

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: 04/12/06
8. DOCKET NO: F-01919545	:	9. EFFECTIVE DATE: 00/00/00

PARTY/COMPLAINANT: SEBRELL, VERNELL L.

RESPONDENT/APPLICANT: PHILADELPHIA GAS WORKS

COMP/APP COUNTY: PHILADELPHIA

UTILITY CODE: 125042

ALLEGATION OR SUBJECT

COMPLAINANT STATES THEY WOULD LIKE A PAYMENT AGREEMENT.

DOCUMENT  
FOLDER

**DOCKETED**  
APR 13 2006

**ORIGINAL**

PENNSYLVANIA PUBLIC UTILITY COMMISSION

Formal Complaint Form

Please print or type. F-01919545 BCS.1919545

1. CUSTOMER NAME (COMPLAINANT)

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

Name VERNELL L Sebrell

Street/P.O. Box 6226 N. Beechwood Street

City Philadelphia State PA. Zip 19138

County Philadelphia

Area Code/HOME Phone 215-848-6101

Area Code/WORK Phone \_\_\_\_\_

Utility Account Number 8112080589  
(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: PGW

3. TYPE OF UTILITY (check one)

ELECTRIC

GAS

WATER

TELEPHONE  
(local, long distance)

STEAM HEAT

WASTE WATER

MOTOR CARRIER  
(taxi, moving company, limousine)

4 *VP*

## 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 recieved a notice that my utility service is being terminated .

 I would like a payment agrcement .Other.  
( explain)

B. State the facts of your complaint.

June 10, 2005 , customer Vernell L. Sebrell , filed a complaint with the P. U. C. about the changing of agreements by the the utility company Philadelphia Gas Works . whenever a member of their staff chooses they change the agreement and say the customer asked for it , question is why would a customer ask to pay a higher agreement , when they could pay more at anytime just not less than the agreement. Certainly the company is aware of that but the greed factor makes them go along . The manager Mr. Welde and Supervisors feel they can get away with this decoy misconduct as long as the P.U.C. continues to turn a blind eye while their employees refuse to intercede while they get deals on their services at the expense of the customers. the managers and supervisors of the P.U.C. argue with the customers as if they are their children, no respect at all .

These same investigators say that the P.U.C. exist to aide the utility companys not the customers .Ms. Pat Mitzel, a very obnoxious and arrognant investigator would not speak to this customer until February 2006 even though my complaint was filed on June 10, 2005 , and immediately she started arguing about march 2005 / april 2005/ may2005 . she never ask me to get my bills so we could discuss the complaint rationally .nor did she consider that the utility company had falsely stated facts, she assume the customers lie not the utility company.

When I ask her to hold on while I retrieved my bills she was very rude .and she would call back an she of cause never did and she waited till the end of march 06 to close the report so she still never setup and

agreement and you will notice that her report does not reflect the concerns of the plaintiff only the utility company, as a disabled person on a fixed income of \$ 630.40 a month I cannot afford to pay the exorbitant fees that PGW charges, as well as the improperly recorded meter readings of some of its employees As in December 06, 2006 to JANUARY 09, 2006 meter read 3022 from 2772 in December. 250 Ccf never had such a high reading and the cost \$494.78, this customer believed it was wrong and complained to the utility company who refused to deal with the customer fairly even after their investigation showed customer to be right and error had been made, fact that on 1/23/06 their employee read the meter at 3011 ccf which was impossible if the meter was read properly the first time. Ms Mitzel stated the company says meter reading they made were the same, and did not further explain or investigate, the following month the meter read at an all time low and in a very cold month January 09, 2006 to February 07, 2006 meter read 53ccf for a cost of \$121.05, then the following month February 07 2006 to March 08 2006, it read 158ccf again a warmer month, customer believes this be results of liheap grants are out and the company is exploiting the funds meant to aide the poor. as a result they should be severely sanctioned. after asking the public to report in on the measure. it happens every year and now they are trying to force the public to give up their rights to have a fair agreement and opt for CRP program that PGW promotes to keep the public from being able to file complaints to the PUC and all grants given by the state are used any way the utility chooses. Customer Ms. Sebrell, had enclosed copies PGW Gas Bills for the past year and three months, which is to the present time so the PUC can make an informed opinion for the formal hearing

Customer Sebrell has requested. Also Customer Sebrell paid \$ 94.00 for warranty for heater and water heater and the heater is malfunctioning and PGW worker claiming to be a supervisor Mr. Sanchez, appeared at my door and said this Customer should not call PGW for further service and the manager Mr. welde who plaintiff called and left a complaint for at least 3 times, did not return plaintiffs calls, that was around march 24, 2006, which Ms. Mitzel left of her report, that took her 9 months to investigate and dismiss, while not dealing with the fact that complaint which was filed in June 10, 2005, PGW also charge plaintiff \$ 50.00 for having to investigate a report of gas odor which violates the law, since it is their job as a gas utility who supplies the gas to the customers and are paid for that service. which falsely listed it on the bill as a General Service charge to Heater; the warranty was purchase in December 2005, The crisis grant \$300.00, was paid to P.G.W. February 10, 2006, as well as October 28, 2006 credit of 266.00, was not applied until December 07, 2005; Customers credit was not applied on bill until March 09, 2006. that way the company can charge more interest and late fees. This customer never asked any one to change an agreement at the PGW, it was the rude and arrogant misconduct of the employees who predjudice receive no consequences, like ENRON they will find that we are all watching, even the bias misconduct of the PUC.

Please note that PGW charged customer extra rate 186ccf from January 05, 2005 to February 03, 2005 during the time LIHEAP is dispensed this happens every year during the grant time and all disputes on price and ccf's are ignored by the utility company and its manager Mr. Joe Welde. and all their arrogant staff who always know more about my home than me! notice that on march 2005 their are two bills with two different totals. and that on March 01, 2005 this customer paid \$ 125.00 and on April 04, 2005 this customer paid \$125.00 as was the agreement that the arrogant PGW staff member changed because Customer challenge his authority not to investigate my dispute what ever funds are given to the customer

PGW absorbs it and My complaint to the FTC in 2005 they responded that the PUC is to investigate such complaints . To

which your staff say they are there for the companys only.on March 18, 2005 , customer recieved a shut off notice from PGW while they had not applied the \$ 300.00 Crisis grant in February 28,2005 your staff member has tried to cover those facts up; for some irrational reason she elluded that plaintiff should pay bill before seeing it. maybe you can have a staff meeting an explain the concept of truth and justice and fairness , it must start somewhere? there are no replaced staples if there are some one has changed them . and the copys are from January 2005 to March 2006: my phone # 215- 848- 6101

Thank You.  
Vernell L. Sebrell

BCS; 1919545

PGW ACCT. NO;8112080589

4/10/2006 1:31 PM

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

Mr. Welde  
mgr. of P&W  
 he also to get  
back to me and  
never did.  
conspired with  
Pat Mitzel to  
falsely state  
he did his job

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: Vernell L. Sebrell, 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).

Vernell L. Sebrell (Signature) 4/10/06 (Date)

AK



SECRETARY  
PENNSYLVANIA PUBLIC UTILITY COMMISSION  
P.O BOX 3265  
HARRISBURG PENNSYLVANIA 171105-3265

*Exhibits*      *Jan. '05 - March '06*



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

Page: 1 of 2  
 Billing Date: 01/06/05  
 Account Number: 8112080589

**MONTHLY STATEMENT**

From 12/03/04 thru 01/05/05  
 Billing Cycle Number: 04

Account for:  
**VERNELL L SEBRELL**  
 6226 N BEECHWOOD ST  
 PHILADELPHIA, PA 19138-2516

**Payments Summary**

01/03/05 Card Card \$100.00

**Agreement Billing Summary**

Part Due Amount \$0.00  
 Current Agreement Charges \$94.00

**Total Amount Due By**  
 Feb 01, 2005 **\$94.00**

**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)

*Jan 9 '05 8:34 pm*  
*Information call*  
*215-236-2158*

To help keep your payments in line with the gas rates, your budget has been increased. Easy Way Budget is the most affordable way for paying your gas bill.

