

CAPTION SHEET

CASE MANAGEMENT SYSTEM

1. REPORT DATE: 00/00/00 :
2. BUREAU: ALJ :
3. SECTION(S): :
4. PUBLIC MEETING DATE: :
5. APPROVED BY: : 00/00/00
DIRECTOR: :
SUPERVISOR: :
6. PERSON IN CHARGE: : 7. DATE FILED: 11/12/02
8. DOCKET NO: Z-01172877 : 9. EFFECTIVE DATE: 00/00/00

PARTY/COMPLAINANT: DARDEN, CHARLES BEST

RESPONDENT/APPLICANT: PHILADELPHIA GAS WORKS

COMP/APP COUNTY: PHILADELPHIA

UTILITY CODE: 125042

ALLEGATION OR SUBJECT

COMPLAINANT STATES HIS BILL IS INCORRECT AND HE BELIEVES HE IS BEING BILLED FOR SOMEONE ELSE. HE WANTS TO PAY \$60 TO \$80 A MONTH AND HAVE THE COMPANY FINED.

NOV 25

ORIGINAL

Z-01172877

FORMAL COMPLAINT FORM
Pennsylvania Public Utility Commission

11/26/09

Please Print:

125042

ST 111.2877

1. Your Name, Mailing Address and Telephone Number.

Name Mr. Charles Best Darden

Street/P.O. Box 730 South Tasker St. Apt.# 1st Fl

City Philadelphia State Pa. Zip 19148-1252

County Philadelphia Home Telephone-Area Code (215) 336-9166
Work Telephone-Area Code (415) 462-0981

2. Name of Company your complaint concerns: Philadelphia Gas Works

3. What is your complaint?

Is that when I first got my bill was 70.00 a mo, then after about
3 months the bill was up - more than I could pay, I moved from
another apt on Broad Street where the bill was about 60.00 a mo, no
problem but, we had to move to a larger apt. so after a few months we
moved to 730 South Tasker St. from Broad we paid 106.00 to the gas
Co. before we moved once we got to 7th and Tasker St. apt. the
first bill & the second bill was not too much more than Broad St
70.00-80.00 a month then suddenly the bill went out the roof!
We got a bill for 656.00 the reg. bill was on the billing sheet 80.00
plus 576.00 past over due bill I couldn't believe it, I called

(If you need more space, use additional paper and attach to this form).

(-over-)

RECEIVED
NOV 12 11 09 AM '09
UTILITY BUREAU

15

4. What do you want the Public Utility Commission to do about your complaint?

MAKE THE GAS CO START MY BILL BACK AT \$60.00-\$80.00 A MONTH AND MAKE THEM PAY RESTORATION IN THE SUM OF \$100,000.00 FINE FOR TRYING TO MAKE ME PAY SOMEONE ELSE'S BILL.

(If you need more space, use additional paper and attach to this form)

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.



Original Signature of complaining person

11-11-03

Date

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 _____

Telephone Number-Area Code (_____) _____

③ The gas Co. They say what is your Bill when will you be paying it. I hung up. The next opening day I went to the office at Broad & Tasker St. After while waiting more than 4 hours one of the office person's called my name I went to the both the man whom was their said how can I help you I showed him the Bill, he looked at the Bill and said "Yes!" I said "This Bill is wrong!" He looked at it said one mini, touched his computer pad something was on the screen and he said "Yes! What's wrong?" I said "The Bill is wrong!" He said "Mr. Barden this Bill is correct!" How much will you be paying I said I am not paying this Bill it's wrong I just moved to this apt. two months ago how is this right. The person said if you don't pay your Bill your gas will be turned off, I walked out the office I think that the gas Co. is trying to get me to pay for someone's Bill who lived here before me!"

