

Monday, February 9, 2026

F-2025-3054349

As I sit here confused as to the final decision, which is noted with charges plus 1/ 36 of the balance owed.

This letter is not clear. The final notice is not providing a proper explanation. There were many questions un answered.

Here is an upload of my December PGW bill of 2025 . This bill was sent, with double charges in many instances.

Does PGW look at the bills?

I'm not sure if they're looking at the bill, which clearly states, double supply & delivery charges throughout!

My actual meter reading is wrong on most bills.

The PGW bill states my meter reads at 290 & my meter reading is 408 !

Why the PGW numbers remain wrong is beyond explanation? Obviously because no one has to explain the level of uncertainty with the charges on the PGW bills.

My job for over twenty six years as a healthcare worker, is to heal & help. No complaints from Holy redeemer of three years, Inglis house of two years, Penn of Twenty years & Kindred Healthcare for two years. There were no complaints, not from one patient, not by mistake.

This system is set up to hurt everyday citizens, not to help them.

Sincerely,

Halima Ervin



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

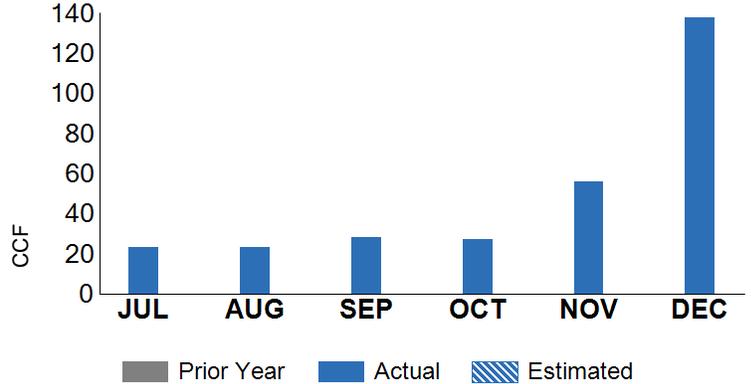


Access Your Account Online www.pgworks.com
Billing & General Information (215) 235-1000 (English & Español)



Hello Halima A Ervin,
7540 FAYETTE ST, PHILADELPHIA PA
19150-1802
Account Number: 0364489206

ENERGY USAGE SNAPSHOT



Please Pay **\$418.82**
Due By **01/21/2026**

Billing Date **DEC 24, 2025**
Service From **11/21/2025 - 12/22/2025**
Past Due **\$169.02**
Current Charges **\$247.30**
Adjustments **\$2.50**

Thank you for your payment of \$100.00

Average Daily Cost
\$7.98
Current Month
Compared to \$0.00 prior year

Average Daily Temperature
38° Current Month | Compared to 40° prior year
Usage Over Last Year
46 Ccf* Monthly Average | 551 Ccf Total
1 CCF = approx. 1 hour of heat
**See terms on pg. 2*

MESSAGE CENTER

Get up to \$1,000 for your heating bills with LIHEAP. Visit pgworks.com/liheap

Save \$90 on a new smart thermostat this holiday season! Visit pgworks.com/marketplace

Order a free Methane Detector Kit while supplies last at pgworks.com/customerkits

Pay Online www.pgworks.com

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

Pay With Cash (See Back For Details)



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

Please Pay \$418.82	Due By 01/21/2026
Account Number: 0364489206	
\$ <input type="text"/> , <input type="text"/> , <input type="text"/> . <input type="text"/>	

Thank you!



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

HALIMA A ERVIN
7540 FAYETTE ST
PHILADELPHIA PA 19150-1802

0003644892068000000000418822

 **PHONE**

Gas Leaks & Emergencies (24/7)	(215) 235-1212
Residential Customer Service (8am to 6pm, M-F)	(215) 235-1000
Commercial Customer Service (8am to 4:30pm, M-F)	(215) 235-7077
Credit & Collections (8am to 4:30pm, M-F)	(215) 235-1777
Report Theft of Gas (24/7)	(215) 684-6383

TERMS**How's my gas measured?**

CCF - 100 cubic feet of gas. This is a measure of gas usage. One CCF is about the amount of gas used to run an average-sized house heater nonstop for one hour.

Dekatherms (DTH) - A measure of the heat content value of gas. Gas usage is determined by multiplying the MCF used by the heat content value of the gas.

MCF - 1,000 cubic feet of gas. This is a measure of gas usage.

Other Helpful Terms

Budget Bill – An optional billing method which averages estimated service costs over a 12-month period.

Customer Responsibility Program (CRP) – PGW's low income customer assistance program which provides a lower monthly bill and forgiveness of pre-program debt.

Meter Reading Information – PGW uses its best effort to obtain an actual meter reading regularly, and at least every six months for customers without automatic meter reading devices. When the meter is not read, PGW estimates your gas use. To avoid estimates, you may read your own meter and call us with the reading. We also offer stamped, preaddressed postcards, which you can use to send us your meter reading by the specified date. To request a supply of these cards, call (215) 235-1000, or write us at P.O. Box 3500, Philadelphia, PA 19122.

Natural Gas Distribution Company (NGDC) – A state regulated natural gas utility which owns the gas lines and equipment necessary to deliver natural gas to the consumer. PGW is an NGDC.

