

1. REPORT DATE: 00/00/00 :
 2. BUREAU: ALJ :
 3. SECTION(S): : 4. PUBLIC MEETING DATE:
 5. APPROVED BY: : 00/00/00
 DIRECTOR: :
 SUPERVISOR: :
 6. PERSON IN CHARGE: : 7. DATE FILED: 04/17/03
 8. DOCKET NO: Z-01197128 : 9. EFFECTIVE DATE: 00/00/00

PARTY/COMPLAINANT: SMITH, CHERYL

RESPONDENT/APPLICANT: PHILADELPHIA GAS WORKS

COMP/APP COUNTY:

UTILITY CODE: 125042

ALLEGATION OR SUBJECT

COMPLAINANT STATES HER GAS BILLS ARE TO HIGH, EVER SINCE THEY PUT THE NEW METER IN. SHE WANTS TO KNOW WHY THIS IS HAPPENING.

DOCUMENT FOLDER

MAY 1, 2004

ORIGINAL

RECEIVED 2-01197 128
FORMAL COMPLAINT FORM

Pennsylvania Public Utility Commission
2003 APR 17 AM 9: 23

21/270 / 03

125042

ST 1197128

Please Print:

PA PUC
SECRETARY'S BUREAU

1. Your Name, Mailing Address and Telephone Number.

Name Cheryl Smith

Street/P.O. Box 2045 S. Norwood St Apt.# _____

City Phila. State Pa. Zip 19145

County _____ Home Telephone-Area Code 610 271-0425
Work Telephone-Area Code () _____

2. Name of Company your complaint concerns: Phila Gas Works

3. What is your complaint?

The Gas bills are to be. Every
since they put the new meter in my
house my bills have been to high.
I live in my house a love. I have new
windows. My house is very warm.
But I been getting bill like 170, 150. Etc.
a month. Before the new meter my
bill been 80, 70, Etc.

(If you need more space, use additional paper and attach to this form).

(-over-)

4. What do you want the Public Utility Commission to do about your complaint?

Tell me why! Or have someone come
and check the meter.

(If you need more space, use additional paper and attach to this form.)

5. You must sign and date your complaint below.

The information I have placed on this form is true and correct to the best of my knowledge. I understand that I could be punished under Pennsylvania State Law if I purposely give false information.

Cheryl Smith
Original Signature of complaining person

4-13-03
Date

6. If you are represented by a lawyer you must provide your lawyer's name, address and telephone number.

Lawyer's Name _____

Street _____

City _____ State _____ Zip _____

Telephone Number-Area Code () _____

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

Notice to Customer:

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

If you want to appeal this decision, you must return this Notification of Intent to Appeal form within 20 days of 3/11/2003. The Commission will send you formal complaint forms.

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

Thank You
Pennsylvania Public Utility Commission

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

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

CHERYL SMITH
2045 SOUTH NORWOOD STREET
PHILADELPHIA PA 19145

215-271-4725
(Area Code) Telephone Number

Cheryl Smith
Signature

Mail this completed form to:

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

ST Number:	1197128	Date of mailing:	3-17-03	3/11/2003
Company:	PHILADELPHIA GAS WORKS			

RECEIVED

REVISED 12/97

MAR 19 2003

PA PUBLIC UTILITY COMMISSION
SECRETARY'S BUREAU

274



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

4/30/03

IN REPLY PLEASE
REFER TO OUR FILE

April 10, 2003

ST 1197128

CHERYL SMITH
2045 SOUTH NORWOOD STREET
PHILADELPHIA PA 19145

Dear Sir/Madam:

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

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

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

Return the form to us on or before April 30, 2003 to the address listed below:

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

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

Commission Procedures for Formal Complaints

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

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

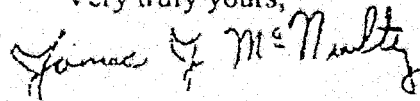
Office of Administrative Law Judge
Public Utility Commission
P.O. Box 3265
Harrisburg, PA 17105-3265

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

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

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

Very truly yours,



James J. McNulty
Secretary

nvl

CC: PHILADELPHIA GAS WORKS

BEFORE THE PENNSYLVANIA PUBLIC UTILITY COMMISSION

DATE SERVED: MAY 14, 2003

CHERYL SMITH
Complainant

VS.