I AM SENDING YOU A COPY OF THE BILL THAT IS CURRENTLY ASKING ME TO PAY THE AMOUNT IN QUESTION IS \$474.83 BAL. PRIOR TO CURRENT BILLING AND I AM SENDING YOU A COPY OF THE LAST BILL FROM MY BROAD ST. ADDRESS AS A PAYMENT OWED TO THE GAS COMPANY OF \$105.70 THAT THEY SAY I DIDN'T PAY BUT I DID PAY. \$106.00 TO THE GAS COMPANY - COLLECTION CO. NCO. FINANCIAL SYSTEMS, INC. MY ADDRESS WAS 1528 SOUTH BROAD ST.
3RD FLOOR REAR APT.
PHILA PA. 19148

MY NEW ADDRESS IS 730 SOUTH TASKER ST.
1ST FLOOR APT
PHILA PA. 19148-1252

I ASK YOU AGAIN WHERE DO THE CURRENT BILLING COME FROM IF THESE TWO ADDRESSES ARE THE ONLY TWO ADDRESSES I HAVE LIVED IN?"



PHILADELPHIA GAS WORKS
 800 W. MONTGOMERY AVENUE, PHILADELPHIA, PA 19122-0050

GAS LEAK? EMERGENCIES: CALL 215-686-1212
 INFORMATION: CALL 215-686-1300
 APPLIANCE SERVICE: CALL 215-235-8890

SERVICE TO: **CHARLES B GARDEN**
730 TASKER ST, 1F Invoice Number: **49349055588**

Account Number: **0416509503**
 Account Type: **GS Residential Heat and Domestic** Page 1 of 1

Questions about your bill? Please call us before the Pay-By date at 215-686-4000.
 Or write to: PGW P.O. Box 3900, Phila., PA 19122-0050

23 TIENE PROBLEMAS CON SU FACTURA DE GAS? LLAME AL 215-235-2175

519.19 **11/13/02** To avoid finance charge

METER READING INFORMATION

PGW'S METER READER WILL READ YOUR METER Nov 15 2002

YOUR METER # 0000001500

Meter # 1454409 To Oct 16 2002 Actual 8450
 From Sep 18 2002 Actual 8456

Current Bill Usage in Hundred Cubic Feet 24 CCF

STATEMENT OF ACCOUNT

Previous balance on: Sep 18 2002 524.83
 Check Oct 03 2002 -- Thank you! 50.00 CR
 Balance Prior to Current Billing 474.83

Adjustments for SA ID # 9487054842

Late Payment Charge 7.12
 Total adjustments 7.12
 Current Billing Charges -- SA ID: 9487054842 37.24

TOTAL ACCOUNT BALANCE ON: Oct 18 2002 519.19

CURRENT BILLING CHARGES -- 09/16/02 to 10/16/02

Cost of Service Used

Customer Charge @ \$12.00 12.00
 Commodity Charge 24 ccf @ \$0.74784 17.95
 Gas Cost Rate 24 ccf @ \$0.30385 7.29
 Total Current Billing Charges 37.24

YOUR ENERGY USAGE

	usage	Billed days	usage	Average Daily temp	cost
This year	24.00 ccf	30	1 ccf	65.0	\$1.24
Last year	23.00 ccf	40	1 ccf	64.9	\$0.93

AVOID EXPENSIVE APPLIANCE REPAIR BILLS. SIGN UP FOR PGW'S PARTS AND LABOR SERVICE PLANS NOW.

PHILADELPHIA GAS WORKS P.O. BOX 7780, PHILA., PA 19101-7780

0416509503	11/13/02	519.19
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FILL IN AMOUNT PAID \$

Place "X" in box for address corrections. Print corrections on reverse side.

PHILADELPHIA GAS WORKS

*****AUTO**5-DIGIT 19148
 0950304165000079
 CHARLES B GARDEN

1.A.



