/2024	BPTOCG									\$123.23	\$8,181.00	\$8,181.00

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
5/8/2024	ADJLPC									\$562.02	\$8,743.02	\$8,743.02
5/18/2024	LPC									\$28.65	\$8,771.67	\$8,771.67
5/18/2024	BILL	7528	R	29	87	3	184		6/12/2024	\$140.53	\$8,912.20	\$8,912.20
6/19/2024	LPC									\$124.82	\$9,037.02	\$9,037.02
6/19/2024	BILL	7553	R	32	25	0.78	5		7/15/2024	\$52.48	\$9,089.50	\$9,089.50
7/19/2024	LPC									\$125.61	\$9,215.11	\$9,215.11
7/19/2024	BILL	7569	R	30	16	0.53	0		8/13/2024	\$39.46	\$9,254.57	\$9,254.57
8/17/2024	BILL	7588	R	29	19	0.66	0		9/11/2024	\$43.58	\$9,298.15	\$9,298.15
9/19/2024	BILL	7610	R	33	22	0.67	1		10/14/2024	\$47.71	\$9,345.86	\$9,345.86
10/15/2024	PAY							Credit Card		(\$525.00)	\$8,820.86	\$8,820.86
10/16/2024	PAY							Debit Card		(\$1,345.00)	\$7,475.86	\$7,475.86
10/18/2024	BILL	7645	R	29	35	1.21	52		11/13/2024	\$67.02	\$7,542.88	\$7,542.88
11/20/2024	BILL	7766	R	33	121	3.67	263		12/16/2024	\$226.27	\$7,769.15	\$7,769.15
12/19/2024	LPC									\$116.53	\$7,885.68	\$7,885.68
12/19/2024	BILL	8092	R	29	326	11.24	659		1/16/2025	\$476.28	\$8,361.96	\$8,361.96
1/23/2025	LPC									\$123.68	\$8,485.64	\$8,485.64
1/23/2025	BILL	8664	R	35	572	16.34	1103		2/18/2025	\$796.88	\$9,282.52	\$9,282.52
2/20/2025	LPC									\$135.63	\$9,418.15	\$9,418.15
2/20/2025	BILL	9113	R	28	449	16.04	871		3/17/2025	\$660.05	\$10,078.20	\$10,078.20
3/21/2025	LPC									\$145.53	\$10,223.73	\$10,223.73
3/21/2025	BILL	9367	R	29	254	8.76	598		4/15/2025	\$438.55	\$10,662.28	\$10,662.28
4/2/2025	PAY							Check		(\$200.00)	\$10,462.28	\$10,462.28
4/22/2025	LPC									\$149.11	\$10,611.39	\$10,611.39
4/22/2025	BILL	9436	R	29	69	2.38	384		5/15/2025	\$133.21	\$10,744.60	\$10,744.60
5/21/2025	LPC									\$151.11	\$10,895.71	\$10,895.71
5/21/2025	BILL	9477	R	32	41	1.28	40		6/16/2025	\$107.61	\$11,003.32	\$11,003.32
5/27/2025	LPCWVE									(\$300.22)	\$10,703.10	\$10,703.10

# 8/25/21 CONTACT

Customer Contact: Billing
✕

Date:	08/25/2021	Time:	10:47:00 AM	Source:	JetSearch	Related Tran:	Account Maintenance
CC Type:	BILL - Billing	Created:	08/25/2021	at:	10:47:28 AM	by:	LCONNELL
Area:	800 - Residential General Service	Changed:		at:		by:	
<input type="checkbox"/> Surveyable	Auto Delete Date:	08/25/2025	Class:	Inquiry			

Comments: CDR called to confirm services had been placed in her name, they had as of 7/23/21. First bill genreated 8/21/21. There was no active shut off on the acct.

[Letter](#)

Status: \_\_\_\_\_ Print Date: \_\_\_\_\_ Run Number: \_\_\_\_\_ Reprint:

Template: \_\_\_\_\_

[Review List Tickler](#)

Follow Up:   to Review Group  to User

Priority:  Review Group...

Account:

Premise:

Person:

### 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 5329 BALTIMORE AVE on or after 8 a.m. on May 10, 2022. 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 \$3,041.66.
- 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	\$3,041.66
Security Deposit	\$628.00
Turn On Charge	\$123.23
Total	\$3,792.89

(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) 2022**

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	\$1,699 or less	\$1,700-\$2,831
2	\$2,289 or less	\$2,290-\$3,815
3	\$2,879 or less	\$2,880-\$4,798
4	\$3,469 or less	\$3,470-\$5,781
Each add. person add	\$590	\$591-\$983

PL\_20220428180001.dat-10255-000001111

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: [REDACTED]  
Notice Date: Apr 28, 2022  
Please Pay: \$3,041.66

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

Amount Enclosed:

005128 000001111

LAURANCE SMITH  
5329 BALTIMORE AVE  
PHILA PA 19143-2623



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



# 5/9/22 CONTACT

**Customer Contact: Billing** [X]

Date: 05/09/2022 Time: 8:41:00 AM Source: JetSearch Related Tran: Account Maintenance  
CC Type: BILL - Billing Created: 05/09/2022 at: 8:41:22 AM by: SDAVIS2  
Area: 800 - Residential General Service Changed: at: by:  
 Surveyable Auto Delete Date: 05/09/2026 Class: Inquiry

Comments: The customer is calling in today was applying for crp and still needed some additional documents as social sec... cards . place a 15 day hold on the acct . inform the caller that a crp applicaiton has been mailed also and she will apply online . She will be making a payment on the acct also . The holds on the acct make the acct not in Criis . she understands c/s

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

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

Account: [REDACTED] Smith, Laurance [v]  
Premise: 5329 Baltimore Ave/Phila,Pa [v]  
Person: Smith, Laurance [v]

