

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: 03/01/06
 8. DOCKET NO: F-01921434 : 9. EFFECTIVE DATE: 00/00/00

PARTY/COMPLAINANT: LEWIS, ROLANDA YVETTE

RESPONDENT/APPLICANT: PHILADELPHIA GAS WORKS

COMP/APP COUNTY: PHILADELPHIA

UTILITY CODE: 125042

ALLEGATION OR SUBJECT

COMPLAINANT STATES SHE WOULD LIKE A PAYMENT AGREEMENT AND THERE ARE INCORRECT CHARGES ON HER BILL. SHE WOULD LIKE THE CHARGES TO BE REMOVED FROM HER BILL FOR SERVICES THAT WERE PROVIDED TO SOMEONE ELSE. SHE ALSO WANTS AN UPDATED CORRECTED BILL SENT TO HER FOR SERVICES SHE USED WITH A PAYMENT ARRANGEMENT.

DOCUMENT
FOLDER

DOCKETED

MAR 6 2006

RECEIVED

BCS1921434
PHILADELPHIA GAS WORKS
Must be returned by MARCH 7, 2006

2006 MAR -1 AM 9:27

PENNSYLVANIA PUBLIC UTILITY COMMISSION

Formal Complaint Form

PA P.U.C.
SECRETARY'S BUREAU
Please print or type.

125042 F-01921434

1. CUSTOMER NAME (COMPLAINANT)

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

Name Rolanda Yvette Lewis

Street/P.O. Box 2813 S. Simpson ST Apt # _____

City Philadelphia State PA Zip 19142

County _____

Area Code/HOME Phone 215-727-0155

Area Code/WORK Phone 215-275-4059

Utility Account Number 0534219185
(from your bill)

ORIGINAL

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

Name N/A

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

STEAM HEAT

GAS

WASTE WATER

WATER

MOTOR CARRIER

(taxi, moving company, limousine)

TELEPHONE

(local, long distance)

5

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. I spoke with PGW on several occasions and they (explain) stated there was an error on my acct. where it shows service was provided to incorrect address

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

Please see attached information sent to PGW disputing addresses they are using. I agree that I was late on payments but I always made them up.

5. RELIEF

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

I would like the charges to be removed for the services that were provided to someone else. And sent an updated corrected bill for services I used with a payment arrangement on these services.

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: Rolanda H Lewis, 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).


(Signature)

2-27-06
(Date)

9. LEGAL REPRESENTATION (IF ANY)

If you are represented by a lawyer in this matter you must provide your lawyer's name address and telephone number.

Lawyer's Name _____

Street _____

City _____ State _____ Zip _____

Area Code/Phone Number _____

10. FILING

Please return the completed form to one of the addresses listed below:

If using U.S. Postal Service:

If using overnight delivery service:

Secretary Pennsylvania Public Utility Commission P.O. Box 3265 Harrisburg, PA 17105	Secretary Pennsylvania Public Utility Commission 400 North Street Commonwealth Keystone Building, 2 nd Floor Harrisburg, Pennsylvania 17120
--	--

Facsimiles and/or electronic filings of the complaint form will not be accepted.

If you have any questions about filling out this form, please contact the Secretary's Bureau at 717-772-7777.

Keep a copy of your complaint for your records.

Rolanda Lewis
2813 S. Simpson Street
Philadelphia, PA 19142
4/27/05

COPY Mailed 4/28/05

Philadelphia Gas Works
1800 N. 9th Street
Philadelphia, PA 19122
Attn: Correspondence Department
RE: Social Security number 202-56-2872

To whom it may concern:

I am writing this letter in reference to conversations that I had with Mr. Perez on 4/20/05, 4/26/05, and 4/27/05. Mr. Perez informed me of several different addresses that was used with my social security number, which are as follows:

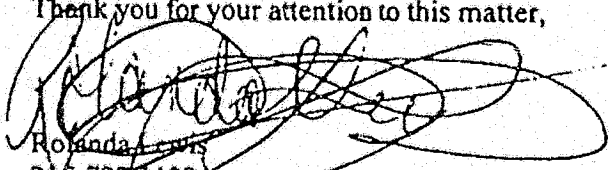
7030 Wheeler Street
Lindbergh Blvd Apt 910
2513 S. 61st Street
1658 Haworth Street
5349 Addison
227 S. Frazier Street
8231 Chelwynde Avenue

Attached you will find the W-2 or 1040 income tax forms that list the complete mailing address where I have lived from the years of 1990 until current. Up to the year of 1995 I lived at home with my mom (grandmother), which is 5621 Osage Avenue Apt 2.

I am disputing charges that have been placed on my account going back up to 1991. Please look into my account to see what is actually owed for any outstanding bills, and adjust my account accordingly. I was also told that a \$2,601.00 bill was attached to a bankruptcy which was dismissed 1 week after being filed and the only thing I signed off on was for a 1996 Mitsubishi Galant, not for any other bill. Please review your records and let me know exactly what I am supposed to pay. I do not wish to pay a bill that belongs to someone else; I also have stated to several different people that my social security number and id have been used on various different occasions.

Mr. Perez also informed me that there was never a payment made at 8231 Chelwynde Avenue when I know I came to the office on 52nd and Chestnut personally and paid those bills. Please let me know what your findings are.

Thank you for your attention to this matter,


Rolanda Lewis
215-727-1108 home
215-749-7410 work

Enclosures

Step 1
Label
(See page 14.)
Use IRS label. Otherwise, please print or type.

Your first name and initial: **ROLANDA Y LEWIS**
 Your social security no.: **12 202-56-2872**
 Your home address: **CAR-RT-SORT#CR05 528 A 1 168 PHILADELPHIA PA 19143**

Your social security no. _____
 Spouse's social security no. _____
For Privacy Act and Paperwork Reduction Act Notice, see page 3.

Presidential Election Campaign Fund (see page 15)

Do you want \$1 to go to this fund? Yes No
 If joint return, does your spouse want \$1 to go to this fund? Yes No

Note: Checking "Yes" will not change your tax or reduce your refund.

Step 2
Check your filing status.
(Check only one.)

- 1 Single. (See page 16 to find out if you can file as head of household.)
- 2 Married filing joint return (even if only one had income).
- 3 Married filing separate return. Enter spouse's social security number above and spouse's full name here: _____
- 4 Head of household (with qualifying person). (See page 16.) If the qualifying person is your child but not your dependent, enter this child's name here: _____
- 5 Qualifying widow(er) with dependent child (year spouse died ▶ 19____). (See page 17.)

Step 3
Figure your exemptions.
(See page 17.)

6a Yourself. If your parent (or someone else) can claim you as a dependent on his or her tax return, do not check box 6a. But be sure to check the box on line 15b on page 2.
 6b Spouse

1. Name (last, initial, and first name)	2. Check if under age 2	3. If age 2 or older, dependent's social security number	4. Dependent's relationship to you	5. No. of months lived in your home in 1990
SERRA S. CARABASH	<input checked="" type="checkbox"/>	162-72-0600	Child	12

No. of boxes checked on line 6b
 No. of your children age 18 or over who:
 a lived with you
 b didn't live with you due to divorce or separation (see page 21)
 No. of other dependents listed on 6c

d If your child didn't live with you but is claimed as your dependent under a pre-1988 agreement, check here
 Total number of exemptions claimed: 2

Step 4
Figure your total income.

