

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: 08/19/04 |
| 8. DOCKET NO: Z-01631149 | : | 9. EFFECTIVE DATE: 00/00/00 |

PARTY/COMPLAINANT: THAXTON, CLEMENTINE L.

RESPONDENT/APPLICANT: PHILADELPHIA GAS WORKS

COME/APP COUNTY:

UTILITY CODE: 125042

ALLEGATION OR SUBJECT

COMPLAINANT STATES THE MONTHLY PAYMENT AS STIPULATED BY THE PUC OF \$199 EACH MONTH EXCEEDS THEIR MONTHLY EXPENSES AND INCOME.

DOCUMENT
FILED

DOCKETED
AUG 25 2004

ST1631149

Due Back 9/2/04

ORIGINAL

Pennsylvania Public Utility Commission

Formal Complaint Form

Please Print.

2-01631149

- 1. Your name, mailing address, telephone number and utility account number:

Name CLEMENTINE L. THAXTON

Street/P.O.Box 932 E. Phil. ELEKTR ST Ant #

City PHILA State PA Zip 19150

Area Code/HOME Phone (215) 224-0510 Area Code/WORK Phone

Utility Account Number 0668003644

If the above mailing address differs from the address where the utility service is provided, list this information below.

Name

Street/P.O. Box

City State Zip

- 2. Name of utility company your complaint concerns: PHILA GAS WORKS

- 3. Type of Utility (circle one):

GAS

WATER

MOTOR CARRIER

STEAM HEAT

ELECTRIC

SEWER

TELEPHONE - (LOCAL OR LONG DISTANCE)

- 4. What is your complaint? (Use additional paper if you need more space and provide copies of any relevant documentation you believe will support your complaint).

THE MONTHLY PAYMENT AS STIPULATED BY THE TRU of 199 EACH MONTH EXCEEDS MY MONTHLY EXPENSES AND INCOME.

15

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

*I WANT THE PUC TO LET THE COMPANY I WILL
PAY \$120 A MONTH UNTIL MY BALANCE IS PAID IN FULL.*

6. 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.*

Alexandra L. Clayton
Signature

Aug 16, 2004
Date

7. 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 _____

8. Mail to:

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

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

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 7/29/2004. 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.)

CLEMENTINE THAXTON
932 E PHIL ELLENA ST
PHILADELPHIA PA 19150 - 3606

215 224 0570
(Area Code) Telephone Number

Clementine Thaxton
Signature

Mail this completed form to:

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


| | | | |
|------------|------------------------|------------------|-----------|
| ST Number: | 1631149 | Date of mailing: | 7/29/2004 |
| Company: | PHILADELPHIA GAS WORKS | | |

OVERSTAMPED

REVISED 12/97

6041... 81 513 1006

128



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

due back 9/2/04

IN REPLY PLEASE
REFER TO OUR FILE

August 13, 2004

ST1631149

CLEMENTINE THAXTON
932 E PHIL ELLENA STREET
PHILADELPHIA PA 19150-3606

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 September 2, 2004 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:

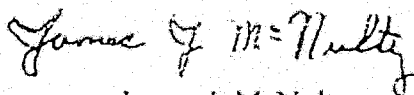
Office of Administrative Law Judge
Public Utility Commission
P.O. Box 3265
Harrisburg, PA 17105-3265

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

ddr

CC: PHILADELPHIA GAS WORKS

BEFORE THE PENNSYLVANIA PUBLIC UTILITY COMMISSION

DATE SERVED: AUGUST 26, 2004

CLEMENTINE L. THAXTON
Complainant

DOCUMENT
FOLDER

VS.

PHILADELPHIA GAS WORKS
Respondent

Complaint Docket
No: Z-01631149

DOCKETED
AUG 25 2004

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,

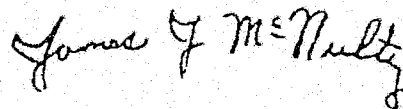
1. You have twenty (20) days from the date on which this complaint is served to either satisfy this complaint or to file with the Secretary of the Pennsylvania Public Utility Commission, P. O. Box 3265, Harrisburg, PA 17105-3265, an answer (original and three copies), in writing, under oath, which, as 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: AUGUST 26, 2004

Z-01631149

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

DOCUMENT
FOLDER

Dear Sir/Madam:

A complaint has been filed against you before the Pennsylvania Public Utility Commission by CLEMENTINE L. THAXTON. 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.

