

Complainant Exhibit 2 16 31

 Letter from Landlords

Complainant Exhibit 3 17 31

 Email and Lease

 Renewal Form

Complainant Exhibit 4 18 31

 Rental Lease Agreement

PGW Exhibits:

PGW Exhibit 1 26 32

 Statement of Account

 for 20th Street

PGW Exhibit 2 27 32

 Statement of Account

 for Spring Garden Street

PGW Exhibit 3 24 32

 7/25/25 Customer Dispute

 at Spring Garden Street

PGW Exhibit 4 23 32

Customer Contacts

 **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.




799366301520006371683608015377

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

BRING THIS BARCODE TO ANY

Walmart  **FAMILY DOLLAR**

DOLLAR GENERAL  **RITE AID**  

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)

3406 SPRING GARDEN ST, 1R | SA ID: 6311725860
 Residential Heat & Domestic

BREAK DOWN OF CHARGES

Supply Charges

Commodity Charge 0 Ccf @ \$0.40257 \$0.00
Total Supply Charges \$0.00

Delivery Charges

Customer Charge @ \$16.25 \$0.00
 Distribution Charge 0 Ccf @ \$0.94782 \$0.00
 Distribution System Improvement Charge 7.5% \$0.00
 Gas Cost Adjustment @ -\$0.0472 \$0.00
Total Delivery Charges \$0.00

Supply Charges

Commodity Charge 0 Ccf @ \$0.45133 \$0.00
Total Supply Charges \$0.00

Delivery Charges

Customer Charge @ \$16.25 \$0.00
 Distribution Charge 0 Ccf @ \$0.95597 \$0.00
 Distribution System Improvement Charge 7.5% \$0.00
 Gas Cost Adjustment @ -\$0.10529 \$0.00
Total Delivery Charges \$0.00

Total Billing Charges \$0.00

METER DETAILS

Meter Number: 01767405
 Read Cycle: 04
 Read Dates: 08/29/2024 - 09/01/2024
 Starting Read: 7919 Actual
 Ending Read: 7919 Actual
 Usage in CCF: 0.00
 Conversion Factor: 1.031 Therm = 1 Ccf
 Usage in Therms: 0.00
 Next Meter Read: 10/30/2024

SHOPPING INFORMATION BOX

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

PGW Account:
 Service Point ID: 9972012684
 Rate Class: General Service Residential
 Rate Schedule: GSR

If you are already shopping know your contract expiration date.

THINK YOU SMELL GAS?

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

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

PGW Messages

✉ Your estimated gas price to Compare (PTC) is \$0.34750 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

SAV Global Management LLC

To Whom It May Concern,

This letter is to confirm that **Justin Pannell** was a tenant at **3406 Spring Garden Street, Apartment 1R, Philadelphia, PA 19104**. Mr. Pannell's lease began in **August 2019**, and he vacated the apartment on **August 17th, 2020**.

Per the terms of the lease agreement, **the responsibility for setting up, maintaining and close the electricity and gas services fell to the tenant.**

Mr. Pannell's no longer associate with the property as of **August 17, 2020**.

Accordingly, any utility usage or gas account activity occurring **after August 17, 2020** should not be attributed to him.

Please feel free to contact me should you need any further verification or documentation.

Sincerely,

SAV Global Management LLC


Property Managers:

Amy Peng

Ho-Sun Lam

Samuel Chueh

sav.properties.llc@gmail.com

From: Justin Pannell justinpannell@gmail.com 
Subject: Fwd: Message from "PR112"
Date: June 15, 2020 at 1:25 PM
To: Sav Cpl sav.properties.llc@gmail.com

JP

Good afternoon,

Please see the attached form confirming that I do not wish to renew my lease.

Thank you- Justin Pannell

----- Forwarded message -----
From: <OfficePrinter@aspendental.com>
Date: Mon, Jun 15, 2020, 13:20
Subject: Message from "PR112"
To: <justinpannell@gmail.com>

This E-mail was sent from "PR112" (MP 402SPF).

Scan Date: 06.15.2020 13:20:16 (-0400)
Queries to: OfficePrinter@aspendental.com

SAV Global Management LLC

sav.properties.llc@gmail.com
267-281-3882

3406 Sprino Garden St., Unit 1R

SAV Global Management LLC

sav.properties.llc@gmail.com
267-281-3882

3406 Spring Garden St., Unit 1R
Property/Unit

Date: June 2, 2020

Dear Tenant,

This is a reminder that your lease will automatically be extended for a period of 12 months and your rent will be at **\$1050.00** per month.

If you choose not to renew, you must provide us with at least sixty (60) days advanced or immediate notification in writing. This can be accomplished by either signing the section below and emailing the scanned form back us, or by sending a separate email indicating that you will not be renewing. If you are not renewing, we ask for your cooperation as we begin to show your apartment to prospective tenants.

We do NOT wish to renew my/our lease.	
Tenant name <i>Justin Pannell</i>	Date <i>6-13-2020</i>
Tenant(s) name(s)	Date

If you are renewing your lease, please sign the section below. If applicable, please send in an additional check to cover increase needed for the last month's rent and security deposit.

We wish to renew my/our lease.	
Tenant name	Date
Tenant(s) name(s)	Date

Please remember that if we do not receive your response, your lease will automatically renew for one (1) year unless we choose to terminate the lease with the appropriate notice. We look forward to hearing from you and taking the appropriate steps based on your decision.

Regards,
SAV Global Management



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Subject: Fwd: Message from "PR112"
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Regards,
SAV Global Management

RESIDENTIAL LEASE AGREEMENT

THIS LEASE AGREEMENT (hereinafter referred to as the "Agreement") made and entered into this 15th day of August, 2019 by and between **SAV Global Management LLC** whose address is 4218 Baltimore Ave., Philadelphia, PA 19104 (hereinafter referred to as "Landlord") and **Justin Pannell and Roberta Courts** individually and collectively, (hereinafter referred to as "Tenant").

PERMISES RENTED: 3406 Spring Garden St., 1R, lying and situate in Philadelphia County, Philadelphia, PA, 19104.

1. **TERM.** Landlord leases to Tenant and Tenant leases from Landlord the above described Premises Rented for twelve months, such term beginning on August 18th, 2019 at 2:00PM and ending August 17th, 2020 at 10:00AM.

The lease will automatically renew for a term of one year at the ending date unless Tenant or Landlord gives a **Sixty (60) day** notice may or may not with a minimal of 5% rent increase.

