

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: 05/25/05
8. DOCKET NO: Z-01649458	:	9. EFFECTIVE DATE: 00/00/00

PARTY/COMPLAINANT: KEYS, LUCILLE FOR JOSEPH KEYS (DECEASED)

RESPONDENT/APPLICANT: PHILADELPHIA GAS WORKS

COMP/APP COUNTY: PHILADELPHIA UTILITY CODE: 125042

ALLEGATION OR SUBJECT

COMPLAINANT STATES SHE WANTS THE PUC TO ADJUST ALL THE OVER CHARGES & ADDIT. FEES TO HER BILL & CREDIT HER ACCOUNT. SHE STATES WHEN SHE WAS ON A AGREEMENT AND WAS A COUPLE DAYS LATE THEY TOOK HER OFF THE AGREEMENT. SHE STATES THIS ACCOUNT IS IN HER HUSBANDS NAME AND HE IS DECEASED SO SHE WOULD LIKE A ACCOUNT TO NOW BE SET UP IN HER NAME.

**DOCKETED**  
JUL 13 2005

DOCUMENT  
FOLDER

Z-01649458

Must be returned by MAY 31, 2005

PENNSYLVANIA PUBLIC UTILITY COMMISSION

RECEIVED

Formal Complaint Form

Please print or type.

MAY 25 2005

1. CUSTOMER NAME (COMPLAINANT)

PA PUBLIC UTILITY COMMISSION  
SECRETARY'S BUREAU

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

Name Luelle Keys (Joseph Keys) (Deceased) <sup>My name - (wife)</sup> <sup>Gas Bill is in his name</sup>

Street/P.O. Box 4641 "C" Street ~~Appt~~

City Philadelphia State Penna Zip 19120

County Philadelphia

Area Code/HOME Phone (215) 457-0266

Area Code/WORK Phone (215) 504-9585

Utility Account Number 2116830188 -  
(from your bill)

DOCKETED  
JUL 13 2005

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

Name No

Street/P.O. Box \_\_\_\_\_

City \_\_\_\_\_ State \_\_\_\_\_ Zip \_\_\_\_\_

DOCUMENT  
FILED

2. UTILITY NAME (RESPONDENT)

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

Commodity charge  
Distribution Charge are both on Gas Bill. I am being charged twice for my usage. I have the temperature on 68-70. No more than 70. In 1999 - I paid my gas bill off my old account # was 073/09/1210/150. PAW EZ Reader Van-read Meters. I'm sending my husbands Death Cert.

84

TYPE OF UTILITY (check one)

- |                                                              |                                                                             |
|--------------------------------------------------------------|-----------------------------------------------------------------------------|
| <input type="checkbox"/> ELECTRIC                            | <input type="checkbox"/> STEAM HEAT                                         |
| <input checked="" type="checkbox"/> GAS                      | <input type="checkbox"/> WASTE WATER                                        |
| <input type="checkbox"/> WATER                               | <input type="checkbox"/> MOTOR CARRIER<br>(taxi, moving company, limousine) |
| <input type="checkbox"/> TELEPHONE<br>(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.  
(explain)

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.

Commodity Charge & Distribution Charge are both on Gas Bill. I am being charged twice for gas usage. I keep the temperature on 68°-70°. No more than 70°. House is insulated. In 1999 - I paid my gas bill off. My old account # was 073091210150, then they gave me a new account # P & W EZ Rider Van - reads Meters. At First Bills were coming in \$135.00 monthly in Winter then they were putting (2) charges a month on Bills. My husband's Death cert. is enclosed.

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

I want the Public Utility Commission to Adjust all the over charges & Additional Fees to my bill & Credit my Account.

When I'm on a agreement ~~if~~ I am late a couple days, They take me off. As long as I send the payment in monthly (I shouldn't be taken off.)

I would like to start over in my name. (This bill is in my husbands name.)

6. PROTECTION FROM ABUSE

Thank you Lucille Keys  
Lucille Keys

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.

**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 Lucille Keys, 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).

\* Lucille Keys (Signature) 5/25/2005 (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 <sup>nd</sup> Floor Harrisburg, Pennsylvania 17120
-------------------------------------------------------------------------------------------------	--------------------------------------------------------------------------------------------------------------------------------------------------------------------

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.**

**PHILADELPHIA GAS WORKS**

800 W. MONTGOMERY AVENUE PHILADELPHIA, PA 19122-0050

GAS LEAKS, EMERGENCIES: CALL 235-1212  
INFORMATION: CALL 235-1000  
APPLIANCE SERVICE: CALL 235-2050SERVICE TO: **JOSEPH KEYES**  
4641 C STAccount Number: **073/09/1210/150**  
Account Type: **Residential heat***Old #*Questions about your bill? Please call us before the Pay By date at 235-1000.  
Or write to: PGW P.O. Box 3500, Phila., PA 19122-0050

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

**PLEASE PAY**

537.43

**PAY BY**

05/10/99

*To avoid finance charge***METER READING INFORMATION****NEXT SCHEDULED METER READING** May 19 1999

Meter #1754529 To	Apr 09 1999	Estimated	2502
	From Mar 22 1999	Customer	2424
Current Bill Usage in hundred cubic feet			78 ccf

**STATEMENT OF ACCOUNT**

Previous balance on:	Mar 24 1999	851.75
Cash Payment	Apr 05 1999 -- Thank you!	381.80 credit
Add Finance Charge on	7.34 past due	.05
(1-1/4% per month - 15% annually)		
Balance Prior to Current Billing		470.00

**CURRENT BILLING CHARGES -- Mar 22 1999 to Apr 09 1999**

General Service		
Customer Charge for 1 month(s) @	4.00	4.00
Bill usage		
78 ccf x .7120 cost		55.54
78 ccf X .10114 gas cost adjustment		7.89
Current Billing Charges		67.43

**TOTAL ACCOUNT BALANCE ON:** Apr 09 1999 537.43**YOUR ENERGY USE**

	usage	Billed days	usage	Average Daily temp	cost
This year	78 ccf	18	4.33 ccf	54	\$3.75
Last year	110 ccf	32	3.44 ccf	56	\$3.06

EFFECTIVE JANUARY 19, 1999, PGW'S GAS COST RATE ADJUSTMENT RATE WILL BE LOWERED FROM \$0.14272 PER CCF TO \$0.10114 PER CCF. THE NEW RATE WILL BE IN EFFECT UNTIL AUGUST 31, 1999.

SHARE YOUR WARMTH WITH PHILADELPHIA'S NEEDY PEOPLE THROUGH PGW'S DOLLAR-PLUS PROGRAM.

