

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: 05/09/05
8. DOCKET NO: Z-01713070	:	9. EFFECTIVE DATE: 00/00/00

PARTY/COMPLAINANT: GHOLSTON, ROBIN

RESPONDENT/APPLICANT: PHILADELPHIA GAS WORKS

COMP/APP COUNTY: PHILADELPHIA

UTILITY CCDE: 125042

ALLEGATION OR SUBJECT

COMPLAINANT STATES SHE WOULD LIKE TO BE SET UP ON A PAYMENT PLAN THAT SHE CAN AFFORD.

DOCUMENT  
FOLDER

INDEXED

JUL 13 2005

Z-01713070

Must be returned by May 10, 2005

PENNSYLVANIA PUBLIC UTILITY COMMISSION

Formal Complaint Form

Please print or type.

1. CUSTOMER NAME (COMPLAINANT)

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

Name Robin Gholston

Street/P.O. Box 5830 Sansom St Apt #

City Phila State Pa Zip 19139

County Pa

Area Code/HOME Phone 215 747-3416

Area Code/WORK Phone

Utility Account Number (from your bill) 2116965096

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

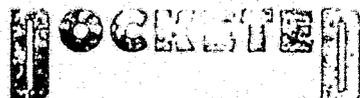
Name

Street/P.O. Box

City State Zip

2. UTILITY NAME (RESPONDENT)

Name of utility company your complaint concerns: PGW



JUL 13 2005

DOCUMENT

18

3. TYPE OF UTILITY (check one)

ELECTRIC

GAS

WATER

TELEPHONE  
(local, long distance)

STEAM HEAT

WASTE WATER

MOTOR CARRIER  
(taxi, moving company, limousine)

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

*I would like a payment arrangement that I can afford with my income.*

5. RELIEF

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

*Put me on a payment plan that I can afford.*

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 Robin Gholston, 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).

Robin Gholston  
(Signature)

5/2/05  
(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
--

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)

*Timely*

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 3/7/2005. 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.)

ROBIN J GHOLSTON  
5830 SANSOM ST  
PHILADELPHIA PA 19139 - 3147

215 747-3416  
(Area Code) Telephone Number

*Robin J Gholston*  
Signature

Mail this completed form to:

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

ST Number:	1713070	Date of mailing:	3/7/2005
		<i>3/8/05</i>	
Company:	PHILADELPHIA GAS WORKS		

RECEIVED  
05 MAR 11 AM 8:48  
SECRETARY'S BUREAU  
REVISED 12/97  
PA P.U.C.



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

ST1713070

ROBIN J GHOLSTON  
5830 SANSOM STREET  
PHILADELPHIA PA 19139-3147

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:

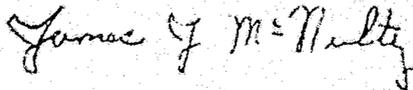
Office of Administrative Law Judge  
Public Utility Commission  
P.O. Box 3265  
Harrisburg, PA 17105-3265

**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

DD:

cc: Philadelphia Gas Works

BEFORE THE PENNSYLVANIA PUBLIC UTILITY COMMISSION

DATE SERVED: JULY 13, 2005

ROBIN GHOLSTON  
Complainant

VS.

PHILADELPHIA GAS WORKS  
Respondent

Complaint Docket  
No: Z-01713070

DOCUMENT

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FORMAL COMPLAINT NOTICE TO RESPONDENT TO ANSWER OR SATISFY

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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-01713070

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 ROBIN GHOLSTON. 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.

