

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: 07/19/04
8. DOCKET NO: Z-01645796	:	9. EFFECTIVE DATE: 00/00/00

PARTY/COMPLAINANT: WADE, MARGARET

RESPONDENT/APPLICANT: PHILADELPHIA GAS WORKS

COMP/APP COUNTY:

UTILITY CODE: 125042

ALLEGATION OR SUBJECT

COMPLAINANT STATES SHE TOLD PGW THAT SHE CAN NOT PAY THAT LARGE AMOUNT OF \$293 FOR THE NEXT FOUR MONTHS. SHE WANTS THE PUC TO MAKE A BETTER ARRANGEMENT LESS THAN \$293 A MONTH.

DOCUMENT  
 FOLDER  
**DOCKETED**  
 JUL 22 2004

ORIGINAL

ST1645796  
August 2, 2004

Pennsylvania Public Utility Commission

Formal Complaint Form

Please Print.

Z-01645796

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

Name Margaret Wade

Street/P.O.Box 5413 Montgomery Ave Apt #

City Phila. State PA Zip 19131

Area Code/HOME Phone 215 879-1411 Area Code/WORK Phone 215 662-3876

Utility Account Number 7114584523

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)

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).

My complaint is that I told them that I can not pay that large amount of \$293.00 for the next 4 months I able to pay much better because of other bills I have I also give them \$1750.00 down which was trouble for me. Thank you

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

To make a better money arrangement less than  
\$293.00 a month that not asking for more  
I do want to pay my bill

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.*

Margaret G. Wible  
Signature

7/15/04  
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 6/23/2004. 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.)

MARGARET WADE  
5413 W MONTGOMERY AVE  
PHILADELPHIA PA 19131 - 3105

215 879-1411  
(Area Code) Telephone Number

Margaret Wade  
Signature

Mail this completed form to:

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

ST Number:	1645796	Date of mailing:	6/23/2004
Company:	PHILADELPHIA GAS WORKS		

*Due July 12, 2004  
of \$298.00*

REVISED 12/97

**RECEIVED**

JUL - 7 2004

PA PUBLIC UTILITY COMMISSION  
SECRETARY'S BUREAU

50



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

Due Back  
August 2, 2004

IN REPLY PLEASE  
REFER TO OUR FILE

July 13, 2004

ST1645796

MARGARET WADE  
5413 W MONTGOMERY AVE  
PHILADELPHIA PA 19131-3105

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 August 2, 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:

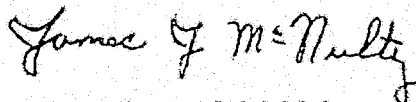
Office of Administrative Law Judge  
Public Utility Commission  
P.O. Box 3265  
Harrisburg, PA 17105-3265

**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

DATE SERVED: JULY 23, 2004

DOCUMENT  
FOLDER

MARGARET WADE  
Complainant

VS.

PHILADELPHIA GAS WORKS  
Respondent

Complaint Docket  
No: Z-01645796

**DOCKETED**  
JUL 22 2004

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FORMAL COMPLAINT NOTICE TO RESPONDENT TO ANSWER OR SATISFY

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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,

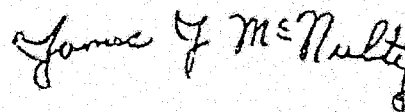
1. You have twenty (20) days from the date on which this complaint is served to either satisfy this complaint or to file with the Secretary of the Pennsylvania Public Utility Commission, P. O. Box 3265, Harrisburg, PA 17105-3265, an answer (original and three copies), in writing, under oath, which, as 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 23, 2004

Z-01645796

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 MARGARET WADE. 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

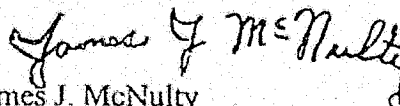
JULY 23, 2004

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

jih

**Philadelphia Gas Works**  
Legal Department



800 W. Montgomery Avenue, Philadelphia, PA 19122  
Fax: (215) 684-6798

**ORIGINAL**

Laureto A. Farinas, Esq.  
Senior Attorney  
Legal Department  
Direct Dial: 215-684-6982  
FAX: 215-684-6798  
E-mail: laureto.farinas@pgworks.com

September 7, 2004

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

RE: Margaret Wade v. PGW, Docket No. Z-01645796

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 contact me at my direct-dial number above. Thank you for your assistance.

