

CAPTION SHEET

CASE MANAGEMENT SYSTEM

1. REPORT DATE: 00/00/00	:	
2. BUREAU: ALJ	:	
3. SECTION(S):	:	
5. APPROVED BY:	:	4. PUBLIC MEETING DATE:
DIRECTOR:	:	00/00/00
SUPERVISOR:	:	
6. PERSON IN CHARGE:	:	7. DATE FILED: 11/03/06
8. DOCKET NO: C-20067048	:	9. EFFECTIVE DATE: 00/00/00

PARTY/COMPLAINANT: MANUEL, ANTOINETTE

RESPONDENT/APPLICANT: PHILADELPHIA GAS WORKS

COMP/APP COUNTY: PHILADELPHIA

UTILITY CODE: 125042

ALLEGATION OR SUBJECT

COMPLAINANT STATES THAT THERE ARE INCORRECT CHARGES & WANTS SOME PROOF THAT THESE BILLS OUR THE COMPLAINANTS.

DOCKETED

NOV 13 2006

DOCKETED
FEB 14 2007

PENNSYLVANIA PUBLIC UTILITY COMMISSION

Formal Complaint Form

RECEIVED

Please print or type.

C-2006 7048

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1. CUSTOMER NAME (COMPLAINANT)

PA PUBLIC UTILITY COMMISSION
REGULATORY BUREAU

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

Name Antoinette Manuel

Street/P.O. Box 2219 E Washington Lane Apt # _____

City Philadelphia State Pa Zip 19138

County _____

Area Code/HOME Phone 215 927 1592

Area Code/WORK Phone _____

Utility Account Number 0254727443
(from your bill)

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

Name _____

Street/P.O. Box _____

City _____ State _____ Zip _____

2. UTILITY NAME (RESPONDENT)

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

3. TYPE OF UTILITY (check one)

ELECTRIC

STEAM HEAT

GAS

WASTE WATER

WATER

MOTOR CARRIER

(taxi, moving company, limousine)

TELEPHONE
(local, long distance)

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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.

See Attach

5. RELIEF

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

I just want to be shown some actual proof that this bill is mine. If this bill is mine I will like to discuss how much that I can afford to pay each month. If this bill is not all mine I would like to know what exactly what's going to happen to the bill & my credit report.

6. PROTECTION FROM ABUSE

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

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

YES

NO

7. PRIOR UTILITY CONTACT

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

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

YES
(includes appeals of BCS determinations)

NO

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

8. VERIFICATION AND SIGNATURE

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

Verification:

I Antoinette Manuel, 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).

Antoinette Manuel
(Signature)

11/3/06
(Date)

Pennsylvania Utility Com

Antoinette Manuel
2219 E. Washington Lane
Philadelphia, Pa 19138

Dear Sir or Madam:

This gas bill compliant started I believe in August of 2004 @ 1338 Howell Street. My first bill was sent to me six months of living on the premises. This bill was in the amount of \$805.06. I have made several calls and complaints about this bill. After finally talking to a supervisor, I was referred to the Philadelphia Utility Comm. The person that took my compliant, told me to just pay the usage. I was told to do this until I hear back from them with a court date. I paid what I used and I still didn't hear back from them. Between 2004 through 2005 I didn't hear anything. In late 2005 I finally heard back from them in writing that they wanted me to pay \$228.00. I was calling the investigator, which was Mrs. Jenkins that I needed a lower payment and what was the proof that she had to believe that the bill was mine. I left this message on her voice mail. I was calling her several more times, but she wouldn't return any of my calls. That's when I contacted the Harrisburg office about the issue. I went down to PGW and got on the CPR Budget program to control the account, which lasted only a year. PGW kicked me off the program in 2006.

My paper work for the compliant was submitted and received by the Harrisburg office, because I call and check. A gentleman said that it was there and they would contact me by phone for the court date. I didn't hear anything for a year. I called in October of 2006 to check the status of my court date. I spoke to a Mrs. Graves about the issue. I don't have the gas acct. any more. I had let the PGW know every step I made and still sent my bill to a collect agency. I told the collect agency that I was waiting for a court date, but in the mean time my bill is still going up. I just don't know what to do, because every time I send some money it looks like it's not going down. Can someone please help me to figure out what is going on please? If you have any questions please call after 4:00p.m. Can someone please also contact me ahead of time for the court date, so I can have enough time to take off from work? Thank you for assistance in this matter.

