



ORIGINAL

OFFICE OF CONSUMER ADVOCATE

555 Walnut Street, 5th Floor, Forum Place
Harrisburg, Pennsylvania 17101-1923
(717) 783-5048
800-684-6560 (in PA only)

IRWINA. POPOWSKY
Consumer Advocate

FAX (717) 783-7152
consumer@paoca.org

February 12, 2004

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

DOCUMENT
FOLDER

SECRETARY'S BUREAU

2004 FEB 12 PM 3:48

RECEIVED

Re: Pa. Public Utility Commission
v.
Philadelphia Gas Works
Docket No. R-00049157C0001

Dear Secretary McNulty:

Enclosed for filing please find an original and three (3) copies of the Formal Complaint and Public Statement of the Office of Consumer Advocate in the above-referenced proceeding.

Copies have been served on all parties as per the attached Certificate of Service.

Sincerely yours,

Aron J. Beatty
Assistant Consumer Advocate

Enclosures
cc: All parties of record
78017

53

ORIGINAL

FORMAL COMPLAINT
BEFORE THE
PENNSYLVANIA PUBLIC UTILITY COMMISSION

RECEIVED
2004 FEB 12 PM 3:48
SECRETARY'S BUREAU

For Commission Use Only:

COMPLAINT DOCKET NO. R-00049157 REF. # C 0001 UTILITY CODE 125042

OCA vs. Philadelphia Gas Works

PLEASE PRINT:

1. YOUR NAME, ADDRESS AND TELEPHONE NUMBER.

DOCKETED
MAR 3 1 2004

Name Irwin A. Popowsky, Consumer Advocate
Street 555 Walnut Street 5th Floor, Forum Place
City Harrisburg State Pennsylvania Zip 17101-1923
County Dauphin Work Telephone-Area Code (717) 783-5048

2. COMPANY YOU ARE COMPLAINING ABOUT.

**DOCUMENT
FOLDER**

Name Philadelphia Gas Works

3. WHAT IS YOUR COMPLAINT? (DESCRIBE PROBLEM).

A. On February 1, 2004, pursuant to Section 1307(f), 1317 and 1318 of the Public Utility Code, Section 2212 of the Natural Gas Choice and Competition Act, and Sections 53.64 and 53.65 of the Commission's Rules and Regulations, Philadelphia Gas Works ("PGW" or "Company") submitted pre-filed supporting information concerning its annual 2004-2005 Gas Cost Rate ("GCR") filing.

- B. The Company's pre-filing does not contain the proposed GCR rate for the 2004-2005 period.
- C. PGW's customers have been exposed to dramatic fluctuations in the Company's GCR in the recent past, which directly affects their overall gas service. Sustained high gas prices are expected to impact significantly on residential gas service in the foreseeable future.
- D. The Public Utility Code provides that no rates of a natural gas distribution utility shall be deemed just and reasonable unless the Commission finds that the utility is pursuing a least cost fuel procurement policy, consistent with the utility's obligation to provide safe, adequate and reliable service to customers. 66 Pa. C.S. § 1318. The Commission must find, among other things, that the utility has (1) fully and vigorously represented ratepayer interests before the Federal Energy Regulatory Commission; (2) taken all prudent steps to negotiate favorable gas supply contracts and to relieve its obligations under contracts that may be adverse to ratepayer interests; (3) taken all reasonable steps to obtain lower cost gas supplies; and (4) not withheld or caused to be withheld gas supplies that should have been utilized as part of a least cost fuel procurement policy. 66 Pa. C.S. § 1318(a).
- E. The Consumer Advocate is empowered to represent the interests of consumers before the Pennsylvania Public Utility Commission, pursuant to Act 1976-161 of the General Assembly, as amended, 71 Pa. Stat. Ann. §§ 309-1 et seq. (Purdon's Supp. 1990).
- F. After the initial review of PGW's pre-filing, the Consumer Advocate files this

Formal Complaint in order to ensure that the Company's proposed purchased gas cost rates are consistent with a least cost fuel procurement policy and do not result in rates and charges that are excessive, unjust or unreasonable, discriminatory or otherwise contrary to Commission regulation or policy.

4. WHAT DO YOU WANT US TO DO?

The Consumer Advocate respectfully requests that the Public Utility Commission:

- A. Hold evidentiary hearings as mandated by Section 1307(f) of the Public Utility Code;
- B. *Hold public input hearings in PGW's service territory, if consumer interest arises;*
- C. Deny any rate or tariff changes which are not the result of a least cost fuel procurement policy as defined by the standards set forth in Section 1318 of the Public Utility Code, and as defined by other applicable ratemaking standards;
- D. Ensure that PGW's residential customers are not allocated any costs that should not be borne by them;
- E. Deny any rate or tariff change that is unjust, unreasonable, unduly discriminatory or contrary to sound ratemaking principles; and
- F. Grant any other relief deemed appropriate.

YOU MUST SIGN AND DATE YOUR COMPLAINT.

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


Signature of complainant

2/11/04
February 11, 2004

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

Lawyer's Name Stephen J. Keene, Senior Assistant Consumer Advocate; Aron J. Beatty, Assistant Consumer Advocate

Street 555 Walnut Street, Forum Place, 5th Floor

City Harrisburg State PA Zip 17101-1923

Telephone Number-Area Code 717-783-5048

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A. J. C.
SECRETARY'S BUREAU

PUBLIC STATEMENT OF THE OFFICE OF CONSUMER ADVOCATE
PURSUANT TO 71 P.S. SECTION 309-4(E)

Act 161 of the Pennsylvania General Assembly, 71 P.S. § 309-2, as enacted July 9, 1976, authorizes the Consumer Advocate ("OCA") to represent the interests of consumers before the Pennsylvania Public Utility Commission ("PUC" or "Commission"). In accordance with Act 161, and for the following reasons, the Consumer Advocate determined to file a Formal Complaint and participate in proceedings before the Commission involving Philadelphia Gas Works ("PGW" or "Company").

On February 1, 2004, PGW submitted pre-filed information in support of its annual reconciliation of its purchased gas cost rate ("GCR") in accordance with Section 1307(f) of the Public Utility Code. 66 Pa.C.S. §1307(f). PGW's pre-filing does not contain the proposed GCR for the 2004-2005 period.

The Consumer Advocate has filed this Complaint with the Commission to ensure that each element of PGW's purchased gas cost rate is scrutinized. A thorough analysis and review are appropriate because Section 1318 of the Public Utility Code mandates that purchased gas costs cannot be determined to be just and reasonable unless such rates result from a least cost fuel procurement policy. That section of the Public Utility Code also specifies certain findings which must be made before such costs are determined to be lawful. The OCA, therefore, will seek to ensure that only those purchased gas costs which meet the requirements of Section 1318 will be paid by PGW's ratepayers.

In addition, the OCA also will seek to ensure that the rates approved by the Commission are otherwise just and reasonable, and not unduly discriminatory or excessive.

CERTIFICATE OF SERVICE

Re: Pennsylvania Public Utility Commission
v.
Philadelphia Gas Works
Docket No. R-00049157

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

Dated this 12th day of February, 2004.

SERVICE BY INTEROFFICE MAIL

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

RECEIVED
2004 FEB 12 PM 3:48
SECRETARY'S BUREAU

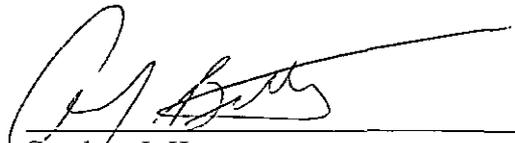
SERVICE BY FIRST CLASS MAIL, POSTAGE PREPAID

Daniel Clearfield, Esquire
Alan C. Kohler, Esquire
Wolf, Block, Schorr and Solis-Cohen LLP
212 Locust Street, Suite 300
Harrisburg, PA 17101

Steven Gray, Esquire
Office of Small Business Advocate
Suite 1102 Commerce Building
300 North Second Street
Harrisburg, PA 17101

Gregory J. Stunder, Esquire
Philadelphia Gas Works
800 West Montgomery Avenue
Philadelphia, PA 19122

Philip A. Bertocci, Esq.
1424 Chestnut Street
3rd Floor
Philadelphia, PA 19102


Stephen J. Keene
Senior Assistant Consumer Advocate
Aron J. Beatty
Assistant Consumer Advocate

Counsel for
Office of Consumer Advocate
555 Walnut Street 5th Floor, Forum Place
Harrisburg, PA 17101-1923
(717) 783-5048
78018

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

FEBRUARY 20, 2004

GREGORY J STUNDER, ESQUIRE
800 WEST MONTGOMERY AVENUE
PHILADELPHIA PA 19122

DOCKETED
MAR 31 2004

RE: PA PUC vs PHILADELPHIA GAS WORKS
Docket Number R-00049157C0001

**DOCUMENT
FOLDER**

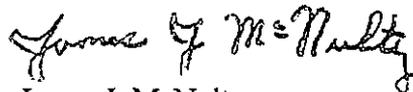
Dear Sir/Madam:

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

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

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

Very truly yours,



James J. McNulty
Secretary

(SEAL)

Certified Mail
Return Receipt Requested

dbS

RECEIVED
2004 FEB 18 AM 10:06
SECRETARY'S BUREAU

ORIGINAL

R-00049157C0

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 MRS. M. MAGENTA
Street/P.O.Box 6325 LAWN DALE ST Apt # _____
City PHILA State PA Zip 19111
County PHILA Area Code/Home Phone 215-722-4590
Area Code/Work Phone _____

2. Name of company your complaint concerns: PHILA GAS & ELECTRIC

3. What is your complaint? (Use additional paper if need more space). "Rates"
Why is The Delivery Charge, ALMOST THE SAME AS
THE SUPPLY CHARGE, FOR EXAMPLE.
Dec. Bill -> SUPPLY CHARGE \$79.77, DELIVERY CHARGE \$74.07
JAN. " -> " " " \$100.38 " " " 92.90
THIS IS RIDICULOUS. Do I have to go to the MEDIA?
PLEASE RESPOND.

4. What do you want the Public Utility Commission to do about your complaint?
(Use additional paper if need more space). LOWER OUR RATES. - LET
SENATOR FUMO FUND HIS NON-PROFIT GROUPS FROM
HIS OWN POCKET, NOT OURS.

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.

Margaret Magenta _____
Signature Date 2/15/04

Continued on next page

DOCKETED
MAR 12 2004

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

MARCH 9, 2004

GREGORY J STUNDER ESQUIRE
800 WEST MONTGOMERY AVENUE
PHILADELPHIA PA 19122

DOCUMENT
FOLDER

RE: PA PUC vs PHILADELPHIA GAS WORKS
Docket Number R-00049157C0002

Dear Sir/Madam:

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

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

db

DOCKETED
MAR 12 2004

ORIGINAL

R - 00049157 C 003

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 Kitsch

Street/P.O.Box 7021 Oakley Street Apt # _____

City Philadelphia State PA Zip 19111

County Philadelphia Area Code/Home Phone 215-725-1964

Area Code/Work Phone 215-673-2800

2. Name of company your complaint concerns: PGW

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

(1.) I object to the current PGW proposed rate increase.

(a.) PGW under the auspices of the municipality has continually demonstrated gross ineptitude in financial management for decades.

(b.) PGW has created a ever-downward spiraling bureaucracy squandered 100's of Millions of Dollars of revenue in its trust and thereby broken the Public Trust. *#3 - SEE ATTACHED PAGE.*

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

(1.) Deny the current PGW proposed rate increase.

(2.) Seize control of PGW away from the City of Philadelphia and place it for sale to a competition-based for-profit company.

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 Kitsch
Signature

2-18-04
Date

Continued on next page

DOCUMENT
FOLDER

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2004 FEB 23 AM 10:37
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DOCKETED
MAR 12 2004

PUC Complaint

3. What is your complaint?

(1.) I object to the current PGW proposed rate increase.

(a.) PGW under the auspices of the municipality has continually demonstrated gross ineptitude in financial management for decades.

(b.) PGW has created a ever-downward spiraling bureaucracy squandered 100's of Millions of Dollars of revenue in its trust and thereby broken the Public Trust.

(c.) PGW has willfully ignored proven techniques of profitability for this vital and viable utility business, and instead purposefully chosen to create a money-losing cash cow, thereby breaking the Public Trust.

(d.) PGW, in an ill-hatched fast-buck scheme in its scramble to overcome its losses due to its own mis-management and incompetence has purposefully neglected to perpetuate its once highly competent residential, commercial, and industrial service divisions in lieu of a 'get a warm body on site' philosophy, sending incompetent personnel to technical and safety calls, thereby placing the Public Safety in jeopardy and breaking the Public Trust.

(e.) PGW having a high customer to area ratio (theoretically yielding relatively low transmission and line maintenance costs) has unduly and shamelessly imposed upon its gas customers inordinately high gas rates, thereby chasing business and industry out of Philadelphia, decreasing the number of available permanent jobs, decreasing the tax base, decreasing overall services, creating a general climate of desirability to exodus Philadelphia and adding to the typical Philadelphia ambience of over-burden upon residents and businesses alike, and general governmental arrogance.

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

MARCH 9, 2004

GREGORY J STUNDER ESQUIRE
800 WEST MONTGOMERY AVENUE
PHILADELPHIA PA 19122

DOCUMENT
FOLDER

RE: PA PUC vs PHILADELPHIA GAS WORKS
Docket Number R-00049157C0003

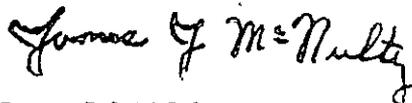
Dear Sir/Madam:

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

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

dbs

DOCKETED
MAR 12 2004

ORIGINAL

R-00049157C0004

RECEIVED

04 MAR -1 AM 9:49

Formal Complaint Form Pennsylvania Public Utility Commission

P.U.C.
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 ANN WEITZ

Street/P.O.Box 1110 BRIGHTON ST Apt # _____

City Phila State PA Zip 19111

County Phila Area Code/Home Phone 215-942-6084
Area Code/Work Phone _____

DOCKETED
APR 01
MAR 31 2004

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

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

I DON'T WANT THEM TO RAISE RATES.
I AM A SENIOR CITIZEN ON A FIXED
INCOME. I DON'T FEEL I SHOULD HAVE TO PAY
HIGHER RATES FOR THE PEOPLE WHO ARE NOT PAYING

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

VOICE MY CONCERNS

**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.

Ann Weitz
Signature

Feb 27, 004
Date

Continued on next page

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

MARCH 17, 2004

GREGORY J STUNDER ESQUIRE
800 WEST MONTGOMERY AVENUE
PHILADELPHIA PA 19122

DOCKETED
APR 1 2004

RE: PA PUC vs PHILADELPHIA GAS WORKS
Docket Number R-00049157C0004

**DOCUMENT
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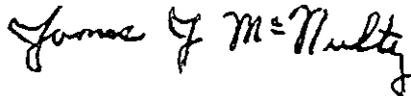
Dear Sir/Madam:

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

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

dbs

ORIGINAL

0004915700005

RECEIVED

Formal Complaint Form
Pennsylvania Public Utility Commission

7004 MAR -1 AM 9:44

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

SECRETARY'S BUREAU

1. Your name, mailing address and telephone number:

DOCKETED
APR 01 2004

Name ELEANOR CASSIDY

Street/P.O.Box 10831 ACADEMY RD. Apt # 1

City PHILA. State PA Zip 19154

County PHILA. Area Code/Home Phone 215-824-2797
~~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). They want another increase to pay uncollected Bills. Why should I have to pay more, just because someone else does NOT pay their share??

DOCUMENT
FOLDER

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

Collect all unpaid back bills

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.

Eleanor Cassidy
Signature

2-25-04
Date

Continued on next page

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

MARCH 17, 2004

GREGORY J STUNDER ESQUIRE
800 WEST MONTGOMERY AVENUE
PHILADELPHIA PA 19122

DOCKETED
APR 01 2004

RE: PA PUC vs PHILADELPHIA GAS WORKS
Docket Number R-00049157C0005

Dear Sir/Madam:

**DOCUMENT
FOLDER**

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

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

dbs

ORIGINAL

R-00049157C0006

Formal Complaint Form
Pennsylvania Public Utility Commission

DOCKETED
APR 01 2004

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 BETTY LEVIT
Street/P.O.Box 1111 TYSON AVE Apt # _____
City Phila State PA Zip 19111
County Phila Area Code/Home Phone 215-742-7438
Area Code/Work Phone _____

DOCUMENT
FOLDER

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

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

I don't want the gas Co to raise my rates. I am 93 years old & on a very fixed income. I don't feel I should be penalized for customers 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).

To voice my concerns + fight any raises the gas Co ~~wishes~~ wishes to inflict on me.

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.

