

CAPTION SHEET

SE MANAGEMENT SYSTEM

- 1. REPORT DATE: 00/00/00
- 2. BUREAU: ALJ
- 3. SECTION(S):
- 5. APPROVED BY: DIRECTOR: SUPERVISOR:
- 6. PERSON IN CHARGE:
- 8. DOCKET NO: Z-01646152
- 4. PUBLIC MEETING DATE: 00/00/00
- 7. DATE FILED: 09/28/04
- 9. EFFECTIVE DATE: 00/00/00

PARTY/COMPLAINANT: CLARK, TANYA

RESPONDENT/APPLICANT: PHILADELPHIA GAS WORKS

COMP/APP COUNTY:

UTILITY CODE: 125042

ALLEGATION OR SUBJECT

COMPLAINANT STATES SHE DOES NOT HAVE THE MONEY RIGHT NOW, SHE IS NOT WORKING. SHE WANTS THE PUC TO HELP HER FIND SERVICE THAT WILL HELP HER.

DOCUMENT
FOLDER

DOCKETED
OCT 12 2004

ORIGINAL

Must be returned by October 7, 2004

Pennsylvania Public Utility Commission

Formal Complaint Form

2-01646152

Please Print.

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

Name Tanya Clark

Street/P.O.Box 2514 W Sergeant St Apt # _____

City Phila State Pa Zip 19132

Area Code/HOME Phone 215/225-0236 Area Code/WORK Phone _____

Utility Account Number 0126996688

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: PGW

3. Type of Utility (circle one):

GAS

WATER

MOTOR CARRIER

STEAM HEAT

ELECTRIC

SEWER

TELEPHONE -- (LOCAL OR LONG DISTANCE)

PHILADELPHIA GAS WORKS BUREAU
OCT 02 09:26

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 do not have the money right
Now I am not working

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

Help find services that
will help me.

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.

Tanya Clark 9/20/04
Signature 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 _____

Street _____

City _____ State _____ Zip _____

Area Code/Phone Number _____

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.

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 8/25/2004. 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.)

TANYA CLARK
2514 W SERGEANT ST
PHILADELPHIA PA 19132 - 4136

215) 225-0236
(Area Code) Telephone Number

Tanya Clark
Signature

Mail this completed form to:

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

ST Number:	1646152	Date of mailing:	8/25/2004
Company:	PHILADELPHIA GAS WORKS		

RECEIVED
SEP - 7 2004
PA PUBLIC UTILITY COMMISSION
SECRETARY'S BUREAU



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

IN REPLY PLEASE
REFER TO OUR FILE

September 17, 2004

ST1646152

TANYA CLARK
2514 W SERGEANT STREET
PHILADELPHIA PA 19132-4136

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 October 7, 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:

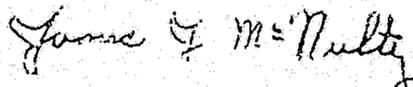
Office of Administrative Law Judge
Public Utility Commission
P.O. Box 3265
Harrisburg, PA 17105-3265

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: OCTOBER 13, 2004

TANYA CLARK
Complainant

VS.

PHILADELPHIA GAS WORKS
Respondent

Complaint Docket
No: Z-01646152

DOCUMENT
FOLDER
DOCKETED
OCT 12 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,

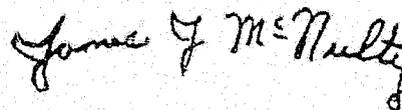
1. You have twenty (20) days from the date on which this complaint is served to either satisfy this complaint or to file with the Secretary of the Pennsylvania Public Utility Commission, P. O. Box 3265, Harrisburg, PA 17105-3265, an answer (original and three copies), in writing, under oath, which, as 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: OCTOBER 13, 2004

Z-01646152

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

Dear Sir/Madam:

A complaint has been filed against you before the Pennsylvania Public Utility Commission by TANYA CLARK. 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.

