

R-0000604200026

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 Robert De Gregorio + Kimberly De Gregorio

Street/P.O.Box 6529 Walker St Apt # \_\_\_\_\_

City Phila State PA Zip 19135

County Phila Area Code/Home Phone 215 624 8674

Area Code/Work Phone \_\_\_\_\_

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

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

My gas bill has increased over \$100. Last month it was \$175.83 + this month it is \$280.66. I knew it would cost more, but an increase of over \$100 is unacceptable.

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 disapprove rate increases for PGW in the future. Our rates are one of the highest in the country.

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. DeGregorio  
Signature

1-23-01  
Date

Continued on next page

DOCKETED

JAN 26 2001

27

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-00006042C0026

TO: Office of Administrative Law Judge

FROM:  James J. McNulty, Secretary

**DOCKETED**  
JAN 26 2001

DOCUMENT  
FOLDER

ROBERT & KIMBERLY DEGREGORIO

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

- 6 2001 

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-00006042C0026

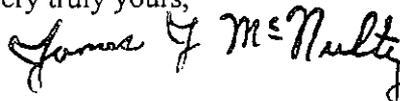
Dear Sir/Madam:

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

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 26 2001

JH



COMMUNITY  
LEGAL SERVICES, INC.

1424 Chestnut Street, Philadelphia, PA 19102-2505  
Phone: 215.981.3700, Fax: 215.981.0434  
Web Address: www.clsphila.org

ORIGINAL

RECEIVED

JAN 24 2001

January 24, 2001

PUBLIC UTILITY COMMISSION  
SECRETARY'S BUREAU

James J. McNulty, Secretary  
Pennsylvania Public Utility Commission  
Room B-20, North Office Building  
Commonwealth & North Streets  
Harrisburg, PA 17120

Filed by Federal Express

Re: CEPA et al. v. Philadelphia Gas Works, Docket No. R-00006042 C0027

Dear Secretary McNulty:

125042

I represent the Consumers Education and Protective Association (CEPA), the Association of Community Organizations for Reform Now (ACORN), Action Alliance of Senior Citizens of Greater Philadelphia, and the Tenants Action Group (TAG) (collectively CEPA et al.) in the above-captioned matter.

Enclosed please find for filing:

- (A) an original and three (3) copies of the Formal Complaint of CEPA et al.;
- (B) an original and three (3) copies of the Answer of CEPA et al. to Petition of Philadelphia Gas Works for Waiver of Potentially Applicable Notification and Filing Requirements and Establishment of Expedited Hearing Schedule for Base Rate Proceeding.

DOCUMENT  
FOLDER

As evidenced by the Certificates of Service attached to these filings, all parties to the proceeding are being served with copies of these documents.

Very truly yours,

*Philip A. Bertocci*

PHILIP A. BERTOCCI

Attorney for CEPA et al.

cc: Certificate of Service

Enclosures

BEFORE THE  
PENNSYLVANIA PUBLIC UTILITY COMMISSION

ORIGINAL  
RECEIVED  
JAN 24 2001  
PUBLIC UTILITY COMMISSION  
SECRETARY'S BUREAU

CONSUMERS EDUCATION AND  
PROTECTIVE ASSOCIATION,  
ASSOCIATION OF COMMUNITY  
ORGANIZATIONS FOR REFORM NOW,  
ACTION ALLIANCE OF SENIOR  
CITIZENS AND TENANTS' ACTION GROUP

v.

Docket No. R-0006042C 0027

PHILADELPHIA GAS WORKS

COMPLAINT

1. The Complainants are four consumer organizations, the Consumers Education and Protective Association (CEPA), the Association of Community Organizations for Reform Now (ACORN), Action Alliance of Senior Citizens of Greater Philadelphia (Action Alliance) and the Tenants' Action Group (TAG) (hereinafter collectively "CEPA et al.") who advocate on behalf of low and moderate income residential customers and consumers of the utility services of the Philadelphia Gas Works.

2. The names and address of the Complainants' attorneys are:

Philip A. Bertocci, Esquire  
Edward A. McCool, Esquire  
COMMUNITY LEGAL SERVICES, INC.  
1424 Chestnut Street, 4<sup>th</sup> Floor  
Philadelphia, PA 19102-2505  
Telephone: (215) 981-3702  
Fax: (215) 981-0435

DOCKETED  
JAN 26 2001

DOCUMENT  
FOLDER

3. The Respondent utility is:

Philadelphia Gas Works  
800 West Montgomery Avenue  
Philadelphia, PA 19122

4. On January 5, 2001, the Philadelphia Gas Works (PGW) filed Supplement No. 7 to its Tariff which, if implemented, would increase PGW's base rates by \$65 million annually, effective no later than June 1, 2001. This Complaint is directed against that base rate increase. Such a base rate increase would increase residential customer bills approximately 10% above present levels, which in themselves are over 50% higher than rates existing in early November, 2000 due to two increases in the Gas Cost Rate. The proposed base rate increase would impose severe hardship on low and moderate income residential consumers, and would force thousands of customers to become delinquent on their bills.

5. Complainant Consumer Education and Protective Association ( CEPA) is a nonprofit corporation with an office at 6048 Ogontz Avenue, Philadelphia, PA. CEPA is composed of hundreds of members, mostly low and moderate income, who have come together to address a variety of community and consumer issues, including the management, rates and quality of customer service of the Philadelphia Gas Works.

6. The Association of Community Organizations for Reform Now (hereinafter ACORN) is a registered non-profit corporation and membership organization with offices at 846 N. Broad Street, Philadelphia, PA 19130. ACORN's mission is to advocate on

behalf of the economic well being of low income people, particularly with respect to such fundamental necessities of life as utility service, housing, healthcare and jobs.

7. *Action Alliance of Senior Citizens of Greater Philadelphia* (hereinafter Action Alliance) is a registered non-profit corporation and membership organization with offices at 1201 Chestnut Street, Philadelphia, PA. The mission of Action Alliance is to advocate on behalf of senior citizens, many of whom are low and moderate income, in a wide range of matters including the management, rates and quality of customer service of the Philadelphia Gas Works.

8. The Tenants' Action Group (TAG) is a registered non-profit organization with offices at 21 S. 12<sup>th</sup> Street, 12<sup>th</sup> Floor, Philadelphia, PA 19107. The mission of TAG is advocate on behalf of low and moderate income tenants.

9. In addition to their organizational missions to advocate on behalf of low and moderate income consumers, CEPA et al. count among their members many low and moderate income customers of the Philadelphia Gas Works. For these two reasons, they therefore have an interest in this proceeding not adequately represented by any other party of record.

10. CEPA et al. have conducted an initial review of PGW's base rate increase Tariff amendment and filed supporting documentation. CEPA et al. intend to oppose this request for base rate relief on the grounds, inter alia that: the requested rate relief would in effect require customers to bear the sole burden of gross mismanagement of PGW by the City of Philadelphia; the requested base rate relief is impermissible because PGW has

not yet demonstrated that it is capable of providing adequate customer service to render timely and accurate bills, process billing disputes and other complaints, respond to requests for service, or offer payment arrangements for delinquent customers in conformity with its Tariff; that the base rate relief requested is neither just nor reasonable because it includes provision for payment of \$18 million to the City of Philadelphia without reference to the degree to which the present level of base rate relief requested has been necessitated by past mismanagement. CEPA et al. reserve the right to raise and address other issues of concern during the course of this proceeding.

**Wherefore, CEPA et al. respectfully request that the Pennsylvania Public Utility Commission:**

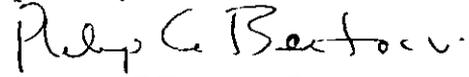
(1) accept this Complaint and allow Complainants to intervene in this proceeding with full party status;

(2) consolidate CEPA et al.'s Complaint with its investigation regarding the setting of permanent base rates for PGW, and allow Complainants to participate fully as such in the proceeding; and

(3) require PGW at hearing to adduce evidence in justification of its proposed base rate increase, and that Complainants be accorded full opportunity to cross-examine

PGW's witnesses, present evidence and offer argument.

Respectfully submitted,



---

PHILIP A. BERTOCCHI, ESQUIRE  
EDWARD A. MCCOOL, ESQUIRE

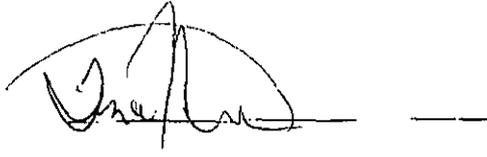
Attorneys for CEPA et al.

COMMUNITY LEGAL SERVICES, INC.  
1424 Chestnut Street, 4<sup>th</sup> Floor  
Philadelphia, PA 19102-2505  
Tel.: 215-981-3702  
FAX: 215-981-0435

**VERIFICATION**

I, Tina Nelsen, Executive Director of the Consumers Education and Protective Association, hereby state that the facts set forth in the foregoing Formal Complaint pleading 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: 1/18/01

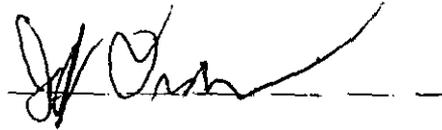
A handwritten signature in black ink, appearing to read "Tina Nelsen", is written over a horizontal line. The signature is stylized and cursive.

