

ORIGINAL

COMMONWEALTH OF PENNSYLVANIA
PUBLIC UTILITY COMMISSION

1

Calvin Millwood vs. :Z-01437022
Philadelphia Gas Works.
Billing/service dispute. Initial Hearing.

Pages 1 through 46

Hearing Room Two
State Office Building
Philadelphia, Pennsylvania

Monday, November 22, 2004

Met, pursuant to notice, at 2:00 p.m.

BEFORE:

Cynthia Williams Fordham, Administrative Law Judge

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P R O C E E D I N G S

ADMINISTRATIVE LAW JUDGE CYNTHIA WILLIAMS FORDHAM:

Good afternoon. I am Administrative Law Judge Cynthia Williams Fordham. This is the time and place for a hearing in the matter of Calvin Millwood versus Philadelphia Gas Works at Docket Z-01437022. I note for the record the appearance of Calvin Millwood, the Complainant, pro se and Laureto Farinas, Esquire for Philadelphia Gas Works. Let me give you a brief description of the history so far.

On September 25th, 2003 Mr. Millwood filed a formal complaint with the Commission against the Philadelphia Gas Works alleging that he had received a shut-off notice from Respondent in August of 2003; that the Respondent stated that the Complainant owed \$2,000 for non-payment of services; that when he called the Respondent he was told that he had not paid a bill in two years; that the Respondent engaged in negligent conduct; and that the Complainant could have paid his bills on time or reduced his consumption if he had received monthly bills.

The Complainant requested that he be absolved of the debt, that Respondent change its policy of not contacting customers after three months of non-payment and that the Commission require Respondent to acknowledge that its policy of allowing service to continue for two years without payment is a negligent practice.

1 At that time Respondent did not file an answer
2 because it reached a settlement with the Complainant prior to
3 the deadline for filing an answer. The Respondent submitted
4 a Certificate of Satisfaction dated October 24th, 2003.

5 By hearing notice dated July 22, 2004 a telephonic
6 hearing was scheduled to be held on Monday, September 13th,
7 2004. The hearing was cancelled because it was noted that the
8 Certificate of Satisfaction had been filed by the Respondent.

9 Based on the Complainant's faxed letters on August
10 27, 2004, and September nine, 2004, and conversations with the
11 Respondent about the Certificate of Satisfaction, the Presiding
12 Officer issued an order, dated September 10th, 2004, instructing
13 the Respondent to file an answer within 20 days of the date of
14 the order and ordering that the hearing be scheduled in this
15 matter.

16 The September ninth, 2004 letter was considered an
17 objection to the Certificate of Satisfaction. In said letter
18 the Complainant noted that this would be his second winter
19 without PGW.

20 In addition, he requested that the Commission
21 determine that this was a bad debt and order the Respondent to
22 stop further collections and remove the account from all of its
23 affiliated collection agencies. Then an initial in-person
24 hearing was scheduled in this matter by hearing notice dated
25 September 15, 2004.

1 I would note that I did ask Mr. Farinas whether
2 or not an answer had been filed in this matter. He did give
3 Me an answer. This is dated November 17th of 2004. Therefore,
4 that is probably the reason that I have not received a copy of
5 it.

6 The procedure for today is first Mr. Millwood will
7 testify, and if he has any exhibits to present he can present
8 his exhibits during his testimony. After his direct testimony
9 Mr. Farinas will have the opportunity to cross-examine him.
10 After Mr. Millwood has completed his testimony then Mr. Farinas
11 will present his witness. After direct testimony Mr. Millwood
12 will have the opportunity to cross-examine the witness. Any
13 questions that I ask are designed to make sure that the record
14 in this case is complete.

15 After today's hearing I will review the transcript,
16 which is being generated, and any exhibits that are entered into
17 evidence, and write a decision, which will be issued from the
18 Harrisburg office. If either party objects to my decision, you
19 can file exceptions and the full Commission will review them.
20 If no exceptions are filed and my decision is not reviewed, then
21 it will become final by operation of law.

22 Are there any questions before we begin? Hearing
23 none, Mr. Millwood, are you ready to proceed?

24 MR. MILLWOOD: Yes.

25 JUDGE FORDHAM: You may take the stand.

1 CALVIN MILLWOOD,
2 having been duly sworn, testified as follows:

3 DIRECT TESTIMONY

4 JUDGE FORDHAM: You may be seated. Would you
5 state your name and address for the record please?

6 THE WITNESS: Calvin Millwood, 6514 North 7th
7 Street, third floor.

8 JUDGE FORDHAM: City and state?

9 THE WITNESS: Philadelphia, PA 19126.

10 JUDGE FORDHAM: Thank you. Would you spell your
11 last name for the record?

12 THE WITNESS: Millwood, M-I-L-L-W-O-O-D.

13 JUDGE FORDHAM: Now Mr. Millwood, how long have
14 you resided at this location?

15 THE WITNESS: Exact time, probably about four
16 years.

17 JUDGE FORDHAM: Did you establish an account with
18 PGW when you first got there?

19 THE WITNESS: It seems like I must have. I
20 kind of remember I went to the Cheltenham office during this
21 transition when I moved there. I remember doing all of these
22 switches. However, for some strange reason I just totally
23 forgot all about it. It was during that transition, I don't
24 know how it slipped up, but it seems like it has to do with
25 renting and what is covered by the landlord.

1 JUDGE FORDHAM: Okay.

2 MR. MILLWOOD: Constantly having hot water
3 included, and then when I notified the landlord about not having
4 any heat and she was saying, well, hey, it's running. I never
5 honestly just, you know, didn't remember that PGW for that
6 premises was in my name.

7 JUDGE FORDHAM: Now what do you have in your
8 apartment that is gas?

9 MR. MILLWOOD: The only thing I learned that is
10 connected to PGW is a gas heater.

11 JUDGE FORDHAM: So the hot water heater isn't
12 gas?

13 MR. MILLWOOD: It's gas, but it's not included,
14 it's not attached to this account.

15 JUDGE FORDHAM: So how many floors in the building
16 you live?

17 MR. MILLWOOD: Three.

18 JUDGE FORDHAM: So you live on the top floor?

19 MR. MILLWOOD: Yes.

20 JUDGE FORDHAM: Is your apartment, is it the
21 entire floor?

22 MR. MILLWOOD: Yes.

23 JUDGE FORDHAM: You're saying that certain
24 utilities are included in your rent?

25 MR. MILLWOOD: Yes.

1 JUDGE FORDHAM: What is included in your rent?

2 MR. MILLWOOD: The hot water.

3 JUDGE FORDHAM: What type of stove do you have?

4 MR. MILLWOOD: Electric.

5 JUDGE FORDHAM: Did you receive any bills from
6 PGW?

7 MR. MILLWOOD: No, I really didn't. I was just
8 looking at this history here, too. It seems like on 10-11--

9 JUDGE FORDHAM: Of which year?

10 MR. MILLWOOD: 2001. But then it shows like the
11 next payment was August sixth, 2003. But it's like I'm saying,
12 payment would have been made if there was something, you know.
13 I honestly just, you know, didn't remember that this was in my
14 name. If I had, honestly I would have done something about it.

15 JUDGE FORDHAM: When did you get something from
16 PGW that made you remember?

17 MR. MILLWOOD: It had to be sometime around the
18 time that I called them.

19 JUDGE FORDHAM: When was that?

20 MR. MILLWOOD: I really don't remember, but the
21 account was turned off February, 11, 2004. But I remember the
22 lady I was speaking to on the phone, when I called and she had
23 sent me out a letter that looks like a gas bill, the standard
24 gas bill thing, the usage that it showed what she sent me does
25 not match these numbers. Like the usage was always maxed out.

1 I don't know how much this totals here, from what,
2 you know I really don't know because I don't have a calculator.
3 But I'm just kind of concerned what these numbers add up to be.

4 JUDGE FORDHAM: Did you receive a bill or a
5 shut-off notice first?

6 MR. MILLWOOD: A shut-off notice.

7 JUDGE FORDHAM: How much did they ask you to pay?

8 MR. MILLWOOD: I don't remember.

9 JUDGE FORDHAM: Did you pay anything when you
10 received the shut-off notice?

11 MR. MILLWOOD: I must have. It's a \$60.96 payment
12 here. Must have been what was due. I don't know.

13 JUDGE FORDHAM: Now when you received the shut-off
14 notice what did you do?

15 MR. MILLWOOD: I called them.

16 JUDGE FORDHAM: What was the conversation about?

17 MR. MILLWOOD: The lady was telling me that there
18 had not been any payment on the account. Then she told me the
19 amount -- I think she said something like 4,000 plus dollars.
20 I said, "Well send me a bill, show me what happened." Then
21 the other thing the bills were going to a different address.

22 JUDGE FORDHAM: Where were the bills going?

23 MR. MILLWOOD: I don't remember, but it wasn't
24 at that address that I was at. She sent me out a gas bill
25 thing, and it showed like how it showed the last 12 months,

1 all of the charts were at the max. It wasn't like up and then
2 down or anything like that. That's the one thing I do remember,
3 like at the max. I said "Wow, this thing was just running."

4 JUDGE FORDHAM: Did you talk to your landlord
5 after this?

6 MR. MILLWOOD: Yes, I did. That's when I was
7 understanding about the gas, because I don't have any access to
8 the heater. I have no keys into the basement where it's at.
9 Because when I spoke to her that's when I understood that the
10 gas was included, the hot water is what she was covering. I was
11 thinking that the heat was also included based on that. When I
12 told her that it was broken, she said "No, it's not."

13 The thing, heating system, however it's installed
14 it was installed before I got there, however it's installed it's
15 not working. I could attest to that from living and spending
16 winters there. The heating system did not work. However, if I
17 say it's not working, she goes and puts the keys, there is a
18 heater downstairs, it doesn't mean it's outputting heat. If
19 it's outputting heat it's definitely not outputting heat where
20 I'm at. It could be outputting the heat in the basement.

21 JUDGE FORDHAM: Did you look at the heater after
22 you got the bill?

23 MR. MILLWOOD: I only had one look, as a matter of
24 fact two looks at the heater, when I first moved in and after
25 this matter. You know I wouldn't want this to go on like this,

1 you know over two years of not paying on this account or
2 something like that, I would have taken some action. I'm not
3 perfect, but I don't want to be negligent and say I'm going to
4 let something go on for two years, ten months, however long.
5 That's how long the account was open.

6 JUDGE FORDHAM: Do you currently have gas service?

7 MR. MILLWOOD: No.

8 JUDGE FORDHAM: I don't want to get into settlement
9 discussions, but in my history, one of the reasons we cancelled
10 the original hearing was that the Complainant -- Respondent had
11 talked to you about settling the matter. You weren't in
12 agreement with that. During that time did you see information
13 related to the history, the account and how much you owed?

14 MR. MILLWOOD: I remember getting something. But
15 I will be honest, just being honest with you, my life might be
16 cluttered right now and my paperwork that I received I might
17 have misplaced. But as far as what the actual amount is I don't
18 remember.

19 JUDGE FORDHAM: Mr. Farinas, do you have any
20 cross-examination?

21 MR. FARINAS: Yes.

22 CROSS-EXAMINATION

23 BY MR. FARINAS:

24 Q. Mr. Millwood, when you moved into your new property, did
25 you call to have the gas shut off at your previous address?

