

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: 07/01/02
8. DOCKET NO: Z-01103598	:	9. EFFECTIVE DATE: 00/00/00

PARTY/COMPLAINANT: JOHNSON, HENRY J. AND CONETHA M.

RESPONDENT/APPLICANT: PHILADELPHIA GAS WORKS

COMP/APP COUNTY: PHILADELPHIA

UTILITY CODE: 125042

ALLEGATION OR SUBJECT

COMPLAINANT STATES THAT IN 1997 THEY GOT A BILL FOR \$2,151.90 WHICH THE GAS COMPANY COULD NOT EXPLAIN, AND THEIR PAYMENTS ARE TOO HIGH. THEY WANT THAT AMOUNT REMOVED FROM THE BILL AND A BETTER PAYMENT PLAN.

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ST 1103598
7-3-02

ORIGINAL FORMAL COMPLAINT FORM

Pennsylvania Public Utility Commission

2-01103598
125042

Please Print:

1. Your Name, Mailing Address and Telephone Number.

Name Henry J. Johnson, Conetta M. Johnson

Street/P.O. Box 915 E Dorset St Apt.# _____

City Philadelphia State Pa Zip 19150

County _____ Home Telephone-Area Code (215) 927-8188
Work Telephone-Area Code (215) 895-8888

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

3. What is your complaint?

I was paying my bill back in 1997. then we got this bill saying that we owe 2,151.90 a bill they the Gas Company could not explain at that time. Now the amount now they asking us to pay is to much. Please low the amount on the bill for the amount until its pay off.

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

(-over-)

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

take that \$2,151.90 off our bill.
Give us a better payment plan. so we can pay
it off. then the one they give us.
also Give us a company that can help us

(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.

Constance M. Johnson
Original Signature of complaining person

6-24-02
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 () _____

Timely

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 6/3/2002. 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)

HENRY JOHNSON
915 E DORSET ST
PHILDELPHIA PA 19150

215-927-8188
(Area Code) Telephone Number

Conetta M. Johnson
Signature

Mail this completed form to:

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

ST Number <i>915</i>	1103598	Date of mailing <i>6-10-02</i>	6/3/2002
Company	PHILADELPHIA GAS WORKS		

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JUN 13 2002

REVISED 12/97

RECEIVED

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

7-3-02
IN REPLY PLEASE
REFER TO OUR FILE

June 13, 2002

ST 1103598

HENRY JOHNSON
915 E DORSET ST
PHILADELPHIA PA 191500 0

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 JULY 3, 2002 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

KSB

CC PHILADELPHIA GAS WORKS.

BEFORE THE PENNSYLVANIA PUBLIC UTILITY COMMISSION

DATE SERVED: JULY 2, 2002

HENRY J. AND CONETHA M.
JOHNSON

Complainant

VS.

PHILADELPHIA GAS WORKS
Respondent

Complaint Docket
No. Z-01103598

DOCUMENT
FOLDER

DOCKETED

JUL 3 2002

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 17120, 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).

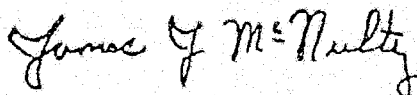
2. If you fail to either satisfy this complaint or to file answer or other responsive pleading within twenty (20) days, you will be deemed to have admitted all the allegations in this complaint in accordance with Section 5.61 of the Commission's Rules of Administrative Practice and Procedure, 52 Pa. 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: JULY 2, 2002

Z 01103598

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

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Dear Sir/Madam

A complaint has been filed against you before the Pennsylvania Public Utility Commission by HENRY J. AND CONETHA M. JOHNSON. 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.