**POOR ORIGINAL**

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: 8112080589  
 Due Date: Feb 01, 2005  
 Please Pay: \$94.00

Amount Enclosed:



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



12266 1 AV 0.278 \*\*\*\*AUTO\*\*5-DIGIT 19138  
 VERNELL L SEBRELL  
 6226 N BEECHWOOD ST  
 PHILADELPHIA PA 19138-2516

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



VERNELL SEBELL  
 8226 N BEECHWOOD ST  
 PHILADELPHIA, PA 19138-2516

Page: 2 of 2  
 Billing Date: 01/06/06  
 Account Number: 8112080589

Previous Balance	Payments Received	Balance Brought Forward	Repairs and Adjustments	Current Charges	Account Balance
\$703.35	\$100.00	\$103.35	\$0.00	\$254.98	\$358.33

SAID SERVICE POINT 8226 N BEECHWOOD ST  
 General Service Residential

Supply Charges		
Commodity Charge 152 Ccf @ \$0.95639		\$145.37
<b>Total Supply Charges</b>		<b>\$145.37</b>
Delivery Charges		
Customer Charge @ \$12.00		\$12.00
Street Meter Charge 152 Ccf @ \$0.58048		\$88.23
Gas Ccf Adjustment @ \$0.03218 for 33 Days		\$4.89
Weather Normalization Adjustment		\$4.49
<b>Total Delivery Charges</b>		<b>\$109.61</b>
<b>Total Current Billing Charges</b>		<b>\$254.98</b>

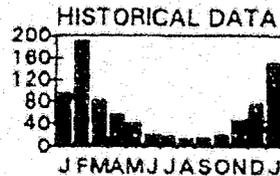
Account Number: 8112080589      Service Point: 9972078096      Next Meter Read: Feb 03, 2006

Type	Reading	Type	Difference	Usage (Ccf)	Conversion Factor	Total Therms
Actual	01/05/2006	Actual	152	152.00	1.033	156.94

SAID SERVICE POINT 8226 N BEECHWOOD ST

COMPARATIVE GAS USAGE THIS MONTH

	This Year	Last Year
Usage (Ccf)	6.0	3.0
Avg Ccf	6.0	3.3
Cost	\$4.73	\$4.17



LAST 12 MONTHS  
 Total Ccf 748.00  
 Avg Ccf 62.33

■ Actual  
 □ Estimated

**Current Amount** \$87.00  
**Past Due Amount** \$0.00  
**Non Basic Charges** \$0.00  
**TOTAL AMOUNT DUE** \$87.00

**Current Agreement Charges** \$7.00  
**Budget Amount** \$87.00  
**Total Agreement Charges** \$94.00  
**Past Due Amount** \$0.00  
**Total Amount Due** \$94.00

POOR ORIGINAL





VERNELL L. SEWELL  
 6226 N BEECHWOOD ST  
 PHILADELPHIA PA 19138-2516

Page: 2 of 2  
 Billing Date: 02/04/05  
 Account Number: 8112080589

**Account Summary**

Previous Balance	Payments Received	Balance Brought Forward	Repairs and Adjustments	Current Charges	Account Balance
\$368.33	\$286.00	\$72.33	\$0.00	\$298.78	\$371.11

**Current Basic Charges**

SA 107-9861156975 6226 N BEECHWOOD ST  
 Rate Class: General Service Residential

Supply Charges:

Commodity Charge 186 Ccf @ \$0.95639	\$177.89
<b>Total Supply Charges</b>	<b>\$177.89</b>
Delivery Charges:	
Customer Charge @ \$12.00	\$12.00
Distribution Charge 186 Ccf @ \$0.58048	\$107.97
Gas Cost Adjustment @ \$0.03218 for 29 Days	\$5.99
Weather Normalization Adjustment	\$5.07 CR
<b>Total Delivery Charges</b>	<b>\$120.89</b>
<b>Total Current Billing Charges</b>	<b>\$298.78</b>

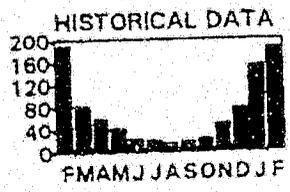
Meter Detail: Meter # 710202 Service Point: 9972078096 Next Meter Read: Mar 04, 2005

From	To	Type	Reading	Type	Difference	Usage (Ccf)	Conversion Factor	Total Therms
01/05/2005	02/03/2005	Actual	2188	Actual	186	186.00	1.039	193.27

**Energy Usage Information**

SA 107-9861156975 6226 N BEECHWOOD ST  
**COMPARATIVE GAS USAGE THIS MONTH**

	This Year	Last Year
Avg Daily Usage (Ccf)	6.0	7.0
Billing Days	29	29
Avg Daily Cost	\$10.30	\$8.39



**Budget Billing Information**

Current Amount	\$87.00
Past Due Amount	\$0.00
Non Basic Charges	\$0.00
<b>TOTAL AMOUNT DUE</b>	<b>\$87.00</b>

**Agreement Billing Information**

Current Agreement Charges	\$7.00
Budget Amount	\$87.00
<b>Total Agreement Charges</b>	<b>\$94.00</b>
Past Due Amount	\$0.00
<b>Total Amount Due</b>	<b>\$94.00</b>

*Lat*

**POOR ORIGINAL**



**PHILADELPHIA GAS WORKS**  
 800 W. MONTGOMERY AVENUE, PHILADELPHIA, PA 19122-0060

Page: 1 of 3  
 Billing Date: 03/07/05  
 Account Number: 8112080589

**MONTHLY STATEMENT**

From 02/01/05 thru 03/04/05

Billing Cycle Number: 04

Account To:  
**VERNELL L SEBRELL**  
 6226 N BEECHWOOD ST  
 PHILADELPHIA PA 19138-2516

**Payments Summary**

03/01/05 - Cash Paid \$125.00

**Budget Billing Summary**

Pay Out Amount \$261.00 CR  
 Budget Bill #10 \$115.00

**Total Amount Due By**  
 Mar 31, 2005 **\$0.00**

*Handwritten:*  
 3 PM  
 03/01/05  
 185488W  
 \$175.00

**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)

To help keep your payments in line with the gas rates, your budget has been reviewed and adjusted if necessary. Easy Way Budget remains the most affordable way of paying your gas bill.

**POOR ORIGINAL**

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



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

Account Number: 8112080589  
 Due Date: Mar 31, 2005  
 Please Pay: \$0.00

Amount Enclosed:

27391 1 AT 0.292 \*\*\*\*\*AUTO\*\*3-DIGIT 191  
 VERNELL L SEBRELL  
 6226 N BEECHWOOD ST  
 PHILADELPHIA PA 19138-2516

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



VERNELL U.S. BELL  
6226 N BEECHWOOD ST  
PHILADELPHIA, PA 19138-2516

Page: 2 of 3  
Billing Date: 03/07/05  
Account Number: 8112080589

Account Summary	Payments Received	Balance Brought Forward	Repairs and Adjustments	Current Charges	Account Balance
	\$371.11	\$246.11	\$0.00	\$264.14	\$210.25

Current Basic Charges SA ID# 2961156975 6226 N BEECHWOOD ST  
Rate Class: General Service Residential

**POOR ORIGINAL**

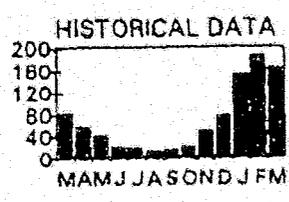
Commodity Charge 134.9 Ccf @ \$0.95639	\$129.01
Total Supply Charges	\$129.01
Delivery Charges	
Customer Charge @ \$12.00	\$9.93
Distribution Charge 134.9 Ccf @ \$0.58048	\$78.31
Gas Cost Adjustment @ \$0.03218 for 24 Days	\$4.34
Weather Normalization Adjustment	\$0.33
Total Delivery Charges	\$92.91
Supply Charges	
Commodity Charge 5.62 Ccf @ \$0.95639	\$5.38
Commodity Charge 22.48 Ccf @ \$0.85292	\$19.18
Total Supply Charges	\$24.56
Delivery Charges	
Customer Charge @ \$2.00	\$2.07
Distribution Charge 5.62 Ccf @ \$0.68048	\$3.26
Distribution Charge 22.48 Ccf @ \$0.67905	\$13.02
Gas Cost Adjustment @ \$0.03218 for 1 Days	\$0.18
Gas Cost Adjustment @ -\$0.0417 for 4 Days	\$0.94 CR
Weather Normalization Adjustment	\$0.07
Total Delivery Charges	\$17.66
Total Current Billing Charges	\$264.14

Meter Detail: Meter # 1710202 Service Point: 9972076096 Next Meter Read: Apr 05, 2005

From	To	Usage (Ccf)	Conversion Factor	Total Therms
02/03/2005	03/04/2005	163	1.040	189.47

Energy Usage Information SA ID# 2961156975 6226 N BEECHWOOD ST  
COMPARATIVE GAS USAGE THIS MONTH

	This Year	Last Year
Avg Daily Usage (Ccf)	6.0	3.0
Billing Days	29	30
Avg Daily Cost	\$9.11	\$4.06



LAST 12 MONTHS  
Total Ccf 826.00  
Avg Ccf 68.83

■ Actual  
▨ Estimated

VERNELL EBRELL  
6226 N BEECHWOOD ST  
PHILADELPHIA PA 19138-2516

Page: 3 of 3  
Billing Date: 03/07/05  
Account Number: 8112080589

Budget  
Billing  
Information

Bill #10

Current Amount	\$115.00
Past Due Amount	\$0.00
Non Basic Charges	\$0.00
<b>TOTAL AMOUNT DUE</b>	<b>\$115.00</b>

Agreement  
Billing  
Information

Current Agreement Charges	\$7.00
Budget Amount	\$115.00
<b>Total Agreement Charges</b>	<b>\$122.00</b>
Past Due Amount	\$0.00
<b>Total Amount Due</b>	<b>\$122.00</b>

Message  
Center

Your Easy Way Budget has been updated to reflect your current usage.

Effective March 1, 2005, PGW rates have changed. Commodity Charge decreased to \$0.85292 per CCF. Gas Cost Adjustment decreased to (\$0.04170) per CCF. Distribution Charge decreased to \$0.57905 per CCF. The changes will decrease the typical residential heating bill by about \$178 a year.

