

COMMONWEALTH OF PENNSYLVANIA
(Public Utility Commission)

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ROBERT ADAMS, :
Complainant, : Docket No.:
vs. : C-2025-3054982
PHILADELPHIA GAS WORKS, :
Respondent. :
-----*

Pages 1 through 24 TELEPHONIC HEARING
Judge's Chambers
State Office Building
801 Market Street
Philadelphia, PA 19107

Thursday, October 2, 2025
Met, pursuant to notice, at 10:25 a.m.

BEFORE: THE HONORABLE ERANDA VERO
Administrative Law Judge

INDEX TO EXHIBITS
Docket No.: C-2025-3054982
Hearing Date: October 2, 2025

EXHIBITS INDEX

NUMBER	MARKED	IN EVIDENCE
PHILADELPHIA GAS WORKS:		
3 (Account statement)		22
9 (Documents showing abuse of process by Complainant)		22
11 (Current Formal Complaint, Docket Number C-2025-3054982)	19	22

Specific Service Agreement Statement of Account SA- [REDACTED]

Customer Name	From Date	To Date		
ROBERTS ADAMS	5/6/2022	10/1/2025		
Service Address	Account Number	S A Number	Meter	Rate/Class
5022 CHESTNUT ST Apt 2F PHIL, PA 191393529	[REDACTED]	[REDACTED]	2366765	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
5/18/2022	PAY							Cash		(\$432.22)	\$8,772.98	\$8,772.98
5/21/2022	BILL	9998	R	28	98	3.5	132		6/15/2022	\$174.04	\$8,947.02	\$8,947.02
6/22/2022	LPC									\$123.78	\$9,070.80	\$9,070.80
6/22/2022	BILL	25	R	32	27	0.84	1		7/18/2022	\$82.61	\$9,153.41	\$9,153.41
6/23/2022	PAY							Cash		(\$780.22)	\$8,373.19	\$8,373.19
7/20/2022	WNA2&5									(\$17.07)	\$8,356.12	\$8,356.12
7/22/2022	BILL	47	R	30	22	0.73	0		8/16/2022	\$59.67	\$8,415.79	\$8,415.79
8/17/2022	PAY							Cash		(\$59.67)	\$8,356.12	\$8,356.12
8/20/2022	LPC									\$115.04	\$8,471.16	\$8,471.16
8/20/2022	BILL	65	R	29	18	0.62	0		9/14/2022	\$51.73	\$8,522.89	\$8,522.89
9/16/2022	PAY							Cash		(\$51.73)	\$8,471.16	\$8,471.16
9/21/2022	LPC									\$115.04	\$8,586.20	\$8,586.20
9/21/2022	BILL	87	R	32	22	0.69	0		10/14/2022	\$58.95	\$8,645.15	\$8,645.15
10/20/2022	LPC									\$115.92	\$8,761.07	\$8,761.07
10/20/2022	BILL	166	R	29	79	2.72	139		11/15/2022	\$158.65	\$8,919.72	\$8,919.72
10/26/2022	PAY							Cash		(\$158.65)	\$8,761.07	\$8,761.07
11/18/2022	LPC									\$115.92	\$8,876.99	\$8,876.99
11/18/2022	BILL	291	R	29	125	4.31	246		12/14/2022	\$292.09	\$9,169.08	\$9,169.08
12/15/2022	PAY							Cash		(\$292.09)	\$8,876.99	\$8,876.99
12/17/2022	LPC									\$115.92	\$8,992.91	\$8,992.91
12/17/2022	BILL	546	R	29	255	8.79	657		1/13/2023	\$494.41	\$9,487.32	\$9,487.32
1/16/2023	PAY							Cash		(\$294.41)	\$9,192.91	\$9,192.91
1/20/2023	LPC									\$118.92	\$9,311.83	\$9,311.83
1/20/2023	BILL	887	R	34	341	10.03	849		2/14/2023	\$676.17	\$9,988.00	\$9,988.00
2/17/2023	LPC									\$129.07	\$10,117.07	\$10,117.07
2/17/2023	BILL	1158	R	28	271	9.68	649		3/15/2023	\$580.41	\$10,697.48	\$10,697.48
3/14/2023	PAY							Cash		(\$275.00)	\$10,422.48	\$10,422.48

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
3/21/2023	LPC									\$133.65	\$10,556.13	\$10,556.13
3/21/2023	BILL	1431	R	30	273	9.1	622		4/14/2023	\$500.44	\$11,056.57	\$11,056.57
4/20/2023	LPC									\$141.15	\$11,197.72	\$11,197.72
4/20/2023	BILL	1590	R	32	159	4.97	372		5/15/2023	\$283.65	\$11,481.37	\$11,481.37
5/17/2023	PAY							Cash		(\$243.65)	\$11,237.72	\$11,237.72
5/19/2023	LPC									\$141.75	\$11,379.47	\$11,379.47
5/19/2023	BILL	1685	R	29	95	3.28	182		6/14/2023	\$156.21	\$11,535.68	\$11,535.68
6/13/2023	PAY							Cash		(\$156.21)	\$11,379.47	\$11,379.47
6/20/2023	LPC									\$141.75	\$11,521.22	\$11,521.22
6/20/2023	BILL	1721	R	30	36	1.2	21		7/14/2023	\$67.48	\$11,588.70	\$11,588.70
7/11/2023	PAY							Cash		(\$67.48)	\$11,521.22	\$11,521.22
7/20/2023	LPC									\$141.75	\$11,662.97	\$11,662.97
7/20/2023	BILL	1751	R	32	30	0.94	3		8/14/2023	\$56.74	\$11,719.71	\$11,719.71
8/18/2023	LPC									\$142.61	\$11,862.32	\$11,862.32
8/18/2023	BILL	1779	R	29	28	0.97	0		9/13/2023	\$54.03	\$11,916.35	\$11,916.35
9/15/2023	PAY							Cash		(\$54.03)	\$11,862.32	\$11,862.32
9/20/2023	LPC									\$142.61	\$12,004.93	\$12,004.93
9/20/2023	BILL	1808	R	33	29	0.88	0		10/13/2023	\$55.18	\$12,060.11	\$12,060.11
10/4/2023	PAY							Cash		(\$55.18)	\$12,004.93	\$12,004.93
10/19/2023	LPC									\$142.61	\$12,147.54	\$12,147.54
10/19/2023	BILL	1861	R	29	53	1.83	96		11/14/2023	\$85.50	\$12,233.04	\$12,233.04
11/18/2023	LPC									\$143.89	\$12,376.93	\$12,376.93
11/18/2023	BILL	2003	R	30	142	4.73	320		12/13/2023	\$219.32	\$12,596.25	\$12,596.25
12/8/2023	PAY							Cash		(\$220.00)	\$12,376.25	\$12,376.25
12/19/2023	LPC									\$143.88	\$12,520.13	\$12,520.13
12/19/2023	BILL	2257	R	29	254	8.76	621		1/17/2024	\$369.86	\$12,889.99	\$12,889.99
1/19/2024	PAY							Cash		(\$369.86)	\$12,520.13	\$12,520.13
1/20/2024	LPC									\$143.88	\$12,664.01	\$12,664.01
1/20/2024	BILL	2581	R	34	324	9.53	839		2/13/2024	\$506.46	\$13,170.47	\$13,170.47
2/17/2024	LPC									\$151.48	\$13,321.95	\$13,321.95
2/17/2024	BILL	2863	R	28	282	10.07	721		3/13/2024	\$468.41	\$13,790.36	\$13,790.36
2/17/2024	PAY							Cash		(\$506.46)	\$13,283.90	\$13,283.90
3/13/2024	LPCWVE									(\$439.24)	\$12,844.66	\$12,844.66
3/14/2024	PAY							Cash		(\$469.00)	\$12,375.66	\$12,375.66
3/19/2024	BILL	3105	R	29	242	8.34	564		4/12/2024	\$406.31	\$12,781.97	\$12,781.97

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
4/12/2024	PAY							Cash		(\$457.00)	\$12,324.97	\$12,324.97
4/18/2024	BILL	3311	R	32	206	6.44	452		5/13/2024	\$321.90	\$12,646.87	\$12,646.87
5/17/2024	BILL	3400	R	29	89	3.07	191		6/12/2024	\$143.67	\$12,790.54	\$12,790.54
6/7/2024	PAY							Cash		(\$222.00)	\$12,568.54	\$12,568.54
6/18/2024	LPC									\$146.76	\$12,715.30	\$12,715.30
6/18/2024	BILL	3426	R	30	26	0.87	5		7/12/2024	\$53.99	\$12,769.29	\$12,769.29
6/25/2024	LPCWVE									(\$146.76)	\$12,622.53	\$12,622.53
7/3/2024	PAY							Cash		(\$53.99)	\$12,568.54	\$12,568.54
7/18/2024	LPC									\$146.76	\$12,715.30	\$12,715.30
7/18/2024	BILL	3444	R	32	18	0.56	0		8/12/2024	\$42.21	\$12,757.51	\$12,757.51
8/12/2024	PAY							Cash		(\$42.11)	\$12,715.40	\$12,715.40
8/16/2024	LPC									\$146.76	\$12,862.16	\$12,862.16
8/16/2024	BILL	3461	R	29	17	0.59	0		9/11/2024	\$40.83	\$12,902.99	\$12,902.99
9/3/2024	LPCWVE									(\$293.52)	\$12,609.47	\$12,609.47
9/7/2024	PAY							Cash		(\$40.83)	\$12,568.64	\$12,568.64
9/18/2024	BILL	3490	R	33	29	0.88	1		10/11/2024	\$57.31	\$12,625.95	\$12,625.95
10/17/2024	BILL	3548	R	29	58	2	40		11/12/2024	\$103.33	\$12,729.28	\$12,729.28
10/23/2024	PAY							Cash		(\$200.00)	\$12,529.28	\$12,529.28
11/19/2024	LPC									\$146.17	\$12,675.45	\$12,675.45
11/19/2024	BILL	3697	R	31	149	4.81	242		12/13/2024	\$272.08	\$12,947.53	\$12,947.53
12/18/2024	LPC									\$150.25	\$13,097.78	\$13,097.78
12/18/2024	BILL	3972	R	31	275	8.87	679		1/15/2025	\$403.99	\$13,501.77	\$13,501.77
1/22/2025	LPC									\$156.31	\$13,658.08	\$13,658.08
1/22/2025	BILL	4344	R	32	372	11.62	957		2/14/2025	\$532.44	\$14,190.52	\$14,190.52
2/19/2025	LPC									\$164.30	\$14,354.82	\$14,354.82
2/19/2025	BILL	4671	R	31	327	10.55	989		3/14/2025	\$484.94	\$14,839.76	\$14,839.76
3/12/2025	PAY							Cash		(\$146.00)	\$14,693.76	\$14,693.76
3/20/2025	LPC									\$169.39	\$14,863.15	\$14,863.15
3/20/2025	BILL	4941	R	29	270	9.31	629		4/14/2025	\$455.46	\$15,318.61	\$15,318.61
4/18/2025	BILL	5126	R	29	185	6.38	379		5/13/2025	\$334.41	\$15,653.02	\$15,653.02
5/20/2025	BILL	5176	R	30	50	1.67	54		6/13/2025	\$125.49	\$15,778.51	\$15,778.51
6/19/2025	LPC									\$183.12	\$15,961.63	\$15,961.63
6/19/2025	BILL	5237	R	32	61	1.91	60		7/15/2025	\$118.18	\$16,079.81	\$16,079.81
6/27/2025	LPCWVE									(\$183.12)	\$15,896.69	\$15,896.69
7/21/2025	BILL	5255	R	30	18	0.6	0		8/13/2025	\$47.54	\$15,944.23	\$15,944.23

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
8/20/2025	LPC									\$185.60	\$16,129.83	\$16,129.83
8/20/2025	BILL	19	R	32	19	0.59	0		9/15/2025	\$49.20	\$16,179.03	\$16,179.03
9/18/2025	LPC									\$186.34	\$16,365.37	\$16,365.37
9/18/2025	BILL	32	R	29	13	0.45	0		10/13/2025	\$38.67	\$16,404.04	\$16,404.04
10/1/2025	LPCWVE									(\$371.94)	\$16,032.10	\$16,032.10

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ASKED TO MAKE PAYMENTS OF AROUND 300 A MONTH, BUT CU CAN NOT AFFORD THIS AT ALL AND WAS UNAWARE THAT HE DID NOT GET AN AFFORDABLE PAR. REQUESTS AND INVESTIGATION INTO WHY CU WAS NOT LET ONTO THE CAP PROGRAM, INVESTIGATION INTO HIS BILLING AND WHY HE IS GETTING CHARGED WHAT HE IS GETTING CHARGED, AND REQUESTS INVESTIGATION INTO THE PAR THAT WAS APARENTLY MADE AT THE END OF MARCH/BEGINING OF APRIL

2014.</RelatedInformation>

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</Case>

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<CompanyName>**PGW (PHILA. GAS WORKS (NGDC))**</CompanyName>
<CompanyCode>**0766**</CompanyCode>
<CompanyType>**GAS TRANSPORTER**</CompanyType>
- <Customer>
<CustomerFirstName>**ROBERT**</CustomerFirstName>
<CustomerLastName>**ADAMS**</CustomerLastName>
<AccountNumber>[REDACTED]</AccountNumber>
- <CustomerServAddress>
<ServAddress1>**5022 CHESTNUT ST**</ServAddress1>
<ServAddress2>**APT 2F**</ServAddress2>
<ServCity>**PHILADELPHIA**</ServCity>
<ServState>**PA**</ServState>
<ServZip5>**19139**</ServZip5>
</CustomerServAddress>
</Customer>
<DecisionIssue>**N**</DecisionIssue>
<OralWritten>**W**</OralWritten>
<Violation>**NO**</Violation>
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- <OtherInfo>
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<PUCFax FaxAreaCode="717">**7876641**</PUCFax>
</OtherInfo>
</Case>

Customer Contact: Customer Review Unit [X]

Date: 08/31/2015 Time: 2:17:00 PM Source: JetSearch Related Tran: Account Maintenance

CC Type: CRU - Customer Review Unit [v] Created: 08/31/2015 at: 2:17:56 PM by: L [REDACTED]

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

Surveyable Auto Delete Date: 08/31/2020 Class: Inquiry

Comments: REC'D REVISED DECISION FROM PUC #3357138 ON 8/28/15 . CRP ARREARS ARE CLEARED. LEVEL 1, BUDGET 195.00 + 85.00 = 280.00 BEGINNING SEP 2015 DUE DATE. WAIVE LPCS.

Letter

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

Template:

Review List Tickler

Follow Up: [] to Review Group to User

Priority: [] Review Group... []

Account: [REDACTED] Adams, Roberts W [v]

Premise: 5022 Chestnut St,2f/Phila,Pa [v]

Person: Adams, Roberts W [v]

[Change] [Cancel]

timely

BCS: 3357138

PHILADELPHIA GAS WORKS

Must be returned by September 4, 2015

PENNSYLVANIA PUBLIC UTILITY COMMISSION

Formal Complaint

Filing this form begins a legal proceeding and you will be a party to the case. If you do not wish to be a party to the case, consider filing an informal complaint.

To complete this form, please type or print legibly in ink.

1. Customer (Complainant) Information

Provide your name, mailing address, county, telephone number(s), e-mail address and utility account number: It is your responsibility to update the Commission with any changes to your address and to where you want documents mailed to you.

Name ROBERT W. ADAMS
Street/P.O. Box 5022 CHESTNUT STREET Apt # Z-F
City philadelphia State PA Zip 19139
County philadelphia

Telephone Number(s) Where We Can Contact You During the Day:

[Redacted] (home) [Redacted] (mobile)

E-mail Address (optional):

Utility Account Number (from your bill): [Redacted]

If your complaint involves utility service provided to a different address or in a different name than your mailing address, please list this information below.

RECEIVED

Name

Street/P.O. Box SEP 3 2015

City State Zip PA PUBLIC UTILITY COMMISSION SECRETARY'S BUREAU

2. Name of Utility or Company (Respondent)

Provide the full name of the utility or company about which you are complaining. The name of your utility or company is on your bill.

philadelphia GAS WORKS (PGW)

3. Type of Utility Service

Check the box listing the type of utility service that is the subject of your complaint (check only one):

- ELECTRIC
- GAS
- WATER
- STEAM HEAT
- WASTEWATER/SEWER
- TELEPHONE/TELECOMMUNICATIONS (local, long distance)
- MOTOR CARRIER (e.g. taxi, moving company, limousine)

4. Reason for Complaint

What kind of problem are you having with the utility or company? Check all boxes below that apply and state the reason for your complaint. Explain specifically what you believe the utility or company has done wrong. Provide relevant details including dates, times and places and any other information that may be important. If the complaint is about billing, tell us the amount you believe is not correct. Use additional paper if you need more space. **Your complaint may be dismissed without a hearing if you do not provide specific information.**

The utility is threatening to shut off my service or has already shut off my service.

I would like a payment agreement. *I would like a fair, reasonable and equitable payment arrangement whereby I pay at the very most, \$80.00 to \$100.00 per month, which is all I am able to afford at this time. I cannot afford \$280.00 per month every single month.*

Incorrect charges are on my bill. Provide dates that are important and an explanation about any amounts or charges that you believe are not correct. Attach a copy of the bill(s) in question if you have it/them.

I am having a reliability, safety or quality problem with my utility service. Explain the problem, including dates, times or places and any other relevant details that may be important.

As I recall, PGW took me off the CNP agreement a long time ago. They placed me on a payment agreement telling me to pay the current

Other (explain). *charges on each bill that I receive. paying the current charges, as reflected on both my June & July bills - (copies attached), are reasonable and affordable to me. I have also been paying PGW consistently the very best that I can over the last year. → over*

As a self employed, INDEPENDENT CONTRACTOR
and INSURANCE INSTRUCTOR and CONSULTANT, I DO NOT
RECEIVE A REGULAR PAYCHECK EVERY WEEK OR EVERY
2 WEEKS. I GET WORK IN STAGES AND AT TIME

INTERMITTENTLY AND SEMI-REGULAR SOMETIMES. SOMETIMES
ON A CONTRACT BY CONTRACT BASIS AND SOMETIMES BY ASSIGNMENT BASIS.
THINGS ARE GOOD + SOMETIMES NOT SO GOOD AT ALL.

