

TRANSACTION RECORD

Softgate Systems, Inc.  
1300 Passaic Avenue  
Fairfield, NJ 07004

PayCharge service provided by  
Amercash Solutions,  
a subsidiary of Softgate Systems

Holiday In-Fltway  
#10  
5147 FRANKFORD AVE  
PHILADELPHIA, PA  
(215) 535-9043

Date: 10/04/2012 Time: 07:00:28 PM  
Agent ID : 41720  
Reference Number: 41720-500809550  
Vendor : PHILADELPHIA GAS WORKS  
Posting Time : 10/05/2012  
Amount : \$ 361.50  
Fee : \$ 1.50  
Total : \$ 361.50

Account Number  
0008084661950

APPROVED

For customer service call:  
1-888-477-7297  
Thank you. Please come again!

CUSTOMER COPY

CPV 3

2-15-13

TRANSACTION RECORD

Softgate Systems, Inc.  
1300 Passaic Avenue  
Fairfield, NJ 07004

PayCharge service provided by  
Amercash Solutions,  
a subsidiary of Softgate Systems

Holiday In-Fltway #10  
5147 FRANKFORD AVE  
PHILADELPHIA, PA 19124-1903  
(215) 535-9043

Date: 02/16/2013 Time: 03:43:53 PM  
Agent ID : 41720  
Reference Number: 41720-500809125  
Vendor : PHILADELPHIA GAS WORKS  
Posting Time : 2/19/2013  
Amount : \$ 249.00  
Fee : \$ 1.50  
Total : \$ 241.50

Account Number  
010184551950

APPROVED

For customer service call:  
1-888-477-7297  
Thank you. Please come again!

CUSTOMER COPY

Compliment  
Ex. D.

1-18-14

TRANSACTION RECORD

Softgate Systems, Inc.  
1300 Passaic Avenue  
Fairfield, NJ 07004

PayCharge service provided by  
Softgate Systems,  
a subsidiary of Softgate Systems

Holiday In-Fltway #10  
5147 FRANKFORD AVE  
PHILADELPHIA, PA 19124-1903  
(215) 535-9043

Date: 03/19/2014 Time: 04:35:04 PM  
Agent ID : 41720  
Reference Number: 41720-500809425  
Vendor : PHILADELPHIA GAS WORKS  
Posting Time : 3/20/2014  
Amount : \$ 152.00  
Fee : \$ 1.50  
Total : \$ 153.50

Account Number  
010084661950

TRANSACTION APPROVED

For customer service call:  
1-888-477-7297  
Thank you for choosing Softgate  
Systems, come again!

CUSTOMER COPY

Use the Feedback  
www.softgate.com/paycharge

RECEIVED

MAR - 6 2014

118639

C-2013-2368462



**PHILADELPHIA GAS WORKS**

800 West Montgomery Avenue • Philadelphia, PA 19122

RECEIVED  
OFFICE OF C.A.L.J.

FEB 12 PM 1:40

PA PUC

Laureto A. Farinas, Senior Attorney  
Legal Department  
Direct Dial: 215-684-6982  
FAX: 215-684-6798  
E-mail: [laureto.farinas@pgworks.com](mailto:laureto.farinas@pgworks.com)

February 11, 2014

Administrative Law Judge Kandace F. Melillo  
Pennsylvania Public Utility Commission  
Office of Administrative Law Judge  
400 North Street  
Commonwealth Keystone Building  
Harrisburg, PA 17105 – 3265

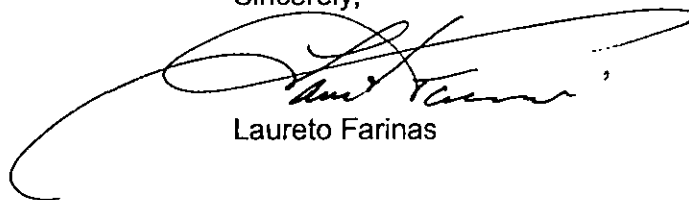
**RE: Titus C. Wright v. Philadelphia Gas Works, Docket No. C-2013-2368462**

Dear Administrative Law Judge Melillo:

Pursuant to your request at the conclusion of the telephonic hearing in the above captioned matter held Wednesday, January 29, 2014, please find enclosed and original and two (2) copies PGW late filed Exhibit – 9 and Exhibit – 10.

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

Sincerely,



Laureto Farinas

cc: Service List  
Linda Pereira  
Wendy Vacca

**Titus Wright v. Philadelphia Gas Works, Docket No. C-2013-2368462**

**PGW EXHIBIT – 9**

Pursuant to the request of Administrative Law Judge Kandace F. Melillo at the end of the telephonic hearing of January 29, 2014, in the above captioned matter, PGW has investigated whether any late payment charges were assessed on the PGW account Mr. Titus Wright, the Complainant, during the pendency of any of his informal or formal complaints. PGW has found the following:

**1137 Pratt Street**

Mr. Wright's PGW account at the service address of 1137 Pratt Street was not assessed any late payment charges. (See PGW Exhibit – 8)

**907 Bridge Street**

While having gas service at the 907 Bridget Street, Mr. Wright filed an informal complaint (BCS No. 2913234) on 11/17/11. That informal complaint was a request for compensation for alleged damages to the Complainant's property, while removing sheet rock that prevented meter access and not a dispute of a PGW bill.

PGW assessed \$49.68 in late payment charges on 2/17/12, since the payment agreement that the Complainant had been on was in default. That informal complaint was closed on 2/23/12 (PGW Exhibit – 5)

On 6/27/12, Mr. Wright filed another informal complaint (BCS No. 2987726). This was a request for a payment agreement. On 6/28/12 that informal complaint was closed and PGW and Mr. Wright entered into a new payment agreement. Due to insufficient payment the payment agreement of 6/28/12 broke and collection activity began. PGW terminated gas service for nonpayment on 10/10/12.