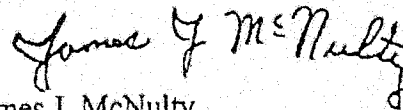
AUGUST 26, 2004

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

III

Philadelphia Gas Works



800 West Montgomery Avenue, Philadelphia, PA 19122
Telephone: (215) 684-6533
Fax: (215) 684-6978
E-mail: hector.ferrer@pgworks.com

ORIGINAL

September 24, 2004

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

RE: Clementine Thaxton v. PGW, Docket No. Z - 01631149

Dear Secretary McNulty:

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

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

Sincerely,

A handwritten signature in cursive script that reads "Hector Ferrer".

Hector Ferrer

Enclosures

cc: Clementine Thaxton
Linda Pereira
Bernadette Betzler, Esq.

RECEIVED

SEP 24 2004

PA PUBLIC UTILITY COMMISSION
SECRETARY'S BUREAU

**DOCUMENT
FOLDER**

73

BEFORE THE
PENNSYLVANIA PUBLIC UTILITY COMMISSION

ORIGINAL

Clementine Thaxton

v.

Philadelphia Gas Works

Docket No. Z - 01631149

Answer Of Philadelphia Gas Works

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

1. Admitted.
2. Admitted.
3. Denied in part. PGW denies that averments contained in Paragraph 3 of the Complainant concerning an error in the billing and all other averments in Paragraph 3 that are conclusions.

PGW records show that the Complainant began service at 932 E Phil Ellena Street in January 1996. PGW has an automated meter reading device ("AMR") installed at the service address and all bills are based on actual usage. A listing of the Complainant billings is attached hereto as Exhibit "A."

PGW records show that the Complainant filed for bankruptcy on August 20, 2004. Thereafter, the Complainant was given a new account number, 35078423. The balance on the Complainant's new account is zero.

PGW policy requires a deposit when a customer has filed for bankruptcy. The policy states that one-half of the deposit is due within thirty days of the activation of the new account. The remaining portion of the deposit is paid via two installments, each representing one quarter of the deposit, within 60 and 90 days, respectively, of the activation of the new account.

The Complainant's forecasted budget is \$158.00 per month. Monthly budget bills can be revised every four months, depending on whether an individual's expected consumption is different that his/her actual consumption. Based on the

DOCKETED
OCT 14 2004

DOCUMENT
FOLDER

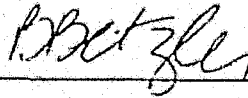
SEP 24 2004
PA PUBLIC UTILITY COMMISSION

Complainant's current consumption patterns, PGW cannot set the Complainant's budget lower without causing an outstanding balance to develop.

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 for PGW in this matter.

Respectfully submitted,



Bernadette Betzler, Esq.
Philadelphia Gas Works
800 W. Montgomery Avenue
Philadelphia, PA 19122

