

CAPTION SHEET

SE 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: 09/07/04
8. DOCKET NO: 2-01717630	:	9. EFFECTIVE DATE: 00/00/00

PARTY/COMPLAINANT: MOORE, WADE

RESPONDENT/APPLICANT: PHILADELPHIA GAS WORKS

COMP/APP COUNTY: PHILADELPHIA

UTILITY CODE: 125042

ALLEGATION OR SUBJECT

COMPLAINANT STATES THAT HE CANNOT AFFORD TO PAY \$800 AT ONE TIME AND OFFERS TO PAY \$100 EXTRA EACH MONTH.

DOCUMENT
FOLDER

DOCKETED
SEP 29 2004

ORIGINAL

Due Back 9/16/2004
9/30

Pennsylvania Public Utility Commission

Formal Complaint Form 2-01717630

Please Print. 125042

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

Name WADE MOORE

Street/P.O.Box 2945 N Ringgold St Apt # _____

City Phila State pa Zip 19132

Area Code/HOME Phone 2152258909 Area Code/WORK Phone _____

Utility Account Number 3120166888

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

Name _____

Street/P.O. Box _____

City _____ State _____ Zip _____

2. Name of utility company your complaint concerns: Gas

3. Type of Utility (circle one):

GAS

WATER

MOTOR CARRIER

STEAM HEAT

ELECTRIC

SEWER

TELEPHONE - (LOCAL OR LONG DISTANCE)

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

To Pennsylvania Public Utility Commission my complaint is I can afford to pay \$1800 at one time I will try to pay 100 more a month

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

I want the commission please let Wade pay ~~En~~ \$1000 ⁰⁰
a month until ~~he~~ ^{He} pay it off (please)

(Thank you)
Wade Moore

6. You must sign and date your complaint below.

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

Wade Moore
Signature

9/7/04
Date

7. If you are represented by a lawyer in this matter you must provide your lawyer's name, address and telephone number.

Lawyer's Name _____
Street _____
City _____ State _____ Zip _____
Area Code/Phone Number _____

8. Mail to:

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

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

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

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 8/19/2004. 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.)

WADE MOORE
2945 N RINGGOLD ST
PHILADELPHIA PA 19132

215-225-8909
(Area Code) Telephone Number

Wade Moore
Signature

Mail this completed form to:

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

ST Number:	1717630	Date of mailing:	8/19/2004
Company:	PHILADELPHIA GAS WORKS		

RECEIVED
AUG 26 11:18 AM '04
SECRET

34



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

9/30/04

IN REPLY PLEASE
REFER TO OUR FILE

August 27, 2004

ST1717630

WADE MOORE
2945 N RINGGOLD STREET
PHILADELPHIA PA 19132

Dear Sir/Madam:

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

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

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

Return the form to us on or before September 16, 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:

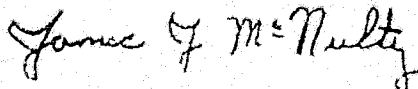
Office of Administrative Law Judge
Public Utility Commission
P.O. Box 3265
Harrisburg, PA 17105-3265

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

ddt

CC: PHILADELPHIA GAS WORKS



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

SEPTEMBER 15, 2004

IN REPLY PLEASE
REFER TO OUR FILE NUMBER
ST 1717630

WADE MOORE
2945 N RINGGOLD ST
PHILADELPHIA PA 19132

Dear Mr. Moore:

We are returning your formal complaint forms to you because you did not complete sections 4 and 5. We need an indication of the nature of your complaint and what you want the PUC to do about it. Please complete the forms and return them to the address listed at the top of this memo.

We are granting a 15-day extension from the date of this letter for the forms to be returned.

Once we receive the formal with the required information, we will be able to process your complaint. Thank you for your cooperation in this matter.

Very truly yours,

James J. McNulty
Secretary

Enclosures

dbs

BEFORE THE PENNSYLVANIA PUBLIC UTILITY COMMISSION

DATE SERVED: SEPTEMBER 29, 2004

WADE MOORE
Complainant

VS.

