

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-01662162
- 4. PUBLIC MEETING DATE:
00/00/00
- 7. DATE FILED: 05/31/05
- 9. EFFECTIVE DATE: 00/00/00

PARTY/COMPLAINANT: MILBOURNE, JOHN & CATHERINE PATTERSON

RESPONDENT/APPLICANT: PHILADELPHIA GAS WORKS

COMP/APP COUNTY: PHILADELPHIA

UTILITY CODE: 125042

ALLEGATION OR SUBJECT

COMPLAINANT STATES THAT THEY HAVE HAD EXCESSIVE BILLS FOR THE LAST 2 OR 3 YRS AND THEY WANT IT CHECKED INTO AND CORRECTED.

DOCKETED
AUG 02 2005

**DOCUMENT
FOLDER**

Z-01662162

Must be returned by MAY 31, 2005

PENNSYLVANIA PUBLIC UTILITY COMMISSION

Formal Complaint Form

ORIGINAL

Please print or type.

1. CUSTOMER NAME (COMPLAINANT)

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

Name CATHERINE PATTERSON / JOHN MILBOURNE

Street/P.O. Box 1937 N. 6th ST Apt #

City Phila. State PA. Zip 19151

County

Area Code/HOME Phone 215-877-0106

Area Code/WORK Phone 215-204-8103

Utility Account Number (from your bill) 8113967139

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

Name

Street/P.O. Box

City State Zip

2. UTILITY NAME (RESPONDENT)

Name of utility company your complaint concerns: PGW

I NEED TO HAVE A TELEPHONIC HEARING.

RECEIVED
MAY 31 AM 10:13
P.U.C.
SECRETARY'S BUREAU

TYPE OF UTILITY (check one)

ELECTRIC

STEAM HEAT

GAS

WASTE WATER

WATER

MOTOR CARRIER

(taxi, moving company, limousine)

TELEPHONE

(local, long distance)

4. COMPLAINT (check one)

A. In general, what is your complaint?

I want to oppose the company's proposed rate increase.

There are incorrect charges on my bill.

There is a reliability, safety or quality problem with my utility service.

I received a notice that my utility service is being terminated.

I would like a payment agreement.

Other. *the last 2 or 3 yrs. I have been*
(explain) *GETTING EXCESSIVE GAS bills AND I WORK*
during the day.

B. State the facts of your complaint.

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

I have been having an INCORRECT bill since 2001.

5. RELIEF

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

I would like the Commission to go over the two years in question and correct and see what I'm talking about, there is excessive charges.

6. PROTECTION FROM ABUSE

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

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

YES

NO

7. PRIOR UTILITY CONTACT

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

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

YES
(includes appeals of BCS determinations)

NO

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

8. VERIFICATION AND SIGNATURE

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

Verification:

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

Catherine Patterson
(Signature)

5/25/05
(Date)

9. LEGAL REPRESENTATION (IF ANY)

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

Lawyer's Name _____

Street _____

City _____ State _____ Zip _____

Area Code/Phone Number _____

10. FILING

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

If using U.S. Postal Service:

If using overnight delivery service:

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

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

Keep a copy of your complaint for your records.

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

Timely

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 4/25/2005. 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.)

JOHN MILBOURNE
1937 N 61ST ST
PHILADELPHIA PA 19151

215 877-0106
(Area Code) Telephone Number

John Milbourne / Catherine Patterson
Signature

Mail this completed form to:

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

ST Number:	1662162	Date of mailing:	4/25/2005
Company:	PHILADELPHIA GAS WORKS		

REVISED 12/97



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

IN REPLY PLEASE
REFER TO OUR FILE

MAY 9, 2005

ST1662162

JOHN MILBOURE
1937 N 61ST STREET
PHILADELPHIA PA 19151

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 MAY 31, 2005 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:

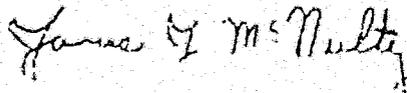
Office of Administrative Law Judge
Public Utility Commission
P.O. Box 3265
Harrisburg, PA 17105-3265

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

NVL

cc: Philadelphia Gas Works



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

IN REPLY PLEASE
REFER TO OUR FILE

AUGUST 1, 2005

ST1662162

JOHN MILBOURNE & CATHERINE PATTERSON
1937 N 61ST STREET
PHILADELPHIA PA 19151

Dear Sir/Madam:

Please be advised that the dismissal letter dated July 18, 2005, was sent to you in error.
We are sorry for any inconvenience this may have caused.

Sincerely,

James J. McNulty
Secretary

ddi

cc: Philadelphia Gas Works



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

IN REPLY PLEASE
REFER TO OUR FILE

July 18, 2005

ST1662162

JOHN MILBOURE
1937 N. 61ST ST.
PHILADELPHIA PA 19151

Dear Sir/Madam:

In response to your request to appeal the Decision of The Bureau of Consumer Services, we sent you a form to file a formal complaint with the Public Utility Commission. We gave you a date to return the completed form to us. We did not receive a formal complaint from you by that date. Therefore, the Decision of the Bureau of Consumer Services is now final. You must make payments to the utility company according to the terms of that Decision.

If you do not pay according to the Decision, the company has the right to terminate your utility service. Of course, the company must follow the Commission's rules and regulations before it terminates your service.

You still have the right to file a formal complaint with the Public utility Commission but that will not stop the termination of your service. You must pay according to the terms of the Bureau of Consumer Services' Decision until the Commission makes a decision on your formal complaint. If you do not pay, the company can terminate your service.