Sincerely,

RECEIVED

SEP - 7 2004

PA PUBLIC UTILITY COMMISSION  
SECRETARY'S BUILDING

Enclosures

cc: Margaret Wade  
Jack Irizarry

DOCUMENT  
FOLDER

109

BEFORE THE  
PENNSYLVANIA PUBLIC UTILITY COMMISSION

**ORIGINAL**

Margaret Wade

v.

Philadelphia Gas Works

Docket No. Z - 01645796

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 her billing and all other averments in Paragraph 3 that are conclusions.

PGW records show that the Complainant's service account has been active since January 1999.

PGW has an automated meter reading device installed at the property and all bills are based on actual reads. A listing of the Complainant billings and payments is attached hereto as Exhibit "A."

A decision of the Bureau of Consumer Services ("BCS"), dated July 2, 2004, found that the billing was correct and provided relief to the Complainant in the form of a payment arrangement consisting of the payment of a monthly budget bill of \$184.00 plus \$100.00 per month on the arrears.

The Complainant's monthly budget bill is based on her actual consumption. Setting this amount lower could cause her outstanding arrears to increase.

Based on the information reported to PGW, the Complainant does not qualify for PGW's low-income assistance program, the Customer Responsibility Program ("CRP").

DOCUMENT  
FOLDER

**DOCKETED**  
SEP 10 2004

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SEP -- 7 2004  
PA PUBLIC UTILITY COMMISSION  
SECRETARY'S OFFICE

PGW has no other knowledge of the Complainant's ability to pay her bill. Strict proof thereof is demanded at a hearing in this matter.

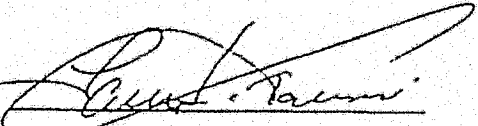
The Complainant's current balance of \$773.62 represents gas service to September 5, 2004.

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 affirm the decision of the BCS in this matter.