PHILADELPHIA GAS WORKS
600 W. MONTGOMERY AVENUE, PHILADELPHIA, PA 19122-0050

GAS LEAK EMERGENCIES: CALL 215-235-1212
INFORMATION: CALL 215-235-1000
APPLIANCE SERVICE: CALL 215-235-2000

SERVICE TO: **CHARLES B DARDEN**
730 TASKER ST. 1F

Account Number: **0416509503**
Account Type: **GS Residential Heat and Domestic**

Questions about your bill? Please call us before the Pay By date at 215-235-1000.
Or write to: PGW P.O. Box 3500, Phila., PA 19122-0050

TIENE PROBLEMAS CON SU FACTURA DE GAS? LLAME AL 215-235-2175

Invoice Number: **40466169852**

Page 1 of 1

PLEASE PAY **565.46** BY **07/16/02** To avoid finance charge

METER READING INFORMATION

PGW'S EZ READER VAN WILL READ YOUR METER Jul 17 2002

AMR device # 00006044681

Meter # 1466409	To Jun 18 2002	Actual	8406
	From May 16 2002	Actual	8376
Current Bill Usage in Hundred Cubic Feet			30 CCF

STATEMENT OF ACCOUNT

Previous balance on:	May 18 2002	616.52
Check	Jun 06 2002 -- Thank you!	50.00 CR
Check	May 21 2002 -- Thank you!	50.00 CR
Balance Prior to Current Billing		516.52
Adjustments for SA ID # 9487054842		
Late Payment Charge		7.74
Total adjustments		7.74
Current Billing Charges -- SA ID: 9487054842		41.20
TOTAL ACCOUNT BALANCE DUE:		565.46
CURRENT BILLING CHARGES -- 05/16/02 to 06/18/02		

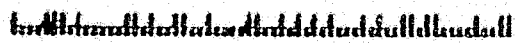
Cost of Service Used		
Customer Charge @ \$12.00		12.00
Commodity Charge 30 ccf @ \$0.74784		22.44
Gas Cost Rate 30 ccf @ \$0.20203, 15 days		2.75
Gas Cost Rate 30 ccf @ \$0.27932, 18 days		4.57
Commodity Credit 30 CCF @ -\$0.0185		0.56 CR
Total Current Billing Charges		41.20

PHILADELPHIA GAS WORKS
P.O. BOX 7789, PHILA., PA 19101-7789

0416509503	07/16/02	565.46
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FILL IN AMOUNT PAID \$

Place "X" in box for address corrections. Print corrections on reverse side.



PHILADELPHIA GAS WORKS
P.O. BOX 7789
PHILA PA 19101-7789

*****AUTO**5-DIGIT 19148
0950304165000007#
CHARLES B DARDEN
730 TASKER ST 1F
PHILADELPHIA PA 19148-1252

0004165095038000000000565468



COMMONWEALTH OF PENNSYLVANIA
PENNSYLVANIA PUBLIC UTILITY COMMISSION
BUREAU OF CONSUMER SERVICES
P O BOX 3265, HARRISBURG PA 17105-3265
10/24/2002

S.T. No 1172877

CHARLES B DARDEN
730 S TASKER ST APT 1ST FL
PHILADELPHIA PA 19148

The Bureau of Consumer Services (BCS) has completed its investigation into your informal complaint. Attached is the decision resulting from that investigation. We have also sent a copy of this decision to your utility company. This decision is binding on all parties, and unless you or the company appeal this decision, it will become final 20 days after the date of this letter.

If you do not agree with this decision you can appeal it by filing a formal complaint. Complete and return the attached Notification of Intent to Appeal within 20 days of the date indicated on the form. The Commission will mail you formal complaint forms. When you complete and return the formal complaint forms your appeal will begin. The Commission will assign your complaint to an Administrative Law Judge, and a hearing date will be scheduled.

You do not need a lawyer to file an appeal.

You must make all of the payments required by this decision. If you do not make these payments the utility company is permitted to terminate your utility service.

If you have any questions about the terms and conditions of this decision or about the Public Utility Commission's appeal procedures you may call 1-800-692-7380.