PHILADELPHIA GAS WORKS
Respondent

Complaint Docket
No: Z-01717630

DOCUMENT
FOLDER

DOCKETED
SEP 29 2004

FORMAL COMPLAINT NOTICE TO RESPONDENT TO ANSWER OR SATISFY

TO: PHILADELPHIA GAS WORKS

TAKE NOTICE:

That a complaint in the above entitled matter, of which the attached is a true and correct copy, has been presented and filed of record with the Pennsylvania Public Utility Commission. Section 702 of the Public Utility Code, 66 Pa. C.S. Section 702, requires the Commission to serve on each party named in a complaint a copy of the complaint and notice calling upon each party to satisfy the complaint, or to answer the same in writing within a specified time; THEREFORE,

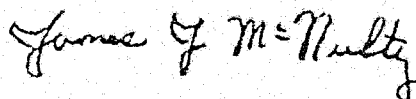
1. You have twenty (20) days from the date on which this complaint is served to either satisfy this complaint or to file with the Secretary of the Pennsylvania Public Utility Commission, P. O. Box 3265, Harrisburg, PA 17105-3265, an answer (original and three copies), in writing, under oath, which, as required by Section 5.61 of the Commission's Rules of Practice and Procedure, 52 Pa. Code Section 5.61, either affirms or specifically denies the allegations in this complaint. You must also serve a copy of the answer upon the complainant. The date of service is the mailing date as indicated by the date at the top of this Notice. Section 1.56(a) of the Commission's Rules of Practice and Procedure, 52 Pa. Code Section 1.56(a).

2. If you fail to either satisfy this complaint or to file answer or other responsive pleading within twenty (20) days, you will be deemed to have admitted all the allegations in this complaint in accordance with Section 5.61 of the Commission's Rules of Administrative Practice and Procedure, 52 Pa. Code Section 5.61. In that event, the Commission may, without hearing, enter an order which either revokes or suspends any certificate or permit held by you or which imposes a fine or any other appropriate penalty or remedy authorized by the Public Utility Code, 66 Pa. C.S. Section 101, et seq.; and, if you are a customer of a utility, an order may be entered which prescribes a payment schedule or which authorizes termination of utility services. The Commission is not limited to the relief sought by the complainant in paragraph 4 of the attached complaint.

3. If you elect to satisfy this complaint you must file, within twenty (20) days from the date on which this complaint is served, affidavits executed by each complainant that this complaint has been satisfied. Such affidavits must describe the basis on which this complaint was satisfied; any settlement agreement between the parties must be reduced to writing and attached to the affidavit. Such affidavits are to be filed with the Secretary of the Commission at the address set forth in paragraph 1. Upon receipt of affidavits of satisfaction from all complainants, this complaint may be dismissed by the Commission in accordance with Section 703(a) of the Public Utility Code, 66 Pa. C.S. Section 703(a), unless the Commission determines that such dismissal would be contrary to the public interest, in which event the Commission may direct that hearings be held upon the complaint.

4. If you file an answer which admits the allegations in this complaint, or which fails to specifically deny the allegations in this complaint, the Commission may, without hearing, enter an order which either revokes or suspends any certificate held by you or which imposes a fine or any other appropriate penalty or remedy authorized by the Public Utility Code, 66 Pa. C. S. Section 101, et seq.; and, if you are a customer of a utility, an order may be entered which prescribes a payment schedule or which authorizes termination of utility services. The Commission is not limited to the relief sought by the complainant in paragraph 4 of the attached complaint.

5. If you file a timely answer which specifically denies the allegations in this complaint, or which raises material questions of law or fact, this matter shall be referred to the Office of Administrative Law Judge for hearing and decision. If, after hearing on the issues raised by that answer, you are found to have committed any of the violations alleged in the complaint, the Administrative Law Judge may render a decision which either revokes or suspends any certificate or permit held by you or which imposes a fine or any other appropriate penalty or remedy authorized by the Public Utility Code, 66 Pa. C. S. Section 101, et seq.; and, if you are a customer of a utility, an order may be entered which prescribes a payment schedule or which authorizes termination of utility services. In the imposition of a penalty after a hearing the Administrative Law Judge is not bound by the relief sought by the complainant in paragraph 4 of the attached complaint.



James J. McNulty
Secretary

(SEAL)

Certified Mail
Return Receipt Requested

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

DATE SERVED: SEPTEMBER 29, 2004

Z-01717630

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

DOCUMENT
FOLDER

Dear Sir/Madam:

A complaint has been filed against you before the Pennsylvania Public Utility Commission by WADE 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.

2004

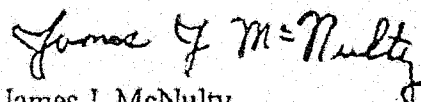
SEPTEMBER 29,

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

dbb



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.farnas@pgworks.com

October 13, 2004

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

RECEIVED

OCT 18 2004

PA PUBLIC UTILITY COMMISSION
SECRETARY'S OFFICE

RE: Wade Moore v. PGW, Docket No.Z-01717630

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.

