

DOCKETED

JUL 1 2004

COMMONWEALTH OF PENNSYLVANIA
PUBLIC UTILITY COMMISSION

VERA M. MOORE and |
WILLIAM HUGHES |
v. |
PHILADELPHIA GAS WORKS

Docket No.: ~~2-01536788~~

2-01536783

DOCUMENT

Pennsylvania State
Office Building
Broad & Spring Garden Streets
13th Floor, Hearing Room 1
Philadelphia, PA 19130

Thursday, July 1, 2004
Commencing at 10:15 a.m.

BEFORE:

KY VAN NGUYEN, Administrative Law Judge

APPEARANCES:

VERA M. MOORE
2033 North 15h Street
Philadelphia, PA 19122
Pro Se

ORIGINAL

LAURETO FARINAS, Esquire
Pennsylvania Gas Works
800 West Montgomery Avenue
Philadelphia, PA 19122
For the Respondent

REPORTER: ANTHONY J. BARRETT

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SARGENT'S BUREAU

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P R O C E E D I N G S

1
2 -----
3 JUDGE KY VON NGUYEN:

4 This is the hearing on the Complaint of
5 Vera Moore and William Hughes against Philadelphia Gas
6 Works at Docket Number Z-01536788. My name is Ky Van
7 Nguyen, I am the Administrative Law Judge presiding
8 over this hearing. I will ask the parties to identify
9 themselves for the record. Ms. Moore?

10 MS. MOORE:

11 My name is Vera Moore. I am the daughter
12 of William Hughes, he's deceased, and I've been paying
13 the gas bill.

14 JUDGE VAN NGUYEN:

15 Then why does his name appear ---?

16 MS. MOORE:

17 I just never took it off. The electric
18 bill is in his name, too.

19 ATTORNEY FARINAS:

20 Your Honor, at a previous matter, both
21 Ms. Moore and William Hughes are now customers of
22 record as a result of Commission's action in a
23 previous matter.

24 JUDGE VAN NGUYEN:

25 Okay. Is this basically a complaint the

1 same as the complaint before?

2 MS. MOORE:

3 No, Sir, it is not.

4 JUDGE VAN NGUYEN:

5 Why it is not?

6 MS. MOORE:

7 It is not the same because I --- what I'm
8 appealing now is that PGW claims that I had a back
9 bill, one of the bills that was sent to me in May of
10 1997 was \$700 and, I forgot with the interest it, it
11 came to \$829.47. And the only back amount on this
12 bill that I was sent at that time was \$317.70. That's
13 a big difference between \$700 --- \$829. And I'll give
14 you a copy of this and I'll give them a copy. There's
15 nothing on this bill that said I owed them \$700.
16 There is the back, on the bottom, it's the back that
17 they tell me that I owed.

18 JUDGE VAN NGUYEN:

19 Do you have any record of that from 1997?

20 ATTORNEY FARINAS:

21 Your Honor, I guess I actually ---
22 because in the previous matter, Your Honor asked even
23 for account information back to 1996. In the current
24 matter, she pushes it back one other year, but it's
25 still the same. She's looking for the same amount. I

1 have records back to 1995. I'm taking issue with what
2 she just said, because the bill of 8/17 was a
3 combination of a back bill of \$370 and the current
4 bill; that's the bill that's in front of you now.

5 At the time of the proceeding that we had
6 in 2002, what was quoted was the money owed on the day
7 of the proceeding. I don't know if Ms. Hughes (sic)
8 is aware of this, but as of today, because of payments
9 that's she's made, her account balance is zero. Have
10 you heard that?