Sincerely,



Antoinette Manuel



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

IN REPLY PLEASE
REFER TO OUR FILE

DATE SERVED: November 13, 2006

C-20067048

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

Dear Mr. Farinas:

A complaint has been filed against you before the Pennsylvania Public Utility Commission by Antoinette Manuel. 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.

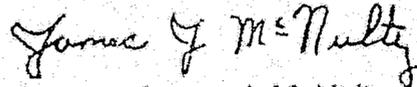
Detailed instructions on how to proceed are contained in the attached pages. You are advised to read them carefully.

November 13, 2006

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

BEFORE THE PENNSYLVANIA PUBLIC UTILITY COMMISSION

DATE SERVED: November 13, 2006

Antoinette Manuel
Complainant

v.

PHILADELPHIA GAS WORKS
Respondent

Complaint Docket
No: C-20067048

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NOV 13 2006

FORMAL COMPLAINT NOTICE TO RESPONDENT TO ANSWER OR SATISFY

TO: PHILADELPHIA GAS WORKS

TAKE NOTICE:

That a complaint in the above entitled matter, of which the attached is a true and correct copy, has been presented and filed of record with the Pennsylvania Public Utility Commission. Section 702 of the Public Utility Code, 66 Pa. C.S. Section 702, requires the Commission to serve on each party named in a complaint a copy of the complaint and notice calling upon each party to satisfy the complaint, or to answer the same in writing within a specified time; THEREFORE,

1. You have twenty (20) days from the date on which this complaint is served to either satisfy this complaint or to file with the **Secretary of the Pennsylvania Public Utility Commission, P. O. Box 3265, Harrisburg, PA 17105-3265**, an answer (original and three copies), in writing, under oath, which, as required by Section 5.61 of the Commission's Rules of Practice and Procedure, 52 Pa. Code Section 5.61, either affirms or specifically denies the allegations in this complaint. You must also serve a copy of the answer upon the complainant. The date of service is the mailing date as indicated by the date at the top of this Notice. Section 1.56(a) of the Commission's Rules of Practice and Procedure, 52 Pa. Code Section 1.56(a).

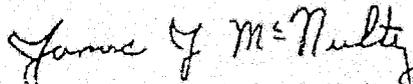
2. If you fail to either satisfy this complaint or to file answer or other responsive pleading within twenty (20) days, you will be deemed to have admitted all the allegations in this complaint in accordance with Section 5.61 of the Commission's Rules of Administrative Practice and Procedure, 52 Pa. Code Section 5.61. In that event, the Commission may, without hearing, enter an order which either revokes or suspends any certificate or permit held by you or which imposes a fine or any other appropriate penalty or remedy authorized by the Public Utility Code, 66 Pa. C.S. Section 101, et seq.; and, if

you are a customer of a utility, an order may be entered which prescribes a payment schedule or which authorizes termination of utility services. The Commission is not limited to the relief sought by the complainant in paragraph 4 of the attached complaint.

3. If you elect to satisfy this complaint you must file, within twenty (20) days from the date on which this complaint is served, affidavits executed by each complainant that this complaint has been satisfied. Such affidavits must describe the basis on which this complaint was satisfied; any settlement agreement between the parties must be reduced to writing and attached to the affidavit. Such affidavits are to be filed with the Secretary of the Commission at the address set forth in paragraph 1. Upon receipt of affidavits of satisfaction from all complainants, this complaint may be dismissed by the Commission in accordance with Section 703(a) of the Public Utility Code, 66 Pa. C.S. Section 703(a), unless the Commission determines that such dismissal would be contrary to the public interest, in which event the Commission may direct that hearings be held upon the complaint.

4. If you file an answer which admits the allegations in this complaint, or which fails to specifically deny the allegations in this complaint, the Commission may, without hearing, enter an order which either revokes or suspends any certificate held by you or which imposes a fine or any other appropriate penalty or remedy authorized by the Public Utility Code, 66 Pa. C. S. Section 101, et seq.; and, if you are a customer of a utility, an order may be entered which prescribes a payment schedule or which authorizes termination of utility services. The Commission is not limited to the relief sought by the complainant in paragraph 4 of the attached complaint.

