

ORIGINAL

COMMONWEALTH OF PENNSYLVANIA

PUBLIC UTILITY COMMISSION

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Helen A. Rogers v. Philadelphia Gas Works. :
 Billing dispute. : Docket No.
 Call of the Docket. : F-01797582
 :
 :
 Initial hearing. :
 -----X

DOCUMENT FOLDER

Pages 1 through 29

Hearing Room 1301
State Office Building
Broad and Spring Garden Streets
Philadelphia, Pennsylvania

Wednesday, February 1, 2006

Met, pursuant to notice, at 10:05 a.m.

BEFORE:

Y-207

KY VAN NGUYEN, Administrative Law Judge

APPEARANCES:

HELEN A. ROGERS
5628 Baltimore Avenue
Philadelphia, Pennsylvania 19143
(Pro Se)

LAURETO FARINAS, Esquire
800 West Montgomery Avenue
Philadelphia, Pennsylvania 19122
(For Philadelphia Gas Works)

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P R O C E E D I N G S

1
2 ADMINISTRATIVE LAW JUDGE KY VAN NGUYEN: Good morning
3 everyone. We open the record for a hearing on the complaint of Helen A.
4 Rogers against Philadelphia Gas Works at Docket F-01797582.

5 My name is Ky Van Nguyen and I am the Administrative Law Judge
6 presiding at this hearing. I would ask the parties to identify themselves for
7 the record. Ms. Rogers, could you identify yourself for the record please?

8 MS. ROGERS: Excuse me, Your Honor. I can't hear a word you are
9 saying.

10 JUDGE NGUYEN: I just introduced the case.

11 MS. ROGERS: Maybe if I come up closer because I can't hear you
12 at all and I would rather hear what is happening to me. Can I stand here?

13 JUDGE NGUYEN: Okay. We open the record for a hearing on your
14 complaint against Philadelphia Gas Works.

15 MS. ROGERS: I have some papers. Most of my papers were taken
16 during the time they were sent to me and I reported it to Harrisburg.

17 JUDGE NGUYEN: Okay. All I did was just introduce your case for
18 the record. There is no proceedings occurring now yet. I will ask you to
19 testify later.

20 MS. ROGERS: Ask me to testify?

21 JUDGE NGUYEN: Yes, and then the other side will testify for their
22 case.

23 MS. ROGERS: Will that be now?

24 JUDGE NGUYEN: Yes. Just wait there.

25 MS. ROGERS: I can sit down?

1 JUDGE NGUYEN: Yes.

2 MS. ROGERS: I am not familiar. This is my first time with court
3 proceedings. I was the one that initiated this, behind the fact that -

4 JUDGE NGUYEN: Okay. I introduce the case for the record first
5 and then after that I will ask you to testify.

6 MS. ROGERS: Testify as to why I am here?

7 JUDGE NGUYEN: Yes.

8 MS. ROGERS: Well, I am here because --

9 JUDGE NGUYEN: Not yet.

10 MS. ROGERS: Oh, I don't understand.

11 JUDGE NGUYEN: Can you identify yourself for the record?

12 MS. ROGERS: After they do?

13 JUDGE NGUYEN: No. After you. Can you identify yourself for the
14 record first?

15 MS. ROGERS: Do you want me to testify now?

16 JUDGE NGUYEN: Not yet.

17 MR. FARINAS: He wants to know your name and your address.

18 MS. ROGERS: Okay. My name is Helen A. Rogers and I live at
19 5628 Baltimore Avenue, Philadelphia, Pennsylvania, 19143. That's it?

20 MR. FARINAS: That's it.

21 JUDGE NGUYEN: Mr. Farinas.

22 MR. FARINAS: Good morning, Your Honor. Laureto Farinas for the
23 Philadelphia Gas Works and I have one witness with me today. Her name
24 is Wendy Vacca.

25 JUDGE NGUYEN: Okay, thank you. Ms. Rogers, before you testify,

1 I have to swear you in first, so please stand and raise your right hand.

2 Whereupon,

3 HELEN A. ROGERS

4 having been duly sworn, testified as follows:

5 DIRECT TESTIMONY

6 JUDGE NGUYEN: Now, tell me why you are here.

7 THE WITNESS: Can I sit down because my back is killing me?

8 JUDGE NGUYEN: Sure.

9 THE WITNESS: I wrote Harrisburg due to the fact that three homes
10 are trying to take my home and one of them have been taking my gas.

11 The reason why I know that is because I didn't find it out until about four
12 years ago.

13 JUDGE NGUYEN: Tell me about the home taking your gas.

14 MS. ROGERS: My gas goes to them. My gas shuts off three and
15 four hours and sometimes longer and then my radiators are cold. My
16 heater, I had the insurance that the Gas Company has ever since. I just
17 stopped it two years ago when I found out that my gas was being taken
18 and the person that works for the Gas Company is the one that lives the
19 door down. His parents - that is where my gas is going.

20 JUDGE NGUYEN: So that person that is working for the Company -

21 MS. ROGERS: He works for Philadelphia Gas Works.

22 JUDGE NGUYEN: --took your gas?

23 THE WITNESS: He works for Philadelphia Gas Works. His mother
24 and father live there. 5634. I live at 5628 Baltimore Avenue.

25 JUDGE NGUYEN: And that person takes your gas?

1 THE WITNESS: My gas goes to their home for three or four hours
2 or more. I don't know how long and I can tell. I have osteo-arthritis of the
3 spine. They moved up - I mean - yes, in 1998.

4 JUDGE NGUYEN: How do they take your gas?

5 THE WITNESS: Well, in delivery. That is the only way. On the bill,
6 it says that you have gas theft. So gas is stolen and I was trying to find
7 out how it was by asking and inquiring and looking at my bill. I thought it
8 was in delivery because the number that I am given on my bill is the same
9 number that I have had ever since I have been there for the 42 years.

10 JUDGE NGUYEN: Do you have any proof of theft of your gas?

11 THE WITNESS: That my gas is taken?

12 JUDGE NGUYEN: Yes. Do you have any proof of that?

13 THE WITNESS: My health itself. I have never - I am not sickly. I
14 never was sick. My nieces came in from Chicago and took me to the
15 University of Pennsylvania Hospital. I had a bone density test because I
16 live alone. I have cold in my spine and just recently, two weeks ago -

17 JUDGE NGUYEN: So that is when you found proof?

18 THE WITNESS: That is where I know that the gas is going because
19 they begin to - they don't know me. I have been there all these years and
20 I am not from Philadelphia. That is why they treat me the way they do.
21 They put this witchcraft all over my porch. These same people are trying
22 to force me to move for their son to move in my home and I still have the
23 problem.

24 JUDGE NGUYEN: Who is going to move into your home?

25 THE WITNESS: 5634. The same people that I told you is getting

1 my gas.

2 JUDGE NGUYEN: They took your gas and they want to move to
3 your house?

4 THE WITNESS: They want my house. They want their son to move
5 into my home.

6 JUDGE NGUYEN: And the son is an employee of Philadelphia Gas
7 Works? He is an employee of the Gas Company?

8 THE WITNESS: Philadelphia Gas Company. I have talked with
9 them but of course I am up in age, so naturally, it seems like in
10 Philadelphia, if you pass 60, you are senile or you are demented. So right
11 away when I made the remarks, they took me to a mental - Mercy
12 Hospital.

13 JUDGE NGUYEN: How old are you?

14 THE WITNESS: How old am I?

15 JUDGE NGUYEN: Yes.

16 THE WITNESS: I am 82. I will be 83 the 16th of April, this year.

17 JUDGE NGUYEN: So you have a problem with your memory?

18 THE WITNESS: I have none. The hospital doctors - the
19 psychiatrist and all that, I stayed for a week. I have an atrial flutter. It
20 runs in my family. Heart problems. Not mental problems.

21 JUDGE NGUYEN: I see.

22 THE WITNESS: And so that is why I questioned all the different
23 changes when they begin to - when they moved up here and they want to
24 take my house.

25 JUDGE NGUYEN: Why do they want to move into your house?

1 THE WITNESS: I don't know why they want to move in, sir. I
2 don't know what they want it for. It's a large family, I hear. It's 12 grown
3 children. Six from the father's side and the mother's side. They must have
4 had children before. I don't know and one of the sons that works for the
5 Philadelphia Gas Works, how I know? I got 75 calls on my phone from the
6 Edwards. That is their name, and all different hours of the night. 2:30 in
7 the morning. I had to change my phone eight times.

8 JUDGE NGUYEN: How do they know your telephone number?

9 THE WITNESS: They take my mail. My mail is taken. I have case
10 numbers for postal and I have the identify theft. They take my money.

