

CAPTION SHEET

CASE MANAGEMENT SYSTEM

- 1. REPORT DATE: 00/00/00
- 2. BUREAU: ALJ
- 3. SECTION(S):
- 5. APPROVED BY: DIRECTOR: SUPERVISOR:
- 6. PERSON IN CHARGE:
- 8. DOCKET NO: Z-01630685
- 4. PUBLIC MEETING DATE: 00/00/00
- 7. DATE FILED: 07/19/04
- 9. EFFECTIVE DATE: 00/00/00

PARTY/COMPLAINANT: OGLESBY, YVONNE T.

RESPONDENT/APPLICANT: PHILADELPHIA GAS WORKS

COMP/APP COUNTY: PHILADELPHIA

UTILITY CODE: 125042

ALLEGATION OR SUBJECT

COMPLAINANT STATES HIS BUDGET AMOUNT IS TO HIGH. WOULD LIKE TO PAY \$85.00/MO UNTIL HIS BECOMES EMPLOYED.

DOCUMENT

DOCKETED

JUL 21 2004

Pennsylvania Public Utility Commission

Formal Complaint Form

Please Print.

2016 JUL 19 11:39

SECRET BUREAU

ORIGINAL

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

Name Yvonne T. Oglesby

Street/P.O. Box 6861 N. 19th St. Apt # N/A

City Phila. State PA Zip 19126

Area Code/HOME Phone 215-276-9132 Area Code/WORK Phone Unemployed

Utility Account Number 6116047940

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

Name N/A

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 Phila. Gas Works budget amount is too high, I can't pay \$173.⁰⁰ plus what every else they want. I can not pay that amount at this time.

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

Notice to Customer:

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

If you want to appeal this decision, you must return this Notification of Intent to Appeal form within 20 days of 6/9/2004. 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.)

YVONNE OGLESBY
6861 N 19TH ST
PHILADELPHIA PA 19126 - 1534

215-276-9132
(Area Code) Telephone Number

Yvonne T. Oglesby
Signature

Mail this completed form to:

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

ST Number:	1630685	Date of mailing:	6/9/2004
Company:	PHILADELPHIA GAS WORKS		

SECRETARIAT BUREAU
REVISED 12/97
JUN 29 12:09:07

RECEIVED

6/14/04

Dear Sir (PGW)

Enclosed is my appeal Request.

I AM UNEMPLOYED AND I DON'T HAVE \$173⁰⁰
TO SEND ON THIS BUDGET PLAN. THE \$173⁰⁰

IS TOO HIGH AN AMOUNT FOR ME TO PAY.

ALSO THE DUE DATE IS AT THE END OF

THE MONTH I DON'T HAVE THIS AMOUNT

OF MONEY AT THE END OF THE MONTH IF

IT GOT ANY HELP IN PAYING OR THIS BILL
FROM ANYONE IT WOULD BE AT THE
BEGINNING OF THE MONTH.

THIS IS NOT THE ONLY BILL THAT I HAVE
TO PAY.

IN THE PAST I PAID YOUR COMPANY
AND WAS NOT OVER DUE.

I AM TRYING TO COOPERATE WITH YOUR
COMPANY BY SENDING WHAT I HAVE. I
CAN'T SEND AN AMOUNT THAT I DON'T
HAVE. I DON'T OWE YOU THOUSANDS OF
DOLLARS ON THIS BILL BECAUSE I KEEP MY

WAGE DOWN AS MUCH AS POSSIBLE. ALL OF

THIS MAY NOT MEAN ANYTHING TO YOUR COMPANY
AND SOME OF YOUR RUDER CUSTOMER SERVICE
REPRESENTATIVE, BUT ITS THE BEST I CAN DO
AT THIS TIME.

Sincerely,
James T. Oglesby



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

Due Back
July 29, 2004

IN REPLY PLEASE
REFER TO OUR FILE

July 9, 2004

ST1630685

YVONNE OGLESBY
6861 N 19TH STREET
PHILADELPHIA PA 19126-1534

Dear Sir/Madam:

We have received your request to appeal the decision of the Bureau of Consumer Services.

We have enclosed one complaint form for you to complete. Please read carefully the instructions to help you complete the form.