Sincerely,

Laureto A. Farinas
LF

Enclosures

cc: Wade Moore
Susan M. Kelly (CRU)

DOCUMENT
FOLDER

BEFORE THE
PENNSYLVANIA PUBLIC UTILITY COMMISSION

Wade Moore

v.

Philadelphia Gas Works

Docket No. Z - 01717630

RECEIVED

Answer Of Philadelphia Gas Works

OCT 1 2004

PA PUBLIC UTILITY COMMISSION

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

PGW records show that the Complainant established service at 2945 N Ringgold Street on October 31, 1998. An automated meter reading device ("AMR") is installed at the service address and all bills are based on actual reads. A listing of the Complainant billings is attached hereto as Exhibit "A."

PGW records show that the Complainant has participated intermittently in PGW's low-income assistance program, the Customer Responsibility Program ("CRP"), since beginning service in October 1998. The Complainant last certified his CRP agreement in January 2003. In September 2003, the guidelines of the CRP agreement changed to comply with the requirements of the Pennsylvania Public Utility Commission ("PaPUC"). Among the changes mandated by the PaPUC, all CRP payment arrangements are determined by income and household size. Based on the information provided by the Complainant, the Complainant started receiving a monthly CRP bill of \$112.57 in late September 2003. The Complainant failed to make the payment required on the account and his CRP

DOCKETED
OCT 25 2004

DOCUMENT
FOLDER

payment arrangement eventually defaulted on May 28, 2004. A listing of the Complainant payments is attached hereto as Exhibit "B."

At the time of default, the Complainant's CRP balance had risen to \$613.13 while his overall account balance had increased to \$1,132.12.

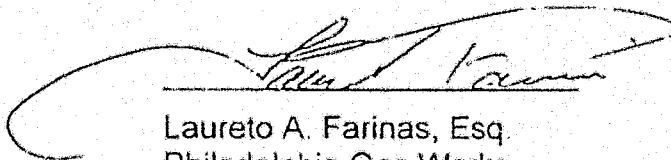
In its current status, the CRP payment arrangement is suspended. The Complainant may return to the CRP assistance program but must make a payment of \$1,063.41 to cure the missed CRP payments since September 2003. PGW has no other knowledge of the Complainant's qualifications for its low-income assistance program or of a change in the Complainant's financial status. Strict proof of income as well as any other necessary documentation is requested at a hearing in this matter.

- 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,

October 13, 2004



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

EXHIBIT A

BILLS FROM 01/01/1996 TO 10/13/2004

Account # 3120166886	Customer Name MOORE, WADE
Customer Address 2945 N RINGGOLD ST/PHILA, PA	Bill Cycle: 19

