

COMMONWEALTH OF PENNSYLVANIA
(Public Utility Commission)

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COURTNEY SPECTOR, :
Complainant, : Docket No.:
vs. : F-2025-3059247
PHILADELPHIA GAS WORKS, :
Respondent. :
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Pages 1 through 24

TELEPHONIC HEARING
Judge's Chambers
Commonwealth Keystone Bldg.
400 North Street
Harrisburg, PA 17120

Tuesday, February 24, 2026
Met, pursuant to notice, at 10:06 a.m.

BEFORE: THE HONORABLE ALPHONSO ARNOLD III
Administrative Law Judge

INDEX TO EXHIBITS
Docket No.: F-2025-3059247
Hearing Date: February 24, 2026

EXHIBITS INDEX

NUMBER		MARKED	IN EVIDENCE
COMPLAINANT:			
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2	(Seattle lease)	12	12
PHILADELPHIA GAS WORKS:			
1	(Account statements from March 15th, 2022 to February 18th, 2026)		21
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VACATING THE PREMISES
LEASE TERMINATION VACATING PROCESS - BY 3-31-2024

Dear Courtney,

I understand that you have decided to move on to the next chapter. I wish you both all the best.

As part of your original agreement and in an attempt to make your transition as smooth as possible, the following are the tips and the steps in vacating the premises successfully.

1. Prior to vacating the premises, the following is a guide to what needs to be completed by the tenant to ensure maximum return of the security deposit. As the lease indicates, the apartment needs to be returned to the landlord in the same condition it was received less normal wear and tear.
 - a. All windows should be cleaned on the inside and out as well as the sills.
 - b. All base boards, window and door woodwork should be cleaned from accumulated dust and dirt.
 - c. All blinds should be dust free, unbroken and fully operational. Broken blinds need to be replaced. Should you have to replace a blind in a room but it no longer matches the others, all the blinds in that room will need to be replaced so that they match. White is the original color. These are not expensive items but the apartment was delivered to you with clean, unbroken matching blinds.
 - d. Cabinets should to be cleaned and degreased on the underside, inside and outside. I recommend Murphy Cleaning Oil & a soft cloth. All hardware should be checked for proper operation.
 - e. If there is a tile backsplash, it should be cleaned and degreased. I recommend warm to hot water with degreasing dishwashing liquid and baking soda. If it is painted, a soft cloth and degreasing dish soap.
 - f. Appliances should be cleaned inside & outside, particularly the refrigerator and oven. They should be free of dust, grease, and spillage.
 - g. The oven and stove should be completely cleaned and free of grease and baked on material. I recommend Easy Off. Once sprayed generously, let sit overnight. Respray in the morning and remove after 10 minutes. Difficult spots may need to be repeated. Once all is removed, wipe excess cleaner off with a damp cloth.
 - h. Wood floors should be cleaned thoroughly. I recommend using a Swiffer wet jet and pad with Bono or Bruce hardwood cleaner/polisher for best results. If there are carpets, they need to be professionally cleaned per the lease with the receipt provided. I recommend Stanley Steamer. You may not rent a carpet cleaner as they leave excess water in the carpet and pad and cause mold and rot.
 - i. If you have a pet, hair, spittle and other material should be cleared from around baseboards, under all appliances and cabinetry .
 - j. Bathrooms floors, toilet, tile, tub and shower should be completely free of surface mold, mildew, dust, hair and soap scum.
 - i. For the tub, I recommend first using a product with bleach to kill surface mold like Tilex, not 100% bleach. This should only be used on tile and tub, not fixtures. For soap scum and dirt, I recommend scrubbing bubbles and a magic