Wages, salaries, tips, etc. This should be shown in Box 10 of your W-2 form(s). Attach Form(s) W-2. **7 5280**

8a Taxable interest income (see page 23). (If over \$100, also complete and attach Schedule I, Part I.) **8a**

8b Tax-exempt interest. (DO NOT include on line 8a.) **8b**

9 Dividends. (If over \$400, also complete and attach Schedule I, Part II.) **9**

10a Total IRA distributions **10a** 10b Taxable amount (see page 24). **10b**

11a Total pensions and annuities **11a** 11b Taxable amount (see page 25). **11b**

12 Unemployment compensation (insurance) from Form(s) 1099-G **12**

13a Social security benefits **13a** 13b Taxable amount (see page 28). **13b**

14 Add lines 7 through 13b (far right column). This is your total income. **14 5280.00**

15a Your IRA deduction from applicable worksheet. **15a**
 b Spouse's IRA deduction from applicable worksheet. **15b**
 Note: Rules for IRAs begin on page 30.
 c Add lines 15a and 15b. These are your total adjustments. **15c**

16 Subtract line 15c from line 14. This is your adjusted gross income. (If less than \$20,264, see "Earned income credit" on page 38.) **16 5280.00**

Step 5
Figure your adjusted gross income.

Each Copy B of Form W-2 or Form W-2P has a check box for any Form(s) W-2P.

1991 W-2 and EARNINGS SUMMARY: ADP

W-2 Wage and Tax Statement 1991
 C for Employee's Records.
 Department of the Treasury-Internal Revenue Service
 Information is being furnished to the IRS and appropriate State officials.

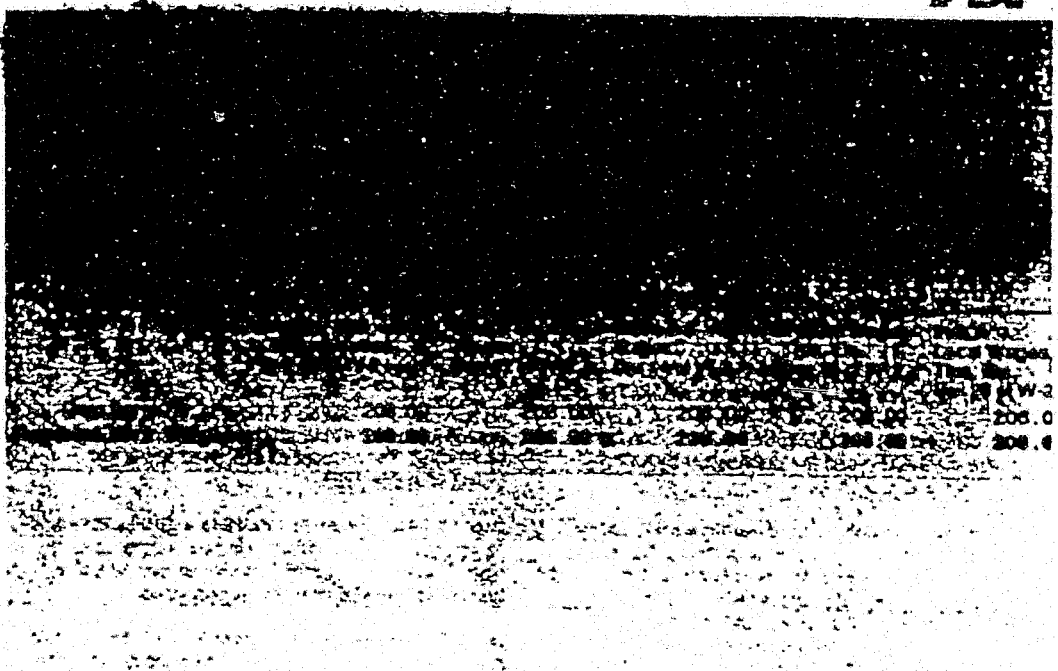
Employer's Federal ID number	Dept.	Comp.	Employer's use only
1005 T00	002	L	80

Employer's name, address, and ZIP code PHILA 89 C
 COUNTING PROS
 SUITE 775 1150 FIRST AVE
 BRIDGEWATER TOWNSHIP, PA 19008

Employer's ID number	Batch #434			
52-1820785				
Employer's state ID number	6 Employee's S.S.N. number			
1820785	[REDACTED]			
Emp. / Contracted	Part-time job	Legal rep.	PCI emp.	Substant emp.
Deferral type	8 Advance EIC payment			
Federal income tax withheld	10 Wages, tips, other comp.			
3.58	208.00			
State security tax withheld	11 Social Security wages			
12.90	208.00			
State security tips	14 Medicare wages and tips			
	208.00			
State tax withheld	15 Nonqualified plans			
3.02				
Retire. for Box 17	18 Other			

Employer's name, address and ZIP code
 JLANDA LEWIS
 21 OSAGE AVE.
 APT. 2
 PHILADELPHIA, PA 19143

Domestic care benefits	21 Benefits included in Box 10	
Federal income tax	25 State wages, tips	25 Name of state
4.36	208.00	PA W-2
State income tax	26 Local wages, tips	26 Name of locality
18.31	208.00	PHILA



2. Employee W-4 Profile: To change your Employee W-4 Profile information, file a new W-4 with your payroll dept

ROLANDA LEWIS
 5621 OSAGE AVE.
 APT. 2
 PHILADELPHIA, PA 19143

Social Security Number: 202-56-2872
 Marital Status: SINGLE

Exemptions/Allowances:
 FEDERAL: 3
 STATE:
 CITY: 2

ADP AUTOMATIC DATA PROCESSING INC

Fold and Detach Here

Employer's identification number 2371454	OMB No. 1545-0048	1 Federal income tax withheld 64.10
Employer's name and ZIP code KAYE TYPING INC PO BOX 1900 MILWAUKEE WI 53203	2 Social security wages 2526.25	4 Social security tax withheld 156.75
Employer's social security number 12-3456789	3 Medicare wages and tips 2526.25	6 Medicare tax withheld 36.66
Employee's name and ZIP code MOURA LEMUS 5012 S. 61ST STREET	7 Social security tax 156.75	8 Allocated tax 0.00
	9 Advance EIC payment 0.00	10 Dependent care benefits 0.00
	11 Nonqualified plans 0.00	12 Benefits included in Box 1 0.00
	13 See instructions for Box 13	14 Other 2.75
State of origin WI	17 Federal income tax 2526.25	18 Total federal income tax 189.46

W-2 Wage and Tax 1995
 Department of the Treasury—Internal Revenue Service
 This information is being furnished to the Internal Revenue Service.
 Copy B To Be Filed With Employee's FEDERAL Tax Return

POOR ORIGINAL

OUR GUARANTEE

HAR BU
THE INCOME TAX
Home Office

1981-13

1 Federal Income Tax Withheld

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1986 W-2 and EARNINGS SUMMARY

PS. Remember, if you have ...
call the number listed on the front of this job ...
year-round service.

POOR ORIGINAL

Rev. November 1997

See separate instructions.

This return is for calendar year 1997, OR fiscal year ended 19

O R P R I N T	Your first name and initial ROLANDA Y LEWIS	Last name	Your social security number XXXXXXXXXX
	If a joint return, spouse's first name and initial	Last name	Spouse's social security no.
Home address (no. and street) or P.O. box if mail is not delivered to your home 802 CHURCH LANE		Apt. no.	Telephone number (optional) (215) 365-3411
City, town or post office, state, and ZIP code. If you have a foreign address, see instructions. YEADON, PA 19050		For Paperwork Reduction Act Notice, see page 4.	

If the name or address shown above is different from that shown on the original return, check here Yes No
Has the original return been changed or audited by the IRS or have you been notified that it will be? Yes No

Filing status. Be sure to complete this line. Note: You cannot change from joint to separate returns after the due date.
On original return: Single Married filing joint return Married filing separate return Head of household Qualifying widow(er)
On this return: Single Married filing joint return Married filing separate return Head of household * Qualifying widow(er)
* If the qualifying person is a child but not your dependent, see instructions.

