

CAPTION SHEET

CASE MANAGEMENT SYSTEM

| | | |
|--------------------------|---|-----------------------------|
| 1. REPORT DATE: 00/00/00 | : | |
| 2. BUREAU: ALJ | : | |
| 3. SECTION(S): | : | |
| 5. APPROVED BY: | : | 4. PUBLIC MEETING DATE: |
| DIRECTOR: | : | 00/00/00 |
| SUPERVISOR: | : | |
| 6. PERSON IN CHARGE: | : | 7. DATE FILED: 07/26/04 |
| 8. DOCKET NO: Z-01631166 | : | 9. EFFECTIVE DATE: 00/00/00 |

PARTY/COMPLAINANT: MOORE, RENEE E.

RESPONDENT/APPLICANT: PHILADELPHIA GAS WORKS

COMP/APP COUNTY: PHILADELPHIA

UTILITY CODE: 125042

ALLEGATION OR SUBJECT

COMPLAINANT STATES HER DAUGHTERS BILL WAS IN HER NAME AND HER DAUGHTER DIDN'T PAY THE BILL. WOULD LIKE THE BILL REDUCED BECAUSE SHE WAS NOT THE ONE PAYING FOR IT.

DOCKETED

AUG 03 2004

DOCUMENT
FOLDER

2-01631166

ST1631166

7/29/04

Pennsylvania Public Utility Commission

Formal Complaint Form
ORIGINAL

RECEIVED
ST. LOUIS BUREAU
5:31

Please Print.

1. Your name, mailing address and telephone number:

Name RENÉE E. MOORE

Street/P.O.Box 5146 Oden St Apt #

City Philadelphia State PA Zip 19139

County Area Code/Home Phone 215 871-3249

Area Code/Work Phone 215 496-9100 Ext 134

2. Name of company your complaint concerns: P.G.W

3. What is your complaint? (Use additional paper if need more space).

Please see attached

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

Please see attached

5. You must sign and date your complaint below.

The information I have placed on this form is true and correct to the best of my knowledge. I understand that I could be punished under Pennsylvania State Law if I purposely give false information.

Renée E. Moore
Signature

July 19, 2004
Date

Renee E. Moore
5146 Ogden Street
Philadelphia, PA 19139

July 19, 2004

Pennsylvania Public Utility Commission Formal Complaint Form (Cont.)

3. My complaint is that I lived at 328 North 52nd Street, 3rd floor in Philadelphia, PA from December 2003 to July 2003 and paid the gas bill for this address. My daughter, Tamika Cheatham was the tenant and informed me that she tried numerous times to get this bill out of my name and into hers during her stay there. I knew nothing of the non payment until June, 2003 and called to make arrangements to have this bill taken out of my name. When I called the PUC to call about my original complaint, and explained the circumstances. I was informed, that I should not have to pay this bill at all, or at the least make some arrangement to have the bill reduced since it was not my debt.

4. I would like at least a portion of the bill removed, if not all. I was not a resident and PGW has records of repeated attempts by phone to reconcile this matter. I believe it is totally unfair and unjust for them to attempt to get the money from people who pay their bills and allow others to run up enormous bills that they know will not be paid. I have had my gas turned off for \$105. while paying \$93.00 monthly and yet they allow someone to run up \$7000.00 in service.

Continued on next page

6. If you are represented by a lawyer you must provide your lawyer's name, address and telephone number.

Lawyer's Name _____

Street _____

City _____ State _____ Zip _____

Area Code/Phone Number _____

Mail to:

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

**For more information, please contact the Secretary's Bureau at
717-772-7777.**

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.

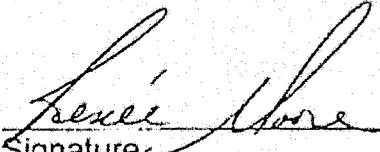
Thank You
Pennsylvania Public Utility Commission

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.)

RENEE MOORE
5146 OGDEN STREET
PHILADELPHIA PA 19139 - 1532

215 871-3249
(Area Code) Telephone Number


Signature

Mai: this completed form to:

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

| | | | |
|------------|------------------------|------------------|----------|
| ST Number: | 1631166 | Date of mailing: | 6/9/2004 |
| Company: | PHILADELPHIA GAS WORKS | | |

REVISU 12/97

REVISU

12/97



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

ST1631166

RENEE MOORE
5146 OGDEN STREET
PHILADELPHIA P A 19139-1532

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:

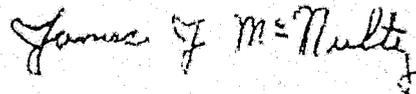
Office of Administrative Law Judge
Public Utility Commission
P.O. Box 3265
Harrisburg, PA 17105-3265

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

ddi

CC: Philadelphia Gas Works

BEFORE THE PENNSYLVANIA PUBLIC UTILITY COMMISSION

DATE SERVED: 08/04/04

Renee E. Moore
Complainant

VS.

PHILADELPHIA GAS WORKS
Respondent

Complaint Docket
No: Z-01631166

DOCKETED

AUG 03 2004

DOCUMENT
FOLDED

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,

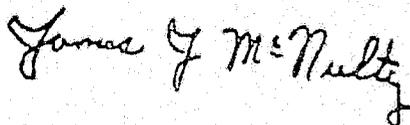
1. You have twenty (20) days from the date on which this complaint is served to either satisfy this complaint or to file with the Secretary of the Pennsylvania Public Utility Commission, P. O. Box 3265, Harrisburg, PA 17105-3265, an answer (original and three copies), in writing, under oath, which, as 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: 08/04/04

Z-01631166

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

DOCUMENT
FOLDED

Dear Sir/Madam:

A complaint has been filed against you before the Pennsylvania Public Utility Commission by Renee E. Moore. 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.