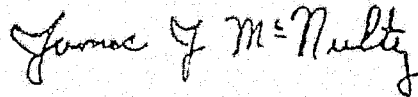
JULY 2, 2002

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,



James J. McNulty
Secretary

dbb

Philadelphia Gas Works
Legal Department



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

Laureto A. Farinas, Esq.
Senior Attorney
Legal Department
Direct Dial: 215-684-6982
FAX: 215-684-6798
E mail: laureto.farinas@pgworks.com

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July 22, 2002

JUL 22 2002

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: Henry J. & Conetha M. Johnson v. PGW, Docket No. Z-01103598

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 contact me at my direct-dial number above. Thank you for your assistance.

Sincerely,

Enclosures

cc: Henry & Conetha Johnson
Orlando Rosario

102

JUL 22 2002

Henry J. & Conetha M. Johnson

v.

Philadelphia Gas Works

PA PUBLIC UTILITY COMMISSION
SECRETARY'S BUREAU
Docket No. Z - 01103598

DOCUMENT
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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.

PGW denies that averments contained in Paragraph 3 of the Complainant concerning the accuracy of the bill at the service address. PGW records show that the Complainant's became Customer of Record in July 1997. PGW had estimated usage for a period of 8 months. In May 1998 PGW visited the service address and verified that the account was under estimated. The initial make-up bill received for \$1,710.98 was based upon an actual meter reading. PGW changed the meter and installed an automatic meter device ("AMR") was installed and set at (0) zero meter index as shown on the listing of bills and payments which is attached hereto as Exhibit "A"

In February 2000 the Complainant's disputed the entire bill as of that date in the amount of \$2,151.90.

In March 2000, PGW discovered that the AMR was programmed incorrectly and caused the AMR to cease recording. It did not allow PGW to pick up reads from the outside. PGW obtained a reading from the inside of (4167) and corrected the problem. As a result the customer received a bill for \$1,278.80.

A gas usage analysis, which is attached hereto as Exhibit "B", shows that the usage is in line with property history.

A decision of the Bureau of Consumer Services ("BCS") date June 3, 2002, which is attached hereto as Exhibit "C", confirmed the total account balance of

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\$9,403.02 and provided for payment arrangement on the outstanding balance consisting of a budget amount of \$203 per month and \$70 toward arrears.

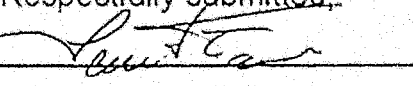
All late payment charges have been waived from May 1998 to the present in the amount of \$1,369.91. Total account balance as of July 16, 2002 is \$8,583.13

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.

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

July 22, 2002

Respectfully submitted,



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

EXHIBIT A

BILLS FROM 01/01/1996 TO 07/16/2002

Account # 4119401893	Customer Name JOHNSON, HENRY J
Customer Address: 915 E DORSET ST/PHILA, PA	Bill Cycle: 17