**VERIFICATION**

I, Jeff Ordower, Executive Director of the Association of Community Organizations for Reform Now (ACORN) hereby state that the facts set forth in the foregoing Formal Complaint 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:

1/12/01

A handwritten signature in black ink, appearing to read "Jeff Ordower", is written over a horizontal line.

**VERIFICATION**

I, Pedro Rodriguez, Executive Director of Action Alliance of Senior Citizens of Greater Philadelphia hereby state that the facts set forth in the foregoing Formal Complaint 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: 1/18/01

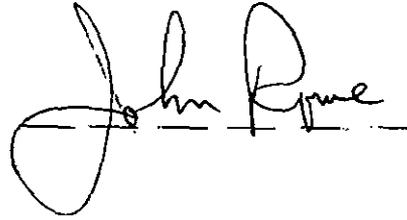
A handwritten signature in cursive script that reads "Pedro Rodriguez". The signature is written in black ink and is positioned to the right of the date.

**VERIFICATION**

I, John Rowe, Executive Director of the Tenants' Action Group hereby state that the facts set forth in the foregoing Formal Complaint 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:

1/18/01

A handwritten signature in black ink, appearing to read "John Rowe", is written over a horizontal line. The signature is cursive and somewhat stylized.

**CERTIFICATE OF SERVICE**

Re: CEPA et al. v Philadelphia Gas Works  
Docket No. R-00006942

I hereby certify that I have this day served a true copy of the foregoing Complaint upon the following parties by First Class U.S. Mail, postage prepaid, as follows:

Dated: January 24, 2001

Daniel Clearfield, Esquire  
Wolf, Block, Schorr & Solis-Cohen, LLP  
212 Locust Street, Suite 300  
Harrisburg, PA 17101

Craig A. Doll, Esquire  
25 North Front Street, 2<sup>nd</sup> Floor  
Harrisburg, PA 17101-1606

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

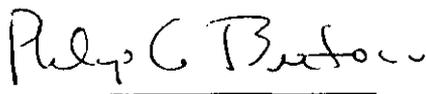
Lance Haver  
6048 Ogontz Avenue  
Philadelphia, PA 19141

Tanya J. McCloskey, Esquire  
Stephen Keene, Esquire  
Office of Consumer Advocate  
Forum Place Building, 5<sup>th</sup> Floor  
555 Walnut Street  
Harrisburg, PA 17101-1921

Jackie Sparkman, Esquire  
School District of Philadelphia  
Office of General Counsel  
2130 Arch Street, 5<sup>th</sup> Floor  
Philadelphia, Pa 19103

Bernard Ryan, Esquire  
Angela T. Jones, Esquire  
Office of Small Business Advocate  
Commerce Building, Suite 1102  
300 North Second Street  
Harrisburg, PA 17101

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

  
Philip A. Bertocci, Esquire

COMMONWEALTH OF PENNSYLVANIA

DATE: JANUARY 26, 2001

SUBJECT: R-00006042C0027

TO: Office of Administrative Law Judge

FROM:  James J. McNulty, Secretary

**DOCKETED**  
JAN 26 2001

CONSUMERS EDUCATION & PROTECTIVE ASSOCIATION "ET AL"

v.

PHILADELPHIA GAS WORKS

**DOCUMENT  
FOLDER**

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 26, 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-00006042C0027

---

Dear Sir/Madam:

A Complaint has been filed against you in the above-captioned matter before the Pennsylvania Public Utility Commission by CONSUMERS EDUCATION & PROTECTIVE ASSOCIATION "ET AL".

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 26 2001

(SEAL)

Certified Mail  
Return Receipt Requested

JIH

R-00006042 00028  
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 William G. Coleman

Street/P.O.Box 4710 Edmund Street

Apt # \_\_\_\_\_

City Philadelphia

State PA

Zip 19124

County Philadelphia

Area Code/Home Phone 215-533-4189

Area Code/Work Phone 215-533-3688

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

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

DOCUMENT  
FOLDER

RECEIVED

JAN 29 2001

PUBLIC UTILITY COMMISSION  
SECRETARY'S BUREAU

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 DENY PGW's request. Do not even give them  
ONE PENNY.

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 G. Coleman

Signature

1/20/01

Date

Continued on next page

DOCKETED

JAN 31 2001

### #3. What is your complaint?

I am writing to complain about PGW's proposed \$65,000,000 rate increase. This increase is ludicrous. How can PGW repeatedly ask for rate increases? How can PGW expect the average man to pay these enormous gas bills?

I have a grandmother on a fixed income of \$500. How does PGW expect her to pay her bill of over \$200 per month and still buy her medicine and food, not to mention her other utility bills? When she can't pay her bill will her service be shut off? Of course it will. I guess they just expect her and the thousands of other people on fixed incomes to just freeze to death.

My latest gas bill which I received 1/19/2001 was for over \$232. Last month my bill was \$143. How much will it be if you grant this increase, \$300? My mortgage is about that price and my car loan is just below that. How can a utility bill be so high?

Since PGW has mismanaged their company to the point that they are now \$1,000,000,000 in debt is not my nor any other customers faults. Why should we be asked to carry the burden for their mistakes? Why did the person in charge of buying the gas this past summer not buy it when it was just over \$3.00 a cubic foot? Instead they gamble and lose and have to purchase the gas at a price that had quadrupled. Again PGW's mistake not the customers.

I also have a small business and if I make mistakes I lose, not my customers. Since there is no other company the consumer can turn to purchase natural gas service from we are forced to either pay or freeze. You might as well call it extortion. I personally feel like I'm being held up at gunpoint.

I am pleading with you to **DENY PGW'S PROPOSED INCREASE!!!!**

William G. Coleman  
4710 Edmund Street  
Phila. PA 19124

COMMONWEALTH OF PENNSYLVANIA

DATE: JANUARY 31, 2001

SUBJECT: R-00006042C0028

TO: Office of Administrative Law Judge

FROM:  James J. McNulty, Secretary

WILLIAM G. COLEMAN  
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

**DOCKETED**

JAN 31 2001

DOCUMENT  
FOLDER

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

JANUARY 31, 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-00006042C0028

---

Dear Sir/Madam:

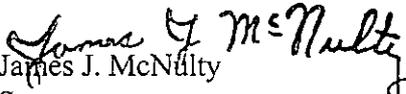
A Complaint has been filed against you in the above-captioned matter before the Pennsylvania Public Utility Commission by WILLIAM G. COLEMAN.

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,

DOCUMENT  
FOLDER

  
James J. McNulty  
Secretary

**DOCKETED**

JAN 31 2001

(SEAL)

Certified Mail  
Return Receipt Requested

JJH

NORMAL COMPLAINT FORM  
Pennsylvania Public Utility Commission

Please Print:

R- 00006042 C0029

1. Your Name, Mailing Address and Telephone Number.

125042

Name MARY SCORZA

Street/P.O. Box 10921 WALDEMIRE

City PHILA, State PA. Zip 19154

County \_\_\_\_\_ Home Telephone-Area Code 215 637 7214

Work Telephone-Area Code ( ) \_\_\_\_\_

DOCUMENT  
FOLDER

ORIGINAL

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

3. What is your complaint?

TWO BIG INCREASES IN TWO MONTHS  
44% INCREASE. HOW DARE YOU THE (P.U.C.)  
APPROVE THIS INCREASE? I'M A SENIOR  
71 YRS OF AGE. I CAN GET HELP NO  
WHERE. I LIVED IN PHILA, ALL MY  
LIFE. TO PAY FOR THESE GAS BILLS  
I'LL HAVE TO GIVE UP PART OF MY  
FOOD BILL EACH MONTH. I HOPE YOU  
ON (P.U.C.) CAN SLEEP WELL.

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

(-over-)

DOCKETED

JAN 31 2001

RECEIVED

JAN 29 2001

PUBLIC UTILITY COMMISSION  
SECRETARY'S BUREAU

31

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

LOWER THE RATES

\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_

(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.