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
9961698201	1375685	08/25/2004	09/27/2004	10/22/2004	9801	9823	22	Regular	\$42.96	No	No	\$109.57	0	\$0.00	33
9961698201	1375685	07/27/2004	08/25/2004	09/22/2004	9882	9901	19	Regular	\$38.53	No	No	\$109.57	0	\$0.00	29
9961698201	1375685	05/25/2004	07/27/2004	08/23/2004	9867	9882	15	Regular	\$32.95	No	No	\$109.57	0	\$0.00	32
9961698201	1375685	05/26/2004	06/25/2004	07/23/2004	9849	9867	18	Regular	\$36.59	No	No	\$109.57	0	\$0.00	30
9961698201	1375685	04/27/2004	05/26/2004	06/23/2004	9824	9849	25	Regular	\$109.57	No	No	\$109.57	0	\$0.00	29
9961698201	1375685	03/26/2004	04/27/2004	05/24/2004	9760	9824	64	Regular	\$109.57	No	No	\$109.57	0	\$0.00	32
9961698201	1375685	02/26/2004	03/26/2004	04/23/2004	9662	9760	98	Regular	\$109.57	No	No	\$109.57	0	\$0.00	29
9961698201	1375685	01/27/2004	02/26/2004	03/23/2004	9517	9662	145	Regular	\$109.57	No	No	\$109.57	0	\$0.00	30
9961698201	1375685	12/29/2003	01/27/2004	02/25/2004	9359	9517	158	Regular	\$109.57	No	No	\$109.57	0	\$0.00	29
9961698201	1375685	11/25/2003	12/29/2003	01/27/2004	9224	9359	135	Regular	\$109.57	No	No	\$109.57	0	\$0.00	34
9961698201	1375685	10/24/2003	11/25/2003	12/22/2003	9157	9224	67	Regular	\$109.57	No	No	\$109.57	0	\$0.00	32
9961698201	1375685	09/25/2003	10/24/2003	11/21/2003	9140	9157	17	Regular	\$109.57	No	No	\$109.57	0	\$0.00	29
9961698201	1375685	08/25/2003	09/25/2003	10/21/2003	9132	9140	8	Regular	\$109.57	No	No	\$109.57	0	\$0.00	31
9961698201	1375685	07/25/2003	08/25/2003	09/22/2003	9124	9132	8	Regular	\$22.59	No	No	\$44.00	0	\$0.00	31
9961698201	1375685	06/25/2003	07/25/2003	08/21/2003	9115	9124	9	Regular	\$23.92	No	No	\$44.00	0	\$0.00	30
9961698201	1375685	05/28/2003	06/25/2003	07/23/2003	9095	9115	20	Regular	\$38.34	No	No	\$44.00	0	\$0.00	28
9961698201	1375685	04/28/2003	05/28/2003	06/24/2003	9051	9095	44	Regular	\$63.07	No	No	\$44.00	0	\$0.00	30
9961698201	1375685	03/27/2003	04/28/2003	05/23/2003	8969	9051	82	Regular	\$110.22	No	No	\$44.00	0	\$0.00	32
9961698201	1375685	02/26/2003	03/27/2003	04/23/2003	8864	8969	105	Regular	\$137.81	No	No	\$44.00	0	\$0.00	29
9961698201	1375685	01/28/2003	02/26/2003	03/25/2003	8710	8864	154	Regular	\$175.28	No	No	\$44.00	0	\$0.00	29
9961698201	1375685	12/27/2002	01/28/2003	02/25/2003	8544	8710	166	Regular	\$190.76	No	No	\$44.00	0	\$0.00	32
9961698201	1375685	11/25/2002	12/27/2002	01/27/2003	8407	8544	137	Regular	\$157.63	No	No	\$30.00	0	\$0.00	32
9961698201	1375685	10/24/2002	11/25/2002	12/23/2002	8315	8407	92	Regular	\$30.00	No	No	\$30.00	0	\$0.00	32
9961698201	1375685	09/24/2002	10/24/2002	11/20/2002	8272	8315	43	Regular	\$30.00	No	No	\$30.00	0	\$0.00	30
9961698201	1375685	08/23/2002	09/24/2002	10/21/2002	8263	8272	9	Regular	\$30.00	No	No	\$30.00	0	\$0.00	32
9961698201	1375685	07/25/2002	08/23/2002	09/20/2002	8256	8263	7	Regular	\$30.00	No	No	\$30.00	0	\$0.00	29
9961698201	1375685	06/26/2002	07/25/2002	08/20/2002	8249	8256	7	Regular	\$30.00	No	No	\$30.00	0	\$0.00	29
9961698201	1375685	05/24/2002	06/26/2002	07/24/2002	8239	8249	10	Regular	\$30.00	No	No	\$30.00	0	\$0.00	33
9961698201	1375685	04/25/2002	05/24/2002	06/21/2002	8194	8239	45	Regular	\$30.00	No	No	\$30.00	0	\$0.00	29
9961698201	1375685	03/26/2002	04/25/2002	05/21/2002	8127	8194	67	Regular	\$30.00	No	No	\$30.00	0	\$0.00	30

BILLS FROM 01/01/1996 TO 10/13/2004

Account # 3120166888	Customer Name. MOORE, WADE
Customer Address 2945 N RINGGOLD ST/PHILA,PA	Bill Cycle 19