On 10/10/12, Mr. Wright filed another informal complaint (BCS No. 3030623). This informal complaint concerned the termination of service. This informal complaint (BCS No. 3030623) was closed on 12/31/12, when PGW reinstated the PUC payment agreement. PGW did not assess late payment charges on Mr. Wright's account from 6/27/12 until 4/19/13.

Due to missed payments, the payment arrangement broke and late payment charges began to assess on the account with the 4/19/13 billing. (See PGW Exhibit – 3)

On 5/18/13, Mr. Wright filed another informal complaint (BCS No. 3102757)

On 6/14/13 Mr. Wright filed his formal complaint at Docket No. C-2013-2368462.

As the two complaints (formal and informal) were pending at the same time, PGW requested that the BCS close Mr. Wright's pending informal complaint.

On 6/19/13 the BCS closed Mr. Wright's informal complaint

With both informal and formal complaints pending at the same time and with the closing of informal complaint, a total of \$205.42 in late payment charges were assessed on the account in error from July 2013 to October 2013. PGW has waived all \$205.42 late payment charged during that period.

**This Exhibit was prepared by Linda Pereira, Senior Customer Review Officer – PGW.**

***Titus Wright v. Philadelphia Gas Works, Docket No. C-2013-2368462***

**PGW EXHBIT – 10**

Attached are the Complaints and Certificate of Satisfaction in:

*Titus C. Wright v. Philadelphia Gas Works, Docket No. F-2010-2192191*

*Titus C. Wright v. Philadelphia Gas Works, Docket No. C-2011-2225996*



COMMONWEALTH OF PENNSYLVANIA  
PENNSYLVANIA PUBLIC UTILITY COMMISSION  
P.O. BOX 3265, HARRISBURG, PA 17105-3265

IN REPLY PLEASE  
REFER TO OUR FILE

**DATE SERVED: February 16, 2011**

C-2011-2225996

LAURETO FARINAS ESQUIRE  
PHILADELPHIA GAS WORKS  
800 W MONTGOMERY AVE  
PHILADELPHIA PA 19122-2898

03-7451-2929

Dear Mr. Farinas:

A complaint has been filed against you before the Pennsylvania Public Utility Commission by TITUS C. WRIGHT. To defend yourself against the claims stated in the following pages, you must act within twenty (20) days by filing in writing with the Commission, either personally or through your attorney, your defenses or objections to the claims stated against you. Or, you may satisfy the complaint by settling the matter with the Complainant and submitting proof of settlement to the Commission within twenty (20) days.

IF YOU FAIL TO RESPOND WITHIN TWENTY (20) DAYS, THE CASE MAY GO FORWARD IN YOUR ABSENCE AND A JUDGEMENT MAY BE ENTERED AGAINST YOU BY THE COMMISSION WITHOUT FURTHER NOTICE.

**CUSTOMER OF A UTILITY**

**A payment schedule may be prescribed or a termination of utility services may be authorized. You may lose money or property or other rights important to you.**

**COMPANY/UTILITY**

**An Administrative Law Judge may revoke or suspend any certificate or permit held by you, or impose a fine, or any other appropriate penalty or remedy authorized by the Public Utility Code. You may lose money or property or other rights important to you.**

Detailed instructions on how to proceed are contained in the attached pages. You are advised to read them carefully.

February 16, 2011

Unless you are a corporation or other organization, you may proceed without a lawyer. However, if you want a lawyer and do not have one or cannot afford one, the office listed below can tell you where you can get legal help:

Pennsylvania Lawyer Referral Service  
Pennsylvania Bar Association  
P.O. Box 186  
Harrisburg, PA 17108  
(800) 692-7375

Very truly yours,

A handwritten signature in black ink, appearing to read "Rosemary Chiavetta". The signature is written in a cursive style with a large initial "R".

Rosemary Chiavetta  
Secretary

ane

**BEFORE THE PENNSYLVANIA PUBLIC UTILITY COMMISSION**

**DATE SERVED: February 16, 2011**

**TITUS C. WRIGHT**  
Complainant

v.

**PHILADELPHIA GAS WORKS**  
Respondent

Complaint Docket  
No: C-2011-2225996

---

**FORMAL COMPLAINT NOTICE TO RESPONDENT TO ANSWER OR SATISFY**

---

**TO: PHILADELPHIA GAS WORKS**

**TAKE NOTICE:**

That a complaint in the above entitled matter, of which the attached is a true and correct copy, has been presented and filed of record with the Pennsylvania Public Utility Commission. Section 702 of the Public Utility Code, 66 Pa. C.S. Section 702, requires the Commission to serve on each party named in a complaint a copy of the complaint and notice calling upon each party to satisfy the complaint, or to answer the same in writing within a specified time; THEREFORE,

1. You have twenty (20) days from the date on which this complaint is served to either satisfy this complaint or to file with the **Secretary of the Pennsylvania Public Utility Commission, P. O. Box 3265, Harrisburg, PA 17105-3265**, an answer (original and three copies), in writing, under oath, which, as required by Section 5.61 of the Commission's Rules of Practice and Procedure, 52 Pa. Code Section 5.61, either affirms or specifically denies the allegations in this complaint. You must also serve a copy of the answer upon the complainant. The date of service is the mailing date as indicated by the date at the top of this Notice. Section 1.56(a) of the Commission's Rules of Practice and Procedure, 52 Pa. Code Section 1.56(a).

2. If you fail to either satisfy this complaint or to file answer or other responsive pleading within twenty (20) days, you will be deemed to have admitted all the allegations in this complaint in accordance with Section 5.61 of the Commission's Rules of Administrative Practice and Procedure, 52 Pa. Code Section 5.61. In that event, the Commission may, without hearing, enter an order which either revokes or suspends any certificate or permit held by you or which imposes a fine or any other appropriate penalty or remedy authorized by the Public Utility Code, 66 Pa. C.S. Section 101, et seq.; and, if

you are a customer of a utility, an order may be entered which prescribes a payment schedule or which authorizes termination of utility services. The Commission is not limited to the relief sought by the complainant in paragraph 4 of the attached complaint.

