

CAPTION SHEET

CASE MANAGEMENT SYSTEM

1. REPORT DATE: 00/00/00 :
2. BUREAU: ALJ :
3. SECTION(S): :
5. APPROVED BY: : 4. PUBLIC MEETING DATE:
DIRECTOR: : 00/00/00
SUPERVISOR: :
6. PERSON IN CHARGE: : 7. DATE FILED: 07/23/04
8. DOCKET NO: Z-01659673 : 9. EFFECTIVE DATE: 00/00/00

PARTY/COMPLAINANT: ROGERS, TONY

RESPONDENT/APPLICANT: PHILADELPHIA GAS WORKS

COMP/APP COUNTY: PHILADELPHIA

UTILITY CODE: 125042

ALLEGATION OR SUBJECT

COMPLAINANT STATES HE CAN NOT AFFORD \$1,000 DOWN. HE WANTS PUC TO TELL GAS COMPANY HE CAN HANDLE \$38.58 BUT HE NEEDS TO WORK WITH THEM ON \$1,000.

DOCUMENT
FOLDER

JUL 25 2004

ORIGINAL

ST 1659673

7129104

Pennsylvania Public Utility Commission

Z-01659673

Formal Complaint Form

125 042

Please Print.

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

Name Tony ROGERS

Street/P.O.Box 6516 Elmwood Ave. Apt #

City Philadelphia State PA Zip 19142

Area Code/HOME Phone 215-365-6824 Area Code/WORK Phone 215-552-0137

Utility Account Number 9120260814

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

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

- 3. Type of Utility (circle one):

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

- 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).

I am disputing the \$1,000.00 Down. I can pay 13 the agreement amount of \$38.68 per month - CAP The Gas company want \$1,000.00 by July 23, 2004. I cannot afford this as no one in household. Relative is on Public Assistance. I have an appointment on July 5th to go to the DE. Valley Information Program and hope ->

NOTIFICATION OF INTENT TO APPEAL
(Request for Formal Complaint Forms)

Notice to Customer:

If you sign and return this form, you are notifying the Public Utility Commission that you intend to appeal this informal complaint decision. Do not return this form unless you want to appeal this decision.

If you want to appeal this decision, you must return this Notification of Intent to Appeal form within 20 days of 6/21/2004. The Commission will send you formal complaint forms.

You must comply with the terms of this decision until the Public Utility Commission completes the formal complaint process. You must make all of the required payments or the utility company may pursue the termination of your service.

Thank You
Pennsylvania Public Utility Commission

Yes, I want to appeal the decision of the Bureau of Consumer Services. Please send formal complaint forms to me at the following address:

Customer name and address:
(Please correct any mistakes.)

TONY ROGERS
6516 ELMWOOD AVENUE
PHILADELPHIA PA 19142

(215) 552-0137
(Area Code) Telephone Number

Tony Rogers
Signature

Mail this completed form to:

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

ST Number:	1659673	Date of mailing:	6/21/2004
Company:	PHILADELPHIA GAS WORKS		

SECRETARIAT'S BUREAU

6/21/04 3:23 PM

50



COMMONWEALTH OF PENNSYLVANIA
PENNSYLVANIA PUBLIC UTILITY COMMISSION
BUREAU OF CONSUMER SERVICES
P.O. BOX 3265, HARRISBURG, PA 17105-3265
6/21/2004

S.T. No: 1659673

TONY ROGERS
6516 ELMWOOD AVENUE
PHILADELPHIA PA 19142

The Bureau of Consumer Services (BCS) has completed its investigation into your informal complaint. Attached is the decision resulting from that investigation. We have also sent a copy of this decision to your utility company. This decision is binding on all parties, and unless you or the company appeals this decision, it will become final 20 days after the date of this letter.

If you do not agree with this decision you may appeal it by filing a formal complaint. You can do this by completing the attached Notification of Intent to Appeal form. Return this form to the Public Utility Commission, and formal complaint forms will be mailed to you. When you complete and return the formal complaint forms your appeal will begin. The Commission will assign your complaint to an Administrative Law Judge, and a hearing date will be scheduled.

You do not need a lawyer to file an appeal.

You must make all of the payments required by this decision. If you do not make these payments the utility company is permitted to terminate your utility service. In addition, the Bureau of Consumer Services may refuse to accept another informal complaint from you on the same subject matter.

If you have any questions about the terms and conditions of this decision or about the Public Utility Commission's appeal procedures, you may call 1-800-692-7380.

DO NOT MAIL YOUR PAYMENTS TO THE PUBLIC UTILITY COMMISSION. PAYMENTS SHOULD BE MADE PAYABLE TO YOUR UTILITY COMPANY AND MAILED DIRECTLY TO YOUR COMPANY THE SAME WAY YOU NORMALLY MAKE PAYMENTS.

Sincerely,

HAROLD WILLIAMS, JR
Investigator

Enclosure

INFORMAL COMPLAINT DECISION
BUREAU OF CONSUMER SERVICES, RESIDENTIAL TERMINATION UNIT
THE PENNSYLVANIA PUBLIC UTILITY COMMISSION

Date: 6/21/2004

TONY ROGERS
6516 ELMWOOD AVENUE
PHILADELPHIA PA 19142

S.T. No: 1659673

V.