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
9951643190	1630762	05/22/2002	06/24/2002	07/22/2002	8897	8942	45	Regular	\$56.44	No	No	\$0.00	1	\$203.00	33
9951643190	1630762	04/23/2002	05/22/2002	06/19/2002	8777	8897	120	Regular	\$123.76	No	No	\$0.00	0	\$0.00	29
9951643190	1630762	03/22/2002	04/23/2002	05/20/2002	8582	8777	195	Regular	\$185.07	No	No	\$0.00	0	\$0.00	32
9951643190	1630762	02/22/2002	03/22/2002	04/19/2002	8317	8582	265	Regular	\$248.35	No	No	\$0.00	0	\$0.00	28
9951643190	1630762	01/24/2002	02/22/2002	03/21/2002	8040	8317	277	Regular	\$290.18	No	No	\$0.00	0	\$0.00	29
9951643190	1630762	12/21/2001	01/24/2002	02/20/2002	7620	8040	420	Regular	\$433.79	No	No	\$0.00	0	\$0.00	34
9951643190	1630762	11/23/2001	12/21/2001	01/23/2002	7449	7620	171	Regular	\$189.03	No	No	\$0.00	0	\$0.00	28
9951643190	1630762	10/24/2001	11/23/2001	12/20/2001	7248	7449	201	Regular	\$238.82	No	No	\$0.00	0	\$0.00	30
9951643190	1630762	09/24/2001	10/24/2001	11/21/2001	7155	7248	93	Regular	\$115.27	No	No	\$0.00	0	\$0.00	30
9951643190	1630762	08/23/2001	09/24/2001	10/22/2001	7112	7155	43	Regular	\$61.40	No	No	\$0.00	0	\$0.00	32
9951643190	1630762	07/25/2001	08/23/2001	09/19/2001	7073	7112	39	Regular	\$63.56	No	No	\$0.00	0	\$0.00	29
9951643190	1630762	06/25/2001	07/25/2001	08/21/2001	7027	7073	46	Regular	\$72.88	No	No	\$0.00	0	\$0.00	30
9951643190	1630762	05/23/2001	06/25/2001	07/23/2001	6974	7027	53	Regular	\$82.20	No	No	\$0.00	0	\$0.00	33
9951643190	1630762	04/24/2001	05/23/2001	06/21/2001	6889	6974	85	Regular	\$124.79	No	No	\$0.00	0	\$0.00	29
9951643190	1630762	03/23/2001	04/24/2001	05/21/2001	6677	6889	212	Regular	\$293.81	No	No	\$0.00	0	\$0.00	32
9951643190	1630762	02/22/2001	03/23/2001	04/20/2001	6374	6677	303	Regular	\$411.80	No	No	\$0.00	0	\$0.00	29
9951643190	1630762	01/24/2001	02/22/2001	03/20/2001	6048	6374	326	Regular	\$425.65	No	No	\$0.00	0	\$0.00	29
9951643190	1630762	12/21/2000	01/24/2001	02/21/2001	5555	6048	493	Regular	\$593.87	No	No	\$0.00	0	\$0.00	34
9951643190	1630762	11/21/2000	12/21/2000	01/22/2001	5179	5555	376	Regular	\$371.12	No	No	\$0.00	0	\$0.00	30
9951643190	1630762	10/23/2000	11/21/2000	12/18/2000	4972	5179	207	Regular	\$167.62	No	No	\$0.00	0	\$0.00	29
9951643190	1630762	09/21/2000	10/23/2000	11/20/2000	4852	4972	120	Regular	\$100.54	No	No	\$0.00	0	\$0.00	32
9951643190	1630762	08/22/2000	09/21/2000	10/18/2000	4819	4852	33	Regular	\$33.44	No	No	\$0.00	0	\$0.00	30
9951643190	1630762	07/24/2000	08/22/2000	09/19/2000	4784	4819	35	Regular	\$34.99	No	No	\$0.00	0	\$0.00	29
9951643190	1630762	06/21/2000	07/24/2000	08/18/2000	4744	4784	40	Regular	\$38.84	No	No	\$0.00	0	\$0.00	33
9951643190	1630762	05/23/2000	06/21/2000	07/18/2000	4702	4744	42	Regular	\$40.38	No	No	\$0.00	0	\$0.00	29
9951643190	1630762	04/26/2000	05/23/2000	06/22/2000	4628	4702	74	Regular	\$65.07	No	No	\$0.00	0	\$0.00	27
9951643190	1630762	04/26/2000	05/23/2000	06/21/2000	4628	4702	74	Regular	\$65.07	Yes	No	\$0.00	0	\$0.00	27
9951643190	1630762	03/24/2000	04/26/2000	05/22/2000	4404	4628	224	Regular	\$180.73	No	No	\$0.00	0	\$0.00	33
9951643190	1630762	02/25/2000	03/24/2000	04/20/2000	2756	4404	1648	Regular	\$1,278.80	No	No	\$0.00	0	\$0.00	28
9951643190	1630762	01/26/2000	02/25/2000	03/24/2000	2625	2756	131	System Estimate	\$109.02	No	No	\$0.00	0	\$0.00	30

