

CAPTION SHEET

CASE MANAGEMENT SYSTEM

1. REPORT DATE: 00/00/00	:	
2. BUREAU: ALJ	:	
3. SECTION(S):	:	
5. APPROVED BY:	:	4. PUBLIC MEETING DATE:
DIRECTOR:	:	00/00/00
SUPERVISOR:	:	
6. PERSON IN CHARGE:	:	7. DATE FILED: 01/03/06
8. DOCKET NO: C-20065733	:	9. EFFECTIVE DATE: 00/00/00

PARTY/COMPLAINANT: BANTUM, JEMILL

RESPONDENT/APPLICANT: PHILADELPHIA GAS WORKS

COMP/APP COUNTY:

UTILITY CODE: 125042

ALLEGATION OR SUBJECT

COMPLAINANT STATES THERE ARE INCORRECT CHARGES ON THEIR BILL. THEY HAVE RECEIVED A NOTICE THAT THEIR UTILITY SERVICE IS BEING TERMINATED. THEY WOULD ALSO LIKE A PAYMENT AGREEMENT.

DOCUMENT  
FOLDER

**DOCKETED**  
JAN 11 2006

PENNSYLVANIA PUBLIC UTILITY COMMISSION

Formal Complaint Form

Please print or type.

C-20065733

RECEIVED

1. CUSTOMER NAME (COMPLAINANT)

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

Name Jemil Bantum

Street/P.O. Box 7027 Limestone Pike Apt # \_\_\_\_\_

City Phila State Pa Zip 19138

County Penna.

Area Code/HOME Phone (215) 424-4831

Area Code/WORK Phone 267-971-6339

Utility Account Number 4116756042 / 0302607203 *1st account until 11/04 / Second account as of 9/15. 9/20*

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

Name N/A

Street/P.O. Box \_\_\_\_\_

City \_\_\_\_\_ State \_\_\_\_\_ Zip \_\_\_\_\_

2. UTILITY NAME (RESPONDENT)

Name of utility company your complaint concerns: PGW.

RECEIVED  
2005 JAN -3 AM 9:40  
PA P.U.C. BUREAU  
SECRETARY'S BUREAU

3. TYPE OF UTILITY (check one)

ELECTRIC

STEAM HEAT

GAS

WASTE WATER

WATER

MOTOR CARRIER

(taxi, moving company, limousine)

TELEPHONE

(local, long distance)

4. COMPLAINT (check one)

A. In general, what is your complaint?

I want to oppose the company's proposed rate increase.

There are incorrect charges on my bill.

There is a reliability, safety or quality problem with my utility service.

I received a notice that my utility service is being terminated.

I would like a payment agreement.

Other.  
(explain)

B. State the facts of your complaint.

Include any specific dates, times or places that are important. If the complaint is about a bill, tell us about any charges that you believe are not correct. Use additional paper if you need more space. Provide copies of all relevant documents you believe will support your complaint.

On 9/15, I receive a terminated card on my door for my account on 4116756042, in which was a zero balance, at this time before this my last bill was 11/04

I would call the PG & W.  
-66 cents in which I pay.

Company - about this for several month they would tell me I had a zero balance they could not give me a bill, I call for several month no balance no bill they kept telling me.

On 9/15 - A card was in the door for shut off in which I did not understand so I call at 9/15 at 4:30 talk to PGW Rep name Willie. He told me you don't have a balance so he said we would have to give you a new bill, - so when the new bill came it was \$348 dollars on 9/25

5: RELIEF

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

all I want is the bill to start over fresh from when I call to let them know again about the Bill which was, 9/15/05, in which they gave a new # of 302607203 - the old account # was, 4116756042 they said we can't find this account, but I have a bill, they really did not have any answer for me, at all if it not my fault I would like to have a fresh bill and ask to be put on low income plan ~~at~~ this time

6. PROTECTION FROM ABUSE

Answer the following question if your complaint is against a natural gas distribution company, an electric distribution company or a water company AND your complaint is about a billing problem, an application for service problem, a termination of service problem or a request for a payment agreement.

Has a court granted a "Protection from Abuse" order for your personal safety?

YES

NO

7. PRIOR UTILITY CONTACT

Answer the following question only if you are a residential customer and your complaint is against an electric distribution utility, natural gas distribution utility or a water distribution utility.

Have you spoken to a utility company representative about this complaint?

YES No one could really explain.   
(includes appeals of BCS determinations)

NO

If you tried to, but could not speak to a utility company representative about your complaint, please explain why.

8. VERIFICATION AND SIGNATURE

You must print or type your name below on the line provided for the verification paragraph, and you must sign and date (in ink) this form on the lines provided.

Verification: I Demill Barton 12-29/05, hereby state that the facts above set forth are true and correct (or are true and correct to the best of my knowledge, information and belief) and that I expect to be able to prove the same at a hearing held in this matter. I understand that the statements herein are made subject to the penalties of 18 Pa. C.S. § 4904 (relating to unsworn falsification to authorities).