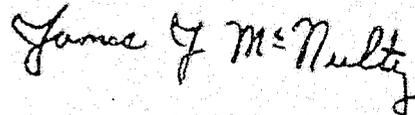
08/04/04

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,



James J. McNulty
Secretary

es

Philadelphia Gas Works
Legal Department



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

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

ORIGINAL

September 7, 2004

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

RE: Renee Moore v. PGW, Docket No. Z-01631166

Dear Secretary McNulty,

Pursuant to 52 Pa. Code §5 61, the Philadelphia Gas Works ("PGW") hereby files the original and three (3) copies of its Answer to the Complaint in the above captioned matter.

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

**DOCUMENT
FOLDER**

Sincerely,

Enclosures

cc: Renee Moore
Jennifer Raskins

RECEIVED

SEP - 7 2004

PA PUBLIC UTILITY COMMISSION
SECRETARY'S BUREAU

111

BEFORE THE
PENNSYLVANIA PUBLIC UTILITY COMMISSION

ORIGINAL

Renee Moore

v.

Philadelphia Gas Works

:
:
:
:
:

Docket No. Z - 01631166

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 her billing and all other averments in Paragraph 3 that are conclusions.

PGW records show that the Complainant's service account has been active since June 1996.

PGW has no record of the Complainant discontinuing service in her name. If a Customer-of-Record does not want service in his or her name, the account must be discontinued/terminated in accordance with Section 5.8 of PGW's Residential Gas Service Tariff. A copy of the regulation is attached hereto as Exhibit "A."

PGW has no record of the Complainant's daughter completing an application for service as required by Section 2.1 of PGW's Residential Gas Service Tariff. A copy of the regulation is attached hereto as Exhibit "B."

The Complainant's account balance is based on actual reads. A listing of the Complainant billings and payments is attached hereto as Exhibit "C."

A decision of the Bureau of Consumer Services ("BCS"), dated June 8, 2004, provided relief to the Complainant in the form of a payment arrangement consisting of the payment of a monthly budget bill of \$184.00 plus \$70.00 per month on the arrears.

DOCKETED
SEP 10 2004

**DOCUMENT
FOLDER**

REC'D
SEP - 7 2004
PA PUBLIC UTILITY COMMISSION
REGULATORY DIV.

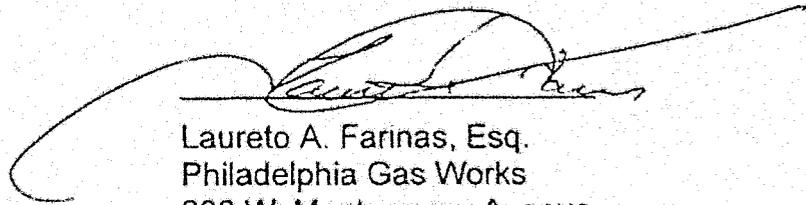
PGW has no other knowledge of the Complainant's whereabouts during the period in question. Strict proof thereof is demanded at a hearing in this matter. The Complainant's current balance of \$5,981.81 represents gas service to September 5, 2004.

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.

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

Respectfully submitted,

September 7, 2004

A handwritten signature in black ink, appearing to read "Laureto A. Farinas", is written over a horizontal line. The signature is stylized and extends to the right of the line.

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

EXHIBIT A

RECEIVED

SEP - 7 2004

PA PUBLIC UTILITY COMMISSION
SECRETARY'S OFFICE

5.6 TERMINATION OF GAS SERVICE – NON-RESIDENTIAL CUSTOMERS Seven days prior to terminating Non-Residential Gas Service for one or more of the reasons identified in Section 5.1, PGW shall mail or deliver a termination notice to the Non-Residential Customer. PGW may terminate service to the Non-Residential Customer at any time after the seven days referenced in the termination notice has expired unless the grounds for termination have been eliminated or no longer exist.

5.7 UNAUTHORIZED CONNECTION OF APPLIANCES TO CUSTOMER'S METER When PGW determines that high Gas bills may be caused by Foreign Load, PGW shall fully and promptly investigate such high bills, and shall, upon verifying such unauthorized connection(s), notify the building owner and place the utility account for that dwelling unit in the building owner's name consistent with 66 Pa C.S. §1529.1 and applicable policies of the Commission.

5.8 DISCONTINUANCE BY CUSTOMER - GENERALLY

5.8.A Notice of discontinuance Except where the provisions of the Utility Service Tenants Rights Act apply, the Customer is required to give the Company at least seven days notice to discontinue the supply of Gas specifying the date on which it is desired that service be discontinued. In the absence of notice, the Customer shall be responsible for services rendered.

5.8.B Final Meter Read. In the event that the Company's authorized agent is not able to gain access to the premises during the seven-day notice interval, the Customer's liability for Gas that may pass through the meter shall continue in force until such time as a final meter reading can be obtained by an authorized agent of the Company.

5.8.C Ceased Utilization of Service. Upon the Customer's verifiable documentation of the date he/she ceased utilizing the Gas Service at the premises, the Customer shall be relieved of liability therefore after such date with a prorated bill to be issued upon the final meter reading if:

5.8.C.1. The Company's inability to gain access is due to the Company's failure to respond to the Customer's timely request for discontinuance, or if

5.8.C.2. The Customer was unable to provide the Company with access to the premises because of the property owner's refusal to allow such access

5.9 TEMPORARY DISCONTINUANCE OF GAS SERVICE BY THE CUSTOMER'S REQUEST

5.9.A Temporary Discontinuance. Except where the provisions of the Utility Service Tenants' Rights Act apply, a Customer may have his/her Gas Service temporarily discontinued by giving PGW advance notice of at least 10 days

5.9.B Temporary Service Payments. For a period of discontinuance of less than 12 months, PGW will provide a Customer a temporary discontinuance of Gas Service upon request. PGW will require a payment of an amount equal to the Company's service charge for one hour, plus payment of customer charges for each month the service has been discontinued, in order to restore disconnected service.

5.10 CUSTOMER REQUEST FOR TEMPORARY HEAT

5.10.A Construction or Remodeling. PGW will provide temporary heat, upon request for the completion of construction or remodeling as long as there is service present and all fuel lines have been installed and tested.