Betty Levit
Signature

2-25-04
Date

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2004 MAR -1 AM 10:07
SECRETARY'S BUREAU

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DOCKETED
APR 01 2004

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

MARCH 17, 2004

GREGORY J STUNDER ESQUIRE
800 WEST MONTGOMERY AVENUE
PHILADELPHIA PA 19122

DOCKETED
APR 01 2004

RE: PA PUC vs PHILADELPHIA GAS WORKS
Docket Number R-00049157C0006

Dear Sir/Madam:

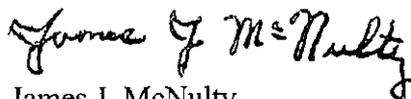
**DOCUMENT
FOLDER**

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

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

dbs

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

MARCH 17, 2004

GREGORY J STUNDER ESQUIRE
800 WEST MONTGOMERY AVENUE
PHILADELPHIA PA 19122

DOCKETED
APR 01 2004

RE: PA PUC vs PHILADELPHIA GAS WORKS
Docket Number R-00049157C0007

**DOCUMENT
FOLDER**

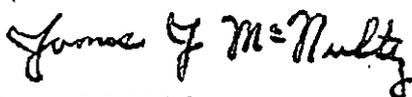
Dear Sir/Madam:

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

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

dbS

ORIGINAL

R - 00049157C0008

RECEIVED

2004 MAR -3 AM 10:03

Formal Complaint Form
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:

Name Nemesio Alvare
Street/P.O.Box 418 Williams Rd. Apt # _____
City Wynnewood, PA State PA Zip 19096
County Mongomery Area Code/Home Phone 610-642-3910
Area Code/Work Phone ---

DOCKETED

APR 01 2004

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

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

As a senior citizen, I would like to voice my opposition to Phila. Gas. Works getting yet another increase rate. They just got a significant increase last year!

Senior citizens on a fixed income cannot absorb these increases

4. What do you want the Public Utility Commission to do about your complaint? between perscriptions, taxes, and utility Bills we must choose between food and housing expenses. (Use additional paper if need more space).

Do not give them another increase this year!!!!

5. You must sign and date your complaint below.

DOCUMENT FOLDER

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

Nemesio J. Alvare
Signature

2/29/04
Date

Continued on next page

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

MARCH 17, 2004

GREGORY J STUNDER ESQUIRE
800 WEST MONTGOMERY AVENUE
PHILADELPHIA PA 19122

DOCKETED
APR 01 2004

RE: PA PUC vs PHILADELPHIA GAS WORKS
Docket Number R-00049157C0008

**DOCUMENT
FOLDER**

Dear Sir/Madam:

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

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

dbs

ORIGINAL

R - 00049157 C0009

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 EUGENE P. MALIN SR

Street/P.O.Box 3422 RYAN AVE Apt # _____

City PHILA State PA Zip 19136

County PHILA Area Code/Home Phone (215) 331-2287
Area Code/Work Phone _____

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

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

RAISING OF RATES

DOCKETED
APR 01 2004

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

STOP THE RAISE

**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.

Eugene P. Malin Sr
Signature

3-5-04
Date

Continued on next page

RECEIVED
2004 MAR -8 PM 9:14
SECRETARY'S BUREAU

10

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

MARCH 17, 2004

GREGORY J STUNDER ESQUIRE
800 WEST MONTGOMERY AVENUE
PHILADELPHIA PA 19122

DOCKETED
APR 01 2004

RE: PA PUC vs PHILADELPHIA GAS WORKS
Docket Number R-00049157C0009

**DOCUMENT
FOLDER**

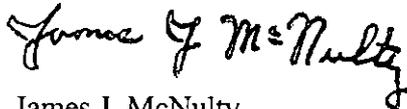
Dear Sir/Madam:

A Complaint has been filed against you in the above-captioned matter before the Pennsylvania Public Utility Commission by EUGENE P MALIN SR.

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

dbs

ORIGINAL

R-00049157 C0010

RECEIVED

2004 MAR 10 PM 8:57

SECRETARY'S BUREAU

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 Robert S. Wing, Jr.

Street/P.O.Box 6847 Ogontz Ave Apt # _____

City Philadelphia State PA Zip 19138

County Philadelphia Area Code/Home Phone 215-927-9499

Area Code/Work Phone 215-328-1435

DOCKETED

APR 01 2004

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

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

PGW has been steadily requesting rate increases over the past few years on the citizens of this city. The bills have increased but there has been no explanation in writing explaining the reason for the increase. Also when I call for an explanation concerning my gas bill and request to make payment arrangements I have received a different response from different individuals when I have asked the same question.

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 any further rate increases until PGW has open their records for public review to explain how they are using the current funds that they are receiving from their customers. I would like the PUC to make PGW justify any increase to the penny and make sure that the funds are being used for what they stated. (see additional page)

5. You must sign and date your complaint below.

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

Robert S. Wing Jr
Signature

3/6/2004
Date

Continued on next page

DOCUMENT
FOLDER

12

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

MARCH 17, 2004

GREGORY J STUNDER ESQUIRE
800 WEST MONTGOMERY AVENUE
PHILADELPHIA PA 19122

DOCKETED
APR 01 2004

RE: PA PUC vs PHILADELPHIA GAS WORKS
Docket Number R-00049157C0010

**DOCUMENT
FOLDER**

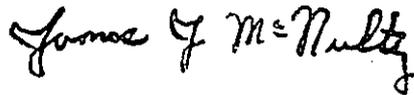
Dear Sir/Madam:

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

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

dbs

ORIGINAL

R-00049157C0011

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:

DOCKETED
APR 01 2004

Name RONA ROSEN

Street/P.O.Box 9862 BONDEX ST Apt # _____

City PHILA State PA Zip 19115

County PHILA Area Code/Home Phone 215-676-2634
Area Code/Work Phone 215-831-2976

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

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

I am complaining ABOUT PROPOSED RATE INCREASE. My husband is disabled + not WORKING. I ONLY WORK PART time AND cannot afford a rate increase

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

Please protest rate increase. I don't feel the general public should get increases because some people are not paying their bills

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.

Rona Rosen
Signature

3/6/04
Date

SECRETARY'S BUREAU

2004 MAR 10 PM 8:58

RECEIVED

Continued on next page

DOCUMENT
FOLDER

20

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

MARCH 17, 2004

GREGORY J STUNDER ESQUIRE
800 WEST MONTGOMERY AVENUE
PHILADELPHIA PA 19122

DOCKETED
APR 01 2004

RE: PA PUC vs PHILADELPHIA GAS WORKS
Docket Number R-00049157C0011

**DOCUMENT
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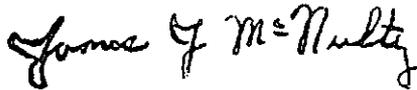
Dear Sir/Madam:

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

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

dbS

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

MARCH 17, 2004

GREGORY J STUNDER ESQUIRE
800 WEST MONTGOMERY AVENUE
PHILADELPHIA PA 19122

DOCKETED
APR 01 2004

RE: PA PUC vs PHILADELPHIA GAS WORKS
Docket Number R-00049157C0012

**DOCUMENT
FOLDER**

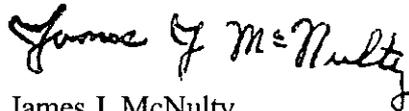
Dear Sir/Madam:

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

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

dbs

ORIGINAL
RECEIVED

R-00049157C0018

2004 MAR 11 AM 9:44

Formal Complaint Form
Pennsylvania Public Utility Commission

SECRET ^{UTILITY 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 CHERYL Mack
Street/P.O.Box 1445 Devereaux Ave Apt#
City Phila State PA Zip 19149
County Phila Area Code/Home Phone 215 535 3982
Area Code/Work Phone N/A

DOCKETED
APR 01 2004

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

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

Ambiguous definitions of erroneous charges.
see attached.

**DOCUMENT
FOLDER**

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

Review, assess, re-evaluate and present
the consumer with more reasonable and
affordable rates. Allow the consumer
a fair platform of input into the itemized
charges.

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

3/6/04
Date

Continued on next page

30

RECEIVED
2004 MAR 11 AM 9:44
P. O. J. C.
SECRETARY'S BUREAU

Cheryl V. Mack
1445 Devereaux Avenue
Philadelphia, PA 19149

Acct# 9119388083

March 6, 2004

To: Secretary
Pennsylvania Public Utility Commission (PUC)
P. O. Box 3265
Harrisburg, PA 17105-3265

To Whom It May Concern:

I, Cheryl V. Mack, am writing to you with a complaint about the billing practices of the Philadelphia Gas Works (PGW). I have been informed that this office (PUC) sanctions the billing practices PGW espouses to, and also, that PUC has approved of further application of these billing practices, in larger amounts, in the future. In other words, PGW is raising their prices, yet again.

As I reviewed the itemized charges, on my recent gas bill, I found ambiguous explanations for erroneous charges. I contacted PGW's customer service office and could not get a clear explanation of what exactly the charges are. I also called this office and, still, could not get a clear explanation of the billing practice that catapults my usage bill from a mere \$216.42 (for actual commodity usage) to a staggering \$415.97 – by way of distribution charges. PGW has a charge for being a PGW customer. In a deceiving manner, an attempt to open up other options for the customer to do business with another company, who may extend fairer prices, has been hit with a (skimming) off the top charge called *migration rider*. So, whether the customer uses PGW or someone else, PGW will ride the customer for costs and PGW still benefits. Then there is the assuming charge called gas cost adjustment. What is being adjusted? Is this a charge to cover the unforeseen (by PGW and PUC since PUC is the sanctioning body) raises in prices that PUC has, all but, guaranteed will come and befall the (victim) consumer. What is being assumed here? It is obvious that there are liberties being taken at the consumer's expense. A daring "just in case" charge by these two entities. That is what the charges allude to despite the ambiguous camouflage of miscellaneous words on the back of the bill. Now we have the distribution charges. Here is where one gets weary and feels there is no hope.

The consumer is charged for everything from breathing to breathing in an area where there may be gas. We have already established that PGW will be paid whether they are directly providing the commodity or not. There exists gas cost adjustments, previously mentioned in this letter and the charge for even needing gas called customer charge. Distribution charge is described as delivery of the commodity from the city gate to the consumer. What is that? Where is it?, and since the company charges such an astronomical, appalling amount for opening the gate, tell me where it is and I will take responsibility for opening and closing it myself. It costs a whopping \$161.76 for the delivery of gas to me – had I be given an option (for this price) I would rather come pick up the gas myself.

Progressive Auto Insurance Company gives the prices of their competitors to their customers and prospective customers. I demand that PGW be charged with doing the same and maybe the migration charge would be applicable here, but only as a one time only fee (charge) at a base rate. So, should the distribution charge be applied, at a base price, not some fluctuating flood bent on devouring all in its path. The distribution charges equal half the cost charged for commodity usage and it is an atrocity to take advantage of the consumer in this way.

I charge that PUC be more consumer sensitive and less business sympathetic by cutting versus increasing these already extreme costs. These prices set customers up to be in debt. One would have to use wood burning stoves, coal to heat their homes and cook their food – only using gas for bathing and on a time restricted bases, if at all if one hopes to survive.

As a customer, being charged for the company's presence as a company or cost of being a company (at this point I am not sure of what I am being charged for), along with the cost of being a customer - warrants stock in PGW. This amount of revenue provided by the consumer warrants a cooperative arrangement between the consumer and PGW. Consumers are charged for the provision of service to consumers with a safety net, called gas cost adjustment: in the event PGW has not increased their prices enough or the increase has not yet gone into effect. This is yet another way in which PGW gets extra or more or all there is until consumers are nothing but dried out rocks. I strongly demand PGW (PUC) cut these unfair, unsubstantiated billing practices. I demand that PGW be sanctioned to find more cost efficient ways of distributing gas. Instead of the scheduled raising prices, schedule yearly reports on the ways in which PGW has cut the costs to the customer. The charges do not make sense. Where is the gate? Show it on the news, talk about it, explain it. Put a picture of it in the newspaper with a clear explanation of what it is and why it costs \$161.76 (I understand the costs vary from household to household and that this charge is for one particular month). Send out mailers to all of PGW customers with the information clearly and plainly outlined. Who is advocating for the consumer here? Why is this okay? The consumers have a right to know. We are expected to pay the cost for something we do not understand. The itemized costs are in some foreign language. The people who work for PGW do not know what the definitions mean. The question is why does the PUC sanction PGW charges that are equal to the monthly cost of a 30-year mortgage at a 5.5% interest rate. And PGW along with PUC is obligated to explain in words that the consumer can understand, in plain language – not in cyclical sentences with no point or meaning. I also charge that, before PUC sanctions yet another price increase, a forum is organized where the consumers provide input on the final decisions where increasing prices and cutting costs are concerned. That in place, instead of this one-sided, like minded, biased impersonal body of regulators, a body of the public is organized. People are attached to these dollars and a choice to accept this service or be cold, with cold food, bathing in cold water and facing rude, assuming, judgmental, intrusive customer service personnel is an unfair practice. The consumers want a voice in the deciding process. Organize a consumer run, consumer based, consumer board that works parallel to PUC. Don't stifle our voice.

I am looking forward to your response and I thank you in advance for your attention.

Respectfully,

Cheryl V. Mack

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

MARCH 17, 2004

GREGORY J STUNDER ESQUIRE
800 WEST MONTGOMERY AVENUE
PHILADELPHIA PA 19122

DOCKETED
APR 01 2004

RE: PA PUC vs PHILADELPHIA GAS WORKS
Docket Number R-00049157C0013

**DOCUMENT
FOLDER**

Dear Sir/Madam:

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

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

dbS

RECEIVED
2004 MAR 12 AM 8:42
SECRETARY'S BUREAU

R-00049157000

ORIGINAL

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 PAULA COHEN
Street/P.O.Box 9019 REVERE ST Apt # _____
City PHILADELPHIA State PA Zip 19152
County PHILA Area Code/Home Phone 215-464-3431
Area Code/Work Phone N/A

DOCKETED
APR 01 2004

2. Name of company your complaint concerns: PGW

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

*Please see attached
Thank you*

**DOCUMENT
FOLDER**

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

*Please see attached
Thank you*

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.

Paula Cohen
Signature

March 10, 2004
Date

Continued on next page

Formal Complaint Form Pennsylvania Public Utility

Commission

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

This is regarding the proposed rate increase requested by PGW. Almost every month some rates go up. Distribution, gas cost adjustment, WNA. I just received this month's bill and again a commodity charge increased to \$0.76331. It was noted on this month's bill. There are now 2 distribution charges. One is \$0.53564 and a new one \$0.53935. Also, last month's WNA was a credit, now it a charge. This seems to be another way of extracting our monies. Also, the bill is so outrageously complicated and unexplainable by a lay person, that I had credit charges that were not mine, etc. I had to call the billing department and they had some trouble explaining my bill. They too were quite confused. (and does anybody really have a bill totaling 8 squares in the pay section?) Last year the bills were not itemized. This year they are called distribution/delivery charges. The delivery charges are almost as much as the usage commodity/supply charges. What is the difference between supply charges and delivery charges? All I know is, my 1-2% social security raise does not meet the 4.1% rate increase asked by PGW, I find this to be a high class robbery.

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 the proposed cost rate increase. Any business that conducts business must bail themselves out by reducing costs, not the consumer. If I owed money (which I do not to anyone) I would have to have a plan to pay back the money I owed. PGW must be accountable for their inept billing practices before they can EVER be granted an increase. I am sure that many people feel the same way. I also do not feel that I should have to pay a higher rate for "uncollected billed revenues". Have PGW work out plans with the tenants to repay their bills, or, I'm sorry, shut off the gas until a plan of payment is worked out. This month's bill has increases in the commodity charge to \$0.76331. Reductions in pennies to make it look like we are getting a decrease. The increase takes away the decrease. Please have PGW find a better way to cap expenses like other companies do. REDUCE REDUCE REDUCE. Stop wasting.

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

MARCH 17, 2004

GREGORY J STUNDER ESQUIRE
800 WEST MONTGOMERY AVENUE
PHILADELPHIA PA 19122

DOCKETED
APR 01 2004

RE: PA PUC vs PHILADELPHIA GAS WORKS
Docket Number R-00049157C0014

**DOCUMENT
FOLDER**

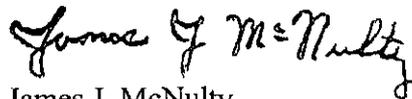
Dear Sir/Madam:

A Complaint has been filed against you in the above-captioned matter before the Pennsylvania Public Utility Commission by PAULA COHEN

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

dbS

ORIGINAL

R-00049157C0015

RECEIVED

MAR 13 2004

Formal Complaint Form
Pennsylvania Public Utility Commission

PA 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 RICK K. HENDERSON
Street/P.O.Box 4041 RIDGE AVE. Apt # 5209
City PHILADELPHIA State PA Zip 19129
County PHILADELPHIA Area Code/Home Phone 215-843-8485
Area Code/Work Phone _____

DOCKETED
APR 01 2004

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

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

PROPOSED RATE INCREASE

DOCUMENT
FOLDER

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

DENY PHILADELPHIA GAS WORKS REQUEST
FOR 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]
Signature

12 MARCH 2004
Date

Continued on next page

(1)

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

MARCH 17, 2004

GREGORY J STUNDER ESQUIRE
800 WEST MONTGOMERY AVENUE
PHILADELPHIA PA 19122

DOCKETED
APR 01 2004

RE: PA PUC vs PHILADELPHIA GAS WORKS
Docket Number R-00049157C0015

**DOCUMENT
FOLDER**

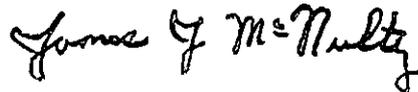
Dear Sir/Madam:

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

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

dbS

ORIGINAL

R - 00049157C0016

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 Kim D. Scarborough ET AL

Street/P.O.Box _____ P.O. Box 247 Apt # _____

City UpperDarby State PA Zip 19082

County _____ Area Code/Home Phone 267-872-0247
Area Code/Work Phone _____

2. Name of company your complaint concerns: PGW

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

SEE ATTACHED PAPER

DOCKETED
APR 01 2004

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

SEE ATTACHED PAPER

**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.

Kim D. Scarborough
Signature

3/12/04
Date

Continued on next page

SECRETARY'S BUREAU
2004 MAR 15 AM 10:58
RECEIVED

68

3. What is your complaint?

PGW plans on increasing paying customers invoices (bills) in order to recover monies lost from non-paying customers. They claim that gas prices as well as their collection issues are driving them to take this action. Reviewing PGW's corporate history, I think its also includes mismanagement of funds.