11 JUDGE NGUYEN: How far between your home and their home?

12 THE WITNESS: I didn't get it?

13 JUDGE NGUYEN: How far between your home and their home?

14 THE WITNESS: Two doors down. The second house. 5630. This
15 is going to - they have my phone tapped.

16 JUDGE NGUYEN: They tap your phone?

17 THE WITNESS: Yes, I have my phone here. I don't sleep. I have
18 been up since 4:30 this morning. I had to buy this in order for me to call
19 the police. The 12 Precinct don't come for me but in order for me to get
20 downtown -- 7th and - well, I call 9-1-1. They shut me off.

21 JUDGE NGUYEN: Why?

22 THE WITNESS: I don't know. They shut me off because -

23 JUDGE NGUYEN: Who are they?

24 THE WITNESS: Pardon me?

25 JUDGE NGUYEN: Who are they?

1 THE WITNESS: Next door. 5630. There are three houses. 5630.
2 32 is a drug house. You have - well, the District Attorney got in touch with
3 me because they closed it up. I don't know why they got in touch with me
4 because I don't do drugs and I have no children that deals with the
5 children that live in the home, but they said because they want my house
6 and they are trying to force me out.

7 JUDGE NGUYEN: Do you have any quarrel with them?

8 THE WITNESS: No, I have no quarrel with them. I have no reason
9 to. I worked for the Internal Revenue Service at 6th and Arch and I retired
10 in 1989 and before then, I traveled for Security. For Bonwick Tellers and
11 for Wanamaker's. I have no reason to argue with none of them.

12 JUDGE NGUYEN: How long have you known them?

13 THE WITNESS: Known them?

14 JUDGE NGUYEN: Yes.

15 THE WITNESS: I have seen some of them throughout the years.

16 JUDGE NGUYEN: For how long?

17 THE WITNESS: Well, the girls I watch grow up, so they are in their
18 forties now. Some of them come back home.

19 JUDGE NGUYEN: So over 20 years?

20 THE WITNESS: Yes. About 25, 30 years. Some of them come
21 back to the home and so that is what is happening. My gas bill has never
22 been so much because I can't breathe. Over 70, I can't stand it. I use a
23 fan.

24 JUDGE NGUYEN: How many people are there in your family?

25 THE WITNESS: There were nine of us. Now it's just me. I have no

1 family. I have no children.

2 JUDGE NGUYEN: Just yourself?

3 THE WITNESS: Just myself. My husband died in 1996. When he
4 was there, I had no problems. No flat tires; no broken windshield; no
5 nothing. I got a divorce in 1971 and I kept the house. Ever since then, I
6 have had trouble.

7 JUDGE NGUYEN: Okay. So what are you complaining about? You
8 are complaining about them stealing your gas?

9 THE WITNESS: Yes. I am complaining about them wanting me to
10 have - why would I continue to stay there? You know, I do have some
11 relatives in Connecticut and Long Island. The young fellow that came and
12 got me out of the hospital - Mercy Hospital, he was from Long Island. I
13 don't have any immediate family and for me to take on budgets and stuff
14 like that, I don't use that kind of gas. I don't do no cooking; I don't do no
15 washing. I go to the Laundromat and I don't see paying \$200 a month in
16 the summer for something that I am low income, when I have to pay \$120
17 a month for medicine.

18 JUDGE NGUYEN: You are complaining about your gas bill rising?

19 THE WITNESS: I am complaining behind the fact of my gas being
20 taken because I know that if it is high like that, somebody is taking it.

21 JUDGE NGUYEN: How high is your gas bill?

22 THE WITNESS: I never paid over \$100. In 2001, it went up \$100
23 a month. \$142 was January and February it was two-something. March, it
24 was \$317; April it was \$451 and May it was \$505. That is when I went
25 down to 10th and Chestnut to the Gas Company and talk to them about it

1 because I know that I didn't use that kind of a gas.

2 JUDGE NGUYEN: When was your gas bill high?

3 THE WITNESS: When what?

4 JUDGE NGUYEN: What month was your gas bill high?

5 THE WITNESS: My gas is high now most of the times. In
6 November of 2005, it was \$64 and that's okay. I know in the winter it is a
7 little higher and before then it was like \$54. You know how it fluctuates
8 and then December, the month after, I got a \$305 bill. She says \$313.

9 JUDGE NGUYEN: January?

10 THE WITNESS: December of 2005. \$313 she says. I never had a
11 bill like that and it's nothing wrong with my heaters. The Gas Works let
12 their repair people charge me \$50 every visit. They visit four times a year.

13 JUDGE NGUYEN: Tell me about your house. Describe your house.

14 THE WITNESS: It's four bedrooms, two story and a full basement
15 but no one lives there but me.

16 JUDGE NGUYEN: How many rooms are there in the house?

17 THE WITNESS: Eight rooms. I have four bedrooms, I have a living
18 room, a dining room and a kitchen and a full basement.

19 JUDGE NGUYEN: How many bathrooms?

20 THE WITNESS: I have a bath and a half. A full bath upstairs and
21 then the basement. I have a partial bath.

22 JUDGE NGUYEN: Now, tell me about your appliances that uses
23 gas.

24 THE WITNESS: I don't do anything there. I don't wash. I very
25 seldom eat there. I buy my food. I hate cooking and that's it. I eat out

1 with friends or what have you and I don't wash there.

2 JUDGE NGUYEN: You don't use any gas?

3 THE WITNESS: Well, you know, I might heat up something like
4 that but as far as cooking meals, I don't do. I was invited to my nephew's
5 home in New York for Thanksgiving and Christmas, you know. Big meals I
6 don't do.

7 JUDGE NGUYEN: Do you have a gas stove?

8 THE WITNESS: Sure I have a gas stove. I have a kitchen. I use
9 to cook. I was married but since I got the back trouble and my hands are
10 numb, I have very poor circulation, so I don't try to do anything to bring on
11 anything that I have to go to the hospital. I don't want to do that. I just
12 didn't want to take on another - I don't mind paying my bill. I pay my way
13 - every bill and if my bills were high, I would see to it.

14 JUDGE NGUYEN: Do you get assistance from them? Gas
15 assistance?

16 THE WITNESS: No, I don't. They were telling me about programs,
17 but why would I stay here in the City? I am 43 years now in this house
18 and I am not happy. Why should I stay here now and take on something
19 that I cannot afford? I will pay it off and find me a single house in North
20 Jersey closer to my family and that's it. I will be happier because those
21 people that live there, they are very nice some of them but the three
22 houses that want my house, they are very bad.

23 JUDGE NGUYEN: Who wants your house? How come?

24 THE WITNESS: They want it for their friend that works for the
25 Philadelphia Gas Works. Ted Breswick. I know all their names. I have

1 Caller ID and their names are coming up on my phone. They even have
2 people watching me and I think it is illegal. They watch me from the park.

3 JUDGE NGUYEN: Do you own your home?

4 THE WITNESS: Yes, I own it.

5 JUDGE NGUYEN: So they want to buy your house?

6 THE WITNESS: The way they act, I would be afraid to sit down at
7 a settlement table with them. That's right. I am afraid of them. They
8 have people watching me from the park all day and paying them.

9 JUDGE NGUYEN: What else do you have to tell me?

10 THE WITNESS: I don't mind being charged what I owe. I went up
11 to the grocery store, which is the next block up, and when I came back,
12 that person which I only know her name recently, she had me taken in
13 handcuffs to the mental hospital. She said she was a relative of mine and
14 that I threatened her. This is for them to take my house. They figure that
15 if you are mentally ill and you don't have a family, because they don't see
16 anyone coming because all my brothers and sisters are deceased, they
17 think they can take my house. I am the youngest and I am alone.

18 JUDGE NGUYEN: Okay. You can take a seat and he is going to ask
19 you some questions.

20 THE WITNESS: Okay.

21 JUDGE NGUYEN: Mr. Farinas.

22 MR. FARINAS: Thank you, Your Honor.

23 CROSS EXAMINATION

24 BY MR. FARINAS:

25 Q. Ms. Rogers, I just want to ask you a couple of questions to

1 clarify. Your address is 5628 Baltimore Avenue and the house of the family
2 whose son works for the Gas Works is 5630?

3 A. 5630. Next door, yes.

4 Q. Who lives at 5634?

5 A. The Edwards live at 5634. 5632, the Poles live there. I watch
6 her grow up and her mother and father died.

7 Q. Okay. Can you stop there? So who do you believe is the house
8 that is stealing your gas?

9 A. 5634. The Edwards.

10 Q. I am somewhat familiar with West Philadelphia. Baltimore
11 Avenue is row homes; correct?

12 A. Yes.

13 Q. So the house that you believe is stealing your gas isn't even
14 next door?

15 A. No. They have delivery. I saw a truck pulled up and I called
16 Harrisburg. 5632, they are friends. They were always good friends. She
17 was trying to get the same thing that they are doing to me. She had a
18 truck there. A white gas truck. This woman was running her hands. I sat
19 by my living room window and watched her running her hands up and
20 down the window and typing things and the young man got out and went
21 into 5632, which is the Poles. I watched this woman grow up. She has six
22 children. They are not all grown.