11 MS. MOORE:

12 Sir, I had to be aware of it. I'm the
13 one that paid it for him. My gas is cut off in
14 October or November ---.

15 JUDGE VAN NGUYEN:

16 What is it; the gas cut off?

17 MS. MOORE:

18 They cut the gas off, because I had let
19 the gas off.

20 JUDGE VAN NGUYEN:

21 Okay.

22 MS. MOORE:

23 And I had to pay --- I paid them \$1,100
24 and some odd dollars to get it turned back on.

25 ATTORNEY FARINAS:

1 My witness is prepared to give an update
2 of everything that's occurred to that account since
3 2002.

4 MS. MOORE:

5 Now see --- and this is all for back
6 bills that they claim that I owed from --- . All
7 right. On here this is --- and I can give everybody a
8 copy of this, too. You had requested that PGW, it
9 says tell me if there was any actual reading in 1995
10 because PGW said I owed the money from 1995. And if
11 there was, you ask them for it, to give you a printout
12 to show what I owed them. And I'll give you a copy of
13 this and I'll give them a copy.

14 (Exhibits One through Six
15 marked for identification.)

16 JUDGE VAN NGUYEN:

17 And give it to the Court Reporter, too.

18 MS. MOORE:

19 Okay. I'm sorry.

20 JUDGE VAN NGUYEN:

21 Two copies.

22 MS. MOORE:

23 Give who a copy?

24 JUDGE VAN NGUYEN:

25 Two copies to the Court Reporter.

1 MS. MOORE:

2 I need one to read. I only brought
3 three. I didn't know I was going to need two extra
4 ones. But as you'll see on there, and I can't quote
5 it verbatim, but I can tell you what's on there.
6 There's a reading from April, '94, to April '95 and it
7 for, like, \$190-some dollars and as you go down,
8 you'll see what the meter readings were for 1995. And
9 that reading like that, you see for a whole year, I
10 didn't use but \$195 worth of gas and the reason for
11 that was because I had a fire on December 26th of 1994
12 and I couldn't live in the house because I had no
13 heat. The electric burned, the electric wires burned
14 on the outside of the house so there was no electric
15 there and no heat and I couldn't live there. So I
16 lived with a friend and neighbor until May of 1996.
17 PGW ---.

18 JUDGE VAN NGUYEN:

19 Now you want to testify; you want to make
20 a speech?

21 MS. MOORE:

22 I beg your pardon?

23 JUDGE VAN NGUYEN:

24 Do you want to testify or want to make a
25 speech?

1 MS. MOORE:

2 I'm just saying why, you know, I'm just

3 ----.

4 JUDGE VAN NGUYEN:

5 Do you want to testify?

6 MS. MOORE:

7 Yes.

8 JUDGE VAN NGUYEN:

9 Stand and raise your right hand.

10 -----

11 VERA M. MOORE, HAVING FIRST BEEN DULY SWORN, TESTIFIED

12 AS FOLLOWS:

13 -----

14 DIRECT TESTIMONY

15 BY VERA M. MOORE:

16 A. Okay. So when they read the meter ----.

17 JUDGE VAN NGUYEN:

18 When did they read the meter.

19 A. Yes. See right there? That for a year I used but

20 \$195 worth of gas and that was because there was

21 nobody in the house because there was no heat there.

22 Okay. I received this bill --- and I still might have

23 enough copies because he said I had to give him two.

24 When he read the meter, because there wasn't nobody

25 there and I was still making payments to the gas

1 company ---

2 JUDGE VAN NGUYEN:

3 When do you ---?

4 A. --- gas company. They were still sending me ---

5 JUDGE VAN NGUYEN:

6 Where do you live?

7 A. I beg your pardon?

8 JUDGE VAN NGUYEN:

9 Where do you live?

10 A. I live at 2033 North 15th Street and I've lived
11 there all but five years of my life since 1947.

12 JUDGE VAN NGUYEN:

13 And your father lived there?

14 A. My father built that house July, 1947. You will
15 see on these bills was PGW's. I had a credit of
16 \$1,093.73. Now I don't use \$2,000 worth of gas a
17 year. Much less than that.

18 JUDGE VAN NGUYEN:

19 How do you know that?

20 A. Sir, I can show you my bills. This shows that I
21 don't. I have --- I hate to bring out mounds and
22 mounds of them, but I do have them. I don't abuse
23 that type of gas because I have allergies and the heat
24 is too much for me and I can't stand to be real hot so
25 --- and I never will. They were basing that on

1 estimates that my father used. And I'll grant, my
2 father was an elderly man and he had been sick for 20
3 years so he needed his heat to keep him warm.