2. **RENT.** The total rent for the term hereof is the sum of **Twelve Thousand Six Hundred and 00 Dollars (\$12,600.00)** payable on the 18th day of each month of the term, in equal installments of **One Thousand Fifty and 00 Dollars (\$1,050.00)**. All such payments shall be made to **SAV Global Management LLC** on or before the due date and without demand. **Last month's rent is due at signing of lease.**
3. **DAMAGE DEPOSIT.** Tenant has deposited the sum of **One Thousand Fifty and 00 Dollars (\$1,050.00)** to be paid in full as security for any damage caused to the Premises during the term hereof. Such deposit shall be returned to Tenant, without interest and less any set off for damages to the Premises upon the termination of this Agreement. **One month security deposit is due at signing of lease.**
4. **USE OF PREMISES.** The Premises shall be used and occupied by Tenant and no part of the Premises shall be used at any time during the term of this Agreement by Tenant for the purpose of carrying on any business, profession, or trade of any kind, or for any purpose other than as a private dwelling. Tenant shall not allow any other person, other than Tenant's immediate family or transient relatives and friends who are guests of Tenant, to use or occupy the Premises without first obtaining Landlord's written consent to such use. Tenant shall comply with any and all laws, ordinances, rules and orders of any and all governmental or quasi-governmental authorities affecting the cleanliness, use, occupancy and preservation of the Premises.
5. **CONDITION OF PREMISES.** Tenant stipulates, represents, and warrants that Tenant has examined the Premises, and that they are at the time of this Lease in good order, repair, and in a safe, clean, and tenantable condition.
6. **ASSIGNMENT AND SUB-LETTING.** Tenant shall not assign this Agreement, or sub-let or grant any license to use the Premises or any part thereof without the prior written consent of Landlord. Consent by Landlord to one such assignment, sub-letting or license shall not be deemed to be a consent to any subsequent assignment, sub-letting or license. An assignment, sub-letting or license without the prior written consent of Landlord or an assignment or sub-letting by operation of law shall be absolutely null and void and shall, at Landlord's option, terminate this Agreement. Tenant will be responsible for any monies for ads for sub-lease.
7. **ALTERATIONS AND IMPROVEMENTS.** Tenant shall make no alterations to the buildings or improvements on the Premises or construct any building or make any other improvements on the Premises without the prior written consent of Landlord. Any and all alterations, changes, and/or improvements built, constructed or placed on the Premises by Tenant shall, unless otherwise provided by written agreement between Landlord and Tenant, be and become the property of Landlord and remain on the Premises at the expiration or earlier termination of the agreement.
8. **NON-DELIVERY OF POSSESSION.** In the event Landlord cannot deliver possession of the Premises to Tenant upon the commencement of the Lease term, through no fault of Landlord or its agents, then Landlord or its agents shall have no liability, but the rental herein provided shall abate until possession is given. Landlord or its agents shall have thirty (30) days in which to give possession, and if possession is tendered within such time, Tenant agrees to accept the demised Premises and pay the rental herein provided from that date. In the event possession cannot be delivered within such time, through no fault of Landlord or its agents, then this Agreement and all rights hereunder shall terminate.
9. **HAZARDOUS MATERIALS.** Tenant shall not keep on the Premises any item of a dangerous, flammable or explosive character that might unreasonably increase the danger of fire or explosion on the Premises or that might be considered hazardous or extra hazardous by any responsible insurance company.
10. **UTILITIES.** Tenant shall be responsible for arranging for and paying for all Electric and Gas utility services required on the Premises. **Proof of such is due prior to move in.**
11. **MAINTENANCE AND REPAIR; RULES.** Tenant will, at their sole expense, keep and maintain the Premises in good and sanitary condition and repair during the term of this Agreement and any renewal thereof. Without limiting the generality of the foregoing, Tenant shall:

- a. Not obstruct the sidewalks, courts, entry ways, stairs and/or halls, which shall be used for the purposes of ingress and egress;

Landlord Initials HS

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Tenant Initial JP RC

- b. Keep all windows, glass window coverings, doors, locks and hardware in good, clean order and repair;
- c. Not obstruct or cover the windows or doors;
- d. Not leave windows or doors in an open position during any inclement weather;
- e. Not hang any laundry, clothing, sheets, etc. from any window, rail, porch or balcony nor air or dry any of same within any yard area or space;
- f. Not cause or permit any locks or hooks to be placed upon any door or window without the prior written consent of Landlord;
- g. Keep all air conditioning filters clean and free from dirt;
- h. Keep all lavatories, sinks toilets, and all other water and plumbing apparatus in good order and repair and shall use same only for the purpose for which they were constructed, Tenant shall not allow any sweepings, rubbish sand, rags, ashes or other substances to be thrown or deposited therein. Any damage to any such apparatus and the cost of clearing stopped plumbing resulting from misuse shall be borne by Tenant;
- i. And tenant's family and guests shall at all time maintain order in the Premises and at all places on the Premises, and shall not make or permit any loud or improper noises, or otherwise disturb other residents;
- j. Keep all radios, television sets, stereos, phonographs, etc., turned down to a level of sound that does not annoy or interfere with other residents;
- k. Deposit all trash, garbage, rubbish or refuse in the locations provided therefor and shall not allow any trash, garbage, rubbish or refuse to be deposited or permitted to stand on the exterior of any building or within the common elements;
- l. Clean the lint filters and exhaust ducts on dryers;
- m. Pay all expenses related to phones or phone lines;
- n. Promptly notify Landlord of conditions that need repair.

Tenant shall be responsible for:

- Resetting circuit breakers;
- All loose screws on locks, doorknobs, hinges, cabinets, etc. Tenant agrees to purchase and maintain screwdrivers.
- Damage to appliances resulting in abuse or neglect including but not limited to overloading washers, drying sneakers, improperly defrosting freezers or any other damages not listed;
- Trash compactor repairs;
- All light bulb changes within the leased property. Proper flood, spot, or other appropriate replacement;
- Broken windows after move-in;
- All garbage disposal jams and clogs. Tenant agrees to purchase and to use only a plunger for these. NO DRAIN or any other chemicals may be used in any drain;
- **ALL DRAIN, TOILET AND SEWAGE LINE CLOGS AND OBSTRUCTIONS BASED ON NORMAL USAGE;**
- Plumbing resulting from the misuse or mistreatment of property by tenant or guest;
- Damages to the property or to an adjoining property as a result of negligence or misuse of appliances, including, but not limited to washer, dishwasher, toilet or sink/tub overflows.

12. **DAMAGE TO PREMISES.** In the event the Premises are destroyed or rendered wholly untenantable by fire, storm, earthquake, or other casualty not caused by the negligence of Tenant, this Agreement shall terminate from such time expect for the purpose of enforcing rights that may have then accrued hereunder. The rental provided for herein shall then be accounted for by and between Landlord and Tenant up to the time of such injury or destruction of the Premises, Tenant paying rentals up to such date and Landlord refunding rentals collected beyond such date. Should a portion of the Premises thereby be rendered untenantable, the Landlord shall have the option of either repairing such injured or damaged portion or terminating this Lease. In the event that Landlord exercises its right to repair such untenantable portion, the rental shall abate in the proportion that the injured parts bears to the whole Premises, and such part so injured shall be restored by Landlord as speedily as practicable, after which the full rent shall recommence and the Agreement continue according to its terms.

13. **INSPECTION OF PREMISES.** Landlord and landlord's agents shall have the right at all reasonable times during the term of this Agreement and any renewal thereof to enter the Premises for the purpose of inspecting the Premises and all buildings and improvements thereon. And for the purposes of making any repairs, additions or alterations as may be deemed appropriate by Landlord for the preservation of the Premises of the building. Landlord and its agents shall further have the right to exhibit the Premises and to display the usual "for sale", "for rent" or "vacancy" signs on the Premises at any time within thirty (30) days before the expiration of this Lease. The right of entry shall likewise exist for the purpose of removing placards, signs, fixtures, alterations or additions, but do not conform to this Agreement or to any restrictions, rules or regulations affecting the Premises.