[Change] [Cancel]

# 6/9/22 CONTACT

**Customer Contact: Customer Review Unit**

Date: 06/09/2022 Time: 10:04:00 AM Source: Related Tran:

CC Type: CRU - Customer Review Unit Created: 06/09/2022 at: 10:04:04 AM by: OBWORKFL

Area: 800 - Residential General Service Changed: at: by:

Surveyable Auto Delete Date: 06/09/2027 Class: Inquiry

Comments: PUC Complaint BCS# 3843389 filed on 6/9/2022 12:00:00 AM (CRU 787-1250) regarding ON - PAR NEEDED (# 61), by . # of Adults in Household: 2. # and Ages of Children in Household: 2 11, 12. Gross Income: A1 EMP 2681.25 A2 UNEMP 0

Letter

Status: Print Date: Run Number: Reprint:

Template:

Review List Tickler

Follow Up:   to Review Group  to User

Priority:  Review Group...

Account:

Premise:

Person:

# PHILADELPHIA GAS WORKS

## PUC

### Opening XML

**Case Number:** 3843389  
**Company Name:** PGW (PHILA. GAS WORKS (NGDC))  
**Company Code:** 0766  
**Company Type:** GAS TRANSPORTER  
**Customer First Name:** LAURANCE  
**Customer Middle Initial:**  
**Customer Last Name:** SMITH  
**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:** 5329 BALTIMORE AVE.  
**Customer Service Address 2:**  
**Customer Service Address City:** PHILADELPHIA  
**Customer Service Address State:** PA  
**Customer Service Address Zip:** 19143  
**Customer Service Address 4-Zip:**  
**Customer Family Adults:** 2  
**Customer Family Children:** 2  
**Customer Family Age:** 11, 12  
**Gross Income**  

Source	Income Amount
A1 EMP	2681.25
A2 UNEMP	0

  
**Date Open:** 2022-06-09  
**Reason For Contact:** ON - PAR NEEDED (# 61)  
**Term Date:**  
**Business Name:**  
**Case Problem:**  
**Company Position:** 06/08/2022 COMPANY IS REQUESTING 1700 TO PREVENT FURTHER ACTION TOWARD TERMINATION.  
**Related Information:** 61 – PAYMENT ARRANGEMENT REQUEST. - RELIEF SOUGHT - PUC PAR NEEDED. THE CELL PHONE NUMBER [REDACTED] HAS BEEN ALLOWED TO BE SHARED. THE EMAIL ADDRESS MS\_SMITHLAURIE@AOL.COM HAS BEEN ALLOWED TO BE SHARED.

**Case Misc Info:**

**Hot Issue:**

**Case Origin:** TELEPHONE

**Prior Case Number:**

**Universal Service:** Y

**Arrearage:** 3300

**BCS Investigator First Name:** BCS

**BCS Investigator Last Name:** CASE POOL

**BCS Investigator Phone w/ Area Code:** [REDACTED]

**BCSIntaker First Name:** VICKI

**BCSIntaker Last Name:** ROSS

**Number Of Time Send:** 1

**Number Of Time Faxed:** 0

**Number Of Time Faxed:** 7177876641

# PHILADELPHIA GAS WORKS

## PUC

### Closing XML

**Case Number:** 3843389  
**Company Name:** PGW (PHILA. GAS WORKS (NGDC))  
**Company Code:** 0766  
**Company Type:** GAS TRANSPORTER  
**Customer First Name:** LAURANCE  
**Customer Middle Initial:**  
**Customer Last Name:** SMITH  
**Account Number:** [REDACTED]  
**Service Address 1:** 5329 BALTIMORE AVE.  
**Service Address 2:**  
**Service City:** PHILADELPHIA  
**Service State:** PA  
**Service Zip 5:** 19143  
**Service Zip 4:**  
**Decision Issue:** Y  
**Oral Written:** W  
**Violation:** NO  
**Chapter:**  
**Section Rule:**  
**Total Balance:** 3825.79  
**Date Closed:** 2022-06-24  
**Resolution:** LEVEL 1, BB 387.00 + 64.00 = 451.00 BEGINNING JULY 2022. WAIVE LPCS.  
**Balance Date:** 2022-06-24  
**Service Restored Pay:**  
**Service Continue Amount:**  
**Service Continue Date:**  
**Terms:** JULY 2022 BILL DUE DATE  
**Special Budget Amount:** 451.00  
**Regular Budget Amount:** 387.00  
**Arrears Payment Plus:** 64.00  
**FinalMonthlyPayment:**  
**CurrentMonthlyPayment:**  
**EndMonthlyPayment:**  
**LetterDescription:**  
**HeadDate:** 2022-06-24  
**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

# 6/30/22 CONTACT

**Customer Contact: Customer Review Unit**

Date: 06/30/2022 Time: 2:15:00 PM Source: Related Tran:

CC Type: CRU - Customer Review Unit Created: 06/30/2022 at: 2:15:20 PM by: RCOBB

Area: 800 - Residential General Service Changed: at: by:

Surveyable Auto Delete Date: 06/30/2027 Class: Inquiry

Comments: Received Closing/Decision from BUREAU OF CONSUMER SERVICE of PUC/BCS regarding BCS# 3843389 on 6/24/2022 12:00:00 AM. The BCS stated the following: LEVEL 1, BB 387.00 + 64.00 = 451.00 BEGINNING JULY 2022. WAIVE LPCS. and . Customer must pay: plus 64.00 for a total of 451.00 beginning with JULY 2022 BILL DUE DATE

Letter

Status: Print Date: Run Number: Reprint:

Template:

Review List Tickler

Follow Up:  to Review Group  to User

Priority:  Review Group...