3. If you elect to satisfy this complaint you must file, within twenty (20) days from the date on which this complaint is served, affidavits executed by each complainant that this complaint has been satisfied. Such affidavits must describe the basis on which this complaint was satisfied; any settlement agreement between the parties must be reduced to writing and attached to the affidavit. Such affidavits are to be filed with the Secretary of the Commission at the address set forth in paragraph 1. Upon receipt of affidavits of satisfaction from all complainants, this complaint may be dismissed by the Commission in accordance with Section 703(a) of the Public Utility Code, 66 Pa. C.S. Section 703(a), unless the Commission determines that such dismissal would be contrary to the public interest, in which event the Commission may direct that hearings be held upon the complaint.

4. If you file an answer which admits the allegations in this complaint, or which fails to specifically deny the allegations in this complaint, the Commission may, without hearing, enter an order which either revokes or suspends any certificate held by you or which imposes a fine or any other appropriate penalty or remedy authorized by the Public Utility Code, 66 Pa. C. S. Section 101, et seq.; and, if you are a customer of a utility, an order may be entered which prescribes a payment schedule or which authorizes termination of utility services. The Commission is not limited to the relief sought by the complainant in paragraph 4 of the attached complaint.

5. If you file a timely answer which specifically denies the allegations in this complaint, or which raises material questions of law or fact, this matter shall be referred to the Office of Administrative Law Judge for hearing and decision. If, after hearing on the issues raised by that answer, you are found to have committed any of the violations alleged in the complaint, the Administrative Law Judge may render a decision which either revokes or suspends any certificate or permit held by you or which imposes a fine or any other appropriate penalty or remedy authorized by the Public Utility Code, 66 Pa. C. S. Section 101, et seq.; and, if you are a customer of a utility, an order may be entered which prescribes a payment schedule or which authorizes termination of utility services. In the imposition of a penalty after a hearing the Administrative Law Judge is not bound by the relief sought by the complainant in paragraph 4 of the attached complaint.



Rosemary Chiavetta  
Secretary

(SEAL)

Certified Mail  
Return Receipt Requested

PENNSYLVANIA PUBLIC UTILITY COMMISSION

COPY

Formal Complaint Form

Please print in ink or type. C-2011-2225996

1. CUSTOMER (COMPLAINANT) INFORMATION

Your name, mailing address, county, telephone number, utility account number and service address:

Name Titus C. Wright

Street/P.O. Box 23248 Apt #

City Philadelphia State PA Zip 19124

County

Daytime Telephone Number Where We Can Contact You: (267) 593-8175

E-mail Address (optional): wqmagazine@aol.com

Utility Account Number (from your bill) 0374512929

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

Name 1137 Pratt St.

Street/P.O. Box 23248

City Phila State PA Zip 19124

2. FULL NAME OF UTILITY COMPANY (RESPONDENT):

Phila. Gas Works

3. TYPE OF UTILITY (check one)

ELECTRIC

GAS

WATER

TELEPHONE (local, long distance)

STEAM HEAT

WASTE WATER

MOTOR CARRIER (e.g., taxi, moving company, limousine)

RECEIVED 2011 FEB 11 AM 9:20 PA.P.U.C. SECRETARY'S BUREAU

Titus Wright

# 03 745 12929

4. COMPLAINT (check one)

A. In general, what is your complaint?

- I want to oppose the company's proposed rate increase.
- There are incorrect charges on my bill.
- There is a reliability, safety or quality problem with my utility service.
- I received a notice that my utility service is being terminated.
- I would like a payment agreement.
- Other (explain).

B. State the facts of your complaint.

Include any specific dates, times or places that may be important. If the complaint is about a bill, tell us about any charges that you believe are not correct. Use additional paper if you need more space. Provide copies of all relevant documents you believe will support your complaint.

5. RELIEF

How do you want your complaint to be resolved? Use additional paper if you need more space.

The charges listed on my bill is very high and extremely inconsistent.

For the following 3 months consecutively rates fluctuate. The thermostat is constantly on 68° degrees.

October - \$76.50

November - \$520.91

December \$783.46

These are unheard of rates per month.

Notice the inconsistency.

Need credit and adjustment of bill.

6. PROTECTION FROM ABUSE

Answer the following question if your complaint is against a natural gas distribution utility, an electric distribution utility or a water distribution utility **AND** your complaint is about a billing problem, a request to receive service, a security deposit request, termination of service or a request for a payment agreement.

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

YES

NO

7. PRIOR UTILITY CONTACT

Answer the following question only if you are a residential customer and your complaint is against an electric distribution utility, natural gas distribution utility or a water distribution utility.

Have you spoken to a utility company representative about this complaint?

YES (includes appeals of BCS determinations)

N/A

NO

If you tried to, but could not speak to a utility company representative about your complaint, please explain why.

8. LEGAL REPRESENTATION (IF ANY)

If you are represented by a lawyer in this matter you must provide your lawyer's name, address, telephone number, and e-mail address, if known.

Lawyer's Name N/A (None presently)

Street \_\_\_\_\_

City \_\_\_\_\_ State \_\_\_\_\_ Zip \_\_\_\_\_

Area Code/Phone Number \_\_\_\_\_

E-mail Address (if Known) \_\_\_\_\_

9. VERIFICATION AND SIGNATURE

You must print or type your name below on the line provided for the verification paragraph, and you must sign and date (in ink) this form on the lines provided.