14. **SUBORDINATION OF LEASE.** This Agreement and Tenant's interest hereunder are and shall be subordinate, junior and inferior to any and all mortgages, liens, or encumbrances now or hereafter placed on the Premises by Landlord, all advances made under any such mortgages, liens or encumbrances (including, but not limited to, future advances), the interest payable on such mortgages, liens or encumbrances and any and all renewals, extensions or modifications of such mortgages, liens or encumbrances.

Landlord Initials 

Tenant Initial  

15. **TENANT'S HOLDOVER.** If Tenant occupies the Property after the Ending Date or end of any Renewal Term, Tenant will be considered a holdover tenant and will be causing the Landlord damages. These damages will be equal to **3 times** the monthly Rent plus any lodging expenses of the new occupant, eviction costs and attorney fees, paid on a daily basis without demand.
16. **SURRENDER OF PREMISES.** Upon the expiration of the term hereof, Tenants shall surrender the Premises in as good a state and condition as they were at the commencement of this Agreement, reasonable use and wear and tear thereof and damages by the elements accepted. Remove all personal possessions, repair all damages caused by moving and return all keys. If Tenant vacates the Premises prior to the expiration of this Agreement and notifies Landlord, Landlord will make a reasonable attempt to locate a new tenant. Tenant will continue to pay rent until such time as the term of the new Tenant commences or at the natural expiration of this Agreement.
17. **TERMINATION IN EVENT OF SALE.** It is expressly agreed that Landlord, at its option, may terminate this Lease upon 30 days prior written notice to Tenant in the event of a sale of the building containing the Premises.
18. **ANIMALS.** Tenant(s) **MAY** have pets on premises, with landlord approval and pet deposit.
19. **BED BUGS.** This building is bed bug free as of move-in date. Tenant is being supplied with literature detailing bed bugs. If Tenant carries bed bugs into Premises, requiring treatment, owner will conduct treatment. Tenant is obligated to aid in bed bug treatment, including but not limited to, furniture removal, clothes cleaning/storage, and any means deemed necessary by an extermination company of owner's choice. Any treatment incurred relating bed bugs will be deducted from security deposit, as necessary.
20. **SMOKE FREE COMPLEX.** Tenant agrees and acknowledges that the premises to be occupied by Tenant and members of Tenant's household have been designated as a smoke-free living environment. Tenant and members of Tenant's household shall not smoke anywhere in the unit rented by Tenant, or the building where the Tenant's dwelling is located or in any of the common areas or adjoining grounds of such building or other parts of the rental community, nor shall Tenant permit any guests or visitors under the control of Tenant to do so.

DEFINITION OF SMOKING. The term "smoking" means inhaling, exhaling, breathing, or carrying any lighted cigar, cigarette, or other tobacco product or similar lighted product in any manner or in any form.
21. **QUIET ENJOYMENT.** Tenant, upon payment of all of the sums referred to herein as being payable by Tenant and Tenant's performance of all Tenant's Agreements contained herein and Tenant's observance of all rules and regulations, shall and may peacefully and quietly have, hold and enjoy said Premises Rented for the term hereof.
22. **INDEMNIFICATION.** Landlord shall not be liable for any damage or injury of or to the Tenant, Tenant's family, guests, invitees, agents or employees or to any person entering the Premise or the building of which the Premises are a part or to goods or equipment, or in the structure or equipment of the structure of which the Premises are a part, and Tenant hereby agrees to indemnify, defend and hold Landlord harmless from any and all claims or assertions of every kind and nature.
23. **DEFAULT.** If Tenant fails to comply with any of the material provisions of this Agreement, other than the covenant to pay rent, or of any present rules and regulations or any that may be hereafter prescribed by Landlord, or materially fails to comply with any duties imposed on Tenant by statute, within seven (7) days after delivery of written notice by Landlord specifying the non-compliance and indicating the intention of Landlord to terminate the Lease by reason thereof, Landlord may terminate this Agreement. If Tenant fails to pay rent when due and the default continues for seven (7) days thereafter, Landlord may, at Landlord's option, declare the entire balance of rent payable hereunder to be immediately due and payable and may exercise any and all rights and remedies available to Landlord at law or in equity or may immediately terminate this Agreement.
24. **LATE CHARGE.** In the event that any payment required to be paid by Tenant hereunder is not made within five (5) days of when due, Tenant shall pay to Landlord, in addition to such payment or other charges due hereunder, a "late fee" in the amount of 10% of your rent, **One Hundred and Five Dollar and 00 Cents (\$105.00)**, and an additional **ONE HUNDRED DOLLARS (\$100.00)** for each week the rent payment is late.
25. **ABANDONMENT.** If at any time during the term of this Agreement Tenant abandons the Premises Rented or any part thereof, Landlord may, at Landlord's option, obtain possession of the Premises Rented in the manner provided by law, and without becoming liable to Tenants for damages or for any payment of any kind whatever. Landlord may, at Landlord's discretion, as agent for Tenant, relet the Premises Rented, or any part thereof, for the whole or any part thereof, for the whole or any part of the then unexpired term, and may receive and collect all rent payable by virtue of such reletting, and, at Landlord's option, hold Tenant liable for any difference between the rent that would have been payable under this Agreement during the balance of the unexpired term, if this Agreement had continued in force, and the net rent for such period realized by Landlord by means of such reletting. If Landlord's right of reentry is exercised following abandonment of the Premises Rented by Tenant, then Landlord shall consider any personal property belonging to Tenant and left on the

Landlord Initials

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Page 3 of 10

Tenant Initial

DS DS
JP RC

Premises to also have been abandoned, in which case Landlord may dispose of all such personal property in any manner Landlord shall deem proper and Landlord is hereby relieved of all liability for doing so.