5.10.B Charge Customers will be assessed an amount equal to the Customer Service Call Charge for 7.0 hours.

EXHIBIT B

RECEIVED

SEP - 7 2004

PA PUBLIC UTILITY COMMISSION
ECCO - 1600 G ST., SUITE 111

2. Application and Contract for Gas Service

2.1. APPLICATION FOR GAS SERVICE.

2.1 A. How to Apply. Application for Gas Service shall be made by telephone, mail and/or by personal visit to one of PGW's Customer Service Centers, except as required pursuant to Section 2.1.C. Applicants shall be given clear instructions as to how the application should be completed. Service will be provided as soon as possible upon completion of an application. Applications will be considered completed only upon compliance with all applicable requirements pursuant to Section 2.1.B. Supporting documents required pursuant to Section 2.1.B may be submitted as originals or photocopies and in person or by mail. Documents submitted by mail will not be returned.

2.1 B. Documentation Required

2.1 B.1 An Applicant applying for Residential Gas Service shall provide two forms of personal identification. Such forms of identification required for application may include, but are not limited to, the following: social security card, medical assistance card, Public Welfare card, drivers license, birth certificate, passport, library card, or similar items as allowed by PGW. Parties applying to become Commercial or Industrial Customers shall provide their employer identification number (EIN) and such other documentation as may be required by PGW. Corporations and partnerships shall have their authorized agents or officers complete the appropriate application and provide supporting documentation.

2.1 B.2 Applicants for Gas Service may be requested to provide documentation evidencing commencement of ownership, tenancy or residency at the service address, including, for Tenant Applicants only, the name and mailing address of Landlord and/or Landlord's agent. Such documentation may include a copy of a deed, settlement papers, initial lease, initial receipt for rent payment or security deposit, a letter from a rental agent or Landlord, or similar documents indicating prior residency elsewhere, as allowed by PGW. In the event that an Applicant is unable to provide documentation evidencing commencement of ownership, tenancy or residency, PGW shall accept other evidence indicating ownership, tenancy or residency. Any Applicant unable to provide such documentation may certify that he/she is a lawful owner, Tenant or Resident of the property for which service is sought.

2.1.B.3 Any Applicant who (1) is a Customer whose account is not current, (2) is a former Customer who has not paid a final bill in full, or (3) is a former Customer whose Gas Service was terminated for non-payment shall execute any required payment agreement and submit any required down payment, deposit, and/or supporting documentation prior to receiving service.

2.1 C. In-person Application Interviews. An in-person application interview may be required for any Applicant who (1) is a former Customer whose Gas Service was terminated for unauthorized usage and/or tampering with the meter or other utility equipment, or (2) is applying for service at a service address at which service was terminated for non-payment within the preceding 120 days or where the home telephone number supplied by the Applicant is the same as the home telephone number for a previously terminated account at the same address.

2.1 D. Applicants with Disabilities. Any Applicant for Gas Service who cannot complete his/her application by telephone or mail, and for whom a personal visit to one of PGW's Customer Service Centers is a severe hardship due to disability, may request that a PGW Customer representative complete the application at the Applicant's residence.

2.1 E. Designation as Tenant-Occupied. Each Applicant for Gas Service shall designate, in written form to PGW, whether the application is for Residential service to a Tenant-occupied property. If the property is Tenant-occupied, a list of Tenants shall be submitted by the Landlord-Customer to PGW on an annual basis.

