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WITNESS INDEX

<u>WITNESS</u>	<u>DIRECT</u>
Honorable John Perzel	180
Francis Sheffield	186
Tina Nelson	190
Barbara Carey	193
Karen S. Clapp	197
Jeannette King-Coleman	208
James Marino	211
Eric S. Maron	215
Samuel Henry White, Jr.	218
Patricia M. Dolberry	220
Lisa Budnick	225
Don Smith	229
David Hall	232
Tawana Frink	240
Janet Mills	244
Warren D. Larkins	246
Jacqueline Stevens	250
Delores Griffin Stokes	253
	-- 0 --

EXHIBIT INDEX

<u>NUMBER</u>	<u>FOR IDENTIFICATION</u>	<u>IN EVIDENCE</u>
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(None.)

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## P R O C E E D I N G S

1  
2 ADMINISTRATIVE LAW JUDGE CYNTHIA W. FORDHAM: Good  
3 evening. I am Administrative Law Judge Cynthia Williams  
4 Fordham and this is the time and place set for a Public  
5 Input Hearing -- this is the second one of today -- in  
6 Pennsylvania Public Utility Commission versus  
7 Philadelphia Gas Works at Docket Number R-00006042.

8 I would like to introduce the Counsel that are here  
9 at the table to my left.

10 First, for Philadelphia Gas Works, we have Wendell  
11 Holland, who is lead Counsel, and also Laureto Farinas.  
12 And then we have Les Fyock, who is Vice-President for  
13 Regulatory Affairs.

14 In terms of the Office of Trial Staff we have  
15 Charles F. Hoffman, Esquire.

16 For the Office of Consumer Advocate we have James  
17 Mullins and Christy Appleby.

18 For the Office of Small Business Advocate we have  
19 Bernard Ryan.

20 And for the Consumers Education and Protective  
21 Association, Association for Community Organizations  
22 Reform Now, Action Alliance of Senior Citizens of Greater  
23 Philadelphia and the Tenants Action Group we have Philip  
24 A. Bertocci.

25 In this particular case 166 formal complaints have

1 been filed.

2 Let me explain a little bit about the ratemaking  
3 process. First, with respect to PGW, this is a  
4 municipally owned natural gas company providing service  
5 within the City of Philadelphia. Before the passage of  
6 the Natural Gas Choice and Competition Act, the Public  
7 Utility Commission did not regulate PGW. On July 1st of  
8 2000 we began regulating PGW.

9 There are two types of rate proceedings for gas  
10 companies. This is a base rate proceeding. There is  
11 also a gas cost rate proceeding.

12 On August 8 of 2000 PGW filed an interim base rate  
13 case with the PUC and requested an expedited proceeding.  
14 The PUC granted the request for an expedited proceeding.

15 After the hearing the Commission entered its  
16 opinion and order on November 22 of 2000 allowing PGW a  
17 \$11 million rate increase with certain conditions.  
18 However, the rates were not increased at that time  
19 because PGW appealed this order to Commonwealth Court.

20 On February 8, 2001, PGW and the Commission's Law  
21 Bureau filed a joint settlement petition resolving the  
22 issues raised in the appeal. The Commission approved the  
23 joint settlement petition by order entered February 22 of  
24 2001. Therefore, effective March 1st, 2001, the gas cost  
25 rate will increase from .661985 to .66959. This is about

1 \$8 a year for the typical PGW residential customer.

2 The customer charge for residential customers  
3 increased from \$8 to \$11.66 each month effective March  
4 1st, 2001. The customer charge increased for commercial  
5 customers to \$14.57 a month and for industrial customers  
6 to \$29.14 a month. This is a \$7 million increase in  
7 annual build revenues.

8 As you know, the gas cost has also increased since  
9 November of 2001 and we will talk a little bit about that  
10 later with the company. This is based on the price that  
11 PGW pays for the gas that it provides to its customers.

12 This particular proceeding is a general base rate  
13 proceeding. On January 25 2001 PGW filed Supplement No.  
14 7 to their gas tariff to become effective on March 6,  
15 2001. They proposed changes in the rules and regulations  
16 and rates calculated to produce \$65 million in additional  
17 annual revenues. They also filed a petition for waiver  
18 of various notification and filing requirements and asked  
19 for an expedited hearing schedule for the base rate  
20 proceeding.

21 The Commission denied the request for an expedited  
22 hearing schedule for this particular proceeding and did  
23 not give them a blanket waiver for the filing  
24 requirements. There were some notification requirements  
25 that were waived.

1           By order entered February 8 of 2001 the Commission  
2           instituted an investigation into the lawfulness, justness  
3           and reasonableness of the proposed rate increase and the  
4           tariff was suspended by operation of law until October 6,  
5           2001, unless otherwise directed by order of the  
6           Commission.

7           In addition, the Commission ordered the  
8           investigation include consideration of the lawfulness,  
9           justness and reasonableness of PGW's existing rates. It  
10          was assigned to the Office of Administrative Law Judge  
11          for resolution by hearings and issuance of a recommended  
12          decision.

13          The company filed their direct testimony on January  
14          5 of this year. The other parties will file their direct  
15          testimony on April 10, 2001, with rebuttal testimony and  
16          surrebuttal testimony to be filed by May 16. We will  
17          have public hearings in this matter from Tuesday, May 22,  
18          to Friday, May 25, and on Wednesday, May 30, and  
19          Thursday, May 31.

20          The record will close, briefs will be filed and a  
21          recommended decision will be issued in July of this year  
22          and prior to the suspension date of October 6 the  
23          Commission will make a ruling.

24          The options at this particular hearing are, one, to  
25          testify formally in the case and be subject to

1 cross-examination. You swear or affirm that the  
2 testimony is the truth. The testimony will be recorded  
3 by the court reporter who is sitting in front of me to my  
4 left and will be reviewed by me, the Presiding Officer.

5 The second option is to make unsworn and unaffirmed  
6 these statements at this hearing. These statements are  
7 off the record and will not be subject to  
8 cross-examination, will not be transcribed by the court  
9 reporter and will not be considered by the presiding  
10 officer in the recommended decision.

11 The third option is to provide information to the  
12 attorney from the Commission's Office of Trial Staff, Mr.  
13 Hoffman, or to the attorneys from the Office of Consumer  
14 Advocate, Mr. Mullins and Ms. Appleby, for possible use  
15 by them in the hearings at their discretion.

16 At this time I will allow the Counsel to make  
17 opening remarks, starting with Mr. Holland for PGW.

18 MR. HOLLAND: Thank you, Your Honor.

19 I think, Your Honor, you have done a wonderful job  
20 of summing up precisely where we are in this case. And I  
21 would like to welcome everyone who has made it out  
22 tonight.

23 From listening to this afternoon's testimony it is  
24 absolutely clear to me that we are indeed in the midst of  
25 an energy crisis. They talk about a crisis in California

1 but it is clear to me that here we are in Philadelphia  
2 right in the midst of one. It is going to be a difficult  
3 job trying to balance all the interests but I encourage  
4 each and every one of you to make sworn statements  
5 tonight so that your testimony can be part of the record  
6 which the full Commission will consider.

7 That is on a broad scale. On a smaller scale I  
8 would like to let you know that right next door for those  
9 of you who might have problems, individual problems,  
10 about your own gas utility bills, we've got some customer  
11 service representatives who we are making available to  
12 you and who have helped a number of consumers earlier  
13 this afternoon.

14 So, again, I invite all of you to be sworn in so  
15 that your testimony tonight could be considered by the  
16 Commission.

17 Thank you, Your Honor.

18 JUDGE FORDHAM: Thank you.

19 Mr. Ryan.

20 MR. RYAN: Thank you, Judge Fordham.

21 I am Bernard Ryan. I am the Small Business  
22 Advocate of Pennsylvania. My office represents small  
23 business customers of all public utilities in  
24 Pennsylvania, the gas company in this case, the electric,  
25 telephone, and water companies as well.

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1           We are an active participant in the case. We have  
2 an expert witness who was retained who analyzed the data,  
3 et cetera, and we will be participating in the hearings  
4 that are ahead of us as the Judge described. But we came  
5 to Philadelphia tonight to hear you and I think you have  
6 heard enough from me.

7           Thank you.

8           JUDGE FORDHAM: Thank you.

9           Mr. Hoffman.

10          MR. HOFFMAN: My name is Chuck Hoffman. I'm the  
11 director of the Office of Trial Staff for the PUC.

12          The Office of Trial Staff is an independent arm of  
13 the PUC which participates in cases like this and makes  
14 recommendations to the Administrative Law Judge as to the  
15 proper disposition of each case.

16          As Mr. Ryan said, our purpose here tonight is to  
17 hear what you have to say and I don't have any further  
18 remarks other than to echo the words of others to  
19 encourage you to testify under oath so that your  
20 statements may become part of the official record in this  
21 case.

22          Thank you very much.

23          JUDGE FORDHAM: Thank you.

24          Mr. Mullins.

25          MR. MULLINS: Thank you, Your Honor.

1           Good evening. My name is James A. Mullins. I am  
2 an attorney with the Pennsylvania Office of Consumer  
3 Advocate. I also have with me this evening Christy  
4 Appleby, a fellow attorney in our office.

5           The Office of Consumer Advocate was created via  
6 statute to represent the residential interests before the  
7 Pennsylvania Public Utility Commission.

8           In respect to this case we are an active  
9 participant in PGW's base rate proceeding and towards  
10 that end we have retained three expert witnesses that are  
11 currently analyzing the company's filing. At the  
12 appropriate time those consultants will make a  
13 recommendation and we will forward that recommendation to  
14 the ALJ and the Commission on behalf of the Office of  
15 Consumer Advocate.

16           I would like to thank you you for coming out and I  
17 will echo Mr. Hollands comments encouraging you to make  
18 sworn statements on the record if you so desire to speak  
19 this evening. That way your comments become a part of  
20 the official record in this proceeding.

21           Once again, thank you for coming out. I look  
22 forward to hearing your comments.

23           JUDGE FORDHAM: Thank you.

24           Mr. Bertocci.

25           MR. BERTOCCHI: My name is Philip Bertocci. I

1 represent CEPA, TAG, ACORN and Action Alliance.

2 (Applause.)

3 MR. BERTOCCHI: I think the bottom line here is we  
4 know back in November a customer that used about 100 mcf  
5 a year -- that was the average customer use -- it was  
6 costing them \$72.25 a month. The average bill now if  
7 this rate increase goes through would be \$112 a month.  
8 You can do the math. You can see that it is half again  
9 as much as it was just a few months ago. Much of the  
10 rate increase has already been experienced as a function  
11 of the increases in the cost of natural gas.

12 What we are talking about today is really a base  
13 rate increase which has to do not with the increase in  
14 natural gas but the increase in what PGW says are the  
15 increases in the cost to provide the service to you, to  
16 maintain the system.

17 The thing that you want to think about particularly  
18 today and I think it is very important is that we believe  
19 that what PGW is asking for is not only to cover their  
20 increased cost, which probably have increased since 1992  
21 when there was the last base rate increase, but they are  
22 also asking for rates to help them dig themselves out of  
23 a hole which has really been, we think, created by  
24 mismanagement by the city by the failure to subject  
25 themselves to the scrutiny of a base rate increase over

1 the years. Nothing focuses the minds of consumers on  
2 whether they have efficient costs than to have a base  
3 rate increase and to have a base rate case. So what is  
4 really happening now is you're being asked to deal with  
5 the increased costs that PGW may have experienced over  
6 the years but also to deal with the effects of  
7 mismanagement and inefficiency which has been allowed to  
8 go untested and unexamined over a decade. That is the  
9 issue before us today.

10 I thank you for coming out and we look forward to  
11 hearing your comments.

12 (Applause.)

13 JUDGE FORDHAM: Thank you very much.

14 Everyone who wants to testify, if you have not  
15 signed up please do so. I will be reading from the list.  
16 I just have one list so far. So if there are other  
17 people who are sitting in the room who have not signed  
18 up, please do so.

19 Our first speaker will be the Honorable John M.  
20 Perzel of the Pennsylvania House of Representatives.  
21 Whereupon,

22 JOHN M. PERZEL

23 having been duly sworn, testified as follows:

24 DIRECT TESTIMONY

25 JUDGE FORDHAM: Would you state your name and

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1 business address for the record, please?

2 THE WITNESS: My name is John Perzel, P-E-R-Z-E-L.  
3 My business address is 3532 Cottman Avenue, Philadelphia,  
4 Pennsylvania 19149.

5 JUDGE FORDHAM: Thank you. You may proceed.

6 THE WITNESS: I would like to thank you, Judge  
7 Fordham, and the Public Utility Commission for holding  
8 these public hearings.

