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Virginia Shay Maine, |  
v. | Docket No.: C-2025-3054454  
Philadelphia Gas Works |  
|  
Initial Call-In |  
Telephonic Hearing

Pages 1 - 36

Judge's Chambers  
Commonwealth Keystone  
Building - Plaza Level  
400 North Street  
Harrisburg, PA

Monday, September 8, 2025  
Commencing at 10:02 a.m.

INDEX TO EXHIBITS

Docket No. C-2025-3054454

Hearing Date: September 8, 2025

<u>NUMBER</u>	<u>FOR IDENTIFICATION</u>	<u>IN EVIDENCE</u>
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**PHILADELPHIA GAS WORKS**

800 West Montgomery Avenue • Philadelphia, PA 19122

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**Graciela Christlieb, Senior Attorney**  
**Legal Department**  
Direct Dial: 215-684-6164  
FAX: 215-684-6798  
E-mail: [graciela.christlieb@pgworks.com](mailto:graciela.christlieb@pgworks.com)

July 2, 2025

**VIA ELECTRONIC MAIL**

Special Agent Michael Mroczka  
Pennsylvania Public Utility Commission  
400 North Street, 2<sup>nd</sup> Floor West  
Harrisburg, PA 17120  
[micmroczka@pa.gov](mailto:micmroczka@pa.gov)

Re: Virginia Shay Maine v. Philadelphia Gas Works, Docket No. C-2025-3054454

Dear Special Agent Mroczka:

Enclosed, please find PGW's proposed exhibits for the hearing in the above referenced matter.

If you need additional information about this matter, please contact me at my direct-dial number above. Thank you.

Sincerely,

*/s/ Graciela Christlieb*

Graciela Christlieb, Esquire

Enclosure

cc: Cert. of Service w/enc.



**PHILADELPHIA GAS WORKS**

800 West Montgomery Avenue • Philadelphia, PA 19122

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### **CERTIFICATE OF SERVICE**

I hereby certify that I have this day served a true copy of Philadelphia Gas Works' Proposed Exhibits upon the persons listed below in the manner indicated in accordance with the requirements of 52 Pa. Code §1.54 (relating to service by a party).

**VIA ELECTRONIC MAIL**

Virginia Shay Maine

[vmaine@verizon.net](mailto:vmaine@verizon.net)

Date: July 2, 2025

*/s/ Graciela Christlieb*

Graciela Christlieb, Esquire

Specific Service Agreement Statement of Account SA- [REDACTED]

<b>Customer Name</b>	<b>From Date</b>	<b>To Date</b>		
VIRGINIA MAINE	7/2/2023	7/2/2025		
<b>Service Address</b>	<b>Account Number</b>	<b>S A Number</b>	<b>Meter</b>	<b>Rate/Class</b>
8001 CREFELD ST PHIL, PA 191183940	[REDACTED]	[REDACTED]	2188048	GS