23 Q. Okay. You have a hot water that is run by gas?

24 A. Yes, I have a hot water heater.

25 Q. And you have a stove run by gas?

1 A. Yes, I have a gas stove.

2 Q. And the way you heat your home?

3 A. I have a gas heater.

4 Q. And the reason why you think your gas bill is too high is
5 because people are stealing your gas?

6 A. I don't think it is too high, sir. I said all of a sudden, whenever
7 they need something, my gas goes up high. \$228, I paid that bill. I have
8 it here somewhere - a check because she put my papers in my pocket
9 book on my nightstand and this is what they does. It's identify theft and I
10 found all of these and none of the cancelled checks. She took them out.
11 That is next door. They figure that I am up in age and you know, it sounds
12 crazy but they take my gas.

13 Q. Have you reported this to the police?

14 A. Of course. The 12 Precinct. They talk to me. I call them say 8
15 O'clock this morning and they say, "okay, we will send someone over." I
16 might see them two days later or not at all. I went over and talk to the
17 Captain. I talked to Captain Oswald that was there. We have another
18 Captain besides him. He is a little bit better. At least they will come a day
19 after or two.

20 Q. Have they ever take any actions against the people that you
21 say are stealing your gas?

22 A. Downtown to Senator Blackwell's office on the fourth floor and
23 to Senator Williams. I have been to two of the State Representatives. I
24 have been to quite a few of them to talk to them about the situation. All I
25 want is not attention. Treat me like they treat everybody else. Let me be

1 able to go to the store or go to visit away a day or two without my house
2 being broken in. I pay taxes. That is all I want.

3 Q. Have they ever taken any action against the people who you
4 think are breaking into your house?

5 A. You know what the police tell me, "you have to see it."

6 Q. So you haven't seen this?

7 A. That is what they tell me and I tell them that I have a hamper
8 full of clothes to take to the Laundromat and she took the dirty clothes out.
9 She takes clothes out of my dresser drawer and I don't know what to do. I
10 am going to move.

11 MR. FARINAS: Thank you and I have no further questions, Your
12 Honor.

13 THE WITNESS: That is what I am going to do when I find a place.
14 I will move out of Philadelphia to a Senior Citizen home where I have
15 protection. I don't mind paying what I owe but I don't owe no thousand
16 dollars. That is what they say I owe.

17 JUDGE NGUYEN: Okay, thank you. Mr. Farinas, call your witness.

18 MR. FARINAS: Your Honor, I would like to call Wendy Vacca.

19 JUDGE NGUYEN: Ms. Vacca, please raise your right hand.

20 Whereupon,

21 WENDY VACCA

22 having been duly sworn, testified as follows:

23 DIRECT EXAMINATION

24 BY MR. FARINAS:

25 Q. Ms. Vacca, are you employed by PGW?

1 A. Yes, I am.

2 Q. And what is your title?

3 A. Customer Review Officer.

4 Q. As a Customer Review Officer, what do your duties entail?

5 A. To investigate and review customer's complaint on the informal
6 and formal level.

7 Q. Have you reviewed the complaint filed by Ms. Rogers that we
8 are discussing today?

9 A. Yes, I have.

10 MR. FARINAS: Your Honor, if I may, I have previously distributed
11 to everyone including yourself and I would like to have marked as PGW
12 Exhibit No. 1, a nine page document which has as it's title "History Request
13 Report for Account," and it gives Ms. Roger's account number.

14 JUDGE NGUYEN: Okay. Mark it as PGW Exhibit No. 1.

15 (Whereupon, the document was
16 marked as PGW Exhibit No. 1 for
17 identification.)

18 BY MR. FARINAS:

19 Q. Ms. Vacca, do you have that in front of you?

20 A. Yes, I do.

21 Q. Can you comment on the activities on Ms. Roger's account
22 generally, and give us an overview summary of the status of her account?

23 A. Okay. This document is a history of the billings for Ms. Rogers
24 at 5628 Baltimore Avenue. It lists all the bills and the payments. It also
25 lists that the meter readings were actual AMR readings. If you go to page

1 nine of nine – the last page, her current account balance is \$1,021.28.
2 She does make payments on a regular basis but the payment doesn't cover
3 the entire billing, leaving the balance to accumulate.

4 Q. If I may Ms. Vacca, on page nine there is an entry which is
5 actually marked by a little arrow. Can you explain what occurred on
6 9/21/2005?

7 A. The customer had a prior formal and the settlement in that
8 case, we gave her an allowance of \$50 and we waived the late payment
9 charges also of \$226.56.

10 Q. Can I ask you to comment generally on her gas usage,
11 particularly the bill that she talked about and that is the bills from the past
12 winter or from this winter?

13 MS. ROGERS: Talk about I owe over a thousand dollars. Lord,
14 they are lying.

15 THE WITNESS: Well, the December billing – December 19, 2005,
16 which is on page nine of nine towards the bottom half of the document, the
17 bill for that month was \$313.86. She did make a payment in January,
18 which was \$120.

19 MS. ROGERS: Excuse me. I make payments every month.

20 THE WITNESS: Correct. You do make payments

21 JUDGE NGUYEN: Please. After they testify then you can ask the
22 questions.

23 BY MR. FARINAS:

24 Q. What adds to Ms. Rogers bills each month and why does it
25 make the bill increase?

1 BY MR. FARINAS:

2 Q. Ms. Vacca, do you have that document in front of you?

3 A. Yes.

4 Q. Did you prepare this document?

5 A. Yes, I did.

6 Q. Can you tell us what the document is intended to show and
7 give us an explanation of your analysis?

8 A. Okay. The usage at the property at 5628 Baltimore Avenue,
9 each line is yearly usage, starting with '02 to '03. All the way through to
10 the bottom line goes from '05 to '06. If you go all the way over to the right
11 hand column of the document, it breaks it down to cubic feet per degree-
12 day, which is an average of consumption and as you can see, the average
13 usage for the property does fall in line.

14 JUDGE NGUYEN: What is CFDD?

15 THE WITNESS: Cubic feet per degree-day. That is the usage on a
16 yearly basis.

17 JUDGE NGUYEN: Okay.

18 BY MR. FARINAS:

19 Q. In terms of someone experiencing high gas bills, what can
20 contribute to the feeling of having high gas bills?

21 A. Rate increases.

22 Q. And how about the condition of someone's home?

23 A. Poorly insulated homes; big homes that cost more money to
24 heat if they are poorly insulated.

25 Q. And if I may, for the benefit of both the record and for

1 Ms. Rogers, can you explain what her options are with respect to making
2 an agreement with PGW?

3 A. Okay. I spoke to Ms. Rogers beforehand and she did give me
4 her income and she would qualify for our CRP program and at this point,
5 that would be her best option. She could enter into a no money down with
6 PGW, where she would pay monthly based on her income. With the
7 income that she has given me, her monthly payment would be roughly
8 \$116 per month on the CRP program.

9 If she choose not to go on to the CRP program, she could enter into
10 a budget agreement and the budget agreement, she would need to pay 20
11 percent down, which would be \$204 and subsequently on a monthly basis
12 she would pay her monthly budget, which at this point is \$185, plus \$20
13 towards her arrears, making a monthly payment of \$205.

14 Q. Was there a BCS decision in this matter?

15 A. Yes, there was.

16 MR. FARINAS: Your Honor, if I may, the BCS decision is a one page
17 document which I previously marked and distributed as PGW Exhibit No. 2.

18 JUDGE NGUYEN: Okay. We will mark it for identification as PGW
19 Exhibit No. 2.

20 (Whereupon, the document was
21 marked as PGW Exhibit No. 2 for
22 identification.)

23 BY MR. FARINAS:

24 Q. Ms. Vacca, can you briefly summarize the findings of the
25 Bureau of Consumer Services?

1 A. Okay. The decision was that the bills were based on actual
2 meter readings. The consumption confirmed that the usage was in line
3 with the historical consumption at the address and it gave the customer the
4 option of entering into a payment agreement and to contact PGW before
5 September 7, 2005 to enter into a payment agreement or apply for the
6 CRP agreement.

7 MR. FARINAS: Your Honor, I have no further questions. Ms. Vacca
8 is available for cross-examination.

9 JUDGE NGUYEN: Ms. Rogers, tell me about your income please.

10 MS. ROGERS: I can't hear you, sir.

11 JUDGE NGUYEN: Can you tell me about how much you get each
12 month?

13 MS. ROGERS: I get from my Social Security, \$1,139.00 a month.

14 JUDGE NGUYEN: What else?

15 MS. ROGERS: I have a small pension from the Internal Revenue
16 Service.

17 JUDGE NGUYEN: How much?

18 MS. ROGERS: All I get is \$216 minus \$123.11 for my Keystone
19 East Insurance, so I get \$92 and some change. That is all I get.

20 JUDGE NGUYEN: Is that it?

21 MS. ROGERS: Yes, that's it, and they take out \$88.50 on the
22 Social Security, so I get \$1,051.00 each month. \$88.50 is for the
23 insurance, you know. Medicare A and B.