Mary Scogg  
Original Signature of complaining person

Jan 24, 2001  
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 31, 2001

SUBJECT: R-00006042C0029

TO: Office of Administrative Law Judge

FROM:  James J. McNulty, Secretary

**DOCKETED**

JAN 31 2001

DOCUMENT  
FOLDER

MARY SCORZA  
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 31, 2001

DOCUMENT  
FOLDER

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-00006042C0029

---

Dear Sir/Madam:

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

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**

JAN 31 2001

**DOCKETED**

JAN 31 2001

Very truly yours,

*James J. McNulty*

James J. McNulty  
Secretary

(SEAL)

Certified Mail  
Return Receipt Requested

JH

125042

JAN 29 2001

Formal Complaint Form  
Pennsylvania Public Utility Commission

PUBLIC UTILITY COMMISSION  
SECRETARY'S OFFICE

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 Linda Fernandez

DOCUMENT  
FOLDER

Street/P.O.Box 4340 Palmetto Street

Apt.#

City Philadelphia

State PA

Zip 19124-4309

County Philadelphia

Area Code/Home Phone 2152882132

Area Code/Work Phone 2155997700

ORIGINAL

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

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

I am writing to object to PGW's proposed rate increase of Residential Base Gas Rates as of March 6, 2001. We are currently paying double our rates after PGW's recent residential gas rate increase, and it is unrealistic and unfair of PGW to request a further increase of at least 11%. \*\* I have attached an additional page with additional information and comments.

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 deny PGW's request for any additional rate increase, as well as to review & lower the last increase if possible, and to request PGW to recover lost funds from those customers who can afford to pay their bills but refuse to do so ( i.e. garnish wages, impose liens against property or tax refunds etc).

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.

Linda M. Fernandez  
Signature

01-23-01

Date

Continued on next page

DOCKETED

JAN 31 2001

38

Formal Complaint : Regarding Proposed Increase by PGW of Residential Base Gas Rates March 06,2001

Attn: Secretary- Pennsylvania Public Utilities Commission  
PO Box 3265  
Harrisburg, PA 17105-3265

From: Linda Fernandez  
4340 Palmetto Street  
Philadelphia, PA 19124-4309

01 -23-01

I am writing to object to PGW's (Philadelphia Gas Works) proposed rate increase of Residential Base Gas Rates as of March 6, 2001. We are currently paying double our rates due to PGW recent increase, and it is unrealistic and excessive of PGW to request a further increase of 11% or higher.

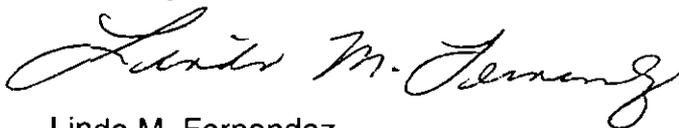
I have always paid my bills on time and in full, and I feel that it is unfair and unreasonable to penalize customers in good standing instead of those who can afford to pay but refuse to do so.

I am not speaking of the poor or elderly, but those who do have the money to pay their utility bills but refuse to do so, knowing that nothing will be done to their service and no penalties or fines assessed.

Instead of punishing good customers, including the poor and the elderly who are also being hit hard with these rate increases, PGW should make every effort to ensure that those who can pay -but refuse to do so- either have wages garnished, liens against property imposed, or tax refunds withheld.

Thank you for your time and attention to the above matter.

Sincerely,



Linda M. Fernandez

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 31, 2001

SUBJECT: R-00006042C0030

TO: Office of Administrative Law Judge

FROM:  James J. McNulty, Secretary

**DOCKETED**

JAN 31 2001

LINDA FERNANDEZ  
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

DOCUMENT  
FOLDER

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

JANUARY 31, 2001

**DOCKETED**

JAN 31 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-00006042C0030

---

Dear Sir/Madam:

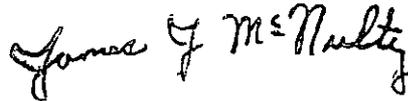
A Complaint has been filed against you in the above-captioned matter before the Pennsylvania Public Utility Commission by LINDA FERNANDEZ.

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

R-00006042 C003 | RECEIVED

125042

JAN 29 2001

Pennsylvania Public Utility Commission

PUBLIC UTILITY COMMISS  
SECRETARY'S BUREAU

Formal Complaint Form

ORIGINAL

Please Print.

1. Your name, mailing address and telephone number

Name  
LEONA R. HOLLAND

Street/P.O.Box 5000 WALNUT STREET Apt  
# REAR

City Philadelphia State PA Zip  
19139

County Philadelphia Area Code/Home Phone  
215-747-3811

Area Code/Work Phone 215-790-1010

DOCUMENT  
FOLDER

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 agree with the RATE INCREASE on my bill. I live  
in AN APARTMENT (I AM NEVER home to use obscene amounts of GAS). My  
bill went from approximately \$80.00 per month to \$177.00 per  
month. I AM single AND I CAN NOT AFFORD to pay this much. However,  
I do not qualify as "Low Income".

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

(Use additional paper if need more space).

I WANT my bill lowered to a reasonable amount. I  
WANT this "INCREASE" REVERSED.

5. You must sign and date your complaint below.

DOCKETED

JAN 31 2001

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.

Leona Holland  
LEONA HOLLAND  
Signature

Date 1/25/01

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 31, 2001

SUBJECT: R-00006042C0031

**DOCKETED**

JAN 31 2001

TO: Office of Administrative Law Judge

FROM:  James J. McNulty, Secretary

DOCUMENT  
FOLDER

LEONA R. HOLLAND  
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 31, 2001

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

**DOCKETED**

JAN 31 2001

RE: PA PUC vs PHILADELPHIA GAS WORKS  
Docket Number R-00006042C0031

---

Dear Sir/Madam:

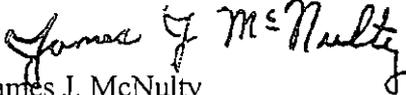
A Complaint has been filed against you in the above-captioned matter before the Pennsylvania Public Utility Commission by LEONA R. HOLLAND.

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

JJH

R 00006042 C003  
125042

RECEIVED

JAN 29 2001

Formal Complaint Form  
Pennsylvania Public Utility Commission

PUBLIC UTILITY COMMISS

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 Jessica M. Woods

Street/P.O.Box 4628 Spruce St Apt # 2nd Fl

City Philadelphia State PA Zip 19139-4581

County Philadelphia Area Code/Home Phone 215-747-3522  
Area Code/Work Phone 215-638-2490 x111

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

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

I am writing to contest the proposed rate increase that PGW wishes to take effect on March 6, 2001. As PGW has already DOUBLED their rates, thereby making it almost impossible for me to heat my apartment, I do not believe they should be allowed to double again that rate. I rent, and I have no option to move to another provider for my heat. The apartment I live in is also very drafty, and during the colder months I am forced to use much more gas than I would like. (see attached sheet)

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

Please do not allow PGW to increase their rates again.

DOCKETED

JAN 31 2001

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.

Jessica M Woods  
Signature

Jan 22, 2001  
Date

Continued on next page

41

Jessica M. Woods  
4628 Spruce Street 2nd Fl  
Philadelphia PA 19139-4581

PA PUC Formal complaint filed against: Philadelphia Gas Works  
continuation of section 3: What is your complaint?

I keep my thermostat set to 70 degrees Fahrenheit. My bill for January, under the new rate that was effective January 1, 2001, is almost \$400. I cannot afford to pay this; I will be forced to live without heat or cooking gas should PGW raise their rates again this year.

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

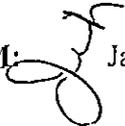
**For more information, please contact the Secretary's Bureau at 717-772-7777.**

COMMONWEALTH OF PENNSYLVANIA

DATE: JANUARY 31, 2001

SUBJECT: R-00006042C0032

TO: Office of Administrative Law Judge

FROM:  James J. McNulty, Secretary

**DOCKETED**

JAN 31 2001

JESSICA M. WOODS  
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

DOCUMENT  
FOLDER

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

JANUARY 31, 2001

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

**DOCKETED**

JAN 31 2001

RE: PA PUC vs PHILADELPHIA GAS WORKS  
Docket Number R-00006042C0032

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Dear Sir/Madam:

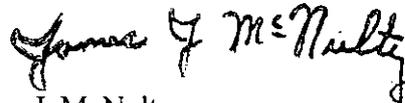
A Complaint has been filed against you in the above-captioned matter before the Pennsylvania Public Utility Commission by JESSICA M. WOODS.

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

R-000060420033 RECEIVED

125042

JAN 25 2001

Formal Complaint Form PUBLIC UTILITY COMMISSION  
Pennsylvania 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  
THOMAS & CAROL

Name LISACEK

Street/P.O.Box 1036 TREE ST Apt #

City PHILA State PA Zip 19148

County PHILA Area Code/Home Phone 215 218 9992

Area Code/Work Phone

2. Name of company your complaint concerns: PGW

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

Very unfair rate Hike's we cannot afford  
the price increase But are NOT eligible  
for ENERGY ASSIT The middle class is suffering  
Please deny the increase

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 & leave  
the price where it was. ONE  
increase was terrible But 3 is  
TOTALLY unfair

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]  
Signature

1/22/01  
Date

Continued on next page

21

DOCKETED

JAN 31 2001

DOCUMENT  
FOLDER

COMMONWEALTH OF PENNSYLVANIA

DATE: JANUARY 31, 2001

SUBJECT: R-00006042C0033

**DOCKETED**

JAN 31 2001

TO: Office of Administrative Law Judge

FROM:  James J. McNulty, Secretary

DOCUMENT  
FOLDER

THOMAS & CAROL 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 31, 2001

DOCKETED

JAN 31 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-00006042C0033

---

Dear Sir/Madam:

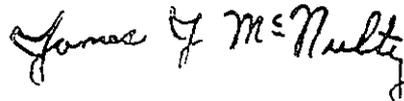
A Complaint has been filed against you in the above-captioned matter before the Pennsylvania Public Utility Commission by THOMAS & CAROL LISACEK.