Demill Barton (Signature) 12-29/05 (Date)

9. LEGAL REPRESENTATION (IF ANY)

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

Lawyer's Name \_\_\_\_\_  
Street \_\_\_\_\_  
City \_\_\_\_\_ State \_\_\_\_\_ Zip \_\_\_\_\_  
Area Code/Phone Number \_\_\_\_\_

10. FILING

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

If using U.S. Postal Service:

If using overnight delivery service:

Secretary Pennsylvania Public Utility Commission P.O. Box 3265 Harrisburg, PA 17105	Secretary Pennsylvania Public Utility Commission 400 North Street Commonwealth Keystone Building, 2 <sup>nd</sup> Floor Harrisburg, Pennsylvania 17120
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Facsimiles and/or electronic filings of the complaint form will not be accepted.

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

Keep a copy of your complaint for your records.



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

Page: 1 of 2  
Billing Date: 10/02/04  
Account Number: 4116756042

**MONTHLY STATEMENT**

Billing Cycle Number: 01

Account for:  
**JEMILL BANTUM**  
7027 LIMEKILN PIKE  
PHILADELPHIA PA 19138-2022

Billing Summary

Past Due Amount \$10,106.06  
Current Charges \$0.00

Total Amount Due By	
Oct 26, 2004	\$0.66

**GENERAL INFORMATION**

CONTACT US

Gas Leaks & Emergencies	215 235-1212
Billing & General Information	215 235-1000
Appliance Service	215 235-2050
Theft of Gas	215 684-6383
Foreign Language Assistance	215 235-1000
Hearing impaired TTY Line	215 236-4646
Representantes Que Hablan Espanol	215 235-2175

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

CUSTOMER SERVICE CENTERS

(Hours 9 a.m. - 5 p.m.)

Center City	1137 Chestnut St. (M, T, TH, F)
Germantown	210 W. Chelton Ave. (T, W, F)
S. Philadelphia	1601 S. Broad St. (M, W, TH)
Frankford	4410 Frankford Ave. (T, TH, F)
N. Philadelphia	1337 W. Erie Ave. (M, W, TH)
W. Philadelphia	5230 Chestnut St. (M, T, W, F)

*This bill was pay 11/16/04 mt last bill that came*

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

Questions or complaints about your bill? Please call us before the Due Date at 215-235-1000.  
Or write to: PGW P.O. Box 3500, Phila., PA 19122-0050

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



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

Account Number: 4116756042  
Due Date: Oct 26, 2004  
Please Pay: \$0.66

Amount Enclosed:

<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
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26612 1 AT 0.292 \*\*\*\*\*AUTO\*\*3-DIGIT 191



JEMILL BANTUM  
7027 LIMEKILN PIKE  
PHILADELPHIA PA 19138-2022



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



00411675604280000000000000664

*People I talk me-Johnson No Bantum*



C-20065733

Unk...  
|

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

Notice to Customer:

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

If you want to appeal this decision, you must return this Notification of Intent to Appeal form within twenty days of this date: December 1, 2005. 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.)

JEMILL BANTUM  
7027 LIMEKILN PIKE  
PHILADELPHIA PA 19138-2022

267-971-6339  
(Area Code) Telephone Number

Jemill Bantum  
Signature

Mail this completed form to:

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

FOR OFFICE USE ONLY	
BCS Number: 1985746	Date of mailing: December 1, 2005
Company: PHILADELPHIA GAS WORKS	

REVISED 1-97

RECEIVED

DEC 17 2005

PA PUBLIC UTILITY COMMISSION  
SECRETARY'S BUREAU

2

BEFORE THE PENNSYLVANIA PUBLIC UTILITY COMMISSION

DATE SERVED: JANUARY 12, 2006

JEMILL BANTUM  
Complainant

v.

PHILADELPHIA GAS WORKS  
Respondent

Complaint Docket  
No: C-20065733

DOCUMENT  
FOLDED

**DOCKETED**  
JAN 11 2006

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FORMAL COMPLAINT NOTICE TO RESPONDENT TO ANSWER OR SATISFY

---

TO: PHILADELPHIA GAS WORKS

TAKE NOTICE:

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

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

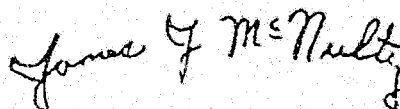
2. If you fail to either satisfy this complaint or to file answer or other responsive pleading within twenty (20) days, you will be deemed to have admitted all the allegations in this complaint in accordance with Section 5.61 of the Commission's Rules of Administrative Practice and Procedure, 52 Pa. Code Section 5.61. In that event, the Commission may, without hearing, enter an order which either revokes or suspends any certificate or permit held by you or which imposes a fine or any other appropriate penalty or remedy authorized by the Public Utility Code, 66 Pa. C.S. Section 101, et seq.; and, if

you are a customer of a utility, an order may be entered which prescribes a payment schedule or which authorizes termination of utility services. The Commission is not limited to the relief sought by the complainant in paragraph 4 of the attached complaint.