24 JUDGE NGUYEN: And how much do you get from your pension
25 plan?

1 MS. ROGERS: \$216 is the pension plan, minus \$123.11 which is
2 for the Keystone East, Blue Cross and Blue Shield Insurance.

3 JUDGE NGUYEN: And you mentioned A and B. What is that?

4 MS. ROGERS: A and B is Medicare for Social Security. That is
5 Social Security insurance. I am having to buy hearing aids. I didn't know I
6 can't hear.

7 MR. FARINAS: Your Honor, she has just added new information on
8 the record that we weren't aware of before. I don't know how you want to
9 handle it, but I would like to ask her a few questions.

10 JUDGE NGUYEN: Okay.

11 BY MR. FARINAS:

12 Q. Ms. Rogers, you have two sources of income; correct?

13 A. I have one.

14 Q. You have two places where you get income; right? Social
15 Security for \$1,139, and that is what you told us about before; correct?

16 A. Yes.

17 Q. And then you get a pension of \$216, but you get the change
18 from that, which is \$92?

19 A. \$92.00 is what I get after the insurance for Keystone East is
20 taken out.

21 Q. And so the sum of \$1,139.00 plus the \$92 comes to -

22 A. That's the gross. The balance of my Social Security is \$1,051
23 and then I pay for my medicine and that cost me \$120 a month.

24 MR. FARINAS: Your Honor, I am bringing this up only because it
25 may push her over the line for eligibility for the CRP program.

1 MS. ROGERS: I have no car. I have to take public transportation
2 the best way I can and that is why I shop with a cart. I use it but I didn't
3 want to bring it here because it is a little cart.

4 JUDGE NGUYEN: Do you have any questions for Ms. Vacca?

5 MS. ROGERS: If you don't mind, I would rather hear. Let me
6 come a little closer.

7 JUDGE NGUYEN: Do you have any questions for the witness?

8 MS. ROGERS: Yes.

9 JUDGE NGUYEN: Okay.

10 CROSS EXAMINATION

11 BY MS. ROGERS:

12 Q. I heard you say something about \$50 when I made the
13 settlement, because like my step-daughter says, if you don't owe, you
14 don't pay. I never had anyone call and annoy me at home and so when
15 the Gas Works called, I listened at first and then I didn't and then when I
16 did listen, he sent you a letter and I went through my mails and it was
17 \$151.

18 MR. FARINAS: Your Honor, can you let her ask a question?

19 MS. ROGERS: Let me finish, sir.

20 BY MS. ROGERS:

21 Q. Why would you put \$150 on someone's delinquent account and
22 that is what he told me after I made a payment of \$100 in December and
23 October was \$118. \$318 was the payment they said. I wrote Harrisburg
24 and I sent them my copies because like I told you, all my papers are gone.

25 MR. FARINAS: Ms. Rogers, what is the question?

1 BY MS. ROGERS:

2 Q. They told me it would be no balance and that was in '02 of
3 December. Come January, I get a bill of \$50 which I paid, plus \$400 from
4 November of '02 and from then on, they kept adding to the \$400.

5 MR. FARINAS: Your Honor, can you -

6 JUDGE NGUYEN: Ms. Rogers, can you ask the question? Ask the
7 question please?

8 BY MS. ROGERS:

9 Q. Why would you keep adding to something that has no balance?

10 A. PGW did credit your account. After you made the payment,
11 you received a bill with a \$50 credit.

12 Q. No, I haven't received any bill. They said they made a mistake.
13 It is not my fault you told me that everything was clear. Your Honor, I am
14 paying every month. Where did the \$400 come from when I have no
15 balance? I don't understand that.

16 JUDGE NGUYEN: Ms. Rogers, let her answer your question.

17 THE WITNESS: The \$50 that PGW credited your account was in the
18 interest of good customer relations in order to satisfy your formal
19 complaint that you filed against PGW.

20 BY MS. ROGERS:

21 Q. I never received anything about a \$50. That is all. I didn't get
22 no letter about no \$50.

23 A. We didn't send you a letter. We just credited your account in
24 the interest of good customer relationship. We did credit your account
25 \$150 back in '02. It's shown on the document in the history of your

1 account.

2 JUDGE NGUYEN: What month is that?

3 THE WITNESS: It is shown on PGW 1, page 5 of 9.

4 JUDGE NGUYEN: And where is that?

5 THE WITNESS: Towards the bottom of the document and the date
6 is 10/17/02. The last two lines of the document. THE \$38.35 LPCWVE and
7 the allowance for \$112.07, bringing the total credit to \$150.

8 JUDGE NGUYEN: You credited that amount to her account?

9 THE WITNESS: Yes.

10 JUDGE NGUYEN: How about the \$50 credit?

11 THE WITNESS: That is on page 9 of 9 and the date is 9/21/05.

12 You will see Allows \$50, and we also waived late payment charges also in
13 the amount of \$223.56.

14 JUDGE NGUYEN: Ms. Rogers, do you have any other questions?

15 MS. ROGERS: No, I don't have any other than the fact that I don't
16 know why they keep asking me to join or belong to something that
17 eventually I am going to have to pay a lump sum and I can't afford it. I
18 know I pay my bills and I don't use that kind of gas and I cannot afford to
19 pay that.

20 JUDGE NGUYEN: Okay, thank you. Mr. Farinas, do you have any
21 questions?

22 MR. FARINAS: Your Honor, I have no redirect at this time. I would
23 like to move that PGW Exhibit 1, 2 and 3 be admitted into the record.

24 JUDGE NGUYEN: PGW Exhibits 1, 2 and 3 are admitted into the
25 record.

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(Whereupon, the documents marked
marked as PGW Exhibits Nos. 1, 2
and 3 were received in evidence.)

MR. FARINAS: Thank you, Your Honor.

JUDGE NGUYEN: We are adjourned.

(Whereupon, at 10:40 a.m., the proceedings were concluded.)

CERTIFICATE

I hereby certify, as the stenographic reporter, that the foregoing proceedings were taken stenographically by me, and thereafter reduced to typewriting by me or under my directions; and that this transcript is a true and accurate record to the best of my ability.

COMMONWEALTH REPORTING COMPANY, INC.

BY: Georgette McEwan
Georgette McEwan

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HISTORY REQUEST REPORT FOR ACCOUNT # 3117006771 AND SA # 9961616651 AS OF 01/31/2006

Account # 3117006771 SA # 9961616651 Bill Cycle: 13 Rate Class: GS Phone #: 7470610(215)

Name: ROGERS, HELEN A Address: 5628 BALTIMORE AVE/PHILA, PA

Pay Agreement Indicator N Easyway Indicator CRP Status

Blocker Start Date 20050919 Blocker End Date 20070919 Meter #: 1790226

21106
R-017973 SA
PWA
on

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Tran Date	Tran Type	Current Amt	Total Amt	Adjust Amt	Segment Start Date	Segment End Date	Read Code	End Read	Current Balance	Usage	Meter #
01/01/1996	CONVRC	\$379.31	\$280.76	\$280.76							
06/04/1997	PAY	(\$41.00)	(\$41.00)	\$0.00							
07/07/1997	CRPDB	\$0.00	\$19.34	\$19.34							
07/07/1997	PAY	(\$41.00)	(\$41.00)	\$0.00							
07/18/1997	BILL	\$14.14	\$14.14	\$0.00	06/19/1997	07/18/1997	R	2685	\$14.14	16	1790226
08/04/1997	CRPDB	\$0.00	\$24.81	\$24.81							
08/04/1997	PAY	(\$41.00)	(\$41.00)	\$0.00							
08/15/1997	BILL	\$13.46	\$13.46	\$0.00	07/16/1997	08/15/1997	R	2700	\$13.46	15	1790226
09/04/1997	PAY	(\$41.00)	(\$41.00)	\$0.00							
09/04/1997	CRPDB	\$0.00	\$26.86	\$26.86							
09/15/1997	BILL	\$15.51	\$15.51	\$0.00	08/15/1997	09/15/1997	R	2718	\$15.51	18	1790226
10/07/1997	PAY	(\$41.00)	(\$41.00)	\$0.00							
10/07/1997	CRPDB	\$0.00	\$27.54	\$27.54							
10/15/1997	BILL	\$16.19	\$16.19	\$0.00	09/15/1997	10/15/1997	R	2737	\$16.19	19	1790226
10/17/1997	LPC	\$2.68	\$2.68	\$2.68							
11/03/1997	PAY	(\$50.00)	(\$50.00)	\$0.00							
11/14/1997	BILL	\$44.22	\$44.22	\$0.00	10/15/1997	11/14/1997	R	2797	\$44.22	60	1790226
11/17/1997	LPC	\$2.59	\$2.59	\$2.59							
12/04/1997	PAY	(\$50.00)	(\$50.00)	\$0.00							
12/16/1997	BILL	\$79.78	\$79.78	\$0.00	11/14/1997	12/16/1997	R	2909	\$79.78	112	1790226
12/17/1997	LPC	\$2.67	\$2.67	\$2.67							
12/26/1997	PAY	(\$99.55)	(\$99.55)	\$0.00							
01/07/1998	PAY	(\$70.55)	(\$70.55)	\$0.00							
01/11/1998	BILL	\$51.74	\$51.74	\$0.00	12/16/1997	01/11/1998	R	2980	\$51.74	71	1790226
02/04/1998	PAY	(\$145.45)	(\$145.45)	\$0.00							
02/16/1998	BILL	\$106.45	\$106.45	\$0.00	01/11/1998	02/16/1998	R	3131	\$106.45	151	1790226
03/04/1998	PAY	(\$40.00)	(\$40.00)	\$0.00							
03/20/1998	BILL	\$67.48	\$67.48	\$0.00	02/16/1998	03/20/1998	R	3225	\$67.48	94	1790226