NOCKET

JUL 13 2005

DOCUMENT  
FOLDER

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



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

**ORIGINAL**

August 2, 2005

**RECEIVED**

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

**DOCUMENT  
FOLDER**

AUG 02 2005

PA PUBLIC UTILITY COMMISSION  
SECRETARY'S BUREAU

RE: Robin Gholston vs. PGW, Docket No.: Z-01713070

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,

Enclosure

cc: Robin Gholston  
Anthony Langford

**DOCKETED**  
AUG 03 2005

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BEFORE THE  
PENNSYLVANIA PUBLIC UTILITY COMMISSION

RECEIVED

AUG 02 2005

Robin Gholston

:

PA PUBLIC UTILITY COMMISSION  
SECRETARY'S BUREAU

:

v.

:

Docket No.: Z-01713070

:

Philadelphia Gas Works

:

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 03 2005

4. (a-b) Denied. PGW denies the averments contained in this paragraph concerning 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 5830 Sansom Street (Service Address). PGW records indicate that the Complainant's current total on the gas account is \$5,463.54 as shown on the statement of accounts which is attached hereto as Exhibit "A". PGW records indicate that the Complainant's gas service was terminated due to non-payment on June 6, 2005.

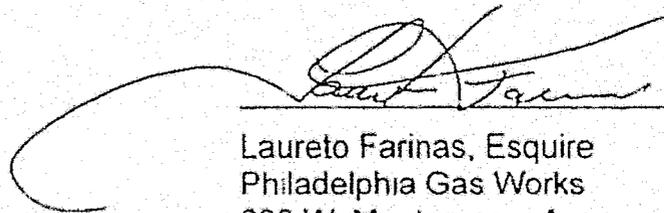
Pursuant to the Bureau of Consumer Services ("BCS") decision dated March 7, 2005, the Complainant must pay a budget bill plus \$82 towards the arrears a month. A copy of the BCS decision is attached hereto as Exhibit "B".

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. 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 2, 2005

A handwritten signature in cursive script, appearing to read "Laureto Farinas", is written over a horizontal line. A large, sweeping flourish extends from the left side of the signature.

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

EXHIBIT A

RECEIVED

AUG 02 2005

PA PUBLIC UTILITY COMMISSION  
SECRETARY'S BUREAU

# HISTORY REQUEST REPORT FOR ACCOUNT # 2116965096 AND SA # 9961601255 AS OF 08/02/2005

Account # 2116965096	SA # 9961601255	Bill Cycle: 01	Rate Class: GS	Phone # 7473416(215)
Name: GHOLSTON, ROBIN J				
Address: 5830 SANSOM ST/PHILA, PA				
Play Agreement Indicator: N	Easyway Indicator:	CRP Status: S		
Blocker Start Date: 20050722	Blocker End Date: 20070722	Meter # 1679628		