9 I can't say that I am glad to be here, however,  
10 since I believe that PGW's request for a base rate  
11 increase is totally unjustified. The PUC has already  
12 granted over \$200 million of rate increases to PGW  
13 because of the increases of the cost of natural gas.  
14 However, PGW has persisted in demanding even more money  
15 from the customers and from their pocketbooks.

16 Last summer I conducted a grassroots petition drive  
17 against PGW's proposal for an interim rate increase. I  
18 collected roughly 4,000 signatures from customers of PGW  
19 and I turned those petitions over to the PUC in  
20 September. I believe that those petitions are still as  
21 valid today as they were then and I believe those people  
22 are in opposition to this rate increase.

23 The Pennsylvania House of Representatives in the  
24 last ten days has decided to conduct an investigation  
25 into allegations of price gouging by energy companies all

1 over the Commonwealth of Pennsylvania and PGW was  
2 included in that list for the investigation.

3 PGW is not privately owned. It doesn't have to pay  
4 federal taxes or state income tax or the corporate net  
5 income tax. It doesn't have to pay a rate of return to  
6 any stockholders. The PGW bonds are tax exempt and it  
7 can borrow at a lower interest rate from bondholders than  
8 a privately owned utility can. PGW should have the  
9 lowest natural gas rates in Pennsylvania. Instead if the  
10 PUC grants this rate increase PGW will have the highest  
11 rates in the Commonwealth of Pennsylvania.

12 Instead of the lower rates that PGW customers  
13 should be receiving, customers are burdened by poor  
14 customer service and sloppy management resulting in  
15 higher rates.

16 Madam Chairwoman, Your Honor, I was just at a  
17 senior citizens meeting yesterday and I met Mrs. Smith,  
18 5423 Walker Street. I can give you her telephone number,  
19 too: 743-3445. She was taken off of the monthly  
20 allotment where they have a set amount of money that you  
21 pay each month in order to be able to meet your bill.  
22 She was taken off of it -- it was the budget plan --  
23 because they said she didn't pay.

24 She did pay. What they failed to even tell her,  
25 basically, was that the rates went up. The simple thing

1 would have been to say, hey, look, the rates went up,  
2 you're going to pay more. But they told her she hasn't  
3 paid. She has all the canceled checks just in case she  
4 needs them.

5 I recognize that the PUC is expecting the results  
6 of a management audit of the Philadelphia Gas Works and  
7 that the PUC is expecting PGW to comply the results of  
8 that audit. However, I fear that the rate proceeding  
9 will be used as an excuse to postpone compliance.

10 I commend the PUC for emphasizing the importance of  
11 the independent permanent management team for PGW and the  
12 need to streamline the governance procedure for PGW. I  
13 recognize that PGW is not structured as are utilities in  
14 the rest of the Commonwealth but its unique structure  
15 should no longer be used as an excuse for the poor  
16 performance of PGW.

17 The Philadelphia Gas Works should be held to the  
18 same operating and customer service standards as required  
19 for all other natural gas companies in Pennsylvania. For  
20 instance, the PGW is allowed to recover a portion of its  
21 bad debt expense through the gas cost rate as part of the  
22 PUC's interim rate increase. This special treatment has  
23 three shortcomings.

24 First, it penalizes the customers that pay in a  
25 timely fashion. Second, it gives no incentive for PGW to

1 collect delinquent payments in a responsible manner. And  
2 third, it sets a bad example and precedent for the  
3 utility regulation of the rest of the Commonwealth of  
4 Pennsylvania.

5 All such issues should be thoroughly addressed  
6 during the course of these rate proceedings. PGW  
7 customers should be able to call the utility and have  
8 their phone calls answered properly. Customers should  
9 have their complaints to the utility addressed  
10 expeditiously. Their bills should be delivered on time  
11 and should be accurate. A simple review of PGW costs  
12 seems to indicate that PGW already spends more on  
13 administration and other non-energy functions than other  
14 utilities that are compatible.

15 The PUC should deny the rate increase to PGW and  
16 expedite compliance with the recommendations of the  
17 management audit. The PUC should require improve  
18 customer service performance of the Philadelphia Gas  
19 Works. PGW should be serving its customers' needs and  
20 not imposing additional cash burdens on them.

21 PGW was established to serve the public in 1836.  
22 It started off efficienctly and effectively serving its  
23 customers. It is started to do that tomorrow it would  
24 still take decades to reverse the poor service that has  
25 been given to the customers of the Philadelphia Gas

1 Works.

2 That end my comments, Madam Chairwoman, Your Honor.

3 JUDGE FORDHAM: Thank you.

4 Are there any questions?

5 MR. HOLLAND: Yes.

6 Representative Perzel, welcome. I just wanted to  
7 follow up on Mrs. Smith. If she still has a problem  
8 perhaps we could have one of our customer service  
9 representatives speak with you and/or her to help her  
10 out.

11 THE WITNESS: Okay.

12 MR. HOLLAND: If fact, Ann Marie is back there?

13 THE WITNESS: All right. I will give her the  
14 paper.

15 JUDGE FORDHAM: Anything else for Representative  
16 Perzel?

17 (No audible response.)

18 JUDGE FORDHAM: Thank you very much for coming  
19 down.

20 THE WITNESS: Thank you, Your Honor.

21 (Witness excused.)

22 (Applause.)

23 JUDGE FORDHAM: The next speaker is Francis  
24 Sheffield.

25 THE WITNESS: I would have liked to ask the man a

1 couple of questions before he left.

2 JUDGE FORDHAM: Representative Perzel?

3 THE WITNESS: Yes.

4 JUDGE FORDHAM: Do you want to be sworn in?

5 THE WITNESS: Yes.

6 Whereupon,

7 FRANCIS SHEFFIELD

8 having been duly sworn, testified as follows:

9 DIRECT TESTIMONY

10 JUDGE FORDHAM: Will you state your name and  
11 address for the record, please?

12 THE WITNESS: Francis J. Sheffield, 6527 Paschall  
13 Avenue, Philadelphia, 19142. Do you need a phone?

14 JUDGE FORDHAM: No. Just spell your last name for  
15 the record.

16 THE WITNESS: Okay. The last name?

17 S-H-E-F-F-I-E-L-D.

18 JUDGE FORDHAM: Thank you. You may proceed.

19 THE WITNESS: I have here all the bills that I paid  
20 back to 1995, including the final ones that I had for  
21 January, February and March. November 27 -- rather  
22 November 7 -- I had a fire two doors down from me. That  
23 fire caused me to have smoke damage, water damage and not  
24 be able to live in my home because of that smoke and  
25 damage. In the meantime my gas was cut off. There was

1 no gas to the house.

2 I have a bill for them months, them past months,  
3 for January, \$139, for February, \$176 and for March  
4 \$147.56. I don't know who is using the gas. My son is  
5 living there now just to pick up my mail that is coming  
6 to that address.

7 If you would like to have this, this is a list of  
8 all the bills from 1995 and how much they have increased  
9 over that five years. Would you like to have that. Or  
10 you don't need it?

11 JUDGE FORDHAM: If you would like to give it to me.

12 THE WITNESS: Everything is dated on there. I also  
13 have these pages in this book that go back that far, how  
14 much I paid, the check numbers, if you would like to see  
15 them.

16 (Applause.)

17 THE WITNESS: That is back to January, 1995. These  
18 are all the checks paid, PGW gas was \$41. And this was  
19 in January. In February PGW gas was \$41. And I wasn't  
20 on a budget. I never had a budget. PGW gas was \$41.  
21 For April PGW was \$21.66. As compared to April of this  
22 year -- well, let's get May of 1999 just for the fun of  
23 it here. Philadelphia Gas was \$72.45 for this year.

24 I have to state for the record from May to October  
25 of every year for the last ten years I turned off the

1 main gas line to the burner that heats my home.  
2 Therefore, there is no pilot burning. My gas range in my  
3 kitchen for the last ten years, I have no pilot burning.  
4 I turned it off and I strike a match to light the gas.  
5 So there is two pilot lights that don't work for at least  
6 eight months out of the year.

7 Every time I called the gas company I was told, Mr.  
8 Sheffield, you know, you have pilots burning in your gas  
9 heat. I said, no, I don't have pilots burning. They  
10 burn all year. No, they don't. Not in my house. This  
11 is what I told them on the phone.

12 But I understand they are hourly employees. They  
13 don't want to hear that. They are in there to make their  
14 40 hours a week and get out. They don't want to hear  
15 all that action. Since that time, no way can I get a  
16 hold of the gas company.

17 Now, one month I did get a hold of the gas company  
18 but I waited about an hour and 20 minutes and I was lucky  
19 to get them then. And when I did get them I explained to  
20 them about these pilots being off. They gave me my bill  
21 the next month with a minus of \$40? Why? If that gas  
22 was legitimate to begin with they would not have taken  
23 that \$40 off my next bill. So consequently something is  
24 wrong.

25 You know, I am just tired dealing with the gas

1 company. And the reason they took that money off was I  
2 told them I was going to call the bureau of weights and  
3 measures to come and take the gas meter out and have it  
4 calibrated. When I told them that that is when they took  
5 the \$40 off. It was going to cost me \$35 to have that  
6 gas meter taken out and calibrated. And I don't know why  
7 but when they took the \$40 off I was so happy I didn't  
8 have it taken out.

9 That is all I have to say. I just want everybody  
10 to know there is something fishy going on with the  
11 Philadelphia Gas Works.

12 (Applause.)

13 THE WITNESS: They can ask me questions if they  
14 want.

15 JUDGE FORDHAM: Mr. Holland.

16 MR. HOLLAND: I don't want to ask Mr. Sheffield a  
17 question but, rather, invite you to talk to one of our  
18 customer service representatives tonight.

19 THE WITNESS: Yes, I can do that.

20 MR. HOLLAND: There is somebody in the back that  
21 would be glad to talk to you about your individual bill.

22 THE WITNESS: Okay.

23 Thank you, Your Honor.

24 JUDGE FORDHAM: Thank you.

25 (Witness excused.)

1 JUDGE FORDHAM: The next speaker is Tina Nelson.

2 (Applause.)

3 Whereupon,

4 TINA NELSON

5 having been duly sworn, testified as follows:

6 DIRECT TESTIMONY

7 JUDGE FORDHAM: Would you state your name and  
8 address for the record and if you are representing an  
9 agency please identify that agency.

10 THE WITNESS: My name is Tina Nelson. The address  
11 is 6048 Ogontz Avenue, Philadelphia 19141.

12 And I represent CEPA, the Consumer Education and  
13 Protective Association.

14 Thank you, Your Honor.

15 JUDGE FORDHAM: You're welcome.

16 THE WITNESS: My name is Tina Nelson. I am the  
17 executive director of CEPA, the Consumer Education and  
18 Protective Association, a 35 year old grassroots consumer  
19 group founded by the late Max Weiner.

20 Over the last two years CEPA has followed the  
21 activities of PGW, representing our members interests  
22 before the Philadelphia gas Commission, City Council and  
23 the Public Utility Commission. CEPA has been testifying  
24 over and over but yet no one seems to have the courage to  
25 force the City of Philadelphia to run PGW efficiently and

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1 in the public's interest.

2 CEPA has urged the PUC to tie the payment from the  
3 gas works to the city to PGW's efficiency. If PGW were a  
4 stockholder owned utility the PUC would never let it make  
5 payments to its stockholders regardless of the utility's  
6 performance. Why should we in Philadelphia receive less  
7 protection because PGW is publicly owned.

8 CEPA and the others have urged the Commission to  
9 examine the customer service that PGW provides. While we  
10 agree that the new management has made improvements there  
11 is no reason that the level is still below acceptable.  
12 People still have incorrect bills, many are unable to  
13 resolve these problems and it is almost impossible to  
14 reach PGW by the phone.

15 I ask has any Commission staffer tried to call  
16 PGW's general number and see if it is possible to get  
17 through? Has any Commission staffer gone to the PGW  
18 office and asked consumers about the quality of service?  
19 Again, no stockholder owned utility would be allowed to  
20 treat its consumers so poorly. Why is it that  
21 Philadelphians are allowed to suffer so? Why is the  
22 Commission refusing to take the necessary steps to force  
23 the city to provide better service?

24 The solutions to PGW's problems are right at your  
25 fingertips. Tie the \$18 million a year payment to the

1 city to PGW's productivity. If you would not force  
2 ratepayers to pay for the mistakes of a stockholder owned  
3 utility don't ask Philadelphians to pay for the city's  
4 inability to run PGW well.

5 As to any shortfall that PGW or any gas utility may  
6 have as a result of the 400 percent increase in natural  
7 gas prices this winter, it should be covered by payments  
8 from the Commonwealth's quote/unquote rainy day fund.  
9 Realistically how do you expect people to keep up with  
10 these exorbitant bills? What do you expect them to do  
11 without? Could any Commission member live on social  
12 security and still keep up with the rising gas rates,  
13 even with the help of LIHEAP.

