

COMMONWEALTH OF PENNSYLVANIA
(Public Utility Commission)

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AYESHA MOSLEY, :
Complainant, : Docket No.:
vs. : F-2025-3057665
PHILADELPHIA GAS WORKS, :
Respondent. :
-----*

Pages 1 through 23 TELEPHONIC HEARING
Judge's Chambers
State Office Bldg.
801 Market Street
Philadelphia, PA 19107

Thursday, December 18, 2025
Met, pursuant to notice, at 10:05 a.m.

BEFORE: THE HONORABLE ERANDA VERO
Administrative Law Judge

INDEX TO EXHIBITS
Docket No.: F-2025-3057665
Hearing Date: December 18, 2025

EXHIBITS INDEX

NUMBER	MARKED	IN EVIDENCE
PHILADELPHIA GAS WORKS:		
1 (Statement of Account)		20
2 (10-day Shutoff Notice)		20
3 (Record of Nonpayment)		20
4 (Payment Agreement History)		20
5 (Informal Complaint with PUC)		20



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

December 11, 2025

VIA ELECTRONIC MAIL

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

Re: Ayesha Mosley v. Philadelphia Gas Works, Docket No. F-2025-3057665

Dear Judge Vero:

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

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

Sincerely,

/s/ Graciela Christlieb

Graciela Christlieb, Esquire

Enclosure

cc: Cert. of Service w/enc.



PHILADELPHIA GAS WORKS

800 West Montgomery Avenue • Philadelphia, PA 19122

CERTIFICATE OF SERVICE

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

VIA ELECTRONIC MAIL

Ayesha Mosley
ayasha13926@gmail.com

Date: December 11, 2025

/s/ Graciela Christlieb

Graciela Christlieb, Esquire

Customer Name	From Date	To Date		
AYESHA MOSLEY	12/11/2023	12/11/2025		
Service Address	Account Number	S A Number	Meter	Rate/Class
1429 W END DR PHIL, PA 191512232	[REDACTED]	[REDACTED]	1980880	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
12/15/2023	LPC									\$5.89	\$409.62	\$409.62
12/15/2023	BILL	8133	R	29	112	3.86	603		1/12/2024	\$171.51	\$581.13	\$581.13
12/15/2023	INTAPL									(\$2.49)	\$578.64	\$578.64
12/15/2023	DEPAPL									(\$142.50)	\$436.14	\$436.14
12/28/2023	PAY							Debit Card		(\$75.00)	\$361.14	\$361.14
1/7/2024	LPCWVE									(\$5.89)	\$355.25	\$355.25
1/18/2024	BILL	8271	R	34	138	4.06	804		2/12/2024	\$229.05	\$584.30	\$584.30
2/15/2024	BILL	8410	R	28	139	4.96	744		3/12/2024	\$237.02	\$821.32	\$821.32
3/15/2024	LPC									\$12.31	\$833.63	\$833.63
3/15/2024	BILL	8522	R	29	112	3.86	617		4/10/2024	\$192.77	\$1,026.40	\$1,026.40
4/16/2024	LPC									\$15.21	\$1,041.61	\$1,041.61
4/16/2024	BILL	8611	R	30	89	2.97	444		5/9/2024	\$150.45	\$1,192.06	\$1,192.06
5/15/2024	LPC									\$17.46	\$1,209.52	\$1,209.52
5/15/2024	BILL	8654	R	31	43	1.39	203		6/10/2024	\$79.60	\$1,289.12	\$1,289.12
6/14/2024	LPC									\$18.66	\$1,307.78	\$1,307.78
6/14/2024	BILL	8671	R	30	17	0.57	8		7/10/2024	\$41.41	\$1,349.19	\$1,349.19
6/28/2024	PAY							Credit Card		(\$383.00)	\$966.19	\$966.19
7/17/2024	LPC									\$13.53	\$979.72	\$979.72
7/17/2024	BILL	8677	R	15	6	0.4	0		8/9/2024	\$8.26	\$987.98	\$987.98
7/23/2024	BPTOCG									\$123.23	\$1,111.21	\$1,111.21
8/14/2024	LPC									\$13.66	\$1,124.87	\$1,124.87
9/14/2024	LPC									\$15.51	\$1,140.38	\$1,140.38
10/15/2024	LPC									\$15.51	\$1,155.89	\$1,155.89
10/15/2024	INTAPL									(\$0.52)	\$1,155.37	\$1,155.37
10/15/2024	DEPAPL									(\$135.00)	\$1,020.37	\$1,020.37
11/5/2024	BPTOCG									\$123.23	\$1,143.60	\$1,143.60
11/13/2024	PAY							Credit Card		(\$100.00)	\$1,043.60	\$1,043.60