PHILADELPHIA GAS WORKS
Respondent

Complaint Docket
No. Z-01197128

DOCUMENT
FOLDER

FORMAL COMPLAINT NOTICE TO RESPONDENT TO ANSWER OR SATISFY

TO: PHILADELPHIA GAS WORKS

TAKE NOTICE:

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

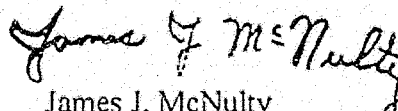
1. You have twenty (20) days from the date on which this complaint is served to either satisfy this complaint or to file with the Secretary of the Pennsylvania Public Utility Commission, P. O. Box 3265, Harrisburg, PA 17105-3265, an answer (original and two copies), in writing, under oath, which, as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

2. If you fail to either satisfy this complaint or to file answer or other responsive pleading within twenty (20) days, you will be deemed to have admitted all the allegations in this complaint in accordance with Section 5.61 of the Commission's Rules of Administrative Practice and Procedure, 52 Pa. Code Section 5.61. In that event, the Commission may, without hearing, enter an order which either revokes or suspends any certificate or permit held by you or which imposes a fine or any other appropriate penalty or remedy authorized by the Public Utility Code, 66 Pa. C.S. Section 101, et seq.; and, if you are a customer of a utility, an order may be entered which prescribes a payment schedule or which authorizes termination of utility services. The Commission is not limited to the relief sought by the complainant in paragraph 4 of the attached complaint.

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

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

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


James J. McNulty
Secretary

(SEAL)

Certified Mail
Return Receipt Requested

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

DATE SERVED: MAY 14, 2003

Z-01197128

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

Dear Sir/Madam:

A complaint has been filed against you before the Pennsylvania Public Utility Commission by CHERYL SMITH. To defend yourself against the claims stated in the following pages, you must act within twenty (20) days by filing in writing with the Commission, either personally or through your attorney, your defenses or objections to the claims stated against you. Or, you may satisfy the complaint by settling the matter with the Complainant and submitting proof of settlement to the Commission within twenty (20) days.

IF YOU FAIL TO RESPOND WITHIN TWENTY (20) DAYS, THE CASE MAY GO FORWARD IN YOUR ABSENCE AND A JUDGEMENT MAY BE ENTERED AGAINST YOU BY THE COMMISSION WITHOUT FURTHER NOTICE.

CUSTOMER OF A UTILITY

A payment schedule may be prescribed or a termination of utility services may be authorized. You may lose money or property or other rights important to you.

COMPANY/UTILITY

An Administrative Law Judge may revoke or suspend any certificate or permit held by you, or impose a fine, or any other appropriate penalty or remedy authorized by the Public Utility Code. You may lose money or property or other rights important to you.

DOCUMENT
FOLDER

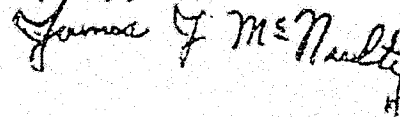
MAY 14, 2003

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

Unless you are a corporation or other organization, you may proceed without a lawyer. However, if you want a lawyer and do not have one or cannot afford one, the office listed below can tell you where you can get legal help:

Pennsylvania Lawyer Referral Service
Pennsylvania Bar Association
P.O. Box 186
Harrisburg, PA 17108
(800) 692-7375

Very truly yours,

A handwritten signature in cursive script that reads "James J. McNulty". The signature is written in dark ink and includes a small flourish at the end.