14 The simple truth is that the consumers cannot and  
15 should not bear the burden of price gouging of natural  
16 gas suppliers that has led to the skyrocketing rates.  
17 Forcing the consumers to pay more than what they can  
18 afford is a violation of the Commission's enabling  
19 legislation. Rates must be just and reasonable.

20 We urge you to look at the average increase in your  
21 gas bill and tell us how you find it just or reasonable  
22 to be forced to pay a 40 to 60 percent hike in less than  
23 one year. We urge the Commission to reject the rate  
24 hike, tie the payment from the gas works to the city to  
25 PGW's productivity. We ask the state to make the money

1 available from the rainy day fund to recover any  
2 shortages and begin an investigation into the price  
3 gouging and illegal price fixing by the natural gas  
4 suppliers. Just because consumers don't make the same  
5 type of campaign contributions that big oil and natural  
6 gas companies do doesn't mean it is right to force us to  
7 pay for mismanagement and illegal profiteering.

8 Thank you for your time.

9 (Applause.)

10 JUDGE FORDHAM: Are there any questions for  
11 Ms. Nelson?

12 (No audible response.)

13 JUDGE FORDHAM: Thank you very much, Ms. Nelson.

14 (Witness excused.)

15 JUDGE FORDHAM: The next speaker is Barbara Carey.  
16 Whereupon,

17 BARBARA CAREY

18 having been duly sworn, testified as follows:

19 DIRECT TESTIMONY

20 JUDGE FORDHAM: Will you state your name and  
21 address for the record, please?

22 THE WITNESS: My name is Barbara Carey, C-A-R-E-Y.  
23 My address is 2053 North 63rd Street.

24 JUDGE FORDHAM: Thank you. You may proceed.

25 THE WITNESS: Your Honor, ladies and gentlemen,

1 good evening.

2 JUDGE FORDHAM: Good evening.

3 THE WITNESS: I still think the \$52 million base  
4 rate increase requested by PGW should not be approved.  
5 The increase in the natural gas cost is one thing but  
6 mismanagement by PGW is another subject.

7 The parts and labor program is a scream. During  
8 the winter last year that is what I did. I screamed.  
9 Especially during the winter months.

10 PGW puts customers on hold for hours and hours. Or  
11 is it just that you call back later when you call PGW  
12 then get in line and hurry up and wait for service. You  
13 might get service -- you may get service a week later.

14 Last year a couple days before Thanksgiving I had  
15 an emergency. Water was running out of my steam gas  
16 heater. I was told to cut the heat off and PGW scheduled  
17 me for service a week later. My house was cold. I ended  
18 up using my electric heater.

19 Emergencies. I thought that was an emergency but  
20 it seemed like PGW, some of their emergencies is not the  
21 same as mine. But emergency may equal paying twice. You  
22 pay PGW for a parts and labor program, for the parts and  
23 labor program, and then you call a plumber, a private  
24 plumber, when you can't get PGW or they wouldn't come  
25 out.

1           Now PGW's low income customer responsibility  
2 program was, is, another nightmare. It is called CRP.  
3 There is confusion, disorder, billing errors, incorrect  
4 bills or no bills at all in one or more billing periods.  
5 Lots of times we are paying for people that won't or  
6 don't pay.

7           (Applause.)

8           THE WITNESS: Your Honor, I am asking PGW to please  
9 reinstate the senior citizens 20 percent discount. We  
10 are on a fixed income. I am a senior citizen too. We  
11 are on a fixed income. This higher gas increase will  
12 cause hardship for seniors. As seniors and taxpayers we  
13 have earned this discount.

14           Another thing. I think there should be some kind  
15 of incentive or consideration from PGW for customers who  
16 pay their gas bill on time. We are \$2 up from the low  
17 income people and then we try and scuffle to pay our gas  
18 bills on time. PGW does not give us any consideration or  
19 anything regarding our gas bills. Why is that?

20           I also understand all utilities are going up. Is  
21 that true? How are taxpayers going to pay these high  
22 prices by PGW and the utility commission? All our bills  
23 are going up.

24           Thank you.

25           (Applause.)

1 JUDGE FORDHAM: Mr. Holland, would you address the  
2 senior citizen discount?

3 MR. HOLLAND: Yes, Your Honor. Thank you very  
4 much.

5 If I could give Ms. Carey this insert here, it will  
6 show that in this case we are not proposing that the  
7 senior citizen discount be terminated. In fact, under  
8 our recommendation the senior citizen discount will  
9 remain. If you would care for this I will let you have  
10 that.

11 MR. FYOCK: We never withdrew it. It was a  
12 proposal in the August 8 filing with the PUC. However,  
13 we withdrew that proposal, so that the senior citizen  
14 discount has been in effect all this time and there is  
15 not a proposal to remove that in the current base rate  
16 case here before the Judge.

17 THE WITNESS: Okay. Because I had heard -- I had  
18 called City Council -- I don't remember what month, and I  
19 was told that.

20 One more question. Could you lower the senior  
21 citizens age for the senior citizen discount?

22 MR. HOLLAND: We will certainly take that under  
23 advisement.

24 JUDGE FORDHAM: Thank you.

25 (Witness excused.)

1 (Applause.)

2 JUDGE FORDHAM: The next speaker is Karen Clapp.  
3 Whereupon,

4 KAREN S. CLAPP  
5 having been duly sworn, testified as follows:

6 DIRECT TESTIMONY

7 JUDGE FORDHAM: Would you state your name and  
8 address for the record and please spell your last name?

9 THE WITNESS: Karen S. Clapp, C-L-A-P-P, 1237  
10 Rodman Street, Philadelphia, 19147.

11 JUDGE FORDHAM: Thank you. You may proceed.

12 THE WITNESS: I am new in the area. I just moved  
13 here one year ago. I thought it would be interesting to  
14 come into the city and work after living in the suburbs  
15 and the children are all grown and everything. But I am  
16 finding now that who can afford to live in this city?

17 I understand gas has gone up. But in talking to  
18 people that I work with who live in the surrounding  
19 suburbs, their gas has gone up but nowhere near what  
20 PGW's has gone up. My utility now almost equals rent. I  
21 feel if this continues landlords should be required to  
22 show prior utility bills to prospective tenants so  
23 utilities can be factored into the budget. I factored it  
24 in when I came in. However, I did not think my gas bill  
25 would practically equal my rent.

1 I have also read where PGW thinks people will not  
2 pay their bills as a protest. It's not a protest. It is  
3 impossible.

4 The customer service is a joke. I think they ought  
5 to check the dictionary and read the definition for  
6 customer service.

7 (Applause.)

8 THE WITNESS: There is long waits, rude people and  
9 no satisfaction. My bills fluctuate erratically from  
10 month to month and I am living the same style month to  
11 month except in the winter the heat does go up slightly.  
12 This past winter we have turned the heat down so much we  
13 sit there and freeze every night and I'm still paying  
14 high bills.

15 I wrote PUC regarding a conflict that I was having  
16 when I first moved here. I moved here April 1st of last  
17 year. After being in my apartment three weeks there was  
18 a gas leak and I called PGW about it and they came and  
19 fixed it. When I got the bill for the first three weeks  
20 of April our bill was \$105. The heat was not even on.

21 I wrote PGW about it and they in turn wrote back  
22 and told me that I would have to write to the PUC, which  
23 I did on August 30. I have a copy of the letter here.

24 When I wrote protesting this gas rate increase at  
25 the beginning of the letter I said since I wrote to PUC

1 about five months ago regarding another account issue and  
2 to date have not receiving either an answer or an  
3 acknowledgement I hesitate to do so again. But of course  
4 we as consumer have no other choice.

5 My question is to PUC when they acknowledged this  
6 letter they said yes, we do have our first letter,  
7 however we have not heard from the gas company so we  
8 can't respond to you. Why would the Commission allow  
9 them to take six months to answer my questions? I don't  
10 understand it.

11 And all of a sudden tonight we have customer  
12 service people here who can help us with our problems?  
13 Why tonight? Because the Commission is here? That is  
14 ridiculous, absolutely ridiculous.

15 I am now moving. I am about ready to get out of  
16 the city. I called this week to have my gas shut off  
17 Saturday, which is the day I am moving. I was told that  
18 they would be there between eight in the morning and four  
19 in the afternoon and somebody must be there. I said that  
20 is no problem. Somebody will be there. They told me  
21 that it could be as late as midnight and somebody would  
22 have to be there. I told them that was utterly  
23 impossible. I could not stay there until midnight. I am  
24 moving. I must be out that day. They told me I will be  
25 responsible for the gas, any gas that is used. I told

1 them I am turning in a key, I will not be living there, I  
2 should not be responsible. Janet, quote, told me that I  
3 would be responsible for it.

4 I find it ironic about the customer service  
5 tonight, as I said. Also the gentleman who mentioned a  
6 \$112 gas bill. I don't know anybody that had a \$112 gas  
7 bill. I have gone around to everybody and nobody has a  
8 \$112 gas bill.

9 I am not a senior citizen. Real close. But I work  
10 in the city and once the city takes my taxes and then the  
11 gas company, however, I consider myself also on a fixed  
12 income because I have not had a raise since I have been  
13 working and this year we were told there might not be  
14 raises.

15 Also my last question here which I have on my gas  
16 bill and I have not gotten a satisfactory answer from the  
17 gas company yet. The gas cost rate for 25 days is  
18 \$128.62. The commodity charge is \$164.66. Can anybody  
19 explain what those two differences are?

20 (Applause.)

21 THE WITNESS: I guess not, huh?

22 And my last comment is I am really disappointed in  
23 the turnout here tonight. I have worked very hard with  
24 people but everybody's attitude is why, it's not going to  
25 do any good. It hasn't so far.

1 Thank you.

2 JUDGE FORDHAM: In response to that this afternoon  
3 at two o'clock we did have to full room. There were  
4 probably about 150 people here this afternoon. I thought  
5 there would be more here tonight, too. And we do have  
6 another public input tomorrow night in the northeast at  
7 the Double Tree. I assume more people will be at that  
8 one also. But I did think we would have more tonight.

9 With respect to the difference between the  
10 commodity charge and the gas rate charge, anybody?

11 THE WITNESS: If these people can answer that  
12 question then they are not the people that answer the  
13 phone at night or work in the office. Sorry. No.

14 JUDGE FORDHAM: The other question you had about  
15 the PUC, we do have two people here from the Bureau of  
16 Consumer Services. Mr. Smith, would you stand up?  
17 Michael Smith is in the back. And the lady at the  
18 sign-in table, Karen Graves, talk to either one of them  
19 about the other issue with the PUC.

20 THE WITNESS: Okay.

21 Thank you.

22 JUDGE FORDHAM: Mr. Hoffman?

23 MR. HOFFMAN: Your Honor, I will take a shot at it.  
24 It is a little complex and it varies from company to  
25 company the way it is actually done. But essentially the

1 commodity piece -- I forget what your amount was. 164?

2 THE WITNESS: The commodity is 165, round figures.

3 MR. HOFFMAN: That is basically the part of your  
4 bill that compensates the company for its various costs  
5 of providing you service other than gas, although there  
6 probably is a certain amount of gas cost in that.

7 THE WITNESS: No. I already have a gas cost down  
8 there at 128.

9 JUDGE FORDHAM: He is trying to explain.

10 MR. HOFFMAN: The gas cost piece is the part that  
11 fluctuates with the price of gas to the company and it is  
12 a straight pass-through. In other words, that piece of  
13 your bill merely represents what the company paid for the  
14 gas -- that represents in most companies what the utility  
15 paid for the gas that it is serving you. It doesn't make  
16 a cent markup on that part of your bill.

17 However, the Philadelphia Gas Works operates a  
18 little differently than the normal regulated utility in  
19 that they use that gas cost to account for uncollectibles  
20 and changes in the senior citizen discount. In other  
21 words, it is away to quickly recover from paying  
22 customers the parts of the bill that are not paid by  
23 non-paying customers.

24 THE WITNESS: The customer service lady did tell me  
25 that and I cannot believe that was a markup over and

1 above what I was paying for actual gas.

2 MR. HOFFMAN: Our position, the position of my  
3 office, is that we would like to see PGW do it like the  
4 other utilities subject to our jurisdiction do it and get  
5 all the non-gas costs out of that accounting cost rate.

6 THE WITNESS: But you have other costs in here.  
7 What is left? You got cost of service, customer charge,  
8 gas cost rate for five days, gas cost rate for 25 days.  
9 And then you got the commodity over and above that. My  
10 commodity is way over what I am paying you for gas.