*PA 537.43*  
*5/7/99*



JOSEPH KEYES  
4641 C ST  
PHILADELPHIA PA 19120-4522

Page: 2 of 2  
Billing Date: 12/19/03  
Account Number: 2116830188

Account Summary	Previous Balance	Payments Received	Balance Brought Forward	Repairs and Adjustments	Current Charges	Account Balance
	\$2,164.15	\$0.00	\$2,164.15	\$0.00	\$344.48	\$2,508.63

**Current Basic Charges**

SA ID# 9961527043, 4641 C ST  
Rate Class: General Service Residential

*Nov 2003 twice billed*

Supply Charges		
Commodity Charge 109.63 Ccf @ \$0.76442	.....	\$83.81
Commodity Charge 143.37 Ccf @ \$0.71697	.....	\$102.79
<b>Total Supply Charges</b>	.....	<b>\$186.60</b>
Delivery Charges		
Customer Charge @ \$12.00	.....	\$12.00
Distribution Charge 109.63 Ccf @ \$0.55363	.....	\$60.70
Distribution Charge 143.37 Ccf @ \$0.53564	.....	\$76.79
Gas Cost Adjustment 253 Ccf @ \$0.02228	.....	\$2.44
Gas Cost Adjustment 253 Ccf @ \$0.04616	.....	\$6.62
Weather Normalization Adjustment	.....	\$0.67 CR
<b>Total Delivery Charges</b>	.....	<b>\$157.88</b>
<b>Total Current Billing Charges</b>	.....	<b>\$344.48</b>

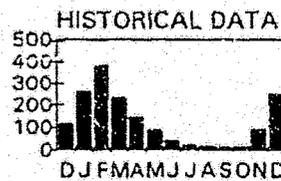
**Meter Detail** Meter #: 1754529 Service Point: 9972371562 Next Meter Read: Jan 20, 2004

From			To			Difference	Usage (Ccf)	Conversion Factor	Total Therms
Date	Reading	Type	Date	Reading	Type				
11/17/2003	6003	Actual	12/17/2003	6256	Actual	253	253.00	1.034	261.67

**Energy Usage Information**

SA ID# 9961527043, 4641 C ST  
COMPARATIVE GAS USAGE THIS MONTH

	This Year	Last Year
Avg Daily Usage (Ccf)	8.0	4.0
Billing Days	30	32
Avg Daily Cost	\$11.48	\$4.25



LAST 12 MONTHS

Total Ccf	1582.00
Avg Ccf	131.83

■ Actual  
▨ Estimated

**Agreement Billing Information**

Current Agreement Charges	\$54.00
Current Charges	\$344.48
<b>Total Agreement Charges</b>	<b>\$398.48</b>
Past Due Amount	\$198.71
<b>Total Amount Due</b>	<b>\$729.19</b>

**Message Center**

Your Payment Arrangement is past due. Prompt payment will insure the continuation of your Payment Agreement.

Effective December 1, 2003, PGW rates have changed. Commodity Charge reduced to \$0.71697 per CCF. Gas Cost Adjustment increased to \$0.04616 per CCF. Distribution Charge reduced to \$0.53564 per CCF. The changes will decrease the typical residential heating bill by about \$42.00 a year.



JOSEPH KEYES  
4641 C ST  
PHILADELPHIA PA 19120-4522

Page: 2 of 2  
Billing Date: 01/22/04  
Account Number: 2116830188

Account Summary	Previous Balance	Payments Received	Balance Brought Forward	Repairs and Adjustments	Current Charges	Account Balance
	\$2,508.63	\$230.71	\$2,277.92	\$32.18	\$549.69	\$2,859.79

**Current Basic Charges**

SA ID# 9961527043, 4641 C ST  
Rate Class: General Service Residential

*Dec 2003*  
*High twice paying*

Supply Charges		
Commodity Charge 414 Ccf @ \$0.71697		\$296.83
Total Supply Charges		\$296.83
Delivery Charges		
Customer Charge @ \$12.00		\$12.00
Distribution Charge 414 Ccf @ \$0.53564		\$221.75
Gas Cost Adjustment 414 Ccf @ \$0.04616		\$19.11
Weather Normalization Adjustment		\$0.00
Total Delivery Charges		\$252.86
Total Current Billing Charges		\$549.69

**Adjustment Detail**

Adjustments for SA ID # 9961527043		
Late Payment Charge		\$32.18
Total Adjustments		\$32.18

**Meter Detail**

Meter #: 1754529

Service Point: 9972371562

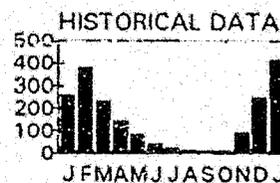
Next Meter Read: Feb 18, 2004

From			To			Difference	Usage (Ccf)	Conversion Factor	Total Therms
Date	Reading	Type	Date	Reading	Type				
12/17/2003	6256	Actual	01/20/2004	6670	Actual	414	414.00	1.041	431.01

**Energy Usage Information**

SA ID# 9961527043, 4641 C ST  
COMPARATIVE GAS USAGE THIS MONTH

	This Year	Last Year
Avg Daily Usage (Ccf)	12.0	8.0
Billing Days	34	31
Avg Daily Cost	\$16.17	\$9.97



LAST 12 MONTHS

Total Ccf	1734.00
Avg Ccf	144.50

■ Actual  
▨ Estimated

**Message Center**

Broken Negotiated Payment Arrangement



JOSEPH KEYES  
4641 C ST  
PHILADELPHIA PA 19120-4522

Page: 2 of 2  
Billing Date: 02/20/04  
Account Number: 2116830188

Account Summary	Previous Balance	Payments Received	Balance Brought Forward	Repairs and Adjustments	Current Charges	Account Balance
	\$2,859.79	\$663.00	\$2,196.79	\$0.00	\$482.15	\$2,678.94

**Current Basic Charges**

SA ID# 9961527043, 4641 C ST  
Rate Class: General Service Residential

*High wh*

Supply Charges	
Commodity Charge 374 Ccf @ \$0.71697	\$268.15
Total Supply Charges	\$268.15
Delivery Charges	
Customer Charge @ \$12.00	\$12.00
Distribution Charge 374 Ccf @ \$0.53564	\$200.33
Gas Cost Adjustment 374 Ccf @ \$0.04616	\$17.26
Weather Normalization Adjustment	\$15.59 CR
Total Delivery Charges	\$214.00
Total Current Billing Charges	\$482.15

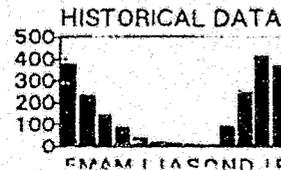
**Meter Detail** Meter #: 1754529 Service Point: 9972371562 Next Meter Read: Mar 18, 2004

From			To			Difference	Usage (Ccf)	Conversion Factor	Total Therms
Date	Reading	Type	Date	Reading	Type				
01/20/2004	6670	Actual	02/18/2004	7044	Actual	374	374.00	1.037	387.87