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

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

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



James J. McNulty  
Secretary

(SEAL)

Certified Mail  
Return Receipt Requested



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

IN REPLY PLEASE  
REFER TO OUR FILE

DATE SERVED: JANUARY 12, 2006

C-20065733

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

DOCUMENT  
FOLDER

Dear Mr. Farinas:

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

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

CUSTOMER OF A UTILITY

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

COMPANY/UTILITY

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

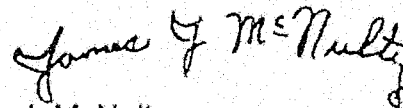
Detailed instructions on how to proceed are contained in the attached pages. You are advised to read them carefully.

JANUARY 12, 2006

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

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

Very truly yours,



James J. McNulty  
Secretary

jih



Mary M. Chan, Paralegal  
Legal Department  
Direct Dial: (215) 684-6830  
Fax: (215) 684-6798  
E-mail: [m3rry.chan@pgworks.com](mailto:m3rry.chan@pgworks.com)

ORIGINAL

January 31, 2006

RECEIVED

JAN 31 2006

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

PA PUBLIC UTILITY COMMISSION  
SECRETARY'S BUREAU

**RE: Jemill Bantum vs. PGW, Docket No.: C-20065733**

Dear Secretary McNulty:

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

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

Sincerely,

A handwritten signature in black ink, appearing to be the initials "M" followed by a long horizontal stroke.

Enclosure

cc: Jemill Bantum  
Wendy Vacca

DOCUMENT  
FOLDER

58

BEFORE THE  
PENNSYLVANIA PUBLIC UTILITY COMMISSION JAN 8 1 2006

RECEIVED

PA PUBLIC UTILITY COMMISSION  
SECRETARY'S BUREAU

Jemill Bantum

v.

Philadelphia Gas Works

Docket No.: C-20065733

DOCUMENT  
FOLDER

Answer of the Philadelphia Gas Works

Pursuant to 52 Pa. Code §5 61, the Philadelphia Gas Works ("PGW") hereby answers the Complaint filed in the above captioned matter. PGW hereby avers the following:

1. Admitted.
2. Admitted.
3. Admitted.
4. (a-b) Denied. PGW denies the averments contained in Paragraph 4 of the Complaint concerning the inaccuracy of the Complainant's bills, and all other averments that are conclusions. The Complainant's bills are correct as rendered. The Complainant's bills are based upon actual gas usage to 7027 Limekiln Pike, Philadelphia, PA (Service Address). PGW records indicate that the Complainant established gas service to Service Address on May 21, 1996. On July 10, 2003, the Complainant contacted PGW to report that he no longer resides at Service Address. PGW transferred gas service out the Complainant, and finalized the Complainant's account as of July 23, 2003. At that time, the Complainant's arrears were \$10,106.06. On May 3, 2004, the final balance of \$10,106.06 on the Complainant's gas account (PGW Account Number: 4116756042) went into write off status.

**DOCKETED**  
FEB 10 2006

The Complainant has made several payments on this write account, reducing the write off amount to \$9983.40 as shown on the statement of accounts which is attached hereto as Exhibit "A".

On September 15, 2005, the Complainant contacted PGW to report that he never moved out of the Service Address as shown on the "Contacts for Premise" which is attached hereto as Exhibit "B". At that point, PGW billed the Complainant \$5,246.80 for actual gas usage from July 23, 2003 to September 15, 2005, on a new account number (PGW Account Number: 0302607203) as shown on the statement of accounts, which is attached hereto as Exhibit "C".

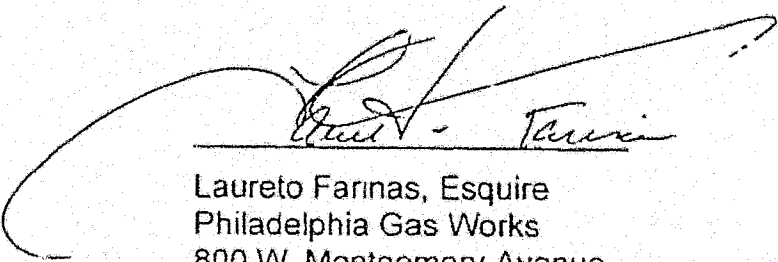
The Bureau of Consumer Services ("BCS") dated December 1, 2005 determined that the Complainant's bills are correct as rendered. The BCS decision also recommended that the Complainant apply for PGW's Customer Responsibility Program ("CRP"). Additionally, if the Complainant is not eligible for CRP, then the Complainant must pay \$259 a month plus \$93 a month toward the arrears. A copy of the BCS decision is attached hereto as Exhibit "D".

5. Denied. The averments in Paragraph 5 of the Complaint are requests for relief to which no response is required. PGW therefore denies the averments in this paragraph.
6. Admitted.
7. Admitted.

Wherefore, PGW respectfully requests that this Commission find against the Complainant, and affirm the decision of the BCS in this matter. PGW requests that, the Commission enter an Interim Order directing the Complainant to make payment of the current bill during the pendency of the hearing in this matter. PGW further requests that the Interim Order directing payment authorize PGW to terminate service if the Complainant fails to comply with that Interim Order.

