

COMMONWEALTH OF PENNSYLVANIA
(Public Utility Commission)

-----*
FRANK FERRO, JR., :
Complainant, : Docket No.:
vs. : F-2025-3055873
PHILADELPHIA GAS WORKS, :
Respondent. :
-----*

Pages 1 through 41 TELEPHONIC HEARING
Judge's Chambers
State Office Building
801 Market Street
Philadelphia, PA 19107

Wednesday, October 1, 2025
Met, pursuant to notice, at 10:00 a.m.

BEFORE: THE HONORABLE ERANDA VERO
Administrative Law Judge

INDEX TO EXHIBITS
Docket No.: F-2025-3055873
Hearing Date: October 1, 2025

EXHIBITS INDEX

NUMBER		MARKED	IN EVIDENCE
COMPLAINANT:			
1	(February 22, 2025 bill)	37	38
2	(May 23, 2025 bill for Jessica Argon Dizza)	37	38
PHILADELPHIA GAS WORKS:			
1	(Statement of account)		38
2	(Customer contacts)		38
3	(Gas appliance list at the property)		38
4	(Meter test for Meter Number 2025371)		38



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



Access Your Account Online www.pgworks.com



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

1112 W RITNER ST, 2F | [REDACTED]
 Residential Heat & Domestic

BREAK DOWN OF CHARGES

Supply Charges	
Commodity Charge 153 Ccf @ \$0.49415	\$75.60
Total Supply Charges	\$75.60
Delivery Charges	
Customer Charge @ \$16.25	\$32.50
Distribution Charge 153 Ccf @ \$0.95545	\$146.18
Distribution System Improvement Charge 7.5%	\$13.40
Gas Cost Adjustment @ -\$0.09011	-\$13.79
Weather Normalization Adjustment	-\$4.18
Total Delivery Charges	\$174.11
Total Billing Charges	\$249.71

METER DETAILS

Meter Number:	02025371
Read Cycle:	15
Read Dates:	12/23/2024 - 02/20/2025
Starting Read:	71 Initial
Ending Read:	224 Actual
Usage in CCF:	153.00
Conversion Factor:	1.0371 Therm = 1 Ccf
Usage in Therms:	158.67
Next Meter Read:	03/21/2025

SHOPPING INFORMATION BOX

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

PGW Account:	[REDACTED]
Service Point ID:	[REDACTED]
Rate Class:	General Service Residential
Rate Schedule:	GSR

If you are already shopping know your contract expiration date.

THINK YOU
SMELL GAS?

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

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

PGW Messages

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

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





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



Access Your Account Online www.pgworks.com

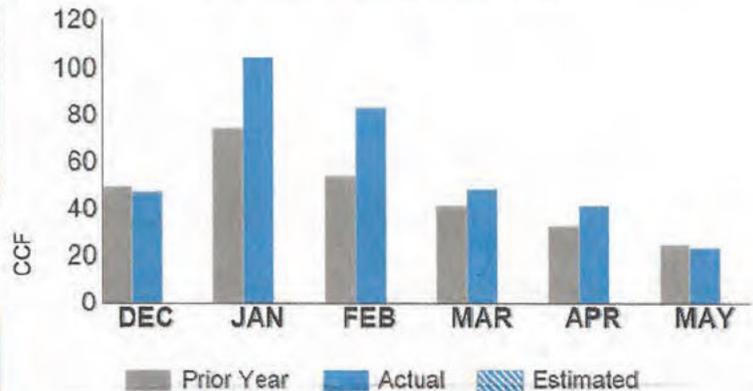


Billing & General Information (215) 235-1000 (English & Español)



Hello Jessica Argondizza,
1112 W RITNER ST # 2F, PHILA PA 19148-3620
Account Number: [REDACTED]

ENERGY USAGE SNAPSHOT



Please Pay **\$57.26**
Due By **06/18/2025**

Billing Date **MAY 23, 2025**
Service From **04/22/2025 - 05/21/2025**
Current Charges **\$57.26**

Thank you for your payment of \$35.82

Average Daily Cost
\$1.97
Current Month
Compared to \$1.67 prior year

Average Daily Temperature
67° Current Month | Compared to 63° prior year
Usage Over Last Year
39 Ccf* Monthly Average | 467 Ccf Total
1 CCF = approx. 1 hour of heat
*See terms on pg. 2

MESSAGE CENTER

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

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

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

Unknown customer linked to my rental property



Pay Online www.pgworks.com



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



Pay With Cash (See Back For Details)

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

Thank you for enrolling in Auto Pay. \$57.26 will be deducted from your bank account on or after Jun 18, 2025.



Please Pay \$57.26	Due By 06/18/2025
Account Number: [REDACTED]	
<input type="text"/>	

Thank you!