Acct. No: 009120260814

PHILADELPHIA GAS WORKS

When you contacted the Bureau of Consumer Services on 5/6/2004, we put a temporary hold on the termination of your service. The company has informed us that you are enrolled in their Customer Assistance Program (CAP) called CRP. Because you have missed CRP payments, you must now pay according to this decision.

- Your account balance is \$11,408.69. This balance does not include any payments or bills sent out on or after 6/11/2004.
- In order to keep your service on, you must pay the company \$1,000.00 by 7/23/2004.
- Then, beginning AUGUST 2004 pay a monthly CRP amount of \$53.68. This includes a regular CRP payment amount of \$38.68 plus \$15.00 that must be paid until your CRP agreement is current. This amount may change according to the company's PUC approved guidelines for this program.
- You must make all payments by the due date of each month's bill and continue making the payments until you pay the account in full.
- The company will not charge late payment fees to your account as long as you pay according to this decision. However, the company may apply late payment fees if you do not pay on time or you do not keep this agreement.

HAROLD WILLIAMS, JR
Investigator



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

Due Back
July 29, 2004

IN REPLY PLEASE
REFER TO OUR FILE

July 9, 2004

ST1659673

TONY ROGERS
6516 ELMWOOD AVENUE
PHILADELPHIA PA 19142

Dear Sir/Madam:

We have received your request to appeal the decision of the Bureau of Consumer Services.

We have enclosed one complaint form for you to complete. Please read carefully the instructions to help you complete the form.

**** Please make sure you sign the form. We must receive your original signature in order for us to process your complaint. Your form will be returned to you if an original signature is not received.**

Return the form to us on or before July 29, 2004 to the address listed below:

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

While you wait for us to reach a decision on your complaint, you must pay all undisputed bills (ones that are not a part of your complaint). As long as you pay all undisputed bills and return these formal complaint forms to us on time, the company is not permitted to terminate your service.

Commission Procedures for Formal Complaints

- We send a copy of this letter to the company so they know you are appealing the Bureau of Consumer Services' decision;
- We also send the company a copy of your completed formal complaint forms. Once they receive it, they have 20 days to send us an answer to your complaint. The company will send you a copy of their answer.
- Once we receive all the paperwork, we usually will schedule your hearing before an Administrative Law Judge.

- We will notify both you and the company by mail when the hearing date is set.
- If you cannot travel to your hearing, you can request that the hearing be held by phone. This is called a telephonic hearing. If we can, we will schedule a telephonic hearing for you.
- We will most likely schedule your hearing sometime within three months after you file your complaint forms. If you know of certain dates when you will not be available for a hearing, let us know when you file your forms. We will try to work around your schedule.
- If you cannot attend the hearing on the scheduled date, you must request a different time or date. You should request the change at least 5 days before your hearing by writing to:

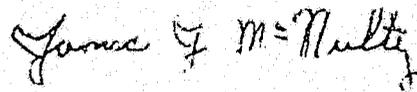
Office of Administrative Law Judge
Public Utility Commission
P.O. Box 3265
Harrisburg, PA 17105-3265

YOU SHOULD INCLUDE YOUR DAYTIME TELEPHONE NUMBER IN YOUR LETTER. DEPENDING ON YOUR REASON FOR NOT BEING ABLE TO ATTEND THE SCHEDULED HEARING, YOUR REQUEST TO CHANGE THE HEARING MAY OR MAY NOT BE APPROVED. WE WILL LET YOU KNOW OUR DECISION ON YOUR REQUEST FOR CHANGING THE HEARING DATE BEFORE THE DATE OF THE HEARING.

YOU MUST ATTEND SCHEDULED HEARINGS IN PERSON OR BY PHONE. IF YOU DO NOT ATTEND, YOUR COMPLAINT MAY BE DISMISSED (THROWN OUT).

If you have any questions about the complaint process, please call the Bureau of Consumer Services, toll free, at 1-800-782-1110.

Very truly yours,



James J. McNulty
Secretary

ddi

CC: Philadelphia Gas Works

BEFORE THE PENNSYLVANIA PUBLIC UTILITY COMMISSION

DATE SERVED: July 30, 2004

TONY ROGERS
Complainant

DOCUMENT
FOLDER

VS.

PHILADELPHIA GAS WORKS
Respondent

Complaint Docket
No: Z-01659673

JUL 2 2004

FORMAL COMPLAINT NOTICE TO RESPONDENT TO ANSWER OR SATISFY

TO: PHILADELPHIA GAS WORKS

TAKE NOTICE:

That a complaint in the above entitled matter, of which the attached is a true and correct copy, has been presented and filed of record with the Pennsylvania Public Utility Commission. Section 702 of the Public Utility Code, 66 Pa. C.S. Section 702, requires the Commission to serve on each party named in a complaint a copy of the complaint and notice calling upon each party to satisfy the complaint, or to answer the same in writing within a specified time; THEREFORE,

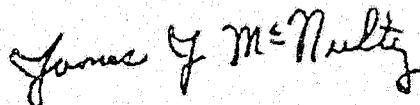
1. You have twenty (20) days from the date on which this complaint is served to either satisfy this complaint or to file with the Secretary of the Pennsylvania Public Utility Commission, P. O. Box 3265, Harrisburg, PA 17105-3265, an answer (original and three copies), in writing, under oath, which, as required by Section 5.61 of the Commission's Rules of Practice and Procedure, 52 Pa. Code Section 5.61, either affirms or specifically denies the allegations in this complaint. You must also serve a copy of the answer upon the complainant. The date of service is the mailing date as indicated by the date at the top of this Notice. Section 1.56(a) of the Commission's Rules of Practice and Procedure, 52 Pa. Code Section 1.56(a).