Susan Buckley  
215-862-8318

POOR ORIGINAL



VERNELL BRELL  
8226 N BEECHWOOD ST  
PHILADELPHIA PA 19138-2516

Page: 2 of 3  
Billing Date: 03/07/05  
Account Number: 8112080589

Account Summary	Previous Balance	Payments Received	Balance Brought Forward	Repairs and Adjustments	Current Charges	Account Balance
	\$379.11	\$125.00	\$246.11	\$0.00	\$264.14	\$510.25

**POOR ORIGINAL**

Client: SA ID# 9961156975, 6226 N BEECHWOOD ST  
Rate Class: General Service Residential

Supply Charges	
Commodity Charge 134.9 Ccf @ \$0.95639	\$129.01
<b>Total Supply Charges</b>	<b>\$129.01</b>
Delivery Charges	
Customer Charge @ \$12.00	\$9.93
Distribution Charge 134.9 Ccf @ \$0.58048	\$78.31
Gas Cost Adjustment @ \$0.03218 for 24 Days	\$4.34
Weather Normalization Adjustment	\$0.33
<b>Total Delivery Charges</b>	<b>\$92.91</b>
Supply Charges	
Commodity Charge 5.62 Ccf @ \$0.95639	\$5.38
Commodity Charge 22.48 Ccf @ \$0.85292	\$19.18
<b>Total Supply Charges</b>	<b>\$24.56</b>
Delivery Charges	
Customer Charge @ \$12.00	\$2.07
Distribution Charge 5.62 Ccf @ \$0.58048	\$3.26
Distribution Charge 22.48 Ccf @ \$0.57905	\$13.02
Gas Cost Adjustment @ \$0.03218 for 1 Days	\$0.18
Gas Cost Adjustment @ \$0.0417 for 4 Days	\$0.94 CR
Weather Normalization Adjustment	\$0.07
<b>Total Delivery Charges</b>	<b>\$17.66</b>
<b>Total Current Billing Charges</b>	<b>\$264.14</b>

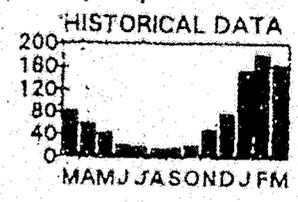
3/11  
4920  
240  
269  
510

Meter Detail: Meter # 1710202 Service Point: 9972078096 Next Meter Read: Apr 05, 2005

From	To	Usage (Ccf)	Conversion Factor	Total Therms
02/03/2005	03/04/2005	163	1.040	169.47

Energy Usage Information: SA ID# 9961156975, 6226 N BEECHWOOD ST  
COMPARATIVE GAS USAGE THIS MONTH

	This Year	Last Year
Avg Daily Usage (Ccf)	6.0	3.0
Billing Days	29	30
Avg Daily Cost	\$9.11	\$4.06



LAST 12 MONTHS  
Total Ccf: 826.00  
Avg Ccf: 68.83

■ Actual  
⊠ Estimated

VERNELL L. BRELL  
6226 N BETHWOOD ST  
PHILADELPHIA PA 19138-2516

Page: 3 of 3  
Billing Date: 03/07/05  
Account Number: 8112080589

Budget  
Billing  
Information

Bill # 10

Current Amount	\$115.00
Past Due Amount	\$261.00 CR
Non Basic Charges	\$0.00
<b>TOTAL AMOUNT DUE</b>	<b>\$146.00 CR</b>

Message  
Center

Your Easy Way Budget has been updated to reflect your current usage.  
Effective March 1, 2008, PGW rates have changed. Commodity Charge decreased to \$0.86292 per CCF. Gas Cost Adjustment decreased to (\$0.04170) per CCF. Distribution Charge decreased to \$0.57905 per CCF. The changes will decrease the typical residential heating bill by about \$179 a year.

Confirmation #  
April 4, 2005  
2-PD9540 Le W

POOR ORIGINAL

Wynn's Security  
Plant for service  
US 603-11881  
Page (copy)

# PGW

## PHILADELPHIA GAS WORKS

AUTO 5-DIGIT 19198  
Tray 87

VERNELL SEBELL  
6228 N BEECHWOOD ST  
PHILA PA 19188-2516

*Gas man was at my property  
I paid 125.00 3/11/05 3/18/05  
Gas paid 300.00 3/9/05*

*Mr. Waldie Gas Company  
Manager phone to 215-684-6583  
Return telephone  
Superior and W. 100 person paid  
This was received 3/19/05*

### PGW'S RESIDENTIAL WINTER SHUT OFF POLICY

Shutting off gas service in the winter is not a step that PGW wants to take. However, we can shut off gas service during the winter months of December 1 through March 31 to certain customers who do not pay. During this winter, if your household income is below 150% of the federal poverty level (see chart below) or if your household includes someone 65 or older or 12 or younger, or if you are a victim under a Protection from Abuse Order, we will not shut off your gas until April 1, 2005 or later.

#### IF YOU OWE PGW MONEY, CAN GAS SERVICE BE SHUT OFF DURING THE WINTER?

If your household income is higher than 250% of the federal poverty level (see chart below):  
Water shut off is allowed. We do not need the approval of the Public Utility Commission (PUC) before we shut off gas service.

If your household income is between 150% and 250% of the federal poverty level (see chart below):

- 1. Water shut off is allowed, unless you can prove that one or more of these is true:
    - a. your household has one or more people who are age 65 or older, or
    - b. your household has one or more people who are age 12, or younger, or
    - c. you have a medical certification, or
    - d. you have paid us at least half of your last two months' gas charges, or
    - e. you have paid us at least 15% of your monthly household income for each of the last 2 months.
- Winter shut off is also allowed if we get approval from the PUC.

If your household income is equal to or below 150% of the federal poverty level:

Water shut off is allowed only if we get approval from the PUC.

Monthly Adult Income — Federal Poverty Guidelines					
Household Size	1 person	2 people	3 people	4 people	Each additional person
100% of Poverty	\$1,264	\$1,561	\$1,959	\$2,356	Add \$398.00 per person
150% of Poverty	\$1,940	\$2,602	\$3,265	\$3,927	Add \$663.00 per person

**POOR ORIGINAL**

#### WHAT IF YOUR GAS IS STILL ON AND YOUR BILL IS UNPAID ON OR AFTER APRIL 1, 2005?

As of April 1, 2005 and through November 30, 2005, we can shut off your gas without PUC approval, no matter what your household income level, unless:

- (a) you pay your past due amount in full before the shut-off date; or
- (b) you pay all making payments under terms of your agreement before the shut-off date; or
- (c) if you are still eligible, we enter into a payment plan; or
- (d) you dispute your overdue bill with us; or
- (e) someone in your household is ill, before the service is shut off, a nurse practitioner or a doctor calls and writes to us with that information.

If you have any questions about your gas bill or for help in understanding this notice, please call us now. You can call our Credit/Collection Department at 215-235-1777, Monday through Friday, between 8:00 a.m. to 4:30 p.m. We can tell you about special programs we might be able to put you on a payment plan.

If you are low income, you may qualify for PGW's Customer Responsibility Program (CRP) and for LIHEAP cash or CRISIS grants. In order to apply for CRP or LIHEAP cash grants, you must bring us proof of income and social security cards for everyone living in the property.

TRADUCCIÓN EN ESPAÑOL EN EL OTRO LADO.

PHILADELPHIA GAS WORKS 215-235-1000

Чтобы получить перевод данного уведомления, обращайтесь по телефону 215-235-1000.



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

Page: 1 of 2  
 Billing Date: 04/07/05  
 Account Number: 8112080589

**MONTHLY STATEMENT**

From 03/04/05 thru 04/05/05  
 Billing Cycle Number: 04

Account for:  
**VERNELL L. SEBRELL**  
 6226 N BEECHWOOD ST  
 PHILADELPHIA PA 19138-2516

**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)

Payments Summary

02/28/05 CRISIS	\$300.00
04/04/05 Cred Card	\$125.00

Billings Summary

Past Due Amount	\$85.25
Adjustments	\$1.27
Current Charges	\$215.38

Total Amount Due By Apr 29, 2005	<b>\$301.90</b>
-------------------------------------	-----------------

To avoid Finance Charges please pay total amount due by the due date. Finance Charge is calculated at 1.5% monthly (18% yearly)

**POOR ORIGINAL**

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

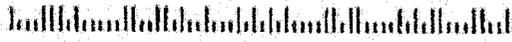


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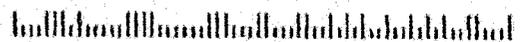
Account Number: 8112080589  
 Due Date: Apr 29, 2005  
 Please Pay: \$301.90

Amount Enclosed:

12504 1 AV 0.278 \*\*\*\*AUTO\*\*5-DIGIT 19138



VERNELL L SEBRELL  
 6226 N BEECHWOOD ST  
 PHILADELPHIA PA 19138-2516



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

**RGW**

VERNELL L. BRELL  
6226 N BEECHWOOD ST.  
PHILADELPHIA PA 19138-2516

PGW  
5/02/05 \$100.00 3:00 PM

Page: 2 of 2  
Billing Date: 04/07/05  
Account Number: 8112080589

Account Summary	Payments Received	Balance Brought Forward	Repairs and Adjustments	Current Charges	Account Balance
	\$510.25	\$425.00	\$85.25	\$1.27	\$215.38
					\$301.90

Current Basic Charges

SA ID: 9961156975 6226 N BEECHWOOD ST.  
Rate Class: General Service Residential

Supply Charge					
Commodity Charge - 150 Ccf @ \$0.85292					\$127.94
Total Supply Charges					\$127.94
Delivery Charge					
Customer Charge @ \$12.00					\$12.00
Distribution Charge - 150 Ccf @ \$0.57905					\$86.86
Gas Cost Adjustment @ \$0.0417 for 32 Days					\$6.26 CR
Weather Normalization Adjustment					\$5.16 CR
Total Delivery Charges					\$87.44
Total Current Billing Charges					\$215.38

Adjustment Details

Adjustments for SA ID # 9961156975

Late Payment Charge	\$1.27
Total Adjustments	\$1.27

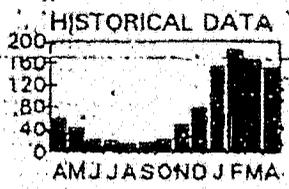
Meter Data: 1710802 Service Point: 9972078096 Next Meter Read: May 04, 2005

Year	Month	Type	Date	To Reading	Type	Difference	Usage (Ccf)	Conversion Factor	Total Therms
03/04/2005	March	Actual	04/05/2005	2499	Actual	150	150.00	1.038	155.62

Energy Information

SA ID: 9961156975 6226 N BEECHWOOD ST

COMPARATIVE GAS USAGE THIS MONTH



LAST 12 MONTHS

Total Ccf 916.00  
Avg Ccf 76.33

Legend: ■ Actual, ▨ Estimated

	This Year	Last Year
Avg Daily Usage (Ccf)	5.0	2.0
Winter Days	32	31
Avg Daily Ccf	\$6.73	\$2.94

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

Negotiated Payment Arrangement Fully Paid!