Sincerely,

James J. McNulty
Secretary

ANE

cc: PHILADELPHIA GAS WORKS

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BEFORE THE PENNSYLVANIA PUBLIC UTILITY COMMISSION

DATE SERVED: August 2, 2005

JOHN MILBOURNE &
CATHERINE PATTERSON
Complainant

VS.

PHILADELPHIA GAS WORKS
Respondent

Complaint Docket
No: Z-01662162

DOCUMENT
FILED

DOCKETED

AUG 02 2005

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).

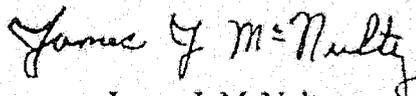
2. If you fail to either satisfy this complaint or to file answer or other responsive pleading within twenty (20) days, you will be deemed to have admitted all the allegations in this complaint in accordance with Section 5.61 of the Commission's Rules of Administrative Practice and Procedure, 52 Pa. 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: August 2, 2005

Z-01662162

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 JOHN MILBOURNE & CATHERINE PATTERSON. 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

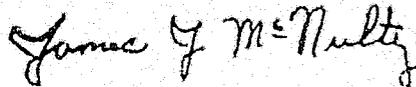
August 2, 2005

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

ddi

Philadelphia Gas Works

600 West Montgomery Avenue, Philadelphia, PA 19122



Mary M. Chan, Paralegal
Legal Department
Direct Dial: (215) 684-6830
Fax: (215) 684-6798
E-mail: mary.chan@pgworks.com

August 22, 2005

DOCUMENT
FOLDER

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

ORIGINAL

RE: John Milbourne & Catherine Patterson vs. PGW
Docket No.: Z-01662162

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,

A handwritten signature in black ink, appearing to be "M", is written over the word "Sincerely,".

Enclosure

cc: John Milbourne & Catherine Patterson
Lucille Coleman

RECEIVED

AUG 22 2005

PA PUBLIC UTILITY COMMISSION
SECRETARY'S BUREAU

93

RECEIVED

BEFORE THE
PENNSYLVANIA PUBLIC UTILITY COMMISSION

AUG 23 2005

PA PUBLIC UTILITY COMMISSION
SECRETARY'S BUREAU

John Milbourne &
Catherine Patterson
v.

DOCUMENT
FOLDER

Docket No.: Z-01662162

Philadelphia Gas Works

ORIGINAL

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. (A-B) Denied. PGW denies the averments contained in this paragraph concerning the Complainant's bills, all other averments that are conclusions. The Complainant's bills are correct as rendered. PGW records indicate that the Complainant is billed for actual gas usage to 1937 N. 61st Street (Service Address). Meter readings are obtained by an Automatic Meter Reading ("AMR") device. PGW records indicate that the Complainant, Catherine Patterson assumed responsibility of the balance of \$3,421.35 on May 10, 2005, as upon information and belief, the Complainant, John Milbourne may be deceased. The Complainant's current total actual usage arrearage amount owed on this account for gas service is the amount of \$2,966.37 as shown on the statement of accounts, which is attached hereto as Exhibit "A".

Pursuant to the Bureau of Consumer Services ("BCS") decision dated April 25, 2005, the Complainant must pay \$217 a month consisting of

DOCKETED
AUG 23 2005

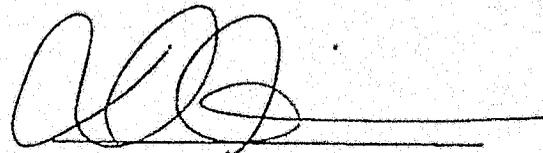
\$161 in budget bill plus \$56 towards the arrears, beginning with June 2005. A copy of the BCS decision is attached hereto as Exhibit "B".

Gas usage at the Service Address has been consistent , as shown on the Gas Usage Analysis attached hereto as Exhibit "C".

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 this paragraph.
6. Admitted.
7. Admitted.
8. n/a
9. n/a
10. n/a

Wherefore, PGW respectfully requests that this Commission find against the Complainant, and affirm the BCS decision. PGW requests that the Commission enter an Interim Order directing the Complainant to make payment of the current bill during the pendency of the hearing in this matter. PGW further requests that the Interim Order directing payment authorize PGW to terminate service if the Complainant fails to comply with that Interim Order.

Respectfully submitted,



Denise Adamucci, Esquire
Philadelphia Gas Works
800 W. Montgomery Avenue
Philadelphia, PA 19122
(215) 684-6745

August 22, 2005

RECEIVED

AUG 22 2005

PA PUBLIC UTILITY COMMISSION
SECRETARY'S BUREAU

EXHIBIT A

HISTORY REQUEST REPORT FOR ACCOUNT # 91271029 AND SA # 2474912487 AS OF 08/22/2005

Account # 91271029 SA # 2474912487 Bill Cycle 08 Rate Class. GS Phone # 8770106(215)

Name: PATTERSON, CATHERINE ANN Address: 1937 N 61ST ST/PHILA, PA

Pay Agreement Indicator: Y Easyway Indicator: B CRP Status

Blocker Start Date: 20050808 Blocker End Date: 20070808 Meter #: 1836649

Tran Date	Tran Type	Current Amt	Total Amt	Adjust. Amt.	Segment Start Date	Segment End Date	Read Code	End Read	Current Balance	Usage	Meter #
06/06/2005	PAY	(\$217.00)	(\$217.00)	\$0.00							
06/06/2005	XFER	\$3,421.35	\$3,421.35	\$3,421.35	05/10/2005	06/09/2005	R	2343	\$3,270.89	40	1836649
06/09/2005	BILL	\$66.54	\$66.54	\$0.00							
07/06/2005	PAY	(\$217.00)	(\$217.00)	\$0.00	06/09/2005	07/11/2005	R	2380	\$3,121.64	37	1836649
07/11/2005	BILL	\$67.75	\$67.75	\$0.00							
08/04/2005	PAY	(\$217.00)	(\$217.00)	\$0.00	07/11/2005	08/10/2005	R	2413	\$2,966.37	33	1836649
08/10/2005	BILL	\$61.73	\$61.73	\$0.00							
08/10/2005	BILL	\$37.62	\$37.62	\$0.00	07/11/2005	08/10/2005	Y	2397	\$2,942.26	17	1836649
08/12/2005	CANB	(\$37.62)	(\$37.62)	\$0.00							

