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COMMONWEALTH OF PENNSYLVANIA  
PUBLIC UTILITY COMMISSION

Kevin Carter  
v.  
Philadelphia Gas Works  
Initial Hearing

Docket No.: C-20066031

Pages: 1-71

Pennsylvania Public Utility  
Commission  
State Office Building  
Thirteenth Floor  
Broad and Spring Garden  
Streets  
Philadelphia, PA 19130

DOCUMENT  
FOLDER

June 20, 2006  
Commencing at 2:01 p.m.

BEFORE:

CHARLES E. RAINEY, JR., Administrative Law Judge

APPEARANCES:

KEVIN CARTER, PRO SE  
For the Complainant

ANDRE DASENT, Esquire  
800 West Montgomery Avenue  
Philadelphia, PA 19122  
For Philadelphia Gas Works

*Handwritten signature*

WITNESS:

Lucille Coleman, Philadelphia Gas Works

**DOCKETED**  
AUG 10 2006

REPORTER: MICHAEL MAZZEI

**RECEIVED**

JUN 30 2006

PA PUBLIC UTILITY COMMISSION  
SECRETARY'S BUREAU

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## P R O C E E D I N G S

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JUDGE CHARLES E. RAINEY, JR.:

Good afternoon. My name is Charles Rainey, and I am the Administrative Law Judge who has been assigned to this case. And this is the case of Kevin Carter versus Philadelphia Gas Works, at Docket Number C-20066031. I note the appearance of Kevin Carter, who is appearing pro se, or on his own behalf, and also the appearance of Andre Dasent, Esquire, who's appearing on behalf of Philadelphia Gas Works.

Mr. Carter, as the Complainant in this case, you have the burden of proving that you're entitled to the relief that you have requested. The procedure we will follow this afternoon will be that you will first be given an opportunity to present testimony in regard to your Complaint. Your testimony will be subject to any questions that I might have, as well as any questions that Counsel for PGW might have.

In turn, PGW will be given an opportunity to put on a witness in its defense. The testimony provided by PGW's witness, likewise, will be subject to Cross Examination. Do you have any questions, Mr. Carter, with regard to either your burden of proof or the procedure that we'll follow this afternoon?

1                   MR. CARTER:

2                   Do I have any burden of proof?

3                   JUDGE RAINEY:

4                   No, do you have any questions regarding  
5 your burden of proof?

6                   MR. CARTER:

7                   Oh, yeah, I do have a question.

8                   JUDGE RAINEY:

9                   Okay. What's your question?

10                  MR. CARTER:

11                  I had came here a while back, and I had  
12 talked to a gentleman by the name of Laureto ---

13                  JUDGE RAINEY:

14                  Okay. You're talking about Counsel for  
15 PGW? Your burden of proof is that you have the burden  
16 of proving your complaint allegations. So I'm just  
17 stating for you that you have the burden of proving  
18 that PGW, in some way, violated the law. Do you  
19 understand that?

20                  MR. CARTER:

21                  Well, I don't know if they violated the  
22 law ---

23                  JUDGE RAINEY:

24                  Uh-huh (yes).

25                  MR. CARTER:

1                    --- but as far as I'm concerned, they  
2 overcharged me.

3                    JUDGE RAINEY:

4                    Okay. Which would be a violation of the  
5 law if they did, in fact, overcharge you.

6                    MR. CARTER:

7                    Okay.

8                    JUDGE RAINEY:

9                    Okay. And you have the burden of proving  
10 that, is all that I'm saying. Okay. All right. If  
11 you'll stand and raise your right hand, I'll swear you  
12 in.

13 -----  
14 KEVIN CARTER, HAVING FIRST BEEN DULY SWORN, TESTIFIED  
15 AS FOLLOWS:

16 -----  
17                    JUDGE RAINEY:

18                    Please be seated and provide your full  
19 name for the record.

20 A. My name is Kevin Carter.

21                    JUDGE RAINEY:

22                    And spell Carter for us, please.

23 A. C-A-R-T-E-R.

24                    JUDGE RAINEY:

25                    And would you provide your address?

1 A. 1430 South 19th Street.

2 JUDGE RAINEY:

3 That's in Philadelphia?

4 A. Yes, it is.

5 JUDGE RAINEY:

6 And your ZIP code?

7 A. 19146.

8 JUDGE RAINEY:

9 Okay. Go right ahead and describe your  
10 complaint, Mr. Carter.

11 A. Well, I leave my house every day at 5:30 in the  
12 morning. I push my gas down to 55; they say 58, but I  
13 turn it down to 55. I come home from work after 6:00  
14 and turns it up to 63. My gas bill was \$180.

15 JUDGE RAINEY:

16 When was it \$180?

17 A. Like in November or December.

18 JUDGE RAINEY:

19 Of last year?

20 A. Last year. I came to court. I talked to a  
21 gentleman by the name of Laureto, and they said I had  
22 owed them \$1,200. I paid them all the money that I  
23 owe them.

24 JUDGE RAINEY:

25 Okay. You said that your bill in

1 November or December of 2005, the total ---?

2 A. It was \$180.

3 JUDGE RAINEY:

4 That was the total balance?

5 A. That was what I owed them a month - - a month.

6 JUDGE RAINEY:

7 You owed them a month, \$180 a month?

8 A. Yeah, from using the - from using the gas. I  
9 didn't even hardly use it. I used it from 6:00 in the  
10 night to 5:00 in the morning. And I put it on 63,  
11 just so the pipes wouldn't freeze. I bought all these  
12 different space heaters to try to save gas. Then my  
13 electric bill went up a lot. You could get a copy of  
14 the electric bill to see that I have --- I bought five  
15 space heaters. And my electric bill when up real high  
16 and my gas bill is still high.

17 JUDGE RAINEY:

18 Okay. I'm just trying to understand the  
19 \$180 you referred to.

20 A. That's how much it was averaged.

21 JUDGE RAINEY:

22 You were averaging \$180 a month?

23 A. That's what they said. I came to court ---.

24 JUDGE RAINEY:

25 Okay. When did you start --- did you

1 start averaging \$180 a month in November of last year?

2 A. December.

3 JUDGE RAINEY:

4 Okay. December was the first month that  
5 you started averaging \$180 a month; is that correct?

6 A. Right.

7 JUDGE RAINEY:

8 December, 2005; okay. And then, so for  
9 how long a period of time, then, did you continue to  
10 average --- or to have an average bill of --- \$180 a  
11 month?

12 A. Until I went to court.

13 JUDGE RAINEY:

14 Until you went to court. When was that?

15 A. I went to court in January.

16 JUDGE RAINEY:

17 Okay. So you had a bill in December of  
18 2005 ---

19 A. November was less than that.

20 JUDGE RAINEY:

21 Okay. Let's stick with \$180 a month. So  
22 you had a bill in December, 2005, for \$180 a month.  
23 And then you also had a bill in January of 2006 ---

24 A. It was \$180.

25 JUDGE RAINEY:

1 --- for \$180?

2 A. Right.

3 JUDGE RAINEY:

4 Okay.

5 A. And I went to court.

6 JUDGE RAINEY:

7 All right.

8 A. After I went to court ---.

9 JUDGE RAINEY:

10 Now when you say you went to court, did  
11 you appear before the Pennsylvania Public Utility  
12 Commission?

13 A. I came way to one of these rooms ---

14 JUDGE RAINEY:

15 Okay.

16 A. --- and I talked to a gentleman by the name of  
17 Laureto, who made a lot of promises.

18 JUDGE RAINEY:

19 Okay. Did you have a hearing, then,  
20 in ---?

21 A. No, I settled out. He made a settlement, so we  
22 settled out.

23 JUDGE RAINEY:

24 Okay. You settled a case in January of  
25 2006?

1 A. Right, I didn't have to even go to court.

2 JUDGE RAINEY:

3 Okay.

4 A. Because he made the settle. He made a lot of  
5 promises.

6 JUDGE RAINEY:

7 Okay.

8 A. It sounded good, it sounded fair.

9 JUDGE RAINEY:

10 All right. So what is the nature of the  
11 problem which is why you're here today?

12 A. Because right after I went to court, my bill shot  
13 up to \$360 a month, \$387, \$460.

14 JUDGE RAINEY:

15 Okay. When did you first have a bill of  
16 \$360?

17 A. I think it was 300-something, \$360 or \$386.

18 JUDGE RAINEY:

19 When was that?

20 A. February.

21 JUDGE RAINEY:

22 In February, you had a bill of \$360?

23 A. Uh-huh (yes).

24 JUDGE RAINEY:

25 February of this year; okay. And then in

1 March of this year, what was your bill?

2 A. I think I got one for \$460 one time.

3 JUDGE RAINEY:

4 Was that in March?

5 A. No; March --- I cut the gas off in March.

6 JUDGE RAINEY:

7 Okay.

8 A. I still got a high bill.

9 JUDGE RAINEY:

10 What was your bill in March?

11 A. I think it was high. It was like 300-something.

12 JUDGE RAINEY:

13 Okay. It was ---?

14 A. And I cut it off in March.

15 JUDGE RAINEY:

16 \$300 plus, okay. What was your bill in

17 April?

18 A. April, it went down. April, I think, it went  
19 down.

20 JUDGE RAINEY:

21 To what?

22 A. I don't know, but it still was high.

23 JUDGE RAINEY:

24 Okay. What was still high?

25 A. My bill.

1                   JUDGE RAINEY:

2                   What was it about, how much?

3 A.    I don't even remember.

4                   JUDGE RAINEY:

5                   Okay. What was your bill last month, in  
6 May?

7 A.    My bill last month was \$75.

8                   JUDGE RAINEY:

9                   In May of this year, you had a \$75 bill?

10 A.    Uh-huh (yes).

11                   JUDGE RAINEY:

12                   All right.

13 A.    And now I got a bill for \$63.

14                   JUDGE RAINEY:

15                   In June, this month?

16 A.    Yes.

17                   JUDGE RAINEY:

18                   For \$63, okay. So the nature of your  
19 complaint, then, is your bill in December of 2005,  
20 which you say was \$180, your bill in January of 2006  
21 you said was \$180, your bill in February, 2006, which  
22 you said is \$360. You don't remember what your bill  
23 in March was?

24 A.    No, I know one of the months it was for \$460.

25                   JUDGE RAINEY:

1                   Okay. You say your bill in March was  
2 over \$300; is that correct?

3 A. I don't know.

4                   JUDGE RAINEY:

5                   Okay. You don't know exactly?

6 A. I cut my gas off in March.

7                   JUDGE RAINEY:

8                   All right. I thought you cut ---?

9 A. I cut it off in March before it was due.

10                  JUDGE RAINEY:

11                  All right. You cut it off in March, but  
12 I think we had ---. All right. And then in April of  
13 this year, you don't know what your bill was?

14 A. April it started going down.

15                  JUDGE RAINEY:

16                  It started going down in April?

17 A. It started going down.

18                  JUDGE RAINEY:

19                  Okay. So, pretty much, what you're  
20 saying --- so you are then contesting your bills from  
21 December, 2005, through March, 2006. Your bill  
22 started going down in April, 2006; is that correct?

23 A. My bill was \$180 until I went to court. When I  
24 went to court, it doubled.

25                  JUDGE RAINEY:

1 All right. I'm just trying to get the  
2 time period of your complaint. So you're basically,  
3 then, complaining about your bills from December,  
4 2005, through March, 2006; is that correct? Because  
5 you say your bills started going down in April; is  
6 that correct?

7 A. Yes.

8 JUDGE RAINEY:

9 Okay. All right. I just wanted to get  
10 the ---.

11 A. I cut my gas off in March.

12 JUDGE RAINEY:

13 You cut it off in March, but you say you  
14 still had a high bill in March; right?

15 A. Yes.

16 JUDGE RAINEY:

17 Is that your testimony?

18 A. At least I think it was. If they're first ---  
19 March. Again, I don't know if it was the beginning or  
20 the end. I know last month my bill was \$75. This  
21 month, my bill is \$63.

22 JUDGE RAINEY:

23 Okay.

24 A. And in the wintertime, over these little four or  
25 five months of winter, I'm going to pay over \$2,000 or

1 \$3,000.

2 JUDGE RAINEY:

3 Okay. Let me ask you this. You said you  
4 cut the gas off in March, 2006?

5 A. I cut it off in March.

6 JUDGE RAINEY:

7 Okay.

8 A. I cut it off before --- while it was still cold.

9 JUDGE RAINEY:

10 Okay. When you say you cut it off,  
11 you ---?

12 A. I mean I turned the thermostat as far as it could  
13 go, like 48, 40 --- something like that. That's all.

14 JUDGE RAINEY:

15 So you were not using any gas at all?

16 A. No, only I was using gas to take a bath with.

17 JUDGE RAINEY:

18 For your water heater?

19 A. Yes.

20 JUDGE RAINEY:

21 And cooking?

22 A. Well, I don't cook. I don't have a wife. My wife  
23 passed.

24 JUDGE RAINEY:

25 Okay. So you don't use ---?

1 A. And my children left.

2 JUDGE RAINEY:

3 So you don't use a gas stove at all?

4 A. Every once --- maybe on a Sunday, if I'm home.  
5 That's the only day I'm home. That's the only day I  
6 cook.

7 JUDGE RAINEY:

8 All right. Are you disputing any bills  
9 from April up until the present, from April, 2006 ---?

10 A. I'm disputing bills from maybe the end of October  
11 up until April. Every bill I had was too much.

12 JUDGE RAINEY:

13 Okay. Now you're going back a little  
14 further. You started out by saying you were disputing  
15 your bills starting in December of 2005.

16 A. Right, that's because I was paying \$180 in  
17 December.

18 JUDGE RAINEY:

19 Okay. All right. And then you just went  
20 back to October?

21 A. To when you first put on the gas.

22 JUDGE RAINEY:

23 Right. Okay.

24 A. When we first start putting on the gas.

25 JUDGE RAINEY:

1                   Okay. But you're really disputing high  
2 bills from December of 2005 through March, 2006; is  
3 that correct?

4 A. Yes.

5                   JUDGE RAINEY:

6                   You're disputing those bills. Okay. All  
7 right. What else do you want to add to your  
8 testimony?

9 A. That's it.

10                  JUDGE RAINEY:

11                  Okay.

12 A. I just think I was overcharged. I was getting  
13 charged \$387, \$460, \$300-something. I've got four  
14 bills over \$300.