**Energy Usage Information**

SA ID# 9961527043, 4641 C ST  
COMPARATIVE GAS USAGE THIS MONTH

	This Year	Last Year
Avg Daily Usage (Ccf)	13.0	12.0
Billing Days	29	32
Avg Daily Cost	\$16.63	\$12.81



LAST 12 MONTHS  
Total Ccf 1727.00  
Avg Ccf 143.92  
■ Actual



JOSEPH KEYES  
4641 C ST  
PHILADELPHIA PA 19120-4522

Page: 2 of 3  
Billing Date: 03/20/04  
Account Number: 2116830188

Account Summary	Previous Balance	Payments Received	Balance Brought Forward	Repairs and Adjustments	Current Charges	Account Balance
	\$2,678.94	\$0.00	\$2,678.94	\$0.00	\$299.97	\$2,978.91

**Current Basic Charges**

SA ID# 9961527043, 4641 C ST  
Rate Class: General Service Residential

*Feb 2004*

Supply Charges		
Commodity Charge 80.03 Ccf @ \$0.71697	.....	\$57.38
Commodity Charge 130.97 Ccf @ \$0.76331	.....	\$99.97
<b>Total Supply Charges</b>	.....	<b>\$157.35</b>
Delivery Charges		
Customer Charge @ \$12.00	.....	\$12.00
Distribution Charge 80.03 Ccf @ \$0.53564	.....	\$42.87
Distribution Charge 130.97 Ccf @ \$0.53935	.....	\$70.63
Gas Cost Adjustment @ \$0.04616 for 11 Days	.....	\$3.69
Gas Cost Adjustment @ \$0.02923 for 18 Days	.....	\$3.83
Weather Normalization Adjustment	.....	\$9.60
<b>Total Delivery Charges</b>	.....	<b>\$142.62</b>
<b>Total Current Billing Charges</b>	.....	<b>\$299.97</b>

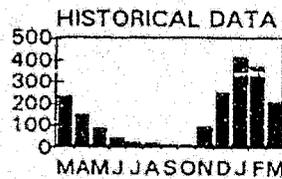
**Meter Detail** Meter #: 1754529 Service Point: 9972371562 Next Meter Read: Apr 19, 2004

From			To			Difference	Usage (Ccf)	Conversion Factor	Total Therms
Date	Reading	Type	Date	Reading	Type				
02/18/2004	7044	Actual	03/18/2004	7255	Actual	211	211.00	1.039	219.25

**Energy Usage Information**

SA ID# 9961527043, 4641 C ST  
COMPARATIVE GAS USAGE THIS MONTH

	This Year	Last Year
Avg Daily Usage (Ccf)	7.0	8.0
Billing Days	29	29
Avg Daily Cost	\$10.34	\$9.56



LAST 12 MONTHS  
Total Ccf 1701.00  
Avg Ccf 141.75  
■ Actual  
▨ Estimated

**Budget Billing Information**

Bill # 2

Current Amount	\$186.00
Past Due Amount	\$186.00
Non Basic Charges	\$0.00
<b>TOTAL AMOUNT DUE</b>	<b>\$372.00</b>

**Agreement Billing Information**

Current Agreement Charges	\$25.00
Budget Amount	\$372.00
<b>Total Agreement Charges</b>	<b>\$397.00</b>
Past Due Amount	\$25.00
<b>Total Amount Due</b>	<b>\$554.00</b>

*186.00  
25.00  
211.00*



JOSEPH KEYES  
4641 C ST  
PHILADELPHIA PA 19120-4522

Page: 2 of 2  
Billing Date: 04/21/04  
Account Number: 2116830188

Account Summary	Previous Balance	Payments Received	Balance Brought Forward	Repairs and Adjustments	Current Charges	Account Balance
	\$2,978.91	\$343.00	\$2,635.91	\$37.55	\$283.28	\$2,956.74

**Current Basic Charges**

SA ID# 9961527043, 4641 C ST  
Rate Class: General Service Residential

*March High 2004*

Supply Charges	
Commodity Charge 204 Ccf @ \$0.76331	\$155.72
Total Supply Charges	\$155.72
Delivery Charges	
Customer Charge @ \$12.00	\$12.00
Distribution Charge 204 Ccf @ \$0.53935	\$110.03
Gas Cost Adjustment @ \$0.02923 for 32 Days	\$5.96
Weather Normalization Adjustment	\$0.43 CR
Total Delivery Charges	\$127.56
Total Current Billing Charges	\$283.28

**Adjustment Detail**

Adjustments for SA ID # 9961527043	
Late Payment Charge	\$37.55
Total Adjustments	\$37.55

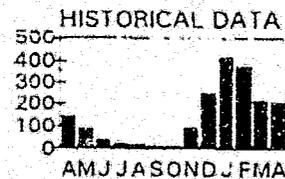
**Meter Detail** Meter #: 1754529 Service Point: 9972371562 Next Meter Read: May 18, 2004

From			To			Difference	Usage (Ccf)	Conversion Factor	Total Therms
Date	Reading	Type	Date	Reading	Type				
03/18/2004	7255	Actual	04/19/2004	7459	Actual	204	204.00	1.038	211.77

**Energy Usage Information**

SA ID# 9961527043, 4641 C ST  
COMPARATIVE GAS USAGE THIS MONTH

	This Year	Last Year
Avg Daily Usage (Ccf)	6.0	5.0
Billing Days	32	29
Avg Daily Cost	\$8.85	\$6.64



LAST 12 MONTHS

Total Ccf	1758.00
Avg Ccf	146.50

■ Actual  
□ Estimated

**Message Center**

Your Easy Way budget plan has been canceled. Please pay the full amount of your bill each month. Thank you.

Broken Negotiated Payment Arrangement

Your Easy Way Budget is past due. Prompt payment will insure the continuation of your budget plan.



