

ORIGINAL

FORMAL COMPLAINT FORM
Pennsylvania Public Utility Commission

Please Print:

R-000060420001

1. Your Name, Mailing Address and Telephone Number.

Name JONATHAN TWERSKY ⁷⁴²⁸⁵¹ 01 JAN -2 AM 9:04
 Street/P.O. Box 1701 S. 11th RECEIVED
SECRETARY'S BUREAU
 City Philadelphia State PA Zip 19148
 County Philadelphia Home Telephone-Area Code (215) 389-5875
 Work Telephone-Area Code ()

DOCUMENT
FOLDER

2. Name of Company your complaint concerns PG&W

3. What is your complaint? JAN 18 2001

My complaint is directed toward the nearly 50% increase
in rates found on my monthly PG&W statement.
This dramatic increase for basic utilities far
exceeds the yearly cost of living increase for
the average working person. Furthermore, I find
it aggravating that this increase comes during the
winter months, when many people depend on gas
for heat.

(If you need more space, use additional paper and attach to this form).

SS

4. What do you want the Public Utility Commission to do about your complaint?

I would like to be provided with a clear and concise list of reasons for this rate increase.

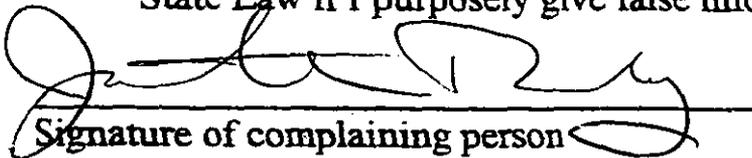
As well, I would like to know what options I have in reference to a provider for gas other than PG&W.

Finally, I would like an investigation into a fair and justice solution between PG&W and its consumers.

(If you need more space, use additional paper and attach to this form.)

5. You must sign and date your complaint below.

The information I have placed on this form is true and correct to the best of my knowledge. I understand that I could be punished under Pennsylvania State Law if I purposely give false information.


Signature of complaining person

12/30/00
Date

6. If you are represented by a lawyer you must provide your lawyer's name, address and telephone number.

Lawyer's Name _____

Street _____

City _____ State _____ Zip _____

Telephone Number-Area Code (_____) _____

COMMONWEALTH OF PENNSYLVANIA

DATE: January 11, 2001
SUBJECT: R-00006042C0001
TO: Office of Administrative Law Judge
FROM: James J. McNulty, Secretary

DOCKETED
JAN 18 2001

LAF

**DOCUMENT
FOLDER**

Jonathan Twersky
v.
Philadelphia Gas Works

Attached is copy of a formal complaint filed in connection with the above docketed proceeding.

This matter is assigned to your office for necessary action.

Attachment - copy of complaint

cc:

Bureau of Fixed Utility Services - w/copy of complaint
Office of Trial Staff - w/copy of complaint
Office of Special Assistants - w/copy of complaint

laf

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

January 12, 2001

DANIEL CLEARFIELD ESQ
WOLF BLOCK SCHORR AND SOLIS-COHEN LLP
212 LOCUST ST SUITE 300
HARRISBURG PA 17101

RE: PA PUC vs Philadelphia Gas Works
Docket Number R-00006042C0001

Dear Sir/Madam:

A Complaint has been filed against you in the above-captioned matter before the Pennsylvania Public Utility Commission by Jonathan Twersky.

This complaint, of which the attached is a true and correct copy, has been presented and filed of record with the Pennsylvania Public Utility Commission. The Pennsylvania Public Utility Code, 66 Pa. C.S., requires the Commission to serve on each party named in a complaint a copy of the complaint.

Within twenty (20) days from the date on which this complaint is served, you may either satisfy this complaint or comply with the provisions of 52 Pa. Code, Section 5.61 et seq., as amended.

DOCUMENT
FOLDER

Very truly yours,

James J. McNulty

James J. McNulty
Secretary

DOCKETED
JAN 18 2001

(SEAL)

Certified Mail
Return Receipt Requested

laf

R- 0000 6042 C0002
125042
Formal Complaint Form
Pennsylvania Public Utility Commission

Please Print: (you may also type your answers directly onto the form as it appears on your screen)

1. Your name, mailing address and telephone number: 744 956 01 JAN 18 AM 8:34

Name Adam B. Kruger

Street/P.O.Box 8812 Manchester Street

City Philadelphia

State PA

Zip 19152

County Philadelphia

Area Code/Home Phone 215-969-3745

Area Code/Work Phone _____

2. Name of company your complaint concerns: Philadelphia Gas Works (PGW)

3. What is your complaint? (Use additional paper if need more space).

PGW has recently raised rates extraordinarily high for homeowners. Our monthly bill has doubled and I hear that another increase is possible. I am writing to you so that you can reduce the rates. Why should homeowners in Phila be responsible for the mismanagement of PGW and be forced to pay these high rates? My wife and I, have always paid all of our bills on time and without hassle. However, PGW is not acting responsibly to its customers who need the use of natural gas.

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

I want the PUC to take action in any ways possible to reduce the rates for homeowners in the Philadelphia area. I do not mind if you contact me to ask me questions. Also, if there is any financial help for customers please let me know. I can never take advantage of help because my income is decent and livable.

You must sign and date your complaint below.

The information I have placed on this form is true and correct to the best of my knowledge. I understand that I could be punished under Pennsylvania State Law if I purposely give false information.

Signature

Adam B. Kruger

Date

1-9-01

Continued on next page

COMMONWEALTH OF PENNSYLVANIA

DATE: JANUARY 19, 2001

SUBJECT: R-00006042C0002

TO: Office of Administrative Law Judge

FROM:  James J. McNulty, Secretary

DOCUMENT
FOLDER

ADAM B. KRUGER
v.
PHILADELPHIA GAS WORKS

DOCKETED
JAN 19 2001

Attached is copy of a formal complaint filed in connection with the above docketed proceeding.

This matter is assigned to your office for necessary action.

Attachment - copy of complaint

cc:

Bureau of Fixed Utility Services - w/copy of complaint

Office of Trial Staff - w/copy of complaint

Office of Special Assistants - w/copy of complaint

JIH

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

JANUARY 19, 2001

DANIEL CLEARFIELD, ESQUIRE
WOLF BLOCK SCHORR & SOLIS-COHEN LLP
212 LOCUST ST SUITE 300
HARRISBURG PA 17101

RE: PA PUC vs PHILADELPHIA GAS WORKS
Docket Number R-00006042C0002

Dear Sir/Madam:

A Complaint has been filed against you in the above-captioned matter before the Pennsylvania Public Utility Commission by ADAM B. KRUGER.

This complaint, of which the attached is a true and correct copy, has been presented and filed of record with the Pennsylvania Public Utility Commission. The Pennsylvania Public Utility Code, 66 Pa. C.S., requires the Commission to serve on each party named in a complaint a copy of the complaint.

Within twenty (20) days from the date on which this complaint is served, you may either satisfy this complaint or comply with the provisions of 52 Pa. Code, Section 5.61 et seq., as amended.

DOCKETED
DOCUMENT FOLDER
JAN 19 2001

Very truly yours,

James J. McNulty

James J. McNulty
Secretary

(SEAL)

Certified Mail
Return Receipt Requested

JH

FORMAL COMPLAINT FORM
Pennsylvania Public Utility Commission

Please Print:

R-00006042C0003

125042

1. Your Name, Mailing Address and Telephone Number

744973

01 JAN 18 AM 8:38

Name Anthony JANKANSKY

ORIGINAL

RECEIVED
SECRETARY'S BUREAU

Street/P.O. Box 3916 Stevenson ST Apt.# _____

City Phila State PA Zip 19114

County _____ Home Telephone-Area Code (215) 637-2244
Work Telephone-Area Code (215) 364-3430

2. Name of Company your complaint concerns: Philadelphia Gas Works

3. What is your complaint?

DOCUMENT
FOLDER

DOCKETED

JAN 19 2001

The Increase in Gas Rates. For PGW to Pass on its
own Financial Problems to the citizens of Philadelphia and its surrounding
Counties is unfair. For all the people who work hard to make ends meet
are having an unjust financial burden put upon them. To be able
to keep warm in the winter, cook a hot meal, or have hot water should
not have to be a financial burden. I do not know the reasons for the rate
increase, I am presently trying to get a copy of the statement of reasons
in PGW Gas Service TARIFF NO. 2.

(If you need more space, use additional paper and attach to this form).

(-over-)

38

#3. What is your complaint?

Also enclosed is a copy of a notice that came with my gas bill stating the rate increase will go into effect as of March 6, 2001.

Also enclosed is a copy of a portion of my bill stating the rate increase went into effect January 1, 2001.

After speaking to a customer service representative I was informed there were rates increases on Nov 20, 2000, Jan 1, 2001, and now they want a third increase.

How many rate increases can we have.

4. What do you want the Public Utility Commission to do about your complaint?

I think the Public Utility Commission should deny PGW's
request for another rate increase. The PUC should investigate
this matter and see why there have been 2 other rate increases.
If the P.U.C. Polled the people of this county you would
get a strong reaction to the rate increases.
There must be other ways PGW can resolve their financial
problems without passing them on to the consumer.

(If you need more space, use additional paper and attach to this form.)

5. You must sign and date your complaint below.

The information I have placed on this form is true and correct to the best of my knowledge. I understand that I could be punished under Pennsylvania State Law if I purposely give false information.

Anthony Jankewski
Original Signature of complaining person

01.15.01
Date

6. If you are represented by a lawyer you must provide your lawyer's name, address and telephone number.

Lawyer's Name _____

Street _____

City _____ State _____ Zip _____

Telephone Number-Area Code () _____

PHILADELPHIA GAS WORKS

***NOTICE OF PROPOSED
RATE CHANGES***

To Our Customers:

Philadelphia Gas Works (PGW) is filing a request with the Pennsylvania Public Utility Commission (PUC) to increase your Base Gas Rates as of March 6, 2001. This notice describes PGW's rate request, the PUC's role, and what actions you can take.

PGW has requested an overall rate increase of approximately \$65 million per year.

If PGW's entire request is approved, the total bill for a typical General Service (GS) Residential Heating Customer using 100 thousand cubic feet (Mcf) of natural gas would increase from \$88 to \$98 per month or by 11%.

The total bill for a typical GS Commercial Heating Customer using 382 Mcf of natural gas would increase from \$334 to \$367 per month or by 10%.

The total bill for a typical GS Industrial Heating Customer using 1,129 Mcf of natural gas would

Continued →

THANK YOU FOR PAYING YOUR BILL ON TIME.

Effective January 1, 2001, PGW's Gas Cost Rate(GCR) Adjustment was increased from \$0.30445 per ccf to \$0.61985 per ccf. The new rate will increase the average Residential Heating Customer's annual bill by about \$199. For more information call 215-235-1000.

PGW has extended its Customer Call Center Hours. Now you can call PGW for information or a service appointment from 7 a.m. to midnight, seven days a week.

KEEP TOP PART for your records. Additional information on back of bill.



COMMONWEALTH OF PENNSYLVANIA

DATE: JANUARY 19, 2001

SUBJECT: R-00006042C0003

TO: Office of Administrative Law Judge

DOCUMENT
FOLDER

FROM:  James J. McNulty, Secretary

ANTHONY JANKAVSKY
v.
PHILADELPHIA GAS WORKS

DOCKETED
JAN 19 2001

Attached is copy of a formal complaint filed in connection with the above docketed proceeding.

This matter is assigned to your office for necessary action.

Attachment - copy of complaint

cc:

Bureau of Fixed Utility Services - w/copy of complaint

Office of Trial Staff - w/copy of complaint

Office of Special Assistants - w/copy of complaint

JH

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

JANUARY 19, 2001

DANIEL CLEARFIELD, ESQUIRE
WOLF BLOCK SCHORR & SOLIS-COHEN LLP
212 LOCUST ST SUITE 300
HARRISBURG PA 17101

RE: PA PUC vs PHILADELPHIA GAS WORKS
Docket Number R-00006042C0003

Dear Sir/Madam:

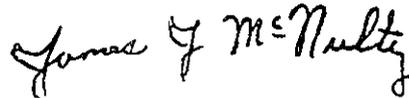
A Complaint has been filed against you in the above-captioned matter before the Pennsylvania Public Utility Commission by ANTHONY JANKAVSKY.

This complaint, of which the attached is a true and correct copy, has been presented and filed of record with the Pennsylvania Public Utility Commission. The Pennsylvania Public Utility Code, 66 Pa. C.S., requires the Commission to serve on each party named in a complaint a copy of the complaint.

Within twenty (20) days from the date on which this complaint is served, you may either satisfy this complaint, or comply with the provisions of 52 Pa. Code, Section 5.61 et seq., as amended.

**DOCUMENT
FOLDER**

Very truly yours,



James J. McNulty
Secretary

DOCKETED

JAN 19 2001

(SEAL)

Certified Mail
Return Receipt Requested

JJH

R-000060420004
125042

Formal Complaint Form
Pennsylvania Public Utility Commission

JAN 18 AM 8:39

Please Print: (you may also type your answers directly onto the form as it appears on your screen)

SECRETARY'S BUREAU
ORIGINAL

1. Your name, mailing address and telephone number.

Name Frances Williams

Street/P.O.Box 5216 N. 11th Street

Apt # 114

City Philadelphia

State Pa

Zip 19141-2809

County Philadelphia

Area Code/Home Phone 215-457-0672

Area Code/Work Phone _____

2. Name of company your complaint concerns: Philadelphia Gas Works

3. What is your complaint? (Use additional paper if need more space).

The Philadelphia Gas company has raised the gas rates two times in the last three months. The price of the "gas cost rate" per ccf has doubled since my last bill. It is unreasonable that this company has operated from such a short fall of funds that they now need to double the cost of gas. The only other reason is greed and profit. For people that are on fix incomes such as myself this is unconscionable. They are now asking for an additional increase which amount to financial rape.

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

The last increase should be rolled back to a reasonable level and this latest one should be denied.

DOCUMENT FOLDER

INDEXED

JAN 19 2001

5. You must sign and date your complaint below.

The information I have placed on this form is true and correct to the best of my knowledge. I understand that I could be punished under Pennsylvania State Law if I purposely give false information.