USE PART II ON PAGE 2 TO EXPLAIN ANY CHANGES		A. Original amount or as previously adjusted (see inst.)	B. Net change—Increase or (Decrease)—explain in Part II	C. Correct amount
Income and Deductions (see instructions)				
1	Adjusted gross income (see instructions)	10,031	2,632	12,663
2	Itemized deductions or standard deduction	6,050		6,050
3	Subtract line 2 from line 1	3,981	2,632	6,613
4	Exemptions. If changing, fill in Parts I and II on page 2	7,950		7,950
5	Taxable income. Subtract line 4 from line 3			0
L I A B I L I T Y	6 Tax (see instructions). Method used in col. C Tax Table			0
	7 Credits (see instructions)	577	(20)	557
	8 Subtract line 7 from line 6. Enter the result but not less than zero			0
	9 Other taxes (see instructions)			0
10	Total tax. Add lines 8 and 9			0
P A Y M E N T S	11 Federal income tax withheld and excess social security and RRTA tax withheld. If changing, see instructions	603	56	659
	12 Estimated tax payments, including amount applied from prior year's return			
	13 Earned income credit	2,656	843	3,499
	14 Credits from Form 4199 or Forms 4499			
	15 Amount paid with Form 4066, Form 2906, or Form 2350 (applications for extension of time to file)			
	16 Amount of tax paid with original return plus additional tax paid after it was filed			
	17 Total payments. Add lines 11 through 16 in column C			4,158

Refund or Amount You Owe			
18	Overpayment, if any, as shown on original return or as previously adjusted by the IRS	18	4,259
19	Subtract line 18 from line 17 (see instructions)	19	(101)
20	AMOUNT YOU OWE. If line 10, column C, is more than line 18, enter the difference and see instructions	20	101
21	If line 10, column C, is less than line 18, enter the difference	21	
22	Amount of line 21 you want REFUNDED TO YOU	22	
23	Amount of line 21 you want APPLIED TO YOUR 1997 ESTIMATED TAX	23	

Under penalties of perjury, I declare that I have filed an original return and that I have examined this amended return, including accompanying schedules and statements, and to the best of my knowledge and belief, this amended return is true, correct, and complete. Declaration of preparer (other than taxpayer) is based on all information of which the preparer has any knowledge.

Preparer's signature: *[Signature]* Date: *[Date]* Spouse's signature: *[Signature]* Date: *[Date]*

Preparer's name (if self-employed): **H AND R BLOCK** Check if self-employed Preparer's social security no.: **EN 43-1632899**

Preparer's address: **PHILADELPHIA, PA** ZIP code: **19139-0000**

1998 W-2 and EARNINGS SUMMARY ADP

Wages, tips, other compensation	878.50
Federal income tax withheld	7.49
State income tax withheld	
Local income tax withheld	
Retirement plan	
Health plan	
Life insurance	
Disability insurance	
Other	
Total	878.50

Social Security Number: 200-66-0872
 Taxable (Marital) Status: SINGLE
 Exemptions/Allowances:
 FEDERAL: 3
 STATE: 1
 LOCAL: 3

Form W-2 Wage and Tax Statement 1998
 DEPARTMENT OF THE TREASURY
 INTERNAL REVENUE SERVICE

Copy C for EMPLOYEE'S RECORDS
 This information is being furnished to the Internal Revenue Service

1. Wages, tips, other compensation 878.50	2. Federal income tax withheld 7.49
3. Social security wages 878.50	4. Social security tax withheld 41.84
5. Medicare wages and tips 878.50	6. Medicare tax withheld 9.81

7. Employer's name, address, and ZIP code
 ACCOUNTING PRINCIPALS LTD.
 1 INDEPENDENT DRIVE 888-901-3621
 JACKSONVILLE, FL 32208

8. Control number	9. Employer's ID number 59-3482202	10. Employee's SSN
11. Social security tips	12. Allocated tips	13. Advance EIC paid
14. Dependent care benefits	15. Nonqualified plans	16. Benefits paid in box 1

17. See instructions for box 13	18. Other
---------------------------------	-----------

19. Statutory employee	20. Defered compensation	21. Void
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22. Employee's name, address, and ZIP code
 ROLANDA Y LEWIS
 8231 CHELWYNDE AVENUE
 PHILADELPHIA, PA 19153

23. State 24. Employer's state ID number
 PA 593482202

25. State wages, tips, etc. 878.50

762.56
 Employee Reference Copy
 Wage and Tax Statement
1998

Copy C for EMPLOYEE'S RECORDS (See notes on back)
 DDA

810-826-7888

Cathy Morris

RENTAL AGREEMENT

THIS AGREEMENT, entered into this 1st day of July, 1999,

by and between Evelyn Davis (POA) and

Rolanda Lewis hereinafter called respectively Lessor and Lessee.

WITNESSETH: That for and in consideration of the payments of the rents and the performance of the covenants contained on the part of Lessee, said Lessor does hereby demise and let unto Lessee, and Lessee hires from Lessor for use as a residence those premises

Described as: A Single House 3 bedrooms, 2 1/2 baths, garage, full finished basement, front/rear yards

Located at 131 Elm Avenue, Yeadon, PA 19059

For a tenancy from month-to-month commencing on the 1st day of July, 1999, at a rental of

Pay for all utilities and maintenance homeowners or renters insurance in lieu of rent on the following
TERMS AND CONDITIONS

Lessee shall comply with all statutes, ordinances and requirements of all municipal, state and Federal authorities now in force, or which may hereafter be in force, pertaining to the use of the premises.

Lessee shall keep and maintain the premises in a clean and sanitary condition at all times, and upon the termination of the tenancy or sale of property shall surrender the premises to Lessor in as good condition as when received, ordinary wear and damage by the elements excepted.

Lessee shall be responsible for the payment of all utilities and homeowners or renters insurance. Lessee will also paint the premises at Lessee's expense.

Lessor reserves the right to enter the demised premises at all reasonable hours for the purpose of inspection, and whenever necessary to make repairs and alterations to the demised premises. Lessee hereby grants permission to Lessor to show the demised premises to prospective purchasers, mortgages, tenants, workmen, or contractors at reasonable hours of the day.

This agreement and the tenancy hereby granted may be terminated at any time by either party hereto by giving to the other party not less than thirty (30) days prior notice in writing.

IN WITNESS WHEREOF the parties hereto have executed this Agreement in duplicate the day and year first above written.

Evelyn A. Davis, POA
Lessor

Rolanda H. Lewis
Lessee

ROLANDA Y LEWIS

34

2813 S SIMPSON ST
PHILA PA 19142

PPECF N SPEC FS A SA-SEM
DEP RES 02 6D TOTAL 8

COPY

DEPD INFO		FORM 2441 - 21	
6C1--SIERRA<CAVANAUGH-	40	381	1A---EVELYN GRAVES----
6C2-----162720600	48	381	1B---55TH CHESTER AVE-
6C3--DAUGHTER-----	49	0	-PHILA PA 19143---
6C4-----X	55	0	1C-----235689941
6C1--BRYONNA<COLEMAN--	57	689	1D-----2730
6C2-----209723436	59A	2812	1-----2730
6C3--DAUGHTER-----	64	3501	2A---SIERRA CAVANAUGH-
6C4-----X	65	3501	2B-----162720600
	66A	3501	2C-----1365
	PRE	OUT	2A---BRYONNA COLEMAN--
	FILE	FILE	2B-----209723436
1040 PAGE 1	7	17229	2C-----1365
22-----17229	CS2--	SPRINGFIELD PA 19	3-----2730
24-----93		-064-0000-	4-----17229
32-----93	SSNP	P00043676	5-----17229
33-----17136	PEIN	431632899	6-----2730
	POCC-ACCT PAY CLERK--		7-----17136
1040 PAGE 2	34	17386	-----02600
36-----50	66B	313254	-----381
37-----1386	66D	0004725552872	
38-----			SCHEDULE EIC - 43
39-----2536			1A---BRYONNA<COLEMAN--

ONLY

DO NOT

TOTAL INCOME	LINE 22	17229	TOTAL TAX	LINE 56	0
TOTAL PAYMENTS	LINE 64	3501	REFUND	LINE 66A	3501

Under penalties of perjury, I declare that I have examined this return and accompanying schedules and statements, and to the best of my knowledge and belief, they are true, correct, and complete. Declaration of preparer (other than taxpayer) is based on all information of which preparer has any knowledge.