PGW exhibit 1

Account # 3117006771

SA # 9951616651

Bill Cycle 13

Rate Class: GS

Phone # 74706101215

Name: ROGERS, HELEN A

Address: 628 BALTIMORE AVE, PHILA, PA

Pay Agreement Indicator: N

Easyway Indicator

CRP Status

Blocker Start Date: 20050919

Blocker End Date: 20070919

Meter # 1790226

Tran Date	Tran Type	Current Amt	Tota Amt	Adjust Amt	Segment Start Date	Segment End Date	Read Code	End Read	Current Balance	Usage	Meter #
04/07/1998	PAY	(\$40.48)	(\$40.48)	\$0.00	03/20/1998	04/21/1998	R	3269	\$33.29	44	1790226
04/21/1998	BILL	\$33.29	\$33.29	\$0.00							
05/04/1998	PAY	(\$40.00)	(\$40.00)	\$0.00	04/21/1998	05/19/1998	R	3290	\$17.50	21	1790226
05/19/1998	BILL	\$17.50	\$17.50	\$0.00							
06/05/1998	PAY	(\$40.00)	(\$40.00)	\$0.00	05/19/1998	06/19/1998	R	3310	\$16.87	20	1790226
06/19/1998	BILL	\$16.87	\$16.87	\$0.00							
07/06/1998	PAY	(\$32.00)	(\$32.00)	\$0.00	06/19/1998	07/20/1998	R	3329	\$16.19	19	1790226
07/20/1998	BILL	\$16.19	\$16.19	\$0.00							
08/18/1998	BILL	\$14.14	\$14.14	\$0.00	07/20/1998	08/18/1998	R	3345	\$14.14	16	1790226
09/04/1998	PAY	(\$64.00)	(\$64.00)	\$0.00	08/18/1998	09/16/1998	R	3362	\$14.82	17	1790226
09/16/1998	BILL	\$14.82	\$14.82	\$0.00							
10/05/1998	PAY	(\$32.06)	(\$32.06)	\$0.00	09/16/1998	10/15/1998	R	3380	\$15.51	18	1790226
10/15/1998	BILL	\$15.51	\$15.51	\$0.00							
11/04/1998	PAY	(\$15.51)	(\$15.51)	\$0.00	10/15/1998	11/16/1998	R	3409	\$23.03	29	1790226
11/16/1998	BILL	\$23.03	\$23.03	\$0.00							
12/09/1998	PAY	(\$23.03)	(\$23.03)	\$0.00	11/16/1998	12/15/1998	R	3465	\$41.49	56	1790226
12/15/1998	BILL	\$41.49	\$41.49	\$0.00							
01/07/1999	PAY	(\$41.49)	(\$41.49)	\$0.00	12/15/1998	01/19/1999	R	3638	\$121.50	173	1790226
01/19/1999	BILL	\$121.50	\$121.50	\$0.00							
02/08/1999	PAY	(\$121.50)	(\$121.50)	\$0.00	01/19/1999	02/11/1999	Y	3723	\$58.50	85	1790226
02/11/1999	BILL	\$58.50	\$58.50	\$0.00							
03/05/1999	PAY	(\$58.50)	(\$58.50)	\$0.00	02/11/1999	03/12/1999	R	3856	\$89.72	133	1790226
03/12/1999	BILL	\$89.72	\$89.72	\$0.00							
04/06/1999	PAY	(\$89.72)	(\$89.72)	\$0.00	03/12/1999	04/07/1999	R	3893	\$27.26	37	1790226
04/07/1999	BILL	\$27.26	\$27.26	\$0.00							
05/04/1999	PAY	(\$27.26)	(\$27.26)	\$0.00	04/07/1999	05/14/1999	R	3922	\$22.06	29	1790226
05/14/1999	BILL	\$22.06	\$22.06	\$0.00							
06/04/1999	PAY	(\$22.06)	(\$22.06)	\$0.00	05/14/1999	06/11/1999	Y	3940	\$15.88	18	1790226
06/11/1999	BILL	\$15.88	\$15.88	\$0.00							
07/08/1999	PAY	(\$15.88)	(\$15.88)	\$0.00	06/11/1999	07/20/1999	R	3957	\$18.69	17	1790226
07/20/1999	BILL	\$18.69	\$18.69	\$0.00							
08/05/1999	PAY	(\$18.69)	(\$18.69)	\$0.00	07/20/1999	08/17/1999	R	3970	\$11.93	13	1790226
08/17/1999	BILL	\$11.93	\$11.93	\$0.00							

Account #: 311706771 SA #: 9961616651 Bill Cycle 13 Rate Class GS Phone #: 74706101215

Name: ROGERS, HELEN A Address: 5628 BALTIMORE AVE PHILA, PA

Easyway Indicator: CRP Status:

Blocker Start Date: 20050919 Blocker End Date: 20070919 Meter #: 1790226

Wet Charge adj

Tran Date	Tran Type	Current Amt	Total Amt	Adjust Amt	Segment Start Date	Segment End Date	Read Code	End Read	Current Balance	Usage	Meter #
08/22/1999	CS/CH2	(\$2.40)	(\$2.40)	(\$2.40)							
09/07/1999	PAY	(\$11.93)	(\$11.93)	\$0.00	08/17/1999	09/16/1999	Y	3976	\$10.06	6	1790226
09/16/1999	BILL	\$10.06	\$10.06	\$0.00							
10/04/1999	PAY	(\$10.06)	(\$10.06)	\$0.00							
10/05/1999	PAY	(\$40.00)	(\$40.00)	\$0.00							
10/16/1999	BILL	\$27.75	\$27.75	\$0.00	09/16/1999	10/16/1999	R	4011	\$27.75	35	1790226
11/05/1999	PAY	(\$27.75)	(\$27.75)	\$0.00							
11/16/1999	BILL	\$33.24	\$33.24	\$0.00	10/16/1999	11/16/1999	R	4055	\$33.24	44	1790226
12/07/1999	PAY	(\$40.00)	(\$40.00)	\$0.00							
12/07/1999	PAY	(\$13.24)	(\$13.24)	\$0.00							
12/16/1999	BILL	\$57.84	\$57.84	\$0.00	11/16/1999	12/16/1999	R	4138	\$37.84	83	1790226
01/04/2000	PAY	(\$37.84)	(\$37.84)	\$0.00							
01/19/2000	XFER	\$80.00	\$80.00	\$80.00							
01/20/2000	BILL	\$114.58	\$114.58	\$0.00	12/16/1999	01/20/2000	R	4312	\$154.58	174	1790226
02/07/2000	PAY	(\$114.58)	(\$114.58)	\$0.00							
02/18/2000	BILL	\$131.01	\$131.01	\$0.00	01/20/2000	02/18/2000	R	4514	\$171.01	202	1790226
03/03/2000	DEPPAY	(\$40.00)	(\$40.00)	(\$40.00)							
03/03/2000	PAY	(\$131.01)	(\$131.01)	\$0.00							
03/21/2000	BILL	\$46.50	\$46.50	\$0.00	02/18/2000	03/21/2000	R	4579	\$46.50	65	1790226
04/06/2000	PAY	(\$46.50)	(\$46.50)	\$0.00							
04/19/2000	BILL	\$27.99	\$27.99	\$0.00	03/21/2000	04/19/2000	R	4614	\$27.99	35	1790226
05/04/2000	PAY	(\$27.99)	(\$27.99)	\$0.00							
05/18/2000	BILL	\$22.44	\$22.44	\$0.00	04/19/2000	05/18/2000	R	4640	\$22.44	26	1790226
06/05/2000	PAY	(\$22.44)	(\$22.44)	\$0.00							
06/15/2000	BILL	\$21.21	\$21.21	\$0.00	05/18/2000	06/15/2000	R	4664	\$21.21	24	1790226
07/05/2000	PAY	(\$21.21)	(\$21.21)	\$0.00							
07/18/2000	BILL	\$22.44	\$22.44	\$0.00	06/15/2000	07/18/2000	R	4690	\$22.44	26	1790226
08/08/2000	PAY	(\$22.44)	(\$22.44)	\$0.00							
08/16/2000	BILL	\$21.82	\$21.82	\$0.00	07/18/2000	08/16/2000	R	4715	\$21.82	25	1790226
09/06/2000	PAY	(\$21.82)	(\$21.82)	\$0.00							
09/15/2000	BILL	\$21.82	\$21.82	\$0.00	08/16/2000	09/15/2000	R	4740	\$21.82	25	1790226
10/05/2000	PAY	(\$21.82)	(\$21.82)	\$0.00							
10/17/2000	BILL	\$21.21	\$21.21	\$0.00	09/15/2000	10/17/2000	R	4764	\$21.21	24	1790226