Frances V. Williams
Signature

13 Jan 01
Date

Continued on next page

18

COMMONWEALTH OF PENNSYLVANIA

DATE: JANUARY 19, 2001

SUBJECT: R-00006042C0004

TO: Office of Administrative Law Judge

FROM:  James J. McNulty, Secretary

DOCUMENT
FOLDER

DOCKETED
JAN. 19 2001

FRANCES WILLIAMS
v.
PHILADELPHIA GAS WORKS

Attached is copy of a formal complaint filed in connection with the above docketed proceeding.

This matter is assigned to your office for necessary action.

Attachment - copy of complaint

cc:

Bureau of Fixed Utility Services - w/copy of complaint

Office of Trial Staff - w/copy of complaint

Office of Special Assistants - w/copy of complaint

JIH

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

JANUARY 19, 2001

DANIEL CLEARFIELD, ESQUIRE
WOLF BLOCK SCHORR & SOLIS-COHEN LLP
212 LOCUST ST SUITE 300
HARRISBURG PA 17101

RE: PA PUC vs PHILADELPHIA GAS WORKS
Docket Number R-00006042C0004

DOCKETED

Dear Sir/Madam:

JAN 19 2001

A Complaint has been filed against you in the above-captioned matter before the Pennsylvania Public Utility Commission by FRANCES WILLIAMS.

This complaint, of which the attached is a true and correct copy, has been presented and filed of record with the Pennsylvania Public Utility Commission. The Pennsylvania Public Utility Code, 66 Pa. C.S., requires the Commission to serve on each party named in a complaint a copy of the complaint.

Within twenty (20) days from the date on which this complaint is served, you may either satisfy this complaint or comply with the provisions of 52 Pa. Code, Section 5.61 et seq., as amended.

**DOCUMENT
FOLDER**

Very truly yours,

James J. McNulty

James J. McNulty
Secretary

(SEAL)

Certified Mail
Return Receipt Requested

JIH

Pennsylvania Public Utility Commission

Formal Complaint Form

Please Print.

R-00006042 C0005

1. Your name, mailing address and telephone number: 125042

Name Judith A. Flanagan

Street/P.O.Box 6561 Edmund street Apt.#

City Philadelphia State PA ZIP 19135

County Phila Area Code/Home Phone 215-624-5339

Area Code/Work Phone 215-241-8700

2. Name of company your complaint concerns: Philadelphia Gas Works

3. What is your complaint? (Use additional paper if need more space).

Proposed Rate Change Base gas Rate
11% increase as of March 6, 2001
DOCKETED
JAN 19 2001

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

I would like the PUC to decline P&W's
request for rate increase. This will be the third
rate increase in 3 months for P&W. I cannot
afford this increase. Even with a large pay increase
it will never cover these
constant rate increases.

5. You must sign and date your complaint below.

DOCUMENT
FOLDER

The information I have placed on this form is true and correct to the best of my
knowledge. I understand that I could be punished under Pennsylvania State Law
if I purposely give false information.

Judith A. Flanagan
Signature

1/15/01
Date

Continued on next page

RECEIVED
SECRETARY'S BUREAU
01 JAN 17 AM 8:59

6. If you are represented by a lawyer you must provide your lawyer's name, address and telephone number.

Lawyer's Name _____

Street _____

City _____ State _____ Zip _____

Area Code/Phone Number _____

Mail to:

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

**For more information, please contact the Secretary's Bureau at
717-772-7777.**

COMMONWEALTH OF PENNSYLVANIA

DATE: JANUARY 19, 2001

SUBJECT: R-00006042C0005

TO: Office of Administrative Law Judge

FROM:  James J. McNulty, Secretary

DOCKETED
JAN 19 2001

**DOCUMENT
FOLDER**

JUDITH A. FLANAGAN
v.
PHILADELPHIA GAS WORKS

Attached is copy of a formal complaint filed in connection with the above docketed proceeding.

This matter is assigned to your office for necessary action.

Attachment - copy of complaint

cc:

Bureau of Fixed Utility Services - w/copy of complaint

Office of Trial Staff - w/copy of complaint

Office of Special Assistants - w/copy of complaint

JH

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

JANUARY 19, 2001

DANIEL CLEARFIELD, ESQUIRE
WOLF BLOCK SCHORR & SOLIS-COHEN LLP
212 LOCUST ST SUITE 300
HARRISBURG PA 17101

RE: PA PUC vs PHILADELPHIA GAS WORKS
Docket Number R-00006042C0005

Dear Sir/Madam:

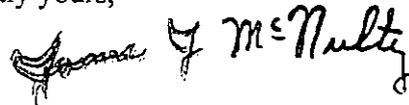
A Complaint has been filed against you in the above-captioned matter before the Pennsylvania Public Utility Commission by JUDITH A. FLANAGAN.

This complaint, of which the attached is a true and correct copy, has been presented and filed of record with the Pennsylvania Public Utility Commission. The Pennsylvania Public Utility Code, 66 Pa. C.S., requires the Commission to serve on each party named in a complaint a copy of the complaint.

Within twenty (20) days from the date on which this complaint is served, you may either satisfy this complaint or comply with the provisions of 52 Pa. Code, Section 5.61 et seq., as amended.

DECRETED
JAN 19 2001

Very truly yours,



James J. McNulty
Secretary

**DOCUMENT
FOLDER**

(SEAL)

Certified Mail
Return Receipt Requested

JIH

R-00006042C0006
725042

Formal Complaint Form
Pennsylvania Public Utility Commission

Please Print: (you may also type your answers directly onto the form as it appears on your screen)

1. Your name, mailing address and telephone number

Name Deborah Kane

Street/P.O.Box 7134 Keystone Street Apt # 714

City Philadelphia State PA Zip 19135

County Philadelphia Area Code/Home Phone 215-331-1427

Area Code/Work Phone 215-994-2255

ORIGINAL

2. Name of company your complaint concerns: Philadelphia Gas Works

3. What is your complaint? (Use additional paper if need more space).

(1) My gas bill went from \$93 to \$204 to \$410 for November, December and January. I fully expect next month's bill to nearly double again since this bill does not reflect the latest rate hike requested by and apparently granted to PGW. (2) My meter has not been read in over 61 months. I have been receiving estimated bills for the last five years. PGW makes no attempt to arrange for a meter reading. (I had believed it was read electronically.)

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

DO NOT grant PGW's latest request for an additional rate hike. It is common knowledge that PGW is and has been a thoroughly corrupt organization for years, with its principals living large at its customers' expense. Granting a further rate hike will not only be a burden but also a slap in the face of conscientious, bill paying Philadelphia residents for the benefit of criminals employed by PGW.

5. You must sign and date your complaint below.

The information I have placed on this form is true and correct to the best of my knowledge. I understand that I could be punished under Pennsylvania State Law if I purposely give false information.

Deborah Kane
Signature

1/17/01
Date

Continued on next page

DOCKETED

3 JAN 22 2001

20



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

LEAKS, EMERGENCIES: CALL 215-235-1212
INFORMATION: CALL 215-235-1000
APPLIANCE SERVICE: CALL 215-235-2050

SERVICE TO: **JEROME S GILCHRIST** Invoice Number: 34179942070
7134 KEYSTONE ST
Account Number: 4113455980
Account Type: Residential Heat and Domestic Page 1 of 1
Questions about your bill? Please call us before the Pay By date at 215-235-1000.
Or write to: PGW P.O. Box 3500, Phila., PA 19122-0050
07 TIENE PROBLEMAS CON SU FACTURA DE GAS? LLAME AL 215-235-2175

PLEASE PAY 410.83 PAY BY 02/06/01 To avoid finance charge

METER READING INFORMATION

NEXT SCHEDULED METER READING Feb 07 2001
Meter # 1513667 To Jan 09 2001 Estimated 2784
From Dec 07 2000 Estimated 2401
Current Bill Usage in Hundred Cubic Feet 383 CCF

STATEMENT OF ACCOUNT

Previous balance on: Dec 09 2000 204.85
Check Jan 08 2001 -- Thank you! 204.85 CR
Balance Prior to Current Billing 0.00
Current Billing Charges -- SA ID: 9961348898 410.83
TOTAL ACCOUNT BALANCE ON: Jan 11 2001 410.83

CURRENT BILLING CHARGES -- 12/07/00 to 01/09/01

Old Account Number: 04703348041

Cost of Service Used
Customer Charge @ \$8.00 8.00
Commodity Charge 383 ccf @ \$0.6613 253.28
Gas Cost Rate 383 ccf @ \$0.30445, 24 days 84.80
Gas Cost Rate 383 ccf @ \$0.61985, 9 days 64.75
Total Current Billing Charges 410.83

so, next month's bill will be more than doubled!!!

YOUR ENERGY USAGE

	usage	Billed days	usage	Average Daily temp	cost
This year	383.00 ccf	33	12 ccf	32.6	\$12.45
Last year	130.00 ccf	32	4 ccf	42.1	\$3.43

THANK YOU FOR PAYING YOUR BILL ON TIME.

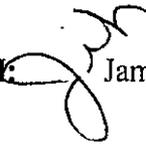
Effective January 1, 2001, PGW's Gas Cost Rate (GCR) Adjustment was increased from \$0.30445 per ccf to \$0.61985 per ccf. The new rate will increase the average Residential Heating Customer's annual bill by about \$199. For more information call 215-235-1000.

COMMONWEALTH OF PENNSYLVANIA

DATE: JANUARY 19, 2001

SUBJECT: R-00006042C0006

TO: Office of Administrative Law Judge

FROM:  James J. McNulty, Secretary

DOCKETED
JAN 22 2001

**DOCUMENT
FOLDER**

DEBORAH KANE
v.
PHILADELPHIA GAS WORKS

Attached is copy of a formal complaint filed in connection with the above docketed proceeding.

This matter is assigned to your office for necessary action.

Attachment - copy of complaint

cc:

Bureau of Fixed Utility Services - w/copy of complaint

Office of Trial Staff - w/copy of complaint

Office of Special Assistants - w/copy of complaint

JH

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

JANUARY 19, 2001

DANIEL CLEARFIELD ESQ
WOLF BLOCK SCHORR AND SOLIS-COHEN LLP
212 LOCUST ST SUITE 300
HARRISBURG PA 17101

RE: PA PUC vs PHILADELPHIA GAS WORKS
Docket Number R-00006042C0006

Dear Sir/Madam:

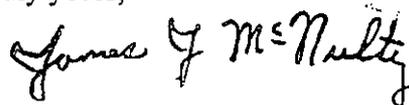
A Complaint has been filed against you in the above-captioned matter before the Pennsylvania Public Utility Commission by DEBORAH KANE.

This complaint, of which the attached is a true and correct copy, has been presented and filed of record with the Pennsylvania Public Utility Commission. The Pennsylvania Public Utility Code, 66 Pa. C.S., requires the Commission to serve on each party named in a complaint a copy of the complaint.

Within twenty (20) days from the date on which this complaint is served, you may either satisfy this complaint or comply with the provisions of 52 Pa. Code, Section 5.61 et seq., as amended.

DOCUMENT
FOLDER

Very truly yours,



James J. McNulty
Secretary

DOCKETED
JAN 22 2001

(SEAL)

Certified Mail
Return Receipt Requested

JH

FORMAL COMPLAINT FORM
Pennsylvania Public Utility Commission

Please Print:

R-000060420007
125042

1. Your Name, Mailing Address and Telephone Number.

Name Hashq Salaman 745212

Street/P.O. Box 9204 Burbank Rd Apt.# _____

City Phila State Pa Zip 19115 4003

County Phila Home Telephone-Area Code (215) 676 1933
Work Telephone-Area Code ()

ORIGINAL

RECEIVED
SECRETARY'S BUREAU
JAN 19 AM 9:08

2. Name of Company your complaint concerns: PGW

DOCKETED
JAN 22 2001

3. What is your complaint?

A rate increase AGAIN? PGW does not answer phone calls. I was once on hold for 12 straight hours (extra phone line!). They do not keep service appointments (it took over a year and 3 missed appointments to get an AMR). Service people do not show up within the given time frame (I do not expect someone an hour early). Service people are incompetent (the first 2 AMR's were not properly installed and set). Supervisors do not respond to written complaints. I keep my home at 60 during the day, 55 at night and still my bill went from \$60 to 193

DOCUMENT
FOLDER

(If you need more space, use additional paper and attach to this form).

(with only 3 days of the new rate) ^(over) in December.

I object to any granting of any rate increase. Instead, fix what's broken, sell the PGW to some entity that can manage funds and services well.

Thanks. H. Salaman 35

4. What do you want the Public Utility Commission to do about your complaint?

Do NOT grant any increases. Sell the PGW!
Oversee services until the PGW is sold
Install more phones, operators, service personnel.
Improve training to achieve
- better technicians
- informed telephone responses
- responsive supervisors
- prompt attention and service

Manage money! I have to, why not PGW!?
(If you need more space, use additional paper and attach to this form.)

5. You must sign and date your complaint below.

The information I have placed on this form is true and correct to the best of my knowledge. I understand that I could be punished under Pennsylvania State Law if I purposely give false information.

Husna Saliman
Original Signature of complaining person

1/17/01
Date

6. If you are represented by a lawyer you must provide your lawyer's name, address and telephone number.

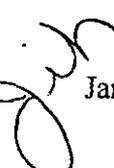
Lawyer's Name _____
Street _____
City _____ State _____ Zip _____
Telephone Number-Area Code () _____

COMMONWEALTH OF PENNSYLVANIA

DATE: JANUARY 19, 2001

SUBJECT: R-00006042C0007

TO: Office of Administrative Law Judge

FROM:  James J. McNulty, Secretary

DOCKETED
JAN 22 2001

**DOCUMENT
FOLDER**

HASHA SALAMAN
v.
PHILADELPHIA GAS WORKS

Attached is copy of a formal complaint filed in connection with the above docketed proceeding.

This matter is assigned to your office for necessary action.