Sincerely,

MIKOLE RIVERA
Investigator

Enclosure
PHILADELPHIA GAS WORKS
0416509503

INFORMAL COMPLAINT DECISION
BUREAU OF CONSUMER SERVICES, RESIDENTIAL TERMINATION UNIT
THE PENNSYLVANIA PUBLIC UTILITY COMMISSION

Date: 10/24/2002

CHARLES B DARDEN
730 S TASKER ST APT 1ST FL
PHILADELPHIA PA 19148

S.T. No: 1172877

V

Acct. No: 0416509503

PHILADELPHIA GAS WORKS

You contacted the Public Utility Commission asking for help in preventing the termination of your utility service. The Residential Termination Unit looked into your records with the company and decided that:

- Your total account balance is \$519.19. This balance does not include any payments or bills sent out on or after 10/18/2002.
- Beginning NOVEMBER 15, 2002 you must pay the company a special budget amount of \$125.00 per month. This amount may change depending on any change in the amount of service you use.
- This special budget amount includes a regular budget amount of \$80.00 per month, which is based on your monthly usage, plus \$25.00 that will be paid toward the account balance.
- You must make all payments by the due date of each month's bill and continue making the payments until you pay the account in full.
- The company will not charge late payment fees to your account as long as you pay according to this decision. However, the company may apply late payment fees if you do not pay on time or if you do not keep this agreement.
- The Company has special programs that may help you to pay your bill. If you do qualify for these programs, the Company may lower your monthly bill. If the Company enrolls you in a special program, they will tell you the new amount you need to pay each month. You should pay that amount instead of the amount in this decision.

MIKOLE RIVERA
Investigator



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

11/26/02

IN REPLY PLEASE
REFER TO OUR FILE

November 6, 2002

ST 1172877

CHARLES B. DARDEN
730 S TASKER ST. APT 1ST FL
PHILADELPHIA PA 19148

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 November 26, 2002 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:

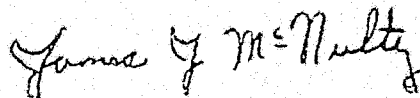
Office of Administrative Law Judge
Public Utility Commission
P.O. Box 3265
Harrisburg, PA 17105-3265

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

nvl

CC: PHILADELPHIA GAS WORKS

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 10/24/2002. 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

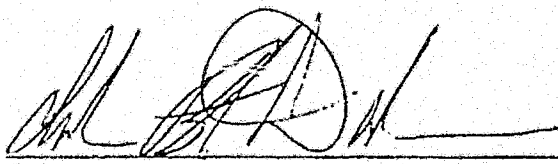
Thank You
Pennsylvania Public Utility Commission

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)

CHARLES B DARDEN
730 S TASKER ST APT 1ST FL
PHILADELPHIA PA 19148

215-336-9166
(Area Code) Telephone Number


Signature

Mail this completed form to:

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

ST Number	1172877	Date of mailing	10/24/2002
Company	PHILADELPHIA GAS WORKS		

REVISIED 12/97

2002-10-24 5:11 PM

SECRET

Statement on back
(Turn Over)

22



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

11/26/02

IN REPLY PLEASE
REFER TO OUR FILE

November 6, 2002

ST 1172877

CHARLES B. DARDEN
730 S TASKER ST. APT 1ST FL
PHILADELPHIA PA 19148

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

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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.

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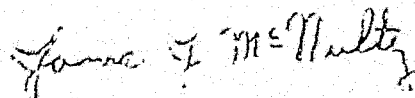
Office of Administrative Law Judge
Public Utility Commission
P.O. Box 3265
Harrisburg, PA 17105-3265

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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

nvl

CC: PHILADELPHIA GAS WORKS

BEFORE THE PENNSYLVANIA PUBLIC UTILITY COMMISSION

DATE SERVED: NOVEMBER 25, 2002

CHARLES BEST DARDEN
Complainant

VS.

PHILADELPHIA GAS WORKS
Respondent

Complaint Docket
No Z-01172877

NOV

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,

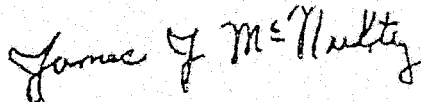
1 You have twenty (20) days from the date on which this complaint is served to either satisfy this complaint or to file with the **Secretary of the Pennsylvania Public Utility Commission, P. O. Box 3265, Harrisburg, PA 17120**, an answer (original and two copies), in writing, under oath, which, as required 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: NOVEMBER 25, 2002

Z-01172877

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

Dear Sir/Madam:

A complaint has been filed against you before the Pennsylvania Public Utility Commission by CHARLES BEST DARDEN. 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.