James J. McNulty
Secretary

JH

Philadelphia Gas Works
Legal Department



ORIGINAL

800 W Montgomery Avenue, Philadelphia, PA 19122
Fax: (215) 684-6798

Hector Ferrer
Legal Assistant
Direct Dial: 215-684-6533
E-mail: hector.ferrer@pgworks.com

July 21, 2003

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

RECEIVED

JUL 21 2003

PA PUBLIC UTILITY COMMISSION
SECRETARY'S BUREAU

RE: Cheryl Smith v. PGW, Docket No. Z - 01197128

Dear Secretary McNulty:

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

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

Sincerely,

Hector Ferrer

Enclosures

cc: Cheryl Smith
Annmarie Nagle
Laureto Farinas, Esq.

DOCUMENT
FOLDER

asl

ORIGINAL

RECEIVED

JUL 21 2003

BEFORE THE
PENNSYLVANIA PUBLIC UTILITY COMMISSION

PENNSYLVANIA PUBLIC UTILITY COMMISSION
SECRETARY'S BUREAU

Cheryl Smith

:
:
:
:
:

v.

Docket No. Z - 01197128

Philadelphia Gas Works

Answer Of Philadelphia Gas Works

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

1. Admitted.
2. Admitted.
3. Denied in part. PGW denies that averments contained in Paragraph 3 of the Complainant concerning an error in the billing and all other averments in Paragraph 3 that are conclusions. PGW admits that it was not able to read the Complainant's meter for the period between April 2001 and August 2002 as shown in the listing of the Complainant billings which is attached hereto as Exhibit "A."

PGW records indicate that an automated meter reading device ("AMR") was installed on August 17, 2002. Thereafter, the Complainant received a make up billing for \$139.16. Since the installation of the AMR, the Complainant's bills have been based upon actual usage.

A decision of the Bureau of Consumer Services ("BCS") dated March 11, 2003, found that the billing was correct and provided for repayment agreement consisting of the payment of a monthly budget bill of \$84.00 plus \$15.00 per month on the arrears.

4. Denied. The averments in Paragraph 4 of the Complaint are requests for relief to which no response is required. PGW therefore denies the averments in Paragraph 4.

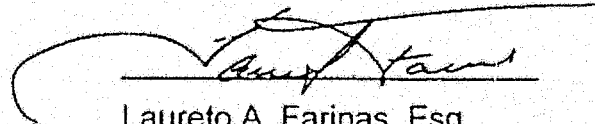
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DOCKETED
JUL 28 2003

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

Respectfully submitted,

July 21, 2003

A handwritten signature in black ink, appearing to read "Laureto A. Farinas", is written over a horizontal line. The signature is stylized and includes a large, sweeping flourish that extends to the left and then curves back under the line.

Laureto A. Farinas, Esq.
Philadelphia Gas Works
800 W. Montgomery Avenue
Philadelphia, PA 19122

EXHIBIT A

BILLS FROM 01/01/1996 TO 07/21/2003

Account # 8113554576 Customer Name: SMITH, CHERYLA
 Customer Address: 2045 S NORWOOD ST PHILA, PA Bill Cycle: 07