JOSEPH KEYES  
4641 C ST  
PHILADELPHIA PA 19120-4522

Page: 2 of 2  
Billing Date: 05/20/04  
Account Number: 2116830188

Account Summary	Previous Balance	Payments Received	Balance Brought Forward	Repairs and Adjustments	Current Charges	Account Balance
	\$2,956.74	\$211.00	\$2,745.74	\$0.00	\$62.64	\$2,808.38

**Current Basic Charges**

SA ID# 9961527043, 4641 C ST  
Rate Class: General Service Residential

*Low April 2004*

Supply Charges

Commodity Charge 35 Ccf @ \$0.76331.....	\$26.72
Total Supply Charges.....	\$26.72
Delivery Charges	
Customer Charge @ \$12.00.....	\$12.00
Distribution Charge 35 Ccf @ \$0.53935.....	\$18.88
Gas Cost Adjustment @ \$0.02923 for 29 Days.....	\$1.02
Weather Normalization Adjustment.....	\$4.02
Total Delivery Charges.....	\$35.92
Total Current Billing Charges.....	\$62.64

**Meter Detail**

Meter #: 1754529

Service Point: 9972371562

Next Meter Read: Jun 17, 2004

From			To			Difference	Usage (Ccf)	Conversion Factor	Total Therms
Date	Reading	Type	Date	Reading	Type				
04/19/2004	7459	Actual	05/18/2004	7494	Actual	35	35.00	1.041	36.43

**Energy Usage Information**

SA ID# 9961527043, 4641 C ST  
COMPARATIVE GAS USAGE THIS MONTH

	This Year	Last Year
Avg Daily Usage (Ccf)	1.0	3.0
Billing Days	29	32
Avg Daily Cost	\$2.16	\$3.83

HISTORICAL DATA



LAST 12 MONTHS

Total Ccf 1704.00  
Avg Ccf 142.00

Actual  
Estimated



JOSEPH KEYES  
4641 C ST  
PHILADELPHIA PA 19120-4522

*Utility Company  
Low Bill  
Bill  
May 3, 2004*

Page: 2 of 2  
Billing Date: 06/19/04  
Account Number: 2116830188

**Account Summary**

Previous Balance	Payments Received	Balance Brought Forward	Repairs and Adjustments	Current Charges	Account Balance
\$2,808.38	\$0.00	\$2,808.38	\$0.93	\$39.37	\$2,848.68

**Current Basic Charges**

SA ID# 9961527043, 4641 C ST  
Rate Class: General Service Residential

*Low 2004  
May 2004*

**Supply Charges**

Commodity Charge 8.67 Ccf @ \$0.76331	\$6.62
Commodity Charge 11.33 Ccf @ \$0.81653	\$9.25
<b>Total Supply Charges</b>	<b>\$15.87</b>

**Delivery Charges**

Customer Charge @ \$12.00	\$12.00
Distribution Charge 8.67 Ccf @ \$0.53935	\$4.68
Distribution Charge 11.33 Ccf @ \$0.58928	\$6.68
Gas Cost Adjustment @ \$0.02923 for 13 Days	\$0.25
Gas Cost Adjustment @ -\$0.00954 for 17 Days	\$0.11 CR
<b>Total Delivery Charges</b>	<b>\$23.50</b>
<b>Total Current Billing Charges</b>	<b>\$39.37</b>

**Adjustment Detail**

Adjustments for SA ID # 9961527043

Late Payment Charge	\$0.93
<b>Total Adjustments</b>	<b>\$0.93</b>

**Meter Detail**

Meter #: 1754529

Service Point: 9972371562

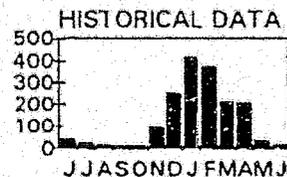
Next Meter Read: Jul 19, 2004

From			To			Difference	Usage (Ccf)	Conversion Factor	Total Therms
Date	Reading	Type	Date	Reading	Type				
05/18/2004	7494	Actual	06/17/2004	7514	Actual	20	20.00	1.038	20.76

**Energy Usage Information**

SA ID# 9961527043, 4641 C ST  
COMPARATIVE GAS USAGE THIS MONTH

	This Year	Last Year
Avg Daily Usage (Ccf)	1.0	2.0
Billing Days	30	29
Avg Daily Cost	\$1.31	\$2.38



**LAST 12 MONTHS**

Total Ccf	1680.00
Avg Ccf	140.00

■ Actual  
▨ Estimated

**Message Center**

Effective June 1, 2004, PGW rates have changed. Commodity Charge increased to \$0.81653 per CCF. Gas Cost Adjustment decreased to (\$0.00954) Per CCF. Distribution Charge increased to \$0.58928 per CCF. The changes will increase the typical residential heating bill by about \$64.00 a year.

The net rate increases are due to fluctuation in gas prices. This adjustment occurs on a quarterly basis. PGW's surcharge to recover uncollected billed revenues is not included in this quarterly net rate increase. The outcome of the surcharge proceeding is pending.



JOSEPH KEYES  
4641 C ST  
PHILADELPHIA PA 19120-4522

Page: 2 of 2  
Billing Date: 07/21/04  
Account Number: 2116830188

Account Summary	Previous Balance	Payments Received	Balance Brought Forward	Repairs and Adjustments	Current Charges	Account Balance
	\$2,848.68	\$0.00	\$2,848.68	\$1.53	\$32.95	\$2,883.16

**Current Basic Charges**

SA ID# 9961527043, 4641 C ST  
Rate Class: General Service Residential

*June 2004  
Less*

Supply Charges		
Commodity Charge 15 Ccf @ \$0.81653		\$12.25
Total Supply Charges		\$12.25
Delivery Charges		
Customer Charge @ \$12.00		\$12.00
Distribution Charge 15 Ccf @ \$0.58928		\$8.84
Gas Cost Adjustment @ -\$0.00954 for 32 Days		\$0.14 CR
Total Delivery Charges		\$20.70
Total Current Billing Charges		\$32.95

**Adjustment Detail**

Adjustments for SA ID # 9961527043		
Late Payment Charge		\$1.53
Total Adjustments		\$1.53

**Meter Detail**

Meter #: 1754529

Service Point: 9972371562

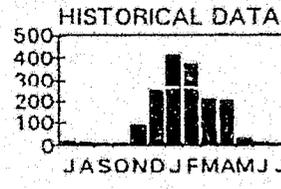
Next Meter Read: Aug 17, 2004

From			To			Difference	Usage (Ccf)	Conversion Factor	Total Therms
Date	Reading	Type	Date	Reading	Type				
06/17/2004	7514	Actual	07/19/2004	7529	Actual	15	15.00	1.042	15.63

**Energy Usage Information**

SA ID# 9961527043, 4641 C ST  
COMPARATIVE GAS USAGE THIS MONTH

	This Year	Last Year
Avg Daily Usage (Ccf)	0.0	1.0
Billing Days	32	30
Avg Daily Cost	\$1.03	\$1.46



LAST 12 MONTHS  
Total Ccf 1671.00  
Avg Ccf 139.25



JOSEPH KEYES  
4641 C ST  
PHILADELPHIA PA 19120-4522

Page: 2 of 2  
Billing Date: 08/19/04  
Account Number: 2116830188

Account Summary	Previous Balance	Payments Received	Balance Brought Forward	Repairs and Adjustments	Current Charges	Account Balance
	\$2,883.16	\$0.00	\$2,883.16	\$2.02	\$34.34	\$2,919.52

**Current Basic Charges**

SA ID# 9961527043, 4641 C ST  
Rate Class: General Service Residential

*Low July 2004*

Supply Charges

Commodity Charge 16 Ccf @ \$0.81653.....	\$13.06
Total Supply Charges.....	\$13.06