4 I hate to do this to you, Judge Nguyen,
5 but ---. Okay. Because I don't have none for them.
6 But if you look at these bills, you can see that I
7 don't burn no where near the amount of gas that my
8 father burned. Even they have some information that
9 you didn't request showing my payments and my usage
10 and stuff. It's much less than my father's. I would
11 never use that kind --- my father never cut his gas
12 off. Never. It was on in the summer. If the
13 temperature in that house dropped below 75 degrees,
14 the heat came on. He was sick, he was old, and he was
15 not going to do without heat. So the bills were high.
16 Sometimes even in the summer. My bills in the summer
17 don't run --- the most it had been and while I was
18 there was under \$45 for any month in the summer.

19 JUDGE VAN NGUYEN:

20 Your father died at what age?

21 A. My father died at 73. But he had been sick for
22 over 20 years. Okay. My thing is PGW is trying to
23 make me look so bad as a customer like I don't pay my
24 bills. I see here where they had set up a --- this is
25 called report to the informal complaint unit and it's

1 from PGW. It has on here that --- I got the gas bill,
2 the gas was cut off several times when that's not
3 true. That is utterly not true. And the only time
4 that gas bill was cut off was in June of 1997 when I
5 filed the first complaint when I found that I had paid
6 PGW \$750 and I only used \$500.08 worth of gas. That
7 was my initial complaint, okay? But then they started
8 claiming that I didn't owe it from 1997, I owed it
9 from 1995. That's why I'm giving you that --- this
10 stuff now, because I wasn't there most of the time in
11 '94 and part of '95. PGW owed me money and ---.

12 JUDGE VAN NGUYEN:

13 Owed you money?

14 A. Yes. They said they owed me. They owed --- but
15 they never paid me the money back. Okay. That's what
16 I'm saying. You only have to look at that bill,
17 you'll see that I had credit here for \$1,192.73
18 because there was nobody in the house and I was still
19 paying them because I intended to go back but only to
20 back when I could be in the house and not be cold. So
21 I didn't go back until May of 1996. So they read the
22 meter because they have to read it in a year and if
23 they don't read it they cut your stuff off.

24 So they read the meter to see how much I used and
25 it wasn't much and I had a credit. Well, where did

1 the \$700 and some come from in 1995? Do you
2 understand what I'm saying? PGW has showed me nothing
3 that showed me first of all, this transcript that I
4 requested here shows my payment from February 9, 1996,
5 to 6/5/1997 and my payments and what they charged me
6 and what I paid. I don't have nothing like that for
7 1995 where PGW could show me that I owed them \$700 and
8 some dollars.

9 The important thing is that if I owed them \$700
10 from 1995, I wouldn't have had gas in 1997 because
11 they would have cut it off. I didn't owe them and I'm
12 getting upset and I hope you'll forgive me. I'm going
13 to give you a copy of this and I'm going to place it
14 on --- and these are bills that I received and I'm
15 going to show you even after I got a meter that they
16 were reading from the street, they still double billed
17 me and didn't give me credit for some of my payments.
18 But I need one of these and I'm sorry, but I will give
19 you these two when I'm finished with this. Okay. If
20 you look at the bills, you'll see the one dated 1/7/01
21 and ---.

22 ATTORNEY FARINAS:

23 Excuse me, I'd like to have a copy.

24 A. Okay.

25 JUDGE VAN NGUYEN:

1 1/7/00.

2 A. One of the documents say, pay by 1/7/01.

3 JUDGE VAN NGUYEN:

4 '00.

5 A. Okay. That pay by date up there.

6 JUDGE VAN NGUYEN:

7 '00.

8 A. '00. I'm sorry. Forgive me I made a mistake.

9 JUDGE VAN NGUYEN:

10 Okay.

11 A. Oh, I'm sorry, Sir. Anyway if you see the period
12 was from November 8th, 1999, to December the 8th,
13 1999, and the amount I owed them and if you've
14 noticed, but this was about --- the dispute was
15 already going on at that time and I was already paying
16 what the current bill was. It was \$91.67. The bill
17 pay by date up here for 2/9/2000, the meter reading
18 was from December 8th, 1999, to January 12th of 2000
19 and the amount of gas I used over that time, I was
20 charged \$174.23. The next page is the pay by bill due
21 3/10/2000. If you'll look, this bill is the same
22 identical bill as the one ---.