5. If you file a timely answer which specifically denies the allegations in this complaint, or which raises material questions of law or fact, this matter shall be referred to the Office of Administrative Law Judge for hearing and decision. If, after hearing on the issues raised by that answer, you are found to have committed any of the violations alleged in the complaint, the Administrative Law Judge may render a decision which either revokes or suspends any certificate or permit held by you or which imposes a fine or any other appropriate penalty or remedy authorized by the Public Utility Code, 66 Pa. C. S. Section 101, et seq.; and, if you are a customer of a utility, an order may be entered which prescribes a payment schedule or which authorizes termination of utility services. In the imposition of a penalty after a hearing the Administrative Law Judge is not bound by the relief sought by the complainant in paragraph 4 of the attached complaint.


James J. McNulty
Secretary

(SEAL)

Certified Mail
Return Receipt Requested



November 30, 2006

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

RE: Antoinette Manuel vs PGW, Docket No. C-20067048

Dear Secretary McNulty:

Pursuant to 52 Pa. Code §5.61, the Philadelphia Gas Works ("PGW") hereby files the original and three (3) copies of its Answer to the Complaint in the above captioned matter.

If additional information is required, please do not hesitate to contact the undersigned. Thank you for your assistance in this matter.

Sincerely,

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

Mary M. Chan

ORIGINAL

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Enclosure

NOV 30 2006

cc: Antoinette Manuel
Anne Marie Cromley

PA PUBLIC UTILITY COMMISSION
SECRETARY'S BUREAU

BTL

DOCUMENT
FOLDER

RECEIVED

NOV 30 2006

BEFORE THE
PENNSYLVANIA PUBLIC UTILITY COMMISSION PA PUBLIC UTILITY COMMISSION
SECRETARY'S BUREAU

Antoinette Manuel

v.

Philadelphia Gas Works

:
:
:
:
:

Docket No. C-20067048

Answer of the Philadelphia Gas Works

Pursuant to 52 Pa. Code §5.61, the Philadelphia Gas Works ("PGW") hereby answers the Complaint filed in the above captioned matter. PGW hereby avers the following:

1. Admitted.
2. Admitted.
3. Admitted.
4. (a) Admitted in part; denied in part. PGW denies the averment that there are incorrect charges on the Complainant's gas bill. The Complainant's gas bills are correct as rendered.

(b) Admitted in part; denied in part. It is admitted that the Complainant is disputing a bill that started from 1338 Howell Street, Philadelphia, PA (Previous Address).

It is admitted that the Complainant did not receive her first gas bill until after 6 months of residence at the Service Address. It is further admitted that the first bill was in the amount of \$805.06 for the 6 month period. By way of further answer, the Complainant requested gas service to be placed in her name for the Previous Address on August 28, 2003. PGW records indicate that the service order was not put into the PGW system correctly and not completed. Therefore, the Complainant was not billed until the service order was completed manually at a later time.

DOCUMENT
FOLDER

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PA PUBLIC UTILITY COMMISSION
SECRETARY'S BUREAU

It is admitted that the Complainant called PGW on several occasions concerning the first bill.

It is admitted that the Complainant was referred to this Commission for further assistance.

PGW lacks sufficient knowledge to determine the truth of the averment concerning the conversation between the Complainant and the Commission staff. PGW therefore denies the remaining averments concerning the contact between the Complainant and this Commission.

It is admitted that the Complainant was enrolled into PGW's Customer Responsibility Program (CRP) on May 13, 2005. It is admitted that on June 27, 2006, the Complainant was removed from CRP because she was no longer eligible, pursuant to the federal income guidelines.

PGW lacks sufficient knowledge to determine the truth of the averment concerning the contact between the Complainant and the Commission staff. PGW therefore denies these averments.

PGW lacks sufficient knowledge to determine the truth of the averment concerning the contact between the Complainant and the collection agency. PGW therefore denies this averment.

The remaining averments are requests for relief to which no response is required. PGW therefore denies the remaining averments.