26. **TENANT EVICTION:** In the event that Tenant is taken to court and evicted from property, or in the event that tenant vacates the property voluntarily, Tenant will remove all property and return keys to the Landlord. In the event Tenant fails to remove all personal property within 14 days of the date of eviction, any personal property that remains will be considered abandoned by Tenant. Landlord may then dispose of the personal property.
27. **ATTORNEYS' FEES.** Should it become necessary for Landlord to employ an attorney to enforce any of the conditions or covenants hereof, including the collection of rentals or gaining possession of the Premise Rented, Tenant agrees to pay all expenses so incurred, including a reasonable attorneys' fee if the court of law find the Tenant(s) at fault or unjust.
28. **STORAGE:** The Landlord may, if available, provide Tenant with a space in the building for storage. Landlord will not be liable for any loss or damage to any property stored by the Tenant as a result of fire, theft, flood or any case, and may at this discretion, terminate this privilege at any time or initiate a storage fee. Landlord may also charge a clean up fee for this area.
29. **SMOKE DETECTORS:** If provided, Tenant is responsible for testing and maintaining battery powered smoke detector(s) including battery changes when needed. Landlord will test and maintain "hard wired" systems. If the detector sounds, Tenant may either evacuate the unit, or will open window and fan detector until it stops, as needed. Disconnection any smoke detector is a violation of the lease and reconnection or replacement will be charged to the Tenant.
30. **NOTICE:** All notice required to be given by the Tenant to the Landlord must be in writing, return receipt requested. All notices required to be given to the Tenant by the Landlord may be given by 1st Class Mail, or by leaving the notice at the Tenant's premises.
31. **RECORDING OF AGREEMENT.** Tenant shall not record this Agreement on the Public Records of any public office. In the event that Tenant shall record this Agreement, this Agreement shall, at Landlord's option, terminate immediately and Landlord shall be entitled to all rights and remedies that it has at law or in equity.
32. **GOVERNING LAW.** This Agreement shall be governed, construed and interpreted by, through and under the Laws of the State of Pennsylvania.
33. **SEVERABILITY.** If any provision of this Agreement or the application thereof shall, for any reason and to any extent, be invalid or unenforceable, neither the remainder of this Agreement nor the application of the provision to other persons, entities or circumstances shall be affected thereby, but instead shall be enforced to the maximum extent permitted by law.
34. **BINDING EFFECT.** The covenants, obligations and conditions herein contained shall be binding on and inure to the benefit of the heirs, legal representatives, and assigns of the parties hereto.
35. **DESCRIPTIVE HEADINGS.** The descriptive headings used herein are for convenience of reference only and they are not intended to have any effect whatsoever in determining the rights or obligations of the Landlord or Tenant.
36. **CONSTRUCTION.** The pronouns used herein shall include, where appropriate, either gender or both, singular and plural.
37. **NON-WAIVER.** No indulgence waiver, election or non-election by Landlord under this Agreement shall affect Tenant's duties and liabilities hereunder.
38. **MODIFICATION.** The parties hereby agree that this document contains the entire agreement between the parties and this Agreement shall not be modified, changed, altered or amended in any way except through a written amendment signed by all of the parties hereto.
39. **INSURANCE.** Landlord does not insure Tenant, Tenant's guests, invitees, licensees, or other Tenant or persons in or about the Premises, from any loss occurring in or about the Premises, whether from bodily injury or property damage of any kind whatsoever.

Landlord requires that Tenant maintains, at Tenant's sole expense, a standard type of Renter's insurance policy or its equivalent, which provides limits of liability adequate to protect Landlord and other Tenant property from loss by fire, burglary, water and other perils. Without such insurance, Tenants could incur a substantial financial burden in the event of fire or peril outside Landlord's control.


Tenant hereby releases Landlord from any and all claims for damages or loss to Tenant's personal property in, on, or about the Premises that are caused by or result from risks that are or would be insured under the insurance described above. Tenant hereby waive any and all rights of recovery and rights of subrogation against Landlord in connection with

Landlord Initials



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Tenant Initial



any damage or claim that is or would be covered by such insurance, except for damage resulting from the negligent acts of the Landlord.

The Tenant agrees to do nothing to cause a cancellation or an increase in the Landlord's fire or liability insurance. If the Tenant causes an increase in the insurance premiums on the property and/or the building of which the property is part, Tenant agrees to pay as "additional rent" such increase. Non payment of this additional rent gives the Landlord the same rights against the Tenant as if the Tenant failed to pay rent.

- 40. **CONDEMNATION:** The government has the right to take private property. In the event that the government takes this property from the Landlord, the lease may end at any time the Landlord loses ownership of the property. If only part of the property is taken the Tenants must vacate the part of the property. If the whole property is taken, the Tenant must vacate when notified. In this event, no further rent will be due.

RULES & REGULATIONS

Payment of Rent: All checks must have your rental address on them. If rent payment check is late, or is NSF, ALL PARTIES are equally and fully responsible for all NSF and late fees. If any check is returned for NSF, all future payments must be paid by money order or certified check. NSF fee is **\$30.00** per occurrence per check.

Eviction: Eviction will commence on the 7th of any month, in which the rent has not arrived. Tenant is responsible for all legal and court costs.

Responsibility of Co-Signers: Each co-signer is equally responsible for all terms and conditions of the lease, even if not residing at the property. Any and all notices shall be sent only to leased property, and this shall constitute full and sufficient notice to all co-signers. Each signer of the lease is fully responsible for the entire amount of the rental payments. Landlord is under no obligation to pursue collection from any particular lease signer, before pursuing collection from any other signer. **FAILURE TO MEET THE FINANCIAL OBLIGATION WILL RESULT IN NEGATIVE CREDIT REPORTING FOR ALL SIGNERS OF THE LEASE.**

Maintaining Original Design: Tenant will not paint, wallpaper, or alter premises without written permission from the Landlord. Tenant will use only approved devices to hang pictures. Tenant will take precautions not to stain burn or damage the floors or carpets. If such damage occurs, Tenant is liable for replacement of entire carpet or floor.

Hardwood Floors: Tenant agrees to cover 80% of the surface area of any room with hardwood carpet. Tenant will be fully responsible for any damage to the floor resulting from misuse, abuse, moving, or any other cause.

Parking: If Tenant rents parking from Landlord, failure to display parking permit, or to pay for parking, will result in the car being towed at the Tenant's expense. Payment of parking permit is only to reserve a parking space, in designated lot, and does not in any way, warrant the security of the car.

Unacceptable noise levels: If you disturb your neighbors, your lease will be terminated.

Trash removal: Trash may not be stored on a deck, courtyard, hallway, basement or any common area. It is the Tenant's responsibility to place trash at the curbside only on the morning of pickup. A Tenant placing trash in a disallowed area, or at the curb either the night before, or after pick-up has been made will be charged a fee of **\$50.00** per bag. If not paid, the balance due will be treated as unpaid rent and will be subject to all remedies as outlined in the lease.

Repairs and maintenance: No repairs, except those of an emergency will be done in any house or apartment if Tenant(s) have not paid rent IN FULL.

Fees: It is agreed between Landlord and Tenant(s) that in the event that Tenant fails to make timely payment of late, NSF, legal, court, pet, repair, service or maintenance fees, that such unpaid fees shall be treated as unpaid rent, and that the Landlord maintains all of the rights outlined in the lease to recover these debts, including but not limited to, eviction, other court actions, negative credit reporting and forfeiture of security deposit.

Move in condition property: Tenant is responsible for inspecting the property within 3 days of moving in. All properties have imperfections. Please note all Cosmetic Damages on the form you given for this purpose. **DO NOT LIST NEEDED REPAIRS ON THIS FORM.** Repairs must be listed on the repair form. Both are due within 3 day period. If forms are not returned to the Landlord within 3 days for counter signature, the Landlord will assume that there are no damages, and Tenant will be held liable for all damages found after this. **Tenant will be charged a minimum service fee of \$50.00 each time items are added to the move in repair list after service personnel have been assigned to make the initial repair(s).**

Move out condition of property: The property is inspected after the Tenant vacates. Damages found not present during move in are assessed against security deposit. If Tenant has had utilities turned off prior to the final day of the lease the appliances cannot be checked to ensure that they are in proper working order and the security deposit will be withheld until they are checked.

Landlord Initials HS

Tenant Initial JP RC

reconnected and the appliances are checked. The Landlord assumes no responsibility for having utilities connected and disconnected. Apartment may be painted and/or cleaned upon move out prior to the last day of the lease, if the apartment has been vacated, or is substantially empty. Tenant will be charged a cleaning fee if cleaning is required. A bill will be provided. Cleaning charge estimates are available upon request.