HISTORY REQUEST REPORT FOR ACCOUNT # 8113967139 AND SA # 9961452419 AS OF 08/17/2005

Account # 8113967139	SA # 9961452419	Bill Cycle: 01	Rate Class: GS	Phone # 8770105(215)
Name: MILLBURN, JOHN		Address: 1937 N 61ST ST/PHILA, PA		
Pay Agreement Indicator: N	Easyway Indicator:	CRP Status:		
Blocker Start Date: 20050721	Blocker End Date: 20050831	Meter # 1836649		

Trans Date	Pay Type	Source Amt	Vol Amt	Adjus Amt	Segment	Start Date	End Date	Read Code	End Read	Current Balance	Usage	Meter #
01/01/1996	CONVRC	\$91.28	\$91.76	\$91.76								
06/06/1997	PAY	(\$60.41)	(\$60.41)	\$0.00								
07/03/1997	PAY	(\$31.35)	(\$31.35)	\$0.00								
07/11/1997	BILL	\$27.07	\$27.07	\$0.00		06/10/1997	07/11/1997	R	1277	\$27.07	27	1836649
08/06/1997	PAY	(\$27.07)	(\$27.07)	\$0.00								
08/08/1997	BILL	\$23.66	\$23.66	\$0.00		07/11/1997	08/08/1997	R	1300	\$23.66	23	1836649
09/03/1997	PAY	(\$23.66)	(\$23.66)	\$0.00								
09/09/1997	BILL	\$26.22	\$26.22	\$0.00		08/08/1997	09/09/1997	R	1326	\$26.22	26	1836649
10/07/1997	BILL	\$24.52	\$24.52	\$0.00		09/09/1997	10/07/1997	R	1350	\$24.52	24	1836649
10/07/1997	PAY	(\$26.22)	(\$26.22)	\$0.00								
11/06/1997	BILL	\$71.52	\$71.52	\$0.00		10/07/1997	11/06/1997	R	1429	\$71.52	79	1836649
11/06/1997	PAY	(\$24.52)	(\$24.52)	\$0.00								
12/05/1997	PAY	(\$71.52)	(\$71.52)	\$0.00								
12/08/1997	BILL	\$162.98	\$162.98	\$0.00		11/06/1997	12/08/1997	R	1615	\$162.98	186	1836649
01/05/1998	PAY	(\$162.98)	(\$162.98)	\$0.00								
01/09/1998	BILL	\$175.80	\$175.80	\$0.00		12/08/1997	01/09/1998	R	1816	\$175.80	201	1836649
02/03/1998	PAY	(\$175.00)	(\$175.00)	\$0.00								
02/10/1998	BILL	\$177.51	\$177.51	\$0.00		01/09/1998	02/10/1998	R	2019	\$177.51	203	1836649
02/12/1998	LPC	\$0.01	\$0.01	\$0.01								
03/05/1998	PAY	(\$100.00)	(\$100.00)	\$0.00								
03/12/1998	BILL	\$154.43	\$154.43	\$0.00		02/10/1998	03/12/1998	R	2195	\$154.43	176	1836649
03/16/1998	LPC	\$0.97	\$0.97	\$0.97								
04/07/1998	PAY	(\$150.00)	(\$150.00)	\$0.00								
04/13/1998	BILL	\$114.26	\$114.26	\$0.00		03/12/1998	04/13/1998	R	2324	\$114.26	129	1836649
04/15/1998	LPC	\$1.10	\$1.10	\$1.10								
05/05/1998	PAY	(\$100.00)	(\$100.00)	\$0.00								
05/11/1998	BILL	\$40.76	\$40.76	\$0.00		04/13/1998	05/11/1998	R	2367	\$40.76	43	1836649
06/04/1998	PAY	(\$139.84)	(\$139.84)	\$0.00								

Account # 8113967139 SA # 9961452419 Bill Cycle: 01 Rate Class GS Phone # 8770106(215)
 Name: MILLBURN, JOHN Address: 1937 N 61ST ST/PHILA,PA
 Pay Agreement Indicator: N Easyway Indicator CRP Status
 Blocker Start Date: 20050721 Blocker End Date: 20050831 Meter # 1836649