EXHIBIT C

RECEIVED

SEP - 7 2004

PA PUBLIC UTILITY COMMISSION
SECRETARY'S OFFICE

BILLS FROM 01/01/1996 TO 09/05/2004

Account # 4112349018

Customer Name MOORE, RENEE

Customer Address 5146 OGDEN ST/PHILA PA

Bill Cycle 04

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 |
|-------------------|---------|-----------------|---------------|---------------|------------------|----------------|-------------|-----------|-------------|----------------|--------------|--------------------|-----------------------|------------------|
| 9961298085 | 1854086 | 07/06/2004 | 08/04/2004 | 08/31/2004 | 1786 | 1809 | 23 | Regular | \$44.11 | No | No | \$0.00 | 0 | \$0.00 |
| 9961298085 | 1854086 | 06/04/2004 | 07/06/2004 | 08/02/2004 | 1758 | 1786 | 28 | Regular | \$51.09 | No | No | \$0.00 | 0 | \$0.00 |
| 9961298085 | 1854086 | 05/05/2004 | 06/04/2004 | 07/01/2004 | 1732 | 1758 | 26 | Regular | \$46.85 | No | No | \$0.00 | 0 | \$0.00 |
| 9961298085 | 1854086 | 04/05/2004 | 05/05/2004 | 06/02/2004 | 1682 | 1732 | 50 | Regular | \$80.58 | No | No | \$0.00 | 0 | \$0.00 |
| 9961298085 | 1854086 | 03/05/2004 | 04/05/2004 | 05/03/2004 | 1506 | 1682 | 176 | Regular | \$243.98 | No | No | \$0.00 | 0 | \$0.00 |
| 9961298085 | 1854086 | 02/04/2004 | 03/05/2004 | 04/01/2004 | 1254 | 1506 | 252 | Regular | \$350.73 | No | No | \$0.00 | 0 | \$0.00 |
| 9961298085 | 1854086 | 01/06/2004 | 02/04/2004 | 03/03/2004 | 861 | 1254 | 393 | Regular | \$492.49 | No | No | \$0.00 | 0 | \$0.00 |
| 9961298085 | 1854086 | 12/04/2003 | 01/06/2004 | 02/03/2004 | 541 | 861 | 320 | Regular | \$435.44 | No | No | \$0.00 | 0 | \$0.00 |
| 9961298085 | 1854086 | 11/03/2003 | 12/04/2003 | 01/02/2004 | 357 | 541 | 184 | Regular | \$264.08 | No | No | \$0.00 | 2 | \$158.00 |
| 9961298085 | 1854086 | 10/03/2003 | 11/03/2003 | 12/02/2003 | 311 | 357 | 46 | Regular | \$74.41 | No | No | \$0.00 | 1 | \$158.00 |
| 9961298085 | 1854086 | 09/04/2003 | 10/03/2003 | 10/30/2003 | 287 | 311 | 24 | Regular | \$44.17 | No | No | \$0.00 | 0 | \$0.00 |
| 9961298085 | 1854086 | 08/04/2003 | 09/04/2003 | 09/30/2003 | 259 | 287 | 28 | Regular | \$49.15 | No | No | \$0.00 | 0 | \$0.00 |
| 9961298085 | 1854086 | 07/03/2003 | 08/04/2003 | 08/29/2003 | 230 | 259 | 29 | Regular | \$50.42 | No | No | \$0.00 | 0 | \$0.00 |
| 9961298085 | 1854086 | 06/04/2003 | 07/03/2003 | 07/31/2003 | 198 | 230 | 32 | Regular | \$54.39 | No | No | \$0.00 | 0 | \$0.00 |
| 9961298085 | 1854086 | 05/06/2003 | 06/04/2003 | 07/01/2003 | 171 | 198 | 27 | Regular | \$46.12 | No | No | \$0.00 | 0 | \$0.00 |
| 9961298085 | 1854086 | 04/04/2003 | 05/06/2003 | 06/03/2003 | 131 | 171 | 40 | Regular | \$61.36 | No | No | \$0.00 | 0 | \$0.00 |
| 9961298085 | 1854086 | 03/06/2003 | 04/04/2003 | 05/02/2003 | 58 | 131 | 73 | Regular | \$100.74 | No | No | \$0.00 | 0 | \$0.00 |
| 9961298085 | 1854086 | 02/04/2003 | 03/06/2003 | 04/01/2003 | 9789 | 58 | 269 | Regular | \$296.13 | No | No | \$0.00 | 0 | \$0.00 |
| 9961298085 | 1854086 | 01/06/2003 | 02/04/2003 | 03/04/2003 | 9391 | 9789 | 398 | Regular | \$437.42 | No | No | \$0.00 | 0 | \$0.00 |
| 9961298085 | 1854086 | 12/04/2002 | 01/06/2003 | 02/03/2003 | 9064 | 9391 | 327 | Regular | \$373.99 | No | No | \$0.00 | 0 | \$0.00 |
| 9961298085 | 1854086 | 11/01/2002 | 12/04/2002 | 01/03/2003 | 8829 | 9064 | 235 | Regular | \$253.15 | No | No | \$0.00 | 0 | \$0.00 |
| 9961298085 | 1854086 | 10/02/2002 | 11/01/2002 | 12/02/2002 | 8710 | 8829 | 119 | Regular | \$137.15 | No | No | \$0.00 | 0 | \$0.00 |
| 9961298085 | 1854086 | 09/03/2002 | 10/02/2002 | 10/29/2002 | 8683 | 8710 | 27 | Regular | \$40.39 | No | No | \$0.00 | 0 | \$0.00 |
| 9961298085 | 1854086 | 08/02/2002 | 09/03/2002 | 09/30/2002 | 8659 | 8683 | 24 | Regular | \$36.32 | No | No | \$0.00 | 0 | \$0.00 |
| 9961298085 | 1854086 | 07/03/2002 | 08/02/2002 | 08/29/2002 | 8636 | 8659 | 23 | Regular | \$35.19 | No | No | \$0.00 | 0 | \$0.00 |
| 9961298085 | 1854086 | 06/04/2002 | 07/03/2002 | 07/30/2002 | 8613 | 8636 | 23 | Regular | \$35.19 | No | No | \$0.00 | 0 | \$0.00 |
| 9961298085 | 1854086 | 05/03/2002 | 06/04/2002 | 07/01/2002 | 8584 | 8613 | 29 | Regular | \$39.29 | No | No | \$0.00 | 0 | \$0.00 |
| 9961298085 | 1854086 | 04/04/2002 | 05/03/2002 | 05/31/2002 | 8530 | 8584 | 54 | Regular | \$61.37 | No | No | \$0.00 | 0 | \$0.00 |
| 9961298085 | 1854086 | 03/05/2002 | 04/04/2002 | 04/30/2002 | 8354 | 8530 | 176 | Regular | \$163.58 | No | No | \$0.00 | 0 | \$0.00 |
| 9961298085 | 1854086 | 02/04/2002 | 03/05/2002 | 04/01/2002 | 8092 | 8354 | 262 | Regular | \$268.65 | No | No | \$0.00 | 0 | \$0.00 |