2. If you fail to either satisfy this complaint or to file answer or other responsive pleading within twenty (20) days, you will be deemed to have admitted all the allegations in this complaint in accordance with Section 5.61 of the Commission's Rules of Administrative Practice and Procedure, 52 Pa. Code Section 5.61. In that event, the Commission may, without hearing, enter an order which either revokes or suspends any certificate or permit held by you or which imposes a fine or any other appropriate penalty or remedy authorized by the Public Utility Code, 66 Pa. C.S. Section 101, et seq.; and, if you are a customer of a utility, an order may be entered which prescribes a payment schedule or which authorizes termination of utility services. The Commission is not limited to the relief sought by the complainant in paragraph 4 of the attached complaint.

3. If you elect to satisfy this complaint you must file, within twenty (20) days from the date on which this complaint is served, affidavits executed by each complainant that this complaint has been satisfied. Such affidavits must describe the basis on which this complaint was satisfied; any settlement agreement between the parties must be reduced to writing and attached to the affidavit. Such affidavits are to be filed with the Secretary of the Commission at the address set forth in paragraph 1. Upon receipt of affidavits of satisfaction from all complainants, this complaint may be dismissed by the Commission in accordance with Section 703(a) of the Public Utility Code, 66 Pa. C.S. Section 703(a), unless the Commission determines that such dismissal would be contrary to the public interest, in which event the Commission may direct that hearings be held upon the complaint.

4. If you file an answer which admits the allegations in this complaint, or which fails to specifically deny the allegations in this complaint, the Commission may, without hearing, enter an order which either revokes or suspends any certificate held by you or which imposes a fine or any other appropriate penalty or remedy authorized by the Public Utility Code, 66 Pa. C. S. Section 101, et seq.; and, if you are a customer of a utility, an order may be entered which prescribes a payment schedule or which authorizes termination of utility services. The Commission is not limited to the relief sought by the complainant in paragraph 4 of the attached complaint.

5. If you file a timely answer which specifically denies the allegations in this complaint, or which raises material questions of law or fact, this matter shall be referred to the Office of Administrative Law Judge for hearing and decision. If, after hearing on the issues raised by that answer, you are found to have committed any of the violations alleged in the complaint, the Administrative Law Judge may render a decision which either revokes or suspends any certificate or permit held by you or which imposes a fine or any other appropriate penalty or remedy authorized by the Public Utility Code, 66 Pa. C. S. Section 101, et seq.; and, if you are a customer of a utility, an order may be entered which prescribes a payment schedule or which authorizes termination of utility services. In the imposition of a penalty after a hearing the Administrative Law Judge is not bound by the relief sought by the complainant in paragraph 4 of the attached complaint.



James J. McNulty
Secretary

(SEAL)

Certified Mail
Return Receipt Requested

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

DATE SERVED: July 30, 2004

Z-01659673

LAURETO FARINAS ESQUIRE
PHILADELPHIA GAS WORKS
800 W MONTGOMERY AVE
PHILADELPHIA PA 19122-2898

DOCUMENT
FOLDER

Dear Sir/Madam:

A complaint has been filed against you before the Pennsylvania Public Utility Commission by TONY ROGERS. To defend yourself against the claims stated in the following pages, you must act within twenty (20) days by filing in writing with the Commission, either personally or through your attorney, your defenses or objections to the claims stated against you. Or, you may satisfy the complaint by settling the matter with the Complainant and submitting proof of settlement to the Commission within twenty (20) days.

IF YOU FAIL TO RESPOND WITHIN TWENTY (20) DAYS, THE CASE MAY GO FORWARD IN YOUR ABSENCE AND A JUDGEMENT MAY BE ENTERED AGAINST YOU BY THE COMMISSION WITHOUT FURTHER NOTICE.

CUSTOMER OF A UTILITY

A payment schedule may be prescribed or a termination of utility services may be authorized. You may lose money or property or other rights important to you.

COMPANY/UTILITY

An Administrative Law Judge may revoke or suspend any certificate or permit held by you, or impose a fine, or any other appropriate penalty or remedy authorized by the Public Utility Code. You may lose money or property or other rights important to you.

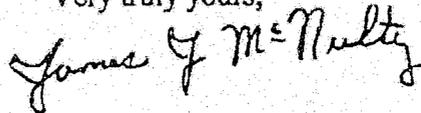
July 30, 2004

Detailed instructions on how to proceed are contained in the attached pages. You are advised to read them carefully.

Unless you are a corporation or other organization, you may proceed without a lawyer. However, if you want a lawyer and do not have one or cannot afford one, the office listed below can tell you where you can get legal help:

Pennsylvania Lawyer Referral Service
Pennsylvania Bar Association
P.O. Box 186
Harrisburg, PA 17108
(800) 692-7375

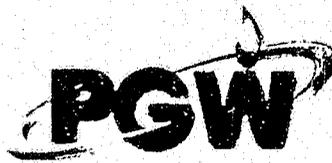
Very truly yours,

A handwritten signature in cursive script that reads "James J. McNulty". The signature is written in dark ink and is positioned above the typed name.