VACATING THE PREMISES
LEASE TERMINATION VACATING PROCESS - BY 3-31-2024

- eraser. Once complete, rinse and dry with a soft cloth. Mold under the caulk will be handled by me.
- ii. Bathroom fixtures may be cleaned with the scrubbing bubbles.
 - iii. Flooring should be cleaned with a Swiffer wet jet or a damp cloth.
 - iv. Toilets should be cleaned, bowl and under the seat and lid
- k. Common areas from the 2nd floor to the 1st floor landing should be vacuumed, cleaned & dusted.
 - l. Your basement and storage facilities needs to be free of debris, accumulated dust, trash and any tenant property.
 - m. Any light burned out light bulbs should be replaced with daylight bulbs.
 - n. All keys and if applicable, remote controls should be left on the counter post move out and your front door should be left unlocked.
 - o. Holes in the walls from pictures and art should be patched. It is recommended that a very small container of spackle be purchased. A small dab with your finger tip can be rubbed into the holes. While wet, the spot can be wiped smooth with a lightly dampened cloth.
2. Utilities:
- a. A utility check is performed to ensure all gas and electric is current. To the extent it is not, a charge will be made against the security to cover those costs.
 - b. Unbilled and unreimbursed, pro-rata to occupancy, final water bills will be removed from the security.
3. Charges:
- a. Cleaning and repairs made by me are charged at \$75/hr.
 - b. Repairs needing an outside party will be directly charged by that party.
4. Forwarding contact information: Please leave forwarding contact information for security return via email, text or written on the counter with the keys.
5. A full reconciliation of your security deposit is will be delivered in approximately 30 days from the last day of the lease, typically pending receipt of the final water bill through the date of exit.
6. The reconciliation will include:
- a. An interest credit for time the time the security was held
 - b. Charge for current rent rate less last month credit initially paid
 - c. Detail of non-wear and tear cleaning and repairs from, but not limited to, the list above.
 - d. Detail of utilities charged
7. As you know, photographs were taken as part of entry and exit process. To the extent there is a disagreement over damages, documentation is available to review.

In summary, this notice is sincerely intended to assist you in participating in the return of as much of your security deposit as possible by refreshing your awareness of your lease obligations and minimizing the cost to you to return the apartment to move in condition less normal wear & tear.

John Burns, Member
FTLR

cc. Paul MacAlear, Esq

Scroll to the bottom of each page. Click in the colored box above each colored signature or initials box to sign. Use the navigation at the bottom to click to the next page. This is a legally binding document.

Element 42



LEASE CONTRACT

CERTIFIED LEASE WASHINGTON

PARTIES AND LEASED PREMISES

Owner Element 42	Address 2641 42nd Ave SW, Seattle, WA 98116	Phone (206) 935-3810	
Residential Community Element 42			
Street Address 2641 42nd Ave SW	City Seattle	State Washington	ZIP 98116
Residents Courtney M. Spector			Leased Premises 407
Street Address 2641 42nd Ave SW	City Seattle	State Washington	ZIP 98116

LEASE TERM

Type <input checked="" type="checkbox"/> Move-In <input type="checkbox"/> Renewal	Length 1 year	Start Date 4/9/2024	End Date 4/8/2025	Date Signed April 4, 2024
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RENT

Payable To Element 42	Address 2641 42nd Ave SW, Seattle, WA 98116	Phone (206) 935-3810	
Office Hours Mon, Wed, Fri 9am-6pm Tues, Thurs 10am-6pm Sat, Sun Closed	Due On 1st	Late On 6th	Fax () -

CHARGES

Online Payment Chargeback	\$40.00	Lease Buy-Out	\$3,754.00	Key Replacement Charge	\$10.00
Late Payment	\$10.00	Parking Violation Charge	\$100.00	Vacancy Cost Recovery Fee	\$50.00
Reletting Expense	\$3,982.00	Month-to-Month Charge	\$197.11	Reduced Buyout Transfer Cost	\$500.00
Liability Coverage - Monthly Charge	\$14.00	Late Payment of Utilities Charge	\$10.00	Dishonored Payment	\$31.00
Smoke/CO Alarm Tampering Charge	\$100.00	Failure to Clean Garbage Charge	\$100.00	Window Screen Replacement	\$50.00

TOTAL MOVE-IN COSTS

Prorated Rent and Monthly Charges	\$1,460.07	Total Deposits	\$600.00	Total One-Time Fees	\$0.00
HOLDING FEE PAID ON 4/1/2024					(\$300.00)
TOTAL DUE ON OR BEFORE MOVE-IN					\$1,760.07