BILLS FROM 01/01/1996 TO 09/05/2004

Account # 4112349018

Customer Name MOORE, RENEE

Customer Address 5146 OGDEN ST/PHILA, PA

Bill Cycle: 04

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 | Cancelled | Closing Bill | CRP Monthly Amount | Easyway Current Month | Easyway Curr Amt | Days |
|-------------------|---------|-----------------|---------------|---------------|------------------|----------------|-------------|-----------|-------------|-----------|--------------|--------------------|-----------------------|------------------|------|
| 9961298085 | 1854086 | 01/04/2002 | 02/04/2002 | 03/04/2002 | 7781 | 8092 | 311 | Regular | \$324.32 | No | No | \$0.00 | 0 | \$0.00 | 31 |
| 9961298085 | 1854086 | 12/04/2001 | 01/04/2002 | 02/01/2002 | 7485 | 7781 | 296 | Regular | \$309.26 | No | No | \$0.00 | 0 | \$0.00 | 31 |
| 9961298085 | 1854086 | 11/02/2001 | 12/04/2001 | 01/03/2002 | 7345 | 7485 | 140 | Regular | \$167.81 | No | No | \$0.00 | 0 | \$0.00 | 32 |
| 9961298085 | 1854086 | 10/04/2001 | 11/02/2001 | 12/03/2001 | 7273 | 7345 | 72 | Regular | \$92.65 | No | No | \$0.00 | 0 | \$0.00 | 29 |
| 9961298085 | 1854086 | 09/05/2001 | 10/04/2001 | 10/31/2001 | 7247 | 7273 | 26 | Regular | \$40.22 | No | No | \$0.00 | 0 | \$0.00 | 29 |
| 9961298085 | 1854086 | 08/06/2001 | 09/05/2001 | 10/02/2001 | 7222 | 7247 | 25 | Regular | \$44.93 | No | No | \$0.00 | 0 | \$0.00 | 30 |
| 9961298085 | 1854086 | 07/06/2001 | 08/06/2001 | 08/31/2001 | 7195 | 7222 | 27 | Regular | \$47.60 | No | No | \$0.00 | 0 | \$0.00 | 31 |
| 9961298085 | 1854086 | 06/05/2001 | 07/06/2001 | 08/02/2001 | 7169 | 7195 | 26 | Regular | \$46.26 | No | No | \$0.00 | 0 | \$0.00 | 31 |
| 9961298085 | 1854086 | 05/04/2001 | 06/05/2001 | 07/03/2001 | 7137 | 7169 | 32 | Regular | \$54.25 | No | No | \$0.00 | 0 | \$0.00 | 32 |
| 9961298085 | 1854086 | 04/04/2001 | 05/04/2001 | 06/01/2001 | 7054 | 7137 | 83 | Regular | \$122.13 | No | No | \$0.00 | 0 | \$0.00 | 30 |
| 9961298085 | 1854086 | 03/05/2001 | 04/04/2001 | 05/01/2001 | 6788 | 7054 | 266 | Regular | \$365.68 | No | No | \$0.00 | 0 | \$0.00 | 29 |
| 9961298085 | 1854086 | 02/02/2001 | 03/06/2001 | 04/02/2001 | 6453 | 6788 | 335 | Regular | \$441.01 | No | No | \$0.00 | 0 | \$0.00 | 32 |
| 9961298085 | 1854086 | 01/04/2001 | 02/02/2001 | 03/02/2001 | 6099 | 6453 | 354 | Regular | \$431.53 | No | No | \$0.00 | 0 | \$0.00 | 29 |
| 9961298085 | 1854086 | 12/04/2000 | 01/04/2001 | 01/31/2001 | 5688 | 6099 | 411 | Regular | \$421.64 | No | No | \$0.00 | 0 | \$0.00 | 31 |
| 9961298085 | 1854086 | 11/02/2000 | 12/04/2000 | 01/03/2001 | 5441 | 5688 | 247 | Regular | \$218.00 | No | No | \$0.00 | 0 | \$0.00 | 32 |
| 9961298085 | 1854086 | 10/03/2000 | 11/02/2000 | 11/30/2000 | 5377 | 5441 | 64 | Regular | \$57.35 | No | No | \$0.00 | 0 | \$0.00 | 30 |
| 9961298085 | 1854086 | 09/01/2000 | 10/03/2000 | 10/31/2000 | 5352 | 5377 | 25 | Regular | \$27.28 | No | No | \$0.00 | 0 | \$0.00 | 32 |
| 9961298085 | 1854086 | 08/03/2000 | 09/01/2000 | 09/29/2000 | 5325 | 5352 | 27 | Regular | \$28.83 | No | No | \$0.00 | 0 | \$0.00 | 29 |
| 9961298085 | 1854086 | 07/05/2000 | 08/03/2000 | 08/29/2000 | 5299 | 5325 | 26 | Regular | \$28.05 | No | No | \$0.00 | 0 | \$0.00 | 29 |
| 9961298085 | 1854086 | 06/05/2000 | 07/05/2000 | 08/01/2000 | 5274 | 5299 | 25 | Regular | \$27.28 | No | No | \$0.00 | 0 | \$0.00 | 30 |
| 9961298085 | 1854086 | 05/05/2000 | 06/05/2000 | 06/30/2000 | 5241 | 5274 | 33 | Regular | \$33.44 | No | No | \$0.00 | 0 | \$0.00 | 31 |
| 9961298085 | 1854086 | 04/05/2000 | 05/05/2000 | 06/01/2000 | 5117 | 5241 | 124 | Regular | \$103.62 | No | No | \$0.00 | 0 | \$0.00 | 30 |
| 9961298085 | 1854086 | 03/07/2000 | 04/05/2000 | 05/03/2000 | 4976 | 5117 | 141 | Regular | \$116.72 | No | No | \$0.00 | 0 | \$0.00 | 29 |
| 9961298085 | 1854086 | 02/07/2000 | 03/07/2000 | 04/03/2000 | 4721 | 4976 | 255 | Regular | \$204.63 | No | No | \$0.00 | 0 | \$0.00 | 29 |
| 9961298085 | 1854086 | 01/06/2000 | 02/07/2000 | 03/03/2000 | 4313 | 4721 | 408 | Regular | \$322.62 | No | No | \$0.00 | 0 | \$0.00 | 32 |
| 9961298085 | 1854086 | 12/02/1999 | 01/06/2000 | 02/04/2000 | 4066 | 4313 | 247 | Regular | \$201.35 | No | No | \$0.00 | 0 | \$0.00 | 35 |
| 9961298085 | 1854086 | 11/03/1999 | 12/02/1999 | 01/04/2000 | 3938 | 4066 | 128 | Regular | \$105.80 | No | No | \$0.00 | 0 | \$0.00 | 29 |
| 9961298085 | 1854086 | 10/04/1999 | 11/03/1999 | 12/03/1999 | 3882 | 3938 | 56 | Regular | \$50.69 | No | No | \$0.00 | 0 | \$0.00 | 30 |
| 9961298085 | 1854086 | 09/02/1999 | 10/04/1999 | 11/03/1999 | 3851 | 3882 | 31 | Regular | \$31.64 | No | No | \$0.00 | 0 | \$0.00 | 32 |
| 9961298085 | 1854086 | 08/05/1999 | 09/02/1999 | 10/01/1999 | 3822 | 3851 | 29 | Regular | \$30.11 | No | No | \$0.00 | 0 | \$0.00 | 26 |
| 9961298085 | 1854086 | 07/08/1999 | 08/05/1999 | 09/01/1999 | 3800 | 3822 | 22 | Regular | \$24.78 | No | No | \$0.00 | 0 | \$0.00 | 28 |