James J. McNulty
Secretary

KSB

Philadelphia Gas Works



800 West Montgomery Avenue, Philadelphia, PA 19122
Telephone: (215) 684-6533
Fax: (215) 684-6978
E-mail: hector.ferrer@pgworks.com

ORIGINAL

September 24, 2004

James McNulty, Secretary
Pennsylvania Public Utility Commission
Room B-20, North Office Building
Harrisburg, PA 17105-3265

RE: Tony Rogers v. PGW, Docket No. Z - 01659673

Dear Secretary McNulty:

Pursuant to 52 Pa. Code §5.61, the Philadelphia Gas Works ("PGW") hereby files the original and three (3) copies of its Answer to the Complaint.

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

Sincerely,

A handwritten signature in cursive script that reads "Hector Ferrer".

Hector Ferrer

Enclosures

cc: Tony Rogers
Jack Irizarry
Bernadette Betzler, Esq.

RECEIVED

SEP 24 2004

PA PUBLIC UTILITY COMMISSION
SECRETARY'S BUREAU

**DOCUMENT
FOLDER**

72

BEFORE THE
PENNSYLVANIA PUBLIC UTILITY COMMISSION

ORIGINAL

Tony Rogers

v.

Philadelphia Gas Works

:
:
:
:
:

Docket No. Z - 01659673

Answer Of Philadelphia Gas Works

Pursuant to 52 Pa. Code §5.61, the Philadelphia Gas Works ("PGW") hereby answers the Complaint filed in the above captioned matter. PGW hereby avers the following:

1. Admitted.
2. Admitted.
3. Denied in part. PGW denies that averments contained in Paragraph 3 of the Complainant concerning an error in the billing and all other averments in Paragraph 3 that are conclusions.

PGW records show that the Complainant began service at 6516 Elmwood Avenue in December 1997. PGW has an automated meter reading device ("AMR") installed at the service address and all bills are based on actual usage. A listing of the Complainant billing is attached hereto as Exhibit "A."

PGW records show that on October 18, 2000 the Complainant became active in PGW's low-income assistance program, the Customer Responsibility Program ("CRP"). At this time, the Complainant entered into an initial payment arrangement of \$252.64 per month; her frozen CRP arrears were \$3,282.51.

From October 2000 through March 2002, the Complainant failed to make consistent payment on the account, causing his CRP balance to increase to \$4,121.52 and raising his overall account balance to \$6,520.50. During this time, PGW records show that the Complainant made only three payments on his account for the sum total of \$599.00. A listing of the Complainant payments is attached hereto as Exhibit "B."

DOCKETED
OCT 14 2004

**DOCUMENT
FOLDER**

RECEIVED

SEP 24 2004

PA PUBLIC UTILITY COMMISSION
PHILADELPHIA OFFICE

On March 28, 2003, PGW transferred a total of \$3,363.60 from the Complainant's CRP balance to his overall account balance, lowering his CRP balance to \$757.92. On April 27, 2002, the Complainant was given new payments terms for his CRP payment arrangement; the new payment arrangement was changed to \$296.28. The Complainant payment patterns worsen under this agreement. From April 2002 until August 2003, the Complainant made one payment on the account in the amount of \$20.00. He remained on this payment plan until August 30, 2003 when his CRP payment arrangement broke. Before his second CRP agreement broke, the Complainant's CRP balance was in the amount of \$5,774.68 while his overall total account balance had risen to \$9,078.23.

On August 31, 2003, the Complainant started a new CRP payment with a zero CRP account balance and a monthly payment of \$298.48.

Since the new payment arrangement, the Complainant has made only seven payments on his account while the CRP account balance has risen to \$2,358.46. The Complainant's overall total current balance of \$11,400.69 represents gas service to September 24, 2004.

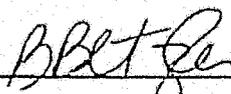
PGW affirms that the billing is correct and that it has shown the Complainant a substantial amount of flexibility and patience. PGW asserts that the Complainant must pay a portion of the outstanding balance in order to keep his service active.

4. Denied. The averments in Paragraph 4 of the Complaint are requests for relief to which no response is required. PGW therefore denies the averments in Paragraph 4.

Wherefore, PGW respectfully requests that this Commission find against the Complainant, and for PGW in this matter.

Respectfully submitted,

September 24, 2004



Bernadette Betzler, Esq.
Philadelphia Gas Works
800 W. Montgomery Avenue
Philadelphia, PA 19122

EXHIBIT A

RECEIVED

SEP 24 2004

PA PUBLIC UTILITY COMMISSION
עסקת סיוענות חשמל

BILLS FROM 01/01/1996 TO 09/24/2004

Account # 9120260814	Customer Name ROGERS, TONY
Customer Address: 6516 ELMWOOD AVE/PHILA, PA	Bill Cycle: 19