FILE

For Information Only - Do not File
Your Signature _____ Date _____

For Information Only - Do not File
Spouse's Signature _____ Date _____

Preparer's Signature _____ Date 02052000

IRS USE ONLY

For Paperwork Reduction Act Notice Statement, see Taxpayer Notice 974

PNC BANK
MAC CARD OPERATIONS
8800 Tinicum Boulevard
Philadelphia, PA 19153-3198
Mail Stop : F6-F266-03-1
215-749-5500

FACSIMILE

Date: 5-17-05

of Pages: 10
(including cover)

From: Patanda Lewis
Phone: 215-749-7410
Fax: 215-749-8592

To: Correspondence DEPT
Phone:
Fax: 215-684-6996

MESSAGE:

MODE = TRANSMISSION

START=MAY-17 11:30

END=MAY-17 11:33

FILE NO. =904

STN NO.	COMM.	ABBR NO.	STATION NAME/TEL NO.	PAGES	DURATION
001	OK	8	92156846996	010	00:02:43

-PNC BANK

*-NATIONALS - 215 749 3281-

001

NOTIFICATION OF INTENT TO APPEAL
(Request For Formal Complaint Forms)

Finely

Notice to Customer:

If you sign and return this form you are notifying the Public Utility Commission that you intend to appeal this informal complaint decision. Do not return this form unless you want to appeal this decision.

If you want to appeal this decision, you must return this Notification of Intent to Appeal form within twenty days of this date: 2/6/06. The Commission will send you formal complaint forms.

You must comply with the terms of this decision until the Public Utility Commission completes the formal complaint process. You must make all of the required payments, or the utility company may pursue the termination of your service.

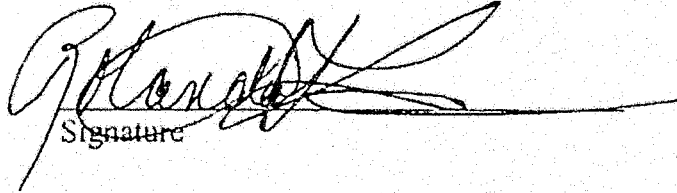
Thank You.
Pennsylvania Public Utility Commission

Yes, I want to appeal the decision of the Bureau of Consumer Services. Please send formal complaint forms to me at the following address:

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

ROLANDA LEWIS
2813 S SIMPSON ST PHILADELPHIA PA
19142-3319

215-727-0155
(Area Code) Telephone Number


Signature

Mail this completed form to:

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

FOR OFFICE USE ONLY	
BCS Number. 1921434	Date of mailing. 2/6/06
Company PGW	

REVISED 11/97

RECEIVED
2006 FEB 14 AM 9:03
SECRETARY'S BUREAU

9

NOTIFICATION OF INTENT TO APPEAL
(Request For Formal Complaint Forms)

Notice to Customer:

If you sign and return this form you are notifying the Public Utility Commission that you intend to appeal this informal complaint decision. Do not return this form unless you want to appeal this decision.

If you want to appeal this decision, you must return this Notification of Intent to Appeal form within twenty days of this date: 2/6/06. The Commission will send you formal complaint forms.

You must comply with the terms of this decision until the Public Utility Commission completes the formal complaint process. You must make all of the required payments, or the utility company may pursue the termination of your service.

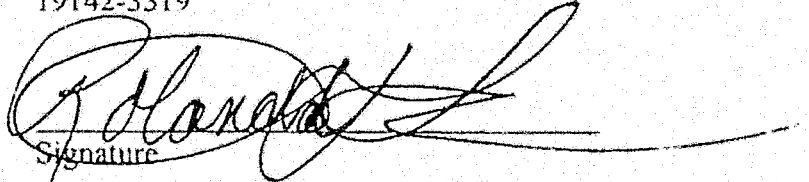
Thank You.
Pennsylvania Public Utility Commission

Yes, I want to appeal the decision of the Bureau of Consumer Services. Please send formal complaint forms to me at the following address:

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

ROLANDA LEWIS
2813 S SIMPSON ST PHILADELPHIA PA
19142-3319

215-727-0250
(Area Code) Telephone Number


Signature

Mail this completed form to:

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

FOR OFFICE USE ONLY

BCS Number. 1921434

Date of mailing: 2/6/06

Company: PGW

REVISED 11/97

SECRETARY'S BUREAU

2006 FEB 14 AM 9:03

REC'D

MARIE WOOD (DFCEASED)
2813 S SIMPSON ST
PHILADELPHIA PA 19142-3319

? who is Mrs. Wood
PGW

Case Number: 1921434

Account Number: 0534219185

Decision On Informal Complaint By The Bureau Of Consumer Services:

Statement Of Complaint:

A summary of the customer's complaint is as follows:

Franklyn Wood (authorized-son) disputes that the bill issued 10/18/05-11/18/05 for 20,000 gallons cannot be correct. Mr. Wood states that the average monthly usage is 250-300 gallons. Mr. Wood states that the company came to the property to check the meter on 1/12/05. The company arrived at 10 am. Ms. Wood states that Debbie at AQUA advised him they would be at the property at 8am because Mr. Wood had a meeting to go to. When the company arrived at 10 Mr. Wood advised they might as well leave because he had to go to a meeting. Mr. Wood advised that the property has been vacant since 5/1/05.

Investigation By Staff Of The Bureau Of Consumer Services Revealed:

- 1) That according to company records on 11/18/05 a bill was issued for 20,300 gallons of water for 31 days of service.
- 2) That on 12/21/05 the company re-read the meter at the property and verified that the high read take on 11/18/05 was accurate. (account statement attached)
- 3) That on 12/19/05 the usage had gone down to 500 gallons in 31 days. Per Mr. Wood the property was vacant.
- 4) That AQUA states that scheduling is given in two hour windows for appointments. The appointment would have been scheduled for 8-10am. The meter was not exchange for bench testing since Mr. Wood could not keep the appointment.

Therefore It Is Decided:

- 1) That the informal complaint of ROLANDA LEWIS is dismissed.
- 2) That the bill issued 11/18/05 for 20,300 gallons of water for 31 days of service in the amount of \$136.26 is correct as rendered based on the available information. Utilities are not responsibility for unintended usage due to customer owned equipment if this was the issue. The utility would need to pull the meter for testing. The customer may contact the company for those arrangements.
- 3) That the bills are correct as rendered based on the available information and as above defined.

2/6/06

Date

Signature

J E GORENC

Utility Complaint Investigator

Bureau of Consumer Services

PA Public Utility Commission



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

De 3/7/06

IN REPLY PLEASE
REFER TO OUR FILE

FEBRUARY 15, 2006

BCS1921434

ROLANDA LEWIS
2813 S SIMPSON ST
PHILADELPHIA PA 19142-3319

Dear Sir/Madam:

We have received your request to appeal the decision of the Bureau of Consumer Services.

We have enclosed one complaint form for you to complete. Please read carefully the instructions to help you complete the form.