23 ATTORNEY FARINAS:

24 In my copy there was no ---.

25 JUDGE VAN NGUYEN:

1 Wait a minute. What was it you wanted to
2 say?

3 ATTORNEY FARINAS:

4 My copy that I had to borrow from the
5 Court Reporter does not have a next page.

6 JUDGE VAN NGUYEN:

7 Yes, you gave him a copy ---.

8 A. If you look at the bill, and these are supposed to
9 be actual meter readings that are done monthly.
10 They're all supposed to be accurate. If you look at
11 the bottom of that bill, you will see that it is for
12 the exact same date as the one that was due on
13 1/7/2000. The meter reading is from November the 8th,
14 1999, to December the 8th, 1999, and it's for the
15 exact same amount, \$91.76. The next bill I got was
16 for May is was due --- pay by May 1, 2000. If you
17 look at that bill, you will see the meter read was
18 from December the 8th, 1999, to March 14th, 1999.

19 JUDGE VAN NGUYEN:

20 I don't have a copy.

21 A. I wondering if I didn't give it to you. Here it
22 is.

23 JUDGE VAN NGUYEN:

24 Okay.

25 A. In essence, they charged me again for those same

1 three months I had already paid. I wasn't supposed to
2 be getting anymore multiple bills because I been doing
3 actual meter readings every month and they billed me
4 anyway.

5 JUDGE NGUYEN:

6 Okay. Do you have anything else?

7 A. Well, not really. Because I just know I don't owe
8 them. They can't prove this ---.

9 JUDGE NGUYEN:

10 Mr. Farinas?

11 ATTORNEY FARINAS:

12 Thank you, Your Honor.

13 CROSS EXAMINATION

14 BY ATTORNEY FARINAS:

15 Q. Ms. Moore, to start off actually, the questions
16 the Judge asked you, I don't think you answered it
17 completely. The previous complaints that you had,
18 wasn't the basis of them, the accuracy of your account
19 between 1995 and the current at that time?

20 A. No, it wasn't.

21 Q. The materials that you just provided, weren't the
22 same time period of the accuracy of your account the
23 basis of your previous complaints?

24 A. No, it was not. The previous complaint was from -
25 ---. I initially only disputed from December, that

1 first --- that \$500.08 was my only dispute. I only
2 disputed that and if you will look on that bill those
3 forms I just --- bills I just copied for the month of
4 5/1/2000, you will see that my balance at that time
5 that I --- that was in dispute was \$482.99 because I
6 was not disputing the ---.

7 Q. Do you understand that when Judge Wint (phonetic)
8 and the Commission staff, when you filed exceptions.
9 When they looked and reviewed your account, they
10 reviewed your account for anything that was wrong,
11 payments, everything that was made from the time
12 periods you're still arguing about today.

13 A. No. That's not it. Because I didn't argue from
14 ---.

15 Q. And I asked you what you argued from, I'm saying;
16 will you agree with me that the review that Judge Wint
17 did in the previous case and the review that was done
18 by Commission staff when you filed exceptions was
19 about the accuracy of your account between 1995 and
20 whatever the current date is.

21 A. Well, there is something that he brought, that
22 that woman brought up. But PGW said that I owed them
23 from 1995. That's where he said that. And that's not
24 ---