I NEED RELIEF FROM AN UNDOABLE IF YOU WILL,
UNREASONABLE, UNFAIR AND OPPRESSIVE AMOUNT EACH
MONTH OF \$280.00 PER MONTH.

I CAN DO, HOWEVER, THE VERY BEST THAT I CAN
BY PAYING PGW THE CURRENT CHARGES ON
EACH BILL, ON A MAXIMUM AMOUNT OF
\$80.00 - \$100.00 A MONTH AT MOST. THIS I
WILL MAKE SURE THAT I TRY MY VERY BEST TO
DO EACH AND EVERY MONTH.

Please Note: IN THE ATTACHED BILL DATED JUL 18, 2015, THE
CURRENT CHARGES ARE THAT AT \$51.78 + THE ADJUSTMENTS
ARE THAT OF \$14.02. THIS TOTAL AMOUNT IS THAT OF
\$225.80. THIS AMOUNT \$225.80 IS MUCH CLOSER TO
THE \$80.00 TO \$100.00 A MONTH THAT I COMPARE PGW
EACH MONTH. THIS DEMONSTRATES + REFLECTS A MUCH
CLOSER AMOUNT TO \$80.00 TO \$100.00 PER MONTH THAN
THE BCS + PGW AGREED UPON AMOUNT OF \$280.00,
I CAN NOT AFFORD \$280.00 A MONTH - I CAN AFFORD \$80.00 TO
\$100.00 A MONTH.

Note: If your complaint is only about removing or modifying a municipal lien filed by the City of Philadelphia, the Public Utility Commission (PUC) cannot address it. Only local courts in Philadelphia County can address this type of complaint. The PUC can address a complaint about service or incorrect billing even if that amount is subject to a lien.

In addition, the PUC generally does not handle complaints about cell phone or Internet service, but may be able to resolve a dispute regarding voice communications over the Internet (including the inability to make voice 911/E911 emergency calls) or concerns about high-speed access to Internet service.

5. Requested Relief

How do you want your complaint to be resolved? Explain what you want the PUC to order the utility or company to do. Use additional paper if you need more space.

I am seeking & making a request that the PUC ORDER PGWC Philadelphia (GDS works) to ¹ACCEPT AND permit me to pay PGW the current charges on my BILL each & every month, ²OR pay PGW any where from \$ 80.00 to \$100.00 ^(maximum) per month each and every month. This represents a reasonable, fair & equitable amount to pay PGW each month. I have been paying PGW consistently the very best that I can over the past 12 months & CANNOT afford to pay them \$280.00 per month, as was negotiated by the BCS with PGW. This is a completely outrageous & unfair amount to pay. Again, please ORDER PGW to pay anyone of the above.

~~Note: From time to time, if & when I have additional money to pay PGW over and above the monthly amt, I certainly will.~~

Note: The PUC can decide that a customer was not billed correctly and can order billing refunds. The PUC can also fine a utility or company for not following rules and can order a utility or company to correct a problem with your service. Under state law, the PUC cannot decide whether a utility or company should pay customers for loss or damages. Damage claims may be sought in an appropriate civil court.

Important note: please inform me as to whether I can still attempt to reach out & contact PGW during the formal complaint process and perhaps before the hearing date, in order to reach and agreement with PGW & withdraw my ³formal complaint before the hearing date.

6. **Protection From Abuse (PFA)**

Has a court granted a "Protection From Abuse" order that is currently in effect for your personal safety or welfare? The PUC needs this information to properly process your complaint so that your identity is not made public.

Note: You must answer this question if your complaint is against a natural gas distribution utility, an electric distribution utility or a water distribution utility AND your complaint is about a problem involving billing, a request to receive service, a security deposit request, termination of service or a request for a payment agreement.

Has a court granted a "Protection From Abuse" order for your personal safety or welfare?

YES
NO

If your answer to the above question is "yes," attach a copy of the current Protection From Abuse order to this Formal Complaint form.

7. **Prior Utility Contact**

a. Is this an appeal from a decision of the PUC's Bureau of Consumer Services (BCS)?

YES
NO

Note: If you answered yes, move to Section 8. No further contact with the utility or company is required. If you answered no, answer the question in Section 7 b. and answer the question in Section 7 c. if relevant.

b. If this is not an appeal from a BCS decision, have you spoken to a utility or company representative about this complaint?

YES
NO

Note: You must contact the utility first if (1) you are a residential customer, (2) your complaint is against a natural gas distribution utility, an electric distribution utility or a water utility AND (3) your complaint is about a billing problem, a service problem, a termination of service problem, or a request for a payment agreement.

- c. If you tried to speak to a utility company representative about your complaint but were not able to do so, please explain why.

Note: Even if you are not required to contact the utility or company, you should always try to speak to a utility or company representative about your problem before you file a Formal Complaint with the PUC.

8. Legal Representation

If you are filing a Formal Complaint as an individual on your own behalf, you are not required to have a lawyer. You may represent yourself at the hearing.

If you are already represented by a lawyer **in this matter**, provide your lawyer's name, address, telephone number, and e-mail address, if known. Please make sure your lawyer is aware of your complaint. If represented by a lawyer, both you and your lawyer must be present at your hearing.

Lawyer's Name _____

Street/P.O. Box _____

City _____ State _____ Zip _____

Area Code/Phone Number _____

E-mail Address (if known) _____

Note: Corporations, associations, partnerships, limited liability companies and political subdivisions are **required** to have a lawyer represent them at a hearing **and** to file any motions, answers, briefs or other legal pleadings.

9. Verification and Signature

You must sign your complaint. Individuals filing a Formal Complaint **must** print or type their name on the line provided in the verification paragraph below and **must** sign and date this form in **ink**. If you do not sign the Formal Complaint, the PUC **will not accept it**.

Verification:

I ROBERT W. ADAMS, hereby state that the facts above set forth are true and correct (or are true and correct to the best of my knowledge, information and belief) and that I expect to be able to prove the same at a hearing held in this matter. I understand that the statements herein are made subject to the penalties of 18 Pa. C.S. § 4904 (relating to unsworn falsification to authorities).

Robert W. Adams
(Signature of Complainant)

9-2-15
(Date)

Title of authorized employee or officer (only applicable to corporations, associations, partnerships, limited liability companies or political subdivisions)

Note: If the Complainant is a corporation, association, partnership, limited liability company or political subdivision, the verification **must** be signed by an authorized officer or authorized employee. If the Formal Complaint is **not signed** by one of these individuals, the PUC **will not accept it**.

10. Two Ways to File Your Formal Complaint

Electronically. You must create an account on the PUC's eFiling system, which may be accessed at <http://www.puc.pa.gov/efiling/default.aspx>.

Note: If you are appealing your Bureau of Consumer Services (BCS) decision, you must file your formal complaint by mail.

Mail. Mail the completed form with your original signature and any attachments, by certified mail, first class mail, or overnight delivery to this address:

Secretary
Pennsylvania Public Utility Commission
400 North Street
Harrisburg, Pennsylvania 17120

Note: Formal Complaints sent by fax or e-mail will **not** be accepted.

If you have any questions about filling out this form, please contact the Secretary's Bureau at 717-772-7777.

Keep a copy of your Formal Complaint for your records.

PB_201506172X01102_dai-3225-000022957

Page: 1 of 3
Billing Date: Jun 18, 2015
Account Number: [REDACTED]

PHILADELPHIA GAS WORKS

Gas Leak Emergencies: 215-235-1212
Billing & General Information (English & Espanol): 215-235-1000
Access Your Account Online: www.pgworks.com



MONTHLY STATEMENT

From May 15, 2015 thru Jun 16, 2015 (32 Days)

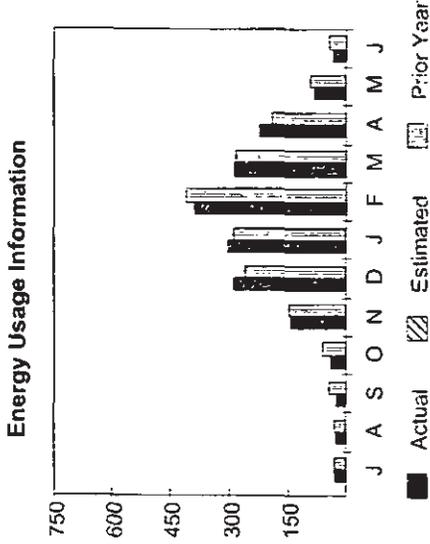
ROBERTS W ADAMS
5022 CHESTNUT ST, 2F
PHILADELPHIA PA 19139-3529

Thank you for your payment of \$50.00

Billing Summary

Past Due Amount \$5,126.23
Current Charges \$59.49

Total Amount Due By Jul 13, 2015 \$5,185.72



- Average daily temperature 73.0 °F.
- Your average daily cost is \$1.86 compared to \$2.72 last year.
- For the last 12 months:
 - Your total usage is 1879 Ccf.
 - Your average monthly usage is 156.58 Ccf.

Manage your PGW bill online. How? Visit pgworks.com and set up a My Account. Pay your bill, view gas usage and billing history, and get helpful efficiency information - all in one place. Visit pgworks.com today.

Call 811 before you dig. Have a project that requires digging? Call 8-1-1 before you begin so utility service lines can be marked, ensuring your safety and the safety of others. Remember, it's the law.

Like us on Facebook, follow us on Twitter @MyPGW & connect with us on Nextdoor: at nextdoor.com/mypgw

PHILADELPHIA GAS WORKS
71 LOC: 0301 - 009
ID: 0967 0018 0000
PD: 7/17/2015 9:30AM
WI Paid: \$251.00
UT: 11115
CHANGE \$0.00

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
Please return this portion with your payment.



PHILADELPHIA GAS WORKS

Gas Leak Emergencies: 215-235-1212
Billing & General Information (English & Espanol): 215-235-1000
Access Your Account Online: www.pgworks.com

Page: 1 of 5
Billing Date: Jul 18, 2015
Account Number: [REDACTED]

MONTHLY STATEMENT

From Jun 16, 2015 thru Jul 16, 2015 (30 Days)

ROBERTS W ADAMS
5022 CHESTNUT STREET, 2F
PHILADELPHIA PA 19139

Thank you for your payment of \$251.00

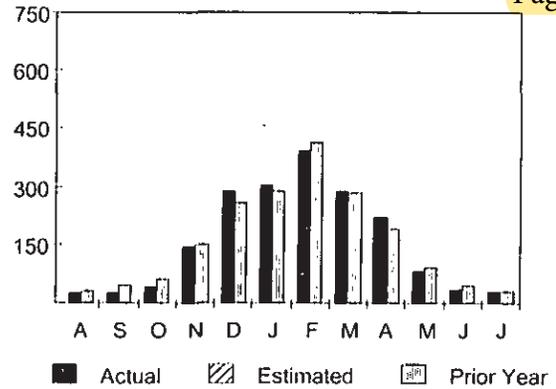
Billing Summary

Past Due Amount	\$4,934.72
Current Charges	\$51.78
Adjustments	\$74.02

Total Amount Due By	
Aug 11, 2015	\$5,060.52

PGW Exhibit 9
Page 16 of 91

Energy Usage Information



- Average daily temperature 77.3 °F.
- Your average daily cost is \$1.73 compared to \$2.29 last year.
- For the last 12 months:
 - Your total usage is 1878 Ccf.
 - Your average monthly usage is 156.5 Ccf.

Manage your PGW bill online. How? Visit pgworks.com and set up a My Account. Pay your bill, view gas usage and billing history, and get helpful efficiency information - all in one place. Visit pgworks.com today.

Call 811 before you dig - Have a project that requires digging? Call 8-1-1 before you begin so utility service lines can be marked, ensuring your safety and the safety of others. Remember, it's the law.

Like us on Facebook, follow us on Twitter @MyPGW & connect with us on Nextdoor at nextdoor.com/mypgw

Write your account number on your check or money order made payable to Philadelphia Gas Works

Account Number:	[REDACTED]
Due Date:	Aug 11, 2015
Please Pay:	\$5,060.52

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

Amount Enclosed:

002315 000022603



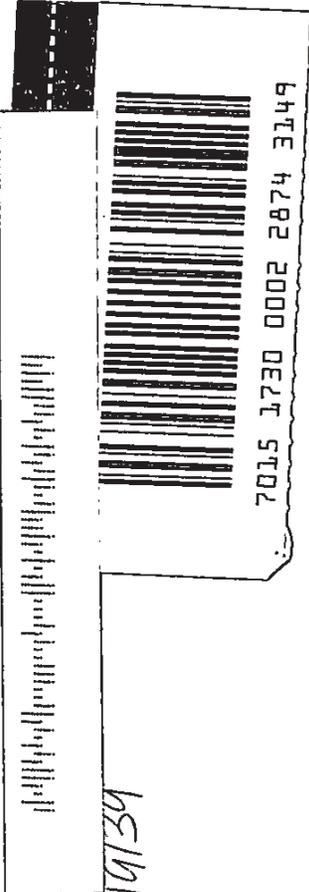
ROBERTS W ADAMS
5022 CHESTNUT ST # 2F
PHILADELPHIA PA 19139-3529



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

0021163103478000000005060525

R Adams
5022 Chestn
Phila, Pa 19134



Secretary
Pennsylvania Public Utility Commission
400 North Street
Harrisburg, PA 17120



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

January 6, 2016

Rosemary Chiavetta, Secretary
Pennsylvania Public Utility Commission
P.O. Box 3265
Harrisburg, PA 17105-3265

Re: Robert Adams v. PGW, Docket No. F – 2015 – 2503709

Dear Secretary Chiavetta:

Pursuant to 52 Pa. Code §5.24(b), the Philadelphia Gas Works (PGW) certifies that the above referenced Complaint has been satisfied. PGW and the Complainant, Robert Adams, have discussed the issues raised in the complaint and reached a settlement. With this discussion and settlement, the Complainant has indicated that he is satisfied with the resolution of this complaint.

Therefore, the Initial In-Person Hearing scheduled for January 14, 2016 at 10:00 a.m. in this matter is no longer necessary.

By copy of this letter, I am notifying the Complainant of his right to object to any part of this settlement, in writing, to the Public Utility Commission within ten (10) days of the date of this letter.

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

Sincerely,

A handwritten signature in blue ink, appearing to read "Graciela Christlieb", is written over a large, faint, light-blue graphic of a flame or gas burner that serves as a background for the signature area.

Graciela Christlieb

cc: Robert Adams (Regular Mail)
Administrative Law Judge Marta Guhl (Electronic Mail)
Jessica Antonetti (PGW Mail)

PHILADELPHIA GAS WORKS

PUC

Opening XML

Case Number: 3597420
Company Name: PGW (PHILA. GAS WORKS (NGDC))
Company Code: 0766
Company Type: GAS TRANSPORTER
Customer First Name: ROBERT
Customer Middle Initial:
Customer Last Name: ADAMS
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: 5022 CHESTNUT ST.
Customer Service Address 2: APT 2F
Customer Service Address City: PHILADELPHIA
Customer Service Address State: PA
Customer Service Address Zip: 19139
Customer Service Address 4-Zip:
Customer Family Adults: 0
Customer Family Children: 0
Customer Family Age:
Gross Income
Source **Income Amount**
Date Open: 2018-04-03
Reason For Contact: BILLING DISPUTES (# 18)
Term Date: 2018-04-09
Business Name:
Case Problem: MADE SOME PROMISES TO CUSTOMER THEY DIDN'T KEEP. TOLD CUSTOMER THEY START SENDING NOTICES IN APRIL AS A SCARE TACTIC FOR SHUT OFF NOTICES. THEY SAY DON'T WORRY ABOUT IT, JUST WANT TO SCARE PEOPLE. SPOKE WITH THEM OVER THE PAST FEW MONTHS AND GETTING DIFFERENT ANSWERS FROM OTHER PEOPLE. HAVE PAID A TREMENDOUS AMOUNT OF MONEY ON BILL FOR THE PAST TWO YEARS, 400 PER MONTH. THEY SAID HE WON'T BE SHUT OFF BECAUSE HE'S PAYING. USAGE IS 265 PER MONTH THEY SAID THEY WOULD DO A HIGH BILL INVESTIGATION IN DECEMBER 2017 AND HAVEN'T DONE SO. CUSTOMER APPLIED FOR CRP 12/22/17

AND WAS APPROVED IN FEBRUARY. FEBRUARY BILL DIDN'T REFLECT THE CRP APPROVAL OR THE 265.00 APPROVAL FOR PAYMENTS. RECEIVED A SHUT OFF NOTICE FOR 4/9. CALLED TODAY AND THEY SAID WE'LL COME UP WITH AN AGREEMENT BECAUSE CUSTOMER CAN'T AFFORD 400\$ PER MONTH ANYMORE. CUSTOMER DOESN'T FEEL THE COMPANY IS HONORING HIS PUC AGREEMENT OR NOW THE CRP- RELIEF SOUGHT - HONOR PUC PAYMENT ARRANGEMENT, ENROLL IN CRP AND MAKE SURE BILLING IS CORRECT. PAYMENT ARRANGEMENT IS CUSTOMER OWES. THE CELL PHONE NUMBER [REDACTED] HAS BEEN ALLOWED TO BE SHARED. 04/03/2018 NOTHING CAN BE DONE

Company Position:

Related Information:

Case Misc Info:

Hot Issue:

Case Origin:

TELEPHONE

Prior Case Number:

Universal Service:

M

Arrearage:

0

BCS Investigator First Name:

BCS

BCS Investigator Last Name:

CASE POOL

BCS Investigator Phone w/ Area Code:

[REDACTED]

BCSIntaker First Name:

BRANDI

BCSIntaker Last Name:

BARRICK

Number Of Time Send:

1

Number Of Time Faxed:

0

Number Of Time Faxed:

7177876641

PHILADELPHIA GAS WORKS

PUC

Closing XML

Case Number: 3597420
Company Name: PGW (PHILA. GAS WORKS (NGDC))
Company Code: 0766
Company Type: GAS TRANSPORTER
Customer First Name: ROBERT
Customer Middle Initial:
Customer Last Name: ADAMS
Account Number: ██████████
Service Address 1: 5022 CHESTNUT ST.
Service Address 2: APT 2F
Service City: PHILADELPHIA
Service State: PA
Service Zip 5: 19139
Service Zip 4:
Decision Issue: Y
Oral Written: W
Violation: NO
Chapter:
Section Rule:
Total Balance: 5648.03
Date Closed: 2018-09-07
Resolution: DECISION ISSUED: THE CUSTOMER DID NOT PAY ACCORDING PUC TERMS AND HAVE NOT SATISFIED THE BALANCE ASSOCIATED WITH BCS 3357138. THEREFORE, THE CUSTOMER IS NOT ELIGIBLE FOR ANOTHER PUC PAR. CASE DISMISSED.
Balance Date: 2018-05-03
Service Restored Pay: 0.00
Service Continue Amount: 0.00
Service Continue Date:
Terms:
Special Budget Amount: 0.00
Regular Budget Amount: 0.00
Arrears Payment Plus: 0.00
FinalMonthlyPayment: 0.00
CurrentMonthlyPayment: 0.00
EndMonthlyPayment: 0.00
LetterDescription:
HeadDate: 2018-09-10
Paragraph:
Bill Date:
Reconnect Amount: 0
Pay Amount: 0.00

BCS Investigator First Name: AVIS
BCS Investigator Last Name: CHISHOLM
Number Of Time Send: 1
Number Of Time Faxed: 0
PUC Fax: 7177876641

TIMELY

BCS: 3597420

PHILADELPHIA GAS WORKS

Must be returned by NOVEMBER 5, 2018

PGW Exhibit 9
Page 23 of 91

PENNSYLVANIA PUBLIC UTILITY COMMISSION

Formal Complaint

Filing this form begins a legal proceeding and you will be a party to the case. If you do not wish to be a party to the case, consider filing an informal complaint.