BILLS FROM 01/01/1996 TO 07/16/2002

Account # 4119401893	Customer Name: JOHNSON HENRY J
Customer Address: 915 E DORSET ST/PHILA, PA	Bill Cycle: 17

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
9961643190	1630762	12/21/1999	01/26/2000	02/23/2000	2482	2625	143	System Estimate	\$118.83	No	No	\$0.00	0	\$0.00	36
9961643190	1630762	11/19/1999	12/21/1999	01/20/2000	2411	2482	71	System Estimate	\$63.20	No	No	\$0.00	0	\$0.00	32
9961643190	1630762	10/21/1999	11/19/1999	12/20/1999	2360	2411	51	System Estimate	\$46.89	No	No	\$0.00	0	\$0.00	29
9961643190	1630762	09/22/1999	10/21/1999	11/24/1999	2333	2360	27	System Estimate	\$28.59	No	No	\$0.00	0	\$0.00	29
9961643190	1630762	08/24/1999	09/22/1999	10/20/1999	2322	2333	11	System Estimate	\$16.38	No	No	\$0.00	0	\$0.00	29
9961643190	1630762	07/26/1999	08/24/1999	09/22/1999	2304	2322	18	System Estimate	\$21.72	No	No	\$0.00	0	\$0.00	29
9961643190	1630762	06/17/1999	07/26/1999	08/30/1999	2285	2304	39	System Estimate	\$37.73	No	No	\$0.00	0	\$0.00	39
9961643190	1630762	05/17/1999	07/26/1999	08/24/1999	2285	2304	39	System Estimate	\$40.13	Yes	No	\$0.00	0	\$0.00	39
9961643190	1630762	05/24/1999	06/17/1999	07/19/1999	2228	2265	37	Regular	\$35.60	No	No	\$0.00	0	\$0.00	25
9961643190	1630762	04/13/1999	05/24/1999	06/20/1999	2058	2228	170	Regular	\$142.23	No	No	\$0.00	0	\$0.00	42
9961643190	1630762	05/04/1998	04/13/1999	05/11/1999	1947	2058	111	Regular	\$137.75	No	No	\$0.00	0	\$0.00	345
9961643190	1630762	07/02/1997	05/04/1998	06/02/1998	9982	1947	1955	Regular	\$1,710.98	No	No	\$0.00	0	\$0.00	307

PAYMENTS FROM 01/01/1996 TO 07/16/2002

Account #: 4119401893

Customer Name: JOHNSON, HENRY J

Customer Address: 915 E DORSET ST/PHILA, PA

Bill Cycle: 17

PAYMENTS

Service Agreement ID	Pay Amount	Pay Date	Pay Status	Late Pay Charge	Utility Type	Grant Type	Pay Source Code
9961643190	\$208.00	03/23/1998	F	\$0.00	G		REM
9961643190	\$5.08	12/30/1997	F	\$0.00	G		REM
9961643190	\$150.00	10/31/1997	F	\$0.00	G		REM
9961643190	\$100.00	10/30/1997	F	\$0.00	G		REM

EXHIBIT B

Heat & Domestic

GAS USAGE		ANALYSIS OF ACCOUNT		NON-HEATING DAILY USAGE		ACCOUNT #		CCF PER DAY (non heating usage / number of days in period)	
HENRY DONNER 915 E DORSET ST PHILA PA 19 9150		1.39		4119401893					
DATES	METER READINGS	NUMBER OF DAYS	USAGE IN CCF*	DOMESTIC USAGE CCF*	HEAT USAGE	NUMBER DEGREE DAYS**	C.F.D.D.**		
FROM TO	FROM TO								
7/2/97 5/4/98	9992	11947	306	1955	425	1530	3946	38.8	
5/4/98 3/1/00	0	4167	667	4167	927	3240	7099	45.6	
3/1/00 6/24/02	4167	8942	845	4775	1175	3600	8858	40.6	
1/1/00 1/1/00	0	0	0	0	0	0	0	#DIV/0!	
1/1/00 1/1/00	0	0	0	0	0	0	0	#DIV/0!	
1/1/00 1/1/00	0	0	0	0	0	0	0	#DIV/0!	
1/1/00 1/1/00	0	0	0	0	0	0	0	#DIV/0!	
* CCF = hundred Cubic feet									
** DEGREE DAYS AN INDEX OF ENERGY CONSUMPTION FOR HEATING									
IT INDICATES THE NUMBER OF DEGREES THE AVERAGE TEMPERATURE DROPS BELOW 65° F									
***CFDD EQUALS CUBIC FEET OF GAS USED PER DEGREE DAY									