1 A. I remember I had to go to Cheltenham Avenue, and I think
2 that's where I went. I don't think I did anything over the
3 phone.

4 Q. So you went in person?

5 A. Yes.

6 Q. So when you went to have it shut off at one property, did
7 you know where you were going to move to?

8 A. Yes.

9 Q. So wouldn't that be the date that you knew you were
10 expecting to have gas service in your name at your new
11 property?

12 A. That was the date, yes. But out of all the things that
13 I did during that transitional period, I did a whole lot of
14 paperwork, papers were filed.

15 Q. So when you moved into your new place you knew that you
16 had taken care of gas service moving from one place to another;
17 so when you did not receive a bill for a while, did that ring a
18 bell?

19 A. No, I just didn't remember. It didn't ring any bells.
20 Because you know it's like even if I had seen a reminder, you
21 know, I could have done something. That's why I'm saying even
22 a phone call, something.

23 Q. I'm not sure I heard clearly your testimony before,
24 because of the condition of the heater you weren't getting
25 heat?

1 A. I'm saying the whole heating system. I'm not going to
2 say the heater specifically, but I'm saying the heating system
3 is not operating properly.

4 Q. Isn't that a reminder, if you're not getting heat, and
5 you should be, isn't that a reminder to go to your landlord?

6 A. Presently I don't have a lot of great choices as far as
7 where I can live. I had spoke to my landlord about it and she
8 said the heater is running. I remember that comment, that the
9 heater was running. So what am I going to do here, if I go and
10 apply for someplace else to live right now I won't get it.

11 Q. So you were reminded of gas heat because of your lack of
12 heat?

13 A. Absolutely.

14 Q. Did it dawn on you to call and say "I'm not getting a
15 bill for my lack of heat?" I'm sorry to be sarcastic about it.

16 A. Sir, no, I'm being real with you, I didn't really think
17 about it.

18 Q. Okay.

19 A. It really didn't occur to call because of the way the
20 thing is hocked up.

21 MR. FARINAS: Your Honor, I have no further
22 questions.

23 JUDGE FORDHAM: Let's go off the record.

24 (Whereupon, a discussion was held off the record.)

25 JUDGE FORDHAM: Let's go back on the record.

1 We're back on the record. When I was off the record I asked
2 Mr. Farinas whether there was an outstanding bill from a prior
3 address. He indicated that had been paid. Therefore, we don't
4 need to discuss that matter at this particular hearing.

5 Do you have anything further, Mr. Millwood?

6 MR. MILLWOOD: I want to ask Mr. Farinas. . .

7 JUDGE FORDHAM: You can't ask him any questions.
8 He's the attorney. His witness will come on, and after her
9 testimony you will be able to ask her questions. Mr. Farinas.

10 MR. FARINAS: At this time I would like to call
11 Ms. Anne Marie Cromley.

12 ANNE MARIE CROMLEY,
13 having been duly sworn, testified as follows:

14 JUDGE FORDHAM: You may be seated. Would you
15 state your name and business address for the record. Please
16 spell your last name.

17 THE WITNESS: Anne Marie Cromley, A-N-N-E M-A-R-I-E,
18 Cromley, C-R-O-M-L-E-Y, Senior Customer Review Unit Officer
19 for the Philadelphia Gas Works, 800 North Ninth Street,
20 Philadelphia, Pennsylvania 19122.

21 JUDGE FORDHAM: Mr. Farinas, you may proceed.

22 DIRECT EXAMINATION

23 BY MR. FARINAS:

24 Q. Ms. Cromley, as a Senior Customer Review Unit Officer
25 what do your duties entail?

1 A. To investigate and resolve complaints from the customer
2 and from the Bureau of Consumer Services.

3 Q. Did you investigate the complaint that has been filed by
4 Mr. Millwood that we're reviewing today?

5 A. Yes.

6 MR. FARINAS: Your Honor, if I may, the documents
7 I have I will be submitting out of the originally anticipated
8 order. So, if you would just bear with me.

9 JUDGE FORDHAM: Go ahead.

10 MR. FARINAS: Your Honor, this document will be
11 PGW Exhibit Four.

12 JUDGE FORDHAM: Shall be so marked.

13 (Whereupon, document was marked PGW Exhibit No. 4
14 for identification.)

15 BY MR. FARINAS:

16 Q. It's a one-page document that says at its heading
17 "service order search." Did you prepare this?

18 A. Yes.

19 Q. Could you tell us where the information comes from?

20 A. The information comes from PGW's computer system inputted
21 by either PGW'S representatives or office representatives.

22 Q. While we're here, as it relates to representatives,
23 office representatives, is it their job to place this kind
24 of information in the computer system?

25 A. Yes, it is.

1 Q. When they place it in there do they do it on or about the
2 time that the event that it represents occur?

3 A. That's correct.

4 Q. Could you tell us what PGW Exhibit Four tells us about
5 the account and the service addresses held by Mr. Millwood?

6 A. Yes, I can. Basically what this tells us is when
7 Mr. Millwood applied for gas service at a particular property,
8 also when Mr. Millwood would have requested shut-off at a
9 particular property. This is a record of service orders that
10 would have taken place at the time. In order to be turned on
11 it would have to be an order generated to go out and physically
12 turn it on or physically go out and cut off the account.

13 The date sequence is a little out of order. I will
14 start from the bottom and follow up to explain what these orders
15 mean. If you start from the left you will see at the bottom
16 420 East Cheltenham Avenue. The date is 07-27-01. The name is
17 Calvin Millwood. The type of order was a turn-off off at meter,
18 it was completed.

19 The next two orders are dates prior to his
20 completed date, but they would probably reflect his original
21 date that he asked to have it turned off.

22 The next line up is 420 Cheltenham Avenue, 6-16-2001,
23 Calvin Millwood, turn-off off at meter. It was voided. Same
24 thing with the order previous to that 420 Cheltenham Avenue, 5-5-01
25 Calvin Millwood turn-off order meter void.

1 So he had requested apparently that Chelten Avenue
2 be turned off as of May fifth of 2001. The reason would be that
3 he was going into his new property. Now the voided orders were
4 voided for some reason, whether PGW couldn't get into the
5 property or whether the customer himself said I don't want it
6 turned off yet. But either way we didn't turn off Chelten
7 Avenue until 7-27-01. At that point in time Mr. Millwood was
8 already a customer of record at this address on 7th Street.

9 I will go through the top orders to show how the
10 sequence occurred. The top line is hard to see, but it says
11 6514 North 7th Street and 5-12-01 is the date. Calvin Millwood
12 turn on, on at meter, and it was voided, the turn on order was
13 voided. Same address, 6514 North 7th Street, 6-13-01, Calvin
14 Millwood turn on order on at meter completed. So, on 6-13-01 we
15 turned him on at the new address.

16 The next order is his actual shut-off order after
17 everything. 6514 North 7th Street 2-11-2004, Calvin Millwood,
18 turn-off off at meter void. 6514 North 7th Street, 2-13-04,
19 turn-off off at meter completed.

20 As you can see your Honor, there is an overlap of
21 dates. He comes into apply to have gas shut off at Chelten and
22 turned on at the new address 7th Street. He did come into the
23 office, and made application to have gas service put on in his
24 name. The original turn-off order, which was dated for 5-5-01
25 was cancelled.

1 The next one, 6-16-01. When he was turned on at
2 the new property, 6-13-01, and the previous property been shut
3 off, back to back, he wouldn't have had two accounts on at one
4 time. This indicates to me that both accounts were on both on
5 at one time. When he was in there the representative would have
6 said since this is not off yet where do you want the bill to go
7 to, since you have two addresses, you need a bill address for
8 this particular bill to go to. My later research indicates
9 possibly a post office box was given.

10 Before I go on with those exhibits I will finish
11 off with what I'm saying here. I believe that Mr. Millwood did
12 apply, and I think some of our records did indicate that he did
13 call and didn't want Chelton shut off right away. That's why it
14 was shut off two months later. I believe this is where the whole
15 problem occurred because of the two accounts being active.

16 Should I go on?

17 MR. FARINAS: Your Honor, I marked and I am
18 distributing a document which is marked as PGW Exhibit 3.

19 JUDGE FORDHAM: Shall be so marked.

20 (Whereupon, the document was marked PGW Exhibit
21 No. 3 for identification.)

22 BY MR. FARINAS:

23 Q. This is also a one-page document which has as its heading
24 "Contacts for person, Millwood, Calvin J." Did you prepare this
25 document, Ms. Cromley?

1 A. Yes.

2 Q. Does it come from PGW's computer system?

3 A. Yes.

4 Q. Can you tell us what it tells us?

5 A. Basically it's a record of PGW's transactions and customer
6 contacts, when the customer calls or when the customer is in
7 the office when an order is generated, the representative is
8 supposed to note a contact. So it gives kind of a sequence of
9 events of what happened with this particular person.

10 Q. So is it a representative's job to put notes on the
11 contact screen when a contact is made?

12 A. That's correct.

13 Q. When notes are made, are they made around the time that
14 the contact was made?

15 A. Yes.

16 Q. Can you tell us -- can you review some of the more
17 relevant contacts made with respect to Mr. Millwood's complaint?

18 A. Yes, I would like to call your attention, we'll look at
19 the bottom of this particular document, I'd like to call your
20 attention to the date of 5-11 of 2001, actually the third date
21 up. It says "Voided turn-on for customer." Based on this it
22 indicates to me that Mr. Millwood called. That would -- I would
23 have to track it down based on these other orders, but he called
24 either to wait for the new address in May because he was still
25 at the old address, but he called and requested an extension.

1 Next contact, 7-26-2001, customer called to cancel
2 payment arrangements and schedule turn-off for old property. So
3 he was giving us another date to turn off the old property. We
4 don't have any more contacts at all until 7-03 of 2003.

5 "Customer will be in the office with his receipts.
6 Says he's been paying bill every since meter had been changed.
7 I went to the meter, and the meter had been showing accurate
8 readings since '98." He says that is not that they just put in
9 new meter in not long ago."

10 The next contact, 7-15 of 2003, "Mailing address
11 was a post office box. Customer says he never received bills.
12 Fixed mailing address. Customer wanted PUC number. Gave
13 telephone number."

14 What this indicates to me is that once Mr. Millwood
15 got turned on he didn't receive a bill, that it was due to the
16 original thing that happened, both accounts were on at one time.
17 So this particular address must have gotten a post office box,
18 and bills were being mailed to a post office box. In the two or
19 three-year period Mr. Millwood never called to see about any
20 bills. I believe when he actually called was when he received
21 shut-off notices. Based on the collection notices that I looked
22 at there were quite a few notices every time a bill was late.
23 There were actually four pages of notices. I don't know if it
24 was going to the post office box, because once this particular
25 representative removed the post office box from the account,

1 and it would just go there, I have no way of telling what the
2 post office box that was in there at the time because once you
3 take it out it's gone.

4 Then Mr. Millwood did file a case with the Bureau
5 of Consumer Services. That particular case was just payment
6 arrangements. We did receive a decision on that particular
7 case.

