

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: 05/06/05
8. DOCKET NO: Z-01714457	:	9. EFFECTIVE DATE: 00/00/00

PARTY/COMPLAINANT: BAGBY, FAYE

RESPONDENT/APPLICANT: PHILADELPHIA GAS WORKS

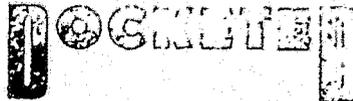
COMP/APP COUNTY: PHILADELPHIA

UTILITY CODE: 125042

ALLEGATION OR SUBJECT

COMPLAINANT STATES SHE IS NOT ABLE TO MAKE THE PAYMENTS THAT THE COMPANY IS ASKING FOR. SHE WOULD LIKE TO BE SET UP ON A BUDGET THAT SHE CAN AFFORD.

DOCUMENT



JUL 13 2005

Z-01714457

Must be returned by May 10, 2005

PENNSYLVANIA PUBLIC UTILITY COMMISSION

Formal Complaint Form

REC 16 11 5
5-20-05
T. Lawrence
AC

Please print or type.

1. CUSTOMER NAME (COMPLAINANT)

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

Name Faye Bagby
Street/P.O. Box 1927 Rowan Street Apt # _____
City Philadelphia State PA Zip 19140
County 51

Area Code/HOME Phone 215 457-0349

Area Code/WORK Phone _____

Utility Account Number 0443521061
(from your bill)

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

Name _____

Street/P.O. Box _____

City _____ State _____ Zip _____

2. UTILITY NAME (RESPONDENT)

Name of utility company your complaint concerns: Philadelphia Gas Works
P.O. Box 3500
Philadelphia PA 19122

DOCUMENT
FOLDER

4 DOCUMENT
FOLDER

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) *Not able to pay the amount that Gas Company is asking*

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

5. RELIEF

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

The amount that they are Gas Company asking me to pay at this time does not meet my budget. I am the only working and with my other bills I will not be able to pay this amount of 224.00 monthly.

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

(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 Faye Bagby, 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).

Faye Bagby (Signature) 4/24/05 (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 nd 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.

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 3/11/2005. 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.)

FAYE BAGBY
1927 ROWAN ST
PHILADELPHIA PA 19140 - 1732

215 457 0349
(Area Code) Telephone Number

Faye Bagby
Signature

Mail this completed form to:

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

ST Number:	1714457	Date of mailing:	3/11/2005
Company:	PHILADELPHIA GAS WORKS		

SECRETARY'S BUREAU
RECEIVED 12/97

05 MAR 16 AM 9:07

RECEIVED

13



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

IN REPLY PLEASE
REFER TO OUR FILE

April 20, 2005

ST1714457

FAYE BAGBY
1927 ROWAN STREET
PHILADELPHIA PA 19140-1732

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 May 10, 2005 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:

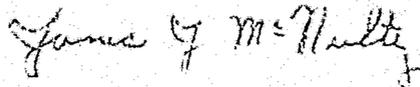
Office of Administrative Law Judge
Public Utility Commission
P.O. Box 3265
Harrisburg, PA 17105-3265

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

DDI

cc: Philadelphia Gas Works

BEFORE THE PENNSYLVANIA PUBLIC UTILITY COMMISSION

DATE SERVED: JULY 13, 2005

FAYE BAGBY
Complainant

VS.

PHILADELPHIA GAS WORKS
Respondent

Complaint Docket
No: Z-01714457

DOCUMENT
FILED

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

DATE SERVED: JULY 13, 2005

Z-01714457

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 FAYE BAGBY. 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.

RECORDED
JUL 13 2005

DOCUMENT
FOLIO

JULY 13, 2005

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

ddi

Philadelphia Gas Works
800 West Montgomery Avenue, Philadelphia, PA 19122



Mary M. Chan, Paralegal
Legal Department
Direct Dial: (215) 694-6830
Fax: (215) 684-6798
E-mail: mary.chan@pgworks.com

ORIGINAL

August 11, 2005

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

DOCUMENT
FOLDER

RECEIVED

AUG 11 2005

PA PUBLIC UTILITY COMMISSION
SECRETARY'S OFFICE

RE: Faye Bagby vs. PGW, Docket No.: Z-01714457

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 "M" followed by a long horizontal line.