Trans Date	Trans Type	Current Amt.	Total Amt.	Adjus. Amt.	Segment Start Date	Segment End Date	Read Code	End Read	Current Balance	Usage	Meter
12/15/1998	BILL	\$30.49	\$30.49	\$0.00	11/14/1998	12/15/1998	R	6398	\$30.49	31	1679628
01/19/1999	BILL	\$112.55	\$112.55	\$0.00	12/15/1998	01/19/1999	R	6525	\$112.55	127	1679628
01/22/1999	LPC	\$0.44	\$0.44	\$0.44							
02/15/1999	PAY	(\$100.00)	(\$100.00)	\$0.00							
03/12/1999	BILL	\$147.04	\$147.04	\$0.00	01/19/1999	03/12/1999	R	6696	\$147.04	171	1679628
03/15/1999	LPC	\$0.93	\$0.93	\$0.93							
04/07/1999	BILL	\$41.40	\$41.40	\$0.00	03/12/1999	04/07/1999	R	6742	\$41.40	46	1679628
04/09/1999	LPC	\$0.46	\$0.46	\$0.46							
05/14/1999	BILL	\$45.47	\$45.47	\$0.00	04/07/1999	05/14/1999	R	6793	\$45.47	51	1679628
05/17/1999	LPC	\$3.53	\$3.53	\$3.53							
06/11/1999	BILL	\$195.95	\$195.95	\$0.00	05/14/1999	06/11/1999	Y	7033	\$195.95	240	1679628
06/13/1999	LPC	\$2.67	\$2.67	\$2.67							
07/20/1999	BILL	\$43.70	\$43.70	\$0.00	05/14/1999	07/20/1999	R	6827	\$335.74	34	1679628
07/23/1999	AUTOCN	\$0.00	\$0.00	(\$195.95)							
07/23/1999	CANB	(\$195.95)	(\$195.95)	\$0.00							
07/23/1999	LPC	\$7.06	\$7.06	\$7.06							
07/23/1999	AUTOCN	\$0.00	\$0.00	\$43.70							
08/17/1999	BILL	\$18.68	\$18.68	\$0.00	07/20/1999	08/17/1999	R	6841	\$359.23	14	1679628
08/20/1999	LPC	\$4.81	\$4.81	\$4.81							
09/16/1999	BILL	\$22.48	\$22.48	\$0.00	08/17/1999	09/16/1999	Y	6860	\$386.80	19	1679628
09/21/1999	LPC	\$5.09	\$5.09	\$5.09							
10/15/1999	PAY	(\$150.00)	(\$150.00)	\$0.00							
10/16/1999	BILL	\$24.78	\$24.78	\$0.00	09/16/1999	10/16/1999	R	6882	\$264.54	22	1679628
10/21/1999	LPC	\$2.96	\$2.96	\$2.96							
11/16/1999	BILL	\$82.72	\$82.72	\$0.00	10/16/1999	11/16/1999	R	6980	\$350.52	98	1679628
11/17/1999	LPC	\$3.26	\$3.26	\$3.26							
12/16/1999	BILL	\$72.30	\$72.30	\$0.00	11/16/1999	12/16/1999	R	7063	\$427.98	83	1679628
12/17/1999	LPC	\$5.16	\$5.16	\$5.16							

Account # 2116965096 SA # 9961601255 Bill Cycle 01 Rate Class GS Phone # 74734161215  
 Name: GHOLSTON, ROBIN J Address: 5830 SANSOM ST/PHILA, PA  
 Pay Agreement Indicator N Easyway Indicator CRP Status S  
 Blocker Start Date 20050722 Blocker End Date 20070722 Meter # 1679628