8 Q. Ms. Cromley, were the notices that were sent during the
9 period in which no payments were made, do you know when and
10 which notices were sent?

11 A. They're listed there. Like I say at this point, I really
12 couldn't tell until that post office box was taken out of there
13 whether the notices went to the property. I believe they would
14 have went there and tried to make physical contact. The notices
15 indicate telephone calls, whether that was the correct number
16 from Mr. Millwood in the system--

17 Q. From your notes, could you read the dates in which the
18 notices were sent?

19 A. 12-16 of 2001 a winter moratorium notice was mailed.
20 1-15 of 2002 a winter moratorium notice was mailed. 2-13-02 a
21 winter moratorium notice was mailed. 3-12 of 2002, a reminder
22 mail notice was sent out. We go to 3-19-02, an initial notice
23 was sent out.

24 Q. What do you mean?

25 A. Initial mail notice stating that the bills were behind.

1 3-26-02, first attempt telephone. So they would have called
2 whatever phone number we had listed for Mr. Millwood on the
3 system. 4-3 of 2002 notice posting. Now this means the
4 property would have been posted 4-3 of 2002. 5-9 of 2002,
5 another reminder mail notice. 5-16 of 2002 an initial mail
6 notice. 5-23 of 2002 first attempt again at the telephone.
7 5-31-02 notice posting. So they would have posted it at the
8 property.

9 JUDGE FORDHAM: What was that?

10 THE WITNESS: 5-21-2002. Do you want me to
11 continue?

12 MR. FARINAS: Your Honor, we have a complete
13 listing of notices. If you would like it as an exhibit.

14 JUDGE FORDHAM: I would prefer it.

15 MR. FARINAS: I will make copies.

16 JUDGE FORDHAM: We can mark it now.

17 MR. FARINAS: Shall we mark it PGW Exhibit Five?

18 (Whereupon, the document was marked PGW Exhibit
19 No. 5 for identification.)

20 JUDGE FORDHAM: What is the title of that?

21 THE WITNESS: Search for Credit and Collection
22 Events.

23 JUDGE FORDHAM: It starts in 2001 and goes to--

24 THE WITNESS: Starts 12-18 of 2000 goes to 6-18 of
25 2003. There may have been another page. I thought I had more.

1 MR. FARINAS: I don't see anything else.

2 THE WITNESS: This is as much as I have. But
3 there may be more.

4 JUDGE FORDHAM: If there is something else we can
5 revise it later.

6 MR. FARINAS: Your Honor, at this time I would
7 like to submit documents I marked as PGW Exhibit One. It's the
8 beginning of the financial information.

9 JUDGE FORDHAM: Okay.

10 MR. FARINAS: Your Honor, it's two documents,
11 multiple-page documents, regarding gas usage at 420 East Chelton
12 Avenue, Mr. Millwood's previous address. The first stapled
13 document shows --

14 MR. MILLWOOD: Can I object?

15 JUDGE FORDHAM: To?

16 MR. MILLWOOD: 420 East Chelton Avenue has been
17 closed. He has stated it has been paid up in full, nothing owed
18 on it. So why say anything?

19 MR. FARINAS: Because, as my witness testified,
20 there is a period of overlap.

21 MR. MILLWOOD: Okay.

22 JUDGE FORDHAM: That's the only reason you're
23 putting it in?

24 MR. FARINAS: Yes.

25 JUDGE FORDHAM: Okay.

1 MR. FARINAS: First stapled documents is the
2 bills separated from the payments, second stapled document a
3 document that gives a running balance of bills and payments,
4 other transactions integrated.

5 JUDGE FORDHAM: So both of these documents are for
6 420 East Cheltenham Avenue?

7 MR. FARINAS: That's correct.

8 (Whereupon, aforementioned multi-page documents
9 marked PGW Exhibit No. 1 for identification.)

10 JUDGE FORDHAM: It's noted this is because of the
11 overlap at that time, because I do note the objection that was
12 made by the Complainant.

13 BY MR. FARINAS:

14 Q. Ms. Cromley, can you review the parts of PGW Exhibit One
15 that are relevant to this matter?

16 A. Yes, PGW Exhibit One shows a history of the customer's
17 account, bills and payments when he was a customer at 420 East
18 Cheltenham Avenue. And the history request report shows a whole
19 history of bills, payments, everything that occurred with the
20 account. I just wanted to call your attention to the last page
21 of the history request document and show that the final bill as
22 of 7-27 of 2001 was in the amount of \$59.17. Mr. Millwood did
23 make a payment in October of '01, which a percentage of the
24 payment went towards that bill and then went towards the new
25 account.

1 Any balance that was left would have been
2 incorporated into his new account.

3 MR. FARINAS: Now Your Honor, I have marked as PGW
4 Exhibit Two a similar a document, document with two sets in it.
5 It represents financial information for the 7th Street service
6 address.

7 JUDGE FORDHAM: Shall be so marked.

8 (Whereupon, aforementioned multi-page documents
9 marked PGW Exhibit No. 2 for identification.)

10 BY MR. FARINAS:

11 Q. Ms. Cromley, can you review the financial documents for
12 the 7th Street service address?

13 A. Yes, the first document is the bills and payments;
14 similar to the one we had on Chelten Avenue. This actually
15 shows the customer's first bill, if you go to the second page
16 and look at the bottom line the starting date is 6-13 of 2001,
17 and the ending date is 7-13-2001. I would like to call your
18 attention to the fact that the bills that are being billed are
19 actual bills. There is an AMR in the property. So the bills
20 are based on actual usage.

21 The third page of this document is a record of
22 payments showing that the customer made two payments at this
23 point in time. The one payment from October 11, 2001, \$51.23
24 payment was more -- a part of it went to the bill from Chelten
25 because you saw it on the Chelten Street address report.

1 He does not make another payment until August of
2 2003.

3 Q. Without discussing the details of the settlement, was
4 the account after the settlement was reached, was the settlement
5 implemented?

6 A. Our part of the settlement was implemented.

7 Q. As a result of the hearing being rescheduled, the undoing
8 of the settlement, was the settlement undone?

9 A. The current account balance?

10 Q. Yes, what is the current account balance?

11 A. The total account balance is \$2,769.50. I would like
12 to call your attention to the history request report for 7th
13 Street. You won't see the actual total. There are two things
14 you may look at to come up with this total. The bottom line of
15 this document says 5-24-2004, you see write-off, amount \$1,066
16 and 74 cents -- \$86 and 74 cents. If you go to the last column
17 of current balances, you will come up to the top of the balance
18 where it says \$2,712.76.

19 JUDGE FORDHAM: Yes.

20 THE WITNESS: In between you see transactions,
21 those transactions that occurred were ones that dealt with the
22 settlement. So, what I want to clear up for you is that the
23 \$2,712.76 was the customer's balance as of October 10th of
24 2003. Then there were a number of bills after that which
25 brought the balance up further, in between those transactions.

1 So actually what we're looking at right now is
2 2,769.50.

3 Q. What is PGW's position with respect to payment of the
4 balance and the restoration of Mr. Millwood's gas service?

5 A. PGW would like the balance in full at this point in
6 time. Currently PGW's position, we're asking for a deposit
7 in the amount of \$500 and the turn-on charge, reconnection
8 charge, 123.23.

9 JUDGE FORDHAM: Let's go back to the document
10 that you were just referring to the last page, the current
11 balance as of October tenth, 2003, \$2712.76.

12 THE WITNESS: Yes.

13 JUDGE FORDHAM: Then the next transaction I
14 believe that was a collection fee?

15 THE WITNESS: Yes.

16 JUDGE FORDHAM: \$80, we're to disregard that?

17 THE WITNESS: Yes.

18 JUDGE FORDHAM: Then the late payment charges
19 waived, we're disregarding that?

20 THE WITNESS: Yes.

21 JUDGE FORDHAM: What is the next abbreviation?

22 THE WITNESS: Disregarding the allowance.

23 JUDGE FORDHAM: So disregarding that?

24 THE WITNESS: Yes.

25 JUDGE FORDHAM: So we have a bill on 11-10-2003,

1 December 11, 2003, January 13, 2004 and February 11, 2004. If
2 we add those four bills to \$2,712.76 then we arrive at 2,769.50?

3 THE WITNESS: When I add those together, actually
4 coming up with 2,799.50. So there may be a late payment charge
5 that's not in this particular document because it's not coming
6 out even. For the purpose of having the balance that we want
7 to ask for, I will stay with the \$2,769.50 and disregard the
8 additional twenty some dollars.

9 JUDGE FORDHAM: Thank you.

10 MR. FARINAS: For completeness of the record Your
11 Honor I marked a copy of the BCS decision as PGW Exhibit Six.

12 (Whereupon, document marked PGW Exhibit No. 6 for
13 identification.)

14 JUDGE FORDHAM: Shall be so marked.

15 BY MR. FARINAS:

16 Q. It's a one-page document. Ms. Crowley, can you briefly
17 review the information that was provided as a result of
18 Mr. Millwood's informal complaint?

19 A. At the time the decision was issued the customer's total
20 account balance was \$2,639.76. The customer was given a payment
21 arrangement to begin September 10th, 2003, a special budget
22 amount of 152. A breakdown of this 152 is regular budget amount
23 of 112, plus a payment of \$40 towards the arrears per month.

24 MR. FARINAS: Your Honor, I have no further
25 questions at this time.

1 JUDGE FORDHAM: Mr. Millwood, do you have any
2 questions to ask the witness?

3 MR. MILLWOOD: Yes.

4 CROSS-EXAMINATION

5 BY MR. MILLWOOD:

6 Q. How long have you worked with gas company?

7 A. For 23 years.

8 Q. Have you ever in your history with the gas company
9 experienced an account remaining delinquent for almost 3 years?

10 A. Yes.

11 Q. You have?

12 A. Yes.

13 Q. Is that normal for the gas company to have accounts--

14 MR. FARINAS: I object. This proceeding is about
15 Mr. Millwood's account. I will stipulate that PGW has had many
16 problems with new computer systems and billing and moving into
17 the modern world of automatic reading devices. Whether or not
18 this is normal or not normal, I don't think is relevant.

19 MR. MILLWOOD: Okay.

20 BY MR. MILLWOOD:

21 Q. You said that in your 20 plus years you have seen where
22 this has happened before?

23 A. Yes.

24 Q. Do you think it's fair to the consumer?

25 A. I don't think I can answer that.

1 JUDGE FORDHAM: I don't think she's allowed
2 to answer that. I would note that you can say that during your
3 argument.

4 BY MR. MILLWOOD:

5 Q. You mentioned something about collection notices went out
6 that you do not have a copy of. You read off some dates. Could
7 I look at that?

8 MR. FARINAS: Your Honor, if it's an okay time I
9 will make the copies now.

10 JUDGE FORDHAM: Let's go off the record for a
11 couple minutes so we can make the copies.

12 (Whereupon, a brief recess was taken.)

13 JUDGE FORDHAM: Let's go back on the record.
14 Let the record reflect that Exhibit Five has been distributed
15 to the Presiding Officer, the court reporter, and the parties.
16 Mr. Millwood, did you have a question regarding this document?