By way of further answer, the Complainant requested gas service to be placed in her name at the Previous Address on August 28, 2003. The Complainant did not receive the first bill until February 17, 2004. The Complainant's first bill was in the amount of \$804.29 for gas service during

that period. The Complainant transferred gas service to 1198 E. Upsal Street, C1, Philadelphia, PA (Service Address) in August 2004. The final balance that was transferred to the Service Address was in the amount of \$1,152.95.

The outstanding balance on the Complainant's account is in the amount of \$2,234.51. This amount is in "write off" status, as shown on the statement of account history, which is attached hereto as Exhibit "A."

The Bureau of Consumer Service (BCS) decision dated April 29, 2005, which is attached hereto as Exhibit "B," concluded that the Complainant's gas bills are correct as rendered. The BCS ordered the Complainant to pay \$228 per month, which consists of \$187 in budget bill plus \$41 toward the arrears until paid in full.

5. Denied. The averment in Paragraph 5 of the Complaint is a request for relief to which no response is required. PGW therefore denies the averments in this paragraph.
6. Admitted.
7. Admitted.

Wherefore, PGW respectfully requests that this Commission find against the Complainant, and affirm the decision of the BCS in this matter.

Respectfully submitted,

November 30, 2006



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

EXHIBIT A

HISTORY REQUEST REPORT FOR ACCOUNT # 254727443 AND SA # 1847771821 AS OF 11/30/2006

Account # 254727443 SA # 1847771821 Bill Cycle 16 Rate Class: GS Phone #:
 Name: MANUEL, ANTOINETTE Address: 1198 E UPSAL ST, C1/PHILA, PA
 Pay Agreement Indicator: N Easyway Indicator: CRP Status: I
 Blocker Start Date: 20050506 Blocker End Date: 20050503 Meter # 1836244

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	BILL	\$34.56	\$34.56	\$0.00	09/21/2004	09/21/2004	Y	3282	\$387.51	16	1569590
10/20/2004	BILL	\$51.30	\$51.30	\$0.00	09/21/2004	10/20/2004	Y	3310	\$444.53	28	1569590
11/19/2004	BILL	\$114.47	\$114.47	\$0.00	10/20/2004	11/19/2004	Y	3383	\$565.49	73	1569590
11/19/2004	LPC	\$0.51	\$0.51	\$0.51							
12/17/2004	LPC	\$1.28	\$1.28	\$1.28							
12/20/2004	BILL	\$228.65	\$228.65	\$0.00	11/19/2004	12/20/2004	Y	3522	\$697.77	139	1569590
01/20/2005	LPC	\$3.00	\$3.00	\$3.00							
01/21/2005	BILL	\$359.98	\$359.98	\$0.00	12/20/2004	01/21/2005	Y	3738	\$1,017.46	216	1569590
01/21/2005	PAY	(\$6.04)	(\$6.04)	\$0.00							
02/17/2005	LPC	\$6.38	\$6.38	\$6.38							
02/18/2005	BILL	\$358.76	\$358.76	\$0.00	01/21/2005	02/18/2005	Y	3959	\$1,289.98	221	1569590
03/14/2005	PAY	(\$27.39)	(\$27.39)	\$0.00							
03/18/2005	LPC	\$11.47	\$11.47	\$11.47							
03/21/2005	BILL	\$345.97	\$345.97	\$0.00	02/18/2005	03/21/2005	Y	4201	\$1,655.09	242	1569590
04/19/2005	LPC	\$16.85	\$16.85	\$16.85							
05/01/2005	BILL	\$234.27	\$234.27	\$0.00	01/21/2005	05/01/2005	>	878	\$1,914.09	137	1836244
05/01/2005	BILL	\$234.27	\$234.27	\$0.00	01/21/2005	05/01/2005	>	3875	\$1,914.09	137	1569590
05/12/2005	BSEGNC	\$0.00	\$0.00	(\$345.97)							
05/12/2005	CANB	(\$358.76)	(\$358.76)	\$0.00							
05/12/2005	CANB	(\$345.97)	(\$345.97)	\$0.00							
05/12/2005	BSEGNC	\$0.00	\$0.00	(\$358.76)							
05/12/2005	LPCWVE	(\$37.70)	(\$37.70)	(\$37.70)							
05/19/2005	BILL	\$158.40	\$158.40	\$0.00	05/01/2005	05/19/2005	R	901	\$158.40	23	1836244
06/13/2005	CRPFRZ	(\$1,914.09)	(\$1,914.09)	(\$1,914.09)							
06/13/2005	NEWCRP	\$924.50	\$924.50	\$924.50							
06/20/2005	BILL	\$158.40	\$158.40	\$0.00	05/19/2005	06/20/2005	R	829	\$158.40	28	1836244
07/04/2005	PAY	(\$158.40)	(\$158.40)	\$0.00							
07/20/2005	BILL	\$158.40	\$158.40	\$0.00	06/20/2005	07/20/2005	R	950	\$158.40	21	1836244