Attachment - copy of complaint

cc:

Bureau of Fixed Utility Services - w/copy of complaint

Office of Trial Staff - w/copy of complaint

Office of Special Assistants - w/copy of complaint

JJH

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

JANUARY 19, 2001

DANIEL CLEARFIELD ESQ
WOLF BLOCK SCHORR AND SOLIS-COHEN LLP
212 LOCUST ST SUITE 300
HARRISBURG PA 17101

RE: PA PUC vs PHILADELPHIA GAS WORKS
Docket Number R-00006042C0007

Dear Sir/Madam:

A Complaint has been filed against you in the above-captioned matter before the Pennsylvania Public Utility Commission by HASHA SALAMAN.

This complaint, of which the attached is a true and correct copy, has been presented and filed of record with the Pennsylvania Public Utility Commission. The Pennsylvania Public Utility Code, 66 Pa. C.S., requires the Commission to serve on each party named in a complaint a copy of the complaint.

Within twenty (20) days from the date on which this complaint is served, you may either satisfy this complaint or comply with the provisions of 52 Pa. Code, Section 5.61 et seq., as amended.

DOCUMENT
FOLDER

Very truly yours,

James J. McNulty
James J. McNulty
Secretary

DOCKETED
JAN 22 2001

(SEAL)

Certified Mail
Return Receipt Requested

JH

R-00006042 00008
Pennsylvania Public Utility Commission

Formal Complaint Form

125042

01 JAN 22 AM 9:32

Please Print.

745434

RECEIVED
SECRETARY'S BUREAU

1. Your name, mailing address and telephone number:

Name David A Posternock
Street/P.O.Box 215 Beck Street Apt #

City Philadelphia State PA Zip 19147
County Philadelphia Area Code/Home Phone (215) 468-7004
Area Code/Work Phone (215) 620-4069

ORIGINAL

JACKETED
JAN 22 2001

2. Name of company your complaint concerns:

Philadelphia Gas Works

3. What is your complaint? (Use additional paper if need more space).

The rate increase is outrageous! I have seen two rate increases in the last few months and at the current rate, I can't afford to heat my house. It has come down to choice between eating and keeping warm. This is not a choice that anyone should have to make.

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

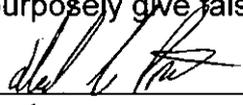
I want the Public Utility Commission to keep Natural Gas Billing charges affordable. The most that I can afford on a monthly basis is \$100. A 500% rate hike is unacceptable.

5. You must sign and date your complaint below.

The information I have placed on this form is true and correct to the best of my knowledge. I understand that I could be punished under Pennsylvania State Law

44

if I purposely give false information.



Signature

1/19/01

Date

Continued on next page

6. If you are represented by a lawyer you must provide your lawyer's name, address and telephone number.

Lawyer's
Name _____ N/A _____

Street _____

City _____ State _____ Zip _____

Area Code/Phone Number _____

Mail to:

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

**For more information, please contact the Secretary's Bureau at
717-772-7777.**

COMMONWEALTH OF PENNSYLVANIA

DATE: JANUARY 22, 2001

SUBJECT: R-00006042C0008

TO: Office of Administrative Law Judge

FROM:  James J. McNulty, Secretary

DOCUMENT
FOLDER

DAVID A. POSTERNOCK
v.
PHILADELPHIA GAS WORKS

DOCKETED
JAN 22 2001

Attached is copy of a formal complaint filed in connection with the above docketed proceeding.

This matter is assigned to your office for necessary action.

Attachment - copy of complaint

cc:

Bureau of Fixed Utility Services - w/copy of complaint

Office of Trial Staff - w/copy of complaint

Office of Special Assistants - w/copy of complaint

JH

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

JANUARY 22, 2001

DANIEL CLEARFIELD ESQ
WOLF BLOCK SCHORR AND SOLIS-COHEN LLP
212 LOCUST ST SUITE 300
HARRISBURG PA 17101

RE: PA PUC vs PHILADELPHIA GAS WORKS
Docket Number R-00006042C0008

Dear Sir/Madam:

A Complaint has been filed against you in the above-captioned matter before the Pennsylvania Public Utility Commission by DAVID A. POSTERNOCK.

This complaint, of which the attached is a true and correct copy, has been presented and filed of record with the Pennsylvania Public Utility Commission. The Pennsylvania Public Utility Code, 66 Pa. C.S., requires the Commission to serve on each party named in a complaint a copy of the complaint.

Within twenty (20) days from the date on which this complaint is served, you may either satisfy this complaint or comply with the provisions of 52 Pa. Code, Section 5.61 et seq., as amended.

DOCUMENT
FOLDER

Very truly yours,

James J. McNulty

James J. McNulty
Secretary

DOCKETED
JAN 22 2001

(SEAL)

Certified Mail
Return Receipt Requested

JIH

R-000060420009

125042

Formal Complaint Form
Pennsylvania Public Utility Commission

ORIGINAL

Please Print: (you may also type your answers directly onto the form as it appears on your screen)

1. Your name, mailing address and telephone number:

Name Anne Golden

Street/P.O.Box 6649 HEGEMAN ST Apt # REAR-SIDE 1st Fl.

City Phila State PA Zip 19135

County Phila Area Code/Home Phone 215-338-9655
Area Code/Work Phone _____

2. Name of company your complaint concerns: PGW

3. What is your complaint? (Use additional paper if need more space).

THE UNFAIR INCREASE OF GAS RATES

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

I AM ON A FIX INCOME WITH MANY PHYSICAL PROBLEMS, ALSO A SENIOR CITIZEN - THIS INCREASE WOULD BE A HARDSHIP.

5. You must sign and date your complaint below.

The information I have placed on this form is true and correct to the best of my knowledge. I understand that I could be punished under Pennsylvania State Law if I purposely give false information.

Anne Golden
Signature

Date 1/19/01
7:55 AM
DOCKETED
JAN 22 2001

Continued on next page

DOCUMENT
FOLDER

RECEIVED
SECRETARY'S BUREAU
01 JAN 22 AM 9:25

38

6. If you are represented by a lawyer you must provide your lawyer's name, address and telephone number.

Lawyer's Name Clairton J. Newlin

Street 225 S. 15th St. WARR.

City Phila State PA Zip 19102

Area Code/Phone Number 215-546-4183

Mail to:
Secretary
Pennsylvania Public Utility Commission
P. O. Box 3265
Harrisburg, PA 17105-3265

For more information, please contact the Secretary's Bureau at 717-772-7777.

COMMONWEALTH OF PENNSYLVANIA

DATE: JANUARY 22, 2001

SUBJECT: R-00006042C0009

TO: Office of Administrative Law Judge

FROM:  James J. McNulty, Secretary

DOCKETED
JAN 22 2001

**DOCUMENT
FOLDER**

ANNE GOLDEN
v.
PHILADELPHIA GAS WORKS

Attached is copy of a formal complaint filed in connection with the above docketed proceeding.

This matter is assigned to your office for necessary action.

Attachment - copy of complaint

cc:

Bureau of Fixed Utility Services - w/copy of complaint
Office of Trial Staff - w/copy of complaint
Office of Special Assistants - w/copy of complaint

JIH

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

JANUARY 22, 2001

DANIEL CLEARFIELD ESQ
WOLF BLOCK SCHORR AND SOLIS-COHEN LLP
212 LOCUST ST SUITE 300
HARRISBURG PA 17101

RE: PA PUC vs PHILADELPHIA GAS WORKS
Docket Number R-00006042C0009

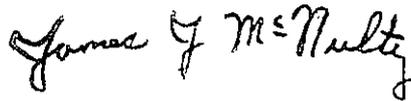
Dear Sir/Madam:

A Complaint has been filed against you in the above-captioned matter before the Pennsylvania Public Utility Commission by ANNE GOLDEN.

This complaint, of which the attached is a true and correct copy, has been presented and filed of record with the Pennsylvania Public Utility Commission. The Pennsylvania Public Utility Code, 66 Pa. C.S., requires the Commission to serve on each party named in a complaint a copy of the complaint.

Within twenty (20) days from the date on which this complaint is served, you may either satisfy this complaint or comply with the provisions of 52 Pa. Code, Section 5.61 et seq., as amended.

Very truly yours,



James J. McNulty
Secretary

(SEAL) DOCUMENT
FOLDER

Certified Mail
Return Receipt Requested

JH

DOCKETED
JAN 22 2001

R-000060420010
125042

Formal Complaint Form
Pennsylvania Public Utility Commission

ORIGINAL

Please Print: (you may also type your answers directly onto the form as it appears on your screen)

1. Your name, mailing address and telephone number:

Name Richard Sterling

Street/P.O.Box 2524 Memphis St Apt # _____

City Phila State PA Zip 19125

County Phila Area Code/Home Phone 215-426-3174

Area Code/Work Phone 215-501-1269

2. Name of company your complaint concerns: PGW

3. What is your complaint? (Use additional paper if need more space).

I FEEL THAT PGW CUSTOMER SHOULD NOT HAVE TO PAY FOR MANAGEMENT'S MISTAKES. THIS MANAGEMENT HAS CONTINUALLY LOST MONEY OVER THE YEAR, YET THEY CONTINUE TO PAY THEMSELVES A GENEROUS SALARY - WHILE THE ELDERLY HAVE NO HEAT.

4. What do you want the Public Utility Commission to do about your complaint?

(Use additional paper if need more space).

Do NOT allow PGW to increase the customers bills. I believe this company should have A independent take over due to mismanagement.

5. You must sign and date your complaint below.

The information I have placed on this form is true and correct to the best of my knowledge. I understand that I could be punished under Pennsylvania State Law if I purposely give false information.

Richard D. Sterling
Signature

JAN 22 11 19 AM '01

Continued on next page

RECEIVED
SECRETARY'S BUREAU

01 JAN 22 AM 9:17

32

DOCUMENT
FOLDER

6. If you are represented by a lawyer you must provide your lawyer's name, address and telephone number.

Lawyer's Name Claiborne S. Newlin, Esq.
Street 225 S. 15th St. 12th Fl.
City Phila State PA Zip 19102
Area Code/Phone Number 215-546-4183

Mail to:
Secretary
Pennsylvania Public Utility Commission
P. O. Box 3265
Harrisburg, PA 17105-3265

For more information, please contact the Secretary's Bureau at 717-772-7777.

COMMONWEALTH OF PENNSYLVANIA

DATE: JANUARY 22, 2001

SUBJECT: R-00006042C0010

TO: Office of Administrative Law Judge

FROM:  James J. McNulty, Secretary

DOCKETED
JAN 22 2001

**DOCUMENT
FOLDER**

RICHARD STERLING
v.
PHILADELPHIA GAS WORKS

Attached is copy of a formal complaint filed in connection with the above docketed proceeding.

This matter is assigned to your office for necessary action.

Attachment - copy of complaint

cc:

Bureau of Fixed Utility Services - w/copy of complaint

Office of Trial Staff - w/copy of complaint

Office of Special Assistants - w/copy of complaint

JIH

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

JANUARY 22, 2001

DANIEL CLEARFIELD ESQ
WOLF BLOCK SCHORR AND SOLIS-COHEN LLP
212 LOCUST ST SUITE 300
HARRISBURG PA 17101

RE: PA PUC vs PHILADELPHIA GAS WORKS
Docket Number R-00006042C0010

Dear Sir/Madam:

A Complaint has been filed against you in the above-captioned matter before the Pennsylvania Public Utility Commission by RICHARD STERLING.

This complaint, of which the attached is a true and correct copy, has been presented and filed of record with the Pennsylvania Public Utility Commission. The Pennsylvania Public Utility Code, 66 Pa. C.S., requires the Commission to serve on each party named in a complaint a copy of the complaint.

Within twenty (20) days from the date on which this complaint is served, you may either satisfy this complaint or comply with the provisions of 52 Pa. Code Section 5.61 et seq., as amended.

DOCUMENT
FOLDER

Very truly yours,

James J. McNulty

James J. McNulty
Secretary

JAN 22 2001

RECEIVED

(SEAL)

Certified Mail
Return Receipt Requested

JIH

COMMONWEALTH OF PENNSYLVANIA

DATE: JANUARY 22, 2001

SUBJECT: R-00006042C0011

TO: Office of Administrative Law Judge

FROM:  James J. McNulty, Secretary

DOCKETED
JAN 22 2001

**DOCUMENT
FOLDER**

LORETTA HUTCHINGS
v.
PHILADELPHIA GAS WORKS

Attached is copy of a formal complaint filed in connection with the above docketed proceeding.

This matter is assigned to your office for necessary action.

Attachment - copy of complaint

cc:
Bureau of Fixed Utility Services - w/copy of complaint
Office of Trial Staff - w/copy of complaint
Office of Special Assistants - w/copy of complaint

JIH

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

JANUARY 22, 2001

DANIEL CLEARFIELD ESQ
WOLF BLOCK SCHORR AND SOLIS-COHEN LLP
212 LOCUST ST SUITE 300
HARRISBURG PA 17101

RE: PA PUC vs PHILADELPHIA GAS WORKS
Docket Number R-00006042C0011

Dear Sir/Madam:

A Complaint has been filed against you in the above-captioned matter before the Pennsylvania Public Utility Commission by LORETTA HUTCHINGS.

This complaint, of which the attached is a true and correct copy, has been presented and filed of record with the Pennsylvania Public Utility Commission. The Pennsylvania Public Utility Code, 66 Pa. C.S., requires the Commission to serve on each party named in a complaint a copy of the complaint.

Within twenty (20) days from the date on which this complaint is served, you may either satisfy this complaint or comply with the provisions of 52 Pa. Code, Section 5.61 et seq., as amended.

DOCUMENT
FOLDER

Very truly yours,

James J. McNulty

James J. McNulty
Secretary

DOCKETED
JAN 22 2001

(SEAL)

Certified Mail
Return Receipt Requested

JH

R-00006042 00011
125042

Formal Complaint Form
Pennsylvania Public Utility Commission

Please Print: (you may also type your answers directly onto the form as it appears on your screen)

ORIGINAL

1. Your name, mailing address and telephone number

Name Loretta Hutchings

Street/P.O.Box 6421 Glenmore Ave Apt # _____

City Philadelphia State PA Zip 19142

County Philadelphia Area Code/Home Phone 215-746-7952
Area Code/Work Phone 215-814-4224

2. Name of company your complaint concerns: Philadelphia GAS Works

3. What is your complaint? (Use additional paper if need more space).

I do not approve of a 3rd increase for the Philadelphia GAS works. My December bill was roughly 50.⁰⁰, my January bill was 164.⁰⁰ this is too much money and I cannot continue to pay these large bills, I should not have to suffer because there are people who do not pay these bills.