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.

DOCUMENT  
FOLDER

Very truly yours,



James J. McNulty  
Secretary

(SEAL)

Certified Mail  
Return Receipt Requested

JH

R 00006042 C0031  
125042

RECEIVED

JAN 30 2001

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 DIANE V. CHUDZINSKA

Street/P.O.Box 2555 E. CLEARFIELD ST.

City PHILA State PA Zip 19134

County \_\_\_\_\_ Area Code/Home Phone (215) 423-8463

Area Code/Work Phone (215) 569-1634

2. Name of company your complaint concerns:

PHILA GAS WORKS

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

RATES ARE TOO HIGH!  
EXECUTIVE PAY RAISES  
WERE EVEN "HIGHER"! WHAT ARE WE PAYING  
FOR?

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

"LOWER" RATES FOR THE  
DECENT PEOPLE OF PHILA WHO  
PAY THEIR BILLS AND WORK HARD, DAMN  
HARD FOR THEIR MONEY!

5. You must sign and date your complaint below.

Diane V. Chudzinska  
Signature

1/26/2001  
Date

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.

Continued on next page

DOCKETED

JAN 31 2001

SECRETARY  
9  
PENNSYLVANIA PUBLIC UTILITY COMMISSION  
PO BOX 3265  
HARRISBURG PA 17105-3265

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

JANUARY 31, 2001

**DOCKETED**

JAN 31 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-00006042C0034

---

Dear Sir/Madam:

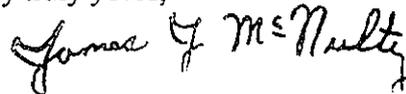
A Complaint has been filed against you in the above-captioned matter before the Pennsylvania Public Utility Commission by DIANE V. CHUDZINSKA.

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

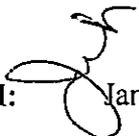
COMMONWEALTH OF PENNSYLVANIA

DATE: JANUARY 31, 2001

SUBJECT: R-00006042C0034

TO: Office of Administrative Law Judge

DOCUMENT  
FOLDER

FROM:  James J. McNulty, Secretary

DOCKETED

JAN 31 2001

DIANE V. CHUDZINSKA  
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

R- 0000604200035

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 TOM SALMONS

Street/P.O.Box 3884 M STREET Apt # \_\_\_\_\_

City PHILA State PA Zip 19124

County DEL Area Code/Home Phone 215-288-6297  
Area Code/Work Phone 215-743-9509

2. Name of company your complaint concerns: PGW

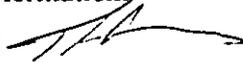
3. What is your complaint? (Use additional paper if need more space).  
THE GAS RATE IS GETTING TO HIGH WE THE PEOPLE SHOULD NOT HAVE TO PAY FOR WHAT THE EMPLOYEES STOLE FROM THE COMPANY.YOU WILL START SEEING ALOT OF HOUSE FIRES BECAUSE OF THE RATE.WE CAN NOT AFORD IT.

4. What do you want the Public Utility Commission to do about your complaint? (Use additional paper if need more space).  
PLEASE VOTE NO FOR ANY MORE INCREASES.AND VOTE FOR A DECREASE.THANK YOU

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.

THOMAS F SALMONS   
Signature

1-24-2001  
Date

Continued on next page

RECEIVED

DOCKETED

JAN 31 2001

JAN 29 2001  
PUBLIC UTILITY COMMISSION  
SECRETARY'S BUREAU

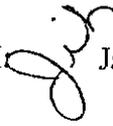
6

COMMONWEALTH OF PENNSYLVANIA

DATE: JANUARY 31, 2001

SUBJECT: R-00006042C0035

TO: Office of Administrative Law Judge

FROM:  James J. McNulty, Secretary

**DOCKETED**

JAN 31 2001

**DOCUMENT  
FOLDER**

TOM SALMONS  
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 31, 2001

DOCUMENT  
FOLDER

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-00006042C0035

---

Dear Sir/Madam:

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

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**

JAN 31 2001

Very truly yours,

*James J. McNulty*

James J. McNulty  
Secretary

(SEAL)

Certified Mail  
Return Receipt Requested

JH

billing refunds. The PUC can also fine a company for not providing the level of service required by law. You may also file a formal complaint to seek a refund for an overbilling or for a ruling on the quality of service your company provides. However, if you want money for injuries or damages to your property, you should file a complaint with your local district justice or the local court of common pleas. Under state law, the PUC cannot decide whether or not companies should pay customers' damage claims.

**ORIGINAL**

**5. You must sign your complaint.**

You **must** sign and date your formal complaint form on the lines provided under number five (5) of the formal complaint form, and return the copy with your original signature. If you do not sign the formal complaint form or fail to return the form with your original signature, signed on the lines provided, it will be returned to you.

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

If your complaint is about your residential service, you do not need a lawyer, you may represent yourself. However, corporations, associations, partnerships and political subdivisions must be represented by a lawyer. You or your lawyer must be present at your hearing.

**7. Please return the completed form to the following address:**

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

**RECEIVED**

**DOCUMENT  
FOLDER**

JAN 29 2001

PUBLIC UTILITY COMMISSION  
SECRETARY'S BUREAU

**Pennsylvania Public Utility Commission**

R-00006042 COD 36

**Formal Complaint Form**

**DOCKETED**

JAN 31 2001

Please Print.

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

Name

Michael Russo

a

Street/P.O.Box 4316 Higbee St. Apt # \_\_\_\_\_

City Phila. State PA Zip 19135

County Phila Area Code/Home Phone \_\_\_\_\_

Area Code/<sup>Home</sup>~~Work~~ Phone 215-537-9232

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

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

The rate increase is too high. My bill went from \$218 to \$367 in one month. It doubled 0.30445 (before) to 0.61985 (now). This is a financial burden.

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

(Use additional paper if need more space).

Lower the rate increase or at least make them spread it out over time. It's too big an increase all at once.

RECEIVED

JAN 29 2001

PUBLIC UTILITY COMMISSION  
SECRETARY'S BUREAU

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.

Michael Russo

Signature

Date 1-24-01

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.**

**Pennsylvania Public Utility Commission****Formal Complaint Form****Instructions**

The numbered instructions below will help you fill out each section of the form on pages 3 & 4. Please print or type your answers. You may also type your answers directly onto the form as it appears on your computer screen and then print the form. Make sure you sign the form and mail it to the address shown at #7.

**1. Your name, mailing address and telephone number**

Print or type your name, mailing address, county and telephone number. This must be the address where you receive your mail. If more than one person is filing the formal complaint, use the name, address and phone number of the person who will speak for the group. Also, print "et al." after the name. Attach a sheet of paper with the name, address and signature of any others who are part of the formal complaint.

**2. Which company does your complaint concern?**

Print the name of the company that your formal complaint is against. This is usually the company that bills you for service. The name of your company is located on your bill.

**3. What is your complaint?**

Try to be "to the point" when describing your complaint. Include any specific dates, times or places that are important to your case. Tell us about any charges you believe are not correct. If the address of your complaint is different than your mailing address, please include that address in this section.

**4. What do you want the Public Utility Commission to do about your complaint? Some examples might be:**

"I want the PUC to tell the company that I will pay my budget amount plus \$15.00 each month until my balance is paid in full."

"I want the PUC to order the company to fix the water leak at the corner of Main and First streets."

The PUC can decide that a customer was overbilled and can order

COMMONWEALTH OF PENNSYLVANIA

DATE: JANUARY 31, 2001

SUBJECT: R-00006042C0036

TO: Office of Administrative Law Judge

FROM:  James J. McNulty, Secretary

**DOCKETED**

JAN 31 2001

DOCUMENT  
FOLDER

MICHAEL RUSSO  
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 31, 2001

DOCKETED

JAN 31 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-00006042C0036

---

Dear Sir/Madam:

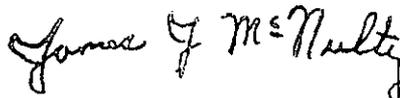
A Complaint has been filed against you in the above-captioned matter before the Pennsylvania Public Utility Commission by MICHAEL RUSSO.