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

Please stop this from happening. The average customer is already dealing with above average gas bills. Our family's gas bill last year was 150.00 a month – this year our gas bill is averaging 250.00 and these amounts are based on a "budget plan" set up by PGW. At this rate we will soon become one of the growing numbers of people who can not and do not pay their gas bills. If this goes through what choice would we have?

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

MARCH 17, 2004

GREGORY J STUNDER ESQUIRE
800 WEST MONTGOMERY AVENUE
PHILADELPHIA PA 19122

DOCKETED
APR 01 2004

RE: PA PUC vs PHILADELPHIA GAS WORKS
Docket Number R-00049157C0016

**DOCUMENT
FOLDER**

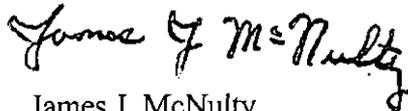
Dear Sir/Madam:

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

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

dbS

ORIGINAL R-00049157 C0017

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 Marsethis Jackson
Street/P.O.Box 5756 Jefferson St. Apt # _____
City Philadelphia State PA Zip 19131
County _____ Area Code/Home Phone 215-879-0267
Area Code/Work Phone 215-751-7367

DOCKETED
APR 01 2004

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

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

Please do not let PGW raise our gas prices anymore. I can not afford to pay this kind of money. I use to pay at the highest \$170.00 per month now my bill is around \$302.00 per month since the last increase. Something is wrong with management. I don't receive cost of living increases on my job. I have always paid my bill but now I don't know what to do. I'm already \$450 behind. How can they keep doing this to people? This is more than a mortgage. I'm a single parent of 2 with no support but I don't qualify for help. I'm ready to go out and protest.

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

*Please forward this on to someone who will listen. Do not let PGW increase our gas prices.
Please Help!!!*

**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.

Marsethis Jackson
Signature

3-2-04
Date

SECRETARY'S BUREAU
2004 MAR -4 AM 11:50

RECEIVED

Continued on next page

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

March 23, 2004

GREGORY J. STUNDER, ESQUIRE
800 WEST MONTGOMERY AVENUE
PHILADELPHIA PA 19122

DOCKETED
APR 01 2004

RE: PA PUC vs PHILADELPHIA GAS WORKS
Docket Number R-00049157C0017

**DOCUMENT
FOLDER**

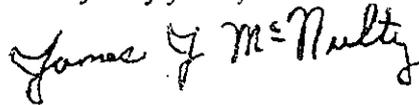
Dear Sir/Madam:

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

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

KSB

ORIGINAL

R-00049157C 0012

RECEIVED

Formal Complaint Form
Pennsylvania Public Utility Commission 2004 MAR -5 PM 9:15

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

SECRETARY'S BUREAU

1. Your name, mailing address and telephone number:

Name PATRICIA A. POWELL
Street/P.O.Box 2013 N WANAMAKER ST Apt # _____
City PHILADELPHIA State PA Zip 19131
County PHILADELPHIA Area Code/Home Phone 215 877 1710
Area Code/Work Phone _____

DOCKETED
APR 01 2004

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

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

GAS WORKS REQUEST FOR ANOTHER RATE INCREASE.

DOCUMENT
FOLDER

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

(Use additional paper if need more space). DENY REQUEST.

I LIVE ON A LIMITED INCOME, PRESENT BILLS ARE 1/3 OF MY PENSION. GAS WORKS NEED TO MANAGE THEIR MONIES AND CUT WASTE, MY BILLS FOR A 3 MONTH PERIOD AMOUNTED TO \$1,300.00. THAT IS OUTRAGEOUS.

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.

Patricia A Powell
Signature

3/1/04
Date

Continued on next page

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

March 23, 2004

GREGORY J. STUNDER, ESQUIRE
800 WEST MONTGOMERY AVENUE
PHILADELPHIA PA 19122

DOCKETED
APR 01 2004

RE: PA PUC vs PHILADELPHIA GAS WORKS
Docket Number R-00049157C0018

**DOCUMENT
FOLDER**

Dear Sir/Madam:

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

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

KSB

RECEIVED

2004 MAR 17 AM 8:45

R-00049157

125042

ORIGINAL

Formal Complaint Form
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:

Name Oscar J. Brown

Street/P.O.Box 4632 Newhall Street Apt # _____

City Philadelphia State PA Zip 19144-4228

County Philadelphia Area Code/Home Phone 215-849-6202
Area Code/Work Phone _____

DOCKETED

APR 01 2004

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

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

Philadelphia Gas Works is filing a request with PUC for a increase in gas rates. The reason is for uncollected billed revenues. Why should I pay for bills that are not paid? I am retired and on a fixed income and I pay my bill monthly.

**DOCUMENT
FOLDER**

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

I a retiree, on fixed income should not have to pay other's gas bill, I should be excluded from this 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.

Oscar J. Brown
Signature

March 13, 2004
Date

Continued on next page

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

Lawyer's Name _____

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

MARCH 23, 2004

GREGORY J STUNDER ESQUIRE
800 WEST MONTGOMERY AVENUE
PHILADELPHIA PA 19122

DOCKETED
APR 01 2004

RE: PA PUC vs PHILADELPHIA GAS WORKS
Docket Number R-00049157C0019

**DOCUMENT
FOLDER**

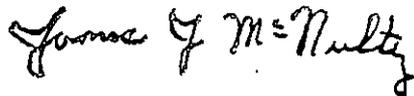
Dear Sir/Madam:

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

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

db5

RECEIVED

2004 MAR 18 AM 9:07

R - 0004915700000

ORIGINAL

Formal Complaint Form
Pennsylvania 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 Anita Gordon

Street/P.O.Box 9859 Bonner Street Apt # _____

City Philadelphia State PA Zip 19115

County Philadelphia Area Code/Home Phone (215) 677-7689
Area Code/Work Phone (215) 568-5885

DOCKETED

APR 01 2004

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

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

I have always paid my bills ahead of time and never, in my entire life, made a late payment or missed a payment. Now Philadelphia Gas Works has announced that they will charge the people who pay their bills more to make up for the people who don't pay their bills.

DOCUMENT FOLDER

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

I do not want to pay gas bills for people who do not pay their own gas bills. If they will not pay their gas bills, then let the PGW shut their gas off and then go after them to pay what is owed. I feel I have a right not to pay for other people's gas. After all, I work hard for my money and pay my obligations, such as utility bills, before spending money on luxuries.

- 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.

Anita Gordon
Signature

March 15, 2004
Date

Continued on next page

14

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

MARCH 23, 2004

GREGORY J STUNDER ESQUIRE
800 WEST MONTGOMERY AVENUE
PHILADELPHIA PA 19122

DOCKETED
APR 01 2004

RE: PA PUC vs PHILADELPHIA GAS WORKS
Docket Number R-00049157C0020

**DOCUMENT
FOLDER**

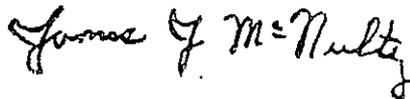
Dear Sir/Madam:

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

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

dbS

R - 00049157 C002

ORIGINAL

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 Lisa Whitaker

DOCKETED

APR 18 2004

Street/P.O. Box 111 N. Ruby Street Apt. # _____

City Philadelphia State PA Zip 19139

County Philadelphia Area Code/Home Phone 215-471-4007

Area Code/Work Phone _____

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

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

PGW plans to increase my gas cost rate (GCR) effective 09/01/04, to recover the cost of natural gas PGW purchases from gas suppliers. PGW is proposing in its 03/01/04 filing that the Company be permitted to recover the costs associated with increases in its uncollected billed revenues. I disagree with any increase in my gas rate ESPECIALLY to recover the costs associated with uncollected revenues.

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

investigate Phila Gas Works' rate increase request especially for the reason to recover the costs associated with increases in uncollected billed revenues. This request is totally unfair to those customers who pay their bills!!

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.

Lisa Whitaker

Signature

03/16/2004

Date

DOCUMENT FOLDER

SECRETARY'S BUREAU

2004 MAR 18 AM 9:08

RECEIVED

Continued on next page

1/2

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

MARCH 23, 2004

GREGORY J STUNDER ESQUIRE
800 WEST MONTGOMERY AVENUE
PHILADELPHIA PA 19122

DOCKETED
APR 01 2004

RE: PA PUC vs PHILADELPHIA GAS WORKS
Docket Number R-00049157C0021

Dear Sir/Madam:

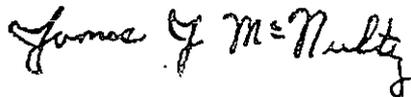
**DOCUMENT
FOLDER**

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

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

dbb

RECEIVED

2004 MAR 22 AM 9:21

R - 00049157C0022

Formal Complaint Form
Pennsylvania Public Utility Commission

ORIGINAL

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 (MRS.) Joan R. SWITZER

Street/P.O.Box 7368 Valley Av. Apt #

City PHILA. State Pa. Zip 19128

County Phila. Area Code/Home Phone 215-482-7323
Area Code/Work Phone _____

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

3. What is your complaint? (Use additional paper if need more space). I'm protesting the huge jump in P.G.W. bills. The bills went from \$81 to \$95. I have a dryer, but can't afford to use it; we are seniors and we have to pay. We are doing our best. Do we have to choose between heat or eat.

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

I want to have the P.U.C. find out why! Two years ago, P.G.W. said "pay up" At that time service was to be cut off. Each few months the bill paying up was moved again; still bills are not being paid. I'm sick of paying others bills.

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.

Joan R. Switzer
Signature

3/18/04
Date

Continued on next page

DOCKETED
APR 01 2004

DOCUMENT
FOLDER

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

MARCH 23, 2004

GREGORY J STUNDER ESQUIRE
800 WEST MONTGOMERY AVENUE
PHILADELPHIA PA 19122

DOCKETED
APR 01 2004

RE: PA PUC vs PHILADELPHIA GAS WORKS
Docket Number R-00049157C0022

**DOCUMENT
FOLDER**

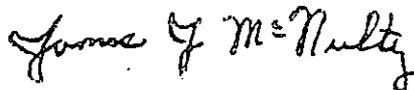
Dear Sir/Madam:

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

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

db

R - 00049157 00023

Formal Complaint Form
Pennsylvania Public Utility Commission

ORIGINAL

DOCKETED
APR 01 2004

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 T. ROACH

Street/P.O.Box 6325 ALGON AVE. Apt # _____

City PHILADELPHIA State PA Zip 19111

County " Area Code/Home Phone (215) 533-5762
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).

NO NEED FOR THE SURCHARGE OR "RATE INCREASE" WHICH P.G.W.
IS TRYING TO PUT INTO PLACE. TOTALLY UNNECESSARY.

DOCUMENT
FOLDER

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

GET THE "DEADBEATS" WHO ARE PRESENTLY NOT PAYING THEIR
BILLS TO START PAYING UP. IT'S REALLY UNCONSCIOUS
TO ASK PAYING CUSTOMERS TO SUBSIDIZE THE NON-PAYING
CUSTOMERS. ABSOLUTELY RIDICULOUS!!! TELL THEM TO GET
THEIR FISCAL HOUSE IN ORDER

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.

T. Roach
Signature

MARCH 17, 2004
Date

Continued on next page

RECEIVED
2004 MAR 22 AM 9:40
SECRETARY'S BUREAU

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

MARCH 23, 2004

GREGORY J STUNDER ESQUIRE
800 WEST MONTGOMERY AVENUE
PHILADELPHIA PA 19122

DOCKETED
APR 01 2004

RE: PA PUC vs PHILADELPHIA GAS WORKS
Docket Number R-00049157C0023

**DOCUMENT
FOLDER**

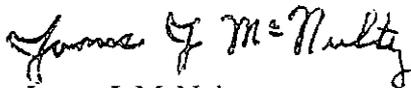
Dear Sir/Madam:

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

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

dbs

DOCKETED
APR 01 2004

BCS #1610978
R-00049157 C0024

RECEIVED

MAR 22 2004

**Formal Complaint Form
Pennsylvania Public Utility Commission**

PA 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 PAUL J. COCO

Street/P.O.Box 3406 VISTA ST. Apt # _____

City Phila. State Pa. Zip 19136

County Phila. Area Code/Home Phone 215-333-8384
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).

THE GAS COMPANY IS AGAIN FILING FOR A COST RATE INCREASE, AND ALSO PERMITTED TO RECOVER THE COST ASSOCIATED WITH INCREASES IN ITS UNCOLLECTED BILLED REVENUES. THIS IS OUTRAGES AND UNFAIR FOR SENIORS LIKE ME, THE GAS RATES ARE HIGH AS IT IS NOW.

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

I WANT THE P.U.C. TO REJECT ALL INCREASES THE PHILA. GAS WORKS ARE ASKING. GIVE THE PUBLIC + SENIORS SOME GOOD NEWS FOR A CHANGE.

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.

Paul J. Coco
Signature

3-19-04
Date

Continued on next page

**DOCUMENT
FOLDER**

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

MARCH 23, 2004

GREGORY J STUNDER ESQUIRE
800 WEST MONTGOMERY AVENUE
PHILADELPHIA PA 19122

DOCKETED
APR 01 2004

RE: PA PUC vs PHILADELPHIA GAS WORKS
Docket Number R-00049157C0024

**DOCUMENT
FOLDER**

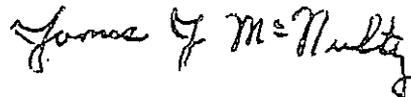
Dear Sir/Madam:

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

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

dbs

ORIGINAL

R - 00049157 C0025

RECEIVED

Formal Complaint Form 2004 MAR 22 AM 9:45
Pennsylvania Public Utility Commission

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

SECRETARY'S BUREAU

DOCKETED

APR 01 2004

1. Your name, mailing address and telephone number:

Name HARRY TANKE

Street/P.O.Box 151 BENJAMIN CT. Apt # _____

City PHILA. State PA. Zip 19114

County _____ Area Code/Home Phone 215 696 6284
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. ANTICIPATES RAISING GAS RATE TO OFFSET
DEFICIT AMOUNT CAUSED BY NON-PAYING CONSUMERS
NOT FAIR TO RESIDENTS WHO PAY BILLS

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

DO NOT PERMIT P.G.W. TO RAISE PRICE OF
GAS TO OFFSET THE DEFICIT CAUSED BY
CONSUMERS WHO DO NOT PAY THEIR BILLS

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.

Harry Tanke
Signature

3/18/04
Date

Continued on next page

DOCUMENT
FOLDER

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

MARCH 23, 2004

GREGORY J STUNDER ESQUIRE
800 WEST MONTGOMERY AVENUE
PHILADELPHIA PA 19122

DOCKETED
APR 01 2004

RE: PA PUC vs PHILADELPHIA GAS WORKS
Docket Number R-00049157C0025

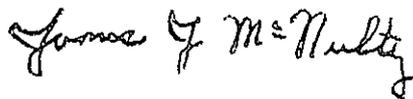
Dear Sir/Madam:

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

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

db's

R-0004915700086

ORIGINAL

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 PAULINE D. LAVERGHETTA
Street/P.O.Box 2133 VISTA ST Apt # _____
City PHILADELPHIA State PA Zip 19152
County PHILA Area Code/Home Phone (215) 742-4559
Area Code/Work Phone _____

DOCKETED

APR 01 2004

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

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

PROPOSED RATE INCREASE IS TOTALLY UNNECESSARY IF A COLLECTION AGENCY PURSUED ALL THE MONEY NOT CURRENTLY PAID BY CITY RESIDENTS. AT ONE TIME EVEN OUR ILLUSTRIOUS MAYOR WAS NEGLIGENT - LET'S GET THESE FREE-LOADERS - AS SOON AS IT'S WARM - TURN OFF THEIR GAS!!!

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

SEE ABOVE PROPOSED RESOLUTION. MAYBE WE SHOULD ALL STOP PAYING OUR BILLS

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.

Pauline D La Vergetta
Signature

March 17 2004
Date

Continued on next page

RECEIVED
2004 MAR 22 AM 9:40
SECRETARY'S BUREAU
19

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

MARCH 23, 2004

GREGORY J STUNDER ESQUIRE
800 WEST MONTGOMERY AVENUE
PHILADELPHIA PA 19122

DOCKETED
APR 01 2004

RE: PA PUC vs PHILADELPHIA GAS WORKS
Docket Number R-00049157C0026

**DOCUMENT
FOLDER**

Dear Sir/Madam:

A Complaint has been filed against you in the above-captioned matter before the Pennsylvania Public Utility Commission by PAULINE D LA VERGHETTA.