Entry by Landlord/Agent: Landlord/agent may enter the Apartment at reasonable hours to: repair, inspect, exterminate, install, maintain, replace or perform other work that Landlord decides is necessary or desirable. Landlord/agent will give a 24-hour notice to tenant, **except in emergency.**

Showing property at lease terminate: Upon termination notice the property will be shown to other prospective tenants. During this time tenants are required to keep the property in clean condition, free of trash, dirty laundry, pet odors or other debris. Properties may be shown anytime between 9:00AM and 7:00PM Monday thru Saturday. Landlord will call each morning to notify Tenant if the property is being shown that day. Landlord/agent will give a 24-hour notice for showing the apartment at move out. Refusal to maintain the property in clean condition or to grant access will constitute a breach of the lease, and will result in the loss of security deposit.

Security deposit return: Tenant's security deposit will be returned within one (1) month of the date of the lease termination provided that:

- The property is vacated by the date and time stated on the lease.
- Premises are cleaned and all personal property is removed.
- ALL keys are returned
- No money is owed to Landlord
- No damages other than normal wear and tear are apparent.
- There has been no breach of the lease or the rules and regulations as agreed between the Landlord and Tenant including but not limited to access to the property, keeping the property clean, payment fees, etc
- Tenant provided Landlord forwarding address in writing. A single check payable to all tenants of record will be issued.

Safety: Tenant acknowledge that neither Landlord nor agent can warrant their security, that the agent did not make any statement pertaining to the neighborhood safety, and agrees to hold harmless both aforesaid parties for their safety. Tenant further agrees to the following building rules:

**ALWAYS keep all building doors locked at all times
Do not let any unknown person into the building
Report anything suspicious to the police
If you have an alarm, use it at all times**

Alarms: Alarms will not be activated until Tenant(s) pays for the annual city registration, and supplies their home phone numbers. False alarms are billed to the Tenant @ \$100.00 per occurrence by the city. Failure to pay may result in termination. Supplied codes may not be altered. If changed, it will be back at your expense. LANDLORD WILL NOT BE RESPONSIBLE FOR ANY CITY FINES OR FEES.

Additional locks: Tenants may not change or add any lock. Landlord will remove and/or any such lock WITHOUT NOTICE AT THE TENANT'S EXPENSE.

Additional lock-outs: There is a minimum charge of \$50.00 to let Tenant into a property. This rate is from 9:00AM-4:00PM Monday thru Friday. There will be a higher charge for after hours. Tenants should have ALL keys to the unit. Failure to notify owner of missing keys, or to carry all keys is Tenant's responsibility. **ALL FEES ARE PAYABLE AT TIME OF SERVICE, AND DOORS WILL NOT BE UNLOCKED WITHOUT A FEE.**

Emergency repairs: Emergencies are defined as gas leaks, flooding, and loss of heat, loss of electric, fire, and physical damage to property from outside source. **POLICE 911, PECO 800-494-4000, PGW 215-235-1000, the Office 267-432-5013** and/or the emergency number provided to you in your letter.

Name change on lease: Only Tenant named on the lease may reside on the property. Adding or changing names on the lease is at the Landlord's discretion. To change a name, all current tenants and the applicant must notify the Landlord in writing. The applicant must pay the standard application fee, and be approved by any other tenant. The Landlord reserves the right to decline the applicant who fails to meet the standard criteria. Current Tenant(s) must supply the applicant and this clause may only be exercised if one or more of the current Tenant(s) are remaining on the lease. All security deposits and final month's rent will be forwarded by the new Tenant, to the former Tenant shall release both the owner and agent from any claim on the monies. The charge for changing the lease is \$250.00. The change does not become official until the fee is paid and the new lease is signed by ALL PARTIES.

Landlord Initials 

Tenant Initial  

“Landlord”
DocuSigned by:

1C499C9F39A4407...
FOR: SAV Global Management LLC
TITLE: Manager/Partner

DATE SIGNED

8/18/2019

“Tenant”
DocuSigned by:
Justin Parnell
12EEB011E23A466...

DATE SIGNED

8/16/2019

“Co-signer”
DocuSigned by:
RC
4AA97111E5084A5...

DATE SIGNED

8/16/2019

Landlord Initials  *HTS*

Tenant Initial  *JP*  *RC*

UTILITIES ADDENDA TO LEASE

To: Resident's Name(s): **Justin Pannell and Roberta Courts**

Apartment Full Address: **3406 Spring Garden Street, 1R, Philadelphia, PA 19104**

I/We, **Justin Pannell and Roberta Courts**, hereby understand and agree that, it is my/our responsibility to have the Electric & Gas Service (if applicable) in **Apartment #1R** turned on in my/our Name(s), on or before **August 19, 2019**, or upon taking occupancy. If applicable, Electric and Gas, will be listed in the Names(s) **Justin Pannell and Roberta Courts**. If this is a single family home, the cost of water and water metering will be charged back to the tenant (s). In addition, if any money is owed to Landlord for any utility cost, by me/us, appertaining to the said apartment, on any basis, then, I/We understand and agree that the said amount will be billed as additional rent and thereby become due and payable, without demand, and this agreement is subject to all the terms, conditions, and covenants of the Lease Agreement.

"Tenant"
DocuSigned by:
Justin Pannell
12EEB611E23A466...

DATE SIGNED
8/16/2019

"Co-signer"
DocuSigned by:
RC
4AA97111E5084A5...

DATE SIGNED
8/16/2019

Landlord Initials HS

Tenant Initial JP RC

DRUG-FREE HOUSING ADDENDUM

In consideration of the execution or renewal of a lease of the dwelling unit identified in the Lease.

Owner and Resident agree as follows:

1. Resident, any member of residents' household, or guest or other person under the resident's control shall not engage in criminal activity, including drug related criminal activity, on or near project premises. "Drug Related Criminal Activity" means the illegal manufacturer, sale, distribution, use or possession with intent to manufacture, sell, distribute, or use, of a controlled substance (as defined in section 102 of the Controlled Substance Act (21 U.S.C. 802).
2. Resident, any member of the resident's household, or guest or other person under the resident's control **shall not engage in any act intended to facilitate criminal activity**, including drug related criminal activity, on or near project premises.
3. Resident or members of the household **will not permit the dwelling unit to be used for, or to facilitate, criminal activity**, including drug related criminal activity, regardless of whether the individual engaging in such activity is a member of the household or a guest.
4. Resident or member of the household will not engage in the manufacture, sale, or distribution of illegal drugs at any location, whether on or near project premises or otherwise.
5. Resident, any member of the resident's household, or a guest or other person under the resident's control **shall not engage in acts of violence or threats of violence**, including, but not limited to, the unlawful discharge of firearms, on or near project premises.
6. **VIOLATION OF THE ABOVE PROVISIONS SHALL BE A MATERIAL VIOLATION OF THE LEASE AND GOOD CAUSE FOR TERMINATION OF TENANCY.** A single violation of any of the provisions of this addendum shall be deemed a serious violation and a material noncompliance with the Lease. It is understood and agreed that a single violation shall be good cause for termination to the Lease. Unless otherwise provided by law, proof of violation shall not require criminal conviction, but shall be by a preponderance of the evidence.
7. In case of conflict between the provisions of this Addendum and any other provisions of the Lease, the provisions of the Addendum shall govern.
8. This lease Addendum is incorporated into the Residential Lease Agreement or renewed this day between Owner and Resident.

