



Statement of Account 15 28

Ogden Street

PGW Exhibit 3

Payment Agreement History 16 28

PGW Exhibit 4

BCS Appeal 18 28

Specific Service Agreement Statement of Account SA- 2910946191

<b>Customer Name</b>	<b>From Date</b>	<b>To Date</b>		
TIANA OLIVER	9/12/2023	9/12/2025		
<b>Service Address</b>	<b>Account Number</b>	<b>S A Number</b>	<b>Meter</b>	<b>Rate/Class</b>
5841 ADDISON ST PHIL, PA 191431203		2910946191	2160932	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
9/21/2023	LPC									\$32.90	\$2,452.32	\$2,452.32
9/21/2023	BILL	5545	R	33	20	0.61	0		10/16/2023	\$43.04	\$2,495.36	\$2,495.36
10/20/2023	BILL	5575	R	29	30	1.03	102		11/15/2023	\$55.73	\$2,551.09	\$2,551.09
11/21/2023	BILL	5649	R	30	74	2.47	324		12/15/2023	\$122.03	\$2,673.12	\$2,673.12
12/20/2023	BILL	5781	R	31	132	4.26	657		1/18/2024	\$203.33	\$2,876.45	\$2,876.45
1/23/2024	BILL	5949	R	32	168	5.25	830		2/15/2024	\$265.60	\$3,142.05	\$3,142.05
2/20/2024	BILL	6096	R	28	147	5.25	711		3/14/2024	\$253.59	\$3,395.64	\$3,395.64
3/20/2024	LPC									\$47.05	\$3,442.69	\$3,442.69
3/20/2024	BILL	6231	R	31	135	4.35	577		4/15/2024	\$235.45	\$3,678.14	\$3,678.14
4/19/2024	LPC									\$50.59	\$3,728.73	\$3,728.73
4/19/2024	BILL	6332	R	30	101	3.37	419		5/14/2024	\$164.45	\$3,893.18	\$3,893.18
5/18/2024	BILL	6386	R	29	54	1.86	184		6/12/2024	\$94.03	\$3,987.21	\$3,987.21
6/19/2024	BILL	6418	R	32	32	1	5		7/15/2024	\$62.30	\$4,049.51	\$4,049.51
7/19/2024	LPC									\$55.40	\$4,104.91	\$4,104.91
7/19/2024	BILL	6439	R	30	21	0.7	0		8/13/2024	\$46.32	\$4,151.23	\$4,151.23
8/17/2024	BILL	6459	R	29	20	0.69	0		9/11/2024	\$44.96	\$4,196.19	\$4,196.19
9/19/2024	LPC									\$56.77	\$4,252.96	\$4,252.96
9/19/2024	BILL	6482	R	33	23	0.7	1		10/14/2024	\$49.07	\$4,302.03	\$4,302.03
10/18/2024	LPC									\$57.50	\$4,359.53	\$4,359.53
10/18/2024	BILL	6510	R	29	28	0.97	52		11/13/2024	\$56.60	\$4,416.13	\$4,416.13
12/4/2024	LPC									\$58.35	\$4,474.48	\$4,474.48
12/4/2024	BILL	6588	R	33	78	2.36	263		12/31/2024	\$147.78	\$4,622.26	\$4,622.26
1/7/2025	LPC									\$60.57	\$4,682.83	\$4,682.83
1/7/2025	BILL	6728	R	29	140	4.83	659		2/3/2025	\$214.50	\$4,897.33	\$4,897.33
2/5/2025	LPC									\$63.79	\$4,961.12	\$4,961.12
2/5/2025	BILL	6960	R	35	232	6.63	1103		3/3/2025	\$334.70	\$5,295.82	\$5,295.82
3/6/2025	LPC									\$68.81	\$5,364.63	\$5,364.63

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
3/6/2025	BILL	7152	R	28	192	6.86	871		3/31/2025	\$292.26	\$5,656.89	\$5,656.89
4/4/2025	BILL	7306	R	29	154	5.31	598		4/30/2025	\$271.78	\$5,928.67	\$5,928.67
5/6/2025	LPC									\$77.27	\$6,005.94	\$6,005.94
5/6/2025	BILL	7412	R	29	106	3.66	384		5/30/2025	\$195.68	\$6,201.62	\$6,201.62
6/5/2025	LPC									\$80.20	\$6,281.82	\$6,281.82
6/5/2025	BILL	7449	R	32	37	1.16	40		6/30/2025	\$93.51	\$6,375.33	\$6,375.33
7/4/2025	BILL	7478	R	30	29	0.97	59		7/29/2025	\$65.42	\$6,440.75	\$6,440.75
8/6/2025	BILL	7498	R	30	20	0.67	0		8/29/2025	\$50.88	\$6,491.63	\$6,491.63
9/4/2025	BILL	7516	R	32	18	0.56	0		9/29/2025	\$47.54	\$6,539.17	\$6,539.17

Specific Service Agreement Statement of Account SA- 8934779987

<b>Customer Name</b>	<b>From Date</b>	<b>To Date</b>		
TIANA OLIVER	9/12/2023	9/12/2025		
<b>Service Address</b>	<b>Account Number</b>	<b>S A Number</b>	<b>Meter</b>	<b>Rate/Class</b>
4100 OGDEN ST Apt C PHIL, PA 19104		8934779987	2169540	GS