**** Please make sure you sign the form. We must receive your original signature in order for us to process your complaint. Your form will be returned to you if an original signature is not received.**

Return the form to us on or before July 29, 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:**

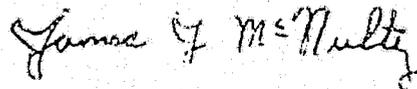
Office of Administrative Law Judge
Public Utility Commission
P.O. Box 3265
Harrisburg, PA 17105-3265

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

dd:

CC: Philadelphia Gas Works

DATE SERVED: 07/23/04

Yvonne T. Oglesby
Complainant

VS.

PHILADELPHIA GAS WORKS
Respondent

Complaint Docket
No: Z-01630685

DOCUMENT
FOLDER

DOCKETED
JUL 27 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,

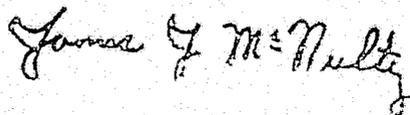
1. You have twenty (20) days from the date on which this complaint is served to either satisfy this complaint or to file with the Secretary of the Pennsylvania Public Utility Commission, P. O. Box 3265, Harrisburg, PA 17105-3265, an answer (original and three copies), in writing, under oath, which, as 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: 07/23/04

Z-01630685

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

DOCUMENT
FOLIO

Dear Sir/Madam:

A complaint has been filed against you before the Pennsylvania Public Utility Commission by Yvonne T. Oglesby. 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.

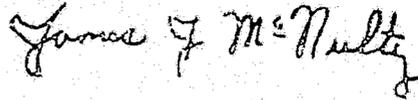
07/23/04

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,

A handwritten signature in cursive script that reads "James J. McNulty".

James J. McNulty
Secretary

es

Philadelphia Gas Works



800 W. Montgomery Avenue, Philadelphia, PA 19122
Telephone (215) 236-0500

Hector Ferrer
Legal Assistant
Direct Dial: 215-684-6533
Fax: 215-684-6533

E-mail: hector.ferrer@pgworks.com

RECEIVED

AUG 10 2004

PA PUBLIC UTILITY COMMISSION
SECRETARY'S BUREAU

ORIGINAL

August 10, 2004

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

RE: Yvonne T Oglesby v. PGW, Docket No. Z - 01630685

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,

Hector Ferrer

Enclosures

cc: Yvonne T Oglesby
Jennifer Raksnis
Laureto Farinas, Esq.

**DOCUMENT
FOLDER**

RJP

58

Yvonne T. Oglesby

v.

Philadelphia Gas Works

:
:
:
:
:

Docket No. Z - 01630685

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 indicate that an automated meter reading device ("AMR") is installed at the service address and all bills are based on actual reads. A listing of the Complainant billings is attached hereto as Exhibit "A."

A decision of the Bureau of Consumer Services ("BCS") dated June 8, 2004, found that the billing was correct and provided the Complainant with a payment arrangement consisting of monthly budget bill of \$133.00 plus \$40.00 towards the arrears.

PGW has no other knowledge of the Complainant's ability to make payment on this account. Strict proof thereof is demanded at a hearing in this matter.

The Complainant's current balance of \$434.67 represents gas service to August 10, 2004.

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.

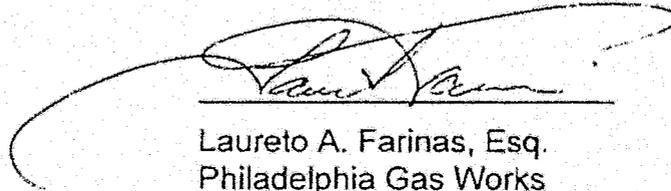
DOCKETED
AUG 16 2004

DOCUMENT
FOLDER

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

Respectfully submitted,

August 10, 2004

A handwritten signature in black ink, appearing to read "Laureto A. Farinas", is written over a horizontal line. The signature is stylized and includes a large, sweeping flourish that extends to the left and then curves back under the line.