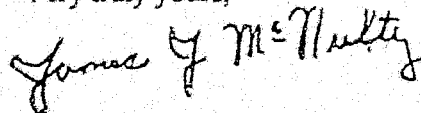
NOVEMBER 25, 2002

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

KSB

Philadelphia Gas Works
Legal Department



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

Hector Ferrer
Legal Assistant
Legal Department
Direct Dial 215-684-6533
FAX 215-684-6798
E-mail hector.ferrer@pgworks.com

ORIGINAL

RECEIVED

DEC 12 2002

PA PUBLIC UTILITY COMMISSION
SECRETARY'S BUREAU

December 12, 2002

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

RE: Charles Darden v. PGW, Docket No. Z-01172877

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 Charles Darden
Linda Pereira

DOCUMENT
FOLDER

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ORIGINAL
BEFORE THE

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PENNSYLVANIA PUBLIC UTILITY COMMISSION

DEC 12 2002

PA PUBLIC UTILITY COMMISSION
SECRETARY'S BUREAU

Charles Darden

v.

Philadelphia Gas Works

:
:
:
:
:

Docket No. Z-01172877

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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 concerning an error in billing and all other averments. The Complainant's address is equipped with an Automatic Meter Reading device (AMR) which has been transmitting actual meter readings since the Complainant initiated service. PGW believes that all meter readings are correct. The Complainant has amassed an outstanding balance because he has failed to pay previous bills in their entirety, resulting in an accumulated past due balance of \$519.19 as of October 24, 2002. A listing of the Complainant's billings, and payments is attached hereto as Exhibit "A".

A gas usage analysis, which is hereto attached as Exhibit "B" shows that the Complainant's usage at the address is in line with the Complainant's usage history at the property.

A decision of the Bureau of Consumer Services ("BCS") dated October 24, 2002, which is attached hereto as Exhibit "C", found that the Complainant was liable for the usage and outstanding balance of \$519.19. The decision also provided for a repayment agreement consisting of the payment of a monthly budgeted bill in the amount of \$80.00 plus \$25.00 per month on the arrears.

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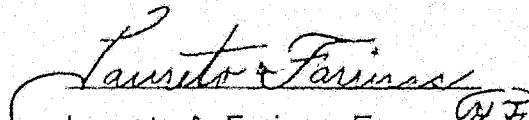

DEC 16 2002

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,

December 12, 2002


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

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DEC 12 2002

PA PUBLIC UTILITY COMMISSION
SECRETARY'S BUREAU

EXHIBIT A

BILLS FROM 01/01/1996 TO 12/09/2002

Account #: 416608503
 Customer Name: DARDEN, CHARLES B
 Customer Address: 730 TASKER ST, PHILA, PA
 Bill Cycle: 13