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

db5

ORIGINAL

R - 00049157 C0027

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 michael O'CONNOR
Street/P.O.Box 3543 CHALFONT DR. Apt #
City Philadelphia State PA Zip 19154
County Area Code/Home Phone 215 632 1890
Area Code/Work Phone 215 906 9027

DOCKETED
APR 01 2004

2. Name of company your complaint concerns: PGW / PECO

3. What is your complaint? (Use additional paper if need more space).
The recent increase in gas prices has caused considerable hardship. These prices must come down. The same must be said of PECO. The increases are not just.

4. What do you want the Public Utility Commission to do about your complaint? (Use additional paper if need more space).
Apply pressure to force a lowering of gas prices and electric prices.
Also provide me with an alternative provider if possible.

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 Michael O'Connor Date 3/27/04

RECEIVED

2004 MAR 19 AM 9:30

SECRETARY'S BUREAU

Continued on next page

DOCUMENT FOLDER FOLDER DOCUMENT

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

MARCH 23, 2004

GREGORY J STUNDER ESQUIRE
800 WEST MONTGOMERY AVENUE
PHILADELPHIA PA 19122

DOCKETED
APR 01 2004

RE: PA PUC vs PHILADELPHIA GAS WORKS
Docket Number R-00049157C0027

**DOCUMENT
FOLDER**

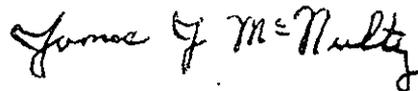
Dear Sir/Madam:

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

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

dbs

ORIGINAL

R - 00049157C0028

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 Joann Lala

Street/P.O.Box 941 Christian Street Apt # _____

City Philadelphia State PA Zip 19147

County _____ Area Code/Home Phone 215-592-8236

Area Code/Work Phone 215-640-2082

Name of company your complaint concerns: Philadelphia Gas Works

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

See attached

DOCKETED
APR 01 2004

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

See attached

**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.

Joann Lala
Signature

3/24/04
Date

Continued on next page

RECEIVED

2004 MAR 29 AM 2:05

SECRETARY'S BUREAU

111

Question #3 – My complaint

Increasing monthly charges for customers who pay their monthly bills on time and in full.

I am a customer who consistently pays their monthly bills upon receipt. This gives PGW the advantage of cash flow of approx. 25 days prior to the bill being due. Now I am going to be penalized for paying my bills on time and for remitting payments in full.

This is unacceptable and I will take the position in making sure that I no longer pay my monthly bills timely and in full. PGW will no longer have the advantage of increased cash flow and payments in full from the many PGW customers who pay timely and pay their monthly bills for the full amount.

PGW will be in a much greater financial position then they currently are by taking this position.

Question #4 –

Enforce shut off of gas usage to the customers who don't pay their bills. I am sure if PGW investigates these customers they will find that many of these customers have the money to pay some portion of their bills. There are options for customers who cannot pay their bills such as LEHAP and CRISIS if they are entitled to receive funds to help pay their gas bills. Many of the customers probably feel since nothing will happen to their gas usage what is the sense in paying the bills. Meanwhile the customers who struggle to pay the high cost of gas usage have to suffer and get increased for the customers who will not pay.

Stop this insane increase from being approved for the customers who pay their bills!!!!!!

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

MARCH 30, 2004

GREGORY J STUNDER ESQUIRE
800 WEST MONTGOMERY AVENUE
PHILADELPHIA PA 19122

DOCKETED
APR 01 2004

RE: PA PUC vs PHILADELPHIA GAS WORKS
Docket Number R-00049157C0028

**DOCUMENT
FOLDER**

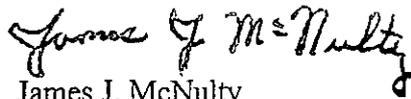
Dear Sir/Madam:

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

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

dbs

ORIGINAL

R-00049157C0001

Formal Complaint Form
Pennsylvania Public Utility Commission

SECRETARY'S BUREAU
04 MAR 29 11:10:38

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 CHARLENE RHODAN

Street/P.O.Box 3133 NORTH 13TH STREET Apt #

City PHILADELPHIA State PA Zip 19133

County Area Code/Home Phone 215-787-2617

Area Code/Work Phone 215-223-0918

2. Name of company your complaint concerns: PGW

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

I RECEIVED A LHEAP GRANT AND IS NOW ON A PGW /CRP PAYMENT PLAN. I CAN NOT AFFORD AN INCREASE OF ANY KIND TO MY CURRENT PGW BILL.

DOCKETED
APR 01 2004

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 STOP PGW FROM INCREASING THE PAYING CUSTOMER GAS PRICE TO ACCOMMODATE TO NON-PAYING CUSTOMERS. IF NOT, PGW WILL HAVE MORE NON-PAYING CUSTOMERS THAN PAYING CUSTOMERS.

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.

Charlene Rhodan 3/25/04
Signature Date

Continued on next page

48

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

MARCH 30, 2004

GREGORY J STUNDER ESQUIRE
800 WEST MONTGOMERY AVENUE
PHILADELPHIA PA 19122

DOCKETED
APR 01 2004

RE: PA PUC vs PHILADELPHIA GAS WORKS
Docket Number R-00049157C0029

**DOCUMENT
FOLDER**

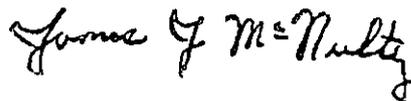
Dear Sir/Madam:

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

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

dbS

ORIGINAL

R-0004915700000

Formal Complaint Form
Pennsylvania Public Utility Commission

SECRETARY'S BUREAU

04 MAR 29 PM 10:39

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 EDITH J. KAPLAN

Street/P.O.Box 323 DICKINSON ST. Apt # 1ST FLOOR

City PHILADELPHIA State PENNA. Zip 19147

County _____ Area Code/Home Phone 215-462-1485
Area Code/Work Phone _____

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

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

I AM A SENIOR CITIZEN LIVING ON S/S ONLY, BUT I MAKE SURE MY UTILITIES ARE PAID, I DID APPLY TO LEAP AND RECEIVED \$244 AND THIS TOWARD MY JAN FEB. BILL, AND I STILL HAD TO PAY \$3.10. DEC JAN MY NEXT BILL WAS \$247.10 WHICH I PAID.

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

(ADDITIONAL PAPER)
I UNDERSTAND THAT GAS IN A HOUSE CANNOT BE TURNED OFF DURING WINTER MONTHS BECAUSE OF AN UNPAID BILL. CHARGE THAT LAW AND SEE WHAT EFFECT THAT WILL HAVE. ALSO SEND OUT A COLLECTOR AND FINE THE CUSTOMER AND ADD INTEREST TO THE UNPAID AMT.

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.

Edith Kaplan
Signature

3/25/04
Date

Continued on next page

DOCKETED
APR 01 2004

DOCUMENT
FOLDER

47

3. NOW PGW IS ASKING FOR A RAISE OF \$500 or \$6.00
A MONTH, TO COVER THEIR UNPAID BILLS. DO I AS
A SENIOR CITIZEN LIVING ON A SMALL MONTHLY
INCOME, HAVE TO COMPENSATE THE COMPANY
FOR CUSTOMERS THAT DO NOT PAY THEIR BILL?

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

MARCH 30, 2004

GREGORY J STUNDER ESQUIRE
800 WEST MONTGOMERY AVENUE
PHILADELPHIA PA 19122

DOCKETED
APR 01 2004

RE: PA PUC vs PHILADELPHIA GAS WORKS
Docket Number R-00049157C0030

**DOCUMENT
FOLDER**

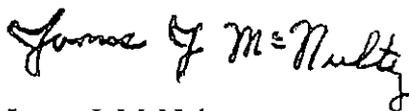
Dear Sir/Madam:

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

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

db5

ORIGINAL

R-00049157C00

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)

DOCKETED
APR 01 2004

1. Your name, mailing address and telephone number:

Name JAMES J. DOWLING JR.
Street/P.O.Box 1612 COMLY STREET Apt #
City PHILADELPHIA State PA Zip 19149
County PHILADELPHIA Area Code/Home Phone 215 288 2862
Area Code/Work Phone 215 683 4224

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

3. What is your complaint? (Use additional paper if need more space).
PGW'S plan to assess an \$80 surcharge on ratepayers who PAY their bill is outrageous, offensive and unwarranted. PGW should learn the basics of budgeting and to live within that budget, as does EVERY other operating entity! PGW also needs to trim patronage positions, executive perks and privileges and other superfluous costs! Their consumers can NO longer support any further rates increases or fees!!

4. What do you want the Public Utility Commission to do about your complaint? (Use additional paper if need more space).
DENY PGW it's request for an \$80 surcharge!! If you do not deny PGW it's request, there will be MANY more consumers who will not be able to pay their bill!!!

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 James J. Dowling Jr. Date March 26, 2004

Continued on next page

RECEIVED

2004 MAR 29 AM 1:21

SECRETARY'S BUREAU

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

MARCH 30, 2004

GREGORY J STUNDER ESQUIRE
800 WEST MONTGOMERY AVENUE
PHILADELPHIA PA 19122

DOCKETED
APR 01 2004

RE: PA PUC vs PHILADELPHIA GAS WORKS
Docket Number R-00049157C0031

**DOCUMENT
FOLDER**

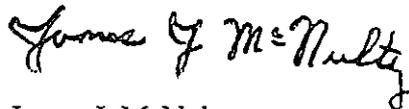
Dear Sir/Madam:

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

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

dbS

RECEIVED
2004 MAR 29 AM 12:49
SECRETARY'S BUREAU

R-0004915700032

ORIGINAL

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 ROBERT JOHNSON
Street/P.O.Box 1715 Ridge Ave Apt # _____
City Phila State PA Zip 19130
County _____ Area Code/Home Phone 215-236-5125
Area Code/Work Phone _____

DOCKETED
APR 01 2004

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

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

HIGH GAS BILLS - I AM ON A FIXED COME
THEY SAY I HAVE TO MUCH MONEY COMING
IN. I AM OVER 65 NEED HELP
RENT - \$580.00 A MONTH - GRANDSON GET 102 B.WEEKLY

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

Help me to get L. HEAT
GRANDSON & WIFE & MY SELF
(THREE IN FAMILY)

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.

Robert Johnson
Signature

3-22-04
Date

Continued on next page

SOCIAL SECURITY ADMINISTRATION

Date: March 22, 2004
Claim Number: 163-28-8192A
163-28-8192DI

ROBERT JOHNSON
1715 RIDGE AVE
PHILADELPHIA PA 19130-1538

You asked us for information from your record. The information that you* requested is shown below. If you want anyone else to have this information, you may send them this letter.

Information About Current Social Security Benefits

Beginning December 2003, the full monthly
Social Security benefit before any deductions is.....\$ 790.20

We deduct \$66.60 for medical insurance premiums each month.

The regular monthly Social Security payment is.....\$ 723.00
(We must round down to the whole dollar.)

Social Security benefits for a given month are paid the following month. (For example, Social Security benefits for March are paid in April.)

Your Social Security benefits are paid on or about the third of each month.

Date of Birth Information

The date of birth shown on our records is September 4, 1937.

CQBMEM

CIS BUDGET MEMBERS INQUIRY

03/15/04 11:57:56

Operator: SMALL Worker: 00800 Page 1

Budget Status Co Record Cat GG Ctl Pgm Dist Csl'd Beg: 04/26/02
 OPEN 51 2071509 C 2 00 H 4141 End: 00/00/00
 Pymt Name: JOSEPHINE JOHNSON Chg: 04/26/02

Sel LN	Short Name	DOB	S R Rel	SSN	Elg	Sta Dte	TPL	LK
01	JOSEP JOH 61	12/10/42	F 1 X	179341150	NS	04/26/02	N	N
03	RANDY JOH 15	04/07/88	M 1 GS	179723631	EC	04/26/02	N	N

GRAND SON - #

723

205

928 Amount

600 Rent

328 - For living exp and that tom out

Next Trans: _____ Parameters: _____ Xmit: _____

~~_____~~
~~_____~~
~~_____~~

CQCBNF

CIS CASH RECURRING BENEFIT INQUIRY

03/15/04 11:57:45

Current Stat: OPEN Operator: SMALL Worker: 13122 Page 1

Co Record	Cat	GG	Pgm	Dist	Pymt Name	Csld	Beg:	12/12/03
51	2071509	C	00	H	JOSEPHINE JOHNSON	4141	End:	00/00/00
							Chg:	12/02/03

FSA \$ 205.00 Pers 01 Ch 01 Ad 00

Special Allow	\$	0.00	Code	Desc
		0.00		
		0.00		

Income: Earned	\$	0.00	Code
Unearned	\$	0.00	

Monthly Benefit	\$	205.00	
Override Amt	\$	0.00	Override Code

Vendor Amount	\$	0.00	Vend	Rent \$	0.00	Arrears \$	0.00
---------------	----	------	------	---------	------	------------	------

Pre-Recoup Amt	\$	205.00	Recoup Code	Begin
Semi-Monthly Amt	\$	102.50	DD Bank ID:	555555
Sel				

Next Trans: _____ Parameters: _____ Xmit: _____

~~_____~~

~~_____~~

~~_____~~

~~_____~~

~~_____~~

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

MARCH 30, 2004

GREGORY J STUNDER ESQUIRE
800 WEST MONTGOMERY AVENUE
PHILADELPHIA PA 19122

DOCKETED
APR 01 2004

RE: PA PUC vs PHILADELPHIA GAS WORKS
Docket Number R-00049157C0032

**DOCUMENT
FOLDER**

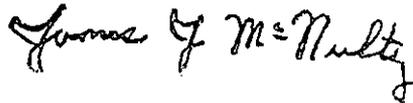
Dear Sir/Madam:

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

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

dbS

ORIGINAL

R-00049157C 0033

BCS # 1616414

RECEIVED

2004 MAR 29 AM 12:50

SECRETARY'S BUREAU

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)

Your name, mailing address and telephone number:

Name LOIS KLEMPNER

DOCKETED

APR 01 2004

Street/P.O.Box 12506 BISCAYNE DR Apt # PR

City PHILA State PA Zip 19154

County PHILA Area Code/Home Phone 215-632-1450
Area Code/Work Phone _____

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

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

PGW is asking for a rate increase to pay for "deadbeats" who don't pay their gas bills. Please see the attached articles which appeared in our local paper which relays how I feel about the issue.

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

Don't allow the rate increase. Force "deadbeats" to pay their bills.

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.

Lois Klempner
Signature

3/26/04
Date

Continued on next page

DOCUMENT
FOLDER

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

MARCH 30, 2004

GREGORY J STUNDER ESQUIRE
800 WEST MONTGOMERY AVENUE
PHILADELPHIA PA 19122

DOCKETED
APR 01 2004

RE: PA PUC vs PHILADELPHIA GAS WORKS
Docket Number R-00049157C0033

**DOCUMENT
FOLDER**

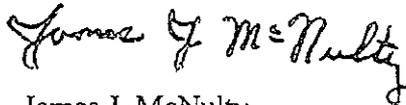
Dear Sir/Madam:

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

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

db

RECEIVED
2004 MAR 26 AM 9:49

R - 0004915700034

SECRETARY'S BUREAU

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 BONNIE C. TROY

DOCKETED
APR 01 2004

Street/P.O.Box 1025 ST. VINCENT STREET Apt # _____

City PHILADELPHIA State PA Zip 19111

County PHILADELPHIA Area Code/Home Phone 215-722-6228
Area Code/Work Phone 800-827-8177 EXT

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

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

MY COMPLAINT CONCERNS THE RATE CHANGES EFFECTIVE MARCH 1, 2004. "CHANGES WILL INCREASE THE TYPICAL RESIDENTIAL HEATING BILL BY ABOUT \$33.00 A YEAR"?? AND NOW.... PGW IS AGAIN FILING ANOTHER REQUEST TO THE PUC TO DO ANOTHER RATE INCREASE WHICH WILL BE EFFECTIVE SEPTEMBER 1, 2004 AS PART OF ITS ANNUAL GCR FILING???

~~(CONTINUED ON ADDITIONAL PAPER ATTACHED)~~

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

I WANT PGW'S REQUEST FOR RATE INCREASE OF \$31.4 MILLION PER YEAR REJECTED BY THE PUC. PLEASE PREVENT THIS FROM HAPPENING IN PHILADELPHIA. PGW'S REQUESTED RATE INCREASE IS NOT REASONABLE.

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.

Bonnie Troy
Signature

3/24/04
Date

Continued on next page

97
442

#3 Cont.

PGW IS NOT ONLY SEEKING INCREASES AFTER 9/1 BUT PGW WANTS TO RECOVER THE COST OF GAS PURCHASED FROM GAS SUPPLIERS AND RECOVER COSTS OF UNCOLLECTED BILLED REVENUES FROM ITS HARD WORKING CITIZENS???

ENOUGH IS ENOUGH!! WHY DO YOU THINK PEOPLE ARE MOVING OUT OF PHILADELPHIA??? IF THIS KEEPS UP ONLY THE POOR PEOPLE AND THE UNEMPLOYED WHO ARE ON SUBSIDIES WILL BE LIVING AND WORKING IN PHILADELPHIA.