JESSICA ARGONDISA
1112 W RITNER ST # 2F
PHILA PA 19148-3620



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





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



Access Your Account Online www.pgworks.com
 Billing & General Information (215) 235-1000 (English & Español)

2414 S JESSUP ST | SA ID: [REDACTED]
 Residential Heat & Domestic

BREAK DOWN OF CHARGES

Supply Charges	
Commodity Charge 23 Ccf @ \$0.57906	\$13.32
Total Supply Charges	\$13.32
Delivery Charges	
Customer Charge @ \$16.25	\$16.25
Distribution Charge 23 Ccf @ \$1.00962	\$23.22
Distribution System Improvement Charge 7.5%	\$2.96
Gas Cost Adjustment @ -\$0.03494	-\$0.80
Weather Normalization Adjustment	\$2.31
Total Delivery Charges	\$43.94
Total Billing Charges	\$57.26

METER DETAILS

Meter Number:	01807820
Read Cycle:	15
Read Dates:	04/22/2025 - 05/21/2025
Starting Read:	5748 Actual
Ending Read:	5771 Actual
Usage in CCF:	23.00
Conversion Factor:	1.0298 Therm = 1 Ccf
Usage in Therms:	23.68
Next Meter Read:	06/20/2025

SHOPPING INFORMATION BOX

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

PGW Account:	[REDACTED]
Service Point ID:	[REDACTED]
Rate Class:	General Service Residential
Rate Schedule:	GSR

If you are already shopping know your contract expiration date.

PAYMENTS RECEIVED

05/19/2025 EFT	\$85.82
Total Payments	\$85.82

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

PGW Messages

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

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





PHILADELPHIA GAS WORKS

800 West Montgomery Avenue • Philadelphia, PA 19122

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

September 24, 2025

VIA ELECTRONIC MAIL

Administrative Law Judge Eranda Vero
Pennsylvania Public Utility Commission
801 Market Street
Suite 4063
Philadelphia, PA 19107

Re: Frank Ferro v. Philadelphia Gas Works, Docket No. F-2025-3055873

Dear Judge Vero:

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

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 FIRST ELECTRONIC MAIL

Frank Ferro

gmf013107@aol.com

Date: September 24, 2025

/s/ Graciela Christlieb

Graciela Christlieb, Esquire

Specific Service Agreement Statement of Account SA- [REDACTED]

Customer Name	From Date	To Date		
FRANK FERRO	12/23/2024	9/24/2025		
Service Address	Account Number	S A Number	Meter	Rate/Class
1112 W RITNER ST Apt 2F PHIL, PA 191483620	[REDACTED]	[REDACTED]	2365456	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
2/22/2025	BILL	224	R	59	153	2.59	1863		3/18/2025	\$249.71	\$249.71	\$249.71
3/25/2025	LPC									\$3.74	\$253.45	\$253.45
3/25/2025	BILL	254	R	29	30	1.03	538		4/17/2025	\$67.87	\$321.32	\$321.32
3/27/2025	PAY							Check		(\$67.87)	\$253.45	\$253.45
4/24/2025	LPC									\$3.74	\$257.19	\$257.19
4/24/2025	BILL	271	R	32	17	0.53	379		5/19/2025	\$45.52	\$302.71	\$302.71
4/26/2025	PAY							Check		(\$45.52)	\$257.19	\$257.19
5/23/2025	LPC									\$3.74	\$260.93	\$260.93
5/23/2025	BILL	278	R	29	7	0.24	37		6/18/2025	\$28.88	\$289.81	\$289.81
6/15/2025	PAY							Check		(\$28.88)	\$260.93	\$260.93
6/24/2025	BILL	285	R	30	7	0.23	44		7/18/2025	\$29.06	\$289.99	\$289.99
7/7/2025	PAY							Check		(\$29.06)	\$260.93	\$260.93
7/24/2025	BILL	291	R	32	6	0.19	0		8/18/2025	\$27.48	\$288.41	\$288.41
8/1/2025	PAY							Check		(\$27.48)	\$260.93	\$260.93
8/23/2025	BILL	4	R	30	5	0.17	0		9/17/2025	\$25.82	\$286.75	\$286.75
8/29/2025	PAY							Check		(\$25.82)	\$260.93	\$260.93
9/23/2025	BILL	10	R	29	6	0.21	0		10/16/2025	\$27.20	\$288.13	\$288.13

Customer Contact: Turn On

Date: 12/11/2024 Time: 10:46:00 AM Source: JetSearch Related Tran:

CC Type: SER0 - Turn On Created: 12/11/2024 at: 10:46:06 AM by: TNASH

Area: 800 - Residential General Service Changed: 12/11/2024 at: 10:52:41 AM by: TNASH

Surveyable Auto Delete Date: 12/11/2028 Class: Inquiry

Comments: Turn On (AMR) Applicant Frank Ferro called in for new service at 1112 W Ritner St, 2f, per experian passed cred ck, no dep req, not linked to property, GMI \$5000 HH1 level 5, turn on amr, lease date December 23rd, 2024. A/S

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: Billing [X]

Date: 03/03/2025 Time: 8:47:00 AM Source: JetSearch Related Tran: Account Maintenance
CC Type: BILL - Billing [v] Created: 03/03/2025 at: 8:47:37 AM by: SRIVERA1
Area: 800 - Residential General Service [v] Changed: at: by:
 Surveyable Auto Delete Date: 03/03/2029 Class: Inquiry