Enclosure

cc: Faye Bagby
Wendy Vacca

54

BEFORE THE
PENNSYLVANIA PUBLIC UTILITY COMMISSION

AUG 15 2005

COMMISSION
BUREAU

Faye Bagby

v.

Philadelphia Gas Works

:
:
:
:
:
:

Docket No.: Z - 01714457

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.

DOCUMENT
FOLDER

DOCKETED
AUG 15 2005

4. (a-b) Denied. PGW denies the averments contained in this paragraph of the Complaint concerning the affordability of the Complainant's bill and all other averments that are conclusions. PGW has no knowledge of a change in circumstances that would merit a change in the Complainant's payment arrangement.

According to PGW records, the Complainant established service at 1927 Rowan Street, Philadelphia, on November 7, 2002 ("Service Address"). The service is for residential heating and domestic appliances. The Service Address is equipped with an automatic meter reading device and PGW has received actual meter readings of usage as shown on the statement of account which is attached hereto as Exhibit "A".

The Complainant enrolled in the Customer Responsibility Program ("CRP") but enrollment was suspended on July 28, 2004 due to failure to re-certify eligibility for the program.

On March 15, 2005, the Complainant was placed on a payment arrangement pursuant to a decision of the Bureau of Consumer Service, which is attached

hereto as Exhibit "B". The payment arrangement consisted of they budget plan payment of \$150 plus \$74 toward arrears, \$224 total. The Complainant failed to comply with the terms of the payment arrangement

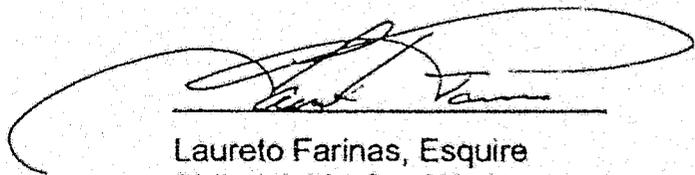
Gas service at the Service Address was terminated for non-payment on June 28, 2005.

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

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,

August 11, 2005



Laureto Farinas, Esquire
Philadelphia Gas Works
800 W. Montgomery Avenue
Philadelphia, PA 19122
(215) 684-6982

EXHIBIT A

RECEIVED

AUG 11 2005

PA PUBLIC UTILITY COMMISSION
ELECTRICITY DIVISION

HISTORY REQUEST REPORT FOR ACCOUNT # 445521061 AND SA # 5383359838 AS OF 07/26/2005

Account # 445521061	SA # 5383359838	Bill Cycle 20	Rate Class. GS	Phone # 4570349(215)
Name: BAGBY, WILLIAM				
Address: 1927 ROWAN ST/PHILA PA				
Pay Agreement Indicator. N	Easyway Indicator	CRP Status S		
Blocker Start Date 20050311	Blocker End Date 20050611	Meter # 1474951		