BILLS FROM 01/01/1996 TO 09/05/2004

Account # 4112349018

Customer Name: MOORE, RENEE

Customer Address 5146 OGDEN ST/PHILA,PA

Bill Cycle: 04

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 |
|-------------------|---------|-----------------|---------------|---------------|------------------|----------------|-------------|-----------|-------------|----------------|--------------|--------------------|-----------------------|------------------|------|
| 9961298085 | 1854086 | 06/04/1999 | 07/08/1999 | 08/03/1999 | 3764 | 3800 | 36 | Regular | \$35.45 | No | No | \$0.00 | 0 | \$0.00 | 34 |
| 9961298085 | 1854086 | 04/23/1999 | 06/04/1999 | 07/05/1999 | 3703 | 3764 | 61 | Regular | \$53.68 | No | No | \$0.00 | 0 | \$0.00 | 43 |
| 9961298085 | 1854086 | 03/29/1999 | 04/23/1999 | 05/23/1999 | 3648 | 3703 | 55 | Regular | \$48.72 | No | No | \$0.00 | 0 | \$0.00 | 26 |
| 9961298085 | 1854086 | 03/01/1999 | 03/29/1999 | 04/25/1999 | 3472 | 3648 | 176 | Regular | \$147.11 | No | No | \$0.00 | 0 | \$0.00 | 29 |
| 9961298085 | 1854086 | 02/05/1999 | 03/01/1999 | 03/28/1999 | 3304 | 3472 | 168 | Regular | \$140.61 | No | No | \$0.00 | 0 | \$0.00 | 25 |
| 9961298085 | 1854086 | 01/06/1999 | 02/05/1999 | 03/03/1999 | 3063 | 3304 | 241 | Regular | \$204.29 | No | No | \$0.00 | 0 | \$0.00 | 31 |
| 9961298085 | 1854086 | 12/02/1998 | 01/06/1999 | 02/01/1999 | 2821 | 3063 | 242 | Regular | \$210.84 | No | No | \$0.00 | 0 | \$0.00 | 36 |
| 9961298085 | 1854086 | 11/02/1998 | 12/02/1998 | 12/30/1998 | 2721 | 2821 | 100 | Regular | \$69.47 | No | No | \$0.00 | 0 | \$0.00 | 31 |
| 9961298085 | 1854086 | 10/02/1998 | 11/02/1998 | 11/29/1998 | 2655 | 2721 | 66 | Regular | \$60.41 | No | No | \$0.00 | 0 | \$0.00 | 32 |
| 9961298085 | 1854086 | 09/02/1998 | 10/02/1998 | 10/31/1998 | 2632 | 2655 | 23 | Regular | \$23.66 | No | No | \$0.00 | 0 | \$0.00 | 31 |
| 9961298085 | 1854086 | 08/05/1998 | 09/02/1998 | 09/29/1998 | 2609 | 2632 | 23 | Regular | \$23.66 | No | No | \$0.00 | 0 | \$0.00 | 29 |
| 9961298085 | 1854086 | 07/07/1998 | 08/05/1998 | 09/01/1998 | 2582 | 2609 | 27 | Regular | \$27.07 | No | No | \$0.00 | 0 | \$0.00 | 30 |
| 9961298085 | 1854086 | 06/04/1998 | 07/07/1998 | 08/03/1998 | 2544 | 2582 | 38 | Regular | \$36.48 | No | No | \$0.00 | 0 | \$0.00 | 34 |
| 9961298085 | 1854086 | 05/06/1998 | 06/04/1998 | 07/04/1998 | 2504 | 2544 | 40 | Regular | \$38.19 | No | No | \$0.00 | 0 | \$0.00 | 30 |
| 9961298085 | 1854086 | 04/06/1998 | 05/06/1998 | 06/02/1998 | 2451 | 2504 | 53 | Regular | \$49.30 | No | No | \$0.00 | 0 | \$0.00 | 31 |
| 9961298085 | 1854086 | 03/06/1998 | 04/06/1998 | 05/04/1998 | 2293 | 2451 | 158 | Regular | \$139.05 | No | No | \$0.00 | 0 | \$0.00 | 32 |
| 9961298085 | 1854086 | 02/04/1998 | 03/06/1998 | 04/05/1998 | 2128 | 2293 | 165 | Regular | \$145.03 | No | No | \$0.00 | 0 | \$0.00 | 31 |
| 9961298085 | 1854086 | 01/05/1998 | 02/04/1998 | 03/03/1998 | 1921 | 2128 | 207 | Regular | \$180.92 | No | No | \$0.00 | 0 | \$0.00 | 31 |
| 9961298085 | 1854086 | 12/01/1997 | 01/05/1998 | 02/01/1998 | 1666 | 1921 | 255 | Regular | \$221.95 | No | No | \$0.00 | 0 | \$0.00 | 36 |
| 9961298085 | 1854086 | 10/31/1997 | 12/01/1997 | 12/30/1997 | 1488 | 1666 | 178 | Regular | \$156.14 | No | No | \$0.00 | 0 | \$0.00 | 32 |
| 9961298085 | 1854086 | 10/01/1997 | 10/31/1997 | 11/29/1997 | 1424 | 1488 | 64 | Regular | \$58.70 | No | No | \$0.00 | 0 | \$0.00 | 31 |
| 9961298085 | 1854086 | 09/02/1997 | 10/01/1997 | 10/29/1997 | 1388 | 1424 | 36 | Regular | \$34.77 | No | No | \$0.00 | 0 | \$0.00 | 30 |
| 9961298085 | 1854086 | 08/05/1997 | 09/02/1997 | 09/30/1997 | 1365 | 1388 | 23 | Regular | \$23.66 | No | No | \$0.00 | 0 | \$0.00 | 29 |
| 9961298085 | 1854086 | 07/07/1997 | 08/05/1997 | 09/01/1997 | 1340 | 1365 | 25 | Regular | \$25.37 | No | No | \$0.00 | 0 | \$0.00 | 30 |