Tran Date	Tran Type	Current Amt.	Total Amt.	Adjust Amt.	Segment Start Date	Segment End Date	Read Code	Read	Current Balance	Meter
01/20/2000	BILL	\$120.69	\$120.69	\$0.00	12/16/1999	01/20/2000	R	7208	\$548.67	145
02/18/2000	BILL	\$128.29	\$128.29	\$0.00	01/20/2000	02/18/2000	R	7364	\$676.96	156
03/21/2000	BILL	\$82.02	\$82.02	\$0.00	02/18/2000	03/21/2000	R	7460	\$758.98	96
04/10/2000	PAY	(\$100.00)	(\$100.00)	\$0.00						
04/19/2000	BILL	\$47.33	\$47.33	\$0.00	03/21/2000	04/19/2000	R	7511	\$706.31	51
05/18/2000	BILL	\$31.90	\$31.90	\$0.00	04/19/2000	05/18/2000	R	7542	\$758.80	31
05/20/2000	COLFEE	\$10.00	\$10.00	\$10.00						
05/20/2000	LPC	\$10.59	\$10.59	\$10.59						
05/30/2000	COLFEE	\$10.00	\$10.00	\$10.00						
06/07/2000	CRPRZ	(\$768.80)	(\$768.80)	(\$768.80)						
06/07/2000	BPTCCG	\$45.00	\$45.00	\$45.00						
06/07/2000	PAY	(\$40.00)	(\$40.00)	\$0.00						
06/15/2000	BILL	\$59.00	\$59.00	\$0.00	05/18/2000	06/15/2000	R	7557	\$84.00	15
07/06/2000	PAY	(\$64.00)	(\$64.00)	\$0.00						
07/18/2000	BILL	\$59.00	\$59.00	\$0.00	06/15/2000	07/18/2000	R	7579	\$59.00	22
08/15/2000	PAY	(\$59.00)	(\$59.00)	\$0.00						
08/16/2000	BILL	\$59.00	\$59.00	\$0.00	07/18/2000	08/16/2000	R	7600	\$59.00	21
09/15/2000	BILL	\$59.00	\$59.00	\$0.00	08/16/2000	09/15/2000	R	7625	\$118.00	25
10/12/2000	PAY	(\$118.00)	(\$118.00)	\$0.00						
10/17/2000	BILL	\$59.00	\$59.00	\$0.00	09/15/2000	10/17/2000	R	7654	\$59.00	29
11/13/2000	PAY	(\$50.00)	(\$50.00)	\$0.00						
11/15/2000	BILL	\$59.00	\$59.00	\$0.00	10/17/2000	11/15/2000	R	7684	\$68.00	30
12/15/2000	BILL	\$59.00	\$59.00	\$0.00	11/15/2000	12/15/2000	R	7800	\$127.00	116
01/18/2001	BILL	\$59.00	\$59.00	\$0.00	12/15/2000	01/18/2001	R	7982	\$186.00	182
02/15/2001	BILL	\$59.00	\$59.00	\$0.00	01/18/2001	02/15/2001	R	8114	\$245.00	132
03/19/2001	BILL	\$59.00	\$59.00	\$0.00	01/18/2001	03/19/2001	R	8272	\$304.00	158
03/23/2001	PAY	(\$291.00)	(\$291.00)	\$0.00						
04/11/2001	BOLHP	\$291.00	\$291.00	\$291.00						
04/18/2001	BILL	\$59.00	\$59.00	\$0.00	03/19/2001	04/18/2001	R	8372	\$363.00	100
05/17/2001	BILL	\$59.00	\$59.00	\$0.00	04/18/2001	05/17/2001	R	8405	\$422.00	33
06/19/2001	BILL	\$59.00	\$59.00	\$0.00	05/17/2001	06/19/2001	R	8431	\$481.00	26
07/19/2001	BILL	\$59.00	\$59.00	\$0.00	06/19/2001	07/19/2001	R	8450	\$540.00	19
08/17/2001	BILL	\$59.00	\$59.00	\$0.00	07/19/2001	08/17/2001	R	8465	\$599.00	15

Account # 2116965096

SA # 9961601255

Bill Cycle 01

Rate Class GS

Phone # 7473416(215)