Verification:

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

Titus C. Wright  
(Signature)

2-7-11  
(Date)

\_\_\_\_\_  
Title of authorized employee or officer

10. FILING

Please return the completed form to one of the addresses listed below:

If using U.S. Postal Service:

If using overnight delivery service:

Secretary Pennsylvania Public Utility Commission P.O. Box 3265 Harrisburg, PA 17105-3265	Secretary Pennsylvania Public Utility Commission 400 North Street Commonwealth Keystone Building, 2 <sup>nd</sup> Floor Harrisburg, Pennsylvania 17120
---	--

Facsimiles and/or electronic filings of the complaint will not be accepted.

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

**Keep a copy of your complaint for your records.**



**PHILADELPHIA GAS WORKS**  
800 W. MONTGOMERY AVENUE, PHILADELPHIA, PA 19122-0050

Page: 1 of 2  
Billing Date: 11/18/10  
Account Number: 0374512929

**MONTHLY STATEMENT**

From 10/18/10 thru 11/17/10  
Billing Cycle Number: 13

Account for:  
**TITUS WRIGHT**  
1137 PRATT ST  
PHILA PA 19124-1843

Billing Summary

Past Due Amount \$1,994.93  
Current Charges \$76.51

Total Amount Due By Dec 14, 2010	<b>\$2,071.44</b>
-------------------------------------	-------------------

**GENERAL INFORMATION**

CONTACT US

Gas Leaks & Emergencies	215 235-121
Billing & General Information	215 236-100
Appliance Service	215 236-205
Theft of Gas	215 684-638
Foreign Language Assistance	215 235-100
Hearing impaired TTY Line	215 236-464
Representantes Que Hablan Espanol	215 235-217

Web Site - [www.pgworks.com](http://www.pgworks.com)

CUSTOMER SERVICE CENTERS

(Hours 9 a.m. - 5 p.m.)

Center City	1137 Chestnut St. (M, T, TH, F)
Germantown	210 W. Chelton Ave. (T, W, F)
S. Philadelphia	1601 S. Broad St. (M, W, TH)
Frankford	4410 Frankford Ave. (T, TH, F)
N. Philadelphia	1337 W. Erie Ave. (M, W, TH)
W. Philadelphia	5230 Chestnut St. (M, T, W, F)

To avoid Finance Charges please pay total amount due by the due date. Finance Charge is calculated at 1.5% monthly. (18% yearly)

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

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



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

Account Number: 0374512929  
Due Date: Dec 14, 2010  
Please Pay: \$2,071.44

Amount Enclosed:

<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>
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4490 1 AV 0.335 \*\*\*\*AUTO\*\*5-DIGIT 19124  
TITUS WRIGHT  
1137 PRATT ST  
PHILA PA 19124-1843

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

000374512929000000002071440



TITUS WRIGHT  
 1137 PRATT ST  
 PHILA PA 19124-1843

Page: 2 of 2  
 Billing Date: 11/18/10  
 Account Number: 0374512929

**Account Summary**

Previous Balance	Payments Received	Balance Brought Forward	Repairs and Adjustments	Current Charges	Account Balance
\$1,994.93	\$0.00	\$1,994.93	\$0.00	\$76.61	\$2,071.44

**Current Basic Charges**

SA ID# 6165855289, 1137 PRATT ST  
 Rate Class: General Service Residential

**Supply Charges**

Commodity Charge 39 Ccf @ \$0.72449.....	\$28.26
<b>Total Supply Charges .....</b>	<b>\$28.26</b>

**Delivery Charges**

Customer Charge @ \$12.00 .....	\$12.00
Distribution Charge 39 Ccf @ \$0.90797.....	\$35.41
Gas Cost Adjustment @ -\$0.03399 .....	\$1.33 CR
Weather Normalization Adjustment .....	\$2.17

<b>Total Delivery Charges .....</b>	<b>\$48.25</b>
<b>Total Current Billing Charges .....</b>	<b>\$76.51</b>

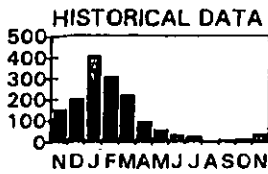
**Meter Detail**    Meter #: 1706985    Service Point: 9972365886    Next Meter Read: Dec 16, 2010

From			To			Difference	Usage (Ccf)	Conversion Factor	Total Therms.
Date	Reading	Type	Date	Reading	Type				
10/18/2010	2099	Actual	11/17/2010	2138	Actual	39	39.00	1.016	39.62

**Energy Usage Information**

SA ID# 6165855289, 1137 PRATT ST  
**COMPARATIVE GAS USAGE THIS MONTH**

	This Year	Last Year
Avg Daily Usage (Ccf)	1.0	5.0
Billing Days	30	32
Avg Daily Cost	\$2.55	\$8.33



**LAST 12 MONTHS**

Total Ccf	1402.00
Avg Ccf	116.83

Actual  
 Estimated

**PHILADELPHIA GAS WORKS**  
800 W. MONTGOMERY AVENUE, PHILADELPHIA, PA 19122-0050

Page: 1 of 2  
Billing Date: 12/18/10  
Account Number: 0374512929

**MONTHLY STATEMENT**

From 11/17/10 thru 12/16/10  
Billing Cycle Number: 13

Account for:  
**TITUS WRIGHT**  
1137 PRATT ST  
PHILA PA 19124-1843

Billing Summary

Past Due Amount \$2,071.44  
Current Charges \$520.91

Total Amount Due By	
Jan 14, 2011	<b>\$2,592.35</b>

**GENERAL INFORMATION**

CONTACT US

Gas Leaks & Emergencies	215 235-121
Billing & General Information	215 235-100
Appliance Service	215 235-205
Theft of Gas	215 684-638
Foreign Language Assistance	215 235-100
Hearing impaired TTY Line	215 236-464
Representantes Que Hablan Espanol	215 235-217

Web Site - [www.pgworks.com](http://www.pgworks.com)

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(Hours 9 a.m. - 5 p.m.)