25 Q. Wasn't that the basis of his decision?

1 A. No.

2 Q. That you did ---.

3 A. Because you all lied.

4 ATTORNEY FARINAS:

5 Your Honor, ---.

6 JUDGE VAN NGUYEN:

7 Miss, you ---.

8 A. Didn't I tell the truth to Judge Wint?

9 ATTORNEY FARINAS:

10 Ms. Moore, do you understand?

11 JUDGE VAN NGUYEN:

12 Understand, you use a defamatory
13 statement in here.

14 A. What? What was the statement?

15 JUDGE VAN NGUYEN:

16 You don't defame him; okay?

17 A. Well, okay. I won't defame him, but ---

18 JUDGE VAN NGUYEN:

19 Never use a derogatory statement ---.

20 A. Okay. But that is not true, Sir. It is not.

21 BY ATTORNEY FARINAS:

22 Q. It's not true that the ---?

23 A. It's not true that I owed you \$700 from ---.

24 Q. Excuse me. Is it not true that ---

25 JUDGE VAN NGUYEN:

1 Okay.

2 Q. --- the previous complaint found that you did?
3 That there was nothing wrong with the ---.

4 JUDGE VAN NGUYEN:

5 Mr. Farinas, you can ---.

6 ATTORNEY FARINAS:

7 I'll ask her more questions, Your Honor.

8 JUDGE VAN NGUYEN:

9 Ask me about your motion.

10 ATTORNEY FARINAS:

11 Your Honor, at this time, thank you ---

12 on June 4th I did file a motion to dismiss on the
13 grounds that the Commission has ---.

14 JUDGE VAN NGUYEN:

15 June 4th?

16 ATTORNEY FARINAS:

17 I filed it on June 4th, by cover of June
18 4th.

19 JUDGE VAN NGUYEN:

20 June 28.

21 ATTORNEY FARINAS:

22 I filed it on June 4th.

23 JUDGE VAN NGUYEN:

24 Okay. And you revived that motion on
25 June 28th; that's correct?

1 ATTORNEY FARINAS:

2 I'm sorry?

3 JUDGE VAN NGUYEN:

4 June 28th?

5 ATTORNEY FARINAS:

6 June 28th, I FAXed you the copy of the
7 most recent PCS decision.

8 JUDGE VAN NGUYEN:

9 Okay.

10 ATTORNEY FARINAS:

11 But I did file that motion to dismiss on
12 June 4th. At this point, given her testimony, I ask
13 that you dismiss this case because the Commission has
14 ruled on the same exact factual and legal issues that
15 being the accuracy of Ms. Moore's account in a
16 previous document.

17 JUDGE VAN NGUYEN:

18 Okay. Do you have any statement to make?

19 A. No, Sir. I might as well not because I don't
20 think it's going to be in my favor anyways in this
21 venue, but there are other venues. Because it ain't
22 over. And it's not going to be over.

23 JUDGE VAN NGUYEN:

24 Okay. Thank you, very much.

25 A. I thank you, very much.

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JUDGE VAN NGUYEN:

We are adjourned.

* * * * *

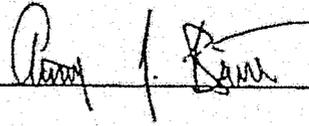
HEARING CONCLUDED AT 10:48 A.M.

* * * * *

C E R T I F I C A T E

I HEREBY CERTIFY THAT THE FOREGOING
PROCEEDINGS WERE REPORTED BY ME AND THEREAFTER
REDUCED TO TYPEWRITING AND THAT THIS TRANSCRIPT IS A
TRUE AND ACCURATE RECORD THEREOF.

SARGENT'S COURT REPORTING SERVICE, INC.



COURT REPORTER

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RECORDING BUREAU

11:39

- 4. billed in April,
- 5. billed in May,
- 6. billed in June,
- 7. billed in July,
- 8. billed in August,
- 9. means billed in September,
- A. means billed in October,
- B. means billed in November and
- C. means billed in December

DUPLICATE

Numbers after these numbers/letters means the month that the bill was canceled out

3. Tell me if PGW gave Ms. Moore a new account number or a new meter on June 5, 1997.

Yes, Ms Moore's meter was changed.

4. Explain why the reading suddenly changed for 09402 on June 5, 1997 to 05204 on July 1, 1997. See PGW, 1.

Meter change occurred on June 7, 1997 when gas was turned back on after being shut off for non-payment. This would explain why the readings suddenly changed from 09402 on June 5, 1997 to 05204 on July 1, 1997.