15                  JUDGE RAINEY:

16                  What do you believe your bills should  
17 have been? Let's start with December of ---?

18 A. I believe my bills should have stayed at \$180 for  
19 the three or four months ---

20                  JUDGE RAINEY:

21                  Okay.

22 A. --- because I wasn't using the gas because I work  
23 for emergency medical services.

24                  JUDGE RAINEY:

25                  All right. So you believe that ---

1 A. That lasts 12 hours a day.

2 JUDGE RAINEY:

3 Okay. So let me ask you this, so you  
4 believe, that --- and you stated that your bill in  
5 December, 2005, was \$180; is that correct?

6 A. It was \$180 or less until I went to court.

7 JUDGE RAINEY:

8 Okay. So you don't dispute that bill.  
9 You think it should have been ---. Your bill was ---  
10 and you believe it should have been --- \$180 in  
11 December. It was \$180 in January.

12 A. No, it wasn't \$180, it was \$460 or \$387, somewhere  
13 in there.

14 JUDGE RAINEY:

15 In January, 2006?

16 A. In January.

17 JUDGE RAINEY:

18 Okay. That's different than the  
19 testimony you just gave.

20 A. January and February. And in March I cut it off.

21 JUDGE RAINEY:

22 Okay. So you're saying now in ---?

23 A. December, January and February, I was overcharged.

24 JUDGE RAINEY:

25 Okay. Now, you just said that in

1 December you had a bill of \$180.

2 A. Right, when I went to court. I went to court,  
3 like, December the what, 3rd?

4 JUDGE RAINEY:

5 Okay. But you stated that you believe  
6 your bill should have been \$180 in December?

7 A. It should have been ---. My bill should have been  
8 the same as it had been up until the day I went to  
9 court with the guy, Laureto.

10 JUDGE RAINEY:

11 Okay.

12 A. Because ---

13 JUDGE RAINEY:

14 All right. Okay. Mr. Carter, I think we  
15 have your testimony, although you did give some  
16 different numbers for some different months. But I  
17 believe that PGW does have your records with regard  
18 to ---.

19 A. I'm not sure --. I just paid ---.

20 JUDGE RAINEY:

21 Okay. That's fine. They have your  
22 records. And I see that they had actually attached  
23 your account statement to their Answer. And I would  
24 then venture to say that they will be introducing that  
25 as an exhibit here today, so that they will be able to

1 tell us exactly how much you were charged during those  
2 months which you state that you were overcharged,  
3 okay? So why don't we do this, then. We will allow  
4 you, then, to stand down, at least for the moment.  
5 And why don't you take a seat over here at the  
6 conference table.

7 A. Yes.

8 JUDGE RAINEY:

9 I'm sorry. Why don't you have a seat  
10 just one more minute. I'm sorry. Because PGW Counsel  
11 may have questions for you. So let me just have you  
12 sit right there. I'm sorry, Mr. Dasent. Do you have  
13 questions for Mr. Carter?

14 ATTORNEY DASENT:

15 Yes.

16 CROSS EXAMINATION

17 BY ATTORNEY DASENT:

18 Q. Just briefly, Mr. Carter. When you last came to  
19 court, you indicated you wished to have your meter  
20 exchanged or tested, isn't that true?

21 A. That's true.

22 Q. And that hasn't happened yet, right?

23 A. Yes, because I'm always at work. I work six days  
24 a week.

25 Q. But you still want that to happen; correct?

- 1 A. Yes.
- 2 Q. It's one remedy that you have to make sure that  
3 the meter is accurate, and then that will sort of give  
4 you more confidence that the bill is accurate,  
5 hopefully.
- 6 A. Okay. The only day you can catch me is Sunday.
- 7 Q. And we'll schedule around you.
- 8 A. Okay.
- 9 Q. Okay. We're not disagreeable.
- 10 A. I work 12 hours a day on an ambulance.
- 11 Q. I understand. Now, were you working this same  
12 12-hours-a-day last year, like, 2005?
- 13 A. Yes, I was. I've been with this company for six  
14 years.
- 15 Q. Okay. And were the same number of people living  
16 in the house last year, also, you know, living with  
17 your relatives?
- 18 A. Yes, my wife died 16 months ago.
- 19 Q. So last year will basically be the same ---?
- 20 A. Yes. In November, my wife will be dead two years.
- 21 Q. And when you said you were ---?
- 22 A. I had children living with me. I had my son and  
23 my daughter.
- 24 Q. And when you said you had your gas cut off, you're  
25 essentially just saying ---?

1 A. I never had my gas cut off.

2 Q. Well ---.

3 A. I mean, I turned the thermostat down.

4 Q. You turned it way down?

5 A. Right.

6 Q. So to conserve as much as you could?

7 A. To conserve, yes. And on my bills, it says I'm  
8 burning --- if you look at my bills, it says I'm  
9 burning less than half of what I'm using, but I'm  
10 getting charged twice as much. Even on the bill it  
11 says --- it tells you that these little ---. It says,  
12 you're burning 50 percent less gas than you usually  
13 burn. But I'm suddenly paying more money. So if I'm  
14 burning half as much gas, is it --- I don't know. Is  
15 it that much higher, if I'm burning half as much and  
16 paying twice as more? I swear, on the bill it  
17 says ---.

18 JUDGE RAINEY:

19 Okay. They have your account statement.

20 A. Right.

21 JUDGE RAINEY:

22 Okay. They'll be able to provide that  
23 information. Did you have other questions, Mr.  
24 Dasent?

25 ATTORNEY DASENT:

1 No, Your Honor.

2 JUDGE RAINEY:

3 Okay. Let me follow-up with you, then,  
4 based on some questions Mr. Dasent asked, and answers  
5 that you gave. Now, you stated that your son and  
6 daughter lived with you?

7 A. They didn't live with me last year. They lived  
8 with me when my wife was here.

9 JUDGE RAINEY:

10 Okay.

11 A. My wife died 2004.

12 JUDGE RAINEY:

13 Okay.

14 A. When my wife died ---.

15 JUDGE RAINEY:

16 Did they live with you in December, 2005?

17 A. No.

18 JUDGE RAINEY:

19 Are they living with you now?

20 A. No, the only person I have --- I live there by  
21 myself.

22 JUDGE RAINEY:

23 Who lives ---?

24 A. I got my nephew living with me. He's on dialysis.

25 JUDGE RAINEY:

1                   How long have you been living at the  
2 property by yourself?

3 A.    Since my wife died. My wife died November the  
4 26th, 2004.

5                   JUDGE RAINEY:

6                   Okay. So are you saying that there's no  
7 one who lives in that property now, except yourself?

8 A.    Just me and my nephew.

9                   JUDGE RAINEY:

10                  Oh, your nephew lives there, too?

11 A.    Yes.

12                  JUDGE RAINEY:

13                  Okay. How old is your nephew?

14 A.    My nephew's 30.

15                  JUDGE RAINEY:

16                  Okay.

17 A.    He's a dialysis patient. His name is Edward  
18 Lewis.

19                  JUDGE RAINEY:

20                  Okay.

21 A.    And he don't take a lot of heat, because he  
22 weighs --- he's a real big guy. He weighs, like, 400  
23 pounds.

24                  JUDGE RAINEY:

25                  Okay.

1 A. But he's in dialysis three days a week.

2 JUDGE RAINEY:

3 Okay. So you have a gas furnace, and you  
4 have a gas water heater?

5 A. And I have a gas stove.

6 JUDGE RAINEY:

7 And you have a gas stove. Any other gas  
8 appliances?

9 A. No. Stove, water heater and regular heat.

10 JUDGE RAINEY:

11 And is your nephew in the house all the  
12 time?

13 A. No, he's at dialysis six hours a day, Tuesday,  
14 Thursday and Saturday. And I work six days a week.  
15 The only day I have off ---

16 JUDGE RAINEY:

17 Okay. So he's in dialysis, Tuesday ---

18 A. Thursday and Saturday.

19 JUDGE RAINEY:

20 --- Thursday and Saturday. And  
21 otherwise, he's in the house; is that correct?

22 A. Yeah, when he's not in the house, that's where  
23 he's at. You get a four-and-a-half hour treatment,  
24 and then you got to wait for them to come pick him up  
25 and take him back.

1                   JUDGE RAINEY:

2                   And describe your home in terms of how  
3 large ---. Is it a row home?

4 A.    Yes.

5                   JUDGE RAINEY:

6                   Okay. And how many bedrooms?

7 A.    Four.

8                   JUDGE RAINEY:

9                   Four bedrooms. And how many bathrooms?

10 A.   Two.

11                   JUDGE RAINEY:

12                   Two. Now, in Cross Examination by Mr.  
13 Dasent, you had stated that you had wanted to have  
14 your meter tested?

15 A.    Yeah, I just ---

16                   JUDGE RAINEY:

17                   I'm sorry. Was this something that you  
18 requested in January of this year?

19 A.    --- because I just ---

20                   JUDGE RAINEY:

21                   I'm sorry. When did you --- did you  
22 request that in January?

23 A.    I requested it when Mr. --- what his name is ---  
24 Farinas --- was here.

25                   JUDGE RAINEY:

1 Okay. Mr. Farinas?

2 A. Yes.

3 JUDGE RAINEY:

4 Was that in January of this year that you  
5 requested that?

6 A. I requested it when I went to court.

7 JUDGE RAINEY:

8 Okay. And you said that was ---?

9 A. January.

10 JUDGE RAINEY:

11 Okay. And you said that was January  
12 that ---.

13 A. Right.

14 JUDGE RAINEY:

15 Okay. I'm asking you, January of this  
16 year?

17 A. I said I requested it in January.

18 JUDGE RAINEY:

19 Okay. In January of 2006, you requested  
20 a meter testing. Okay. All right.

21 A. I didn't see any phone numbers for the gas company  
22 on my phone bill, ---

23 JUDGE RAINEY:

24 Okay. Let me ask you ---.

25 A. --- but when I get home, everything's closed.

1                   JUDGE RAINEY:

2                   Okay. So you stated that, however,  
3 you're only available to have the meter test done on a  
4 Sunday?

5 A. Yes, because I work six days a week. I don't  
6 have ---. My wife worked and I had a lot of help and  
7 now I just don't have help.

8                   JUDGE RAINEY:

9                   Okay.

10 A. I have a lot of other bills.

11                   JUDGE RAINEY:

12                   And how long has that meter been in the  
13 property?

14 A. It's been in as long as I've been here. I've been  
15 here since 1991 --- '91. You know, I --- to be honest  
16 with you, Your Honor, it's like I told this gentleman,  
17 nobody never even read my meter until 2001 and 2002,  
18 unless they were reading it from outside.

19                   JUDGE RAINEY:

20                   Okay. They'll be able to provide  
21 information with regard to whether or not there's an  
22 automatic meter reader device in that property or not,  
23 okay? So we'll then get testimony ---.

24 A. That's what he told me ---.

25                   JUDGE RAINEY:

1 Okay. Mr. Carter, ---

2 A. I'm sorry.

3 JUDGE RAINEY:

4 --- don't ask questions of them. I'm  
5 asking you questions right now for you to answer. Mr.  
6 Dasent, based on my questions, do you have any  
7 additional questions you wanted to ask Mr. Carter?

8 ATTORNEY DASENT:

9 No, Your Honor.

10 JUDGE RAINEY:

11 Okay. Mr. Carter, we'll allow you, then,  
12 to stand down, at least for the time being. So if  
13 you'll then take the conference table to my right.

14 ATTORNEY DASENT:

15 Your Honor, we'd like to call as our  
16 first witness, our only witness, Ms. Lucille Coleman.

17 JUDGE RAINEY:

18 Ms. Coleman, if you'll take the witness  
19 stand, please.

20 -----

21 LUCILLE COLEMAN, HAVING FIRST BEEN DULY SWORN,  
22 TESTIFIED AS FOLLOWS:

23 -----

24 JUDGE RAINEY:

25 Thank you. Please be seated. I'll ask

1 you to keep your voice up. Would you please provide  
2 your full name for the record?

3 A. Lucille, L-U-C-I-L-L-E, Coleman, C-C-L-E-M-A-N.

4 JUDGE RAINEY:

5 And Ms. Coleman, by whom are you  
6 employed?

7 A. Philadelphia Gas Works.

8 JUDGE RAINEY:

9 And what is your business title?

10 A. Customer review officer.

11 JUDGE RAINEY:

12 And what is your business address?

13 A. 800 West Montgomery Avenue, Philadelphia,  
14 Pennsylvania, 19122.

15 JUDGE RAINEY:

16 Thank you. Please proceed, Mr. Dasent.

17 ATTORNEY DASENT:

18 Thank you, Your Honor.

19 DIRECT EXAMINATION

20 BY ATTORNEY DASENT:

21 Q. Ms. Coleman, as a part of your responsibilities as  
22 customer review officer, have you investigated this  
23 file for Mr. Carter?

24 A. Yes.

25 Q. And you are familiar with the terms of settlement

1 of his case from a prior hearing?

2 A. Yes.

3 (Exhibit Number Two marked for  
4 identification.)

5 BY ATTORNEY DASENT:

6 Q. Let me refer you to what's been marked as a PGW  
7 exhibit. It's a letter dated January 4th, 2006, from  
8 Mr. Farinas, PGW's attorney, to Mr. Carter. Are you  
9 familiar with this letter?

10 A. Yes.

11 Q. Does it outline the settlement of this case?

12 A. Yes.

13 Q. Now, with respect to this case, does it indicate  
14 that there were arrears originally that were ---

15 JUDGE RAINEY:

16 I'm sorry, Mr. Dasant, are you referring  
17 to what has been marked as PGW Exhibit Number Two?

18 ATTORNEY DASENT:

19 Yes.

20 JUDGE RAINEY:

21 Okay. Go right ahead.

22 BY ATTORNEY DASENT:

23 Q. With respect to PGW Exhibit Number Two, does this  
24 relate to Mr. Carter's account, and is the account  
25 number referenced there?

1 A. Yes.

2 Q. Does it indicate that, as a part of the  
3 settlement, there was a balance of \$160 that was to be  
4 recovered over four months?

5 A. Yes.

6 Q. In addition to that, are you familiar with the  
7 fact that the meter was to be exchanged at his  
8 property?

9 A. Yes.

10 Q. Has any of this happened, at this point in time?

11 A. Not to date, no.

12 Q. So the meter has not been exchanged; is that  
13 correct?

14 A. Correct.

15 Q. But is there a credit balance, in fact, on Mr.  
16 Carter's account at this point? Has he paid his  
17 bills?

18 A. Yes, he is up to date and current.

19 Q. Okay. So the outstanding issue, then, is the  
20 meter exchange?

21 A. Yes.

22 Q. Now, why hasn't that happened?

23 A. Well, we tried but he's not available, he works.

24 Q. Okay. But is it our commit that now, even if it's  
25 on a Sunday, that this will get done?

1 A. Yes, we'll make the effort.

2 (Exhibit Number One marked for  
3 identification.)