Name: GHOLSTON, ROBIN J

Address: 5830 SANSOM ST PHILA, PA

Easyway Indicator

CRP Status S

Blocker Start Date 20050722

Blocker End Date 20070722

Meter # 1679628

Item Date	Trans Type	Current Amt	Total Amt	Adjust Amt	Segment Start Date	Segment End Date	Read Code	End Read	Current Balance	Usage	Meter #
09/18/2001	BILL	\$59.00	\$59.00	\$0.00	09/17/2001	09/18/2001	R	8485	\$658.00	20	1679628
10/18/2001	BILL	\$59.00	\$59.00	\$0.00	09/18/2001	10/18/2001	R	8544	\$717.00	59	1679628
11/16/2001	BILL	\$59.00	\$59.00	\$0.00	10/18/2001	11/16/2001	R	8611	\$776.00	70	1679628
12/17/2001	BILL	\$59.00	\$59.00	\$0.00	11/16/2001	12/17/2001	R	8765	\$835.00	91	1679628
01/17/2002	BILL	\$59.00	\$59.00	\$0.00	12/17/2001	01/17/2002	R	8866	\$894.00	161	1679628
02/15/2002	BILL	\$59.00	\$59.00	\$0.00	01/17/2002	02/15/2002	R	8994	\$953.00	128	1679628
03/18/2002	BILL	\$59.00	\$59.00	\$0.00	02/15/2002	03/18/2002	R	9117	\$1,012.00	123	1679628
03/20/2002	PAY	(\$200.00)	(\$200.00)	\$0.00							
04/17/2002	BILL	\$59.00	\$59.00	\$0.00	03/18/2002	04/17/2002	R	9223	\$236.00	106	1679628
04/17/2002	GS91LF	(\$635.00)	(\$635.00)	(\$635.00)							
04/19/2002	PAY	(\$100.00)	(\$100.00)	\$0.00							
05/16/2002	BILL	\$59.00	\$59.00	\$0.00	04/17/2002	05/16/2002	R	9272	\$195.00	49	1679628
05/22/2002	PAY	(\$195.00)	(\$195.00)	\$0.00							
06/18/2002	BILL	\$59.00	\$59.00	\$0.00	05/16/2002	06/18/2002	R	9290	\$59.00	18	1679628
07/10/2002	PAY	(\$59.00)	(\$59.00)	\$0.00							
07/17/2002	BILL	\$59.00	\$59.00	\$0.00	06/18/2002	07/17/2002	R	9305	\$59.00	5	1679628
08/15/2002	BILL	\$59.00	\$59.00	\$0.00	07/17/2002	08/15/2002	R	9319	\$118.00	14	1679628
09/06/2002	PAY	(\$118.00)	(\$118.00)	\$0.00							
09/16/2002	BILL	\$59.00	\$59.00	\$0.00	08/15/2002	09/16/2002	R	9340	\$59.00	21	1679628
10/16/2002	BILL	\$59.00	\$59.00	\$0.00	09/16/2002	10/16/2002	R	9376	\$118.00	36	1679628
11/15/2002	BILL	\$59.00	\$59.00	\$0.00	10/16/2002	11/15/2002	R	9512	\$177.00	136	1679628
12/17/2002	BILL	\$59.00	\$59.00	\$0.00	11/15/2002	12/17/2002	R	9749	\$236.00	237	1679628
01/17/2003	BILL	\$59.00	\$59.00	\$0.00	12/17/2002	01/17/2003	R	9987	\$285.00	238	1679628
02/14/2003	CRPFRZ	\$1,361.80	\$1,361.80	\$1,361.80							
02/18/2003	BILL	\$352.95	\$352.95	\$0.00	01/17/2003	02/18/2003	R	295	\$2,009.75	308	1679628
03/19/2003	BILL	\$252.18	\$252.18	\$0.00	02/18/2003	03/19/2003	R	504	\$2,261.93	209	1679628
04/07/2003	CRPFRZ	(\$2,261.93)	(\$2,261.93)	(\$2,261.93)							
04/17/2003	BILL	\$50.00	\$140.66	\$0.00	03/19/2003	04/17/2003	R	612	\$50.00	108	1679628
05/19/2003	BILL	\$50.00	\$74.69	\$0.00	04/17/2003	05/19/2003	R	662	\$100.00	50	1679628
05/29/2003	PAY	(\$50.38)	(\$50.38)	\$0.00							
06/17/2003	BILL	\$50.00	\$53.45	\$0.00	05/19/2003	06/17/2003	R	694	\$99.62	32	1679628
07/17/2003	BILL	\$50.00	\$34.52	\$0.00	06/17/2003	07/17/2003	R	711	\$149.62	17	1679628
08/15/2003	BILL	\$50.00	\$29.22	\$0.00	07/17/2003	08/15/2003	R	724	\$199.62	13	1679628

Account # 2116965096  
 SA # 9961601255  
 B# Cycle 01  
 Rate Class GS  
 Phone # 7473416(215)

Name: GHOLSTON, ROBIN J  
 Address: 5830 SANSOM ST/PHILA, PA  
 Easyway Indicator  
 CRP Status S  
 Meter # 1679628