September 24, 2004

EXHIBIT A

RECEIVED

SEP 24 2004

PA PUBLIC UTILITY COMMISSION
LEGISLATIVE BUREAU

BILLS FROM 01/01/1996 TO 09/24/2004

Account # 1119403395

Customer Name THAXTON, CLEMENTINE

Customer Address: 932 E PHIL ELLENA STIPHILA, 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 | Eway Curr Amt | Days |
|-------------------|---------|-----------------|---------------|---------------|------------------|----------------|-------------|-----------------|-------------|----------------|--------------|--------------------|-----------------------|---------------|------|
| 9961643338 | 1400874 | 02/22/2001 | 03/19/2001 | 05/02/2001 | 5736 | 5925 | 189 | Regular | \$260.95 | No | Yes | \$0.00 | 0 | \$0.00 | 25 |
| 9961643338 | 1400874 | 02/22/2001 | 03/23/2001 | 04/20/2001 | 5736 | 5953 | 217 | Regular | \$298.23 | Yes | No | \$0.00 | 0 | \$0.00 | 29 |
| 9961643338 | 1400874 | 01/24/2001 | 02/22/2001 | 03/20/2001 | 5498 | 5736 | 238 | Regular | \$312.91 | No | No | \$0.00 | 0 | \$0.00 | 29 |
| 9961643338 | 1400874 | 12/21/2000 | 01/24/2001 | 02/21/2001 | 5146 | 5498 | 352 | Regular | \$426.32 | No | No | \$0.00 | 0 | \$0.00 | 34 |
| 9961643338 | 1400874 | 11/21/2000 | 12/21/2000 | 01/22/2001 | 4915 | 5146 | 231 | Regular | \$231.09 | No | No | \$0.00 | 0 | \$0.00 | 30 |
| 9961643338 | 1400874 | 10/23/2000 | 11/21/2000 | 12/18/2000 | 4801 | 4915 | 114 | Regular | \$95.91 | No | No | \$0.00 | 0 | \$0.00 | 29 |
| 9961643338 | 1400874 | 09/21/2000 | 10/23/2000 | 11/20/2000 | 4754 | 4801 | 47 | Regular | \$44.24 | No | No | \$0.00 | 0 | \$0.00 | 32 |
| 9961643338 | 1400874 | 08/22/2000 | 09/21/2000 | 10/18/2000 | 4730 | 4754 | 24 | Regular | \$26.51 | No | No | \$0.00 | 0 | \$0.00 | 30 |
| 9961643338 | 1400874 | 07/24/2000 | 08/22/2000 | 09/19/2000 | 4702 | 4730 | 28 | Regular | \$29.59 | No | No | \$0.00 | 0 | \$0.00 | 29 |
| 9961643338 | 1400874 | 06/21/2000 | 07/24/2000 | 08/18/2000 | 4667 | 4702 | 35 | Regular | \$34.99 | No | No | \$0.00 | 0 | \$0.00 | 33 |
| 9961643338 | 1400874 | 05/23/2000 | 06/21/2000 | 07/18/2000 | 4632 | 4667 | 35 | Regular | \$34.99 | No | No | \$0.00 | 5 | \$50.00 | 29 |
| 9961643338 | 1400874 | 04/26/2000 | 05/23/2000 | 06/22/2000 | 4587 | 4632 | 45 | Regular | \$42.70 | No | No | \$0.00 | 4 | \$50.00 | 27 |
| 9961643338 | 1400874 | 04/26/2000 | 05/23/2000 | 06/21/2000 | 4587 | 4632 | 45 | Regular | \$42.70 | Yes | No | \$0.00 | 4 | \$50.00 | 27 |
| 9961643338 | 1400874 | 03/24/2000 | 04/26/2000 | 05/22/2000 | 4463 | 4587 | 124 | Regular | \$103.62 | No | No | \$0.00 | 3 | \$50.00 | 33 |
| 9961643338 | 1400874 | 02/28/2000 | 03/24/2000 | 04/20/2000 | 4327 | 4463 | 136 | Regular | \$112.88 | No | No | \$0.00 | 2 | \$50.00 | 25 |
| 9961643338 | 1400874 | 01/27/2000 | 02/28/2000 | 03/24/2000 | 4054 | 4327 | 273 | Regular | \$218.51 | No | No | \$0.00 | 1 | \$50.00 | 32 |
| 9961643338 | 1400874 | 12/22/1999 | 01/27/2000 | 02/23/2000 | 3688 | 4054 | 366 | Regular | \$291.52 | No | No | \$0.00 | 0 | \$0.00 | 36 |
| 9961643338 | 1400874 | 11/22/1999 | 12/22/1999 | 01/20/2000 | 3515 | 3688 | 173 | Regular | \$142.79 | No | No | \$0.00 | 0 | \$0.00 | 30 |
| 9961643338 | 1400874 | 10/21/1999 | 11/22/1999 | 12/20/1999 | 3385 | 3515 | 130 | Regular | \$107.12 | No | No | \$0.00 | 0 | \$0.00 | 32 |
| 9961643338 | 1400874 | 09/22/1999 | 10/21/1999 | 11/24/1999 | 3346 | 3385 | 39 | Regular | \$37.73 | No | No | \$0.00 | 0 | \$0.00 | 29 |
| 9961643338 | 1400874 | 08/24/1999 | 09/22/1999 | 10/20/1999 | 3322 | 3346 | 24 | Regular | \$26.30 | No | No | \$0.00 | 0 | \$0.00 | 29 |
| 9961643338 | 1400874 | 07/26/1999 | 08/24/1999 | 09/22/1999 | 3296 | 3322 | 26 | System Estimate | \$27.82 | No | No | \$0.00 | 0 | \$0.00 | 29 |
| 9961643338 | 1400874 | 06/17/1999 | 07/26/1999 | 08/30/1999 | 3250 | 3296 | 46 | System Estimate | \$43.07 | No | No | \$0.00 | 0 | \$0.00 | 39 |
| 9961643338 | 1400874 | 06/17/1999 | 07/26/1999 | 08/24/1999 | 3250 | 3296 | 46 | System Estimate | \$45.47 | Yes | No | \$0.00 | 0 | \$0.00 | 39 |
| 9961643338 | 1400874 | 05/24/1999 | 06/17/1999 | 07/19/1999 | 3224 | 3250 | 26 | Regular | \$27.06 | No | No | \$0.00 | 0 | \$0.00 | 25 |
| 9961643338 | 1400874 | 04/13/1999 | 05/24/1999 | 06/20/1999 | 3133 | 3224 | 91 | Regular | \$77.99 | No | No | \$0.00 | 0 | \$0.00 | 42 |
| 9961643338 | 1400874 | 03/18/1999 | 04/13/1999 | 05/11/1999 | 3028 | 3133 | 105 | Regular | \$89.38 | No | No | \$0.00 | 0 | \$0.00 | 27 |
| 9961643338 | 1400874 | 02/18/1999 | 03/18/1999 | 04/14/1999 | 2816 | 3028 | 212 | Regular | \$176.38 | No | No | \$0.00 | 0 | \$0.00 | 29 |
| 9961643338 | 1400874 | 01/25/1999 | 02/18/1999 | 03/16/1999 | 2666 | 2816 | 150 | Regular | \$125.97 | No | No | \$0.00 | 0 | \$0.00 | 25 |
| 9961643338 | 1400874 | 12/21/1998 | 01/25/1999 | 02/22/1999 | 2389 | 2666 | 277 | Regular | \$238.80 | No | No | \$0.00 | 0 | \$0.00 | 36 |