4 BY ATTORNEY DASENT:

5 Q. All right. I'd like to refer you to what's been  
6 marked for identification as PGW Exhibit One. With  
7 respect to this particular exhibit, perhaps in the  
8 transaction or bill payment section, can you tell us  
9 what the actual amounts of bills were from the period  
10 of --- let's go back to October, since we did reach  
11 back that far --- of 2005 to the present?

12 A. Okay. I'm looking at page one of one on bills on  
13 Exhibit One.

14 MR. CARTER:

15 One of one, that's where I'm at, last  
16 page.

17 JUDGE RAINEY:

18 Okay. Mr. Carter?

19 MR. CARTER:

20 Yes.

21 JUDGE RAINEY:

22 You'll be given an opportunity to ask any  
23 questions that you want to ask. But right now, we'll  
24 just allow Counsel and the witness to have their  
25 exchange. I may interject at some point in time, but

1 that's my prerogative. But you'll be given a specific  
2 time to ask questions.

3 MR. CARTER:

4 Sorry.

5 JUDGE RAINEY:

6 Okay. Where were we? Go right ahead,  
7 Mr. Dasent.

8 BY ATTORNEY DASENT:

9 Q. The title on this particular page is bills?

10 A. Yes.

11 Q. Okay. What was the bill in October of 2005, to  
12 start?

13 JUDGE RAINEY:

14 I'm sorry. Why don't we go back. We're  
15 talking about page one ---?

16 ATTORNEY DASENT:

17 One, it's like the third from the back,  
18 fourth from the back.

19 JUDGE RAINEY:

20 Okay. Which is entitled bills.

21 ATTORNEY DASENT:

22 Bills.

23 JUDGE RAINEY:

24 Okay. Go right ahead.

25 BY ATTORNEY DASENT:

1 Q. Now for October, what was the amount of the bill?

2 A. The bill was \$109.94, from October 4th to November  
3 2nd, 2005.

4 Q. Is that what you've got? I'm just trying to  
5 follow you. I don't see that. Whatever page  
6 you're ---.

7 A. I'm on bills, number four.

8 Q. Okay. And how many lines up from the bottom is  
9 it?

10 A. From the top ---

11 Q. Okay.

12 A. --- eighth. The eighth line down from the top.

13 Q. Got it. Okay. \$109.94.

14 JUDGE RAINEY:

15 Do you see that as well, Mr. Carter?

16 MR. CARTER:

17 No, I don't.

18 JUDGE RAINEY:

19 Okay. The account you have, where it  
20 says bills ---.

21 MR. CARTER:

22 Yeah, I'm looking. I'm trying to find  
23 it. Is it \$109?

24 A. I think --- this is the page you're looking, here.

25 MR. CARTER:

1 I see a lot of late charges that I wasn't  
2 late.

3 A. No, no, no.

4 OFF RECORD DISCUSSION

5 JUDGE RAINEY:

6 Thank you, Mr. Dasent.

7 ATTORNEY DASENT:

8 Okay.

9 JUDGE RAINEY:

10 Do you see that now, Mr. Carter?

11 MR. CARTER:

12 Yes.

13 A. October 4th, 2005 to November 2nd, 2005 --- we'll  
14 take actual reads this month --- and the bill was  
15 \$109.94.

16 JUDGE RAINEY:

17 Now, when you say actual reads, does that  
18 mean there's an automatic meter reader on the  
19 property?

20 A. Yes.

21 JUDGE RAINEY:

22 Okay.

23 BY ATTORNEY DASENT:

24 Q. For the next month, which would be November, what  
25 was the bill for that month?

1 A. \$173.23.

2 Q. For December?

3 A. \$360.93.

4 JUDGE RAINEY:

5 Now, you're just reading up from where  
6 you were reading in the first instance?

7 A. Yes.

8 JUDGE RAINEY:

9 So you see that, Mr. Carter?

10 MR. CARTER:

11 Yes, I see how it jumped, from \$173 to  
12 \$360.

13 JUDGE RAINEY:

14 Okay. We'll let them go ahead with their  
15 testimony.

16 BY ATTORNEY DASENT:

17 Q. For February, what was the bill, or did I get  
18 January?

19 A. For January to February, it was \$341.36.

20 Q. And for March?

21 A. February to March 7th --- February 6th to March  
22 7th of 2006, the bill was \$379.57.

23 Q. For April?

24 A. It was \$247.36.

25 MR. CARTER:

1 I don't ---.

2 JUDGE RAINEY:

3 You will be given an opportunity, Mr.  
4 Carter, to ask any questions. This is not your  
5 opportunity now.

6 BY ATTORNEY DASENT:

7 Q. In terms of trends, that matches, basically, what  
8 Mr. Carter's testimony was, not exactly, but we have  
9 the numbers?

10 A. Yes.

11 Q. Now, could you compare those bills with usage  
12 associated with --- let's say --- prior years, same  
13 period? Let's go back to October, 2004. Do you  
14 see --- and at that particular point in time, Mr.  
15 Carter has indicated the same number of people were in  
16 the household. He was still working at the job, long  
17 hours. So going back to October, 2004, what was the  
18 bill for usage?

19 A. The bill was \$157.37.

20 JUDGE RAINEY:

21 Do you see that, Mr. Carter? Do you see  
22 that, where they're reading at now, in terms of  
23 October the 4th, 2004 to November the 2nd, 2004?

24 OFF RECORD DISCUSSION

25 JUDGE RAINEY:

1 Do you see that, Mr. Carter?

2 MR. CARTER:

3 Yes.

4 JUDGE RAINEY:

5 Okay. Let them go ahead with their  
6 testimony.

7 BY ATTORNEY DASENT:

8 Q. For November, we have \$157, for December, what was  
9 the amount?

10 A. \$272.48.

11 Q. And for January?

12 A. \$459.99.

13 Q. And for February?

14 A. It was \$481.58.

15 Q. And for March?

16 A. It was \$432.68.

17 Q. And for April?

18 A. It was \$331.84.

19 Q. Now, if my read of this is correct, the bills  
20 were --- then your previous were actually higher than  
21 the year before?

22 A. Yes.

23 Q. Suggesting, again, as Mr. Carter has testified,  
24 he's taken some steps to conserve; isn't that correct?

25 A. Yes.

1 Q. I mean, there could be other explanations but  
2 certainly that corroborates with his testimony. Now,  
3 for a four bedroom, two bathroom home, is it your  
4 experience that usage of these levels is high, low or  
5 moderate? Could you give me any idea of what usage  
6 you could associate with a house of this size? Or  
7 does it vary by the occupants and some of the other  
8 situations?

9 A. It can vary by occupants, the setting of the  
10 thermostat, insulation in the home. There's a lot of  
11 different variables. So it could fluctuate up/down,  
12 high/low.

13 Q. So these are actual readings?

14 A. Yes, these are actual. In 2006 --- well,  
15 2005-2006 --- he's had a pretty high rate increase, so  
16 although he took measures to conserve, the gas cost  
17 was going up, making the bills a little higher.

18 JUDGE RAINEY:

19 Do you know when the gas cost rate went  
20 up, Ms. Coleman?

21 A. I want to say October, 2005.

22 BY ATTORNEY DASENT:

23 Q. So the usage associated with heating would be like  
24 sort of a roller coaster that you're getting on in  
25 October or November whenever the gas cost rate went

1 up?

2 A. Right.

3 Q. And at that particular point, the degrees is what  
4 determines what you get, as well as insulation and  
5 some of the other things; isn't that true?

6 A. Correct.

7 ATTORNEY DASENT:

8 That's all we have, Your Honor.

9 JUDGE RAINEY:

10 Okay. Now you stated, Ms. Coleman, that  
11 PGW is prepared to read or to test the meter inside  
12 Mr. Carter's property, even on a Sunday. Was that  
13 your testimony?

14 A. Yes.

15 JUDGE RAINEY:

16 Okay. Are you prepared today to  
17 establish a date in which PGW would come out to read  
18 or to test the meter in Mr. Carter's property?

19 A. Once I get back to the office, I'll need to talk  
20 to the supervisor in that department and confirm a  
21 date and time --- a Sunday date and time.

22 JUDGE RAINEY:

23 Right. Now, are you available, Mr.  
24 Carter, all Sundays --- any Sunday?

25 MR. CARTER:

1 Any Sunday.

2 JUDGE RAINEY:

3 Okay.

4 MR. CARTER:

5 Any given Sunday.

6 JUDGE RAINEY:

7 All right. Let me finish this line for a  
8 moment. So, Ms. Coleman, then, if you have Mr.  
9 Carter's telephone number, you would be able, then, to  
10 set up with him a time on a date on a Sunday in which  
11 PGW would be able to come out and to test his meter.  
12 Is that what you're saying to me?

13 A. Yes.

14 JUDGE RAINEY:

15 Okay. All right. So you understand  
16 that, Mr. Carter?

17 MR. CARTER:

18 Yes.

19 JUDGE RAINEY:

20 So that you would make yourself  
21 available ---?

22 MR. CARTER:

23 I'm home every Sunday.

24 JUDGE RAINEY:

25 Any Sunday?

1                   MR. CARTER:

2                   I work six days a week.

3                   JUDGE RAINEY:

4                   Okay. Now, when would she be able to  
5 contact you to ---?

6                   MR. CARTER:

7                   She could call me 7:00, 8:00 in the  
8 morning. I'll be there.

9                   JUDGE RAINEY:

10                  Okay.

11                  MR. CARTER:

12                  I would get up early. I just start work  
13 at 5:30 in the morning, so ---. That's why I said,  
14 you can call me 7:00. I'll make it. She might get up  
15 at 7:00, since she has to be in work at 8:00.

16                  JUDGE RAINEY:

17                  Let me ask you this, Ms. Coleman. Is  
18 there any indication, with regard to Mr. Carter's  
19 account statement, that there is any problem with the  
20 meter, or that the meter is giving false reads?  
21 A. No, there's no indication that there's any problem  
22 with the meter.

23                  JUDGE RAINEY:

24                  Okay. You had a question for me, Mr.  
25 Carter?

1                   MR. CARTER:

2                   Yes, I would like to know one thing.

3 This says CRP, monthly amount.

4                   JUDGE RAINEY:

5                   Okay. That's actually, again, a  
6 question --- that sounds like a question that you can  
7 ask of Ms. Coleman.

8                   MR. CARTER:

9                   I want to know ---

10                  JUDGE RAINEY:

11                  Okay. Why don't we do this, Mr. Dasent,  
12 are you finished with your Direct?

13                  ATTORNEY DASENT:

14                  Yes.

15                  JUDGE RAINEY:

16                  You concluded your Direct?

17                  ATTORNEY DASENT:

18                  Yes.

19                  JUDGE RAINEY:

20                  At this time, then, Mr. Carter, we'll  
21 allow you to cross examine Ms. Coleman. So go ahead  
22 with your question. You can ask her about that.

23 CROSS EXAMINATION

24 BY MR. CARTER:

25 Q. This CRP, monthly balance, \$60.19, are you taking

1 this and adding this to the gas bill, because I'm not  
2 on the CRP program, and I see a deduction of \$60.19?

3 A. Can you tell me what page?

4 Q. Right here where it says billing section.

5 A. Which ---?

6 Q. Every one, it states \$60.19. I am not on the CRP  
7 program. Every payment, \$60.19. I paid one of one.

8 A. Oh, okay. That was your --- you were previously  
9 on the CRP program.

10 JUDGE RAINEY:

11 Okay. Why don't you explain for the  
12 record what that is, Ms. Coleman.

13 A. It's a customer responsibility program, which is a  
14 low-income program, that PGW offers. It's based on  
15 income.

16 MR. CARTER:

17 They never gave it to me.

18 JUDGE RAINEY:

19 Okay. Why don't you allow her to finish  
20 her answer, Mr. Carter.

21 A. \$60.19 is what Mr. Carter was billed each month,  
22 based on his income. And this was what he was billed  
23 each month. I'm looking at the --- I believe you  
24 started CRP back in '97. I don't know if he recalls  
25 ever applying for it.

1                   JUDGE RAINEY:

2                   That's what I was going to ask you,  
3 whether or not he had applied for the program. So  
4 you're saying, Ms. Coleman, that this account  
5 statement indicates that he was initially enrolled in  
6 the customer responsibility program in 1997.

7 A. Yes.

8                   JUDGE RAINEY:

9                   Would that have been --- now, I'm looking  
10 at the first page of PGW Exhibit Number One. And the  
11 first reference I see to CRP is next to a transaction  
12 date of June 16th, 1997. Is that when the records  
13 indicate that he was initially enrolled in the CRP  
14 program?

15 A. Yes.

16                   JUDGE RAINEY:

17                   Okay. And you're saying, Mr. Carter, you  
18 don't ---

19                   MR. CARTER:

20                   I'm not in it. I make too much money.

21                   JUDGE RAINEY:

22                   You never recalled being enrolled in the  
23 program?

24                   MR. CARTER:

25                   I tried to get it. They told me I made

1 too much money. I went to the Dixon House. I went to  
2 the Dixon House in between Richmond, Twentieth Street,  
3 Mifflin and McKean. They told me I made too much  
4 money.

5 JUDGE RAINEY:

6 Who told you? PGW told you you made too  
7 much money?

8 MR. CARTER:

9 No, the people at the Dixon House. I had  
10 to give them a printout of how much money I make.  
11 They told me I made too much to apply.

12 JUDGE RAINEY:

13 Okay. I don't know what the relationship  
14 between the Dixon House and PGW is. Ms. Coleman, can  
15 you explain? Is there a connection between a Dixon  
16 House and PGW?

17 A. It's my understanding, Dixon House is like a  
18 community organization that you go and you can apply  
19 for crisis allotments there, but we have no direct  
20 contact with them or even dictate who is eligible and  
21 who is not for CRP.

22 JUDGE RAINEY:

23 So they would not have been, then,  
24 responsible for telling you whether or not Mr. Carter  
25 was eligible for the CRP program?