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Frankford	4410 Frankford Ave. (T, TH, F)
N. Philadelphia	1337 W. Erie Ave. (M, W, TH)
W. Philadelphia	5230 Chestnut St. (M, T, W, F)

To avoid Finance Charges please pay total amount due by the due date. Finance Charge is calculated at 1.5% monthly. (18% yearly)

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

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



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

Account Number: 0374512929  
Due Date: Jan 14, 2011  
Please Pay: \$2,592.35

Amount Enclosed:

4590 1 AV 0.335 \*\*\*\*\*AUTO\*\*5-DIGIT-19124..



TITUS WRIGHT  
1137 PRATT ST  
PHILA PA 19124-1843



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

0003745129298000000002592353

TITUS WRIGHT  
 1137 PRATT ST  
 PHILA PA 19124-1843

Page: 2 of 2  
 Billing Date: 12/18/10  
 Account Number: 0374512929

Account Summary	Previous Balance	Payments Received	Balance Brought Forward	Repairs and Adjustments	Current Charges	Account Balance
	\$2,071.44	\$0.00	\$2,071.44	\$0.00	\$520.91	\$2,592.35

**Current Basic Charges**

SA ID# 6165855289, 1137 PRATT ST  
 Rate Class: General Service Residential

Supply Charges

Commodity Charge 153.31 Ccf @ \$0.72449 ..... \$111.07  
 Total Supply Charges ..... \$111.07

Delivery Charges

Customer Charge @ \$12.00 ..... \$5.38  
 Distribution Charge 153.31 Ccf @ \$0.90797 ..... \$139.20  
 Gas Cost Adjustment @ -\$0.03399 ..... \$5.21 CR  
 Weather Normalization Adjustment ..... \$8.41 CR

Total Delivery Charges ..... \$130.96

Supply Charges

Commodity Charge 188.69 Ccf @ \$0.63266 ..... \$119.38  
 Total Supply Charges ..... \$119.38

Delivery Charges

Customer Charge @ \$12.00 ..... \$6.62  
 Distribution Charge 188.69 Ccf @ \$0.87015 ..... \$164.19  
 Gas Cost Adjustment @ -\$0.00513 ..... \$0.97 CR  
 Weather Normalization Adjustment ..... \$10.34 CR

Total Delivery Charges ..... \$159.50

Total Current Billing Charges ..... \$520.91

**Meter Detail** Meter #: 1706985 Service Point: 9972365886 Next Meter Read: Jan 20, 2011

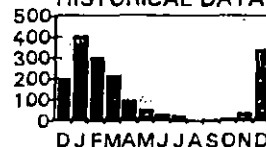
From			To			Difference	Usage (Ccf)	Conversion Factor	Total Therms
Date	Reading	Type	Date	Reading	Type				
11/17/2010	2138	Actual	12/16/2010	2480	Actual	342	342.00	1.020	348.77

**Energy Usage Information**

SA ID# 6165855289, 1137 PRATT ST  
 COMPARATIVE GAS USAGE THIS MONTH

	This Year	Last Year
Avg Daily Usage (Ccf)	12.0	7.0
Billing Days	29	30
Avg Daily Cost	\$17.96	\$11.22

HISTORICAL DATA



LAST 12 MONTHS

Total Ccf 1542.00  
 Avg Ccf 128.50

■ Actual  
 □ Estimated

**Message Center**

Effective Dec. 1, 2010 PGW rates have changed. Commodity Charge decreased to \$0.63266 per CCF. Gas Cost Adjustment increased to \$(0.00513). Distribution Charge decreased to \$0.87015. The changes will decrease the typical residential heating bill by about \$90.71 a year.

**MONTHLY STATEMENT**

From 12/16/10 thru 01/20/11

Billing Cycle Number: 13

Account for:

TITUS WRIGHT  
1137 PRATT ST  
PHILA PA. 19124-1843

Billing Summary

Past Due Amount  
Current Charges

\$2,592.35  
\$793.46

Total Amount Due By  
Feb 15, 2011 **\$3,385.81**

**GENERAL INFORMATION**

CONTACT US

Gas Leaks & Emergencies 215 235-1212  
Billing & General Information 215 235-1000  
Appliance Service 215 235-2050  
Theft of Gas 215 684-6383  
Foreign Language Assistance 215 235-1000  
Hearing impaired TTY Line 215 236-4646  
Representantes Que Hablan Espanol 215 235-2175

Web Site - [www.pgworks.com](http://www.pgworks.com)

CUSTOMER SERVICE CENTERS

(Hours 9 a.m. - 5 p.m.)

Center City 1137 Chestnut St. (M, T, TH, F)  
Germantown 210 W. Chelton Ave. (T, W, F)  
S. Philadelphia 1601 S. Broad St. (M, W, TH)  
Frankford 4410 Frankford Ave. (T, TH, F)  
N. Philadelphia 1337 W. Erie Ave. (M, W, TH)  
W. Philadelphia 5230 Chestnut St. (M, T, W, F)

To avoid Finance Charges please pay total amount due by the due date. Finance Charge is calculated at 1.5% monthly. (18% yearly)

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

Please return this portion with your payment.

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



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

Account Number: 0374512929  
Due Date: Feb 15, 2011  
Please Pay: \$3,385.81

Amount Enclosed:

□□□□□□□□□□

4620 1 AV 0.335 \*\*\*\*\*AUTO\*\*5-DIGIT.19.124



TITUS WRIGHT  
1137 PRATT ST  
PHILA PA 19124-1843



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

0003745129298000000003385815

TITUS WRIGHT  
 1137 PRATT ST  
 PHILA PA 19124-1843

Page: 2 of 2  
 Billing Date: 01/21/11  
 Account Number: 0374512929

**Account Summary**

Previous Balance	Payments Received	Balance Brought Forward	Repairs and Adjustments	Current Charges	Account Balance
\$2,592.35	\$0.00	\$2,592.35	\$0.00	\$793.46	\$3,385.81