DOCUMENT
FOLDER

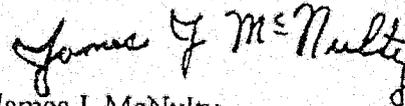
OCTOBER 13, 2004

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,



James J. McNulty
Secretary

JH

Philadelphia Gas Works



800 West Montgomery Avenue, Philadelphia, PA 19122

Laureto A. Farinas, Senior Attorney
Legal Department
Direct Dial: (215) 684-6982
Fax: (215) 684-8798
E-mail: laureto.farinas@pgworks.com

November 2, 2004

ORIGINAL

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

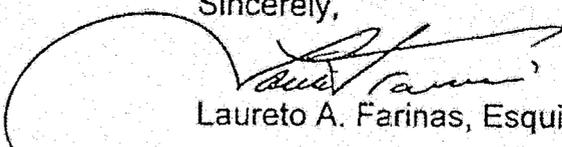
RE: Tanya Clark vs. PGW, Docket No. Z-01646152

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 in the above captioned matter.

If additional information is needed about this matter, please do not hesitate to contact me at my direct-dial number above. Thank you for your assistance in this matter.

Sincerely,



Laureto A. Farinas, Esquire

Enclosure

cc: Tanya Clark
Susan M. Kelly

DOCUMENT
FOLDER

63

BEFORE THE

PENNSYLVANIA PUBLIC UTILITY COMMISSION

ORIGINAL

Tanya Clark

v.

Docket No. Z-01646152

Philadelphia Gas Works

Answer of the 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. Admitted.
4. Denied in part. PGW denies the averments contained in Paragraph 4 of the Complaint concerning that the Complainant's employment status and all other averments that are conclusions. PGW is not aware of any changes in the Complainant's circumstances regard her employment or income.

PGW records indicate that the Complainant is enrolled in the Customer Responsibility Program ("CRP") and is delinquent in monthly payments by the amount of \$497. The Complainant misses or under pays monthly bills as shown on the statement of account which is attached hereto as Exhibit "A".

Pursuant to a decision of the Bureau of Consumer Services ("BCS") dated August 25, 2004, the Complainant must pay \$427.60 to continue service.

DOCKETED
NOV 17 2004

DOCUMENT
FOLDER

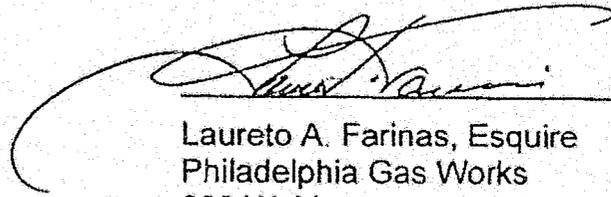
The BCS decision also ordered that the Complainant must cure all payment delinquency by September 20, 2004.

5. Denied. The averments in Paragraph 5 of the Complaint are requests for relief to which no response is required. PGW therefore denies the averments in Paragraph.

Wherefore, PGW respectfully requests that this Commission finds in favor of Philadelphia Gas Works and against the Complainant.

Respectfully submitted,

November 2, 2004



Laureto A. Farinas, Esquire
Philadelphia Gas Works
800 W. Montgomery Avenue
Philadelphia, PA 19122
(215) 684-6982

EXHIBIT A

ORIGINAL

HISTORY REQUEST REPORT FOR ACCOUNT # 126996688 AND SA # 6973231367 AS OF 11/02/2004

Account #: 126996688	SA # 6973231367	Bill Cycle: 18	Rate Class: GS
Name: CLARK, TANYA		Address: 2614 W SERGEANT ST/PHILA, PA	
Pay Agreement Indicator: N	Easyway Indicator:	CRP Status: D	
Biller Start Date: 20041005	Biller End Date: 20060418	Meter #: 1513098	Phone #: 2250236(215)