1 A. Correct.

2 JUDGE RAINEY:

3 So Mr. Carter would have had to apply  
4 directly to PGW for enrollment in the CRP program?

5 A. Yes.

6 JUDGE RAINEY:

7 Okay. So ---

8 MR. CARTER:

9 I applied. They told me I made too much  
10 money.

11 JUDGE RAINEY:

12 Okay. But they're saying that the Dixon  
13 House ---.

14 MR. CARTER:

15 I went to the Dixon House.

16 JUDGE RAINEY:

17 Right. But they're saying that the Dixon  
18 House, it may have been you applied for LIHEAP for  
19 crisis through the Dixon House?

20 MR. CARTER:

21 I applied for ---

22 JUDGE RAINEY:

23 CRP?

24 MR. CARTER:

25 --- CRP at the gas company. They told me

1 I made too much. And I went to the Dixon House. They  
2 told me I made too much.

3 JUDGE RAINEY:

4 All right. Well, Ms. Coleman is saying  
5 that the Dixon House would not have had ---.

6 MR. CARTER:

7 I went to the gas company ---.

8 JUDGE RAINEY:

9 Okay. Let me finish. She's saying the  
10 Dixon House would not have had responsibility for any  
11 application for CRP with PGW, that you would have had  
12 to have applied directly to PGW.

13 MR. CARTER:

14 I went there, too. I went to both of  
15 them.

16 JUDGE RAINEY:

17 All right. Well, their records show that  
18 you were enrolled in CRP.

19 MR. CARTER:

20 I was in CRP, I think --- ten years ago  
21 I got shot. The next year when I went back to work,  
22 they told me I made too much money. And they were  
23 supposed to take me off of it. One time they charged  
24 me 300 and something dollars because I didn't sign up  
25 for it.

1                   JUDGE RAINEY:

2                   Okay. In any event, let me find out from  
3 Ms. Coleman exactly what is going on here. So Ms.  
4 Coleman, you're stating that PGW's records show that  
5 Mr. Carter was enrolled in CRP. Did he benefit as a  
6 result of being enrolled in CRP? What did CRP provide  
7 him?

8                   MR. CARTER:

9                   Nothing.

10                  JUDGE RAINEY:

11                  Let her answer the question. I'm asking  
12 her a question.

13 A. A set gas bill each month based on his income.  
14 Where he was billed \$60.19 and an amount toward any  
15 arrears, if that was the case at the time of the  
16 enrollment in the CRP program. And you're given a  
17 forgiveness each month if you pay on time, your gas  
18 bill --- if there's a balance ---. But if you're  
19 coming into the program at zero balance, you pay the  
20 \$60.19. And this is your benefit, it's discounted  
21 gas.

22                  JUDGE RAINEY:

23                  Okay. All right. So your records show  
24 that he's been enrolled in CRP from June of 1997 up  
25 through the present?

1                   ATTORNEY DASENT:

2                   But, Your Honor, please, he's not in CRP  
3 as of right now, because he's paying the bills.

4                   JUDGE RAINEY:

5                   He's fully paying the bills.

6                   ATTORNEY DASENT:

7                   Yes, he's fully paying.

8                   JUDGE RAINEY:

9                   Okay. Well, I'm trying to understand,  
10 yes.

11                   ATTORNEY DASENT:

12                   Well, your income determines ---.

13                   MR. CARTER:

14                   But ---.

15                   JUDGE RAINEY:

16                   Mr. Carter, you'll be given an  
17 opportunity. Go ahead, Mr. ---.

18                   ATTORNEY DASENT:

19                   Whether we come to terms on CRP or not,  
20 it will be a constant in that column, but it's a  
21 glitch that it's there because he's not CRP-eligible  
22 at this particular point in time. The computer,  
23 however, is recording it as a constant in that column,  
24 in point of fact, though, he's getting a bill which is  
25 being rendered and he is paying. And he has indicated

1 he's applied, but they refused CRP eligibility. At  
2 that particular point in time, this column is a  
3 glitch, but it records as a constant. The bill amount  
4 would also be the \$60.19 if, indeed, he was on the CRP  
5 program.

6 JUDGE RAINEY:

7 Okay. Well, that's what I'm trying to  
8 understand here. So there's a glitch there. So is  
9 there a possibility, then, that there's a glitch also  
10 with regard to the first page of the account  
11 statement, the very first page of the account  
12 statement, that shows him having been enrolled in CRP  
13 starting in June of 1997?

14 ATTORNEY DASENT:

15 Well, the witness has indicated, as the  
16 Claimant, that he was, at one point in time, when he  
17 had suffered a gunshot wound.

18 JUDGE RAINEY:

19 Yes, he said ten years ago which I guess  
20 would have been back in 1996.

21 ATTORNEY DASENT:

22 Right. So he was on and then apparently  
23 it's just constantly recording this \$60.19 level of  
24 eligibility, even though he's getting a bill amount,  
25 which he's fully paid. And he's being told, you know,

1 by folks that actually look at the income to determine  
2 eligibility, that he's no longer CRP eligible, because  
3 he's back to work.

4 JUDGE RAINEY:

5 All right. And I don't know that it  
6 really goes to your complaint, Mr. Carter. Your  
7 complaint is that your bills are too high for that  
8 period of time which we just discussed. And so it  
9 appears that references, then, under the bills section  
10 of PGW Exhibit Number One that you had referenced is  
11 some kind of a computer error that shows the \$60.19.  
12 Do you have any other questions for Ms. Coleman?

13 MR. CARTER:

14 Yes, I was just saying, I see it under  
15 every bill I got. So they must be charging me that,  
16 too. Plus, this is --- if you look at this one right  
17 here. Do you see the page that they gave you?

18 JUDGE RAINEY:

19 Okay. Let's ask Ms. Coleman. Ms.  
20 Coleman, was Mr. Carter being charged both the regular  
21 amount of the bill plus \$60.19, the CRP amount?

22 A. No. Maybe I should just clarify. He was  
23 suspended from CRP. If you look on page seven of nine  
24 of your ---

25 ATTORNEY DASENT:

1 History.

2 A. --- history of account.

3 JUDGE RAINEY:

4 Okay.

5 A. He was on CRP, but as of 6/28/04, he was taken off  
6 of --- suspended from CRP because at that time he was  
7 not eligible or did not lose service ---.

8 JUDGE RAINEY:

9 Okay. So where it says 6/28, 2004, CRP  
10 FRZ, ---

11 A. Correct.

12 JUDGE RAINEY:

13 --- you're stating that at that point in  
14 time he was suspended from CRP?

15 A. Correct.

16 JUDGE RAINEY:

17 Okay. And then, at that particular point  
18 in time, he was then required to pay regular amounts?

19 A. Correct.

20 BY MR. CARTER:

21 Q. And is this on the back burner now due to the CRP?

22 A. I'm not clear. What do you mean, sir?

23 Q. Because I applied for it, but they told me I made  
24 too much money.

25 JUDGE RAINEY:

1 I guess what he's asking is, whether or  
2 not, then, PGW went back and charged him for amounts  
3 that had previously been discounted?

4 MR. CARTER:

5 Right.

6 A. No.

7 JUDGE RAINEY:

8 Okay. Let her answer the question.

9 A. Well, if you look on the same page ---  
10 seven of nine --- when we froze the CRP, the balance  
11 was at \$122.73. We received a bill on 7/2/2004, in  
12 the amount of \$45.51. That's for actual usage.

13 JUDGE RAINEY:

14 Okay.

15 A. And as you see, if you keep following down, the  
16 bills were for actual usage, not CRP.

17 JUDGE RAINEY:

18 Do you have any other questions for Ms.  
19 Coleman?

20 MR. CARTER:

21 Me?

22 JUDGE RAINEY:

23 Yes.

24 MR. CARTER:

25 Mr. Carter?

1                   JUDGE RAINEY:

2                   Yes, Mr. Carter.

3 BY MR. CARTER:

4 Q.   If that was cancelled back then, the charges are  
5 up to date as of now.

6 A.   Correct.

7 Q.   The reason why I couldn't get on CRP is because  
8 they said I made too much money. And then they tried  
9 to put me on a budget of \$277 a month. And they  
10 wanted me to pay this all year around, not just in the  
11 wintertime. They wanted me to pay this for 12 months.

12 A.   That wasn't ----.

13 Q.   They ----.

14                   JUDGE RAINEY:

15                   Okay. Let Ms. Coleman answer it. Ms.  
16 Coleman? Would you turn that off, Mr. Carter?

17                   MR. CARTER:

18                   Okay. I just turned it off. I didn't  
19 know it was on.

20 A.   That \$277.73 was your balance ----.

21 BY MR. CARTER:

22 Q.   When you was going to put me on ----.

23                   JUDGE RAINEY:

24                   Okay. Let her answer the question. And  
25 we're referring to PGW Exhibit Number Two, which is

1 the settlement letter previously referenced. Is that  
2 correct, Ms. Coleman?

3 A. Yes.

4 JUDGE RAINEY:

5 Okay.

6 A. This is account balance.

7 JUDGE RAINEY:

8 Now, it's my understanding, from Mr.  
9 Dasent's statement, that Mr. Carter's account  
10 presently is up to date?

11 A. Yes.

12 JUDGE RAINEY:

13 Okay. So does he currently have a  
14 balance or not on his account?

15 A. No, he's paid up to date.

16 JUDGE RAINEY:

17 He's paid up to date?

18 A. Yes.

19 JUDGE RAINEY:

20 He has a zero balance at this point?

21 A. Correct.

22 JUDGE RAINEY:

23 All right. So you have a zero balance at  
24 this point, Mr. Carter, but it's your belief that  
25 you're entitled to a refund; is that correct?

1                   MR. CARTER:

2                   Well, I know I'm not going to get a  
3 refund. I just don't want it to happen to me next  
4 year, this year that's coming up that I  
5 get ---. I'm not, basically, there and I'm getting  
6 \$300 and \$400 gas ---. I had a gas bill for \$460 that  
7 I don't even see on this chart.

8                   JUDGE RAINEY:

9                   Okay.

10                  ATTORNEY DASENT:

11                  If Your Honor please?

12                  JUDGE RAINEY:

13                  Yes.

14                  ATTORNEY DASENT:

15                  We're hopeful when the gas company gets  
16 the meter exchanged or tested and exchanged, it's  
17 going to get to the bottom of all of this and give him  
18 confidence and comfort that the bill he's getting is  
19 accurate because his meter has been tested and  
20 checked.

21                  JUDGE RAINEY:

22                  Okay.

23                  ATTORNEY DASENT:

24                  And at the bottom of all of this, we want  
25 you to feel comfortable with the bills. And you have

1 to think it's being read accurately. So understand  
2 that the bill is correct. And I think that's the  
3 problem more than anything.

4 JUDGE RAINEY:

5 Okay. Let's go off the record for a  
6 moment.

7 OFF RECORD DISCUSSION

8 JUDGE RAINEY:

9 Okay. We're back on the record. There  
10 was a brief exchange that took place off the record,  
11 in which I was trying to determine whether or not the  
12 meter testing or change that's proposed to be done ---

13 ATTORNEY DASENT:

14 Right.

15 JUDGE RAINEY:

16 --- would resolve this matter. But it  
17 doesn't sound to me that it will. I've asked Ms.  
18 Coleman to proceed in making the arrangements, and Mr.  
19 Carter has stated that he is available any Sunday.  
20 And that Ms. Coleman would be able to reach him in the  
21 mornings in order to advise him as to when PGW will be  
22 out at his property to do the test and do the  
23 exchange.

24 Let me ask you this, Ms. Coleman, with  
25 regard to this meter test and an exchange, is the

1 exchange part of what PGW does on a regular basis with  
2 regard to meters? And it's my understanding, from Mr.  
3 Carter's testimony, that this particular meter has  
4 been there at least since 1991. Is this a part of a  
5 regular meter exchange program that PGW is involved  
6 in?

7 A. Generally, we exchange the bad ones --- the  
8 license, about every ten years ---. We'll exchange  
9 the meters as a courtesy to give our customer some  
10 level of comfort and confidence in, you know, the  
11 meter. If they feel that everything has been  
12 exhausted, we will go in, test them and change the  
13 meter, to give them a sense of comfort.

14 JUDGE RAINEY:

15 Uh-huh (yes).

16 A. But, generally, the meters are there unless  
17 there's some big discrepancy and we feel it's  
18 necessary --- but we do exchange them, you know, at a  
19 customer's requests.

20 JUDGE RAINEY:

21 Okay. So this is more of a customer  
22 comfort level courtesy situation, ---

23 A. Yes.

24 JUDGE RAINEY:

25 --- as opposed to a normal rotation of

1 meter exchanges that PGW's involved in?

2 A. Right.

3 JUDGE RAINEY:

4 All right. Now, will PGW also provide  
5 him with information regarding the test of the  
6 existing meter?

7 A. Yes.

8 JUDGE RAINEY:

9 But you've indicated that you have no  
10 reason to believe, based on the company's records,  
11 that there's any problem with the existing meter, in  
12 terms of the accuracy of its reads?

13 A. Correct.

14 JUDGE RAINEY:

15 Mr. Carter, do you have any other  
16 questions for Ms. Coleman?

17 MR. CARTER:

18 No.

19 JUDGE RAINEY:

20 Okay. Mr. Dasent, do you?

21 ATTORNEY DASENT:

22 Nothing, Your Honor.

23 MR. CARTER:

24 I just wanted to ask you one thing. This  
25 page right here ---?

1                   JUDGE RAINEY:

2                   Okay. Why don't you direct that question  
3 to Ms. Coleman. And you're referring to what page?

4                   MR. CARTER:

5                   Page one of one.

6                   JUDGE RAINEY:

7                   Okay. Under payments, where it says  
8 payments?

9                   MR. CARTER:

10                  Yes, it says late pay charge. I've never  
11 been late.

12                  JUDGE RAINEY:

13                  Okay. Why don't you ask that question of  
14 Ms. Coleman. Ms. Coleman, do you have that page?

15 A. Yes.

16                  MR. CARTER:

17                  I've never been late.

18                  JUDGE RAINEY:

19                  Okay. Let her answer the question.

20 A. I would need to actually see, like, on the bills  
21 --- let's say your bill was due 7 --- well, I'll go to  
22 the 8/24/04 where it says you paid ---. Let's say you  
23 do 8/23 of 2004, and it was a day late, you're going  
24 to incur finance charges. But I can look into these  
25 periods where we did charge him late charges to

1 determine if we were accurate with the bills. We did  
2 receive payment on the bill due date and not after, so  
3 if that's the case, we can correct it.

4 JUDGE RAINEY:

5 Okay. Are you stating that there --- is  
6 there anything on any of the other documents included  
7 in PGW Exhibit Number One, which might indicate where  
8 a late payment was received?