**Current Basic Charges**

SA ID# 6165855289, 1137 PRATT ST  
 Rate Class: General Service Residential

Supply Charges

Commodity Charge 541 Ccf @ \$0.63266 ..... **\$342.27**

Total Supply Charges ..... **\$342.27**

Delivery Charges

Customer Charge @ \$12.00 ..... \$12.00

Distribution Charge 541 Ccf @ \$0.87015 ..... **\$470.75**

Gas Cost Adjustment @ -\$0.00513 ..... \$2.78 CR

Weather Normalization Adjustment ..... \$28.78 CR

Total Delivery Charges ..... **\$451.19**

Total Current Billing Charges ..... **\$793.46**

**Meter Detail**

Meter #: 1706985

Service Point: 9972365886

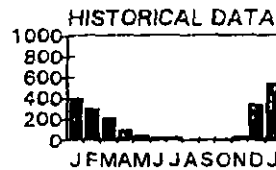
Next Meter Read: Feb 17, 2011

From			To			Difference	Usage (Ccf)	Conversion Factor	Total Therms
Date	Reading	Type	Date	Reading	Type				
12/16/2010	2480	Actual	01/20/2011	3021	Actual	541	541.00	1.022	552.83

**Energy Usage Information**

SA ID# 6165855289, 1137 PRATT ST  
 COMPARATIVE GAS USAGE THIS MONTH

	This Year	Last Year
Avg Daily Usage (Ccf)	15.0	12.0
Billing Days	35	34
Avg Daily Cost	\$22.67	\$18.68



LAST 12 MONTHS  
 Total Ccf 1677.00  
 Avg Ccf 139.75

Actual  
 Estimated



COMMONWEALTH OF PENNSYLVANIA  
PENNSYLVANIA PUBLIC UTILITY COMMISSION  
P.O. BOX 3265, HARRISBURG, PA 17105-3265

IN REPLY PLEASE  
REFER TO OUR FILE

**DATE SERVED: AUGUST 6, 2010**

F-2010-2192191

LAURETO FARINAS ESQUIRE  
PHILADELPHIA GAS WORKS  
800 W MONTGOMERY AVE  
PHILADELPHIA PA 19122-2898

Dear Mr. Farinas:

A complaint has been filed against you before the Pennsylvania Public Utility Commission by TITUS WRIGHT. To defend yourself against the claims stated in the following pages, you must act within twenty (20) days by filing in writing with the Commission, either personally or through your attorney, your defenses or objections to the claims stated against you. Or, you may satisfy the complaint by settling the matter with the Complainant and submitting proof of settlement to the Commission within twenty (20) days.

IF YOU FAIL TO RESPOND WITHIN TWENTY (20) DAYS, THE CASE MAY GO FORWARD IN YOUR ABSENCE AND A JUDGEMENT MAY BE ENTERED AGAINST YOU BY THE COMMISSION WITHOUT FURTHER NOTICE.

**CUSTOMER OF A UTILITY**

A payment schedule may be prescribed or a termination of utility services may be authorized. You may lose money or property or other rights important to you.

**COMPANY/UTILITY**

An Administrative Law Judge may revoke or suspend any certificate or permit held by you, or impose a fine, or any other appropriate penalty or remedy authorized by the Public Utility Code. You may lose money or property or other rights important to you.

Detailed instructions on how to proceed are contained in the attached pages. You are advised to read them carefully.

AUGUST 6, 2010

Unless you are a corporation or other organization, you may proceed without a lawyer. However, if you want a lawyer and do not have one or cannot afford one, the office listed below can tell you where you can get legal help:

Pennsylvania Lawyer Referral Service  
Pennsylvania Bar Association  
P.O. Box 186  
Harrisburg, PA 17108  
(800) 692-7375

Very truly yours,

A handwritten signature in black ink, appearing to read "Rosemary Chiavetta". The signature is written in a cursive style with a large initial "R".

Rosemary Chiavetta  
Secretary

SS

**BEFORE THE PENNSYLVANIA PUBLIC UTILITY COMMISSION**

**DATE SERVED: AUGUST 6, 2010**

**TITUS WRIGHT**

Complainant

v.

**PHILADELPHIA GAS WORKS**

Respondent

Complaint Docket

No: F-2010-2192191

---

**FORMAL COMPLAINT NOTICE TO RESPONDENT TO ANSWER OR SATISFY**

---

**TO: PHILADELPHIA GAS WORKS**

**TAKE NOTICE:**

That a complaint in the above entitled matter, of which the attached is a true and correct copy, has been presented and filed of record with the Pennsylvania Public Utility Commission. Section 702 of the Public Utility Code, 66 Pa. C.S. Section 702, requires the Commission to serve on each party named in a complaint a copy of the complaint and notice calling upon each party to satisfy the complaint, or to answer the same in writing *within a specified time*; **THEREFORE,**

1. You have twenty (20) days from the date on which this complaint is served to either satisfy this complaint or to file with the **Secretary of the Pennsylvania Public Utility Commission, P. O. Box 3265, Harrisburg, PA 17105-3265**, an answer (original and three copies), in writing, under oath, which, as required by Section 5.61 of the Commission's Rules of Practice and Procedure, 52 Pa. Code Section 5.61, either affirms or specifically denies the allegations in this complaint. You must also serve a copy of the answer upon the complainant. The date of service is the mailing date as indicated by the date at the top of this Notice. Section 1.56(a) of the Commission's Rules of Practice and Procedure, 52 Pa. Code Section 1.56(a).

2. If you fail to either satisfy this complaint or to file answer or other responsive pleading within twenty (20) days, you will be deemed to have admitted all the allegations in this complaint in accordance with Section 5.61 of the Commission's Rules of Administrative Practice and Procedure, 52 Pa. Code Section 5.61. In that event, the Commission may, without hearing, enter an order which either revokes or suspends any certificate or permit held by you or which imposes a fine or any other appropriate penalty or remedy authorized by the Public Utility Code, 66 Pa. C.S. Section 101, et seq.; and, if

you are a customer of a utility, an order may be entered which prescribes a payment schedule or which authorizes termination of utility services. The Commission is not limited to the relief sought by the complainant in paragraph 4 of the attached complaint.

