



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)

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

IRWIN A. POPOWSKY  
Consumer Advocate

March 4, 2005

James J. McNulty  
Secretary  
Pennsylvania Public Utility Commission  
Commonwealth Keystone Building  
400 North Street  
P.O. Box 3265  
Harrisburg, PA 17105-3265

RE: Pennsylvania Public Utility Commission

v.

Philadelphia Gas Works 2005 Gas Cost Rate  
Docket No. R-00050264 C 0001

Dear Secretary McNulty:

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

Copies have been served on the parties of record as indicated on the enclosed Certificate of Service.

Sincerely,

Aron J. Beatty  
Assistant Consumer Advocate

Enclosures  
cc: Parties of Record  
Office of Special Assistants  
82938.doc

DOCUMENT  
FOLDER

SECRETARY'S BUREAU

2005 MAR -4 PH 3: 54

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113

Pennsylvania Public Utility Commission

Formal Complaint Form

Please Print.

1. Your name, mailing address, telephone number and utility account number:

Name Irwin A. Popowsky, Consumer Advocate

Street/P.O.Box 555 Walnut Street 5th Floor Forum Place Apt # \_\_\_\_\_

City Harrisburg State Pennsylvania Zip 17101-1923

County Dauphin

Area Code/Home Phone \_\_\_\_\_ Area Code/Work Phone (717)783-5048

Utility Account Number \_\_\_\_\_

If the above mailing address differs from the address where the utility service is provided, list this information below.

Name \_\_\_\_\_

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

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

County \_\_\_\_\_

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

3. Type of Utility (circle one):

- GAS
- WATER
- MOTOR CARRIER
- STEAM HEAT
- ELECTRIC
- SEWER
- TELEPHONE - (LOCAL OR LONG DISTANCE)

SECRETARY'S BUREAU

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APR 11 2005

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FOLDER**

4. What is your complaint? (Use additional paper if you need more space and provide copies of any relevant documentation you believe will support your complaint).

- A. On January 31, 2005, 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 2005-2006 Purchased Gas Cost ("PGC") Rate filing.
- B. On February 28, 2005, the Company made its definitive 1307(f) filing, in which it stated that PGW's proposed PGC rate to be effective September 1, 2005 was projected to be \$7.9613. The Company's PGC rate on September 1, 2004 was \$8.3085. Since that rate became effective, PGW revised its PGC rate in a quarterly filing effective December 1, 2004 of \$9.8857, and a quarterly filing effective March 1, 2005 to \$8.1122.
- C. As can be seen from the Company's PGC rate adjustments of the past twelve months, PGW's customers have been exposed to fluctuations in the Company's PGC rate, 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 and definitive 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.

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

The Consumer Advocate respectfully requests that the Public Utility Commission:

1. Hold evidentiary hearings as mandated by Section 1307(f) of the Public Utility Code;
  2. Hold public input hearings in PGW's service territory, if consumer interest arises;
  3. 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;
  4. Ensure that PGW's residential customers are not allocated any costs that should not be borne by them;
  5. Deny any rate or tariff change that is unjust, unreasonable, unduly discriminatory or contrary to sound ratemaking principles; and
  6. Grant any other relief deemed appropriate.
6. 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

3/4/05  
Date

7. If you are represented by a lawyer in this matter you must provide your lawyer's name, address and telephone number.

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

Street: 555 Walnut Street, Forum Place 5<sup>th</sup> Floor

City: Harrisburg State: PA Zip: 17109

Area Code/Phone Number 717-783-5048

8. **Mail to:**

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

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

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 January 31, 2005, PGW submitted pre-filed information in support of its annual reconciliation of its purchased gas cost rate ("PGC") in accordance with Section 1307(f) of the Public Utility Code. 66 Pa.C.S. §1307(f). On February 28, 2005, the Company made its definitive 1307(f) filing, in which it stated that PGW's proposed PGC rate to be effective September 1, 2005 is \$7.9613.

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.

83322.doc

**DOCKETED**  
APR 11 2005

**DOCUMENT  
FOLDER**

CERTIFICATE OF SERVICE

Pennsylvania Public Utility Commission

v.

Philadelphia Gas Works 2005 Gas Cost Rate

Docket No. R-00050264 C0001

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 4<sup>th</sup> day of March 2005.