Tran Date	Tran Type	Current Amt.	Total Amt.	Adjust Amt.	Segment Start Date	Segment End Date	Read Code	End Read	Current Balance	Usage	Meter #
03/23/2001	PAY	(\$69.00)	(\$69.00)	\$0.00							
03/28/2001	BILL	\$106.00	\$651.74	\$0.00	02/02/2001	03/28/2001	R	6640	\$106.00	489	1474951
04/27/2001	BILL	\$106.00	\$197.98	\$0.00	03/28/2001	04/27/2001	R	6780	\$212.00	140	1474951
05/29/2001	BILL	\$106.00	\$63.56	\$0.00	04/27/2001	05/29/2001	R	6819	\$318.00	39	1474951
06/28/2001	BILL	\$106.00	\$32.95	\$0.00	05/29/2001	06/28/2001	R	6835	\$424.00	16	1474951
07/30/2001	BILL	\$106.00	\$24.97	\$0.00	06/28/2001	07/30/2001	R	6845	\$530.00	10	1474951
08/28/2001	BILL	\$106.00	\$22.31	\$0.00	07/30/2001	08/28/2001	R	6853	\$636.00	8	1474951
09/27/2001	BILL	\$106.00	\$24.00	\$0.00	08/28/2001	09/27/2001	R	6864	\$742.00	11	1474951
10/29/2001	BILL	\$106.00	\$48.78	\$0.00	09/27/2001	10/29/2001	R	6897	\$779.00	33	1474951
11/28/2001	BILL	\$106.00	\$135.00	\$0.00	10/29/2001	11/28/2001	R	7006	\$885.00	109	1474951
12/28/2001	BILL	\$106.00	\$164.89	\$0.00	11/28/2001	12/28/2001	R	7157	\$991.00	151	1474951
01/29/2002	BILL	\$106.00	\$263.07	\$0.00	12/28/2001	01/29/2002	R	7407	\$1,097.00	250	1474951
02/27/2002	BILL	\$106.00	\$204.82	\$0.00	01/29/2002	02/27/2002	R	7599	\$1,203.00	192	1474951
03/27/2002	BILL	\$106.00	\$139.35	\$0.00	02/27/2002	03/27/2002	R	7746	\$1,309.00	147	1474951
04/26/2002	GS91LF	(\$991.00)	(\$991.00)	(\$991.00)							
04/26/2002	BILL	\$106.00	\$79.23	\$0.00	03/27/2002	04/26/2002	R	7821	\$424.00	75	1474951
05/29/2002	BILL	\$106.00	\$52.05	\$0.00	04/26/2002	05/29/2002	R	7864	\$530.00	43	1474951
06/27/2002	BILL	\$106.00	\$22.00	\$0.00	05/29/2002	06/27/2002	R	7874	\$635.00	10	1474951
07/26/2002	CRPRMV	\$440.70	\$0.00	\$0.00							
07/26/2002	CRPFRZ	\$991.00	\$991.00	\$991.00							
07/26/2002	BILL	\$22.08	\$22.08	\$0.00	06/27/2002	07/26/2002	R	7884	\$2,089.76	10	1474951
08/26/2002	BILL	\$21.07	\$21.07	\$0.00	07/26/2002	08/26/2002	R	7893	\$2,110.85	9	1474951
09/25/2002	BILL	\$25.58	\$25.58	\$0.00	08/26/2002	09/25/2002	R	7906	\$2,136.43	13	1474951
09/30/2002	COLFEE	\$10.00	\$10.00	\$10.00							
09/30/2002	BILL	\$3.15	\$3.15	\$0.00	09/25/2002	09/30/2002	R	7909	\$2,149.58	3	1474951
11/04/2002	PAY	(\$591.00)	(\$591.00)	\$0.00							
11/21/2002	NEWCRP	(\$1,458.58)	(\$1,458.58)	(\$1,458.58)							

HISTORY REQUEST REPORT FOR ACCOUNT # 445521061 AND SA # 2341778370 AS OF 07/26/2005

Account # 445521061	SA # 2341778370	Bill Cycle 20	Rate Class GS	Phone # 4570349(215)
Name: BAGBY, WILLIAM		Address: 1927 ROWAN ST/PHILA, PA		
Pay Agreement Indicator N	Easyway Indicator	CRP Status: S		
Blocker Start Date 20050311	Blocker End Date 20050611	Meter # 1474951		