**STATEMENT**

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
8/1/2023	BILL	7207	R	30	16	0.53	0		8/24/2023	\$37.75	\$5,208.87	\$5,208.87
8/30/2023	LPC									\$70.73	\$5,279.60	\$5,279.60
8/30/2023	BILL	7221	R	29	14	0.48	0		9/25/2023	\$35.01	\$5,314.61	\$5,314.61
9/15/2023	PAY							Check		(\$1,248.65)	\$4,065.96	\$4,065.96
9/18/2023	PAY							Credit Card		(\$1,300.00)	\$2,765.96	\$2,765.96
9/30/2023	BILL	7241	R	33	20	0.61	13		10/24/2023	\$42.96	\$2,808.92	\$2,808.92
10/31/2023	BILL	7272	R	29	31	1.07	134		11/27/2023	\$59.88	\$2,868.80	\$2,868.80
12/1/2023	LPC									\$38.93	\$2,907.73	\$2,907.73
12/1/2023	BILL	7463	R	33	191	5.79	506		12/28/2023	\$274.97	\$3,182.70	\$3,182.70
1/3/2024	LPC									\$43.05	\$3,225.75	\$3,225.75
1/3/2024	BILL	7849	R	30	386	12.87	653		1/29/2024	\$604.64	\$3,830.39	\$3,830.39
2/1/2024	LPC									\$52.12	\$3,882.51	\$3,882.51
2/1/2024	BILL	8356	R	32	507	15.84	882		2/27/2024	\$779.24	\$4,661.75	\$4,661.75
2/29/2024	LPC									\$63.81	\$4,725.56	\$4,725.56
2/29/2024	BILL	8773	R	28	417	14.89	714		3/25/2024	\$657.66	\$5,383.22	\$5,383.22
3/29/2024	LPC									\$73.68	\$5,456.90	\$5,456.90
3/29/2024	BILL	9053	R	29	280	9.66	479		4/23/2024	\$476.43	\$5,933.33	\$5,933.33
4/2/2024	PAY							Credit Card		(\$123.23)	\$5,810.10	\$5,810.10
4/4/2024	BPTOCG									\$123.23	\$5,933.33	\$5,933.33
4/30/2024	LPC									\$78.97	\$6,012.30	\$6,012.30
4/30/2024	BILL	9204	R	30	151	5.03	329		5/23/2024	\$240.50	\$6,252.80	\$6,252.80
5/30/2024	LPC									\$84.43	\$6,337.23	\$6,337.23
5/30/2024	BILL	9251	R	29	47	1.62	99		6/24/2024	\$85.82	\$6,423.05	\$6,423.05
6/28/2024	LPC									\$85.72	\$6,508.77	\$6,508.77
6/28/2024	BILL	9269	R	32	18	0.56	0		7/24/2024	\$42.44	\$6,551.21	\$6,551.21
7/30/2024	LPC									\$86.35	\$6,637.56	\$6,637.56
7/30/2024	BILL	9284	R	30	15	0.5	0		8/22/2024	\$38.09	\$6,675.65	\$6,675.65

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
8/28/2024	LPC									\$86.93	\$6,762.58	\$6,762.58
8/28/2024	BILL	9299	R	29	15	0.52	0		9/23/2024	\$38.09	\$6,800.67	\$6,800.67
9/28/2024	BILL	9318	R	33	19	0.58	1		10/22/2024	\$43.57	\$6,844.24	\$6,844.24
10/29/2024	BILL	9342	R	29	24	0.83	84		11/22/2024	\$53.46	\$6,897.70	\$6,897.70
11/30/2024	BILL	9387	R	33	45	1.36	356		12/26/2024	\$87.73	\$6,985.43	\$6,985.43
1/1/2025	LPC									\$90.27	\$7,075.70	\$7,075.70
1/1/2025	BILL	9898	R	31	511	16.48	847		1/27/2025	\$711.24	\$7,786.94	\$7,786.94
2/1/2025	LPC									\$100.94	\$7,887.88	\$7,887.88
2/1/2025	BILL	575	R	33	677	20.52	1074		2/26/2025	\$957.47	\$8,845.35	\$8,845.35
3/1/2025	LPC									\$115.30	\$8,960.65	\$8,960.65
3/1/2025	BILL	1101	R	28	526	18.79	822		3/25/2025	\$770.25	\$9,730.90	\$9,730.90
3/26/2025	PAY							Credit Card		(\$300.00)	\$9,430.90	\$9,430.90
4/1/2025	BILL	1395	R	29	294	10.14	491		4/25/2025	\$544.19	\$9,975.09	\$9,975.09
4/8/2025	PAY							Check		(\$544.19)	\$9,430.90	\$9,430.90
5/1/2025	LPC									\$123.22	\$9,554.12	\$9,554.12
5/1/2025	BILL	1572	R	32	177	5.53	283		5/27/2025	\$337.39	\$9,891.51	\$9,891.51
5/7/2025	LPCWVE									(\$123.22)	\$9,768.29	\$9,768.29
5/10/2025	PAY							Credit Card		(\$337.39)	\$9,430.90	\$9,430.90
5/31/2025	BILL	1611	R	30	39	1.3	64		6/24/2025	\$81.77	\$9,512.67	\$9,512.67
7/1/2025	BILL	1638	R	29	27	0.93	8		7/25/2025	\$62.44	\$9,575.11	\$9,575.11