4. What do you want the Public Utility Commission to do about your complaint?

(Use additional paper if need more space).

Do not give the Philadelphia GAS Works any further increase this year. Two increases within 3 months is outrageous.

DOCUMENT FOLDER

DOCKETED
JAN 22 2001

You must sign and date your complaint below.

The information I have placed on this form is true and correct to the best of my knowledge. I understand that I could be punished under Pennsylvania State Law if I purposely give false information.

Loretta Hutchings
Signature

1-18-01
Date

Continued on next page

RECEIVED
SECRETARY'S BUREAU
01 JAN 22 AM 9:04

FORMAL COMPLAINT FORM
Pennsylvania Public Utility Commission

Please Print:

R-00006042 00012
125042

1. Your Name, Mailing Address and Telephone Number

Name ROBERT B. MULLINEA

Street/P.O. Box 239 S. 13th ST. Apt.# _____

City PHILA State PA Zip 19107

County PHILA. Home Telephone-Area Code () NONE

Work Telephone-Area Code () NONE RETIRED

RECEIVED
SECRETARY'S BUREAU
01 JAN 22 AM 9:06
ORIGINAL

2. Name of Company your complaint concerns: PHILA GAS WORKS

3. What is your complaint?

COMMON SENSE TELLS US THAT THE
BILLION DOLLARS DEFICIT THE PGW IS SUFFER-
ING IS NOT THE RESULT OF THE RECENT
OIL INCREASE. ITS THE RESULT OF GROSS
MISMANAGEMENT GOING BACK BEFORE THE
CITY ACQUIRING THE COMPANY OF FRANK
RIZZO IN THE '60'S, AND STILL GOING ON.
SINCE THE CITY IS ONLY CONTRIBUTING TO
SITUATION, THE STATE SHOULD MOVE IN
LIKE IT WAS GOING TO ON THE SCHOOL PROBLEM.

(If you need more space, use additional paper and attach to this form).

DOCKETED

(-over-)

JAN 22 2001

WHO IS CONTROLLING, I USE THE WORD LOSELY,
CONTROLLING THIS MESS. NOT THE CONTROLLER.

HAVEN'T QUARTERLY, SEMI ANNUAL OR ANNUAL
PAID'S SUBMITTED? WHY WASN'T SOMETHING
DONE ABOUT THIS YEARS AGO. WHERE WAS THE
P.U.C.? SEEMS THEY WERE LAX ALSO.

23

4. What do you want the Public Utility Commission to do about your complaint?

WE THE PUBLIC ARE ASKED TO PAY
FOR GROSS STUPIDITY AND GROSS MIS
MANAGEMENT OVER THE YEARS. HAD SLIGHT
INCREASES BEEN PUT INTO EFFECT OVER THE YEARS
THE PRESENT FIASCO WOULD NOT BE. HOW MANY
BIG USERS HAVE EITHER LEFT THE CITY OR
GONE OUT OF BUSINESS? THE GAS CO., ITSELF
IS ABSORBING MORE THAN ANY S.S. COLA INCREASE

(If you need more space, use additional paper and attach to this form.)

5. You must sign and date your complaint below.

The information I have placed on this form is true and correct to the best of my knowledge. I understand that I could be punished under Pennsylvania State Law if I purposely give false information.

Robert B. Oxenreid
Original Signature of complaining person

1-12-01
Date

6. If you are represented by a lawyer you must provide your lawyer's name, address and telephone number.

Lawyer's Name _____

Street _____

City _____ State _____ Zip _____

Telephone Number-Area Code () _____

BACKGROUND.

BEFORE I WAS TWENTY, I WAS SUPERVISOR
OF THE CASH DEPT. OF THE BIGGEST MEAT
PACKING PLANT IN PHILA.

BEFORE I WAS TWENTY TWO, I WAS TRANS-
FERRED TO THE CONTROLLERS OFFICE. I
KNOW WHERE I'M COMING FROM.

COMMONWEALTH OF PENNSYLVANIA

DATE: JANUARY 22, 2001

SUBJECT: R-00006042C0012

TO: Office of Administrative Law Judge

FROM:  James J. McNulty, Secretary

DOCKETED
JAN 22 2001

**DOCUMENT
FOLDER**

ROBERT B. MULLINEAUX
v.
PHILADELPHIA GAS WORKS

Attached is copy of a formal complaint filed in connection with the above docketed proceeding.

This matter is assigned to your office for necessary action.

Attachment - copy of complaint

cc:

Bureau of Fixed Utility Services - w/copy of complaint

Office of Trial Staff - w/copy of complaint

Office of Special Assistants - w/copy of complaint

JIH

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

JANUARY 22, 2001

DANIEL CLEARFIELD ESQ
WOLF BLOCK SCHORR AND SOLIS-COHEN LLP
212 LOCUST ST SUITE 300
HARRISBURG PA 17101

RE: PA PUC vs PHILADELPHIA GAS WORKS
Docket Number R-00006042C0012

Dear Sir/Madam:

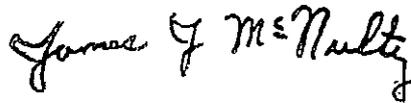
A Complaint has been filed against you in the above-captioned matter before the Pennsylvania Public Utility Commission by ROBERT B. MULLINEAUX.

This complaint, of which the attached is a true and correct copy, has been presented and filed of record with the Pennsylvania Public Utility Commission. The Pennsylvania Public Utility Code, 66 Pa. C.S., requires the Commission to serve on each party named in a complaint a copy of the complaint.

Within twenty (20) days from the date on which this complaint is served, you may either satisfy this complaint or comply with the provisions of 52 Pa. Code, Section 5.61 et seq., as amended.

DOCUMENT
FOLDER

Very truly yours,



James J. McNulty
Secretary

(SEAL)

Certified Mail
Return Receipt Requested

DOCKETED

JAN 22 2001

JIH

R-000060420013

Formal Complaint Form
Pennsylvania Public Utility Commission

125042

ORIGINAL

Please Print: (you may also type your answers directly onto the form as it appears on your screen)

1. Your name, mailing address and telephone number:

Name Kimberly A. LISACER
Street/P.O.Box 2343 S. Bancroft St. Apt #
City Philadelphia State PA Zip 19145
County Philadelphia Area Code/Home Phone 215-271-1506
Area Code/Work Phone 215-546-4183

2. Name of company your complaint concerns: Philadelphia Gas Works

3. What is your complaint? (Use additional paper if need more space). My complaint is that I can not afford the rate increase now am I eligible for S.F.A.B. for any other program. I am also sick and tired of paying for people who don't pay their bills.

4. What do you want the Public Utility Commission to do about your complaint? (Use additional paper if need more space). Deny the rate increase!

DOCUMENT FOLDER

5. You must sign and date your complaint below.

The information I have placed on this form is true and correct to the best of my knowledge. I understand that I could be punished under Pennsylvania State Law if I purposely give false information.

Kimberly A. Lisacer 1-19-01
Signature Date

Continued on next page

DOCKETED

JAN 22 2001

RECEIVED
SECRETARY'S BUREAU
01 JAN 22 AM 9:15

18

6. If you are represented by a lawyer you must provide your lawyer's name, address and telephone number.

Lawyer's Name Clayborne S. Kewlin
Street 225 So. 15th St., 12th floor.
City Phila. State PA Zip 19102
Area Code/Phone Number 215-546-4183

Mail to:
Secretary
Pennsylvania Public Utility Commission
P. O. Box 3265
Harrisburg, PA 17105-3265

For more information, please contact the Secretary's Bureau at 717-772-7777.

COMMONWEALTH OF PENNSYLVANIA

DATE: JANUARY 22, 2001

SUBJECT: R-00006042C0013

TO: Office of Administrative Law Judge

FROM:  James J. McNulty, Secretary

DOCKETED
JAN 22 2001

DOCUMENT
FOLDER

KIMBERLY A. LISACEK
v.
PHILADELPHIA GAS WORKS

Attached is copy of a formal complaint filed in connection with the above docketed proceeding.

This matter is assigned to your office for necessary action.

Attachment - copy of complaint

cc:
Bureau of Fixed Utility Services - w/copy of complaint
Office of Trial Staff - w/copy of complaint
Office of Special Assistants - w/copy of complaint

JIH

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

JANUARY 22, 2001

DANIEL CLEARFIELD ESQ
WOLF BLOCK SCHORR AND SOLIS-COHEN LLP
212 LOCUST ST SUITE 300
HARRISBURG PA 17101

RE: PA PUC vs PHILADELPHIA GAS WORKS
Docket Number R-00006042C0013

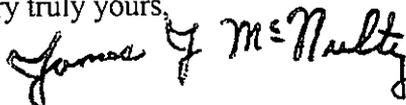
Dear Sir/Madam:

A Complaint has been filed against you in the above-captioned matter before the Pennsylvania Public Utility Commission by KIMBERLY A. LISACEK.

This complaint, of which the attached is a true and correct copy, has been presented and filed of record with the Pennsylvania Public Utility Commission. The Pennsylvania Public Utility Code, 66 Pa. C.S., requires the Commission to serve on each party named in a complaint a copy of the complaint.

Within twenty (20) days from the date on which this complaint is served, you may either satisfy this complaint or comply with the provisions of 52 Pa. Code, Section 5.61 et seq., as amended.

Very truly yours,



James J. McNulty
Secretary

DOCUMENT
FOLDER

(SEAL)

Certified Mail
Return Receipt Requested

JIH

DOCKETED
JAN 22 2001

R-0000 6042 C0014

Formal Complaint Form
Pennsylvania Public Utility Commission

125042

Please Print: (you may also type your answers directly onto the form as it appears on your screen)

ORIGINAL
745852 - 01 JAN 22 AM 9:04
RECEIVED
SECRETARY'S BUREAU

1. Your name, mailing address and telephone number:

Name DEBORAH SALVATO

Street/P.O.Box 2225 S. GARNET ST. Apt #

City PHILA State PA Zip 19145

County PHILA Area Code/Home Phone 215-467-1559
Area Code/Work Phone 215-761-6191

2. Name of company your complaint concerns: PHILA GAS WORKS.

3. What is your complaint? (Use additional paper if need more space).

1) THE RATE HIKEs ARE GETTING OUT OF HAND. (ASKING FOR ANOTHER 11% INCREASE)
STOP THE INSANITY!

4. What do you want the Public Utility Commission to do about your complaint? PAY^{MORE} FOR MAINTENANCE PROGRAM WITH EESS/NO BENEFIT.
(Use additional paper if need more space).

DOCUMENT FOLDER

DENY THEIR INCREASE ENOUGH IS ENOUGH!

DOCKETED
JAN 22 2001

You must sign and date your complaint below.

The information I have placed on this form is true and correct to the best of my knowledge. I understand that I could be punished under Pennsylvania State Law if I purposely give false information.

Deborah Salvato
Signature

1/18/01
Date

Continued on next page

14

6. If you are represented by a lawyer you must provide your lawyer's name, address and telephone number.

Lawyer's Name N/A

Street _____

City _____ State _____ Zip _____

Area Code/Phone Number _____

Mail to:
Secretary
Pennsylvania Public Utility Commission
P. O. Box 3265
Harrisburg, PA 17105-3265

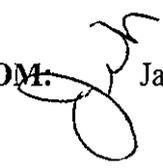
For more information, please contact the Secretary's Bureau at 717-772-7777.

COMMONWEALTH OF PENNSYLVANIA

DATE: JANUARY 22, 2001

SUBJECT: R-00006042C0014

TO: Office of Administrative Law Judge

FROM:  James J. McNulty, Secretary

DOCKETED
JAN 22 2001

**DOCUMENT
FOLDER**

DEBORAH SALVATO
v.
PHILADELPHIA GAS WORKS

Attached is copy of a formal complaint filed in connection with the above docketed proceeding.

This matter is assigned to your office for necessary action.

Attachment - copy of complaint

cc:
Bureau of Fixed Utility Services - w/copy of complaint
Office of Trial Staff - w/copy of complaint
Office of Special Assistants - w/copy of complaint

JIH

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

JANUARY 22, 2001

DANIEL CLEARFIELD ESQ
WOLF BLOCK SCHORR AND SOLIS-COHEN LLP
212 LOCUST ST SUITE 300
HARRISBURG PA 17101

RE: PA PUC vs PHILADELPHIA GAS WORKS
Docket Number R-00006042C0014

Dear Sir/Madam:

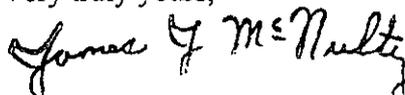
A Complaint has been filed against you in the above-captioned matter before the Pennsylvania Public Utility Commission by DEBORAH SALVATO.

This complaint, of which the attached is a true and correct copy, has been presented and filed of record with the Pennsylvania Public Utility Commission. The Pennsylvania Public Utility Code, 66 Pa. C.S., requires the Commission to serve on each party named in a complaint a copy of the complaint.

Within twenty (20) days from the date on which this complaint is served, you may either satisfy this complaint or comply with the provisions of 52 Pa. Code, Section 5.61 et seq., as amended.

DOCUMENT
FOLDER

Very truly yours,



James J. McNulty
Secretary

DOCKETED
JAN 22 2001

(SEAL)

Certified Mail
Return Receipt Requested

JIH

R-000060420015

125042

DOCKETED

Formal Complaint Form
Pennsylvania Public Utility Commission

JAN 23 2001

Please Print: (you may also type your answers directly onto the form as it appears on your screen)

1. Your name, mailing address and telephone number:

Name Warren L. Colston

Street/P.O.Box 1639 Meribrook Road Apt # _____

City Philadelphia State PA Zip 19151-2717

County Philadelphia Area Code/Home Phone (610) 941-5136

Area Code/Work Phone (215) 473-0325

2. Name of company your complaint concerns: Phila. Gas Works

3. What is your complaint? (Use additional paper if need more space).

I opposed PGW's proposed rate hike the is scheduled for March 6, 2001. This increase seems especially unfair to consumers like myself in light of the recent rate hike that has already took place on January 1, 2001.