Respectfully submitted,

September 7, 2004



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

# EXHIBIT A

RECEIVED

SEP - 7 2004

PA PUBLIC UTILITY COMMISSION  
SECRETARY'S BUREAU

**BILLS FROM 01/01/1996 TO 09/05/2004**

Account # 7114584523

Customer Name: WADE, MARGARET L

Customer Address: 5413 W MONTGOMERY AVE/PHILA, PA

Bill Cycle: 10

**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
9961459438	1946053	07/14/2004	08/12/2004	09/08/2004	9376	9384	8	Regular	\$23.16	No	No	\$0.00	0	\$0.00	29
9961459438	1946053	06/14/2004	07/14/2004	08/10/2004	9367	9376	9	Regular	\$24.56	No	No	\$0.00	2	\$192.00	30
9961459438	1946053	05/13/2004	06/14/2004	07/12/2004	9357	9367	10	Regular	\$25.59	No	No	\$0.00	1	\$192.00	32
9961459438	1946053	04/14/2004	05/13/2004	06/09/2004	9307	9357	50	Regular	\$89.14	No	No	\$0.00	0	\$0.00	29
9961459438	1946053	03/15/2004	04/14/2004	05/11/2004	9110	9307	197	Regular	\$267.91	No	No	\$0.00	0	\$0.00	30
9961459438	1946053	02/12/2004	03/15/2004	04/12/2004	8887	9110	223	Regular	\$314.83	No	No	\$0.00	2	\$230.00	32
9961459438	1946053	01/14/2004	02/12/2004	03/10/2004	8533	8887	354	Regular	\$453.46	No	No	\$0.00	1	\$186.00	29
9961459438	1946053	12/12/2003	01/14/2004	02/11/2004	8274	8533	259	Regular	\$351.48	No	No	\$0.00	0	\$0.00	33
9961459438	1946053	11/12/2003	12/12/2003	01/13/2004	8043	8274	231	Regular	\$317.77	No	No	\$0.00	12	\$214.00	30
9961459438	1946053	10/13/2003	11/12/2003	12/10/2003	7933	8043	110	Regular	\$162.93	No	No	\$0.00	11	\$214.00	30
9961459438	1946053	09/12/2003	10/13/2003	11/07/2003	7903	7933	30	Regular	\$51.61	No	No	\$0.00	10	\$214.00	31
9961459438	1946053	08/12/2003	09/12/2003	10/09/2003	7892	7903	11	Regular	\$26.64	No	No	\$0.00	9	\$170.00	31
9961459438	1946053	07/14/2003	08/12/2003	09/09/2003	7883	7892	9	Regular	\$23.92	No	No	\$0.00	8	\$170.00	29
9961459438	1946053	06/12/2003	07/14/2003	08/08/2003	7872	7883	11	Regular	\$26.56	No	No	\$0.00	7	\$170.00	32
9961459438	1946053	05/14/2003	06/12/2003	07/09/2003	7788	7872	84	Regular	\$119.78	No	No	\$0.00	6	\$170.00	29
9961459438	1946053	04/14/2003	05/14/2003	06/11/2003	7691	7788	97	Regular	\$140.75	No	No	\$0.00	5	\$229.00	30
9961459438	1946053	03/14/2003	04/14/2003	05/12/2003	7487	7691	204	Regular	\$267.57	No	No	\$0.00	4	\$130.00	31
9961459438	1946053	02/12/2003	03/14/2003	04/10/2003	7156	7487	331	Regular	\$361.44	No	No	\$0.00	3	\$130.00	30
9961459438	1946053	01/14/2003	02/12/2003	03/12/2003	6803	7156	353	Regular	\$384.16	No	No	\$0.00	2	\$130.00	29
9961459438	1946053	12/12/2002	01/14/2003	02/11/2003	6494	6803	309	Regular	\$365.25	No	No	\$0.00	1	\$130.00	33
9961459438	1946053	11/12/2002	12/12/2002	01/10/2003	6243	6494	251	Regular	\$264.72	No	No	\$0.00	12	\$110.00	30
9961459438	1946053	10/10/2002	11/12/2002	12/10/2002	6068	6243	175	Regular	\$196.04	No	No	\$0.00	11	\$110.00	33
9961459438	1946053	09/11/2002	10/10/2002	11/05/2002	6055	6068	3	Regular	\$15.15	No	No	\$0.00	10	\$110.00	29
9961459438	1946053	08/12/2002	09/11/2002	10/08/2002	6063	6055	2	Regular	\$14.05	No	No	\$0.00	9	\$110.00	30
9961459438	1946053	07/12/2002	08/12/2002	09/09/2002	6062	6063	1	Regular	\$13.01	No	No	\$0.00	8	\$169.00	31
9961459438	1946053	06/12/2002	07/12/2002	08/08/2002	6056	6062	6	Regular	\$18.06	No	No	\$0.00	7	\$169.00	30
9961459438	1946053	05/13/2002	06/12/2002	07/10/2002	6019	6056	37	Regular	\$47.61	No	No	\$0.00	6	\$169.00	30
9961459438	1946053	04/12/2002	05/13/2002	06/10/2002	5931	6019	88	Regular	\$93.96	No	No	\$0.00	5	\$169.00	31
9961459438	1946053	03/13/2002	04/12/2002	05/09/2002	5728	5931	203	Regular	\$186.82	No	No	\$0.00	4	\$169.00	30
9961459438	1946053	02/12/2002	03/13/2002	04/10/2002	5490	5728	238	Regular	\$235.75	No	No	\$0.00	3	\$169.00	29

**BILLS FROM 01/01/1996 TO 09/05/2004**

Account # 7114584523	Customer Name: WADE, MARGARET L
Customer Address: 5413 W MONTGOMERY AVE/PHILA, PA	Bill Cycle: 10