Account: [Redacted] Smith, Laurance

Premise: 5329 Baltimore Ave/Phila,Pa

Person: Smith, Laurance

Change Cancel

# 10/26/22 CONTACT

**Customer Contact: Customer Review Unit** [X]

Date: 10/26/2022 Time: 3:55:00 PM Source: \_\_\_\_\_ Related Tran: \_\_\_\_\_  
CC Type: CRU - Customer Review Unit [v] Created: 10/26/2022 at: 3:55:28 PM by: RCOBB  
Area: 800 - Residential General Service [v] Changed: \_\_\_\_\_ at: \_\_\_\_\_ by: \_\_\_\_\_  
 Surveyable Auto Delete Date: 10/26/2027 Class: Inquiry

Comments: PUC Complaint BCS# 3874411 filed on 10/26/2022 12:00:00 AM (CRU 787-1250) regarding ON - PAR WITH DISPUTE (#63), by sm. # of Adults in Household: 0. # and Ages of Children in Household: 0. Gross Income: \_\_\_\_\_

Letter

Status: \_\_\_\_\_ Print Date: \_\_\_\_\_ Run Number: \_\_\_\_\_ Reprint: [v]  
Template: \_\_\_\_\_

Review List Tickler

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

Account: [ ] Smith, Laurance [v]  
Premise: [ ] 5329 Baltimore Ave/Phila,Pa [v]  
Person: [ ] Smith, Laurance [v]

[Change] [Cancel]

# PHILADELPHIA GAS WORKS

## PUC

### Opening XML

**Case Number:** 3874411  
**Company Name:** PGW (PHILA. GAS WORKS (NGDC))  
**Company Code:** 0766  
**Company Type:** GAS TRANSPORTER  
**Customer First Name:** LAURANCE  
**Customer Middle Initial:**  
**Customer Last Name:** SMITH  
**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:** 5329 BALTIMORE AVE.  
**Customer Service Address 2:**  
**Customer Service Address City:** PHILADELPHIA  
**Customer Service Address State:** PA  
**Customer Service Address Zip:** 19143  
**Customer Service Address 4-Zip:**  
**Customer Family Adults:** 0  
**Customer Family Children:** 0  
**Customer Family Age:**  
**Gross Income**  
**Source** **Income Amount**  
**Date Open:** 2022-10-26  
**Reason For Contact:** ON - PAR WITH DISPUTE (#63)  
**Term Date:**  
**Business Name:**  
**Case Problem:**  
**Company Position:** 10/26/2022 PAY \$1000.00 DUE TO BREAKING AGREEMENT.  
**Related Information:** CUSTOMER PAID \$451.00 IN JULY, PAID \$451.00 IN AUGUST, PAID \$250.00 IN SEPT. WHICH PAY DATE CHANGED TO END OF MONTH. CUSTOMER GOT COVID BETWEEN SEPT AND OCT PAY CYCLE-OUT TEN DAYS. CUSTOMER PAID \$150.00 IN OCT, INFORMED COMPANY THEY HAD GOTTEN COVID AND SERVICE REP INFORMED CUSTOMER AS LONG AS THEY DID NOT MISS TWO BILLING CYCLES CUSTOMER WILL BE FINE. CUSTOMER WAS SHORT \$37.00 AND COMPANY IS SEEKING THE AMOUNT OF \$1000.00 DUE TO CUSTOMER BREAKING THE AGREEMENT.

CUSTOMER WOULD LIKE TO CONTINUE ON CURRENT PUC PAR.  
THE CELL PHONE NUMBER [REDACTED] HAS BEEN ALLOWED  
TO BE SHARED. THE EMAIL ADDRESS  
MS\_SMITHLAURIE@AOL.COM HAS BEEN ALLOWED TO BE  
SHARED.

**Case Misc Info:****Hot Issue:****Case Origin:** TELEPHONE**Prior Case Number:** 3843389**Universal Service:** M**Arrearage:** 1000**BCS Investigator First Name:** BCS**BCS Investigator Last Name:** CASE POOL**BCS Investigator Phone w/ Area Code:** [REDACTED]**BCSIntaker First Name:** EVERETT**BCSIntaker Last Name:** KINCHLOE**Number Of Time Send:** 1**Number Of Time Faxed:** 0**Number Of Time Faxed:** 7177876641

# PHILADELPHIA GAS WORKS

## PUC

### Closing XML

**Case Number:** 3874411  
**Company Name:** PGW (PHILA. GAS WORKS (NGDC))  
**Company Code:** 0766  
**Company Type:** GAS TRANSPORTER  
**Customer First Name:** LAURANCE  
**Customer Middle Initial:**  
**Customer Last Name:** SMITH  
**Account Number:** [REDACTED]  
**Service Address 1:** 5329 BALTIMORE AVE.  
**Service Address 2:**  
**Service City:** PHILADELPHIA  
**Service State:** PA  
**Service Zip 5:** 19143  
**Service Zip 4:**  
**Decision Issue:** Y  
**Oral Written:** W  
**Violation:** NO  
**Chapter:**  
**Section Rule:**  
**Total Balance:** 3539.86  
**Date Closed:** 2022-12-02  
**Resolution:** DECISION LETTER ISSUED: COMPANY PROPERLY BILLING CUSTOMER FOR SERVICE, PUR PAR BROKE BUT OFFERED 2 OPTIONS FOR CUSTOMER AS WELL AS REFERRED TO CRP. CASE DISMISSED.  
**Balance Date:** 2022-11-23  
**Service Restored Pay:** 0.00  
**Service Continue Amount:** 0.00  
**Service Continue Date:**  
**Terms:**  
**Special Budget Amount:** 0.00  
**Regular Budget Amount:** 387.00  
**Arrears Payment Plus:** 0.00  
**FinalMonthlyPayment:** 0.00  
**CurrentMonthlyPayment:** 0.00  
**EndMonthlyPayment:** 0.00  
**LetterDescription:**  
**HeadDate:** 2022-12-05  
**Paragraph:**  
**Bill Date:**  
**Reconnect Amount:** 0  
**Pay Amount:** 0.00  
**BCS Investigator First Name:** JESSICA  
**BCS Investigator Last Name:** BECK  
**Number Of Time Send:** 1  
**Number Of Time Faxed:** 0  
**PUC Fax:** 7177876144