BONNIE C TROY
 1025 SAINT VINCENT ST
 PHILADELPHIA PA 19111-4117

Page: 2 of 2
 Billing Date: 03/19/04
 Account Number: 4116490819

117-2116

Account Summary

Previous Balance	Payments Received	Balance Brought Forward	Repairs and Adjustments	Current Charges	Account Balance
\$238.64	\$238.64	\$0.00	\$0.00	\$137.41	\$137.41

Current Basic Charges

SA ID# 9961500811, 1025 SAINT VINCENT ST
 Rate Class: General Service Residential

Supply Charges

Commodity Charge 38.07 Ccf @ \$0.71697	\$27.29
Commodity Charge 53.93 Ccf @ \$0.76331	\$41.16

Total Supply Charges \$68.45

Delivery Charges

Customer Charge @ \$12.00	\$12.00
Distribution Charge 38.07 Ccf @ \$0.53564	\$20.39
Distribution Charge 53.93 Ccf @ \$0.53935	\$29.09
Gas Cost Adjustment @ \$0.04616 for 12 Days	\$1.76
Gas Cost Adjustment @ \$0.02923 for 17 Days	\$1.58
Weather Normalization Adjustment	\$4.14

Total Delivery Charges \$68.96

Total Current Billing Charges \$137.41

Meter Detail

Meter #: 1402909

Service Point: 9972339572

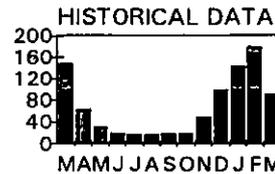
Next Meter Read: Apr 16, 2004

From			To			Difference	Usage (Ccf)	Conversion Factor	Total Therms
Date	Reading	Type	Date	Reading	Type				
02/17/2004	1338	Actual	03/17/2004	1430	Actual	92	92.00	1.039	95.58

Energy Usage Information

SA ID# 9961500811, 1025 SAINT VINCENT ST
 COMPARATIVE GAS USAGE THIS MONTH

	This Year	Last Year
Avg Daily Usage (Ccf)	3.0	5.0
Billing Days	29	32
Avg Daily Cost	\$4.74	\$5.44



LAST 12 MONTHS
 Total Ccf 752.00
 Avg Ccf 62.6

■ Actual
 ☒ Estimated

Message Center

Effective March 1, 2004, PGW rates have changed. Commodity Charge increased to \$0.76331 per CCF. Gas Cost Adjustment decreased to \$0.02923 per CCF. Distribution Charge increased to \$0.53935 per CCF. The changes will increase the typical residential heating bill by about \$33.00 a year.

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

MARCH 30, 2004

GREGORY J STUNDER ESQUIRE
800 WEST MONTGOMERY AVENUE
PHILADELPHIA PA 19122

DOCKETED
APR 01 2004

RE: PA PUC vs PHILADELPHIA GAS WORKS
Docket Number R-00049157C0034

**DOCUMENT
FOLDER**

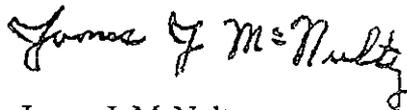
Dear Sir/Madam:

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

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

db

R-00049157 C00055

ORIGINAL

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 Mr. Mark L. Riddle

Street/P.O.Box 2759 E. Country Club Rd. Apt # _____

City PHILADELPHIA State PA Zip 19131

County PHILADELPHIA Area Code/Home Phone 215-878-9293
Area Code/Work Phone _____

DOCKETED
APR 01 2004

2. Name of company your complaint concerns: PEW

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

PEW HAS NO RIGHT TO INCREASE THE COST OF GAS FOR THOSE OF US WHO PAY OUR BILLS TO COVER THOSE WHO DON'T. THE COST OF GAS IS EXTREMELY HIGH ALREADY AND RAISING IT WILL MAKE IT IMPOSSIBLE FOR MANY OF US TO BE ABLE TO PAY.

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

DENY PEW THIS PROPOSED GAS COST RATE INCREASE.

DOCUMENT FOLDER

5. You must sign and date your complaint below.

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

Mark L. Riddle
Signature

3/26/04
Date

Continued on next page

RECEIVED
2004 MAR 29 AM 12:37
SECRETARY'S BUREAU

24

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

MARCH 30, 2004

GREGORY J STUNDER ESQUIRE
800 WEST MONTGOMERY AVENUE
PHILADELPHIA PA 19122

DOCKETED
APR 01 2004

RE: PA PUC vs PHILADELPHIA GAS WORKS
Docket Number R-00049157C0035

Dear Sir/Madam:

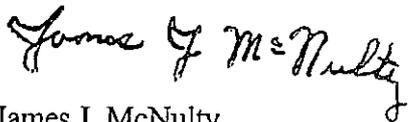
**DOCUMENT
FOLDER**

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

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

dbb

R - 00049157 C0030

ORIGINAL

Formal Complaint Form
Pennsylvania Public Utility Commission

RECEIVED

2004 MAR 29 AM 12:53

SECRETARY'S BUREAU

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

Your name, mailing address and telephone number:

DOCKETED
APR 01 2004

Name MARY GALIANO

Street/P.O.Box 2432 S. ROSEWOOD ST Apt # _____

City PHILA. State PA. Zip 19145

County PHILA. Area Code/Home Phone 215-755-4386
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).

INCREASE IN GAS BILL TO RECOVER COSTS DUE TO UNCOLLECTED REVENUES.

DOCUMENT
FOLDER

4. What do you want the Public Utility Commission to do about your complaint? PLEASE
(Use additional paper if need more space). DO NOT INCREASE GAS BILLS, FOR ABOVE
REASON. THE COLD WEATHER HAS ALREADY RAISED OUR BILLS. WE WILL BE
STRESSED TO PAY, TO A POINT WHERE WE ALSO CANNOT PAY OUR
GAS BILL. DO NOT PUNISH THOSE WHO PAY THEIR BILLS!

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 Galiano
Signature

March 26, 2004
Date

Continued on next page

31

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

MARCH 30, 2004

GREGORY J STUNDER ESQUIRE
800 WEST MONTGOMERY AVENUE
PHILADELPHIA PA 19122

DOCKETED
APR 01 2004

RE: PA PUC vs PHILADELPHIA GAS WORKS
Docket Number R-00049157C0036

**DOCUMENT
FOLDER**

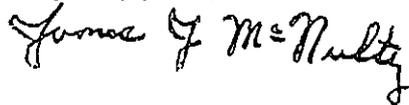
Dear Sir/Madam:

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

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

dbb

ORIGINAL

R-00049157 C0037

**Formal Complaint Form
Pennsylvania Public Utility Commission**

RECEIVED
2004 MAR 26 AM 9:22
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 CHRISTOPHER S. GARDELLA

Street/P.O.Box 1830 N. 69TH ST. Apt # _____

City PHILADELPHIA State PA Zip 19151

County USA Area Code/Home Phone 215-879-7318
Area Code/Work Phone 215-425-2777

2. Name of company your complaint concerns: RESIDENCE Phila Gas Works (called firm)

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

WE LIVE IN AN OLD STONE HOUSE IN OVERBROOK AND OUR MONTHLY GAS BILLS ARE EXTREMELY HIGH DESPITE THE FACT WE HAVE WINTERIZED OUR HOUSE - AS HIGH AS \$6-700 per month. We cannot afford an increase. We have always paid our bills on time and find it very unfair our rates will increase to compensate those who do not pay? If this happens maybe we won't pay either!!!!
ARE WE PRESENTLY OVERBILLED? PLEASE ADVISE!

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

Good customers should be compensated or rewarded for paying on time and not penalized. Good customers should not be liable for the mismanagement of public utility companies. You need to review your logistics and collection procedures.

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.

CGardella
Signature

3/22/04
Date

Continued on next page

DOCKETED
APR 01 2004

**DOCUMENT
FOLDER**

98
144

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

MARCH 30, 2004

GREGORY J STUNDER ESQUIRE
800 WEST MONTGOMERY AVENUE
PHILADELPHIA PA 19122

DOCKETED
APR 01 2004

RE: PA PUC vs PHILADELPHIA GAS WORKS
Docket Number R-00049157C0037

**DOCUMENT
FOLDER**

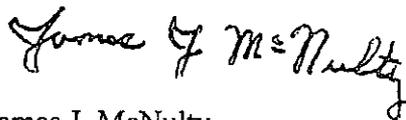
Dear Sir/Madam:

A Complaint has been filed against you in the above-captioned matter before the Pennsylvania Public Utility Commission by CHRISTOPHER S GARDELLA

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

dbs

RECEIVED
2004 MAR 29 AM 12: 53
SECRETARY'S BUREAU

ORIGINAL R-00049157 C0038

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)

DOCKETED
APR 01 2004

1. Your name, mailing address and telephone number:

Name Ray & Dori Gilchrist
Street/P.O.Box 4125 Comly St Apt # _____
City Phila State Pa Zip 19135
County Phila Area Code/Home Phone 215-537-9768
Area Code/Work Phone _____

2. Name of company your complaint concerns: P.G.W. (PHILA GAS WORKS)

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

We are hard working people and pay our bill and feel it is not fair that our gas bill is going to increase due to the delinquent PBW families.

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

Not add additional charges to your Hard working, Paying customers

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.

D Gilchrist 3/24/04
Signature Date

Continued on next page

DOCUMENT
FOLDER

33

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

MARCH 30, 2004

GREGORY J STUNDER ESQUIRE
800 WEST MONTGOMERY AVENUE
PHILADELPHIA PA 19122

DOCKETED
APR 01 2004

RE: PA PUC vs PHILADELPHIA GAS WORKS
Docket Number R-00049157C0038

**DOCUMENT
FOLDER**

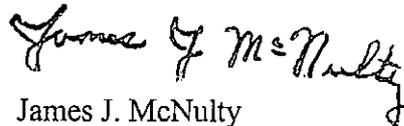
Dear Sir/Madam:

A Complaint has been filed against you in the above-captioned matter before the Pennsylvania Public Utility Commission by RAY AND DORI GILCHRIST

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

dbS

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

MARCH 30, 2004

GREGORY J STUNDER ESQUIRE
800 WEST MONTGOMERY AVENUE
PHILADELPHIA PA 19122

DOCKETED
APR 01 2004

RE: PA PUC vs PHILADELPHIA GAS WORKS
Docket Number R-00049157C0039

**DOCUMENT
FOLDER**

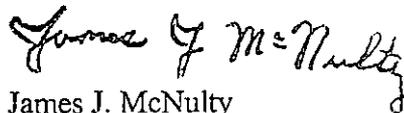
Dear Sir/Madam:

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

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

dbS

RECEIVED

2004 MAR 25 AM 10:27

R-00049157C0040

ORIGINAL

Formal Complaint Form
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:

Name CHARLOTTE MELCHIORRE

DOCKETED

APR 01 2004

Street/P.O.Box 735 LATONA ST. Apt # _____

City PHILA State PA Zip 19147

County PHILADELPHIA Area Code/Home Phone 215-271-5392

Area Code/Work Phone 215-557-8971

2. Name of company your complaint concerns: PGW

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

*All the gas cost rate increases.
Why do we have to pay \$12 a month for
the privilege of being a customer?*

**DOCUMENT
FOLDER**

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

*Go after the people that don't pay their
bills. Shut off gas to customers who do
not pay and do not turn it back on until
the company gets all its money!*

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.

Charlotte Melchiorre

3-23-04

Signature

Date

Continued on next page

P.S. Let me know if there will be any hearings.

Thank you! 23

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

MARCH 30, 2004

GREGORY J STUNDER ESQUIRE
800 WEST MONTGOMERY AVENUE
PHILADELPHIA PA 19122

DOCKETED
APR 01 2004

RE: PA PUC vs PHILADELPHIA GAS WORKS
Docket Number R-00049157C0040

**DOCUMENT
FOLDER**

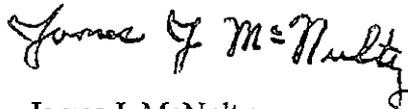
Dear Sir/Madam:

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

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

dbs

R-000491570004

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:

DOCKETED
APR 01 2004

Name Miss Dawn Del Rocco

Street/P.O.Box 9201 Hegemont St. Apt # _____

City Philadelphia State PA Zip 19114

County Philadelphia Area Code/Home Phone (215)331-7769
Area Code/Work Phone _____

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

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

Our gas prices are already too high. PGW is preparing to increase the gas cost rate effective 9/1/04.

DOCUMENT
FOLDER

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

Please look into how many times the gas cost rate has risen. The utility companies should realize how many people have been layed off from their jobs in the past year.

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.

Dawn Del Rocco
Signature

March 22, 2004
Date

RECEIVED
2004 MAR 24 PM 9:35
SECRETARY'S BUREAU

Continued on next page

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

MARCH 30, 2004

GREGORY J STUNDER ESQUIRE
800 WEST MONTGOMERY AVENUE
PHILADELPHIA PA 19122

DOCKETED
APR 01 2004

RE: PA PUC vs PHILADELPHIA GAS WORKS
Docket Number R-00049157C0041

**DOCUMENT
FOLDER**

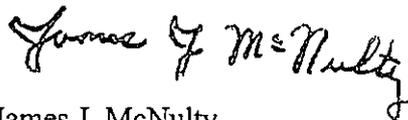
Dear Sir/Madam:

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

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

dbs

RECEIVED ORIGINAL

R-000491570 0042

2004 MAR 24 AM 9:30

Formal Complaint Form
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:

Name John ABBOTT
Street/P.O.Box 2030 W. SHUNKST Apt #
City Phila State PA Zip 19145
County USA 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).

Do not permit PGW to recover the cost associated with increases in aw bill for its uncollected billed revenues. This is unfair to those that do pay their bill.

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

Deny PGW's request for this and all increases!

5. You must sign and date your complaint below.

DOCKETED
APR 01 2004

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.

John J. Abbott
Signature

3/19/04
Date

Continued on next page

DOCUMENT
FOLDER

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

MARCH 30, 2004

GREGORY J STUNDER ESQUIRE
800 WEST MONTGOMERY AVENUE
PHILADELPHIA PA 19122

DOCKETED
APR 01 2004

RE: PA PUC vs PHILADELPHIA GAS WORKS
Docket Number R-00049157C0042

**DOCUMENT
FOLDER**

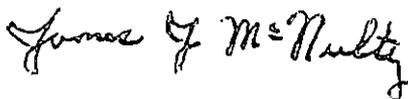
Dear Sir/Madam:

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

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

dbS

R-00049157C0043

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 TERESA C. DI VINCENZO
Street/P.O.Box 2028 W. SHUNK ST. Apt # _____
City PHILADELPHIA State PA Zip 19145
County USA Area Code/Home Phone 215 465 4260
Area Code/Work Phone SAME

DOCKETED
APR 01 2004

2. Name of company your complaint concerns: PGW

3. What is your complaint? (Use additional paper if need more space).
PGW TO RECOVER THE COST ASSOCIATED WITH INCREASES IN OUR BILL FOR IT'S UNCOLLECTED BILLED REVENUES. THIS IS UNFAIR TO THOSE WHO DO NOT PERMIT DA PAY THEIR BILL.

4. What do you want the Public Utility Commission to do about your complaint? (Use additional paper if need more space).
DENY PGW'S REQUEST FOR THIS AND ALL INCREASES.

5. You must sign and date your complaint below.

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

Teresa C. Di Vincenzo
Signature

3/19/04
Date

Continued on next page

DOCUMENT FOLDER

RECEIVED
2004 MAR 24 AM 9:30
SECRETARY'S BUREAU

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

MARCH 30, 2004

GREGORY J STUNDER ESQUIRE
800 WEST MONTGOMERY AVENUE
PHILADELPHIA PA 19122

DOCKETED
APR 01 2004

RE: PA PUC vs PHILADELPHIA GAS WORKS
Docket Number R-00049157C0043

**DOCUMENT
FOLDER**

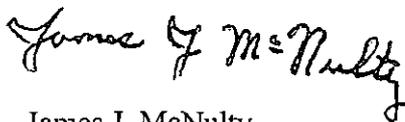
Dear Sir/Madam:

A Complaint has been filed against you in the above-captioned matter before the Pennsylvania Public Utility Commission by THERESA C DI VINCENZO.

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

dbS

ORIGINAL

R-00049157C001

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 Jean Lentive
Street/P.O.Box 2635 S. Bancroft St Apt #
City Phila State PA Zip 19145
County USA Area Code/Home Phone _____
Area Code/Work Phone _____

DOCKETED
APR 01 2004

2. Name of company your complaint concerns: PGW

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

It is unfair for PGW to tack on my bill the cost of those that 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).

DOCUMENT FOLDER

*1- Deny Request
2- Allocate additional Funding for Poverty Level Persons from the Federal Gov. & Private Sectors to help those truly in need.*

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.

Jean Lentive
Signature

3/19/04
Date

Continued on next page

RECEIVED
2004 MAR 24 AM 9:29
SECRETARY'S BUREAU

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

MARCH 30, 2004

GREGORY J STUNDER ESQUIRE
800 WEST MONTGOMERY AVENUE
PHILADELPHIA PA 19122

DOCKETED
APR 01 2004

RE: PA PUC vs PHILADELPHIA GAS WORKS
Docket Number R-00049157C0044

**DOCUMENT
FOLDER**

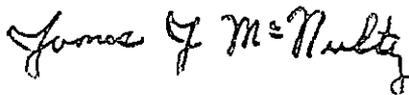
Dear Sir/Madam:

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

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

dbs

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2004 MAR 24 AM 9: 29

SECRETARY'S BUREAU

A-00049157C004

Formal Complaint Form
Pennsylvania Public Utility Commission

ORIGINAL

DOCKETED
APR 02 2004

1. Your name, mailing address and telephone number:

Name BRIAN MCCRANE
Street/P.O.Box 3662 CHESTERFIELD RD Apt # D
City PHILA State PA Zip 19144
County PHILA Area Code/Home Phone 215-612-1758
Area Code/Work Phone _____

2. Name of company your complaint concerns: PHILA GASWORKS

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

WITH-ALL MY BILLS I CANT AFFORD TO
GIVE ANY MORE OUT-I LIVE FROM PAY
CHECK-TO PAY CHECK I JUST CANT DO
IT.