Tran Date	Tran Type	Current Amt.	Total Amt.	Adjust Amt.	Segment Start Date	Segment End Date	Read Code	End Read	Current Balance	Usage	Meter #
11/21/2002	NEWCRP	\$1,458.58	\$1,458.58	\$1,458.58							
11/21/2002	CRPFRZ	(\$1,458.58)	(\$1,458.58)	(\$1,458.58)							
11/26/2002	BILL	\$119.00	\$119.00	\$0.00	11/07/2002	11/26/2002	R	7945	\$119.00	36	1474951
12/30/2002	BILL	\$193.68	\$193.68	\$0.00	11/26/2002	12/30/2002	R	8222	\$312.68	277	1474951
01/29/2003	BILL	\$193.68	\$193.68	\$0.00	12/30/2002	01/29/2003	R	8525	\$506.36	303	1474951
02/27/2003	BILL	\$193.68	\$193.68	\$0.00	01/29/2003	02/27/2003	R	8804	\$700.04	279	1474951
03/07/2003	PAY	(\$50.00)	(\$50.00)	\$0.00							
03/25/2003	BOLHP	\$50.00	\$50.00	\$50.00							
03/28/2003	BILL	\$119.00	\$119.00	\$0.00	02/27/2003	03/28/2003	R	8991	\$819.04	187	1474951
04/29/2003	BILL	\$119.00	\$119.00	\$0.00	03/28/2003	04/29/2003	R	9094	\$938.04	103	1474951
05/02/2003	PAY	(\$600.00)	(\$600.00)	\$0.00							
05/29/2003	BILL	\$119.00	\$119.00	\$0.00	04/29/2003	05/29/2003	R	9150	\$457.04	56	1474951
06/26/2003	BILL	\$119.00	\$119.00	\$0.00	05/29/2003	06/26/2003	R	9173	\$576.04	23	1474951
07/28/2003	BILL	\$119.00	\$119.00	\$0.00	06/26/2003	07/28/2003	R	9185	\$695.04	12	1474951
08/08/2003	PAY	(\$50.00)	(\$50.00)	\$0.00							
08/26/2003	BILL	\$119.00	\$119.00	\$0.00	07/28/2003	08/26/2003	R	9196	\$764.04	10	1474951
08/30/2003	CRPFRZ	\$1,458.58	\$1,458.58	\$1,458.58							
08/31/2003	CRPFRZ	(\$2,222.62)	(\$2,222.62)	(\$2,222.62)							
09/29/2003	BILL	\$145.26	\$145.26	\$0.00	08/26/2003	09/29/2003	R	9207	\$145.26	12	1474951
10/08/2003	CRPFRZ	\$2,222.62	\$2,222.62	\$2,222.62							
10/23/2003	CRPFRZ	(\$2,222.62)	(\$2,222.62)	(\$2,222.62)							
10/24/2003	PAY	(\$97.98)	(\$97.98)	\$0.00							
10/27/2003	BILL	\$145.26	\$145.26	\$0.00	09/29/2003	10/27/2003	R	9265	\$192.54	58	1474951
11/26/2003	BILL	\$145.26	\$145.26	\$0.00	10/27/2003	11/26/2003	R	9385	\$337.80	120	1474951
12/05/2003	PAY	(\$49.96)	(\$49.96)	\$0.00							
12/30/2003	BILL	\$145.26	\$145.26	\$0.00	11/26/2003	12/30/2003	R	9583	\$483.06	198	1474951
12/31/2003	BOLHP	\$49.96	\$49.96	\$49.96							
01/29/2004	BILL	\$145.26	\$145.26	\$0.00	12/30/2003	01/29/2004	R	9836	\$628.32	253	1474951

Account # 445521061 SA # 234178370 Bill Cycle: 20 Rate Class: GS Phone # 4570349(215)
 Name: BAGBY, WILLIAM Address: 1927 ROWAN ST/PHILA, PA
 Easyway Indicator: CRP Status: S
 Blocker Start Date: 20050311 Blocker End Date: 20050611 Meter # 1474951