# 12/05/22 CONTACT

**Customer Contact: Customer Review Unit**

Date: 12/05/2022 Time: 9:23:00 AM Source: Related Tran:

CC Type: CRU - Customer Review Unit Created: 12/05/2022 at: 9:23:08 AM by: JANTONET

Area: 800 - Residential General Service Changed: at: by:

Surveyable Auto Delete Date: 12/05/2027 Class: Inquiry

Comments: Received Closing/Decision from JESSICA BECK of PUC/BCS regarding BCS# 3874411 on 12/2/2022 12:00:00 AM. The BCS stated the following: DECISION LETTER ISSUED: COMPANY PROPERLY BILLING CUSTOMER FOR SERVICE, PUR PAR BROKE BUT OFFERED 2 OPTIONS FOR CUSTOMER AS WELL AS REFERRED TO CRP. CASE DISMISSED. and . Customer must pay: 0 plus 0 for a total of 0 beginning with

Letter

Status: Print Date: Run Number: Reprint:

Template:

Review List Tickler

Follow Up:  to Review Group  to User

Priority:  Review Group...

Account: [REDACTED] Smith, Laurance

Premise: 5329 Baltimore Ave/Phila,Pa

Person: Smith, Laurance

Change Cancel

# 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 5329 BALTIMORE AVE on or after 8 a.m. on Apr 03, 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 \$5,082.06.
- 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	\$5,082.06
Security Deposit	\$786.00
Turn On Charge	\$123.23
Total	\$5,991.29

**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\_20230309180000 dat-20653-000000472

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:

Mar 09, 2023  
\$5,082.06

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

Amount Enclosed:

010327 000000472  
LAURANCE SMITH  
5329 BALTIMORE AVE  
PHILADELPHIA PA 19143-2623



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

# 3/16/23 CONTACT

**Customer Contact: Customer Review Unit**

Date: 03/16/2023 Time: 2:05:00 PM Source: Related Tran:

CC Type: CRU - Customer Review Unit Created: 03/16/2023 at: 2:05:20 PM by: OBWORKFL

Area: 800 - Residential General Service Changed: at: by:

Surveyable Auto Delete Date: 03/15/2028 Class: Inquiry

Comments: PUC Complaint BCS# 3893434 filed on 3/16/2023 12:00:00 AM (CRU 787-1250) regarding ON - PAR NEEDED (# 61), by . # of Adults in Household: 2. # and Ages of Children in Household: 2 12,13. Gross Income: A1 - NONE 0 A2 - WAGES 2914.17

Letter

Status: Print Date: Run Number: Reprint:

Template:

Review List Tickler

Follow Up:  to Review Group  to User

Priority:  Review Group...

Account: [Redacted] Smith, Laurance

Premise: 5329 Baltimore Ave/Phila,Pa

Person: Smith, Laurance

Change Cancel

# PHILADELPHIA GAS WORKS

## PUC

### Opening XML

**Case Number:** 3893434  
**Company Name:** PGW (PHILA. GAS WORKS (NGDC))  
**Company Code:** 0766  
**Company Type:** GAS TRANSPORTER  
**Customer First Name:** LAURANCE  
**Customer Middle Initial:**  
**Customer Last Name:** SMITH  
**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:** 5329 BALTIMORE AVE  
**Customer Service Address 2:**  
**Customer Service Address City:** PHILADELPHIA  
**Customer Service Address State:** PA  
**Customer Service Address Zip:** 19143  
**Customer Service Address 4-Zip:**  
**Customer Family Adults:** 2  
**Customer Family Children:** 2  
**Customer Family Age:** 12,13  
**Gross Income**  

Source	Income Amount
A1 - NONE	0
A2 - WAGES	2914.17

**Date Open:** 2023-03-16  
**Reason For Contact:** ON - PAR NEEDED (# 61)  
**Term Date:** 2023-04-03  
**Business Name:**  
**Case Problem:**  
**Company Position:** 03/16/2023 CUST NEEDS TO PAY \$2800 NOW  
**Related Information:** 61 – PAYMENT ARRANGEMENT REQUEST. - RELIEF SOUGHT - PAR THE CELL PHONE NUMBER ██████████ HAS BEEN ALLOWED TO BE SHARED. THE EMAIL ADDRESS MS\_SMITHLAURIE@AOL.COM HAS BEEN ALLOWED TO BE SHARED.  
**Case Misc Info:**

**Hot Issue:**

**Case Origin:** TELEPHONE  
**Prior Case Number:** 3874411  
**Universal Service:** Y  
**Arrearage:** 5000  
**BCS Investigator First Name:** BCS  
**BCS Investigator Last Name:** CASE POOL  
**BCS Investigator Phone w/ Area Code:** [REDACTED]  
**BCSIntaker First Name:** MARY  
**BCSIntaker Last Name:** GIBSON  
**Number Of Time Send:** 1  
**Number Of Time Faxed:** 0  
**Number Of Time Faxed:** 7177876641