BILLS FROM 01/01/1996 TO 09/24/2004

| | |
|---|-----------------------------------|
| Account # 1119403395 | Customer Name THAXTON, CLEMENTINE |
| Customer Address 932 E PHIL ELLENA 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 | Eway Curr Amt | Days |
|-------------------|---------|-----------------|---------------|---------------|------------------|----------------|-------------|-----------------|-------------|----------------|--------------|--------------------|-----------------------|---------------|------|
| 9961643338 | 1400874 | 11/20/1998 | 12/21/1998 | 01/29/1999 | 2265 | 2389 | 123 | Regular | \$109.13 | No | No | \$0.00 | 0 | \$0.00 | 32 |
| 9961643338 | 1400874 | 10/21/1998 | 11/20/1998 | 12/19/1998 | 2165 | 2266 | 101 | Regular | \$90.32 | No | No | \$0.00 | 0 | \$0.00 | 31 |
| 9961643338 | 1400874 | 09/21/1998 | 10/21/1998 | 11/18/1998 | 2135 | 2165 | 30 | Regular | \$29.64 | No | No | \$0.00 | 0 | \$0.00 | 31 |
| 9961643338 | 1400874 | 08/21/1998 | 09/21/1998 | 10/19/1998 | 2110 | 2135 | 25 | Regular | \$25.37 | No | No | \$0.00 | 0 | \$0.00 | 32 |
| 9961643338 | 1400874 | 07/24/1998 | 08/21/1998 | 09/20/1998 | 2079 | 2110 | 31 | Regular | \$30.49 | No | No | \$0.00 | 0 | \$0.00 | 29 |
| 9961643338 | 1400874 | 06/26/1998 | 07/24/1998 | 08/22/1998 | 2048 | 2079 | 31 | Regular | \$30.49 | No | No | \$0.00 | 0 | \$0.00 | 29 |
| 9961643338 | 1400874 | 05/22/1998 | 06/26/1998 | 07/22/1998 | 2007 | 2048 | 41 | Regular | \$39.04 | No | No | \$0.00 | 0 | \$0.00 | 36 |
| 9961643338 | 1400874 | 04/25/1998 | 05/22/1998 | 06/22/1998 | 1950 | 2007 | 57 | Regular | \$52.72 | No | No | \$0.00 | 0 | \$0.00 | 28 |
| 9961643338 | 1400874 | 03/25/1998 | 04/25/1998 | 05/24/1998 | 1862 | 1950 | 88 | System Estimate | \$/9.22 | No | No | \$0.00 | 0 | \$0.00 | 32 |
| 9961643338 | 1400874 | 02/23/1998 | 03/25/1998 | 04/22/1998 | 1648 | 1862 | 214 | Regular | \$165.91 | No | No | \$0.00 | 0 | \$0.00 | 31 |
| 9961643338 | 1400874 | 01/23/1998 | 02/23/1998 | 03/23/1998 | 1410 | 1648 | 238 | Regular | \$207.43 | No | No | \$0.00 | 0 | \$0.00 | 32 |
| 9961643338 | 1400874 | 12/19/1997 | 01/23/1998 | 02/21/1998 | 1151 | 1410 | 259 | Regular | \$225.37 | No | No | \$0.00 | 0 | \$0.00 | 36 |
| 9961643338 | 1400874 | 11/19/1997 | 12/19/1997 | 01/21/1998 | 900 | 1151 | 251 | Regular | \$218.53 | No | No | \$0.00 | 0 | \$0.00 | 31 |
| 9961643338 | 1400874 | 10/21/1997 | 11/19/1997 | 12/17/1997 | 752 | 900 | 148 | Regular | \$130.50 | No | No | \$0.00 | 0 | \$0.00 | 30 |
| 9961643338 | 1400874 | 09/19/1997 | 10/21/1997 | 11/18/1997 | 711 | 752 | 41 | Regular | \$39.04 | No | No | \$0.00 | 0 | \$0.00 | 33 |
| 9961643338 | 1400874 | 08/21/1997 | 09/19/1997 | 10/19/1997 | 684 | 711 | 27 | Regular | \$27.07 | No | No | \$0.00 | 0 | \$0.00 | 30 |
| 9961643338 | 1400874 | 07/23/1997 | 08/21/1997 | 09/20/1997 | 651 | 684 | 33 | Regular | \$32.21 | No | No | \$0.00 | 0 | \$0.00 | 30 |
| 9961643338 | 1400874 | 06/24/1997 | 07/23/1997 | 08/20/1997 | 620 | 651 | 31 | Regular | \$30.49 | No | No | \$0.00 | 0 | \$0.00 | 30 |