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

JIH

R-0000604200037 RECEIVED

125042 JAN 29 2001

Formal Complaint Form  
Pennsylvania Public Utility Commission

PUBLIC UTILITY COMMISSION  
SECRETARY'S OFFICE

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 Harriette Taylor

Street/P.O.Box 5717 Spruce Street

City Philadelphia State PA Zip 19134-3828

County \_\_\_\_\_ Area Code/Home Phone (215) 748-5439  
Area Code/Work Phone (215) 238-6000 X 7021

ORIGINAL

2. Name of company your complaint concerns: PGW

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

My gas bill is outrageous, it has always been too high. My January bill was \$259.29. For the month of February its \$522.25. The gas cost for consumers to keep warm is ridiculous.

I have even put plastic on my basement Door & windows and my bill is still too high. Five years ago I had 18 replacement windows installed that should have

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

Deny PGW the rate increase it requested. I need PUC to make an adjustment on my gas bill. I need someone to come out to check my E-Z meter to make sure its working properly. I need PUC to stop consumers like myself from being ripped off 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.

Harriette Taylor  
Signature

01/25/01  
Date

Continued on next page

DOCUMENT  
FOLDER

INDEXED

JAN 31 2001

COMMONWEALTH OF PENNSYLVANIA

DATE: JANUARY 31, 2001

SUBJECT: R-00006042C0037

TO: Office of Administrative Law Judge

FROM:  James J. McNulty, Secretary

DOCUMENT  
FOLDER

HARRIETTE TAYLOR  
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

**DOCKETED**

JAN 31 2001

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

JANUARY 31, 2001

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

DOCUMENT  
FOLDER

RE: PA PUC vs PHILADELPHIA GAS WORKS  
Docket Number R-00006042C0037

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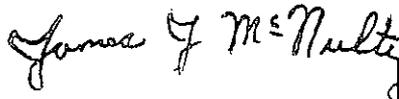
Dear Sir/Madam:

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

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

JHH

DOCKETED  
JAN 31 2001

R-000060420038

RECEIVED

125042

Formal Complaint Form  
Pennsylvania Public Utility Commission

JAN 29 2001

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

PUBLIC UTILITY COMMISS

1. Your name, mailing address and telephone number:

Name DANIELLE AND WILLIAM VETTER

Street/P.O.Box 3599 'K' NOTTINGHAM LANE Apt #

City PHILADELPHIA State PA Zip 19114

County Area Code/Home Phone 215824-0725

Area Code/Work Phone 800222-5776

2. Name of company your complaint concerns: PGW

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

THIS IS REGARDING THEIR CURRENT RATE INCREASES. ALTHOUGH, I UNDERSTAND THE NEED FOR RATE INCREASES DUE TO ECONOMIC AND OTHER FACTORS, I BELIEVE WE NEED TO BE FAIR. THE PROPOSED RATE CHANGE THEY ARE REQUESTING, ACCORDING TO MY MATH, WILL MORE THEN DOUBLE MY BILL EACH MONTH. PLEASE TAKE INTO CONSIDERATION THE SICK AND ELDERLY WHO ARE LIVING ON

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

SEE ATTACHED - NEXT PAGE

POCKETED

JAN 31 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.

Signature *Danielle J Vetter*

Date 01 25 01  
1.25.01

Continued on next page

DOCUMENT FOLDER

**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 \_\_\_\_\_

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

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

County \_\_\_\_\_ Area Code/Home Phone \_\_\_\_\_  
Area Code/Work Phone \_\_\_\_\_

2. Name of company your complaint concerns: PGW

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

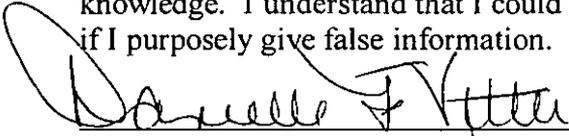
FIXED INCOMES. I AM NOT OPPOSED TO A RATE INCREASE. HOWEVER, EIGHTY PERCENT (80%) OVER THREE MONTHS DOES NOT CONSTITUTE FAIR, IN MY OPINION. THE RATE AS OF MY NOVEMBER BILL WAS .010982, THEN DECEMBER .30445 AND NOW .61985. AT WHAT POINT DO THEY CONCLUDE THEY'VE RECOVERED THEIR LOSSES AND STOP EXTORTING THE PUBLIC.

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

PLEASE CAREFULLY REVIEW THIS INCREASE WITH THE AVERAGE WORKER, SENIOR CITIZEN OR DISABLED PERSON IN MIND. AND DO ALL YOU CAN TO REFUSE THIS ADDITIONAL RATE INCREASE.

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

01-25-01  
\_\_\_\_\_  
Date  
1-25-01

Continued on next page



**PHILADELPHIA GAS WORKS**

800 W. MCJANNET AVENUE, PHILADELPHIA, PA 19122-0050

GAS LEAKS, EMERGENCIES: CALL 215-235-1000  
INFORMATION: CALL 215-235-1000  
APPLIANCE SERVICE: CALL 215-235-2000

SERVICE TO: **WILLIAM F VETTER**  
**3599 NOTTINGHAM LN, K**

Invoice Number: 7827846458

Account Number: 1113376578  
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** 548.43 **PAY BY** 02/06/01 To avoid finance charge

**METER READING INFORMATION**

PGW'S EZ READER VAN WILL READ YOUR METER Feb 07 2001  
AMR device #: 00005718253

Meter # 1838531 To Jan 09 2001 Actual 4254  
From Dec 07 2000 Actual 3971  
Current Bill Usage in Hundred Cubic Feet 283 CCF

**STATEMENT OF ACCOUNT**

Previous balance on: Dec 09 2000 239.80  
Less payments .00  
Balance Prior to Current Billing 239.80  
Adjustments for SA ID # 9961327554  
Late Payment Charge 2.98  
Total adjustments 2.98  
Current Billing Charges -- SA ID: 9961327554 305.65  
TOTAL ACCOUNT BALANCE ON: Jan 11 2001 548.43

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

Old Account Number: 02715730024

Cost of Service Used  
Customer Charge @ \$8.00 8.00  
Commodity Charge 283 ccf @ \$0.6613 187.15  
Gas Cost Rate 283 ccf @ \$0.30445, 24 days 62.66  
Gas Cost Rate 283 ccf @ \$0.61985, 9 days 47.84  
Total Current Billing Charges 305.65

**YOUR ENERGY USAGE**

	Billed usage	days	Average Daily usage	Average Daily temp	cost
This year	283.00 ccf	33	9 ccf	32.6	\$9.26
Last year	195.00 ccf	35	6 ccf	42.1	\$4.58

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.

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

PHILADELPHIA GAS WORKS  
P.O. BOX 7789, PHILA., PA 19101-7789

ACCOUNT NUMBER	PAY BY	PLEASE PAY
1113376578	02/06/01	548.43



SERVICE TO: **WILLIAM F VETTER**  
**3599 NOTTINGHAM LN, K**

Invoice Number: 44331208820

Account Number: 1113376578  
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** 239.80 **PAY BY** 01/05/01 To avoid finance charge

**METER READING INFORMATION**

PGW'S EZ READER VAN WILL READ YOUR METER Jan 09 2001  
AMR device # 00005718253

Meter # 1838531	To Dec 07 2000	Actual	3971
	From Nov 07 2000	Actual	3807
Current Bill Usage in Hundred Cubic Feet			164 CCF

**STATEMENT OF ACCOUNT**

Previous balance on:	Nov 09 2000	87.24
Less payments		.00
Balance Prior to Current Billing		87.24
Adjustments for SA ID # 9961327554		
Late Payment Charge		1.08
Total adjustments		1.08
Current Billing Charges -- SA ID: 9961327554		151.48
<b>TOTAL ACCOUNT BALANCE ON:</b>	<b>Dec 09 2000</b>	<b>239.80</b>

**CURRENT BILLING CHARGES -- 11/07/00 to 12/07/00**

Old Account Number: 02715730024

Cost of Service Used		
Customer Charge @ \$8.00		3.73
Commodity Charge 76.53 ccf @ \$0.6613		50.61
Gas Cost Rate 76.53 ccf @ \$0.10982		8.40
Customer Charge @ \$8.00		4.27
Commodity Charge 87.47 ccf @ \$0.6613		57.84
Gas Cost Rate 87.47 ccf @ \$0.30445		26.63
<b>Total Current Billing Charges</b>		<b>151.48</b>
This year 164.00 ccf	30	5 ccf \$5.05
Last year 117.00 ccf	33	4 ccf \$2.96

Effective November 22, 2000, PGW's Gas Cost Rate(GCR) Adjustment will be increased from \$0.10982 per ccf to \$0.30445 per ccf. The new rate will increase the average customer's annual bill by about \$169. Please see next month's bill insert for more information or 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.