17 BY MR. MILLWOOD:

18 Q. Ms. Cromley, I'm just seeing it for the first time. It
19 seems like a lot of reminders went out?

20 A. Yes.

21 Q. I'm just going to take moment to read something.

22 JUDGE FORDHAM: We can go off the record.

23 BY MR. MILLWOOD:

24 Q. So the first reminder went out almost a year after the
25 account was opened, according to this last page in your Exhibit

1 Five, because the account was opened here it says May 12th of
2 2001, and your first reminder went out March 12th, 2002.

3 A. May of 2001, and then I see December 16th of 2001.

4 JUDGE FORDHAM: On the first page.

5 MR. MILLWOOD: You see reminder?

6 THE WITNESS: I see winter moratorium, and that's
7 a reminder. We can't shut you off because it's the middle of
8 winter, but as a reminder.

9 BY MR. MILLWOOD:

10 Q. You're saying the winter moratorium notice is a reminder
11 to pay the bill?

12 A. Yes, we're saying we're in the middle of a moratorium.

13 Q. You didn't print out records before December 18, 2000?

14 A. No.

15 Q. Do you have any idea what it might say? Did it show
16 whether a notice went out?

17 A. I don't know what it has to do with.

18 JUDGE FORDHAM: That would be regarding Chelton
19 Avenue?

20 MR. MILLWOOD: I have 12-18, let me see.

21 JUDGE FORDHAM: The move was during 2001.

22 BY MR. MILLWOOD:

23 Q. So from 12-16, 2001 until May, from May 12 until December
24 or May until November you didn't -- there is nothing here?

25 A. That's correct.

1 Q. That's almost six months. So nothing generated on that
2 account?

3 A. No.

4 JUDGE FORDHAM: Just to make sure the record is
5 complete, there was a payment in October; is that correct?

6 THE WITNESS: That's correct.

7 BY MR. MILLWOOD:

8 Q. Would that show up here?

9 A. Not on this collections screen, but it would show with
10 your bills and payments. You have copies of bills and payments
11 if you wanted to look at that payment.

12 Q. Why didn't PGW turn this account off?

13 A. I can just speculate at this point. Would you like me to
14 speculate?

15 Q. Because I'm hurting by this.

16 MR. FARINAS: She would like to answer your
17 question, if you don't mind her taking her best guess.

18 JUDGE FORDHAM: Go ahead.

19 THE WITNESS: We probably delivered notices and
20 attempted to shut off. However, it was an apartment building.
21 So, PGW wouldn't have access to the basement. So we may not
22 have been given access when we came out there, because we would
23 have to get into the basement to shut off the third floor. We
24 couldn't shut it off at the street because there was another
25 account in there.

1 BY MR. MILLWOOD:

2 Q. I remember when I called the lady she had the landlord's
3 name and phone number on record. Do you have that on record?

4 A. I didn't bring it with me.

5 Q. Do you believe you have it on record?

6 A. I have no idea.

7 Q. Do you think PGW should have turned this account off?

8 MR. FARINAS: Are you asking for an opinion?

9 MR. MILLWOOD: Honestly she just speculated.

10 BY MR. MILLWOOD:

11 Q. Do you think PGW should have turned it off?

12 A. Sure, if we had gotten in we probably would have.

13 If you can't get in you continue to post notices.

14 MR. MILLWOOD: I don't have anything else.

15 MR. FARINAS: I have two questions of redirect.

16 JUDGE FORDHAM: I have a couple of questions
17 before the redirect.

18 MR. FARINAS: Okay.

19 JUDGE FORDHAM: Do you have another document that
20 you're reviewing?

21 MR. MILLWOOD: I'm reviewing information that PGW
22 sent me.

23 BY MR. MILLWOOD:

24 Q. Ms. Cromley, what is PGW's real policy when you have a
25 delinquent account? What do you do with a delinquent account?

1 Do you just let it keep running?

2 A. There is a procedure that we have to post a certain
3 amount of times, make telephone contacts, and visit the
4 property. We can't just come out when you're late 30 days and
5 shut you off. There is a whole procedure, that's why you see so
6 many notices and repetition of notices. We might have tried to
7 come out and shut it off, but due to the fact that we couldn't
8 get in, we couldn't shut it off. But that's our procedure. There
9 are more notices than there are visits. You get three or four
10 notices. You get telephone calls, and then we visit.

11 JUDGE FORDHAM: Let me say for the record it's not
12 just PGW's policy. The Commission has a policy for utility
13 companies in general so that people will not be shut off without
14 being notified. Some of these that are listed are saying they
15 posted the property. That should have given you notification,
16 even if you didn't get it in the mail. I don't know what
17 happened with that. But utilities all over the state have to
18 abide by the same regulations. It's not just PGW making up
19 policy regarding how they shut people off.

20 In this case she has indicated it was different
21 because you lived in an apartment building. If you had lived
22 in a single-family dwelling, they could have shut you off from
23 outside. But she was indicating that because you live in an
24 apartment building they didn't want to shut off the other
25 tenants; is that correct, Ms. Cromley?

1 THE WITNESS: That's correct.

2 MR. MILLWOOD: I understand what she was saying
3 concerning that. How I live as far as where the notices were
4 posted, again, I didn't see any notices posted. Because of my
5 entrance to this apartment building, no notices were ever posted
6 on my door. So it's a possibility that the notices were posted
7 at the wrong door causing no action to be taken.

8 However, I understand this is an apartment
9 building and PGW has certain requirements to turn it off. But
10 PGW had every right to turn the account off, because it was
11 delinquent.

12 MR. FARINAS: Is my witness excused or is he doing
13 final argument?

14 JUDGE FORDHAM: Do you have any other questions?
15 We're going to ask questions. Then I will give you a chance
16 to--

17 MR. MILLWOOD: No more questions.

18 JUDGE FORDHAM: Ms. Cromley, the Complainant has
19 indicated that the only gas service that he had was the gas
20 heater. I didn't hear that someone had gone out. So I don't
21 believe there was ever an investigation. In looking at the
22 bills it seems that during the summer the bills were in the
23 teens and during the winter they were higher.

24 Is that consistent with customers who only have
25 gas heat?

1 THE WITNESS: Yes, Your Honor. I would say there
2 is the possibility of water heater, but usage is so low for the
3 summer months it doesn't even look like that.

4 JUDGE FORDHAM: On page three of PGW Exhibit Two
5 the payments that are listed there, the October 2001 payment you
6 indicated was part of the last payment for Chelten Avenue. Then
7 there was a payment of \$60.96. Is that the only full payment
8 for the current account?

9 THE WITNESS: That's correct.

10 JUDGE FORDHAM: Mr. Farinas.

11 MR. FARINAS: I no longer have redirect.

12 MR. MILLWOOD: Can I ask one more?

13 JUDGE FORDHAM: Yes.

14 RECROSS EXAMINATION

15 BY MR. MILLWOOD:

16 Q. Ms. Cromley, the payment that was made that was after the
17 request, just tell me quickly again what dates I could find it
18 here, what page it's on, payment to finish off Chelten Avenue?

19 A. If you look at the printout for Chelten Avenue you have
20 a printout.

21 MR. FARINAS: Payments for PGW Exhibit One,
22 payment sheet.

23 THE WITNESS: Yes, the last payment, when was it?

24 MR. MILLWOOD: Yes, when was it?

25 THE WITNESS: 10-11 of 2001.

1 BY MR. MILLWOOD:

2 Q. That was during that overlap period, and at that time
3 just speculating here, is it possible that someone could have
4 gotten confused when paying to close the account forgetting that
5 there is something else there? Is it possible, when I'm paying
6 here thinking this account is like closed, it's like no actual
7 PGW involvement? Because what I'm saying honestly speaking,
8 something happened that made me forgot about PGW.

9 You notice there is overlap, and I remember you
10 were stating on this PGW Four that they came out a couple of
11 times, and you said you don't know if I changed my mind about
12 having service turned off.

13 A. Cheltenham Avenue service was actually finalized in July
14 2001. The way it goes, they finalize the account, we get actual
15 reading on the system, and then it generates a bill. Usually it
16 doesn't come out until the next month because it goes by bill
17 cycles, and the bills finally come out.

18 What I did notice on the other actual history,
19 two late payment charges. So you would have eventually gotten
20 a final bill. The final bill for Cheltenham would have come to
21 7th Street. And it looks to me like maybe your payment in
22 October we could contribute that to thinking you're paying the
23 final bill at Cheltenham.

24 Q. Paying the PGW final bill is possible. Mr. Farinas was
25 saying that PGW was going through a lot of transition with the

1 new technology age, helped contribute to some of this mess. Do
2 you believe that?

3 MR. FARINAS: Your Honor, that's a matter of record.
4 We had problems with the billing system, which has since been
5 corrected. Whether she believes that contributed to this
6 situation is a separate matter.

7 BY MR. MILLWOOD:

8 Q. Do you think it helped result in something like this?

9 JUDGE FORDHAM: Right now I understand what you're
10 saying with respect to that, and I take that under advisement.
11 However, the two things that we see here are, one, there was a
12 post office box, and once we get her off the stand I want to ask
13 you about that post office box. And then, two, that there were
14 two accounts at the same time.

15 Those are some of the things that are not
16 unrelated to whether there were problems at PGW or not. The
17 third thing about it being in an apartment versus a single-
18 family dwelling, whether there was access or not.

19 MR. MILLWOOD: I have no more questions.

20 MR. FARINAS: Nothing further.

21 JUDGE FORDHAM: Thank you, Ms. Cromley.

22 Now, Mr. Millwood, you heard testimony regarding a
23 post office box. Did you ever have a post office box that you
24 used?

25 MR. MILLWOOD: Yes.

1 JUDGE FORDHAM: Do you believe that you gave that
2 address to PGW?

3 MR. MILLWOOD: It's definitely possible. I mean
4 two times in my life that I had a post office box. During that
5 transitional time I may have had this post office box.

6 JUDGE FORDHAM: Was there sometime you stopped
7 having a post office box?

8 MR. MILLWOOD: Yes.

9 JUDGE FORDHAM: When approximately?

10 MR. MILLWOOD: It had to be sometime shortly
11 thereafter.

12 JUDGE FORDHAM: After your move?

13 MR. MILLWOOD: Yes, definitely within that three
14 to six-month window I couldn't see keeping it open longer than
15 that.

16 JUDGE FORDHAM: Because you do have a payment in
17 October of 2001. I'm trying to figure out how you would have
18 received that bill.

19 MR. MILLWOOD: I was surprised to see it too.
20 Because my belief was there was never any payment on the
21 account, I was led to believe when I called PGW. So this
22 payment was when?

23 JUDGE FORDHAM: October 2001.

24 MR. MILLWOOD: That's why I was wondering if that
25 happened with this property switch.

1 JUDGE FORDHAM: But if you were not at 7th Street
2 -- excuse me -- the Cheltenham Avenue location at that time, then
3 they couldn't have sent it to Cheltenham Avenue.

4 MR. MILLWOOD: No.

5 JUDGE FORDHAM: Even if it was a payment for
6 Cheltenham Avenue, we're saying -- I assume you got it sometime
7 either in September or October and therefore made the payment.
8 So it probably was sent to your post office box. Is that what
9 you believe?