10-DAY SHUT OFF NOTICE  
Your Gas Service May Be Shut Off

PGW Exhibit 2  
Page 1 of 1

Your bill is past due. As a result, PGW will shut off gas to 8001 CREFELD ST 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 \$8,845.35.
- 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	\$8,845.35
Security Deposit	\$658.00
Turn On Charge	\$123.23
Total	\$9,626.58

**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-3405-000011673

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

**Account Number:  
Notice Date:  
Please Pay:**

[REDACTED]  
M [REDACTED]  
**\$8,845.35**

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

**Amount Enclosed:**

VIRGINIA MAINE  
8001 CREFELD ST  
PHILA PA 19118-3940

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

**Search For Negotiated Payment Arrangement**

Search Criteria

Account...   Maine, Virginia Shay

From Date:

Date	Seq	Status	Comments
09/18/2023	1	Broken	
06/02/2023	1	Broken	BCS# 3914342
05/23/2023	1	Broken	
04/11/2023	1	Canceled	
11/08/2022	1	Broken	
04/29/2022	1	Broken	
06/03/2021	1	Broken	
05/15/2019	1	Kept	

12 record(s) found.

**Search For Negotiated Payment Arrangement**

Search Criteria

Account...   Maine, Virginia Shay

From Date:

Date	Seq	Status	Comments
04/29/2022	1	Broken	
06/03/2021	1	Broken	
05/15/2019	1	Kept	
05/07/2019	1	Broken	
05/31/2016	1	Kept	
08/01/2007	1	Kept	DON'T COUNT TRUE UP PAR IN # ALLOW
04/30/2003	1	Broken	

12 record(s) found.

# PHILADELPHIA GAS WORKS

## PUC

### Opening XML

**Case Number:** 3914342  
**Company Name:** PGW (PHILA. GAS WORKS (NGDC))  
**Company Code:** 0766  
**Company Type:** GAS TRANSPORTER  
**Customer First Name:** VIRGINIA  
**Customer Middle Initial:**  
**Customer Last Name:** MAINE  
**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:** 8001 CREFELD ST  
**Customer Service Address 2:**  
**Customer Service Address City:** PHILADELPHIA  
**Customer Service Address State:** PA  
**Customer Service Address Zip:** 19118  
**Customer Service Address 4-Zip:**  
**Customer Family Adults:** 1  
**Customer Family Children:** 0  
**Customer Family Age:**  
**Gross Income**  

Source	Income Amount
SOC SEC	1800
PENISON	462

  
**Date Open:** 2023-06-01  
**Reason For Contact:** ON - PAR NEEDED (# 61)  
**Term Date:**  
**Business Name:**  
**Case Problem:**  
**Company Position:** 06/01/2023 PGW WANTS HER TO PAY 500 TO RESTATE THE PAYMENT ARRANGEMENT OPTION.  
**Related Information:** 61 – PAYMENT ARRANGEMENT REQUEST TO STOP THE TERM NOTICE. THE CELL PHONE NUMBER [REDACTED] HAS BEEN ALLOWED TO BE SHARED. THE EMAIL ADDRESS VMAINE@VERIZON.NET HAS BEEN ALLOWED TO BE SHARED.  
**Case Misc Info:**