To complete this form, please type or print legibly in ink.

1. Customer (Complainant) Information

Provide your name, mailing address, county, telephone number(s), e-mail address and utility account number. It is your responsibility to update the Commission with any changes to your address and to where you want documents mailed to you.

Name ROBERT W. ANAMS

Street/P.O. Box 5022 Chestnut ST. Apt # 2-F

City Philadelphia State PA Zip 19139

County Philadelphia

Telephone Number(s) Where We Can Contact You During the Day:

() (home) [redacted] (mobile)

E-mail Address (optional):

Utility Account Number (from your bill) [redacted]

If your complaint involves utility service provided to a different address or in a different name than your mailing address, please list this information below.

Name

Street/P.O. Box

City State Zip

2. Name of Utility or Company (Respondent)

Provide the full name of the utility or company about which you are complaining. The name of your utility or company is on your bill.

PGW (Philadelphia Gas Works)

RECEIVED
2018 NOV -5 PM 10:41
PA PUB
SECRETARY'S OFFICE

3. Type of Utility Service

Check the box listing the type of utility service that is the subject of your complaint (check only one):

- ELECTRIC WASTEWATER/SEWER
- GAS TELEPHONE/TELECOMMUNICATIONS (local, long distance)
- WATER MOTOR CARRIER (e.g. taxi, moving company, limousine)
- STEAM HEAT

4. Reason for Complaint

What kind of problem are you having with the utility or company? Check all boxes below that apply and state the reason for your complaint. Explain specifically what you believe the utility or company has done wrong. Provide relevant details including dates, times and places and any other information that may be important. If the complaint is about billing, tell us the amount you believe is not correct. Use additional paper if you need more space. **Your complaint may be dismissed without a hearing if you do not provide specific information.**

- The utility is threatening to shut off my service or has already shut off my service.

- I would like a payment agreement. *PGW has been charging too much per month and in 2017 the charges were upwards of 400.00 per month, which I cannot afford. I have attached payments for 2017 (2017) as an example of what was being paid in 2017.*
- Incorrect charges are on my bill. Provide dates that are important and an explanation about any amounts or charges that you believe are not correct. Attach a copy of the bill(s) in question if you have it/them.

- I am having a reliability, safety or quality problem with my utility service. Explain the problem, including dates, times or places and any other relevant details that may be important.

- Other (explain) *IN October of 2018, the current charges were \$59.43 & for November of 2018, the current charges are \$113.64. I cannot afford any more per month to pay PGW beyond an amount between \$50.00 - \$100.00 per month - I can only afford between 50-100 dollars*

Note: If your complaint is only about removing or modifying a municipal lien filed by the City of Philadelphia, the Public Utility Commission (PUC) cannot address it. Only local courts in Philadelphia County can address this type of complaint. The PUC can address a complaint about service or incorrect billing even if that amount is subject to a lien.

In addition, the PUC generally does not handle complaints about cell phone or Internet service, but may be able to resolve a dispute regarding voice communications over the Internet (including the inability to make voice 911/E911 emergency calls) or concerns about high-speed access to Internet service.

5. Requested Relief

How do you want your complaint to be resolved? Explain what you want the PUC to order the utility or company to do. Use additional paper if you need more space.

I need to have a reasonable payment agreement of paying PGW a reasonable amt between a n amount of \$50.00 - and no more than \$100.00 per month - I have been paying PGW consistently over the past few years and can afford to pay PGW a reasonable amount each month.

Please see copies of payments + PGW charges attached from 7-16-2018, 6-11-18 to May of 2018 current charges of \$389.59.

- I believe I was not billed correctly and overcharged + PGW also has stated in deposit that an agreement can be reached but has ^{NOT} honored their promise of reaching an agreement with me for a reasonable payment arrangement.

- please place me on and order to PGW to place me on a reasonable payment agreement of between \$50-100 per month.

Note: The PUC can decide that a customer was not billed correctly and can order billing refunds. The PUC can also fine a utility or company for not following rules and can order a utility or company to correct a problem with your service. Under state law, the PUC cannot decide whether a utility or company should pay customers for loss or damages. Damage claims may be sought in an appropriate civil court.

again, I have paid consistently over the past few years + have been charged exorbitant + extremely high amts + have paid them but now can only pay between \$50-100 per month. even if the December 2014 pymts are 100 a month - I can pay that but not nearly 400 per month.

6. **Protection From Abuse (PFA)**

Has a court granted a "Protection From Abuse" order that is currently in effect for your personal safety or welfare? The PUC needs this information to properly process your complaint so that your identity is not made public.

Note: You must answer this question if your complaint is against a natural gas distribution utility, an electric distribution utility or a water distribution utility AND your complaint is about a problem involving billing, a request to receive service, a security deposit request, termination of service or a request for a payment agreement.

Has a court granted a "Protection From Abuse" order for your personal safety or welfare?

YES

NO

If your answer to the above question is "yes," attach a copy of the current Protection From Abuse order to this Formal Complaint form.

7. **Prior Utility Contact**

a. Is this an appeal from a decision of the PUC's Bureau of Consumer Services (BCS)?

YES

NO

Note: If you answered yes, move to Section 8. No further contact with the utility or company is required. If you answered no, answer the question in Section 7 b. and answer the question in Section 7 c. if relevant.

b. If this is not an appeal from a BCS decision, have you spoken to a utility or company representative about this complaint?

YES

NO

Note: You must contact the utility first if (1) you are a residential customer, (2) your complaint is against a natural gas distribution utility, an electric distribution utility or a water utility AND (3) your complaint is about a billing problem, a service problem, a termination of service problem, or a request for a payment agreement.

- c. If you tried to speak to a utility company representative about your complaint but were not able to do so, please explain why.

Note: Even if you are not required to contact the utility or company, you should always try to speak to a utility or company representative about your problem before you file a Formal Complaint with the PUC.

8. Legal Representation

If you are filing a Formal Complaint as an individual on your own behalf, you are not required to have a lawyer. You may represent yourself at the hearing.

If you are already represented by a lawyer in this matter, provide your lawyer's name, address, telephone number, and e-mail address, if known. Please make sure your lawyer is aware of your complaint. If represented by a lawyer, both you and your lawyer must be present at your hearing.

Lawyer's Name _____

Street/P.O. Box _____

City _____ State _____ Zip _____

Area Code/Phone Number _____

E-mail Address (if known) _____

Note: Corporations, associations, partnerships, limited liability companies and political subdivisions are required to have a lawyer represent them at a hearing and to file any motions, answers, briefs or other legal pleadings.

NOTE! I just need and request that you order PGW to have a payment plan in effect with me that is reasonable and between \$50.00 - \$100.00 a month. I will continue to pay PGW each month to the best of my ability and can consistently pay between \$50 - \$100.00 per month. I have paid all I can during the past few years. Should PGW & I come to an agreement or if I feel I need to withdraw this complaint for any reason, I will notify you

9. **Verification and Signature**

You must sign your complaint. Individuals filing a Formal Complaint **must** print or type their name on the line provided in the verification paragraph below and **must sign and date** this form in **ink**. If you do not sign the Formal Complaint, the PUC **will not accept it**.

Verification:

I Robert W. Adams, hereby state that the facts above set forth are true and correct (or are true and correct to the best of my knowledge, information and belief) and that I expect to be able to prove the same at a hearing held in this matter. I understand that the statements herein are made subject to the penalties of 18 Pa. C.S. § 4904 (relating to unsworn falsification to authorities).

Robert W. Adams
(Signature of Complainant)

11-1-2018
(Date)

Title of authorized employee or officer (only applicable to corporations, associations, partnerships, limited liability companies or political subdivisions)

Note: If the Complainant is a corporation, association, partnership, limited liability company or political subdivision, the verification **must** be signed by an authorized officer or authorized employee. If the Formal Complaint is **not signed** by one of these individuals, the PUC **will not accept it**.

10. **Two Ways to File Your Formal Complaint**

Electronically. You must create an account on the PUC's eFiling system, which may be accessed at <http://www.puc.pa.gov/efiling/default.aspx>.

Note: If you are appealing your Bureau of Consumer Services (BCS) decision, you must file your formal complaint by mail.

Mail. Mail the completed form with your original signature and any attachments, by certified mail, first class mail, or overnight delivery to this address:

Secretary
Pennsylvania Public Utility Commission
400 North Street, 2nd Floor
Harrisburg, Pennsylvania 17120

Note: **Formal Complaints sent by fax or e-mail will not be accepted.**

If you have any questions about filling out this form, please contact the Secretary's Bureau at 717-772-7777.

Keep a copy of your Formal Complaint for your records.

NOT - Should I decide to withdraw this complaint at any time, I reserve the right to do so but will notify your office if I do. - Thank you



PHILADELPHIA GAS WORKS

Gas Leak Emergencies: 215-235-1212
Billing & General Information (English & Espanol): 215-235-1000
Access Your Account Online: www.pgworks.com

Page: 1 of 4
Billing Date: Jun 20, 2018
Account Number: [REDACTED] 7

PGW Exhibit 9
Page 29 of 91

MONTHLY STATEMENT

From May 17, 2018 thru Jun 18, 2018 (32 Days)

ROBERTS W ADAMS
5022 CHESTNUT ST, 2F
PHILA PA 19139-3529

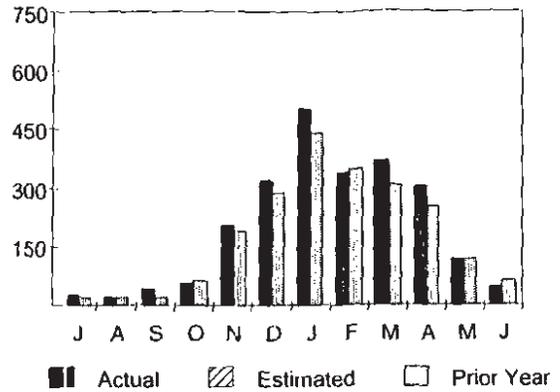
Thank you for your payment of \$174.00

Billing Summary

Past Due Amount	\$5,657.76
Current Charges	\$78.48
Adjustments	\$9.66

Total Amount Due By	
Jul 16, 2018	\$5,745.90

Energy Usage Information



- Average daily temperature 70.4 °F.
- Your average daily cost is \$2.45 compared to \$3.25 last year.
- For the last 12 months:
 - Your total usage is 2352 Ccf.
 - Your average monthly usage is 196 Ccf.

PHILA GAS WORKS
 PD:7/16/2018 CR: 189 LOCA: 0301- 012
 ID:0886 Acct: 002116310347NSF: N
 0016 0001 00235201 7/16/2018 9:17AM
 WI Paid: \$78.48
 Utility Services \$78.48
 CA \$80.00
 CHANGE \$1.52

Thank You

PGW Releases New Web Series - The vast majority of Philly's restaurants, bars, delis and eateries share one often overlooked characteristic: they cook with natural gas. Knowing our product has a key role in the creation of an array of foods is inspirational and exciting. We'd like to share that excitement with you through our new video series, Flame to Table. Visit YouTube and search Flame to Table PGW to watch the first episode.

We're social! Like us on [Facebook.com/MyPGW](https://www.facebook.com/MyPGW), follow us on Twitter [@MyPGW](https://twitter.com/MyPGW) & connect with us on Nextdoor at nextdoor.com/mypgw

Take control of your energy costs. PGW's EnergySense offers thousands in rebates and hundreds in savings for upgrades. ACT NOW! At www.pgwenergysense.com or 855-PGW-SOLVES.

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



ROBERTS W ADAMS
5022 CHESTNUT ST, 2F
PHILA PA 19139-3529

PGW Exhibit 9

Page 30 of 91

PB_20180619200103 dat-3005-000021291

Page: 3 of 4

Billing Date: Jun 20, 2018

Account Number: [REDACTED]

Payments Received	Jun 12, 2018 Cash	\$174.00
	Total Payments	\$174.00

Meter Detail Meter #: 02119857 Cycle #: 12 **Next Meter Read: Jul 18, 2018**
Service Point ID: 9972355458

From			To			Difference	Usage (Ccf)	Conversion Factor	Total Therms
Date	Reading	Type	Date	Reading	Type				
05/17/2018	1372	Actual	06/18/2018	1418	Actual	46	46.00	1.0326	47.49

Current Basic Charges

SA ID# [REDACTED] 5022 CHESTNUT ST, 2F
Residential Heat & Domestic

Supply Charges

Commodity Charge 20.13 Ccf @ \$0.40871	\$8.23
Total Supply Charges	\$8.23

Delivery Charges

Customer Charge @ \$13.75	\$6.02
Distribution Charge 20.13 Ccf @ \$0.88147	\$17.74
Distribution System Improvement Charge 8.7%	\$2.07
Gas Cost Adjustment @ -\$0.00153	-\$0.03
Weather Normalization Adjustment	\$1.63
Total Delivery Charges	\$27.43

Supply Charges

Commodity Charge 25.88 Ccf @ \$0.38078	\$9.86
Total Supply Charges	\$9.86

Delivery Charges

Customer Charge @ \$13.75	\$7.73
Distribution Charge 25.88 Ccf @ \$0.87438	\$22.62
Distribution System Improvement Charge 8.7%	\$2.64
Gas Cost Adjustment @ -\$0.00107	-\$0.03
Total Delivery Charges	\$32.96

Total Current Billing Charges	\$78.48
--	----------------

Adjustment Detail

Adjustments for SA ID # [REDACTED]	
Late Payment Charge	\$9.66
Total Adjustments	\$9.66

PGW Messages

Effective June 1, 2018 PGW rates have changed. Commodity Charge decreased to \$0.38078 per CCF. Gas Cost Adjustment increased to \$(0.00107). Distribution Charge decreased to \$0.87438. The changes will decrease the typical residential heating bill by about \$28.14 a year.





PHILADELPHIA GAS WORKS

Gas Leak Emergencies: 215-235-1212
Billing & General Information (English & Espanol): 215-235-1000
Access Your Account Online: www.pgworks.com

Page: 1 of 3
Billing Date: Apr 19, 2018
Account Number: [REDACTED]

PGW Exhibit 9
Page 31 of 91

MONTHLY STATEMENT

From Mar 19, 2018 thru Apr 18, 2018 (30 Days)

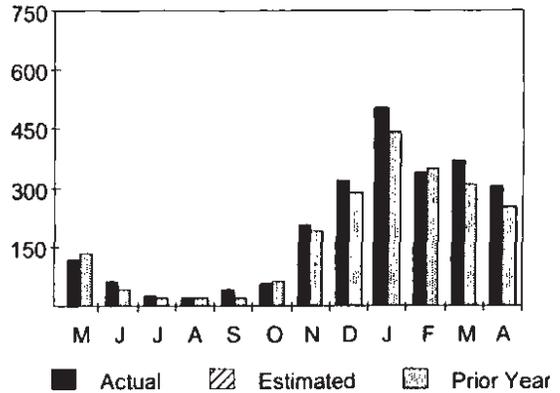
ROBERTS W ADAMS
5022 CHESTNUT ST, 2F
PHILA PA 19139-3529

Billing Summary

Past Due Amount \$5,483.32
Current Charges \$389.59
Adjustments \$10.12

Total Amount Due By
May 14, 2018 **\$5,883.03**

Energy Usage Information



- Average daily temperature 46.5 °F.
- Your average daily cost is \$12.99 compared to \$12.34 last year.
- For the last 12 months:
 - Your total usage is 2370 Ccf.
 - Your average monthly usage is 197.5 Ccf.

Call 8-1-1 Before You Dig - Working on a project that requires digging? Call 8-1-1 first. The free service ensures underground utility lines are marked, preventing damage to service lines and keeping you and your property safe. Remember, it's the law!

We're social! Like us on Facebook.com/MyPGW, follow us on Twitter @MyPGW & connect with us on Nextdoor at nextdoor.com/mypgw

This spring save time and money! Sign up for My Account in the Customer Care section of pgworks.com and choose AutoPay. It's free, and your payment will never be late.