BILLS

Service Agreement	Meter #	Bill Start Date	Bill End Date	Bill Due Date	Meter Read Start	Meter Read End	Usage (CCF)	Read Code	Bill Amount	Bill Cancelled	Closing Bill	CRP Monthly Amount	Easyway Current Month	Eway Curr Amt	Days
6876161403	1824897	07/27/2004	08/25/2004	09/22/2004	2543	2568	25	Regular	\$35.68	No	No	\$35.68	0	\$0.00	29
6876161403	1824897	06/25/2004	07/27/2004	08/23/2004	2518	2543	25	Regular	\$35.68	No	No	\$35.68	0	\$0.00	32
6876161403	1824897	05/26/2004	06/25/2004	07/23/2004	2488	2518	30	Regular	\$35.68	No	No	\$35.68	0	\$0.00	30

BILLS FROM 01/01/1996 TO 09/24/2004

Account # 9120260814	Customer Name ROGERS, TONY
Customer Address: 6516 ELMWOOD AVE/PHILA,PA	Bill Cycle: 19

BILLS

Service Agreement	Meter #	Bill Start Date	Bill End Date	Bill Due Date	Meter Read Start	Meter Read End	Usage (CCF)	Read Code	Bill Amount	Bill Cancelled	Closing Bill	GRP Monthly Amount	Easyway Current Month	Easyway Curr Amt	Days
9961740622	1824897	04/27/2004	05/26/2004	07/23/2004	2446	2488	42	Regular	\$0.00	No	No	\$35.68	0	\$0.00	29
9961740622	1824897	04/27/2004	05/26/2004	06/23/2004	2446	2488	42	Regular	\$38.18	Yes	No	\$35.68	0	\$0.00	29
9961740622	1824897	03/26/2004	04/27/2004	05/24/2004	2325	2446	121	Regular	\$295.48	No	No	\$276.15	0	\$0.00	32
9961740622	1824897	02/26/2004	03/26/2004	04/23/2004	2160	2325	165	Regular	\$295.48	No	No	\$276.15	0	\$0.00	29
9961740622	1824897	01/27/2004	02/26/2004	03/23/2004	1900	2160	260	Regular	\$295.48	No	No	\$276.15	0	\$0.00	30
9961740622	1824897	12/29/2003	01/27/2004	02/25/2004	1660	1900	240	Regular	\$295.48	No	No	\$276.15	0	\$0.00	29
9961740622	1824897	11/29/2003	12/29/2003	01/27/2004	1396	1660	264	Regular	\$295.48	No	No	\$276.15	0	\$0.00	34
9961740622	1824897	10/24/2003	11/29/2003	12/22/2003	1213	1396	183	Regular	\$295.48	No	No	\$276.15	0	\$0.00	32
9961740622	1824897	09/29/2003	10/24/2003	11/21/2003	1106	1213	107	Regular	\$295.48	No	No	\$276.15	0	\$0.00	29
9961740622	1824897	08/25/2003	09/29/2003	10/21/2003	1085	1106	21	Regular	\$295.48	No	No	\$276.15	0	\$0.00	31
9961740622	1824897	07/25/2003	08/25/2003	09/22/2003	1070	1085	15	Regular	\$34.10	No	No	\$187.00	0	\$0.00	31
9961740622	1824897	06/25/2003	07/25/2003	08/21/2003	1051	1070	19	Regular	\$39.77	No	No	\$187.00	0	\$0.00	30
9961740622	1824897	05/29/2003	06/25/2003	07/23/2003	1021	1051	30	Regular	\$55.14	No	No	\$187.00	0	\$0.00	28
9961740622	1824897	04/28/2003	05/28/2003	06/24/2003	971	1021	50	Regular	\$76.97	No	No	\$187.00	0	\$0.00	30
9961740622	1824897	03/27/2003	04/28/2003	05/23/2003	845	971	126	Regular	\$174.70	No	No	\$187.00	0	\$0.00	32
9961740622	1824897	02/26/2003	03/27/2003	04/23/2003	707	845	138	Regular	\$189.22	No	No	\$187.00	0	\$0.00	29
9961740622	1824897	01/28/2003	02/26/2003	03/25/2003	382	707	325	Regular	\$382.06	No	No	\$187.00	0	\$0.00	29
9961740622	1824897	12/27/2002	01/28/2003	02/25/2003	7	382	375	Regular	\$445.26	No	No	\$187.00	0	\$0.00	32
9961740622	1824897	11/25/2002	12/27/2002	01/22/2003	9663	7	344	Regular	\$404.44	No	No	\$187.00	0	\$0.00	32
9961740622	1824897	10/24/2002	11/25/2002	12/23/2002	9469	9663	194	Regular	\$231.15	No	No	\$187.00	0	\$0.00	32
9961740622	1824897	09/24/2002	10/24/2002	11/20/2002	9385	9469	84	Regular	\$107.36	No	No	\$187.00	0	\$0.00	30
9961740622	1824897	08/23/2002	09/24/2002	10/21/2002	9355	9385	30	Regular	\$46.26	No	No	\$187.00	0	\$0.00	32
9961740622	1824897	07/25/2002	08/23/2002	09/20/2002	9328	9355	27	Regular	\$41.98	No	No	\$187.00	0	\$0.00	29
9961740622	1824897	06/26/2002	07/25/2002	08/20/2002	9306	9328	22	Regular	\$36.58	No	No	\$187.00	0	\$0.00	29
9961740622	1824897	05/24/2002	06/26/2002	07/24/2002	9258	9306	48	Regular	\$63.81	No	No	\$187.00	0	\$0.00	33
9961740622	1824897	04/25/2002	05/24/2002	06/21/2002	9153	9258	105	Regular	\$117.48	No	No	\$187.00	0	\$0.00	29
9961740622	1824897	03/26/2002	04/25/2002	05/21/2002	9029	9153	124	Regular	\$131.45	No	No	\$187.00	0	\$0.00	30
9961740622	1824897	02/25/2002	03/26/2002	04/23/2002	8821	9029	208	Regular	\$206.79	No	No	\$187.00	0	\$0.00	28
9961740622	1824897	01/28/2002	02/26/2002	03/25/2002	8577	8821	244	Regular	\$275.03	No	No	\$187.00	0	\$0.00	29
9961740622	1824897	12/27/2001	01/28/2002	02/25/2002	8292	8577	285	Regular	\$319.08	No	No	\$187.00	0	\$0.00	32