**** Please make sure you sign the form. We must receive your original signature in order for us to process your complaint. Your form will be returned to you if an original signature is not received.**

Return the form to us on or before MARCH 7, 2006 to the address listed below:

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

While you wait for us to reach a decision on your complaint, you must pay all undisputed bills (ones that are not a part of your complaint). As long as you pay all undisputed bills and return these formal complaint forms to us on time, the company is not permitted to terminate your service.

Commission Procedures for Formal Complaints

- We send a copy of this letter to the company so they know you are appealing the Bureau of Consumer Services' decision;
- We also send the company a copy of your completed formal complaint forms. Once they receive it, they have 20 days to send us an answer to your complaint. The company will send you a copy of their answer.

- Once we receive all the paperwork, we usually will schedule your hearing before an Administrative Law Judge.
- We will notify both you and the company by mail when the hearing date is set.
- If you cannot travel to your hearing, you can request that the hearing be held by phone. This is called a telephonic hearing. If we can, we will schedule a telephonic hearing for you.
- We will most likely schedule your hearing sometime within three months after you file your complaint forms. If you know of certain dates when you will not be available for a hearing, let us know when you file your forms. We will try to work around your schedule.
- **If you cannot attend the hearing on the scheduled date, you must request a different time or date. You should request the change at least 5 days before your hearing by writing to:**

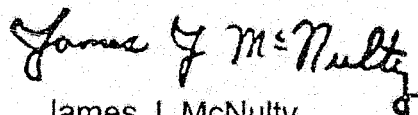
Office of Administrative Law Judge
Public Utility Commission
P.O. Box 3265
Harrisburg, PA 17105-3265

YOU SHOULD INCLUDE YOUR DAYTIME TELEPHONE NUMBER IN YOUR LETTER. DEPENDING ON YOUR REASON FOR NOT BEING ABLE TO ATTEND THE SCHEDULED HEARING, YOUR REQUEST TO CHANGE THE HEARING MAY OR MAY NOT BE APPROVED. WE WILL LET YOU KNOW OUR DECISION ON YOUR REQUEST FOR CHANGING THE HEARING DATE BEFORE THE DATE OF THE HEARING.

YOU MUST ATTEND SCHEDULED HEARINGS IN PERSON OR BY PHONE. IF YOU DO NOT ATTEND, YOUR COMPLAINT MAY BE DISMISSED (THROWN OUT).

If you have any questions about the complaint process, please call the Bureau of Consumer Services, toll free, at 1-800-782-1110.

Very truly yours,



James J. McNulty
Secretary

SS

cc: PHILADELPHIA GAS WORKS

BEFORE THE PENNSYLVANIA PUBLIC UTILITY COMMISSION

DATE SERVED: March 6, 2006

DOCUMENT
FOLDER

ROLANDA YVETTE LEWIS
Complainant

v.

PHILADELPHIA GAS WORKS
Respondent

Complaint Docket
No: F-01921434

DOCKETED
MAR 6 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



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

IN REPLY PLEASE
REFER TO OUR FILE

DATE SERVED: March 6, 2006

F-01921434

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 ROLANDA YVETTE LEWIS. 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.

March 6, 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

ane



March 27, 2006

ORIGINAL

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

RE: Rolanda Yvette Lewis vs. PGW, Docket No.: F-01921434

Dear Secretary McNulty:

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

If additional information is needed about this matter, please do not hesitate to contact me at my direct-dial number above. Thank you for your assistance in this matter.

DOCUMENT
FOLDER

Sincerely,


Mary M. Chan

Enclosure

cc: Rolanda Yvette Lewis
Eloise Camall

RECEIVED

MAR 27 2006

PA PUBLIC UTILITY COMMISSION
SECRETARY'S BUREAU

195

BEFORE THE
PENNSYLVANIA PUBLIC UTILITY COMMISSION

ORIGINAL

Rolanda Yvette Lewis

v.

Philadelphia Gas Works

:
:
:
:
:

Docket No.: F-01921434

DOCUMENT
FOLDER

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.

DOCKETED
MAR 30 2006

RECEIVED

MAR 27 2006

PA PUBLIC UTILITY COMMISSION
SECRETARY'S BUREAU

4. (a) Admitted in part; denied in part. It is admitted that the Complainant would like a payment arrangement. By way of further response, PGW records indicate that the Complainant has four broken payment arrangements since September 12, 2003. The remaining averment is denied. PGW records do not indicate a mistaken address.
- (b) Admitted in part and denied in part. It is admitted that the Complainant is disputing several addresses where PGW records indicate the Complainant as customer of record. Other than the Complainant's statements, PGW is not aware of any facts indicating that the Complainant is not responsible for the subject addresses. PGW denies the averments contained in this paragraph of the Complaint concerning the Complainant's account being current. PGW records indicate that the Complainant's current account balance is in the amount of \$4,415.20 as

shown on the statement of accounts which is attached hereto as Exhibit "A "

This high balance is due to the Complainant missing and underpaying her gas bills.

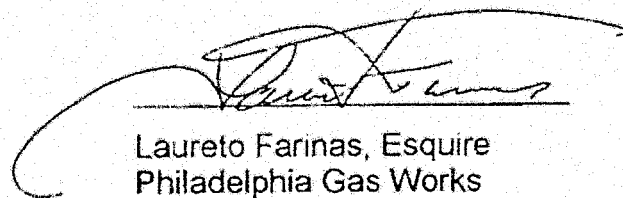
The Bureau of Consumer Services ("BCS") decision dated February 4, 2006 dismissed the Complainant's Complaint. A copy of the BCS decision is attached hereto as Exhibit "B."

- 5 Denied. The averments in Paragraph 5 of the Complaint are requests 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. PGW requests that the Commission enter an Interim Order directing the Complainant to pay the current bill during the pendency of the hearing in this matter. PGW further requests that the Interim Order directing payment authorize PGW to terminate service if the Complainant fails to comply with the Interim Order.

Respectfully submitted,

Dated: March 27, 2006



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

EXHIBIT A

RECEIVED

MAR 27 2006

PA PUBLIC UTILITY COMMISSION
SECRETARY'S BUREAU

HISTORY REQUEST REPORT FOR ACCOUNT # 534219185 AND SA # 8992634735 AS OF 03/13/2006

Account #: 534219185	SA #: 8992634735	Bill Cycle: 19	Rate Class: GS
Name: LEWIS, ROLANDA		Address: 2813 S SIMPSON ST/PHIL.A.P.A.	
Pay Agreement Indicator: N	Easyway Indicator:	CRP Status: B	Meter #: 1761685
Blocker Start Date: 20050614	Blocker End Date: 20061014		
Phone #: 7271108(215)			