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

Please return this portion with your payment.

Write your account number on your check or money order made payable to Philadelphia Gas Works



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

Account Number: [REDACTED]
Due Date: May 14, 2018
Please Pay: \$5,883.03

Amount Enclosed: \$

001507 000021564



ROBERTS W ADAMS
5022 CHESTNUT ST # 2F
PHILA PA 19139-3529



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

0021163103478000000005883033

ROBERT W, ADAMS
5022 CHESTNUT ST
2-F
Philadelphia, PA 19139



Secretary
Pennsylvania Public Utility Commission
400 NORTH STREET, 2ND FLOOR
Harrisburg, Pennsylvania 17120

**BEFORE THE
PENNSYLVANIA PUBLIC UTILITY COMMISSION**

Robert Adams	:	
	:	
v.	:	F-2018-3005950
	:	
Philadelphia Gas Works	:	

INITIAL DECISION

Before
Steven K. Haas
Administrative Law Judge

INTRODUCTION

This Initial Decision dismisses, with prejudice, a formal complaint due to the Complainant’s failure to appear at the initial hearing and prosecute his complaint.

HISTORY OF THE PROCEEDING

On November 5, 2018, the Complainant, Robert Adams, filed a formal complaint with the Pennsylvania Public Utility Commission (Commission) against Philadelphia Gas Works (PGW) at Docket No. F-2018-3005950. In his complaint, Mr. Adams checked the boxes on the complaint form indicating “other” and that he would like a payment arrangement. He alleges that there are incorrect charges on his account and seeks an affordable payment arrangement.

On December 3, 2018, PGW filed an answer to Mr. Adams’ complaint. In its answer, PGW avers that the Complainant had a previous Commission-ordered payment arrangement and that he defaulted on that arrangement. PGW avers that the Commission may

not establish a second payment arrangement for the Complainant. PGW requests that the complaint be dismissed.

On December 10, 2018, the Commission issued a Telephone Hearing Notice by which it scheduled an initial telephonic hearing for Monday, January 28, 2019, at 10:00 a.m., and assigned me as the Presiding Officer. On December 11, 2018, the Commission issued a second Telephone Hearing Notice (Hearing Notice) by which it rescheduled the initial telephonic hearing for Thursday, January 31, 2019. The Hearing Notice instructed the parties that if their telephone number changed, to provide the new number to me prior to the hearing. The notice also informed the parties that they may lose the case if they do not appear at the hearing.

On December 17, 2018, I issued a Prehearing Order in which I set forth certain procedural requirements pertaining to the hearing. The Prehearing Order provided the date and time of the hearing and stated, “you may lose this case if you do not take part in this hearing and present evidence on the issues raised.” Both the Hearing Notice and the Prehearing Order were sent to Mr. Adams at the address provided by him on his complaint form. Neither was returned to the Commission as undeliverable.

The hearing convened, as scheduled, at 10:00 a.m. on January 31, 2019. Graciela Christlieb, Esquire, appeared on behalf of PGW. I called the telephone number provided by the Complainant on his complaint form and let it ring eight times. There was no answer. I called the number a second time at approximately 10:08 a.m. Again, my call went unanswered.

I checked with the Office of Administrative Law Judge, as well as my e-mail and phone messages. None of the notices sent to the Complainant were returned to the Commission as undeliverable. PGW’s counsel moved to dismiss the complaint with prejudice due to the Complainant’s failure to appear at the hearing and prosecute his complaint.

The hearing concluded and a brief transcript was generated. I closed the record on February 1, 2019. This Initial Decision grants PGW’s motion to dismiss the complaint with prejudice for failure of the Complainant to appear and prosecute his case.

FINDINGS OF FACT

1. The Complainant in this proceeding is Robert Adams.
2. The Respondent in this proceeding is Philadelphia Gas Works.
3. On November 5, 2018, the Complainant filed a formal complaint against Philadelphia Gas Works.
4. On December 3, 2018, PGW filed an answer to the complaint.
5. On December 11, 2018, a Telephone Hearing Notice was sent to the parties which scheduled an initial telephonic hearing for Thursday, January 31, 2019, at 10:00 a.m.
6. On December 17, 2018, a Prehearing Order was sent to the parties which set forth certain procedural requirements associated with the initial hearing.
7. Both the Prehearing Order and the Hearing Notice instructed the parties that if their telephone numbers changed, they should provide the new numbers to me prior to the hearing.
8. Both the Prehearing Order and the Hearing Notice warned the parties that they may lose the case if they did not take part in the hearing and present evidence on the issues raised.
9. The Hearing Notice and the Prehearing Order were sent to Mr. Adams by first class mail to the address provided by him on his complaint form.
10. Neither the Hearing Notice nor the Prehearing Order that was sent to the Complainant was returned to the Commission as undeliverable.

11. I called the Complainant at the number provided on his complaint at 10:00 a.m. on January 31, 2019, and again at approximately 10:08 a.m.

12. The Complainant did not answer either of my telephone calls on the morning of the hearing.

13. The Complainant failed to appear at the scheduled date and time for the hearing.

DISCUSSION

Mr. Adams filed a formal complaint against PGW in which he alleges that there are incorrect charges on his bills and seeks a payment arrangement.

Section 332(a) of the Public Utility Code provides that the party seeking relief from the Commission has the burden of proof. 66 Pa.C.S. § 332(a). "Burden of proof" means a duty to establish a fact by a preponderance of the evidence, or evidence more convincing, by even the smallest degree, than the evidence presented by the other party. Se-Ling Hosiery v. Margulies, 364 Pa. 54, 70 A.2d 854 (1950). As the party seeking relief from the Commission, Mr. Adams bears the burden of proof in this proceeding.

Administrative agencies, such as the Commission, are required to provide due process to the parties appearing before them. Schneider v. Pa. Pub. Util. Comm'n., 479 A.2d 10 (Pa.Cmwlth. 1984). This due process requirement is satisfied when the parties are provided with notice and an opportunity to be heard. Id.

No one appeared on behalf of Mr. Adams at the date and time set for the hearing in his case, despite notice of the hearing having been provided. Commission regulations address circumstances when a party fails to appear in a proceeding. Section 5.245 provides:

§ 5.245. Failure to appear, proceed or maintain order in proceedings.

- (a) After being notified, a party who fails to be represented at a scheduled conference or hearing in a proceeding will:
- (1) Be deemed to have waived the opportunity to participate in the conference or hearing.
 - (2) Not be permitted thereafter to reopen the disposition of a matter accomplished at the conference or hearing.
 - (3) Not be permitted to recall witnesses who were excused for further examination.

52 Pa.Code § 5.245(a).

The Hearing Notice and the Prehearing Order were both sent to Mr. Adams by first class mail to the address provided by him on his complaint form. Neither of these notices were returned to the Commission as undeliverable. Accordingly, it may be presumed that these documents sent to the Complainant in the ordinary course of business were received by him. Berkowitz v. Mayflower Securities, Inc., 455 Pa. 531, 317 A.2d 584 (1974); Meierdierck v. Miller, 394 Pa. 484, 147 A.2d 406 (1959); Samaras v. Hartwick, 698 A.2d 71 (Pa.Super. 1997); Judge v. Celina Mutual Insurance Co., 303 Pa.Super. 221, 449 A.2d 658 (1982). As noted above, both notices stated that the parties may lose the case if they fail to appear and present evidence on the issues raised.

No request for a postponement or continuance of the hearing was received by my office. Mr. Adams had notice of the hearing and an opportunity to be heard in this proceeding but chose not to participate. Therefore, the Complainant's due process rights have been fully protected. Sentner v. Bell Telephone Company of Pennsylvania, Docket No. F-00161106 (Order entered October 25, 1993); *see also*, 52 Pa.Code § 5.245(a).

During the hearing, counsel for PGW moved for dismissal of the complaint, with prejudice, for lack of prosecution. By failing to appear and present any evidence in support of

his complaint, Mr. Adams failed to meet his burden of proof. Thus, the complaint will be dismissed with prejudice. Jefferson v. UGI Utilities, Inc., Docket No. Z-00269892 (Order entered December 26, 1995).

CONCLUSIONS OF LAW

1. The Commission has jurisdiction over the subject matter of and the parties to this proceeding. 66 Pa.C.S. § 701.

2. Section 332(a) of the Public Utility Code provides that the party seeking relief from the Commission has the burden of proof. 66 Pa.C.S. § 332(a).

3. "Burden of proof" means a duty to establish a fact by a preponderance of the evidence, or evidence more convincing, by even the smallest degree, than the evidence presented by the other party. Se-Ling Hosiery v. Margulies, 364 Pa. 54, 70 A.2d 854 (1950).

4. Administrative agencies, such as the Commission, are required to provide due process to the parties appearing before them. Schneider v. Pa. Pub. Util. Comm'n., 479 A.2d 10 (Pa.Cmwlth. 1984). This due process requirement is satisfied when the parties are provided with notice and an opportunity to be heard. Id.

5. After being notified, a party who fails to be represented at a scheduled conference or hearing in a proceeding will: 1) be deemed to have waived the opportunity to participate in the conference or hearing; 2) not be permitted thereafter to reopen the disposition of a matter accomplished at the conference or hearing; and 3) not be permitted to recall witnesses who were excused for further examination. 52 Pa.Code § 5.245(a).

6. Mr. Adams' due process rights have been fully protected. Sentner v. Bell Telephone Company of Pennsylvania, Docket No. F-00161106 (Order entered October 25, 1993); *see also*, 52 Pa.Code § 5.245(a).

7. Mr. Adams failed to carry his burden of proof in this proceeding.

ORDER

THEREFORE,

IT IS ORDERED:

1. That the motion of Philadelphia Gas Works to dismiss, with prejudice, the formal complaint of Robert Adams at Docket Number F-2018-3005950 for failure to prosecute is granted.

2. That the Formal Complaint filed by Robert Adams at Docket No. F-2018-3005950 is dismissed with prejudice.

3. That this matter be marked closed.

Date: February 4, 2019

_____/s/
Steven K. Haas
Administrative Law Judge

**PENNSYLVANIA
PUBLIC UTILITY COMMISSION
Harrisburg, PA 17105-3265**

Robert Adams :
 :
 v. : F-2018-3005950
 :
 Philadelphia Gas Works :

FINAL ORDER

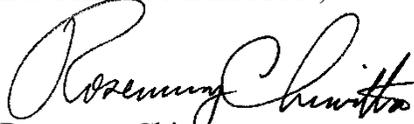
In accordance with the provisions of Section 332(h) of the Public Utility Code, 66 Pa. C.S. §332(h), the decision of Administrative Law Judge Steven K. Haas dated February 4, 2019, has become final without further Commission action;

THEREFORE,

IT IS ORDERED:

1. That the motion of Philadelphia Gas Works to dismiss, with prejudice, the formal complaint of Robert Adams at Docket Number F-2018-3005950 for failure to prosecute is granted.
2. That the Formal Complaint filed by Robert Adams at Docket No. F-2018-3005950 is dismissed with prejudice.
3. That this matter be marked closed.

BY THE COMMISSION,


Rosemary Chiavetta
Secretary

(SEAL)

ORDER ENTERED: March 29, 2019

PHILADELPHIA GAS WORKS

PUC

Opening XML

Case Number: 3710906
Company Name: PGW (PHILA. GAS WORKS (NGDC))
Company Code: 0766
Company Type: GAS TRANSPORTER
Customer First Name: ROBERT
Customer Middle Initial:
Customer Last Name: ADAMS
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: 5022 CHESTNUT ST.
Customer Service Address 2: APT 2F
Customer Service Address City: PHILADELPHIA
Customer Service Address State: PA
Customer Service Address Zip: 19139
Customer Service Address 4-Zip:
Customer Family Adults: 0
Customer Family Children: 0
Customer Family Age:
Gross Income
Source **Income Amount**
Date Open: 2019-06-18
Reason For Contact: ON - PAR WITH DISPUTE (#63)
Term Date: 2019-06-18
Business Name:
Case Problem:
Company Position: 06/17/2019 7219.30 DUE TO MAINTAIN. NOTICE OF TERM PROCEDURES FOLLOWED. CUSTOMER CLAIMS UTIL REPS TOLD HIM HE COULD IGNORE HIS PAR AND HIS PAST DUE BALANCE AND JUST PAY HIS CURRENT CHARGES WITH NO CONSEQUENCES.
Related Information: CUST CLAIMS HE PAYS HIS CURRENT BILLS, ADMITS HE DOESN'T PAY HIS PAST DUE BALANCE. CUST THINKS HE HAS UTIL AGREEMENT TO PERMIT THIS. PROBABLE BROKEN PUC PAR CASE #: 3357138. CUST CLAIMS HE RECEIVED HIS 10 DAY NOTICE ON SATURDAY THE 15TH. CUST CLAIMS THE UTIL HAS

MANY 'SPECIAL PROGRAMS' THAT ARE AVAILABLE TO HELP "CUSTOMERS LIKE HIM WHO PAY HUNDREDS AND HUNDREDS OF DOLLARS EVERY MONTH" AND THAT NOT LETTING HIM ACCESS THESE IS 'CORRUPT'. - RELIEF SOUGHT - INVESTIGATE SHORT NOTICE, TELL HIM ABOUT 'SPECIAL PROGRAMS'. THE CELL PHONE NUMBER [REDACTED] HAS BEEN ALLOWED TO BE SHARED.

Case Misc Info:

Hot Issue:

Case Origin: TELEPHONE

Prior Case Number: 3597420

Universal Service: M

Arrearage: 7900

BCS Investigator First Name: BCS

BCS Investigator Last Name: CASE POOL

BCS Investigator Phone w/ Area Code: [REDACTED]

BCSIntaker First Name: ROBERT

BCSIntaker Last Name: NEALIS

Number Of Time Send: 1

Number Of Time Faxed: 0

Number Of Time Faxed: 7177876641

PHILADELPHIA GAS WORKS

PUC

Closing XML

Case Number: 3710906
Company Name: PGW (PHILA. GAS WORKS (NGDC))
Company Code: 0766
Company Type: GAS TRANSPORTER
Customer First Name: ROBERT
Customer Middle Initial:
Customer Last Name: ADAMS
Account Number: [REDACTED]
Service Address 1: 5022 CHESTNUT ST.
Service Address 2: APT 2F
Service City: PHILADELPHIA
Service State: PA
Service Zip 5: 19139
Service Zip 4:
Decision Issue: Y
Oral Written: O
Violation: NO
Chapter:
Section Rule:
Total Balance: 7594.29
Date Closed: 2020-02-06
Resolution: VERBAL CLOSE. CUSTOMER ACKNOWLEDGED THAT HE IS IN DEFAULT ON BCS #3357138, BUT INTENDS TO CALL THE COMPANY TO DISCUSS CATCHUP OR PROVIDE INCOME INFO FOR CRP. DOES NOT APPEAR TO QUALIFY FOR CII OR SCIC. GAVE PERMISSION TO VERBALLY CLOSE.
Balance Date: 2019-06-20
Service Restored Pay:
Service Continue Amount:
Service Continue Date:
Terms:
Special Budget Amount:
Regular Budget Amount:
Arrears Payment Plus:
FinalMonthlyPayment:
CurrentMonthlyPayment:
EndMonthlyPayment:
LetterDescription:
HeadDate:
Paragraph:
Bill Date:
Reconnect Amount: 0
Pay Amount:

BCS Investigator First Name: THOMAS
BCS Investigator Last Name: GIANNANTONIO
Number Of Time Send: 1
Number Of Time Faxed: 0
PUC Fax: 7177876641

PHILADELPHIA GAS WORKS

PUC

Opening XML

Case Number: 3850505
Company Name: PGW (PHILA. GAS WORKS (NGDC))
Company Code: 0766
Company Type: GAS TRANSPORTER
Customer First Name: ROBERT
Customer Middle Initial:
Customer Last Name: ADAMS
Customer Account Number: [REDACTED]
Customer Home Phone w/ Area Code: [REDACTED]
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: 5022 CHESTNUT ST
Customer Service Address 2: APT 2F
Customer Service Address City: PHILADELPHIA
Customer Service Address State: PA
Customer Service Address Zip: 19139
Customer Service Address 4-Zip:
Customer Family Adults: 1
Customer Family Children: 0
Customer Family Age:
Gross Income

Source	Income Amount
A1 WAGES	1100

Date Open: 2022-07-14
Reason For Contact: ON - PAR NEEDED (# 61)
Term Date: 2022-07-06
Business Name:
Case Problem:
Company Position: 07/13/2022 PAY \$347.00 BY 7/6.
Related Information: 61 – PAYMENT ARRANGEMENT REQUEST. THE CELL PHONE NUMBER [REDACTED] HAS BEEN ALLOWED TO BE SHARED.
Case Misc Info: CU DO NOT HAVE EMAIL
Hot Issue:
Case Origin: TELEPHONE
Prior Case Number: 3710906

Universal Service: M
Arrearage: 9158.19
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: 3850505
Company Name: PGW (PHILA. GAS WORKS (NGDC))
Company Code: 0766
Company Type: GAS TRANSPORTER
Customer First Name: ROBERT
Customer Middle Initial:
Customer Last Name: ADAMS
Account Number: [REDACTED]
Service Address 1: 5022 CHESTNUT ST
Service Address 2: APT 2F
Service City: PHILADELPHIA
Service State: PA
Service Zip 5: 19139
Service Zip 4:
Decision Issue: N
Oral Written: W
Violation: NO
Chapter:
Section Rule:
Total Balance: 8415.79
Date Closed: 2022-08-19
Resolution: CASE CLOSED - DISMISSAL LETTER ISSUED, CUSTOMER HAS UNSATISFIED PUC PAR BCS 3357138, DISMISSED PER 1405D
Balance Date: 2022-08-10
Service Restored Pay: 0.00
Service Continue Amount: 0.00
Service Continue Date:
Terms:
Special Budget Amount: 0.00
Regular Budget Amount: 0.00
Arrears Payment Plus: 0.00
FinalMonthlyPayment: 0.00
CurrentMonthlyPayment: 0.00
EndMonthlyPayment: 0.00
LetterDescription:
HeadDate: 2022-08-19
Paragraph:
Bill Date:
Reconnect Amount: 0
Pay Amount: 0.00
BCS Investigator First Name: HEATHER
BCS Investigator Last Name: TROUTMAN
Number Of Time Send: 1
Number Of Time Faxed: 0
PUC Fax: 7177876641

PENNSYLVANIA PUBLIC UTILITY COMMISSION

AUG 31 2022

Formal Complaint

PA PUBLIC UTILITY COMMISSION

SECRETARY'S BUREAU **Filing this form begins a legal proceeding and you will be a party to the case. If you do not wish to be a party to the case, consider filing an informal complaint.**

To complete this form, please type or print legibly in ink.