Tran Date	Tran Type	Current Amt.	Total Amt.	Adjst. Amt.	Segment Start Date	Segment End Date	Read Code	End Read	Current Balance	Usage	Meter #
02/27/2004	BILL	\$145.26	\$145.26	\$0.00	01/29/2004	02/27/2004	R	33	\$773.58	197	1474951
03/29/2004	BILL	\$145.26	\$145.26	\$0.00	02/27/2004	03/29/2004	R	148	\$918.84	115	1474951
04/28/2004	BILL	\$145.26	\$145.26	\$0.00	03/29/2004	04/28/2004	R	218	\$1,064.10	70	1474951
05/27/2004	BILL	\$145.26	\$145.26	\$0.00	04/28/2004	05/27/2004	R	232	\$1,209.36	14	1474951
06/28/2004	BILL	\$145.26	\$145.26	\$0.00	05/27/2004	06/28/2004	R	242	\$1,354.62	10	1474951
07/28/2004	CRPFRZ	\$2,220.60	\$2,220.60	\$2,220.60							
07/28/2004	BILL	\$21.77	\$21.77	\$0.00	06/28/2004	07/28/2004	R	249	\$3,617.68	7	1474951
07/30/2004	LPC	\$20.69	\$20.69	\$20.69							
08/07/2004	XFER	(\$3,596.99)	(\$3,596.99)	(\$3,596.99)							
08/07/2004	LPCWVE	(\$20.69)	(\$20.69)	(\$20.69)							
08/26/2004	BILL	\$18.98	\$18.98	\$0.00	07/28/2004	08/26/2004	R	254	\$18.98	5	1474951
09/28/2004	BILL	\$23.26	\$23.26	\$0.00	08/26/2004	09/28/2004	R	262	\$42.52	8	1474951
09/30/2004	LPC	\$0.28	\$0.28	\$0.28							
10/27/2004	BILL	\$60.17	\$60.17	\$0.00	09/28/2004	10/27/2004	R	297	\$103.32	35	1474951
10/29/2004	LPC	\$0.63	\$0.63	\$0.63							
11/19/2004	PAY	(\$87.00)	(\$87.00)	\$0.00							
11/29/2004	BILL	\$176.56	\$176.56	\$0.00	10/27/2004	11/29/2004	R	411	\$194.41	114	1474951
12/01/2004	LPC	\$1.53	\$1.53	\$1.53							
12/17/2004	PAY	(\$80.00)	(\$80.00)	\$0.00							
12/29/2004	BILL	\$304.42	\$304.42	\$0.00	11/29/2004	12/29/2004	R	598	\$420.54	167	1474951
12/30/2004	LPC	\$1.71	\$1.71	\$1.71							
01/28/2005	BILL	\$384.26	\$384.26	\$0.00	12/29/2004	01/28/2005	R	834	\$811.08	236	1474951
01/31/2005	LPC	\$6.28	\$6.28	\$6.28							
02/16/2005	PAY	(\$400.00)	(\$400.00)	\$0.00							
02/28/2005	BILL	\$418.26	\$418.26	\$0.00	01/28/2005	02/28/2005	R	1092	\$835.50	258	1474951
03/01/2005	LPC	\$6.16	\$6.16	\$6.16							
03/11/2005	LPCWVE	\$3,596.99	\$3,596.99	\$3,596.99							
03/11/2005	LPCWVE	(\$16.59)	(\$16.59)	(\$16.59)							
03/11/2005	PAY	(\$300.00)	(\$300.00)	\$0.00							
03/14/2005	LPC	(\$3,596.99)	(\$3,596.99)	(\$3,596.99)							
03/14/2005	XFER	\$3,596.99	\$3,596.99	\$3,596.99							
03/29/2005	BILL	\$289.70	\$289.70	\$0.00	02/28/2005	03/29/2005	R	1300	\$4,405.60	208	1474951
04/27/2005	BILL	\$165.24	\$165.24	\$0.00	03/29/2005	04/27/2005	R	1405	\$4,570.84	105	1474951

Account # 44521061 SA # 2341778370 Bill Cycle 20 Rate Class GS Phone # 4570349(2'5)
 Name: BAGBY, WILLIAM Address: 1927 ROWAN ST/PHILA PA
 Pay Agreement Indicator N Easyway Indicator CRP Status S
 Blocker Start Date 20050311 Blocker End Date 20050611 Meter # 1474951

Tran Date	Tran Type	Current Amt	Total Amt	Adjust Amt	Segment Start Date	Segment End Date	Read Code	End Read	Client Balance	Usage	Meter #
05/09/2005	PAY	(\$125.00)	(\$125.00)	\$0.00							
05/26/2005	BILL	\$89.31	\$89.31	\$0.00	04/27/2005	05/26/2005	R	1467	\$4,601.83	62	1474951
05/27/2005	LPC	\$66.68	\$66.68	\$66.68							
06/28/2005	LPC	\$68.02	\$68.02	\$68.02							