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

THINK OF ANOTHER-SOLUTION
BUT DON'T TAKE MY MONEY
I WORK VERY HARD FOR, IT.

MY PAY
CHECK-IS
NOT-FOR
GIVEAWAY
PROGRAMS

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.

B-McC
Signature

3-21-04
Date

Continued on next page

DOCUMENT FOLDER 3

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

MARCH 30, 2004

GREGORY J STUNDER ESQUIRE
800 WEST MONTGOMERY AVENUE
PHILADELPHIA PA 19122

DOCKETED
APR 02 2004

RE: PA PUC vs PHILADELPHIA GAS WORKS
Docket Number R-00049157C0045

**DOCUMENT
FOLDER**

Dear Sir/Madam:

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

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

dbb

RECEIVED

2004 MAR 24 AM 9:30

R-00049157C00410

ORIGINAL

Formal Complaint Form
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:

Name Rosemarie McCrane
Street/P.O.Box 3310 Birch Rd. Apt # _____
City Phila State Pa. Zip 19154
County _____ Area Code/Home Phone 215-824-0779
Area Code/Work Phone _____

DOCKETED

APR 02 2004

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

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

I live on a very small income and I ask for no help with my bills. I do not think it is right to expect anyone to pay another persons gas bill.

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

Think of another solution. If you take more of my money I might not be able to pay my bills.

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.

Rosemarie McCrane
Signature

3-21-04
Date

Continued on next page

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

MARCH 30, 2004

GREGORY J STUNDER ESQUIRE
800 WEST MONTGOMERY AVENUE
PHILADELPHIA PA 19122

DOCKETED
APR 02 2004

RE: PA PUC vs PHILADELPHIA GAS WORKS
Docket Number R-00049157C0046

**DOCUMENT
FOLDER**

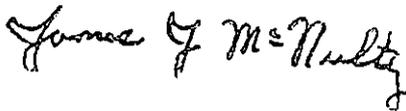
Dear Sir/Madam:

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

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

dbS

RECEIVED
2004 MAR 9 11 09 AM '04
ORIGINAL
SECRETARY'S BUREAU

R-00049157C0047

Formal Complaint Form
Pennsylvania Public Utility Commission

DOCKETED
APR 02 2004

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 Faye McGinley (Michael)
Street/P.O.Box 2600 E Venango Apt #
City PHILA State PA Zip 19134
County _____ Area Code/Home Phone 215 425-6796
Area Code/Work Phone _____

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

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

We can not continue paying these kind of bills. We pay it in Fall but because we don't want to pay a late fee now they want to up the rate again on us, again. This is not fair to the people who pay their bill. Maybe if they lowered their rates, maybe other people can afford to pay their bill.

we payed
1/14 282.39
2/18 329.22
3/13 278.87
Do they want
our blood next 4.
because that's
what there doing
bleeding us.

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

We would like you to stop the gas rates from going up again and again they just up the rate before Christmas. Now here we go again. I don't know what else to do. Please Help us ALL. We do not make money but we are not poor enough to get help. Please Help us. If there is anything I can do please tell me. God Bless

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.

Mrs Faye McGinley
Signature

3-15-04
Date

Continued on next page

DOCUMENT
FOLDER

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

MARCH 30, 2004

GREGORY J STUNDER ESQUIRE
800 WEST MONTGOMERY AVENUE
PHILADELPHIA PA 19122

DOCKETED
APR 02 2004

RE: PA PUC vs PHILADELPHIA GAS WORKS
Docket Number R-00049157C0047

**DOCUMENT
FOLDER**

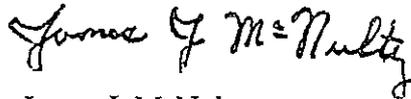
Dear Sir/Madam:

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

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

dbs

RECEIVED

2004 MAR 26 AM 9:57

SECRETARY'S BUREAU

R-0004915700048

Formal Complaint Form
Pennsylvania Public Utility Commission.

ORIGINAL

DOCKETED

APR 02 2004

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 ADRIENNE GLENN

Street/P.O.Box 6342 ARDLEIGH STREET Apt # _____

City PHILADELPHIA State PA Zip 19138-1002

County PHILADELPHIA Area Code/Home Phone 215/224-6024

Area Code/Work Phone 215/737-3708

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

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

I AM ALREADY STRUGGLING TO PAY MY HIGH GAS BILL AND NOW PGW HAS THE NERVE TO WANT TO RAISE MY BILL AGAIN TO COVER THE COST OF UNCOLLECTED BILLS. WHY SHOULD I PAY FOR SOMEONE ELSE WHEN I CAN HARDLY PAY FOR MYSELF? ALSO IF PGW IS ALLOWED TO RECALCULATE OUR GAS BILLS QUARTERLY IT WILL BE TOO EXPENSIVE.

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

(Use additional paper if need more space).

HAVE PGW VIGOROUSLY PURSUE DEADBEAT CUSTOMERS AND SHUT OFF SERVICE TO NONPAYERS. DO NOT ALLOW PGW TO CONSTANTLY RAISE BILLS EVERY TIME THE WIND BLOWS. REDUCE PGW MANAGERS SALARIES SINCE THEY ARE DOING SUCH A POOR JOB MANAGING 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.

Adrienne Glenn
Signature

3/23/04
Date

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DOCUMENT
FOLDER

99
170

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

MARCH 30, 2004

GREGORY J STUNDER ESQUIRE
800 WEST MONTGOMERY AVENUE
PHILADELPHIA PA 19122

DOCKETED
APR 02 2004

RE: PA PUC vs PHILADELPHIA GAS WORKS
Docket Number R-00049157C0048

Dear Sir/Madam:

**DOCUMENT
FOLDED**

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

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

db

RECEIVED

2004 MAR 26 AM 9:57

SECRETARY'S BUREAU

R-00049157C0041

Formal Complaint Form
Pennsylvania Public Utility Commission

ORIGINAL

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

1. Your name, mailing address and telephone number:

Name Richard T. Barrett

Street/P.O.Box 410 E. Wildey Street

Apt #

APR 02 2004

City Philadelphia

State PA.

Zip 19125

County Philadelphia

Area Code/Home Phone (215) 426-8154

Area Code/Work Phone

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

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

A NOTICE OF PROPOSED GAS COST RATE INCREASE. Singleman living alone already paying an average of \$32 - \$35/mo. I hardly cook, mostly heat up meals already given to me. I tried to get a lower rate thru Gas Co. Waited two hours only to find out I could not get it because I do not heat with gas, but oil. If I had heated with gas I would have been given a rate of \$56.00/mo. for heat and cooking. Income-app. \$7 300/yr. Feel this is unfair.

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

I either want my rate to stay as it is or I would like a reduction. Does it make sense that someone can heat their whole house and cook for \$ 56./mo. and yet I get a bill of \$32. to \$35./mo for very little use of my stove???

5. You must sign and date your complaint below.

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

Richard T. Barrett
Signature

3/23/04
Date

Patricia M. Barrett Continued on next page Sister - P.O.A. - July 7, 2003

Phone # (215) 322-1688
35 Green Valley Dr.
Churchville, Pa. 18966

DOCUMENT FOLDER

400

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

MARCH 30, 2004

GREGORY J STUNDER ESQUIRE
800 WEST MONTGOMERY AVENUE
PHILADELPHIA PA 19122

DOCKETED
APR 02 2004

RE: PA PUC vs PHILADELPHIA GAS WORKS
Docket Number R-00049157C0049

**DOCUMENT
FOLDER**

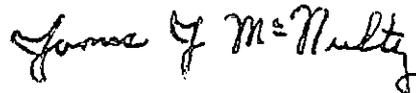
Dear Sir/Madam:

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

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

dbS

R- 00049157 C0050

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 Dobres E Fennie
Street/P.O.Box _____ Apt # _____
City Phila State Pa Zip 19154
County Phila Area Code/Home Phone _____
Area Code/Work Phone _____

DOCKETED

APR 02 2004

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

3. What is your complaint? (Use additional paper if need more space).
my family can just about pay our own gas bill - we cannot take on an additional burden of such an outlandish increase. I will pay my own bill - but I cannot pay somebody else.

4. What do you want the Public Utility Commission to do about your complaint? (Use additional paper if need more space).
Stop PGW from forcing us to pay for the people who do not pay their own bill.

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.

Dobres E Fennie 3-23-04
Signature Date

Continued on next page

RECEIVED
2004 MAR 26 AM 9:26
SECRETARY'S BUREAU

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101
17

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

MARCH 30, 2004

GREGORY J STUNDER ESQUIRE
800 WEST MONTGOMERY AVENUE
PHILADELPHIA PA 19122

DOCKETED
APR 02 2004

RE: PA PUC vs PHILADELPHIA GAS WORKS
Docket Number R-00049157C0050

**DOCUMENT
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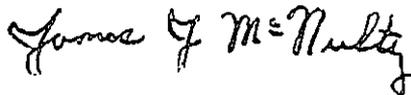
Dear Sir/Madam:

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

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

dbs

ORIGINAL

R-00049157C005

RECEIVED

Formal Complaint Form
Pennsylvania Public Utility Commission

MAR 26 AM 9:23

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 Mr. Leslie & Mrs. Patricia Simmins

Street/P.O.Box 2238 Stanwood St. Apt # _____

City Phila. State Pa. Zip 19152

County Phila. Area Code/Home Phone 215-745-3668

Area Code/Work Phone 215-725-4415

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

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

My complaint is with the PGW planning to charge us the hard working people for the lazy, no goods who do not pay their gas bills. I Pay my gas bill faithfully before it is even due. I do not appreciate being billed for gas that I did not use. The people of Phila. are fed up with the way things are done in this city.

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

Let the PGW and Mayor John Street know how we feel and find other ways to pay for this problem.

DOCKETED
APR 02 2004

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.

Patricia A. Simmins
Signature

3/23/2004
Date

Continued on next page

DOCUMENT
FOLDER

102
173

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

MARCH 30, 2004

GREGORY J STUNDER ESQUIRE
800 WEST MONTGOMERY AVENUE
PHILADELPHIA PA 19122

DOCKETED
APR 02 2004

RE: PA PUC vs PHILADELPHIA GAS WORKS
Docket Number R-00049157C0051

**DOCUMENT
FOLDER**

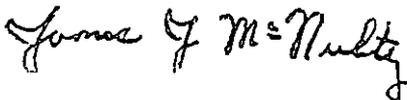
Dear Sir/Madam:

A Complaint has been filed against you in the above-captioned matter before the Pennsylvania Public Utility Commission by LESLIE AND PATRICIA SIMMINS.

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

db

ORIGINAL

R - 00049157 C0052

RECEIVED

Formal Complaint Form, MAR 29 PM 2:35
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:

Name Kristine and Nicholas Demtshuk

Street/P.O.Box 2117 Ripley Street

Apt #

DOCKETED

APR 02 2004

City Philadelphia

State PA

Zip 19152

County Philadelphia

Area Code/Home Phone 215-722-2152

Area Code/Work Phone 610-233-4135

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

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

The City/PGW wants to add charges to the monthly gas bills of only those customers who pay on time to make up for the deadbeats who don't pay at all. If they are allowed to add this charge, why would I want to continue paying my bill? I should receive a great discount for paying on time and putting up with rate hikes every year. Mayor Street was quoted on Wednesday as saying this charge was a great idea. That's because he doesn't pay his bill either..... He's an idiot.

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

Stop the City & PGW from adding this charge to my monthly gas bill. I pay through the nose as it is for gas since the latest rate hike. If they keep raising rates and adding these types of charges to my bill, I may have to move out of Philadelphia and maybe even out of Pennsylvania.

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.

Kristine Demtshuk
Signature

3/25/04
Date

Continued on next page

DOCUMENT
FOLDER

134

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

MARCH 30, 2004

GREGORY J STUNDER ESQUIRE
800 WEST MONTGOMERY AVENUE
PHILADELPHIA PA 19122

DOCKETED
APR 02 2004

RE: PA PUC vs PHILADELPHIA GAS WORKS
Docket Number R-00049157C0052

**DOCUMENT
FOLDER**

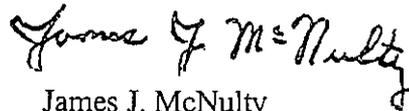
Dear Sir/Madam:

A Complaint has been filed against you in the above-captioned matter before the Pennsylvania Public Utility Commission by KRISTINE AND NICOLAS DEMTSHUK.

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

dbs

R - 000491570005

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 George Hallowell

DOCKETED

APR 02 2004

Street/P.O.Box 3296 Red Lion Rd Apt # _____

City Philadelphia State Pa Zip 19114

County Philadelphia Area Code/Home Phone 215 632 3078
Area Code/Work Phone _____

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

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

Proposed rate increase to pay for those who do not pay their bill. This would (1) increase the number of non-paying customers due to higher bills (2) penalize those who do pay their bill. Those people who heat their homes by oil or electric are not required to pay for non-paying customers. Why should those of us who use gas be penalized in this unfair manner?

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

Reject the proposed rate increase by PGW.

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 _____

Date _____

Continued on next page

RECEIVED
2004 MAR 29 AM 12:58
SECRETARY'S BUREAU

36

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

MARCH 30, 2004

GREGORY J STUNDER ESQUIRE
800 WEST MONTGOMERY AVENUE
PHILADELPHIA PA 19122

DOCKETED
APR 02 2004

RE: PA PUC vs PHILADELPHIA GAS WORKS
Docket Number R-00049157C0053

**DOCUMENT
FOLDER**

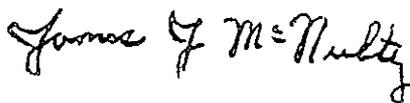
Dear Sir/Madam:

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

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

db

R-000491570054

ORIGINAL

Formal Complaint Form
Pennsylvania Public Utility Commission

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

1. Your name, mailing address and telephone number:

Name DEBORAH H. MASSEY
Street/P.O.Box 6611 N. American Street Apt # _____
City Philadelphia State Penna. Zip 19126
County Phila. Area Code/Home Phone (215) 924 4717
Area Code/Work Phone _____

DOCKETED
APR 02 2004

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

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

Over 25yrs I have paid my bills ON TIME and IN FULL and now I am being penalized for other people who don't.

THIS IS JUST OUTRAGEOUS!!

DOCUMENT
FOLDER

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

I want the P.U.C. to look at the mismanagement (stealing) that is being done at the PGW and clean out all the corruption that is going on. It's not fair to all the honest hardworking paying customers. My gas bill alone is half of my take home pay. I cannot afford another 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.

Deborah H. Massey
Signature

3-25-04
Date

RECEIVED

2004 MAR 29 AM 12:59

SECRETARY'S BUREAU

Continued on next page

35

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

MARCH 30, 2004

GREGORY J STUNDER ESQUIRE
800 WEST MONTGOMERY AVENUE
PHILADELPHIA PA 19122

DOCKETED
APR 02 2004

RE: PA PUC vs PHILADELPHIA GAS WORKS
Docket Number R-00049157C0054

**DOCUMENT
FOLDER**

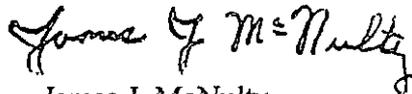
Dear Sir/Madam:

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

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

dbs

RECEIVED
2004 MAR 29 AM 1:00

R-00049157C0055

Formal Complaint Form
Pennsylvania Public Utility Commission

ORIGINAL

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 Jennifer Bonawitz c/o Dennis Bonawitz

Street/P.O.Box 1118 Grant Ave Apt # _____

City Phila State Pa Zip 19115

County Phila Area Code/Home Phone 215 990-8730
Area Code/Work Phone _____

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

3. What is your complaint? (Use additional paper if need more space).
I want PGW to go after the dead beats that refuse to pay their bill instead of penalizing the people that do w/ higher bills

4. What do you want the Public Utility Commission to do about your complaint?
(Use additional paper if need more space).
Force PGW to be more aggressive in getting monies owed to them & ensure fair billing occurs.

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

3-24-04
Date

Continued on next page

DOCKETED
APR 02 2004

DOCUMENT
FOLDER

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

MARCH 30, 2004

GREGORY J STUNDER ESQUIRE
800 WEST MONTGOMERY AVENUE
PHILADELPHIA PA 19122

DOCKETED
APR 02 2004

RE: PA PUC vs PHILADELPHIA GAS WORKS
Docket Number R-00049157C0055

**DOCUMENT
FOLDER**

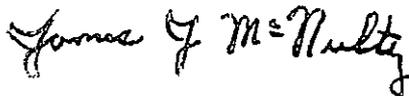
Dear Sir/Madam:

A Complaint has been filed against you in the above-captioned matter before the Pennsylvania Public Utility Commission by JENNIFER AND DENNIS BONAWITZ.