11 MR. HOFFMAN: You are not paying me. I am with the  
12 PUC.

13 THE WITNESS: Well, I know. But what I am paying  
14 for gas itself. If any other company did that to me --

15 MEMBER OF AUDIENCE: It would be fraud.

16 THE WITNESS: Yeah.

17 MEMBER OF AUDIENCE: What other services do we pay  
18 for besides gas? You said we pay for gas and other  
19 services. What other services does PGW supply its  
20 customer besides gas if you are not on the parts and  
21 labor plan?

22 MR. HOFFMAN: It is the costs they incur to serve  
23 that gas. You see their vehicles, you see their  
24 employees, you see the gas lines.

25 JUDGE FORDHAM: Okay. If there is something else

1 related to this, we can take it but I do want to get  
2 everybody who is on the list.

3 Sir?

4 MEMBER OF AUDIENCE: What does the monthly customer  
5 service charge cover? You explained that charge covers  
6 all the other service which are kind of overlapping.

7 MR. HOFFMAN: I cannot tell you exactly that is  
8 covered in PGW's current charge. As a general rule under  
9 good regulation it's certain things like expenses of  
10 reading the meter and billing and the kind of expenses  
11 that are incurred whether the customer would take even  
12 one mcf of gas.

13 MEMBER OF AUDIENCE: Before 1994 there was no  
14 customer service charge. That is new charge. It went  
15 from \$4 to \$8 and now it is going to go to \$16.

16 MR. HOFFMAN: It is a standard charge in utility  
17 ratemaking. All utility rate structures subject to  
18 regulation have a customer charge.

19 MEMBER OF AUDIENCE: But it is a newer charge. I  
20 understand what you are telling me. But this is a newer  
21 charge.

22 MR. HOFFMAN: Obviously I can't speak for what the  
23 Gas Commission required in 1994.

24 MEMBER OF AUDIENCE: But the PUC gives the gas  
25 company everything they want. It is the PUC.

1 MEMBER OF AUDIENCE: But if we are charged --

2 JUDGE FORDHAM: Wait a minute. This is not  
3 free-for-all right now. We wanted to get an explanation.  
4 Ms. Clapp did ask for an explanation and I think that was  
5 a question that a lot of people had. That is why I let  
6 people from the audience talk regarding that. However,  
7 we can't go through an itemization right now of  
8 everything that is under the customer charge or  
9 everything under each of those charges.

10 That is what the witnesses are doing. The parties  
11 indicated that they have expert witnesses. They are  
12 looking at each aspect. So there are accountants,  
13 economists, other people like that who have the expertise  
14 who are looking at this.

15 MR. HOFFMAN: Your Honor, I would be glad to talk  
16 to anybody after -- if they have any questions that I  
17 could help them with after the session is over.

18 JUDGE FORDHAM: All right.

19 MR. FYOCK: Your Honor, with all due respect, I was  
20 at the conference given by the PUC in the last couple of  
21 days. There is a booklet of definition of terms used in  
22 the gas industry. I am sure Mr. Smith or Ms. Graves if  
23 contacted can provide that book through the PUC. The  
24 definition of terms, what is incorporated in those  
25 charges and charges that are allowed by the PUC and it

1 can sent to each and every customer.

2 THE WITNESS: And should be.

3 MR. FYOCK: If they request it. Well, you have to  
4 make the request to the PUC.

5 THE WITNESS: Why should I have to make a request  
6 to them to tell me what I am paying for?

7 MR. FYOCK: There are customer representatives that  
8 can explain that.

9 THE WITNESS: I find it very ironic that all of  
10 your gentlemen are on the Commission here and you don't  
11 even know what the breakdown is.

12 JUDGE FORDHAM: They are not on the Commission.  
13 Let me explain again, these are the attorneys for the  
14 various companies that are parties.

15 MEMBER OF AUDIENCE: This is not the PUC  
16 Commission?

17 JUDGE FORDHAM: No. No. At the beginning I  
18 explained that we have PGW. We have the Office of Small  
19 Business Advocate. We have the Office of Consumer  
20 Advocate. Mr. Hoffman is from the PUC. He is with the  
21 Office of Trial Staff.

22 The Commissioners sit in Harrisburg. I am the  
23 Administrative Law Judge that is hearing this case. I  
24 will make a recommended decision which the Commissioners  
25 will review. There are five Commissioners.

1           But these are not the Commissioners. These are not  
2 the people who are making the decision. These are the  
3 people who are participating in the case. And they will  
4 be at the public hearings. They will have witnesses and  
5 they have been engaging in discovery. The company, PGW,  
6 has already provided written testimony. The other  
7 parties are looking at that testimony, letting their  
8 witnesses look at the numbers to see whether they agree  
9 with that or not and make recommendations. So this is  
10 not the Commission.

11           MEMBER OF AUDIENCE: But, Your Honor, if they are  
12 here representing this and we are just the citizens with  
13 our bill and it is basically what we have, shouldn't they  
14 know the basic bills so they can answer the questions?

15           JUDGE FORDHAM: Mr. Hoffman.

16           MEMBER OF AUDIENCE: I don't have a law degree. I  
17 couldn't answer their questions. I wouldn't even pretend  
18 to. The only thing I can come in here with is my  
19 comments and my bill.

20           MR. HOFFMAN: A properly designed customer charge  
21 includes such things as the expense of billing, meter  
22 reading and often, depending on if you are talking about  
23 water or gas or what you are talking about, the part of  
24 the system from the company's distribution system that  
25 goes through your front yard to your house. It is a

1 common concept in utility ratemaking.

2 I can't tell you right now at this moment -- we are  
3 reviewing the filing at this time. I can't tell you what  
4 PGW has claimed is in their customer charge. I can't  
5 tell you whatever dollar amount they want to request is  
6 appropriate or not at this point in time.

7 But the generic question as to what is a customer  
8 charge, I responded to that gentleman back there in the  
9 gray suit about 15 minutes ago. I just want to make that  
10 clear.

11 JUDGE FORDHAM: Thank you.

12 The next speaker is Jeannette King-Coleman.  
13 Whereupon,

14 JEANNETTE KING-COLEMAN

15 having been duly sworn, testified as follows:

16 DIRECT TESTIMONY

17 JUDGE FORDHAM: Would you state your name and  
18 address for the record, please?

19 THE WITNESS: My name is Jeannette King-Coleman.  
20 K-I-N-G-hyphen-C-O-L-E-M-A-N. My address is 5701  
21 Florence Avenue, 19143-4527.

22 JUDGE FORDHAM: Thank you. You may proceed.

23 THE WITNESS: I don't have any written notes. But  
24 do those Commissioners live in Philadelphia?

25 JUDGE FORDHAM: No. They are not the

1 Commissioners.

2 THE WITNESS: Well, the lawyers, do you live in  
3 Philadelphia. Do you pay this gas bill that we are  
4 paying?

5 My first bill started at 200 something. I have a  
6 corner house. I am a widow and I am an orphan. This  
7 summer I had a angioplasty and it still is making me  
8 sicker and sicker. Then last week they choosed me for  
9 jury duty and I told them the truth that I couldn't be on  
10 jury duty but they accepted me anyway. But I got off  
11 after four days thanks to Judge Goodheart. He did have a  
12 good heart. But I don't think the Philadelphia Gas Works  
13 has a good heart.

14 My first bill started at 200 some dollars. That  
15 was in November. Then it went up to 400 some dollars and  
16 the bill for this month is 300 some dollars. When I  
17 leave the house I turn my gas off, O-F-F. When I come  
18 home I turn it on to about 66. But the bills are still  
19 high. I don't understand. I have storm windows and  
20 storm doors. I have all of that.

21 But in January I came home one day and the heater  
22 had broken. It was making all this noise. I called the  
23 gas company and I told them it was an emergency and they  
24 told me that they could not come -- that was on a  
25 Wednesday -- they couldn't come until Friday. And I

1 explained my situation being sick and what have you. And  
2 they said, well, we still can not come until Friday.

3 And they gave me a time. I stayed home all day.  
4 Where I work I had vacation coming so I took a vacation  
5 day. I think they should also tell you the a.m. or the  
6 p.m. They used to tell you this but they don't do that  
7 anymore.

8 But I can say the gentleman came at five o'clock.  
9 I would be leaving work at 3:30. I could have worked  
10 that day.

11 But they were very, very good workers. They were  
12 very diligent. They were very polite to me, courteous to  
13 me. They did to the job. They were there about a  
14 hour-and-a-half. I am one of those people if I do  
15 something good I would like somebody to commend me. So I  
16 wrote a letter to the Philadelphia gas company commending  
17 these two gentlemen and they wrote me back and thanked  
18 me. But the bills are still -- I am here because I don't  
19 know what a senior citizen is but could someone tell me  
20 the age of a senior citizen?

21 MR. HOLLAND: Sixty-five.

22 MEMBER OF AUDIENCE: Sixty-two.

23 THE WITNESS: He said 65.

24 MEMBER OF AUDIENCE: But they want to bring it to  
25 62.

1 THE WITNESS: I am still working to pay the bills.  
2 I shouldn't be working because I am stressed by the gas  
3 company and I am stressed by my job. And I think when  
4 you get to be a senior citizen, in foreign countries they  
5 take care of you and they take care of babies. We need  
6 to try to get that system here in the United States.

7 I just think we are overpriced. The gas company is  
8 overpriced.

9 (Applause.)

10 JUDGE FORDHAM: Thank you.

11 (Witness excused.)

12 JUDGE FORDHAM: The next speaker is James Marino.  
13 Whereupon,

14 JAMES MARINO  
15 having been duly sworn, testified as follows:

16 DIRECT TESTIMONY

17 JUDGE FORDHAM: Would you state your name and your  
18 address for the record, please?

19 THE WITNESS: James Marino, M-A-R-I-N-O, 2740  
20 Colorado Street.

21 JUDGE FORDHAM: Thank you. You may proceed.

22 THE WITNESS: The first thing I want to say is the  
23 customer service number should be changed to  
24 dial-a-prayer. I have called so many times that I filed  
25 my nails trying to get through and the line is always

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1 busy. Are there any representatives here from the PGW  
2 board?

3 (No audible response.)

4 THE WITNESS: No. Well, that's sad. I am here  
5 after work after working ten hours. I took the time as a  
6 citizen and a taxpayer to come to a meeting that I  
7 thought was critical at this particular point because  
8 there is a lot of senior citizens that can't pay their  
9 bills and some day I will be a senior citizen and I don't  
10 want to be in the same position.

11 More importantly, I have a copy of the Philadelphia  
12 business section of the Inquirer, January 29, Monday, and  
13 I am going to quote from our Mayor. "PGW's problems  
14 constitute the greatest risk to the financial stability  
15 of the city, Street said, leaving him no alternative but  
16 to consider the benefit of selling the company."

17 "Also, it is a municipal service like streets and  
18 water? Not exactly. Unlike those departments PGW has  
19 its own board of directors, keeps a set of books like a  
20 private company and reports to a regulatory body that is  
21 supposed to oversee its rates and operations."

22 Well, what happened with the \$2 million that was  
23 stolen at the gas company? Where was the supervision  
24 then? Where was the oversight then? If I had a business  
25 and I sold a product and depending on who you read and

1 who you believe 30 to 50 percent of the people don't pay  
2 the bill, don't pay me for my product, I would be  
3 bankrupt and \$1 billion in debt also like PGW. Or \$1.5  
4 billion, whichever article you want to agree with.

5 So my question is what exactly does the PUC do?  
6 Considering the fact that they are supposed to oversee  
7 its rates and operations. But who is auditing the books?  
8 How could they go on stealing this money over a period of  
9 time. That is a concern, to me anyway.

10 In addition to that, proceeding with the same  
11 article, there was a study that was done by a public  
12 financial management. They studied the idea of selling  
13 the PGW and concluded that the city would need \$1.2  
14 billion to come out even on the sale. They estimated a  
15 private company may pay anywhere from one billion to 1.4  
16 billion for the utility. But the report took a very  
17 negative tone towards privatizing PGW -- and this is the  
18 part that I like -- arguing that the layoffs and cutbacks  
19 to the utility's social program would hurt the city in  
20 the end.

21 Well, now I will revert back to Mayor Streets  
22 words. "PGW's problems constitute the greatest risk to  
23 the financial stability of the city, saying it left him  
24 no alternative but to consider selling for the benefit of  
25 the city." There seems to be a contradiction here.

1           If they are going to tell me that privatization is  
2 going to allow for layoffs and utility social programs  
3 being cut, then what about the people that are not  
4 paying? And what about the people that are leaving the  
5 city because of this? So there is a benefit and there  
6 seems to be a drawback on the other end.

7           But I have never come to a public hearing. I  
8 should come to them all and I will in the future.  
9 Someone here mentioned, more people should have come.  
10 One million people, as Your Honor mentioned. Only 150  
11 people were here today. It is sad. And that is the  
12 reason why they raise it. If the people don't stick  
13 together and united, African Americans, Italian, Irish,  
14 Germans, you know, Asians, everybody should unite. This  
15 is an issue that is an economic issue today. It is no  
16 longer any other type of issue. It is economic.