10 MR. MILLWOOD: Possible. Could you tell me how
11 much it was again?

12 MR. FARINAS: Payment in October 2001?

13 MR. MILLWOOD: October payment in 2001, how much
14 was it?

15 MR. FARINAS: For the Seventh Street address
16 \$51.23.

17 MR. MILLWOOD: Was there any agreement, pay any
18 amount, or just paid in full?

19 MR. FARINAS: We can't tell that. That's what
20 was paid.

21 MR. MILLWOOD: Which printout has the history of
22 the account?

23 JUDGE FORDHAM: Let's go off the record.

24 (Whereupon, a discussion was held off the
25 record.)

1 JUDGE FORDHAM: We're back on the record. The PGW
2 exhibits, Mr. Millwood, do you have any objections to any of the
3 exhibits that have been presented?

4 MR. MILLWOOD: No, I can't object.

5 JUDGE FORDHAM: PGW Exhibits One, Two, Three, Four,
6 Five and Six are admitted without objection.

7 MR. FARINAS: Thank you, Your Honor.

8 (Whereupon, the documents marked as PGW Exhibits
9 Nos. One through Six were received in evidence.)

10 JUDGE FORDHAM: Do you have any further,
11 Mr. Millwood?

12 MR. MILLWOOD: As far as questions?

13 JUDGE FORDHAM: No, right now you can make a
14 closing argument, and then I will give Mr. Farinas an
15 opportunity to do so, and then we will close the record.

16 MR. MILLWOOD: Again, I would state on the history
17 of this account that the account was delinquent, and I had no
18 knowledge; or I didn't really recall or didn't remember that
19 this utility was in my name. And I don't want to be fully
20 liable for this account because I don't think I'm responsible
21 for all that has happened. I believe that PGW could have done
22 something else instead of letting this run for such a long
23 period. Because it shows even in payments and everything that
24 PGW presented here, once I became aware of my obligation I paid
25 it in a timely manner or to the best of my ability.

1 However, I received that notice in October, once
2 I received notice I paid. Even to close out the Chelton Avenue
3 account I paid it to close it out. For this long, for the bill
4 to run so long, for me to be fully liable for it, I don't think
5 it's proper. Because once that account goes delinquent you can
6 say, yes, it's an apartment or you can't do anything. But once
7 the account goes delinquent more steps should have been taken to
8 stop usage like this, not just letting it run until I called.

9 These reminder notices had to be going to the
10 wrong place. There is absolutely no way so many reminder
11 notices would have come to my attention without me doing
12 anything. Because again it shows that I did handle things once
13 I was aware of it.

14 To access the third floor you enter from the
15 rear. PGW must have been leaving notices at the front of 6514,
16 first floor. None of those notices were forwarded to me until
17 that date. Also, even if PGW had noticed that bills were going
18 to a post office box, someone should have said something is
19 wrong with this account and sent something to the mailing
20 address. Something should have come to me a lot sooner.

21 I just don't believe that all this happened
22 because of my delinquency in paying this account. It's like
23 this account is delinquent, it has my name on it, but actions
24 that led to this delinquency is just in a sense negligent even
25 if you're switching a computer system or whatever still some

1 steps should have been taken to stop this, not two years, ten
2 month's worth of usage and one payment and say it's acceptable
3 because it's an apartment building. I don't feel it's okay.

4 JUDGE FORDHAM: Thank you. Mr. Farinas.

5 MR. FARINAS: Your Honor, first I might say that
6 PGW has over a half million customers and must run things by
7 computers. It doesn't have enough people to look at every
8 single account, to look at it manually with a babysitting eye
9 that probably everyone could use.

10 By Mr. Millwood's own testimony the notices that
11 he was missing were probably going to his post office box, post
12 office box he closed soon after he got to the new property, the
13 post office box that he didn't tell PGW about closure of until
14 several years and several thousand dollars of gas went by.

15 While the test of this is not contributory
16 negligence, the facts do state that Mr. Millwood contributed
17 to PGW's lack of knowledge of where to send the bill, and how to
18 give it that individual treatment. We have to give apartment
19 buildings that kind of treatment because it's perhaps even more
20 unfair rather than to bill you for a long time without shutting
21 Mr. Millwood off than to shut off an innocent and good paying
22 tenant in another part of the building. We can't do that. The
23 law prevents us from doing it. Therefore, we're stuck with
24 sending out many notices that exist and hoping the customer will
25 pick up and read the notices and take care of the matter, which

1 is the business of paying the bill.

2 Mr. Millwood did use all the gas or it all passed
3 through the meter. It was all actual reads. The condition of
4 the heater in the building notwithstanding, the gas was burned
5 for his benefit at the address. We believe he's liable for
6 payment in full. Thank you.

7 JUDGE FORDHAM: Thank you. As I indicated earlier
8 I will review the transcript being generated and all of the
9 exhibits that have been entered into evidence, and write a
10 decision which will be issued from the Harrisburg office. If
11 either party objects to my decision you can file exceptions and
12 the full Commission will review it. If no exceptions are filed
13 and the Commission does not review my decision, it will become
14 final by operation of law. Thank you very much.

15 MR. FARINAS: Thank you.

16 (Whereupon, at 3:30 p.m. the hearing was
17 adjourned.)

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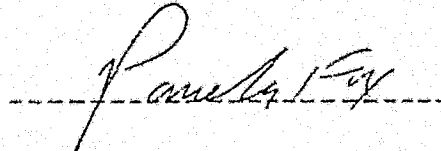
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C E R T I F I C A T E

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.

COMMONWEALTH REPORTING COMPANY, INC.



PAMELA FOX

REGISTERED PROFESSIONAL REPORTER

NOTARY PUBLIC

- 0 -

SECRETARY'S BUREAU

APR 17 PM 1:26

BILLS FROM 01/01/1996 TO 11/22/2004

Account # 4116714826	Customer Name: MILLWOOD, CALVIN J
Customer Address 420 ECHELLEN AVE/PHILA, PA	Bill Cycle: 11

20-1437022

11-22-04 PF
Philude & Phipps

BILLS

Service Agreement	Meter #	Bill Start Date	Bill End Date	Bill Due Date	Meter Read Start	Meter Read End	Usage (OCF)	Read Code	Bill Amount	Bill Cancelled	Closing Bill	CRP Monthly Amount	Eway Current Month	Eway Curr Amt	Days
9961468110	554442	07/19/2001	07/27/2001	09/10/2001	8172	8173	1	Regular	\$1.33	No	No	\$0.00	0	\$0.00	8
9961468110	554442	05/17/2001	07/19/2001	08/15/2001	8172	8172	0	Regular	\$23.32	No	No	\$0.00	0	\$0.00	63
9961468110	554442	04/18/2001	05/17/2001	06/13/2001	8172	8172	0	Regular	\$11.66	No	No	\$0.00	0	\$0.00	29
9961468110	554442	03/19/2001	04/18/2001	05/15/2001	8150	8172	22	Regular	\$40.94	No	No	\$0.00	0	\$0.00	30
9961468110	554442	02/15/2001	03/19/2001	04/16/2001	8020	8150	130	Regular	\$182.06	No	No	\$0.00	0	\$0.00	32
9961468110	554442	01/18/2001	02/15/2001	03/14/2001	7895	8020	124	Regular	\$166.86	No	No	\$0.00	0	\$0.00	28
9961468110	554442	12/15/2000	01/18/2001	02/13/2001	7726	7895	170	Regular	\$200.56	No	No	\$0.00	0	\$0.00	34
9961468110	554442	11/15/2000	12/15/2000	01/17/2001	7602	7726	124	Regular	\$122.92	No	No	\$0.00	0	\$0.00	30
9961468110	554442	10/17/2000	11/15/2000	12/13/2000	7556	7602	46	Regular	\$43.47	No	No	\$0.00	0	\$0.00	29
9961468110	554442	09/15/2000	10/17/2000	11/14/2000	7532	7556	24	Regular	\$26.51	No	No	\$0.00	0	\$0.00	32
9961468110	554442	08/16/2000	09/15/2000	10/13/2000	7518	7532	14	Regular	\$18.80	No	No	\$0.00	0	\$0.00	30
9961468110	554442	07/18/2000	08/16/2000	09/13/2000	7503	7518	15	Regular	\$19.57	No	No	\$0.00	0	\$0.00	29
9961468110	554442	06/15/2000	07/18/2000	08/14/2000	7490	7503	13	Regular	\$18.03	No	No	\$0.00	0	\$0.00	33
9961468110	554442	05/18/2000	06/15/2000	07/12/2000	7468	7490	22	Regular	\$24.97	No	No	\$0.00	0	\$0.00	28
9961468110	554442	04/19/2000	05/18/2000	06/15/2000	7440	7468	28	Regular	\$29.59	No	No	\$0.00	0	\$0.00	29
9961468110	554442	03/21/2000	04/19/2000	05/16/2000	7391	7440	49	Regular	\$45.78	No	No	\$0.00	0	\$0.00	29
9961468110	554442	02/18/2000	03/21/2000	04/17/2000	7309	7391	82	Regular	\$71.24	No	No	\$0.00	0	\$0.00	32
9961468110	554442	01/20/2000	02/18/2000	03/20/2000	7154	7309	155	Regular	\$127.52	No	No	\$0.00	0	\$0.00	29
9961468110	554442	12/16/1999	01/20/2000	02/17/2000	7010	7154	144	Regular	\$119.91	No	No	\$0.00	0	\$0.00	35
9961468110	554442	11/16/1999	12/16/1999	01/14/2000	6927	7010	83	Regular	\$72.30	No	No	\$0.00	0	\$0.00	30
9961468110	554442	10/16/1999	11/16/1999	12/13/1999	6879	6927	48	Regular	\$44.59	No	No	\$0.00	0	\$0.00	31
9961468110	554442	09/16/1999	10/16/1999	11/16/1999	6850	6879	29	Regular	\$30.11	No	No	\$0.00	0	\$0.00	30
9961468110	554442	08/17/1999	09/16/1999	10/15/1999	6846	6850	4	System Estimate	\$11.05	No	No	\$0.00	0	\$0.00	30
9961468110	554442	07/20/1999	08/17/1999	09/15/1999	6836	6846	10	Regular	\$15.62	No	No	\$0.00	0	\$0.00	28
9961468110	554442	06/11/1999	07/20/1999	08/17/1999	6825	6836	11	Regular	\$18.78	No	No	\$0.00	0	\$0.00	39
9961468110	554442	05/14/1999	06/11/1999	07/13/1999	6807	6825	18	System Estimate	\$19.85	No	No	\$0.00	0	\$0.00	29
9961468110	554442	04/08/1999	05/14/1999	06/12/1999	6781	6807	26	Regular	\$25.14	No	No	\$0.00	0	\$0.00	37
9961468110	554442	03/12/1999	04/08/1999	05/05/1999	6726	6781	55	Regular	\$48.72	No	No	\$0.00	0	\$0.00	28
9961468110	554442	02/11/1999	03/12/1999	04/10/1999	6611	6726	115	Regular	\$97.51	No	No	\$0.00	0	\$0.00	30
9961468110	554442	01/19/1999	02/11/1999	03/12/1999	6526	6611	85	System Estimate	\$73.12	No	No	\$0.00	0	\$0.00	24