Blocker: Start Date: 20050722  
 Blocker End Date: 20070722  
 Meter # 1679628

Tran Date	Tran Type	Current Amt	Total Amt	Adjust Amt	Segment Start Date	Segment End Date	Read Code	Current Balance	Usage	Meter #
08/30/2003	CRPFRZ	\$1,927.31	\$1,927.31	\$1,927.31						
08/30/2003	CRPRMV	\$82.54	\$0.00	\$0.00						
08/31/2003	CRPFRZ	(\$2,209.47)	(\$2,209.47)	(\$2,209.47)						
09/17/2003	BILL	\$137.50	\$137.50	\$0.00	08/15/2003	09/17/2003	R	\$137.50	14	1679628
10/08/2003	CRPFRZ	\$2,209.47	\$2,209.47	\$2,209.47						
10/16/2003	BILL	\$137.50	\$137.50	\$0.00	09/17/2003	10/16/2003	R	\$275.00	44	1679628
10/17/2003	CRPFRZ	(\$2,209.47)	(\$2,209.47)	(\$2,209.47)						
11/13/2003	PAY	(\$214.66)	(\$214.66)	\$0.00						
11/17/2003	BILL	\$137.50	\$137.50	\$0.00	10/16/2003	11/17/2003	R	\$197.84	123	1679628
12/17/2003	BILL	\$137.50	\$137.50	\$0.00	11/17/2003	12/17/2003	R	\$335.34	190	1679628
01/20/2004	BILL	\$137.50	\$137.50	\$0.00	12/17/2003	01/20/2004	R	\$472.84	302	1679628
02/18/2004	BILL	\$137.50	\$137.50	\$0.00	01/20/2004	02/18/2004	R	\$610.34	293	1679628
03/18/2004	BILL	\$137.50	\$137.50	\$0.00	02/18/2004	03/18/2004	R	\$747.84	156	1679628
04/19/2004	BILL	\$137.50	\$137.50	\$0.00	03/18/2004	04/19/2004	R	\$885.34	137	1679628
05/18/2004	BILL	\$137.50	\$137.50	\$0.00	04/19/2004	05/18/2004	R	\$1,022.84	35	1679628
06/17/2004	BILL	\$137.50	\$137.50	\$0.00	05/18/2004	06/17/2004	R	\$1,160.34	12	1679628
06/25/2004	CRPFRZ	\$2,204.13	\$2,204.13	\$2,204.13						
07/19/2004	BILL	\$31.55	\$31.55	\$0.00	06/17/2004	07/19/2004	R	\$3,413.75	14	1679628
07/21/2004	LPC	\$17.73	\$17.73	\$17.73						
08/03/2004	PAY	(\$140.50)	(\$140.50)	\$0.00						
08/17/2004	BILL	\$28.76	\$28.76	\$0.00	07/19/2004	08/17/2004	R	\$3,351.10	12	1679628
08/19/2004	LPC	\$49.09	\$49.09	\$49.09						
09/16/2004	PAY	(\$28.76)	(\$28.76)	\$0.00						
09/17/2004	BILL	\$28.85	\$28.85	\$0.00	08/17/2004	09/17/2004	R	\$3,400.72	12	1679628
09/21/2004	LPC	\$49.53	\$49.53	\$49.53						
10/12/2004	PAY	(\$28.85)	(\$28.85)	\$0.00						
10/18/2004	BILL	\$82.89	\$82.89	\$0.00	09/17/2004	10/18/2004	R	\$3,504.72	51	1679628
10/20/2004	LPC	\$49.96	\$49.96	\$49.96						
11/12/2004	PAY	(\$197.00)	(\$197.00)	\$0.00						
11/17/2004	BILL	\$217.22	\$217.22	\$0.00	10/18/2004	11/17/2004	R	\$3,773.14	148	1679628
11/19/2004	LPC	\$51.20	\$51.20	\$51.20						
12/16/2004	BILL	\$258.43	\$258.43	\$0.00	11/17/2004	12/16/2004	R	\$3,889.21	156	1679628
12/17/2004	LPC	\$53.64	\$53.64	\$53.64						