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	Easyway Current Month	Easyway Current Amt	Days
9961401219	1646542	06/09/2003	07/09/2003	08/05/2003	3924	3943	19	Regular	\$37.17	No	No	\$0.00	0	\$0.00	30
9961401219	1646542	05/09/2003	06/09/2003	07/07/2003	3904	3924	20	Regular	\$37.49	No	No	\$0.00	2	\$84.00	31
9961401219	1646542	04/09/2003	05/09/2003	06/06/2003	3869	3904	35	Regular	\$56.72	No	No	\$0.00	1	\$84.00	30
9961401219	1646542	03/11/2003	04/09/2003	05/07/2003	3815	3869	54	Regular	\$77.67	No	No	\$0.00	0	\$0.00	29
9961401219	1646542	02/07/2003	03/11/2003	04/07/2003	3659	3815	156	Regular	\$177.28	No	No	\$0.00	0	\$0.00	32
9961401219	1646542	01/09/2003	02/07/2003	03/07/2003	3504	3659	155	Regular	\$177.31	No	No	\$0.00	0	\$0.00	29
9961401219	1646542	12/09/2002	01/09/2003	02/05/2003	3381	3504	123	Regular	\$151.91	No	No	\$0.00	0	\$0.00	31
9961401219	1646542	11/06/2002	12/09/2002	01/08/2003	3279	3381	102	Regular	\$117.38	No	No	\$0.00	0	\$0.00	33
9961401219	1646542	10/07/2002	11/06/2002	12/05/2002	3233	3279	46	Regular	\$60.38	No	No	\$0.00	0	\$0.00	30
9961401219	1646542	09/06/2002	10/07/2002	11/01/2002	3204	3233	29	Regular	\$42.50	No	No	\$0.00	0	\$0.00	31
9961401219	1606478	09/07/2002	09/06/2002	10/03/2002	3221	3335	125	Regular	\$139.16	No	No	\$0.00	0	\$0.00	30
9961401219	1646542	09/07/2002	09/05/2002	10/03/2002	3193	3204	125	Regular	\$139.16	No	No	\$0.00	0	\$0.00	30
9961401219	1606478	07/09/2002	08/07/2002	09/04/2002	3205	3221	16	System Estimate	\$28.14	No	No	\$0.00	0	\$0.00	29
9961401219	1606478	06/07/2002	07/09/2002	08/05/2002	3186	3205	19	System Estimate	\$31.17	No	No	\$0.00	0	\$0.00	32
9961401219	1606478	05/08/2002	06/07/2002	07/05/2002	3168	3186	18	System Estimate	\$29.09	No	No	\$0.00	0	\$0.00	30
9961401219	1606478	04/09/2002	05/08/2002	06/05/2002	3136	3168	32	System Estimate	\$41.65	No	No	\$0.00	0	\$0.00	29
9961401219	1606478	03/08/2002	04/09/2002	05/06/2002	3056	3136	80	System Estimate	\$80.90	No	No	\$0.00	0	\$0.00	32
9961401219	1606478	02/07/2002	03/08/2002	04/05/2002	2961	3056	95	System Estimate	\$103.67	No	No	\$0.00	0	\$0.00	29
9961401219	1606478	01/09/2002	02/07/2002	03/06/2002	2860	2961	101	System Estimate	\$113.43	No	No	\$0.00	0	\$0.00	29
9961401219	1606478	12/07/2001	01/09/2002	02/06/2002	2742	2860	118	System Estimate	\$130.50	No	No	\$0.00	0	\$0.00	33
9961401219	1606478	11/07/2001	12/07/2001	01/08/2002	2689	2742	53	System Estimate	\$70.26	No	No	\$0.00	0	\$0.00	30
9961401219	1606478	10/10/2001	11/07/2001	12/06/2001	2656	2689	33	System Estimate	\$49.17	No	No	\$0.00	0	\$0.00	28
9961401219	1606478	09/10/2001	10/10/2001	11/06/2001	2636	2656	20	System Estimate	\$33.63	No	No	\$0.00	0	\$0.00	30
9961401219	1606478	08/09/2001	09/10/2001	10/05/2001	2621	2636	15	System Estimate	\$31.62	No	No	\$0.00	0	\$0.00	32
9961401219	1606478	07/11/2001	08/09/2001	09/05/2001	2606	2621	15	System Estimate	\$31.62	No	No	\$0.00	0	\$0.00	29
9961401219	1606478	06/08/2001	07/11/2001	08/07/2001	2588	2606	18	System Estimate	\$35.61	No	No	\$0.00	0	\$0.00	33
9961401219	1606478	05/09/2001	06/08/2001	07/09/2001	2567	2588	21	System Estimate	\$39.61	No	No	\$0.00	0	\$0.00	30
9961401219	1606478	04/18/2001	05/09/2001	06/06/2001	2539	2567	28	System Estimate	\$48.93	No	No	\$0.00	0	\$0.00	21
9961401219	1606478	02/07/2001	04/18/2001	05/11/2001	2410	2539	129	Customer	\$193.09	No	No	\$0.00	0	\$0.00	70
9961401219	1606478	03/09/2001	04/09/2001	05/07/2001	2586	2729	143	System Estimate	\$201.98	Yes	No	\$0.00	0	\$0.00	31