SERVICE BY E-MAIL AND INTEROFFICE MAIL

Johnnie E. Simms, Esquire  
Allison A. Curtin, Esquire  
Office of Trial Staff  
Pennsylvania Public Utility Commission  
400 North Street, P.O. Box 3265  
Harrisburg, PA 17105-3265

SERVICE BY E-MAIL and FIRST CLASS MAIL

Steven C. Gray, Esquire  
Assistant Small Business Advocate  
Office of Small Business Advocate  
Commerce Building  
300 North 2<sup>nd</sup> Street, Suite 1102  
Harrisburg, PA 17101

Gregory Stunder, Esquire  
Senior Attorney  
Philadelphia Gas Works  
800 W. Montgomery Avenue  
Philadelphia, PA 19122

SECRETARY'S BUREAU

2005 MAR -4 PM 3:55

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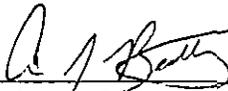
Robert Knecht  
Industrial Economics, Incorporated  
2067 Massachusetts Avenue  
Cambridge, MA 02140

Phillip Bertocci, Esquire  
Community Legal Services  
1424 Chestnut Street  
Philadelphia, PA 19102

Richard Lelash  
Financial and regulatory Consultant  
18 Seventy Acre Road  
Redding, CT 06896

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

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



---

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

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

MARCH 9, 2005

GREGORY J STUNDER, SENIOR ATTORNEY  
PHILADELPHIA GAS WORKS  
800 WEST MONTGOMERY AVENUE  
PHILADELPHIA PA 19122

RE: PA PUC vs PHILADELPHIA GAS WORKS  
Docket Number R-00050264C0001

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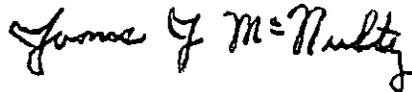
Dear Sir/Madam:

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

DOCUMENT  
FOLDER

**DOCKETED**  
APR 11 2005

KJR



ORIGINAL

OFFICE OF SMALL BUSINESS ADVOCATE  
Suite 1102, Commerce Building  
300 North Second Street  
Harrisburg, Pennsylvania 17101

William R. Lloyd, Jr.  
Small Business Advocate

(717) 783-2525  
(717) 783-2831 (FAX)

March 9, 2005

**HAND DELIVERED**

James J. McNulty, Secretary  
Pennsylvania Public Utility Commission  
Commonwealth Keystone Building  
P. O. Box 3265  
Harrisburg, PA 17105-3265

**Re: Pennsylvania Public Utility Commission v.  
Philadelphia Gas Works (GCR Proceeding)  
Docket No. R-00050264 C0002**

RECEIVED  
2005 MAR -9 PM 3:04  
SECRETARY'S BUREAU

Dear Secretary McNulty:

I am delivering for filing today the original plus three copies of the Complaint and Public Statement on behalf of the Office of Small Business Advocate in the above captioned matter.

A copy has been served today on all known parties in this proceeding. A Certificate of Service to that effect is enclosed.

Sincerely,

William R. Lloyd, Jr.  
Small Business Advocate

Enclosures

cc: Hon. Cynthia Williams Fordham  
Administrative Law Judge

Parties of Record

Robert D. Knecht

DOCUMENT  
FOLDER

67

COMMONWEALTH OF PENNSYLVANIA



OFFICE OF SMALL BUSINESS ADVOCATE  
Suite 1102, Commerce Building  
300 North Second Street  
Harrisburg, Pennsylvania 17101

William R. Lloyd, Jr.  
Small Business Advocate

SECRETARY'S BUREAU

RECEIVED  
2005 MAR -9 PM 3:04  
(717) 783-2525  
(717) 783-2831 (FAX)

March 9, 2005

**ALL PARTIES OF RECORD AT DOCKET NO. R-00050264:**

**Re: Pennsylvania Public Utility Commission v.  
Philadelphia Gas Works (GCR Proceeding)  
Docket No. R-00050264 C 0002**

The Office of Small Business Advocate has retained the services of Robert D. Knecht as its expert witness in this case. In order to provide our consultant all materials, including discovery, testimony, briefs, etc., in a timely fashion, we request that you add the name of Mr. Knecht to your service lists so that he receives copies of documents when they are served in this case. Those items should be addressed to:

Mr. Robert D. Knecht  
Industrial Economics Incorporated  
2067 Massachusetts Avenue  
Cambridge, MA 02140  
(617) 354-0074  
(617) 354-0463 - Fax  
[rdk@indecon.com](mailto:rdk@indecon.com)

If you have any questions or concerns, please do not hesitate to contact me. Thank you in advance for your cooperation.

Sincerely,

A handwritten signature in cursive script that reads "William R. Lloyd, Jr.".