**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
9961459438	1946053	01/14/2002	02/12/2002	03/12/2002	5236	5490	254	Regular	\$267.08	No	No	\$0.00	2	\$169.00	29
9961459438	1946053	12/12/2001	01/14/2002	02/11/2002	4908	5236	328	Regular	\$341.40	No	No	\$0.00	1	\$169.00	33
9961459438	1946053	11/13/2001	12/12/2001	01/11/2002	4758	4908	150	Regular	\$173.56	No	No	\$0.00	12	\$217.00	29
9961459438	1946053	10/15/2001	11/13/2001	12/11/2001	4630	4758	128	Regular	\$156.44	No	No	\$0.00	11	\$217.00	29
9961459438	1946053	09/13/2001	10/15/2001	11/09/2001	4583	4630	47	Regular	\$63.77	No	No	\$0.00	10	\$217.00	32
9961459438	1946053	08/14/2001	09/13/2001	10/10/2001	4582	4583	1	Regular	\$12.89	No	No	\$0.00	9	\$217.00	30
9961459438	1946053	07/16/2001	08/14/2001	09/11/2001	4581	4582	1	Regular	\$12.99	No	No	\$0.00	8	\$308.00	29
9961459438	1946053	06/13/2001	07/16/2001	08/10/2001	4572	4581	9	Regular	\$23.64	No	No	\$0.00	7	\$308.00	33
9961459438	1946053	05/14/2001	06/13/2001	07/11/2001	4552	4572	20	Regular	\$38.28	No	No	\$0.00	6	\$308.00	30
9961459438	1946053	04/12/2001	05/14/2001	06/11/2001	4491	4552	61	Regular	\$92.84	No	No	\$0.00	5	\$308.00	32
9961459438	1946053	03/14/2001	04/12/2001	05/10/2001	4289	4491	202	Regular	\$280.50	No	No	\$0.00	4	\$173.00	29
9961459438	1946053	02/12/2001	03/14/2001	04/10/2001	4001	4289	288	Regular	\$387.31	No	No	\$0.00	3	\$173.00	30
9961459438	1946053	01/12/2001	02/12/2001	03/12/2001	3693	4001	308	Regular	\$402.59	No	No	\$0.00	2	\$168.00	31
9961459438	1946053	12/12/2000	01/12/2001	02/09/2001	3306	3693	387	Regular	\$428.99	No	No	\$0.00	1	\$168.00	31
9961459438	1946053	11/10/2000	12/12/2000	01/11/2001	2977	3306	329	Regular	\$303.72	No	No	\$0.00	11	\$122.00	32
9961459438	1946053	10/12/2000	11/10/2000	12/08/2000	2851	2977	126	Regular	\$105.16	No	No	\$0.00	10	\$100.00	29
9961459438	1946053	09/12/2000	10/12/2000	11/07/2000	2790	2851	61	Regular	\$55.04	No	No	\$0.00	9	\$100.00	30
9961459438	1946053	08/11/2000	09/12/2000	10/06/2000	2784	2790	6	Regular	\$12.63	No	No	\$0.00	8	\$100.00	32
9961459438	1946053	07/13/2000	08/11/2000	09/07/2000	2778	2784	6	Regular	\$12.63	No	No	\$0.00	7	\$100.00	29
9961459438	1946053	06/09/2000	07/13/2000	08/09/2000	2764	2778	14	Regular	\$18.80	No	No	\$0.00	6	\$100.00	34
9961459438	1946053	05/12/2000	06/09/2000	07/10/2000	2737	2764	27	Regular	\$28.83	No	No	\$0.00	5	\$100.00	28
9961459438	1946053	04/13/2000	05/12/2000	06/09/2000	2644	2737	93	Regular	\$79.71	No	No	\$0.00	4	\$100.00	29
9961459438	1946053	03/17/2000	04/13/2000	05/11/2000	2461	2644	163	Regular	\$133.69	No	No	\$0.00	3	\$100.00	27
9961459438	1946053	02/15/2000	03/17/2000	04/11/2000	2265	2461	216	Regular	\$174.56	No	No	\$0.00	2	\$100.00	31
9961459438	1946053	01/18/2000	02/15/2000	03/14/2000	1873	2265	392	Regular	\$310.28	No	No	\$0.00	1	\$100.00	28
9961459438	1946053	12/10/1999	01/18/2000	02/11/2000	1460	1873	413	Regular	\$329.62	No	No	\$0.00	0	\$0.00	39
9961459438	1946053	11/09/1999	12/10/1999	01/12/2000	1201	1460	259	Regular	\$207.38	No	No	\$0.00	0	\$0.00	31
9961459438	1946053	10/13/1999	11/09/1999	12/08/1999	984	1201	217	Regular	\$173.45	No	No	\$0.00	0	\$0.00	27
9961459438	1946053	09/13/1999	10/13/1999	11/09/1999	977	984	7	System Estimate	\$13.34	No	No	\$0.00	0	\$0.00	30
9961459438	1946053	08/11/1999	09/13/1999	10/13/1999	972	977	5	Regular	\$11.82	No	No	\$0.00	0	\$0.00	33
9961459438	1946053	07/15/1999	08/11/1999	09/13/1999	968	972	4	Regular	\$11.05	No	No	\$0.00	0	\$0.00	27