BILLS FROM 01/01/1996 TO 09/24/2004

Account # 9120260814	Customer Name ROGERS, TONY
Customer Address 6516 ELMWOOD AVE/PHILA, PA	Bill Cycle: 19

BILLS

Service Agreement	Meter #	Bill Start Date	Bill End Date	Bill Due Date	Meter Read Start	Meter Read End	Usage (CCF)	Read Code	Bill Amount	Bill Cancelled	Closing Bill	CRP Monthly Amount	Easyway Current Month	Easyway Curr Amt
9961740622	1824897	11/27/2001	12/27/2001	10/24/2002	8087	8292	205	Regular	\$235.84	No	No	\$187.00	0	\$0.00
9961740622	1824897	10/26/2001	11/27/2001	12/21/2001	7931	8087	156	Regular	\$201.20	No	No	\$187.00	0	\$0.00
9961740622	1824897	09/26/2001	10/26/2001	11/26/2001	7811	7931	120	Regular	\$155.70	No	No	\$187.00	0	\$0.00
9961740622	1824897	08/27/2001	09/26/2001	10/24/2001	7786	7811	25	Regular	\$42.68	No	No	\$187.00	0	\$0.00
9961740622	1824897	07/27/2001	08/27/2001	09/24/2001	7762	7786	24	Regular	\$46.65	No	No	\$187.00	0	\$0.00
9961740622	1824897	06/27/2001	07/27/2001	08/23/2001	7726	7762	36	Regular	\$63.75	No	No	\$187.00	0	\$0.00
9961740622	1824897	05/25/2001	06/27/2001	07/25/2001	7677	7726	49	Regular	\$82.25	No	No	\$187.00	0	\$0.00
9961740622	1824897	04/26/2001	05/25/2001	06/25/2001	7613	7677	64	Regular	\$103.61	No	No	\$187.00	0	\$0.00
9961740622	1824897	03/27/2001	04/26/2001	05/22/2001	7457	7613	156	Regular	\$234.63	No	No	\$187.00	0	\$0.00
9961740622	1824897	02/26/2001	03/27/2001	04/24/2001	7213	7457	244	Regular	\$359.05	No	No	\$187.00	0	\$0.00
9961740622	1824897	01/26/2001	02/26/2001	03/23/2001	6940	7213	273	Regular	\$382.79	No	No	\$187.00	0	\$0.00
9961740622	1824897	12/27/2000	01/26/2001	02/22/2001	6650	6940	290	Regular	\$393.05	No	No	\$187.00	0	\$0.00
9961740622	1824897	11/24/2000	12/27/2000	01/25/2001	6362	6650	288	Regular	\$306.16	No	No	\$187.00	0	\$0.00
9961740622	1824897	10/25/2000	11/24/2000	12/21/2000	6187	6362	175	Regular	\$156.61	No	No	\$187.00	0	\$0.00
9961740622	1824897	09/25/2000	10/25/2000	11/22/2000	6077	6187	110	Regular	\$99.32	No	No	\$187.00	0	\$0.00
9961740622	1824897	08/24/2000	09/25/2000	10/23/2000	6029	6077	48	Regular	\$48.16	No	No	\$0.00	0	\$0.00
9961740622	1824897	07/27/2000	08/24/2000	09/20/2000	6003	6029	26	Regular	\$30.01	No	No	\$0.00	0	\$0.00
9961740622	1824897	06/23/2000	07/27/2000	08/22/2000	5960	6003	43	Regular	\$44.04	No	No	\$0.00	0	\$0.00
9961740622	1824897	05/26/2000	06/23/2000	07/21/2000	5919	5960	41	Regular	\$42.38	No	No	\$0.00	0	\$0.00
9961740622	1824897	04/27/2000	05/26/2000	06/26/2000	5847	5919	72	Regular	\$67.97	No	No	\$0.00	0	\$0.00
9961740622	1824897	03/29/2000	04/27/2000	05/24/2000	5693	5847	154	Regular	\$135.62	No	No	\$0.00	0	\$0.00
9961740622	1824897	02/29/2000	03/29/2000	04/26/2000	5527	5693	166	Regular	\$145.53	No	No	\$0.00	0	\$0.00
9961740622	1824897	01/28/2000	02/29/2000	03/28/2000	5254	5527	273	Regular	\$233.81	No	No	\$0.00	0	\$0.00
9961740622	1824897	12/28/1999	01/28/2000	02/28/2000	4905	5254	349	Regular	\$297.03	No	No	\$0.00	0	\$0.00
9961740622	1824897	11/24/1999	12/28/1999	01/25/2000	4673	4905	232	Regular	\$202.49	No	No	\$0.00	0	\$0.00
9961740622	1824897	10/25/1999	11/24/1999	12/21/1999	4523	4673	150	Regular	\$130.94	No	No	\$0.00	0	\$0.00
9961740622	1824897	09/24/1999	10/25/1999	11/26/1999	4430	4523	93	Regular	\$84.43	No	No	\$0.00	0	\$0.00
9961740622	1824897	08/24/1999	09/24/1999	10/25/1999	4430	4430	126	System Estimate	\$111.34	Yes	No	\$0.00	0	\$0.00
9961740622	1824897	07/27/1999	08/27/1999	09/24/1999	4379	4430	51	Regular	\$50.17	No	No	\$0.00	0	\$0.00
9961740622	1824897	06/28/1999	07/27/1999	08/27/1999	4362	4379	17	Regular	\$22.43	No	No	\$0.00	0	\$0.00
9961740622	1824897	05/21/1999	06/28/1999	07/28/1999	4324	4362	38	Regular	\$39.56	No	No	\$0.00	0	\$0.00