PAYMENTS FROM 01/01/1996 TO 09/05/2004

Account #: 4112349018

Customer Name: MOORE, RENEE

Customer Address: 5146 OGDEN ST/PHILA, PA

Bill Cycle: 04

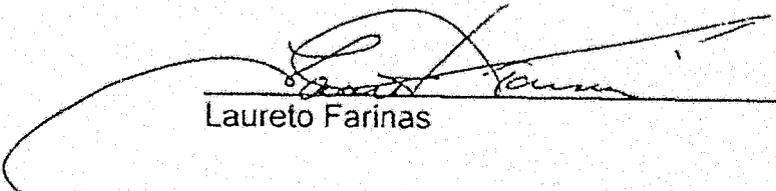
PAYMENTS

| Service Agreement ID | Pay Amount | Pay Date | Pay Status | Late Pay Charge | Utility Type | Grant Type | Pay Source Code |
|----------------------|------------|------------|------------|-----------------|--------------|------------|-----------------|
| 9961298085 | \$150.00 | 07/28/2004 | F | \$150.00 | G | | REM |
| 9961298085 | \$243.98 | 05/06/2004 | F | \$0.00 | G | | REM |
| 9961298085 | \$350.73 | 04/08/2004 | F | \$167.31 | G | | REM |
| 9961298085 | \$300.00 | 03/05/2004 | F | \$145.38 | G | | REM |
| 9961298085 | \$259.00 | 01/07/2004 | F | \$0.00 | G | | REM |
| 9961298085 | \$259.00 | 12/05/2003 | F | \$70.40 | G | | REM |
| 9961298085 | \$299.57 | 10/06/2003 | F | \$0.00 | G | | REM |
| 9961298085 | \$155.00 | 07/18/2003 | F | \$0.00 | G | | REM |
| 9961298085 | \$2,200.00 | 06/30/2003 | F | \$685.08 | G | | REM |
| 9961298085 | \$901.00 | 07/05/2002 | C | \$0.00 | G | | REM |
| 9961298085 | \$250.00 | 06/21/2002 | F | \$2.80 | G | | REM |
| 9961298085 | \$250.00 | 06/07/2002 | F | \$250.00 | G | | PPC |
| 9961298085 | \$400.00 | 12/17/2001 | F | \$165.58 | G | | REM |
| 9961298085 | \$200.00 | 10/04/2001 | F | \$192.85 | G | | REM |
| 9961298085 | \$100.00 | 07/11/2001 | C | \$86.31 | G | | REM |
| 9961298085 | \$200.00 | 06/27/2001 | F | \$200.00 | G | | REM |
| 9961298085 | \$100.00 | 05/16/2001 | F | \$100.00 | G | | REM |
| 9961298085 | \$250.00 | 07/28/2000 | F | \$41.44 | G | | REM |
| 9961298085 | \$150.00 | 03/23/2000 | F | \$14.64 | G | | REM |
| 9961298085 | \$150.00 | 11/16/1999 | F | \$15.11 | G | | REM |
| 9961298085 | \$145.00 | 09/15/1999 | F | \$8.91 | G | | PPC |
| 9961298085 | \$145.00 | 08/13/1999 | F | \$10.55 | G | | PPC |
| 9961298085 | \$200.00 | 06/30/1999 | F | \$23.73 | G | | PPC |
| 9961298085 | \$250.00 | 04/08/1999 | F | \$0.00 | G | | REM |
| 9961298085 | \$156.00 | 10/16/1998 | F | \$0.00 | G | | REM |
| 9961298085 | \$200.00 | 09/18/1998 | F | \$0.00 | G | | REM |
| 9961298085 | \$156.00 | 08/19/1998 | F | \$0.00 | G | | REM |
| 9961298085 | \$156.00 | 07/21/1998 | F | \$0.00 | G | | REM |
| 9961298085 | \$156.00 | 05/27/1998 | F | \$0.00 | G | | REM |
| 9961298085 | \$175.00 | 04/22/1998 | F | \$0.00 | G | | REM |
| 9961298085 | \$250.00 | 03/27/1998 | F | \$0.00 | G | | REM |
| 9961298085 | \$93.77 | 11/07/1997 | F | \$0.00 | G | | REM |
| 9961298085 | \$200.00 | 09/19/1997 | F | \$0.00 | G | | REM |
| 9961298085 | \$400.00 | 08/07/1997 | F | \$0.00 | G | | REM |
| 9961298085 | \$245.09 | 06/10/1997 | F | \$0.00 | G | | REM |

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: September 7, 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:

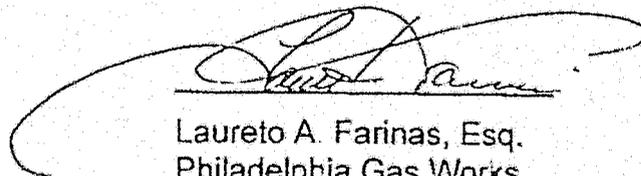
Renee Moore
5146 Ogden Street
Philadelphia, PA 19139

RECEIVED

SEP - 7 2004

PA PUBLIC UTILITY COMMISSION
SECRETARY'S OFFICE

September 7, 2004



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



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

IN REPLY PLEASE
REFER TO OUR FILE

October 20, 2004

In Re: Z-01631166

(SEE ATTACHED LIST)

Renee E. Moore v. Philadelphia Gas Works

Billing Dispute

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: Thursday, January 6, 2004

Time: 1:00 p.m.