Respectfully submitted,

January 31, 2006

A handwritten signature in black ink, appearing to read "Laureto 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 Farinas, Esquire  
Philadelphia Gas Works  
800 W. Montgomery Avenue  
Philadelphia, PA 19122

**EXHIBIT A**

**RECEIVED**

JAN 8 1 2006

PA PUBLIC UTILITY COMMISSION  
SECRETARY'S BUREAU

# HISTORY REQUEST REPORT FOR ACCOUNT # 4116756042 AND SA # 9961486607 AS OF 01/19/2006

Account # 4116756042	SA # 9961486607	Bill Cycle GI	Rate Class GS	Phone # 4244831(215)
Name: BANTUM, JEMILL	Address: 7027 LIMEKILN PIKE/PHILA, PA			
Pay Agreement Indicator: N	Easyway Indicator:	CRP Status B		
Blocker Start Date: 20030717	Blocker End Date: 20031230	Meter #: 1820660		

Tran Date	Tran Type	Current Amt	Total Amt	Adjust Amt	Segment Start Date	Segment End Date	Read Code	End Read	Current Balance	Usage	Meter #
01/01/1996	CONVRC	(\$434.12)	(\$503.99)	(\$503.99)							
09/16/1998	BILL	\$28.79	\$28.79	\$0.00	08/13/1998	09/16/1998	R	2742	\$28.79	29	1820660
10/16/1998	BILL	\$26.22	\$26.22	\$0.00	09/16/1998	10/16/1998	R	2768	\$26.22	26	1820660
11/17/1998	BILL	\$80.92	\$80.92	\$0.00	10/16/1998	11/17/1998	R	2858	\$80.92	90	1820660
12/15/1998	BILL	\$103.15	\$103.15	\$0.00	11/17/1998	12/15/1998	R	2974	\$103.15	116	1820660
12/17/1998	LPC	\$1.56	\$1.56	\$1.56							
01/19/1999	BILL	\$286.91	\$286.91	\$0.00	12/15/1998	01/19/1999	R	3305	\$286.91	331	1820660
01/22/1999	LPC	\$3.44	\$3.44	\$3.44							
02/01/1999	PAY	(\$27.00)	(\$27.00)	\$0.00							
02/11/1999	BILL	\$138.17	\$138.17	\$0.00	01/19/1999	02/11/1999	Y	3470	\$138.17	165	1820660
02/26/1999	PAY	(\$131.00)	(\$131.00)	\$0.00							
03/05/1999	PAY	(\$85.00)	(\$85.00)	\$0.00							
03/05/1999	CRPCR	\$0.00	(\$53.17)	(\$53.17)							
03/12/1999	BILL	\$169.07	\$169.07	\$0.00	02/11/1999	03/12/1999	R	3673	\$169.07	203	1820660
04/08/1999	UNEARN	\$0.00	(\$1.94)	(\$1.94)							
04/08/1999	BILL	\$86.94	\$86.94	\$0.00	03/12/1999	04/08/1999	R	3775	\$86.94	102	1820660
05/05/1999	PAY	(\$85.00)	(\$85.00)	\$0.00							
05/05/1999	CRPCR	\$0.00	(\$84.07)	(\$84.07)							
05/14/1999	BILL	\$63.36	\$63.36	\$0.00	04/08/1999	05/14/1999	R	3848	\$63.36	73	1820660
05/14/1999	UNEARN	\$0.00	\$21.64	\$21.64							
06/08/1999	BOLHP	\$0.00	\$131.00	\$131.00							
06/11/1999	UNEARN	\$0.00	\$56.41	\$56.41							
06/11/1999	BILL	\$28.59	\$28.59	\$0.00	05/14/1999	06/11/1999	Y	3877	\$28.59	29	1820660
06/29/1999	PAY	(\$170.00)	(\$170.00)	\$0.00							
07/20/1999	BILL	\$85.00	\$85.00	\$0.00	06/11/1999	07/20/1999	R	3903	\$260.95	26	1820660
07/20/1999	BILL	\$85.00	\$85.00	\$0.00	06/11/1999	07/20/1999	R	3903	\$170.00	26	1820660
08/10/1999	PAY	(\$85.00)	(\$85.00)	\$0.00							
08/10/1999	PAY	(\$85.00)	(\$85.00)	\$0.00							

Account # 4116766042      SA # 9961486607      Bill Cycle: 01      Rate Class: GS      Phone # 4244831(215)  
 Name: BANTUM, JEMILL      Address: 7027 LIMEKILN PIKE/PHILA, PA  
 Pay Agreement Indicator: N      Easyway Indicator:      CRP Status: B  
 Blocker Start Date: 20030717      Blocker End Date: 20031230      Meter # 1820660

Account #	Rate Class	Phone #	SA #	Bill Cycle	CRP Status	Meter #	Blocker Start Date	Blocker End Date	Easyway Indicator	CRP Status
4116766042	GS	4244831(215)	9961486607	01	B	1820660	20030717	20031230		B
Name: BANTUM, JEMILL      Address: 7027 LIMEKILN PIKE/PHILA, PA										
Pay Agreement Indicator: N      Easyway Indicator:      CRP Status: B										
Blocker Start Date: 20030717      Blocker End Date: 20031230      Meter # 1820660										