Account # 2116965096 SA # 9961601255 Bill Cycle 01 Rate Class. GS Phone # 7473416(215)  
 Name: GHOLSTON, ROBIN J Address: 9830 SANSOM ST/PHILA, PA  
 Pay Agreement Indicator. N Easyway Indicator. CRP Status S  
 Blocker Start Date. 20050722 Blocker End Date. 20070722 Meter # 1679628

Start Date	Trans Type	Current Amt	Total Amt.	Adjust Amt	Segment Start Date	Segment End Date	Read Code	End Reading	Current Balance	Usage	Meter #
01/19/2005	BILL	\$458.07	\$458.07	\$0.00	12/16/2004	01/19/2005	R	2702	\$4,403.79	277	1679628
01/20/2005	LPC	\$57.51	\$57.51	\$57.51							
02/16/2005	BILL	\$450.24	\$450.24	\$0.00	01/19/2005	02/16/2005	R	2982	\$4,918.41	280	1679628
02/17/2005	LPC	\$64.38	\$64.38	\$64.38							
03/08/2005	LPCWVE	(\$392.94)	(\$392.94)	(\$392.94)							
03/17/2005	BILL	\$394.56	\$394.56	\$0.00	02/16/2005	03/17/2005	R	3257	\$4,920.03	275	1679628
04/18/2005	BILL	\$236.28	\$236.28	\$0.00	03/17/2005	04/18/2005	R	3416	\$5,156.31	159	1679628
05/17/2005	BILL	\$97.63	\$97.63	\$0.00	04/18/2005	05/17/2005	R	3479	\$5,331.28	63	1679628
05/18/2005	LPC	\$77.34	\$77.34	\$77.34							
06/06/2005	BILL	\$53.46	\$53.46	\$0.00	05/17/2005	06/06/2005	R	3511	\$5,463.54	32	1679628
06/17/2005	LPC	\$78.80	\$78.80	\$78.80							

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EXHIBIT B

AUG 02 2005

PA PUBLIC UTILITY COMMISSION  
SECRETARY'S BUREAU

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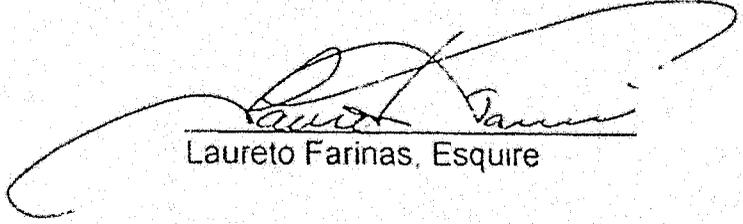
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- <Customer>  
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  <CustomerMiddleInitial>J</CustomerMiddleInitial>  
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- <CustomerServAddress>  
  <ServAddress1>5830 SANSOM ST</ServAddress1>  
  <ServCity>PHILADELPHIA</ServCity>  
  <ServState>PA</ServState>

*D.B.*  
*X*  
*Rivera*  
*JK*

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 2, 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:

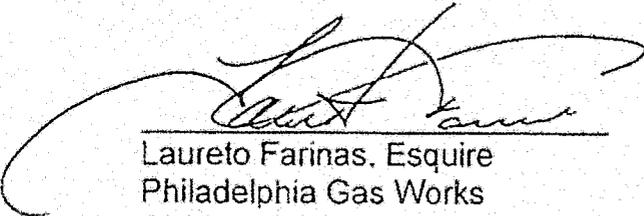
*Robin J. Gholston*  
*5830 Sansom Street*  
*Philadelphia, PA 19139*

August 2, 2005

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AUG 02 2005

PA PUBLIC UTILITY COMMISSION  
SECRETARY'S BUREAU



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