EXHIBIT C

CS17

PA PUBLIC UTILITY COMMISSION
BUREAU OF CONSUMER SERVICES
DECISION DATA

6/3/2002

BCS CASE NUMBER 1103598 BCS UTILITY CODE 0766

CUSTOMER NAME HENRY JOHNSON
ADDRESS 915 E DORSET ST
PHILDELPHIA PA 19150

DATE CASE CLOSED 6/3/2002

TOTAL/FINAL ACCOUNT BALANCE \$9,403.02

DATE OF ACCOUNT BALANCE 6/3/2002

NO 2'S (OFFS)
TO HAVE SERVICE RESTORED PAY \$0.00

NO 1'S (REMEDS)
TO KEEP SERVICE ON PAY THIS AMOUNT \$0.00 BY

TERMS BEGINNING JUNE 28, 2002

SPECIAL BUDGET OR OPTIONAL PAYMENT AMOUNT \$273.00

REGULAR BUDGET AMOUNT \$203.00
PLUS PAYMENT TOWARD ARREARS \$70.00

FINAL BILL MONTHLY PAYMENT \$273.00

CURRENT BILL MONTHLY PAYMENT \$0.00

END OF MONTH PAYMENT \$0.00

10 DAY PAYMENT OR RECONNECT AMOUNT \$0.00

BEGINNING WITH THE BILL DATED

CUSTOMER WILL PAY CB PLUS \$0.00

*131.31 CPC
WAIVED*

*Brown
P.B.*

*Veronica
CPC*

INVESTIGATOR - MIKOLE RIVERA

W/C

PHILADELPHIA GAS WORKS

REPORT TO THE INFORMAL COMPLAINT UNIT

Customer: JOHNSON, HENRY J

Investigator: Rivera

Service Address: 915 E DORSET ST/PHILA, PA 191503601

BCS Case #: 1103598

Mailing Address:

PGW CRU Log #:

Phone #:

CRU Officer: Brown

Work #:

Date Added to Database: 03/21/2002

Rate Class: GS

Account #: 41 1940 1893

Budget Amount: \$0.00

Current Amount Due: \$ 9,403.02 Total Amount Due: \$ 9,403.02

Current Bill: \$ 248.35 Bill Created Date: 03/26/2002 Bill Due Date: 04/19/2002

Last Pay Date: 03/23/1998 Last Pay Amount: \$208.00

Details of the Company Original Investigation

STRAIGHT PAR

Company's Final Position to the Customer

Summary of Customer's Informal Complaint to the BCS

STRAIGHT PAR

Details of the Company Investigation after BCS Contact

STRAIGHT PAR

STRAIGHT PAR TERMS-

TOTAL BILL AS OF 3/26/2002-\$9,403.02

DOWN PAYMENT-20%--\$1,880.00

12 MONTHLY PAYMENTS OF --\$627.00, PLUS ALL CURRENT BILLS

LAST PAYMENT-3/26/1998

AMR IS PRESENT AT PROPERTY

FORCASTED BUDGET-\$203.00

Company's Final Position to BCS

STRAIGHT PAR TERMS

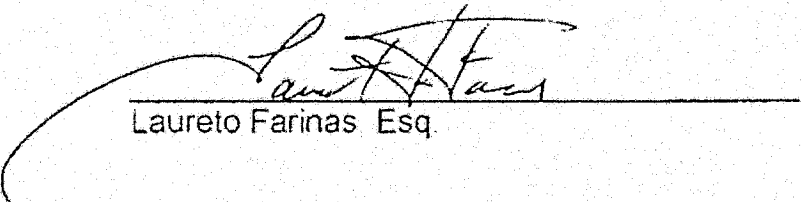
TOTAL BILL-\$9,403.02

DOWN PAYMENT-20% \$1,880.00

VERIFICATION

I, Laureto Farinas, hereby declare that I am authorized to make this verification on its behalf; that the facts set forth in the foregoing Response are true to the best of my knowledge, information and belief, and that I make this verification subject to the penalties of 18 Pa. C.S. §4904, pertaining to false statements to authorities.

Date: July 22, 2002


Laureto Farinas Esq.

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).

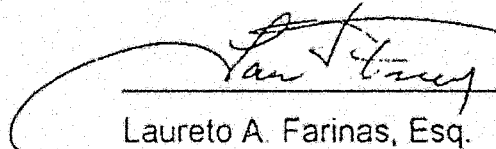
Service List:

For Complainant:

Henry and Conetha Johnson
915 E. Dorsey Street
Philadelphia, PA 19150

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

July 22, 2002



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

IN REPLY PLEASE
REFER TO OUR FILE

August 13, 2002

In Re: Z-01103598

(See attached list)

Henry J. and Conetha M. Johnson v. Philadelphia Gas Works
Requests payment arrangements.

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: Monday, November 18, 2002
Time: 10:00 a.m.
Presiding: Administrative Law Judge Ky Van Nguyen
1302 Philadelphia State Office Building
1400 West Spring Garden Street
Philadelphia, PA 19130
Telephone: (215) 560-2105
Fax: (215) 560-3133

BTL

The judge will be presiding as authorized by Chapter §56.174 of the Pennsylvania Code.

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.

DOCKETED
AUG 16 2002

DOCUMENT
FOLDER

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

Henry J and Conetha M. Johnson	(215) 927-8188
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 Norma Lewis 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 Nguyen
Judy Weaver, Scheduling Officer
Beth Plantz
Docket Section
Calendar File

Chapter 56 Hearing Report

Please check those blocks which apply

Docket No.:	Z-01103598		YES	NO
Case Name:	Henry J. and Conetha M. Johnson v. Philadelphia Gas Works	Prehearing Held:	<input type="checkbox"/>	<input type="checkbox"/>
		Hearing Held:	<input checked="" type="checkbox"/>	<input type="checkbox"/>
		Testimony Taped:	<input type="checkbox"/>	<input checked="" type="checkbox"/>
		Transcript Due:	<input type="checkbox"/>	<input type="checkbox"/>
		Hearing Concluded:	<input checked="" type="checkbox"/>	<input type="checkbox"/>
Location:	Philadelphia	Further Hearing Needed:	<input type="checkbox"/>	<input checked="" type="checkbox"/>
Date:	November 18, 2002	Estimated Add'l Days:		
Special Agent:	ALJ Ky Van Nguyen	RECORD CLOSED:	<input checked="" type="checkbox"/>	<input type="checkbox"/>
Reporting Firm:		DATE:	Nov 18, 02	
		Briefs to be Filed:	<input type="checkbox"/>	<input type="checkbox"/>
		DATE:		
		Bench Decision:	<input type="checkbox"/>	<input type="checkbox"/>
		REMARKS:	The parties settled their dispute before the hearing. Mr. Farinas will file a <u>waiver of hearing</u> .	

DOCUMENT FOLDER

02 DEC - 2 AM '02
PA FUG

DOCKETED
DEC 03 2002

PLEASE PRINT CLEARLY - Incomplete information may result in delay of processing.