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BILLS FROM 01/01/1996 TO 11/22/2004

Account #. 4116714828	Customer Name MILLWOOD, CALVIN J
Customer Address 420 E CHELTEN AVE/PHILA,PA	Bill Cycle 11

BILLS

Service Agreement	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 Btl	CRP Monthly Amount	Eway Current Month	Eway Curr Amt	Days
9961468110	1554442	12/15/1998	01/15/1999	02/16/1999	6362	6526	164	Regular	\$144.16	No	No	\$0.00	0	\$0.00	36
9961468110	1554442	11/17/1998	12/15/1998	01/12/1999	6296	6362	66	Regular	\$60.41	No	No	\$0.00	0	\$0.00	29
9961468110	1554442	10/16/1998	11/17/1998	12/13/1998	6230	6296	66	Regular	\$60.41	No	No	\$0.00	0	\$0.00	33
9961468110	1554442	09/16/1998	10/16/1998	11/14/1998	6209	6230	21	Regular	\$21.95	No	No	\$0.00	0	\$0.00	31
9961468110	1554442	08/18/1998	09/16/1998	10/13/1998	6192	6209	17	Regular	\$18.53	No	No	\$0.00	0	\$0.00	30
9961468110	1554442	07/20/1998	08/18/1998	09/14/1998	6177	6192	15	Regular	\$16.82	No	No	\$0.00	0	\$0.00	30
9961468110	1554442	06/19/1998	07/20/1998	08/16/1998	6158	6177	19	Regular	\$20.24	No	No	\$0.00	0	\$0.00	32
9961468110	1554442	05/19/1998	06/19/1998	07/18/1998	6137	6158	21	Regular	\$21.95	No	No	\$0.00	0	\$0.00	32
9961468110	1554442	04/21/1998	05/19/1998	06/15/1998	6107	6137	30	Regular	\$29.64	No	No	\$0.00	0	\$0.00	29
9961468110	1554442	03/20/1998	04/21/1998	05/18/1998	6063	6107	44	Regular	\$41.61	No	No	\$0.00	0	\$0.00	33
9961468110	1554442	02/18/1998	03/20/1998	04/18/1998	5943	6063	120	Regular	\$106.57	No	No	\$0.00	0	\$0.00	31
9961468110	1554442	01/20/1998	02/18/1998	03/17/1998	5824	5943	119	Regular	\$105.71	No	No	\$0.00	0	\$0.00	30
9961468110	1554442	12/16/1997	01/20/1998	02/15/1998	5697	5824	127	Regular	\$112.55	No	No	\$0.00	0	\$0.00	36
9961468110	1554442	11/14/1997	12/16/1997	01/12/1998	5570	5697	127	Regular	\$112.55	No	No	\$0.00	0	\$0.00	33
9961468110	1554442	10/15/1997	11/14/1997	12/13/1997	5499	5570	71	Regular	\$64.68	No	No	\$0.00	0	\$0.00	31
9961468110	1554442	09/15/1997	10/15/1997	11/12/1997	5475	5499	23	Regular	\$23.66	No	No	\$0.00	0	\$0.00	31
9961468110	1554442	08/13/1997	09/15/1997	10/13/1997	5457	5475	19	Regular	\$20.24	No	No	\$0.00	0	\$0.00	34

PAYMENTS FROM 01/01/1996 TO 11/22/2004

Account #: 4116714828

Customer Name: MILLWOOD, CALVIN J

Customer Address: 420 E CHELTEN AVE/PHILA,PA

Bill Cycle: 11

PAYMENTS

Service Agreement ID	Pay Amount	Pay Date	Pay Status	Late Pay Charge	Utility Type	Grant Type	Pay Source Code
9961468110	\$25.74	10/11/2001	F	\$0.59	G		REM
9961468110	\$406.14	06/05/2001	F	\$0.00	G		PPC
9961468110	\$100.00	05/01/2001	F	\$0.00	G		PPC
9961468110	\$350.00	04/25/2001	F	\$31.94	G		REM
9961468110	\$198.76	04/28/2000	F	\$0.00	G		REM
9961468110	\$127.52	03/28/2000	F	\$0.00	G		REM
9961468110	\$119.91	02/02/2000	F	\$0.00	G		REM
9961468110	\$51.66	01/06/2000	F	\$0.00	G		REM
9961468110	\$65.48	11/29/1999	F	\$0.00	G		REM
9961468110	\$20.64	11/18/1999	F	\$0.25	G		REM
9961468110	\$146.23	05/11/1999	F	\$0.00	G		REM
9961468110	\$97.51	04/14/1999	F	\$0.00	G		REM
9961468110	\$34.66	03/02/1999	F	\$0.00	G		REM
9961468110	\$183.19	02/08/1999	F	\$0.00	G		REM
9961468110	\$38.46	02/03/1999	F	\$0.00	G		REM
9961468110	\$82.65	11/25/1998	F	\$0.00	G		REM
9961468110	\$21.95	11/25/1998	F	\$0.00	G		REM
9961468110	\$18.53	10/05/1998	F	\$0.00	G		REM
9961468110	\$16.82	09/03/1998	F	\$0.00	G		REM
9961468110	\$20.24	08/04/1998	F	\$0.00	G		REM
9961468110	\$21.95	07/07/1998	F	\$0.00	G		REM
9961468110	\$29.64	05/29/1998	F	\$0.00	G		REM
9961468110	\$41.61	05/06/1998	F	\$0.00	G		REM
9961468110	\$106.57	04/13/1998	F	\$0.00	G		REM
9961468110	\$105.71	03/04/1998	F	\$0.00	G		REM
9961468110	\$112.55	02/02/1998	F	\$0.00	G		REM
9961468110	\$112.55	01/05/1998	F	\$0.00	G		REM
9961468110	\$64.68	11/25/1997	F	\$0.00	G		REM
9961468110	\$23.66	10/31/1997	F	\$0.00	G		REM
9961468110	\$20.24	09/30/1997	F	\$0.00	G		REM
9961468110	\$71.52	09/03/1997	F	\$0.00	G		REM
9961468110	\$15.97	08/04/1997	F	\$0.00	G		REM
9961468110	\$21.95	07/17/1997	F	\$0.00	G		REM
9961468110	\$32.98	06/05/1997	F	\$0.00	G		REM

BILLS FROM 01/01/1996 TO 11/22/2004

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Account # 4116714828	Customer Name: MILLWOOD, CALVIN J
Customer Address: 6514 N 7TH ST, 3F/PHILA, PA	Bill Cycle 11

BILLS

Service Agreement	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	GRP Monthly Amount	Eway Current Month	Eway Curr Amt	Days
5197823250	1729282	02/11/2004	02/13/2004	03/12/2004	3739	3739	0	Regular	\$0.00	No	Yes	\$0.00	0	\$0.00	2
5197823250	1729282	01/13/2004	02/11/2004	03/10/2004	3733	3739	6	Regular	\$19.70	No	No	\$0.00	0	\$0.00	29
5197823250	1729282	12/11/2003	01/13/2004	02/10/2004	3728	3733	5	Regular	\$18.49	No	No	\$0.00	0	\$0.00	33
5197823250	1729282	11/10/2003	12/11/2003	01/09/2004	3723	3728	5	Regular	\$18.62	No	No	\$0.00	0	\$0.00	31
5197823250	1729282	10/10/2003	11/10/2003	12/09/2003	3710	3723	13	Regular	\$29.93	No	No	\$0.00	2	\$92.00	31
5197823250	1729282	09/11/2003	10/10/2003	11/06/2003	3705	3710	5	Regular	\$18.66	No	No	\$0.00	1	\$112.00	29
5197823250	1729282	08/11/2003	09/11/2003	10/07/2003	3699	3705	6	Regular	\$19.99	No	No	\$0.00	0	\$0.00	31
5197823250	1729282	07/11/2003	08/11/2003	09/08/2003	3694	3699	5	Regular	\$18.62	No	No	\$0.00	0	\$0.00	31
5197823250	1729282	05/11/2003	07/11/2003	08/07/2003	3690	3694	4	Regular	\$17.30	No	No	\$0.00	0	\$0.00	30
5197823250	1729282	05/13/2003	06/11/2003	07/09/2003	3681	3690	9	Regular	\$23.52	No	No	\$0.00	0	\$0.00	29
5197823250	1729282	04/11/2003	05/13/2003	06/10/2003	3629	3681	52	Regular	\$81.63	No	No	\$0.00	0	\$0.00	32
5197823250	1729282	03/13/2003	04/11/2003	05/09/2003	3528	3629	101	Regular	\$135.77	No	No	\$0.00	0	\$0.00	29
5197823250	1729282	02/11/2003	03/13/2003	04/08/2003	3408	3528	120	Regular	\$138.96	No	No	\$0.00	0	\$0.00	30
5197823250	1729282	01/13/2003	02/11/2003	03/11/2003	3281	3408	127	Regular	\$145.00	No	No	\$0.00	0	\$0.00	29
5197823250	1729282	12/11/2002	01/13/2003	02/10/2003	3144	3281	137	Regular	\$169.15	No	No	\$0.00	0	\$0.00	33
5197823250	1729282	11/08/2002	12/11/2002	01/10/2003	2987	3144	157	Regular	\$173.21	No	No	\$0.00	0	\$0.00	33
5197823250	1729282	10/09/2002	11/08/2002	12/08/2002	2850	2987	137	Regular	\$156.08	No	No	\$0.00	0	\$0.00	30
5197823250	1729282	09/10/2002	10/09/2002	11/05/2002	2842	2850	8	Regular	\$20.41	No	No	\$0.00	0	\$0.00	29
5197823250	1729282	08/09/2002	09/10/2002	10/07/2002	2837	2842	5	Regular	\$17.11	No	No	\$0.00	0	\$0.00	32
5197823250	1729282	07/11/2002	08/09/2002	09/06/2002	2833	2837	4	Regular	\$16.04	No	No	\$0.00	0	\$0.00	29
5197823250	1729282	06/11/2002	07/11/2002	08/06/2002	2829	2833	4	Regular	\$16.04	No	No	\$0.00	0	\$0.00	30
5197823250	1729282	05/10/2002	06/11/2002	07/09/2002	2794	2829	35	Regular	\$45.52	No	No	\$0.00	0	\$0.00	32
5197823250	1729282	04/11/2002	05/10/2002	06/07/2002	2718	2794	76	Regular	\$62.78	No	No	\$0.00	0	\$0.00	29
5197823250	1729282	03/12/2002	04/11/2002	05/07/2002	2577	2718	141	Regular	\$133.44	No	No	\$0.00	0	\$0.00	30
5197823250	1729282	02/11/2002	03/12/2002	04/09/2002	2437	2577	140	Regular	\$144.31	No	No	\$0.00	0	\$0.00	29
5197823250	1729282	01/11/2002	02/11/2002	03/11/2002	2267	2437	170	Regular	\$182.72	No	No	\$0.00	0	\$0.00	31
5197823250	1729282	12/11/2001	01/11/2002	02/08/2002	2104	2267	163	Regular	\$175.69	No	No	\$0.00	0	\$0.00	31
5197823250	1729282	11/09/2001	12/11/2001	01/10/2002	1970	2104	134	Regular	\$167.49	No	No	\$0.00	0	\$0.00	32
5197823250	1729282	10/12/2001	11/09/2001	12/10/2001	1878	1970	92	Regular	\$115.82	No	No	\$0.00	0	\$0.00	28
5197823250	1729282	09/12/2001	10/12/2001	11/08/2001	1850	1878	28	Regular	\$42.76	No	No	\$0.00	0	\$0.00	30