MONTHLY PAYMENTS		DEPOSITS		ONE-TIME FEES	
Base Rent	\$1,877.00	Security Deposit	\$300.00	Application Fee(s)	\$0.00
Animal Rent	\$100.00	Animal Deposit	\$300.00	Paid \$36.25	
Liability Coverage - Monthly Charge	\$14.00	TOTAL DEPOSIT	\$600.00	TOTAL ONE-TIME FEES	\$0.00
TOTAL MONTHLY PAYMENT	\$1,991.00				

THIS RESIDENTIAL LEASE CONTRACT (this "Agreement") is entered into this **4th** day of **April, 2024**, between Owner of Residential Community ("Owner") and **Courtney M. Spector**, jointly and severally (individually and collectively "Residents"). Residents hereby agree to lease the premises at **2641 42nd Ave SW #407, Seattle, WA 98116** (the "Leased Premises"), which is located within **Element 42** (the "Residential Community"), for use exclusively as a residential premises and not for

Residential Lease Contract - Seattle (WA), Certified Docs™ - Rev. 03/2023



Initial:



1





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

February 18, 2026

VIA ELECTRONIC MAIL

Administrative Law Judge Alphonso Arnold III
Pennsylvania Public Utility Commission
400 North Street, 2nd Floor West
Harrisburg, PA 17120

Re: Courtney Spector v. Philadelphia Gas Works, Docket No. F-2025-3059247

Dear Judge Arnold:

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

Courtney Spector
cmspec01@vt.edu

Date: February 18, 2026

/s/ Graciela Christlieb

Graciela Christlieb, Esquire

Specific Service Agreement Statement of Account SA- [REDACTED]

Customer Name	From Date	To Date		
COURTNEY SPECTOR	3/15/2022	2/18/2026		
Service Address	Account Number	S A Number	Meter	Rate/Class
5495 QUENTIN ST Apt 1F PHIL, PA 191282818	[REDACTED]	[REDACTED]	2320810	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
3/18/2022	BILL	221	R	1	2	2	8		4/12/2022	\$4.72	\$4.72	\$4.72
4/19/2022	LPC									\$0.07	\$4.79	\$4.79
4/19/2022	BILL	262	R	29	41	1.41	373		5/12/2022	\$85.66	\$90.45	\$90.45
5/13/2022	PAY							Check		(\$90.45)	\$0.00	\$0.00
5/17/2022	BILL	286	R	29	24	0.83	231		6/10/2022	\$52.21	\$52.21	\$52.21
6/16/2022	LPC									\$0.78	\$52.99	\$52.99
6/16/2022	BILL	301	R	32	15	0.47	1		7/13/2022	\$61.56	\$114.55	\$114.55
7/14/2022	PAY							Check		(\$114.55)	\$0.00	\$0.00
7/15/2022	WNA2&5									(\$19.14)	(\$19.14)	(\$19.14)
7/16/2022	BILL	313	R	30	12	0.4	0		8/9/2022	\$39.83	\$20.69	\$20.69
8/16/2022	LPC									\$0.31	\$21.00	\$21.00
8/16/2022	BILL	325	R	29	12	0.41	0		9/9/2022	\$39.83	\$60.83	\$60.83
8/19/2022	PAY							Check		(\$60.83)	\$0.00	\$0.00
9/15/2022	BILL	338	R	32	13	0.41	0		10/10/2022	\$41.52	\$41.52	\$41.52
10/5/2022	PAY							Check		(\$41.52)	\$0.00	\$0.00
10/14/2022	BILL	350	R	29	12	0.41	107		11/8/2022	\$39.14	\$39.14	\$39.14
11/11/2022	LPC									\$0.58	\$39.72	\$39.72
11/11/2022	BILL	364	R	28	14	0.5	191		12/7/2022	\$43.98	\$83.70	\$83.70
11/16/2022	PAY							Check		(\$83.70)	\$0.00	\$0.00
12/13/2022	BILL	408	R	30	44	1.47	578		1/10/2023	\$100.36	\$100.36	\$100.36
12/28/2022	PAY							Check		(\$100.36)	\$0.00	\$0.00
1/13/2023	BILL	482	R	33	74	2.24	853		2/8/2023	\$155.03	\$155.03	\$155.03
2/11/2023	LPC									\$2.32	\$157.35	\$157.35
2/11/2023	BILL	552	R	29	70	2.41	711		3/8/2023	\$156.91	\$314.26	\$314.26
2/16/2023	PAY							Check		(\$314.26)	\$0.00	\$0.00
3/15/2023	BILL	610	R	32	58	1.81	639		4/10/2023	\$125.21	\$125.21	\$125.21
4/2/2023	PAY							Check		(\$125.21)	\$0.00	\$0.00