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

EXHIBIT A

BILLS FROM 01/01/1996 TO 08/10/2004

Account #. 6116047940

Customer Name OGLESBY, YVONNE T

Customer Address: 6861 N 19TH ST/PHILA, PA

Bill Cycle: 11

BILLS

Service Agreement	Meter #	Bill Start Date	Bill End Date	Bill Due Date	Meter Read Start	Meter Read End	Usage (CCF)	Read Code	Bill Amount	Bill Cancelled	Closing Bill	CRP Monthly Amount	Easyway Current Month	Easyway Curr Amt.	Days
9961479972	1661709	06/15/2004	07/15/2004	08/10/2004	2260	2277	17	Regula	\$35.74	No	No	\$0.00	0	\$0.00	30
9961479972	1661709	05/14/2004	06/15/2004	07/13/2004	2242	2260	18	Regula	\$36.76	No	No	\$0.00	0	\$0.00	32
9961479972	1661709	04/15/2004	05/14/2004	06/11/2004	2210	2242	32	Regula	\$59.51	No	No	\$0.00	0	\$0.00	29
9961479972	1661709	03/16/2004	04/15/2004	05/11/2004	2083	2210	127	Regula	\$177.47	No	No	\$0.00	0	\$0.00	30
9961479972	1661709	02/13/2004	03/16/2004	04/13/2004	1942	2083	141	Regula	\$202.78	No	No	\$0.00	0	\$0.00	32
9961479972	1661709	01/15/2004	02/13/2004	03/12/2004	1651	1942	291	Regula	\$377.07	No	No	\$0.00	0	\$0.00	29
9961479972	1661709	12/15/2003	01/15/2004	02/11/2004	1457	1651	194	Regula	\$265.66	No	No	\$0.00	0	\$0.00	31
9961479972	1661709	11/13/2003	12/15/2003	01/14/2004	1299	1457	158	Regula	\$220.47	No	No	\$0.00	0	\$0.00	32
9961479972	1661709	10/14/2003	11/13/2003	12/10/2003	1234	1299	65	Regula	\$100.90	No	No	\$0.00	0	\$0.00	30
9961479972	1661709	09/15/2003	10/14/2003	11/10/2003	1201	1234	33	Regula	\$55.77	No	No	\$0.00	0	\$0.00	29
9961479972	1661709	08/13/2003	09/15/2003	10/10/2003	1185	1201	16	Regula	\$33.32	No	No	\$0.00	0	\$0.00	33
9961479972	1661709	07/15/2003	08/13/2003	09/10/2003	1170	1185	15	Regula	\$31.87	No	No	\$0.00	0	\$0.00	29
9961479972	1661709	05/15/2003	06/13/2003	07/11/2003	1122	1170	18	Regula	\$35.84	No	No	\$0.00	0	\$0.00	32
9961479972	1517378	05/15/2000	06/01/2001	07/03/2003	7447	7810	363	Office Estimate	\$50.58	No	No	\$0.00	0	\$0.00	29
9961479972	1661709	09/12/2002	05/15/2003	07/03/2003	6	1122	1116	Regular	\$483.60	No	No	\$0.00	0	\$0.00	382
9961479972	1661709	06/01/2001	09/12/2002	07/03/2003	0	6	409	Regular	\$1,346.94	No	No	\$0.00	0	\$0.00	245
9961479972	1517378	06/01/2001	09/12/2002	07/03/2003	7810	8213	409	Regular	\$628.76	No	No	\$0.00	0	\$0.00	468
9961479972	1517378	07/15/2002	08/13/2002	09/10/2002	9870	9881	11	System Estimate	\$628.76	No	No	\$0.00	0	\$0.00	468
9961479972	1517378	06/13/2002	07/15/2002	08/09/2002	9857	9870	13	System Estimate	\$23.10	Yes	Yes	\$0.00	0	\$0.00	29
9961479972	1517378	05/14/2002	06/13/2002	07/12/2002	9838	9857	19	System Estimate	\$25.11	Yes	Yes	\$0.00	0	\$0.00	32
9961479972	1517378	04/15/2002	05/14/2002	06/11/2002	9803	9838	35	System Estimate	\$30.34	Yes	Yes	\$0.00	0	\$0.00	30
9961479972	1517378	03/14/2002	04/15/2002	05/10/2002	9707	9803	96	System Estimate	\$44.59	Yes	Yes	\$0.00	0	\$0.00	29
9961479972	1517378	02/13/2002	03/14/2002	04/10/2002	9597	9707	110	System Estimate	\$95.51	Yes	Yes	\$0.00	0	\$0.00	32
9961479972	1517378	01/15/2002	02/13/2002	03/13/2002	9478	9597	119	System Estimate	\$114.88	Yes	Yes	\$0.00	0	\$0.00	29
9961479972	1517378	12/13/2001	01/15/2002	02/12/2002	9333	9478	145	System Estimate	\$131.51	Yes	Yes	\$0.00	0	\$0.00	29
9961479972	1517378	11/14/2001	12/13/2001	01/11/2002	9271	9333	62	System Estimate	\$157.92	Yes	Yes	\$0.00	0	\$0.00	33
9961479972	1517378	10/16/2001	11/14/2001	12/12/2001	9221	9271	50	System Estimate	\$78.51	Yes	Yes	\$0.00	0	\$0.00	29
9961479972	1517378	09/14/2001	10/16/2001	11/13/2001	9192	9221	29	System Estimate	\$68.42	Yes	Yes	\$0.00	0	\$0.00	29
9961479972	1517378	08/15/2001	09/14/2001	10/12/2001	9173	9192	19	System Estimate	\$43.97	Yes	Yes	\$0.00	0	\$0.00	32
9961479972	1517378	07/15/2001	08/15/2001	09/11/2001	9152	9173	19	System Estimate	\$34.88	Yes	Yes	\$0.00	0	\$0.00	30