That Gas Cost Rate (GCR) Adjustment increased cost from \$0.30445 per ccf to \$0.61985 per ccf (an increase of 49%). PGW is now proposing an additional 11% increase.

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

I propose that the PUC reject the March 6, 2001 rate increase and reduce or repeal the current rate increase as well.

5. You must sign and date your complaint below.

The information I have placed on this form is true and correct to the best of my knowledge. I understand that I could be punished under Pennsylvania State Law if I purposely give false information.

Warren L. Colston
Signature

1/18/01
Date

Continued on next page

84

ORIGINAL
RECEIVED
ST. CHARLES BUREAU
01 JAN 22 AM 10:35

DOCUMENT
FOLDER

6. If you are represented by a lawyer you must provide your lawyer's name, address and telephone number.

Lawyer's Name _____

Street _____

City _____ State _____ Zip _____

Area Code/Phone Number _____

Mail to:

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

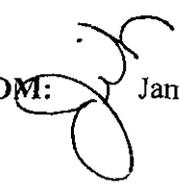
For more information, please contact the Secretary's Bureau at 717-772-7777.

COMMONWEALTH OF PENNSYLVANIA

DATE: JANUARY 23, 2001

SUBJECT: R-00006042C0015

TO: Office of Administrative Law Judge

FROM:  James J. McNulty, Secretary

DOCKETED
JAN 23 2001

**DOCUMENT
FOLDER**

WARREN L. COLSTON
v.
PHILADELPHIA GAS WORKS

Attached is copy of a formal complaint filed in connection with the above docketed proceeding.

This matter is assigned to your office for necessary action.

Attachment - copy of complaint

cc:

Bureau of Fixed Utility Services - w/copy of complaint

Office of Trial Staff - w/copy of complaint

Office of Special Assistants - w/copy of complaint

JH

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

JANUARY 23, 2001

DANIEL CLEARFIELD ESQ
WOLF BLOCK SCHORR AND SOLIS-COHEN LLP
212 LOCUST ST SUITE 300
HARRISBURG PA 17101

DOCKETED
JAN 23 2001

RE: PA PUC vs PHILADELPHIA GAS WORKS
Docket Number R-00006042C0015

DOCUMENT
FOLDER

Dear Sir/Madam:

A Complaint has been filed against you in the above-captioned matter before the Pennsylvania Public Utility Commission by WARREN L. COLSTON.

This complaint, of which the attached is a true and correct copy, has been presented and filed of record with the Pennsylvania Public Utility Commission. The Pennsylvania Public Utility Code, 66 Pa. C.S., requires the Commission to serve on each party named in a complaint a copy of the complaint.

Within twenty (20) days from the date on which this complaint is served, you may either satisfy this complaint or comply with the provisions of 52 Pa. Code, Section 5.61 et seq., as amended.

Very truly yours,



James J. McNulty
Secretary

(SEAL)

Certified Mail
Return Receipt Requested

JH

R-00006042 C0016
125042

Formal Complaint Form
Pennsylvania Public Utility Commission

Please Print: (you may also type your answers directly onto the form as it appears on your screen)

1. Your name, mailing address and telephone number:

Name DAVID G. RIEDA
Street/P.O. Box 3311 "G" ST. Apt #
City PHILA. State PA. Zip 19134
County PHILA. Area Code/Home Phone 215-426-3911
Area Code/Work Phone 215-426-3911

2. Name of company your complaint concerns: P. G. W.

3. What is your complaint? (Use additional paper if need more space). THE EXCESSIVE RAISES BY P.G.W. WE HAVE NO SHORTAGE IN NATURAL GAS THIS SHOULD BE OUR LOWEST UTILITY!
(I'VE ALLREADY SENT LETTER TO P.U.C.)

4. What do you want the Public Utility Commission to do about your complaint? (Use additional paper if need more space). STOP P.G.W. FROM THESE RAISES. ITS NOT MY FAULT THEIR IN DEPT. IF P.G.W. GOES BROKE "SO BE IT," LET SOMEONE ELSE RUN THE CO.

5. You must sign and date your complaint below.

The information I have placed on this form is true and correct to the best of my knowledge. I understand that I could be punished under Pennsylvania State Law if I purposely give false information.

David G. Rieda
Signature

1-20-01
Date

Continued on next page

DOCKETED

JAN 25 2001

27

DOCUMENT FOLDER

ORIGINAL

6. If you are represented by a lawyer you must provide your lawyer's name, address and telephone number.

Lawyer's Name _____
Street _____
City _____ State _____ Zip _____
Area Code/Phone Number _____

Mail to:
Secretary
Pennsylvania Public Utility Commission
P. O. Box 3265
Harrisburg, PA 17105-3265

For more information, please contact the Secretary's Bureau at 717-772-7777.

COMMONWEALTH OF PENNSYLVANIA

DATE: JANUARY 24, 2001

SUBJECT: R-00006042C0016

TO: Office of Administrative Law Judge

FROM:  James J. McNulty, Secretary

DOCKETED
JAN 25 2001

**DOCUMENT
FOLDER**

DAVID G. RICKARD
v.
PHILADELPHIA GAS WORKS

Attached is copy of a formal complaint filed in connection with the above docketed proceeding.

This matter is assigned to your office for necessary action.

Attachment - copy of complaint

cc:

Bureau of Fixed Utility Services - w/copy of complaint

Office of Trial Staff - w/copy of complaint

Office of Special Assistants - w/copy of complaint

JH

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

JANUARY 24, 2001

DANIEL CLEARFIELD ESQ
WOLF BLOCK SCHORR AND SOLIS-COHEN LLP
212 LOCUST ST SUITE 300
HARRISBURG PA 17101

RE: PA PUC vs PHILADELPHIA GAS WORKS
Docket Number R-00006042C0016

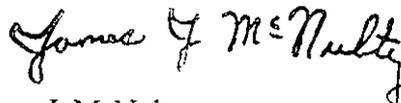
Dear Sir/Madam:

A Complaint has been filed against you in the above-captioned matter before the Pennsylvania Public Utility Commission by DAVID G. RICKARD.

This complaint, of which the attached is a true and correct copy, has been presented and filed of record with the Pennsylvania Public Utility Commission. The Pennsylvania Public Utility Code, 66 Pa. C.S., requires the Commission to serve on each party named in a complaint a copy of the complaint.

Within twenty (20) days from the date on which this complaint is served, you may either satisfy this complaint or comply with the provisions of 52 Pa. Code, Section 5.61 et seq., as amended.

Very truly yours,



James J. McNulty
Secretary

DOCUMENT
FOLDER

(SEAL)

Certified Mail
Return Receipt Requested

DOCKETED

JAN 25 2001

JIH

Pennsylvania Public Utility Commission

Formal Complaint Form

R-00006042 (0017)

Please Print.

1. Your name, mailing address and telephone number:

125042

Name Aliza Hildebrand

ORIGINAL

Street/P.O. Box 2114 Fitzwater St.

City Phila State PA Zip 19146

County Phila Area Code/Home Phone (215) 732-2552

Area Code/Work Phone (215) 204-2071

2. Name of company your complaint concerns: Phila. gas Works

What is your complaint? (Use additional paper if need more space).

The rates are increasing way too fast. They've gone up 6-fold in 2 months.

745847

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

Don't allow the proposed rate increase in March 2001.

DOCUMENT FOLDER

DOCKETED

JAN 25 2001

5. You must sign and date your complaint below.

The information I have placed on this form is true and correct to the best of my knowledge. I understand that I could be punished under Pennsylvania State Law if I purposely give false information.

Aliza Hildebrand
Signature

1/21/01
Date

25

COMMONWEALTH OF PENNSYLVANIA

DATE: JANUARY 24, 2001

SUBJECT: R-00006042C0017

TO: Office of Administrative Law Judge

FROM:  James J. McNulty, Secretary

DOCKETED
JAN 25 2001

**DOCUMENT
FOLDER**

ALIZA HILDEBRAND
v.
PHILADELPHIA GAS WORKS

Attached is copy of a formal complaint filed in connection with the above docketed proceeding.

This matter is assigned to your office for necessary action.

Attachment - copy of complaint

cc:

Bureau of Fixed Utility Services - w/copy of complaint

Office of Trial Staff - w/copy of complaint

Office of Special Assistants - w/copy of complaint

JIH

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

JANUARY 24, 2001

DANIEL CLEARFIELD ESQ
WOLF BLOCK SCHORR AND SOLIS-COHEN LLP
212 LOCUST ST SUITE 300
HARRISBURG PA 17101

RE: PA PUC vs PHILADELPHIA GAS WORKS
Docket Number R-00006042C0017

Dear Sir/Madam:

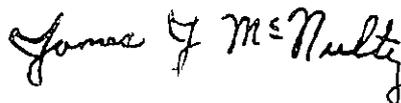
A Complaint has been filed against you in the above-captioned matter before the Pennsylvania Public Utility Commission by ALIZA HILDEBRAND.

This complaint, of which the attached is a true and correct copy, has been presented and filed of record with the Pennsylvania Public Utility Commission. The Pennsylvania Public Utility Code, 66 Pa. C.S., requires the Commission to serve on each party named in a complaint a copy of the complaint.

Within twenty (20) days from the date on which this complaint is served, you may either satisfy this complaint or comply with the provisions of 52 Pa. Code, Section 5.61 et seq., as amended.

DOCUMENT
FOLDER

Very truly yours,



James J. McNulty
Secretary

DOCKETED

JAN 25 2001

(SEAL)

Certified Mail
Return Receipt Requested

JH

R 0000604200018

125042

Formal Complaint Form
Pennsylvania Public Utility Commission

NOT
important

Please Print: (you may also type your answers directly onto the form as it appears on your screen)

ORIGINAL

1. Your name, mailing address and telephone number: HARRY

Name [REDACTED] ROBINSON

Street/P.O. Box [REDACTED] Apt #

City Phila State PA Zip 19135

County Area Code/Home Phone 215 [REDACTED]
Area Code/Work Phone

2. Name of company your complaint concerns: PGW

3. What is your complaint? (Use additional paper if need more space).

745863
RATES I...
COLLECT RATES FROM THE LOW-INCOME
NEIGHBORHOODS. NE PHILLY IS TIRED OF
PAYING FOR NORTH PHILLY + WEST PHILLY.

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

ELIMINATE ALL THE HIGH SALARY CEOS
WHO CAN'T RUN THE COMPANY OBVIOUSLY BY
THE DEPT YOU HAVE RUN UP
TAKE THE TOBACCO SETTLEMENT MONEY
AND PUT TOWARD

5. You must sign and date your complaint below.

The information I have placed on this form is true and correct to the best of my
knowledge. I understand that I could be punished under Pennsylvania State Law
if I purposely give false information.

[REDACTED] Rubman
Signature

1/1/01
Date

BILLION
DOLLAR
DEBT

Continued on next page

DOCKETED

JAN 25 2001

YOU
INCOMPETENT'S
RAAN
UP.
23

6. If you are represented by a lawyer you must provide your lawyer's name, address and telephone number.

Lawyer's Name RUCH, SHIPON, SKARBK
Street 5200 ROOSEVELT BLVD
City PHILA State PA Zip 19124
Area Code/Phone Number 215 888 541 0300

Mail to:
Secretary
Pennsylvania Public Utility Commission
P. O. Box 3265
Harrisburg, PA 17105-3265

For more information, please contact the Secretary's Bureau at 717-772-7777.

COMMONWEALTH OF PENNSYLVANIA

DATE: JANUARY 24, 2001

SUBJECT: R-00006042C0018

TO: Office of Administrative Law Judge

FROM:  James J. McNulty, Secretary

DOCKETED
JAN 25 2001

**DOCUMENT
FOLDER**

HARRY ROBINSON
v.
PHILADELPHIA GAS WORKS

Attached is copy of a formal complaint filed in connection with the above docketed proceeding.

This matter is assigned to your office for necessary action.

Attachment - copy of complaint

cc:

Bureau of Fixed Utility Services - w/copy of complaint

Office of Trial Staff - w/copy of complaint

Office of Special Assistants - w/copy of complaint

JIH

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

JANUARY 24, 2001

DANIEL CLEARFIELD ESQ
WOLF BLOCK SCHORR AND SOLIS-COHEN LLP
212 LOCUST ST SUITE 300
HARRISBURG PA 17101

RE: PA PUC vs PHILADELPHIA GAS WORKS
Docket Number R-00006042C0018

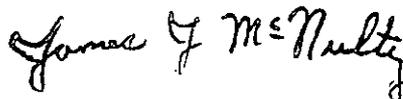
Dear Sir/Madam:

A Complaint has been filed against you in the above-captioned matter before the Pennsylvania Public Utility Commission by HARRY ROBINSON.

This complaint, of which the attached is a true and correct copy, has been presented and filed of record with the Pennsylvania Public Utility Commission. The Pennsylvania Public Utility Code, 66 Pa. C.S., requires the Commission to serve on each party named in a complaint a copy of the complaint.

Within twenty (20) days from the date on which this complaint is served, you may either satisfy this complaint or comply with the provisions of 52 Pa. Code, Section 5.61 et seq., as amended.

Very truly yours,



James J. McNulty
Secretary

DOCUMENT
FOLDER

DOCKETED
JAN 25 2001

(SEAL)

Certified Mail
Return Receipt Requested

JH

R-0000604200019

Formal Complaint Form
Pennsylvania Public Utility Commission

125042

Please Print: (you may also type your answers directly onto the form as it appears on your screen)

1. Your name, mailing address and telephone number:

Name Gerrie A Steeri
 Street/P.O. Box 12733 Verda Dr Apt # _____
 City Phila State Pa Zip 19154
 County Phila Area Code/Home Phone (215) 281-1680
 Area Code/Work Phone _____

2. Name of company your complaint concerns: Phila Gas Works

3. What is your complaint? (Use additional paper if need more space).

I think it's very unfair of PGW to raise it's rate 30% or more, just to cover the cost of their former employees embezzlement, when most citizens here in Philadelphia cannot afford it. I for one live from pay check to pay check and can not afford it. They have already raised their rates once, and are planning on raising them again. How can you PUC give permission for for this NOT ONCE but twice?