Account #	Rate Class	Phone #	SA #	Bill Cycle	CRP Status	Meter #	Blocker Start Date	Blocker End Date	Easyway Indicator	CRP Status
4116766042	GS	4244831(215)	9961486607	01	B	1820660	20030717	20031230		B
Name: BANTUM, JEMILL      Address: 7027 LIMEKILN PIKE/PHILA, PA										
Pay Agreement Indicator: N      Easyway Indicator:      CRP Status: B										
Blocker Start Date: 20030717      Blocker End Date: 20031230      Meter # 1820660										

Account # 4116756042 SA # 9961486807 Bl. Cycle C1 Rate Class GS Phone # 4244831(215)  
 Name: BANTUM, JEMILL Address: 7027 LIMEKILN PIKE/PHILA, PA  
 Pay Agreement Indicator N Easyway Indicator CRP Status B  
 Blocker Start Date: 20030717 Blocker End Date: 20631230 Meter #: 1820660

Tran Date	Tran Type	Current Amt	Total Amt	Adjust Amt	Segment Stat Date	Segment Enc Date	Read/Exec	Emp Read	Current Balance	Usage	Meter #
03/19/2001	BILL	\$85.00	\$85.00	\$0.00	02/15/2001	03/19/2001	R	6244	\$7,655.37	167	1820660
04/04/2001	PAY	(\$100.00)	(\$100.00)	\$0.00							
04/18/2001	BILL	\$85.00	\$85.00	\$0.00	03/19/2001	04/18/2001	R	6330	\$7,640.37	86	1820660
05/10/2001	PAY	(\$100.00)	(\$100.00)	\$0.00							
05/17/2001	BILL	\$85.00	\$85.00	\$0.00	04/18/2001	05/17/2001	R	6366	\$7,625.37	36	1820660
06/19/2001	BILL	\$85.00	\$85.00	\$0.00	05/17/2001	06/19/2001	R	6397	\$7,710.37	31	1820660
07/18/2001	PAY	(\$100.00)	(\$100.00)	\$0.00							
07/19/2001	BILL	\$94.13	\$94.13	\$0.00	06/19/2001	07/19/2001	R	6424	\$7,704.50	27	1820660
08/17/2001	BILL	\$96.21	\$96.21	\$0.00	07/19/2001	08/17/2001	R	6451	\$7,800.71	27	1820660
08/28/2001	PAY	(\$100.00)	(\$100.00)	\$0.00							
09/18/2001	BILL	\$93.45	\$93.45	\$0.00	08/17/2001	09/18/2001	R	6479	\$7,794.16	28	1820660
10/18/2001	BILL	\$87.22	\$87.22	\$0.00	09/18/2001	10/18/2001	R	6519	\$7,881.38	40	1820660
10/23/2001	PAY	(\$100.00)	(\$100.00)	\$0.00							
11/16/2001	BILL	\$89.91	\$89.91	\$0.00	10/18/2001	11/16/2001	R	6602	\$7,771.29	63	1820660
11/19/2001	PAY	(\$100.00)	(\$100.00)	\$0.00							
12/12/2001	PAY	(\$100.00)	(\$100.00)	\$0.00							
12/17/2001	BILL	\$101.30	\$101.30	\$0.00	11/16/2001	12/17/2001	R	6715	\$7,772.59	113	1820660
01/10/2002	PAY	(\$125.00)	(\$125.00)	\$0.00							
01/17/2002	BILL	\$119.55	\$119.55	\$0.00	12/17/2001	01/17/2002	R	6945	\$7,767.14	230	1820660
02/15/2002	BILL	\$115.50	\$115.50	\$0.00	01/17/2002	02/15/2002	R	7137	\$7,760.91	192	1820660
02/16/2002	PAY	(\$121.73)	(\$121.73)	\$0.00							
03/18/2002	BILL	\$94.36	\$94.36	\$0.00	02/15/2002	03/18/2002	R	7303	\$7,855.27	166	1820660
04/12/2002	PAY	(\$121.82)	(\$121.82)	\$0.00							
04/17/2002	GS91LF	(\$7,404.04)	(\$7,404.04)	(\$7,404.04)							
04/17/2002	BILL	\$101.46	\$101.46	\$0.00	03/18/2002	04/17/2002	R	7435	\$430.87	132	1820660
05/16/2002	BILL	\$85.00	\$85.00	\$0.00	04/17/2002	05/16/2002	R	7470	\$515.87	35	1820660
05/22/2002	PAY	(\$103.07)	(\$103.07)	\$0.00							
06/18/2002	BILL	\$85.00	\$85.00	\$0.00	05/16/2002	06/18/2002	R	7507	\$497.80	37	1820660
06/25/2002	PAY	(\$101.26)	(\$101.26)	\$0.00							
07/12/2002	LIMAKE	\$99.97	\$99.97	\$99.97							
07/12/2002	PAY	(\$226.64)	(\$226.64)	\$0.00							
07/12/2002	CRPFRZ	\$8,101.58	\$8,101.58	\$8,101.58							
07/17/2002	BILL	\$39.23	\$39.23	\$0.00	06/18/2002	07/17/2002	R	7534	\$8,410.68	27	1820660