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
4/14/2023	BILL	647	R	30	37	1.23	440		5/9/2023	\$74.21	\$74.21	\$74.21
5/13/2023	LPC									\$1.11	\$75.32	\$75.32
5/13/2023	BILL	660	R	29	13	0.45	189		6/7/2023	\$35.67	\$110.99	\$110.99
6/2/2023	PAY							Check		(\$110.99)	\$0.00	\$0.00
6/14/2023	BILL	672	R	32	12	0.38	29		7/11/2023	\$33.48	\$33.48	\$33.48
7/14/2023	LPC									\$0.50	\$33.98	\$33.98
7/14/2023	BILL	683	R	30	11	0.37	3		8/8/2023	\$30.94	\$64.92	\$64.92
8/12/2023	LPC									\$0.96	\$65.88	\$65.88
8/12/2023	BILL	693	R	29	10	0.34	0		9/6/2023	\$29.60	\$95.48	\$95.48
8/31/2023	PAY							Check		(\$95.48)	\$0.00	\$0.00
9/14/2023	BILL	705	R	33	12	0.36	0		10/9/2023	\$32.26	\$32.26	\$32.26
10/13/2023	LPC									\$0.48	\$32.74	\$32.74
10/13/2023	BILL	716	R	29	11	0.38	49		11/7/2023	\$30.80	\$63.54	\$63.54
11/14/2023	LPC									\$0.94	\$64.48	\$64.48
11/14/2023	BILL	735	R	29	19	0.66	243		12/8/2023	\$42.96	\$107.44	\$107.44
12/13/2023	LPC									\$1.59	\$109.03	\$109.03
12/13/2023	BILL	791	R	32	56	1.75	646		1/10/2024	\$92.52	\$201.55	\$201.55
1/13/2024	LPC									\$2.97	\$204.52	\$204.52
1/13/2024	BILL	856	R	31	65	2.1	707		2/7/2024	\$117.34	\$321.86	\$321.86
2/13/2024	LPC									\$4.73	\$326.59	\$326.59
2/13/2024	BILL	931	R	29	75	2.59	809		3/8/2024	\$131.29	\$457.88	\$457.88
2/24/2024	PAY							Check		(\$457.88)	\$0.00	\$0.00
3/13/2024	BILL	989	R	31	58	1.87	683		4/8/2024	\$107.47	\$107.47	\$107.47
4/12/2024	LPC									\$1.61	\$109.08	\$109.08
4/12/2024	BILL	1031	R	30	42	1.4	457		5/7/2024	\$79.98	\$189.06	\$189.06
5/11/2024	LPC									\$2.81	\$191.87	\$191.87
5/11/2024	BILL	1049	R	29	18	0.62	169		6/5/2024	\$44.26	\$236.13	\$236.13
6/12/2024	LPC									\$3.47	\$239.60	\$239.60
6/12/2024	BILL	1062	R	32	13	0.41	46		7/8/2024	\$35.84	\$275.44	\$275.44
7/12/2024	LPC									\$4.01	\$279.45	\$279.45
7/12/2024	BILL	1073	R	30	11	0.37	0		8/6/2024	\$32.59	\$312.04	\$312.04
8/10/2024	LPC									\$4.50	\$316.54	\$316.54
8/10/2024	BILL	1082	R	29	9	0.31	0		9/4/2024	\$29.84	\$346.38	\$346.38
9/12/2024	LPC									\$4.94	\$351.32	\$351.32
9/12/2024	BILL	1093	R	33	11	0.33	1		10/7/2024	\$32.60	\$383.92	\$383.92