STATEMENT

Transaction Date	Transaction Type	Read Reading	# of Days	CCF Usage	Average CCF/Day	Heating DDDs	Payment Type	Due Date	Transaction Amount	Current Balance	Actual Balance
9/21/2023	LPC								\$28.82	\$2,631.90	\$2,631.90
11/15/2023	PAY						Check		(\$271.00)	\$2,360.90	\$2,360.90
4/1/2024	PAY						Check		(\$821.00)	\$1,539.90	\$1,539.90
4/5/2024	CANP								\$821.00	\$2,360.90	\$2,360.90
4/5/2024	PAYCAN								\$0.00	\$2,360.90	\$2,360.90
4/5/2024	NSFCHA								\$20.00	\$2,380.90	\$2,380.90
5/1/2024	PAY						Check		(\$782.00)	\$1,598.90	\$1,598.90
5/7/2024	CANP								\$782.00	\$2,380.90	\$2,380.90
5/7/2024	PAYCAN								\$0.00	\$2,380.90	\$2,380.90
5/7/2024	NSFCHA								\$20.00	\$2,400.90	\$2,400.90

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

Search Criteria

Account... [REDACTED]  Oliver, Tiana

From Date: 09/12/2025

Apply Criteria

OK

Cancel

Date	Seq	Status	Comments
05/03/2024	1	Broken	
01/10/2024	1	Canceled	
01/10/2024	2	Broken	BCS# 3943546
10/02/2023	1	Canceled	BCS #3943546
05/21/2021	1	Broken	
11/12/2019	1	Broken	
10/21/2019	1	Broken	
09/13/2018	1	Broken	

12 record(s) found.

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

Search Criteria

Account... [REDACTED]  Oliver, Tiana

From Date: 09/12/2025

Apply Criteria

OK

Cancel

Date	Seq	Status	Comments
11/12/2019	1	Broken	
10/21/2019	1	Broken	
09/13/2018	1	Broken	
05/09/2018	1	Broken	
05/24/2017	1	Canceled	
07/15/2016	1	Kept	
07/07/2016	1	Broken	

12 record(s) found.

# PHILADELPHIA GAS WORKS

## PUC

### Opening XML

**Case Number:** 3943546  
**Company Name:** PGW (PHILA. GAS WORKS (NGDC))  
**Company Code:** 0766  
**Company Type:** GAS TRANSPORTER  
**Customer First Name:** TIANA  
**Customer Middle Initial:**  
**Customer Last Name:** OLIVER  
**Customer Account Number:** 8888888888  
**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:** 5841 ADDISON ST  
**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:** 1  
**Customer Family Children:** 2  
**Customer Family Age:** 15, 2  
**Gross Income**  

Source	Income Amount
A1 WAGE	4800

**Date Open:** 2023-09-20  
**Reason For Contact:** ON - PAR NEEDED (# 61)  
**Term Date:** 2023-09-25  
**Business Name:**  
**Case Problem:**  
**Company Position:** 08/19/2023 COMPANY SAID CUSTOMER IS INELIGIBLE FOR A PAYMENT ARRANGEMENT.  
**Related Information:** 61 – PAYMENT ARRANGEMENT REQUEST. THE CELL PHONE NUMBER [REDACTED] HAS BEEN ALLOWED TO BE SHARED. THE EMAIL ADDRESS TIANA.OLIVER@TEMPLE.EDU HAS BEEN ALLOWED TO BE SHARED.  
**Case Misc Info:**  
**Hot Issue:**

**Case Origin:** TELEPHONE  
**Prior Case Number:** 3923645  
**Universal Service:** N  
**Arrearage:** 4120.92  
**BCS Investigator First Name:** BCS  
**BCS Investigator Last Name:** CASE POOL  
**BCS Investigator Phone w/ Area Code:** [REDACTED]  
**BCSIntaker First Name:** WILLIAM  
**BCSIntaker Last Name:** CHADDOCK  
**Number Of Time Send:** 1  
**Number Of Time Faxed:** 0  
**Number Of Time Faxed:** 7172658273

# PHILADELPHIA GAS WORKS

## PUC

### Closing XML

**Case Number:** 3943546  
**Company Name:** PGW (PHILA. GAS WORKS (NGDC))  
**Company Code:** 0766  
**Company Type:** GAS TRANSPORTER  
**Customer First Name:** TIANA  
**Customer Middle Initial:**  
**Customer Last Name:** OLIVER  
**Account Number:** ██████████  
**Service Address 1:** 5841 ADDISON ST  
**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:** 5127.26  
**Date Closed:** 2023-09-29  
**Resolution:** LEVEL 2, BB 128.00 + 143.00 = 271.00 BEGINNING NOVEMBER 2023.  
**Balance Date:** 2023-09-29  
**Service Restored Pay:**  
**Service Continue Amount:**  
**Service Continue Date:**  
**Terms:** NOVEMBER 2023 BILL DUE DATE  
**Special Budget Amount:** 271.00  
**Regular Budget Amount:** 128.00  
**Arrears Payment Plus:** 143.00  
**FinalMonthlyPayment:**  
**CurrentMonthlyPayment:**  
**EndMonthlyPayment:**  
**LetterDescription:**  
**HeadDate:** 2023-09-29  
**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:** 7172658273

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 5841 ADDISON ST on or after 8 a.m. on Jun 17, 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 \$8,602.52.
- 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	\$8,602.52
Security Deposit	\$332.00
Turn On Charge	\$123.23
Total	\$9,057.75

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	\$1,957-\$3,260
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

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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:

[REDACTED]  
J  
**\$8,602.52**

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

Amount Enclosed:

TIANA OLIVER  
5841 ADDISON ST  
PHILA PA 19143-1203

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