Comments: cor called about his bill being so high and he is barely there that his electric bill was 20 dollars and has the temp set at 60 informed him the bill is for 2 months though his actual usage amt is 75.60 but the dist charges are the chargesthey charge us to deliver gas to the property is times the CC which brang up the bill. he stated that he knows others with apartments that pay 70 to 80 a month i informed him that he can not compare to others for alot goes into affect as of

Letter

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

Review List Tickler

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

Account: [REDACTED] Ferro, Frank [v]
Premise: 1112 W Ritner St,2f/Phila,Pa [v]
Person: Ferro, Frank [v]

[Change] [Cancel]

Customer Contact: Billing [X]

Date: 03/03/2025 Time: 8:49:00 AM Source: JetSearch Related Tran: Account Maintenance
CC Type: BILL - Billing [v] Created: 03/03/2025 at: 8:49:19 AM by: SRIVERA1
Area: 800 - Residential General Service [v] Changed: at: by:
 Surveyable Auto Delete Date: 03/03/2029 Class: Inquiry

Comments: 2/2 the age of the HH, drafts, poor insulation. i also informed him though the temp is at 60 when the temp goes into the 40's and under the HH will continue to work more often to maintain the temp. he stated he does not see how it is so high when he is not there most of the time. cs

Letter

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

Review List Tickler

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

Account: [REDACTED] Ferro, Frank [v]
Premise: 1112 W Ritner St,2f/Phila,Pa [v]
Person: Ferro, Frank [v]

[Change] [Cancel]

Customer Contact: Service

Date: 07/24/2025 Time: 4:08:00 PM Source: Related Tran:

CC Type: SERV - Service Created: 07/24/2025 at: 4:08:38 PM by: ATETI

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

Surveyable Auto Delete Date: 07/24/2029 Class: Inquiry

Comments: Meter Test Exchange, 7/24/2025, 1600 - 2000 MTR TEST FROM AFTER 4:30 PM. PLEASE CALL BEFORE ARRIVAL AT PH# [REDACTED]

Letter

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

Template:

Review List Tickler

Follow Up: [input] to Review Group to User

Priority: [input] Review Group... [input]

Account: [REDACTED] Ferro, Frank

Premise: 1112 W Ritner St,2f/Phila,Pa

Person: Ferro, Frank

Change Cancel

Customer Contact: Service

Date: 07/24/2025 Time: 6:22:00 PM Source: JetSearch Related Tran: _____
CC Type: SERV - Service Created: 07/24/2025 at: 6:22:29 PM by: MCOX
Area: 800 - Residential General Service Changed: _____ at: _____ by: _____
 Surveyable Auto Delete Date: 07/24/2029 Class: Inquiry

Comments: Michael Cox Jr. was here on a Meter Test Exchange order with Order # 15685625 , with a result of Completed Found Gas ON , Left Gas ON , with activities of (Meter and Connections - Exchange Meter) , with comments of "changed meter will drop off at meter shop. "

Letter

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

Review List Tickler

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

Account: [Redacted] Ferro, Frank
Premise: 1112 W Ritner St,2f/Phila,Pa
Person: Ferro, Frank

Change Cancel

Field Information

Order Num 15685625 Order Type Meter Test Exchange Customer Name FERRO FRANK

Field Activity Sequence

Sequence	Work Date	Employee	Status Code	Comp Type	Dispatch Type	Window	Time	Gas Found	Gas Left
15512710	07-24-25	Michael Cox Jr.	CMP	Completed By FSD	Primary	1600-2000	7/24/2025 6:21 PM	ON	ON
15511704	07-24-25	Michael Cox Jr.	CAN		Primary	1600-2000			

Field Activity Details

Gas Status **Appliance Data** | Hazard Data | Non-Part Charges | Safety Survey | Meter Order | Parts Summary | Activities | Completion Time | Survey Check | Acct. Codes | Comment

Appliance	BTU	Unit Number	Operational
Heaters	70000	1	Y
Ranges	60000	1	Y
Water Heaters	34000	1	Y

Others Order Data

Order Type Desc	Special Instructions	Created By	Contact Name
Meter Test Exchange	MTR TEST FROM AFTER 4:30 PM. PM. PLEASE CALL BEFORE ARRIVAL AT PH# [REDACTED]	gflower	

Close

Customer Requested Meter Test

Date: 8-20-25

The Philadelphia Gas Works tested the meter removed from the premise of:

CUSTOMER: Frank Ferro

ADDRESS: 1112 W Ritner St Apt 2F

ON APPLICATION NO.:

GIVES THE FOLLOWING RESULTS:

METER NO. 2025371		PROOF [X]			ACCURACY []	
SIZE	INDEX	Meter Test Results			Percentage	
AC250TC	0292	Temperature	Open 100%	Check 20%	Fast	Slow
Meter Receive 7-24-25		74	99.4	99.5		
		74	99.2	99.5		
Meter Tested 8-20-25		74	99.2	99.5		
		Average of Results	99.2	99.5	-0.5	

Von Morgan

PGW REPRESENTATIVE