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
10/11/2024	LPC									\$5.43	\$389.35	\$389.35
10/11/2024	BILL	1102	R	29	9	0.31	5		11/5/2024	\$29.82	\$419.17	\$419.17
11/13/2024	LPC									\$5.88	\$425.05	\$425.05
11/13/2024	BILL	1118	R	30	16	0.53	171		12/9/2024	\$42.32	\$467.37	\$467.37
12/12/2024	LPC									\$6.52	\$473.89	\$473.89
12/12/2024	BILL	1168	R	32	50	1.56	624		1/9/2025	\$87.86	\$561.75	\$561.75
1/15/2025	LPC									\$7.83	\$569.58	\$569.58
1/15/2025	BILL	1239	R	34	71	2.09	974		2/10/2025	\$116.54	\$686.12	\$686.12
2/13/2025	LPC									\$9.58	\$695.70	\$695.70
2/13/2025	BILL	1313	R	29	74	2.55	966		3/11/2025	\$121.55	\$817.25	\$817.25
3/14/2025	LPC									\$11.41	\$828.66	\$828.66
3/14/2025	BILL	1379	R	29	66	2.28	712		4/8/2025	\$119.78	\$948.44	\$948.44
4/12/2025	LPC									\$13.20	\$961.64	\$961.64
4/12/2025	BILL	1428	R	29	49	1.69	379		5/7/2025	\$105.41	\$1,067.05	\$1,067.05
5/14/2025	LPC									\$14.78	\$1,081.83	\$1,081.83
5/14/2025	BILL	1452	R	32	24	0.75	136		6/9/2025	\$60.61	\$1,142.44	\$1,142.44
6/18/2025	LPC									\$15.69	\$1,158.13	\$1,158.13
6/18/2025	CANB									(\$60.61)	\$1,097.52	\$1,097.52
6/18/2025	AUTO CN									\$0.00	\$1,097.52	\$1,097.52
6/18/2025	LPCWVE									(\$14.78)	\$1,082.74	\$1,082.74
6/18/2025	BILL	1444	R	21	16	0.76	126		7/14/2025	\$45.99	\$1,128.73	\$1,128.73
7/18/2025	LPC									\$15.47	\$1,144.20	\$1,144.20
2/18/2026	LPCWVE									(\$15.47)	\$1,128.73	\$1,128.73
2/18/2026	MANLPC									\$14.78	\$1,143.51	\$1,143.51
2/18/2026	LPCWVE									(\$15.69)	\$1,127.82	\$1,127.82
2/18/2026	MANLPC									\$15.47	\$1,143.29	\$1,143.29

Specific Service Agreement Statement of Account SA- [REDACTED]

Customer Name	From Date	To Date			
COURTNEY SPECTOR	5/1/2025	2/18/2026			
Service Address	Account Number	S A Number	Meter	Rate/Class	
4604 BALTIMORE AVE Apt 1R PHIL, PA 19143	[REDACTED]	[REDACTED]	2197972	GS	

STATEMENT

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
6/18/2025	BILL	288	R	45	1	0.02	126		7/14/2025	\$20.63	\$20.63	\$20.63
7/18/2025	LPC									\$0.30	\$20.93	\$20.93
7/18/2025	BILL	288	R	30	0	0	0		8/12/2025	\$18.86	\$39.79	\$39.79
8/20/2025	BILL	289	R	16	1	0.06	0		9/15/2025	\$20.66	\$60.45	\$60.45

Customer Contact: Turn On

Date: 03/08/2022 Time: 4:07:00 PM Source: Related Tran:

CC Type: SER0 - Turn On Created: 03/08/2022 at: 4:07:41 PM by: AMORTON

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

Surveyable Auto Delete Date: 03/08/2026 Class: Inquiry

Comments: Turn On (AMR) Internet Turn On for Courtney Spector at 5495 Quentin Street, 1F. Lease date 3/15/2022. GMI \$8033 HH 1. Passed Experian. Not linked. No deposit required. Mailing address 129 Sumas Street Phila PA 19128. Issued turn on AMR 3/15/2022. Sent letter 6.

Letter

Status: Print Date: Run Number: Reprint:

Template:

Review List Tickler

Follow Up: to Review Group to User

Priority: Review Group...