Trans Date	Trans Type	Current Amt	Total Amt	Adjust Amt	Segment Start Date	Segment End Date	Read Code	End Read	Current Balance	Usage	Meter #
06/23/2000	BILL	\$289.84	\$289.84	\$0.00	01/24/2000	06/23/2000	R	3964	\$289.84	324	1761685
08/24/2000	BILL	\$51.47	\$51.47	\$0.00	06/23/2000	08/24/2000	R	4010	\$341.31	46	1761685
09/25/2000	BILL	\$25.74	\$25.74	\$0.00	08/24/2000	09/25/2000	R	4033	\$372.16	23	1761685
09/27/2000	LPC	\$5.11	\$5.11	\$5.11							
10/02/2000	PAY	(\$60.00)	(\$60.00)	\$0.00							
10/25/2000	BILL	\$34.21	\$34.21	\$0.00	09/25/2000	10/25/2000	R	4067	\$351.05	34	1761685
10/27/2000	LPC	\$4.68	\$4.68	\$4.68							
11/03/2000	PAY	(\$70.05)	(\$70.05)	\$0.00							
11/24/2000	XFER	\$2,780.04	\$2,780.04	\$2,780.04							
11/24/2000	BILL	\$65.71	\$65.71	\$0.00	10/25/2000	11/24/2000	R	4140	\$3,130.26	73	1761685
11/28/2000	LPC	\$3.51	\$3.51	\$3.51							
12/27/2000	BILL	\$149.00	\$149.00	\$0.00	11/24/2000	12/27/2000	R	4286	\$3,326.16	146	1761685
12/29/2000	LPC	\$46.90	\$46.90	\$46.90							
01/26/2001	BILL	\$186.44	\$186.44	\$0.00	12/27/2000	01/26/2001	R	4430	\$3,561.73	144	1761685
01/30/2001	LPC	\$49.13	\$49.13	\$49.13							
2/09/2001	CRPFRZ	(\$3,561.73)	(\$3,561.73)	(\$3,561.73)							
02/26/2001	BILL	\$113.00	\$169.42	\$0.00	01/26/2001	02/26/2001	R	4556	\$113.00	126	1761685
03/27/2001	PAY	(\$113.00)	(\$113.00)	\$0.00							
03/27/2001	BILL	\$113.00	\$152.37	\$0.00	02/26/2001	03/27/2001	R	4662	\$113.00	106	1761685
04/26/2001	BILL	\$113.00	\$98.16	\$0.00	03/27/2001	04/26/2001	R	4727	\$226.00	65	1761685
05/03/2001	PAY	(\$185.00)	(\$185.00)	\$0.00							
05/25/2001	BILL	\$113.00	\$38.28	\$0.00	04/26/2001	05/25/2001	R	4747	\$154.00	20	1761685
06/04/2001	PAY	(\$154.00)	(\$154.00)	\$0.00							
06/27/2001	BILL	\$113.00	\$44.93	\$0.00	05/25/2001	06/27/2001	R	4772	\$113.00	25	1761685
07/27/2001	BILL	\$113.00	\$46.26	\$0.00	06/27/2001	07/27/2001	R	4798	\$226.00	26	1761685
08/03/2001	PAY	(\$185.00)	(\$185.00)	\$0.00							
08/27/2001	BILL	\$113.00	\$39.61	\$0.00	07/27/2001	08/27/2001	R	4819	\$154.00	21	1761685
09/26/2001	BILL	\$113.00	\$35.38	\$0.00	08/27/2001	09/26/2001	R	4840	\$267.00	21	1761685

Account # 534219185

SA # 8992634735

Bill Cycle 1P

Rate Class: GS

Phone # 72711081215

Name: LEWIS, ROLANDA

Address: 2813 S SIMPSON ST PHILA PA

Pay Agreement Indicator: N

Easyway Indicator:

CRP Status: B

Meter # 1761685

Blocker Start Date: 20050614

Blocker End Date: 20061014

Meter # 1761685

Tran Date	Tran Type	Current Amt	Total Amt	Adjust Amt	Segment Start Date	Segment End Date	Read Code	End Read	Current Balance	Usage	Meter #
10/26/2001	BILL	\$113.00	\$56.50	\$0.00	09/26/2001	10/26/2001	R	4880	\$380.00	40	1761685
11/07/2001	PAY	(\$35.00)	(\$35.00)	\$0.00							
11/27/2001	BILL	\$113.00	\$70.68	\$0.00	10/26/2001	11/27/2001	R	4932	\$458.00	52	1761685
12/27/2001	BILL	\$113.00	\$78.09	\$0.00	11/27/2001	12/27/2001	R	4997	\$571.00	65	1761685
1/04/2002	PAY	(\$16.58)	(\$16.58)	\$0.00							
01/24/2002	PAY	(\$22.57)	(\$22.57)	\$0.00							
01/28/2002	BILL	\$113.00	\$127.49	\$0.00	12/27/2001	01/28/2002	R	5112	\$644.85	115	1761685
02/26/2002	BILL	\$113.00	\$95.35	\$0.00	01/28/2002	02/26/2002	R	5195	\$757.85	83	1761685
03/26/2002	BILL	\$113.00	\$77.36	\$0.00	02/26/2002	03/26/2002	R	5270	\$870.85	75	1761685
04/23/2002	PAY	(\$756.20)	(\$756.20)	\$0.00							
04/25/2002	BILL	\$113.00	\$53.11	\$0.00	03/26/2002	04/25/2002	R	5316	\$227.65	46	1761685
05/24/2002	BILL	\$113.00	\$39.94	\$0.00	04/25/2002	05/24/2002	R	5346	\$340.65	30	1761685
05/31/2002	XFER	\$244.42	\$244.42	\$244.42							
05/31/2002	XFER	(\$585.07)	\$0.00	\$0.00							
06/26/2002	BILL	\$63.00	\$38.79	\$0.00	05/24/2002	06/26/2002	R	5373	\$63.00	27	1761685
07/23/2002	PAY	(\$63.00)	(\$63.00)	\$0.00							
07/25/2002	BILL	\$63.00	\$36.21	\$0.00	06/26/2002	07/25/2002	R	5397	\$63.00	24	1761685
08/23/2002	BILL	\$63.00	\$31.17	\$0.00	07/25/2002	08/23/2002	R	5416	\$126.00	19	1761685
09/24/2002	BILL	\$63.00	\$35.94	\$0.00	08/23/2002	09/24/2002	R	5439	\$189.00	23	1761685
10/07/2002	PAY	(\$32.13)	(\$32.13)	\$0.00							
01/24/2002	BILL	\$63.00	\$41.45	\$0.00	09/24/2002	10/24/2002	R	5467	\$219.87	28	1761685
1/25/2002	BILL	\$63.00	\$104.55	\$0.00	10/24/2002	11/25/2002	R	5555	\$282.87	88	1761685
12/27/2002	BILL	\$63.00	\$147.63	\$0.00	11/25/2002	12/27/2002	R	5682	\$345.87	127	1761685
01/02/2003	PAY	(\$78.85)	(\$78.85)	\$0.00							
01/04/2003	CRPFRZ	\$1,951.11	\$1,951.11	\$1,951.11							
01/04/2003	CRPRMV	(\$5.26)	\$0.00	\$0.00							
01/24/2003	PAY	(\$194.87)	(\$194.87)	\$0.00							
01/28/2003	BILL	\$177.29	\$177.29	\$0.00	12/27/2002	01/28/2003	R	5835	\$2,195.29	153	1761685
02/26/2003	BILL	\$164.35	\$164.35	\$0.00	01/28/2003	02/26/2003	R	5978	\$2,359.64	143	1761685
03/13/2003	PAY	(\$400.00)	(\$400.00)	\$0.00							
03/27/2003	BILL	\$118.12	\$118.12	\$0.00	02/26/2003	03/27/2003	R	6087	\$1,908.76	89	1761685
03/28/2003	PAY	(\$168.00)	(\$168.00)	\$0.00							
04/28/2003	BILL	\$98.61	\$98.61	\$0.00	03/27/2003	04/28/2003	R	6139	\$2,008.37	72	1761685

Account # 534719185

SA # 8992634735

Bill Cycle '9

Rate Class GS

Phone # 7271198(215)

Name LEWIS, ROLANDA

Address: 2813 S SIMPSON ST PHILA, PA

Pay Agreement Indicator: N

Easyway Indicator:

CRP Status: B

Meter # 1761685

Blocker Start Date: 20050614

Blocker End Date: 20061014

Meter # 1761685

Trans Date	Trans Type	Current Amt	Total Amt	Adjust Amt	Segment Start Date	Segment End Date	Read Code	End Read	Current Balance	Usage	Meter #
05/28/2003	BILL	\$44.18	\$44.18	\$0.00	04/28/2003	05/28/2003	R	6165	\$2,052.55	26	1761685
06/05/2003	PAY	(\$298.00)	(\$298.00)	\$0.00							
06/25/2003	BILL	\$37.03	\$37.03	\$0.00	05/29/2003	06/25/2003	R	6184	\$1,791.58	19	1761685
07/25/2003	BILL	\$39.81	\$39.81	\$0.00	06/25/2003	07/25/2003	R	6205	\$1,831.39	21	1761685
08/25/2003	BILL	\$35.84	\$35.84	\$0.00	07/25/2003	08/25/2003	R	6223	\$1,667.23	16	1761685
09/25/2003	BILL	\$37.40	\$37.40	\$0.00	08/25/2003	09/25/2003	R	6242	\$1,904.63	19	1761685
10/24/2003	BILL	\$48.89	\$48.89	\$0.00	09/25/2003	10/24/2003	R	6270	\$1,953.52	28	1761685
11/20/2003	PAY	(\$176.00)	(\$176.00)	\$0.00							
11/25/2003	BILL	\$91.57	\$91.57	\$0.00	10/24/2003	11/25/2003	R	6326	\$1,869.09	56	1761685
12/29/2003	BILL	\$200.72	\$200.72	\$0.00	11/25/2003	12/29/2003	R	6471	\$2,069.81	145	1761685
01/15/2004	PAY	(\$88.00)	(\$88.00)	\$0.00							
01/27/2004	BILL	\$228.07	\$228.07	\$0.00	12/29/2003	01/27/2004	R	6643	\$2,209.86	172	1761685
02/28/2004	BILL	\$192.51	\$192.51	\$0.00	01/27/2004	02/28/2004	R	6783	\$2,402.39	140	1761685
02/28/2004	PAY	(\$88.00)	(\$88.00)	\$0.00							
03/26/2004	BILL	\$125.50	\$125.50	\$0.00	02/28/2004	03/26/2004	R	6866	\$2,439.89	83	1761685
04/11/2004	PAY	(\$88.00)	(\$88.00)	\$0.00							
04/27/2004	BILL	\$98.42	\$98.42	\$0.00	03/26/2004	04/27/2004	R	6930	\$2,450.31	64	1761685
05/28/2004	BILL	\$47.86	\$47.86	\$0.00	04/27/2004	05/28/2004	R	6955	\$2,498.17	25	1761685
06/25/2004	BILL	\$47.78	\$47.78	\$0.00	05/28/2004	06/25/2004	R	6981	\$2,545.95	26	1761685
07/27/2004	BILL	\$44.11	\$44.11	\$0.00	06/25/2004	07/27/2004	R	7004	\$2,590.06	23	1761685
08/25/2004	BILL	\$39.93	\$39.93	\$0.00	07/27/2004	08/25/2004	R	7024	\$2,628.99	20	1761685
08/06/2004	PAY	(\$88.00)	(\$88.00)	\$0.00							
09/25/2004	PAY	(\$88.00)	(\$88.00)	\$0.00							
09/27/2004	BILL	\$42.96	\$42.96	\$0.00	08/25/2004	09/27/2004	R	7046	\$2,496.95	22	1761685
10/26/2004	BILL	\$52.51	\$52.51	\$0.00	09/27/2004	10/26/2004	R	7075	\$2,549.46	29	1761685
11/08/2004	PAY	(\$130.00)	(\$130.00)	\$0.00							
11/26/2004	BILL	\$93.64	\$93.64	\$0.00	10/26/2004	11/26/2004	R	7132	\$2,513.10	57	1761685
12/02/2004	PAY	(\$176.00)	(\$176.00)	\$0.00							
12/28/2004	BILL	\$176.21	\$176.21	\$0.00	11/26/2004	12/28/2004	R	7238	\$2,513.31	106	1761685
01/27/2005	BILL	\$189.45	\$189.45	\$0.00	12/28/2004	01/27/2005	R	7350	\$2,702.76	112	1761685
02/25/2005	BILL	\$190.02	\$190.02	\$0.00	01/27/2005	02/25/2005	R	7403	\$2,892.78	113	1761685
03/22/2005	XFER	(\$2,780.04)	(\$2,780.04)	(\$2,780.04)							
03/28/2005	BILL	\$158.75	\$158.75	\$0.00	02/25/2005	03/28/2005	R	7571	\$271.49	108	1761685

Account # 534219185 SA # 8992634735 E.I. Cycle 19 Rate Class GS Phone # 7271108(215)
 Name LEWIS, ROLANDA Address: 2813 S SIMPSON ST/PHILA PA
 Pay Agreement Indicator N Easyway Indicator CRP Status B
 Blocker Start Date 20050614 Blocker End Date 20061014 Meter # 1761685

Tran Date	Tran Type	Current Amt	Total Amt	Adjust Amt	Segment Start Date	Segment End Date	Read Code	End Read	Current Balance	Usage	Meter #
04/09/2005	PAY	(\$112.74)	(\$112.74)	\$0.00	03/28/2005	04/26/2005	R	7616	\$235.00	45	1761685
04/26/2005	BILL	\$76.25	\$76.25	\$0.00	04/26/2005	05/25/2005	R	7646	\$287.32	30	1761685
05/25/2005	BILL	\$52.32	\$52.32	\$0.00	05/25/2005	06/24/2005	R	7671	\$336.36	25	1761685
06/24/2005	BILL	\$49.04	\$49.04	\$0.00	06/24/2005	07/26/2005	R	7695	\$317.17	24	1761685
06/30/2005	PAY	(\$67.36)	(\$67.36)	\$0.00							
07/26/2005	BILL	\$48.17	\$48.17	\$0.00	07/26/2005	08/25/2005	R	7714	\$308.76	19	1761685
08/01/2005	PAY	(\$49.04)	(\$49.04)	\$0.00							
08/25/2005	BILL	\$40.63	\$40.63	\$0.00	08/25/2005	09/27/2005	R	7737	\$308.78	23	1761685
09/08/2005	PAY	(\$48.17)	(\$48.17)	\$0.00							
09/27/2005	BILL	\$48.19	\$48.19	\$0.00	09/27/2005	10/26/2005	R	7761	\$324.31	24	1761685
10/26/2005	PAY	(\$40.63)	(\$40.63)	\$0.00							
10/26/2005	BILL	\$56.16	\$56.16	\$0.00	10/26/2005	11/28/2005	R	7835	\$431.19	74	1761685
11/03/2005	PAY	(\$48.19)	(\$48.19)	\$0.00							
11/28/2005	BILL	\$155.07	\$155.07	\$0.00	11/28/2005	12/29/2005	R	7976	\$711.45	141	1761685
12/29/2005	BILL	\$280.26	\$280.26	\$0.00	12/29/2005	01/30/2006	R	8084	\$886.83	108	1761685
01/10/2006	PAY	(\$56.16)	(\$56.16)	\$0.00							
01/30/2006	BILL	\$231.54	\$231.54	\$0.00	01/30/2006	03/01/2006	R	8209	\$4,415.20	125	1761685
02/10/2006	XFER	\$3,274.69	\$3,274.69	\$3,274.69							
03/01/2006	BILL	\$253.68	\$253.68	\$0.00	03/01/2006						