17           We all have to make a living. We all work. We  
18 have to pay our bills.

19           There was a couple of other things. But I guess  
20 for now -- the patronage is another issue.  
21 Mismanagement. Oh, well are there so many board members  
22 when you have 500,000 less people in the city? It seems  
23 as if there are jobs without representation or taxation  
24 without representation. Not to put it into another  
25 light, but that is what it sounds like to me.

1 That is all I have to say, Your Honor.

2 JUDGE FORDHAM: Thank you.

3 (Applause.)

4 (Witness excused.)

5 JUDGE FORDHAM: I just want to respond to one thing  
6 that Mr. Marino said. Based on the Natural Gas Choice  
7 Competition Act the PUC now has jurisdiction over PGW.  
8 Before July 1st, 2000, we did not. So this is the second  
9 opportunity that you had to come to a public input  
10 hearing. For the interim gas proceeding there was a  
11 public input and this is public input. So this is  
12 something new to the Commission and it is new to PGW  
13 being under the Commission's jurisdiction.

14 The next speaker is Eric S. Maron.  
15 Whereupon,

16 ERIC S. MARON

17 having been duly sworn, testified as follows:

18 DIRECT TESTIMONY

19 JUDGE FORDHAM: Would you state your name and your  
20 address for the record and please spell your name?

21 THE WITNESS: My name is Eric S. Maron, M-A-R-O-N.  
22 I live at 126 West Mt. Pleasant Avenue in Philly.

23 What I want to point out today is the sloppy  
24 handling of the billing process on the part of PGW. I  
25 buy my home in September of '96. Don't get a bill.

1 Don't get a bill. Don't get a bill. I pick up the  
2 phone. I call. Send me a bill. Where is the bill?

3 All of a sudden Mr. PGW comes to my door about a  
4 year ago in March of 2000 to shut off the gas. I said  
5 why are you shutting off the gas. He says you didn't pay  
6 your bill. I said you didn't send me a bill. I said you  
7 are not going to shut off my gas today, you are not  
8 coming through here. You are not going to shut off my  
9 gas.

10 He makes a few phone calls. He said okay. They  
11 leave.

12 I get on the phone with PGW. I ask them to send me  
13 a bill, there is a man here to turn off my gas. No  
14 problem. Let alone I that had to wait a few hours to get  
15 through.

16 Four months go by. July 2, 2000. Mr. PGW comes to  
17 my house again to shut off. I said what are you doing.  
18 He says we are shutting off the gas. You didn't pay your  
19 bill. I said I am still waiting for the bill. He makes  
20 a few phone calls. He says, well, we had a little  
21 problems with the new computer system. Well, that is  
22 nice. Give it a kick. Maybe I will come up and start  
23 working. So he says now we know what the problem is.

24 So now I get the bill a few weeks age. It is over  
25 \$4,000. Now, I pay all my bills in full month after

1 month because I never want to look over my shoulder. I  
2 just want to go ahead in life and be happy. I pay  
3 everything in full.

4 I called the gas company and I said, look, I want a  
5 revised bill, I want you to back out all the interest and  
6 late charges and I will write you a check for the full  
7 amount that I actually own. I am still waiting for that  
8 revision to be made.

9 They did get it together to start billing me now.  
10 However, every month there is a \$70 late charge in there.  
11 The bill now is like \$5,000.

12 I contacted the PUC. I filed a claim with them.  
13 They told me just pay the monthly charge of July of 2000,  
14 which is what I have been doing. And I have been paying  
15 in full.

16 As soon as the gas company can get it together to  
17 bill me you will get your money. If you can't get it  
18 together you don't get your money. It is real simple. I  
19 pay everything in full.

20 Now, in December I got laid off from my job for a  
21 few weeks which was customary with my employer because  
22 business gets slow. So I decide to go down the Jamaica  
23 for a week. I go down to Jamaica for nine days. I come  
24 home for two days, leave go to the west coast, to San  
25 Francisco, for New Years for about a week. So I was only

1 home for about a two weeks during that billing period.

2 January rolls around. I get the bill. The bill is  
3 only \$367 -- \$367 for two weeks of gas. That is  
4 ridiculous. So now I am starting to smarten up. I said,  
5 okay, now I am going to get back at the gas company. I  
6 don't lower I thermostat that much. You know what I do?  
7 I started using more electricity. I am giving my gas  
8 dollars now to the electric company. Last months bill  
9 came down to 311 as a result of using electric heat,  
10 using little space heaters in my house and not using gas  
11 as much. And that is what everybody can do here. Not  
12 that the electric company is any better but at least we  
13 can divert some of the profits from the gas company to  
14 the electric company.

15 That is all I have to say today. Thank you.

16 (Applause.)

17 JUDGE FORDHAM: The next speaker his Samuel White,  
18 Junior.

19 Whereupon,

20 SAMUEL HENRY WHITE, JR.

21 having been duly sworn, testified as follows:

22 DIRECT TESTIMONY

23 JUDGE FORDHAM: Would you state your name and  
24 address for the record?

25 THE WITNESS: My name is Samuel Henry White,

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1 Junior. Address, 1859 North 25th Street, Philadelphia,  
2 Pennsylvania 19121.

3 JUDGE FORDHAM: Thank you. You may proceed.

4 THE WITNESS: I am a senior citizen and for the  
5 past five years the gas bill of my house has been too  
6 high. And I think why is it too high? We have people  
7 higher up who are getting high paid salaries. Those  
8 salaries should be reduced. Plus, we have people who are  
9 stealing the money. They are stealing the money. How  
10 would it look like if I was working for the gas company,  
11 a simple person, and I was stealing the money. You would  
12 have me locked up. You would have me locked up, plus to  
13 pay restitution, wouldn't you. So therefore all those  
14 people in the gas company down here at 9th and  
15 Montgomery, they have been stealing. You have a hearing  
16 for them. But when you lock them up make them pay  
17 restitution. Put that money back that they have stolen  
18 even.

19 So I am speaking on behalf of all senior citizens.  
20 We are being overtaken. We are being overtaken. And  
21 therefore I am against the public utilities of raising  
22 the rates. They have raised it too high. What they are  
23 doing, they are trying to cover up, cover up the dirt  
24 just like when the dog does his -- he takes his feet and  
25 covers it up and then goes.

1 Thank you.

2 (Applause.)

3 JUDGE FORDHAM: Thank you.

4 (Witness excused.)

5 JUDGE FORDHAM: The next speaker is Patricia M.  
6 Dolberry.

7 Whereupon,

8 PATRICIA M. DOLBERRY

9 having been duly sworn, testified as follows:

10 DIRECT TESTIMONY

11 JUDGE FORDHAM: Would you state your name and your  
12 address for the record and please spell your last name.

13 THE WITNESS: Patricia M. Dolberry,  
14 D-O-L-B-E-R-R-Y, 4628 Fernhill Road, Philadelphia 19144.

15 JUDGE FORDHAM: Thank you. You may proceed.

16 THE WITNESS: Thank you, Your Honor.

17 I am here today as everyone else having problems  
18 and trying to understand why we are going through what we  
19 are going through with the Philadelphia Gas Works. I  
20 have been receiving bills, year 2000, every month  
21 starting in January zero dollars that are due. Every  
22 month I call PGW and I said is there a mistake, I have  
23 zero dollars for payment do you. They said no,  
24 everything is just fine.

25 January, zero dollars, February, March, May March,

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1 April, May, June, July, August, September, zero dollars.  
2 Every month I call PGW. They gave me the same reason.  
3 Zero dollars, you don't owe anything.

4 I said something is wrong. They said nothing is  
5 wrong. So then I said I am going to call in October when  
6 I called in October I couldn't get an answer. I called.  
7 I am at my place of employment. I live in Philadelphia  
8 but I work in Wilmington, Delaware. So I cannot run back  
9 and forth like I would like to go to PGW to talk about  
10 this.

11 So in October I sent my daughter and they said,  
12 well, she does show zero on her bill but I see something  
13 else now. And my daughter questioned what do you see  
14 now. And they said, oh, your mother had a bankruptcy and  
15 we need to see that form. So my daughter took the  
16 bankruptcy form to PGW on Chelton Avenue. And the very  
17 next month, which was -- I'm sorry, in October, I  
18 received a bill at the end of the month for 700 some  
19 dollars. That was in October. I went back up in  
20 September because I received another bill for 900 some  
21 dollars. So I took a day off from my job because I  
22 cannot make a phone call getting through to anyone at  
23 customer service.

24 They told me that we need you to fill out this form  
25 to read your meter. Mind you, I have been reading my

1 meter every month and they still send me an estimated  
2 bill of zero. So what I did, I read the meter, I got the  
3 form from the desk on Chelton Avenue, I went home, read  
4 the meter, brought the reading back to that office. The  
5 very next month I got an estimated reading and this time  
6 it was not 900 but 1,200. And every month thereafter I  
7 am getting an additional bill of two to three hundred  
8 more. And they cannot justify where these zero dollars  
9 have been coming from. And I would like to know why  
10 should I be penalized when I tried to pay a bill and they  
11 told me I owe nothing and I have documentation of that.  
12 Tell me where am I going wrong.

13 (Applause.)

14 THE WITNESS: In November I called in an emergency  
15 because I was smelling something and I wasn't sure what  
16 it was. It was not gas but it was in that area. When  
17 they came out -- they came out within the hour -- they  
18 told me my transformer on my heater had gone. This was  
19 in November, the day before Thanksgiving. When they came  
20 out and looked at it, they cut the circuit breaker off to  
21 the heater and for 15 days I had no heat in my home.

22 When I called them again I asked them when are they  
23 going to service my heater. I had parts and labor. They  
24 said no, you don't. I say, yes, I do and it has been  
25 paid for for that period of time because I had renewed

1 it. And they said they had no verification of having it  
2 renewed.

3 I had to go to my bank, have them get a copy of the  
4 check that I sent to PGW and that is when they believed  
5 me and they said well -- and I talked to Mrs. Robinson  
6 and she is a very nasty woman -- she told me there is  
7 nothing she can do right now, she will have to wait until  
8 I can prove to her that my parts and labor had been paid.  
9 When I did prove it to her she said it will take another  
10 few days to order the part and then 15 days after that  
11 that is when they came to service my heater. And then  
12 the bills continued to come thereafter.

13 I would like to know this day am I liable for those  
14 zero dollars when I asked what did I owe and they said I  
15 owed nothing? Tell me what am I supposed to do at this  
16 point.

17 I have gone to CEPA and I have talked to CEPA.  
18 They have it documented that I have been to them. And I  
19 even called PUC and I have all of that documented. And  
20 then there was some controversy about the date that I  
21 called PUC. I know that I had called them one date and  
22 they said they had no verification of it. But when I  
23 gave them a reference number then they could get on the  
24 computer to find out exactly when I put that request in.

25 I will let you figure this out. But thank you for

1 your time.

2 (Applause.)

3 JUDGE FORDHAM: Thank you.

4 (Witness excused.)

5 JUDGE FORDHAM: Ms. Dolberry, if you want to check  
6 with the customer service from PGW and also our Bureau of  
7 Consumer Services.

8 THE WITNESS: Ma'am, what I don't understand is why  
9 do they have so many people available tonight to hear  
10 your requests when all those months I been calling at my  
11 place of employment, taking time off, and nobody wanted  
12 to listen to me. And now they are going to penalize me  
13 for saying that I did not pay when I should have paid.  
14 And I know that I tried to contact them. They should  
15 have a record of every phone call that goes through that  
16 line and my voice should be on there. This is the  
17 problem that I am going through. I am going through a  
18 problem right now where I am on a leave of absence due to  
19 sickness and this is not helping matters any.

20 Thank you again.

21 JUDGE FORDHAM: Thank you.

22 (Applause.)

23 (Witness excused.)

24 JUDGE FORDHAM: The next speaker is Lisa Budnick.

25 Whereupon,

1 LISA BUDNICK

2 having been duly sworn, testified as follows:

3 DIRECT TESTIMONY

4 JUDGE FORDHAM: Would you state your name and your  
5 address for the record and please spell your last name?

6 THE WITNESS: My name is Lisa Budnick,  
7 B-U-D-N-I-C-K. My place of business is 1149-1143 South  
8 10th Street, Philadelphia, Pennsylvania 19147.

9 I am so disappointed also in the turnout this  
10 evening and from the people that I have spoken to, people  
11 are frustrated and they feel that they are not being  
12 heard.