William R. Lloyd, Jr.  
Small Business Advocate

**DOCKETED**  
APR 20 2005

cc: Mr. Robert D. Knecht

**DOCUMENT  
FOLDER**

BEFORE THE  
PENNSYLVANIA PUBLIC UTILITY COMMISSION

PENNSYLVANIA PUBLIC UTILITY :  
COMMISSION :

v. :

DOCKET NO. R-00050264 C0002

PHILADELPHIA GAS WORKS :

**COMPLAINT OF**  
**SMALL BUSINESS ADVOCATE**

SECRETARY'S BUREAU

2005 MAR -9 PM 3: 04

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1. The Complainant is:

William R. Lloyd, Jr.  
Small Business Advocate  
Suite 1102, Commerce Building  
300 North Second Street  
Harrisburg, PA 17101  
(717) 783-2525

2. The name and address of the Complainant's attorney is:

Steven C. Gray  
Assistant Small Business Advocate  
Office of Small Business Advocate  
Suite 1102, Commerce Building  
300 North Second Street  
Harrisburg, PA 17101  
(717) 783-2525

3. The respondent utility is:

Philadelphia Gas Works  
900 West Montgomery Avenue  
Philadelphia, PA 19122

4. The Complainant is authorized and directed by the Small Business Advocate Act, Act 181 of 1988, 73 P.S. §§ 399.41 - 399.50, to represent the interests of small business consumers of utility services in matters before the Pennsylvania Public Utility Commission (“Commission”).

5. On January 31, 2005, pursuant to Sections 1307(f), 1317, 1318, and Section 2212 of the Public Utility Code, 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 2005-2006 Purchased Gas Cost (“PGC”) Rate filing. On February 28, 2005, the Company made its definitive Section 1307(f) filing and submitted testimony.

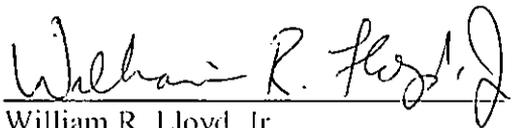
6. Section 1318 of the Public Utility Code, 66 Pa. C.S. § 1318, provides that no rates of a natural gas distribution utility shall be deemed just and reasonable unless the Commission finds that the utility is pursuing a least cost fuel procurement policy, consistent with the obligation to provide safe, adequate and reliable service. 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).

7. The OSBA files this Formal Complaint 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.

8. In view of the foregoing, the Small Business Advocate respectfully requests that the Pennsylvania Public Utility Commission:

- a. Hold evidentiary hearings in accordance with Section 1307(f) of the Public Utility Code;
- b. Deny any proposed rate 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;
- c. Ensure that PGW's business customers are not allocated any costs that should not be borne by them;
- d. Deny any rate change that is unjust, unreasonable, unduly discriminatory or contrary to sound ratemaking principles; and
- e. Grant such other relief as may be necessary or appropriate.

Respectfully submitted,



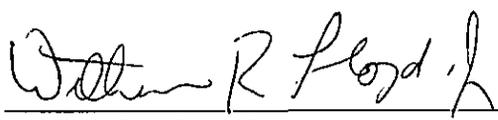
William R. Lloyd, Jr.  
Small Business Advocate

Office of Small Business Advocate  
Suite 1102, Commerce Building  
300 North Second Street  
Harrisburg, PA 17101  
(717) 783-2525  
(717) 783-2831 (fax)

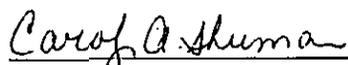
Dated: March 9, 2005

AFFIDAVIT

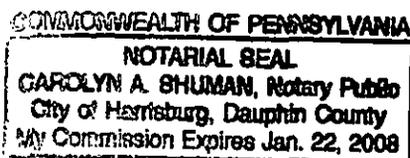
William R. Lloyd, Jr., being duly sworn according to law, says that the facts set forth above are true and correct to the best of his knowledge, information, and belief and he expects to be able to prove them at the hearings in this proceeding.

  
\_\_\_\_\_  
William R. Lloyd, Jr.

Sworn to and subscribed  
before me this 9<sup>th</sup> day  
of March, 2005.