3. If you elect to satisfy this complaint you must file, within twenty (20) days from the date on which this complaint is served, affidavits executed by each complainant that this complaint has been satisfied. Such affidavits must describe the basis on which this complaint was satisfied; any settlement agreement between the parties must be reduced to writing and attached to the affidavit. Such affidavits are to be filed with the Secretary of the Commission at the address set forth in paragraph 1. Upon receipt of affidavits of satisfaction from all complainants, this complaint may be dismissed by the Commission in accordance with Section 703(a) of the Public Utility Code, 66 Pa. C.S. Section 703(a), unless the Commission determines that such dismissal would be contrary to the public interest, in which event the Commission may direct that hearings be held upon the complaint.

4. If you file an answer which admits the allegations in this complaint, or which fails to specifically deny the allegations in this complaint, the Commission may, without hearing, enter an order which either revokes or suspends any certificate held by you or which imposes a fine or any other appropriate penalty or remedy authorized by the Public Utility Code, 66 Pa. C. S. Section 101, et seq.; and, if you are a customer of a utility, an order may be entered which prescribes a payment schedule or which authorizes termination of utility services. The Commission is not limited to the relief sought by the complainant in paragraph 4 of the attached complaint.

5. If you file a timely answer which specifically denies the allegations in this complaint, or which raises material questions of law or fact, this matter shall be referred to the Office of Administrative Law Judge for hearing and decision. If, after hearing on the issues raised by that answer, you are found to have committed any of the violations alleged in the complaint, the Administrative Law Judge may render a decision which either revokes or suspends any certificate or permit held by you or which imposes a fine or any other appropriate penalty or remedy authorized by the Public Utility Code, 66 Pa. C. S. Section 101, et seq.; and, if you are a customer of a utility, an order may be entered which prescribes a payment schedule or which authorizes termination of utility services. In the imposition of a penalty after a hearing the Administrative Law Judge is not bound by the relief sought by the complainant in paragraph 4 of the attached complaint.



Rosemary Chiavetta  
Secretary

(SEAL)

Certified Mail  
Return Receipt Requested

timely

PENNSYLVANIA PUBLIC UTILITY COMMISSION

Formal Complaint Form

COPY

Please print or type.

F-2010-2192191

1. CUSTOMER NAME (COMPLAINANT)

Your name, mailing address, county, telephone number, utility account number and service address:

Name Titus C. Wright

Street/P.O. Box 1137 Pratt St. Apt # \_\_\_\_\_

City Phila State PA. Zip 19124

County Philadelphia

Area Code/HOME Phone 215 613-6891

Area Code/WORK Phone 215 954-7886 (cell)

Utility Account Number 0374512929  
(from your bill)

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

Name \_\_\_\_\_

Street/P.O. Box \_\_\_\_\_

City \_\_\_\_\_ State \_\_\_\_\_ Zip \_\_\_\_\_

2010 AUG -14 AM 9:11  
SECRETARY'S BUREAU

2. UTILITY NAME (RESPONDENT)

Name of utility company your complaint concerns: Phila. Gas Works (PGW)

3. TYPE OF UTILITY (check one)

ELECTRIC

STEAM HEAT

GAS

WASTE WATER

WATER

MOTOR CARRIER

(taxi, moving company, limousine)

TELEPHONE

(local, long distance)

54059

4. COMPLAINT (check one)

A. In general, what is your complaint?

- I want to oppose the company's proposed rate increase.
- There are incorrect charges on my bill.
- There is a reliability, safety or quality problem with my utility service.
- I received a notice that my utility service is being terminated.
- I would like a payment agreement.
- Other.  
(explain)

B. State the facts of your complaint.

Include any specific dates, times or places that are important. If the complaint is about a bill, tell us about any charges that you believe are not correct. Use additional paper if you need more space. Provide copies of all relevant documents you believe will support your complaint.

My initial complaint was in Feb/March 2010.  
I believe my gas bill was extremely high averaging  
\$600 a month. Just recently I was asked to make  
an agreement with the Gas company. This was arranged  
by the P.U.C as a budget agreement for \$345 a month

5. RELIEF Starting in August 2010. only \$80 going toward balance.  
This is unacceptable. This budget arrangement is based on error.

What do you want the Public Utility Commission to do about your complaint? Use additional paper if you need more space.

I would like for the P.U.C to make a better and  
affordable arrangement. No one pays \$345 a month during  
summer months for gas. This is usually a winter time  
bill, (Oct - March). My income net is only \$1500 a month.  
My Rent is \$825 a month, Elec. is \$112, Phone \$60,  
Car payment \$260 month, Insurance \$99. I simply cannot  
afford to pay \$345 a month all year round. Please approve  
for mean affordable budget of Actual usage plus \$60 Addl

6. PROTECTION FROM ABUSE

Answer the following question if your complaint is against a natural gas distribution company, an electric distribution company or a water company AND your complaint is about a billing problem, an application for service problem, a termination of service problem or a request for a payment agreement.

Has a court granted a "Protection from Abuse" order for your personal safety?

YES

NO

7. PRIOR UTILITY CONTACT

Answer the following question only if you are a residential customer and your complaint is against an electric distribution utility, natural gas distribution utility or a water distribution utility.

Have you spoken to a utility company representative about this complaint?

YES   
(includes appeals of BCS determinations)

NO

If you tried to, but could not speak to a utility company representative about your complaint, please explain why.

8. VERIFICATION AND SIGNATURE

You must print or type your name below on the line provided for the verification paragraph, and you must sign and date (in ink) this form on the lines provided.