9 OFF RECORD DISCUSSION

10 ATTORNEY DASENT:

11 LPC.

12 A. Oh, I'm sorry, LPC, late payment charge.

13 JUDGE RAINEY:

14 Okay.

15 A. Do you want to know ---?

16 JUDGE RAINEY:

17 Right, where ---.

18 A. I'm sorry. On page seven of nine, if you'll look  
19 to the date, ---

20 JUDGE RAINEY:

21 Yes.

22 A. --- 6 -- not 6 -- 8/5/2004, that was where a  
23 late payment charge incurred. If you want to go back  
24 to 2004, which that is one of the late payment  
25 charges. Another one would be 9/4/2004. If I may

1 skip ahead ---?

2 JUDGE RAINEY:

3 Yes, I think that he particularly  
4 questioned those.

5 A. Okay. July 18th of 2005, we waived \$73.90 in late  
6 payment charges.

7 JUDGE RAINEY:

8 I'm sorry, July ---?

9 A. Page eight of nine. I'm sorry.

10 JUDGE RAINEY:

11 Okay. And the date again?

12 A. That is July 18th, 2005.

13 JUDGE RAINEY:

14 Okay.

15 A. And, also, if you skip to page nine of nine, ---

16 JUDGE RAINEY:

17 Uh-huh (yes).

18 A. --- we waived late payment charges in the amount  
19 of \$4.16.

20 JUDGE RAINEY:

21 Okay. And that's January 10th --- okay.

22 Now, going back to page eight of nine --- July 18th,

23 2005, and you waived late payment charges in the

24 amount of \$73.90, do you know for what period of time

25 or what that represents in terms of the time period of

1 late payment charges that were waived?

2 A. I'm going to say that goes back to ---.

3 JUDGE RAINEY:

4 Would that have covered the period that  
5 Mr. Carter challenged, ---

6 A. Yes.

7 JUDGE RAINEY:

8 --- which was that period from April  
9 12th, 2005, May 16th, 2005, June 14th, 2005 and July  
10 12, 2005, if you look, again, under payments, page one  
11 of one, which is a part of PGW Exhibit Number One?

12 A. Yes.

13 JUDGE RAINEY:

14 Okay. So all of those charges were  
15 actually waived?

16 A. Correct.

17 JUDGE RAINEY:

18 Do you see that, Mr. Carter, those late  
19 payment charges that you referenced previously were  
20 all waived?

21 MR. CARTER:

22 Do you know why I asked you that, Your  
23 Honor, because I pay my bills as soon as I get them,  
24 and I date them two days before they're due. But I  
25 might send them in the beginning of the month. I

1 was just ---.

2 JUDGE RAINEY:

3 Okay. They just stated that they were  
4 waived. Ms. Coleman, do you know why they were  
5 waived?

6 A. More than likely, in the interest of good customer  
7 relations. If we see a customer is timely and, maybe,  
8 one or two months they've gone off track, then in the  
9 interest of good customer relations, we'll waive late  
10 payment charges.

11 JUDGE RAINEY:

12 All right. So those charges were waived,  
13 then, Mr. Carter. So you were not held responsible  
14 for payment of those charges; is that correct, Ms.  
15 Coleman?

16 A. Correct.

17 JUDGE RAINEY:

18 Okay. And if you had previously paid  
19 those charges, those charges were credited?

20 A. Correct. They would --- right.

21 JUDGE RAINEY:

22 Okay. Do you have any other questions,  
23 Mr. Carter, for Ms. Coleman?

24 MR. CARTER:

25 No.

1                   JUDGE RAINEY:

2                   All right. Did you have any Redirect,  
3 Mr. Dasent?

4                   ATTORNEY DASENT:

5                   No, Your Honor.

6                   JUDGE RAINEY:

7                   All right.

8                   ATTORNEY DASENT:

9                   I would like to move for the admission of  
10 our exhibits.

11                   JUDGE RAINEY:

12                   Okay. Mr. Carter, do you have any  
13 objection to the admission into evidence of PGW  
14 Exhibits One and Two? Mr. Carter?

15                   MR. CARTER:

16                   Yes.

17                   JUDGE RAINEY:

18                   Do you have any objections to the  
19 admission into evidence of PGW Exhibits One and Two?

20                   MR. CARTER:

21                   I'm just looking at One. I'm just --- is  
22 this from this year that just passed? This is from  
23 1998.

24                   JUDGE RAINEY:

25                   What are you looking at, Mr. Carter?

1                   MR. CARTER:

2                   Exhibit One and Exhibit Two.

3                   ATTORNEY DASENT:

4                   Exhibit One starts in '97 and goes to the  
5 present --- actually, '96 and goes to the present.

6                   MR. CARTER:

7                   Well, back then I never had a problem  
8 with bills. In 2005 ---.

9                   JUDGE RAINEY:

10                   Okay. And it includes 2005, up to date,  
11 Mr. Carter. I'm going to admit into evidence PGW  
12 Exhibits Numbers One and Two. Ms. Coleman will be in  
13 contact with you, then, Mr. Carter, with regard to the  
14 meter testing and the exchange. I will be rendering a  
15 written decision with regard to this case. And so  
16 that ---. I'm sorry. Ms. Coleman, you may stand  
17 down. And if there's nothing further from either  
18 party with regard to this case, then we will adjourn  
19 this hearing, and everyone is dismissed. Thank you  
20 very much.

21                   ATTORNEY DASENT:

22                   Thank you, Your Honor.

23                   JUDGE RAINEY:

24                   All right.

25                   MR. CARTER:

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Is that it?

JUDGE RAINEY:

That's it.

\* \* \* \* \*

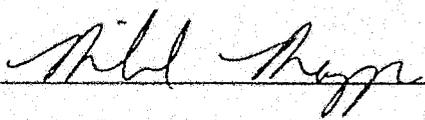
HEARING CONCLUDED AT 3:02 P.M.

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C E R T I F I C A T E

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

  
\_\_\_\_\_  
Court Reporter

HISTORY REQUEST REPORT FOR ACCOUNT # 3112022219 AND SA # 9961272648 AS OF 06/20/2006

Account #: 3112022219 | SA # 9961272648 | Bill Cycle: 03 | Rate Class: GS | Phone #: 3361166(215)

Name: CARTER, KEVIN | Address: 1430 S 19TH ST/PHILA, PA

Pay Agreement Indicator: N | Easyway Indicator: | CRP Status: S

Blocker Start Date: 20051006 | Blocker End Date: 20080403 | Meter #: 1453774

DOCUMENT FOLDER

Trans Date	Trans Type	Current Amt	Total Amt	Adjust Amt	Segment Start Date	Segment End Date	Read Code	End Read	Current Balance	Usage	Meter #
01/01/1996	CONVRC	(\$302.54)	\$560.32	\$560.32							
06/16/1997	PAY	(\$200.00)	(\$200.00)	\$0.00							
06/16/1997	CRPCR	\$0.00	(\$120.91)	(\$120.91)							
07/02/1997	CRPDB	\$0.00	\$168.00	\$168.00							
07/07/1997	BILL	\$27.07	\$27.07	\$0.00	06/04/1997	07/07/1997	R	1512	\$27.07	27	1453774
07/31/1997	BILL	\$17.67	\$17.67	\$0.00	07/07/1997	07/31/1997	R	1528	\$17.67	16	1453774
07/31/1997	CRPCR	\$0.00	(\$120.45)	(\$120.45)							
07/31/1997	PAY	(\$100.00)	(\$100.00)	\$0.00							
09/02/1997	BILL	\$21.09	\$21.09	\$0.00	07/31/1997	09/02/1997	R	1548	\$21.09	20	1453774
09/04/1997	PAY	(\$100.00)	(\$100.00)	\$0.00							
09/04/1997	CRPDB	\$0.00	\$14.99	\$14.99							
09/25/1997	CRPDB	\$0.00	\$38.93	\$38.93							
09/25/1997	PAY	(\$100.00)	(\$100.00)	\$0.00							
09/30/1997	BILL	\$19.39	\$19.39	\$0.00	09/02/1997	09/30/1997	R	1566	\$19.39	18	1453774
10/02/1997	CRPDB	\$0.00	\$15.00	\$15.00							
10/10/1997	CRPDB	\$0.00	\$93.24	\$93.24							
10/10/1997	PAY	(\$125.00)	(\$125.00)	\$0.00							
10/17/1997	CRPDB	\$0.00	\$46.61	\$46.61							
10/17/1997	PAY	(\$101.00)	(\$101.00)	\$0.00							
10/29/1997	BILL	\$62.12	\$62.12	\$0.00	09/30/1997	10/29/1997	R	1634	\$62.12	68	1453774
10/31/1997	CRPCR	\$0.00	(\$13.12)	(\$13.12)							
11/28/1997	BILL	\$159.56	\$159.56	\$0.00	10/29/1997	11/28/1997	R	1816	\$159.56	182	1453774
12/03/1997	CRPDB	\$0.00	\$31.00	\$31.00							
12/11/1997	PAY	(\$53.00)	(\$53.00)	\$0.00							
12/11/1997	CRPCR	\$0.00	(\$110.56)	(\$110.56)							
01/02/1998	BILL	\$226.23	\$226.23	\$0.00	11/28/1997	01/02/1998	R	2076	\$226.23	260	1453774
01/06/1998	CRPDB	\$0.00	\$31.00	\$31.00							
01/26/1998	PAY	(\$80.00)	(\$80.00)	\$0.00							

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 EXHIBIT  
 RGW-1  
 6-20-06  
 FENGD 800-631-6989

Account # 3112022219

SA # 9961272648

Bill Cycle: 03

Rate Class: GS

Phone #: 33611/6(215)

Name: CARTER, KEVIN

Address: 1430 S 19TH ST/PHILA,PA

Pay Agreement Indicator: N

Easyway Indicator:

CRP Status: S

Blocker Start Date: 20051006

Blocker End Date: 20080403

Meter #: 1453774

Trans Date	Trans Type	Current Amt	Total Amt	Adjust Amt	Segment Start Date	Segment End Date	Road Code	End Read	Current Balance	Usage	Meter #
01/26/1998	CRPCR	\$0.00	(\$177.23)	(\$177.23)	01/02/1998	02/02/1998	R	2280	\$178.36	204	1453774
02/02/1998	BILL	\$178.36	\$178.36	\$0.00							
02/05/1998	CRPDB	\$0.00	\$28.00	\$28.00							
02/26/1998	PAY	(\$77.00)	(\$77.00)	\$0.00							
02/26/1998	CRPCR	\$0.00	(\$129.36)	(\$129.36)							
02/27/1998	PAY	(\$101.00)	(\$101.00)	\$0.00							
03/05/1998	BILL	\$188.62	\$188.62	\$0.00	02/02/1998	03/05/1998	R	2496	\$188.62	216	1453774
03/09/1998	CRPDB	\$0.00	\$31.00	\$31.00							
03/23/1998	BOLHP	\$0.00	\$101.00	\$101.00							
04/02/1998	PAY	(\$80.00)	(\$80.00)	\$0.00							
04/02/1998	CRPCR	\$0.00	(\$139.62)	(\$139.62)							
04/03/1998	BILL	\$165.54	\$165.54	\$0.00	03/05/1998	04/03/1998	R	2685	\$165.54	189	1453774
04/07/1998	CRPDB	\$0.00	\$31.00	\$31.00							
04/27/1998	CRPCR	\$0.00	(\$116.54)	(\$116.54)							
04/27/1998	PAY	(\$80.00)	(\$80.00)	\$0.00							
05/05/1998	BILL	\$80.92	\$80.92	\$0.00	04/03/1998	05/05/1998	R	2775	\$80.92	90	1453774
05/06/1998	CRPDB	\$0.00	\$12.00	\$12.00							
05/28/1998	PAY	(\$61.00)	(\$61.00)	\$0.00							
05/28/1998	CRPCR	\$0.00	(\$31.92)	(\$31.92)							
06/03/1998	BILL	\$36.48	\$36.48	\$0.00	05/05/1998	06/03/1998	R	2813	\$36.48	38	1453774
06/05/1998	CRPDB	\$0.00	\$1.00	\$1.00							
07/06/1998	PAY	(\$50.00)	(\$50.00)	\$0.00							
07/06/1998	BILL	\$26.22	\$26.22	\$0.00	06/03/1998	07/06/1998	R	2839	\$26.22	26	1453774
07/06/1998	CRPDB	\$0.00	\$12.52	\$12.52							
07/23/1998	PAY	(\$49.00)	(\$49.00)	\$0.00							
07/23/1998	CRPDB	\$0.00	\$22.78	\$22.78							
08/04/1998	BILL	\$19.39	\$19.39	\$0.00	07/06/1998	08/04/1998	R	2857	\$19.39	18	1453774
08/25/1998	PAY	(\$49.00)	(\$49.00)	\$0.00							
08/25/1998	CRPDB	\$0.00	\$29.61	\$29.61							
08/31/1998	BILL	\$18.53	\$18.53	\$0.00	08/04/1998	08/31/1998	R	2874	\$18.53	17	1453774
09/24/1998	CRPDB	\$0.00	\$30.47	\$30.47							
09/24/1998	PAY	(\$49.00)	(\$49.00)	\$0.00							
10/01/1998	BILL	\$21.95	\$21.95	\$0.00	08/31/1998	10/01/1998	R	2895	\$21.95	21	1453774

Account #: 3112022219 SA #: 9961272646 Bill Cycle: 03 Rate Class: GS Phone #: 3351166(215)