**POOR ORIGINAL**



**PHILADELPHIA GAS WORKS**  
 300 W. MONTGOMERY AVENUE, PHILADELPHIA, PA 19122-0060

Page: 1 of 2  
 Billing Date: 05/05/05  
 Account Number: 8112080589

**MORTALY STATEMENT**

From 04/06/05 thru 05/04/05  
 Billing Cycle Number: 05

As Seen On:  
**VERNELL L SEBRELL**  
 6226 N BEECHWOOD ST  
 PHILADELPHIA PA 19138-2516

**Payment Summary**

05/02/05 - 10 Fed Card	\$100.00
Billing Summary	.....
Part Due Amount	\$201.90
Adjustments	\$3.02
Current Charges	\$68.70

<b>Total Amount Due By</b> May 31, 2005	<b>\$273.62</b>
--	-----------------

**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)

To avoid finance charges please pay total amount due by the due date. Finance Charge is calculated at 1.6% monthly (19% yearly)

**POOR ORIGINAL**

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. 19122-0060

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



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

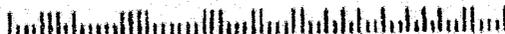
Account Number: 8112080589  
 Due Date: May 31, 2005  
 Please Pay: \$273.62

Amount Enclosed:

11351 1 AV 0.278 \*\*\*\*\*AUTO\*\*5-DIGIT 19138



VERNELL L SEBRELL  
 6226 N BEECHWOOD ST  
 PHILADELPHIA PA 19138-2516



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

0081120805898000000000273625



VERNELL S. BELL  
 6226 N BEECHWOOD ST  
 PHILADELPHIA PA 19138-2516

Page: 2 of 2  
 Billing Date: 05/05/05  
 Account Number: 8112080589

Account Summary	Previous Balance	Payments Received	Balance Brought Forward	Repairs and Adjustments	Current Charges	Account Balance
	\$30.90	\$100.00	\$201.90	\$3.02	\$68.70	\$273.62

Current Billing SA ID # 9961156975, 6226 N BEECHWOOD ST  
 Billing Category: General Service Residential

Charges

Commodity Charge 40 Ccf @ \$0.85292	\$34.12
Supply Charges	\$34.12
Delivery Charges	
Customer Charge @ \$12.00	\$12.00
Distribution Charge 40 Ccf @ \$0.57905	\$23.16
Gas Cost Adjustment @ -\$0.0417 for 29 Days	\$1.67 CR
Weather Normalization Adjustment	\$1.09
Delivery Charges	\$34.58
<b>Total Current Billing Charges</b>	<b>\$68.70</b>

Adjustments for SA ID # 9961156975

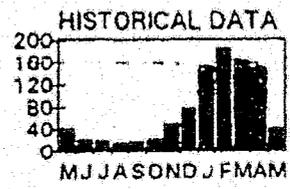
Late Payment Charge	\$3.02
<b>Total Adjustments</b>	<b>\$3.02</b>

Meter Data: 99710202 Service Point: 9972078096 Next Meter Read: Jun 03, 2005

Start	End	Type	Date	Reading	Type	Difference	Usage (Ccf)	Conversion Factor	Total Therms
04/03/2005	05/04/2005	Actual	05/04/2005	2539	Actual	40	40.00	1.030	41.18

Energy Usage Information SA ID # 9961156975, 6226 N BEECHWOOD ST  
 COMPARATIVE GAS USAGE THIS MONTH

	This Year	Last Year
Avg Daily Usage (Ccf)	1.0	1.0
Billing Days	29	30
Avg Daily Cost	\$2.37	\$2.39



LAST 12 MONTHS

Total Ccf	913.00
Avg Ccf	76.08

Legend: ■ Actual, ▨ Estimated

POOR ORIGINAL



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

Page: 1 of 2  
 Billing Date: 06/06/05  
 Account Number: 8112080589

**MONTHLY STATEMENT**

From 05/04/05 thru 06/03/05

Billing Cycle Number: 04

Account for:

VERNELL L SEBRELL  
 6226 N BEECHWOOD ST  
 PHILADELPHIA PA 19138-2516

**Billing Summary**

Prep. Due Amount \$273.62  
 Adjustments \$4.05  
 Current Charges \$51.12

**Total Amount Due By**  
**Jun 29 2005 \$328.79**

**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 216 235-1000  
 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)  
 Garmantown 210 W. Cheltenham 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)

To avoid Finance Charges, please pay total amount due by the due date. Finance Charge is calculated at 1.5% monthly (18% yearly)

**POOR ORIGINAL**

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: 8112080589  
 Due Date: Jun 29, 2005  
 Please Pay: \$328.79

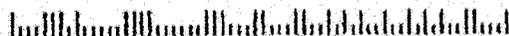
Place "X" in box for address corrections. Print corrections on reverse side.

Amount Enclosed:

11034 1 AV 0.278 \*\*\*\*AUTO\*\*5-DIGIT 19138



VERNELL L SEBRELL  
 6226 N BEECHWOOD ST  
 PHILADELPHIA PA 19138-2516



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



VERNELL L. BRELL  
 6226 N BEECHWOOD ST  
 PHILADELPHIA PA 19138-2516

Page: 2 of 2  
 Billing Date: 06/06/05  
 Account Number: 8112080589

Account Summary	Payments Received	Balance Brought Forward	Repairs and Adjustments	Current Charges	Account Balance
	\$273.62	\$273.62	\$4.05	\$61.12	\$328.79

Current Basic Charges  
 SA ID # 9961156975 6226 N BEECHWOOD ST  
 General Service Residential

**POOR ORIGINAL**

Supply Charges	Delivery Charges	Total
Commodity Charge 26.1 Ccf @ \$0.85292		\$22.26
Total Supply Charges		\$22.26
Customer Charge @ \$12.00		\$10.80
Distribution Charge 26.1 Ccf @ \$0.57905		\$15.11
Gas Cost Adjustment @ -\$0.0417 for 27 Days		\$1.09 CR
Weather Normalization Adjustment		\$1.53 CR
Total Delivery Charges		\$23.29
Commodity Charge 2.9 Ccf @ \$0.95822		\$2.78
Total Supply Charges		\$2.78
Customer Charge @ \$12.00		\$1.20
Distribution Charge 2.9 Ccf @ \$0.60688		\$1.76
Gas Cost Adjustment @ -\$0.05824 for 3 Days		\$0.17 CR
Total Delivery Charges		\$2.79
Total Current Billing Charges		\$51.12

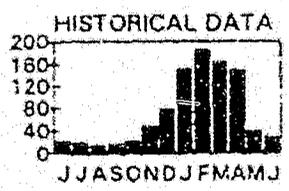
Adjustment Detail	Amount
Adjustments for SA ID # 9961156975	
Late Payment Charge	\$4.05
Total Adjustments	\$4.05

Meter Data: Meter # 1710202 Service Point: 9972078096 Next Meter Road: Jul 05, 2005

From	To	Reading	Type	Difference	Usage (Ccf)	Conversion Factor	Total Therms
06/04/2005	08/03/2005	2568	Actual	29	29.00	1.034	29.97

Energy Usage Information  
 SA ID # 9961156975 6226 N BEECHWOOD ST  
 COMPARATIVE GAS USAGE THIS MONTH

	This Year	Last Year
Avg Daily Usage (Ccf)	1.0	1.0
Billing Days	30	30
Avg Daily Cost	\$1.70	\$1.48



Total Ccf 921.00  
 Avg Ccf 76.75

Effective June 1, 2005, PGW rates have changed. Commodity Charge increased to \$0.95822 per CCF. Gas Cost Adjustment decreased to (\$0.05824) per CCF. Distribution Charge increased to \$0.60688 per CCF. The changes will increase the typical residential heating bill by about \$11% a year.



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

Notice Date: 06/03/05  
 Account Number: 8112080589

**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 06/13/05.

- 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.

Customer: **VERNELL SEBRELL**  
 6226 N BEECHWOOD ST  
 PHILA, PA 19138

Past Due Amount: \$201.90

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 \$272.00.

To avoid shut off, contact our Credit/Collection Department at 215-235-1007, 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)-692-7580 or by writing to the following address:

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

**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.

*Judy*

**POOR ORIGINAL**

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.