Delivery Charges

Customer Charge @ \$12.00.....	\$12.00
Distribution Charge 16 Ccf @ \$0.58928.....	\$9.43
Gas Cost Adjustment @ -\$0.00954 for 29 Days.....	\$0.15 CR
Total Delivery Charges.....	\$21.28
Total Current Billing Charges.....	\$34.34

**Adjustment Detail**

Adjustments for SA ID # 9961527043

Late Payment Charge.....	\$2.02
Total Adjustments.....	\$2.02

**Meter Detail**

Meter #: 1754529

Service Point: 9972371562

Next Meter Read: Sep 17, 2004

From			To			Difference	Usage (Ccf)	Conversion Factor	Total Therms
Date	Reading	Type	Date	Reading	Type				
07/19/2004	7529	Actual	08/17/2004	7545	Actual	16	16.00	1.040	16.64

**Energy Usage Information**

SA ID# 9961527043, 4641 C ST

COMPARATIVE GAS USAGE THIS MONTH

	This Year	Last Year
Avg Daily Usage (Ccf)	1.0	1.0
Billing Days	29	29
Avg Daily Cost	\$1.18	\$1.33

HISTORICAL DATA



LAST 12 MONTHS

Total Ccf	1667.00
Avg Ccf	138.92

■ Actual  
□ Estimated



JOSEPH KEYES  
4641 C ST  
PHILADELPHIA PA 19120-4522

Page: 2 of 2  
Billing Date: 10/20/04  
Account Number: 2116830188

Account Summary	Previous Balance	Payments Received	Balance Brought Forward	Repairs and Adjustments	Current Charges	Account Balance
	\$2,955.12	\$0.00	\$2,955.12	\$3.03	\$37.32	\$2,995.47

**Current Basic Charges**

SA ID# 9961527043, 4641 C ST  
Rate Class: General Service Residential

*Sept 2004*

<b>Supply Charges</b>		
Commodity Charge 1.74 Ccf @ \$0.84944		\$1.48
Total Supply Charges		\$1.48
<b>Delivery Charges</b>		
Customer Charge @ \$12.00		\$1.16
Distribution Charge 1.74 Ccf @ \$0.57908		\$1.01
Gas Cost Adjustment @ -\$0.01859 for 3 Days		\$0.03 CR
Total Delivery Charges		\$2.14
<b>Supply Charges</b>		
Commodity Charge 16.26 Ccf @ \$0.84944		\$13.81
Total Supply Charges		\$13.81
<b>Delivery Charges</b>		
Customer Charge @ \$12.00		\$10.84
Distribution Charge 16.26 Ccf @ \$0.57908		\$9.41
Gas Cost Adjustment @ -\$0.01859 for 28 Days		\$0.30 CR
Weather Normalization Adjustment		\$0.06 CR
Total Delivery Charges		\$19.89
Total Current Billing Charges		\$37.32

**Adjustment Detail**

Adjustments for SA ID # 9961527043		
Late Payment Charge		\$3.03
Total Adjustments		\$3.03

**Meter Detail**

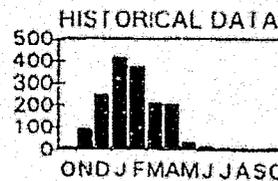
Meter #: 1754529 Service Point: 9972371562 Next Meter Read: Nov 17, 2004

From			To			Difference	Usage (Ccf)	Conversion Factor	Total Therms
Date	Reading	Type	Date	Reading	Type				
09/17/2004	7560	Actual	10/18/2004	7578	Actual	18	18.00	1.036	18.64

**Energy Usage Information**

SA ID# 9961527043, 4641 C ST  
COMPARATIVE GAS USAGE THIS MONTH

	This Year	Last Year
Avg Daily Usage (Ccf)	1.0	0.0
Billing Days	31	29
Avg Daily Cost	\$1.20	\$1.06



LAST 12 MONTHS

Total Ccf	1672.00
Avg Ccf	139.33

Actual  
 Estimated



JOSEPH KEYES  
4641 C ST  
PHILADELPHIA PA 19120-4522

Page: 2 of 2  
Billing Date: 10/18/03  
Account Number: 2116830188

Account Summary	Previous Balance	Payments Received	Balance Brought Forward	Repairs and Adjustments	Current Charges	Account Balance
	\$2,340.44	\$0.00	\$2,340.44	\$0.00	\$30.76	\$2,371.20

**Current Basic Charges**

SA ID# 9961527043, 4641 C ST  
Rate Class. General Service Residential

*know Sept I talk with customer*

Supply Charges	
Commodity Charge 14 Ccf @ \$0.76442.....	\$10.70
Total Supply Charges.....	\$10.70
Delivery Charges	
Customer Charge @ \$12.00.....	\$12.00
Distribution Charge 14 Ccf @ \$0.55363.....	\$7.75
Gas Cost Adjustment 14 Ccf @ \$0.02228.....	\$0.31
Total Delivery Charges.....	\$20.06
Total Current Billing Charges.....	\$30.76

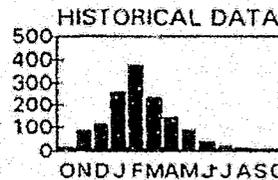
**Meter Detail** Meter #: 1754529 Service Point: 9972371562 Next Meter Read: Nov 17, 2003

From			To			Difference	Usage (Ccf)	Conversion Factor	Total Therms
Date	Reading	Type	Date	Reading	Type				
09/17/2003	5892	Actual	10/16/2003	5906	Actual	14	14.00	1.037	14.51

**Energy Usage Information**

SA ID# 9961527043, 4641 C ST  
COMPARATIVE GAS USAGE THIS MONTH

	This Year	Last Year
Avg Daily Usage (Ccf)	0.0	1.0
Billing Days	29	30
Avg Daily Cost	\$1.06	\$1.00



LAST 12 MONTHS

Total Ccf 1440.00  
Avg Ccf 120.00

Actual  
Estimated

**Agreement Billing Information**

Current Agreement Charges	\$54.00
Current Charges	\$30.76
Total Agreement Charges	\$84.76
Past Due Amount	\$84.66
Total Amount Due	\$301.42

**Message Center**

Your Payment Arrangement is past due. Prompt payment will insure the continuation of your Payment Agreement.