BILLS FROM 01/01/1996 TO 08/10/2004

Account # 6116047940

Customer Name OGLESBY YVONNE T

Customer Address 6861 N 19TH ST/PHILA, PA

Bill Cycle 11

BILLS

Service Agreement	Meter #	Bill Start Date	Bill End Date	Bill Due Date	Meter Read Start	Meter Read End	Usage (CCF)	Read Code	Bill Amount	Bill Cancelled	Closing Bill	CRP Monthly Amount	Easyway Current Month	Easyway Curr Amt	Days
9961479972	1517378	07/17/2001	08/15/2001	09/12/2001	9154	9173	19	System Estimate	\$36.94	Yes	No	\$0.00	0	\$0.00	29
9961479972	1517378	06/15/2001	07/17/2001	08/13/2001	9132	9154	22	System Estimate	\$40.94	Yes	No	\$0.00	0	\$0.00	32
9961479972	1517378	05/15/2001	06/15/2001	07/13/2001	9105	9132	27	System Estimate	\$47.60	Yes	No	\$0.00	0	\$0.00	31
9961479972	1517378	04/16/2001	05/15/2001	06/12/2001	9066	9105	39	System Estimate	\$63.56	Yes	No	\$0.00	0	\$0.00	29
9961479972	1517378	03/15/2001	04/16/2001	05/11/2001	8858	9066	208	System Estimate	\$288.48	Yes	No	\$0.00	0	\$0.00	32
9961479972	1517378	02/13/2001	03/15/2001	04/10/2001	8592	8858	266	System Estimate	\$359.07	Yes	No	\$0.00	0	\$0.00	30
9961479972	1517378	01/16/2001	02/13/2001	03/13/2001	8314	8592	278	System Estimate	\$364.16	Yes	No	\$0.00	0	\$0.00	28
9961479972	1517378	12/13/2000	01/16/2001	02/12/2001	7903	8314	411	System Estimate	\$465.93	Yes	No	\$0.00	0	\$0.00	34
9961479972	1517378	11/13/2000	12/13/2000	01/11/2001	7648	7903	255	System Estimate	\$241.03	Yes	No	\$0.00	0	\$0.00	30
9961479972	1517378	10/13/2000	11/13/2000	12/11/2000	7538	7648	110	System Estimate	\$92.82	Yes	No	\$0.00	0	\$0.00	31
9961479972	1517378	09/13/2000	10/13/2000	11/08/2000	7478	7538	60	System Estimate	\$54.27	Yes	No	\$0.00	0	\$0.00	30
9961479972	1517378	08/14/2000	09/13/2000	10/10/2000	7478	7478	0	System Estimate	\$8.00	Yes	No	\$0.00	0	\$0.00	30
9961479972	1517378	07/14/2000	08/14/2000	09/08/2000	7477	7478	1	System Estimate	\$8.77	Yes	No	\$0.00	0	\$0.00	31
9961479972	1517378	06/09/2000	07/14/2000	08/11/2000	7472	7477	5	System Estimate	\$11.86	Yes	No	\$0.00	0	\$0.00	35