Name: CARTER, KEVIN Address: 1430 S 19TH ST/PHILA, PA

Pay Agreement Indicator: N Easyway Indicator: CRP Status S

Blocker Start Date: 20051006 Blocker End Date: 20080403 Meter #: 1453774

Trans Date	Trans Type	Current Amt	Total Amt	Adjust Amt	Segment End Date	Read Code	End Road	Current Balance	Usage	Meter #
10/22/1998	CRPDB	\$0.00	\$27.05	\$27.05						
10/22/1998	PAY	(\$49.00)	(\$49.00)	\$0.00						
11/02/1998	CRPDB	\$0.00	\$29.00	\$29.00						
11/02/1998	BILL	\$75.80	\$75.80	\$0.00	10/01/1998	R	2979	\$75.80	84	1453774
11/25/1998	CRPCR	\$0.00	(\$26.80)	(\$26.80)						
11/25/1998	PAY	(\$78.00)	(\$78.00)	\$0.00						
12/01/1998	BILL	\$137.33	\$137.33	\$0.00	11/02/1998	R	3135	\$137.33	156	1453774
12/03/1998	CRPDB	\$0.00	\$31.00	\$31.00						
12/31/1998	GRPCR	\$0.00	(\$88.33)	(\$88.33)						
12/31/1998	PAY	(\$80.00)	(\$80.00)	\$0.00						
12/31/1998	BILL	\$238.20	\$238.20	\$0.00	12/01/1998	R	3409	\$238.20	274	1453774
01/06/1999	CRPDB	\$0.00	\$31.00	\$31.00						
01/19/1999	CRPCR	\$0.00	(\$189.20)	(\$189.20)						
01/19/1999	PAY	(\$80.00)	(\$80.00)	\$0.00						
02/03/1999	BILL	\$226.47	\$226.47	\$0.00	01/05/1999	R	3676	\$226.47	267	1453774
02/05/1999	CRPDB	\$0.00	\$31.00	\$31.00						
02/19/1999	CRPCR	\$0.00	(\$177.47)	(\$177.47)						
02/19/1999	PAY	(\$80.00)	(\$80.00)	\$0.00						
02/26/1999	BILL	\$179.64	\$179.64	\$0.00	02/03/1999	R	3892	\$179.64	216	1453774
03/01/1999	CRPDB	\$0.00	\$31.00	\$31.00						
03/27/1999	BILL	\$212.97	\$212.97	\$0.00	02/26/1999	R	4149	\$212.97	257	1453774
03/29/1999	CRPDB	\$0.00	\$31.00	\$31.00						
03/30/1999	CRPCR	\$0.00	(\$130.64)	(\$130.64)						
03/30/1999	PAY	(\$80.00)	(\$80.00)	\$0.00						
04/21/1999	BILL	\$99.95	\$99.95	\$0.00	03/27/1999	R	4267	\$99.95	116	1453774
04/23/1999	PAY	(\$80.00)	(\$80.00)	\$0.00						
04/23/1999	CRPCR	\$0.00	(\$163.97)	(\$163.97)						
04/26/1999	CRPDB	\$0.00	\$31.00	\$31.00						
05/28/1999	PAY	(\$80.00)	(\$80.00)	\$0.00						
05/28/1999	CRPCR	\$0.00	(\$50.95)	(\$50.95)						
05/28/1999	PAY	(\$80.00)	(\$80.00)	\$0.00						
05/28/1999	CRPCR	\$0.00	(\$50.95)	(\$50.95)						
06/02/1999	UNEARN	\$0.00	(\$20.04)	(\$20.04)						

Account #: 3112022219 SA #: 9961272648 Bill Cycle: 03 Rate Class: GS Phone #: 3361166(219)  
 Name: CARTER, KEVIN Address: 1430 S 19TH ST/PHILA,PA  
 Pay Agreement Indicator: N Easyway Indicator: CRP Status: S  
 Blocker Start Date: 20051006 Blocker End Date: 20080403 Meter #: 1453774

Tran Date	Tran Type	Current Amt	Total Amt	Adjust Amt	Segment Start Date	Segment End Date	Read Code	End Read	Current Balance	Usage	Meter #
06/02/1999	BILL	\$69.04	\$69.04	\$0.00	04/21/1999	06/02/1999	R	4347	\$69.04	80	1453774
06/03/1999	CRPDB	\$0.00	\$15.00	\$15.00							
07/07/1999	BILL	\$49.00	\$49.00	\$0.00	06/02/1999	07/07/1999	R	4369	\$0.00	22	1453774
07/07/1999	BILL	\$49.00	\$49.00	\$0.00	06/02/1999	07/07/1999	R	4369	\$113.00	22	1453774
07/09/1999	PAY	(\$64.00)	(\$64.00)	\$0.00							
07/09/1999	PAY	(\$64.00)	(\$64.00)	\$0.00							
08/03/1999	BILL	\$49.00	\$49.00	\$0.00	07/07/1999	08/03/1999	Y	4386	\$0.00	17	1453774
09/01/1999	BILL	\$49.00	\$49.00	\$0.00	08/03/1999	09/01/1999	R	4396	\$0.00	10	1453774
09/30/1999	CANB	(\$49.00)	(\$49.00)	\$0.00							
10/01/1999	BILL	\$49.00	\$49.00	\$0.00	09/01/1999	10/01/1999	R	4421	\$0.00	25	1453774
10/01/1999	PAY	(\$74.00)	(\$74.00)	\$0.00							
10/31/1999	CANP	\$64.00	\$64.00	\$0.00							
11/02/1999	BILL	\$77.03	\$77.03	\$0.00	10/31/1999	11/02/1999	R	4523	\$0.00	102	1453774
11/02/1999	BILL	\$77.03	\$77.03	\$0.00	10/01/1999	11/02/1999	R	4523	\$199.03	102	1453774
11/05/1999	CANB	(\$77.03)	(\$77.03)	\$0.00							
11/19/1999	PAY	(\$74.00)	(\$74.00)	\$0.00							
12/01/1999	BILL	\$80.25	\$80.25	\$0.00	11/02/1999	12/01/1999	R	4691	\$205.28	166	1453774
01/04/2000	BILL	\$80.25	\$80.25	\$0.00	12/01/1999	01/04/2000	R	4963	\$185.53	272	1453774
01/05/2000	PAY	(\$100.00)	(\$100.00)	\$0.00							
02/04/2000	BILL	\$80.25	\$80.25	\$0.00	01/04/2000	02/04/2000	R	5352	\$265.78	389	1453774
02/08/2000	PAY	(\$74.00)	(\$74.00)	\$0.00							
03/03/2000	PAY	(\$100.00)	(\$100.00)	\$0.00							
03/06/2000	BILL	\$78.17	\$78.17	\$0.00	02/04/2000	03/06/2000	R	5580	\$169.95	228	1453774
03/31/2000	PAY	(\$74.00)	(\$74.00)	\$0.00							
04/04/2000	BILL	\$80.25	\$80.25	\$0.00	03/06/2000	04/04/2000	R	5740	\$176.20	160	1453774
05/04/2000	BILL	\$80.25	\$80.25	\$0.00	04/04/2000	05/04/2000	R	5881	\$80.25	141	1453774
05/05/2000	PAY	(\$176.20)	(\$176.20)	\$0.00							
06/02/2000	BILL	\$53.75	\$53.75	\$0.00	05/04/2000	06/02/2000	R	5922	\$134.00	41	1453774
06/24/2000	PAY	(\$100.00)	(\$100.00)	\$0.00							
07/03/2000	BILL	\$49.00	\$49.00	\$0.00	06/02/2000	07/03/2000	R	5946	\$83.00	24	1453774
08/02/2000	BILL	\$49.00	\$49.00	\$0.00	07/03/2000	08/02/2000	R	5967	\$132.00	21	1453774
08/07/2000	PAY	(\$100.00)	(\$100.00)	\$0.00							
08/31/2000	BILL	\$50.43	\$50.43	\$0.00	08/02/2000	08/31/2000	R	5989	\$82.43	22	1453774

Account #: 317202219 SA # 9961272648 Bill Cycle: 03 Rate Class: GS Phone #: 3361166(215)

Name: CARTER, KEVIN Address: 1430 S 19TH ST/PHILA, PA

Pay Agreement Indicator: N Easyway Indicator: CRP Status: S

Blocker Start Date: 20051006 Blocker End Date: 20080403 Meter #: 1453774

Tran Date	Tran Type	Current Amt	Total Amt	Adjust Amt	Segment Start Date	Segment End Date	Read Code	End Read	Current Balance	Usage	Meter #
09/15/2000	PAY	(\$80.00)	(\$80.00)	\$0.00	09/15/2000	10/02/2000	R	6016	\$51.43	27	1453774
10/02/2000	BILL	\$49.00	\$49.00	\$0.00	10/02/2000	11/01/2000	R	6095	\$118.91	78	1453774
11/01/2000	BILL	\$65.48	\$65.48	\$0.00							
11/17/2000	PAY	(\$75.00)	(\$75.00)	\$0.00							
12/01/2000	BILL	\$80.25	\$80.25	\$0.00	11/01/2000	12/01/2000	R	6282	\$122.16	187	1453774
01/03/2001	BILL	\$80.25	\$80.25	\$0.00	12/01/2000	01/03/2001	R	8622	\$202.41	340	1453774
01/05/2001	PAY	(\$70.00)	(\$70.00)	\$0.00							
02/01/2001	BILL	\$80.25	\$80.25	\$0.00	01/03/2001	02/01/2001	R	6893	\$212.66	271	1453774
02/24/2001	PAY	(\$100.00)	(\$100.00)	\$0.00							
03/05/2001	BILL	\$80.25	\$80.25	\$0.00	02/01/2001	03/05/2001	R	7165	\$192.91	272	1453774
03/30/2001	PAY	(\$100.00)	(\$100.00)	\$0.00							
04/03/2001	BILL	\$80.25	\$80.25	\$0.00	03/05/2001	04/03/2001	R	7385	\$173.16	220	1453774
04/27/2001	PAY	(\$100.00)	(\$100.00)	\$0.00							
05/03/2001	BILL	\$73.62	\$73.62	\$0.00	04/03/2001	05/03/2001	R	7485	\$146.78	100	1453774
05/31/2001	PAY	(\$100.00)	(\$100.00)	\$0.00							
06/04/2001	BILL	\$49.00	\$49.00	\$0.00	05/03/2001	06/04/2001	R	7512	\$95.78	27	1453774
06/29/2001	PAY	(\$95.78)	(\$95.78)	\$0.00							
07/05/2001	BILL	\$49.00	\$49.00	\$0.00	06/04/2001	07/05/2001	R	7531	\$49.00	19	1453774
08/02/2001	PAY	(\$49.00)	(\$49.00)	\$0.00							
08/03/2001	BILL	\$49.00	\$49.00	\$0.00	07/05/2001	08/03/2001	R	7549	\$49.00	18	1453774
08/13/2001	PAY	(\$49.00)	(\$49.00)	\$0.00							
09/04/2001	BILL	\$49.00	\$49.00	\$0.00	08/03/2001	09/04/2001	R	7566	\$49.00	17	1453774
10/03/2001	BILL	\$49.00	\$49.00	\$0.00	09/04/2001	10/03/2001	R	7586	\$49.00	20	1453774
10/04/2001	PAY	(\$49.00)	(\$49.00)	\$0.00							
11/01/2001	BILL	\$75.19	\$75.19	\$0.00	10/03/2001	11/01/2001	R	7663	\$124.19	77	1453774
11/23/2001	PAY	(\$100.00)	(\$100.00)	\$0.00							
12/03/2001	BILL	\$80.25	\$80.25	\$0.00	11/01/2001	12/03/2001	R	7793	\$104.44	130	1453774
01/03/2002	BILL	\$80.25	\$80.25	\$0.00	12/03/2001	01/03/2002	R	8026	\$184.69	233	1453774
02/01/2002	BILL	\$80.25	\$80.25	\$0.00	01/03/2002	02/01/2002	R	8253	\$264.94	227	1453774
02/27/2002	PAY	(\$8.37)	(\$8.37)	\$0.00							
03/04/2002	BILL	\$80.25	\$80.25	\$0.00	02/01/2002	03/04/2002	R	8501	\$336.82	248	1453774
03/08/2002	PAY	(\$35.69)	(\$35.69)	\$0.00							
04/02/2002	PAY	(\$35.69)	(\$35.69)	\$0.00							

Account #: 3112022219

SA #: 9961272648

Bill Cycle: 03

Rate Class: GS

Phone #: 3361186(215)

Name: CARTER, KEVIN

Address: 1430 S 19TH ST/PHILA, PA

Easyway Indicator:

CRP Status: S

Blocker Start Date: 20051006

Blocker End Date: 20080403

Meter #: 1453774

Trans Date	Trans Type	Current Amt	Total Amt	Adjus Amt	Segment Start Date	Segment End Date	Read Code	End Read	Current Balance	Usage	Meter #
04/03/2002	BILL	\$80.25	\$80.25	\$0.00	03/04/2002	04/03/2002	R	8670	\$321.00	169	1453774
04/03/2002	GS91LF	(\$24.69)	(\$24.69)	(\$24.69)							
04/29/2002	PAY	(\$152.49)	(\$152.49)	\$0.00							
05/02/2002	BILL	\$49.00	\$49.00	\$0.00	04/03/2002	05/02/2002	R	8739	\$217.51	69	1453774
06/03/2002	BILL	\$49.00	\$49.00	\$0.00	05/02/2002	06/03/2002	R	8771	\$266.51	32	1453774
06/07/2002	PAY	(\$168.51)	(\$168.51)	\$0.00							
06/21/2002	PAY	(\$66.22)	(\$66.22)	\$0.00							
07/02/2002	BILL	\$49.00	\$49.00	\$0.00	06/03/2002	07/02/2002	R	8791	\$80.78	20	1453774
07/25/2002	PAY	(\$32.44)	(\$32.44)	\$0.00							
08/01/2002	BILL	\$49.69	\$49.69	\$0.00	07/02/2002	08/01/2002	R	8810	\$98.03	19	1453774
08/30/2002	BILL	\$50.39	\$50.39	\$0.00	08/01/2002	08/30/2002	R	8828	\$148.42	18	1453774
09/12/2002	PAY	(\$32.45)	(\$32.45)	\$0.00							
10/01/2002	BILL	\$50.29	\$50.29	\$0.00	08/30/2002	10/01/2002	R	8851	\$166.26	23	1453774
10/31/2002	BILL	\$80.25	\$80.25	\$0.00	10/01/2002	10/31/2002	R	8940	\$213.32	89	1453774
11/01/2002	PAY	(\$33.19)	(\$33.19)	\$0.00							
11/22/2002	PAY	(\$83.70)	(\$83.70)	\$0.00							
12/03/2002	BILL	\$80.25	\$80.25	\$0.00	10/31/2002	12/03/2002	R	9184	\$209.87	244	1453774
12/03/2002	BILL	\$80.25	\$80.25	\$0.00	10/31/2002	12/03/2002	R	9184	\$209.87	244	1453774
12/05/2002	CANB	(\$80.25)	(\$80.25)	\$0.00							
12/31/2002	WNA2&5	\$1.74	\$1.74	\$1.74							
01/03/2003	BILL	\$388.69	\$388.69	\$0.00	12/03/2002	01/03/2003	R	9525	\$600.30	341	1453774
01/15/2003	CRPFRZ	(\$600.30)	(\$600.30)	(\$600.30)							
02/03/2003	BILL	\$80.25	\$80.25	\$0.00	01/03/2003	02/03/2003	R	9899	\$78.51	374	1453774
02/04/2003	WNA2&5	(\$1.74)	(\$1.74)	(\$1.74)							
03/01/2003	PAY	(\$78.51)	(\$78.51)	\$0.00							
03/05/2003	BILL	\$80.25	\$80.25	\$0.00	02/03/2003	03/05/2003	R	319	\$80.25	420	1453774
03/31/2003	PAY	(\$80.25)	(\$80.25)	\$0.00							
04/03/2003	BILL	\$80.25	\$80.25	\$0.00	03/05/2003	04/03/2003	R	549	\$80.25	230	1453774
05/05/2003	BILL	\$80.25	\$80.25	\$0.00	04/03/2003	05/05/2003	R	707	\$80.25	158	1453774
05/06/2003	PAY	(\$80.25)	(\$80.25)	\$0.00							
06/03/2003	BILL	\$80.25	\$80.25	\$0.00	05/05/2003	06/03/2003	R	793	\$160.50	80	1453774
06/10/2003	PAY	(\$80.25)	(\$80.25)	\$0.00							
07/02/2003	BILL	\$63.94	\$63.94	\$0.00	06/03/2003	07/02/2003	R	831	\$144.19	38	1453774