BILLS

Service Agreement	Meter #	Bill Start Date	Bill End Date	Bill Due Date	Meter Read Start	Meter Read End	Usage (CCF)	Rate Code	Bill Amount	Bill Canceled	Closing Bill	CRP Monthly Amount	Easyway Current Month	Easyway Curr Amt	Days
9487054842	1488408	10/18/2002	11/15/2002	12/12/2002	8480	8587	117	Regular	\$135.05	No	No	\$0.00	1	\$0.00	30
9487054842	1488408	09/18/2002	10/16/2002	11/13/2002	8458	8480	24	Regular	\$37.24	No	No	\$0.00	0	\$0.00	30
9487054842	1488408	08/15/2002	09/12/2002	10/11/2002	8438	8458	18	Regular	\$30.53	No	No	\$0.00	0	\$0.00	32
9487054842	1488408	07/17/2002	08/15/2002	09/11/2002	8423	8438	15	Regular	\$27.13	No	No	\$0.00	0	\$0.00	28
9487054842	1488408	06/18/2002	07/17/2002	08/13/2002	8408	8423	17	Regular	\$28.15	No	No	\$0.00	0	\$0.00	29
9487054842	1488408	05/18/2002	06/16/2002	07/16/2002	8378	8408	30	Regular	\$41.20	No	No	\$0.00	0	\$0.00	33
9487054842	1488408	04/17/2002	05/16/2002	06/12/2002	8344	8378	32	Regular	\$41.80	No	No	\$0.00	0	\$0.00	28
9487054842	1488408	03/18/2002	04/17/2002	05/14/2002	8321	8344	23	Regular	\$119.88	No	No	\$0.00	0	\$0.00	30
9487054842	1488408	02/15/2002	03/15/2002	04/12/2002	8297	8321	26	Regular	\$128.23	No	No	\$0.00	0	\$0.00	31
9487054842	1488408	01/17/2002	02/15/2002	03/15/2002	7899	8297	128	Regular	\$140.54	No	No	\$0.00	0	\$0.00	29
9487054842	1488408	12/17/2001	01/17/2002	02/13/2002	7817	7899	152	Regular	\$184.55	No	No	\$0.00	0	\$0.00	31
9487054842	1488408	11/16/2001	12/17/2001	01/16/2002	7808	7817	121	Regular	\$140.28	No	No	\$0.00	0	\$0.00	31
9487054842	1488408	10/18/2001	11/16/2001	12/14/2001	7809	7808	87	Regular	\$110.17	No	No	\$0.00	0	\$0.00	29
9487054842	1488408	09/09/2001	10/18/2001	11/14/2001	7586	7809	23	Regular	\$37.35	No	No	\$0.00	0	\$0.00	40

PAYMENTS FROM 01/01/1996 TO 12/09/2002

Account #: 416508503	Customer Name: DARDEN, CHARLES B
Customer Address: 730 TASKER ST, 1F/PHILA, PA	Bill Cycle: 13

PAYMENTS

Service Agreement ID	Pay Amount	Pay Date	Pay Status	Let's Pay Charge	Utility Type	Grant Type	Pay Source Code
9487054842	\$30.00	12/03/2002	F	\$0.00	G		REM
9487054842	\$30.00	11/05/2002	F	\$7.12	G		REM
9487054842	\$50.00	10/03/2002	F	\$7.30	G		REM
9487054842	\$50.00	09/04/2002	F	\$7.53	G		REM
9487054842	\$50.00	08/08/2002	F	\$7.73	G		REM
9487054842	\$50.00	07/08/2002	F	\$7.74	G		REM
9487054842	\$80.00	06/08/2002	F	\$0.00	C		REM
9487054842	\$50.00	05/21/2002	F	\$8.34	G		REM
9487054842	\$50.00	06/07/2002	F	\$0.00	G		REM
9487054842	\$50.00	04/23/2002	F	\$7.83	G		REM
9487054842	\$50.00	04/08/2002	F	\$6.68	G		REM
9487054842	\$68.50	03/08/2002	F	\$7.73	G		REM
9487054842	\$30.00	01/17/2002	F	\$1.00	G		REM
9487054842	\$30.00	11/30/2001	F	\$0.00	G		REM
9487054842	\$37.35	10/28/2001	F	\$0.00	G		REM

EXHIBIT B

Heat & Domestic

GAS USAGE
ANALYSIS OF ACCOUNT

CHARLES DARDEN
730 TASKER STREET, 1F
PHILA PA 19100-3000

NON-HEATING
DAILY USAGE

1 10 CCF PER DAY (non heating usage / number of days in period)

ACCOUNT # 04-1650-9503

DATES	METER READINGS	NUMBER OF	DOMESTIC	HEAT	NUMBER	CFDD ***
FROM	FROM	DAYS	USAGE CCF *	USAGE	DEG DAYS**	
9/1/2001	7586	257	283	507	3404	14.9
9/16/2002	8456	60	66	75	503	14.9