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

Account Number: 8112080589  
 Notice Date: Jun 03, 2005  
 Please Pay: \$201.90

Amount Enclosed:

1939 1 AT 0.292 \*\*\*\*\*AUTO\*\*3-DIGIT 191

VERNELL SEBRELL  
 6226 N BEECHWOOD ST  
 PHILA, PA 19138

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



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

Page: 1 of 2  
 Billing Date: 07/06/05  
 Account Number: 8112080589

**MONTHLY STATEMENT**

From: 06/03/05 thru: 07/05/05  
 Billing Cycle Number: 04

Account for:  
**VERNELL L SEBRELL**  
 6226 N BEECHWOOD ST  
 PHILADELPHIA PA 19138-2516

**Payments Summary**

06/09/05 - Credit Card \$125.00

**Billing Summary**

Post Due Amount \$203.79  
 Current Charges \$33.10

**Total Amount Due By**  
**Jul 29, 2005 \$33.10**

**GENERAL INFORMATION**

CONTACT US

Gas Leaks & Emergencies 215 235-1212  
 Billing & General Information 215 235-1000  
 Appliance Service 216 235-2050  
 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)

To avoid finance charges please pay total amount due by the due date. Finance Charge is calculated at 1.5% monthly (18% yearly).

**POOR ORIGINAL**

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: 8112080589  
 Due Date: Jul 29, 2005  
 Please Pay: \$33.10

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

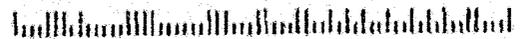
Amount Enclosed.

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VERNELL L SEBRELL  
 6226 N BEECHWOOD ST  
 PHILADELPHIA PA 19138-2516



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

*Payment Confirmation Code*  
 P256009W  
 Aug 11, 05  
 10:49 AM

0081120805898000000000033102



VERNELL L SEBRELL  
 8226 N BEECHWOOD ST  
 PHILADELPHIA PA 19138-2516

Page: 2 of 2  
 Billing Date: 07/06/05  
 Account Number: 8112080589

Account Summary	Previous Balance	Payments Received	Balance Brought Forward	Repairs and Adjustments	Current Charges	Account Balance
	\$328.79	\$125.00	\$203.79	\$0.00	\$33.10	\$236.89

Current Meter: SA 07 0981 156975, 6226 N BEECHWOOD ST  
 Rate Class: General Service Residential

Charges:

Supply Charges	
Commodity Charge 14 Ccf @ \$0.95822	\$13.42
Total Supply Charges	\$13.42
Delivery Charges	
Customer Charge @ \$12.00	\$12.00
Distribution Charge 14 Ccf @ \$0.60688	\$8.50
Gas Cost Adjustment @ -\$0.05824 for 32 Days	\$0.82 CR
Total Delivery Charges	\$19.68
Total Current Billing Charges	\$33.10

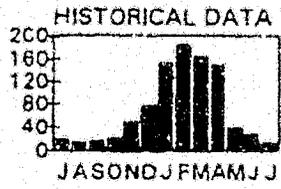
Meter Data: Meter # 1710202 Service Point: 9972078096 Next Meter Read: Aug 04, 2005

Date	Type	To Date	To Reading	Type	Difference	Usage (Ccf)	Conversion Factor	Total Therms
07/06/2005	Actual	07/06/2005	2582	Actual	14	14.00	1.036	14.50

Usage Information: SA 07 0981 156975, 6226 N BEECHWOOD ST

COMPARATIVE GAS USAGE THIS MONTH

	This Year	Last Year
Avg Daily Usage (Ccf)	0.0	1.0
Billing Days	32	32
Avg Daily Cost	\$1.03	\$1.25



LAST 12 MONTHS

Total Ccf	915.00
Avg Ccf	76.25

Actual  
 Estimated

POOR ORIGINAL



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

Page: 1 of 2  
 Billing Date: 08/05/05  
 Account Number: 8112080589

**MONTHLY STATEMENT**

From 07/05/05 thru 08/04/05

Billing Cycle Number: 04

Account for:

VERNELL L SEBRELL  
 6226 N BEECHWOOD ST  
 PHILADELPHIA PA 19138-2516

**Payments Summary**

07/10/05 Gas Card \$75.00

Current Amount Due By:	
Aug 30, 2005	\$0.00

**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)

**POOR ORIGINAL**

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.

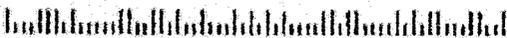


Place "X" in box for address corrections. Print corrections on reverse side

Account Number: 8112080589  
 Due Date: Aug 30, 2005  
 Please Pay: \$0.00

Amount Enclosed:

10797 1 AV 0.278 \*\*\*\*\*AUTO\*\*5-DIGIT 19138



VERNELL L SEBRELL  
 6226 N BEECHWOOD ST  
 PHILADELPHIA PA 19138-2516



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

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# PGW

VERNELL L SERRELL  
 6226 N BEECHWOOD ST  
 PHILADELPHIA PA 19138-2516

Page: 2 of 2  
 Billing Date: 03/05/05  
 Account Number: 8112080589

Account Summary	Previous Balance	Payments Received	Balance Brought Forward	Repairs and Adjustments	Current Charges	Account Balance
	\$236.89	\$75.00	\$161.89	\$0.00	\$31.59	\$193.48

Current Basic Charges  
 SA ID# 9961166976, 6226 N BEECHWOOD ST  
 Rate Class: General Service Residential

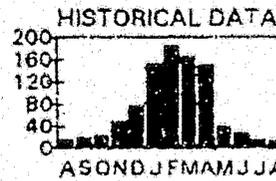
Supply Charges	
Commodity Charge 13 Ccf @ \$0.95822	\$12.46
<b>Total Supply Charges</b>	<b>\$12.46</b>
Delivery Charges	
Customer Charge @ \$12.00	\$12.00
Distribution Charge 13 Ccf @ \$0.60688	\$7.89
Gas Cost Adjustment @ -\$0.05824 for 30 Days	\$0.76 CR
<b>Total Delivery Charges</b>	<b>\$19.13</b>
<b>Total Current Billing Charges</b>	<b>\$31.59</b>

Meter Detail: Meter #: 1710202 Service Point: 9972078096 Next Meter Read: Sep 06, 2005

From	To	Usage	Conversion	Total
Date	Date	(Ccf)	Factor	Therms
08/04/2005	08/04/2005	13	1.037	13.48

SA ID# 9961166976, 6226 N BEECHWOOD ST  
 COMPARATIVE GAS USAGE THIS MONTH

	This Year	Last Year
Avg Daily Usage (Ccf)	0.0	1.0
Billing Days	30	29
Avg Daily Cost	\$1.05	\$1.18



LAST 12 MONTHS  
 Total Ccf 912.00  
 Avg Ccf 76.00  
 ■ Actual  
 □ Estimated

*Confirmation 10/3/05*

*40.00*

*PO 522554*

PGW ORIGINAL



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

Page: 1 of 2  
Billing Date: 09/07/05  
Account Number: 8112080589

**MONTHLY STATEMENT**

From 08/04/05 thru 09/06/05  
Billing Cycle Number: 04

Account for:  
**VERNELL L SEBRELL**  
6226 N BEECHWOOD ST  
PHILADELPHIA PA 19138-2516

**Payments Summary:**

08/11/05: Cred Card \$25.00

**Billing Summary**

Fast-Pay Amount \$168.49  
Current Charges \$36.34

**Total Amount Due By**  
**Sep 30, 2005 \$1.03**

*\$40.00 Oct 3 - Nov 3*  
*Oct (41.38) { Nov 3, 05*  
*31 Confirmation \$751978W \$50.00*

**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

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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)

To avoid Finance Charges please pay total amount due by the due date. Finance Charge is calculated at 1.5% monthly. (18% yearly)

**POOR ORIGINAL**

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: 8112080589  
Due Date: Sep 30, 2005  
Please Pay: \$1.03

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

Amount Enclosed:

10659 1 AV 0.278 \*\*\*\*AUTO\*\*5-DIGIT 19138  
VERNELL L SEBRELL  
6226 N BEECHWOOD ST  
PHILADELPHIA PA 19138-2516

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

0081120805898000000000001034



VERNELA L. REU  
 2226 N. BEECHWOOD ST.  
 PHILADELPHIA, PA 19138-2516

Page: 2 of 2  
 Billing Date: 09/07/05  
 Account Number: 8112080589

Account Summary	Previous Balance	Payments Received	Balance Brought Forward	Repairs and Adjustments	Current Charges	Account Balance
	\$193.48	\$25.00	\$168.48	\$0.00	\$36.34	\$204.82

Current Billing: SA ID: 8861158975, 6226 N. BEECHWOOD ST.  
 Rate Class: General Service Residential

**POOR ORIGINAL**

Supply Charges	
Commodity Charge 13.09 Ccf @ \$0.95822	\$12.54
Commodity Charge 2.91 Ccf @ \$1.02989	\$3.00
<b>Total Supply Charges</b>	<b>\$15.54</b>
Delivery Charges	
Customer Charge @ \$12.00	\$12.00
Distribution Charge 13.09 Ccf @ \$0.60688	\$7.94
Distribution Charge 2.91 Ccf @ \$0.61682	\$1.79
Gas Cost Adjustment @ -\$0.05824 for 27 Days	\$0.76 CR
Gas Cost Adjustment @ -\$0.05933 for 6 Days	\$0.17 CR
<b>Total Delivery Charges</b>	<b>\$20.80</b>
<b>Total Current Billing Charges</b>	<b>\$36.34</b>

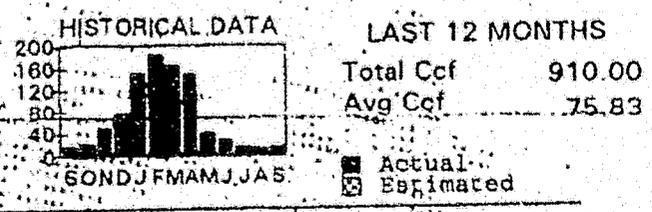
Meter Detail: Meter #: 1710202 Service Point: 9972078096 Next Meter Read: Oct 05, 2006

From	To	Usage	Conversion	Total
Month	Reading	(Ccf)	Factor	Therms
08/01/2005	2395	16.00	1.038	16.60
09/06/2005	2611	18		

Energy Usage Information: SA ID: 8861158975, 6226 N. BEECHWOOD ST.