Trans Date	Trans Type	Current Amt	Total Amt	Adjust Amt	Segment Start Date	Segment End Date	Read Code	End Read	Current Balance	Usage	Meter #
06/10/1998	BILL	\$32.21	\$32.21	\$0.00	05/11/1998	06/10/1998	R	2400	\$32.21	33	1836649
07/06/1998	PAY	(\$32.21)	(\$32.21)	\$0.00							
07/31/1998	BILL	\$28.79	\$28.79	\$0.00	06/10/1998	07/13/1998	R	2429	\$28.79	29	1836649
08/05/1998	PAY	(\$28.79)	(\$28.79)	\$0.00							
08/11/1998	BILL	\$23.66	\$23.66	\$0.00	07/13/1998	08/11/1998	R	2452	\$23.66	23	1836649
09/04/1998	PAY	(\$23.66)	(\$23.66)	\$0.00							
09/08/1998	BILL	\$23.66	\$23.66	\$0.00	08/11/1998	09/08/1998	R	2475	\$23.66	23	1836649
10/05/1998	PAY	(\$23.66)	(\$23.66)	\$0.00							
10/08/1998	BILL	\$28.79	\$28.79	\$0.00	09/08/1998	10/08/1998	R	2504	\$28.79	29	1836649
11/04/1998	PAY	(\$28.79)	(\$28.79)	\$0.00							
11/06/1998	BILL	\$68.96	\$68.96	\$0.00	10/06/1998	11/06/1998	R	2580	\$68.96	76	1836649
12/08/1998	BILL	\$114.26	\$114.26	\$0.00	11/06/1998	12/08/1998	R	2709	\$114.26	129	1836649
12/10/1998	LPC	\$0.91	\$0.91	\$0.91							
12/16/1998	PAY	(\$68.96)	(\$68.96)	\$0.00							
12/31/1998	PAY	(\$184.13)	(\$184.13)	\$0.00							
01/12/1999	BILL	\$236.48	\$236.48	\$0.00	12/08/1998	01/12/1999	R	2981	\$236.48	272	1836649
02/10/1999	BILL	\$156.30	\$156.30	\$0.00	01/12/1999	02/10/1999	R	3166	\$156.30	185	1836649
02/11/1999	PAY	(\$167.52)	(\$167.52)	\$0.00							
03/04/1999	PAY	(\$156.30)	(\$156.30)	\$0.00							
03/05/1999	BILL	\$140.61	\$140.61	\$0.00	02/10/1999	03/05/1999	R	3334	\$140.61	168	1836649
03/30/1999	PAY	(\$140.61)	(\$140.61)	\$0.00							
04/01/1999	BILL	\$132.48	\$132.48	\$0.00	03/05/1999	04/01/1999	Y	3492	\$132.48	158	1836649
04/29/1999	BILL	\$83.69	\$83.69	\$0.00	04/01/1999	04/29/1999	R	3590	\$83.69	98	1836649
05/06/1999	PAY	(\$132.48)	(\$132.48)	\$0.00							
06/04/1999	PAY	(\$83.89)	(\$83.89)	\$0.00							
06/08/1999	BILL	\$41.39	\$41.39	\$0.00	04/29/1999	06/08/1999	R	3635	\$41.39	45	1836649
06/14/1999	USERCR	\$0.00	\$0.00	(\$0.48)							
06/30/1999	PAY	(\$41.19)	(\$41.19)	\$0.00							
07/13/1999	BILL	\$31.64	\$31.64	\$0.00	06/08/1999	07/13/1999	R	3666	\$31.16	31	1836649
08/02/1999	PAY	(\$31.16)	(\$31.16)	\$0.00							
08/10/1999	BILL	\$26.30	\$26.30	\$0.00	07/13/1999	08/10/1999	R	3690	\$26.30	24	1836649
08/30/1999	PAY	(\$26.30)	(\$26.30)	\$0.00							
09/09/1999	BILL	\$32.40	\$32.40	\$0.00	08/10/1999	09/09/1999	R	3722	\$32.40	32	1836649

Account # 8113967139 SA # 9961452419 Bill Cycle: 01 Rate Class GS Phone # 870106(215)
 Name: MILLBURN, JOHN Address: 1937 N 61ST ST/PHILA, PA
 Easyway Indicator CRP Status
 Pay Agreement Indicator N Blocker End Date: 20050831 Meter # 1836649
 Blocker Start Date: 20050721

Tran Date	Tran Type	Subent Amt	Total Amt	Adjst Amt	Segment Start Date	Segment End Date	Read Code	End Read	Current Balance	Usage	Meter #
10/06/1999	PAY	(\$32.40)	(\$32.40)	\$0.00							
10/07/1999	BILL	\$39.26	\$39.26	\$0.00	09/09/1999	10/07/1999	R	3763	\$39.26	41	1836649
11/08/1999	PAY	(\$39.26)	(\$39.26)	\$0.00							
11/08/1999	BILL	\$101.78	\$101.78	\$0.00	10/07/1999	11/08/1999	R	3896	\$101.78	123	1836649
12/06/1999	PAY	(\$101.78)	(\$101.78)	\$0.00							
12/08/1999	BILL	\$130.20	\$130.20	\$0.00	11/08/1999	12/08/1999	R	4045	\$130.20	159	1836649
01/04/2000	PAY	(\$130.20)	(\$130.20)	\$0.00							
01/12/2000	BILL	\$209.35	\$209.35	\$0.00	12/08/1999	01/12/2000	R	4303	\$209.35	258	1836649
02/07/2000	PAY	(\$100.00)	(\$100.00)	\$0.00							
02/11/2000	BILL	\$248.59	\$248.59	\$0.00	01/12/2000	02/11/2000	R	4615	\$248.59	312	1836649
03/07/2000	PAY	(\$100.00)	(\$100.00)	\$0.00							
03/14/2000	BILL	\$163.76	\$163.76	\$0.00	02/11/2000	03/14/2000	R	4817	\$163.76	202	1836649
04/03/2000	PAY	(\$300.00)	(\$300.00)	\$0.00							
04/12/2000	BILL	\$125.21	\$125.21	\$0.00	03/14/2000	04/12/2000	R	4969	\$125.21	192	1836649
05/08/2000	PAY	(\$100.00)	(\$100.00)	\$0.00							
05/10/2000	BILL	\$87.42	\$87.42	\$0.00	04/12/2000	05/10/2000	R	5072	\$87.42	103	1836649
06/07/2000	BILL	\$51.95	\$51.95	\$0.00	05/10/2000	06/07/2000	R	5129	\$51.95	57	1836649
06/07/2000	PAY	(\$50.00)	(\$50.00)	\$0.00							
07/05/2000	PAY	(\$49.00)	(\$49.00)	\$0.00							
07/11/2000	BILL	\$40.38	\$40.38	\$0.00	06/07/2000	07/11/2000	R	5171	\$40.38	42	1836649
08/03/2000	PAY	(\$99.00)	(\$99.00)	\$0.00							
08/09/2000	BILL	\$32.67	\$32.67	\$0.00	07/11/2000	08/09/2000	R	5203	\$32.67	32	1836649
09/01/2000	PAY	(\$99.00)	(\$99.00)	\$0.00							
09/08/2000	BILL	\$37.30	\$37.30	\$0.00	08/09/2000	09/08/2000	R	5241	\$37.30	38	1836649
10/04/2000	PAY	(\$99.00)	(\$99.00)	\$0.00							
10/10/2000	BILL	\$57.35	\$57.35	\$0.00	09/08/2000	10/10/2000	R	5305	\$57.35	64	1836649
11/08/2000	BILL	\$93.59	\$93.59	\$0.00	10/10/2000	11/08/2000	R	5416	\$93.59	111	1836649
11/09/2000	PAY	(\$99.00)	(\$99.00)	\$0.00							
12/01/2000	PAY	(\$99.00)	(\$99.00)	\$0.00							
12/08/2000	BILL	\$231.00	\$231.00	\$0.00	11/08/2000	12/08/2000	R	5669	\$231.00	253	1836649
01/02/2001	PAY	(\$120.00)	(\$120.00)	\$0.00							
01/10/2001	BILL	\$401.74	\$401.74	\$0.00	12/08/2000	01/10/2001	R	6040	\$401.74	371	1836649
02/02/2001	PAY	(\$142.00)	(\$142.00)	\$0.00							