ACCOUNT NUMBER	PAY BY	PLEASE PAY
1113376578	01/05/01	239.80

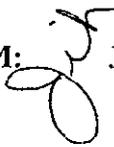
COMMONWEALTH OF PENNSYLVANIA

DATE: JANUARY 31, 2001

SUBJECT: R-00006042C0038

DOCUMENT  
FOLDER

TO: Office of Administrative Law Judge

FROM:  James J. McNulty, Secretary

DOCKETED

JAN 31 2001

DANIELLE & WILLIAM VETTER  
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 31, 2001

**DOCKETED**

JAN 31 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-00006042C0038

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Dear Sir/Madam:

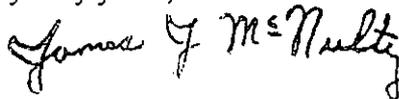
A Complaint has been filed against you in the above-captioned matter before the Pennsylvania Public Utility Commission by DANIELLE & WILLIAM VETTER.

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

JIH

FORMAL COMPLAINT FORM  
Pennsylvania Public Utility Commission

RECEIVED

Please Print:

R-000060420039  
125042

JAN 29 2001

1. Your Name, Mailing Address and Telephone Number.

PUBLIC UTILITY COMMISSION  
SECRETARY'S BUREAU

Name MARIA PRENDERGAST

ORIGINAL

Street/P.O. Box 1157 S. 12<sup>TH</sup> STREET Apt.# 1<sup>ST</sup> FLOOR

City PHILADELPHIA State PA Zip 19147

County PHILA. Home Telephone-Area Code (215) 467-2171  
Work Telephone-Area Code ( )

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

3. What is your complaint?

I AM ON A FIXED INCOME AND MY GAS  
BILL INCREASED BY 25<sup>00</sup> A MONTH. I ONLY  
USE GAS FOR HOT WATER. I FEEL THIS IS  
A BIG INCREASE.

DOCUMENT  
FOLDER

POCKETED

JAN 31 2001

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

(-over-)

12

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

I AM SURE THE P.U.C. KNOWS ABOUT THE INCREASE EVERYBODY GOT IN PHILA. WE ALL HOPE IF ENOUGH PEOPLE COMPLAIN ABOUT YOU COULD DO SOMETHING ABOUT IT. ANYTHING YOU COULD DO WOULD BE APPRECIATED.

THANK YOU FOR LETTING ME EXPRESS MY FRUSTRATION WITH THIS RATE 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.

Mario Prendergast  
Original Signature of complaining person

1-26-01  
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  
PENNSYLVANIA PUBLIC UTILITY COMMISSION  
P O BOX 3265, HARRISBURG PA 17105-3265

JANUARY 31, 2001

**DOCKETED**

JAN 31 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-00006042C0039

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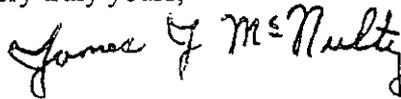
Dear Sir/Madam:

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

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

COMMONWEALTH OF PENNSYLVANIA

DATE: JANUARY 31, 2001

SUBJECT: R-00006042C0039

**DOCKETED**

JAN 31 2001

TO: Office of Administrative Law Judge

FROM:  James J. McNulty, Secretary

DOCUMENT  
FOLDER

MARIA PRENDERGAST  
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

R-000060420040  
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 Richard Hotchkiss  
Street/P.O.Box 525 S. Melville St Apt # \_\_\_\_\_  
City Phila State PA Zip 19143  
County Phila Area Code/Home Phone 215 382 8708  
Area Code/Work Phone \_\_\_\_\_

2. Name of company your complaint concerns: PGW

3. What is your complaint? (Use additional paper if need more space).  
PGW is requesting another rate increase of \$65 million.

DOCUMENT  
FOLDER

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 any increase. Please compel the City of Phila. to dissolve 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.

[Signature]  
Signature

1/25/01  
Date

Continued on next page

RECEIVED

DOCKETED

JAN 31 2001

JAN 29 2001

PUBLIC UTILITY COMMISSION  
SECRETARY'S BUREAU

14

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.**

RECEIVED

JAN 29 2001

PUBLIC UTILITY COMMISSION  
SECRETARY'S BUREAU

COMMONWEALTH OF PENNSYLVANIA

DATE: JANUARY 31, 2001

SUBJECT: R-00006042C0040

TO: Office of Administrative Law Judge

FROM:  James J. McNulty, Secretary

**DOCKETED**

JAN 31 2001

RICHARD HOTCHKISS  
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

**DOCUMENT  
FOLDER**

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

JANUARY 31, 2001

RECORDED

JAN 31 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-00006042C0040

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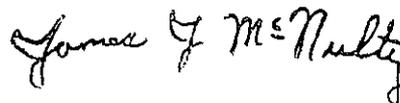
Dear Sir/Madam:

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

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

DOCUMENT  
FOLDER

RECEIVED

R- 000060420041  
125042

JAN 29 2001

Formal Complaint Form  
Pennsylvania Public Utility Commission

PUBLIC UTILITY COMMISSION  
SECRETARY'S BUREAU

(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 Roseann Bilardo

Street/P.O.Box 5960 Jannette Street

City Philadelphia

State PA

Zip 19128-1615

County Philadelphia

Area Code/Home Phone 215-483-8673

Area Code/Work Phone 215-991-8464

ORIGINAL

DOCUMENT  
FOLDER

2. Name of company your complaint concerns: PGW

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

I just received my gas bill and it was double the amount that it usually is. I know there was a rate increase, but this is ridiculous. No one is home between the hours of 7:30 and 5:00, heat is kept at 55 degrees when no one is home, there are only 2 people in the house and we only wash clothes about 5 times a week. I RESENT HAVING TO PAY FOR PEOPLE WHO DO NOT PAY THEIR BILLS!

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

LOWER THE RATES OR TURN THE GAS OFF IN HOMES WHERE PEOPLE DON'T PAY THEIR BILLS, THEN MAYBE THEY'LL PAY (EVEN IF THEY HAVE TO SET UP A PAYMENT PLAN). IT ISN'T FAIR TO THE PEOPLE WHO PAY THEIR BILLS TO BE PENALIZED FOR THOSE WHO DON'T

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.

Roseann Bilardo  
Signature

January 26, 2001  
Date

Continued on next page

DOCKETED

JAN 31 2001

15

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 31, 2001

DOCUMENT  
FOLDER

SUBJECT: R-00006042C0041

TO: Office of Administrative Law Judge

DOCKETED

FROM:  James J. McNulty, Secretary

JAN 31 2001

ROSEANN BILARDO  
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 31, 2001

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

DOCUMENT  
FOLDER

RE: PA PUC vs PHILADELPHIA GAS WORKS  
Docket Number R-00006042C0041

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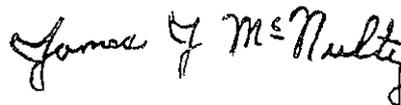
Dear Sir/Madam:

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

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

JIH

**DOCKETED**

JAN 31 2001

R-00006042 0042  
125042

RECEIVED  
JAN 29 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 Brenda M. Kingwood

Street/P.O.Box Camac-3546<sup>NH</sup> Apt # \_\_\_\_\_

City PHILADELPHIA State PA Zip 19140

County Pennsylvania Area Code/Home Phone 215-227-7679  
Area Code/Work Phone \_\_\_\_\_

2. Name of company your complaint concerns: Gas Company

3. What is your complaint? (Use additional paper if need more space).  
Philadelphia Gas Works  
The price of Gas

DOCKETED

JAN 31 2001

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

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.

Brenda M. Kingwood  
Signature

1-23-2001  
Date

Continued on next page

COMMONWEALTH OF PENNSYLVANIA

DATE: JANUARY 31, 2001

SUBJECT: R-00006042C0042

TO: Office of Administrative Law Judge

FROM:  James J. McNulty, Secretary

**DOCKETED**  
JAN 31 2001

BRENDA M. KINGWOOD  
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

DOCUMENT  
FOLDER

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

JANUARY 31, 2001

**DOCKETED**

JAN 31 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-00006042C0042

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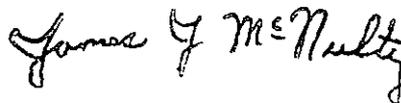
Dear Sir/Madam:

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

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

DOCUMENT  
FOLDER

R-00006042 C0043  
125042

RECEIVED

JAN 26 2001

Formal Complaint Form  
Pennsylvania Public Utility Commission

PUBLIC UTILITY COMMISSION  
SECRETARY'S OFFICE

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 Samuel J. Munafo

Street/P.O.Box 3345 Holme Avenue Apt # n/a

City Philadelphia State Pa. Zip 19114-3807

County Philadelphia Area Code/Home Phone (215)-677-9682

Area Code/Work Phone n/a

2. Name of company your complaint concerns: ~~n/a~~ Philadelphia Gas Works

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

My complaint is in reference to the recent and contemplated rate increases on behalf of the Philadelphia Gas Works. I challenge their math, which greatly minimizes the projected increases for the "typical" residential heating customer. My january bill is almost exactly twice what it would have been, had it been computed with the old rates. At best, PGW's assertions are false, misleading, and insulting.