Tran Date	Tran Type	Current Amt	Total Amt	Adjust Amt	Segment Start Date	Segment End Date	Read Code	End Read	Current Balance	Usage	Meter #
10/25/2000	BILL	\$38.84	\$38.84	\$0.00	09/19/2000	10/25/2000	R	3459	\$38.84	40	1513098
11/06/2000	PAY	(\$38.84)	(\$38.84)	\$0.00							
11/22/2000	BILL	\$55.81	\$55.81	\$0.00	10/25/2000	11/22/2000	R	3521	\$55.81	62	1513098
11/29/2000	PAY	(\$55.81)	(\$55.81)	\$0.00							
12/26/2000	BILL	\$142.24	\$142.24	\$0.00	11/22/2000	12/26/2000	R	3660	\$142.24	139	1513098
01/22/2001	PAY	(\$85.00)	(\$85.00)	\$0.00							
01/25/2001	BILL	\$168.95	\$168.95	\$0.00	12/26/2000	01/25/2001	R	3791	\$228.19	131	1513098
02/20/2001	PAY	(\$101.00)	(\$101.00)	\$0.00							
02/23/2001	BILL	\$143.80	\$143.80	\$0.00	01/25/2001	02/23/2001	R	3897	\$268.99	106	1513098
03/20/2001	PAY	(\$101.00)	(\$101.00)	\$0.00							
03/26/2001	BILL	\$141.31	\$141.31	\$0.00	02/23/2001	03/26/2001	R	3995	\$309.30	98	1513098
04/23/2001	PAY	(\$104.00)	(\$104.00)	\$0.00							
04/25/2001	BILL	\$82.20	\$82.20	\$0.00	03/26/2001	04/25/2001	R	4048	\$287.50	53	1513098
05/21/2001	PAY	(\$104.00)	(\$104.00)	\$0.00							
05/24/2001	BILL	\$48.93	\$48.93	\$0.00	04/25/2001	05/24/2001	R	4076	\$232.43	28	1513098
06/20/2001	PAY	(\$104.00)	(\$104.00)	\$0.00							
06/26/2001	BILL	\$52.92	\$52.92	\$0.00	05/24/2001	06/26/2001	R	4107	\$181.35	31	1513098
07/25/2001	PAY	(\$100.00)	(\$100.00)	\$0.00							
07/26/2001	BILL	\$41.93	\$41.93	\$0.00	06/26/2001	07/26/2001	R	4132	\$128.28	25	1513098
08/24/2001	BILL	\$40.84	\$40.84	\$0.00	07/26/2001	08/24/2001	R	4154	\$168.79	22	1513098
08/28/2001	PAY	(\$108.00)	(\$108.00)	\$0.00							
08/28/2001	LPC	\$1.57	\$1.57	\$1.57							
09/25/2001	BILL	\$41.54	\$41.54	\$0.00	08/24/2001	09/25/2001	R	4180	\$34.33	26	1513098
09/25/2001	PAY	(\$68.00)	(\$68.00)	\$0.00							
10/22/2001	PAY	(\$34.33)	(\$34.33)	\$0.00							
10/25/2001	BILL	\$59.80	\$59.80	\$0.00	09/25/2001	10/25/2001	R	4223	\$159.80	43	1513098
11/21/2001	PAY	(\$60.80)	(\$60.80)	\$0.00							
11/26/2001	BILL	\$93.25	\$93.25	\$0.00	10/25/2001	11/26/2001	R	4295	\$92.25	72	1513098

Account # 126996688

SA #: 6973231367

Bill Cycle: 16

Rate Class: GS

Phone #: Z250236(215)