4. What do you want the Public Utility Commission to do about your complaint?

(Use additional paper if need more space).

Take back the previous rate increase and certainly do not allow any additional rate increase

DOCUMENT FOLDER

DOCKETED
JAN 25 2001

5. You must sign and date your complaint below.

The information I have placed on this form is true and correct to the best of my knowledge. I understand that I could be punished under Pennsylvania State Law if I purposely give false information.

Gerrie A Steeri
Signature

1-21-01
Date

Continued on next page

13

6. If you are represented by a lawyer you must provide your lawyer's name, address and telephone number.

Lawyer's Name _____

Street _____

City _____ State _____ Zip _____

Area Code/Phone Number _____

Mail to:

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

For more information, please contact the Secretary's Bureau at 717-772-7777.

COMMONWEALTH OF PENNSYLVANIA

DATE: JANUARY 24, 2001

SUBJECT: R-00006042C0019

TO: Office of Administrative Law Judge

FROM:  James J. McNulty, Secretary

DOCKETED
JAN 25 2001

DOCUMENT
FOLDER

GERRIE A. STEIN
v.
PHILADELPHIA GAS WORKS

Attached is copy of a formal complaint filed in connection with the above docketed proceeding.

This matter is assigned to your office for necessary action.

Attachment - copy of complaint

cc:

Bureau of Fixed Utility Services - w/copy of complaint

Office of Trial Staff - w/copy of complaint

Office of Special Assistants - w/copy of complaint

JIH

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

JANUARY 24, 2001

DANIEL CLEARFIELD ESQ
WOLF BLOCK SCHORR AND SOLIS-COHEN LLP
212 LOCUST ST SUITE 300
HARRISBURG PA 17101

RE: PA PUC vs PHILADELPHIA GAS WORKS
Docket Number R-00006042C0019

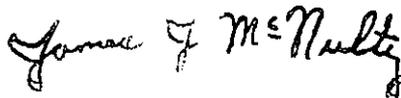
Dear Sir/Madam:

A Complaint has been filed against you in the above-captioned matter before the Pennsylvania Public Utility Commission by GERRIE A. STEIN.

This complaint, of which the attached is a true and correct copy, has been presented and filed of record with the Pennsylvania Public Utility Commission. The Pennsylvania Public Utility Code, 66 Pa. C.S., requires the Commission to serve on each party named in a complaint a copy of the complaint.

Within twenty (20) days from the date on which this complaint is served, you may either satisfy this complaint or comply with the provisions of 52 Pa. Code, Section 5.61 et seq., as amended.

Very truly yours,



James J. McNulty
Secretary

DOCKETED
JAN 25 2001

DOCUMENT
FOLDER

(SEAL)

Certified Mail
Return Receipt Requested

JIH

R- 00006042 C0020 RECEIVED

125042

JAN 25 2001

Formal Complaint Form
Pennsylvania Public Utility Commission

PUBLIC UTILITY COMMISSION
SECRETARY'S BUREAU

Please Print: (you may also type your answers directly onto the form as it appears on your screen)

ORIGINAL

1. Your name, mailing address and telephone number:

Name Renee Jeanine Ragno

Street/P.O.Box 6104 Bustleton Avenue Apt # _____

City Philadelphia State PA Zip 19149

County Philadelphia Area Code/Home Phone 215.535.7679

Area Code/Work Phone 212.451.1308

2. Name of company your complaint concerns: PGW

3. What is your complaint? (Use additional paper if need more space).
 Having to be penalized and being forced to pay not one but two outrageous increases due to the theft, ineptness and mismanagement by PGW's management. Take what they have, find out where they put the rest of the money to pay back what they stole. Why should we the hard-working, tax paying people of this city be continually forced to pay for those who refuse to pull their weight. And the question is asked why are we losing so much of the tax paying base of this city? You're killing

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

Do your job which is to protect the people of this city. You didn't bother to listen to us on the first one. The least that you can do is listen to us on this second one. Do you think its so easy for us to meet the demands of such an increase? Well its not. We're not Rockefeller, etc.

5. You must sign and date your complaint below.

DOCUMENT FOLDER

The information I have placed on this form is true and correct to the best of my knowledge. I understand that I could be punished under Pennsylvania State Law if I purposely give false information.

Renee Jeanine Ragno
Signature

1-22-01
Date

Continued on next page

DOCKETED
3 JAN 26 2001

20

6. If you are represented by a lawyer you must provide your lawyer's name, address and telephone number.

Lawyer's Name _____

Street _____

City _____ State _____ Zip _____

Area Code/Phone Number _____

Mail to:
Secretary
Pennsylvania Public Utility Commission
P. O. Box 3265
Harrisburg, PA 17105-3265

For more information, please contact the Secretary's Bureau at 717-772-7777.

COMMONWEALTH OF PENNSYLVANIA

DATE: JANUARY 25, 2001

SUBJECT: R-00006042C0020

TO: Office of Administrative Law Judge

FROM:  James J. McNulty, Secretary

DOCKETED
JAN 26 2001

**DOCUMENT
FOLDER**

RENEE JEANINE RAGNO
v.
PHILADELPHIA GAS WORKS

Attached is copy of a formal complaint filed in connection with the above docketed proceeding.

This matter is assigned to your office for necessary action.

Attachment - copy of complaint

cc:
Bureau of Fixed Utility Services - w/copy of complaint
Office of Trial Staff - w/copy of complaint
Office of Special Assistants - w/copy of complaint

JIH

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

JANUARY 25, 2001

DANIEL CLEARFIELD ESQ
WOLF BLOCK SCHORR AND SOLIS-COHEN LLP
212 LOCUST ST SUITE 300
HARRISBURG PA 17101

RE: PA PUC vs PHILADELPHIA GAS WORKS
Docket Number R-00006042C0020

Dear Sir/Madam:

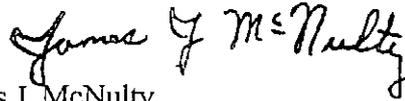
A Complaint has been filed against you in the above-captioned matter before the Pennsylvania Public Utility Commission by RENEE JEANINE RAGNO.

This complaint, of which the attached is a true and correct copy, has been presented and filed of record with the Pennsylvania Public Utility Commission. The Pennsylvania Public Utility Code, 66 Pa. C.S., requires the Commission to serve on each party named in a complaint a copy of the complaint.

Within twenty (20) days from the date on which this complaint is served, you may either satisfy this complaint or comply with the provisions of 52 Pa. Code, Section 5.61 et seq., as amended.

DOCUMENT
FOLDER

Very truly yours,



James J. McNulty
Secretary

(SEAL)

Certified Mail
Return Receipt Requested

JH

DOCKETED
JAN 26 2001

R-0000604200021

RECEIVED

125042

JAN 25 2001

Formal Complaint Form
Pennsylvania Public Utility Commission

PUBLIC UTILITY COMMISSION
SECRETARY'S BUREAU

Please Print: (you may also type your answers directly onto the form as it appears on your screen)

ORIGINAL

1. Your name, mailing address and telephone number

Name LAURA KUNECK
Street/P.O.Box 5461 Vicariss St Apt # _____
City Phila State PA Zip 19123
County Phila Area Code/Home Phone 2154825736
Area Code/Work Phone _____

2. Name of company your complaint concerns: Phila Gas Works

3. What is your complaint? (Use additional paper if need more space).

I oppose the increase currently proposed. This company caused its own financial hardship by choosing its last executive officer.

4. What do you want the Public Utility Commission to do about your complaint?

(Use additional paper if need more space). Deny Request for increase -
Get the money back which was taken. Consider
other competitors to enter into the Phila.
market.

DOCUMENT
FOLDER

You must sign and date your complaint below.

The information I have placed on this form is true and correct to the best of my knowledge. I understand that I could be punished under Pennsylvania State Law if I purposely give false information.

Laura Kuneck
Signature

1/23/01
Date

Continued on next page

DOCKETS

JAN 26 2001

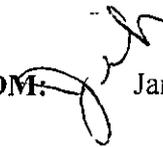
18

COMMONWEALTH OF PENNSYLVANIA

DATE: JANUARY 25, 2001

SUBJECT: R-00006042C0021

TO: Office of Administrative Law Judge

FROM:  James J. McNulty, Secretary

DOCKETED
JAN 26 2001

**DOCUMENT
FOLDER**

LAURA KUNECK
v.
PHILADELPHIA GAS WORKS

Attached is copy of a formal complaint filed in connection with the above docketed proceeding.

This matter is assigned to your office for necessary action.

Attachment - copy of complaint

cc:

Bureau of Fixed Utility Services - w/copy of complaint

Office of Trial Staff - w/copy of complaint

Office of Special Assistants - w/copy of complaint

JIH

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

JANUARY 25, 2001

DANIEL CLEARFIELD ESQ
WOLF BLOCK SCHORR AND SOLIS-COHEN LLP
212 LOCUST ST SUITE 300
HARRISBURG PA 17101

RE: PA PUC vs PHILADELPHIA GAS WORKS
Docket Number R-00006042C0021

Dear Sir/Madam:

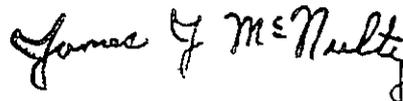
A Complaint has been filed against you in the above-captioned matter before the Pennsylvania Public Utility Commission by LAURA KUNECK.

This complaint, of which the attached is a true and correct copy, has been presented and filed of record with the Pennsylvania Public Utility Commission. The Pennsylvania Public Utility Code, 66 Pa. C.S., requires the Commission to serve on each party named in a complaint a copy of the complaint.

Within twenty (20) days from the date on which this complaint is served, you may either satisfy this complaint or comply with the provisions of 52 Pa. Code, Section 5.61 et seq., as amended.

DOCUMENT
FOLDER

Very truly yours,



James J. McNulty
Secretary

(SEAL)

Certified Mail
Return Receipt Requested

DOCKETED

JAN 26 2001

JIH

R-00006042 C0022
125042

RECEIVED

JAN 25 2001

Formal Complaint Form
Pennsylvania Public Utility Commission

PUBLIC UTILITY COMMISSION
SECRETARY'S BUREAU

Please Print: (you may also type your answers directly onto the form as it appears on your screen)

1. Your name, mailing address and telephone number:

Name William Briggs

Street/P.O.Box 3655 Old York Apt #

City Phila State Pa Zip 19140

County _____ Area Code/Home Phone 215-223-4625

Area Code/Work Phone _____

2. Name of company your complaint concerns: PGW

3. What is your complaint? (Use additional paper if need more space).

The PGW wants more rate increase, I'm a senior citizen on a fixed income I don't have any more money for rate increases.

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

PGW needs to be taken over by someone who knows what they're doing. They must not get any more rate increases

5. You must sign and date your complaint below.

The information I have placed on this form is true and correct to the best of my knowledge. I understand that I could be punished under Pennsylvania State Law if I purposely give false information.

William Briggs
Signature

1/23/01
Date

Continued on next page

DOCKETED
JAN 26 2001

ORIGINAL

DOCUMENT
FOLDER

6. If you are represented by a lawyer you must provide your lawyer's name, address and telephone number.

Lawyer's Name _____

Street _____

City _____ State _____ Zip _____

Area Code/Phone Number _____

Mail to:
Secretary
Pennsylvania Public Utility Commission
P. O. Box 3265
Harrisburg, PA 17105-3265

For more information, please contact the Secretary's Bureau at 717-772-7777.

COMMONWEALTH OF PENNSYLVANIA

DATE: JANUARY 25, 2001

SUBJECT: R-00006042C0022

TO: Office of Administrative Law Judge

FROM:  James J. McNulty, Secretary

DOCKETED
JAN 26 2001

**DOCUMENT
FOLDER**

WILLIAM BRIGGS
v.
PHILADELPHIA GAS WORKS

Attached is copy of a formal complaint filed in connection with the above docketed proceeding.

This matter is assigned to your office for necessary action.

Attachment - copy of complaint

cc:

Bureau of Fixed Utility Services - w/copy of complaint

Office of Trial Staff - w/copy of complaint

Office of Special Assistants - w/copy of complaint

JIH

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

JANUARY 25, 2001

DANIEL CLEARFIELD ESQ
WOLF BLOCK SCHORR AND SOLIS-COHEN LLP
212 LOCUST ST SUITE 300
HARRISBURG PA 17101

RE: PA PUC vs PHILADELPHIA GAS WORKS
Docket Number R-00006042C0022

Dear Sir/Madam:

DOCKETED
JAN 26 2001

A Complaint has been filed against you in the above-captioned matter before the Pennsylvania Public Utility Commission by WILLIAM BRIGGS.

This complaint, of which the attached is a true and correct copy, has been presented and filed of record with the Pennsylvania Public Utility Commission. The Pennsylvania Public Utility Code, 66 Pa. C.S., requires the Commission to serve on each party named in a complaint a copy of the complaint.

Within twenty (20) days from the date on which this complaint is served, you may either satisfy this complaint or comply with the provisions of 52 Pa. Code, Section 5.61 et seq., as amended.

DOCUMENT
FOLDER

Very truly yours,

James J. McNulty

James J. McNulty
Secretary

(SEAL)

Certified Mail
Return Receipt Requested

JH



OFFICE OF CONSUMER ADVOCATE

555 Walnut Street 5th Floor, Forum Place
Harrisburg, Pennsylvania 17101-1923
(717) 783-5048

IRWIN A. POPOWSKY
Consumer Advocate

FAX (717) 783-7152
E-Mail: paoca@ptd.net

January 24, 2001

ORIGINAL

James J. McNulty, Secretary
PA Public Utility Commission
Commonwealth Keystone Bldg.
400 North Street
P.O. Box 3265
Harrisburg, PA 17120

Re: Pennsylvania Public Utility Commission
v.
Philadelphia Gas Works
Docket No. R-00006042 C0023

Dear Secretary McNulty:

Enclosed for filing please find an original and three copies of the Formal Complaint and Public Statement of the Office of Consumer Advocate in the above-referenced proceeding.