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

First I would like to have PGW's receivables examined. If PGW is unable or unwilling to recover this revenue, I suggest they sell the paper to a private collection agency, and salvage enough to make the rate increases less severe. If this strategy seems unworkable, I'd like to see the utility privatized, as I don't believe it is being run very efficiently.

5. You must sign and date your complaint below.

knowledge. I understand that I could be punished under Pennsylvania State Law if I purposely give false information.

Samuel J. Munafo  
Signature

1-24-2001  
Date

Continued on next page

DOCKETED

JAN 31 2001

DOCUMENT  
FOLDER

16

COMMONWEALTH OF PENNSYLVANIA

DATE: JANUARY 31, 2001

DOCUMENT  
FOLDER

SUBJECT: R-00006042C0043

TO: Office of Administrative Law Judge

FROM:  James J. McNulty, Secretary

**DOCKETED**  
JAN 31 2001

SAMUEL J. MUNAFO  
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 31, 2001

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

DOCUMENT  
FOLDER

RE: PA PUC vs PHILADELPHIA GAS WORKS  
Docket Number R-00006042C0043

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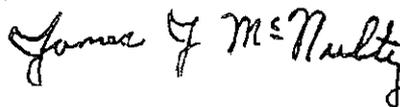
Dear Sir/Madam:

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

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

**DOCKETED**

JAN 31 2001

R-00006042 20044

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 MAUREEN NOONE - MCGOVERA  
Street/P.O.Box 2350 E. ALBERT ST. Apt # \_\_\_\_\_  
City Philadelphia State PA Zip 19125  
County Philadelphia Area Code/Home Phone 215-426-9993  
Area Code/Work Phone 215-569-1634

2. Name of company your complaint concerns: PGW

3. What is your complaint? (Use additional paper if need more space).  
Cost is too high - with INCREASES ON the way, that ARE SKYROCKETING, AVERAGE CONSUMER CANNOT AFFORD - while MANAGEMENT gets huge SALARY INCREASES

4. What do you want the Public Utility Commission to do about your complaint? (Use additional paper if need more space).  
1) Fix MISMANAGEMENT AT PGW  
2) ELIMATE WASTE  
PRIVATIZE

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.

Maureen Noone McGovern 1-26-01  
Signature Date

Continued on next page

DOCKETED

JAN 31 2001

RECEIVED

JAN 29 2001

PUBLIC UTILITY COMMISSION  
SECRETARY'S BUREAU

SECRETARY

PENNSYLVANIA Public Utility Commission  
P.O. Box 3265

HARRISBURG PA 17105-3265

COMMONWEALTH OF PENNSYLVANIA

DATE: JANUARY 31, 2001

SUBJECT: R-00006042C0044

TO: Office of Administrative Law Judge

FROM:  James J. McNulty, Secretary

DOCUMENT  
FOLDER

MAUREEN NOONE-MCGOVERN

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

**DOCKETED**

JAN 31 2001

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

JANUARY 31, 2001

DOCKETED

JAN 31 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-00006042C0044

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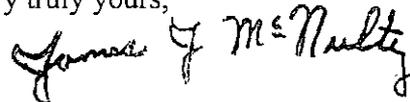
Dear Sir/Madam:

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

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

JH

R-0000604200045

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 Irene Applebaum-Schultz

Street/P.O.Box #301 Dorcas St. Apt # \_\_\_\_\_

City Philadelphia State PA Zip 19152

County Philadelphia Area Code/Home Phone 215-722-5874  
Area Code/Work Phone 215-276-5698

2. Name of company your complaint concerns: PGW

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

We have noticed an extremely large increase in our monthly bill. There are facts from the news of concerning mismanagement and criminal activity of funds. We should not be responsible for someone else's wrong doing. Furthermore, it makes no sense since there are only 2 people residing in the house.

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

TO REFUSE AN EXTREMELY UNFAIR RATE INCREASE, THAT MAY ACTUALLY CRIPPLE OUR ABILITY TO USE GAS.

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.

Irene Applebaum-Schultz  
Signature

1-26-01  
Date

RECEIVED

DOCKETED

Continued on next page

JAN 31 2001

JAN 29 2001  
UTILITY COMMISSION  
BUREAU

7

- continued from first page

Your invoice states that the average increase is \$199.00 annually.

My invoice shows an increase of \$33 for my monthly budget plan.

That is an increase of \$400 annually which is well above the average residential heating customers bill. Therefore, we know that our monthly bill should be much lower, since as we stated above, there are only 2 people living at this residence.

RECEIVED

JUN 20 2001

PUBLIC UTILITY COMMISSION  
SECRETARY'S BUREAU

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.**

RECEIVED

JAN 29 2001  
PUBLIC UTILITY COMMISSION  
SECRETARY'S BUREAU

COMMONWEALTH OF PENNSYLVANIA

DATE: JANUARY 31, 2001

SUBJECT: R-00006042C0045

TO: Office of Administrative Law Judge

FROM:  James J. McNulty, Secretary

DOCUMENT  
FOLDER

MARK & ILENE APPLEBAUM-SCHULTZ

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

**DOCKETED**

JAN 31 2001

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

JANUARY 31, 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-00006042C0045

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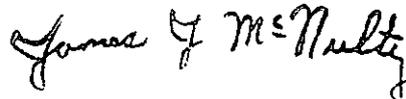
Dear Sir/Madam:

A Complaint has been filed against you in the above-captioned matter before the Pennsylvania Public Utility Commission by MARK & ILENE APPLEBAUM-SCHULTZ.

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

**DOCKETED**

JAN 31 2001

DOCUMENT  
FOLDER

R-0000604200046  
125042 RECEIVED

Formal Complaint Form  
Pennsylvania Public Utility Commission  
JAN 31 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: PA PUBLIC UTILITY COMMISSION SECRETARY'S OFFICE

Name JOANNE L. FRITZ

Street/P.O.Box 1359 E. CAREY ST Apt #

City PH. A State PA ZIP 17124

County PH. A Area Code/Home Phone 215-743-2230

Area Code/Work Phone 215-289-4200

2. Name of company your complaint concerns: PGW

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

IT IS TOTALLY RIDICULOUS THE RATE HIKE IN THE PAST MONTH. HOW CAN A BILL GO UP OVER 100% AT A TIME - HOW DO YOU EXPECT PEOPLE TO PAY THESE BILLS. IF YOU GET THE CROOKS OUT OF OFFICE MAYBE WE WOULDN'T HAVE TO PAY FOR THEIR

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

FIRE THE THIEFS & LOWER THE RATES BACK TO WHERE THEY WERE, WHICH WERE ALREADY HIGH ENOUGH

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 Joanne L. Fritz

Date 1/25/01

Continued on next page

also - calling for a personal call or trying to actually talking to someone is ridiculous & takes an estimated wait of 45 minutes on hold to talk to someone - what do you have only one person answering calls??

SECRETARY  
PENNSYLVANIA Public Utility Commission  
PO BOX 3265  
HARRISBURG PA 17105-3265

DOCKETED

FEB 01 2001

ORIGINAL

DOCUMENT FOLDER

14

COMMONWEALTH OF PENNSYLVANIA

DATE: FEBRUARY 1, 2001

SUBJECT: R-00006042C0046

TO: Office of Administrative Law Judge

FROM:  James J. McNulty, Secretary

DOCUMENT  
FOLDER

**DOCKETED**

FFR 01 2001

JOANNE L. FRITZ

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

FEBRUARY 1, 2001

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

DOCUMENT  
FOLDER

RE: PA PUC vs PHILADELPHIA GAS WORKS  
Docket Number R-00006042C0046

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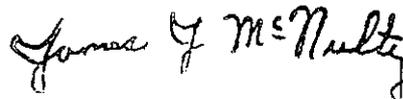
Dear Sir/Madam:

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

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**

FFB 01 2001

(SEAL)

Certified Mail  
Return Receipt Requested

JH

R-000060420047

125042

RECEIVED

JAN 31 2001

Formal Complaint Form  
Pennsylvania Public Utility Commission

PA PUBLIC UTILITY COMMISSION  
SECRETARY OF REVENUE

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 CARRIE HARTSFIELD

Street/P.O.Box 3118 N. PERCY ST. Apt #

City PHILA State PA Zip 19133

County PHILA Area Code/Home Phone 215-226-5921  
Area Code/Work Phone 215-814-4212

2. Name of company your complaint concerns: PGW

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

We the consumers can not afford to pay current rate high. Another increase would cause alot of us to either freeze or have delinquent bills. Please do not increase rates.

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

I want them to consider reducing rates instead of increasing them. This will cause us consumers 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.