1. Customer (Complainant) Information

PGW Acct # [Redacted]

Provide your name, mailing address, county, telephone number(s), e-mail address and utility account number. It is your responsibility to update the Commission with any changes to your address and to where you want documents mailed to you.

Name ROBERT ADAMS

Street/P.O. Box 5022 CHESTNUT STREET Apt # 2-F

City Philadelphia State PA Zip 19139

County Philadelphia

Telephone Number(s) Where We Can Contact You During the Day (required):

[Redacted] (home)

[Redacted] (mobile)

E-mail Address (required): LCSINTERNATIONAL/adams@gmail.com

Utility Account Number (from your bill) PGW BILL → [Redacted]

If your complaint involves utility service provided to a different address or in a different name than your mailing address, please list this information below.

Name _____ DATE OF DEPOSIT

Street/P.O. Box N/A _____ SEP 06 2022

City _____ State _____ Zip _____

PA PUBLIC UTILITY COMMISSION
SECRETARY'S BUREAU

2. Name of Utility or Company (Respondent)

Provide the full name of the utility or company about which you are complaining. The name of your utility or company is on your bill.

Philadelphia GAS WORKS - P.O. BOX 11700
Newark, NJ 07101-4700

3. Type of Utility Service

Check the box listing the type of utility service that is the subject of your complaint (check only one):

- ELECTRIC
- GAS
- WATER
- STEAM HEAT
- STORM WATER
- WASTEWATER/SEWER
- TELEPHONE/TELECOMMUNICATIONS (local, long distance)
- MOTOR CARRIER (e.g. taxi, moving company, limousine)

4. Reason for Complaint

What kind of problem are you having with the utility or company? Check all boxes below that apply and state the reason for your complaint. Explain specifically what you believe the utility or company has done wrong. Provide relevant details including dates, times and places and any other information that may be important. If the complaint is about billing, tell us the amount you believe is not correct. Use additional paper if you need more space. Your complaint may be dismissed without a hearing if you do not provide specific information.

- The utility is threatening to shut off my service or has already shut off my service.
PGW has unreasonably threatened to shut off my GAS SERVICE
- I would like a payment agreement.
I would like a reasonable payment agreement of no more than 100.00-150.00 per month at the very most, this is all I can afford to pay
- Incorrect charges are on my bill. Provide dates that are important and an explanation about any amounts or charges that you believe are not correct. Attach a copy of the bill(s) in question if you have it/them.
please see #5 for details about price changes & PGW arbitrarily price gouging me and continuously increasing my PGW BILL
- I am having a reliability, safety or quality problem with my utility service. Explain the problem, including dates, times or places and any other relevant details that may be important.
- Other (explain).
PGW has ignored, and reneged on price promises to work out payment arrangements on my bill

Note: If your complaint is only about removing or modifying a municipal lien filed by the City of Philadelphia, the Public Utility Commission (PUC) cannot address it. Only local courts in Philadelphia County can address this type of complaint. The PUC can address a complaint about service or incorrect billing even if that amount is subject to a lien.

In addition, the PUC generally does not handle complaints about cell phone or Internet service, but may be able to resolve a dispute regarding voice communications over the Internet (including the inability to make voice 911/E911 emergency calls) or concerns about high-speed access to Internet service.

5. Requested Relief Sequence of events

How do you want your complaint to be resolved? Explain what you want the PUC to order the utility or company to do. Use additional paper if you need more space.

① IN May/June of 2001, PGW forced me to be on a 'one time ONLY pandemic offer' that the PGW Rep. stated PGW is offering and that it was an amount of \$440.00 per month or PGW would shut-off my GAS. I stated PGW at that time that I cannot afford or sustain that amount of money every month. ② PGW stated at that time that if I even could not pay the monthly amount, just pay what I can and they would not shut-off my service. I said that will be my. ③ I stated my best and then in June of 2022, after one year not paying all I could, I called PGW & stated I would be late for the June of 2022 pymt, 2 PGW Reps stated that it is OK & would not cause a shut-off as all of the system as PGW moves to shut me off. PGW will wild the shut-off. ④ Then I received a shut-off notice on 6-24-22 after paying PGW & then called PGW on 7/13/22 to attempt a payment agreement. PGW refused, after stating they would work an agreement

Note: The PUC can decide that a customer was not billed correctly and can order billing refunds. The PUC can also fine a utility or company for not following rules and can order a utility or company to correct a problem with your service. Under state law, the PUC cannot decide whether a utility or company should pay customers for loss or damages. Damage claims may be sought in an appropriate civil court.

out with me if I even received a shut-off notice PGW relied on a prior statement that they would always be able to work a reasonable agreement out. I need a reasonable agreement

6. Protection From Abuse (PFA)/ Domestic Violence

Has a court granted you a "Protection From Abuse" order or any other order which provides clear evidence of domestic violence against you that is currently in effect for your personal safety or welfare? The PUC needs this information to properly process your complaint so that your identity is not made public.

Note: You must answer this question if your complaint is against a natural gas distribution utility, an electric distribution utility or a water distribution utility AND your complaint is about a problem involving billing, a request to receive service, a security deposit request, termination of service or a request for a payment agreement.

Has a court granted a "Protection From Abuse" order or any other order for your personal safety or welfare?

YES
NO

If your answer to the above question is "yes," attach a copy of the current Protection From Abuse order to this Formal Complaint form.

7. Prior Utility Contact

a. Is this an appeal from a decision of the PUC's Bureau of Consumer Services (BCS)?

YES
NO *It is a formal complaint against PGW*

Note: If you answered yes, move to Section 8. No further contact with the utility or company is required. If you answered no, answer the question in Section 7 b. and answer the question in Section 7 c. if relevant.

b. If this is not an appeal from a BCS decision, have you spoken to a utility or company representative about this complaint?

YES *PGW Refuses to work out a reasonable agreement of me paying ~~100.00~~ 150.00
100.00 - 150.00 per month*
NO

Note: You must contact the utility first if (1) you are a residential customer, (2) your complaint is against a natural gas distribution utility, an electric distribution utility or a water utility AND (3) your complaint is about a billing problem, a service problem, a termination of service problem, or a request for a payment agreement.

c. If you tried to speak to a utility company representative about your complaint but were not able to do so, please explain why.

The PGW representatives are unreasonable and refuse to work out a reasonable payment agreement that I can afford. I only can afford \$100.00-\$150.00 a month for it

Note: Even if you are not required to contact the utility or company, you should always try to speak to a utility or company representative about your problem before you file a Formal Complaint with the PUC.

8. Legal Representation I am representing myself

If you are filing a Formal Complaint as an individual on your own behalf, you are not required to have a lawyer. You may represent yourself at the hearing.

If you are already represented by a lawyer in this matter, provide your lawyer's name, address, telephone number, and e-mail address, (all required contact information). Please make sure your lawyer is aware of your complaint. If represented by a lawyer, both you and your lawyer must be present at your hearing.

Lawyer's Name _____

Street/P.O. Box _____

City _____ State _____ Zip _____

Area Code/Phone Number _____

E-mail Address _____

I can only afford 100-150.00 per month

Note: Corporations, associations, partnerships, limited liability companies and political subdivisions are required to have a lawyer represent them at a hearing and to file any motions, answers, briefs or other legal pleadings.

NOTE: PGW has been deceptive and unreasonable in their dealing with me + I keep the receipt of a reasonable payment agreement of 100.00-150.00 per month, NOT 400 or 500 per month

9. Verification and Signature

You must sign your complaint. Individuals filing a Formal Complaint **must** print or type their name on the line provided in the verification paragraph below and **must** sign and date this form in **ink**. If you do not sign the Formal Complaint, the PUC **will not accept it**.

Verification:

I ROBERT ADAMS, hereby state that the facts above set forth are true and correct (or are true and correct to the best of my knowledge, information and belief) and that I expect to be able to prove the same at a hearing held in this matter. I understand that the statements herein are made subject to the penalties of 18 Pa. C.S. § 4904 (relating to unsworn falsification to authorities).

Robert W. Adams
(Signature of Complainant)

9-3-2022

(Date)

Title of authorized employee or officer (only applicable to corporations, associations, partnerships, limited liability companies or political subdivisions)

Note: If the Complainant is a corporation, association, partnership, limited liability company or political subdivision, the verification **must** be signed by an authorized officer or authorized employee. If the Formal Complaint is **not signed** by one of these individuals, the PUC **will not accept it**.

10. How to File Your Formal Complaint

Electronically. You must create an account on the PUC's eFiling system, which may be accessed at <http://www.puc.pa.gov/efiling/default.aspx>.

Mail. Mail the completed form with your original signature and any attachments, by certified mail, priority mail, or overnight delivery to this address and retain the tracking information as proof of submission:

Secretary
Pennsylvania Public Utility Commission
400 North Street
Harrisburg, Pennsylvania 17120

If you are appealing a BCS decision: follow the directions in the cover letter you received from the Secretary's Bureau with the formal complaint form. **ONLY** Formal complaints appealing a BCS decision can be filed by fax, email or overnight delivery to meet filing deadlines. **All other formal complaints MUST be eFiled or mailed.**

If you have any questions about filling out this form, please contact the Secretary's Bureau at 717-772-7777.

Keep a copy of your Formal Complaint for your records.

Please know that your complaint form and the utility's answer will not be published to the PUC's website. Once your complaint case moves to the Office of Administrative Law Judge, any filings you make should be marked confidential if you do not want them published to the website.



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HARRISBURG PA 17120



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★ MAIL ★ VISIT US AT USPS.COM®
PA PUBLIC UTILITY COM ORDER SUPPLIES ONLINE
SECRETARY'S BUREAU

FROM:

ROBERT V. ADAMS
5022 CHESTNUT ST
#2-F
Philadelphia, PA 19139

TO: SECRETARY
PENNSYLVANIA PUBLIC
UTILITY COMMISSION
400 NORTH STREET
HARRISBURG, PA 17120

Label 228, March 2018

FOR DOMESTIC AND INTERNATIONAL USE

SEAL



NECESSARY TO SEAL

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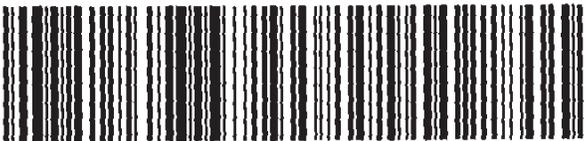
PRIORITY MAIL®

0 Lb 2.30 Oz
1004

EXPECTED DELIVERY DAY: 08/02/22

SHIP TO: HARRISBURG PA 17120

USPS TRACKING® #


9505 5152 0321 2243 4800 09



RECEIVED
SEP 02 2022

FROM:

PA PUBLIC UTILITY COMMISSION
SECRETARY'S BUREAU

PRIORITY MAIL



VISIT US AT USPS.COM
ORDER FREE SUPPLIES ONLINE

FROM:

ROBERT W. ADAMS
5022 CHESTNUT STREET
#2-F
PHILADELPHIA, PA 19139

TO:

Secretary
Pennsylvania PUBLIC
UTILITY COMMISSION
400 NORTH STREET
Commonwealth Keystone
BUILDING, 2ND FLOOR
Harrisburg, PA 17120

**BEFORE THE
PENNSYLVANIA PUBLIC UTILITY COMMISSION**

Robert Adams :
 :
 v. : C-2022-3035184
 :
 Philadelphia Gas Works :

INITIAL DECISION

Before
Marta Guhl
Administrative Law Judge

INTRODUCTION

This Initial Decision dismisses the Formal Complaint of Robert Adams against Philadelphia Gas Works because he failed to appear for his hearing and prosecute his Complaint.

HISTORY OF THE PROCEEDING

On September 6, 2022, Robert Adams (Complainant or Mr. Adams) filed a Formal Complaint (Complaint) with the Pennsylvania Public Utility Commission (Commission) against Philadelphia Gas Works (PGW or Respondent), requesting a payment arrangement.

On October 3, 2022¹, Respondent filed an Answer denying the material allegations of the Complaint.

¹ The Complaint was served on the Respondent by the Secretary's Bureau on September 13, 2022.

On October 7, 2022, the Commission issued an Initial Call-In Telephonic Hearing Notice and the matter was scheduled for hearing on December 14, 2022 at 10:00 a.m. The case was assigned to me. The Notice contained the following information:

FAILURE TO APPEAR: You may lose the case if you do not take part in this hearing and present evidence on the issue(s) raised. Your case may be dismissed “with prejudice” which means that you will be barred from filing another complaint raising the same claim(s) and issue(s) presented in the dismissed complaint.

I issued a Prehearing Order on November 21, 2022. The Prehearing Order directed the parties to comply with various procedural requirements and directed that a request to change the scheduled hearing should be sent to me at least five days prior to the hearing date, be in writing and state the agreement or opposition of the other party. It also contained the same failure to appear warning that was found in the Hearing Notice.

The Hearing Notice and Prehearing Order were electronically served to Complainant in the ordinary course of the Commission’s business to the email address Complainant provided to the Commission. Neither the Hearing Notice nor the Prehearing Order were returned to the Commission as undeliverable.

The hearing began on December 14, 2022, as scheduled. Counsel for PGW was present with a witness and was prepared to proceed. The Complainant failed to call in. The Complainant was given an additional eight minutes to call in but failed to do so.

No witnesses were presented, and no exhibits were introduced into the record. At the hearing, counsel for PGW moved that the Complaint be dismissed for lack of prosecution pursuant to 52 Pa. Code § 5.245. In accordance with Commission policy, I am granting the Motion.

The record closed on January 24, 2023, upon my receipt of the transcript.

FINDINGS OF FACT

1. The Complainant is Robert Adams.
2. The Respondent is Philadelphia Gas Works.
3. On September 6, 2022, Mr. Adams filed a Formal Complaint with the Commission against the Respondent.
4. On October 3, 2022, the Respondent filed an Answer to the Complaint.
5. On October 7, 2022, the Commission issued an Initial Call-In Telephonic Hearing Notice and the matter was scheduled for hearing on December 14, 2022 at 10:00 a.m.
6. On November 21, 2022, a Prehearing Order was sent to all parties containing, *inter alia*, a warning of potentially serious consequences if they failed to obtain a continuance and failed to attend the hearing.
7. Both the Hearing Notice and Prehearing Order contained the warning that failing to appear could result in the case being dismissed with prejudice.
8. Both the Hearing Notice and Prehearing Order were electronically served on Complainant to the email address provided by Complainant to the Commission.
9. None of the documents served on the Complainant were returned to the Commission as undeliverable.
10. The Complainant failed to appear at the December 14, 2022, hearing.
11. The Complainant did not settle or withdraw this Complaint prior to the scheduled hearing date or obtain a continuance.

12. The Complainant has not contacted the Commission to explain why his failure to appear at the hearing was unavoidable.

DISCUSSION

As the party seeking affirmative relief from the Commission, the burden of proof rests on the Complainant. 66 Pa.C.S. § 332(a).

Administrative agencies, like the Public Utility Commission, are required to provide due process to the parties appearing before them. This requirement is satisfied when the parties are afforded notice and the opportunity to appear and be heard. *Schneider v. Pa. Pub. Util. Comm'n.*, 479 A.2d 10 (Pa. Cmwlth. 1984).

The Commission served notice of the December 14, 2022, hearing in this case to the Complainant on October 7, 2022, electronically, to the email address he provided in his Complaint. The notice informed the parties of the date and time of the hearing, as well as how to call in for the hearing. The notice was not returned as undeliverable.

In addition, I issued a Prehearing Order dated November 21, 2022, which, *inter alia*, warned both parties of potentially serious consequences if they failed to obtain a continuance and failed to appear and participate in the hearing. The Prehearing Order, which was also served on the Complainant electronically, was never returned as undeliverable. The Notice of Hearing and Prehearing Order were sent to the Complainant at the email address provided by him. Accordingly, I must presume that these documents, which were sent in the ordinary course of business, were received by the Complainant. *See Hu v. PECO Energy Co.*, Docket No. C-2019-3012075 (Order entered Dec. 19, 2019); *Zirkel v. Phila. Gas Works*, Docket No. C-2016-2561176 (Final Order entered Jan. 27, 2017); *Morella v. PECO Energy Co.*, Docket No. C-2016-2553416 (Final Order entered Nov. 16, 2016).

Although he was duly notified of the hearing, neither the Complainant nor a representative licensed to practice law in this Commonwealth appeared at the hearing on his

behalf. To date, there is no further information about the Complainant regarding this hearing. His failure to appear was not unavoidable.

Once notice of a hearing and the opportunity to be heard have been provided, it is the responsibility of the parties to appear and participate in the hearing. *Sentner v. Bell Tel. Co. of Pa.*, Docket No. F-00161106 (Opinion and Order entered Oct. 25, 1993). The Complainant waived the opportunity to participate in the hearing by failing to appear. 66 Pa.C.S. § 332(f); 52 Pa. Code § 5.245.

Finally, Section 332(a) of the Public Utility Code, 66 Pa.C.S. § 332(a), places the burden of proof upon the proponent of any request for relief. As the party bringing this Complaint, the Complainant bears the burden of proving by a preponderance of the evidence that he is entitled to his requested relief. The Complainant did not appear for the hearing scheduled for October 20, 2022. Thus, by his failure to appear, Complainant did not meet his burden of proof.