  
\_\_\_\_\_  
Notary Public

My Commission Expires:



**PUBLIC STATEMENT OF  
SMALL BUSINESS ADVOCATE  
CONCERNING THE INTEREST  
OF SMALL BUSINESS CONSUMERS  
TO BE PROTECTED BY THE FILING OF A COMPLAINT  
AGAINST THE 2005 GAS COST RATE FILING OF  
PHILADELPHIA GAS WORKS  
DOCKET NO. R-00050264**

The Small Business Advocate is authorized and directed to represent the interest of small business consumers of utility services in Pennsylvania under the provisions of the Small Business Advocate Act, Act 181 of 1988, 73 P.S. §§ 399.41 - 399.50 ("Act"). The Act further provides that the Small Business Advocate is to issue publicly a written statement stating concisely the specific interest of small business consumers to be protected by his initiation of or intervention in any proceeding involving those interests before the Public Utility Commission or any other agency or court. This public statement relates to the filing today by the Small Business Advocate of a complaint against the proposed 2005 Gas Cost Rate Filing of Philadelphia Gas Works ("PGW" or "Company").

The Small Business Advocate filed a formal complaint against PGW's proposed Gas Cost Rate in order to protect the interests of the Company's small business customers. A thorough inquiry by the Public Utility Commission into all of the elements of PGW's proposed gas cost rate is necessary to ensure that the utility is pursuing a least cost fuel procurement policy, consistent with the obligation to provide safe, adequate and reliable service.

In view of the foregoing, the Small Business Advocate will participate in proceedings before the Public Utility Commission to investigate the reasonableness of the proposed rates in PGW's 2005 Gas Cost Rate Filing. The Small Business Advocate will ask the Commission to deny any proposed rate increase or other changes in PGW's present tariffs that apply to small business

customers that are not proven by PGW to be lawful, just, reasonable, and non-discriminatory to all of its customer classes.

Dated: March 9, 2005

BEFORE THE  
PENNSYLVANIA PUBLIC UTILITY COMMISSION

PENNSYLVANIA PUBLIC UTILITY  
COMMISSION

v.

PHILADELPHIA GAS WORKS

DOCKET NO. R-00050264C0002

RECEIVED  
2005 MAR -9 PM 3: 04  
SECRETARIAT'S BUREAU

CERTIFICATE OF SERVICE

I certify that I am serving a copy of the Complaint and Public Statement on behalf of the Office of Small Business Advocate by e-mail and first class mail upon the persons addressed below:

Hon. Cynthia Williams Fordham  
Administrative Law Judge  
Pa. Public Utility Commission  
1302 Philadelphia State Office Bldg.  
Broad and Spring Garden Streets  
Philadelphia, PA 19130  
(215) 560-2105  
(215) 560-3133 (fax)  
[cfordham@state.pa.us](mailto:cfordham@state.pa.us)

Daniel Clearfield, Esquire  
Alan C. Kohler, Esquire  
Wolf, Block, Schorr & Solis-Cohen  
Locust Court Building, Suite 300,  
212 Locust Street  
Harrisburg, PA 17101  
(717) 237-7160  
(717) 237-7161 (fax)  
[dclearfield@wolfblock.com](mailto:dclearfield@wolfblock.com)  
[akohler@wolfblock.com](mailto:akohler@wolfblock.com)

Gregory J. Stunder, Esquire  
Philadelphia Gas Works  
900 West Montgomery Avenue  
Philadelphia, PA 19122  
(215) 684-6878  
(215) 684-6798 (fax)  
[greg.stunder@pgworks.com](mailto:greg.stunder@pgworks.com)

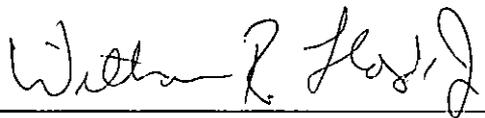
Stephen J. Keene, Esquire  
Aron J. Beatty, Esquire  
Office of Consumer Advocate  
555 Walnut Street 5th FL Forum Place  
Harrisburg, PA 17101-1923  
(717) 783-5048  
(717) 783-7152 (fax)  
[skeene@paoca.org](mailto:skeene@paoca.org)

Johnnie E. Simms, Esquire  
Allison A. Curtin, Esquire  
Office of Trial Staff  
Pa. Public Utility Commission  
P.O. Box 3265  
Harrisburg, PA 17105  
(717) 787-1976  
(717) 772-2677 (fax)  
[josimms@state.pa.us](mailto:josimms@state.pa.us)

David Kleppinger, Esquire  
Charis Mincavage, Esquire  
McNees, Wallace & Nurick  
100 Pine Street  
P.O. Box 1166  
Harrisburg, PA 17108-1166  
(717) 232-8000  
(717) 237-5300 (fax)  
[dkleppin@mwn.com](mailto:dkleppin@mwn.com)  
[emincavage@mwn.com](mailto:emincavage@mwn.com)