Presiding: Administrative Law Judge Ky Van Nguyen
1302 Philadelphia State Office Building
1400 West Spring Garden Street
Philadelphia, PA 19130
Telephone: (215) 560-2105
Fax: (215) 560-3133

DOCKETED
OCT 28 2004

**DOCUMENT
FOLDER**

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.

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

| | |
|-----------------------------|--------------|
| Renee E. Moore | 215-871-3249 |
| 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 Nguyen
Cherie Pyle
Beth Plantz
Docket Section
Calendar File



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

IN REPLY PLEASE
REFER TO OUR FILE

October 26, 2004

In Re: Z-01631166

(SEE LETTER DATED 10/20/04)

Renee E. Moore v. Philadelphia Gas Works

Billing Dispute

Corrected Telephone Hearing Notice

DOCUMENT
FOLDER

This is to inform you that the notice dated October 20, 2004 on the above-captioned case contained incorrect information. The purpose of this notice is to correct that information. All corrections will be double underlined.

The hearing will be held as follows:

Type: Initial Telephonic Hearing
Date: Thursday, January 6, 2005
Time: 1:00 p.m.
Presiding: Administrative Law Judge Ky Van Nguyen
1302 Philadelphia State Office Building
1400 West Spring Garden Street
Philadelphia, PA 19130
Telephone: (215) 560-2105
Fax: (215) 560-3133

DOCKETED
NOV 19 2004

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.

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

Renee E. Moore 215-871-3249
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 Nguyen
Cherie Pyle
Beth Plantz
Docket Section
Calendar File

##502565 09/04

OALJ Hearing Report

Please Check Those Blocks Which Apply

| | | | | |
|---|--|----------------------------------|-------------------------------------|-------------------------------------|
| Docket No: | Z-01631166 | | YES | NO |
| Case Name: | Renee E. Moore v. Philadelphia Gas Works | Prehearing Held: | <input type="checkbox"/> | <input type="checkbox"/> |
| Works: | | Hearing Held: | <input checked="" type="checkbox"/> | <input type="checkbox"/> |
| Location: | Philadelphia, PA | Testimony Taken: <i>Parrelly</i> | <input checked="" type="checkbox"/> | <input type="checkbox"/> |
| Date: | January 6, 2005 | Transcript Due: | <input type="checkbox"/> | <input type="checkbox"/> |
| ALJ: | Ky Van Nguyen | Hearing Concluded: | <input checked="" type="checkbox"/> | <input type="checkbox"/> |
| Reporting Firm: | Precision Reporting, Inc. | Further Hearing Needed: | <input type="checkbox"/> | <input checked="" type="checkbox"/> |
| | | Estimated Add'l Days: | | |
| | | RECORD CLOSED: | <input checked="" type="checkbox"/> | <input type="checkbox"/> |
| | | DATE: <i>Jan. 6, 05</i> | | |
| | | Briefs to be Filed: | <input type="checkbox"/> | <input type="checkbox"/> |
| | | DATE: | | |
| | | Bench Decision | <input type="checkbox"/> | <input type="checkbox"/> |
| REMARKS: <i>During the hearing, the parties settled the case. Mr. Fanning will file certificate of disposition.</i> | | | | |

DOCUMENT

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

| Name and Telephone Number | Address | Who are you representing? |
|-------------------------------------|--|---------------------------|
| <i>Renee Moore</i> | <i>5746 Ogden St.</i> | <i>Self</i> |
| Telephone: <i>215-871-3249</i> | City: <i>Phila</i> State: <i>PA</i> Zip: _____ | Fax Number: _____ |
| <i>Laura M. Fanning, Esq.</i> | City: _____ State: _____ Zip: _____ | <i>PC-12</i> |
| Telephone: <i>215-682-6482</i> | E-mail Address: _____ | Fax Number: _____ |
| City: _____ State: _____ Zip: _____ | | |
| Telephone: _____ | E-mail Address: _____ | Fax Number: _____ |

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

Dwam Cooper
Reporter's Signature

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

Philadelphia Gas Works



800 West Montgomery Avenue, Philadelphia, PA 19122

Laureto A. Farinas, Senior Attorney

Legal Department

Direct Dial 215-684-6982

FAX 215-684-6798

E-mail laureto.farinas@pgworks.com

January 25, 2005

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

RE: Renee Moore v. PGW, Docket No. Z - 01631166

Dear Secretary McNulty:

Pursuant to 52 Pa. Code §5.24(b), the Philadelphia Gas Works (PGW) certifies that the above referenced Complaint has been satisfied. PGW and the Complainant have discussed the issues raised in the complaint and reached a settlement. With this discussion and settlement, the Complainant has indicated that she is satisfied with the resolution of this complaint.

Therefore, the Commission action in this matter is no longer necessary.

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

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

DOCKETED
FEB 10 2005

Sincerely,

A handwritten signature in black ink, appearing to read "Laureto A. Farinas", written over a horizontal line.

cc: Renee Moore
Administrative Law Judge Ky Van Nguyen (via FAX)
Jennifer Raksnis

**DOCUMENT
FOLDER**

COMMONWEALTH OF PENNSYLVANIA
PUBLIC UTILITY COMMISSION

DATE: January 27, 2005
SUBJECT: Z-01631166
Renee E. Moore v. Philadelphia Gas Works
TO: Wanda Zeiders
Docket Management
FROM: Cherie Pyle, ALJ Support Staff
Office of Administrative Law Judge

On January 25, 2005, a Certificate of Satisfaction was filed in the above-captioned proceeding. If no objection is filed to this certificate within 10 days of service, this proceeding will be closed.

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

Attachment

pc: ALJ Ky Van Nguyen
Beth Plantz
Case File

DOCUMENT
FOLDER

DOCKETED
FEB 17 2005