Consequently, it is appropriate to grant PGW's Motion and to dismiss Mr. Adams' Complaint, with prejudice. As the Commission has explained, where the complainant fails to appear for a scheduled hearing without good cause, the public interest is prejudiced by the wasteful use of the agency's and the respondent's time and resources. *See, e.g., Elliott v. Pa. Elec. Co.*, F-618-3003502 (Opinion and Order entered Feb. 6, 2020). When there are no facts in the record that the party's failure to appear was unavoidable, the complaint should be dismissed with prejudice. *Brown v. PECO Energy Co.*, Docket No. C-2019-3009486 (Opinion and Order entered Apr. 22, 2022); *Little v. Pittsburgh Water & Sewer Auth.*, Docket No. F-2021-3027107 (Opinion and Order entered Feb. 7, 2022); *Williams v. PECO Energy Co.*, Docket No. C-2018-3000734 (Opinion and Order entered Mar. 14, 2019); *Jefferson v. UGI Utils., Inc.*, Docket No. Z-00269892 (Opinion and Order entered Dec. 26, 1995); 66 Pa.C.S. § 332(f); 52 Pa. Code § 5.245(a).

CONCLUSIONS OF LAW

1. The Commission has jurisdiction over the parties and subject matter of the dispute. 66 Pa.C.S. § 701.
2. The party seeking relief from the Commission has the burden of proof. 66 Pa.C.S. § 332(a).
3. "Burden of proof" means a duty to establish a fact by a preponderance of the evidence, or evidence more convincing, by even the smallest degree, than the evidence presented by the other party. *Se-Ling Hosiery v. Margulies*, 70 A.2d 854 (Pa. 1950).
4. The Commission is required to provide due process to the parties appearing before it. This due process requirement is satisfied when the parties are provided notice and the opportunity to be heard. *Schneider v. Pa. Pub. Util. Comm'n*, 479 A.2d 10 (Pa. Cmwlth. 1984).
5. The due process rights of the Complainant have been fully protected. *Schneider v. Pa. Pub. Util. Comm'n*, 479 A.2d 10 (Pa. Cmwlth. 1984).
6. By failing to appear for the hearing and proffer any evidence to support the Complaint, the Complainant has failed to meet his burden of proving that he is entitled to the relief that he seeks from the Commission. 66 Pa.C.S. § 332(a).
7. When there are no facts in the record that the party's failure to appear was unavoidable, the complaint should be dismissed with prejudice. *Brown v. PECO Energy Co.*, Docket No. C-2019-3009486 (Opinion and Order entered Apr. 22, 2022); *Little v. Pittsburgh Water & Sewer Auth.*, Docket No. F-2021-3027107 (Opinion and Order entered Feb. 7, 2022); *Williams v. PECO Energy Co.*, Docket No. C-2018-3000734 (Opinion and Order entered Mar. 14, 2019); *Jefferson v. UGI Utils., Inc.*, Docket No. Z-00269892 (Opinion and Order entered Dec. 26, 1995); 66 Pa.C.S. § 332(f); 52 Pa. Code § 5.245(a).

ORDER

THEREFORE,

IT IS ORDERED:

1. That the Motion of Philadelphia Gas Works to dismiss the Formal Complaint filed by Robert Adams at Docket No. C-2022-3035184 is granted.
2. That the Formal Complaint of Robert Adams in Robert Adams v. Philadelphia Gas Works at Docket No. C-2022-3035184 is dismissed with prejudice.
3. That Docket No. C-2022-3035184 be marked closed.

Date: April 11, 2023

_____/s/
Marta Guhl
Administrative Law Judge

**PENNSYLVANIA
PUBLIC UTILITY COMMISSION
Harrisburg, PA 17120**

Public Meeting held May 18, 2023

Commissioners Present:

Gladys Brown Dutrieuille, Chairman
Stephen M. DeFrank, Vice Chairman
Ralph V. Yanora, Joint Statement, Dissenting
Kathryn L. Zerfuss
John F. Coleman, Jr., Joint Statement, Dissenting

Robert Adams

C-2022-3035184

v.

Philadelphia Gas Works

OPINION AND ORDER

BY THE COMMISSION:

Before the Pennsylvania Public Utility Commission (Commission) for consideration and disposition is the Initial Decision (I.D.) of Administrative Law Judge (ALJ) Marta Guhl, issued on April 11, 2023, in the above-captioned proceeding. Exceptions have not been filed. However, we have exercised our right to review the Initial Decision pursuant to Section 332(h) of the Public Utility Code (Code), 66 Pa. C.S. § 332(h). For the reasons stated below, we shall modify the Initial Decision consistent with the discussion in this Opinion and Order.

History of the Proceeding

On September 6, 2022, Robert Adams (Complainant or Mr. Adams) filed a Formal Complaint (Complaint) with the Commission against Philadelphia Gas Works (PGW or Company) requesting, *inter alia*, a payment arrangement. Complaint at 2-3.

On October 3, 2022, PGW filed an Answer denying the material allegations of the Complaint.¹ In its Answer, PGW averred, *inter alia*, that the Complainant has defaulted on multiple Company-issued and a Commission-issued payment arrangements. Answer at 1-2.

On October 7, 2022, a telephonic Hearing Notice (Hearing Notice) was issued scheduling a telephonic evidentiary hearing for December 14, 2022. The Hearing Notice was sent by electronic mail (email) to the email address the Complainant provided on his complaint form.² The Hearing Notice, *inter alia*, named ALJ Guhl as presiding

¹ The Complainant failed to properly serve the Complaint on PGW. To satisfy that requirement, the Complaint was served on PGW by the Secretary's Bureau on September 13, 2022.

² There is no record of the Complainant creating an account on the Commission's eFiling system or of her electing to receive documents through eService. The Complainant provided her email address in the contact information section on the complaint form which indicates that an email address is required. *See*, Complaint at 1. On September 15, 2022, the Commission extended a temporary waiver of the service requirement Regulations at 52 Pa. Code §§ 1.53 and 1.54 except where the applicable law requires a specific type of service, e.g., 66 Pa. C.S. § 702 ("Service in all hearings, investigations and proceedings pending before the commission shall be made by registered or certified mail or by e-mail upon agreement by each party."). *See, Waiver of Regulations Regarding Service Requirements*, Docket No. M-2021-3028321 (Order entered September 15, 2022). There is no record of the Complainant requesting or agreeing to be served notice of the proceedings related to her formal complaint by email.

officer, provided a toll-free call-in number to the Parties and included language concerning the effects on the case if a party failed to appear or participate.

On November 21, 2022, the Commission issued electronically a Prehearing Order upon the Parties advising them, *inter alia*, of the toll-free call-in number to participate in the hearing and language explaining what might happen if a party failed to appear or participate. Both the Hearing Notice and the Prehearing Order were sent to Mr. Adams at the email address he listed on his Complaint and, according to the ALJ, were not returned to the Commission as undeliverable. I.D. at 2.

On December 14, 2022, the hearing convened as scheduled. I.D. at 2. Counsel for PGW was present and was ready to proceed. No one appeared on behalf of the Complainant. No exhibits were admitted into the record. At the hearing, counsel for PGW moved for dismissal of the Complaint for failure of the Complainant to appear and prosecute his case. *Id.*

The record closed on January 4, 2023.³

On April 11, 2023, the Commission issued the Initial Decision of ALJ Guhl, in which she granted PGW's motion and dismissed the Complaint, with prejudice, for failure of the Complainant to appear and prosecute the matter. I.D. at 1, 5-7.

³ We note that although the Initial Decision indicates that the transcript for this case was filed on January 24, 2023, our review of the Commission's case management system shows the filing date as January 4, 2023.

Discussion

As an administrative agency of the Commonwealth, the Commission is required to provide due process to the parties appearing before it. *Schneider v. Pa. PUC*, 479 A.2d 10, 15 (Pa. Cmwlth. 1984). Due process is satisfied when the parties are afforded notice and the opportunity to appear and be heard. *Schneider*, 479 A.2d at 15 (Pa. Cmwlth. 1984). The fundamental requirement of due process is the opportunity to be heard at a meaningful time and in a meaningful manner. *Montefiore Hospital Ass'n of Western Pennsylvania v. Pa. PUC*, 421 A.2d 481, 484 (Pa. Cmwlth. 1980).

The Commission is required to fix the time and place of a hearing in a complaint proceeding and to serve notice thereof upon the parties in interest. *See* 66 Pa. C.S. § 703(a)-(b). Service on interested persons is sufficient to provide notice. 52 Pa. Code § 5.201(a).⁴

ALJ's Initial Decision

ALJ Guhl made twelve Findings of Fact and reached seven Conclusions of Law. I.D. at 3-4, 6. We shall adopt and incorporate herein by reference the ALJ's Findings of Fact and Conclusions of Law except as reversed or modified by this Opinion and Order, either expressly or by necessary implication.

⁴ We note as well, and as discussed in the Initial Decision, as with most cases in which a party fails to appear, once a hearing is scheduled and duly notified by the Commission, it is the responsibility of the parties to appear and participate in the hearing. *Mumma v. PPL*, Docket No. C-00014869 (Order entered Jan. 24, 2002); *see also*, 66 Pa. C.S. § 332(f) and 52 Pa. Code § 5.245(a)-(b) (if a party fails to appear at a scheduled and duly notified hearing, the party will be deemed to have waived the opportunity to participate in the hearing).

The ALJ stated that although the Complainant was duly notified of the hearing, neither the Complainant nor a representative licensed to practice law in this Commonwealth appeared at the hearing on his behalf. According to the ALJ, there is no further information about the Complainant regarding this hearing, and so his failure to appear was not unavoidable. I.D. at 4-5. The ALJ further stated that as the party bringing this Complaint, Mr. Adams bears the burden of proving by a preponderance of the evidence that he is entitled to his requested relief. However, according to the ALJ, the Complainant did not appear for the scheduled hearing, and so by his failure to appear, the Complainant did not meet his burden of proof. I.D. at 5.

Consequently, the ALJ granted PGW's motion and dismissed the Complaint, with prejudice. I.D. at 5.

Disposition

As a preliminary matter, any argument that we do not specifically delineate shall be deemed to have been duly considered and denied without further discussion. We are not required to consider expressly or at length each contention or argument raised by parties. *Consolidated Rail Corp. v. Pa. PUC*, 625 A.2d 741 (Pa. Cmwlth. 1993); *also, see generally, University of Pennsylvania v. Pa. PUC*, 485 A.2d 1217 (Pa. Cmwlth. 1984). On exercise of our independent review of the Parties' positions in their pleadings in this case, we shall adopt the Initial Decision, as modified, consistent with the following discussion.

The practice of dismissing complaints filed by *pro se* complainants, with prejudice, when there is no record of the complainant agreeing to service by email and

the complainant fails to appear at the hearing is inconsistent with due process.⁵ There is no need to close the door to this venue to *pro se* complainants unless record evidence shows that they are abusing the Commission's administrative process to avoid paying their utility bills.⁶ Here, there is no evidence of abuse of administrative process.

Additionally, both the Hearing Notice and the Prehearing Order were sent only by email to the Complainant. *Pro se* complainants who do not elect to receive notice through the Commission's eFiling or eService system, but who provide an email address in the required contact information section of the complaint form, cannot be presumed to know that notice of proceedings will be provided by email.

Here, the ALJ found that the Hearing Notice and Prehearing Order were provided to the Complainant's email and neither document was returned to the Commission as undeliverable. The Initial Decision provides that it must be presumed that the documents sent to the Complainant in the ordinary course of business were received by him. I.D. at 4. In support, the ALJ cited to several Commission decisions and concluded that the due process rights of the Complainant were fully protected.⁷ These cases are distinguishable because they involved matters in which the Complainants affirmatively elected eService or had active eFiler status as required in our Regulation at

⁵ This Commission has long recognized the mitigating effect *pro se* status confers upon litigants unlearned in the law when confronted with technical violations of its procedural rules. *Carlock v. The United Telephone Co. of Pa.*, Docket No. F-00163617 (Order entered July 14, 1993). Most important, from our perspective, the Commission has stated that it is in the public interest that all litigants, particularly *pro se* litigants, be afforded a meaningful opportunity to be heard. *Amir V. Williams v. PECO Energy Co.*, Docket No. C-2010-2190024 (Order entered January 14, 2011).

⁶ See, e.g., *Amanda Polk Herr v. West Penn Power Co.*, Docket No. C-2021-3028202 (Order entered September 15, 2022).

⁷ See, *Hu v. PECO Energy Co.*, Docket No. C-2019-3012075 (Order entered December 19, 2019); *Zirkel v. Philadelphia Gas Works*, Docket No. C-2016-2561176 (Order entered January 27, 2017); and *Morella v. PECO Energy Co.*, Docket No. C-2016-2553416 (Order entered November 16, 2016).

Section 1.53(b)(3), 52 Pa. Code § 1.53(b)(3). Such is not the case here for the Complainant who simply provided his email address because the complaint form stated that he was required to do so. Thus, the cases cited by the presiding officer do not support a presumption of receipt of the Hearing Notice and the Prehearing Order in this case.

Under the circumstances involving the Complainant's *pro se* status and his lack of affirmative agreement to service to his email address, it is in the public interest to afford the Complainant an opportunity for an evidentiary hearing if the Complainant elects one.⁸ Accordingly, we shall provide the Complainant twenty (20) days to file a written request for a further hearing with the Secretary's Bureau. If the Complainant files such a request, the proceeding would be remanded to the Office of Administrative Law Judge for further proceedings as warranted. Failure to timely file the hearing request would result in the dismissal of the Complaint and the matter would be closed without further action of the Commission. Further, dismissal of the Complaint should be without prejudice.

Accordingly, we will modify the ALJ's Initial Decision, consistent with the discussion in this Opinion and Order.

Conclusion

Based on the foregoing, we shall adopt the Initial Decision of ALJ Guhl, as modified, consistent with this Opinion and Order; **THEREFORE,**

⁸ The Commission may reopen the record after the presiding officer has issued a decision if conditions of fact or of law have changed or the public interest so requires the reopening of the proceeding. 52 Pa. Code § 5.571(d).

IT IS ORDERED:

1. That the Initial Decision of Administrative Law Judge Marta Guhl issued on April 11, 2023, is adopted as modified, consistent with this Opinion and Order.
2. That Robert Adams be provided an opportunity to file a written request for an evidentiary hearing within twenty (20) days of the entry of this Opinion and Order.
3. That, if a written request for an evidentiary hearing is timely filed, the proceeding shall be remanded to the Office of Administrative Law Judge for further proceedings as warranted and for the issuance of an Initial Decision on Remand.
4. That, if a written request for an evidentiary hearing is not timely filed, the Formal Complaint filed by Robert Adams on September 6, 2022, shall be dismissed without further action of the Commission.

5. That the Commission's Secretary's Bureau serve a copy of this Opinion and Order on Robert Adams by certified mail.

BY THE COMMISSION,



Rosemary Chiavetta
Secretary

(SEAL)

ORDER ADOPTED: May 18, 2023

ORDER ENTERED: June 20, 2023

PHILADELPHIA GAS WORKS

PUC

Opening XML

Case Number: 3956772
Company Name: PGW (PHILA. GAS WORKS (NGDC))
Company Code: 0766
Company Type: GAS TRANSPORTER
Customer First Name: ROBERT
Customer Middle Initial:
Customer Last Name: ADAMS
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: 5022 CHESTNUT ST
Customer Service Address 2: #2F
Customer Service Address City: PHILADELPHIA
Customer Service Address State: PA
Customer Service Address Zip: 19139
Customer Service Address 4-Zip:
Customer Family Adults: 1
Customer Family Children: 0
Customer Family Age:
Gross Income

Source	Income Amount
A1 WAGE	1550

Date Open: 2023-11-22
Reason For Contact: ON - PAR WITH DISPUTE (#63)
Term Date: 2023-11-28
Business Name:
Case Problem:
Company Position: 11/20/2023 PAY 1000.00 TO MAINTAIN SERVICE.
Related Information: 63 - PAR WITH DISPUTE. CUSTOMER RECEIVED A LETTER ON 11/6 STATING THAT THEY WERE BEING PUT ON A PAYMENT ARRANGEMENT STARTING IN DECEMBER BUT THEN WAS TOLD BY THE COMPANY THAT THEY ARE NOT ON A PAR AND THAT THEY WILL BE TERMINATED ON 11/28. CUSTOMER IS DISPUTING THIS TERMINATION NOTICE BECAUSE THEY WERE TOLD BY THE COMPANY THAT THEY SHOULD WAIT FOR THEIR DECEMBER BILL FOR A PAYMENT ARRANGEMENT. - RELIEF

SOUGHT - AVOID TERMINATION AND GET ONTO THE AGREED
PAR. THE CELL PHONE NUMBER [REDACTED] HAS BEEN
ALLOWED TO BE SHARED. THE EMAIL ADDRESS
LCSINTERNATIONALADAMS@GMAIL.COM HAS BEEN
ALLOWED TO BE SHARED.