BILLS FROM 01/01/1996 TO 07/21/2003

Account # 8113554575	Customer Name: SMITH, CHERYL A
Customer Address: 2045 S NORWOOD ST/PHILA, PA	Bill Cycle: 07

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	Easyway Current Month	Easyway Curr Amt	Days
9961401219	1606478	02/07/2001	03/09/2001	04/05/2001	2410	2585	176	System Estimate	\$237.21	Yes	No	\$0.00	0	\$0.00	30
9961401219	1606478	01/09/2001	02/07/2001	03/05/2001	2223	2410	187	System Estimate	\$247.57	No	No	\$0.00	0	\$0.00	29
9961401219	1606478	12/07/2000	01/09/2001	02/06/2001	1977	2223	246	System Estimate	\$266.74	No	No	\$0.00	0	\$0.00	33
9961401219	1606478	11/14/2000	12/07/2000	01/05/2001	1866	1977	111	System Estimate	\$108.62	No	No	\$0.00	0	\$0.00	23
9961401219	1606478	10/06/2000	11/14/2000	12/08/2000	1777	1866	89	C.Jstomer	\$76.63	No	No	\$0.00	0	\$0.00	39
9961401219	1606478	10/06/2000	11/07/2000	12/06/2000	1777	1890	113	System Estimate	\$95.14	Yes	No	\$0.00	0	\$0.00	32
9961401219	1606478	09/07/2000	10/06/2000	11/03/2000	1777	1777	0	System Estimate	\$8.00	No	No	\$0.00	0	\$0.00	29
9961401219	1606478	08/08/2000	09/07/2000	10/03/2000	1777	1777	0	System Estimate	\$8.00	No	No	\$0.00	0	\$0.00	30
9961401219	1606478	07/10/2000	08/08/2000	09/05/2000	1777	1777	0	System Estimate	\$8.00	No	No	\$0.00	0	\$0.00	29
9961401219	1606478	06/07/2000	07/10/2000	08/07/2000	1773	1777	4	System Estimate	\$11.09	No	No	\$0.00	0	\$0.00	33
9961401219	1606478	05/09/2000	06/07/2000	07/06/2000	1749	1773	24	System Estimate	\$26.51	No	No	\$0.00	0	\$0.00	29
9961401219	1606478	04/10/2000	05/09/2000	06/06/2000	1697	1749	52	System Estimate	\$48.10	No	No	\$0.00	0	\$0.00	29
9961401219	1606478	03/17/2000	04/10/2000	05/09/2000	1635	1697	62	System Estimate	\$55.81	No	No	\$0.00	0	\$0.00	24
9961401219	1606478	02/10/2000	03/17/2000	04/11/2000	1229	1635	406	Special	\$321.08	No	No	\$0.00	0	\$0.00	36
9961401219	1606478	02/10/2000	03/10/2000	04/07/2000	1229	1245	16	System Estimate	\$20.34	Yes	No	\$0.00	0	\$0.00	29
9961401219	1606478	01/08/2000	02/10/2000	03/08/2000	1199	1229	30	System Estimate	\$31.13	No	No	\$0.00	0	\$0.00	33
9961401219	1606478	12/13/1999	01/08/2000	02/09/2000	1184	1199	15	System Estimate	\$19.72	No	No	\$0.00	0	\$0.00	26
9961401219	1606478	07/13/1999	12/13/1999	01/10/2000	1119	1184	65	Customer	\$89.67	No	No	\$0.00	0	\$0.00	153
9961401219	1606478	11/04/1999	12/07/1999	01/06/2000	1364	1520	156	System Estimate	\$127.59	Yes	No	\$0.00	0	\$0.00	33
9961401219	1606478	10/06/1999	11/04/1999	12/15/1999	1287	1364	77	System Estimate	\$66.71	Yes	No	\$0.00	0	\$0.00	29
9961401219	1606478	10/06/1999	11/04/1999	12/07/1999	1287	1365	99	System Estimate	\$83.48	Yes	No	\$0.00	0	\$0.00	29
9961401219	1606478	09/08/1999	10/06/1999	11/05/1999	1185	1287	98	System Estimate	\$82.72	Yes	No	\$0.00	0	\$0.00	28
9961401219	1606478	08/09/1999	09/08/1999	10/05/1999	1150	1189	39	System Estimate	\$37.73	Yes	No	\$0.00	0	\$0.00	30
9961401219	1606478	07/13/1999	08/09/1999	09/07/1999	1119	1150	31	System Estimate	\$31.64	Yes	No	\$0.00	0	\$0.00	27
9961401219	1606478	06/07/1999	07/13/1999	08/09/1999	1001	1119	118	System Estimate	\$97.96	No	No	\$0.00	0	\$0.00	36
9961401219	1606478	04/30/1999	06/07/1999	07/07/1999	962	1001	39	System Estimate	\$36.44	No	No	\$0.00	0	\$0.00	39
9961401219	1606478	04/01/1999	04/30/1999	05/29/1999	903	962	59	System Estimate	\$51.98	No	No	\$0.00	0	\$0.00	30
9961401219	1606478	03/04/1999	04/01/1999	04/28/1999	800	903	103	System Estimate	\$87.76	No	No	\$0.00	0	\$0.00	29
9961401219	1606478	02/09/1999	03/04/1999	03/31/1999	698	800	102	System Estimate	\$66.94	No	No	\$0.00	0	\$0.00	24
9961401219	1606478	01/09/1999	02/09/1999	03/06/1999	570	698	128	System Estimate	\$109.79	No	No	\$0.00	0	\$0.00	32
9961401219	1606478	12/08/1998	01/09/1999	02/06/1999	416	570	154	System Estimate	\$135.63	No	No	\$0.00	0	\$0.00	33