Transaction Date	Transaction Type	Read Reading	# of Days	CCF Usage	Average CCF/Day	Heating DDDs	Payment Type	Due Date	Transaction Amount	Current Balance	Actual Balance
11/15/2024	LPC								\$11.97	\$1,055.57	\$1,055.57
12/14/2024	LPC								\$13.82	\$1,069.39	\$1,069.39
1/17/2025	LPC								\$13.82	\$1,083.21	\$1,083.21
2/15/2025	LPC								\$13.82	\$1,097.03	\$1,097.03
3/18/2025	LPC								\$13.82	\$1,110.85	\$1,110.85
3/19/2025	PAY						Credit Card		(\$146.82)	\$964.03	\$964.03
4/16/2025	LPC								\$11.62	\$975.65	\$975.65
5/14/2025	PAY						Credit Card		(\$150.00)	\$825.65	\$825.65
5/16/2025	LPC								\$9.55	\$835.20	\$835.20
9/3/2025	PAY						Credit Card		(\$100.00)	\$735.20	\$735.20
10/15/2025	PAY						Credit Card		(\$78.86)	\$656.34	\$656.34
10/29/2025	PAY						Credit Card		(\$150.00)	\$506.34	\$506.34
11/13/2025	PAY						Credit Card		(\$75.00)	\$431.34	\$431.34

Specific Service Agreement Statement of Account SA- [REDACTED]

Customer Name	From Date	To Date		
AYESHA MOSLEY	7/23/2024	12/11/2025		
Service Address	Account Number	S A Number	Meter	Rate/Class
1429 W END DR PHIL, PA 191512232	[REDACTED]	[REDACTED]	1980880	GS

STATEMENT

Transaction Date	Transaction Type	Reading	Read Code	# of Days	CCF Usage	Average CCF/Day	Heating DDDs	Payment Type	Due Date	Transaction Amount	Current Balance	Actual Balance
8/14/2024	BILL	8683	R	20	6	0.3	0		9/9/2024	\$25.73	\$25.73	\$25.73
9/14/2024	LPC									\$0.38	\$26.11	\$26.11
9/14/2024	BILL	8696	R	31	13	0.42	1		10/8/2024	\$35.32	\$61.43	\$61.43
10/15/2024	LPC									\$0.91	\$62.34	\$62.34
10/15/2024	BILL	8711	R	29	15	0.52	21		11/7/2024	\$38.70	\$101.04	\$101.04
11/15/2024	LPC									\$1.49	\$102.53	\$102.53
11/15/2024	BILL	8768	R	33	57	1.73	225		12/11/2024	\$114.86	\$217.39	\$217.39
12/14/2024	LPC									\$3.21	\$220.60	\$220.60
12/14/2024	BILL	8877	R	29	109	3.76	596		1/10/2025	\$171.85	\$392.45	\$392.45
1/17/2025	LPC									\$5.79	\$398.24	\$398.24
1/17/2025	BILL	9052	R	34	175	5.15	1004		2/12/2025	\$259.17	\$657.41	\$657.41
2/15/2025	LPC									\$9.68	\$667.09	\$667.09
2/15/2025	BILL	9287	R	29	235	8.1	949		3/12/2025	\$350.49	\$1,017.58	\$1,017.58
3/18/2025	LPC									\$14.94	\$1,032.52	\$1,032.52
3/18/2025	BILL	9469	R	29	182	6.28	687		4/10/2025	\$303.45	\$1,335.97	\$1,335.97
4/16/2025	LPC									\$19.49	\$1,355.46	\$1,355.46
4/16/2025	BILL	9552	R	31	83	2.68	413		5/12/2025	\$161.69	\$1,517.15	\$1,517.15
5/16/2025	LPC									\$21.91	\$1,539.06	\$1,539.06
5/16/2025	BILL	9570	R	30	18	0.6	74		6/11/2025	\$50.92	\$1,589.98	\$1,589.98
6/18/2025	BILL	9592	R	29	22	0.76	56		7/14/2025	\$53.68	\$1,643.66	\$1,643.66

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

Your bill is past due. As a result, PGW will shut off gas to 1429 W END DR on or after 8 a.m. on May 13, 2025. This notice will remain effective for 60 days. To talk about your bill or this notice, call our office at 215-235-1777.

We will not shut off gas if you do ONE of the following:

- Pay your past due amount of \$2,300.00.
- Pay the amount you owe on your most recent payment plan.
- Make a payment arrangement (you may be eligible for a special assistance program).
- Contact us to dispute the bill.

At a minimum, you may have to pay all of the following before we turn your service on:

Past Due Amount	\$2,300.00
Security Deposit	\$314.00
Turn On Charge	\$123.23
Total	\$2,737.23

Plus \$372.00 if we must dig up the street.