Account:

Premise:

Person:

Customer Contact: Turn On

Date: 05/01/2025 Time: 7:31:00 AM Source: JetSearch Related Tran: _____
CC Type: SER0 - Turn On Created: 05/01/2025 at: 7:31:44 AM by: RCHAPMAN
Area: 800 - Residential General Service Changed: _____ at: _____ by: _____
 Surveyable Auto Delete Date: 05/01/2029 Class: Inquiry

Comments: Turn On (AMR) Internet Turn On for Courtney Spector is requesting a turn on at 4604 BALTIMORE Avenue as of lease date 5/2/2025. GMI \$62,000.00 0 in HH. Experian was not ran gas on policy. Issued turn on amr as of 5/2/25. Sent letter 6.

Letter

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

Review List Tickler

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

Account: [REDACTED] Spector, Courtney
Premise: 4604 Baltimore Ave,1r/Phila,Pa
Person: Spector, Courtney

Change Cancel

Customer Contact: Turn On

Date: 05/27/2025 Time: 12:28:00 PM Source: Related Tran:

CC Type: SER0 - Turn On Created: 05/27/2025 at: 12:28:05 PM by: KSAUNDER

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

Surveyable Auto Delete Date: 05/27/2029 Class: Inquiry

Comments: Turn On (AMR) Applicant [REDACTED] called to inquire about new service at 5495 Quentin St,1f Experian [REDACTED] Not Linked Set Turn On to 5/27/2025 COR Satisfied

Letter

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

Template:

Review List Tickler

Follow Up: [dropdown] to Review Group to User

Priority: [dropdown] Review Group... [dropdown]

Account: [REDACTED]

Premise: 5495 Quentin St,1f/Phila,Pa

Person: [REDACTED]

Change Cancel

Philadelphia Gas Works



800 W. Montgomery Ave., Philadelphia, PA 19122
Telephone: 215-787-1288

Telephone 215-787-1288
Fax 215-684-6996

August 6, 2025

Courtney Spector
4607 Cedar Ave., A1
Philadelphia, Pa 19143

Account Number: [REDACTED]
Address: 5495 Quentin St., 1f

Dear Courtney Spector,

On August 4, 2025, a dispute was filed with the Philadelphia Gas Works (PGW). In your dispute, you stated that you moved out of the property on March 30, 2024 but continued to be billed.

A review of our records indicates you established service at 5495 Quentin Street, Unit 1st floor on March 15, 2025. However, there are no records of you requesting to discontinue service. The gas service was finalized in your name as of May 01, 2025, which is the date you contacted our company and requested to have the service transferred to another address.

PGW's Tariff and PUC regulations require that a customer must provide at least seven (7) days notice prior to the date the service is to be cancelled. In the absence of notice, the customer is responsible for the service as billed. PGW's position is that you are responsible for the service, as billed, due to lack of prior notice.

PGW Tariff (5.5.A) Notice of discontinuance: Except where the provisions of the Utility Service Tenants Rights Act apply, the Customer is required to give the Company at least seven days notice to discontinue the supply of Gas specifying the date on which it is desired that service be discontinued. In absence of notice, the Customer shall be responsible for services rendered.

PUC Chapter 56 (56.16) Transfer of accounts: (a) A ratepayer who is about to vacate premises supplied with utility service or who wishes to have service discontinued shall give at least 7 days notice to the utility and a non-ratepayer occupant, specifying the date on which it is desired that service be discontinued. In the absence of a notice, the ratepayer shall be responsible for services rendered.

To assist you in your review of our findings, we are including the following documents:

1. A statement of account
2. Sections of PGW Tariff and PUC regulations

Philadelphia Gas Works



800 W. Montgomery Ave., Philadelphia, PA 19122
Telephone: 215-787-1288

3. Utility report

Generally, we recommend contacting the company to determine if you are eligible for a payment arrangement. However, your account has been finalized and our position on finalized accounts is payment in full.

Sincerely,

V. Moragne
Dispute Resolution Unit

Additional information regarding the content in this letter can be obtained by calling or writing us at:

P.O. Box 3500, Philadelphia, PA 19122, Telephone #: 215-787-1288

Payments can be made by phone at 215-235-1000, online at www.pgworks.com, by mail to P.O. Box 11700, Newark, NJ 07101 or any authorized payment center. Information regarding our authorized payment centers is available upon request.