Account #: 3112022219

SA #: 9961272648

Bill Cycle: 03

Rate Class: GS

Phone #: 3361169(215)

Name: CARTER, KEVIN

Address: 1430 S 19TH ST/PHILA, PA

Easyway Indicator:

CRP Status: S

Blocker Start Date: 20051006

Blocker End Date: 20080403

Meter #: 1453774

Trans Date	Trans Type	Current Amt.	Total Amt.	Adjust. Amt.	Segment Start Date	Segment End Date	Reb. Code	End Read	Current Balance	Usage	Meter #
07/28/2003	PAY	(\$80.25)	(\$80.25)	\$0.00							
07/29/2003	PAY	(\$63.25)	(\$63.25)	\$0.00	07/02/2003	08/01/2003	R	858	\$57.15	25	1453774
08/01/2003	BILL	\$56.46	\$56.46	\$0.00							
08/30/2003	CRPFRZ	\$104.56	\$104.56	\$104.56							
08/31/2003	CRPFRZ	(\$161.71)	(\$161.71)	(\$161.71)							
09/03/2003	BILL	\$60.19	\$60.19	\$0.00	08/01/2003	09/03/2003	R	878	\$60.19	22	1453774
09/19/2003	PAY	(\$60.19)	(\$60.19)	\$0.00							
10/02/2003	BILL	\$60.19	\$60.19	\$0.00	09/03/2003	10/02/2003	R	907	\$60.19	29	1453774
10/07/2003	CRPFRZ	\$154.22	\$154.22	\$154.22							
10/23/2003	CRPFRZ	(\$154.22)	(\$154.22)	(\$154.22)							
10/31/2003	BILL	\$60.19	\$60.19	\$0.00	10/02/2003	10/31/2003	R	1038	\$120.38	131	1453774
12/03/2003	BILL	\$60.19	\$60.19	\$0.00	10/31/2003	12/03/2003	R	1240	\$180.57	202	1453774
12/08/2003	PAY	(\$120.38)	(\$120.38)	\$0.00							
01/05/2004	BILL	\$60.19	\$60.19	\$0.00	12/03/2003	01/05/2004	R	1574	\$120.38	334	1453774
01/22/2004	PAY	(\$120.38)	(\$120.38)	\$0.00							
02/03/2004	BILL	\$60.19	\$60.19	\$0.00	01/05/2004	02/03/2004	R	1966	\$60.19	392	1453774
03/01/2004	PAY	(\$60.13)	(\$60.13)	\$0.00							
03/04/2004	BILL	\$60.19	\$60.19	\$0.00	02/03/2004	03/04/2004	R	2242	\$60.25	276	1453774
04/02/2004	BILL	\$60.19	\$60.19	\$0.00	03/04/2004	04/02/2004	R	2452	\$60.19	210	1453774
04/03/2004	PAY	(\$60.25)	(\$60.25)	\$0.00							
05/04/2004	BILL	\$60.19	\$60.19	\$0.00	04/02/2004	05/04/2004	R	2579	\$120.38	127	1453774
05/10/2004	PAY	(\$60.19)	(\$60.19)	\$0.00							
06/03/2004	BILL	\$60.19	\$60.19	\$0.00	05/04/2004	06/03/2004	R	2608	\$120.38	29	1453774
06/19/2004	PAY	(\$120.38)	(\$120.38)	\$0.00							
06/28/2004	CRPFRZ	\$122.73	\$122.73	\$122.73							
07/02/2004	BILL	\$45.51	\$45.51	\$0.00	06/03/2004	07/02/2004	R	2632	\$168.24	24	1453774
07/19/2004	PAY	(\$100.00)	(\$100.00)	\$0.00							
08/03/2004	BILL	\$49.70	\$49.70	\$0.00	07/02/2004	08/03/2004	R	2659	\$118.90	27	1453774
08/05/2004	LPC	\$1.02	\$1.02	\$1.02							
08/24/2004	PAY	(\$100.00)	(\$100.00)	\$0.00							
09/02/2004	BILL	\$45.54	\$45.54	\$0.00	08/03/2004	09/02/2004	R	2683	\$64.78	24	1453774
09/04/2004	LPC	\$0.28	\$0.28	\$0.28							
09/22/2004	PAY	(\$118.96)	(\$118.96)	\$0.00							

Account # 311202219 SA # 9961272648 Bill Cycle: 03 Rate Class: GS Phone #: 3361166,215

Name: CARTER, KEVIN Address: 1430 S 19TH ST/PHILA, PA

Pay Agreement Indicator: N Easyway Indicator: CRP Status: S

Blecker Start Date: 20051008 Blocker End Date: 20080403 Meter #: 1453774

Tran Date	Tran Type	Current Amt	Total Amt	Adjust Amt	Segment Start Date	Segment End Date	Read Code	End Read	Current Balance	Usage	Meter #
10/04/2004	BILL	\$50.07	\$50.07	\$0.00	09/02/2004	10/04/2004	R	2710	(\$4.11)	27	1453774
11/02/2004	BILL	\$157.37	\$157.37	\$0.00	10/04/2004	11/02/2004	R	2814	\$153.28	104	1453774
12/01/2004	PAY	(\$153.26)	(\$153.26)	\$0.00							
12/02/2004	BILL	\$272.48	\$272.48	\$0.00	11/02/2004	12/02/2004	R	2995	\$272.48	161	1453774
01/04/2005	BILL	\$459.99	\$459.99	\$0.00	12/02/2004	01/04/2005	R	3276	\$736.55	281	1453774
01/05/2005	LPC	\$4.08	\$4.08	\$4.08							
01/25/2005	PAY	(\$460.00)	(\$460.00)	\$0.00							
02/02/2005	BILL	\$481.58	\$481.58	\$0.00	01/04/2005	02/02/2005	R	3580	\$762.27	304	1453774
02/03/2005	LPC	\$4.14	\$4.14	\$4.14							
03/01/2005	PAY	(\$123.00)	(\$123.00)	\$0.00							
03/03/2005	BILL	\$432.68	\$432.68	\$0.00	02/02/2005	03/03/2005	R	3850	\$1,081.53	270	1453774
03/04/2005	LPC	\$9.58	\$9.58	\$9.58							
03/17/2005	PAY	(\$123.00)	(\$123.00)	\$0.00							
04/04/2005	BILL	\$331.84	\$331.84	\$0.00	03/03/2005	04/04/2005	R	4087	\$1,304.74	237	1453774
04/05/2005	LPC	\$14.37	\$14.37	\$14.37							
04/12/2005	PAY	(\$305.00)	(\$305.00)	\$0.00							
05/03/2005	BILL	\$145.52	\$145.52	\$0.00	04/04/2005	05/03/2005	R	4180	\$1,160.25	93	1453774
05/04/2005	LPC	\$14.99	\$14.99	\$14.99							
05/16/2005	PAY	(\$200.00)	(\$200.00)	\$0.00							
06/02/2005	BILL	\$68.48	\$68.48	\$0.00	05/03/2005	06/02/2005	R	4222	\$1,043.13	42	1453774
06/03/2005	LPC	\$14.40	\$14.40	\$14.40							
06/14/2005	PAY	(\$220.00)	(\$220.00)	\$0.00							
07/01/2005	BILL	\$42.14	\$42.14	\$0.00	06/02/2005	07/01/2005	R	4242	\$877.61	20	1453774
07/05/2005	LPC	\$12.34	\$12.34	\$12.34							
07/12/2005	PAY	(\$215.61)	(\$215.61)	\$0.00							
07/16/2005	LPCWVE	(\$73.90)	(\$73.90)	(\$73.90)							
07/16/2005	XFER	(\$588.10)	(\$588.10)	(\$588.10)							
08/03/2005	BILL	\$45.15	\$45.15	\$0.00	07/01/2005	08/03/2005	R	4284	\$45.15	22	1453774
08/12/2005	PAY	(\$45.15)	(\$45.15)	\$0.00							
08/29/2005	XFER	\$80.00	\$80.00	\$80.00							
08/29/2005	XFER	\$508.10	\$508.10	\$508.10							
09/02/2005	BILL	\$42.24	\$42.24	\$0.00	08/03/2005	09/02/2005	R	4284	\$630.34	20	1453774
09/26/2005	PAY	(\$130.00)	(\$130.00)	\$0.00							

Account #: 3112022219 SA #: 9961272648 Bill Cycle: 03 Rate Class: GS Phone #: 3361166(215)

Name: CARTER, KEVIN Address: 1430 S 19TH ST/PHILA, PA

Pay Agreement Indicator: N Easyway Indicator: CRP Status: S

Blocker Start Date: 20051006 Blocker End Date: 20080403 Meter #: 1453774

Tran Date	Tran Type	Current Amt	Total Amt	Adjust Amt	Segment Start Date	Segment End Date	Read Code	End Read	Current Balance	Usage	Meter #
10/04/2005	BILL	\$50.26	\$50.26	\$0.00	09/02/2005	10/04/2005	R	4308	\$550.60	24	1453774
10/17/2005	PAY	(\$200.00)	(\$200.00)	\$0.00							
11/02/2005	BILL	\$109.94	\$109.94	\$0.00	10/04/2005	11/02/2005	R	4359	\$465.78	51	1453774
11/03/2005	LPC	\$5.25	\$5.25	\$5.25							
11/15/2005	PAY	(\$165.79)	(\$165.79)	\$0.00							
12/05/2005	BILL	\$173.23	\$173.23	\$0.00	11/02/2005	12/05/2005	R	4442	\$477.73	83	1453774
12/06/2005	LPC	\$4.50	\$4.50	\$4.50							
12/20/2005	PAY	(\$200.00)	(\$200.00)	\$0.00							
01/05/2006	BILL	\$360.93	\$360.93	\$0.00	12/05/2005	01/05/2006	R	4624	\$642.82	182	1453774
01/06/2006	LPC	\$4.16	\$4.16	\$4.16							
01/10/2006	ALLOWS	(\$117.73)	(\$117.73)	(\$117.73)							
01/10/2006	LPCWVE	(\$4.16)	(\$4.16)	(\$4.16)							
01/27/2006	PAY	(\$400.93)	(\$400.93)	\$0.00							
02/06/2006	BILL	\$341.36	\$341.36	\$0.00	01/05/2006	02/06/2006	R	4783	\$461.36	159	1453774
02/28/2006	PAY	(\$381.36)	(\$381.36)	\$0.00							
03/07/2006	BILL	\$379.57	\$379.57	\$0.00	02/06/2006	03/07/2006	R	4977	\$459.57	194	1453774
03/27/2006	PAY	(\$461.36)	(\$461.36)	\$0.00							
04/05/2006	BILL	\$247.36	\$247.36	\$0.00	03/07/2006	04/05/2006	R	5086	\$245.57	119	1453774
04/25/2006	PAY	(\$245.57)	(\$245.57)	\$0.00							
05/05/2006	BILL	\$73.77	\$73.77	\$0.00	04/05/2006	05/05/2006	R	5127	\$73.77	31	1453774
05/17/2006	PAY	(\$73.77)	(\$73.77)	\$0.00							
08/06/2006	BILL	\$63.68	\$63.68	\$0.00	05/05/2006	06/06/2006	R	5154	\$63.68	27	1453774
06/19/2006	PAY	(\$63.68)	(\$63.68)	\$0.00							

**BILLS FROM 06/20/2004 TO 06/20/2006**

Account #: 3112022219 Customer Name: CARTER, KEVIN  
 Customer Address: 1430 S 19TH ST/PHILA, PA Bill Cycle: 03