9961479972	1517378	05/15/2000	06/09/2000	07/11/2000	7447	7472	25	System Estimate	\$27.28	Yes	No	\$0.00	0	\$0.00	25
9961479972	1517378	04/14/2000	05/15/2000	06/13/2000	7386	7447	61	System Estimate	\$55.04	No	No	\$0.00	0	\$0.00	31
9961479972	1517378	03/16/2000	04/14/2000	05/12/2000	7306	7386	80	System Estimate	\$69.69	No	No	\$0.00	0	\$0.00	29
9961479972	1517378	02/16/2000	03/16/2000	04/13/2000	7193	7306	113	System Estimate	\$95.14	No	No	\$0.00	0	\$0.00	29
9961479972	1517378	01/15/2000	02/16/2000	03/15/2000	6967	7193	226	System Estimate	\$182.27	No	No	\$0.00	0	\$0.00	32
9961479972	1517378	12/11/1999	01/15/2000	02/14/2000	6795	6967	172	System Estimate	\$142.02	No	No	\$0.00	0	\$0.00	35
9961479972	1517378	11/10/1999	12/11/1999	01/12/2000	6696	6795	99	System Estimate	\$84.28	No	No	\$0.00	0	\$0.00	31
9961479972	1517378	10/14/1999	11/10/1999	12/15/1999	6638	6696	58	System Estimate	\$52.23	No	No	\$0.00	0	\$0.00	27
9961479972	1517378	10/14/1999	11/10/1999	12/10/1999	6638	6665	27	System Estimate	\$28.59	Yes	No	\$0.00	0	\$0.00	27
9961479972	1517378	09/14/1999	10/14/1999	11/09/1999	6603	6638	35	System Estimate	\$34.69	No	No	\$0.00	0	\$0.00	30
9961479972	1517378	08/13/1999	09/14/1999	10/13/1999	6576	6603	27	System Estimate	\$28.59	No	No	\$0.00	0	\$0.00	32
9961479972	1517378	07/16/1999	08/13/1999	09/14/1999	6549	6576	27	System Estimate	\$28.59	No	No	\$0.00	0	\$0.00	28
9961479972	1517378	06/11/1999	07/16/1999	08/16/1999	6478	6549	71	System Estimate	\$62.13	No	No	\$0.00	0	\$0.00	35
9961479972	1517378	05/11/1999	06/11/1999	07/12/1999	6442	6478	36	System Estimate	\$34.03	No	No	\$0.00	0	\$0.00	32
9961479972	1517378	04/07/1999	05/11/1999	06/07/1999	6344	6442	98	System Estimate	\$83.69	No	No	\$0.00	0	\$0.00	35
9961479972	1517378	03/10/1999	04/07/1999	05/03/1999	6212	6344	132	System Estimate	\$111.33	No	No	\$0.00	0	\$0.00	29
9961479972	1517378	02/11/1999	03/10/1999	04/06/1999	6010	6212	202	System Estimate	\$168.25	No	No	\$0.00	0	\$0.00	28