BILLS FROM 01/01/1996 TO 09/05/2004

Account #: 7114584523	Customer Name: WADE, MARGARET L
Customer Address: 5413 W MONTGOMERY AVE/PHILA, PA	Bill Cycle: 10

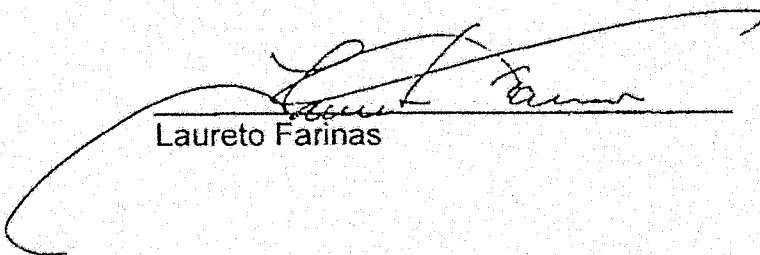
**BILLS**

Service Agreement	Meter #	Bill Start Date	Bill End Date	Bill Due Date	Meter Read Start	Meter Read End	Usage (CCF)	Read Code	Bill Amount	Cancelled	Closing Bill	CRP Monthly Amount	Easyway Current Month	Easyway Curr Amt	Days
9961459438	1946053	06/10/1999	07/15/1999	08/12/1999	953	968	15	Regular	\$19.44	No	No	\$0.00	0	\$0.00	35
9961459438	1946053	05/03/1999	06/10/1999	07/12/1999	924	953	29	Regular	\$28.22	No	No	\$0.00	0	\$0.00	39
9961459438	1946053	04/06/1999	05/03/1999	06/05/1999	774	924	150	Regular	\$125.97	No	No	\$0.00	0	\$0.00	28
9961459438	1946053	03/09/1999	04/06/1999	05/02/1999	581	774	193	Regular	\$160.94	No	No	\$0.00	0	\$0.00	29
9961459438	1946053	02/12/1999	03/09/1999	04/05/1999	346	581	235	Regular	\$195.09	No	No	\$0.00	0	\$0.00	26
9961459438	1946053	01/07/1999	02/12/1999	03/09/1999	0	346	346	Regular	\$290.13	No	No	\$0.00	0	\$0.00	37

VERIFICATION

I, Laureto 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: September 7, 2004



Laureto Farinas

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:

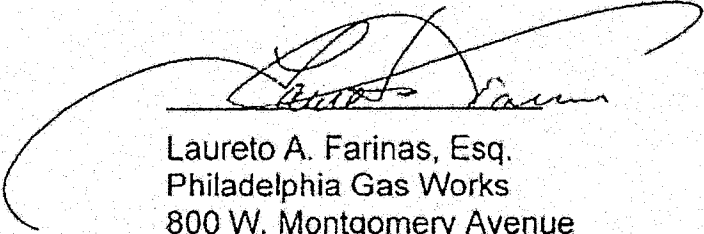
Margaret Wade  
5413 W Montgomery Avenue  
Philadelphia, PA 19131

RECEIVED

SEP - 7 2004

PA PUBLIC UTILITY COMMISSION  
SECRETARY'S BUREAU

September 7, 2004



Laureto A. Farinas, 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-01645796

(SEE ATTACHED LIST)

Margaret Wade 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: Thursday, December 16, 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 21 2004

DOCUMENT  
FOLDER

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

Margaret Wade 215-879-1411  
Laureto A. Farinas, Esquire 215-684-6982

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