**BILLS**

Service Agreement ID	Meter #	Bill Start Date	Bill End Date	Bill Due Date	Meter Read Start	Meter Read End	Usage (CCF)	Read Code	Bill Amount	Bill Cancelled	Closing Bill	CRP Monthly Amount	Eway Current Month	Eway Curr Amt	Days
9961272648	1453774	05/05/2006	06/06/2006	06/30/2006	5127	5154	27	Regular	\$63.68	No	No	\$60.19	0	\$0.00	32
9961272648	1453774	04/05/2006	05/05/2006	06/01/2006	5096	5127	31	Regular	\$73.77	No	No	\$60.19	0	\$0.00	30
9961272648	1453774	03/07/2006	04/05/2006	05/03/2006	4977	5096	119	Regular	\$247.36	No	No	\$60.19	0	\$0.00	29
9961272648	1453774	02/06/2006	03/07/2006	03/31/2006	4783	4977	194	Regular	\$379.57	No	No	\$60.19	0	\$0.00	29
9961272648	1453774	01/05/2006	02/06/2006	03/03/2006	4624	4783	159	Regular	\$341.36	No	No	\$60.19	0	\$0.00	32
9961272648	1453774	12/05/2005	01/05/2006	01/31/2006	4442	4624	182	Regular	\$360.93	No	No	\$60.19	0	\$0.00	31
9961272648	1453774	11/02/2005	12/05/2005	01/02/2006	4359	4442	83	Regular	\$173.23	No	No	\$60.19	0	\$0.00	33
9961272648	1453774	10/04/2005	11/02/2005	11/30/2005	4308	4359	51	Regular	\$109.94	No	No	\$60.19	0	\$0.00	29
9961272648	1453774	09/02/2005	10/04/2005	10/28/2005	4284	4308	24	Regular	\$50.26	No	No	\$60.19	2	\$215.00	32
9961272648	1453774	08/03/2005	09/02/2005	09/29/2005	4264	4284	20	Regular	\$42.24	No	No	\$60.19	1	\$215.00	30
9961272648	1453774	07/01/2005	08/03/2005	08/29/2005	4242	4264	22	Regular	\$45.15	No	No	\$60.19	0	\$0.00	33
9961272648	1453774	06/02/2005	07/01/2005	07/28/2005	4222	4242	20	Regular	\$42.14	No	No	\$60.19	0	\$0.00	29
9961272648	1453774	05/03/2005	06/02/2005	06/28/2005	4180	4222	42	Regular	\$68.48	No	No	\$60.19	0	\$0.00	30
9961272648	1453774	04/04/2005	05/03/2005	05/27/2005	4087	4180	93	Regular	\$145.52	No	No	\$60.19	0	\$0.00	29
9961272648	1453774	03/03/2005	04/04/2005	04/28/2005	3650	4087	237	Regular	\$331.84	No	No	\$60.19	0	\$0.00	37
9961272648	1453774	02/02/2005	03/03/2005	03/30/2005	3580	3650	270	Regular	\$432.68	No	No	\$60.19	0	\$0.00	29
9961272648	1453774	01/04/2005	02/02/2005	03/02/2005	3276	3580	304	Regular	\$481.58	No	No	\$60.19	0	\$0.00	29
9961272648	1453774	12/02/2004	01/04/2005	01/31/2005	2995	3276	281	Regular	\$459.99	No	No	\$60.19	0	\$0.00	33
9961272648	1453774	11/02/2004	12/02/2004	12/30/2004	2814	2995	181	Regular	\$272.48	No	No	\$60.19	0	\$0.00	30
9961272648	1453774	10/04/2004	11/02/2004	12/01/2004	2710	2814	104	Regular	\$167.37	No	No	\$60.19	0	\$0.00	29
9961272648	1453774	09/02/2004	10/04/2004	10/29/2004	2683	2710	27	Regular	\$50.07	No	No	\$60.19	0	\$0.00	32
9961272648	1453774	08/03/2004	09/02/2004	09/29/2004	2659	2683	24	Regular	\$45.54	No	No	\$60.19	0	\$0.00	30
9961272648	1453774	07/02/2004	08/03/2004	08/30/2004	2632	2659	27	Regular	\$49.70	No	No	\$60.19	0	\$0.00	32
9961272648	1453774	06/03/2004	07/02/2004	07/30/2004	2608	2632	24	Regular	\$45.51	No	No	\$60.19	0	\$0.00	29

**PAYMENTS FROM 06/20/2004 TO 06/20/2006**

Account #: 3112022219

Customer Name: CARTER, KEVIN

Customer Address: 1430 S 19TH ST/PHILA,PA

Bill Cycle: 03

**PAYMENTS**

Service Agreement ID	Pay Amount	Pay Date	Pay Status	Late Pay Charge	Utility Type	Grant Type	Pay Source Code
9961272648	\$63.68	06/19/2006	F	\$0.00	G		REM
9961272648	\$73.77	05/17/2006	F	\$0.00	G		REM
9961272648	\$245.57	04/25/2006	F	\$0.00	G		REM
9961272648	\$461.36	03/27/2006	F	\$0.00	G		REM
9961272648	\$381.36	02/28/2006	F	\$0.00	G		REM
9961272648	\$400.93	01/27/2006	F	\$0.00	G		REM
9961272648	\$200.00	12/20/2005	F	\$4.50	G		REM
9961272648	\$185.79	11/15/2005	F	\$5.25	G		REM
9961272648	\$200.00	10/17/2005	F	\$0.00	G		REM
9961272648	\$130.00	09/26/2005	F	\$0.00	G		PPC
9961272648	\$45.15	08/12/2005	F	\$0.00	G		REM
9961272648	\$215.61	07/12/2005	F	\$12.34	G		REM
9961272648	\$220.00	06/14/2005	F	\$14.40	G		REM
9961272648	\$200.00	05/16/2005	F	\$14.99	G		REM
9961272648	\$305.00	04/12/2005	F	\$14.37	G		REM
9961272648	\$123.00	03/17/2005	F	\$9.58	G		REM
9961272648	\$123.00	03/01/2005	F	\$4.14	G		PPC
9961272648	\$460.00	01/25/2005	F	\$4.08	G		REM
9961272648	\$153.26	12/01/2004	F	\$0.00	G		PPC
9961272648	\$118.96	09/22/2004	F	\$0.28	G		REM
9961272648	\$100.00	08/24/2004	F	\$1.02	G		REM
9961272648	\$100.00	07/19/2004	F	\$0.00	G		REM

TRANSACTIONS FROM 06/20/2004 TO 06/20/2006

Account #: 3112022219

Customer Name: CARTER, KEVIN

Customer Address: 1430 S 19TH ST/PHILA,PA

Bill Cycle: 03

**TRANSACTIONS**

Service Agreement ID	SA Type	Type of Trans	Transaction Date	Transaction Cancelled	Transaction Adjusted Amt.	Total Amount	Current Amount
9961272648	G2-GS	PAY	06/19/2006	No	\$0.00	(\$63.68)	(\$63.68)
9961272648	G2-GS	BILL	06/06/2006	No	\$0.00	\$63.68	\$63.68
9961272648	G2-GS	PAY	05/17/2006	No	\$0.00	(\$73.77)	(\$73.77)
9961272648	G2-GS	BILL	05/05/2006	No	\$0.00	\$73.77	\$73.77
9961272648	G2-GS	PAY	04/25/2006	No	\$0.00	(\$245.57)	(\$245.57)
9961272648	G2-GS	BILL	04/05/2006	No	\$0.00	\$247.36	\$247.36
9961272648	G2-GS	PAY	03/27/2006	No	\$0.00	(\$461.36)	(\$461.36)
9961272648	G2-GS	BILL	03/07/2006	No	\$0.00	\$379.57	\$379.57
9961272648	G2-GS	PAY	02/28/2006	No	\$0.00	(\$381.36)	(\$381.36)
9961272648	G2-GS	BILL	02/06/2006	No	\$0.00	\$341.36	\$341.36
9961272648	G2-GS	PAY	01/27/2006	No	\$0.00	(\$400.93)	(\$400.93)
9961272648	G2-GS	ALLOWS	01/10/2006	No	(\$117.73)	(\$117.73)	(\$117.73)
9961272648	G2-GS	LPCWVE	01/10/2006	No	(\$4.16)	(\$4.16)	(\$4.16)
9961272648	G2-GS	LPC	01/06/2006	No	\$4.16	\$4.16	\$4.16
9961272648	G2-GS	BILL	01/05/2006	No	\$0.00	\$360.93	\$360.93
9961272648	G2-GS	PAY	12/20/2005	No	\$0.00	(\$200.00)	(\$200.00)
9961272648	G2-GS	LPC	12/06/2005	No	\$4.50	\$4.50	\$4.50
9961272648	G2-GS	BILL	12/05/2005	No	\$0.00	\$173.23	\$173.23
9961272648	G2-GS	PAY	11/15/2005	No	\$0.00	(\$165.79)	(\$165.79)
9961272648	G2-GS	LPC	11/03/2005	No	\$5.25	\$5.25	\$5.25
9961272648	G2-GS	BILL	11/02/2005	No	\$0.00	\$109.94	\$109.94
9961272648	G2-GS	PAY	10/17/2005	No	\$0.00	(\$200.00)	(\$200.00)
9961272648	G2-GS	BILL	10/04/2005	No	\$0.00	\$50.26	\$50.26
9961272648	G2-GS	PAY	09/26/2005	No	\$0.00	(\$130.00)	(\$130.00)
9961272648	G2-GS	BILL	09/02/2005	No	\$0.00	\$42.24	\$42.24
9961272648	G2-GS	XFER	08/29/2005	No	\$80.00	\$80.00	\$80.00
9961272648	G2-GS	XFER	08/29/2005	No	\$508.10	\$508.10	\$508.10
9961272648	G2-GS	PAY	08/12/2005	No	\$0.00	(\$45.15)	(\$45.15)
9961272648	G2-GS	BILL	08/03/2005	No	\$0.00	\$45.15	\$45.15
9961272648	G2-GS	XFER	07/18/2005	No	(\$588.10)	(\$588.10)	(\$588.10)
9961272648	G2-GS	LPCWVE	07/18/2005	No	(\$73.90)	(\$73.90)	(\$73.90)
9961272648	G2-GS	PAY	07/12/2005	No	\$0.00	(\$215.61)	(\$215.61)
9961272648	G2-GS	LPC	07/05/2005	No	\$12.34	\$12.34	\$12.34
9961272648	G2-GS	BILL	07/01/2005	No	\$0.00	\$42.14	\$42.14
9961272648	G2-GS	PAY	06/14/2005	No	\$0.00	(\$220.00)	(\$220.00)
9961272648	G2-GS	LPC	06/03/2005	No	\$14.40	\$14.40	\$14.40
9961272648	G2-GS	BILL	06/02/2005	No	\$0.00	\$68.48	\$68.48
9961272648	G2-GS	PAY	05/16/2005	No	\$0.00	(\$200.00)	(\$200.00)
9961272648	G2-GS	LPC	05/04/2005	No	\$14.99	\$14.99	\$14.99
9961272648	G2-GS	BILL	05/03/2005	No	\$0.00	\$145.52	\$145.52
9961272648	G2-GS	PAY	04/12/2005	No	\$0.00	(\$305.00)	(\$305.00)
9961272648	G2-GS	LPC	04/05/2005	No	\$14.37	\$14.37	\$14.37
9961272648	G2-GS	BILL	04/04/2005	No	\$0.00	\$331.84	\$331.84
9961272648	G2-GS	PAY	03/17/2005	No	\$0.00	(\$123.00)	(\$123.00)
9961272648	G2-GS	LPC	03/04/2005	No	\$9.58	\$9.58	\$9.58
9961272648	G2-GS	BILL	03/03/2005	No	\$0.00	\$432.68	\$432.68
9961272648	G2-GS	PAY	03/01/2005	No	\$0.00	(\$123.00)	(\$123.00)
9961272648	G2-GS	LPC	02/03/2005	No	\$4.14	\$4.14	\$4.14

**TRANSACTIONS FROM 06/20/2004 TO 06/20/2006**

Account #: 3112022219

Customer Name: CARTER, KEVIN

Customer Address: 1430 S 19TH ST/PHILA,PA

Bill Cycle: 03

**TRANSACTIONS**

Service Agreement ID	SA Type	Type of Trans	Transaction Date	Transaction Cancelled	Transaction Adjusted Amt.	Total Amount	Current Amount
9961272648	G2-GS	BILL	02/02/2005	No	\$0.00	\$481.58	\$481.58
9961272648	G2-GS	PAY	01/25/2005	No	\$0.00	(\$460.00)	(\$460.00)
9961272648	G2-GS	LPC	01/05/2005	No	\$4.08	\$4.08	\$4.08
9961272648	G2-GS	BILL	01/04/2005	No	\$0.00	\$459.99	\$459.99
9961272648	G2-GS	BILL	12/02/2004	No	\$0.00	\$272.48	\$272.48
9961272648	G2-GS	PAY	12/01/2004	No	\$0.00	(\$153.26)	(\$153.26)
9961272648	G2-GS	BILL	11/02/2004	No	\$0.00	\$157.37	\$157.37
9961272648	G2-GS	BILL	10/04/2004	No	\$0.00	\$50.07	\$50.07
9961272648	G2-GS	PAY	09/22/2004	No	\$0.00	(\$118.96)	(\$118.96)
9961272648	G2-GS	LPC	09/04/2004	No	\$0.28	\$0.28	\$0.28
9961272648	G2-GS	BILL	09/02/2004	No	\$0.00	\$45.54	\$45.54
9961272648	G2-GS	PAY	08/24/2004	No	\$0.00	(\$100.00)	(\$100.00)
9961272648	G2-GS	LPC	08/05/2004	No	\$1.02	\$1.02	\$1.02
9961272648	G2-GS	BILL	08/03/2004	No	\$0.00	\$49.70	\$49.70
9961272648	G2-GS	PAY	07/19/2004	No	\$0.00	(\$100.00)	(\$100.00)
9961272648	G2-GS	BILL	07/02/2004	No	\$0.00	\$45.51	\$45.51
9961272648	G2-GS	CRPFRZ	06/28/2004	No	\$122.73	\$122.73	\$122.73
					<b>\$16.05</b>	<b>\$0.00</b>	<b>\$0.00</b>

**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

January 4, 2006

Mr. Kevin Carter  
1430 S. 19<sup>th</sup> Street  
Philadelphia, PA 19146

**RE: Kevin Carter v. PGW, Docket No. C-20055382**

**DOCUMENT  
FOLDER**

Dear Mr. Carter:

Pursuant to our settlement conference held on January 3, 2006 with Jennifer Raksnis, Customer Review Officer – PGW, this letter confirms the terms of the settlement of the above captioned matter.

In the interest of good customer relations and in complete settlement of all issues in this matter, you have discussed your concerns and options with your account. The parties acknowledge and agree to the following:

1. Your PGW account balance for gas service to Account No. 3112022219, was, as of December 20, 2005 is \$277.73. This includes the payment of \$200 received on December 20, 2005.
2. In the interest of good customer relations PGW will credit your account in the amount of \$117.73 resulting in a remaining balance of \$160.
3. You have entered into a new payment arrangement consisting of the prompt payment of your current bill plus \$40 until paid in full (4 months).
4. PGW will make arrangement to have the meter in your service address replaced at no charge.
5. You have indicated that you are satisfied with the treatment of your account and payment arrangement and no longer wish to pursue the above captioned matter.

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

Sincerely,

A handwritten signature in black ink, appearing to read "Laureto Farinas", is written over a large, stylized flourish that extends to the left and loops back under the signature.

Laureto Farinas, Senior Attorney

C200606031

cc: Jennifer Raksnis

EXHIBIT  
PGW-2  
6-20-06

PERCLO 800-631-6980

**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

January 4, 2006

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

RE: Kevin Carter v. PGW, Docket No. C – 20055382

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 on the record of this proceeding that he is satisfied with the resolution of this complaint.

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

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

Sincerely,

A handwritten signature in black ink, appearing to read "Laureto Farinas", is written over a large, stylized, looping flourish that extends across the width of the signature area.

Laureto Farinas

cc: Kevin Carter  
Administrative Law Judge Marlane R. Chestnut (via FAX)  
Chene Pyle, Hearing Scheduler (via FAX)  
Jennifer Rasknis  
Linda Pereira  
Anne Marie Cromley