BILLS FROM 01/01/1996 TO 08/10/2004

Account # 6116047940

Customer Name OGLESBY, YVONNE T

Customer Address 6861 N 19TH ST/PHILA, PA

Bill Cycle: 11

BILLS

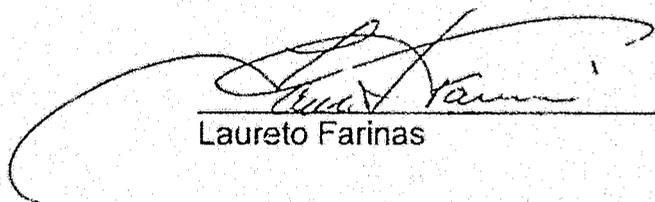
Service Agreement	Meter #	Bill Start Date	Bill End Date	Bill Due Date	Meter Read Start	Meter Read End	Usage (CCF)	Read Code	Bill Amount	Bill Cancelled	Closing Bill	CRP Monthly Amount	Easyway Current Month	Easyway Curr Amt	Days
9961479972	1517378	01/15/1999	02/11/1999	03/10/1999	5844	6010	166	System Estimate	\$140.02	No	No	\$0.00	0	\$0.00	28
9961479972	1517378	12/12/1998	01/15/1999	02/13/1999	5557	5844	287	System Estimate	\$249.30	No	No	\$0.00	0	\$0.00	35
9961479972	1517378	11/12/1998	12/12/1998	01/10/1999	5435	5557	122	System Estimate	\$108.27	No	No	\$0.00	0	\$0.00	31
9961479972	1517378	10/14/1998	11/12/1998	12/09/1998	5330	5435	105	System Estimate	\$93.75	No	No	\$0.00	0	\$0.00	30
9961479972	1517378	09/14/1998	10/14/1998	11/10/1998	5285	5330	45	System Estimate	\$42.46	No	No	\$0.00	0	\$0.00	31
9961479972	1517378	08/14/1998	09/14/1998	10/11/1998	5254	5285	31	System Estimate	\$30.49	No	No	\$0.00	0	\$0.00	32
9961479972	1517378	07/16/1998	08/14/1998	09/12/1998	5225	5254	29	System Estimate	\$28.79	No	No	\$0.00	0	\$0.00	30
9961479972	1517378	06/17/1998	07/16/1998	08/12/1998	5196	5225	29	System Estimate	\$28.79	No	No	\$0.00	0	\$0.00	30
9961479972	1517378	05/15/1998	06/17/1998	07/14/1998	5161	5196	35	System Estimate	\$33.92	No	No	\$0.00	0	\$0.00	34
9961479972	1517378	04/17/1998	05/15/1998	06/13/1998	5097	5161	64	System Estimate	\$58.70	No	No	\$0.00	0	\$0.00	29
9961479972	1517378	03/18/1998	04/17/1998	05/16/1998	4993	5097	104	System Estimate	\$92.89	No	No	\$0.00	0	\$0.00	31
9961479972	1517378	02/14/1998	03/18/1998	04/14/1998	4813	4993	180	System Estimate	\$157.85	No	No	\$0.00	0	\$0.00	33
9961479972	1517378	01/15/1998	02/14/1998	03/15/1998	4583	4813	230	System Estimate	\$200.59	No	No	\$0.00	0	\$0.00	31
9961479972	1517378	12/12/1997	01/15/1998	02/10/1998	4148	4583	435	Regular	\$375.80	No	No	\$0.00	0	\$0.00	35
9961479972	1517378	11/12/1997	12/12/1997	01/10/1998	3941	4148	207	System Estimate	\$180.92	No	No	\$0.00	0	\$0.00	31
9961479972	1517378	10/14/1997	11/12/1997	12/09/1997	3809	3941	132	System Estimate	\$116.82	No	No	\$0.00	0	\$0.00	30
9961479972	1517378	09/12/1997	10/14/1997	11/10/1997	3760	3809	49	System Estimate	\$45.88	No	No	\$0.00	0	\$0.00	33
9961479972	1517378	08/14/1997	09/12/1997	10/11/1997	3730	3760	30	System Estimate	\$29.64	No	No	\$0.00	0	\$0.00	30
9961479972	1517378	07/16/1997	08/14/1997	09/10/1997	3701	3730	29	System Estimate	\$28.79	No	No	\$0.00	0	\$0.00	30
9961479972	1517378	06/17/1997	07/16/1997	08/12/1997	3672	3701	29	System Estimate	\$28.79	No	No	\$0.00	0	\$0.00	30

EXHIBIT B

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 10, 2004



Laureto Farinas

CERTIFICATE OF SERVICE

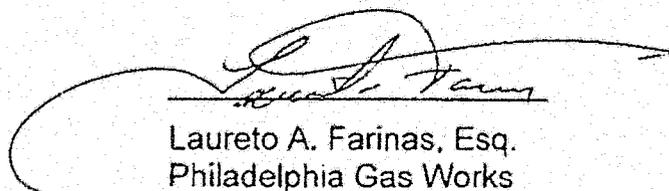
I HEREBY CERTIFY THAT I HAVE THIS DAY SERVED A TRUE COPY OF THE FOREGOING DOCUMENT UPON THE PARTICIPANTS LISTED BELOW, IN ACCORDANCE WITH THE REQUIREMENTS OF §1.54 (RELATING TO SERVICE BY A PARTICIPANT).

Service List:

For Complainant:

Yvonne T Oglesby
6861 N. 19th Street
Philadelphia, PA 19126

August 10, 2004



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