Copies have been served upon all parties of record as shown on the attached Certificate of Service.

DOCUMENT
FOLDER

Sincerely yours,

Tanya J. McCloskey
Senior Assistant Consumer Advocate

Enclosure

cc: All parties of record
Andrew Tubbs, Esq., Law Bureau
Robert Rosenthal, Director Fixed Utility Services

61762

RECEIVED
01 JAN 24, PM 3:54
PA.P.U.C.
SECRETARY'S BUREAU

45

ORIGINAL
RECEIVED
01 JAN 24 PM 3:54
FEDERAL PUBLIC UTILITY COMMISSION BUREAU

FORMAL COMPLAINT
BEFORE THE

PENNSYLVANIA PUBLIC UTILITY COMMISSION

For Commission Use Only:

R-00006042 C002

COMPLAINT DOCKET _____ REF. # _____ UTILITY _____
_____ VS. _____

PLEASE PRINT:

1. YOUR NAME, ADDRESS AND TELEPHONE NUMBER.

Name Irwin A. Popowsky, Consumer Advocate
Street 555 Walnut Street, 5th Floor, Forum Place
City Harrisburg State Pennsylvania Zip 17101
County Dauphin Work Telephone-Area Code 717-783-5048

2. COMPANY YOU ARE COMPLAINING ABOUT.

Name Philadelphia Gas Works

3. WHAT IS YOUR COMPLAINT? (DESCRIBE PROBLEM)

A. On January 5, 2001, the Philadelphia Gas Works ("PGW" or "the Company") filed Supplement No. 7 to its Tariff Gas - Pa. P.U.C. No. 1 at Docket No. R-00006042. The Company proposes to increase rates to produce additional annual operating revenues of \$65,000,000.

**DOCUMENT
FOLDER**

DOCKETED
JAN 26 2001

For Commission Use Only:

DATE FILED / / MONITOR _____ BUREAU _____

In a separate Petition filed at the same docket, PGW requests that the Commission expedite the base rate increase proceeding and allow the Company's requested base rate increase to become effective on July 1, 2001. The Company's Petition also requests that the Commission waive certain notification and filing requirements for base rate increase proceedings.

RECEIVED
01 JAN 24 PM 3:54
PA. PUBLIC UTILITIES COMMISSION
SECRETARY'S BUREAU

- B. PGW is a municipal public utility company, owned by the City of Philadelphia and managed and operated by Philadelphia Facilities Management Corporation, a non-profit Pennsylvania Corporation. The natural gas service being furnished or rendered by PGW became subject to the regulation and control of the Pennsylvania Public Utility Commission on July 1, 2000 pursuant to the Natural Gas Choice and Competition Act, 66 C.S. § 2212 and pursuant to Section IV of the Company's existing Tariff.
- C. PGW furnishes natural gas services to approximately 550,000 residential, commercial and industrial customers in the City of Philadelphia, Pennsylvania.
- D. The Company is proposing an increase in its overall rates of 9.4%. As part of this increase, the Company is proposing to increase the monthly customer charges for Residential General Service customers from \$8.00 per month to \$15.00 per month, or 87.5%. The Company projects that the average residential heating bill will increase approximately 10.4% and the average residential non-heating bill will increase approximately 20.1%.

Exh. HSG-3.

- E. The Company's proposed rate increase, is designed to allow the Company to make its \$18 million payment to the city in Fiscal Year 2002.
- F. The Consumer Advocate is empowered pursuant to 71 Pa.C.S. §§ 309-1 *et seq.* and 66 Pa.C.S. § 2212(i) to represent the interests of consumers before the Pennsylvania Public Utility Commission in matters involving PGW.
- G. The Consumer Advocate avers that PGW's proposed changes in its base rates will or may result in unjust and unreasonable rates, in violation of Section 1301 of the Public Utility Code, Section 2212 enacted as part of the Natural Gas Choice and Competition Act, and sound ratemaking principles.
- H. After an initial review of PGW's filing, the Consumer Advocate also avers that the Company's proposed base rates are or may be excessive, discriminatory or otherwise contrary to the Public Utility Code, the PGW Tariff, Commission regulations, or sound ratemaking policy.
- I. By Order dated November 22, 2000, the Commission granted PGW an \$11,000,000 interim rate increase at Docket No. R-00005459 subject to several conditions. The OCA seeks to ensure that the PGW has complied with the conditions set forth in that Order.
- J. A preliminary examination of the Company's filing indicates that the proposed changes and increases in rates, proposed rate schedule modifications and transfers, and proposed changes in rate policy, rules and regulations contained in the proposed Tariff may be unjust, unreasonable or in violation of law. 66 Pa. C.S. § 1301, *et seq* and 66 Pa. C.S. § 2212.

- K. The Consumer Advocate also avers that the proposed tariff changes and proposed rate design changes may be unlawfully discriminatory, in violation of the Public Utility Code, 66 Pa. C.S. §§ 1301, 1304, 2212, and may otherwise be contrary to sound ratemaking principles and public policy.
- L. A preliminary examination and review by the OCA of the Company's existing rate indicates that certain rates may not be just and reasonable or otherwise proper under the Public Utility Code and applicable ratemaking principles. 66 Pa.C.S. §1301, et seq. and 66 Pa. C.S. § 2212
- M. The Consumer Advocate files this complaint to insure that the Commission fully and fairly adjudicates issues pertaining to whether the Company's existing and proposed rates -- and any and all rate policy changes -- are unjust, unreasonable, unduly discriminatory or otherwise unlawful.

4. WHAT DO YOU WANT US TO DO?

The Consumer Advocate respectfully requests that the Public Utility Commission:

- A. Hold evidentiary hearings;
- B. Hold public input hearings in PGW's service area;
- C. Deny any rate changes that are not just and reasonable and are not consistent with the Public Utility Code.
- D. Grant any other relief deemed appropriate.

YOU MUST SIGN AND DATE YOUR COMPLAINT.

The information I have placed on this form is true and correct to the best of my knowledge. I understand that I could be punished under Pennsylvania State Law if I purposely give false information.

J. A. Bary

Signature of complainant

1/24/01

Date

YOU DO NOT NEED A LAWYER If you DO have a lawyer PLEASE PRINT the lawyer's name, address and telephone number below.

Lawyers Tanya J. McCloskey, Senior Assistant Consumer Advocate, Stephen J. Keene and James A. Mullins, Assistant Consumer Advocates

Street 555 Walnut Street, 5th Floor, Forum Place

City Harrisburg Stat PA Zip 17101

Telephone Number-Area Code (717) 783-5048

PUBLIC STATEMENT OF THE CONSUMER ADVOCATE ISSUED IN
ACCORDANCE WITH SECTION 904-(e) OF ACT OF APRIL 9, 1929
(P.L. 177, No. 175), KNOWN AS "THE ADMINISTRATIVE CODE OF
1929", AS AMENDED BY ACT 161 OF 1976 (APPROVED JULY 9, 1976)

Act 161 of the Pennsylvania General Assembly, 71 P.S. § 309-2, as enacted July 9, 1976, and Section 2212 of the Natural Gas Choice and Competition Act, 66 Pa. C.S. § 2212, authorize the Consumer Advocate to represent the interest of consumers before the Pennsylvania Public Utility Commission ("Commission"). In accordance with those statutory provisions, and for the following reasons, the Consumer Advocate determined to file a Formal Complaint and participate in proceedings before the Commission involving the base rate increase requested by Philadelphia Gas Works ("PGW" or the "Company") at Docket number R-00006042. PGW is a municipally owned natural gas operation that provides service within the limits of the City of Philadelphia. In its filing, PGW proposes an increase in its base rates of \$65 million. PGW seeks to have the Commission rule on its request and set base rates no later than June 1, 2001.

Prior to the passage of the Natural Gas Choice and Competition Act, 66 Pa. C.S. § 2201 *et seq.*, the rates of PGW were regulated by the Philadelphia Gas Commission. Pursuant to Section 2212(d) of the Natural Gas Choice and Competition Act, however, PGW has come under the jurisdiction of the Pennsylvania Public Utility Commission. 66 Pa. C.S. § 2212(d). In this first full base rate case since the Commission assumed jurisdiction over PGW, PGW proposes a \$65 million increase or an approximate 9.4% overall increase.

This increase is in addition to the approximate \$230 million increase in gas costs that customers have experienced since last year. As part of this base rate increase, the Company proposes to increase the residential customer charge from \$8.00 per month to \$15.00 per month, or 87.5%.

The objective of the Consumer Advocate in filing a Formal Complaint in this matter is to protect the interests of the Company's customers. The Consumer Advocate will seek to ensure that the Company is permitted to implement only a level of rates that is fully justified, just and reasonable and in accordance with the law and sound ratemaking principles. The Consumer Advocate will strive to prevent the Company from collecting from ratepayers any charges that are excessive, discriminatory, or otherwise contrary to the Public Utility Code, Commission regulations or sound ratemaking policy.

CERTIFICATE OF SERVICE

Re: Pennsylvania Public Utility Commission
v.
Philadelphia Gas Works
Docket No. R-00006042

I hereby certify that I have this day served a true copy of the foregoing document, the Office of Consumer Advocate's Formal Complaint and Public Statement, upon parties of record in this proceeding in accordance with the requirements of 52 Pa. Code § 1.54 (relating to service by a participant), in the manner and upon the persons listed below:

Dated this 24th day of January, 2001.

SERVICE BY FIRST CLASS MAIL

Johnnie E. Simms, Esq.
Office of Trial Staff
PA Public Utility Commission
P.O. Box 3265
Harrisburg, PA 17105-3265

Charis M. Burak, Esq.
McNees, Wallace & Nurick
100 Pine Street
P.O. Box 1166
Harrisburg, PA 17108-1166

Angela Jones
Office of Small Business Advocate
Commerce Building, Suite 1102
300 North 2nd Street
Harrisburg, PA 17101

Lance Haver
6048 Ogontz Avenue
Philadelphia, PA 19141

Jackie Sparkman, Esquire
School District of Philadelphia
Office of General Counsel
2130 Arch Street, 5th Floor
Philadelphia, PA 19103

Philip A. Bertocci, Esq.
Community Legal Services, Inc.
1424 Chestnut Street
Philadelphia, PA 19102-2505

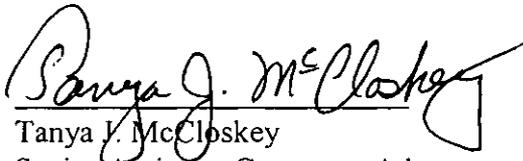
Richard LeLash
Financial and Regulatory Consultant
48 Seventy Acre Road
Redding, CT 06896

Craig A. Doll, Esq.
2nd Floor
25 North Front Street
Harrisburg, PA 17010-1606

Brian Kalcic
Excel Consulting
Suite 720-T
225 Meramec Avenue
St. Louis, MO 63105

Daniel Clearfield, Esq
Wolf, Block, Schrorr and Solis-Cohen LLP
212 Locust Street, Suite 300
Harrisburg, PA 17101

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01 JAN 24 PM 3:54
PA.P.U.C.
SECRETARY'S BUREAU



Tanya J. McCloskey
Senior Assistant Consumer Advocate
James A. Mullins
Stephen J. Keene
Assistant Consumer Advocates

Counsel for
Office of Consumer Advocate
555 Walnut Street 5th Floor, Forum Place
Harrisburg, PA 17101-1923
(717) 783-5048
61735.wpd

COMMONWEALTH OF PENNSYLVANIA

DATE: JANUARY 25, 2001

SUBJECT: R-00006042C0023

TO: Office of Administrative Law Judge

FROM: *JH* James J. McNulty, Secretary

DOCKETED
JAN 26 2001

**DOCUMENT
FOLDER**

OFFICE OF CONSUMER ADVOCATE

v.

PHILADELPHIA GAS WORKS

Attached is copy of a formal complaint filed in connection with the above docketed proceeding.

This matter is assigned to your office for necessary action.

Attachment - copy of complaint

cc:

Bureau of Fixed Utility Services - w/copy of complaint

Office of Trial Staff - w/copy of complaint

Office of Special Assistants - w/copy of complaint

JH

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

JANUARY 25, 2001

DANIEL CLEARFIELD ESQ
WOLF BLOCK SCHORR AND SOLIS-COHEN LLP
212 LOCUST ST SUITE 300
HARRISBURG PA 17101

RE: PA PUC vs PHILADELPHIA GAS WORKS
Docket Number R-00006042C0023

Dear Sir/Madam:

A Complaint has been filed against you in the above-captioned matter before the Pennsylvania Public Utility Commission by OFFICE OF CONSUMER ADVOCATE.

This complaint, of which the attached is a true and correct copy, has been presented and filed of record with the Pennsylvania Public Utility Commission. The Pennsylvania Public Utility Code, 66 Pa. C.S., requires the Commission to serve on each party named in a complaint a copy of the complaint.

Within twenty (20) days from the date on which this complaint is served, you may either satisfy this complaint or comply with the provisions of 52 Pa. Code, Section 561 et seq., as amended.

Very truly yours,

James J. McNulty

James J. McNulty
Secretary

DOCKETED
JAN 26 2001

DOCUMENT
FOLDER

(SEAL)

Certified Mail
Return Receipt Requested

JIH

Wolf, Block, Schorr and Solis-Cohen LLP

212 Locust Street
Suite 300
Harrisburg, PA 17101

T: 717 237 7160
F: 717 237 7161
www.wolfblock.com

ORIGINAL

MARK S. STEWART
DIRECT DIAL: (717) 237-7191
E-MAIL: MSTEWART@WOLFBLOCK.COM

February 1, 2001

VIA HAND DELIVERY

James McNulty
Secretary
PA Public Utility Commission
Commonwealth Keystone Building
400 North Street, 2nd Floor
Harrisburg, PA 17120

DOCUMENT
FOLDER

RECEIVED
01 FEB - 1 PM 4: 19
PA.P.U.C.
SECRETARY'S BUREAU

RE: Pennsylvania Public Utility Commission v. Philadelphia Gas Works
Docket No. R-00006042 C0033 (Office of Consumer Advocate)

Dear Secretary McNulty:

Enclosed for filing please find the original and three copies of Philadelphia Gas Work's Answer in the above-referenced matter. As evidenced by the attached Certificate of Service, all parties of record have been served in the manner indicated.