You are also responsible for all gas service provided to you that is now or has become past due. If shut off, you may be required to pay more than the amount on this notice to have gas turned on.

MEDICAL EMERGENCY NOTICE

LET US KNOW IF SOMEONE LIVING IN YOUR HOME IS SERIOUSLY ILL OR HAS A MEDICAL CONDITION. WE WILL NOT SHUT OFF YOUR SERVICE during such illness, provided you:

1. Have your licensed physician, physician's assistant or nurse practitioner certify in writing that such an illness exists and that it may be aggravated if your service is stopped; and
2. Make arrangements to pay your current bills.
3. Contact us by calling 215-235-1777.
4. HAVE A LICENSED PHYSICIAN, PHYSICIAN'S ASSISTANT OR NURSE PRACTITIONER SEND PGW A LETTER WITHIN 3 DAYS, VERIFYING THE MEDICAL CONDITION.

If you are a victim of abuse and have an order issued by the courts, special medical emergency procedures and protections may be available. **Call us immediately at 215-235-1000 to inform us so these special procedures and protection can be provided.** You will be required to provide us with a copy of the court order.

IMPORTANT TO KNOW – BEFORE WE SHUT OFF YOUR GAS SERVICE

- You may be eligible for a payment agreement or special assistance program. Enrollment into this program may be a way of avoiding shut off. Contact us immediately at 215-235-1777 to find out if you're eligible, and how to enroll. Documentation of your income may be required.
- If you have questions or need more information, please call us today at 215-235-1777 or write us at P.O. Box 3500, Philadelphia, PA 19122. After you talk with PGW, if you are not satisfied, you may file a complaint with the Pennsylvania Public Utility Commission (PUC). The PUC may delay the shutoff if you file the complaint before the shut-off date. To contact them call 1 (800) 692-7380 or write to: Pennsylvania Public Utility Commission, P.O. Box 3265, Harrisburg, PA 17105-3265.

- Call us if your landlord pays your utility bill. You have certain legal protections.
- If you have trouble understanding or speaking English call us for free interpretation.
- Please contact us if you are disabled and need assistance.
- All adult occupants of the premises whose names are on the mortgage, deed or lease are considered the 'customer' and are responsible for payment of the bill.
- If service is shut off, ANY adult occupant who has been living at the premises may have to pay all or portions of this bill to have service restored.
- If your service is shut off, you must contact us after your payment has been made to be sure you have met all conditions to have the service turned on and to arrange access to your premises. It may take up to seven days to have your service restored.
- If you have a valid **Protection From Abuse** order or an order issued by a court of competent jurisdiction in this Commonwealth that provides clear evidence that you are a victim of domestic violence, there are additional protections available to you. **Call us immediately at 215-235-1000.** You will be required to provide us with a copy of the order.

WINTER SHUT OFF PROVISIONS Dec. 1-March 31

- **Contact us before the shut off date** to give us household and occupant information to see if you qualify for any assistance programs.
- **If you are low income there are special rules about whether we may shut off your gas in the winter.** Add together the monthly income in your household. Look at the chart below to determine your group. You may need to provide us with proof of income.
- **If your income is 150% of the federal poverty guidelines or below, we must first ask the PUC for permission to shut off your service.** We will notify you prior to shutting off service if we ask the PUC for permission to terminate your gas service.
- **If your income is above 150% but does not exceed 250% of the federal poverty guidelines, we will not shut off your service if one of these conditions applies to you:**
 - o Someone in your household is 12 or younger or 65 or older; or
 - o You have paid at least one-half of your last two monthly gas bills; or
 - o If over the last two months you have paid at least 15% of your household income toward the gas bills.
- **If we reconnect your service during the winter months (between December 1st and March 31st)** we will restore your service within 24 hours of you meeting all requirements to have service reconnected. When street digging is required, it may take up to seven days.

Federal Poverty Guidelines (FPG) 2025

Household Size	Your income is 150% of the FPG or below if your monthly gross is:	Your income is between 151% - 250% of the FPG if your monthly gross is:
1	\$1,956 or less	\$1,957-\$3,260
2	\$2,644 or less	\$2,645-\$4,406
3	\$3,331 or less	\$3,332-\$5,552
4	\$4,019 or less	\$4,020-\$6,698
Each add. person add	\$688	\$689-\$1,146

PL_20250501180126.dat-6059-000005365

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

Account Number:
Notice Date:
Please Pay:

[REDACTED]
M [REDACTED]
\$2,300.00

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

Amount Enclosed:

PHILADELPHIA GAS WORKS
AYESHA MOSLEY
1429 W END DR
PHILA PA 19151-2232

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

Customer Contact: Service

Date: 06/12/2025 Time: 3:04:00 PM Source: Related Tran:

CC Type: SERV - Service Created: 06/12/2025 at 3:04:32 PM by: AFERRON

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

Surveyable Auto Delete Date: 06/12/2029 Class: Inquiry

Comments: Ayub Ferron was here on a 96 C & C Field Shut Off order with Order # 15595641 , with a result of Completed Found Gas ON , Left Gas OFF , with activities of (Field Collections - NPSO Completed) , with comments of "left off"

Letter

Status: Print Date: Run Number: Reprint:

Template:

Review List Tickler

Follow Up: to Review Group to User

Priority: Review Group...