*Handwritten notes and signatures:*  
29...  
207...  
4/11



JOSEPH KEYES  
4641 C ST  
PHILADELPHIA PA 19120-4522

*Nov 2004*

Page: 2 of 2  
Billing Date: 12/17/04  
Account Number: 2116830188

Account Summary	Previous Balance	Payments Received	Balance Brought Forward	Repairs and Adjustments	Current Charges	Account Balance
	\$3,119.44	\$0.00	\$3,119.44	\$5.40	\$208.21	<b>\$3,333.05</b>

**Current Basic Charges**

SA ID# 9961527043, 4641 C ST  
Rate Class: General Service Residential

Supply Charges

Commodity Charge 56.48 Ccf @ \$0.84944 ..... *less why* \$47.98

Commodity Charge **69.52 Ccf @ \$0.95639** ..... **\$66.49**

Total Supply Charges ..... \$114.47

Delivery Charges

Customer Charge @ \$12.00 ..... \$12.00

Distribution Charge 56.48 Ccf @ \$0.57908 ..... **\$32.71**

Distribution Charge 69.52 Ccf @ \$0.58048 ..... \$40.35

Gas Cost Adjustment @ -\$0.01859 for 13 Days ..... \$1.05 CR

Gas Cost Adjustment @ \$0.03218 for 16 Days ..... \$2.23

Weather Normalization Adjustment ..... \$7.50

Total Delivery Charges ..... \$93.74

Total Current Billing Charges ..... \$208.21

*less why its November*

**Adjustment Detail**

Adjustments for SA ID # 9961527043

Late Payment Charge ..... \$5.40

Total Adjustments ..... \$5.40

**Meter Detail**

Meter #: 1754529

Service Point: 9972371562

Next Meter Read: Jan 19, 2005

From			To			Difference	Usage (Ccf)	Conversion Factor	Total Therms
Date	Reading	Type	Date	Reading	Type				
11/17/2004	7656	Actual	12/16/2004	7782	Actual	126	126.00	1.030	129.81

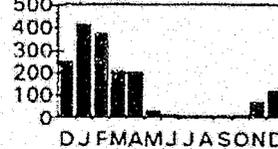
**Energy Usage Information**

SA ID# 9961527043, 4641 C ST

COMPARATIVE GAS USAGE THIS MONTH

	This Year	Last Year
Avg Daily Usage (Ccf)	4.0	8.0
Billing Days	29	30
Avg Daily Cost	\$7.18	\$11.48

HISTORICAL DATA



LAST 12 MONTHS

Total Ccf 1526.00  
Avg Ccf 127.17

■ Actual  
□ Estimated



JOSEPH KEYES  
4641 C ST  
PHILADELPHIA PA 19120-4522

*Dec 2004*

Page: 2 of 2  
Billing Date: 01/20/05  
Account Number: 2116830188

Account Summary	Previous Balance	Payments Received	Balance Brought Forward	Repairs and Adjustments	Current Charges	Account Balance
	\$3,333.05	\$0.00	\$3,333.05	\$8.52	\$457.96	\$3,799.53

**Current Basic Charges**

SA ID# 9961527043, 4641 C ST  
Rate Class: General Service Residential

Supply Charges  
Commodity Charge 277 Ccf @ \$0.95639 ..... 264.92  
Total Supply Charges ..... 264.92

Delivery Charges  
Customer Charge @ \$12.00 ..... 12.00  
Distribution Charge 277 Ccf @ \$0.58048 ..... 160.79  
Gas Cost Adjustment @ \$0.03218 for 34 Days ..... 8.91  
Weather Normalization Adjustment ..... 11.34  
Total Delivery Charges ..... 193.04  
Total Current Billing Charges ..... 457.96

*Handwritten notes:* High why 193.04 264.92 264.92 12.00 8.91 11.34 193.04 457.96. *277 ccf* circled. *being billed* written.

**Adjustment Detail**

Adjustments for SA ID # 9961527043  
Late Payment Charge ..... \$8.52  
Total Adjustments ..... \$8.52

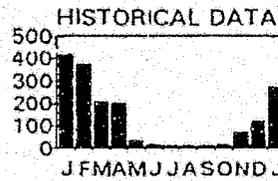
Meter Detail Meter #: 1754529 Service Point: 9972371562 Next Meter Read: Feb 16, 2005

From			To			Difference	Usage (Ccf)	Conversion Factor	Total Therms
Date	Reading	Type	Date	Reading	Type				
12/18/2004	7782	Actual	01/19/2005	8059	Actual	277	277.00	1.036	287.05

**Energy Usage Information**

SA ID# 9961527043, 4641 C ST  
COMPARATIVE GAS USAGE THIS MONTH

	This Year	Last Year
Avg Daily Usage (Ccf)	8.0	12.0
Billing Days	34	34
Avg Daily Cost	\$13.47	\$16.17



LAST 12 MONTHS  
Total Ccf 1389.00  
Avg Ccf 115.75

■ Actual  
□ Estimated



JOSEPH KEYES  
4641 C ST  
PHILADELPHIA PA 19120-4522

Page: of 2  
Billing Date: 2/17/05  
Account Number: 6830188

Account Summary

Previous Balance	Payments Received	Balance Brought Forward	Repairs and Adjustments	Current Charges	Account Balance
\$3,799.53	\$0.00	\$3,799.53	\$15.39	\$454.96	\$4,269.88

Current Basic Charges

SA ID# 9961527043, 4641 C ST  
Rate Class: General Service Residential

Supply Charges

Commodity Charge 283 Ccf @ \$0.95639 ..... \$270.66  
Total Supply Charges ..... \$270.66

Delivery Charges

Customer Charge @ \$12.00 ..... \$12.00  
Distribution Charge 283 Ccf @ \$0.58048 ..... \$164.28  
Gas Cost Adjustment @ \$0.03218 for 28 Days ..... \$9.11  
Weather Normalization Adjustment ..... \$1.09 CR  
Total Delivery Charges ..... \$184.30  
Total Current Billing Charges ..... \$454.96

*Check this deposit for April*  
*347.00*  
*Hydral*  
*changed meter*

Adjustment Detail

Adjustments for SA ID # 9961527043  
Late Payment Charge ..... \$15.39  
Total Adjustments ..... \$15.39

Meter Detail

Meter #: 1754529

Service Point: 9972371562

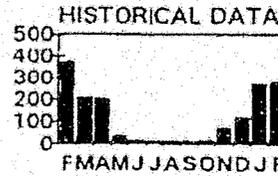
Next Meter Read: Mar 17, 2005

From			To			Difference	Usage (Ccf)	Conversion Factor	Total Therms
Date	Reading	Type	Date	Reading	Type				
01/19/2005	8059	Actual	02/16/2005	8342	Actual	283	283.00	1.035	292.93

Energy Usage Information

SA ID# 9961527043, 4641 C ST  
COMPARATIVE GAS USAGE THIS MONTH

	This Year	Last Year
Avg Daily Usage (Ccf)	10.0	13.0
Billing Days	28	29
Avg Daily Cost	\$16.25	\$16.63