COMPARATIVE GAS USAGE THIS MONTH

	This Year	Last Year
Avg Daily Usage (Ccf)	0.0	1.0
Billing Days	33	30
Avg Daily Cost	\$1.10	\$1.24



Message Center: Effective starting 10/05 PGW rates have changed. Commodity Charge increased to \$1.02989 per CCF. Gas Cost Adjustment decreased to (\$0.05933) per CCF. Distribution Charge increased to \$0.61682 per CCF. The changes will increase the typical residential heating bill by about \$81 a year.





VERNELL S. ELLIOTT  
6226 N BEECHWOOD ST  
PHILADELPHIA PA 19138-2516

Page: 2 of 2  
Billing Date: 10/06/05  
Account Number: 8112080589

**Account Summary**

Previous Balance	Payments Received	Balance Brought Forward	Repairs and Adjustments	Current Charges	Account Balance
\$204.82	\$76.82	\$128.00	\$0.00	\$34.41	\$162.41

**Current Basic Charges**

SA ID# 9961156975 6226 N BEECHWOOD ST  
Rate Class: General Service Residential

**POOR ORIGINAL**

Supply Charge	
Commodity Charge 14 Ccf @ \$1.02989	\$14.42
<b>Total Supply Charges</b>	<b>\$14.42</b>
Delivery Charge	
Customer Charge @ \$12.00	\$12.00
Distribution Charge 14 Ccf @ \$0.61682	\$8.64
Gas Cost Adjustment @ \$0.05933 for 29 Days	\$0.83 CR
Weather Normalization Adjustment	\$0.18
<b>Total Delivery Charges</b>	<b>\$19.99</b>
<b>Total Current Billing Charges</b>	<b>\$34.41</b>

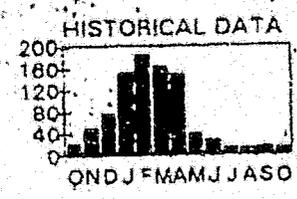
**Meter Detail** Meter # 1710202 Service Point: 9972078096 Next Meter Read: Nov 03, 2005

From	To	Usage (Ccf)	Conversion Factor	Total Therms
08/08/2005	10/05/2005	14	1.046	14.67

**Energy Usage Information**

SA ID# 9961156975 6226 N BEECHWOOD ST  
COMPARATIVE GAS USAGE THIS MONTH

	This Year	Last Year
Avg Daily Usage (Ccf)	10.0	1.0
Billing Days	29	32
Avg Daily Cost	\$1.19	\$1.30



LAST 12 MONTHS

Total Ccf	903.00
Avg Ccf	75.26

*105.00*  
*4.00 charge*  
*109.00*  
*04119919 w*  
*Feb. 03, 06*  
*PGW Compensation Code*



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

Page: 1 of 3  
 Billing Date: 11/04/05  
 Account Number: 8112080589

**MONTHLY STATEMENT**

From 11/05/05 thru 11/03/05

Billing Cycle Number: 04

Account by:

VERNELL L SEBRELL  
 6226 N BEECHWOOD ST  
 PHILADELPHIA, PA 19138-2516

**Payments Summary**

11/02/05 Cred Card \$50.00

Total Amount Due By  
 Dec 01, 2005 \$0.00

**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 215 236-2175

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

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- 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)

**POOR ORIGINAL**

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.

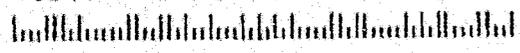


Account Number: 8112080589  
 Due Date: Dec 01, 2005  
 Please Pay: \$0.00

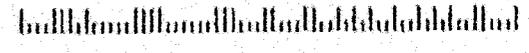
Place "X" in box for  
 address corrections. Print  
 corrections on reverse side

Amount Enclosed:

10340 1 AV 0.278 \*\*\*\*AUTO\*\*5-DIGIT 19138



VERNELL L SEBRELL  
 6226 N BEECHWOOD ST  
 PHILADELPHIA PA 19138-2516



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

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VERNELL L. SNELL  
 6226 N BEECHWOOD ST  
 PHILADELPHIA PA 19138-2516

Page: 2 of 3  
 Billing Date: 11/04/05  
 Account Number: 8112080689

Account Summary	Previous Balance	Payments Received	Balance Brought Forward	Repairs and Adjustments	Current Charges	Account Balance
	\$162.41	\$50.00	\$112.41	\$0.00	\$83.33	\$195.74

Current Basic Charges SA ID: 9961156975, 6226 N BEECHWOOD ST  
 Rate Class: General Service Residential

**POOR ORIGINAL**

Supply Charges:	
Commodity Charge 1.28 Ccf @ \$1.02989	\$1.31
Commodity Charge 30.62 Ccf @ \$1.3119	\$40.17
<b>Total Supply Charges</b>	<b>\$41.48</b>
Delivery Charges:	
Customer Charge @ \$12.00	\$10.34
Distribution Charge 1.28 Ccf @ \$0.61682	\$0.79
Distribution Charge 30.62 Ccf @ \$0.66618	\$20.40
Gas Cost Adjustment @ -\$0.05933 for 1 Days	\$0.08 CR
Gas Cost Adjustment @ \$0.05558 for 24 Days	\$1.70 CR
Weather Normalization Adjustment	\$0.53
<b>Total Delivery Charges</b>	<b>\$30.28</b>
Supply Charges:	
Commodity Charge 5.1 Ccf @ \$1.3119	\$6.70
<b>Total Supply Charges</b>	<b>\$6.70</b>
Delivery Charges:	
Customer Charge @ \$12.00	\$1.66
Distribution Charge 5.1 Ccf @ \$0.66618	\$3.40
Gas Cost Adjustment @ -\$0.05558 for 4 Days	\$0.28 CR
Weather Normalization Adjustment	\$0.09
<b>Total Delivery Charges</b>	<b>\$4.87</b>
<b>Total Current Billing Charges</b>	<b>\$83.33</b>

**Meter Detail**

Meter #: 1710202

Service Point: 9972078096

Next Meter Read: Dec 06, 2005

From	To	Type	Date	Reading	Type	Difference	Usage (Ccf)	Conversion Factor	Total Therms
10/05/2005	10/25/2005	Actual	11/03/2005	2662	Actual	37	37.00	1.059	39.17

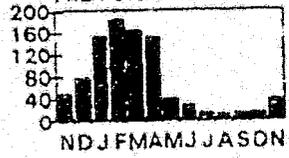
**Energy Usage Information**

SA ID: 9961156975, 6226 N BEECHWOOD ST

**COMPARATIVE GAS USAGE THIS MONTH**

	This Year	Last Year
Avg Daily Usage (Ccf)	1.0	2.0
Billing Days	29	29
Avg Daily Cost	\$2.87	\$2.79

**HISTORICAL DATA**



**LAST 12 MONTHS**

Total Ccf 891.00  
 Avg Ccf 74.25

Actual  
 Estimated

VERNELL EBRELL  
6226 N BLOOMWOOD ST  
PHILADELPHIA PA 19138-2516

Page: 3 of 3  
Billing Date: 11/04/05  
Account Number: 8112080589

Message  
Center

Effective October 7, 2005 PGW rates have changed. Commodity Charge increased to \$1.31190 per CCF. Gas Cost Adjustment increased to \$(0.05558) per CCF. Distribution Charge increased to \$0.68618 per CCF. The changes will increase the typical residential heating bill by about \$335.12 a year.

POOR ORIGINAL



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

Page: 1 of 2  
Billing Date: 12/07/05  
Account Number: 8112080589

**MONTHLY STATEMENT**

From: 11/03/05 thru 12/06/05  
Billing Cycle Number: 04

Account for:  
**VERNELL L SEBRELL**  
6226 N BEECHWOOD ST  
PHILADELPHIA PA 19138-2518

**Payments Summary**

10/28/05	LIHEAP	\$266.00
12/02/05	Cred Card	\$94.00
	Adjustments	\$94.00

Total Amount Due By	
Jan 03, 2006	<b>\$0.00</b>

**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

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N. Philadelphia	1337 W. Erie Ave. (M, W, TH)
W. Philadelphia	5230 Chestnut St. (M, T, W, F)

**POOR ORIGINAL**

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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: 8112080589  
Due Date: Jan 03, 2006  
Please Pay: \$0.00

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

Amount Enclosed:

10737 1 AV 0.278 \*\*\*\*AUTO\*\*5-DIGIT 19138  
VERNELL L SEBRELL  
6226 N BEECHWOOD ST  
PHILADELPHIA PA 19138-2516

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

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VERNELL L. S. BELL  
 6226 N BEECHWOOD ST  
 PHILADELPHIA PA 19138-2516

Page: 2 of 2  
 Billing Date: 12/07/05  
 Account Number: 8112080689

*26*  
*7026*  
*1-11-06*  
*PAID*

**Account Summary**

Previous Balance	Payments Received	Balance Brought Forward	Repairs and Adjustments	Current Charges	Account Balance
\$195.74	\$360.00	\$164.26 CR	\$94.00	\$225.28	\$155.02