* CCF = hundred Cubic feet

** DEGREE DAYS AN INDEX OF ENERGY CONSUMPTION FOR HEATING

IT INDICATES THE NUMBER OF DEGREES THE AVERAGE TEMPERATURE DROPS BELOW 65 F

***CFDD EQUALS CUBIC FEET OF GAS USED PER DEGREE DAY

EXHIBIT C



COMMONWEALTH OF PENNSYLVANIA
PENNSYLVANIA PUBLIC UTILITY COMMISSION
BUREAU OF CONSUMER SERVICES
P O BOX 3265 HARRISBURG, PA 17105-3265
10/24/2002

S.T. No 1172877

CHARLES B DARDEN
730 S TASKER ST APT 1ST FL
PHILADELPHIA PA 19148

The Bureau of Consumer Services (BCS) has completed its investigation into your informal complaint. Attached is the decision resulting from that investigation. We have also sent a copy of this decision to your utility company. This decision is binding on all parties, and unless you or the company appeal this decision, it will become final 20 days after the date of this letter.

If you do not agree with this decision you can appeal it by filing a formal complaint. Complete and return the attached Notification of Intent to Appeal within 20 days of the date indicated on the form. The Commission will mail you formal complaint forms. When you complete and return the formal complaint forms your appeal will begin. The Commission will assign your complaint to an Administrative Law Judge, and a hearing date will be scheduled.

You do not need a lawyer to file an appeal.

You must make all of the payments required by this decision. If you do not make these payments the utility company is permitted to terminate your utility service.

If you have any questions about the terms and conditions of this decision or about the Public Utility Commission's appeal procedures you may call 1-800-692-7380.

Sincerely,

MIKOLE RIVERA

Investigator

Enclosure
PHILADELPHIA GAS WORKS
0416509503

INFORMAL COMPLAINT DECISION
BUREAU OF CONSUMER SERVICES, RESIDENTIAL TERMINATION UNIT
THE PENNSYLVANIA PUBLIC UTILITY COMMISSION

Date: 10/24/2002

CHARLES B DARDEN
739 S TASKER ST APT 1ST FL
PHILADELPHIA PA 19148

S.T. No: 1172877

V

Acct. No: 0416509503

PHILADELPHIA GAS WORKS

You contacted the Public Utility Commission asking for help in preventing the termination of your utility service. The Residential Termination Unit looked into your records with the company and decided that

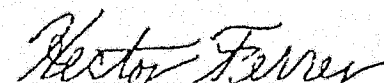
- Your total account balance is \$519.19. This balance does not include any payments or bills sent out on or after 10/18/2002.
- Beginning NOVEMBER 15, 2002 you must pay the company a special budget amount of \$125.00 per month. This amount may change depending on any change in the amount of service you use.
- This special budget amount includes a regular budget amount of \$80.00 per month, which is based on your monthly usage, plus \$25.00 that will be paid toward the account balance.
- You must make all payments by the due date of each month's bill and continue making the payments until you pay the account in full.
- The company will not charge late payment fees to your account as long as you pay according to this decision. However, the company may apply late payment fees if you do not pay on time or if you do not keep this agreement.
- The Company has special programs that may help you to pay your bill. If you do qualify for these programs, the Company may lower your monthly bill. If the Company enrolls you in a special program, they will tell you the new amount you need to pay each month. You should pay that amount instead of the amount in this decision.

MIKOLE RIVERA
Investigator

VERIFICATION

I, Hector Ferrer, hereby declare that I am a Legal Assistant with 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 Response are true to the best of my knowledge, information and belief, and that I make this verification subject to the penalties of 18 Pa. C.S. §4904, pertaining to false statements to authorities.

Date: December 12, 2002



Hector Ferrer

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).