Account # 3117006771

SA #: 9961616651

Rate Class: GS

Phone #: 7470610(215)

Name: ROGERS, HELEN A

Address: 5628 BALTIMORE AVE/PHILA, PA

Easyway Indicator

CRP Status

Blocker Start Date: 20050919

Blocker End Date: 20070919

Meter #: 1790226

Tran Date	Tran Type	Current Amt	Total Amt	Adjust Amt	Segment Start Date	Segment End Date	Read Code	End Read	Current Balance	Usage	Meter #
11/06/2000	PAY	(\$21.21)	\$21.21	\$0.00	10/17/2000	11/15/2000	R	4808	\$33.54	44	1790226
11/15/2000	BILL	\$33.54	\$33.54	\$0.00	11/15/2000	12/15/2000	R	4991	\$142.09	183	1790226
12/04/2000	PAY	(\$33.54)	(\$33.54)	\$0.00	12/15/2000	01/18/2001	R	5282	\$270.10	291	1790226
12/15/2000	BILL	\$142.09	\$142.09	\$0.00	01/18/2001	02/15/2001	R	5467	\$317.61	185	1790226
01/05/2001	PAY	(\$142.09)	(\$142.09)	\$0.00	02/15/2001	03/19/2001	R	5650	\$451.29	183	1790226
01/18/2001	BILL	\$270.10	\$270.10	\$0.00	03/19/2001	04/18/2001	R	5763	\$505.19	113	1790226
02/05/2001	PAY	(\$150.00)	(\$150.00)	\$0.00	04/18/2001	05/17/2001	R	5800	\$561.40	37	1790226
02/15/2001	BILL	\$196.01	\$196.01	\$0.00	05/17/2001	06/19/2001	R	5825	\$556.31	25	1790226
02/16/2001	LPC	\$1.50	\$1.50	\$1.50	06/19/2001	07/19/2001	R	5849	\$542.75	24	1790226
03/06/2001	PAY	(\$70.61)	(\$70.61)	\$0.00	07/19/2001	08/17/2001	R	5869	\$546.10	20	1790226
03/19/2001	BILL	\$201.21	\$201.21	\$0.00	08/17/2001	09/18/2001	R	5890	\$552.70	21	1790226
03/21/2001	LPC	\$3.08	\$3.08	\$3.08	09/18/2001	10/18/2001	R	5918	\$565.39	28	1790226
04/04/2001	PAY	(\$81.29)	(\$81.29)	\$0.00	10/18/2001						
04/18/2001	BILL	\$129.64	\$129.64	\$0.00							
04/20/2001	LPC	\$5.55	\$5.55	\$5.55							
05/17/2001	BILL	\$48.72	\$48.72	\$0.00							
05/19/2001	LPC	\$7.49	\$7.49	\$7.49							
06/05/2001	PAY	(\$48.72)	(\$48.72)	\$0.00							
06/19/2001	BILL	\$35.94	\$35.94	\$0.00							
06/21/2001	LPC	\$7.69	\$7.69	\$7.69							
07/06/2001	PAY	(\$55.94)	(\$55.94)	\$0.00							
07/19/2001	BILL	\$34.88	\$34.88	\$0.00							
07/21/2001	LPC	\$7.50	\$7.50	\$7.50							
08/08/2001	PAY	(\$34.88)	(\$34.88)	\$0.00							
08/17/2001	BILL	\$30.62	\$30.62	\$0.00							
08/21/2001	LPC	\$7.61	\$7.61	\$7.61							
09/05/2001	PAY	(\$30.62)	(\$30.62)	\$0.00							
09/18/2001	BILL	\$29.49	\$29.49	\$0.00							
09/20/2001	LPC	\$7.73	\$7.73	\$7.73							
10/04/2001	PAY	(\$29.49)	(\$29.49)	\$0.00							
10/18/2001	BILL	\$34.34	\$34.34	\$0.00							
10/20/2001	LPC	\$7.84	\$7.84	\$7.84							
11/07/2001	PAY	(\$44.50)	(\$44.50)	\$0.00							

Account # 317006771

SA # 9961616651

Bill Cycle 13

Rate Class GS

Phone # 7470610(215)

Name: ROGERS, HELEN A

Address: 5628 BALTIMORE AVE/PHILA, PA

Easyway Indicator

CRP Status

Blocker End Date: 20070919

Meter # 1790226

Blocker Start Date: 20050919

Meter # 1790226

Tran Date	Tran Type	Current Amt	Total Amt	Adjust Amt	Segment Start Date	Segment End Date	Read Code	End Read	Current Balance	Usage	Meter #
11/07/2001	PAY	(\$34.34)	(\$34.34)	\$0.00	10/18/2001	11/16/2001	R	5969	\$548.58	50	1790226
11/16/2001	BILL	\$54.74	\$54.74	\$0.00							
11/20/2001	LPC	\$7.29	\$7.29	\$7.29							
12/04/2001	PAY	(\$44.50)	(\$44.50)	\$0.00							
12/07/2001	PAY	(\$54.74)	(\$54.74)	\$0.00							
12/17/2001	BILL	\$68.14	\$68.14	\$0.00	11/16/2001	12/17/2001	R	6037	\$524.22	69	1790226
12/19/2001	LPC	\$6.74	\$6.74	\$6.74							
01/10/2002	PAY	(\$68.14)	(\$68.14)	\$0.00							
01/17/2002	BILL	\$132.52	\$132.52	\$0.00	12/17/2001	01/17/2002	R	6190	\$595.44	153	1790226
01/19/2002	LPC	\$6.84	\$6.84	\$6.84							
01/28/2002	PLPGAS	\$89.00	\$89.00	\$89.00							
02/11/2002	PAY	(\$75.68)	(\$75.68)	\$0.00							
02/15/2002	BILL	\$112.43	\$112.43	\$0.00	01/17/2002	02/15/2002	R	6318	\$730.32	128	1790226
02/20/2002	LPC	\$9.13	\$9.13	\$9.13							
03/05/2002	PAY	(\$112.43)	(\$112.43)	\$0.00							
03/07/2002	LPCWVE	(\$53.18)	(\$53.18)	(\$53.18)							
03/18/2002	BILL	\$75.93	\$75.93	\$0.00	02/15/2002	03/18/2002	R	6408	\$640.64	90	1790226
04/03/2002	PAY	(\$85.93)	(\$85.93)	\$0.00							
04/17/2002	BILL	\$53.71	\$53.71	\$0.00	03/18/2002	04/17/2002	R	6471	\$608.42	63	1790226
05/07/2002	PAY	(\$50.00)	(\$50.00)	\$0.00							
05/16/2002	BILL	\$31.95	\$31.95	\$0.00	04/17/2002	05/16/2002	R	6501	\$590.37	30	1790226
06/04/2002	PAY	(\$31.95)	(\$31.95)	\$0.00							
06/18/2002	BILL	\$30.62	\$30.62	\$0.00	05/16/2002	06/18/2002	R	6528	\$589.04	27	1790226
07/09/2002	PAY	(\$90.62)	(\$90.62)	\$0.00							
07/17/2002	BILL	\$30.58	\$30.58	\$0.00	06/18/2002	07/17/2002	R	6554	\$529.00	26	1790226
08/02/2002	PAY	(\$40.58)	(\$40.58)	\$0.00							
08/15/2002	BILL	\$26.54	\$26.54	\$0.00	07/17/2002	08/15/2002	R	6575	\$514.96	21	1790226
09/09/2002	PAY	(\$36.54)	(\$36.54)	\$0.00							
09/16/2002	BILL	\$26.90	\$26.90	\$0.00	08/15/2002	09/16/2002	R	6596	\$505.32	21	1790226
10/04/2002	PAY	(\$36.90)	(\$36.90)	\$0.00							
10/16/2002	BILL	\$28.95	\$28.95	\$0.00	09/16/2002	10/16/2002	R	6619	\$346.95	23	1790226
10/17/2002	LPCWVE	(\$38.35)	(\$38.35)	(\$38.35)							
10/17/2002	ALLOWS	(\$112.07)	(\$112.07)	(\$112.07)							

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Account # 3117006771

SA # 9961616651

Blr Cycle 13

Rate Class: GS

Phone # 7470610(215)