**Current Basic Charges**

SA ID# 9961156975, 6226 N BEECHWOOD ST  
 Rate Class: General Service Residential

**Supply Charges**

Commodity Charge 110 Ccf @ \$1.3119..... \$144.31  
 Total Supply Charges..... \$144.31

**Delivery Charges**

Customer Charge @ \$12.00..... \$12.00  
 Distribution Charge 110 Ccf @ \$0.66618..... \$73.28  
 Gas Cost Adjustment @ -\$0.05558 for 33 Days..... \$6.11 CR  
 Weather Normalization Adjustment..... \$1.80  
 Total Delivery Charges..... \$80.97  
 Total Current Billing Charges..... \$225.28

**Adjustment Detail**

Adjustments for SA ID # 2699699103

Parts and Labor Plan..... \$94.00  
 Total Adjustments..... \$94.00

**Meter Detail**

Meter #: 1710202

Service Point: 9972078096

Next Meter Read: Jan 06, 2006

From			To			Difference	Usage (Ccf)	Conversion Factor	Total Therms
Date	Reading	Type	Date	Reading	Type				
11/03/2005	2662	Actual	12/06/2005	2772	Actual	110	110.00	1.048	115.25

**Energy Usage Information**

SA ID# 9961156975, 6226 N BEECHWOOD ST  
 COMPARATIVE GAS USAGE THIS MONTH

	This Year	Last Year
Avg Daily Usage (Ccf)	3.0	3.0
Billing Days	33	30
Avg Daily Cost	\$6.83	\$4.10

**HISTORICAL DATA**



**LAST 12 MONTHS**

Total Ccf 924.00  
 Avg Ccf 77.00

**Message Center**

Thank You for your Parts and Labor Plan payment, your contract expires October 31, 2006.  
 Keep this bill handy as proof of payment.

*206*  
*195*  
*225.28*  
*70.26*  


---

*155.02*

*225.28*  
*164.26*  


---

*61.02*

**POOR ORIGINAL**



**PHILADELPHIA GAS WORKS**  
800 W. MONTGOMERY AVENUE, PHILADELPHIA, PA 19122-0060

Page: 1 of 2  
Billing Date: 01/09/06  
Account Number: 8112080589

**MONTHLY STATEMENT**

From: 12/06/05 thru 01/09/06  
Billing Cycle Number: 04

Account for:  
**VERNELL L SEBRELL**  
6226 N BEECHWOOD ST  
PHILADELPHIA PA 19138-2516

Payments Summary

01/03/06 Cred Card \$50.00

Billing Summary

Past Due Amount: \$105.02  
Current Charges: \$494.76

<b>Total Amount Due By</b>	
<b>Feb 01, 2006</b>	<b>\$395.99</b>

**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

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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)

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**POOR ORIGINAL**

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Or Write to: PGW, P.O. Box 7789, Phila., PA 19101-7789

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



Account Number: 8112080589  
Due Date: Feb 01, 2006  
Please Pay: \$395.99

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

Amount Enclosed:

11063 1 AV 0.293 \*\*\*\*AUTO\*\*5-DIGIT 19138



VERNELL L SEBRELL  
6226 N BEECHWOOD ST  
PHILADELPHIA PA 19138-2516



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

235-1777

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VERNELL L. SELL  
6226 N BEECHWOOD ST  
PHILADELPHIA PA 19138-2516

Page: 2 of 2  
Billing Date: 01/09/06  
Account Number: 8112080589

202-40781(PNC)#

Account Summary

Previous Balance	Payments Received	Balance Brought Forward	Repairs and Adjustments	Current Charges	Account Balance
\$155.02	\$50.00	\$105.02	\$0.00	\$494.76	\$599.78

Current Basic Charges

SA ID# 9961156975, 6226 N BEECHWOOD ST  
Rate Class: General Service Residential

**POOR ORIGINAL**

Supply Charges

Commodity Charge 250 Ccf @ \$1.3119..... \$327.98  
Total Supply Charges ..... \$327.98

Delivery Charges

Customer Charge @ \$12.00 ..... \$12.00  
Distribution Charge 250 Ccf @ \$0.66618..... \$166.55  
Gas Cost Adjustment @ -\$0.05558 for 34 Days..... \$13.90 CR  
Weather Normalization Adjustment ..... \$2.13  
Total Delivery Charges ..... \$166.78  
Total Current Billing Charges ..... \$494.76

*Handwritten signature and circled total \$494.76*

Meter Detail

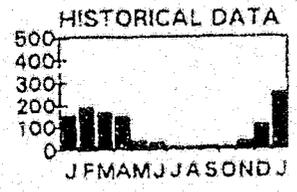
Meter #: 1710202 Service Point # 9972078096 Next Meter Read: Feb 07, 2006

Date	Reading	Type	Date	Reading	Type	Difference	Usage (Ccf)	Conversion Factor	Total Therms
12/08/2005	2772	Actual	01/09/2006	3022	Actual	250	250.00	1.043	260.80

Energy Usage Information

SA ID# 9961156975, 6226 N BEECHWOOD ST  
COMPARATIVE GAS USAGE THIS MONTH

	This Year	Last Year
Avg Daily Usage (Ccf)	7.0	5.0
Billing Days	34	33
Avg Daily Cost	\$14.55	\$7.73



LAST 12 MONTHS  
Total Ccf 1022.00  
Avg Ccf 85.17  
Actual (solid square)  
Estimated (open square)

*Handwritten notes:*  
PNC  
1800 642-7380  
ANS Seamer

*Handwritten note:* meter was read improperly higher /

*Handwritten note:* PGW worker discount customers are paying

*Handwritten numbers:* (215)  
686-2590

*Handwritten circled number and name:* 1919545  
PAT Mitchell





VERNELL L. SE...  
 6226 N BEECHWOOD ST  
 PHILADELPHIA PA 19138-2516

*dispute  
 Paid 94.00  
 Prepaid Low  
 for what*

Page: 2 of 2  
 Billing Date: 02/08/06  
 Account Number: 8112080589

Account Summary	Previous Balance	Payments Received	Balance Brought Forward	Repairs and Adjustments	Current Charges	Account Balance
	\$599.78	\$105.00	\$494.78	\$4.36	\$121.05	\$620.19

Current Basic Charges: SA ID# 9961156975, 6226 N BEECHWOOD ST  
 Rate Class: General Service Residential

**POOR ORIGINAL**

Supply Charges

Commodity Charge 53 Ccf @ \$1.3119	\$69.53
<b>Total Supply Charges</b>	<b>\$69.53</b>
Delivery Charges	
Customer Charge @ \$12.00	\$12.00
Distribution Charge 53 Ccf @ \$0.66618	\$35.31
Gas Cost Adjustment @ -\$0.05558 for 29 Days	\$2.95 CR
Weather Normalization Adjustment	\$7.16
<b>Total Delivery Charges</b>	<b>\$61.52</b>
<b>Total Current Billing Charges</b>	<b>\$121.05</b>

Adjustment Detail: Adjustments for SA ID # 9961156975

Late Payment Charge	\$4.36
<b>Total Adjustments</b>	<b>\$4.36</b>

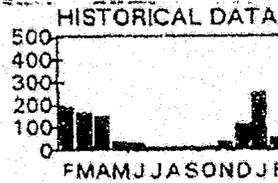
Meter Detail: Meter # 1710202 Service Point: 9972078096 Next Meter Read: Mar 08, 2006

From Date	To Date	From Reading	To Reading	Type	Difference	Usage (Ccf)	Conversion Factor	Total Therms
01/09/2006	02/07/2006	3022	3075	Actual	53	53.00	1.043	55.30

Energy Usage Information: SA ID# 9961156975, 6226 N BEECHWOOD ST

COMPARATIVE GAS USAGE THIS MONTH

	This Year	Last Year
Avg Daily Usage (Ccf)	2.0	6.0
Billing Days	29	29
Avg Daily Cost	\$4.17	\$10.30



LAST 12 MONTHS  
 Total Ccf 889.00  
 Avg Ccf 74.08

Legend: Actual (solid square), Estimated (hatched square)

*Comparison of  
 2/9/06  
 3121 paid  
 96.00 paid*

*3121 Today is 2/15/06 (46 CCF) 8 Days*

*Feb 7, 06 (was) 3075*

*JAN 23, 06 3011*

*JAN 9, 06 3022*

*3075  
 -3011  
 64 CCF*





VERNELL L. SELL  
 6226 N BEECHWOOD ST  
 PHILADELPHIA PA 19138-2516

Page: 2 of 2  
 Billing Date: 03/09/06  
 Account Number: 8112080589

Account Summary	Previous Balance	Payments Received	Balance Brought Forward	Repairs and Adjustments	Current Charges	Account Balance
	\$620.19	\$416.40	\$203.79	\$50.00	\$310.89	\$564.68

**Current Basic Charges**  
 SA ID# 9961156975, 6226 N BEECHWOOD ST  
 Rate Class: General Service Residential

**POOR ORIGINAL**

**Supply Charges**

Commodity Charge 158 Ccf @ \$1.3119.....	\$207.28
<b>Total Supply Charges .....</b>	<b>\$207.28</b>