BILLS FROM 01/01/1996 TO 07/21/2003

Account #. 8113554575	Customer Name SMITH, CHERYLA
Customer Address. 2045 S NORWOOD ST/PHILA, PA	Bill Cycle: 07

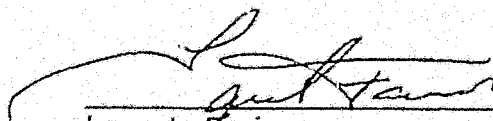
BILLS

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	Easyway Current Month	Eway Curr Amt	Days
9961401219	1606478	11/05/1998	12/08/1998	01/04/1999	334	416	82	System Estimate	\$74.08	No	No	\$0.00	0	\$0.00	34
9961401219	1606478	10/07/1998	11/05/1998	12/02/1998	278	334	56	System Estimate	\$51.86	No	No	\$0.00	0	\$0.00	30
9961401219	1606478	09/08/1998	10/07/1998	11/03/1998	249	278	29	System Estimate	\$28.79	No	No	\$0.00	0	\$0.00	30
9961401219	1606478	08/10/1998	09/08/1998	10/05/1998	226	249	23	System Estimate	\$23.66	No	No	\$0.00	0	\$0.00	30
9961401219	1606478	07/10/1998	08/10/1998	09/06/1998	202	226	24	System Estimate	\$24.52	No	No	\$0.00	0	\$0.00	32
9961401219	1606478	06/23/1998	07/10/1998	08/08/1998	189	202	13	System Estimate	\$15.12	No	No	\$0.00	0	\$0.00	18
9961401219	1606478	04/11/1998	06/23/1998	07/20/1998	167	189	22	Regular	\$26.80	No	No	\$0.00	0	\$0.00	74
9961401219	1606478	03/12/1998	04/11/1998	05/10/1998	82	167	85	System Estimate	\$76.65	No	No	\$0.00	0	\$0.00	31
9961401219	1606478	02/10/1998	03/12/1998	04/08/1998	9971	82	111	System Estimate	\$98.87	No	No	\$0.00	0	\$0.00	31
9961401219	1606478	01/09/1998	02/10/1998	03/08/1998	9830	9971	141	System Estimate	\$124.51	No	No	\$0.00	0	\$0.00	33
9961401219	1606478	12/06/1997	01/09/1998	02/06/1998	9890	9830	140	System Estimate	\$123.66	No	No	\$0.00	0	\$0.00	35
9961401219	1606478	11/05/1997	12/06/1997	01/04/1998	9567	9890	123	System Estimate	\$109.13	No	No	\$0.00	0	\$0.00	32
9961401219	1606478	10/07/1997	11/05/1997	12/02/1997	9501	9567	66	System Estimate	\$60.41	No	No	\$0.00	0	\$0.00	30
9961401219	1606478	04/11/1997	10/07/1997	11/03/1997	9435	9501	66	Regular	\$80.40	No	No	\$0.00	0	\$0.00	180