EXHIBIT B

RECEIVED

MAR 27 2006

PA PUBLIC UTILITY COMMISSION
SECRETARY'S BUREAU

1921432

<CompanyCode>0766</CompanyCode>

<CompanyType>GAS TRANSPORTER</CompanyType>

<Customer>

<CustomerFirstName>ROLANDA</CustomerFirstName>

<CustomerLastName>LEWIS</CustomerLastName>

<AccountNumber>0534219185</AccountNumber>

- <CustomerServAddress>

<ServAddress1>2813 S SIMPSON ST</ServAddress1>

<ServCity>PHILADELPHIA</ServCity>

<ServState>PA</ServState>

<ServZip5>19142</ServZip5>

<ServZip4>3319</ServZip4>

</CustomerServAddress>

</Customer>

<DecisionIssue>Y</DecisionIssue>

<OralWritten>W</OralWritten>

<Violation>NO</Violation>

<Chapter>56</Chapter>

<SectionRule>163(1)</SectionRule>

<TotalBalance>4161.52</TotalBalance>

<DateClosed>2006-02-04</DateClosed>

<Resolution>TRANS TO INVES....JEG DEC ISSUED CO REP SANTIAGO....JEG

DEC BRIEFLY: THEREFORE IT IS DECIDED: 1) THAT THE INFORMAL COMPLAINT OF ROLANDA LEWIS IS DISMISSED. 2) THAT PGW HAS ADVISED THEY HAVE REVIEWED ALL INFORMATION RECEIVED FROM THE CUSTOMER. THERE IS NO DOCUMENTATION OF LEGAL PROOF THAT SHE DID NOT RESIDE AT THE PROPERTIES IN QUESTION. THE CUSTOMER SHOULD SUPPLY THE VALID DOCUMENTS AT THE COMPANY DISTRICT OFFICES FOR FURTHER REVIEW. 3) THAT THE CUSTOMER SHALL CONTACT PGW AND INQUIRE AS TO WHAT AMOUNT IS NEEDED TO PREVENT THE TERMINATION OF SERVICES. (CURRENT BALANCE \$4,161.52) 4) THE BURDEN OF PROOF IS ON THE CUSTOMER TO PROVIDE VALID DOCUMENTATION TO THE UTILITY IN SUPPORT OF HER DISPUTE.</Resolution>

<BalanceDate />

- <OtherInfo>

<BCSInvestigatorFName>JOAN</BCSInvestigatorFName>

<BCSInvestigatorLName>GORENC</BCSInvestigatorLName>

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<NbrOfTimeFaxed>0</NbrOfTimeFaxed>

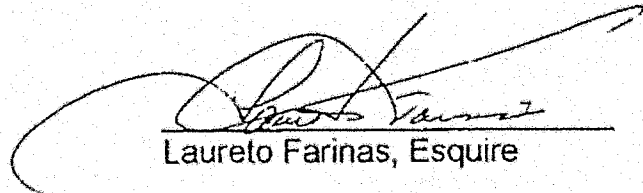
<PUCFax FaxAreaCode="717">7876641</PUCFax>

Chad

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: March 27, 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:

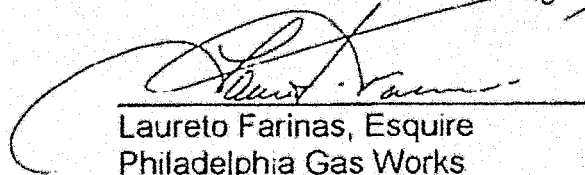
Rolanda Lewis
2813 S. Simpson Street
Philadelphia, PA 19142

Dated: March 27, 2006

RECEIVED

MAR 27 2006

PA PUBLIC UTILITY COMMISSION
SECRETARY'S BUREAU



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



COMMONWEALTH OF PENNSYLVANIA
PENNSYLVANIA PUBLIC UTILITY COMMISSION

Office of Administrative Law Judge
P.O. BOX 3265, HARRISBURG, PA 17105-3265

March 30, 2006

IN REPLY PLEASE
REFER TO OUR FILE

In Re: F-01921434

(SEE ATTACHED LIST)

DOCUMENT FOLDER

Rolanda Yvette Lewis v. Philadelphia Gas Works

Billing Dispute

Hearing Notice

This is to inform you that your case is scheduled for hearing at 1:30 p.m. in Hearing Room 1 in the Philadelphia State Office Building. Your case is one of several cases that have been scheduled at this time in Hearing Room 1. You must be available in the hearing room when your case is called by the presiding Administrative Law Judge. You should arrive at the Hearing Room no later than 1:15 p.m. and wait in the Hearing Room until the presiding Administrative Law Judge calls your case. Your case might not be the first one to be called and you should be prepared to stay in the hearing room all afternoon, if necessary. If you are not present and prepared to go forward with your case when it is called, your case will be dismissed by the Administrative Law Judge.

Type: Initial Hearing
Date: Tuesday, April 25, 2006
Time: 1:30 p.m.
Location: Hearing Room 1
State Office Building
Broad & Spring Garden Streets
Philadelphia, PA

DOCKETED
APR 05 2006

Presiding: Administrative Law Judge Charles E. Rainey, Jr.
1302 Philadelphia State Office Building
1400 West Spring Garden Street
Philadelphia, PA 19130
Telephone: 215.560.2105
Fax: 215.560.3133

Attention: You must be available in the hearing room when your case is called by the presiding Administrative Law Judge. If you are not present and prepared to go forward with your case when it is called, your case will be dismissed by the Administrative Law Judge.

If you intend to file exhibits, bring 4 copies with you to the hearing.

Individuals may represent themselves or be represented by an attorney. Individuals representing themselves do not need to be represented by an attorney. If you have an attorney representing you, your attorney should file a Notice of Appearance before the scheduled hearing date.

If you are a person with a disability, and you wish to attend the hearing, we may be able to make arrangements for your special needs. Please call the scheduling office at the Public Utility Commission at least (2) two business days prior to your hearing:

- Scheduling Office: (717) 787-1399.
- AT&T Relay Service number for persons who are deaf or hearing-impaired: 1-800-654-5988.

pc: Judge Rainey
Linda Salome
Beth Plantz
Docket Section
Calendar File

Rolanda Lewis

From: "Rolanda Lewis" <ro1231@msn.com>
 To: <mary.chan@pgworks.com>
 Sent: Wednesday, March 29, 2006 4:37 PM
 Subject: docket no F-01921434

I am writing in regards to a letter dated 3/27/06. Per this letter it states that I did not provide documentation on my dispute I have several fax confirmation sheets that prove otherwise. I am in agreement that I have been late on my payments but the payments were always made. I am in receipt of a letter dated 3/9/06 from your resolution department stating that you are in receipt of my dispute and again on 3/25/06 stating that you received my information. And prior to that I have a log of all of the times I have contacted PGW in reference to the error. Starting with faxes and or phone calls on 2/7/05, 2/8/05, 4/20, 4/26, 4/27, 5/17, 6/9, 6/14, 8/15, 9/17/05. I sent a certified letter signed by J.O. Kane on 10/19/04 giving correct information and then again on 3/8/06 still trying to resolve this issue. I have tried without fail to contact PGW to resolve this issue and get the corrected information on these services. I am not in agreement with your findings. Your exhibit "A" shows billing without addresses. How can I say that these are services provided to me if there are no addresses attached to it.

I am still disputing the letter dated 3/27/06 that was sent to James McNulty and as such will send the exact same communication to Mr. McNulty. My broken payment agreements have nothing to do with service in my name that was not provided to me which is why I have a fraud protection on my credit today for the exact same reason with other issues. I am not trying to get out of what I owe that is true and correct but I do not wish to pay for services that was not provided to me but was obtained through fraud using my information.

Please feel free to contact me at anytime as I would like to resolve this as soon as possible.

Thank you
 Rolanda Lewis
 215-727-0155 home
 215-275-4059 cell phone

cc: James McNulty

DOCUMENT
 FOLDER

RECEIVED
 2006 APR 23 AH 10:54
 PA P.U.C.
 SECRETARY'S BUREAU

3/30/2006