5. Tell me if there was any actual reading in 1995. If there was, what was the Complainant's gas consumption between that actual reading and June 5, 1997? Give me also the gas cost adjustment for that period.

Yes, there were 3 actual readings in 1995. There were on April 24, 1995, September 7, 1995 and November 4, 1994.

Period	Indices	Usage	Amount Billed
4/14/94 to 4/24/95	5001 to 5193	192 ccf actual	\$151.27
4/24/95 to 9/7/95	5193-5308	115 ccf actual	109.81
9/7/95 to 11/4/95	308-5359	51 ccf actual	47.83
Actual reading on 7/25/96	Index 7780		

*See Statement attached for the period November 4, 1995 to June 5, 1997.

If additional information is needed about this matter, please contact me at my direct-dial number above. Thank you

DOCKETED
JUL 16 2004

Sincerely,

[Handwritten Signature]

cc: Vera M. Moore
Linda Pereira
Les Fyock

2-01536783

CLERK'S OFFICE
JUL 15 11:33

EXHIBIT 3
2
7/1/04



PHILADELPHIA GAS WORKS

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

GAS LEAKS, EMERGENCIES CALL 235-1212

INFORMATION CALL 235-1000

APPLIANCE SERVICE CALL 235-2050

SERVICE TO

WILLIAM HUGHES
2033 N 15TH ST, 1 2F

Account Number:

088/05/5440/150

Account Type:

Residential heat

Questions about your bill? Please call us before the Pay By date at 235-1000.

Or write to: PGW P.O. Box 3500, Phila., PA 19122-0050

TIENE PROBLEMAS CON SU FACTURA DE GAS? LLAME AL 235-2175

PLEASE PAY

.00

PAY BY

07/03/95

PAID
07/03/95

METER READING INFORMATION

NEXT SCHEDULED METER READING Jul 12 1995

Meter #1141688 To Jun 12 1995 Estimated	5492
From May 12 1995 Estimated	5386
Current Bill Usage in hundred cubic feet	106 ccf

STATEMENT OF ACCOUNT

Previous balance on: May 15 1995	841.02 credit
Less payments	.00
Balance Prior to Current Billing	841.02 credit

CURRENT BILLING CHARGES -- May 12 1995 to Jun 12 1995

General Service		
Customer Charge for 1 month(s) @ 4.00		4.00
Bill usage		
106 ccf x .7120 cost		75.47
106 ccf X .06895 gas cost adjustment		7.31
Current Billing Charges		86.78

TOTAL ACCOUNT BALANCE ON: Jun 13 1995 754.24 credit

DECKETED

YOUR ENERGY USE

	usage	Billed days	usage	Average Daily temp	cost
This year	106 ccf	31	3.42 ccf	68	\$2.80
Last year	160 ccf	60	2.67 ccf	63	\$1.72

MANY PHILADELPHIANS NEED HELP PAYING THEIR UTILITY BILLS. PGW'S "SHARE YOUR WARMTH" PROGRAM NOW GIVES YOU THREE WAYS TO HELP YOUR NEIGHBORS: DOLLAR PLUS, PLEDGES, AND ONE-TIME CONTRIBUTIONS. THANK YOU, IF YOU HAVE ALREADY GIVEN.

PGW IS NOW PLACING CUSTOMER PAYMENT INFORMATION WITH A CREDIT REPORTING COMPANY.

PGW'S NEW AND IMPROVED PARTS AND LABOR PLAN IS COMING THIS FALL. LOOK FOR MORE DETAILS AND THE "E.Z. APPLICATION" IN YOUR JULY GAS BILL.