What are my charges?

**See the PGW Gas Service tariff on pgworks.com for full details.*

Commodity Charges – The charge for basic gas supply service which is sold either by volume (CCF or MCF) or heating value (DTH). These charges are passed along to customers at the price PGW pays, with no markup.

Customer Charges – A monthly charge to cover NGDC costs such as maintaining the lines, meter reading and billing.

Distribution Charges – The charge for delivery of natural gas from the point of receipt by the NGDC to the customer.

Distribution System Improvement Charge (DSIC) - A charge approved by the Pennsylvania Public Utility Commission (PUC) for recovery of the reasonable and prudent costs incurred to repair, improve, or replace eligible distribution property. A DSIC provides PGW with the resources to accelerate the replacement of aging infrastructure.

Gas Cost Adjustments – Amount billed or credited each month to account for differences between projected and actual gas supply costs of the NGDC.

Weather Normalization Adjustment – An adjustment approved by the PUC as a way to help PGW stabilize its income and operate more efficiently within its budget during the heating season.



PAY WITH CASH  **POSTS SAME DAY AND FREE.**

◀ **BRING THIS BARCODE TO ANY** ▶

Walmart  **FAMILY DOLLAR**

DOLLAR GENERAL

 **CVS**

 **7-ELEVEN**

 **Speedway**

 **DOLLAR TREE**

By accepting or using this barcode to make a payment, you agree to the full terms and conditions, available at VanillaDirect.com/terms. After successful payment using this barcode, you may retrieve your full detailed e-receipt at VanillaDirect.com/Pay/ereceipt.

Five dollar (\$5.00) minimum payment required with barcode. Barcode must be presented at time of payment. Participating vendors will only accept cash with barcode. Payments made with barcode must be made before 4:00 p.m. in order to post to account the same day. Payments made with barcode while termination of service is in progress will not serve to stop termination of service. For eligible accounts only.

RIGHTS & OBLIGATIONS

A summary of your rights and obligations as a PGW customer will be made available upon request. A rate schedule and an explanation of how to verify the accuracy of a bill and an explanation of the various charges will be made available upon request.

SUPPLIER INFORMATION

If you have selected a Natural Gas Supplier other than PGW, the natural gas supplier is responsible for determining the rates billed for supplier charges. PGW will bill for gas delivery according to the tariff for your rate class. Commodity prices and charges are set by the Natural Gas Supplier you have chosen. The Public Utility Commission regulates the distribution prices and services.



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



Access Your Account Online www.pgworks.com



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

7540 FAYETTE ST | SA ID: 7143129471
 Residential Heat & Domestic

BREAK DOWN OF CHARGES

Supply Charges

Commodity Charge 40.06 Ccf @ \$0.57546 \$23.05
Total Supply Charges \$23.05

Delivery Charges

Customer Charge @ \$16.25 \$4.72
 Distribution Charge 40.06 Ccf @ \$0.96004 \$38.46
 Distribution System Improvement Charge 7.5% \$3.24
 Gas Cost Adjustment @ -\$0.01024 -\$0.41
 Weather Normalization Adjustment -\$3.37
Total Delivery Charges \$42.64

Supply Charges

Commodity Charge 97.94 Ccf @ \$0.64522 \$63.19
Total Supply Charges \$63.19

Delivery Charges

Customer Charge @ \$17.25 \$12.24
 Distribution Charge 97.94 Ccf @ \$1.09071 \$106.82
 Distribution System Improvement Charge 8.3% \$9.88
 Gas Cost Adjustment @ -\$0.01128 -\$1.10
 Weather Normalization Adjustment -\$9.42
Total Delivery Charges \$118.42

Total Billing Charges \$247.30

PAYMENTS RECEIVED

12/18/2025 Check \$100.00
Total Payments \$100.00

ADJUSTMENT DETAIL

Adjustments for SA ID # [REDACTED]
 Late Payment Charge \$2.50
Total Adjustments \$2.50

METER DETAILS

Meter Number: 02370064
 Read Cycle: 16
 Read Dates: 11/21/2025 - 12/22/2025
 Starting Read: 152 Actual
 Ending Read: 290 Actual
 Usage in CCF: 138.00
 Conversion Factor: 1.037 Therm = 1 Ccf
 Usage in Therms: 143.10
 Next Meter Read: 01/23/2026

SHOPPING INFORMATION BOX

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

PGW Account: 0364489206
 Service Point ID: 9972450152
 Rate Class: General Service Residential
 Rate Schedule: GSR

If you are already shopping know your contract expiration date.



SMELL US? TELL US!

NATURAL GAS SMELLS ON PURPOSE.

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



PGW Messages

- ✉ Dec.1, 2025, Commodity Charge increased to \$0.64522 per CCF. Gas Cost Adjustment decreased to -\$0.01128. Distribution Charge increased to \$1.09071. Customer Charge increased to \$17.25. DSIC increased to 8.30%. Changes will increase the typical residential heating bill by about \$158.38 a year.
- ✉ Your estimated gas price to Compare (PTC) is \$0.63502 per CCF. This estimated PTC was calculated by averaging PGW's quarterly PTC over 12 months and is subject to change every quarter. For a more accurate PTC please visit pagasswitch.com

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