13 But I am more than frustrated. My husband and I  
14 bought a laundromat in January of 2000. Our single  
15 biggest expense is our utility, the gas bill. I called  
16 after we purchased the laundromat and I asked that the  
17 gas be changed and put into our name. I was told that  
18 this would happen. In February the previous owner called  
19 me to tell me that he was still getting the gas bill in  
20 his name. I cannot tell you how many phone calls and  
21 months went by before I was able to get the gas bill put  
22 in the proper name. I thought that was the end of the  
23 problem. And it was not.

24 My husband and I also own two other properties and  
25 somehow PGW messed the billing up so bad that the bill

1 for the laundromat was getting put on our home bill and  
2 our rental property building. I could not straighten it  
3 out over the phone. I called and was completely  
4 frustrated.

5 My husband, who works for the state of  
6 Pennsylvania, went to the gas company numerous times,  
7 three or four. I feel you should pay for our time. We  
8 still after all of that did not get the problem solved.

9 I wasn't getting a gas bill. I run a laundromat.  
10 I know that when this gas bill comes in I am going to be  
11 screwed.

12 I finally wrote a Fed Ex letter to the acting  
13 president of PGW because I was so frustrated and I was  
14 going to be a victim in this travesty of justice. I Fed  
15 Ex'ed the letter on June 19. This is after purchasing a  
16 business January 1st, making the calls and doing  
17 everything that I should have done. June 19 we Fed Ex'ed  
18 a letter to Ben Hayllar, H-A-Y-L-L-A-R, the interim  
19 president and CFO of the gas company. Then I got a  
20 response.

21 Then I got a person who had a semblance of  
22 intelligence who could help me. Bill Steadman was my  
23 person. When I called him we must have had maybe seven  
24 or eight phone calls, but he did answer the telephone and  
25 we finally got the gas bill straightened out. This was

1 months.

2 But now can I tell you what my gas bills are? To  
3 best of my ability to decipher the mess that I have here  
4 my gas for the laundromat were \$600 last year. I  
5 received a gas bill for \$1,400. I am a small business.  
6 This is my second year. Most of my customers are poor.  
7 Most of my customers are senior citizens. These are  
8 people living on a fixed income. Most of the laundromats  
9 in our neighborhood don't provide the customers with hot  
10 water because it is too expensive. My husband and I like  
11 to provide a service for a reasonable amount of money.  
12 We are not greedy unlike PGW but we would like to make  
13 some money. We have not yet raised our prices.  
14 Basically every other laundromat has raised their prices  
15 and probably we will because all I'm doing now is working  
16 to pay my bills. I am not making any money because the  
17 utilities have gone up so much.

18 The couple of times that I did call for service due  
19 to gas leaks -- there are two apartments above the  
20 laundromat and the tenants called because they smelled  
21 gas. And they did come out and they found a leak. So  
22 the men pull up in their truck and there are three or  
23 four of them and, yes, they sat and read the newspaper  
24 while one guy dug and the others read the newspaper. I  
25 washed their uniforms because they were dirty and I have

1 great machines. But that is not fair. I worked in the  
2 corporate world for 20 years. You don't get to sit and  
3 watch somebody else work.

4 Now, I know we have unions and stuff like that.  
5 But if you have four men sitting in a truck hung over  
6 because they drank too much the night before why can't  
7 they all dig? Why does one dig and then when the other  
8 one gets tired the other one digs? What is up with that?  
9 I can't run a business that way. And why does PGW? Why  
10 do they get away with it?

11 It is just so unfair. Most of us are frustrated.  
12 We feel as consumers we are not heard, that it is not  
13 important, that you have these hearings and the rates get  
14 raised. It is just we would like to see some justice  
15 here.

16 And I won't even talk about your customer service.  
17 I really feel that we should be able to bill you back for  
18 all of our time that is spent trying to call PGW, going  
19 to PGW. You have heard it. We have all experienced it.  
20 You cannot get through. We don't get any benefits for  
21 paying our bill on time. We are paying for people who  
22 don't pay their bill. Go after those people, especially  
23 the people who have the money to pay their bill. And  
24 don't tell me that you appreciate my phone call. Don't  
25 lie to me like that. That is not fair.

1 That is all I have to say.

2 (Applause.)

3 JUDGE FORDHAM: Thank you.

4 (Witness excused.)

5 JUDGE FORDHAM: Of the next speaker is Don Smith.

6 Whereupon,

7 DON SMITH

8 having been duly sworn, testified as follows:

9 DIRECT TESTIMONY

10 JUDGE FORDHAM: Would you state your name and your  
11 address for the record, please?

12 THE WITNESS: My name is Don Smith. I am not going  
13 to tell you my age. My address is 1748 South 53rd  
14 Street, Philadelphia, Pennsylvania 19143.

15 Good evening, everybody. I might have said that  
16 before. I want to congratulate the people that are here  
17 tonight. I looked at Tina and probably I don't know her  
18 but her founder and I started some good organizations.  
19 Max and I treasured one another. Many nights we begged  
20 that we would have a decent turnout of people complaining  
21 about what PGW, what PUC, what Philadelphia Electric --  
22 and I won't go on, but when you promise the consumer that  
23 you are going to put a meter in their house and you are  
24 going to regulate it by a truck rolling by that I can't  
25 catch nor can I see the person, and I am looking because

1 if I go back into history my mom and dad always knew the  
2 meter reader. And the meter reader always knew them. If  
3 they didn't understand it, the meter reader explained it  
4 to them.

5 Now all of a sudden we have cost control whereby  
6 you can't afford a meter reader. Well, now we have to  
7 trust you. Are the meters correct? And yet you walk  
8 down the street and if you are shooting the bull like I  
9 do, the guy will say, oh, yeah, them meters go fast. But  
10 who is paying for it? Or you are paying for people who  
11 can't afford to pay. Or LIHEAP didn't give you enough  
12 money this year after all the years that we fought to get  
13 you grants from LIHEAP.

14 LIHEAP started in 1982. I know because I sat there  
15 and helped write it. And that was to protect poor people  
16 if they could not afford to pay, then LIHEAP would  
17 compensate.

18 I know that LIHEAP gives the gas company a direct  
19 grant. So I know that we begged at one time for that.  
20 Also PGW gives the city \$18 million when they feel like  
21 it? Or do they give it every year? And if give it every  
22 year why can't they keep the 18 million and drive the  
23 costs down on gas that all these poor people have to pay  
24 for?

25 (Applause.)

1 THE WITNESS: It just doesn't make sense to me.

2 I trust your judgement. I love you. I know you  
3 are going to pay your gas bill next month and I know you  
4 are going to look at it and you are going to say what in  
5 the world is this.

6 I also have my neighbors with me that want to know  
7 why a commodity charge. And they charge you to take your  
8 money. Well, wait a minute. Is it a check cashing  
9 agency or is the the gas company? Or if we mail it in do  
10 we still have to pay? Who are you collecting from? You  
11 have to be more specific. Because if we are going to  
12 trust you, or if we are going to all get together and  
13 march on you, you are going to have to give a  
14 satisfactory answer.

15 (Applause.)

16 THE WITNESS: I am not going to take up too much  
17 time tonight because, Your Honor, I have a constituent,  
18 Mr. Hall, that had some data that I wanted him to explain  
19 to you. So I want to turn it over to him. He is much  
20 younger than me and he has a lot more technical expertise  
21 that you can sort of write down and use.

22 Could you please?

23 JUDGE FORDHAM: Yes.

24 THE WITNESS: Thank you. Mr. Hall, could you come  
25 up.



1 Philadelphia is going up, food is going up, property  
2 taxes are going up and the poor are the people who foot  
3 the bill all the time and we can't afford to do it. And  
4 we are here to say that we aren't going to do it any more  
5 one way or another. We don't want an increase.

6 Consumer education. Now, this is not an attack on  
7 anyone but what I am saying is if we are having a public  
8 hearing and we are here today to have questions answered  
9 we should have people here today who can answer our  
10 questions, and not with just vague concepts and blow the  
11 question off. That is not fair to the consumer at all.

12 Consumer education is the first thing. I really  
13 think that PGW needs to go out into these communities and  
14 start explaining what these charges are. What other  
15 services do we receive from PGW besides gas? And we  
16 don't really receive that service from you guys. If this  
17 is service I hate to see getting blown off. Because we  
18 are really taking it right now.

19 CRP public announcements. PGW, maybe you've heard,  
20 has been on the radio telling you that if you don't pay  
21 your bills they are going to cut you off. But they are  
22 not on the radio telling you about the programs that they  
23 have that can help you to afford your gas bills. Why is  
24 that? You have the audacity after you guys mismanaged  
25 the money. Because that's what happened. I am not

1 saying it's anyone who is here in particular who has done  
2 it, but PGW has mismanaged their funds and no one has  
3 been there to regulate them and manage their funds. So  
4 you are mismanaging your money and telling us that we are  
5 going to foot the bill and if you don't foot the bill you  
6 are going to cut our gas off. But you tell us you're  
7 here to help us and service us. But that is not helping  
8 us and that is not service. That is blatant disrespect.  
9 It's not right.

10 So I really think that you guys should start your  
11 own public service announcement. In the same breath that  
12 you say you're going to cut us off, the same breath you  
13 should say, look, we have a CRP program that can help  
14 families to afford their gas costs. And this should be  
15 widely known. This should be common knowledge. Everyone  
16 knows that gas bills are going up, but nobody knows how  
17 to get help, how PGW is a public company and can help to  
18 alleviate some of that cost through its programs.

19 Mandatory CRP information on your customer service  
20 line. I call your customer service line as a consumer.  
21 I also call it for working for the organization, for  
22 ACORN. No one ever says anything about CRP. If you ask  
23 the customer services rep what services do you have that  
24 can help me to avoid this because this is ridiculous,  
25 they say we can put on a payment plan but at the end of

1 two years you're going to owe us the balance but we will  
2 be nice and throw in any interest. But they don't say  
3 anything about CRP.

4 In November-December of last year I called a  
5 customer service rep. The service says if you have any  
6 problems about your bill call this number. So I called  
7 the guy. I don't remember his name. I have it at home.  
8 I said what can you tell me about CRP. He said what is  
9 that? I said you don't know what CRP is? I said it's a  
10 program that you cap the people's bills so that it helps  
11 them to avoid their bills. We don't do anything like  
12 that here. That is a blatant lie and I think PGW should  
13 be responsible for that.

14 You got customer service people in the back. I  
15 think that you guys should have it mandatory that every  
16 time someone from PGW answers the phone they should tell  
17 the consumer about the CRP program. That should be a  
18 part of their call pitch. It should be monitored under  
19 quality assurance that if they are not doing this they  
20 should be penalized for that. Because that is the way  
21 that you run a business.

22 (Applause.)

23 THE WITNESS: There is another thing, too. Now,  
24 April 1st is coming. We all know that shutoffs are going  
25 to happen. But if you take from a business standpoint,

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1 if you take and do the numbers on how much it is going to  
2 cost you to dig up that street to cut that person's gas  
3 off and then after they finally do get the money to pay  
4 you back so you can dig up the street some more just to  
5 cut it back on, it would be cheaper for you to leave that  
6 person's gas on and work with them on a payment plan.  
7 Regulate their gas if you have to but don't cut them off  
8 because that is not fair. That is bad business. It is  
9 going to cost -- I'll make up some numbers. Say the  
10 person owes you a thousand dollar bill. But you have to  
11 get permits, I believe -- I don't know if PGW has to when  
12 you dig up the street but most people do. It seems that  
13 we have learned tonight that PGW has a lot of exceptions  
14 that other companies don't have. But you have to get a  
15 permit to dig up that street. It costs you labor,  
16 manhours, materials and supplies to do that. Suppose  
17 that person owes you a thousand dollars. It is going to  
18 cost you let's say \$2000 to dig up the street and it is  
19 definitely more expensive to dig up the street, to cut  
20 off that person's gas than it is to work with them. And  
21 you can't deny that no matter what the numbers are. So  
22 that is like bad business. That is really bad business  
23 and you need to work to do something about that with the  
24 shutoffs in conjunction with the CRP public  
25 announcements.

1           And I hope that you take these suggestions into  
2 serious consideration.

3           Forgiveness on debt. One of the things that has  
4 worked in other cities that we found at ACORN is that  
5 when utility companies find themselves in a position that  
6 PGW is in what they have done is that they have arranged  
7 payment plans with the people who are using their  
8 services and they make a payment plan and a forgiveness  
9 plan. They understand, that, look, the cost of gas is  
10 going up. We know that. We pay at the pumps. You are  
11 getting it right now. We are getting it more than  
12 anybody else right now. So we take and say, okay, we are  
13 going to set you up for a year payment plan. Now your  
14 bill is going to be \$50 a month guaranteed. But at the  
15 time end of that year we are going to wipe off the rest  
16 of that debt because you have been a loyal customer and  
17 you paid your bill on time and you have been supportive.