LAST 12 MONTHS  
Total Ccf 1298.00  
Avg Ccf 108.17

*Mrs. Thomas*



JOSEPH KEYES  
4641 C ST  
PHILADELPHIA PA 19120-4522

Page: 2 of 2  
Billing Date: 04/19/05  
Account Number: 2113830188

Account Summary	Previous Balance	Payments Received	Balance Brought Forward	Repairs and Adjustments	Current Charges	Account Balance
	\$4,652.14	\$0.00	\$4,652.14	\$0.00	\$182.55	\$4,834.69

**Current Basic Charges**

SA ID# 9961527043, 4641 C ST  
Rate Class: General Service Residential

**Supply Charges**

Commodity Charge 121 Ccf @ \$0.85292.....	\$103.20
Total Supply Charges.....	\$103.20

**Delivery Charges**

Customer Charge @ \$12.00.....	\$12.00
Distribution Charge 121 Ccf @ \$0.57905.....	\$70.07
Gas Cost Adjustment @ -\$0.0417 for 32 Days.....	\$5.05 CR
Weather Normalization Adjustment.....	\$2.33
Total Delivery Charges.....	\$79.35
Total Current Billing Charges.....	\$182.55

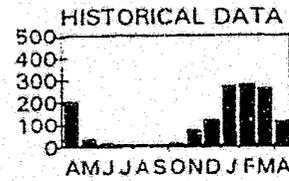
**Meter Detail**    Meter #: 1754529    Service Point: 9972371562    Next Meter Read: May 17, 2005

From			To			Difference	Usage (Ccf)	Conversion Factor	Total Therms.
Date	Reading	Type	Date	Reading	Type				
03/17/2005	8608	Actual	04/18/2005	8729	Actual	121	121.00	1.035	125.21

**Energy Usage Information**

SA ID# 9961527043, 4641 C ST  
COMPARATIVE GAS USAGE THIS MONTH

	This Year	Last Year
Avg Daily Usage (Ccf)	4.0	6.0
Billing Days	32	32
Avg Daily Cost	\$5.71	\$8.85



LAST 12 MONTHS

Total Ccf	1270.00
Avg Ccf	105.83

■ Actual  
▨ Estimated

**Budget Billing Information**

Bill # 2

Current Amount	\$175.00
Past Due Amount	\$175.00
Non Basic Charges	\$0.00
<b>TOTAL AMOUNT DUE</b>	<b>\$350.00</b>

**Agreement Billing Information**

Current Agreement Charges	\$172.00
Budget Amount	\$350.00
Total Agreement Charges	\$522.00
Past Due Amount	\$172.00
Total Amount Due	\$826.00

**Message Center**

Your Payment Arrangement is past due. Prompt payment will insure the continuation of your Payment Agreement.

Your Easy Way Budget is past due. Prompt payment will insure the continuation of your budget plan.



JOSEPH KEYES  
4641 C ST  
PHILADELPHIA PA 19120 4522

Page: 2 of 2  
Billing Date: 05/18/05  
Account Number: 2116830188

Account Summary	Previous Balance	Payments Received	Balance Brought Forward	Repairs and Adjustments	Current Charges	Account Balance
	\$4,834.69	\$347.00	\$4,487.69	\$65.33	\$96.37	\$4,649.39

**Current Basic Charges**

SA ID# 9961527043, 4641 C ST  
Rate Class: General Service Residential

*April 2005*

**Supply Charges**

Commodity Charge 62 Ccf @ \$0.85292..... \$52.88

Total Supply Charges..... \$52.88

**Delivery Charges**

Customer Charge @ \$12.00..... \$12.00

Distribution Charge 62 Ccf @ \$0.57905..... \$35.90

Gas Cost Adjustment @ -\$0.0417 for 29 Days..... \$2.59 CR

Weather Normalization Adjustment..... \$1.82 CR

Total Delivery Charges..... \$43.49

Total Current Billing Charges..... \$96.37

**Adjustment Detail**

Adjustments for SA ID # 9961527043

Late Payment Charge..... \$65.33

Total Adjustments..... \$65.33

**Meter Detail**

Meter #: 1754529

Service Point: 9972371562

Next Meter Read: Jun 16, 2005

From			To			Difference	Usage (Ccf)	Conversion Factor	Total Therms
Date	Reading	Type	Date	Reading	Type				
04/18/2005	8729	Actual	05/17/2005	8791	Actual	62	62.00	1.033	64.05

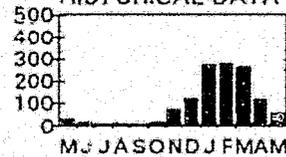
**Energy Usage Information**

SA ID# 9961527043, 4641 C ST

**COMPARATIVE GAS USAGE THIS MONTH**

	This Year	Last Year
Avg Daily Usage (Ccf)	2.0	1.0
Billing Days	29	29
Avg Daily Cost	\$3.32	\$2.16

**HISTORICAL DATA**



**LAST 12 MONTHS**

Total Ccf 1297.00  
Avg Ccf 108.08

■ Actual  
□ Estimated

**Message Center**

Your Easy Way budget plan has been canceled. Please pay the full amount of your bill each month. Thank you.

Your Easy Way Budget is past due. Prompt payment will insure the continuation of your budget plan.



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

Due Date: 05/19/05  
 Account Number: 2116830188

**10-DAY SHUT OFF NOTICE**

Since you have not paid your monthly gas bills, your gas service is scheduled to be shut-off on or after 05/30/05.

To avoid shut-off of your gas service, you must:

- Pay your undisputed past due amount in full; or
- Catch up all payments due under terms of your Agreement; or
- If eligible, enter into a Payment Agreement, and/or initiate a dispute with PGW.

If service is shut off, you may have to pay additional charges, which include a Reconnection Charge of \$123.23, and a Security Deposit. If PGW has to dig up your street to shut off your service, there will also be an additional charge of \$372.00.

To avoid shut-off contact our Credit/Collection Department at 215-235-1777, Monday through Friday, between 8:00 a.m. to 4:30 p.m. or visit a PGW Customer Service Center. Call 215-235-1000 for the locations, the new days, and hours the Service Centers are open.

If you have any questions or need more information, please call us. If you are not satisfied after you talk to us, you may file a complaint with the Pennsylvania Public Utility Commission by calling (800)-692-7380 or by writing to the following address:

Bureau of Consumer Services  
 Public Utility Commission  
 P.O. Box 3265  
 Harrisburg, PA 17105-3265

Customer: JOSEPH KEYES  
 4641 C ST  
 PHILA, PA 19120

Past Due Amount: \$4,355.69

**MEDICAL EMERGENCY NOTICE**

If you, or anyone presently living in your home, are SERIOUSLY ILL, PGW WILL DELAY SHUT OFF during the illness if you do the following:

- A physician must certify to PGW that such medical condition exists and that loss of gas service will aggravate the existing condition.
- Notification must be received prior to the Shut Off date indicated on this notice.