Account # 4116756042 SA # 8961486607 Bill Cycle 01 Rate Class GS Phone # 4244831(215)

Name: BANTUM, JEMILL Address: 7027 LIMEKILN PIKE PHILA, PA

Pay Agreement Indicator: N Easyway Indicator CRP Status B

Blocker Start Date: 20030717 Blocker End Date: 20031230 Meter # 1820660

Tran Date	Tran Type	Current Amt	Total Amt	Adjust Amt	Segment Start Date	Segment End Date	Read Code	Emp Read	Current Balance	Meters
08/02/2002	CRPFRZ	(\$8,410.68)	(\$8,410.68)	(\$8,410.68)	07/17/2002	08/15/2002	R	7556	\$93.00	22
08/15/2002	BILL	\$93.00	\$34.19	\$0.00	08/15/2002	09/16/2002	R	7582	\$186.00	26
09/16/2002	BILL	\$93.00	\$38.78	\$0.00	09/16/2002	10/16/2002	R	7618	\$279.00	36
10/16/2002	BILL	\$93.00	\$49.86	\$0.00	10/16/2002	11/15/2002	R	7758	\$314.68	140
11/15/2002	BILL	\$93.00	\$199.24	\$0.00	11/15/2002	12/17/2002	R	8014	\$407.68	256
11/18/2002	PAY	(\$57.32)	(\$57.32)	\$0.00	12/17/2002	01/17/2003	R	8298	\$500.58	284
12/17/2002	BILL	\$93.00	\$274.35	\$0.00	01/17/2003	02/18/2003	R	8745	\$593.68	447
01/17/2003	BILL	\$93.00	\$333.71	\$0.00	02/18/2003	03/19/2003	R	9030	\$686.68	285
02/18/2003	BILL	\$93.00	\$479.75	\$0.00	03/19/2003	04/17/2003	R	9185	\$779.68	155
03/19/2003	BILL	\$93.00	\$331.12	\$0.00	04/17/2003	05/15/2003	R	9313	\$10,228.72	128
04/17/2003	BILL	\$93.00	\$201.88	\$0.00	05/15/2003	05/19/2003	R	9313	\$872.68	128
05/15/2003	BILL	\$172.49	\$172.49	\$0.00	05/19/2003	06/17/2003	R	9410	\$965.68	97
05/19/2003	BILL	\$93.00	\$171.01	\$0.00	06/17/2003	07/17/2003	R	9517	\$10,395.98	107
06/17/2003	BILL	\$93.00	\$137.65	\$0.00						
07/11/2003	CRPFRZ	\$8,088.00	\$8,088.00	\$8,088.00						
07/11/2003	CRPRMV	\$1,188.55	\$0.00	\$0.00						
07/17/2003	BILL	\$153.75	\$153.75	\$0.00						
07/23/2003	CANB	(\$93.00)	(\$137.65)	\$0.00						
07/23/2003	AUTOCN	\$0.00	\$0.00	(\$171.01)						
07/23/2003	CANB	(\$93.00)	(\$171.01)	\$0.00						
07/23/2003	AUTOCN	\$0.00	\$0.00	(\$137.65)						
07/23/2003	AUTOCN	\$0.00	\$0.00	(\$153.75)						
07/23/2003	CANB	(\$153.75)	(\$153.75)	\$0.00						
05/03/2004	WO	(\$10,106.06)	(\$10,106.06)	(\$10,106.06)						
06/09/2004	PAY	(\$62.00)	(\$62.00)	\$0.00						
08/06/2004	PAY	(\$60.00)	(\$60.00)	\$0.00						
11/16/2004	PAY	(\$0.66)	(\$0.66)	\$0.00						
10/14/2005	REACT	\$0.00	\$122.66	\$122.66						