BILLS FROM 01/01/1996 TO 09/24/2004

Account # 9120260814	Customer Name ROGERS, TONY
Customer Address 6516 ELMWOOD AVE/PHILA, PA	Bill Cycle: 19

BILLS

Service Agreement	Meter #	Bill Start Date	Bill End Date	Bill Due Date	Meter Read Start	Meter Read End	Usage (CCF)	Read Code	Bill Amount	Bill Cancelled	Closing Bill	CRP Monthly Amount	Easyway Current Month	Easyway Curr Amt	Days
9961740622	1824897	05/26/1999	06/21/1999	07/21/1999	4297	4324	27	Regular	\$30.03	No	No	\$0.00	0	\$0.00	27
9961740622	1824897	04/15/1999	05/26/1999	06/22/1999	4203	4297	94	Regular	\$86.08	No	No	\$0.00	0	\$0.00	42
9961740622	1824897	03/22/1999	04/15/1999	05/15/1999	4096	4203	107	Regular	\$97.37	No	No	\$0.00	0	\$0.00	25
9961740622	1824897	02/22/1999	03/22/1999	04/18/1999	3667	4096	229	Regular	\$203.53	No	No	\$0.00	0	\$0.00	29
9961740622	1824897	01/28/1999	02/22/1999	03/20/1999	3671	3667	196	Regular	\$174.81	No	No	\$0.00	0	\$0.00	26
9961740622	1824897	12/26/1998	01/28/1999	02/26/1999	3438	3671	233	Regular	\$214.53	No	No	\$0.00	0	\$0.00	34
9961740622	1824897	11/23/1998	12/26/1998	01/25/1999	3239	3438	199	Regular	\$186.27	No	No	\$0.00	0	\$0.00	34
9961740622	1824897	10/23/1998	11/23/1998	12/21/1998	3072	3239	167	Regular	\$157.01	No	No	\$0.00	0	\$0.00	32
9961740622	1824897	09/23/1998	10/23/1998	11/22/1998	2983	3072	89	Regular	\$85.67	No	No	\$0.00	0	\$0.00	31
9961740622	1824897	08/26/1998	09/23/1998	10/21/1998	2960	2983	23	Regular	\$25.32	No	No	\$0.00	0	\$0.00	29
9961740622	1824897	07/29/1998	08/26/1998	09/22/1998	2938	2960	22	Regular	\$24.40	No	No	\$0.00	0	\$0.00	29
9961740622	1824897	06/29/1998	07/29/1998	08/25/1998	2900	2938	38	Regular	\$39.04	No	No	\$0.00	0	\$0.00	31
9961740622	1824897	05/29/1998	06/29/1998	07/26/1998	2878	2900	22	System Estimate	\$24.40	No	No	\$0.00	0	\$0.00	32
9961740622	1824897	04/29/1998	05/29/1998	06/24/1998	2819	2878	59	Regular	\$58.24	No	No	\$0.00	0	\$0.00	31
9961740622	1824897	03/31/1998	04/29/1998	05/26/1998	2564	2819	255	Regular	\$237.49	No	No	\$0.00	0	\$0.00	30
9961740622	1824897	02/26/1998	03/31/1998	04/27/1998	2498	2564	66	System Estimate	\$64.64	No	No	\$0.00	0	\$0.00	34
9961740622	1824897	01/27/1998	02/26/1998	03/28/1998	2281	2498	217	Regular	\$202.74	No	No	\$0.00	0	\$0.00	31
9961740622	1824897	12/16/1997	01/27/1998	02/23/1998	2018	2281	263	Regular	\$244.82	No	No	\$0.00	0	\$0.00	43

EXHIBIT B

RECEIVED

SEP 24 2004

PA PUBLIC UTILITY COMMISSION
SECRETARY'S BUREAU

PAYMENTS FROM 01/01/1996 TO 09/24/2004

Account #: 9120260814	Customer Name: ROGERS, TONY
Customer Address: 6516 ELMWOOD AVE/PHILA,PA	Bill Cycle: 19

PAYMENTS

Service Agreement ID	Pay Amount	Pay Date	Pay Status	Late Pay Charge	Utility Type	Grant Type	Pay Source Code
6876161403	\$35.68	09/20/2004	F	\$0.00	G		REM
6876161403	\$40.77	06/30/2004	F	\$0.00	G		REM