Account # 254727443 SA # 1847771821 Bill Cycle 16 Rate Class. GS Phone #

Name: MANUEL, ANTOINETTE Address: 1198 E UPSAL ST, C/PHILA, PA

Pay Agreement Indicator: N Easyway Indicator CRP Status: I

Blocker Start Date: 20050506 Blocker End Date: 20050603 Meter # 1836244

Tran Date	Tran Type	Current Amt.	Total Amt.	Adjust Amt.	Segment Start Date	Segment End Date	Read Code	End Read	Current Balance	Usage	Meter #
08/15/2005	PAY	(\$158.40)	(\$158.40)	\$0.00	07/20/2005	08/19/2005	R	970	\$172.14	20	1836244
08/19/2005	BILL	\$158.40	\$158.40	\$0.00							
09/15/2005	PAY	(\$144.66)	(\$144.66)	\$0.00	08/19/2005	09/12/2005	R	988	\$172.14	18	1836244
09/12/2005	BILL	\$158.40	\$158.40	\$0.00							
10/10/2005	PAY	(\$158.40)	(\$158.40)	\$0.00	09/12/2005	10/20/2005	R	1004	\$172.14	16	1836244
10/20/2005	BILL	\$158.40	\$158.40	\$0.00							
11/14/2005	PAY	(\$158.40)	(\$158.40)	\$0.00	10/20/2005	11/21/2005	R	1025	\$158.40	21	1836244
11/21/2005	BILL	\$158.40	\$158.40	\$0.00							
12/19/2005	PAY	(\$172.14)	(\$172.14)	\$0.00	11/21/2005	12/21/2005	R	1064	\$198.64	39	1836244
12/21/2005	BILL	\$158.40	\$158.40	\$0.00							
01/17/2006	PAY	(\$118.16)	(\$118.16)	\$0.00	12/21/2005	01/24/2006	R	1128	\$198.64	64	1836244
01/24/2006	BILL	\$158.40	\$158.40	\$0.00							
02/16/2006	PAY	(\$158.40)	(\$158.40)	\$0.00	01/24/2006	02/23/2006	R	1217	\$198.64	89	1836244
02/23/2006	BILL	\$158.40	\$158.40	\$0.00							
03/20/2006	PAY	(\$158.40)	(\$158.40)	\$0.00	02/23/2006	03/23/2006	R	1298	\$357.04	81	1836244
03/23/2006	BILL	\$158.40	\$158.40	\$0.00							
04/24/2006	PAY	(\$158.40)	(\$158.40)	\$0.00	03/23/2006	04/24/2006	R	1371	\$316.80	73	1836244
05/18/2006	PAY	(\$198.64)	(\$198.64)	\$0.00	04/24/2006	05/23/2006	R	1402	\$376.67	31	1836244
05/23/2006	BILL	\$158.40	\$158.40	\$0.00							
06/19/2006	PAY	(\$98.53)	(\$98.53)	\$0.00	05/23/2006	06/22/2006	R	1427	\$2,164.51	25	1836244
06/22/2006	BILL	\$59.39	\$59.39	\$0.00							
06/27/2006	CRPFRZ	\$1,722.74	\$1,722.74	\$1,722.74	06/22/2006	07/10/2006	R	1441	\$2,234.51	14	1836244
07/10/2006	BILL	\$37.62	\$37.62	\$0.00							
07/21/2006	LPC	\$5.71	\$5.71	\$5.71							
08/24/2006	LPC	\$32.38	\$32.38	\$32.38							
11/13/2006	WO	(\$2,234.51)	(\$2,234.51)	(\$2,234.51)							