# PHILADELPHIA GAS WORKS

## PUC

### Closing XML

**Case Number:** 3893434  
**Company Name:** PGW (PHILA. GAS WORKS (NGDC))  
**Company Code:** 0766  
**Company Type:** GAS TRANSPORTER  
**Customer First Name:** LAURANCE  
**Customer Middle Initial:**  
**Customer Last Name:** SMITH  
**Account Number:** ██████████  
**Service Address 1:** 5329 BALTIMORE AVE  
**Service Address 2:**  
**Service City:** PHILADELPHIA  
**Service State:** PA  
**Service Zip 5:** 19143  
**Service Zip 4:**  
**Decision Issue:** N  
**Oral Written:** W  
**Violation:** NO  
**Chapter:**  
**Section Rule:**  
**Total Balance:** 6528.59  
**Date Closed:** 2023-04-14  
**Resolution:** DECISION: DISMISSAL PER PA CHAPTER 1405(D).  
**Balance Date:** 2023-03-29  
**Service Restored Pay:** 0.00  
**Service Continue Amount:** 3258.00  
**Service Continue Date:**  
**Terms:**  
**Special Budget Amount:** 0.00  
**Regular Budget Amount:** 393.00  
**Arrears Payment Plus:** 0.00  
**FinalMonthlyPayment:** 0.00  
**CurrentMonthlyPayment:** 0.00  
**EndMonthlyPayment:** 0.00  
**LetterDescription:**  
**HeadDate:** 2023-04-14  
**Paragraph:**  
**Bill Date:**  
**Reconnect Amount:** 0  
**Pay Amount:** 0.00  
**BCS Investigator First Name:** JORGE  
**BCS Investigator Last Name:** COLON  
**Number Of Time Send:** 1  
**Number Of Time Faxed:** 0  
**PUC Fax:** 7177876641

# 4/14/23 CONTACT

**Customer Contact: Customer Review Unit**

Date: 04/14/2023 Time: 5:02:00 PM Source: Related Tran:

CC Type: CRU - Customer Review Unit Created: 04/14/2023 at 5:02:59 PM by: OBWORKFL

Area: 800 - Residential General Service Changed: at by:

Surveyable Auto Delete Date: 04/13/2028 Class: Inquiry

Comments: BCS # 3893434 case dismissed on 4/14/2023 12:00:00 AM. Resolution: DECISION: DISMISSAL PER PA CHAPTER 1405(D).. Paragraph Description: .

Letter

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

Template:

Review List Tickler

Follow Up: [ ]  to Review Group  to User

Priority: [ ] Review Group... [ ]

Account: [Redacted] Smith, Laurance [v]

Premise: 5329 Baltimore Ave/Phila,Pa [v]

Person: Smith, Laurance [v]

[Change] [Cancel]

# 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 5329 BALTIMORE AVE on or after 8 a.m. on May 02, 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 \$5,476.70.
- 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	\$5,476.70
Security Deposit	\$786.00
Turn On Charge	\$123.23
Total	\$6,385.93

**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

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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:**

**Apr 20, 2023**  
**\$5,476.70**

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

**Amount Enclosed:**

007913 000000628  
LAURANCE SMITH  
5329 BALTIMORE AVE  
PHILADELPHIA PA 19143-2623



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

# 5/02/23 CONTACT

**Customer Contact: Collection** [X]

Date: 05/02/2023 Time: 3:13:00 PM Source: JetSearch Related Tran: Account Maintenance  
CC Type: COLL - Collection Created: 05/02/2023 at: 3:13:15 PM by: KVALENTI  
Area: 800 - Residential General Service Changed: at: by:  
 Surveyable Auto Delete Date: 05/02/2027 Class: Inquiry

Comments: GAS IS ON---MEDICAL -1- HOLD FROM 5/2/23-TO-6/1/23 ---BALANCE OF THE BILL \$ 6499.56---RECEIVED ON 5/02/23---

Letter

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

Review List Tickler

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

Account: [Redacted] Smith, Laurance [v]  
Premise: 5329 Baltimore Ave/Phila,Pa [v]  
Person: Smith, Laurance [v]

[Change] [Cancel]

# 6/01/23 CONTACT

**Customer Contact: New Crp Added** [X]

Date: 06/01/2023 Time: 9:47:00 AM Source: Account Maintenance Related Tran: Account Maintenance

CC Type: CRPN - New Crp Added [v] Created: 06/01/2023 at: 9:47:31 AM by: MOBILEUP

Area: [v] Changed: at: by:

Surveyable Auto Delete Date: [ ] Class: [ ]

Comments: # People in Household: 6 > Monthly Household Income: \$ 4603. Source of Income: EMPL > Agreement Type: AVG > Agreement Amount: \$ 276.00 > [v]

Letter

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

Template: [ ]

Review List Tickler

Follow Up: [ ]  to Review Group  to User

Priority: [ ] Review Group... [ ]

Account: [ ] Smith, Laurance [v]

Premise: [ ] 5329 Baltimore Ave/Phila,Pa [v]

Person: [ ] Smith, Laurance [v]

[Change] [Cancel]

### 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 5329 BALTIMORE AVE on or after 8 a.m. on Sep 05, 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 \$552.00.
- 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	\$552.00
Security Deposit	\$464.00
Turn On Charge	\$123.23
Total	\$1,139.23

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

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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: [REDACTED]  
Notice Date: Aug 23, 2023  
Please Pay: \$552.00

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

Amount Enclosed:

000421 000000167  
LAURANCE SMITH  
5329 BALTIMORE AVE  
PHILADELPHIA PA 19143-2623



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

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

Notice Date: Feb 05, 2024  
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 5329 BALTIMORE AVE on or after 8 a.m. on Apr 01, 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:**

- Arrange to pay your past due amount of \$1,282.00.
- 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	\$1,282.00
Security Deposit	\$512.00
Turn On Charge	\$123.23
Total	\$1,917.23

**(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) 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

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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:** [REDACTED]  
**Notice Date:** Feb 05, 2024  
**Please Pay:** \$1,282.00