Account # 8113967139 SA # 9961452419 Bill Cycle: 01 Rate Class GS Phone # 8770106(215)
 Name: MILLBURN, JOHN Address: 1937 N 61ST ST/PHILA,PA
 Pay Agreement Indicator N Easyway Indicator CRP Status
 Blocker Start Date: 20050721 Blocker End Date: 20050831 Meter # 1836649

Pay Date	Pay Type	Current Amt	Total Amt	Adjust Amt	Segment Start Date	Segment End Date	Read Code	End Read	Current Balance	Usage	Meter #
02/08/2001	BILL	\$346.22	\$346.22	\$0.00	01/10/2001	02/08/2001	R	6304	\$670.53	264	1836649
03/12/2001	BILL	\$367.81	\$367.81	\$0.00	02/08/2001	03/12/2001	R	6578	\$1,038.34	274	1836649
03/12/2001	BILL	\$365.52	\$365.52	\$0.00	02/08/2001	03/12/2001	R	6578	\$1,036.05	274	1836649
03/15/2001	CANB	(\$365.52)	(\$365.52)	\$0.00							
04/03/2001	PAY	(\$288.00)	(\$288.00)	\$0.00							
04/10/2001	BILL	\$267.19	\$267.19	\$0.00	03/12/2001	04/10/2001	R	6770	\$1,028.78	192	1836649
04/12/2001	LPC	\$11.25	\$11.25	\$11.25							
04/18/2001	LPCWVE	(\$11.25)	(\$11.25)	(\$11.25)							
05/10/2001	BILL	\$128.77	\$128.77	\$0.00	04/10/2001	05/10/2001	R	6858	\$1,146.30	88	1836649
06/01/2001	PAY	(\$292.00)	(\$292.00)	\$0.00							
06/11/2001	BILL	\$80.87	\$80.87	\$0.00	05/10/2001	06/11/2001	R	6910	\$935.17	52	1836649
07/10/2001	PAY	(\$146.00)	(\$146.00)	\$0.00							
07/12/2001	BILL	\$58.25	\$58.25	\$0.00	06/11/2001	07/12/2001	R	6945	\$847.42	35	1836649
07/30/2001	PAY	(\$146.00)	(\$146.00)	\$0.00							
08/10/2001	BILL	\$54.25	\$54.25	\$0.00	07/12/2001	08/10/2001	R	6977	\$755.67	32	1836649
08/20/2001	PAY	(\$701.42)	(\$701.42)	\$0.00							
09/11/2001	BILL	\$56.91	\$56.91	\$0.00	08/10/2001	09/11/2001	R	7011	\$111.16	34	1836649
10/11/2001	BILL	\$53.41	\$53.41	\$0.00	09/11/2001	10/11/2001	R	7049	\$164.57	38	1836649
10/31/2001	PAY	(\$64.00)	(\$64.00)	\$0.00							
11/08/2001	BILL	\$72.88	\$72.88	\$0.00	10/11/2001	11/08/2001	R	7103	\$173.45	54	1836649
12/06/2001	PAY	(\$145.00)	(\$145.00)	\$0.00							
12/10/2001	BILL	\$116.79	\$116.79	\$0.00	11/08/2001	12/10/2001	R	7201	\$146.24	98	1836649
01/10/2002	PAY	(\$125.00)	(\$125.00)	\$0.00							
01/10/2002	BILL	\$214.86	\$214.86	\$0.00	12/10/2001	01/10/2002	R	7403	\$236.10	202	1836649
02/07/2002	PAY	(\$125.00)	(\$125.00)	\$0.00							
02/09/2002	BILL	\$184.73	\$184.73	\$0.00	01/10/2002	02/08/2002	R	7575	\$295.83	172	1836649
03/11/2002	BILL	\$176.00	\$176.00	\$0.00	02/08/2002	03/11/2002	R	7747	\$273.02	172	1836649
03/11/2002	PAY	(\$200.00)	(\$200.00)	\$0.00							
03/13/2002	LPC	\$1.19	\$1.19	\$1.19							
04/05/2002	PAY	(\$100.00)	(\$100.00)	\$0.00							
04/10/2002	BILL	\$128.26	\$128.26	\$0.00	03/11/2002	04/10/2002	R	7882	\$303.44	135	1836649
04/12/2002	LPC	\$2.16	\$2.16	\$2.16							
05/07/2002	PAY	(\$200.00)	(\$200.00)	\$0.00							