EXHIBIT A13

3

7/1/04

2-01536783

PHILADELPHIA GAS WORKS



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

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

SERVICE TO **WILLIAM HUGHES**
2033 N 15TH ST, 1

Account Number: 4113827320

Account Type

Page 1 of 1

Questions about your bill? Please call us before the Pay By date at 215-235-1000
Or write to: PGW P.O. Box 3500, Phila., PA 19122-0050

TIENE PROBLEMAS CON SU FACTURA DE GAS? LLAME AL 215-235-2175

08

PLEASE PAY

829.68

PAY BY

01/07/00

To avoid finance charge

STATEMENT OF ACCOUNT

Previous balance on: *in-chp-767.04*
Check 40.02 CR
Balance Prior to Current Billing 727.02
Adjustments for SA ID # 9961385052
Late Payment Charge 10.90
Total adjustments 10.90
Current Billing Charges -- SA ID: 9961385052 91.76

TOTAL ACCOUNT BALANCE ON: 829.68

METER READING AND CURRENT BILLING INFORMATION

Old Account Number: 08805544017
Account Type: Residential Heat and Domestic
2033 N 15TH ST, 1

PGW'S EZ READER VAN WILL READ YOUR METER

AMR device # 00007737792

Meter # 1580162 To Dec 08 1999 Actual 7614
From Nov 08 1999 Actual 109 CCF

Current Bill Usage in Hundred Cubic Feet

Cost of Service Used
Customer Charge @ \$8.00 8.00
Commodity Charge 109 ccf @ \$0.6613 72.08
Gas Cost Rate 109 ccf @ \$0.10114, 22 days 8.08
Gas Cost Rate 109 ccf @ \$0.12394, 8 days 3.60
Total Current Billing Charges 84.76

YOUR ENERGY USAGE

usage	Billed	days	usage	Average Daily	temp	cost
This year 109.00 ccf	30	30	4 ccf	50.7		\$3.06
Last year 357.00 ccf	35	35	10 ccf	53.4		\$8.83

PHILADELPHIA GAS WORKS
800 W MONTGOMERY AVENUE PHILADELPHIA PA 19122-0050
INVOICE NUMBER: 750606915179
SERVICE TO **WILLIAM HUGHES**
2033 N 15TH ST, 1
Account Number: 4113827320
Account Type
Questions about your bill? Please call us before the Pay By date at 215-235-1000
Or write to: PGW P.O. Box 3500, Phila., PA 19122-0050
TIENE PROBLEMAS CON SU FACTURA DE GAS? LLAME AL 215-235-2175

08

PLEASE PAY 923.21 **PAY BY** 02/09/00 To avoid finance charge

STATEMENT OF ACCOUNT

Previous balance on: 829.68
Check 91.76 CR
Balance Prior to Current Billing 737.92
Adjustments for SA ID # 9961385052
Late Payment Charge 11.06
Total adjustments 11.06
Current Billing Charges -- SA ID: 9961385052 174.23

TOTAL ACCOUNT BALANCE ON: 923.21

METER READING AND CURRENT BILLING INFORMATION

Old Account Number: 08805544017
Account Type: Residential Heat and Domestic
2033 N 15TH ST, 1

PGW'S EZ READER VAN WILL READ YOUR METER

AMR device # 00007737792

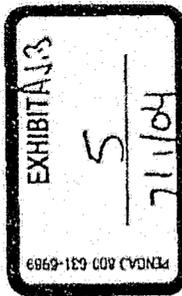
Meter # 1580162 To Jan 12 2000 Actual 7936
From Dec 08 1999 Actual 7723

Current Bill Usage in Hundred Cubic Feet

Cost of Service Used
Customer Charge @ \$8.00 8.00
Commodity Charge 213 ccf @ \$0.6613 140.86
Gas Cost Rate 213 ccf @ \$0.12394, 23 days 17.35
Gas Cost Rate 213 ccf @ \$0.10982, 12 days 8.02
Total Current Billing Charges 174.23

YOUR ENERGY USAGE

usage	Billed	days	usage	Average Daily	temp	cost
This year 213.00 ccf	35	35	6 ccf	42.4		\$4.98
Last year 226.00 ccf	30	30	8 ccf	36.8		\$6.35