Name: ROGERS, HELEN A

Address: 5628 BALTIMORE AVE/PHILA, PA

Easyway Indicator: []

CRP Status: []

Blocker Start Date 20050919

Blocker End Date 20070919

Meter # 1790226

Tran Date	Tran Type	Current Amt	Total Amt	Adjust Amt	Segment #	Segment Start Date	Segment End Date	Read Code	End Read	Current Balance	Usage	Meter #
11/04/2002	PAY	(\$146.95)	(\$146.95)	\$0.00								
11/15/2002	BILL	\$58.39	\$58.39	\$0.00		10/16/2002	11/15/2002	R	6677	\$258.39	58	1790226
12/05/2002	PAY	(\$258.39)	(\$258.39)	\$0.00								
12/17/2002	BILL	\$149.38	\$149.38	\$0.00		11/15/2002	12/17/2002	R	6847	\$149.38	170	1790226
01/17/2003	BILL	\$165.26	\$165.26	\$0.00		12/17/2002	01/17/2003	R	7019	\$316.50	172	1790226
01/22/2003	PAY	(\$70.00)	(\$70.00)	\$0.00								
01/22/2003	LPC	\$1.86	\$1.86	\$1.86								
02/03/2003	PAY	(\$85.00)	(\$85.00)	\$0.00								
02/18/2003	BILL	\$198.58	\$198.58	\$0.00		01/17/2003	02/18/2003	R	7244	\$362.09	225	1790226
02/20/2003	LPC	\$2.01	\$2.01	\$2.01								
03/03/2003	PAY	(\$80.00)	(\$80.00)	\$0.00								
03/19/2003	BILL	\$117.43	\$117.43	\$0.00		02/16/2003	03/19/2003	R	7364	\$403.04	120	1790226
03/21/2003	LPC	\$3.52	\$3.52	\$3.52								
04/04/2003	PAY	(\$117.43)	(\$117.43)	\$0.00								
04/17/2003	BILL	\$64.01	\$64.01	\$0.00		03/19/2003	04/17/2003	R	7420	\$353.19	56	1790226
04/22/2003	LPC	\$3.57	\$3.57	\$3.57								
05/05/2003	PAY	(\$84.01)	(\$84.01)	\$0.00								
05/19/2003	BILL	\$42.62	\$42.62	\$0.00		04/17/2003	05/19/2003	R	7453	\$315.16	33	1790226
05/21/2003	LPC	\$3.36	\$3.36	\$3.36								
06/05/2003	PAY	(\$42.62)	(\$42.62)	\$0.00								
06/17/2003	BILL	\$33.44	\$33.44	\$0.00		05/19/2003	06/17/2003	R	7476	\$309.38	23	1790226
06/19/2003	LPC	\$3.40	\$3.40	\$3.40								
07/07/2003	PAY	(\$33.44)	(\$33.44)	\$0.00								
07/17/2003	BILL	\$32.91	\$32.91	\$0.00		06/17/2003	07/17/2003	R	7498	\$312.29	22	1790226
07/19/2003	LPC	\$3.44	\$3.44	\$3.44								
08/05/2003	PAY	(\$32.91)	(\$32.91)	\$0.00								
08/15/2003	BILL	\$32.91	\$32.91	\$0.00		07/17/2003	08/15/2003	R	7520	\$315.78	22	1790226
08/19/2003	LPC	\$3.49	\$3.49	\$3.49								
09/04/2003	PAY	(\$32.91)	(\$32.91)	\$0.00								
09/17/2003	BILL	\$33.06	\$33.06	\$0.00		08/15/2003	09/17/2003	R	7542	\$320.17	22	1790226
09/19/2003	LPC	\$4.24	\$4.24	\$4.24								
10/07/2003	PAY	(\$33.06)	(\$33.06)	\$0.00								
10/16/2003	BILL	\$35.28	\$35.28	\$0.00		09/17/2003	10/16/2003	R	7566	\$326.69	24	1790226

Account # 317006771 SA # 996161651 Bill Cycle 13 Rate Class: GS Phone #: 7470610(215)

Name: ROGERS, HELEN A Address: 5628 BALTIMORE AVE/PHILA, PA

Easyway Indicator: CRP Status:

Blocker Start Date: 20050919 Blocker End Date: 20070919 Meter #: 1790226

Tran Date	Tran Type	Current Amt.	Total Amt.	Adjust Amt.	Segment Start Date	Segment End Date	Read Code	End Read	Current Balance	Usage	Meter #
10/18/2003	LPC	\$4.30	\$4.30	\$4.30							
11/04/2003	PAY	(\$35.28)	(\$35.28)	\$0.00							
11/17/2003	BILL	\$72.80	\$72.80	\$0.00	10/16/2003	11/17/2003	R	7624	\$368.58	58	1790226
11/19/2003	LPC	\$4.37	\$4.37	\$4.37							
12/04/2003	PAY	(\$72.80)	(\$72.80)	\$0.00							
12/17/2003	BILL	\$135.80	\$135.80	\$0.00	11/17/2003	12/17/2003	R	7744	\$436.01	120	1790226
12/19/2003	LPC	\$4.43	\$4.43	\$4.43							
01/05/2004	PAY	(\$135.80)	(\$135.80)	\$0.00							
01/20/2004	BILL	\$232.98	\$232.98	\$0.00	12/17/2003	01/20/2004	R	7959	\$537.69	215	1790226
01/22/2004	LPC	\$4.50	\$4.50	\$4.50							
02/09/2004	PAY	(\$150.00)	(\$150.00)	\$0.00							
02/18/2004	BILL	\$217.11	\$217.11	\$0.00	01/20/2004	02/18/2004	R	8165	\$610.61	206	1790226
02/20/2004	LPC	\$5.81	\$5.81	\$5.81							
03/05/2004	PAY	(\$117.11)	(\$117.11)	\$0.00							
03/18/2004	BILL	\$106.25	\$106.25	\$0.00	02/18/2004	03/18/2004	R	8254	\$607.15	89	1790226
03/20/2004	LPC	\$7.40	\$7.40	\$7.40							
04/05/2004	PAY	(\$106.27)	(\$106.27)	\$0.00							
04/19/2004	BILL	\$86.22	\$86.22	\$0.00	03/18/2004	04/19/2004	R	8326	\$594.61	72	1790226
04/21/2004	LPC	\$7.51	\$7.51	\$7.51							
05/05/2004	PAY	(\$86.22)	(\$86.22)	\$0.00							
05/18/2004	BILL	\$34.42	\$34.42	\$0.00	04/19/2004	05/18/2004	R	8349	\$550.43	23	1790226
05/20/2004	LPC	\$7.62	\$7.62	\$7.62							
06/08/2004	PAY	(\$34.42)	(\$34.42)	\$0.00							
06/17/2004	BILL	\$33.68	\$33.68	\$0.00	05/18/2004	06/17/2004	R	8371	\$557.43	22	1790226
06/19/2004	LPC	\$7.74	\$7.74	\$7.74							
07/07/2004	PAY	(\$33.68)	(\$33.68)	\$0.00							
07/19/2004	BILL	\$35.29	\$35.29	\$0.00	06/17/2004	07/19/2004	R	8394	\$566.69	23	1790226
07/21/2004	LPC	\$7.85	\$7.85	\$7.85							
08/04/2004	PAY	(\$35.29)	(\$35.29)	\$0.00							
08/17/2004	BILL	\$34.17	\$34.17	\$0.00	07/19/2004	08/17/2004	R	8416	\$573.74	22	1790226
08/19/2004	LPC	\$7.97	\$7.97	\$7.97							
09/08/2004	PAY	(\$34.17)	(\$34.17)	\$0.00							
09/17/2004	BILL	\$33.19	\$33.19	\$0.00	08/17/2004	09/17/2004	R	8437	\$580.85	21	1790226

Account # 3117006771 SA # 9951616651 Bill Cycle 13 Rate Class. GS Phone # 7470610(216)

Name: ROGERS, HELENA Address: 5628 BALTIMORE AVE, PHILA, PA
 Easyway Indicator CRP Status
 Blocker Start Date: 20050919 Blocker End Date: 20070919 Meter # 1790226