If you have any questions regarding this filing, please contact me at your convenience.

Very truly yours,



Mark S. Stewart

For WOLF, BLOCK, SCHORR and SOLIS-COHEN LLP

MSS/jlg

Enclosures

- cc: Irwin A. Popowsky (w/enc)
- Parties of Record (w/enc)
- Les Fyock (w/enc)
- Abby Pozefsky (w/enc)
- Andrew Tubbs, Esq., Law Bureau (w/enc)
- Robert Rosenthal, Director Fixed Utility Services (w/enc)

79

DSH:25908.1

BEFORE THE
PUBLIC UTILITY COMMISSION

ORIGINAL
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01 FEB - 1 PM 4:19
SECRETARY'S BUREAU

Pennsylvania Public Utility
Commission :
Complainant :
v. :
Philadelphia Gas Works :
Respondent :

Docket No. R-00006042 C 0023

ANSWER OF PHILADELPHIA GAS WORKS TO
FORMAL COMPLAINT AND PUBLIC STATEMENT OF
THE OFFICE OF CONSUMER ADVOCATE

DOCUMENT
FOLDER

Philadelphia Gas Works ("PGW"), by its counsel, respectfully submits its Answer to the Formal Complaint and Public Statement of the Office of Consumer Advocate ("OCA"). In response thereto, PGW states as follows:

DOCKETED
FEB 05 2001

- 1. Admitted.
- 2. Admitted.
- 3.
 - A. Admitted. By way of further response, PGW has not increased its base rates in over nine years.
 - B. Admitted. By way of further response, Section 2212 sets forth numerous exceptions to the application of the Public Utility Code, Title 66, to PGW.
 - C. Admitted.
 - D. Admitted.

E. Pursuant to the Gas Choice Act, the PUC shall permit PGW to charge and collect rates and charges sufficient to enable it to make its annual payment to its owner, the City of Philadelphia. 66 Pa. C.S. § 2212(f).

F. The statements set forth in this paragraph constitute a conclusion of law to which no response is required. To the extent that a response is deemed necessary, the allegations are denied.

G. Denied. To the extent that the statements set forth in this paragraph constitute a prayer for relief or conclusion of law, no response is required. By way of further response, PGW has not raised base rates in over nine years. The proposed base rate increase is fully justified, based upon the applicable legal standard, and PGW will demonstrate the same in the above-captioned rate investigation. Further, PGW's request is needed to allow its new management to keep the Company financially stable, continue to improve service, and be able to institute additional efficiency measures. All of these efforts will benefit PGW's customers. PGW's proposed increase is consistent with and required by Section 2212 of the Gas Choice Act. 66 Pa. C.S. § 2212(e) and (f).

H. Denied. PGW incorporates by reference its response to the averments in paragraph 3(G).

I. As a document, the PUC's November 22, 2000, Order speaks for itself. On December 20, 2000, the PUC issued an Order requiring that PGW make a good faith effort at compliance with the conditions if it wished to begin to collect offered interim rate increase. Compliance with several of those conditions, however was legally barred by countervailing City

ordinances. Accordingly, PGW challenged the Order on appeal to Commonwealth Court. PGW is not under any obligation to comply with these "conditions."

J. Denied. PGW incorporates by reference its response to the averments in paragraph 3(G).

K. Denied. PGW incorporates by reference its response to the averments in paragraph 3(G).

L. Denied. PGW's existing rates are fully compliant with the applicable legal standards and therefor are just and reasonable. To the extent that PGW's rates are not proper under the Public Utility Code, the impropriety results from the rates being too low due to the PUC's failure to adhere to the provisions of Section 2212(d), (e) and (f) of the Gas Choice Act in allowing just an \$11 million interim rate increase.

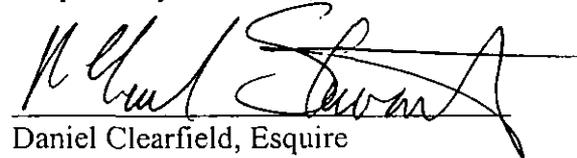
M. No response is required.

4. This paragraph sets forth Complainant's prayer for relief. No response is required.

WHEREFORE, PGW respectfully requests that the Complaint be dismissed.

Respectfully submitted,

BY:



Daniel Clearfield, Esquire

Mark S. Stewart, Esquire

WOLF, BLOCK, SCHORR and SOLIS-COHEN LLP

212 Locust Street, Suite 300

Harrisburg, PA 17101

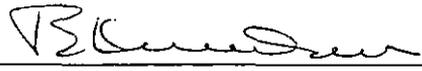
(717) 237-7160

Date: February 1, 2001

VERIFICATION

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

Date: 02/01/01



Thomas Knudsen
Interim Chief Financial Officer
Philadelphia Gas Works

CERTIFICATE OF SERVICE

ORIGINAL

I hereby certify that I have this day served a true copy of the foregoing document upon the persons listed below via first class mail in accordance with the requirements of 52 Pa. Code

§ 1.54 of the Commission's rules:

Service via First-Class Mail

Irwin A. Popowsky
Office of Consumer Advocate
555 Walnut Street, Forum Place
Harrisburg, PA 17101

Tanya McCloskey, Esq.
Office of Consumer Advocate
5th Floor, Forum Place Bldg.
555 Walnut Street
Harrisburg, PA 17101-1921

Angela Jones, Esq.
Office of Small Business Advocate
Commerce Building, Suite 1102
300 North 2nd Street
Harrisburg, PA 17101

Jackie Sparkman, Esquire
School District of Philadelphia
Office of General Counsel
2130 Arch Street, 5th Floor
Philadelphia, PA 19103
Fax: 215-988-0579

Johnnie Simms, Esq.
Office of Trial Staff
PA Public Utility Commission
901 N. 7th Street, Rear
P.O. Box 3265
Harrisburg, PA 17105-3265

Charis M. Burak, Esquire
McNEES, WALLACE, NURICK
100 Pine Street
P.O. Box 1166
Harrisburg, PA 17108-1166

Philip Bertocci, Esq.
Community Legal Services
1424 Chestnut Street
Philadelphia, PA 19102
Fax: 215-981-0434

Richard LeLash
Financial and Regulatory Consultant
18 Seventy Acre Road
Redding, CT 06896
Fax: 203-431-9625

Craig A. Doll, Esq.
25 North Front St., 2nd Floor
Harrisburg, PA 17101-1606

Brian Kalcic
Excel Consulting
Suite 720-T
225 S. Meramec Avenue
St. Louis, MO 63105
Fax: 314-725-2022

RECEIVED
01 FEB - 1 PM 4:13
PA P.U.C.
SECRETARY'S BUREAU

Lance Haver
6048 Ogonotz Avenue
Philadelphia, PA 19141

ORIGINAL

Date: February 1, 2001



Mark S. Stewart

RECEIVED
01 FEB - 1 PM 4:19
F.A.P.U.C.
SECRETARY'S BUREAU

R-00006042 C0024

RECEIVED

125042

JAN 25 2001

Formal Complaint Form
Pennsylvania Public Utility Commission

PUBLIC UTILITY COMMISSION
SECRETARY'S BUREAU

Please Print: (you may also type your answers directly onto the form as it appears on your screen)

1. Your name, mailing address and telephone number:

Name Charles Huang

Street/P.O.Box 10825 E. Keswick Rd Apt # 5

City Philadelphia State PA Zip 19154

County _____ Area Code/Home Phone 215-501-0559
Area Code/Work Phone _____

2. Name of company your complaint concerns: Philadelphia Gas Works

3. What is your complaint? (Use additional paper if need more space).

The increase of Philadelphia Gas Works' "Gas Cost Rate" from \$0.30445/ccf to \$0.61985/ccf represents an extremely unreasonable rate adjustment that makes heating a home difficult to pay for on a limited income.

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

Hold a formal hearing/investigation concerning the necessity of this increase.

5. You must sign and date your complaint below.

DOCUMENT FOLDER

The information I have placed on this form is true and correct to the best of my knowledge. I understand that I could be punished under Pennsylvania State Law if I purposely give false information.

Charles Huang
Signature

1/21/01
Date

Continued on next page

DOCKETED

JAN 26 2001

6. If you are represented by a lawyer you must provide your lawyer's name, address and telephone number.

Lawyer's Name NONE

Street _____

City _____ State _____ Zip _____

Area Code/Phone Number _____

Mail to:
Secretary
Pennsylvania Public Utility Commission
P. O. Box 3265
Harrisburg, PA 17105-3265

For more information, please contact the Secretary's Bureau at 717-772-7777.

COMMONWEALTH OF PENNSYLVANIA

DATE: JANUARY 25, 2001

SUBJECT: R-00006042C0024

TO: Office of Administrative Law Judge

FROM:  James J. McNulty, Secretary

DOCKETED
JAN 26 2001

**DOCUMENT
FOLDER**

CHARLES HUANG
v.
PHILADELPHIA GAS WORKS

Attached is copy of a formal complaint filed in connection with the above docketed proceeding.

This matter is assigned to your office for necessary action.

Attachment - copy of complaint

cc:
Bureau of Fixed Utility Services - w/copy of complaint
Office of Trial Staff - w/copy of complaint
Office of Special Assistants - w/copy of complaint

JIH

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

JANUARY 25, 2001

DANIEL CLEARFIELD ESQ
WOLF BLOCK SCHORR AND SOLIS-COHEN LLP
212 LOCUST ST SUITE 300
HARRISBURG PA 17101

RE: PA PUC vs PHILADELPHIA GAS WORKS
Docket Number R-00006042C0024

Dear Sir/Madam:

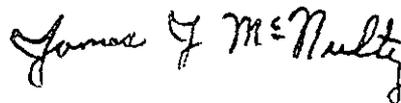
A Complaint has been filed against you in the above-captioned matter before the Pennsylvania Public Utility Commission by CHARLES HUANG.

This complaint, of which the attached is a true and correct copy, has been presented and filed of record with the Pennsylvania Public Utility Commission. The Pennsylvania Public Utility Code, 66 Pa. C.S., requires the Commission to serve on each party named in a complaint a copy of the complaint.

Within twenty (20) days from the date on which this complaint is served, you may either satisfy this complaint or comply with the provisions of 52 Pa. Code, Section 5.61 et seq., as amended.

DOCUMENT
FOLDER

Very truly yours,



James J. McNulty
Secretary

(SEAL)

Certified Mail
Return Receipt Requested

DOCKETED

JAN 26 2001

JH

R-000060420025
125042

RECEIVED

JAN 25 2001

Formal Complaint Form
Pennsylvania Public Utility Commission

PUBLIC UTILITY COMMISSION

Please Print: (you may also type your answers directly onto the form as it appears on the original) SECRETARY'S OFFICE

1. Your name, mailing address and telephone number:

Name Diane Kingsley

Street/P.O.Box 5411 Houghton Place Apt #

City Philadelphia State Pa Zip 19128

County Philadelphia Area Code/Home Phone (215) 483-5187
Area Code/Work Phone

ORIGINAL

2. Name of company your complaint concerns: Home Owner

3. What is your complaint? (Use additional paper if need more space). Not another increase! Dealing with the current PGW it takes a great deal of time to straighten out your statements & receive more accurate meter readings. My dealings with them has made me have no faith in them.

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

The Public Utility Commission should protect the rights of the consumers. Why must we make up the deficit brought about by continuing poor management and fiscal ineptitude?

DOCUMENT FOLDER

5. You must sign and date your complaint below.

The information I have placed on this form is true and correct to the best of my knowledge. I understand that I could be punished under Pennsylvania State Law if I purposely give false information.

Diane C. Kingsley
Signature

Date 01-21-01
DOCKETED

Continued on next page

JAN 26 2001

How will elderly people find the money to be able to pay their bills?

26

COMMONWEALTH OF PENNSYLVANIA

DATE: JANUARY 25, 2001

SUBJECT: R-00006042C0025

TO: Office of Administrative Law Judge

FROM:  James J. McNulty, Secretary

DOCKETED
JAN 26 2001

**DOCUMENT
FOLDER**

DIANE KINGSLEY
v.
PHILADELPHIA GAS WORKS

Attached is copy of a formal complaint filed in connection with the above docketed proceeding.

This matter is assigned to your office for necessary action.

Attachment - copy of complaint

cc:

Bureau of Fixed Utility Services - w/copy of complaint

Office of Trial Staff - w/copy of complaint

Office of Special Assistants - w/copy of complaint

JIH

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

JANUARY 25, 2001

DANIEL CLEARFIELD ESQ
WOLF BLOCK SCHORR AND SOLIS-COHEN LLP
212 LOCUST ST SUITE 300
HARRISBURG PA 17101

RE: PA PUC vs PHILADELPHIA GAS WORKS
Docket Number R-00006042C0025

Dear Sir/Madam:

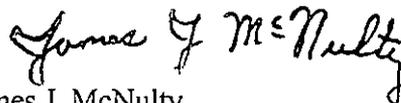
A Complaint has been filed against you in the above-captioned matter before the Pennsylvania Public Utility Commission by DIANE KINGSLEY.

This complaint, of which the attached is a true and correct copy, has been presented and filed of record with the Pennsylvania Public Utility Commission. The Pennsylvania Public Utility Code, 66 Pa. C.S., requires the Commission to serve on each party named in a complaint a copy of the complaint.

Within twenty (20) days from the date on which this complaint is served, you may either satisfy this complaint or comply with the provisions of 52 Pa. Code, Section 5.61 et seq., as amended.

DOCUMENT
FOLDER

Very truly yours,



James J. McNulty
Secretary

(SEAL)

Certified Mail
Return Receipt Requested

JH

DOCKETED

JAN 26 2001