Account # 8113867139 **SA # 9961452419** **Bill Cycle 01** **Rate Class. GS** **Phone # 8770106(215)**
Name: MILLBURN, JOHN **Address: 1937 N 61ST ST/PHILA,PA**
Pay Agreement Indicator. N **Easyway Indicator.** **CRF Status**
Blocker Start Date. 20050721 **Blocker End Date. 20050831** **Meter # 1836649**

Start Date	Tran Type	Current Amt	Total Amt	Adjust Amt	Segment1 Stat Date	Segment1 End Date	Read Code	Read	Current Balance	Usage	Meter #
05/09/2002	BILL	\$69.60	\$69.60	\$0.00	04/10/2002	05/09/2002	R	7944	\$174.33	62	1836649
05/11/2002	LPC	\$1.29	\$1.29	\$1.29							
06/07/2002	PAY	(\$100.00)	(\$100.00)	\$0.00							
06/10/2002	BILL	\$58.82	\$58.82	\$0.00	05/09/2002	06/10/2002	R	7993	\$134.07	49	1836649
06/12/2002	LPC	\$0.92	\$0.92	\$0.92							
07/08/2002	PAY	(\$75.00)	(\$75.00)	\$0.00							
07/10/2002	BILL	\$43.27	\$43.27	\$0.00	06/10/2002	07/10/2002	R	8024	\$103.07	31	1836649
07/12/2002	LPC	\$0.73	\$0.73	\$0.73							
08/08/2002	BILL	\$43.27	\$43.27	\$0.00	07/10/2002	08/08/2002	R	8055	\$97.00	31	1836649
08/09/2002	PAY	(\$50.00)	(\$50.00)	\$0.00							
08/10/2002	LPC	\$0.66	\$0.66	\$0.66							
09/03/2002	PAY	(\$75.00)	(\$75.00)	\$0.00							
09/09/2002	BILL	\$52.84	\$52.84	\$0.00	08/08/2002	09/09/2002	R	8095	\$75.11	40	1836649
09/11/2002	LPC	\$0.27	\$0.27	\$0.27							
10/02/2002	PAY	(\$75.11)	(\$75.11)	\$0.00							
10/08/2002	BILL	\$50.91	\$50.91	\$0.00	09/09/2002	10/08/2002	R	8132	\$50.91	37	1836649
11/04/2002	PAY	(\$50.91)	(\$50.91)	\$0.00							
11/07/2002	BILL	\$124.53	\$124.53	\$0.00	10/08/2002	11/07/2002	R	8239	\$124.53	107	1836649
12/05/2002	PAY	(\$124.53)	(\$124.53)	\$0.00							
12/10/2002	BILL	\$224.41	\$224.41	\$0.00	11/07/2002	12/10/2002	R	8445	\$224.41	206	1836649
01/08/2003	PAY	(\$110.00)	(\$110.00)	\$0.00							
01/10/2003	BILL	\$280.53	\$280.53	\$0.00	12/10/2002	01/10/2003	R	8679	\$396.37	234	1836649
01/14/2003	LPC	\$1.43	\$1.43	\$1.43							
02/10/2003	BILL	\$384.77	\$384.77	\$0.00	01/10/2003	02/10/2003	R	9030	\$583.59	351	1836649
02/11/2003	PAY	(\$200.00)	(\$200.00)	\$0.00							
02/12/2003	LPC	\$2.45	\$2.45	\$2.45							
03/10/2003	PAY	(\$200.00)	(\$200.00)	\$0.00							
03/12/2003	BILL	\$337.08	\$337.08	\$0.00	02/10/2003	03/12/2003	R	9337	\$726.42	307	1836649
03/14/2003	LPC	\$5.75	\$5.75	\$5.75							
04/09/2003	PAY	(\$600.00)	(\$600.00)	\$0.00							
04/10/2003	BILL	\$205.13	\$205.13	\$0.00	03/12/2003	04/10/2003	R	9495	\$333.13	158	1836649
04/12/2003	LPC	\$1.58	\$1.58	\$1.58							
05/12/2003	PAY	(\$100.00)	(\$100.00)	\$0.00							

Account # 8113967139 SA # 9961452419 Bill Cycle: 01 Rate Class GS Phone # 8770106(215)
 Name: MILLBURN, JOHN Address: 1937 N 61ST ST/PHILA, PA
 Pay Agreement Indicator: N Easyway Indicator: CRP Status:
 Blocker Start Date: 20050721 Blocker End Date: 20050831 Meter # 1836649