Tran Date	Tran Type	Current Amt.	Total Amt.	Adjust Amt.	Segment Start Date	Segment End Date	Read Code	End Read	Current Balance	Usage	Meter #
09/21/2004	LPC	\$8.09	\$8.09	\$8.09							
10/06/2004	PAY	(\$33.19)	(\$33.19)	\$0.00							
10/18/2004	BILL	\$35.54	\$35.54	\$0.00	09/17/2004	10/18/2004	R	8460	\$591.41	23	1790226
10/20/2004	LPC	\$8.21	\$8.21	\$8.21							
11/15/2004	PAY	(\$35.54)	(\$35.54)	\$0.00							
11/17/2004	BILL	\$67.64	\$67.64	\$0.00	10/18/2004	11/17/2004	R	8512	\$631.84	52	1790226
11/19/2004	LPC	\$8.33	\$8.33	\$8.33							
12/06/2004	PAY	(\$67.64)	(\$67.64)	\$0.00							
12/16/2004	BILL	\$114.86	\$114.86	\$0.00	11/17/2004	12/16/2004	R	8597	\$687.52	85	1790226
12/17/2004	LPC	\$8.46	\$8.46	\$8.46							
01/06/2005	PAY	(\$114.86)	(\$114.86)	\$0.00							
01/19/2005	BILL	\$228.05	\$228.05	\$0.00	12/16/2004	01/19/2005	R	8767	\$809.29	170	1790226
01/20/2005	LPC	\$8.58	\$8.58	\$8.58							
02/09/2005	PAY	(\$228.05)	(\$228.05)	\$0.00							
02/16/2005	BILL	\$232.53	\$232.53	\$0.00	01/19/2005	02/16/2005	R	8945	\$822.48	178	1790226
02/17/2005	LPC	\$8.71	\$8.71	\$8.71							
03/07/2005	PAY	(\$200.53)	(\$200.53)	\$0.00							
03/17/2005	BILL	\$219.60	\$219.60	\$0.00	02/16/2005	03/17/2005	R	9133	\$850.87	188	1790226
03/18/2005	LPC	\$9.32	\$9.32	\$9.32							
04/06/2005	PAY	(\$150.00)	(\$150.00)	\$0.00							
04/18/2005	BILL	\$97.32	\$97.32	\$0.00	03/17/2005	04/18/2005	R	9211	\$808.70	78	1790226
04/19/2005	LPC	\$10.51	\$10.51	\$10.51							
05/06/2005	PAY	(\$97.32)	(\$97.32)	\$0.00							
05/17/2005	BILL	\$43.78	\$43.78	\$0.00	04/18/2005	05/17/2005	R	9242	\$765.83	31	1790226
05/18/2005	LPC	\$10.67	\$10.67	\$10.67							
06/06/2005	PAY	(\$43.78)	(\$43.78)	\$0.00							
06/16/2005	BILL	\$37.32	\$37.32	\$0.00	05/17/2005	06/16/2005	R	9266	\$770.20	24	1790226
06/17/2005	LPC	\$10.83	\$10.83	\$10.83							
07/06/2005	PAY	(\$37.32)	(\$37.32)	\$0.00							
07/18/2005	BILL	\$36.12	\$36.12	\$0.00	06/16/2005	07/18/2005	R	9288	\$779.99	22	1790226
07/19/2005	LPC	\$10.99	\$10.99	\$10.99							
08/10/2005	PAY	(\$36.12)	(\$36.12)	\$0.00							
08/17/2005	BILL	\$33.71	\$33.71	\$0.00	07/18/2005	08/17/2005	R	9308	\$788.73	20	1790226

Account # 31170677 SA # 99616*6651 Bill Cycle 13 Rate Class GS Phone # 7470610(215)
 Name: ROGERS, HELEN A Address: 5628 BALTIMORE AVE/PHILA, PA
 Pay Agreement Indicator: N Easyway Ind. cat: CRP Status
 Blocker Start Date: 20050919 Blocker End Date: 20070919 Meter # 1790226

Tran Date	Tran Type	Current Amt.	Total Amt.	Adj. Amt.	Segment Start Date	Segment End Date	Read Code	End Read	Current Balance	Usage	Meter #
08/18/2005	LPC	\$11.15	\$11.15	\$11.15							
09/08/2005	PAY	(\$33.71)	(\$33.71)	\$0.00	08/17/2005	09/19/2005	R	9328	\$800.79	20	1790226
09/19/2005	BILL	\$34.45	\$34.45	\$0.00							
09/20/2005	LPC	\$11.32	\$11.32	\$11.32							
09/21/2005	ALLOWS	(\$50.00)	(\$50.00)	(\$50.00)							
09/21/2005	LPCWVE	(\$223.56)	(\$223.56)	(\$223.56)							
09/21/2005	PAY	(\$34.45)	(\$34.45)	\$0.00							
10/18/2005	BILL	\$44.01	\$44.01	\$0.00	09/19/2005	10/18/2005	R	9352	\$544.18	24	1790226
10/19/2005	LPC	\$7.39	\$7.39	\$7.39							
10/26/2005	LPCWVE	(\$7.39)	(\$7.39)	(\$7.39)							
11/09/2005	PAY	(\$44.01)	(\$44.01)	\$0.00							
11/17/2005	BILL	\$64.19	\$64.19	\$0.00	10/18/2005	11/17/2005	R	9387	\$554.36	35	1790226
11/18/2005	LPC	\$7.39	\$7.39	\$7.39							
12/07/2005	PAY	(\$64.19)	(\$64.19)	\$0.00							
12/19/2005	BILL	\$313.86	\$313.86	\$0.00	11/17/2005	12/19/2005	R	9591	\$821.53	204	1790226
12/20/2005	LPC	\$7.50	\$7.50	\$7.50							
01/05/2006	PAY	(\$120.86)	(\$120.86)	\$0.00							
01/20/2006	BILL	\$260.10	\$260.10	\$0.00	12/19/2005	01/20/2006	R	9746	\$971.28	155	1790226
01/23/2006	LPC	\$10.51	\$10.51	\$10.51							

1091.28

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 <CompanyCode>**0766**</CompanyCode>
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 <CustomerLastName>**ROGERS**</CustomerLastName>
 <AccountNumber>**3117006771**</AccountNumber>
 - <CustomerServAddress>
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 <ServCity>**PHILA**</ServCity>
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 <ServZip5>**19143**</ServZip5>
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 <SectionRule>**163(1)L**</SectionRule>
 <TotalBalance>**829.99**</TotalBalance>
 <DateClosed>**2005-08-10**</DateClosed>
 <Resolution>**CITE: LATE CO REPORT INVESTIGATION BY STAFF OF THE BUREAU OF CONSUMER SERVICES REVEALED: 1. THAT THE CUSTOMER `S BILLS ARE BASED ON ACTUAL METER READINGS. 2. THAT A REVIEW OF THE CUSTOMER CONSUMPTION CONFIRMS THE CURRENT USAGE IS INLINE WITH THE HISTORICAL CONSUMPTION AT THIS ADDRESS. 3. THAT AS OF JULY 19, 2005 THE CUSTOMER `S ACCOUNT BALANCE IS IN THE AMOUNT OF \$829.99. THEREFORE IT IS DECIDED: 1. THAT THE CUSTOMER `S BILLS ARE CORRECT AS RENDERED. 2. THAT THE CUSTOMER MUST CONTACT THE PHILADELPHIA GAS WORKS FOR PAYMENT ARRANGEMENTS. THESE PAYMENT ARRANGEMENTS WILL BE DETERMINED BY THE GUIDELINES IN CHAPTER 14. THE CUSTOMER MUST CONTACT PGW BEFORE SEPTEMBER 7, 2005 FOR PAYMENT ARRANGEMENTS OR PAY THE BILL IN FULL BY THE DUE DATE OF THE BILL DUE IN SEPTEMBER 2005. 3. THAT IF THE CUSTOMER IS LOW INCOME, IT IS SUGGESTED THE CUSTOMER VISIT A PHILADELPHIA GAS WORKS CUSTOMER SERVICE CENTER AND APPLY FOR THE CUSTOMER RESPONSIBILITY PROGRAM (CRP).**</Resolution>
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 <BCSInvestigatorLName>**DUNSTAN**</BCSInvestigatorLName>
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 <CompanyCode>**0766**</CompanyCode>
 <CompanyType>**GAS TRANSPORTER**</CompanyType>
 - <Customer>

1797582

Bcs IDB

2/1/06
F-0797582
pk
~DOCUMENT
FOLDERPGW
EXHIBIT 2

Gas Usage Analysis

[Send To Printer]

HELEN ROGERS
5628 BALTIMORE AVE
PHILA, PA 19143

SA ID: 9961616651
Account Type: Heating & Domestic
Non Heating Daily Usage: 0.71

Date From	Date To	Meter From	Meter To	Number Of Days	Usage in CCF*	Non-Heating Daily Usage	Domestic Usage in CCF*	Heat Usage	Degree Days**	CFDD***
1/18/2002	1/17/2003	6190	7019	365	829	0.71	258	571	4066	14
1/18/2003	1/20/2004	7019	7959	368	940	0.71	262	678	4821	14.1
1/21/2004	1/19/2005	7959	8767	365	808	0.71	260	548	4282	12.8
1/20/2005	1/20/2006	8767	9746	366	979	0.71	256	723	4436	16.3
1/18/2002	1/20/2006			1464	3556	0.71	1036	2520	17605	14.3

* CCF = Hundred Cubic Feet

** A Degree Day Is 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

2/1/06
F-0797582
Phila

PGW Exhibit - 3

DOCUMENT
FOLDER