"Tenant"
 DocuSigned by:
 Justin Parnell
 12EEB611E23A466...

DATE SIGNED
 8/16/2019

"Co-signer"
 DocuSigned by:
 RC
 4AA97111E5084A5...

DATE SIGNED
 8/16/2019

Landlord Initials 

Tenant Initial  

MOLD ADDENDUM

In this document the terms "you" and "your" refer to all tenants listed below and all occupants or guests; and the terms "we", "us," and "our" refer to the landlord or agent named in the Lease Contract (not to the property manager or anyone else). In this document, all references to the term mold shall be deemed to include all forms of mold and mildew as well as similar growths.

1. LEASE CONTRACT DESCRIPTION.

Residential Lease date: August 18th, 2019
Landlord or agent's name: SAV Global Management LLC
Tenants (list of residents): Justin Pannell and Roberta Courts
The Residential Lease is referred to in this Mold Addendum as the "Pennsylvania Plain Language Lease."

2. MOLD AND MILDEW. You acknowledge that it is necessary for you to maintain appropriate climate control, keep your dwelling unit clean, and take necessary measures to retard and prevent mold from accumulating in the dwelling unit. You agree to clean and dust the dwelling unit on a regular basis and to remove visible moisture accumulation on windows, window sills, walls, floors, ceilings, and other surfaces as soon as reasonably possible. You agree not to block or cover any heating, ventilation or air-conditioning ducts. You also agree to report immediately in writing to us: (i) any evidence of a water leak or excessive moisture in the dwelling unit, common hallways, storage room, garage or other common areas; (ii) any evidence of mold that cannot be removed with a common household cleaner, (iii) any failure or malfunction in heating, ventilation or air conditioning, and (iv) any inoperable doors or windows. You further agree that you shall be responsible for damage to the dwelling unit and your personal property as well as injury to you and all occupants of the dwelling unit resulting from your failure to comply with the terms of this Mold Addendum.

3. VIOLATION OF RULES. If you or any occupant violates any rule or provision of this Mold Addendum (based upon our judgment) it shall be considered a material default under the terms of the Lease Contract. Upon written notice from us, you must immediately comply with all rules and provisions of this Mold Addendum. We also have all other rights and remedies set forth in the Lease Contract, including damages, eviction, and attorneys' fees to the extent allowed by law.

4. LIABILITY FOR DAMAGES, INJURIES, CLEANING, ETC. You and all tenant under the Lease contract are fully responsible and liable for the entire amount of all cleaning expenses incurred by us to remove mold from the dwelling unit as well as all damages to the dwelling unit caused by mold. We--not--you -- will arrange for these services. If a part or parts of the dwelling unit cannot be satisfactorily cleaned or repaired; you must pay for us to replace them completely. Payment for damages, repairs, cleaning, replacements, etc. are due immediately upon demand.

5. GENERAL. This Mold Addendum is considered part of the Lease Contract described above. In the event of any conflict between the terms of this Mold Addendum and the terms of the Lease Contract, the terms of this Mold Addendum shall control. Each tenant who signed the Lease Contract must sign this Mold Addendum. Each tenant is jointly and severally liable for damages and all other obligations set forth in this Mold Addendum.

"Tenant"
DocuSigned by:
Justin Pannell
12EE0611E23A466...

DATE SIGNED
8/16/2019

"Co-signer"
DocuSigned by:
RCO
4AA97111E5084AS...

DATE SIGNED
8/16/2019

Landlord Initials HS

Tenant Initial JP RC

Specific Service Agreement Statement of Account SA- 3747423223

Customer Name	From Date	To Date		
JUSTIN PANNELL	3/31/2024	3/31/2026		
Service Address	Account Number	S A Number	Meter	Rate/Class
757 S 20TH ST Apt 2R PHIL, PA 191461846		3747423223	2118974	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
8/6/2025	BILL	242	R	7	0	0	0		8/29/2025	\$0.00	\$0.00	\$0.00
9/4/2025	BILL	243	R	29	1	0.03	0		9/29/2025	\$19.14	\$19.14	\$19.14
10/3/2025	LPC									\$0.28	\$19.42	\$19.42
10/3/2025	BILL	244	R	29	1	0.03	0		10/28/2025	\$19.07	\$38.49	\$38.49
11/4/2025	BILL	244	R	30	0	0	167		12/1/2025	\$17.47	\$55.96	\$55.96
12/4/2025	LPC									\$0.83	\$56.79	\$56.79
12/4/2025	BILL	245	R	32	1	0.03	556		12/31/2025	\$19.16	\$75.95	\$75.95
1/6/2026	LPC									\$1.12	\$77.07	\$77.07
1/6/2026	BILL	245	R	31	0	0	937		1/30/2026	\$18.68	\$95.75	\$95.75
2/4/2026	LPC									\$1.40	\$97.15	\$97.15
2/4/2026	BILL	246	R	31	1	0.03	1044		3/2/2026	\$20.48	\$117.63	\$117.63
3/4/2026	LPC									\$1.71	\$119.34	\$119.34
3/4/2026	BILL	247	R	28	1	0.04	853		3/27/2026	\$20.47	\$139.81	\$139.81
3/31/2026	LPCWVE									(\$3.11)	\$136.70	\$136.70

Specific Service Agreement Statement of Account SA- 6311725860

Customer Name	From Date	To Date		
JUSTIN PANNELL	7/23/2021	3/31/2026		
Service Address	Account Number	S A Number	Meter	Rate/Class
3406 SPRING GARDEN ST Apt 1R PHIL, PA 191042072		6311725860	1767405	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
8/5/2021	LPC									\$12.34	\$895.21	\$895.21
8/5/2021	BILL	6582	R	32	0	0	0		8/30/2021	\$15.53	\$910.74	\$910.74
9/4/2021	LPC									\$12.57	\$923.31	\$923.31
9/4/2021	BILL	6582	R	30	0	0	0		9/29/2021	\$15.53	\$938.84	\$938.84
10/6/2021	LPC									\$12.80	\$951.64	\$951.64
10/6/2021	BILL	6582	R	32	0	0	9		10/29/2021	\$15.53	\$967.17	\$967.17
11/4/2021	LPC									\$13.03	\$980.20	\$980.20
11/4/2021	BILL	6582	R	29	0	0	114		12/1/2021	\$15.53	\$995.73	\$995.73
12/7/2021	LPC									\$13.27	\$1,009.00	\$1,009.00
12/7/2021	BILL	6644	R	31	62	2	559		12/31/2021	\$106.69	\$1,115.69	\$1,115.69
1/7/2022	LPC									\$14.87	\$1,130.56	\$1,130.56
1/7/2022	BILL	6726	R	33	82	2.48	678		2/2/2022	\$164.48	\$1,295.04	\$1,295.04
2/5/2022	LPC									\$17.34	\$1,312.38	\$1,312.38
2/5/2022	BILL	6836	R	29	110	3.79	963		3/2/2022	\$192.88	\$1,505.26	\$1,505.26
3/9/2022	LPC									\$20.23	\$1,525.49	\$1,525.49
3/9/2022	BILL	6933	R	32	97	3.03	746		4/1/2022	\$187.40	\$1,712.89	\$1,712.89
4/7/2022	LPC									\$23.04	\$1,735.93	\$1,735.93
4/7/2022	BILL	6989	R	29	56	1.93	470		5/3/2022	\$109.54	\$1,845.47	\$1,845.47
5/6/2022	LPC									\$24.68	\$1,870.15	\$1,870.15
5/6/2022	BILL	7006	R	29	17	0.59	270		6/1/2022	\$42.32	\$1,912.47	\$1,912.47
6/7/2022	LPC									\$25.32	\$1,937.79	\$1,937.79
6/7/2022	BILL	7011	R	30	5	0.17	44		7/1/2022	\$26.26	\$1,964.05	\$1,964.05
7/7/2022	LPC									\$25.71	\$1,989.76	\$1,989.76
7/7/2022	BILL	7011	R	32	0	0	0		8/1/2022	\$16.02	\$2,005.78	\$2,005.78
7/27/2022	WNA2&5									(\$2.11)	\$2,003.67	\$2,003.67
8/5/2022	LPC									\$25.95	\$2,029.62	\$2,029.62
8/5/2022	BILL	7011	R	29	0	0	0		8/30/2022	\$16.02	\$2,045.64	\$2,045.64