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BILLS FROM 01/01/1996 TO 11/22/2004

Account #. 4116714828	Customer Name: MILLWOOD, CALVIN J
Customer Address: 6514 N 7TH ST, 3F/PHILA, PA	Bill Cycle: 11

BILLS

Service Agreement	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
5197823250	1729282	08/13/2001	09/12/2001	10/10/2001	1846	1850	4	Regular	\$16.62	No	No	\$0.00	0	\$0.00	30
5197823250	1729282	07/13/2001	08/13/2001	09/10/2001	1842	1846	4	Regular	\$16.99	No	No	\$0.00	0	\$0.00	31
5197823250	1729282	06/13/2001	07/13/2001	08/09/2001	1838	1842	4	Regular	\$16.99	No	No	\$0.00	0	\$0.00	30

PAYMENTS FROM 01/01/1996 TO 11/22/2004

Account #: 4116714828

Customer Name: MILLWOOD, CALVIN J

Customer Address: 6514 N 7TH ST,3F/PHILA,PA

Bill Cycle: 11

PAYMENTS

Service Agreement ID	Pay Amount	Pay Date	Pay Status	Late Pay Charge	Utility Type	Grant Type	Pay Source Code
5197823250	\$60.96	08/06/2003	F	\$60.96	G		REM
5197823250	\$51.23	10/11/2001	F	\$0.63	G		REM

HISTORY REQUEST REPORT FOR ACCOUNT # 4116714828 AND SA # 5197823250 AS OF 11/22/2004

Account # 4116714828	SA # 5197823250	Bill Cycle 11	Rate Class: GS	Phone # 9274413(215)
Name: MILLWOOD, CALVIN J	Address: 6514 N 7TH ST, 3/F PHILA, PA			
Pay Agreement Indicator	Easyway Indicator	CRP Status		
Blocker Start Date: 20031205	Blocker End Date: 20040130	Meter # 729282		

Tran Date	Tran Type	Current Amt	Total Amt	Adjust Amt	Segment Start Date	Segment End Date	Read Code	End Read	Current Balance	Usage	Meter #
07/13/2001	BILL	\$16.99	\$16.99	\$0.00	06/13/2001	07/13/2001	R	1842	\$16.99	4	1729282
08/13/2001	BILL	\$16.99	\$16.99	\$0.00	07/13/2001	08/13/2001	R	1846	\$59.13	4	1729282
08/15/2001	LPC	\$0.21	\$0.21	\$0.21							
09/12/2001	BILL	\$16.62	\$16.62	\$0.00	08/13/2001	09/12/2001	R	1850	\$76.47	4	1729282
09/14/2001	LPC	\$0.42	\$0.42	\$0.42							
10/11/2001	PAY	(\$51.23)	(\$51.23)	\$0.00							
10/12/2001	BILL	\$42.76	\$42.76	\$0.00	09/12/2001	10/12/2001	R	1878	\$42.76	28	1729282
11/09/2001	BILL	\$115.82	\$115.82	\$0.00	10/12/2001	11/09/2001	R	1970	\$159.11	92	1729282
11/14/2001	LPC	\$0.53	\$0.53	\$0.53							
12/11/2001	BILL	\$157.49	\$157.49	\$0.00	11/09/2001	12/11/2001	R	2104	\$318.58	134	1729282
12/13/2001	LPC	\$1.98	\$1.98	\$1.98							
01/11/2002	BILL	\$175.69	\$175.69	\$0.00	12/11/2001	01/11/2002	R	2267	\$499.01	163	1729282
01/15/2002	LPC	\$4.74	\$4.74	\$4.74							
02/11/2002	BILL	\$182.72	\$182.72	\$0.00	01/11/2002	02/11/2002	R	2437	\$689.10	170	1729282
02/13/2002	LPC	\$7.37	\$7.37	\$7.37							
03/12/2002	BILL	\$144.31	\$144.31	\$0.00	02/11/2002	03/12/2002	R	2577	\$843.52	140	1729282
03/14/2002	LPC	\$10.11	\$10.11	\$10.11							
04/11/2002	BILL	\$133.44	\$133.44	\$0.00	03/12/2002	04/11/2002	R	2718	\$989.24	141	1729282
04/13/2002	LPC	\$12.28	\$12.28	\$12.28							
05/10/2002	BILL	\$82.78	\$82.78	\$0.00	04/11/2002	05/10/2002	R	2794	\$1,086.30	76	1729282
05/14/2002	LPC	\$14.28	\$14.28	\$14.28							
06/06/2002	COLFEE	\$10.00	\$10.00	\$10.00							
06/11/2002	BILL	\$45.52	\$45.52	\$0.00	05/10/2002	06/11/2002	R	2829	\$1,167.34	35	1729282
06/12/2002	COLFEE	\$10.00	\$10.00	\$10.00							
06/13/2002	LPC	\$15.52	\$15.52	\$15.52							
06/25/2002	COLFEE	\$10.00	\$10.00	\$10.00							
07/11/2002	BILL	\$16.04	\$16.04	\$0.00	06/11/2002	07/11/2002	R	2833	\$1,209.88	4	1729282
07/13/2002	LPC	\$16.50	\$16.50	\$16.50							

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Account # 4116714828	SA # 5197823250	Bill Cycle 1	Rate Class GS	Phone # 9274413215
Name: MILLWOOD, CALVIN J	Address: 6514 N 7TH ST, 3F/PHILA, PA			
Pay Agreement Indicator:	Easyway Indicator:	CRP Status:		
Blocker Start Date: 20031205	Blocker End Date: 20040130	Meter # 1729282		

Tran Date	Tran Type	Current Amt	Total Amt	Adjust Amt	Segment Start Date	Segment End Date	Read Code	End Read	Current Balance	Usage	Meter #
08/09/2002	BILL	\$16.04	\$16.04	\$0.00	07/11/2002	08/09/2002	R	2837	\$1,242.81	4	1729282
08/13/2002	LPC	\$16.89	\$16.89	\$16.89							
09/10/2002	BILL	\$17.11	\$17.11	\$0.00	08/09/2002	09/10/2002	R	2842	\$1,277.05	5	1729282
09/12/2002	LPC	\$17.13	\$17.13	\$17.13							
10/09/2002	BILL	\$20.41	\$20.41	\$0.00	09/10/2002	10/09/2002	R	2850	\$1,314.85	8	1729282
10/11/2002	LPC	\$17.39	\$17.39	\$17.39							
11/08/2002	BILL	\$156.08	\$156.08	\$0.00	10/09/2002	11/08/2002	R	2967	\$1,488.63	137	1729282
11/13/2002	LPC	\$17.70	\$17.70	\$17.70							
11/19/2002	COLFEE	\$10.00	\$10.00	\$10.00							
12/11/2002	BILL	\$173.21	\$173.21	\$0.00	11/08/2002	12/11/2002	R	3144	\$1,691.88	157	1729282
12/13/2002	LPC	\$20.04	\$20.04	\$20.04							
01/13/2003	BILL	\$169.15	\$169.15	\$0.00	12/11/2002	01/13/2003	R	3281	\$1,883.82	137	1729282
01/15/2003	LPC	\$22.79	\$22.79	\$22.79							
02/11/2003	BILL	\$146.00	\$146.00	\$0.00	01/13/2003	02/11/2003	R	3408	\$2,055.14	127	1729282
02/13/2003	LPC	\$25.32	\$25.32	\$25.32							
03/13/2003	BILL	\$138.96	\$138.96	\$0.00	02/11/2003	03/13/2003	R	3528	\$2,221.61	120	1729282
03/15/2003	LPC	\$27.51	\$27.51	\$27.51							
04/11/2003	BILL	\$135.77	\$135.77	\$0.00	03/13/2003	04/11/2003	R	3629	\$2,396.98	101	1729282
04/15/2003	COLFEE	\$10.00	\$10.00	\$10.00							
04/15/2003	LPC	\$29.60	\$29.60	\$29.60							
04/23/2003	COLFEE	\$10.00	\$10.00	\$10.00							
05/13/2003	BILL	\$81.63	\$81.63	\$0.00	04/11/2003	05/13/2003	R	3681	\$2,520.39	52	1729282
05/15/2003	LPC	\$31.78	\$31.78	\$31.78							
05/16/2003	COLFEE	\$10.00	\$10.00	\$10.00							
06/11/2003	BILL	\$23.52	\$23.52	\$0.00	05/13/2003	06/11/2003	R	3690	\$2,587.07	9	1729282
06/13/2003	LPC	\$33.16	\$33.16	\$33.16							
07/11/2003	BILL	\$17.30	\$17.30	\$0.00	06/11/2003	07/11/2003	R	3694	\$2,648.03	4	1729282
07/14/2003	COLFEE	\$10.00	\$10.00	\$10.00							
07/15/2003	LPC	\$33.66	\$33.66	\$33.66							
08/05/2003	PAY	(\$60.96)	(\$60.96)	\$0.00							
08/11/2003	BILL	\$18.52	\$18.52	\$0.00	07/11/2003	08/11/2003	R	3699	\$2,639.76	5	1729282
08/13/2003	LPC	\$34.07	\$34.07	\$34.07							
09/11/2003	BILL	\$19.99	\$19.99	\$0.00	08/11/2003	09/11/2003	R	3705	\$2,694.10	6	1729282

Account # 4116714628	SA # 5197823250	Bill Cycle 11	Rate Class GS	Phone # 9274413(215)
Name: MILLWOOD, CALVIN J	Address: 6514 N 7TH ST, 3F/PHILA, PA			
Pay Agreement Indicator	Easyway Indicator	CRP Status		
Blocker Start Date 20031205	Blocker End Date 20040130	Meter # 1729282		

Tran Date	Tran Type	Current Amt.	Total Amt.	Adjust Amt.	Segment Start Date	Segment End Date	Read Code	End Read	Current Balance	Usage	Meter #
09/13/2003	LPC	\$34.35	\$34.35	\$34.35	09/11/2003	10/10/2003	R	3710	\$2,712.76	5	1729282
10/10/2003	BILL	\$18.56	\$18.56	\$0.00							
10/24/2003	COLFEE	(\$80.00)	(\$80.00)	(\$80.00)							
10/24/2003	LPCWVE	(\$445.12)	(\$445.12)	(\$445.12)							
10/27/2003	ALLOWS	(\$1,187.64)	(\$1,187.64)	(\$1,187.64)							
11/10/2003	BILL	\$29.93	\$29.93	\$0.00	10/10/2003	11/10/2003	R	3723	\$1,029.93	13	1729282
12/11/2003	BILL	\$18.62	\$18.62	\$0.00	11/10/2003	12/11/2003	R	3728	\$1,048.55	5	1729282
01/13/2004	BILL	\$18.49	\$18.49	\$0.00	12/11/2003	01/13/2004	R	3733	\$1,067.04	5	1729282
02/11/2004	BILL	\$19.70	\$19.70	\$0.00	01/13/2004	02/11/2004	R	3739	\$1,086.74	6	1729282
02/13/2004	BILL	\$0.00	\$0.00	\$0.00	02/11/2004	02/13/2004	R	3739	\$1,086.74	0	1729282
05/24/2004	WO	(\$1,086.74)	(\$1,086.74)	(\$1,086.74)							