EXHIBIT B

RECEIVED

AUG 11 2005

PA PUBLIC UTILITY COMMISSION
SECRETARY'S OFFICE

Decision

* <CaseNbr>1714457</CaseNbr>
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 <CompanyCode>0766</CompanyCode>
 <CompanyType>GAS TRANSPORTER</CompanyType>
 - <Customer>
 <CustomerFirstName>FAYE</CustomerFirstName>
 <CustomerLastName>BAGBY</CustomerLastName>
 <AccountNumber>0445521061</AccountNumber>
 - <CustomerServAddress>
 <ServAddress1>1927 ROWAN ST</ServAddress1>
 <ServCity>PHILADELPHIA</ServCity>
 <ServState>PA</ServState>
 <ServZip5>19140</ServZip5>
 <ServZip4>1732</ServZip4>
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 <DecisionIssue>N</DecisionIssue>
 <OralWritten>W</OralWritten>
 <Violation>NO</Violation>
 <TotalBalance>4432.49</TotalBalance>
 <DateClosed>2005-03-11</DateClosed>
 <Resolution>SEE CS17 FOR TERMS OF PAR. WV LPCS PAY BB PLUS \$74 BEG
 4/05 DD</Resolution>
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 <LetterDescription>EGW STRAIGHT PAR/NO LPCS/CURRENT BILL
 +</LetterDescription>
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 <BCSInvestigatorLName>RIVERA</BCSInvestigatorLName>
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 <NbrOfTimeFaxed>0</NbrOfTimeFaxed>
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ENT.
 3/11/05
 OR.
 D/B & C/S

UNDER REVIEW
 WITH RAY & CRIS

7/28/04
 CRP SUSPENSEY
 \$ 1382.60
 1186.68

 2568.68
 Pmts - 567.-

 \$2,001.68

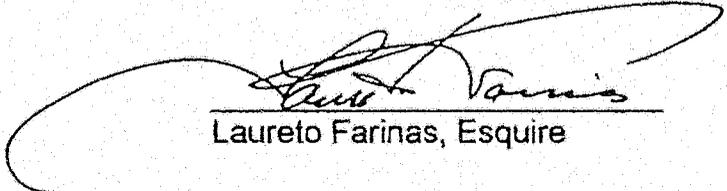
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 <CaseNbr>1724691</CaseNbr>
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 <CompanyCode>0766</CompanyCode>
 <CompanyType>GAS TRANSPORTER</CompanyType>
 - <Customer>
 <CustomerFirstName>NANCY</CustomerFirstName>
 <CustomerMiddleInitial>E</CustomerMiddleInitial>
 <CustomerLastName>BEINLICH</CustomerLastName>
 <AccountNumber>0982263564</AccountNumber>
 - <CustomerServAddress>
 <ServAddress1>3445 FRIENDSHIP ST</ServAddress1>
 <ServCity>PHILADELPHIA</ServCity>
 <ServState>PA</ServState>
 <ServZip5>19149</ServZip5>

ENT.
 3/11/05
 OR.
 D/B & C/S

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: August 11, 2005


Laureto Farinas, Esquire

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:

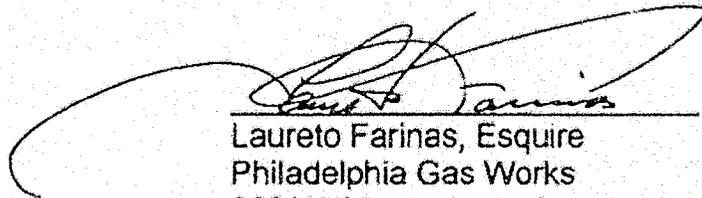
*Ms. Faye Bagby
1927 Rowan Street
Philadelphia, PA 19140*

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AUG 11 2005

PA PUBLIC UTILITY COMPANY
SECRETARY'S OFFICE

August 11, 2005



Laureto Farinas, Esquire
Philadelphia Gas Works
800 W. Montgomery Avenue
Philadelphia, PA 19122
(215) 684-6982