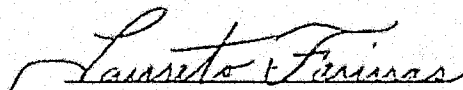
Service List:


For Complainant:

Beverly Mays
2111 Ruffner Street
Philadelphia, PA 19140

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

December 12, 2002



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



COMMONWEALTH OF PENNSYLVANIA
PENNSYLVANIA PUBLIC UTILITY COMMISSION

Office Of Administrative Law Judge
P.O. Box 3265, Harrisburg, PA 17105-3265

IN REPLY PLEASE
REFER TO OUR FILE

February 3, 2003

DOCUMENT In Re: Z-01172877
FOLDER

(See attached list)

Charles Best Darden v. Philadelphia Gas Works

Billing dispute and requests payment arrangements.

Hearing Notice

This is to inform you that a hearing on the above-captioned case will be held as follows:

Type: Initial hearing

Date: Friday, May 9, 2003

Time: 10:00 a.m.

Location: In an available hearing room
Philadelphia State Office Building
Broad and Spring Garden Streets
Philadelphia, Pennsylvania

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

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FEB 04 2003

Attention: *You may lose the case if you do not come to this hearing and present facts on the issues raised.*

If you intend to file exhibits, 2 copies of all hearing exhibits to be presented into evidence must be submitted to the reporter. An additional copy must be furnished to the Presiding Officer. A copy must also be provided to each party of record.

Individuals representing themselves do not need to be represented by an attorney. All others (corporation, partnership, association, trust or governmental agency or subdivision) must be represented by an attorney. An attorney representing you should file a Notice of Appearance before the scheduled hearing date.

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
Judy Weaver
Beth Plantz
Docket Section
Calendar File

Philadelphia Gas Works
Legal Department



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

Laureto A. Farnas
Senior Attorney
Direct Dial: 215-684-6982
E-mail: laureto.farnas@pgworks.com

March 27, 2003

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

ORIGINAL

**DOCUMENT
FOLDER**

Re: Charles Best Darden v. PGW, Docket No. Z - 01172877

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 and the Complainants acknowledge that the Complaint has been satisfied. PGW and the Complainant has discussed the Complainant's concerns with his account and reached a settlement. With this discussion and settlement, the Complainant has indicated that he is satisfied with the resolution of this complaint.

By copy of this letter, I am notifying the Complainant of his 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.

Sincerely,

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APR 02 2003

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MAR 27 2003

PA PUBLIC UTILITY COMMISSION
SECRETARY'S BUREAU

cc: Charles B. Darden
Administrative Law Judge Ky Van Nguyen
Linda Pereira

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DOCUMENT
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COMMONWEALTH OF
PENNSYLVANIA
PUBLIC UTILITY COMMISSION

DATE: April 10, 2003

SUBJECT: Certification of Satisfaction Filed
Z-01172877 Charles Best Darden v. Philadelphia Gas Works

TO: Wanda Zeiders,
Docket Management

FROM: Judy Weaver, Scheduling Officer
Office of Administrative Law Judge

On March 31, 2003, a Certificate of Satisfaction was filed in the above-captioned proceeding by Laureto A. Farinas, Esquire. 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
Elzy Ditzler
Beth Plantz
Case File

DOCKETED
APR 17 2003



COMMONWEALTH OF PENNSYLVANIA
PENNSYLVANIA PUBLIC UTILITY COMMISSION

Office Of Administrative Law Judge
P.O. Box 3265, Harrisburg, PA 17105-3265

IN REPLY PLEASE
REFER TO OUR FILE

DOCUMENT
FOLDER

April 10, 2003

In Re: 2-01172877

(See letter dated 02/03/03)

Charles Best Darden v. Philadelphia Gas Works

Billing dispute and requests payment arrangements.

Cancellation Notice

This is to inform you of the following cancellation:

Type: Initial hearing
Date: Friday, May 9, 2003
Time: 10:00 a.m.
Location: Philadelphia, Pennsylvania
Presiding: Administrative Law Judge Ky Van Nguyen

DOCKETED
APR 14 2003

Please mark your records accordingly.

pc: Judge Nguyen
Judy Weaver
Beth Piantz
Docket Section
Calendar File