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

db

RECEIVED
2004 MAR 29 AM 12:52
SECRETARY'S BUREAU

R-00049157C0056

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)

DOCKETED
APR 02 2004

1. Your name, mailing address and telephone number:

Name MICHAEL FRAMO

Street/P.O.Box 2821 So CAMAC ST Apt # _____

City PHILADELPHIA State PENNA Zip 19148-4912

County DEL Area Code/Home Phone 215 271 8267
Area Code/Work Phone _____

2. Name of company your complaint concerns: PGW

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

IM ON SOCIAL SECURITY - I MADE SURE MY UTILITY BILLS WERE ALWAYS PAID. I DONT THINK THAT PEOPLE WHO PAY THERE BILLS - SHOULD PAY FOR THOSE WHO DONT PAY THERE BILLS. BESIDE THAT PGW WANTS AN OTHER INCREASE, WHEN IS IT GOING TO STOP THAT RE SPONSIBLE PEPOLE ALWAYS GETS THE SHAFT?

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

USE YOUR INFLUENCE TO SEE THAT THINGS GET RIGHT, & FAIR,

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.

Michael Framo
Signature

3/22/04
Date

Continued on next page

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

MARCH 30, 2004

GREGORY J STUNDER ESQUIRE
800 WEST MONTGOMERY AVENUE
PHILADELPHIA PA 19122

DOCKETED
APR 02 2004

RE: PA PUC vs PHILADELPHIA GAS WORKS
Docket Number R-00049157C0056

**DOCUMENT
FOLDER**

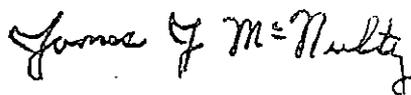
Dear Sir/Madam:

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

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

dbs

R-00049157C005

ORIGINAL

Formal Complaint Form
Pennsylvania Public Utility Commission

RECEIVED
2004 MAR 29 AM 12:50
SECRETARY'S BUREAU

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

Your name, mailing address and telephone number:

Name DORIS GIVENS

DOCKETED
APR 02 2004

Street/P.O.Box 102 E. 64th Ave Apt # _____

City Phila State PA Zip _____

County _____ Area Code/Home Phone 215-224-2716
Area Code/Work Phone _____

2. Name of company your complaint concerns: PGW

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

I am against the proposed increase that will be put upon customers who pay their bills. I accept the responsibility of paying my bill, no one elses.

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

Revise their collection procedures.

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.

Doris Givens
Signature

3-25-04
Date

Continued on next page

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

MARCH 30, 2004

GREGORY J STUNDER ESQUIRE
800 WEST MONTGOMERY AVENUE
PHILADELPHIA PA 19122

DOCKETED
APR 02 2004

RE: PA PUC vs PHILADELPHIA GAS WORKS
Docket Number R-00049157C0057

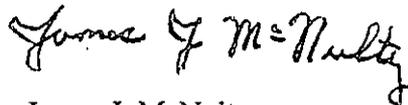
Dear Sir/Madam:

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

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

dbS

RECEIVED
2004 MAR 29 AM 12:48
SECRETARY'S BUREAU

R-00049157C0058

ORIGINAL

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 Michael L. Pacillio
Street/P.O.Box 1010 ST. VINCENT ST. Apt #
City PHILA State PA. Zip 19111-4118
County _____ Area Code/Home Phone 215-745-0307
Area Code/Work Phone _____

DOCKETED
APR 02 2004

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

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

- ① CHARGING CUSTOMERS WHO PAY THEIR BILLS ON TIME FOR PEOPLE WHO DON'T PAY.
- ② WEATHER NORMALIZATION ADJUSTMENT COSTS ON BILL
- ③ WHY 2 COMMODITY CHARGES ON BILL
WHY 2 DISTRIBUTION " " "

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

- ① PEOPLE WHO DO NOT PAY THEIR BILLS & THOSE WHO MAKE ARRANGEMENTS TO PAY & DON'T KEEP THEM SHOULD HAVE THEIR GAS TURNED OFF & NOT BACK ON UNTIL BILL IS PAID IN FULL.
- ② WHEN THE WEATHER IS WARM OR SUMMER TIME WHERE IS THIS MONEY TAKEN OFF YOUR MONTHLY BILL, ALSO THIS IS QUESTIONABLE HOW THIS ADJUSTMENT WAS ALLOWED BY THE PUC.
- ③ YOU MUST SIGN AND DATE YOUR COMPLAINT BELOW.
THESE CHARGES ALWAYS CHANGE, KEEP GOING UP, WHY, DON'T THEY BUY GAS CHEAPER AT TIMES FOR THE WHOLE YEAR.

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 L. Pacillio _____
Signature Date 3-29-04

Continued on next page

DOCUMENT FOLDER

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

MARCH 30, 2004

GREGORY J STUNDER ESQUIRE
800 WEST MONTGOMERY AVENUE
PHILADELPHIA PA 19122

DOCKETED
APR 02 2004

RE: PA PUC vs PHILADELPHIA GAS WORKS
Docket Number R-00049157C0058

**DOCUMENT
FOLDER**

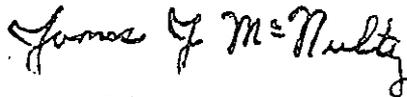
Dear Sir/Madam:

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

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

dbs

RECEIVED
2004 MAR 29 AM 12:43
SECRETARY'S BUREAU

R - 00049157 C0007

ORIGINAL

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 JOSEPH F. MONTELEONE, JR. **DOCKETED** APR 02 2004

Street/P.O.Box 2415 S. PERCY ST Apt # —

City PHILA State PA Zip 19148

County PHILA Area Code/Home Phone 215 336 8711
Area Code/Work Phone 215 590 1551

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

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

We shouldn't have to pay AN INCREASE for
UNCOLLECTED AND STOLEN MONIES NOT RECOVERED
by PG&W. WE PAY OUR BILLS ON TIME EVERY
MONTH. GO OUT AND COLLECT OR SHUT OFF THEIR GAS
IF SOMEONE ISN'T PAYING AND DON'T TURN IT BACK
ON TILL THEY PAY.

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

Vote the INCREASE DOWN ON the Sept 1, 2004

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.

J F Monteleone Jr.
Signature

3-25-2004
Date

Continued on next page

DOCUMENT
FOLDER

26

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

MARCH 30, 2004

GREGORY J STUNDER ESQUIRE
800 WEST MONTGOMERY AVENUE
PHILADELPHIA PA 19122

DOCKETED
APR 02 2004

RE: PA PUC vs PHILADELPHIA GAS WORKS
Docket Number R-00049157C0059

**DOCUMENT
FOLDER**

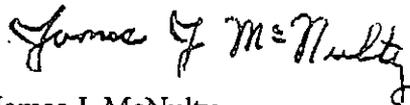
Dear Sir/Madam:

A Complaint has been filed against you in the above-captioned matter before the Pennsylvania Public Utility Commission by JOSEPH F MONTELEONE JR.

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

db's

RECEIVED

2004 MAR 29 AM 12:38

SECRETARY'S BUREAU

R-0004915760060

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 Charles T Holloran

Street/P.O.Box 3546 Kyle Road

Apt #

City Philadelphia

State PA

Zip 19154-4021

County Philadelphia

Area Code/Home Phone (215) 632-7092

Area Code/Work Phone (215) 632-7092

DOCKETED

APR 02 2004

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

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

The upcoming rate increase is most upsetting to me. My wife and I are both retired and the continual increase in our fuel bill is becoming an insurmountable obstacle. Any private company, that operates like PGW, would have been forced out of business long ago. Instead, PGW merely passes the cost of its inefficient operations on to its customers. It has to end.

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

Deny ANY proposed increase to PGW rates, and demand they get their house in order before any rate increase(s) will even be considered.

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.

Charles T. Holloran
Signature

03-26-04
Date

DOCUMENT FOLD

Continued on next page

25

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

MARCH 30, 2004

GREGORY J STUNDER ESQUIRE
800 WEST MONTGOMERY AVENUE
PHILADELPHIA PA 19122

DOCKETED
APR 02 2004

RE: PA PUC vs PHILADELPHIA GAS WORKS
Docket Number R-00049157C0060

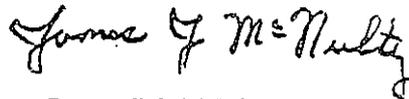
Dear Sir/Madam:

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

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

dbs

RECEIVED

2004 MAR 29 AM 12:31

SECRETARY'S BUREAU

R-00049157C0061

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)

DOCKETED

APR 02 2004

1. Your name, mailing address and telephone number:

Name MRS. VIOLA C. MOORE

Street/P.O. Box 27045 ISEMINGER ST. Apt # _____

City PHILA. State PA. Zip 19148

County _____ Area Code/Home Phone 215.334.6838
Area Code/Work Phone _____

2. Name of company your complaint concerns: PHILAGAS WORKS.

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

MY GAS BILL IS VERY HIGH.
I AM ON A BUDGET. I AM 85 YRS OLD.

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

I HOPE YOU CAN LOWER THE RATE.
I WAS TOLD THAT SOME PEOPLE DONT
PAY THEIR BILLS, + WE HAVE TO MAKE
UP FOR WHAT THEY DONT PAY.

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.

Mrs. Viola Moore
Signature

3/25/2004
Date

Continued on next page

DOCUMENT
FOLDER

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

MARCH 30, 2004

GREGORY J STUNDER ESQUIRE
800 WEST MONTGOMERY AVENUE
PHILADELPHIA PA 19122

DOCKETED
APR 02 2004

RE: PA PUC vs PHILADELPHIA GAS WORKS
Docket Number R-00049157C0061

Dear Sir/Madam:

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

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

James J. McNulty
Secretary

**DOCUMENT
FOLDER**

(SEAL)

Certified Mail
Return Receipt Requested

dbS

RECEIVED

2004 MAR 29 AM 1:15

SECRETARY'S BUREAU

R-00049157C0062

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 GLORIA Henderson

DOCKETED
APR 02 2004

Street/P.O.Box 1113 Gilham St Apt # _____

City Phila State PA Zip 19111

County Phila. Area Code/Home Phone 2157254575
Area Code/Work Phone 2157288284

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

3. What is your complaint? (Use additional paper if need more space).
They want to penalize me + make me pay more because I pay my GAS bill. The dead beats get their gas for free. They turn them on for free from 12/15- 4/15 every year. I struggle to pay my own bill. I don't want to pay for others. I have been a single parent for years. No one helped me.

4. What do you want the Public Utility Commission to do about your complaint? (Use additional paper if need more space).
Pls. do not allow PGW to charge the paying customers extra for the deadbeats it is not fair. These people live + eat better than I do. They have full cable service etc. Cut them off until they pay their bills.

5. You must sign and date your complaint below.

The information I have provided is true to the best of my knowledge. I understand that I could be punished under Pennsylvania State Law if I purposely give false information.

Gloria Henderson
Signature

3-25-04
Date

Continued on next page

DOCUMENT FOLDER

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

MARCH 30, 2004

GREGORY J STUNDER ESQUIRE
800 WEST MONTGOMERY AVENUE
PHILADELPHIA PA 19122

DOCKETED
APR 02 2004

RE: PA PUC vs PHILADELPHIA GAS WORKS
Docket Number R-00049157C0062

**DOCUMENT
FOLDER**

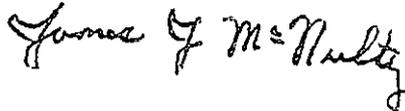
Dear Sir/Madam:

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

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

db

RECEIVED
MAR 29 AM 1:16
SECRETARY'S BUREAU

RECEIVED
2004 MAR 29 AM 1:16

Pennsylvania Public Utility Commission

Formal Complaint Form

SECRETARY'S BUREAU

Please Print.

ORIGINAL

1. Your name, mailing address and telephone number

Name Daniel J. Lawson and Michele M. Lawson

Street/P.O.Box 3815 Salina Road Apt # _____

City Philadelphia State PA Zip 19154

County Philadelphia Area Code/Home Phone 215-612-9299

Area Code/Work Phone 215-338-9008 Mon., Wednesday, Thursday and Friday

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

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

Our complaint is the request of PGW to charge customers that pay on time, for uncollected revenues for customers that do not pay their bills.

DOCKETED
APR 02 2004

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

We want the PUC to tell PGW not to charge the customers that pay their bills on time. The customers that are paying their bills on time are being penalized if this request from PGW is granted. We believe that we should be awarded because we pay on time.

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

3/23/04
Date

Michele Lawson

3/23/04

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

MARCH 30, 2004

GREGORY J STUNDER ESQUIRE
800 WEST MONTGOMERY AVENUE
PHILADELPHIA PA 19122

DOCKETED
APR 02 2004

RE: PA PUC vs PHILADELPHIA GAS WORKS
Docket Number R-00049157C0063

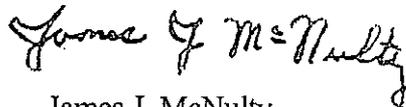
Dear Sir/Madam:

A Complaint has been filed against you in the above-captioned matter before the Pennsylvania Public Utility Commission by DANIEL J AND MICHELE M LAWSON.

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
FOLDED**

(SEAL)

Certified Mail
Return Receipt Requested

db

RECEIVED

R-00049157C0004

2004 MAR 29 AM 1:18

SECRETARY'S BUREAU

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)

DOCKETED

1. Your name, mailing address and telephone number:

Name Sy Hakim APR 02 2004

Street/P.O.Box 3726 Manayunk Ave Apt # Put. House

City Philadelphia State PA Zip 19128

County Philadelphia Area Code/Home Phone 215 482 0853
Area Code/Work Phone _____

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

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

It is to be regretted when prices go up due to costs.
It is understood if discounts are given to those on pension, with limited means or who are poor.
It is ABSURD TO WANT TO RAISE THE COST TO "COVER" THOSE CUSTOMERS WHO DO NOT PAY AND ABUSE THE SYSTEM.

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

Insist that PGW "cut off" delivery to those non-paying who abuse the system.
Insist that abusers must deposit an amount equal to 4 months of winter billing before they can be re-instated and have gas turned on the following winter. This would cover the cost of their cheating!

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.

Sy Hakim
Signature

27 March '04
Date

Continued on next page

DOCUMENT FOLDER

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

MARCH 30, 2004

GREGORY J STUNDER ESQUIRE
800 WEST MONTGOMERY AVENUE
PHILADELPHIA PA 19122

DOCKETED
APR 02 2004

RE: PA PUC vs PHILADELPHIA GAS WORKS
Docket Number R-00049157C0064

**DOCUMENT
FOLDER**

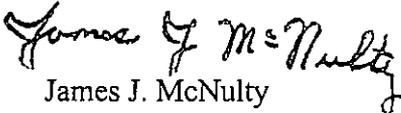
Dear Sir/Madam:

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

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

db

RECEIVED

R - 00049157C0065

2004 MAR 29 AH 1:18

P.A.U.C.
SECRETARY'S BUREAU

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 Joe Fedeli

Street/P.O.Box 3116 Welsh Road

Apt # _____

City Phila

State PA

Zip 19136-1810

County Philadelphia

Area Code/Home Phone _____

Area Code/Work Phone 215-737-8460

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

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

Deny increasing of rates due to cover non-payment of outstanding debts and not allow increase gas costs to be passed on until all uncollected bills are either collected or sold off as 'bad debts' FIRST TIME!

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

Deny all capability for PGW to basically 'pass-on' ANY costs regarding uncollected billed revenue or any rate charges to customers for this element. PGW should not be allowed additionally to pass on any new rate gas cost charges until all outstanding uncollected billing has been first either collected or sold off to a collection agency and written off before any PUC approval for increase rate cost of gas service. Make

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.

Joe Fedeli



3/26/04

Signature

Date

Continued on next page

DOCKETED

APR 02 2004

DOCUMENT FOLDER

19

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

MARCH 30, 2004

GREGORY J STUNDER ESQUIRE
800 WEST MONTGOMERY AVENUE
PHILADELPHIA PA 19122

DOCKETED
APR 02 2004

RE: PA PUC vs PHILADELPHIA GAS WORKS
Docket Number R-00049157C0065

Dear Sir/Madam:

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

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

dbS

R-00049157C0066

Formal Complaint Form
Pennsylvania Public Utility Commission

ORIGINAL

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

1. Your name, mailing address and telephone number:

Name ANNE SCANLAN
Street/P.O.Box 4120 G KNORR ST Apt # —
City PHILA State PA Zip 19135
County PHILA Area Code/Home Phone 215 331-8914
Area Code/Work Phone same

DOCKETED
APR 05 2004

2. Name of company your complaint concerns: PGW

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

I AM OUTRAGED THAT PGW WOULD REQUEST ANOTHER RATE HIKE. TO MAKE MATTERS WORSE, IT'S TO PAY FOR UNPAID GAS BILLS. PLEASE DENY THIS REQUEST. HAVE

4. What do you want the Public Utility Commission to do about your complaint? (Use additional paper if need more space).
Deny REQUEST of PGW for RATE HIKE.
TELL PGW TO MANAGE COMPANY BETTER OR SELL IT.
SOMEONE / SOME OTHER COMPANY

5. You must sign and date your complaint below.

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

Anne Scanlan
Signature

March 26, 2004
Date

Continued on next page

RECEIVED

2004 MAR 29 AM 1:20

SECRETARY'S BUREAU

DOCUMENT FOLDER

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

MARCH 30, 2004

GREGORY J STUNDER ESQUIRE
800 WEST MONTGOMERY AVENUE
PHILADELPHIA PA 19122

DOCKETED
APR 05 2004

RE: PA PUC vs PHILADELPHIA GAS WORKS
Docket Number R-00049157C0066

Dear Sir/Madam:

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

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

dbS

RECEIVED

2004 MAR 29 AM 1:26

R-00049157 C 0007

ORIGINAL

Formal Complaint Form
Pennsylvania Public Utility Commission

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

DOCKETED
APR 05 2004

1. Your name, mailing address and telephone number:

Name Joseph A. Martinez

Street/P.O.Box 12030 Millbrook Road Apt # _____

City Philadelphia State Pa Zip 19154

County Philadelphia Area Code/Home Phone 215-824-0363
Area Code/Work Phone 215-64400226

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

3. What is your complaint? (Use additional paper if need more space).
They are planning on raising Gas Rates \$80.00 per customer to Pay for those who can't pay their bill. (I believe its their incompetence to run the company that have brought it to where it is today)

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

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.