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

**Amount Enclosed:**

006176 000001131  
LAURANCE SMITH  
5329 BALTIMORE AVE  
PHILADELPHIA PA 19143-2623



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

# 4/10/24 CONTACT

**Customer Contact: Collection**

Date: 04/10/2024 Time: 12:40:00 PM Source: JetSearch Related Tran: Account Maintenance  
CC Type: COLL - Collection Created: 04/10/2024 at: 12:40:52 PM by: RCHAPMAN  
Area: 800 - Residential General Service Changed: at: by:  
 Surveyable Auto Delete Date: 04/10/2028 Class: Inquiry

Comments: Cor called about crp agreement will pay \$300.00 informed crp is behind has active shut off notice. Gave Dr. Kaman Tereen F: [REDACTED] Patient Laurance Smith email medical form to call center forms placed 3 day mp hold onacct til 4/13/24. C/S

Letter

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

Review List Tickler

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

Account: [REDACTED] Smith, Laurance [v]  
Premise: 5329 Baltimore Ave/Phila,Pa [v]  
Person: Smith, Laurance [v]

Change Cancel



# 5/07/24 CONTACT

**Customer Contact: Service** [X]

Date: 05/07/2024 Time: 12:54:00 PM Source: \_\_\_\_\_ Related Tran: \_\_\_\_\_  
CC Type: SERV - Service [v] Created: 05/07/2024 at: 12:54:47 PM by: AHOWARD1  
Area: 800 - Residential General Service [v] Changed: \_\_\_\_\_ at: \_\_\_\_\_ by: \_\_\_\_\_  
 Surveyable Auto Delete Date: 05/07/2028 Class: Inquiry

Comments: Andre Howard Jr was here on a 96 C & C Field Shut Off order with Order # 14532622 , with a result of Completed Found Gas ON , Left Gas OFF , with activities of ( Field Collections - NPSO Completed ) , with comments of "curbed.. dig out mudfrom cb"

Letter

Status: \_\_\_\_\_ Print Date: \_\_\_\_\_ Run Number: \_\_\_\_\_ Reprint: [v]  
Template: \_\_\_\_\_

Review List Tickler

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

Account: [REDACTED] Smith, Laurance [v]  
Premise: 5329 Baltimore Ave/Phila,Pa [v]  
Person: Smith, Laurance [v]

[Change] [Cancel]

# 5/08/24 CONTACT

**Customer Contact: Medical Turn On** [X]

Date: 05/08/2024 Time: 12:13:00 PM Source: JetSearch Related Tran: Account Maintenance

CC Type: MTD - Medical Turn On [v] Created: 05/08/2024 at: 12:13:17 PM by: GJACKSO2

Area: 800 - Residential General Service [v] Changed: at: by:

Surveyable Auto Delete Date: 05/08/2028 Class: Inquiry

Comments: GAS IS OFF MEDICAL ( 2 ) HOLD FROM 05/8/2024 TO 6/7/2024 . BALANCE OF THE BILL IS \$8743.02 RECEIVED 05/8/2024 . MEDICAL ( 1 ) 05/2/2023 to 6/1/2023 . TOTAL AMOUNT INCLUDES \$123.23 TURN ON CHARGE

Letter

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

Template:

Review List Tickler

Follow Up: [ ]  to Review Group  to User

Priority: [ ] Review Group... [ ]

Account: [Redacted] Smith, Laurance [v]

Premise: 5329 Baltimore Ave/Phila,Pa [v]

Person: Smith, Laurance [v]

[Change] [Cancel]

# 5/08/24 CONTACT

**Customer Contact: Service** [X]

Date: 05/08/2024 Time: 3:50:00 PM Source: \_\_\_\_\_ Related Tran: \_\_\_\_\_  
CC Type: SERV - Service [v] Created: 05/08/2024 at: 3:50:31 PM by: NGANUES  
Area: 800 - Residential General Service [v] Changed: \_\_\_\_\_ at: \_\_\_\_\_ by: \_\_\_\_\_  
 Surveyable Auto Delete Date: 05/08/2028 Class: Inquiry

Comments: Nicholas Ganues was here on a Medical B.P.T.O. order with Order # 14540481 , with a result of Completed Found Gas OFF. Left Gas ON , with activities of ( Meter and Connections - Turn On ) , with comments of "made all checks and all checkpass.left ok"

Letter

Status: \_\_\_\_\_ Print Date: \_\_\_\_\_ Run Number: \_\_\_\_\_ Reprint: [v]  
Template: \_\_\_\_\_

Review List Tickler

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

Account: [ ] Smith, Laurance [v]  
Premise: [ ] 5329 Baltimore Ave/Phila,Pa [v]  
Person: [ ] Smith, Laurance [v]

[Change] [Cancel]

**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 5329 BALTIMORE AVE on or after 8 a.m. on Jun 24, 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 \$2,472.02.
- 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	\$2,472.02
Security Deposit	\$478.00
Turn On Charge	\$123.23
Total	\$3,073.25

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

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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:

Jun 12, 2024  
\$2,472.02

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

Amount Enclosed:

LAURANCE SMITH  
5329 BALTIMORE AVE  
PHILADELPHIA PA 19143-2623

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

# 6/19/24 CONTACT

**Customer Contact: Billing** [X]

Date: 06/19/2024 Time: 12:55:00 PM Source: JetSearch Related Tran: Account Maintenance

CC Type: BILL - Billing [v] Created: 06/19/2024 at: 12:55:18 PM by: KDOUGLAS

Area: 800 - Residential General Service [v] Changed: at: by:

Surveyable Auto Delete Date: 06/19/2028 Class: Inquiry

Comments: COR called in regards to account. Notified her of PAR option , also mentioned medical hold option. She provided doctors information. Fx# [REDACTED] ph# [REDACTED] Dr s Kamran Tareen COR is the Patient. CSR completed medical and placed 3 day hold on account. c/s

Letter

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

Template:

Review List Tickler

Follow Up: [ ]  to Review Group  to User

Priority: [ ] Review Group... [ ]