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
9/3/2022	LPC									\$26.19	\$2,071.83	\$2,071.83
9/3/2022	BILL	7011	R	29	0	0	0		9/28/2022	\$16.02	\$2,087.85	\$2,087.85
10/5/2022	LPC									\$26.43	\$2,114.28	\$2,114.28
10/5/2022	BILL	7017	R	32	6	0.19	49		10/28/2022	\$27.26	\$2,141.54	\$2,141.54
11/2/2022	LPC									\$26.84	\$2,168.38	\$2,168.38
11/2/2022	BILL	7068	R	28	51	1.82	208		11/29/2022	\$115.39	\$2,283.77	\$2,283.77
12/2/2022	LPC									\$28.57	\$2,312.34	\$2,312.34
12/2/2022	BILL	7105	R	30	37	1.23	427		12/29/2022	\$91.33	\$2,403.67	\$2,403.67
1/4/2023	LPC									\$29.94	\$2,433.61	\$2,433.61
1/4/2023	BILL	7213	R	30	108	3.6	820		1/30/2023	\$211.58	\$2,645.19	\$2,645.19
2/2/2023	LPC									\$33.12	\$2,678.31	\$2,678.31
2/2/2023	BILL	7285	R	32	72	2.25	682		2/28/2023	\$172.82	\$2,851.13	\$2,851.13
3/4/2023	LPC									\$35.71	\$2,886.84	\$2,886.84
3/4/2023	BILL	7363	R	30	78	2.6	652		3/28/2023	\$175.31	\$3,062.15	\$3,062.15
4/4/2023	LPC									\$38.34	\$3,100.49	\$3,100.49
4/4/2023	BILL	7423	R	29	60	2.07	572		4/28/2023	\$108.02	\$3,208.51	\$3,208.51
5/4/2023	LPC									\$39.96	\$3,248.47	\$3,248.47
5/4/2023	BILL	7428	R	32	5	0.16	242		5/30/2023	\$24.56	\$3,273.03	\$3,273.03
6/3/2023	LPC									\$40.33	\$3,313.36	\$3,313.36
6/3/2023	BILL	7430	R	30	2	0.07	85		6/28/2023	\$19.03	\$3,332.39	\$3,332.39
7/4/2023	LPC									\$40.61	\$3,373.00	\$3,373.00
7/4/2023	BILL	7430	R	29	0	0	3		7/27/2023	\$16.02	\$3,389.02	\$3,389.02
8/3/2023	LPC									\$40.85	\$3,429.87	\$3,429.87
8/3/2023	BILL	7430	R	32	0	0	0		8/28/2023	\$16.02	\$3,445.89	\$3,445.89
9/2/2023	LPC									\$41.09	\$3,486.98	\$3,486.98
9/2/2023	BILL	7430	R	30	0	0	0		9/27/2023	\$16.02	\$3,503.00	\$3,503.00
10/4/2023	LPC									\$41.33	\$3,544.33	\$3,544.33
10/4/2023	BILL	7430	R	32	0	0	18		10/27/2023	\$16.02	\$3,560.35	\$3,560.35
11/2/2023	LPC									\$41.57	\$3,601.92	\$3,601.92
11/2/2023	BILL	7431	R	29	1	0.03	151		11/29/2023	\$17.67	\$3,619.59	\$3,619.59
12/2/2023	LPC									\$41.84	\$3,661.43	\$3,661.43
12/2/2023	BILL	7496	R	30	65	2.17	540		12/28/2023	\$99.95	\$3,761.38	\$3,761.38
1/3/2024	LPCWVE									(\$41.84)	\$3,719.54	\$3,719.54
1/4/2024	BILL	7613	R	33	117	3.55	710		1/30/2024	\$200.02	\$3,919.56	\$3,919.56
2/2/2024	BILL	7725	R	29	112	3.86	822		2/28/2024	\$186.34	\$4,105.90	\$4,105.90

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
3/2/2024	BILL	7823	Y	29	98	3.38	714		3/26/2024	\$169.18	\$4,275.08	\$4,275.08
4/3/2024	BILL	7881	R	32	58	1.81	518		4/26/2024	\$110.46	\$4,385.54	\$4,385.54
5/2/2024	BILL	7913	R	29	32	1.1	264		5/28/2024	\$65.99	\$4,451.53	\$4,451.53
6/1/2024	BILL	7919	R	30	6	0.2	72		6/25/2024	\$26.06	\$4,477.59	\$4,477.59
7/2/2024	BILL	7919	R	29	0	0	0		7/26/2024	\$17.47	\$4,495.06	\$4,495.06
8/1/2024	BILL	7919	R	32	0	0	0		8/26/2024	\$17.47	\$4,512.53	\$4,512.53
8/31/2024	BILL	7919	R	30	0	0	0		9/25/2024	\$17.47	\$4,530.00	\$4,530.00
10/2/2024	BILL	7919	R	32	0	0	1		10/25/2024	\$17.47	\$4,547.47	\$4,547.47
10/4/2024	CANB									(\$17.47)	\$4,530.00	\$4,530.00
10/4/2024	AUTO CN									\$0.00	\$4,530.00	\$4,530.00
10/4/2024	BILL	7919	R	3	0	0	0		10/29/2024	\$0.00	\$4,530.00	\$4,530.00
2/28/2025	WO									(\$4,530.00)	\$0.00	\$0.00
7/24/2025	REACT									\$4,530.00	\$4,530.00	\$4,530.00
7/29/2025	REXFER									(\$4,530.00)	\$0.00	\$0.00

Philadelphia Gas Works



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

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

July 25, 2025

Justin Pannell
1 Northcrest Court
Wheeling, WV 26003-4925

Account Number: [REDACTED]
Service Address: 3406 Spring Garden St., 1r

Dear Justin Pannell,

On July 24, 2025, a dispute was filed with the Philadelphia Gas Works (PGW). In your dispute, you stated that you have not occupied 3406 Spring Garden Street, 1f since August 2020.