Contacts for Person: Millwood, Calvin J			
Person: Millwood, Calvin J		(215) 927 4413	
		☐ Transaction History ☒ Full Comments	
Date	Type	Comment	Person
02/12/2004	SER1	LL called to set up appt for 02/13/2004 for t-off at mtr	Millwood, Calvin J
02/12/2004	72HR	2-11-2004 I LEFT 72 HOUR SHUT-OFF NOTICE, "CGI" PLEASE COME AFTER 5:00 PM.	Millwood, Calvin J
02/10/2004	SER1	c/c to schedule appt for service to be shut off	Millwood, Calvin J
02/10/2004	SER1	WILL CALL BACK TO HAVE GAS S/O	Millwood, Calvin J
12/05/2003	CRU	Cancelled previous agreement and entered new agreement per terms of formal settlement. Cust to pay current bills plus 42.00 to arrears. Formal complaint is closed.	Millwood, Calvin J
10/27/2003	BILL	PER PUC ENTERED SPEC ALLOW'S \$ 1,187.64 (OK RANDY G.) - CUST DID NOT RECEIVE A BILL FOR OVER 2 YEARS PER CONTACT FROM ANNE CROMLEY / CPU	Millwood, Calvin J
10/24/2003	CRU	Sent e mail to Laurel to that case is settled. Cust to receive a special allowance in the form of waiving lpc and giving an allowance until the bill is equal to \$1000.00. Cust will enter into a pay arrangement. Send e mail to accounting for allowance in the amt of \$1187.64. I will enter agr once allowance is completed. Waiting for satisfaction	Millwood, Calvin J
10/15/2003	CRU	Formal complaint filed 10/3/03.	Millwood, Calvin J
09/29/2003	CRU	CUSTOMER PLACED ON PAYMENT ARRANGEMENT FOR \$152.00 A MONTH- \$112.00 BUDGET AND \$40.00 TOWARDS THE ARREARS- CASE CLOSED PER MIKOLE RIVERA/PUC ON 8/21/03	Millwood, Calvin J
07/15/2003	CRU	BCS 1437022 CRU 215787-250 FAX RECEIVED 7/15/3	Millwood, Calvin J
07/15/2003	BILL	explained bill, mailing address was a PO BOX, cust said he never rec'd bills, fixed mailing address, cust wanted PUCH, gave tel#	Millwood, Calvin J
07/03/2003	BILL	cust will be in the office with his receipts. says that he has been paying his bill every since meter has been changed I went to the meter and the meter has been showing accurate readings since 98. He says that is not that they just put a new meter in not long ago.	Millwood, Calvin J
07/26/2001	SER1	C/C TO CANCEL PAYMENT ARRANGEMENT AND SCHEDULED TURN OFF FOR OLD PROPERTY	Millwood, Calvin J
05/11/2001	SER0	voided turn on Per customer	Millwood, Calvin J
05/03/2001	SER6		Millwood, Calvin J
04/23/2001	COLO	Needs 40% for an agreement.	Millwood, Calvin J

Change Customer Contact... Launch Related Transaction...

DEC 23 2004

200 143 7022
 PCU-3
 11-22-04 PF
 Philadelphia

Service Order Search

Search Criteria:

Service Order Status: Area:

☐ By Service Order ID:
☐ By Date: Date:
☐ By Street/City/State:
☐ For Premise: 6514 N 7th St, 3rd Philadelphia, Pa ☒ 9995016041
☒ For Account: 0041 1671 4828 ☒ Milwood, Calvin J

Address	Date	Name	Phone	SP	Subtype	Status
6514 N 7th St, 3rd Philadelphia, Pa	05/13/2001	Milwood, Calvin J	(215) 843 2959	GGS	Turn on (On At Meter)	Void
6514 N 7th St, 3rd Philadelphia, Pa	02/11/2004	Milwood, Calvin J		GGS	Turn off (Off At Meter)	Complete
6514 N 7th St, 3rd Philadelphia, Pa	02/13/2004	Milwood, Calvin J		GGS	Turn off (Off At Meter)	Void
420 E Chelton Ave/Philadelphia, Pa	05/05/2001	Milwood, Calvin J		GGS	Turn off (Off At Meter)	Complete
420 E Chelton Ave/Philadelphia, Pa	06/16/2001	Milwood, Calvin J		GGS	Turn off (Off At Meter)	Void
420 E Chelton Ave/Philadelphia, Pa	07/27/2001	Milwood, Calvin J		GGS	Turn off (Off At Meter)	Complete

7 record(s) found.

20011137022
 16W-4/
 11-22-04 PF
 Philadelphia

DO NOT WRITE

DEC 23 2004

Search For Credit & Collection Event

Search Criteria

☐ by ID (exact)

☒ by Account ☒ Millwood, Calvin J

From Date:

Date	Type	Description	Utility	Status
05/31/2002	4.25P	Notice Posting 4.25P	G	Authorized
05/23/2002	4.24T	First Attempt 4.24T Telephone	G	Authorized
05/16/2002	4.22	Initial Mail Notice 4.22	G	Authorized
05/09/2002	4.21	Reminder Mail Notice 4.21	G	Authorized
04/03/2002	4.25P	Notice Posting 4.25P		Canceled
03/26/2002	4.24T	First Attempt 4.24T Telephone	G	Authorized
03/19/2002	4.22	Initial Mail Notice 4.22	G	Authorized
03/12/2002	4.21	Reminder Mail Notice 4.21	G	Authorized

43 record(s) found

2 001437022
 Exhibit 5
 11-22-04 PF
 Philadelphia

RECEIVED
 DEC 23 2004

Search For Credit & Collection Event

Search Criteria

☐ by ID (exact)

☒ by Account ☒ Millwood, Calvin J

From Date:

Date	Type	Description	Utility	Status	
03/12/2002	4.21	Reminder Mail Notice 4.21	G	Authorized	+
02/13/2002	MORAT	Winter Moratorium Notice	G	Authorized	
01/15/2002	MORAT	Winter Moratorium Notice	G	Authorized	
12/16/2001	MORAT	Winter Moratorium Notice	G	Authorized	
02/18/2001	MORAT	Winter Moratorium Notice	G	Authorized	
01/18/2001	MORAT	Winter Moratorium Notice	G	Authorized	
12/18/2000	MORAT	Winter Moratorium Notice	G	Authorized	+

43 record(s) found.

Search For Credit & Collection Event

Search Criteria

☐ by ID (exact)

☒ by Account ☒ Milwood, Calvin J

From Date:

Date	Type	Description	Utility	Status	
09/03/2002	4.25P	Notice Posting 4.25P		Canceled	+
08/23/2002	4.24T	First Attempt 4.24T Telephone	G	Authorized	
08/16/2002	4.22	Initial Mail Notice 4.22	G	Authorized	
08/09/2002	4.21	Reminder Mail Notice 4.21	G	Authorized	
06/28/2002	4.27S	Shut Off 4.27S		Canceled	
06/15/2002	4.27P	Notice Posting 4.27P	G	Authorized	
06/08/2002	4.25S	Shut Off 4.25S	G	Authorized	
05/31/2002	4.25P	Notice Posting 4.25P	G	Authorized	+

43 record(s) found

Search For Credit & Collection Event

Search Criteria

☐ by ID [exact]

☒ by Account ☒ Millwood, Calvin J

From Date:

Date	Type	Description	Utility	Status	
03/19/2003	4.22	Initial Mail Notice 4.22	G	Authorized	+
03/12/2003	4.21	Reminder Mail Notice 4.21	G	Authorized	
11/21/2002	4.25S	Shut Off 4.25S		Canceled	
10/31/2002	4.25P	Notice Posting 4.25P	G	Authorized	
10/22/2002	4.24T	First Attempt 4.24T Telephone	G	Authorized	
10/15/2002	4.22	Initial Mail Notice 4.22	G	Authorized	
10/08/2002	4.21	Reminder Mail Notice 4.21	G	Authorized	
09/03/2002	4.25P	Notice Posting 4.25P		Canceled	+

43 record(s) found

Search For Credit & Collection Event

Search Criteria

☐ by ID (exact)

☒ by Account

Account

0041 1671 4828

☒

Millwood, Calvin J

From Date:

11/22/2004

Apply Criteria

OK

Cancel

Date	Type	Description	Utility	Status
06/18/2003	4 22	Initial Mail Notice 4.22	G	Authorized
06/11/2003	4.21	Reminder Mail Notice 4.21	G	Authorized
05/19/2003	4.27S	Shut Off 4.27S		Canceled
05/03/2003	4.27P	Notice Posting 4.27P	G	Authorized
04/17/2003	4.25S	Shut Off 4.25S	G	Authorized
04/03/2003	4.25P	Notice Posting 4.25P	G	Authorized
03/26/2003	4.24T	First Attempt 4.24T Telephone	G	Authorized
03/19/2003	4.22	Initial Mail Notice 4.22	G	Authorized

43 record(s) found.

PA PUBLIC UTILITY COMMISSION
BUREAU OF CONSUMER SERVICES
RTU PAR DECISION DATA

PRINT DATE: 11/22/2004

BCS CASE NUMBER: 1437022

CUSTOMER NAME: CALVIN MILLWOOD
ADDRESS: 6514 N 7TH STREET
3RD FLOOR
PHILADELPHIA, PA 19126-3817

PHILADELPHIA, PA 19126-3817

ICS UT CODE: 0766

PRIMARY UTILITY: PHILADELPHIA GAS WORKS

ACCOUNT NUMBER:

4116714828

DATE CASE CLOSED:

8/21/2003

TOTAL / FINAL ACCOUNT BALANCE:

\$2,639.76

DATE OF ACCOUNT BALANCE:

8/14/2003

LETTER CODE / DESCRIPTION:

1NSB - EGW STRAIGHT
PAR/NO LPCS/BUDGET +

DATE OF DECISION:

8/21/2003

SPECIAL PARAGRAPHS INCLUDED IN LETTER:

N/A

EGW Terms:

10.2'S (OFFS) TO HAVE SERVICE
RESTORED PAY:

\$0.00

10.3'S (REMEDS) TO KEEP SERVICE ON
PAY THIS AMOUNT:

\$0.00

BY:

TERMS: BEGINNING:

SEPTEMBER 10, 2003

SPECIAL BUDGET OR OPTIONAL PAY AMOUNT:

\$152.00

REGULAR BUDGET AMOUNT:

\$112.00

PLUS PAYMENT TOWARD ARREARS:

\$40.00

FINAL BILL MONTHLY PAYMENT:

\$0.00

CURRENT BILL MONTHLY PAYMENT:

\$0.00

END OF MONTH PAYMENT:

\$0.00

DEC 23 2004

200112.7622
PLU-6
11-22-04
Philadelphia

INVESTIGATOR - MIKOLE RIVERA