BILLS FROM 01/01/1996 TO 09/24/2004

| | |
|---|------------------------------------|
| Account # 668003644 | Customer Name: THAXTON, CLEMENTINE |
| Customer Address: 932 E PHIL ELENA ST/PHILA, PA | Bill Cycle: 02 |

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 | Way Curr Amt | Days |
|-------------------|---------|-----------------|---------------|---------------|------------------|----------------|-------------|-----------|-------------|----------------|--------------|--------------------|-----------------------|--------------|------|
| 2997596037 | 1400874 | 07/23/2004 | 08/20/2004 | 10/04/2004 | 666 | 702 | 36 | Regular | \$62.27 | No | Yes | \$0.00 | 0 | \$0.00 | 28 |
| 2997596037 | 1400874 | 07/23/2004 | 08/23/2004 | 09/20/2004 | 666 | 706 | 40 | Regular | \$67.85 | Yes | No | \$0.00 | 0 | \$0.00 | 31 |
| 2997596037 | 1400874 | 06/23/2004 | 07/23/2004 | 08/19/2004 | 625 | 666 | 41 | Regular | \$69.25 | No | No | \$0.00 | 0 | \$0.00 | 30 |
| 2997596037 | 1400874 | 05/24/2004 | 06/23/2004 | 07/21/2004 | 581 | 625 | 44 | Regular | \$72.55 | No | No | \$0.00 | 0 | \$0.00 | 30 |
| 2997596037 | 1400874 | 04/23/2004 | 05/24/2004 | 06/21/2004 | 533 | 581 | 48 | Regular | \$79.03 | No | No | \$0.00 | 0 | \$0.00 | 31 |
| 2997596037 | 1400874 | 03/24/2004 | 04/23/2004 | 05/20/2004 | 446 | 533 | 87 | Regular | \$130.55 | No | No | \$0.00 | 0 | \$0.00 | 30 |
| 2997596037 | 1400874 | 02/24/2004 | 03/24/2004 | 04/21/2004 | 333 | 446 | 113 | Regular | \$164.08 | No | No | \$0.00 | 0 | \$0.00 | 29 |
| 2997596037 | 1400874 | 01/25/2004 | 02/24/2004 | 03/22/2004 | 109 | 333 | 224 | Regular | \$299.52 | No | No | \$0.00 | 0 | \$0.00 | 30 |
| 2997596037 | 1400874 | 12/23/2003 | 01/25/2004 | 02/23/2004 | 9822 | 109 | 287 | Regular | \$378.98 | No | No | \$0.00 | 4 | \$178.00 | 33 |
| 2997596037 | 1400874 | 11/21/2003 | 12/23/2003 | 01/22/2004 | 9584 | 9822 | 238 | Regular | \$321.68 | No | No | \$0.00 | 3 | \$70.00 | 32 |
| 2997596037 | 1400874 | 10/22/2003 | 11/21/2003 | 12/19/2003 | 9470 | 9584 | 114 | Regular | \$170.96 | No | No | \$0.00 | 2 | \$70.00 | 30 |
| 2997596037 | 1400874 | 09/23/2003 | 10/22/2003 | 11/19/2003 | 9414 | 9470 | 56 | Regular | \$86.38 | No | No | \$0.00 | 1 | \$70.00 | 29 |
| 2997596037 | 1400874 | 08/21/2003 | 09/23/2003 | 10/20/2003 | 9377 | 9414 | 37 | Regular | \$61.40 | No | No | \$0.00 | 0 | \$0.00 | 33 |
| 2997596037 | 1400874 | 07/23/2003 | 08/21/2003 | 09/17/2003 | 9343 | 9377 | 34 | Regular | \$57.04 | No | No | \$0.00 | 2 | \$70.00 | 29 |
| 2997596037 | 1400874 | 06/23/2003 | 07/23/2003 | 08/19/2003 | 9309 | 9343 | 34 | Regular | \$57.04 | No | No | \$0.00 | 1 | \$70.00 | 30 |
| 2997596037 | 1400874 | 05/23/2003 | 06/23/2003 | 07/21/2003 | 9265 | 9309 | 44 | Regular | \$69.47 | No | No | \$0.00 | 0 | \$0.00 | 31 |
| 2997596037 | 1400874 | 04/24/2003 | 05/23/2003 | 06/20/2003 | 9191 | 9265 | 74 | Regular | \$103.43 | No | No | \$0.00 | 0 | \$0.00 | 29 |
| 2997596037 | 1400874 | 03/25/2003 | 04/24/2003 | 05/20/2003 | 9034 | 9191 | 157 | Regular | \$199.59 | No | No | \$0.00 | 0 | \$0.00 | 30 |
| 2997596037 | 1400874 | 02/24/2003 | 03/25/2003 | 04/22/2003 | 8810 | 9034 | 224 | Regular | \$272.40 | No | No | \$0.00 | 0 | \$0.00 | 29 |