If you do not agree with this report, you may file an informal complaint with the Pennsylvania **Public Utility Commission** to ensure preservation of your rights.

You can file an informal complaint at the following:

Telephone #: 1-800-692-7380

or

P.O. Box 3265, Harrisburg, Pa 17105-3265

or

<http://www.puc.state.pa.us>

When you file an informal complaint, the Public Utility Commission will need to know the following:

1. The name of the ratepayer (your name).
2. Your mailing address and, if different, the address at which service is provided.
3. Your account number.
4. The name of the utility with which you have the dispute.
5. A brief statement of the dispute.
6. Whether the utility has investigated and reported to you on the matter being disputed.
7. Whether the dispute has been subject of the previous complaint filed with the Commission.
8. The date, if any, of proposed termination.
9. What you would like the Commission to do.

PHILADELPHIA GAS WORKS

PUC

Opening XML

Case Number: 4085524
Company Name: PGW (PHILA. GAS WORKS (NGDC))
Company Code: 0766
Company Type: GAS TRANSPORTER
Customer First Name: COURTNEY
Customer Middle Initial:
Customer Last Name: SPECTOR
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: 4607 CEDAR AVE
Customer Mail Address 2: APT A1
Customer Mail Address City: PHILADELPHIA
Customer Mail Address State: PA
Customer Mail Address Zip: 19143
Customer Mail Address 4-Zip:
Customer Service Address 1: 5495 QUENTIN ST
Customer Service Address 2: APT 1F
Customer Service Address City: PHILADELPHIA
Customer Service Address State: PA
Customer Service Address Zip: 19128
Customer Service Address 4-Zip:
Customer Family Adults: 0
Customer Family Children: 0
Customer Family Age:
Gross Income
Source **Income Amount**
Date Open: 2025-08-18
Reason For Contact: BILLING DISPUTES (# 18)
Term Date: 2024-03-31
Business Name:
Case Problem: 18-I AM DISPUTING PGW'S CHARGES FOR GAS SERVICE BILLED TO MY ACCOUNT AFTER I MOVED OUT OF THE SERVICE ADDRESS IN MARCH 2024. I HAVE NOT OCCUPIED THE PROPERTY SINCE MY MOVE-OUT DATE. UPON ATTEMPTING TO ACTIVATE MY NEW ACCOUNT AT 4604 BALTIMORE AVE, I NOTICED PGW CONTINUED TO BILL ME FOR USAGE BY SUBSEQUENT OCCUPANTS AT THE QUENTIN ST ADDRESS. DETAILS: SERVICE ADDRESS: 5495 QUENTIN ST APT 1F 19128 DATE OF MOVE-OUT: MARCH 30 DATE CHARGES BEGAN AFTER MOVE-OUT: APRIL 8 2024 I VACATED THE ABOVE ADDRESS ON MARCH 30 AND HAVE LIVED ELSEWHERE SINCE THEN, AS

SHOWN BY AN UPDATED LEASE AND WASHINGTON STATE DRIVERS LICENSE OBTAINED IN JUNE 2024 WHICH I CAN PROVIDE. AFTER I MOVED, ANOTHER TENANT TOOK OCCUPANCY OF THE PROPERTY. PGW CONTINUED BILLING ME DESPITE THE FACT THAT I WAS NO LONGER THE OCCUPANT AND DID NOT RECEIVE THE BENEFIT OF THE SERVICE. WHILE I ACKNOWLEDGE I MAY NOT HAVE FORMALLY REQUESTED TERMINATION IN MY NAME AT THE TIME OF MOVING, PGW FAILED TO TAKE REASONABLE STEPS TO VERIFY THE CORRECT CUSTOMER OF RECORD WHEN THE NEW OCCUPANT MOVED IN. PENNSYLVANIA REGULATIONS REQUIRE UTILITIES TO BILL THE PROPER CUSTOMER AND PREVENT WRONGFUL CHARGES TO INDIVIDUALS WHO ARE NOT RECEIVING SERVICE. - RELIEF SOUGHT - I REQUEST THE GAS CHARGES FROM 5495 QUENTIN ST APT 1F TAKEN OFF MY ACCOUNT AND TO BE ONLY RESPONSIBLE FOR THE GAS PAYMENTS AT 4604 BALTIMORE AVE, 1R FROM MAY TO JULY 2025. BOTH OF THESE SHOULD CURRENTLY BE NO LONGER IN MY NAME, AS I HAVE DISCONTINUED SERVICE AT BOTH AND NO LONGER RESIDE IN EITHER OF THOSE APARTMENTS. I AM PREPARED TO PROVIDE DOCUMENTATION OF MY MOVE-OUT DATE. THE EMAIL ADDRESS CMSPEC01@VT.EDU HAS BEEN ALLOWED TO BE SHARED.