18           It is not fair for us to have to pay for people who  
19 don't pay for their gas. That is just not fair. If I go  
20 to a restaurant and I sit down and eat no one is going to  
21 charge me for the man who sat next to me and ate and  
22 didn't pay his bill. No. He is going to go wash dishes.  
23 So what you need to do is change that and make those  
24 people wash dishes. There has to be other ways of  
25 managing this. I don't have a business degree. You guys

1 are lawyers. Come on. This stuff is not rocket science.  
2 It is like common sense.

3 (Applause.)

4 THE WITNESS: Meter reading. That is something  
5 else that is very interesting. The meter readers. We  
6 always get estimated bills. When you call someone to  
7 read your meter, well, we have an automatic reading  
8 device, you know, that drives by and reads your meter. I  
9 mean, that is like an adult Santa Claus exists.

10 I want to see someone come and read my meter and  
11 write those numbers down. No one does that. No one does  
12 that. But you want us to pay the bill. I mean, that is  
13 like, like they said earlier, taxation without  
14 representation. You are charging us for something that  
15 you don't physically know is true. And I think that is  
16 like on a borderline fraud if you think about it. It's  
17 like charging someone for a service that they didn't get.  
18 You can't do that. That is supposed to be illegal. We  
19 are consumers. We are supposed to be protected,  
20 especially from a public company.

21 One more quick comment. Customer service service  
22 levels. I think that it should be a matter of public  
23 record the customer service stats. I think everybody  
24 should know what the average call time is, what the pitch  
25 of the call is, what is required during these customer

1 service calls, what your call volume is during the day  
2 and what your service levels are. Because I have done  
3 customer service management before and it is a very  
4 important part of business. If you're the dealing with  
5 that you are basically not doing anything well. If you  
6 can't call a company that represents you and they can't  
7 make you feel good that, okay, they may be a little high  
8 but at least I was able to talk to someone who pretended  
9 that they cared -- because they really don't care. Come  
10 on. We all have jobs. But who could at least pretend  
11 that they care when they are on the phone instead of  
12 treating you like, you know, you really don't matter,  
13 there is no CRP, there is nothing we can do, we are going  
14 to pay your bill or you are going to get cut off. That  
15 is just not fair.

16 I encourage the PUC to stop this injustice now.  
17 Because if it doesn't stop now without justice there  
18 won't be any peace. And we at ACORN can guarantee that  
19 there won't be any peace if there isn't any justice in  
20 this hearing today, if things don't come out in the  
21 consumers' benefit. Because we have been going along  
22 quietly and paying and paying and paying. It is time for  
23 us to start receiving something for that money. That is  
24 just good management. We are not asking for anything  
25 that is impossible. We are not asking for anything that

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1 is unreasonable. We are just asking for good management  
2 and basic consumer rights. And that is all we are here  
3 for today.

4 Thank you.

5 JUDGE FORDHAM: Thank you.

6 (Applause.)

7 (Witness excused.)

8 JUDGE FORDHAM: The next speaker is Tawana Frink.

9 Whereupon,

10 TAWANA FRINK

11 having been duly sworn, testified as follows:

12 DIRECT TESTIMONY

13 JUDGE FORDHAM: Would you state your name and  
14 address for the record and please spell your name?

15 THE WITNESS: My name is Tawana Frink, T-A-W-A-N-A,  
16 F-R-I-N-K. I live at 945 East Dorset Street,  
17 Philadelphia 19150.

18 I am a residential customer of PGW. I also have a  
19 rental property. The rental property I moved out of in  
20 May of 2000. I tried to have that service shut off. I  
21 wasn't able to get through. I mailed a letter to PGW  
22 somewhere around August. They sent me a bill for the  
23 shutoff. In the meantime I needed to get my new house's  
24 service turned on and I was unable to do that. I was  
25 unable to get through on the phones. I did not receive a

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1 bill. I called and called and called. I didn't get a  
2 response.

3 Finally in January I got through because I guess  
4 PGW expanded their hours to about midnight. I got  
5 through and the guy that answered the phone, Mr. Jan,  
6 said, oh, you use a lot of gas. I said, well, I have not  
7 had a bill since May. As a matter of fact, I have not  
8 had a bill since I moved into the house. Can you help  
9 me? He said you need to pay us. I said you need to tell  
10 me how much. You need to send me a bill.

11 Mr. Jan, needless to say, was very nasty, very  
12 rude. I said, you know, I work in customer service and  
13 the training that they gives us tells me that I am not a  
14 raging fan, I am a raving fan. You need to make me a  
15 raving fan because I'm not happy with the service that  
16 you're giving me. He said whatever. So I said fine. I  
17 need a bill.

18 They send me a bill for \$800 from May to January.  
19 A week later I get another bill for \$350. The total bill  
20 is around 1,144.

21 I called PGW and said I have a question. I get a  
22 lady and I said how can I have gas service in the summer  
23 months and not receive a bill and not be cut off?  
24 Because I understand there are certain months of the year  
25 when PGW won't cut you off. How can I have service all

1 year in the summer months and not be cut off and still  
2 not receive a bill? You have not received any payments  
3 from me. They said, well, we can't answer that for you  
4 but you need to pay us. I said fine.

5           Meanwhile my tenant on the first floor of my  
6 apartment, which I did live there for roughly four years,  
7 moves out so I had to get service back in my name. The  
8 woman set me up with the service and, you know, sent me  
9 the bills for this apartment. This bill, nobody lives  
10 there. The gas is 60 degrees, has not moved. This  
11 month's bill is \$250. Nobody lives there. The gas has  
12 not moved from 250. I'm trying to figure out the average  
13 bill when I lived there at 70 degrees was \$60 a month.  
14 Where is PGW getting their figures from with this average  
15 100 per year or 100 per month increase. I'm trying to  
16 figure out where they get their numbers from. That does  
17 not seem like \$100 anywhere. It seems like 100 percent  
18 maybe but not \$100. So that's fine. I got a \$250 bill  
19 for February through March for the apartment that nobody  
20 lives in.

21           Then I also get my bill from my house that I give  
22 in. I get another \$250 bill for that. So I called PGW  
23 and said I need to figure out what can be done. The guy  
24 tells me we had a computer problem. That is why you  
25 didn't get a bill. Meanwhile I have interest charges and

1 finance charges and so on on my bill. I'm trying to  
2 figure out why is that when you didn't send me the bill.  
3 Why should I be charged finance charges and interest and  
4 penalties when you did not send me the bill?

5 They said you need to talk to collections about  
6 that. I talk to collections. I get a Mr. Alberto. Mr.  
7 Alberto says, wow, you owe us 20 percent of the 1,144  
8 bill. I said that is not what I called you for. You  
9 need to assist me. What do I need to do to get this bill  
10 paid. I said 1,144 is out of the budget this month. I  
11 said I don't have a problem paying you but you need to  
12 assist me with the finance charges and assist me with the  
13 bill. Oh, you don't need to speak to me, you need to  
14 speak to customer service. We don't adjust bills, we  
15 just tell you you owe us.

16 I hung up by that point because I knew I wasn't  
17 getting caught in voice mail hell again. Mr. Alberto  
18 couldn't help me. Mr. Fernando couldn't help me. When I  
19 asked for a supervisor they said they will call you. I  
20 have not heard from a supervisor. I don't even think the  
21 people gave me their real names.

22 I will pay PGW and I have been sending them checks.  
23 But this month I will be sending PGW a check for \$500 for  
24 an apartment that nobody lives in where the heat does not  
25 go above 60. My own house, I will sit under a blanket.

1 I have an electric space heater and I confine myself to  
2 one room and I use the microwave for meals. I still get  
3 \$250, \$300 bills. I'm trying to figure out, you know,  
4 where the numbers are coming up at and I'm a little  
5 confused about the customer services. I am a little  
6 annoyed at the customer service.

7 If somebody can help with me this I will be happy  
8 to get some sort of a payment plan. I see the man  
9 raising his hand. Okay.

10 That's it.

11 JUDGE FORDHAM: Thank you.

12 (Applause.)

13 (Witness excused.)

14 JUDGE FORDHAM: The next speaker is Janet Mills.  
15 Whereupon,

16 JANET MILLS

17 having been duly sworn, testified as follows:

18 DIRECT TESTIMONY

19 JUDGE FORDHAM: Would you state your name and  
20 address for the record, please?

21 THE WITNESS: For the record my name is Janet  
22 Mills, M-I-L-L-S. I reside at 309 East Vernon Road,  
23 Philadelphia, 19119.

24 I am a resident of Philadelphia and PGW customer.  
25 I spoke earlier today at the 2:00 p.m. hearing. I am

1 here today this evening to read a statement for a party  
2 by the name of Barbara Brown of North Philadelphia who  
3 asked me to come in her behalf. She is ill.

4 Barbara Brown lives at 16th and Cecil B. Moore.  
5 She wanted me to read her statement in her own words.

6 "My name is Barbara Brown. I was born and raised  
7 in Philadelphia. I have been a nurses assistant for the  
8 past 12 years and I am retired now."

9 "It is a shame that the gas bills are so high.  
10 People can't afford it and their rent and food too. It  
11 does not make any sense to do that to poor because the  
12 wage are not high. So how on a small wage can we afford  
13 to pay the high bills and support our families? You  
14 don't know how we feel because you are not in our  
15 predicament. When you give people a deadline to pay  
16 before the cut off time."

17 "And the advertisements that you have out on TV and  
18 the newspapers, if you don't pay the gas bills here we  
19 come with the squeaking wrench. It's not a joke. It is  
20 not funny to me."

21 "I demand that you not charge such high rates.  
22 This is ridiculous. We can't blame it on the meter man.  
23 Why should we pay for your top executives?"

24 This is in the words of Barbara Brown.

25 Thank you.

1 (Applause.)

2 JUDGE FORDHAM: Thank you.

3 (Witness excused)

4 JUDGE FORDMAN: The next speaker is Warren D.

5 Larkins.

6 Whereupon,

7 WARREN D. LARKINS

8 having been duly sworn, testified as follows:

9 DIRECT TESTIMONY

10 JUDGE FORDHAM: Would you state your name and  
11 address for the record?

12 THE WITNESS: Good everning everyone. I am glad  
13 everyone could come out. My name is Warren D. Larkins,  
14 L-A-R-K-I-N-S. I live at 2258 East Washington Lane,  
15 Philadelphia, Pennsylvania 19138.

16 I would like to go on to say now that I feel really  
17 bad about what is going on with my situation with PGW.  
18 It started back in August of the year 2000. Back in  
19 August, 2000, I was paying a budget of \$98 a month. Now,  
20 I have been on the budget for 22 years, never missed a  
21 payment, never been late. All of a sudden my bill  
22 doubles and I get a gas bill for \$178. So I paid it.

23 Then on October 7 a meter reader came out from PGW  
24 and read my meter. About another month from then I get a  
25 gas bill from PGW stating that I owe them \$5,300. So

1 that was really a shock to me.

2 I have not slept. I have been like tossing and  
3 turning at nights. I just can't get it straightened out.

4 So I go down to Chelten Avenue and I sit there for  
5 two hours, two-and-a-half hours, and I see a  
6 representative. And I talked to the gentleman and told  
7 him. And he said, oh, my God, that is a high bill. I  
8 said, yes, I can't believe this. I never missed a  
9 payment. I pay my bill every month, whatever they asked.

10 He said I will look into it for you. Don't worry  
11 about it. Something is definitely wrong here. I will  
12 call you within a week. I said thank you very much. I  
13 left.

14 Two weeks later I didn't hear anything from him.  
15 So I sat down there for three hours waiting to get waited  
16 on and this time a lady waited on me and she said can I  
17 help you. I said yes. I was down here a couple of weeks  
18 ago and the gentleman was supposed to call me back but I  
19 never heard from him.

20 So I gave me my name and all that and my address.  
21 She put it in the computer. She said I don't have  
22 nothing. You were down here two week ago? I said, yes,  
23 I was. She said I don't have anything in here from that.

24 I said, okay, I will tell you what my story is. So  
25 I told her the same story I told him. She looked in the

1 computer. She said when is the last time that you had  
2 your meter read? I said they read my meter at least I  
3 know last year or the year before I know for a fact. She  
4 said I don't show anything in the computer.

5 I said how far back do you go in this computer.  
6 She said, well, we got a new system now and I can't tell  
7 you how far. We don't go that far back to say when it  
8 was read the last time.

9 I said I will tell you what, I don't mind, you  
10 know, working with the PGW to come up with a fair deal or  
11 whatever. I don't mind paying my gas bill. But I just  
12 can't believe that I owe \$5,200. What happened to the  
13 \$98 I was paying every month for all these years -- well,  
14 not all those years but for the last couple of years --  
15 and then all of a sudden you go to \$178 and then they  
16 went to \$228 and then I get a gas bill that says they  
17 owed me. They took my meter out and read it. They owed  
18 me, like, \$2,600 credit.