Name and Telephone Number	Address			Who are you representing?
Conetha M. Johnson	City	State	Zip	Pro se
Telephone: 215-927-8188	E-mail Address:			Fax Number:
Laweta Farinas, Esq.	City	State	Zip	PK-6
Telephone:	E-mail Address:			Fax Number:
	City	State	Zip	
Telephone:	E-mail Address:			Fax Number:

Check this box if additional parties or attendees appear on back of form.

Note: Completion of this form does not constitute an entry of appearance, see 52 Pa. Code §§1.24 and 1.25.

Philadelphia Gas Works
Legal Department



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

Laureto A. Farnas
Senior Attorney
Legal Department

Direct Dial: 215-684-6982
FAX: 215-684-8798

E-mail: laureto.farnas@pgworks.com

DOCUMENT
FOLDER

RECEIVED

November 18, 2002

NOV 18 2002

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: Henry J. and Conetha M. Johnson v. PGW, Complaint Docket No. Z - 01103598

Dear Secretary McNulty:

Pursuant to 52 Pa. Code §5.24(b), the Philadelphia Gas Works (PGW) certifies that the above referenced Complaint has been satisfied and the Complainants acknowledge that the Complaint has been satisfied. PGW and the Complainants have discussed the Complainants' concerns with his account and reached a settlement. With this discussion and settlement, the Complainants have indicated that they are satisfied with the resolution of this Complaint.

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

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

DOCKETED
NOV 27 2002

Sincerely,

cc: Henry and Conetha Johnson
Administrative Law Judge Ky Van Nguyen
Prunetta Brown

ORIGINAL

139

Philadelphia Gas Works
Legal Department



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

Laureto A. Farinas
Senior Attorney
Legal Department

Direct Dial: 215-684-6982
FAX: 215-684-6798

E-mail: laureto.farinas@pgworks.com

ORIGINAL

November 18, 2002

RECEIVED

NOV 19 2002

PA PUBLIC UTILITY COMMISSION
SECRETARY'S BUREAU

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

RE: Henry J. and Conetha M. Johnson v. PGW, Complaint Docket No. Z - 01103598

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

Sincerely,

**DOCUMENT
FOLDER**

cc: Henry and Conetha Johnson
Administrative Law Judge Ky Van Nguyen
Prunetta Brown

DOCKETED

NOV 26 2002

125

COMMONWEALTH OF
PENNSYLVANIA
PUBLIC UTILITY COMMISSION

DATE: November 25, 2002

SUBJECT: Certification of Satisfaction Filed
Z-01103598 Henry J. and Conetha M. Johnson v. Philadelphia Gas Works

TO: Wanda Zeiders,
Docket Management

FROM: Judy Weaver, Scheduling Officer
Office of Administrative Law Judge

On November 21, 2002, a Certificate of Satisfaction was filed in the above-captioned proceeding by Laureto A. Farinas, Esquire. If no objection is filed to this certificate within 10 days of service, this proceeding will be closed.

All parties should be notified that the case is closed and a copy of that notification placed in the document folder.

Attachment

pc: ALJ Ky Van Nguyen
Elzy Ditzler
Beth Plantz
Case File

DOCUMENT
FOLDER

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DEC 04 2002

SRB



COMMONWEALTH OF PENNSYLVANIA
PENNSYLVANIA PUBLIC UTILITY COMMISSION

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

IN REPLY PLEASE
REFER TO OUR FILE

November 25, 2002

In Re: Z-01103598

(See letter dated 08/13/02)

Henry J. and Conetha M. Johnson v. Philadelphia Gas Works

Requests payment arrangements.

Cancellation Notice

This is to inform you of the following cancellation:

Type: Initial telephone hearing
Date: Monday, November 18, 2002
Time: 10:00 a.m.
Location: Philadelphia, Pennsylvania
Presiding: Administrative Law Judge Ky Van Nguyen

Please mark your records accordingly.

pc: Judge Nguyen
Judy Weaver, Scheduling Officer
Beth Piantz
Docket Section
Calendar File

DOCUMENT
FOLDER

DOCKETED
DEC 03 2002

SRB