BILLS FROM 01/01/1996 TO 09/24/2004

| | |
|---|-----------------------------------|
| Account # 35078423 | Customer Name: THAXTON CLEMENTINE |
| Customer Address 932 E PHIL ELLENA ST/PHILA, PA | Bill Cycle: 17 |

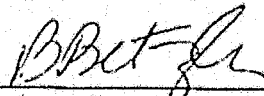
BILLS

| 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 Current Amt |
|-------------------|---------|-----------------|---------------|---------------|------------------|----------------|-------------|-----------|-------------|----------------|--------------|--------------------|-----------------------|---------------------|
| | | | | | | | | | | | | | | |

VERIFICATION

I, Bernadette Betzler, 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: September 24, 2004



Bernadette Betzler

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:

Clementine Thaxton
932 E. Phil Ellena
Philadelphia, PA 19150

September 24, 2004

B. Betzler

Bernadette Betzler, Esq.
Philadelphia Gas Works
800 W. Montgomery Avenue
Philadelphia, PA 19122

RECEIVED

SEP 24 2004

PA PUBLIC UTILITY COMMISSION
SECRETARY'S BUREAU



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

IN REPLY PLEASE
REFER TO OUR FILE

October 21, 2004

In Re: Z-01631149

(SEE ATTACHED LIST)

Clementine L. Thaxton 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 Telephonic Hearing
Date: Wednesday, January 19, 2005
Time: 2:00 p.m.
Presiding: Administrative Law Judge Charles E. Rainey, Jr.
1302 Philadelphia State Office Building
1400 West Spring Garden Street
Philadelphia, PA 19130
Telephone: (215) 560-2105
Fax: (215) 560-3133

The judge will be presiding as authorized by
52 Pa. Code §56.174.

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.

DOCUMENT
FOLDER

DOCUMENT
NOV 19 2004

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

| | |
|-----------------------------|--------------|
| Clementine L. Thaxton | 215-224-0510 |
| Laureto A. Farinas, Esquire | 215-684-6982 |

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

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

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

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

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

pc: Judge Rainey
Cherie Pyle
Beth Plantz
Docket Section
Calendar File