19 But still my gas bill is still climbing. Now I am  
20 up to \$289 a month. So I don't know what to do about  
21 this. I just can't believe. My wife and I, we live  
22 there alone. Our children are grown. My daughter is in  
23 college. Nobody is home during the day. We cut the gas  
24 off just about. When we come home it's so cold we got to  
25 turn, you know, to try to get warm again. I thought

1 about getting electric heaters but I just don't know  
2 where to go.

3 It seems like PGW is not doing anything to help my  
4 situation. It seems like the left hand don't know what  
5 the right hand is doing. And if they owe me \$2,600, so  
6 they said, how come I am still paying \$289 a month? This  
7 is taking food off of my table and I just I can't afford  
8 to keep paying this. Because I know I will never get it  
9 back.

10 So if somebody can help with this I would really  
11 appreciate it.

12 Thank you very much.

13 (Applause.)

14 JUDGE FORDHAM: Thank you.

15 (Witness excused.)

16 JUDGE FORDHAM: Mr. Larkins, there are some  
17 customer service representatives from PGW here and there  
18 are also people from the Bureau of Consumer Services from  
19 the PUC here to help you.

20 THE WITNESS: Yes, Ma'am. Thank you very much.

21 JUDGE FORDHAM: The next speaker is Jacqueline  
22 Stevens.

23 THE WITNESS: My name is Jacqueline Stevens,  
24 S-T-E-V-E-N-S, 6824 Ogontz Avenue.

25

1 Whereupon,

2 JACQUELINE STEVENS

3 having been duly sworn, testified as follows:

4 DIRECT TESTIMONY

5 JUDGE FORDHAM: You may proceed.

6 THE WITNESS: I am a board member of CEPA.

7 I purchased a building and I had the gas turned on.  
8 The address of the building was 1531 Girard Avenue. I  
9 purchased it late November but sometime in December I had  
10 the gas turned on. I was having some paint and some  
11 repair work done. I have received not one bill to date.

12 No one was living in this building until the 1st of  
13 March. I called the gas company and I met with my usual  
14 raging success. That is on the phone for 45 minutes and  
15 then the line went dead. This scenario was repeated  
16 several times with the same result.

17 I filed a complaint with CEPA because I was fearful  
18 of a three or four month bill from the gas company. The  
19 director of CEPA, Tina Nelson, spoke with several people  
20 and was told I did not have gas service.

21 She came back to me and asked me and I said the gas  
22 is on but it is low because there is workmen working  
23 there and they don't want the heat high anyway. It was  
24 like 58, 60, as low as I could keep it just to keep it  
25 on.

1           When she insisted I had gas they said, well, then,  
2 they gave her a PFA figure -- plucked from air -- and the  
3 bill then was \$3,000 in the twink of an eye. I went from  
4 no service at all to owing \$3,000. The heat was at 58,  
5 60. I don't know anybody who runs their heat at a high  
6 rate unless they are rich.

7           I have a friend who works for the gas company and I  
8 said to him I am hearing I've got a \$3,000 bill. He said  
9 let me check it out confidentially for you. He said the  
10 bill is not \$3,000, it is \$4,000.

11           So my bill is just raging even as I speak and I  
12 still have not gotten a bill as of this day.

13           To further compound their rank incompetence, I have  
14 signed a lease to rent this entire building as of April  
15 15. I can see that my tenants are going to have an  
16 extreme difficulty transferring this account because they  
17 will take another plucked from air estimate and claim I  
18 owe this large sum and would not pay despite no bill  
19 being rendered.

20           I am seeking some help to resolve this miserable  
21 situation. Someone somewhere need to reign in this rogue  
22 utility company.

23           My feeling is this. I have other rental properties  
24 and I have had the experience when one of the people -- I  
25 might have evicted this person and they had moved on and

1 they have owed the gas company. Then when I get a new  
2 tenant and make up a lease and give it to them they go to  
3 the gas company and they have been told they have to seek  
4 out the person who ran up the gas bill. They can't find  
5 these people and force them to pay but my new tenants  
6 have to pay. They have to seek out people. Now, what do  
7 you think they are going to do me when they try to  
8 transfer this gas into their name with a \$4,000 bill  
9 hanging over there?

10 So this is just ridiculous. This is the reason I  
11 am here tonight. It is probably not going to do me a  
12 darn bit of good. But at least I want to go on record  
13 that they are giving me bogus bills. I don't believe  
14 them because how could you go from zero to three or four  
15 thousand? This is not true. But they are probably going  
16 to probably force me to pay it. And when they said I had  
17 no gas I would have loved to agree, but then I was afraid  
18 like a year later I would get a \$15,000 gas bill and then  
19 they would tell me pay this bill within two weeks.

20 So that is my complaint. Whatever help I can get I  
21 would be grateful for, if there is any help.

22 Thank you.

23 (Applause.)

24 (Witness excused.)

25 JUDGE FORDHAM: The next speaker is Delores Griffin

1 Stokes.

2 Whereupon,

3 DELORES GRIFFIN STOKES

4 having been duly sworn, testified as follows:

5 DIRECT TESTIMONY

6 JUDGE FORDHAM: Would you state your name and  
7 address for the record, please?

8 THE WITNESS: My name is Delores Griffin Stokes,  
9 D-E-L-O-R-E-S, G-R-I-F-F-I-N, S-T-O-K-E-S. My address is  
10 1526 North 57th Street Philadelphia, 19131.

11 JUDGE FORDHAM: Thank you. You may proceed.

12 THE WITNESS: Thank you.

13 Before I start reading my statement, I would just  
14 like to say that in November my heater went off. Not  
15 quite ten years old. Newly installed in '93. I have the  
16 parts and labor and it went off while I was at work and  
17 my mother was there, my elderly mother. She called and  
18 said the heater is off. I called the gas company. They  
19 said they would not be able to get there until Saturday.  
20 So it was pretty cold so I had to leave work and get a  
21 kerosene heater in order to keep her warm and keep my  
22 house warm.

23 They got there at 11:55 Saturday night only to  
24 discover that they didn't have the proper parts and they  
25 could not repair the heater. So they had to come back

1 Sunday. Now, they did return Sunday morning,  
2 approximately 8:30. And it required two servicemen to  
3 bring a part that large and install it into my heater.

4 The heat has been working fine. But it's the fact  
5 that with a 78 year old mother in the house I can't leave  
6 my house cold. She has to be kept warm. She has other  
7 problems. She has health issues as well as age. So she  
8 needs to be taken care of.

9 I am sure that there are other people in the same  
10 situation that may not have children that can see that  
11 they are warm and that can make arrangements for these  
12 alternative heating situations. And that puts them in  
13 danger.

14 Reading from my statement, PGW has claimed to need  
15 to request a rate increase but has failed to fully  
16 explain where the additional revenues will be applied.  
17 Rate increase notices sent to customers in the form of a  
18 flyer with our monthly invoices provided very little  
19 information. Without stating it as fact PGW used the  
20 media effectively to imply that the recent court cases  
21 involving employee fraud is the cause for needed  
22 increases when we all know that the root causes are  
23 longstanding and were in place well before any of the  
24 recent wrongdoing.

25 PGW has waged an advertising campaign using

1 television, radio and newspapers to tell us everything  
2 but when we can expect to have a telephone answered. I  
3 have waited four hours to speak to a customer  
4 representative using the new telephone system. Thank God  
5 for speaker phone telephones.

6 It has been my experience no matter what projection  
7 PGW has ever made regarding an average monthly increase  
8 it has been overwhelmingly underprojected when applied to  
9 our monthly costs during the heating season.

10 We have a rowhouse in the middle of the block with  
11 storm windows and storm doors, a spring and fall ritual  
12 of recaulking, insulating and resealing anything that can  
13 be identified as a source of energy loss. The most  
14 recent increases have doubled our monthly bills. This  
15 request disregards usage and any measures taken to  
16 contain individual costs because its on the base rate.

17 As an addition, the measure of usage as expressed  
18 by PGW is mcf while invoices for my house come in ccf and  
19 not all itemized rates appear on invoice, making it  
20 impossible to tell me if I am being charged properly.

21 Back in 2000 I discovered when the new bills were  
22 published in the newspapers I discovered that there was a  
23 percentage that I was being charged and had been charged  
24 for several years that should not have been there. PGW  
25 took probably about six months to calculate what I had

1 overpaid and told me that they could not give it back to  
2 me, I had to go to the PUC. I had to fill out a form and  
3 I had to go to the PUC and get it approved before I could  
4 get a refund. Now, they acknowledged that they charged  
5 me in error. But I can't get the money back.

6 The requested rate increase will add the most  
7 hardship to the elderly and working poor. Many of our  
8 seniors are using alternative heating which increases the  
9 dangers associated with fire deaths. That category  
10 includes grandparents caring grandchildren and just  
11 barely surviving. If alternative heating is not used  
12 then they face cold homes and increased illness. These  
13 families will not be able to pay their gas bill which  
14 will increase the number of families on the delinquent  
15 list. Also, please don't forget that they need to have  
16 the parts and labor plan for the house heater, possibly  
17 the water heater, and the gas range.

18 Please deny the rate increase and any additional  
19 requested increase for this heating season and the 2002,  
20 2003, 2004 heating season. If the cost of obtaining and  
21 distributing gas is what is needed that need has  
22 certainly been met with the previous increases. Any  
23 additional savings should come from improved management.

24 Thank you.

25 (Applause.)

(Witness excused.)

1  
2 JUDGE FORDHAM: I would like to thank all of the  
3 speakers who have come out tonight. That is the last  
4 person who signed up. Are there any other speaker who  
5 would like to forward?

6 Mr. Smith?

7 MR. SMITH: I would just like to make it known I  
8 didn't appreciate the meeting at Double Tree because of  
9 most people coming in to hotels in center city, they have  
10 to pay parking and parking is very, very expensive. So  
11 if you can, and I love you to death, please have it in an  
12 affordable climate where people can walk in and come to a  
13 public hearing.

14 Thank you.

15 MEMBER OF AUDIENCE: I am parked about six block  
16 away and at 10 o'clock at night it's not right.

17 JUDGE FORDHAM: We were trying to make it in a  
18 place that can accommodate everyone. The Public Utility  
19 Commission is housed at Broad and Spring Garden Streets  
20 and we didn't think we had a place there large enough to  
21 accommodate everyone. So we were trying to do that. And  
22 also thinking that there was public transportation right  
23 here here. But we will take your comments into  
24 consideration.

25 MEMBER OF AUDIENCE: I think the advertising was

1 lousy. At 5:30 this morning Pat Sirocci on Channel 3,  
2 she said there was a meeting at two o'clock. She never  
3 announced the one at seven o'clock. I was going to call  
4 her but I didn't have time prior to my going to work. So  
5 a lot of people only knew about the two o'clock one. No  
6 one knew about the seven o'clock one.

7 I made fliers at work, which is illegal. I made  
8 them. I passed them out. None of those people came. It  
9 is poor advertisement.

10 JUDGE FORDHAM: Okay. Anyone else?

11 MEMBER OF AUDIENCE: Is there a listing of the  
12 gentleman who are here today so I won't have to go back  
13 and ask them?

14 JUDGE FORDHAM: I don't have one right here. But I  
15 can send you one.

16 MEMBER OF AUDIENCE: I would like to have the names  
17 also. I have a bad jaw from being cold at 5167 Arctic  
18 Street. My brother, he, went to the hospital. His  
19 landlord pay his electric and gas -- he had a heart  
20 transplant -- and forces him to move in with me. At my  
21 row I burn oil and I cook by gas. And believe me it is  
22 cold in that raggedy house. I was promised a roof. And  
23 now my brother I got to pick him up and take him to my  
24 house and if my heat goes off during the night or maybe  
25 with the gas bill and with that, it is a no-no. I am so

1 used to be being cold in my house I feel unnormal sitting  
2 here with my coat on. I got arthritis in the spine plus.  
3 This is what I am dealing with.

4 JUDGE FORDHAM: I would like to thank everyone. I  
5 would like to thank Counsel for being here and the  
6 representatives from PGW, the representatives from the  
7 Bureau of Consumer Services and also the people who came  
8 out.

9 Thank you very much.

10 (Whereupon, at 9:19 p.m., the public input hearing  
11 was adjourned, to be reconvened at 6:00 p.m. on Thursday,  
12 March 29, 2001, in Philadelphia, Pennsylvania.)

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C E R T I F I C A T E

I hereby certify, as the stenographic reporter,  
that the foregoing proceedings were taken  
stenographically by me and thereafter reduced to  
typewriting by me or under my direction; and that this  
transcript is a true and accurate record to the best of  
my ability.

COMMONWEALTH REPORTING COMPANY, INC.

JL

By: Robert J. Stonaker

Robert J. Stonaker

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