EXHIBIT B

<CaseNbr>1617723</CaseNbr>
<CompanyName>PGW (PHILA. GAS WORKS (NGDC))</CompanyName>
<CompanyCode>0766</CompanyCode>
<CompanyType>GAS TRANSPORTER</CompanyType>
- <Customer>
 <CustomerFirstName>ANTOINETTE</CustomerFirstName>
 <CustomerLastName>MANUEL</CustomerLastName>
 <AccountNumber>0254727443</AccountNumber>
 - <CustomerServAddress>
 <ServAddress1>1338 HOWELL STREET</ServAddress1>
 <ServAddress2>APARTMENT A</ServAddress2>
 <ServCity>PHILADELPHIA</ServCity>
 <ServState>PA</ServState>
 <ServZip5>19149</ServZip5>
 </CustomerServAddress>
</Customer>
<DecisionIssue>Y</DecisionIssue>
<OralWritten>W</OralWritten>
<Violation>NO</Violation>
<TotalBalance>2455.09</TotalBalance>
<DateClosed>2005-05-03</DateClosed>
<Resolution>DISPUTE UNSUBSTANTIATED/DISMISSED, BILLS CORRECT AS
 RENDERED.....ISSUED PAR.....BEG JUNE 2005 PAY 228/MO(BUDGET 187
 + 41).....WAIVE LPCS.</Resolution>
<BalanceDate>2005-04-29</BalanceDate>
<Terms>JUNE 2005</Terms>
<SpecialBudgetAmount>228.00</SpecialBudgetAmount>
<RegularBudgetAmount>187.00</RegularBudgetAmount>
<ArrearsPaymentPlus>41.00</ArrearsPaymentPlus>
<LetterDescription>EGW STRAIGHT PAR/NO LPCS/BUDGET
 +</LetterDescription>
<HeadDate>2005-05-03</HeadDate>
- <Paragraphs>
 <ParDescr>YOU ARE ADVISED TO CONTACT THE DEPARTMENT OF
 PUBLIC WELFARE AND OTHER AVAILABLE SOCIAL AGENCIES FOR
 FINANCIAL ENERGY ASSISTANCE.</ParDescr>
 <ParDescr>YOUR DISPUTE HAS BEEN REVIEWED. THE BILLS ARE
 CORRECT AS RENDERED. YOU ARE RESPONSIBLE FOR THE BALANCE
 OWED TO THE COMPANY.</ParDescr>
</Paragraphs>
- <OtherInfo>
 <BCSInvestigatorFName>LISA</BCSInvestigatorFName>
 <BCSInvestigatorLName>JENKINS</BCSInvestigatorLName>
 <NbrOfTimeSend>1</NbrOfTimeSend>

VERIFICATION

I, Laureto Farinas, hereby declare that I am counsel for the Philadelphia Gas Works. I am authorized to make this verification on its behalf. The facts set forth in the foregoing Answer are true and correct to the best of my knowledge, information and belief. I expect to be able to prove these facts at a hearing held in this matter. This verification is made subject to the penalties of 18. Pa. C.S. §4904, concerning false statements to authorities.

Dated: November 30, 2006


Laureto Farinas, Esquire

CERTIFICATE OF SERVICE

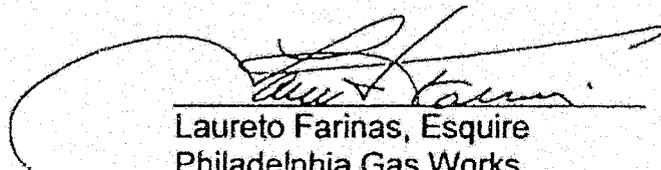
I HEREBY CERTIFY THAT I HAVE THIS DAY SERVED A TRUE COPY OF THE FOREGOING DOCUMENT UPON THE PARTICIPANTS LISTED BELOW, IN ACCORDANCE WITH THE REQUIREMENTS OF 52 PA CODE §1.54 (RELATING TO SERVICE BY A PARTICIPANT).

Service List:

For Complainant:

Antoinette Manuel
2219 E. Washington Lane
Philadelphia, PA 19138

Dated: November 30, 2006



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