A review of our records indicates you established service at 3406 Spring Garden Street, 1r on August 18, 2019. However, there are no records of you requesting to discontinue service. The gas service was finalized in your name as of September 01, 2024, which is the date when a new applicant requested service.

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
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.

Philadelphia Gas Works



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

Sincerely,

Mr. Soto
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 or 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 the subject of the previous complaint filed with the Commission.
8. The date, if there is any, of proposed termination.
9. What would you like the Commission to do.

Customer Contact: Service

Date: 11/01/2021 Time: 2:41:00 PM Source: Related Tran:
CC Type: SERV - Service Created: 11/01/2021 at: 2:41:46 PM by: HWILDER
Area: 800 - Residential General Service Changed: at: by:
 Surveyable Auto Delete Date: 11/01/2025 Class: Inquiry

Comments: Herbert Wilder was here on a 96 C & C Field Shut Off order with Order # 12573232 , with a result of Completed , with activities of (Field Collections - NPSO CGI) , with comments of "NO ACCESS"

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: Service

Date: 06/02/2022 Time: 12:45:00 PM Source: _____ Related Tran: _____
CC Type: SERV - Service Created: 06/02/2022 at: 12:45:58 PM by: AHOWARD1
Area: 800 - Residential General Service Changed: _____ at: _____ by: _____
 Surveyable Auto Delete Date: 06/02/2026 Class: Inquiry

Comments: Andre Howard Jr was here on a 96 C & C Field Shut Off order with Order # 12979554 , with a result of Completed , with activities of (Field Collections - NPSO CGI) , with comments of "cgi"

Letter

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

Review List Tickler

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

Account: [REDACTED] Pannell, Justin
Premise: 3406 Spring Garden St,1r/Phila,Pa
Person: Pannell, Justin

Change Cancel

Customer Contact: Service [X]

Date: 09/11/2024 Time: 11:25:00 AM Source: _____ Related Tran: _____
CC Type: SERV - Service [v] Created: 09/11/2024 at: 11:25:32 AM by: MCASTILL
Area: 800 - Residential General Service [v] Changed: _____ at: _____ by: _____
 Surveyable Auto Delete Date: 09/11/2028 Class: Inquiry

Comments: Manuel Castillo was here on a 96 C & C Field Shut Off order with Order # 15007959 , with a result of Completed , with activities of (Field Collections - NPSO CGI) , with comments of "no answer"

Letter

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

Review List Tickler

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

Account: [redacted] Pannell, Justin [v]
Premise: 3406 Spring Garden St,1r/Phila,Pa [v]
Person: Pannell, Justin [v]

[Change] [Cancel]

Customer Contact: Billing [X]

Date: 10/04/2024 Time: 10:49:00 AM Source: JetSearch Related Tran: Account Maintenance

CC Type: BILL - Billing [v] Created: 10/04/2024 at: 10:49:08 AM by: ETHOMAS1

Area: 800 - Residential General Service [v] Changed: 10/04/2024 at: 10:51:21 AM by: ETHOMAS1

Surveyable Auto Delete Date: 10/04/2028 Class: Inquiry

Comments: CUSTOMER CONTACT (Database request) PRORATED the account to a T/Off date of 9/1/24 and billed the account up to that date. See account number [REDACTED]

Letter

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

Template: _____

Review List Tickler

Follow Up: [] to Review Group to User

Priority: [] Review Group... []

Account: [REDACTED] Pannell, Justin [v]

Premise: 3406 Spring Garden St,1r/Phila,Pa [v]

Person: Pannell, Justin [v]

[Change] [Cancel]

Customer Contact: Qa assist Csr

Date: 07/23/2025 Time: 3:28:00 PM Source: JetSearch Related Tran: Account Maintenance

CC Type: QFLR - Qa assist Csr Created: 07/23/2025 at: 3:28:49 PM by: LCONNELL

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

Surveyable Auto Delete Date: 07/23/2029 Class: Inquiry

Comments: QA assist - COR called wanting to start service at a new address but there is a W/O for \$4530.00 that is eligible to be reactivated. COR told CSR he moved from the previous address but there is no record of him ever contacting PGW to stop the service. In order for him to have to currnet service he must agree to the W/O being reactivated. If he agrees to it being reactivated he then open a dispute.

Letter

Status: Print Date: Run Number: Reprint:

Template:

Review List Tickler

Follow Up: to Review Group to User

Priority: Review Group...

Account: [Redacted] Pannell, Justin

Premise:

Person: Pannell, Justin

Change Cancel

Customer Contact: Turn On

Date: 07/23/2025 Time: 3:36:00 PM Source: JetSearch Related Tran: Account Maintenance
CC Type: SER0 - Turn On Created: 07/23/2025 at: 3:36:58 PM by: JFREEMA1
Area: 800 - Residential General Service Changed: at: by:
 Surveyable Auto Delete Date: 07/23/2029 Class: Inquiry

Comments: Applicant Justin Pannell [REDACTED] called to place service into his name at 757 S 20th Street 2R. GMI 6000 HH1. Per Experian Pass - Issue turn-on order - No Deposit Required. Not Linked. Informed him that he has a write off in the amount of 4530 that has to be reactivated in order to move forward with turn on. Informed him that if he agrees to reactivate that he can later dispute the charges. Applicant was very hesitant. Justin states that he will contact previous

Letter

Status: Print Date: Run Number: Reprint:

Template:

Review List Tickler

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

Account: [REDACTED] Pannell, Justin

Premise:

Person: Pannell, Justin

Customer Contact: Turn On [X]

Date: 07/23/2025 Time: 3:37:00 PM Source: JetSearch Related Tran: Account Maintenance
CC Type: SER0 - Turn On Created: 07/23/2025 at: 3:37:07 PM by: JFREEMA1
Area: 800 - Residential General Service Changed: at: by:
 Surveyable Auto Delete Date: 07/23/2029 Class: Inquiry

Comments: landlord and then give us a call back.

Letter

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

Review List Tickler

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

Account: [Redacted] Pannell, Justin [v]
Premise: [v]
Person: Pannell, Justin [v]

[Change] [Cancel]

Customer Contact: Turn On

Date: 07/24/2025 Time: 4:37:00 PM Source: JetSearch Related Tran: _____
CC Type: SER0 - Turn On Created: 07/24/2025 at: 4:37:29 PM by: LCEVALL
Area: 800 - Residential General Service Changed: 07/24/2025 at: 4:57:16 PM by: LCEVALL
 Surveyable Auto Delete Date: 07/24/2029 Class: Inquiry

Comments: Turn On, 7/28/2025, 1600 - 2000 App want to dispute write off amount of \$4530.00, app is stating in 2020 he went through very difficult times, was on emergency during covid pandemic, and app was not on property since 08/2020, and gas services were on and under his name until 2024, app is stating that he has proof of everything. started new gas services at 757 S 20th St, 2R, for 07/28/2025 from 1600 to 2000. app satisfied.

Letter

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

Review List Tickler

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

Account: [REDACTED] Pannell, Justin
Premise: 757 S 20th St,2r/Phila,Pa
Person: Pannell, Justin

Change Cancel