Start Date	Tran Type	Current Amt	Old Amt	Adjust Amt	Segment Start Date	Segment End Date	Read Code	End Read	Current Balance	Usage	Meter #
05/12/2003	BILL	\$118.74	\$118.74	\$0.00	04/10/2003	05/12/2003	R	9577	\$354.78	82	1836649
05/14/2003	LPC	\$2.91	\$2.91	\$2.91							
06/10/2003	BILL	\$91.25	\$91.25	\$0.00	05/12/2003	06/10/2003	R	9639	\$349.21	62	1836649
06/10/2003	PAY	(\$100.00)	(\$100.00)	\$0.00							
06/12/2003	LPC	\$3.18	\$3.18	\$3.18							
07/09/2003	PAY	(\$100.00)	(\$100.00)	\$0.00							
07/10/2003	BILL	\$70.28	\$70.28	\$0.00	06/10/2003	07/10/2003	R	9683	\$322.60	44	1836649
07/12/2003	LPC	\$3.11	\$3.11	\$3.11							
08/08/2003	BILL	\$67.64	\$67.64	\$0.00	07/10/2003	08/08/2003	R	9725	\$395.03	42	1836649
08/12/2003	LPC	\$4.79	\$4.79	\$4.79							
08/18/2003	PAY	(\$100.00)	(\$100.00)	\$0.00							
09/09/2003	PAY	(\$100.00)	(\$100.00)	\$0.00							
09/10/2003	BILL	\$62.53	\$62.53	\$0.00	08/08/2003	09/10/2003	R	9763	\$260.48	38	1836649
09/12/2003	LPC	\$2.92	\$2.92	\$2.92							
10/06/2003	PAY	(\$200.00)	(\$200.00)	\$0.00							
10/09/2003	BILL	\$45.51	\$45.51	\$0.00	09/10/2003	10/09/2003	R	9788	\$106.89	25	1836649
10/11/2003	LPC	\$0.90	\$0.90	\$0.90							
11/06/2003	PAY	(\$100.00)	(\$100.00)	\$0.00							
11/07/2003	BILL	\$68.30	\$68.30	\$0.00	10/09/2003	11/07/2003	R	9830	\$75.29	42	1836649
11/11/2003	LPC	\$0.10	\$0.10	\$0.10							
12/09/2003	PAY	(\$75.29)	(\$75.29)	\$0.00							
12/10/2003	BILL	\$261.95	\$261.95	\$0.00	11/07/2003	12/10/2003	R	20	\$261.95	190	1836649
01/12/2004	BILL	\$379.60	\$379.60	\$0.00	12/10/2003	01/12/2004	R	299	\$543.97	279	1836649
01/12/2004	PAY	(\$100.00)	(\$100.00)	\$0.00							
01/14/2004	LPC	\$2.42	\$2.42	\$2.42							
02/09/2004	PAY	(\$100.00)	(\$100.00)	\$0.00							
02/10/2004	BILL	\$458.74	\$458.74	\$0.00	01/12/2004	02/10/2004	R	657	\$909.36	358	1836649
02/12/2004	LPC	\$6.65	\$6.65	\$6.65							
03/09/2004	PAY	(\$100.00)	(\$100.00)	\$0.00							
03/11/2004	BILL	\$279.99	\$279.99	\$0.00	02/10/2004	03/11/2004	R	855	\$1,101.49	198	1836649
03/14/2004	LPC	\$12.14	\$12.14	\$12.14							
04/12/2004	BILL	\$244.46	\$244.46	\$0.00	03/11/2004	04/12/2004	R	1033	\$1,362.29	178	1836649
04/14/2004	LPC	\$15.34	\$15.34	\$15.34							

Account # 8113967139 SA # 9961452419 Bill Cycle: 01 Rate Class: GS Phone # 8770106(215)
 Name: MILLBURN, JOHN Address: 1937 N 61ST ST PHILA, PA
 Pay Agreement Indicator: N Easyway Indicator: CRF Status: Meter #: 1836649
 Blocker Start Date: 20050721 Blocker End Date: 20050831

Start Date	Trans Type	Current Amt	Total Amt	Adjust Amt	Start Date	Segment	Read Code	End Read	Current Balance	Usage	Meter #
05/11/2004	BILL	\$70.94	\$70.94	\$0.00	04/12/2004		R	1077	\$1,453.23	44	1836649
05/13/2004	LPC	\$20.00	\$20.00	\$20.00							
05/20/2004	XFER	(\$1,453.23)	(\$1,453.23)	(\$1,453.23)							
06/10/2004	BILL	\$43.14	\$43.14	\$0.00	05/11/2004		R	1100	\$43.14	23	1836649
07/12/2004	BILL	\$45.51	\$45.51	\$0.00	06/10/2004		R	1124	\$89.29	24	1836649
07/14/2004	LPC	\$0.64	\$0.64	\$0.64							
08/10/2004	BILL	\$44.11	\$44.11	\$0.00	07/12/2004		R	1147	\$134.72	23	1836649
08/12/2004	LPC	\$1.32	\$1.32	\$1.32							
09/10/2004	BILL	\$45.61	\$45.61	\$0.00	08/10/2004		R	1171	\$182.32	24	1836649
09/14/2004	LPC	\$1.99	\$1.99	\$1.99							
10/11/2004	BILL	\$47.28	\$47.28	\$0.00	09/10/2004		R	1196	\$232.27	25	1836649
10/13/2004	LPC	\$2.67	\$2.67	\$2.67							
11/09/2004	BILL	\$69.21	\$69.21	\$0.00	10/11/2004		R	1237	\$304.85	41	1836649
11/11/2004	LPC	\$3.38	\$3.38	\$3.38							
12/09/2004	BILL	\$164.18	\$164.18	\$0.00	11/09/2004		R	1339	\$473.46	102	1836649
12/10/2004	LPC	\$4.42	\$4.42	\$4.42							
01/11/2005	BILL	\$333.47	\$333.47	\$0.00	12/09/2004		R	1539	\$813.81	200	1836649
01/12/2005	LPC	\$6.88	\$6.88	\$6.88							
02/09/2005	BILL	\$459.98	\$459.98	\$0.00	01/11/2005		R	1828	\$1,285.87	289	1836649
02/11/2005	LPC	\$11.88	\$11.88	\$11.88							
03/10/2005	BILL	\$386.39	\$386.39	\$0.00	02/09/2005		R	2082	\$1,690.84	254	1836649
03/11/2005	LPC	\$18.78	\$18.78	\$18.78							
04/11/2005	BILL	\$220.54	\$220.54	\$0.00	03/10/2005		R	2232	\$1,935.96	150	1836649
04/12/2005	LPC	\$24.58	\$24.58	\$24.58							
04/27/2005	XFER	\$1,453.23	\$1,453.23	\$1,453.23							
04/27/2005	LPCWVE	(\$76.54)	(\$76.54)	(\$76.54)							
05/10/2005	BILL	\$108.70	\$108.70	\$0.00	04/11/2005		R	2303	\$0.00	71	1836649
05/10/2005	BILL	\$108.70	\$108.70	\$0.00	04/11/2005		R	2303	\$3,421.35	71	1836649
06/06/2005	XFER	(\$3,421.35)	(\$3,421.35)	(\$3,421.35)							
07/01/2005	CANB	(\$108.70)	(\$108.70)	\$0.00							
07/01/2005	AUTOCN	\$0.00	\$0.00	(\$108.70)							