PAYMENTS FROM 01/01/1996 TO 09/24/2004

Account #: 9120260814

Customer Name: ROGERS, TONY

Customer Address: 6516 ELMWOOD AVE/PHILA,PA

Bill Cycle: 19

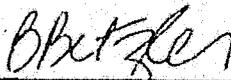
PAYMENTS

Service Agreement ID	Pay Amount	Pay Date	Pay Status	Late Pay Charge	Utility Type	Grant Type	Pay Source Code
9961740622	\$38.29	05/19/2004	F	\$0.00	G		REM
9961740622	\$19.80	04/28/2004	F	\$0.00	G		REM
9961740622	\$12.75	03/25/2004	F	\$0.00	G		REM
9961740622	\$14.19	08/14/2002	F	\$1.99	G		REM
9961740622	\$225.16	03/23/2002	F	\$226.16	G	LIHE	GRN
9961740622	\$125.00	11/22/2000	F	\$125.00	G		REM
9961740622	\$165.00	10/18/2000	C	\$165.00	G		PPC
9961740622	\$50.00	02/08/2000	F	\$50.00	G		REM
9961740622	\$210.00	03/15/1999	F	\$0.00	G		REM
9961740622	\$110.00	02/09/1999	F	\$0.00	G		REM
9961740622	\$60.00	01/06/1999	F	\$0.00	G		REM
9961740622	\$120.00	12/29/1998	F	\$0.00	G		REM
9961740622	\$101.00	08/21/1998	F	\$0.00	G		REM
9961740622	\$60.00	08/06/1998	F	\$0.00	G		REM
9961740622	\$144.00	06/22/1998	F	\$0.00	G		REM
9961740622	\$20.00	06/10/1998	F	\$0.00	G		REM
9961740622	\$70.00	03/30/1998	F	\$0.00	G		REM
9961740622	\$20.00	03/13/1998	F	\$0.00	G		REM

VERIFICATION

I, Bernadette Betzler, hereby declare that I am Counsel to the Philadelphia Gas Works; that, as such, I am authorized to make this verification on its behalf; that the facts set forth in the foregoing Answer are true to the best of my knowledge, information and belief, and that I expect to be able to prove these at a hearing held in this matter. I make this verification subject to the penalties of 18. Pa. C.S. §4904, pertaining to false statements to authorities.

Date: September 24, 2004



Bernadette Betzler

CERTIFICATE OF SERVICE

I HEREBY CERTIFY THAT I HAVE THIS DAY SERVED A TRUE COPY OF THE FOREGOING DOCUMENT UPON THE PARTICIPANTS LISTED BELOW, IN ACCORDANCE WITH THE REQUIREMENTS OF §1.54 (RELATING TO SERVICE BY A PARTICIPANT).

Service List:

For Complainant:

Tony Rogers
6516 Elmwood Avenue
Philadelphia, PA 19142

RECEIVED
SEP 24 2004
PA PUBLIC UTILITY COMMISSION
LEGAL COUNSEL BUREAU

September 24, 2004

BBetzler

Bernadette Betzler, Esq.
Philadelphia Gas Works
800 W. Montgomery Avenue
Philadelphia, PA 19122



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

IN REPLY PLEASE
REFER TO OUR FILE

October 19, 2004

In Re: Z-01659673

(SEE ATTACHED LIST)

Tony Rogers v. Philadelphia Gas Works

Requests payment arrangements.

Telephone Hearing Notice

This is to inform you that a hearing by telephone on the above-captioned case will be held as follows:

Type: Initial Telephonic Hearing
Date: Tuesday, November 23, 2004
Time: 2:00 p.m.
Presiding: Administrative Law Judge Allison K. Turner
1302 Philadelphia State Office Building
1400 West Spring Garden Street
Philadelphia, PA 19130
Telephone: (215) 560-2105
Fax: (215) 560-3133

The judge will be presiding as authorized by 52 Pa. Code §56.174.

If you have not provided a current telephone number where you can be reached for participation in the hearing OR YOUR AREA CODE HAS CHANGED, then you must contact the presiding officer at least 7 days before the actual hearing and provide the necessary information.

DOCKETED
OCT 20 2004

**DOCUMENT
FOLDER**

At the above date and time, the Presiding Officer will contact the parties as follows:

Tony Rogers 215-365-6821
Bernadette Betzler, Esquire 215-684-6631

If you have any hearing exhibits to which you will refer during the hearing, 3 copies must be sent to the Administrative Law Judge and 1 copy each must be sent to every other party. All copies must be received at least 3 days before the hearing.

Attention: You may lose the case if you do not take part in this hearing and present facts on the issues raised.

Except for those individuals representing themselves, the Commission's rules require that all parties have an attorney; therefore, you should have an attorney of your choice file an entry of appearance before the scheduled hearing.

If you are a person with a disability, and you wish to attend the hearing, we may be able to make arrangements for your special needs. Please call the scheduling office at the Public Utility Commission:

- Scheduling Office: (717) 787-1399.
- AT&T Relay Service number for persons who are deaf or hearing-impaired: 1-800-654-5988.

pc: Judge Turner
Cherie Pyle
Beth Plantz
Docket Section
Calendar File