Case Misc Info:

Hot Issue:

Case Origin: TELEPHONE

Prior Case Number:

Universal Service: Y

Arrearage: 10500

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: 3956772
Company Name: PGW (PHILA. GAS WORKS (NGDC))
Company Code: 0766
Company Type: GAS TRANSPORTER
Customer First Name: ROBERT
Customer Middle Initial:
Customer Last Name: ADAMS
Account Number: XXXXXXXXXX
Service Address 1: 5022 CHESTNUT ST
Service Address 2: #2F
Service City: PHILADELPHIA
Service State: PA
Service Zip 5: 19139
Service Zip 4:
Decision Issue: Y
Oral Written: W
Violation: NO
Chapter:
Section Rule:
Total Balance: 13283.90
Date Closed: 2024-03-12
Resolution: DECISION LETTER ISSUED-- STRAIGHT PAR: DECISION ISSUED - LEVEL 1, BUDGET 235.00 + 222.00 = 457.00 BEGINNING APR 2024 DUE DATE. WAIVE LPCS. THE CUSTOMER PUC PAR (3357138) BEGINNING SEPTEMBER 2015 PUC PAR FOR THE PAST-DUE BALANCE OF \$5060.52 FOR 60 MONTHS. THE CUSTOMER BALANCE AT THE END OF THE PUC ARRANGEMENT IN SEPTEMBER 2020 WAS \$9357.72. A REVIEW OF THE CUSTOMER PAYMENTS RECORDS MADE FROM SEPTEMBER 2020 TO CURRENT TOTALING OVER \$9891.39. ANY PAYMENTS MADE SINCE THE END OF SEPTEMBER 2020 SHOULD HAVE BEEN APPLIED TO THE OLDEST BALANCE FIRST AND THEREFORE SHOULD HAVE SATISFIED THE PREVIOUS PUC ARRANGEMENT AND WOULD QUALIFY FOR A NEW PUC PAR. PAR ISSUED.
Balance Date: 2024-03-05
Service Restored Pay: 0.00
Service Continue Amount: 0.00
Service Continue Date:
Terms: APRIL 2024 DUE DATE
Special Budget Amount: 457.00
Regular Budget Amount: 235.00
Arrears Payment Plus: 222.00
FinalMonthlyPayment: 0.00
CurrentMonthlyPayment: 0.00

EndMonthlyPayment: 0.00
LetterDescription:
HeadDate: 2024-03-12
Paragraph:
Bill Date:
Reconnect Amount: 0
Pay Amount: 0.00
BCS Investigator First Name: RICKY
BCS Investigator Last Name: WIJAYA
Number Of Time Send: 1
Number Of Time Faxed: 0
PUC Fax: 7172658273

APR 25 2024

Timely

BCS:3956772

PA PUBLIC UTILITY COMMISSION
SECRETARY'S BUREAU

PHILADELPHIA GAS WORKS

Must be returned by April 26, 2024

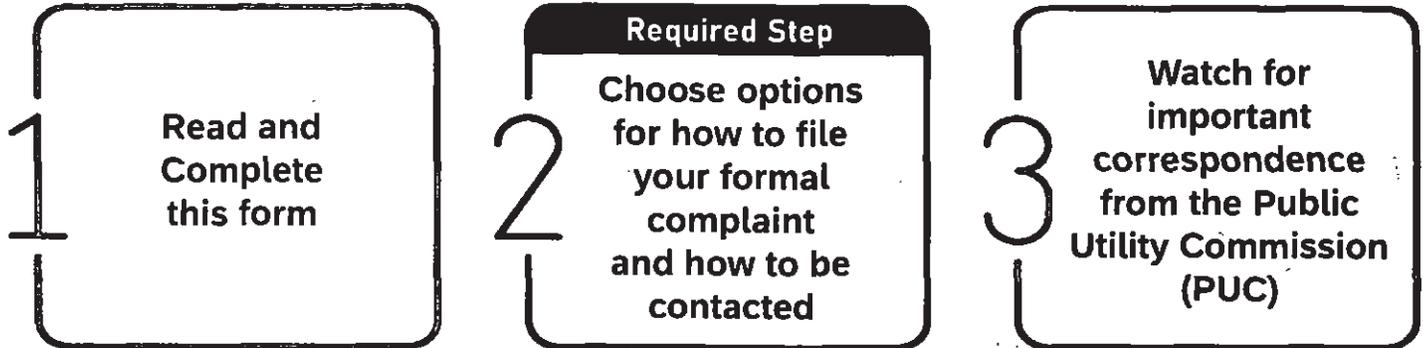


PENNSYLVANIA
PUBLIC UTILITY COMMISSION

PGW Exhibit 9
Page 76 of 91

FORMAL COMPLAINT - PRINTABLE FORM

Filing this form begins a legal proceeding and you will be a party to the case. If you do not wish to be a party to the case, consider filing an informal complaint.



Please legibly complete this form in ink.

1. CUSTOMER (COMPLAINANT) INFORMATION

Provide your contact information and utility account number. *It is your responsibility to update the PUC with any changes to your address and to where you want documents sent to you.*

Name ROBERT ADAMS

Street/P.O. Box 5022 CHESTNUT ST Apt# 2F

City Philadelphia State PA Zip 19139

County Philadelphia

Telephone Number(s) Where We Can Contact You During the Day:

Home: [Redacted] Mobile: [Redacted]

Email Address LCSINTERNATIONAL909MS@GMAIL.COM

Utility Account Number (from your bill) PGW Acc# [Redacted]

If your complaint involves utility service provided to a different address or in a different name than your mailing address, please list this information below.

Name _____

Street/P.O. Box N/A Apt# _____

City _____ State _____ Zip _____

2. NAME OF UTILITY OR COMPANY (RESPONDENT)

Provide the full name of the utility or company about which you are complaining. The name of your utility or company is on your bill.

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

3. TYPE OF UTILITY SERVICE

Check the box listing the type of utility service that is the subject of your complaint (check only one):

- Electric
- Gas
- Water
- Wastewater/Sewer
- Storm Water
- Steam Heat
- Motor Carrier (taxi, moving company, limo)
- Telephone/Telecommunications (local, long distance)

Note: The PUC does not regulate high-speed internet service, cell phones or cable TV.

4. REASON FOR COMPLAINT

What kind of problem are you having with the utility or company?

Check all boxes below that apply and state the reason for your complaint. Explain specifically what you believe the utility or company has done wrong. Provide relevant details including dates, times and places and any other information that may be important. If the complaint is about billing, tell us the amount you believe is not correct. Use additional paper if you need more space. Your complaint may be dismissed without a hearing if you do not provide specific information.

- The utility is threatening to shut off my service or has already shut off my service. *PGW has unjustly & unfairly threatened to cut my service off*
- I would like a payment agreement. *I need a reasonable payment agreement*
- Incorrect charges are on my bill. Provide dates that are important and an explanation about any amounts or charges that you believe are not correct. Attach a copy of the bill(s) in question if you have them.
- I am having a reliability, safety or quality problem with my utility service. Explain the problem, including dates, times or places and any other relevant details that may be important.
- Other (explain) *PGW's unfairness & deceptive practices were demonstrated as just one example of a letter sent some DATED 11-6-2023 that stated "you are now on a NO MONEY DOWN payment arrangement" & that "The terms of your new agreement will be on your next bill". I never received any docs have to be based on my recollection & notes, this arrangement & PGW has been uncooperative in coming to a reasonable payment agreement.*

5. REQUESTED RELIEF

How do you want your complaint to be resolved?

Explain what you want the PUC to order the utility or company to do. Use additional paper if you need more space.

I WANT THE PUC TO ORDER PGW TO MAKE
A REASONABLE PAYMENT AGREEMENT WITH ME
IN THE AMOUNT OF \$100-\$150.00 PER MONTH
DUE TO THE FACT THAT I RECEIVE INTERMITTENT
INCOME AS AN INDEPENDENT CONTRACTOR DOING
THE VERY BEST THAT I CAN. I HAVE PAID ON THIS
BILL OVER THE YEARS & AM WILLING TO CONTINUE TO
PAY BUT WITH A REASONABLE PAYMENT AGREEMENT.

Note: The PUC can decide that a customer was not billed correctly and can order billing refunds. The PUC can also fine a utility or company for not following rules and can order a utility or company to correct a problem with your service. Under state law, the PUC cannot decide whether a utility or company should pay customers for loss or damages. Damage claims may be sought in an appropriate civil court.

6. PROTECTION FROM ABUSE (PFA)/DOMESTIC VIOLENCE

Has a court granted you a PFA order or any other order which provides clear evidence of domestic violence against you that is currently in effect for your personal safety or welfare? The PUC needs this information to properly process your complaint so that your identity is not made public.

Has a court granted a PFA order or any other order for your personal safety or welfare?

- Yes If your answer is "yes," attach a copy of the current PFA order to this Formal Complaint form. Due to the confidential nature of the PFA, you cannot eFile your Formal Complaint. You will need to print out this form and mail it to the Secretary of the Commission.
- No

Note: You MUST answer this question if your complaint is against a natural gas distribution utility, an electric distribution utility or a water distribution utility AND your complaint is about a problem involving billing, a request to receive service, a security deposit request, termination of service or a request for a payment agreement.

7. PRIOR UTILITY CONTACT

a. Is this an appeal from a decision of the PUC's Bureau of Consumer Services (BCS)?

Yes

No

Note: If you answered yes, move to Section 8. No further contact with the utility or company is required. If you answered no, answer the question in Section 7 b. and answer the question in Section 7 c. if relevant.

b. If this is not an appeal from a BCS decision, have you spoken to a utility or company representative about this complaint?

Yes

No

Note: You **MUST** contact the utility first if (1) you are a residential customer, (2) your complaint is against a natural gas distribution utility, an electric distribution utility or a water utility AND (3) your complaint is about a billing problem, a service problem, a termination of service problem, or a request for a payment agreement.

c. If you tried to speak to a utility company representative about your complaint but were not able to do so, please explain why.

Note: Even if you are not required to contact the utility or company, you should always try to speak to a utility or company representative about your problem before you file a Formal Complaint with the PUC.

8. TWO OPTIONS TO FILE YOUR FORMAL COMPLAINT — CHOOSE ONE

OPTION 1

Electronically by eFile

One option is to create an account on the PUC's eFiling system, or, use your existing eFiling account. **This is the quickest and easiest way to receive, file and submit documents.**

eFiling permits consumers, utilities and attorneys to file certain documents electronically with the PUC without filing paper copies, serve documents electronically on other parties if they agree to such service, and to receive electronic service of documents from the PUC.

You agree to open and use an eFiling account - free of charge through the PUC's website. By selecting this method, you will electronically receive documents.

Visit <https://efiling.puc.pa.gov/> to learn more and create an eFiling account.

You will automatically receive eService with your eFiling account.

OPTION 2

Mail

Mail the completed form with your original signature and any attachments to this address and retain the tracking information as proof of submission:

**Secretary
Pennsylvania Public Utility Commission
400 North Street
Harrisburg, Pennsylvania 17120**

If you select the option to mail your formal complaint, you are required to select the method by which you would like the PUC to communicate with you. You must choose one of the three options on the next page for ways you would like to receive documents.

9. THREE OPTIONS TO RECEIVE DOCUMENTS — CHOOSE ONE

It is REQUIRED to select ONE of the following options for receiving all hearing notices, orders and related documents from the PUC:

OPTION 1
eFILING: This is the quickest and easiest way to receive all documents. You agree to open and use an eFiling account - free of charge through the PUC's website. By selecting this method you will electronically receive documents. To create an eFiling account, visit <https://efiling.puc.pa.gov/>.

You will automatically receive eService with your eFiling account.

OPTION 2
FIRST CLASS MAIL: You agree to receive all documents by First Class Mail (using the address you provided on Page 1).

Check the box and initial here RA if you are selecting **FIRST CLASS MAIL** service.

OPTION 3
EMAIL: You agree to receive all documents by email (using the email address you provided on page 1). Keep in mind, you will only be able to **receive documents** by email from the PUC. You will not be able to email documents to the Commission.

To file documents, you must submit them through an eFiling account or mail them. To create an eFiling account, visit <https://efiling.puc.pa.gov/>.

Check the box and initial here _____ if you are selecting **EMAIL** service.

Please Note: It is important to select **ONE** of the three options above.
IF AN OPTION IS NOT SELECTED, THIS MAY DELAY THE PROCESSING OF YOUR COMPLAINT.

10. LEGAL REPRESENTATION

If you are filing a Formal Complaint as an individual on your own behalf, you are NOT required to have a lawyer. You may represent yourself at the hearing.

If you are already represented by a lawyer in this matter, provide your lawyer's contact information, which is required. Please make sure your lawyer is aware of your complaint. If represented by a lawyer, both you and your lawyer must be present at your hearing.

Lawyer's Name _____
 Street/P.O. Box _____ Apt# _____
 City MA State _____ Zip _____
 Area Code/Phone Number _____
 Email Address _____

Note: Corporations, associations, partnerships, limited liability companies and political subdivisions are required to have a lawyer represent them at a hearing and to file any motions, answers, briefs or other legal pleadings.

NOTICE OF VERIFICATION AND SIGNATURE

You MUST sign and date your complaint. If you file by mail, you must sign your name in ink on the line provided below. Date the form. If you do not sign with your original signature and date, the PUC will not accept your complaint.

Verification:

I ROBERT ANANS, hereby state that the facts above set forth are true and correct (or are true and correct to the best of my knowledge, information and belief) and that I expect to be able to prove the same at a hearing held in this matter. I understand that the statements herein are made subject to the penalties of 18 Pa. C.S. § 4904 (relating to unsworn falsification to authorities).

Robert Anans
(Signature of Complainant)

4-22-24
(Date)

Title of authorized employee or officer (only applicable to corporations, associations, partnerships, limited liability companies or political subdivisions)

Note: If the Complainant is a corporation, association, partnership, limited liability company or political subdivision, the verification must be signed by an authorized officer or authorized employee. If the Formal Complaint is not signed by one of these individuals, the PUC will not accept it.

APPEALING A BCS DECISION?

If you are appealing a **BCS decision**: follow the directions in the cover letter you received from the PUC Secretary's Bureau with the formal complaint form. **ONLY** formal complaints appealing a BCS decision can be filed by fax, email or overnight delivery to meet filing deadlines. All other formal complaints **MUST** be eFiled or mailed.

QUESTIONS?

If you have any questions about filling out this form, please contact the **Secretary's Bureau** at **717-772-7777**.

REMINDERS

- **Keep a copy of your Formal Complaint for your records.**
- **If you are electronically filing your Formal Complaint through eFiling, you will need to scan the document and save it as a PDF.**
- **You may add any additional information, such as copies of bills, as one (1) separate attachment to your complaint.**
- **To protect your personal information, please know that your complaint form and the utility's answer will not be published to the PUC's website.**
- **Check the Consumer Complaints Procedures Guide for checklists and tips to help you successfully follow the complaint-filing process.**
(<https://www.puc.pa.gov/media/1492/consumer-complaints-procedures-guide-2021.pdf>)
- **Once your complaint case moves to the PUC's Office of Administrative Law Judge, any filings you make should be marked confidential if you do not want them published to the website.**

ROBERT W. ADAMS
5022 CHESTNUT STREET
#2-F
philadelphia, PA 19139

RECEIVED

APR 29 2024

PA PUBLIC UTILITY COMMISSION
SECRETARY'S BUREAU

 UNITED STATES POSTAL SERVICE.	Retail US POSTAGE PAID Origin: 19133 04/25/24 4165930163-13 \$9.50 P	PRIORITY MAIL®	0 Lb 1.80 Oz RDC 03 C000 EXPECTED DELIVERY DAY: 04/27/24 SHIP TO: FL 2 400 NORTH ST HARRISBURG PA 17120-0202	USPS TRACKING® #  9505 5152 0321 4118 8146 25	
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Secretary
Pennsylvania Public Utility Commission
400 NORTH STREET
Commonwealth Key Stone Building, 2ND FLOOR
Harrisburg, Pennsylvania 17120



PHILADELPHIA GAS WORKS

800 West Montgomery Avenue • Philadelphia, PA 19122

Anita J. Murray, Esquire
Senior Attorney
Legal Department
Direct Dial: 215-684-6659
Fax: 215-684-6798
Email: anita.murray@pgworks.com

September 4, 2024

VIA ELECTRONIC FILING

Rosemary Chiavetta, Secretary
Pennsylvania Public Utility Commission
P.O. Box 3265
Harrisburg, PA 17105-3265

Re: Robert Adams v. Philadelphia Gas Works,
Docket No. F-2024-3048952

Dear Secretary Chiavetta:

Enclosed for electronic filing please find Philadelphia Gas Works' Certificate of Satisfaction in regards to the above-referenced matter. Copies will be served in accordance with the attached Certificate of Service.

If you have any questions, please do not hesitate to contact me.

Very truly yours,

/s/**Anita J. Murray**
Anita J. Murray

/awm
encl.
cc (w/encl.): Robert Adams via Email and Regular Mail

CERTIFICATE OF SERVICE

I hereby certify that I have this day served a true copy of Philadelphia Gas Works' Certificate of Satisfaction 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 REGULAR MAIL AD EMAIL:

Robert Adams
5022 Chestnut Street, Apt 2F
Philadelphia, PA 19139
lcsinternationaladams@gmail.com

/s/ Anita J. Murray

Anita J. Murray, Esquire

Date: September 4, 2024

**BEFORE THE
PENNSYLVANIA PUBLIC UTILITY COMMISSION**

Robert Adams, :
Complainant, :
v. : Docket No. F-2024-3048952
Philadelphia Gas Works, :
Respondent. :

CERTIFICATE OF SATISFACTION

Philadelphia Gas Works (“PGW”), pursuant to 52 Pa. Code § 5.24(b) hereby certifies that it has satisfied the Complaint of Robert Adams (“Complainant”) filed with the Pennsylvania Public Utility Commission at Docket No. F-2024-3048952 (“Complaint”). Therefore, no further Commission action is necessary.

By copy of this Certificate, I am notifying the Complainant of the right to object to this settlement in writing to the Public Utility Commission within ten (10) days of the date of this Certificate. If no objection is received within ten (10) days, the Complaint shall be marked closed.