Account: [REDACTED] Smith, Laurance [v]

Premise: 5329 Baltimore Ave/Phila,Pa [v]

Person: Smith, Laurance [v]

[Change] [Cancel]

# 6/26/24 CONTACT

**Customer Contact: Collection**

Date: 06/26/2024 Time: 1:54:00 PM Source: JetSearch Related Tran: Account Maintenance  
CC Type: COLL - Collection Created: 06/26/2024 at: 1:54:00 PM by: GJACKSO2  
Area: 800 - Residential General Service Changed: at: by:  
 Surveyable Auto Delete Date: 06/26/2028 Class: Inquiry

Comments: GAS IS ON MEDICAL ( 3 ) HOLD FROM 06/26/2024 TO 7/25/2024 BALANCE OF THE BILL IS \$9089.50 RECEIVED 06/26/2024 MEDICAL ( 1 ) 05/2/2023 TO 06/1/2023 - MEDICAL ( 2 ) 05/8/2024 TO 6/7/2024 THIS IS THE LAST MEDICAL UNTIL THERE IS NEW MONEY

Letter  
Status: Print Date: Run Number: Reprint:   
Template:

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

Account:   
Premise:   
Person:

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 5329 BALTIMORE AVE on or after 8 a.m. on Aug 13, 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 \$9,089.50.
- 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	\$9,089.50
Security Deposit	\$452.00
Turn On Charge	\$123.23
Total	\$9,664.73

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

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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:

Aug 01, 2024  
\$9,089.50

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

Amount Enclosed:

LAURANCE SMITH  
5329 BALTIMORE AVE  
PHILADELPHIA PA 19143-2623

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

# 8/08/24 CONTACT

**Customer Contact: Customer Review Unit** [X]

Date: 08/08/2024 Time: 2:06:00 PM Source: Related Tran:

CC Type: CRU - Customer Review Unit [v] Created: 08/08/2024 at: 2:06:13 PM by: OBWORKFL

Area: 800 - Residential General Service [v] Changed: at: by:

Surveyable Auto Delete Date: 08/08/2029 Class: Inquiry

Comments: PUC Complaint BCS# 4008759 filed on 8/8/2024 12:00:00 AM (CRU 787-1250) regarding CII - CHANGE IN INCOME PAR (#71), by . # of Adults in Household: 2. # and Ages of Children in Household: 4 7,5,14,13. Gross Income: AD1 SSI 1348.00 AD2 NONE 0

Letter

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

Template:

Review List Tickler

Follow Up: [ ]  to Review Group  to User

Priority: [ ] Review Group... [ ]

Account: [REDACTED] Smith, Laurance [v]

Premise: 5329 Baltimore Ave/Phila,Pa [v]

Person: Smith, Laurance [v]

[Change] [Cancel]

# PHILADELPHIA GAS WORKS

## PUC

### Opening XML

**Case Number:** 4008759  
**Company Name:** PGW (PHILA. GAS WORKS (NGDC))  
**Company Code:** 0766  
**Company Type:** GAS TRANSPORTER  
**Customer First Name:** LAURANCE  
**Customer Middle Initial:**  
**Customer Last Name:** SMITH  
**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:** 5329 BALTIMORE AVE  
**Customer Service Address 2:**  
**Customer Service Address City:** PHILADELPHIA  
**Customer Service Address State:** PA  
**Customer Service Address Zip:** 19143  
**Customer Service Address 4-Zip:**  
**Customer Family Adults:** 2  
**Customer Family Children:** 4  
**Customer Family Age:** 7,5,14,13  
**Gross Income**  

Source	Income Amount
AD1 SSI	1348
AD2 NONE	0

  
**Date Open:** 2024-08-08  
**Reason For Contact:** CII - CHANGE IN INCOME PAR (#71)  
**Term Date:** 2024-08-13  
**Business Name:**  
**Case Problem:**  
**Company Position:** 08/07/2024 CUSTOMER MUST PAY \$1800 TO MAINTAIN SERVICE  
**Related Information:** 71 - CII PAR - RELIEF SOUGHT - CII PAR THE CELL PHONE NUMBER [REDACTED] HAS BEEN ALLOWED TO BE SHARED. THE EMAIL ADDRESS MS\_SMITHLAURIE@AOL.COM HAS BEEN ALLOWED TO BE SHARED.  
**Case Misc Info:**  
**Hot Issue:**

**Case Origin:** TELEPHONE  
**Prior Case Number:** 3893434  
**Universal Service:** Y  
**Arrearage:** 9089.50  
**BCS Investigator First Name:** BCS  
**BCS Investigator Last Name:** CASE POOL  
**BCS Investigator Phone w/ Area Code:** [REDACTED]  
**BCSIntaker First Name:** AMY  
**BCSIntaker Last Name:** FREEBURN  
**Number Of Time Send:** 1  
**Number Of Time Faxed:** 0  
**Number Of Time Faxed:** 7172658273