Name: CLARK, TANYA Y

Address: 2614 W SERGEANT ST/PHILA,PA

Pay Agreement Indicator: N

Easyway Indicator

CRP Status: D

Blocker Start Date: 20041005

Blocker End Date: 20060418

Meter # 1513098

Tran Date	Tran Type	Current Amt.	Total Amt.	Adjust Amt.	Segment Start Date	Segment End Date	Read Code	End Read	Current Balance	Usage	Meter #
12/20/2001	PAY	(\$92.25)	(\$92.25)	\$0.00	11/26/2001	12/26/2001	R	4396	\$115.10	101	1513098
12/26/2001	BILL	\$115.10	\$115.10	\$0.00							
01/07/2002	PAY	(\$100.10)	(\$100.10)	\$0.00	12/26/2001	01/25/2002	R	4567	\$188.72	171	1513098
01/25/2002	BILL	\$183.72	\$183.72	\$0.00							
02/22/2002	PAY	(\$88.00)	(\$88.00)	\$0.00	01/25/2002	02/25/2002	R	4698	\$254.28	131	1513098
02/25/2002	BILL	\$143.56	\$143.56	\$0.00							
03/21/2002	PAY	(\$78.28)	(\$78.28)	\$0.00	02/25/2002	03/25/2002	R	4804	\$283.12	106	1513098
03/25/2002	BILL	\$104.92	\$104.92	\$0.00							
03/27/2002	LPC	\$2.20	\$2.20	\$2.20							
04/24/2002	BILL	\$71.74	\$71.74	\$0.00	03/25/2002	04/24/2002	R	4871	\$356.37	67	1513098
04/28/2002	LPC	\$3.51	\$3.51	\$3.51							
05/06/2002	PAY	(\$88.00)	(\$88.00)	\$0.00	04/24/2002	05/23/2002	R	4912	\$323.92	41	1513098
05/23/2002	BILL	\$50.18	\$50.18	\$0.00							
05/25/2002	LPC	\$3.37	\$3.37	\$3.37							
06/03/2002	COLFEE	\$10.00	\$10.00	\$10.00							
06/25/2002	BILL	\$46.64	\$46.64	\$0.00	05/23/2002	06/25/2002	R	4947	\$385.36	35	1513098
06/27/2002	LPC	\$4.80	\$4.80	\$4.80							
07/24/2002	BILL	\$36.21	\$36.21	\$0.00	06/25/2002	07/24/2002	R	4971	\$427.22	24	1513098
07/28/2002	LPC	\$5.65	\$5.65	\$5.65							
08/07/2002	CRPFRZ	(\$427.22)	(\$427.22)	(\$427.22)							
08/22/2002	BILL	\$41.28	\$41.28	\$0.00	07/24/2002	08/22/2002	R	4992	\$41.28	21	1513098
09/23/2002	PAY	(\$40.00)	(\$40.00)	\$0.00							
09/23/2002	BILL	\$45.87	\$45.87	\$0.00	08/22/2002	09/23/2002	R	5021	\$47.15	29	1513098
10/23/2002	BILL	\$51.96	\$51.96	\$0.00	09/23/2002	10/23/2002	R	5070	\$99.11	49	1513098
11/22/2002	BILL	\$42.06	\$42.06	\$0.00	10/23/2002	11/22/2002	R	5191	\$141.17	121	1513098
12/26/2002	BILL	\$59.64	\$59.64	\$0.00	11/22/2002	12/26/2002	R	5404	\$200.81	213	1513098
01/27/2003	BILL	\$57.26	\$57.26	\$0.00	12/26/2002	01/27/2003	R	5640	\$258.07	236	1513098
02/07/2003	PAY	(\$258.07)	(\$258.07)	\$0.00							
02/25/2003	BILL	\$59.64	\$59.64	\$0.00	01/27/2003	02/25/2003	R	5862	\$59.64	222	1513098
03/26/2003	BILL	\$37.00	\$37.00	\$0.00	02/25/2003	03/26/2003	R	6017	\$96.64	155	1513098
04/25/2003	BILL	\$59.64	\$59.64	\$0.00	03/26/2003	04/25/2003	R	6145	\$156.26	128	1513098
05/27/2003	BILL	\$59.64	\$59.64	\$0.00	04/25/2003	05/27/2003	R	6225	\$215.92	80	1513098
06/04/2003	PAY	(\$69.00)	(\$69.00)	\$0.00							

Account # 126996688

SA # 6973231367

Bill Cycle: 18

Rate Class: GS

Phone #: 2250236(215)

Name: CLARK, TANYA

Address: 2514 W SERGEANT ST/PHILA,PA

Pay Agreement Indicator: N

Easyway Indicator:

CRP Status: D

Blocker End Date: 20060418

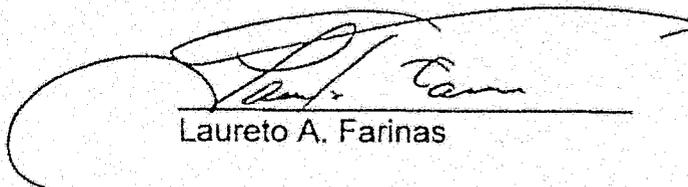
Meter #: 1513098

Tran Date	Tran Type	Current Amt	Total Amt.	Adjust Amt.	Segment Start Date	Segment End Date	Read Code	End Read	Current Balance	Usage	Meter #
06/24/2003	BILL	\$46.75	\$46.75	\$0.00	05/27/2003	09/24/2003	R	6286	\$173.67	41	1513098
07/24/2003	BILL	\$48.76	\$48.76	\$0.00	05/24/2003	07/24/2003	R	6285	\$222.43	29	1513098
08/22/2003	BILL	\$46.79	\$46.79	\$0.00	07/24/2003	08/22/2003	R	6321	\$269.22	26	1513098
08/30/2003	CRPFRZ	\$364.29	\$364.29	\$364.29							
08/31/2003	CRPFRZ	(\$633.51)	(\$633.51)	(\$633.51)							
09/24/2003	BILL	\$39.76	\$39.76	\$0.00	09/22/2003	09/24/2003	R	6349	\$39.76	28	1513098
10/08/2003	CRPFRZ	\$633.51	\$633.51	\$633.51							
10/23/2003	BILL	\$39.76	\$39.76	\$0.00	09/24/2003	10/23/2003	R	6411	\$79.52	62	1513098
10/23/2003	CRPFRZ	(\$633.51)	(\$633.51)	(\$633.51)							
11/24/2003	BILL	\$39.76	\$39.76	\$0.00	10/23/2003	11/24/2003	R	6506	\$119.28	85	1513098
12/26/2003	BILL	\$39.76	\$39.76	\$0.00	11/24/2003	12/26/2003	R	6698	\$159.04	192	1513098
01/27/2004	BILL	\$39.76	\$39.76	\$0.00	12/26/2003	01/27/2004	R	6928	\$198.80	230	1513098
02/23/2004	PAY	(\$39.76)	(\$39.76)	\$0.00							
02/25/2004	BILL	\$39.76	\$39.76	\$0.00	01/27/2004	02/25/2004	R	7078	\$198.80	150	1513098
03/25/2004	BILL	\$39.76	\$39.76	\$0.00	02/25/2004	03/25/2004	R	7184	\$238.56	106	1513098
04/26/2004	BILL	\$39.76	\$39.76	\$0.00	03/25/2004	04/26/2004	R	7261	\$278.32	77	1513098
05/25/2004	BILL	\$39.76	\$39.76	\$0.00	04/26/2004	05/25/2004	R	7297	\$318.08	36	1513098
06/04/2004	PAY	(\$39.76)	(\$39.76)	\$0.00							
06/24/2004	BILL	\$39.76	\$39.76	\$0.00	05/25/2004	06/24/2004	R	7330	\$318.08	33	1513098
07/26/2004	BILL	\$39.76	\$39.76	\$0.00	06/24/2004	07/26/2004	R	7361	\$357.84	31	1513098
08/24/2004	BILL	\$39.76	\$39.76	\$0.00	07/26/2004	08/24/2004	R	7389	\$397.60	28	1513098
09/24/2004	BILL	\$39.76	\$39.76	\$0.00	08/24/2004	09/24/2004	R	7419	\$437.36	30	1513098
10/25/2004	PAY	(\$39.76)	(\$39.76)	\$0.00							
10/25/2004	BILL	\$39.76	\$39.76	\$0.00	09/24/2004	10/25/2004	R	7452	\$437.36	33	1513098

VERIFICATION

I, Laureto A. Farinas, 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: November 2, 2004


Laureto A. Farinas

ORIGINAL

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).

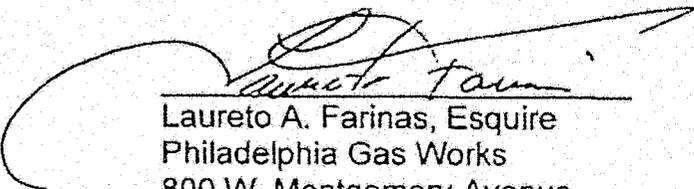
Service List:

For Complainant:

Tanya Clark
2514 W. Sergeant Street
Philadelphia, PA 19132

ORIGINAL

November 2, 2004


Laureto A. Farinas, Esquire
Philadelphia Gas Works
800 W. Montgomery Avenue
Philadelphia, PA 19122