Company Position: 08/07/2025 THE UTILITY FILED A DISPUTE WHICH CAME BACK AS ME BEING RESPONSIBLE FOR THE PAYMENTS.

Related Information:

Case Misc Info:

Hot Issue:

Case Origin: PUC WEBSITE

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: DORIN

BCSIntaker Last Name: COLLINS

Number Of Time Send: 1

Number Of Time Faxed: 0

Number Of Time Faxed: 7172658273

PHILADELPHIA GAS WORKS

PUC

Closing XML

Case Number: 4085524
Company Name: PGW (PHILA. GAS WORKS (NGDC))
Company Code: 0766
Company Type: GAS TRANSPORTER
Customer First Name: COURTNEY
Customer Middle Initial:
Customer Last Name: SPECTOR
Account Number: [REDACTED]
Service Address 1: 5495 QUENTIN ST
Service Address 2: APT 1F
Service City: PHILADELPHIA
Service State: PA
Service Zip 5: 19128
Service Zip 4:
Decision Issue: Y
Oral Written: W
Violation: NO
Chapter:
Section Rule:
Total Balance: 1204.65
Date Closed: 2025-10-08
Resolution: DECISION ISSUED. CASE IS DISMISSED. SERVICE WAS IN THE CUSTOMERS NAME AT 4604 BALTIMORE AVENUE FROM 05/02/2025 – 08/01/2025. SERVICE WAS IN THE CUSTOMERS NAME AT 5495 QUENTIN ST APT 1F FROM 03/15/2022 – 05/01/2025 (DATE THE CUSTOMER REQUESTED TO HAVE SERVICE AT 4604 BALTIMORE AVE). THE COMPANY DOES NOT HAVE RECORD THAT THE CUSTOMER CONTACTED THEM TO REQUEST TO DISCONTINUE SERVICE IN HER NAME AT 5495 QUENTIN ST 1F IN MARCH 2024. PER § 56.16(A) A CUSTOMER WHO IS ABOUT TO VACATE PREMISES SUPPLIED WITH PUBLIC UTILITY SERVICE OR WHO WISHES TO HAVE SERVICE DISCONTINUED SHALL GIVE AT LEAST 7 DAYS NOTICE TO THE PUBLIC UTILITY AND A NONCUSTOMER OCCUPANT, SPECIFYING THE DATE ON WHICH IT IS DESIRED THAT SERVICE BE DISCONTINUED. IN THE ABSENCE OF A NOTICE, THE CUSTOMER SHALL BE RESPONSIBLE FOR SERVICES RENDERED. THE BALANCE IS CORRECT AS RENDERED AND AN ADJUSTMENT IS NOT DUE. CASE CLOSED.
Balance Date: 2025-09-05
Service Restored Pay: 0.00
Service Continue Amount: 0.00
Service Continue Date:
Terms:
Special Budget Amount: 0.00
Regular Budget Amount: 25.00

Arrears Payment Plus: 0.00
FinalMonthlyPayment: 0.00
CurrentMonthlyPayment: 0.00
EndMonthlyPayment: 0.00
LetterDescription:
HeadDate: 2025-10-08
Paragraph:
Bill Date:
Reconnect Amount: 0
Pay Amount: 0.00
BCS Investigator First Name: NICHOLE
BCS Investigator Last Name: BRAXTON
Number Of Time Send: 1
Number Of Time Faxed: 0
PUC Fax: 7172658273