Joseph A. Martinez
Signature

3-25-04
Date

Continued on next page

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

MARCH 30, 2004

GREGORY J STUNDER ESQUIRE
800 WEST MONTGOMERY AVENUE
PHILADELPHIA PA 19122

DOCKETED
APR 05 2004

RE: PA PUC vs PHILADELPHIA GAS WORKS
Docket Number R-00049157C0067

**DOCUMENT
FOLDER**

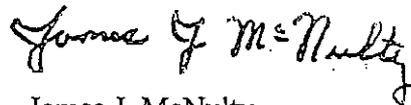
Dear Sir/Madam:

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

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

dbb

RECEIVED

2004 MAR 29 AM 1:28

SECRETARY'S BUREAU

R-00049157C0005

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)

DOCKETED

APR 05 2004

1. Your name, mailing address and telephone number:

Name Edward Sperduto

Street/P.O.Box 8841 Calvert St. Apt # _____

City Phila State Pa Zip 19152

County Phila Area Code/Home Phone 215-673-6390
Area Code/Work Phone _____

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

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

That we as customes, and senior citizens, have enough Trouble paying our own bills without having to pay extra for people who are remiss for one reason or another.

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

Whatever it takes to make these people accountable.

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.

Edward Sperduto
Signature

3-25-04
Date

Continued on next page

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

MARCH 31, 2004

GREGORY J STUNDER ESQUIRE
800 WEST MONTGOMERY AVENUE
PHILADELPHIA PA 19122

DOCKETED
APR 05 2004

RE: PA PUC vs PHILADELPHIA GAS WORKS
Docket Number R-00049157C0068

**DOCUMENT
FOLDER**

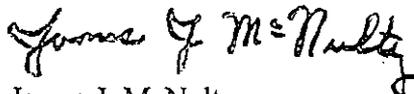
Dear Sir/Madam:

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

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

dbs

ORIGINAL

R-00049157C0069

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 Charles Sperduto

Street/P.O.Box 7438 Whiticher Ave Apt # _____

City Phila State Pa Zip 19111

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

DOCKETED
APR 05 2004

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

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

I am a single home buyer and find it very hard making ends meet. Even being on a budget. I am totaly agenst paying for other peoples bills. Please don't do this

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

Everyone should be accountable for them selves.

**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.

Charles Sperduto
Signature

3-25-04
Date

Continued on next page

SECRETARY'S BUREAU

2004 MAR 29 AM 1:27

RECEIVED

15

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

MARCH 31, 2004

GREGORY J STUNDER ESQUIRE
800 WEST MONTGOMERY AVENUE
PHILADELPHIA PA 19122

DOCKETED
APR 05 2004

RE: PA PUC vs PHILADELPHIA GAS WORKS
Docket Number R-00049157C0069

**DOCUMENT
FOLDER**

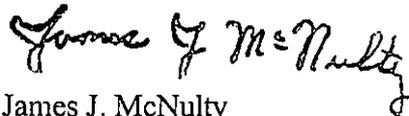
Dear Sir/Madam:

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

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

dbS

RECEIVED

R-00049157C0090

2004 MAR 29 AM 1:28

Formal Complaint Form

ORIGINAL

Please Print
SECRETARY'S BUREAU

1. Your name, mailing address and telephone number:

Name ROBERT LAGOMARSINO

DOCKETED

Street/P.O.Box 9613 CLARK ST.

Apt # APR 05 2004

City PHILA.

State PA.

Zip 19115

County PHILA.

Area Code/Home Phone 215-676-8952

Area Code/Work Phone _____

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

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

I READ IN THE NEWSPAPER THAT PGW WANTS TO INCREASE ITS RATES TO MAKE UP FOR WHAT NON-BILL PAYING CUSTOMERS USE IN GAS.

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

I WANT THE P.U.C. TO DISALLOW THIS RATE INCREASE.

DOCUMENT FOLDER

5. You must sign and date your complaint below.

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

Robert Lagomarsino
Signature

3-26-04
Date

Continued on next page

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

MARCH 31, 2004

GREGORY J STUNDER ESQUIRE
800 WEST MONTGOMERY AVENUE
PHILADELPHIA PA 19122

DOCKETED
APR 05 2004

RE: PA PUC vs PHILADELPHIA GAS WORKS
Docket Number R-00049157C0070

**DOCUMENT
FOLDER**

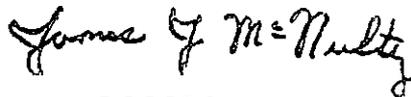
Dear Sir/Madam:

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

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

db

ORIGINAL

R-00049157C0071

Formal Complaint Form
Pennsylvania Public Utility Commission

SECRETARY'S BUREAU
04 MAR 29 AM 10:36

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 ALVIN R SCHWARTZ
Street/P.O.Box 205 LOUIS COURT Apt #
City PHILADELPHIA State PA Zip 19114
County Area Code/Home Phone 215-6732412
Area Code/Work Phone RETIRED

DOCKETED
APR 05 2004

2. Name of company your complaint concerns: GAS CO PHILADELPHIA

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

MY COMPLAINT IS THE GAS CO RAISING PRICES
03-01-2004 TO RECOVER COST OF PEOPLE THAT
DO NOT PAY BILLS. I DO NOT THINK IT IS RIGHT
TO CHARGE PEOPLE FOR PEOPLE THAT WILL NOT PAY
THESE BILLS

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

I WOULD LIKE THEM TO
KEEP BETTER RECORDS & TRY TO COLLECT
THE MONEY THAT IS OWED TO THE GAS CO
SO PEOPLE THAT PAY THEIR BILLS ON TIME DO NOT HAVE
TO PAY FOR PEOPLE THAT 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.

Alvin R Schwartz
Signature

03-26-04
Date

Continued on next page

DOCUMENT
FOLDER

55

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

MARCH 31, 2004

GREGORY J STUNDER ESQUIRE
800 WEST MONTGOMERY AVENUE
PHILADELPHIA PA 19122

DOCKETED
APR 05 2004

RE: PA PUC vs PHILADELPHIA GAS WORKS
Docket Number R-00049157C0071

**DOCUMENTS
FOLDER**

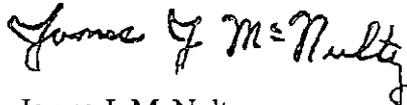
Dear Sir/Madam:

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

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

dbs

ORIGINAL

R-00049157C00

Formal Complaint Form

RECEIVED
04 MAR 29 AM 10:36
PENNSYLVANIA
PUBLIC
UTILITY
COMMISSION
SECRETARY'S BUREAU

Please Print.

1. Your name, mailing address and telephone number:

Name HBESCO, INC C. HARTZELL PRES.

DOCKETED

APR 05 2004

Street/P.O. Box 8358 HEGEMAN ST. Apt # _____

City PHILA. State PA Zip 19136

County PHILA. Area Code/Home Phone 215-332-1154

Area Code/Work Phone 215-338-9008

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

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

PGW SHOULD NOT BE PERMITTED TO CHARGE PAYING CUSTOMERS FOR GAS BILLS OF NON PAYING CUSTOMERS.

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

DENY P.G.W.'S REQUEST AND HAVE THE CO. PUT INTO PRIVATE OPERATION SUCH AS PECO OR ANOTHER CORP.

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.

Charles Hartzell, President
Signature

3/25/04
Date

Continued on next page

DOCUMENT FOLDER

54

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

MARCH 31, 2004

GREGORY J STUNDER ESQUIRE
800 WEST MONTGOMERY AVENUE
PHILADELPHIA PA 19122

DOCKETED
APR 05 2004

RE: PA PUC vs PHILADELPHIA GAS WORKS
Docket Number R-00049157C0072

**DOCUMENT
FOLDER**

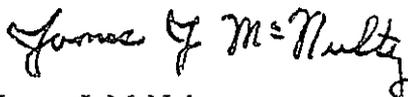
Dear Sir/Madam:

A Complaint has been filed against you in the above-captioned matter before the Pennsylvania Public Utility Commission by HBESCO INC C/O CHARLES HARTZELL, PRESIDENT.

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

dbs

R-00049157C007

Formal Complaint Form
Pennsylvania Public Utility Commission

ORIGINAL
SECRETARY'S BUREAU
APR 2 2 41:10:37

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 Kathleen Finnegan

DOCKETED
APR 05 2004

Street/P.O. Box 5424 Hermit Terrace Apt # 2B

City Philadelphia State PA Zip 19128

County Philadelphia Area Code/Home Phone 215-482-5928

Area Code/Work Phone 610-636-3627

2. Name of company your complaint concerns: PGW

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

We have a hard enough time paying for our own gas bill, the prices are always going up. What if we all decided we couldn't afford to pay, where would the city be then? We do not feel this increase is fair and are sick and tired of having to pay for others who shirk their responsibilities.

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

We urge you not to pass this rate hike, we are overburdened already. It is not fair or justified. Let PGW lower their gas rates and then maybe all could pay their bills.

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.

Kathleen Finnegan
Signature

3-25-04
Date

Continued on next page

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

MARCH 31, 2004

GREGORY J STUNDER ESQUIRE
800 WEST MONTGOMERY AVENUE
PHILADELPHIA PA 19122

DOCKETED
APR 05 2004

RE: PA PUC vs PHILADELPHIA GAS WORKS
Docket Number R-00049157C0073

**DOCUMENT
FOLDER**

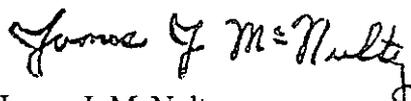
Dear Sir/Madam:

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

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

dbs

ORIGINAL

R-00049157C0079

Formal Complaint Form
Pennsylvania Public Utility Commission

SECRETARY'S BUREAU
04 MAR 29 11:10:51

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 BARBARA J. VANLEVENDER

Street/P.O.Box 4247 Glendale St. Apt # _____

City Phila State PA Zip 19124

County Phila Area Code/Home Phone 215-535-8332
Area Code/Work Phone 215-381-3019

2. Name of company your complaint concerns: PGW

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

I am a struggling single parent putting my daughter thru Nursing school. Why should I help those who don't help themselves!

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

Get better employees & CEO to MANAGE and find ways to incorporate means for everyone to pay their bills.

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.

Barbara J. Vandevender
Signature

3-25-04
Date

DOCKETED
APR 05 2004

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41

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

MARCH 31, 2004

GREGORY J STUNDER ESQUIRE
800 WEST MONTGOMERY AVENUE
PHILADELPHIA PA 19122

DOCKETED
APR 05 2004

RE: PA PUC vs PHILADELPHIA GAS WORKS
Docket Number R-00049157C0074

**DOCUMENT
FOLDER**

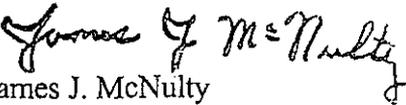
Dear Sir/Madam:

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

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

dbS

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

MARCH 31, 2004

GREGORY J STUNDER ESQUIRE
800 WEST MONTGOMERY AVENUE
PHILADELPHIA PA 19122

DOCKETED
APR 05 2004

RE: PA PUC vs PHILADELPHIA GAS WORKS
Docket Number R-00049157C0075

**DOCUMENT
FOLDER**

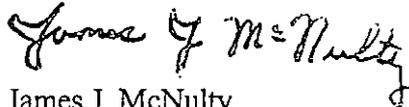
Dear Sir/Madam:

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

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

dbs

ORIGINAL

R - 00049157C0015

DOCKETED

Formal Complaint Form
Pennsylvania Public Utility Commission

APR 05 2004

SECRETARY'S BUREAU
04 MAR 29 AM 10:42

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 Nicole Highland
Street/P.O.Box 727 Jhaker St. Apt # _____
City Philadelphia State PA Zip 19147
County Philadelphia Area Code/Home Phone 215-829-2302
Area Code/Work Phone _____

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

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

I do not support PGW's proposal to recover uncollected billings from their "firm" (paying) customers. Paying customers should not be financially responsible for non-paying customers.

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

I would like for PUC to not approve PGW's proposal.

If someone wants to make a tax deductible donation to help PGW pay their debt, that is an idea. However, paying customer's should not be obligated.

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.

N Highland
Signature

3/25/04
Date

Continued on next page

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46

ORIGINAL

R-00049157 C0076

SECRETARY'S BUREAU

04 MAR 29 11:10:08

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 KATHY DORAN
Street/P.O.Box 2036 LARDNER ST Apt #
City Phila. State Pa. Zip 19149
County Phila. Area Code/Home Phone (215) 288-9380
Area Code/Work Phone (215) 632-0100 EXT 17

DOCKETED
APR 05 2004

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

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

I am a single parent on a fixed income. My budget went from \$77.00 to \$93.00 a month that is a \$16.00 increase. My bills are never late, we shouldn't have to pay

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

for people that don't pay their bills. Review all the complaints and see how unfair this rate increase is to senior citizens, single parents 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.

Kathy Doran 3/25/04
Signature Date

Continued on next page

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49

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FOLDER

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

MARCH 31, 2004

GREGORY J STUNDER ESQUIRE
800 WEST MONTGOMERY AVENUE
PHILADELPHIA PA 19122

DOCKETED
APR 05 2004

RE: PA PUC vs PHILADELPHIA GAS WORKS
Docket Number R-00049157C0076

**DOCUMENT
FOLDER**

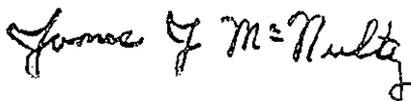
Dear Sir/Madam:

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

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

dbb

ORIGINAL

R - 0004915700077

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 DONNA IMPERATO

DOCKETED
APR 05 2004

Street/P.O.Box 1020 LARKSPUR ST Apt # _____

City PHILA State PA Zip 19116

County PHILA Area Code/Home Phone 215-677-0684
Area Code/Work Phone 215-686-6471

2. Name of company your complaint concerns: PGW

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

I SO SURCHARGE FOR PEOPLE NOT PAYING BILLS UNFAIR TO THOSE OF US PAYING OUR BILLS.

**DOCUMENT
FOLDER**

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 SAY 'NO' TO THIS SURCHARGE & INSTRUCT PGW TO INVESTIGATE WHETHER OR NOT SOME OF THESE PEOPLE HAVE THE ABILITY TO PAY, SUCH AS PAYING CABLE BILLS, 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.

Donna Imperato
Signature

3/26/04
Date

Continued on next page

RECEIVED

2004 MAR 29 AM 1:51

SECRETARY'S BUREAU

117

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

MARCH 31, 2004

GREGORY J STUNDER ESQUIRE
800 WEST MONTGOMERY AVENUE
PHILADELPHIA PA 19122

DOCKETED
APR 05 2004

RE: PA PUC vs PHILADELPHIA GAS WORKS
Docket Number R-00049157C0077

**DOCUMENT
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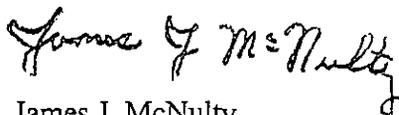
Dear Sir/Madam:

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

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

dbS

ORIGINAL

R-00049157C0078

RECEIVED
2004 MAR 29 AM 1:52
SECRETARY'S BUREAU

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 ANNA BARONETT **DOCKETED**
Street/P.O.Box 5424 HERMIT TR Apt # 1 **FILED** 05 2004
City PHILA State PA Zip 19128
County PHILA Area Code/Home Phone 215-483-3132
Area Code/Work Phone 215

2. Name of company your complaint concerns: PGW - rate increase

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

I understand you're raising our rates again. They have been steadily going up for the past 5 or 6 yrs + now we have to pay for people that are not paying. How unfair. I have difficulty paying my own bill + now you want me to pay for someone who is not or can't pay.

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

Lower the rates + then maybe all can pay their bill - It's not our responsibility to pick up the costs for people who are not paying their gas bill - what would happen if everyone decided not to pay - what would PGW do then.

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.

Anna Baronett
Signature

3-24-04
Date

Continued on next page

DOCUMENT
FOLDER

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

MARCH 31, 2004

GREGORY J STUNDER ESQUIRE
800 WEST MONTGOMERY AVENUE
PHILADELPHIA PA 19122

DOCKETED
APR 05 2004

RE: PA PUC vs PHILADELPHIA GAS WORKS
Docket Number R-00049157C0078

**DOCUMENT
FOLDER**

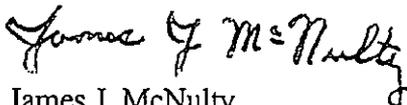
Dear Sir/Madam:

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

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

dbS