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**EXHIBIT B**

**Contacts for Premise: 7027 Limekiln Pike/Philadelphia, Pa 19138-2022**

Premise: 7027 Limekiln Pike/Philadelphia, Pa

- Transaction History
- Full Comments

Date	Type	Comment	Person	Follow Up
01/18/2005	CRU	cu-customer filed formal complaint -docket c:20065733 - assigned to cru officer for response back to legal(wv)	Bentum, Jemil	
12/20/2005	CRU	Received 12/1/05. Per PUC investigator Dunstan, bills are correct as rendered. It appears that cus is low income and should apply for CAP. If eligible this may lower monthly payments. That if not eligible for CAP, cus must pay \$2598B+\$3=\$352 per month. Amt may vary depending on service used. Make payments each month until bal paid in full. BCS#1985746 closed 12/1/05	Bentum, Jemil	
12/20/2005	CRU	Received 12/1/05, Per PUC Investigator Dunstan, closed as duplicate to BCS#1985746 BCS#1985735 closed 12/1/05	Bentum, Jemil	
10/14/2005	CRU	cu bcs 1985746 report sent PGW maintains the bill is correct as rendered. The property is equipped with an amt device. The billings are based on actual readings. The current balance owing PGW is 9,983.40. This amount is in write off as of 5/03/04. PGW requests payment in full on all final bills. cust has new acct due to when cust called pgw to state she never left prop amount owed was in wo new acct is 0002607203 waiting for decision	Bentum, Jemil	
10/14/2005	CRU	cu bcs 1985735 customer is level one. PGW suggests the customer visit the office with social security cards for all household members and income information for all members to enter the crp program. The customer may enter crp with no money down. If the customer chooses not to enter the crp program, PGW will request 20% up front payment of 1070.00 by 11/2005 due date. Then bb + 71.00 for 60 months waiting for decision	Bentum, Jemil	
10/14/2005	CHU	trans credit to wo	Bentum, Jemil	
09/26/2005	CRU	Spoke with I. Dunstan, investigator informed that since there are two different account numbers listed on complaint, both complaint must be answered	Bentum, Jemil	
09/26/2005	CRU	PUC faxed 9/23/05 BCS#1985746 filed 9/23/05 CRU 2157871250 income \$1333, 1 adult, 3 children 17,12,10	Bentum, Jemil	
09/26/2005	CRU	PUC faxed 9/23/05. BCS#1985735 filed 9/23/05. CRU 2157871250 income \$1333, 1 adult, 3 children 17,12,10	Bentum, Jemil	
09/16/2005	MISC	per contact rebilled from 05/15/2003	Bentum, Jemil	
09/15/2005	BILL	cu claims she never moved out of property/// rebilled account to 05/15/05 which is roll off date and sent contact on to have customer rebilled	Bentum, Jemil	

Change Customer Contact? Launch Related Transaction

**EXHIBIT C**

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HISTORY REQUEST REPORT FOR ACCOUNT # 302607203 AND SA # 9244242957 AS OF 01/31/2006

Account # 302607203 SA # 9244242957 Bill Cycle 13 Rate Class: GS Phone # 4244831(215)

Name: BANTUM JEMILL Address: 7027 LIMEKILN PIKE/PHILA, PA

Pay Agreement Indicator: N Easyway Indicator: CRP Status:

Blocker Start Date: 20060116 Blocker End Date: 20080116 Meter #: 1820660

Tran Date	Tran Type	Current Amt	Total Amt	Adjst Amt	Segment Start Date	Segment End Date	Read Code	End Read	Current Balance	Usage	Meter #
08/17/2004	BILL	\$3,078.28	\$3,078.28	\$0.00	05/15/2003	08/17/2004	R	1486	\$5,246.80	2173	1820660
08/17/2005	BILL	\$2,168.52	\$2,168.52	\$0.00	08/17/2004	08/17/2005	R	2869	\$5,246.80	1383	1820660
09/19/2005	BILL	\$102.09	\$102.09	\$0.00	08/17/2005	09/19/2005	R	2927	\$5,348.89	58	1820660
09/26/2005	XFER	(\$5,348.89)	(\$5,348.89)	(\$5,348.89)							
10/18/2005	BILL	\$64.22	\$64.22	\$0.00	09/19/2005	10/18/2005	R	2955	\$64.22	28	1820660
11/17/2005	BILL	\$130.10	\$130.10	\$0.00	10/18/2005	11/17/2005	R	3015	\$195.28	60	1820660
11/18/2005	LPC	\$0.96	\$0.96	\$0.96							
12/19/2005	BILL	\$431.17	\$431.17	\$0.00	11/17/2005	12/19/2005	R	3240	\$6,058.48	225	1820660
12/20/2005	LPC	\$83.14	\$83.14	\$83.14							
12/20/2005	XFER	\$5,348.89	\$5,348.89	\$5,348.89							
01/20/2006	BILL	\$417.05	\$417.05	\$0.00	12/19/2005	01/20/2006	R	3440	\$6,565.14	200	1820660
01/23/2006	LPC	\$89.61	\$89.61	\$89.61							