# PHILADELPHIA GAS WORKS

## PUC

### Closing XML

**Case Number:** 4008759  
**Company Name:** PGW (PHILA. GAS WORKS (NGDC))  
**Company Code:** 0766  
**Company Type:** GAS TRANSPORTER  
**Customer First Name:** LAURANCE  
**Customer Middle Initial:**  
**Customer Last Name:** SMITH  
**Account Number:** [REDACTED]  
**Service Address 1:** 5329 BALTIMORE AVE  
**Service Address 2:**  
**Service City:** PHILADELPHIA  
**Service State:** PA  
**Service Zip 5:** 19143  
**Service Zip 4:**  
**Decision Issue:** N  
**Oral Written:** W  
**Violation:** NO  
**Chapter:**  
**Section Rule:**  
**Total Balance:** 9298.15  
**Date Closed:** 2024-10-03  
**Resolution:** CLOSED: NO DECISION. DISMISSAL LETTER SENT. CUST PREVIOUSLY ENROLLED IN CRP. WHILE IN THE PROGRAM, CU HAS ACCUMULATED \$1,910.00 IN CRP ARREARS. CII NOT VALIDATED. DISMISS PER 1405C  
**Balance Date:** 2024-09-04  
**Service Restored Pay:** 0.00  
**Service Continue Amount:** 0.00  
**Service Continue Date:**  
**Terms:**  
**Special Budget Amount:** 0.00  
**Regular Budget Amount:** 227.00  
**Arrears Payment Plus:** 0.00  
**FinalMonthlyPayment:** 0.00  
**CurrentMonthlyPayment:** 0.00  
**EndMonthlyPayment:** 0.00  
**LetterDescription:**  
**HeadDate:** 2024-10-03  
**Paragraph:**  
**Bill Date:**  
**Reconnect Amount:** 0  
**Pay Amount:** 0.00  
**BCS Investigator First Name:** GALE  
**BCS Investigator Last Name:** KENDALL  
**Number Of Time Send:** 1  
**Number Of Time Faxed:** 0  
**PUC Fax:** 7172658273

# 10/03/24 CONTACT

**Customer Contact: Customer Review Unit**

Date: 10/03/2024 Time: 10:03:00 AM Source: Related Tran:

CC Type: CRU - Customer Review Unit Created: 10/03/2024 at: 10:03:41 AM by: OBWORKFL

Area: 800 - Residential General Service Changed: at: by:

Surveyable Auto Delete Date: 10/03/2029 Class: Inquiry

Comments: BCS # 4008759 case dismissed on 10/3/2024 12:00:00 AM. Resolution: CLOSED: NO DECISION. DISMISSAL LETTER SENT. CUST PREVIOUSLY ENROLLED IN CRP. WHILE IN THE PROGRAM, CU HAS ACCUMULATED \$1,910.00 IN CRP ARREARS. CII NOT VALIDATED. DISMISS PER 1405C. Paragraph Description: .

Letter

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

Template:

Review List Tickler

Follow Up: [ ]  to Review Group  to User

Priority: [ ] Review Group... [ ]

Account: [ ] Smith, Laurance [v]

Premise: 5329 Baltimore Ave/Phila,Pa [v]

Person: Smith, Laurance [v]

[Change] [Cancel]

# 10/09/24 CONTACT

**Customer Contact: New Neg Payment Arr Created**

Date: 10/09/2024 Time: 12:47:00 PM Source: Related Tran:

CC Type: NNA - New Neg Payment Arr Create Created: 10/09/2024 at: 12:47:33 PM by: DWASHIN2

Area: 800 - Residential General Service Changed: at: by:

Surveyable Auto Delete Date: Class: System Generated Contact

Comments: Account Id: Person Id: Number in Household: 6 Monthly Household Income: \$ 1375.00 Arrangement Type: R Level of Payment: 1 Monthly Payment : \$350.00 Created by: CCINEGU

Letter

Status: Print Date: Run Number: Reprint:

Template:

Review List Tickler

Follow Up:   to Review Group  to User

Priority:  Review Group...

Account:

Premise:

Person:

**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 5329 BALTIMORE AVE 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 \$9,282.52.
- 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	\$9,282.52
Security Deposit	\$556.00
Turn On Charge	\$123.23
Total	\$9,961.75

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\_20250313180101 dat-25473-000000802

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:

Mar 13, 2025  
\$9,282.52

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

Amount Enclosed:

LAURANCE SMITH  
5329 BALTIMORE AVE  
PHILADELPHIA PA 19143-2623

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

# 3/31/25 CONTACT

**Customer Contact: Customer Review Unit**

Date: 03/31/2025 Time: 9:15:00 AM Source: Related Tran:  
CC Type: CRU - Customer Review Unit Created: 03/31/2025 at: 9:15:03 AM by: WFADMIN  
Area: 800 - Residential General Service Changed: at: by:  
 Surveyable Auto Delete Date: 03/31/2030 Class: Inquiry

Comments: PUC Formal Complaint Docket # C2025-3054292 filed on 3/31/2025 12:00:00 AM.

Letter

Status: Print Date: Run Number: Reprint:

Template:

Review List Tickler

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

Account:

Premise:

Person:

**Customer Contact: Customer Review Unit** [X]

Date: 05/30/2025 Time: 3:59:00 PM Source: JetSearch Related Tran: Account Maintenance

CC Type: CRU - Customer Review Unit [v] Created: 05/30/2025 at: 3:59:20 PM by: DMALLARD

Area: 800 - Residential General Service [v] Changed: at: by:

Surveyable Auto Delete Date: 05/30/2030 Class: Inquiry

Comments: \_CRU\_ Spoke with Ms. Smith regarding her formal complaint for docket# C-2025-3054292. I advised that in order to settle her complaint the company is offering a payment agreement with a required down payment of \$2,000.00. I advised that \$900-\$1000 would have to be paid no later than 06/11/2025 and the remainder would be due by the beginning of July.>>

[Letter](#)

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

Template:

[Review List Tickler](#)

Follow Up: [ ]  to Review Group  to User

Priority: [ ] Review Group... [ ]

Account: [REDACTED] Smith, Laurance [v]

Premise: 5329 Baltimore Ave/Phila,Pa [v]

Person: Smith, Laurance [v]

[Change] [Cancel]

**Search For Negotiated Payment Arrangement** [X]

Search Criteria

Account... [REDACTED]  Smith, Laurance

From Date: 05/22/2025

Apply Criteria

OK

Cancel

Date	Seq	Status	Comments
10/09/2024	1	Broken	
10/03/2024	1	Canceled	
06/30/2022	1	Broken	BCS #3843389
05/09/2022	1	Canceled	

4 record(s) found.