Verification:

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

Titus Wright  
(Signature)

August 2, 2010  
(Date)

PHILADELPHIA, PA

EMPLOYEE NAME				EMPLOYEE ID	PERIOD ENDING	CHECK DATE	B-WEEKLY
TITUS C WRIGHT 60				00000-61692	07/16/10	07/23/10	1,232.67
H.I. PLAN	AGENCY	ORG.	YTD FEDERAL TAX EARNINGS	YTD FICA EARNINGS	YTD FICA MED EARNINGS	YTD GROSS WAGES	
	034	9560	14,459.01	15,624.59	15,624.59	15,833.29	
CHECK NO.	FEDERAL TAX EARNINGS	FICA TAX EARNINGS	FICA MED EARNINGS	RETIREMENT EARNINGS	GROSS WAGES	NET PAY	DIRECT DEPOSIT
013617622	914.97	989.16	989.16	989.16	989.16	759.39	
PAY CATEGORY	RATE	UNITS	AMOUNT	DEDUCTIONS		AMOUNT	YTD AMOUNT
RESERVE P/O			989.16	FEDERAL TAX		0.00	16.85
				FICA		61.32	968.72
				FICA MED		14.35	226.56
				STATE TAX		30.36	479.60
				CITY TAX RES		38.87	613.90
				RETIREMENT		74.19	1,165.58
				SPAP DUES		9.89	155.51
				UNEMPL TAX		0.79	12.44

ALL PL, PL & VAC. TOTALS ARE RETAIN THIS STUD FOR

THE SCHOOL DISTRICT OF PHILADELPHIA  
PHILADELPHIA, PA

EMPLOYEE NAME				EMPLOYEE ID	PERIOD ENDING	CHECK DATE	B-WEEKLY
TITUS C WRIGHT 60				00000-61692	07/02/10	07/09/10	1,232.67
H.I. PLAN	AGENCY	ORG.	YTD FEDERAL TAX EARNINGS	YTD FICA EARNINGS	YTD FICA MED EARNINGS	YTD GROSS WAGES	
	034	9560	13,544.04	14,635.43	14,635.43	14,644.13	
CHECK NO.	FEDERAL TAX EARNINGS	FICA TAX EARNINGS	FICA MED EARNINGS	RETIREMENT EARNINGS	GROSS WAGES	NET PAY	DIRECT DEPOSIT
013582344	914.97	989.16	989.16	989.16	989.16	759.39	
PAY CATEGORY	RATE	UNITS	AMOUNT	DEDUCTIONS		AMOUNT	YTD AMOUNT
BASE			986.14	FEDERAL TAX		0.00	16.85
RESERVE P/O			3.02	FICA		61.33	907.40
				FICA MED		14.34	212.21
				STATE TAX		30.36	449.24
				CITY TAX RES		38.87	575.03
				RETIREMENT		74.19	1,091.39
				SPAP DUES		9.89	145.62
				UNEMPL TAX		0.79	11.65

ALL PL, PL & VAC. TOTALS ARE RETAIN THIS STUD FOR

THE SCHOOL DISTRICT OF PHILADELPHIA  
PHILADELPHIA, PA

EMPLOYEE NAME				EMPLOYEE ID	PERIOD ENDING	CHECK DATE	B-WEEKLY
TITUS C WRIGHT 60				00000-61692	06/04/10	06/11/10	1,282.67
H.I. PLAN	AGENCY	ORG.	YTD FEDERAL TAX EARNINGS	YTD FICA EARNINGS	YTD FICA MED EARNINGS	YTD GROSS WAGES	
	034	9560	11,714.11	12,657.12	12,657.12	12,665.82	
CHECK NO.	FEDERAL TAX EARNINGS	FICA TAX EARNINGS	FICA MED EARNINGS	RETIREMENT EARNINGS	GROSS WAGES	NET PAY	DIRECT DEPOSIT
013539092	920.96	995.15	995.15	989.15	989.15	758.50	
PAY CATEGORY	RATE	UNITS	AMOUNT	DEDUCTIONS		AMOUNT	YTD AMOUNT
BASE			1,232.67	FEDERAL TAX		0.00	16.85
RESERVE ACCR			-243.52	FICA		61.70	784.74
				FICA MED		14.43	183.53
				STATE TAX		30.55	388.52
				CITY TAX RES		39.10	497.30
				RETIREMENT		74.19	943.01
				SPAP DUES		9.89	125.84
				UNEMPL TAX		0.79	10.07

ALL PL, PL & VAC. TOTALS ARE RETAIN THIS STUD FOR



**PHILADELPHIA GAS WORKS**

800 West Montgomery Avenue • Philadelphia, PA 19122

**Laureto A. Farías, Senior Attorney**  
Legal Department  
Direct Dial: 215-684-6982  
FAX: 215-684-6798  
E-mail: laureto.farinas@pgworks.com

September 29, 2011

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

RE: Titus C. Wright v. Philadelphia Gas Works, Docket No. F – 2010 – 2192191  
Titus C. Wright v. Philadelphia Gas Works, Docket No. C – 2011 – 2225996

Dear Secretary Chiavetta:

Pursuant to 52 Pa. Code §5.24(b), the Philadelphia Gas Works (PGW) certifies the satisfaction of the above referenced consolidated Complaints that were consolidated by Prehearing Order of Administrative Law Judge Angela T. Jones, dated September 14, 2011. PGW and the Complainant have discussed the issues raised in the Complaints and reached a settlement. With this discussion and settlement, the Complainant has indicated that he is satisfied with the resolution of these Complaints.

**Therefore, the hearing scheduled for Friday, September 30, 2011, at 10:00 a.m. in these consolidated matters is no longer necessary.**

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

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

Sincerely,



Laureto Farinas

cc: Titus C. Wright (Regular Mail)  
Administrative Law Judge Angela T. Jones (e-mail)  
Maureen Goven (e-mail)  
Wendy Vacca (PGW Mail)  
Linda Pereira  
Anne Marie Cromley