Carrie Hartsfield  
Signature

1/29/01  
Date

Continued on next page

DOCKETED

FEB 01 2001

DOCUMENT  
FOLDER

15

COMMONWEALTH OF PENNSYLVANIA

DATE: FEBRUARY 1, 2001

SUBJECT: R-00006042C0047

TO: Office of Administrative Law Judge

FROM:  James J. McNulty, Secretary

**DOCKETED**

FEB 01 2001

DOCUMENT  
FOLDER

CARRIE HARTSFIELD  
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

FEBRUARY 1, 2001

DOCKETED

FEB 01 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-00006042C0047

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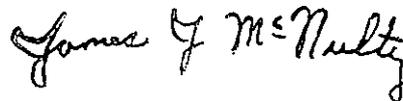
Dear Sir/Madam:

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

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

DOCUMENT  
FOLDER

R-00006042 00048  
125042

RECEIVED

JAN 31 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 your screen)

1. Your name, mailing address and telephone number:

Name Richard T. [unclear]

Street/P.O.Box 6274 Large St.

City Philadelphia State Pa Zip 19149

County Philadelphia Area Code/Home Phone 215-288-7289  
Area Code/Work Phone \_\_\_\_\_

ORIGINAL

2. Name of company your complaint concerns:

Philadelphia Gas Works

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

See Attachments

DOCKETED

FEB 01 2001

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

See Attachments

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.

[Signature]

Signature

Jan. 30, 2001

Date

Continued on next page

12

What is your complaint?

- (1) My Gas Meter **has not** been read by the Philadelphia Gas Company in (8) eight months. The billing has been on **Estimated Readings**, which are not consistent with actual usage. In the most current, **Estimated Reading**, I have been billed for 180 cubic feet of Gas **not used**. With the **Outrageous** Rate Hikes recently granted, I am not about to **lend my money** to the Gas Company **with no interest being paid to me, while they have the use of not only my money, but thousands or others to pay down their debts, cover operating cost or has been the case, just waste and steal from the public!** As an added insult they have the nerve to **charge interest** on the unpaid balance that the consumer does not pay for the Gas he did not use! Philadelphia Gas Co. list in the White Pages a telephone number that can be called to give an actual Meter reading. This system is automated, never speaking with a **Real Person**. It's my understanding by doing their **job** for them, the consumer should then receive a billing for that reflects actual usage. Of course, this never happens, as I personally have been trying for the last (6) six months.
- (2) **Repairs to Heater**: On December 15, 2000, my house heater became non functioning. I called the Philadelphia Gas Company for **service** and was informed they couldn't provide service until December 20<sup>th</sup>, between the hours of 7am & 5pm. As the outside temperatures were in the low 30's, I thought a (5) five day wait for **service** from a company who has a **Monopoly** in this area to be **outrageous!** But as an captive customer my choice was limited to them or a private contractor. Being without heat I contacted a Heating Firm for service and within (1) one hour a Serviceman was at my home. After doing a quick check, I was informed I needed a new Heater at \$2,500.00. Since the unit was only (6) six years old and I didn't have that kind of money, I just said "No Thank You" and was charged \$119.00 for what amounted to nothing. This was not the fault of PGW, but I am now forced to endure the (5) five days of extreme cold.

On December 20<sup>th</sup>, when PGW didn't appear for **repair service** by 3pm, I called the Gas Company to double check on my Work Order and was informed that a Repairman was at most house at **12:01am on the 20<sup>th</sup>** and no one answered his knock. Of course I pointed out that the appointment was for between 7am & 5pm on the 20<sup>th</sup> and that is when I had made myself available. PGW's position was more or less, **"Tough Luck Buddy,"** we were there and we can not return until 23<sup>rd</sup>. Another (3) three days without heat was completely **barbaric** in light of the weather. I then called the Service Number again. This time I was **informed the Repairman was at my house at 1pm on the 20<sup>th</sup> and got no answer**. This now was an outright **LIE**, as I had (4) four people in the house at the alleged time of the Repairman's House Call. Being desperate for heat and being **totally unqualified** I decided to try to repair the Heater myself with the help of a friend. Glory Be! We found a loose wire, tightened it and presto, I had heat.

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

It's my belief that PGW should be required to Read the consumers Gas meters at least every (2) months, thus giving an actual gas consumption and not this estimated readings they have been using to defraud the consumer into paying for unused product. Further more, it's my opinion that if PGW can not provide repair service on a timely basis, especially, in the Heating Season, they should be required by the PUC to contract Service Work out to Private Contractors. Since we in Philadelphia pay the highest gas rates in the Commonwealth, we should be entitled to a company who can provide services, at least on par with PECO, who service the suburbs of Philadelphia.

The bottom line is that I, along with thousands of others serviced by PGW feel that because of the poor service and documented criminal acts done by Management, that the PUC should come in and take over the complete operations of PGW, excluding the Local Politicians, who in reality have brought these conditions to the public.

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

**DOCKETED**

FEB 01 2001

DATE: FEBRUARY 1, 2001

SUBJECT: R-00006042C0048

TO: Office of Administrative Law Judge

FROM:  James J. McNulty, Secretary

DOCUMENT  
FOLDER

RICHARD T. FOX  
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

DOCKETED

FEBRUARY 1, 2001

FEB 01 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-00006042C0048

DOCUMENT  
FOLDER

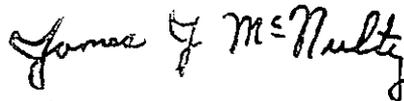
Dear Sir/Madam:

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

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-000060420049

RECEIVED

125042

JAN 31 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 Joanne + Gregory Irlich  
Street/P.O.Box 7811 Lister St. Apt # —  
City Phila. State PA Zip 19152  
County Phila. Area Code/Home Phone 215-331-3306  
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).

*P.G.W. should not be allowed to raise rates to recoup losses due to mismanagement. They say they have to cover the rising costs of natural gas, but if they were made accountable for their →*

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

*Stop awarding rate increases to a company that does not manage its operations or employees correctly.*

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.

Joanne Irlich  
Signature  
Gregory Irlich

1-27-01  
Date

Continued on next page

DOCUMENT  
FOLDER

DOCKETED

FEB 01 2001

actions, there would be no need to do so.  
It should be made public how many people  
like ourselves, pay their bills in full, with  
no assistance. Also, how many people are in  
arrears with their bills, it's probably around  
60% or more in the city of Phila.

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: FEBRUARY 1, 2001

SUBJECT: R-00006042C0049

TO: Office of Administrative Law Judge

FROM:  James J. McNulty, Secretary

DOCUMENT  
FOLDER

JOANNE & GREGORY IRLICH

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

**DOCKETED**

FEB 01 2001

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

FEBRUARY 1, 2001

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

DOCUMENT  
FOLDER

RE: PA PUC vs PHILADELPHIA GAS WORKS  
Docket Number R-00006042C0049

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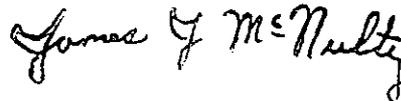
Dear Sir/Madam:

A Complaint has been filed against you in the above-captioned matter before the Pennsylvania Public Utility Commission by JOANNE & GREGORY IRLICH.

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**

FEB 01 2001

(SEAL)

Certified Mail  
Return Receipt Requested

JIH

R-00060420050

125042

RECEIVED

JAN 31 2001

Formal Complaint Form  
Pennsylvania Public Utility Commission

PUBLIC UTILITY COMMISSION  
SECRETARY'S BUREAU

Please Print: (you may write your answers directly on the form as it appears.)

ORIGINAL

1. Your name, mailing address and telephone number:

Name Mr. Louis Izzzi

Street/P.O. Box 1920 E. Ontario St. Apt. #

City Phila. State Pa. Zip 19137

Home Phone 215-634-3190  
Area Code/Work Phone \_\_\_\_\_

Name of company your complaint concerns: P. S. W.

If it is your complaint, use additional paper if need more space.

*We are on social security and can not afford the price of Gas. What happen to the men that steal the money from the Gas works?*

Do you request the Public Utility Commission to do all of your complaint?  
(check one or both spaces)

*If they can sell the Company.*

DOCKETED

FEB 01 2001

Your complaint is described below.

The information on this form is true and correct to the best of my knowledge and I understand the penalties under Pennsylvania law for false information.

Signature Mr. Louis Izzzi

Date 01/27/01

Continued on next page

DOCUMENT  
FOLDER

SEARCHED  
SERIALIZED  
INDEXED  
FILED  
JAN 31 2001  
FBI - PHILADELPHIA

COMMONWEALTH OF PENNSYLVANIA

DATE: FEBRUARY 1, 2001

SUBJECT: R-00006042C0050

DOCKETED

FFB 01 2001

TO: Office of Administrative Law Judge

FROM:  James J. McNulty, Secretary

DOCUMENT  
FOLDER

MR LOUIS IZZI  
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

FEBRUARY 1, 2001

DOCKETED

FEB 01 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-00006042C0050

DOCUMENT  
FOLDER

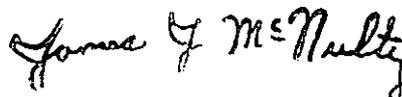
Dear Sir/Madam:

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

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