2-01536783

DOCUMENT

the Philadelphia Gas Commission approved a

800 W. MONTGOMERY AVENUE, PHILADELPHIA PA 19122-0050
 SERVICE TO: **WILLIAM HUGHES** Invoice Number: 66605828189
 2033 N 15TH ST, 1
 Account Number: 4113827320 Page 1 of 1
 Account Type: 4113827320
 Questions about your bill? Please call us before the Pay By date at 215-235-1000
 Or write to: PGW P.O. Box 3500, Phila., PA 19122-0050
 TIENE PROBLEMAS CON SU FACTURA DE GAS? LLAME AL 215-235-2175

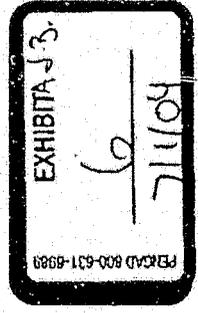
PLEASE PAY 1,039.82 **PAY BY** 05/01/00 To avoid finance charge

STATEMENT OF ACCOUNT
 Previous balance on: Feb 15 2000 *no deposit* 482.99
 Less payments: 482.99
 Balance Prior to Current Billing: 556.83
 Current Billing Charges -- SA ID: 1392471719
 TOTAL ACCOUNT BALANCE ON: Apr 06 2000 1,039.82

METER READING AND CURRENT BILLING INFORMATION
 Account Type: Residential Heat and Domestic
 2033 N 15TH ST, 1
 PGW'S EZ READER VAN WILL READ YOUR METER
 AMR device # 00007737792
 Meter # 1580162 To Mar 14 2000 Actual 8411
 From Dec 08 1999 Initial 7723
 Current Bill Usage in Hundred Cubic Feet 688 CCF

Cost of Service Used
 Customer Charge @ \$8.00 24.00
 Commodity Charge 688 ccf @ \$0.6613 454.97
 Gas Cost Rate 688 ccf @ \$0.12394, 23 days 20.22
 Gas Cost Rate 688 ccf @ \$0.10982, 74 days 57.64
 Total Current Billing Charges 556.83

YOUR ENERGY USAGE
 Billed days usage Average Daily cost
 This year 688 ccf 97 7 ccf 39.9 \$5.74



WILLIAM HUGHES Invoice Number: 81756689939
 2033 N 15TH ST, 1
 Account Number: 4113827320 Page 1 of 1
 Account Type: 4113827320
 Questions about your bill? Please call us before the Pay By date at 215-235-1000
 Or write to: PGW P.O. Box 3500, Phila., PA 19122-0050
 TIENE PROBLEMAS CON SU FACTURA DE GAS? LLAME AL 215-235-2175

PLEASE PAY 574.75 **PAY BY** 03/10/00 To avoid finance charge

STATEMENT OF ACCOUNT
 Previous balance on: Nov 12 1999 657.22
 Check Feb 01 2000 -- Thank you! 174.23 CR
 Balance Prior to Current Billing: 482.99
 Automatic Bill Cancelled 91.76
 Current Billing Charges -- SA ID: 9961385052 91.76
 TOTAL ACCOUNT BALANCE ON: Feb 15 2000 574.75

METER READING AND CURRENT BILLING INFORMATION
 Old Account Number: 08805544017
 Account Type: Residential Heat and Domestic
 2033 N 15TH ST, 1
 PGW'S EZ READER VAN WILL READ YOUR METER
 AMR device # 00007737792
 Meter # 1580162 To Dec 08 1999 Actual 7723
 From Nov 08 1999 Actual 7614
 Current Bill Usage in Hundred Cubic Feet 109 CCF

Cost of Service Used
 Customer Charge @ \$8.00 8.00
 Commodity Charge 109 ccf @ \$0.6613 72.08
 Gas Cost Rate 109 ccf @ \$0.10114, 22 days 8.08
 Gas Cost Rate 109 ccf @ \$0.12394, 8 days 3.60
 Total Current Billing Charges 91.76

YOUR ENERGY USAGE
 Billed days usage Average Daily cost
 This year 109.00 ccf 30 4 ccf 50.7 \$3.06
 Last year 357.00 ccf 35 10 ccf 53.4 \$8.83

FINAL BILL NOTICE
 The above statement shows an unpaid final billing. Prompt payment will be appreciated. If payment has been rendered, please accept our thanks.
 FINAL BILL

2-01536783