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

# PHILADELPHIA GAS WORKS

## PUC

### Closing XML

**Case Number:** 3914342  
**Company Name:** PGW (PHILA. GAS WORKS (NGDC))  
**Company Code:** 0766  
**Company Type:** GAS TRANSPORTER  
**Customer First Name:** VIRGINIA  
**Customer Middle Initial:**  
**Customer Last Name:** MAINE  
**Account Number:** [REDACTED]  
**Service Address 1:** 8001 CREFELD ST  
**Service Address 2:**  
**Service City:** PHILADELPHIA  
**Service State:** PA  
**Service Zip 5:** 19118  
**Service Zip 4:**  
**Decision Issue:** Y  
**Oral Written:** W  
**Violation:** NO  
**Chapter:**  
**Section Rule:**  
**Total Balance:** 5570.84  
**Date Closed:** 2023-06-02  
**Resolution:** LEVEL 2, BB 259.00 + 155.00 = 414.00 BEGINNING JUNE 2023.  
**Balance Date:** 2023-06-02  
**Service Restored Pay:**  
**Service Continue Amount:**  
**Service Continue Date:**  
**Terms:** JUNE 2023 BILL DUE DATE  
**Special Budget Amount:** 414.00  
**Regular Budget Amount:** 259.00  
**Arrears Payment Plus:** 155.00  
**FinalMonthlyPayment:**  
**CurrentMonthlyPayment:**  
**EndMonthlyPayment:**  
**LetterDescription:**  
**HeadDate:** 2023-06-02  
**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



24HL452K45708

Page 2 of 2

You are entitled to medical insurance under Medicare beginning August 2008.

Your Medicare number is 2KM1YC9MJ35. You may use this number to get medical services while waiting for your Medicare card.

If you have any questions, please log into Medicare.gov, or call 1-800-MEDICARE (1-800-633-4227).

### **Date of Birth Information**

The date of birth shown on our records is August 3, 1943.

### **Suspect Social Security Fraud?**

Please visit <http://oig.ssa.gov/r> or call the Inspector General's Fraud Hotline at 1-800-269-0271 (TTY 1-866-501-2101).

### **If You Have Questions**

#### **Need more help?**

1. Visit [www.ssa.gov](http://www.ssa.gov) for fast, simple and secure online service.
2. Call us at **1-800-772-1213**, weekdays from 8:00 am to 7:00 pm. If you are deaf or hard of hearing, call TTY **1-800-325-0778**. Please mention this letter when you call.
3. You may also call your local office at **1-866-495-0255**.

SOCIAL SECURITY  
701 EAST CHELTEN AVE  
PHILADELPHIA PA 19144

**How are we doing?** Go to [www.ssa.gov/feedback](http://www.ssa.gov/feedback) to tell us.

*Social Security Administration*

## My Company/Plan

Participant: VIRGINIA MAINE  
Reference Number: [REDACTED]

Client: 6775 - WILLIS TOWERS WATSON  
Plan Name: WPFCA - WTW

### Next Scheduled Payment

Payment Date: 10/01/2024  
Gross Amount: \$513.59

PGW Exhibit 5  
Page 3 of 3

### Year-To-Date Payment Summary

Year-to-Date Gross: \$5,135.90  
Year-to-Date Deductions: \$519.85  
Year-to-Date Net: \$4,616.05

### History Summary

From Date:  To Date:  [Apply Filter](#) | [Clear Filter](#)

Payable Date	Payment Activity	Payment Reference	Gross Distribution	Net Amount	Payment Status
10/01/2024	DEPOSIT	D31844235	\$513.59	\$462.23	
09/03/2024	DEPOSIT	D29561732	\$513.59	\$462.23	
08/01/2024	DEPOSIT	D27281683	\$513.59	\$462.23	
07/01/2024	DEPOSIT	D24972477	\$513.59	\$462.23	
06/03/2024	DEPOSIT	D22696565	\$513.59	\$462.23	
05/01/2024	DEPOSIT	D20381501	\$513.59	\$462.23	
04/01/2024	DEPOSIT	D18097228	\$513.59	\$462.23	
03/01/2024	DEPOSIT	D15832642	\$513.59	\$462.23	
02/01/2024	DEPOSIT	D13578187	\$513.59	\$462.23	