EXHIBIT B

RECEIVED

AUG 22 2005

PA PUBLIC UTILITY COMMISSION
SECRETARY'S BUREAU

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

Date: 4/25/2005

JOHN MILBOURNE
1937 N 61ST ST
PHILADELPHIA PA 19151
V.

S.T. No: 1662162

Acct. No: 8113967139

PHILADELPHIA GAS WORKS

You contacted the Public Utility Commission asking for help in preventing the termination of your utility service. The Residential Termination Unit looked into your records with the company and decided that:

- Your total account balance is \$3389.19. This balance does not include any payments or bills sent out on or after 4/25/2005.
- **YOU MUST PAY ALL BILLS THAT ARE DUE BEFORE THE DUE DATE OF THIS DECISION.**
- Beginning JUNE 2005 you must pay the company a special budget amount of \$217.00 per month. This amount may change depending on any change in the amount of service you use.
- This special budget amount includes a regular budget amount of \$161.00 per month, which is based on your monthly usage, plus \$56.00 that will be paid toward the account balance.
- 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 if you do not keep this agreement.
- The Company has special programs that may help you to pay your bill. If you do qualify for these programs, the Company may lower your monthly bill. If the Company enrolls you in a special program, they will tell you the new amount you need to pay each month. You should pay that amount instead of the amount in this decision.

You are advised to contact the Department of Public Welfare and other available social agencies for financial energy assistance.

Your dispute has been reviewed. The bills are correct as rendered. You are responsible for the balance owed to the company.

08/17/2005

LISA JENKINS
Investigator

08/17/2005

EXHIBIT C

RECEIVED

AUG 22 2005

PA PUBLIC UTILITY COMMISSION
SECRETARY'S BUREAU

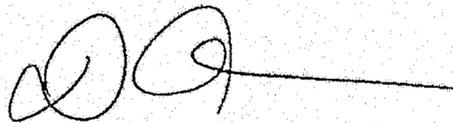
Heat & Domestic

DATES		METER READINGS		NUMBER OF DAYS	USAGE IN CCF*	DOMESTIC USAGE CCF*	HEAT USAGE	NUMBER DEG.DAYS**	C.F.D.D.***
FROM	TO	FROM	TO						
01/10/2001	01/10/2002	6040	7403	365	1363	365	998	3833	26.0
01/10/2002	01/10/2003	7403	8679	365	1276	365	911	4952	18.4
01/10/2003	01/12/2004	8679	10299	367	1620	367	1253	4967	25.2
01/12/2004	01/11/2005	299	1539	365	1240	365	875	4503	19.4
01/10/2001	01/11/2005	6040	11539	1462	5499	1462	4037	17355	23.3
* CCF = hundred Cubic feet ** DEGREE DAYS AN INDEX OF ENERGY CONSUMPTION FOR HEATING. IT INDICATES THE NUMBER OF DEGREES THE AVERAGE TEMPERATURE DROPS BELOW 65' F. ***CFDD EQUALS CUBIC FEET OF GAS USED PER DEGREE DAY									

VERIFICATION

I, Denise Adamucci, 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: August 22, 2005

A handwritten signature in black ink, consisting of several loops and a long horizontal line extending to the right.

Denise Adamucci, Esquire

CERTIFICATE OF SERVICE

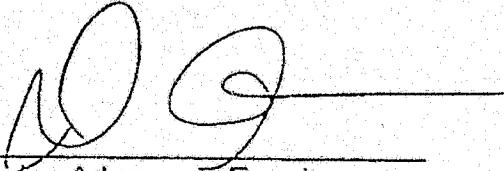
I HEREBY CERTIFY THAT I HAVE THIS DAY SERVED A TRUE COPY
OF THE FOREGOING DOCUMENT UPON THE PARTICIPANTS LISTED
BELOW, IN ACCORDANCE WITH THE REQUIREMENTS OF §1.54
(RELATING TO SERVICE BY A PARTICIPANT).

Service List:

For Complainant:

*Catherine Patterson
John Milbourne
1937 N. 61st Street
Philadelphia, PA 19151*

August 22, 2005


Denise Adamucci, Esquire
Philadelphia Gas Works
800 W. Montgomery Avenue
Philadelphia, PA 19122
(215) 684-6745

RECEIVED
AUG 22 2005
PA PUBLIC UTILITY COMMISSION
SECRETARY'S BUREAU