**If your landlord pays your gas bill:**

You have certain protection under the PA Utility Service Tenants Rights Act (USTRA). For more information call PGW at (215) 684-6164 during the Credit/Collection Department business hours, Monday through Friday, between 8:00 a.m. to 4:30 p.m.

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

Please return this portion with your payment.  
 Write your account number on your check or money order made payable to PGW.



Account Number: 2116830188  
 Notice Date: May 19, 2005  
 Please Pay: \$4,355.69

Place "X" in box for address corrections. Print corrections on reverse side.

Amount Enclosed:

<input type="checkbox"/>									
--------------------------	--------------------------	--------------------------	--------------------------	--------------------------	--------------------------	--------------------------	--------------------------	--------------------------	--------------------------

8 1 AC 0.275 \*\*\*\*\*AUTOCR\*\*C-022



JOSEPH KEYES  
 4641 C ST  
 PHILA, PA 19120



Philadelphia Gas Works  
 P.O. Box 7789  
 Philadelphia, PA 19101-7789

0021168301888000000004355693



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

Page: 1 of 2  
Billing Date: 04/19/05  
Account Number: 2116830188

**MONTHLY STATEMENT**

From 03/17/05 thru 04/18/05  
Billing Cycle Number: 13

Account for:  
**JOSEPH KEYES**  
4641 C ST  
PHILADELPHIA PA 19120-4522

Agreement Billing Summary

Past Due Amount  
Current Agreement Charges

Total Amount Due By May 12, 2005	<b>\$826.00</b>
-------------------------------------	-----------------

*14 by Gas Bill*  
*Calculated by PGW*  
*Work 694.00 June*  
*300.00 (2) years*  
*month 4/21/2005*  
*paid*  
*5/20/2005*

**GENERAL INFORMATION**

CONTACT US

Gas Leaks & Emergencies	215 235-1212
Billing & General Information	215 235-1000
Appliance Service	215 235-2050
Theft of Gas	215 684-6383
Foreign Language Assistance	215 235-1000
Hearing impaired TTY Line	215 236-4646
Representantes Que Hablan Espanol	215 235-2175

Web Site - [www.pgworks.com](http://www.pgworks.com)

CUSTOMER SERVICE CENTERS

(Hours 9 a.m. - 5 p.m.)

Center City	1137 Chestnut St. (M, T, TH, F)
Germantown	210 W. Chelton Ave. (T, W, F)
S. Philadelphia	1601 S. Broad St. (M, W, TH)
Frankford	4410 Frankford Ave. (T, TH, F)
N. Philadelphia	1337 W. Erie Ave. (M, W, TH)
W. Philadelphia	5230 Chestnut St. (M, T, W, F)

*May Receipt*

*paid 347.00*  
*4/21/2005*  
*paid 347.00*  
*May 2005*

**PHILA GAS WORKS**

PD:05/20/2005 CR: 635 LOCA: 0001- 017  
ID:0813 Acct: 002116830188USE: N  
0239 0001 00098779 05/20/2005 4:19PM  
W1 Paid: \$347.00  
Utility Services \$347.00  
CA \$360.00  
CHANGE \$13.00

**Thank You**

Questions or complaints about your bill? Please call us before the due date. 215-235-1000.

NOTIFICATION OF INTENT TO APPEAL  
(Required 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 2/28/2005. 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.)

JOSEPH KEYES  
4641 C ST  
PHILADELPHIA PA 19120

(215) 4570266  
(Area Code) Telephone Number

Joseph W. Keyes (Deceased)  
Signature  
Luella Keyes (Wife)  
4641 C Street  
Phila. Pa. 19120

Mail this completed form to:

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

ST Number:	1649458	Date of mailing:	2/28/2005
Company:	PHILADELPHIA GAS WORKS		

REVISED 12/97

04/18/05

RECEIVED

MAR 14 2005

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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

MAY 9, 2005

ST 1649458

JOSEPH KEYES  
4641 C STREET  
PHILADELPHIA PA 19120

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:

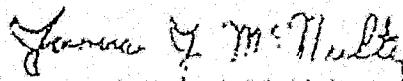
Office of Administrative Law Judge  
Public Utility Commission  
P.O. Box 3265  
Harrisburg, PA 17105-3265

**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

BEFORE THE PENNSYLVANIA PUBLIC UTILITY COMMISSION

DATE SERVED: July 13, 2005

LUCILLE KEYS FOR JOSEPH  
KEYS (DECEASED)

Complainant

VS.

Complaint Docket

No: Z-01649458

PHILADELPHIA GAS WORKS

Respondent

DOCUMENT  
FOLDER

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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 13, 2005

Z-01649458

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 LUCILLE KEYS FOR JOSEPH KEYS (DECEASED). 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.

**DOCKETED**

JUL 13 2005

DOCUMENT  
FORNER

y 13, 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



Laureto A. Farinas, Senior Attorney  
Legal Department  
Direct Dial: (215) 684-6982  
Fax: (215) 684-6798  
E-mail: [laureto.farinas@pgworks.com](mailto:laureto.farinas@pgworks.com)

July 26, 2005

ORIGINAL

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

**RE: Joseph Keys vs. PGW, Docket No.: Z-01649458**

Dear Secretary McNulty:

Pursuant to 52 Pa. Code §5.24(b), the Philadelphia Gas Works ("PGW") certifies that the above referenced Complaint has been satisfied. PGW and the Complainant have discussed the issues raised in the complaint and reached a settlement. With this discussion and settlement, the Complainant has indicated that she is satisfied with the resolution of this complaint.

By copy of this letter, I am notifying the parties of her right to object to any part of this settlement in writing to the Public Utility Commission within (10) days from the date of this correspondence.

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

Sincerely,

DOCUMENT  
FOLDER

cc: Lucille Keys on behalf of Joseph Keys  
Jennifer Raksnis  
Cherie Pyle

RECEIVED  
JUL 26 2005 RJP

**DOCKETED**  
AUG 01 2005

PA PUBLIC UTILITY COMMISSION  
SECRETARY'S BUREAU

75

COMMONWEALTH OF PENNSYLVANIA  
PUBLIC UTILITY COMMISSION

DATE: July 27, 2005  
SUBJECT: Z-01649458  
Joseph Keys v. Philadelphia Gas Works  
TO: Wanda Zeiders  
Docket Management  
FROM: Susan Kirwan, Support Staff  
Office of Administrative Law Judge

On July 27, 2005, a Certificate of Satisfaction was filed in the above-captioned proceeding. If no objection is filed to this certificate within 10 days of service, this proceeding will be closed.

All parties should be notified that the case is closed and a copy of that notification placed in the document folder.

Attachment

pc: ALJ (None Assigned)  
Beth Plantz  
Case File

DOCUMENT  
FOLDER

DOCKETED  
JUL 28 2005