**Delivery Charges**

Customer Charge @ \$12.00 .....	\$12.00
Distribution Charge 158 Ccf @ \$0.66618 .....	\$106.26
Gas Cost Adjustment @ -\$0.06558 for 29 Days .....	\$8.78 CR
Weather Normalization Adjustment .....	\$4.87 CR
<b>Total Delivery Charges .....</b>	<b>\$103.61</b>
<b>Total Current Billing Charges .....</b>	<b>\$310.89</b>

**Non Basic Charges**

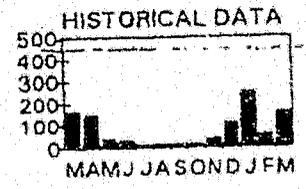
General Service Charge for Heater .....	\$50.00
<b>Total Non Basic Charges .....</b>	<b>\$50.00</b>

**Meter Detail** Meter #: 1710202 Service Point: 9972078096 Next Meter Read: Apr 06, 2006

Date	From		To			Difference	Usage (Ccf)	Conversion Factor	Total Therms
	Reading	Type	Date	Reading	Type				
02/27/2006	3075	Actual	03/08/2006	3233	Actual	158	158.00	1.042	164.83

**Energy Usage Information** SA ID# 9961156975, 6226 N BEECHWOOD ST  
**COMPARATIVE GAS USAGE THIS MONTH**

	This Year	Last Year
Avg Daily Usage (Ccf)	5.0	6.0
Billing Days	29	29
Avg Daily Cost	\$10.72	\$9.11



**LAST 12 MONTHS**  
 Total Ccf 884.00  
 Avg Ccf 73.67

■ Actual  
 ▨ Estimated

**FORMAL COMPLAINT DECISION**  
**THE PENNSYLVANIA PUBLIC UTILITY COMMISSION**

VERNELL SEBRELL  
6226 N BEECHWOOD STREET  
PHILADELPHIA PA 19138

Date: 3/27/2006

BCS: 1919545

Acct No: 8112080589

V.

PHILADELPHIA GAS WORKS (PGW)

---

**DECISION ON INFORMAL COMPLAINT BY THE PUBLIC UTILITY COMMISSION:**

**STATEMENT OF COMPLAINT:**

We received your informal complaint on 6/10/2005. In the complaint, you state that:

You have a termination notice. You were never late for budget payments or missed a budget payment. You do not want to be on CRP. You believe PGW is picking up payments late from the bank and changing the agreement without notice. You also added an additional dispute to your complaint in January 2006. You stated a repairman visited your residence on January 23<sup>rd</sup>, and you asked him to read the meter. The man said the read was 3011. You then looked at your bill of January 9<sup>th</sup>, and the read was 3022. You want the PUC to investigate all of these issues.

**INVESTIGATION BY STAFF OF THE PUBLIC UTILITY COMMISSION FOUND:**

(1) Payments were made on time each month when the customer was on the Easy Way Budget Plan; however, the customer requested removal from this plan on March 17, 2005. After removal from this plan, the customer was late making payments, missed payments and did not pay the required amount. For the April 7, 2005 bill, the customer paid \$100.00 when the bill was \$215.38, and the due date was April 29, but payment was received on May 2, 2005. The bills sent on May 5, 2005 and November 4, 2005 were not paid. The bill sent on December 7, 2005 was for \$225.28, but the customer paid \$50.00. The bill sent on January 9, 2006 was \$494.76, and the customer paid \$105.00.

(2) In response to your complaint about the discrepancy with the meter read, the company had a service technician visit the property on February 15, 2006. It was found that the meter and ERT device are both recording the same information.

(3) Your account balance as of March 9, 2006 is \$564.68. This balance includes your current bill of \$360.89 which is due on April 3, 2006.

(4) A Crisis grant was applied to your account on February 10, 2006.

**BASED ON THESE FINDINGS, WE CONCLUDE THAT:**

- (1) Bills have not been paid in a timely manner as claimed in the complaint.
- (2) The bills are correct as rendered. There is an Automatic Meter Reading Device (AMR) at the property.

**THEREFORE, IT IS DECIDED THAT:**

- (1) This informal complaint is Dismissed.
- (2) You are advised to pay your balance to avoid future collection activity. No PUC agreement will be done at this time.

Based on the information you gave us, you appear to be eligible for CRP. CRP is a program that may reduce your budget and forgive your outstanding balance. Our review finds this may be the best rate for you. To receive this rate, you must contact the company to apply. They will tell you how to apply for CRP. If the company enrolls you in CRP, they will tell you the new amount you need to pay each month.

We will send a copy of this decision to the utility company. If you have questions about the terms of this decision or how to appeal this decision, please call us at 1-800-782-1110.

PAT MITZEL  
Investigator

**Request for Formal Complaint Form  
(Notification of Intent to Appeal)**

**Notice to Customer:**

If you sign and return this form, you are telling the Public Utility Commission that you want to appeal this decision. Do not return this form unless you want to appeal this decision.

If you want to appeal, you must return this form within 20 days of 3/27/2006. The Commission will send you formal complaint forms if you return this form.

You must comply with 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 shut off your service.

Sincerely,  
Pennsylvania Public Utility Commission.

**Yes, I want to appeal this decision. Please send formal complaint forms to me at the following address:**

Customer name and address:  
(Please correct any mistakes.)

VERNELL SEBRELL  
6226 N BEECHWOOD STREET  
PHILADELPHIA PA 19138

\_\_\_\_\_  
(Area Code) Telephone Number  
BCS: 1919545  
Company: PHILADELPHIA GAS  
WORKS

\_\_\_\_\_  
Signature  
Date of Mailing: 3/27/2006

Mail this completed form to:

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



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

3/27/2006

BCS No: 1919545

VERNELL SEBRELL  
6226 N BEECHWOOD STREET  
PHILADELPHIA PA 19138

The Public Utility Commission has completed its investigation into your informal complaint. Our decision is attached. We sent a copy of this decision to your utility company. You and the company must both follow this decision. Both parties may appeal this decision. If no one appeals, the decision will become final 20 days after the date of this letter.

If you do not agree with this decision you can appeal it by filing a formal complaint. Complete and return the attached Notification of Intent to Appeal within 20 days of the date on the form. The Commission will mail you formal complaint forms. When you complete and return the formal complaint forms, your appeal begins. The Commission will assign your complaint to the Office of Administrative Law Judge. They will contact you about your formal complaint.

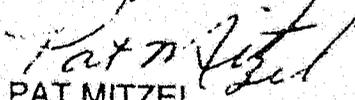
You do not need a lawyer to file an appeal.

You must make all of the payments required by this decision. If you do not make these payments the utility company can shut off your utility service.

Do not mail your payments to the Public Utility Commission. Mail your payments directly to your company.

If you have any questions, please call 1-800-692-7380.

Sincerely,

  
PAT MITZEL  
Investigator

BEFORE THE PENNSYLVANIA PUBLIC UTILITY COMMISSION

DATE SERVED: APRIL 13, 2006

VERNELL L. SEBRELL  
Complainant

v.

PHILADELPHIA GAS WORKS  
Respondent

Complaint Docket  
No: F-01919545

DOCUMENT  
FOLDER

---

FORMAL COMPLAINT NOTICE TO RESPONDENT TO ANSWER OR SATISFY

---

TO: PHILADELPHIA GAS WORKS

**DOCKETED**  
APR 13 2006

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).

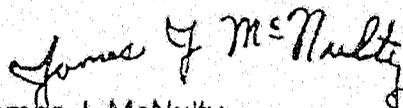
2. If you fail to either satisfy this complaint or to file answer or other responsive pleading within twenty (20) days, you will be deemed to have admitted all the allegations in this complaint in accordance with Section 5.61 of the Commission's Rules of Administrative Practice and Procedure, 52 Pa.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

IN REPLY PLEASE  
REFER TO OUR FILE

DATE SERVED: APRIL 13, 2006

F-01919545

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

DOCUMENT  
FOLDER

Dear Mr. Farinas:

A complaint has been filed against you before the Pennsylvania Public Utility Commission by VERNELL L. SEBRELL. 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.

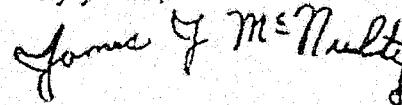
Detailed instructions on how to proceed are contained in the attached pages. You are advised to read them carefully.

APRIL 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,

A handwritten signature in cursive script that reads "James J. McNulty". The signature is written in dark ink and is positioned to the right of the typed name.

James J. McNulty  
Secretary

JIH

**Philadelphia Gas Works**  
800 West Montgomery Avenue, Philadelphia, PA 19122



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

ORIGINAL

April 27, 2006

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

APR 27 2006  
PA PUBLIC UTILITY COMMISSION

**RE: Vernell Sebrell v. PGW, Docket No. F-01919545**

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 complainant 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.

DOCUMENT  
FOLDER

Sincerely,

*Laureto A. Farinas*  
Laureto A. Farinas *SB*

Enclosure

cc: Verneil Sebrell, (first class mail)  
Lucille Coleman, (CRU)  
Cherie Pyle, Scheduler (fax)

**DOCKETED**  
MAY 04 2006

*SB*

COMMONWEALTH OF PENNSYLVANIA  
PUBLIC UTILITY COMMISSION

DATE: April 28, 2006  
SUBJECT: F-01919545  
Vernell L. Sebrell v. Philadelphia Gas Works  
TO: Wanda Zeiders  
Docket Management  
FROM: Cherie Pyle, ALJ Support Staff  
Office of Administrative Law Judge

DOCUMENT  
FOLDER

On April 27, 2006, 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: (None Assigned)  
Beth Plantz  
Case File

**DOCKETED**  
MAY 8 - 2006

ED