Respectfully submitted,

/s/ Anita J. Murray

Anita J. Murray, Esquire
Attorney I.D. 84703
Philadelphia Gas Works
800 W. Montgomery Avenue
Philadelphia, PA 19122
Telephone: (215) 684-6659
anita.murray@pgworks.com

Date: Sept. 4, 2024

Counsel for PGW

PHILADELPHIA GAS WORKS

PUC

Opening XML

Case Number: 4049940
Company Name: PGW (PHILA. GAS WORKS (NGDC))
Company Code: 0766
Company Type: GAS TRANSPORTER
Customer First Name: ROBERT
Customer Middle Initial:
Customer Last Name: ADAMS
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: 5022 CHESTNUT ST
Customer Service Address 2: #2F
Customer Service Address City: PHILADELPHIA
Customer Service Address State: PA
Customer Service Address Zip: 19139
Customer Service Address 4-Zip:
Customer Family Adults: 1
Customer Family Children: 0
Customer Family Age:
Gross Income

Source	Income Amount
AD1 JOB	1550

Date Open: 2025-03-31
Reason For Contact: PEOPLE-DELIVERED SERVICE (I.E., SCHEDULING DELAYS, PERSONNEL, DAMAGES) (# 58)
Term Date: 2025-04-01
Business Name:
Case Problem: CUSTOMER WAS ORIGINALLY TOLD AT THE END OF FEBRUARY UPON RECEIVING EARLIER SHUT OFF NOTICE THAT HE WAS FINE, AND HIS ACCOUNT WAS GOOD AND THAT IT WAS CUSTOMARY THAT THE COMPANY SENDS THESE OUT. THEN IN MARCH, CUSTOMER WAS TOLD DIFFERENT BY COMPANY AND WAS NOT PROVIDED ANY OPTIONS OR GIVEN MEDICAL. - RELIEF SOUGHT - CLARITY OR EXTENSION FROM THE COMPANY DUE TO THEIR INTERNAL MISDIRECTION THE CELL PHONE NUMBER [REDACTED] HAS BEEN ALLOWED TO BE SHARED. THE EMAIL ADDRESS LCSINTERNATIONALADAMS@GMAIL.COM HAS BEEN ALLOWED TO BE SHARED.
Company Position: 03/31/2025 IN FEBRUARY, ACCOUNT WAS GOOD AND THAT IT WAS CUSTOMARY THAT THE COMPANY SENDS OUT TERMINATION NOTICE. ON MARCH 31ST, COMPANY TOLD CUSTOMER NO HIS NOTICE WAS FOR THE 1ST OF APRIL AND HIS ACCOUNT WOULD BE TERMINATED IF HE DID NOT PAY FULL BALANCE \$14,190.52.
Related Information:
Case Misc Info:
Hot Issue:
Case Origin: TELEPHONE
Prior Case Number: 3956772
Universal Service: Y
Arrearage: 0
BCS Investigator First Name: BCS
BCS Investigator Last Name: CASE POOL
BCS Investigator Phone w/ Area Code: [REDACTED]

BCSIntaker First Name:	BRIDGET
BCSIntaker Last Name:	GAFFNEY
Number Of Time Send:	1
Number Of Time Faxed:	0
Number Of Time Faxed:	7172658273

PHILADELPHIA GAS WORKS

PUC

Closing XML

Case Number: 4049940
Company Name: PGW (PHILA. GAS WORKS (NGDC))
Company Code: 0766
Company Type: GAS TRANSPORTER
Customer First Name: ROBERT
Customer Middle Initial:
Customer Last Name: ADAMS
Account Number: [REDACTED]
Service Address 1: 5022 CHESTNUT ST
Service Address 2: #2F
Service City: PHILADELPHIA
Service State: PA
Service Zip 5: 19139
Service Zip 4:
Decision Issue: N
Oral Written: W
Violation: NO
Chapter:
Section Rule:
Total Balance: 15318.61
Date Closed: 2025-04-23
Resolution: DISMISSAL LETTER-SPOKE TO THE CUSTOMER AND DISCUSSED THE COMPANY RESPONSE AND REFERRED CUSTOMER TO CRP PROGRAM. CUSTOMER STATED UNSATISFIED AND REQUESTED A LETTER BE ISSUED.
Balance Date: 2025-04-15
Service Restored Pay: 0.00
Service Continue Amount: 0.00
Service Continue Date:
Terms:
Special Budget Amount: 0.00
Regular Budget Amount: 267.00
Arrears Payment Plus: 0.00
FinalMonthlyPayment: 0.00
CurrentMonthlyPayment: 0.00
EndMonthlyPayment: 0.00
LetterDescription: SHORT BLANK LETTER
HeadDate: 2025-04-24
Paragraph:
Bill Date:
Reconnect Amount: 0
Pay Amount: 0.00

BCS Investigator First Name: TASHA
BCS Investigator Last Name: HOUTZ
Number Of Time Send: 1
Number Of Time Faxed: 0
PUC Fax: 7172658273

PAPUC PENNSYLVANIA PUBLIC UTILITY COMMISSION

DATE OF DEPOSIT

MAY - 2 2025

FORMAL COMPLAINT - FILLABLE FORM

PA PUBLIC UTILITY COMMISSION

SECRETARY'S BUREAU

Filing this form begins a legal proceeding and you will be a party to the case. If you do not wish to be a party to the case, consider filing an informal complaint.



Please complete this fillable form.

1. CUSTOMER (COMPLAINANT) INFORMATION

Provide your contact information and utility account number. *It is your responsibility to update the PUC with any changes to your address and to where you want documents sent to you.*

Name ROBERT ADAMS

Street/P.O. Box 5022 CHESTNUT STREET Apt# 2-F

City Philadelphia State PA Zip 19139

County Philadelphia

Telephone Number(s) Where We Can Contact You During the Day:

Home: [REDACTED] Mobile: [REDACTED]

Email Address LCSINTERNATIONALADAMS@GMAIL.COM

Utility Account Number (from your bill) [REDACTED]

If your complaint involves utility service provided to a different address or in a different name than your mailing address, please list this information below.

Name N/A

Street/P.O. Box _____ Apt# _____

City _____ State _____ Zip _____

2. NAME OF UTILITY OR COMPANY (RESPONDENT)

Provide the full name of the utility or company about which you are complaining. The name of your utility or company is on your bill.

P.O. BOX 11700
PHILADELPHIA GAS WORKS NEWARK, NJ 07101-4400

3. TYPE OF UTILITY SERVICE

Check the box listing the type of utility service that is the subject of your complaint (check only one):

- Electric
- Gas
- Water
- Wastewater/Sewer
- Storm Water
- Steam Heat
- Motor Carrier (taxi, moving company, limo)
- Telephone/Telecommunications (local, long distance)

Note: The PUC does not regulate high-speed internet service, cell phones or cable TV.

4. REASON FOR COMPLAINT

What kind of problem are you having with the utility or company?

Check all boxes below that apply and state the reason for your complaint. Explain specifically what you believe the utility or company has done wrong. Provide relevant details including dates, times and places and any other information that may be important. If the complaint is about billing, tell us the amount you believe is not correct. Use additional paper if you need more space. Your complaint may be dismissed without a hearing if you do not provide specific information.

- The utility is threatening to shut off my service or has already shut off my service.
- I would like a payment agreement. *PGW has unjustly & unfairly threatened to cut my service off. I need a reasonable payment agreement*
- Incorrect charges are on my bill. Provide dates that are important and an explanation about any amounts or charges that you believe are not correct. Attach a copy of the bill(s) in question if you have them. *Daily usage charges are extremely high*
- I am having a reliability, safety or quality problem with my utility service. Explain the problem, including dates, times or places and any other relevant details that may be important. *Customer charges & distribution charges are way too high - need high bill*
- Other (explain). If you need additional space, use the space provided on Page 9. Please indicate the number of the question that you are answering. *1 mes 4 47w*

PGW is abusing its ADMINISTRATIVE power & abusing its ADMINISTRATIVE discretion by NOT being fair, equitable & reasonable in coming to a reasonable and fair payment arrangement that can afford. PGW is also charging an extremely high

amount for my average monthly cost, usage, average daily cost & distribution - see page 9

5. REQUESTED RELIEF

How do you want your complaint to be resolved?

Explain what you want the PUC to order the utility or company to do. If you need additional space, use the space provided on Page 9. Please indicate the number of the question that you are answering.

PGW must be ORDERED TO do the following!

- 1) I need the PUC to order PGW to agree to make a reasonable payment agreement with me of anywhere from \$100-\$175.00 per month as this is all I can afford as an independent contractor who receives intermittent income
- 2) I need PUC to order PGW to correct a high bill investigation & conduct an investigation into daily, monthly usage charges, & distribution charges as they are all too high & extremely high & unfair
- 3) PUC must order PGW to reset, recalibrate & improve its administrative practices towards PGW customers to make sure every possible solution (with a sense of empathy) is offered to customers who are trying their best to pay the bill

Note: The PUC can decide that a customer was not billed correctly and can order billing refunds. The PUC can also fine a utility or company for not following rules and can order a utility or company to correct a problem with your service. Under state law, the PUC cannot decide whether a utility or company should pay customers for loss or damages. Damage claims may be sought in an appropriate civil court.

6. PROTECTION FROM ABUSE (PFA)/DOMESTIC VIOLENCE

Has a court granted you a PFA order or any other order which provides clear evidence of domestic violence against you that is currently in effect for your personal safety or welfare? The PUC needs this information to properly process your complaint so that your identity is not made public.

Has a court granted a PFA order or any other order for your personal safety or welfare?

- Yes If your answer is "yes," attach a copy of the current PFA order to this Formal Complaint form. Due to the confidential nature of the PFA, you cannot eFile your Formal Complaint. You will need to print out this form and mail it to the Secretary of the Commission.
- No

Note: You MUST answer this question if your complaint is against a natural gas distribution utility, an electric distribution utility or a water distribution utility AND your complaint is about a problem involving billing, a request to receive service, a security deposit request, termination of service or a request for a payment agreement.

7. PRIOR UTILITY CONTACT

a. Is this an appeal from a decision of the PUC's Bureau of Consumer Services (BCS)?

- Yes *BCS # 4049940 Dismissed ydd/cec 5/5/25*
- No

Note: If you answered yes, move to Section 8. No further contact with the utility or company is required. If you answered no, answer the question in Section 7 b. and answer the question in Section 7 c. if relevant.

b. If this is not an appeal from a BCS decision, have you spoken to a utility or company representative about this complaint?

- Yes
- No

Note: You **MUST** contact the utility first if (1) you are a residential customer, (2) your complaint is against a natural gas distribution utility, an electric distribution utility or a water or wastewater utility AND (3) your complaint is about a billing problem, a service problem, a termination of service problem, or a request for a payment agreement.

c. If you tried to speak to a utility company representative about your complaint but were not able to do so, please explain why. If you need additional space, use the space provided on Page 9. Please indicate the number of the question that you are answering."

Note: Even if you are not required to contact the utility or company, you should always try to speak to a utility or company representative about your problem before you file a Formal Complaint with the PUC.

8. TWO OPTIONS TO FILE YOUR FORMAL COMPLAINT — CHOOSE ONE

OPTION 1

Electronically by eFile

One option is to create an account on the PUC's eFiling system, or, use your existing eFiling account. This is the quickest and easiest way to receive, file and submit documents.

eFiling permits consumers, utilities and attorneys to file certain documents electronically with the PUC without filing paper copies, serve documents electronically on other parties if they agree to such service, and to receive electronic service of documents from the PUC.

You agree to open and use an eFiling account - free of charge through the PUC's website. By selecting this method, you will electronically receive documents.

Visit <https://efiling.puc.pa.gov/> to learn more and create an eFiling account.

You will automatically receive eService with your eFiling account.

OPTION 2

Mail

Mail the completed form with your original signature and any attachments to this address and retain the tracking information as proof of submission:

**Secretary
Pennsylvania Public Utility Commission
400 North Street
Harrisburg, Pennsylvania 17120**

If you select the option to mail your formal complaint, you are required to select the method by which you would like the PUC to communicate with you. You must choose one of the three options on the next page for ways you would like to receive documents.

9. THREE OPTIONS TO RECEIVE DOCUMENTS — CHOOSE ONE

It is REQUIRED to select ONE of the following options for receiving all hearing notices, orders and related documents from the PUC:

OPTION 1

eFILING: This is the quickest and easiest way to receive all documents. You agree to open and use an eFiling account - free of charge through the PUC's website. By selecting this method you will electronically receive documents. To create an eFiling account, visit <https://efiling.puc.pa.gov/>.

You will automatically receive eService with your eFiling account.

OPTION 2

FIRST CLASS MAIL: You agree to receive all documents by First Class Mail (using the address you provided on Page 1).

Check the box and initial here RA if you are selecting **FIRST CLASS MAIL** service.

OPTION 3

EMAIL: You agree to receive all documents by email (using the email address you provided on page 1). Keep in mind, you will only be able to receive documents by email from the PUC. You will not be able to email documents to the Commission.

To file documents, you must submit them through an eFiling account or mail them. To create an eFiling account, visit <https://efiling.puc.pa.gov/>.

Check the box and initial here _____ if you are selecting **EMAIL** service.

Please Note: It is important to select **ONE** of the three options above.
IF AN OPTION IS NOT SELECTED, THIS MAY DELAY THE PROCESSING OF YOUR COMPLAINT.

10. LEGAL REPRESENTATION

If you are filing a Formal Complaint as an individual on your own behalf, you are NOT required to have a lawyer. You may represent yourself at the hearing.

If you are already represented by a lawyer in this matter, provide your lawyer's contact information, which is required. Please make sure your lawyer is aware of your complaint. If represented by a lawyer, both you and your lawyer must be present at your hearing.

Lawyer's Name _____
 Street/P.O. Box _____ Apt# _____
 City _____ State _____ Zip _____
 Area Code/Phone Number _____ DATE OF DEPOSIT _____
 Email Address _____ MAY - 2 2025

Note: Corporations, associations, partnerships, limited liability companies and political subdivisions are required to have a lawyer represent them at a hearing and to file any motions, answers, briefs or other legal pleadings.

11. VERIFICATION AND SIGNATURE

You must sign and date your complaint. If you eFile your complaint, you must print or type your name in the box provided below. Date the form. The PUC's eFiling system will accept an electronic signature. The eFiling system will not accept a complaint form without a signature and date.

Verification:

I ROBERT ADAMS, hereby state that the facts above set forth are true and correct (or are true and correct to the best of my knowledge, information and belief) and that I expect to be able to prove the same at a hearing held in this matter. I understand that the statements herein are made subject to the penalties of 18 Pa. C.S. § 4904 (relating to unsworn falsification to authorities).

Robert Adams
(Signature of Complainant)

5/2/2025
(Date)

Title of authorized employee or officer (only applicable to corporations, associations, partnerships, limited liability companies or political subdivisions)

Note: If the Complainant is a corporation, association, partnership, limited liability company or political subdivision, the verification must be signed by an authorized officer or authorized employee. If the Formal Complaint is not signed by one of these individuals, the PUC will not accept it.

APPEALING A BCS DECISION?

If you are appealing a BCS decision: follow the directions in the cover letter you received from the PUC Secretary's Bureau with the formal complaint form. **ONLY** formal complaints appealing a BCS decision can be filed by fax, email or overnight delivery to meet filing deadlines. All other formal complaints **MUST** be eFiled or mailed.

QUESTIONS?

If you have any questions about filling out this form, please contact the Secretary's Bureau at **717-772-7777**.

REMINDERS

- Save and keep a copy of your Formal Complaint for your records.
- You may add any additional information, such as copies of bills, as one (1) separate attachment to your complaint.
- To protect your personal information, please know that your complaint form and the utility's answer will not be published to the PUC's website.
- Check the Consumer Complaints Procedures Guide for checklists and tips to help you successfully follow the complaint-filing process.
(<https://www.puc.pa.gov/media/1492/consumer-complaints-procedures-guide-2021.pdf>)
- Once your complaint case moves to the PUC's Office of Administrative Law Judge, any filings you make should be marked confidential if you do not want them published to the website.

ADDITIONAL SPACE (IF NEEDED)

CONTINUED FROM QUESTION 4 on page 2

PGW has ignored, dismissed and Refuses to help, assist and inform me of all of the administrative remedies + solutions in order for me to maintain a reasonable payment agreement that I can afford. PGW has threatened to shut-off my GAS services a couple of times during the month of April, 2025 + after I spoke to a Supervisor named Alisha on 2 occasions, and after telling her what my monthly income was, + telling her + PGW of my medical conditions of high blood pressure/hypertension + telling her + PGW that I can do my best to pay anywhere from 100.00 - to 175.00 a month, this PGW supervisor (whom I call PGW) stated, after I told PGW + her that I will not be able to get any CRP forms in to PGW for a bit a couple of weeks + not by the shut-off date of 5-6-25 that there is absolutely nothing that can be done for me. PGW stated they could

NOT mail me a CRP form

- ① PGW Failed to Acknowledge + provide instructions regarding my medical condition
- ② I requested a HIGH BILL investigation and PGW ignored + failed to acknowledge or address this.
- ③ PGW failed in our conversations on the phone to temporarily suspend the shut-off notice to come to an agreement.
- ④ PGW Failed to state clearly what all of my options were to not get shut-off.
- ⑤ PGW Failed to explain how the CRP amount is calculated + what percentage of my income the CRP amount would be.
- ⑥ PGW Supervisor ALISHA WAS RUDIE, CRASS

+ unprofessional + cold-hearted + did not listen + attempt to help me as a PGW customer

UNITED STATES
POSTAL SERVICE

UNITED STATES POSTAL SERVICE Retail

P US POSTAGE PAID **\$10.10**
Origin: 19139
05/02/25
4165930163-45

PRIORITY MAIL®

0 Lb 0.30 Oz
RDC 03

EXPECTED DELIVERY DAY: 05/05/25

SHIP TO: 400 NORTH ST
HARRISBURG PA 17120-0211

USPS TRACKING® #
9505 5152 0321 5122 7120 39

Label 228, March 2018

PRIORITY MAIL

UNITED STATES POSTAL SERVICE
VISIT US AT USPS.COM
ORDER FREE SUPPLIES ONLINE

FROM: ROBERT W. ADAMS
5022 CHESTNUT STREET

RECEIVED #2-F
Philadelphia, PA 19139
MAY - 5 2025

TO: Secretary
PENNSYLVANIA PUBLIC UTILITY CO.
UTILITY COMMISSION SECRETARY'S BU
2ND FLOOR
400 NORTH STREET
Harrisburg, PA 17120

Delivery date specified
Shipments include \$100
King® service included
International insurance.**
Insured internationally, a cust
Does not cover certain items. Fo
Manual at <http://pe.usps.com>
International Mail Manual at <http://pe.usps.com>

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