**EXHIBIT D**

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</CustomerServAddress>  
 </Customer>  
 <DecisionIssue>Y</DecisionIssue>  
 <OralWritten>W</OralWritten>  
 <Violation>ACTUAL</Violation>  
 <Chapter>56</Chapter>  
 <SectionRule>163(1)</SectionRule>  
 <TotalBalance>5544.17</TotalBalance>  
 <DateClosed>2005-12-01</DateClosed>  
 <Resolution>CITE: 56.163(1)---CO REPORT STATED CUSTOMER`S SERVICE  
 WAS OFF WHEN INFACIT IT IS ON.....REPORT SHOULD HAVE BEEN DONE  
 ON THE LONG FORM AS IT IS A DISPUTE AND THERE SHOULD HAVE BEEN  
 MORE DETAILS..... INVESTIGATION BY STAFF OF THE BUREAU OF  
 CONSUMER SERVICES REVEALED: 1. THAT THE CUSTOMER`S SERVICE IS  
 ON. 2. THAT THE CUSTOMER HAD FILED A BANKRUPTCY IN 1998 AND THE  
 BANKRUPTCY WAS DISMISSED. THE BANKRUPTCY AMOUNT OF \$5981.85  
 WAS TRANSFERRED TO ACCOUNT #4116756042 LEAVING AN ACCOUNT  
 BALANCE IN THE AMOUNT OF \$9983.40. THIS ACCOUNT BALANCE IS IN  
 WRITE-OFF. 3. THAT PRESENTLY THE CUSTOMER`S ACTIVE ACCOUNT  
 NUMBER IS 0302607203 WITH AN ACCOUNT BALANCE IN THE AMOUNT  
 OF \$5544.17. 4. THAT PGW`S RECORDS INDICATE THE CUSTOMER HAS  
 MADE 3 PAYMENTS ON THE ACCOUNTS SINCE 2002. ~~WHEREFORE IT IS~~  
~~DECIDED:~~ 1. THAT THE CUSTOMER`S BILLS ARE CORRECT AS RENDERED.  
 2. THAT IT APPEARS THE CUSTOMER IS LOW INCOME, THEREFORE IT IS  
 RECOMMENDED THE CUSTOMER APPLY FOR THE CUSTOMER  
 RESPONSIBILITY PROGRAM (CRP). IF ELIGIBLE THIS MAY LOWER YOUR  
 MONTHLY PAYMENTS. 3. THAT IF THE CUSTOMER IS NOT ELIGIBLE FOR  
 THE CRP PROGRAM THE CUSTOMER STARTING JANUARY 2006 MUST PAY  
 A SPECIAL BUDGET AMOUNT OF \$352.00 PER MONTH. THIS AMOUNT MAY  
 CHANGE DEPENDING ON ANY CHANGE IN THE AMOUNT OF SERVICE YOU  
 USE. 4. THAT THE SPECIAL BUDGET AMOUNT INCLUDES A BASE BUDGET  
 AMOUNT OF \$259.00 PER MONTH, WHICH IS BASED ON YOUR MONTHLY  
 USAGE, PLUS \$93.00 THAT WILL BE PAID TOWARD THE ACCOUNT  
 BALANCE. 5. THAT THE CUSTOMER MUST MAKE ALL PAYMENTS BY THE  
 DUE DATE OF EACH MONTH`S BILL AND CONTINUE MAKING THE  
 PAYMENTS UNTIL YOU PAY THE ACCOUNT IN FULL.</Resolution>

<BalanceDate />

- <OtherInfo>

<BCSInvestigatorFName>ISAAC</BCSInvestigatorFName>  
 <BCSInvestigatorLName>DUNSTAN</BCSInvestigatorLName>  
 <NbrOfTimeSend>1</NbrOfTimeSend>  
 <NbrOfTimeFaxed>0</NbrOfTimeFaxed>  
 <PUCFax FaxAreaCode="717">7876641</PUCFax>

</OtherInfo>

</Case>

- <Case>

<CaseNbr>1985529</CaseNbr>  
 <CompanyName>PGW (PHILA. GAS WORKS (NGDC))</CompanyName>  
 <CompanyCode>0766</CompanyCode>  
 <CompanyType>GAS TRANSPORTER</CompanyType>

- <Customer>

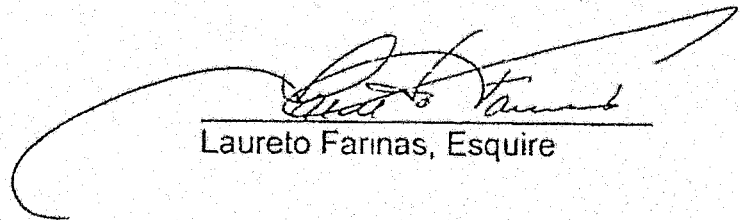
<CustomerFirstName>GREGORY</CustomerFirstName>  
 <CustomerLastName>TOWNS</CustomerLastName>  
 <AccountNumber>0083546588</AccountNumber>

P  
 05/11  
 6/11

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: January 31, 2006

  
\_\_\_\_\_  
Laureto Farinas, Esquire

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PA PUBLIC UTILITY COMMISSION  
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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:

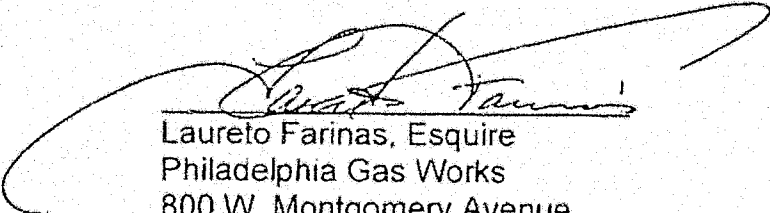
*Jemill Bantum*  
7027 Limekiln Pike  
Philadelphia, PA 19138

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PA PUBLIC UTILITY COMMISSION  
SECRETARY'S BUREAU

January 31, 2006



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