Philip A. Bertocci, Esquire  
Laura Moskowitz, Esquire  
Community Legal Services, Inc.  
1424 Chestnut Street 4<sup>th</sup> Floor  
Philadelphia, PA 19102-2505  
(215) 981-3702  
(215) 981-0435 (fax)  
[pbertocci@clsphila.org](mailto:pbertocci@clsphila.org)

Richard W. LeLash  
18 Seventy Acre Road  
Redding, CT 06896  
(203) 438-4659  
(203) 431-9625 (fax)  
[lelash@sprintmail.com](mailto:lelash@sprintmail.com)



---

William R. Lloyd, Jr.  
Small Business Advocate

Date: March 9, 2005

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

MARCH 22, 2005

GREGORY J STUNDER, SENIOR ATTORNEY  
PHILADELPHIA GAS WORKS  
800 WEST MONTGOMERY AVENUE  
PHILADELPHIA PA 19122

RE: PA PUC vs PHILADELPHIA GAS WORKS  
Docket Number R-00050264C0002

Dear Sir/Madam:

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

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**  
APR 20 2005

**DOCUMENT  
FOLDER**

ORIGINAL

PENNSYLVANIA PUBLIC UTILITY COMMISSION

RECEIVED

Formal Complaint Form

R-000502640003 2005 MAR -7 PM 12:55

Please print or type.

SECRETARY'S BUREAU

1. CUSTOMER NAME (COMPLAINANT)

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

Name Belinda R Clifton

Street/P.O. Box 1218 Glenview St Apt #

City Philadelphia State Pa Zip 19111

County Philadelphia

Area Code/HOME Phone 215 342-1937

Area Code/WORK Phone

Utility Account Number 0081325909  
(from your bill)

DOCUMENT FOLDER

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

Name

Street/P.O. Box

City  State  Zip

DOCKETED  
MAY 19 2005

2. UTILITY NAME (RESPONDENT)

PGW KJR

Name of utility company your complaint concerns: rates that Philadelphia

3. TYPE OF UTILITY (check one)

ELECTRIC

STEAM HEAT Charge

GAS

WASTE WATER

WATER

MOTOR CARRIER

(taxi, moving company, limousine)

TELEPHONE  
(local, long distance)

residential Gas Customers

4. COMPLAINT (check one)

A. In general, what is your complaint?

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

B. State the facts of your complaint.

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

Dec  
2004  
Bill

Commodity Charge 168ccf @ 0.95639  
Amount \$160.68

Residential  
Bill

Commodity Charge 24ccf @ 0.84944  
20.39

5. RELIEF

Distribution charge 168ccf 0.58048 \$97.52

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

Why do we live in a city which is allowed to charge such high rates that vary from year to year! Everyone else in the whole country does not pay as high rates as Philadelphia. It should not be allowed. Lower Natural Gas Costs.

6. PROTECTION FROM ABUSE

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

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

YES

NO

7. PRIOR UTILITY CONTACT

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

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

YES

(includes appeals of BCS determinations)

NO

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

8. VERIFICATION AND SIGNATURE

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

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

Belinda R Clifton 2/28/05  
(Signature) (Date)

**9. LEGAL REPRESENTATION (IF ANY)**

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

Lawyer's Name \_\_\_\_\_

Street \_\_\_\_\_

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

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

**10. FILING**

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

If using U.S. Postal Service:

If using overnight delivery service:

Secretary Pennsylvania Public Utility Commission P.O. Box 3265 Harrisburg, PA 17105	Secretary Pennsylvania Public Utility Commission 400 North Street Commonwealth Keystone Building, 2 <sup>nd</sup> Floor Harrisburg, Pennsylvania 17120
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**Facsimiles and/or electronic filings of the complaint form will not be accepted.**

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

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

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

May 18, 2005

GREGORY J. STUNDER, SENIOR ATTORNEY  
PHILADELPHIA GAS WORKS  
800 WEST MONTGOMERY AVENUE  
PHILADELPHIA PA 19122

**DOCKETED**  
MAY 19 2005

RE: PA PUC vs. Philadelphia Gas Works  
R-00050264C0003

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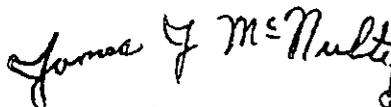
Dear Sir/Madam:

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

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

KJR

(SEAL)

Certified Mail  
Return Receipt Requested

**DOCUMENT  
FOLDER**

jih