VERIFICATION

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

Date: July 21, 2003



Laureto Farinas

CERTIFICATE OF SERVICE

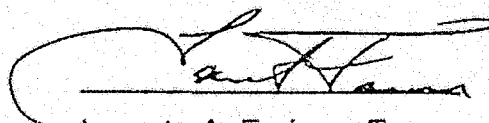
I HEREBY CERTIFY THAT I HAVE THIS DAY SERVED A TRUE COPY OF THE FOREGOING DOCUMENT UPON THE PARTICIPANTS LISTED BELOW, IN ACCORDANCE WITH THE REQUIREMENTS OF §1.54 (RELATING TO SERVICE BY A PARTICIPANT).

Service List:

For Complainant.

Cheryl Smith
2045 South Norwood Street
Philadelphia, PA 19145

July 21, 2003



Laureto A. Farinas, Esq.
Philadelphia Gas Works
800 W. Montgomery Avenue
Philadelphia, PA 19122



COMMONWEALTH OF PENNSYLVANIA
PENNSYLVANIA PUBLIC UTILITY COMMISSION

Office Of Administrative Law Judge
P.O. Box 3265, Harrisburg, PA 17105-3265

KJR

IN REPLY PLEASE
REFER TO OUR FILE

August 15, 2003

In Re: Z-01197128

(See attached list)

Cheryl Smith v. Philadelphia Gas Works

Billing dispute.

DOCKETED

AUG 18 2003

Telephone Hearing Notice

This is to inform you that a hearing by telephone on the above-captioned case will be held as follows:

Type: Initial telephone hearing

Date: Friday, December 5, 2003

Time: 10:00 a.m.

Presiding: Administrative Law Judge Marlane R. Chestnut
1302 Philadelphia State Office Building
1400 West Spring Garden Street
Philadelphia, PA 19130
Telephone: (215) 560-2105
Fax: (215) 560-3133

DOCUMENT

If you have not provided a current telephone number where you can be reached for participation in the hearing OR YOUR AREA CODE HAS CHANGED, then you must contact the presiding officer at least 7 days before the actual hearing and provide the necessary information.

At the above date and time, the Presiding Officer will contact the parties as follows:

Cheryl Smith (215) 271-0425
Laureto A. Farinas, Esquire (215) 684-6982

If you have any hearing exhibits to which you will refer during the hearing, 3 copies must be sent to the Administrative Law Judge and 1 copy each must be sent to every other party. All copies must be received at least 3 days before the hearing.

Attention: You may lose the case if you do not take part in this hearing and present facts on the issues raised.

Except for those individuals representing themselves, the Commission's rules require that all parties have an attorney; therefore, you should have an attorney of your choice file an entry of appearance before the scheduled hearing.

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

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

pc: Judge Chestnut
Judy W. Springer
Beth Plantz
Docket Section
Calendar File