Account:

Premise:

Person:

Search For Negotiated Payment Arrangement [X]

Search Criteria

Account... [REDACTED] Mosley, Ayesha

From Date: 12/11/2025

Date	Seq	Status	Comments
01/09/2024	1	Broken	
08/30/2023	1	Broken	
07/27/2023	1	Broken	
05/09/2023	1	Kept	
08/28/2018	1	Broken	
05/09/2018	1	Broken	

6 record(s) found.

PHILADELPHIA GAS WORKS

PUC

Opening XML

Case Number: 4092224
Company Name: PGW (PHILA. GAS WORKS (NGDC))
Company Code: 0766
Company Type: GAS TRANSPORTER
Customer First Name: AYESHA
Customer Middle Initial: R
Customer Last Name: MOSLEY
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: 1429 W END DR
Customer Service Address 2:
Customer Service Address City: PHILADELPHIA
Customer Service Address State: PA
Customer Service Address Zip: 19151
Customer Service Address 4-Zip:
Customer Family Adults: 2
Customer Family Children: 0
Customer Family Age: 23
Gross Income

Source	Income Amount
CustIncome	3000

Date Open: 2025-09-17
Reason For Contact: STRAIGHT OFF- SVC TERMINATED/SUSPENDED-NO DISPUTE- PAR NEEDED (# 82)
Term Date: 2025-06-01
Business Name:
Case Problem:
Company Position: 09/16/2025 THEY SAID I MUST PAY \$2600 WHICH INCLUDES CONNECTION FEE AND DEPOSIT AND THAT I HAD TWO PAY ARRANGEMENTS THAT WERE BROKEN IM NOT SURE WHEN THOSE WERE AND THAT WAS ALL THEY SAID
Related Information: 82-STRAIGHT OFF- NO DISPUTE_ PAR NEEDED. - RELIEF SOUGHT - SERVICE RESTORED AND A PAYMENT ARRANGEMENT. THE CELL PHONE NUMBER [REDACTED] [REDACTED] HAS BEEN ALLOWED TO BE SHARED. THE EMAIL ADDRESS AYESHA13926@GMAIL.COM HAS BEEN ALLOWED TO BE SHARED.
Case Misc Info:
Hot Issue:
Case Origin: PUC WEBSITE
Prior Case Number:
Universal Service: M
Arrearage: 2358
BCS Investigator First Name: BCS
BCS Investigator Last Name: CASE POOL
BCS Investigator Phone w/ Area Code: [REDACTED]

BCSIntaker First Name:	TASHA
BCSIntaker Last Name:	HOUTZ
Number Of Time Send:	1
Number Of Time Faxed:	0
Number Of Time Faxed:	7172658273

PHILADELPHIA GAS WORKS

PUC

Closing XML

Case Number: 4092224
Company Name: PGW (PHILA. GAS WORKS (NGDC))
Company Code: 0766
Company Type: GAS TRANSPORTER
Customer First Name: AYESHA
Customer Middle Initial: R
Customer Last Name: MOSLEY
Account Number: [REDACTED]
Service Address 1: 1429 W END DR
Service Address 2:
Service City: PHILADELPHIA
Service State: PA
Service Zip 5: 19151
Service Zip 4:
Decision Issue: Y
Oral Written: W
Violation: NO
Chapter:
Section Rule:
Total Balance: 2378.86
Date Closed: 2025-09-18
Resolution: DECISION ISSUED- SERVICE TERMINATED ON 6/12/2025. CUSTOMER HAS NOT SHOWN GOOD FAITH IN EFFORT TO PAY, THEREFORE IS NOT ELIGIBLE FOR A PUC PAR TO RESTORE SERVICE. THE PUC UPHOLDS THE COMPANY POSITION FOR RESTORATION. CASE DISMISSED.
Balance Date: 2025-09-18
Service Restored Pay: 2649.09
Service Continue Amount: 0.00
Service Continue Date:
Terms:
Special Budget Amount: 0.00
Regular Budget Amount: 147.00
Arrears Payment Plus: 0.00
FinalMonthlyPayment: 0.00
CurrentMonthlyPayment: 0.00
EndMonthlyPayment: 0.00
LetterDescription:
HeadDate: 2025-09-19
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