BILLS

Service Agreement	Meter #	Bill Start Date	Bill End Date	Bill Due Date	Meter Start	Meter Read Enc	Usage (CCF)	Read Code	Bill Amount	Bill Cancelled	Closing Bil	CRP Monthly Amount	Easyway Current Month	Easyway Curr Amt	Days
9961698201	1375685	02/26/2002	03/26/2002	04/23/2002	8029	8127	98	Regular	\$30.00	No	No	\$30.00	0	\$0.00	28
9961698201	1375685	01/28/2002	02/26/2002	03/25/2002	7911	8029	118	Regular	\$30.00	No	No	\$30.00	0	\$0.00	29
9961698201	1375685	12/27/2001	01/28/2002	02/25/2002	7768	7911	143	Regular	\$30.00	No	No	\$30.00	0	\$0.00	32
9961698201	1375685	11/27/2001	12/27/2001	01/24/2002	7673	7768	95	Regular	\$30.00	No	No	\$30.00	0	\$0.00	30
9961698201	1375685	10/26/2001	11/27/2001	12/21/2001	7591	7673	82	Regular	\$30.00	No	No	\$30.00	0	\$0.00	32
9961698201	1375685	09/26/2001	10/26/2001	11/26/2001	7550	7591	41	Regular	\$30.00	No	No	\$30.00	0	\$0.00	30
9961698201	1375685	08/27/2001	09/26/2001	10/24/2001	7532	7550	18	Regular	\$30.00	No	No	\$30.00	0	\$0.00	30
9961698201	1375685	07/27/2001	08/27/2001	09/24/2001	7521	7532	11	Regular	\$30.00	No	No	\$30.00	0	\$0.00	31
9961698201	1375685	06/27/2001	07/27/2001	08/23/2001	7509	7521	12	Regular	\$30.00	No	No	\$30.00	0	\$0.00	30
9961698201	1375685	05/25/2001	06/27/2001	07/25/2001	7491	7509	18	Regular	\$30.00	No	No	\$30.00	0	\$0.00	33
9961698201	1375685	04/26/2001	05/25/2001	06/25/2001	7462	7491	29	Regular	\$30.00	No	No	\$30.00	0	\$0.00	29
9961698201	1375685	03/27/2001	04/26/2001	05/22/2001	7395	7462	67	Regular	\$30.00	No	No	\$30.00	0	\$0.00	30
9961698201	1375685	02/26/2001	03/27/2001	04/24/2001	7288	7395	107	Regular	\$30.00	No	No	\$30.00	0	\$0.00	29
9961698201	1375685	01/26/2001	02/26/2001	03/23/2001	7149	7288	139	Regular	\$30.00	No	No	\$30.00	0	\$0.00	31
9961698201	1375685	12/27/2000	01/26/2001	02/22/2001	7001	7149	148	Regular	\$30.00	No	No	\$30.00	0	\$0.00	30
9961698201	1375685	11/24/2000	12/27/2000	01/25/2001	6855	7001	146	Regular	\$30.00	No	No	\$30.00	0	\$0.00	33
9961698201	1375685	10/25/2000	11/24/2000	12/21/2000	6766	6855	89	Regular	\$30.00	No	No	\$30.00	0	\$0.00	30
9961698201	1375685	09/25/2000	10/25/2000	11/22/2000	6719	6766	47	Regular	\$30.00	No	No	\$30.00	0	\$0.00	30
9961698201	1375685	08/24/2000	09/25/2000	10/23/2000	6705	6719	14	Regular	\$30.00	No	No	\$30.00	0	\$0.00	32
9961698201	1375685	07/27/2000	08/24/2000	09/20/2000	6693	6705	12	Regular	\$30.00	No	No	\$30.00	0	\$0.00	28
9961698201	1375685	06/23/2000	07/27/2000	08/22/2000	6679	6693	14	Regular	\$30.00	No	No	\$30.00	0	\$0.00	34
9961698201	1375685	05/26/2000	06/23/2000	07/21/2000	6664	6679	15	Regular	\$30.00	No	No	\$30.00	0	\$0.00	28
9961698201	1375685	04/27/2000	05/26/2000	06/26/2000	6636	6664	28	Regular	\$30.00	No	No	\$30.00	0	\$0.00	29
9961698201	1375685	03/29/2000	04/27/2000	05/24/2000	6568	6636	68	Regular	\$30.00	No	No	\$30.00	0	\$0.00	29
9961698201	1375685	02/29/2000	03/29/2000	04/26/2000	6482	6568	86	Regular	\$30.00	No	No	\$30.00	0	\$0.00	29
9961698201	1375685	01/28/2000	02/29/2000	03/29/2000	6366	6482	116	Regular	\$30.00	No	No	\$30.00	0	\$0.00	32
9961698201	1375685	12/28/1999	01/28/2000	03/09/2000	6206	6366	160	Regular	\$30.00	No	No	\$30.00	0	\$0.00	31
9961698201	1375685	11/24/1999	12/28/1999	03/09/2000	6083	6206	123	Regular	\$30.00	No	No	\$30.00	0	\$0.00	34
9961698201	1375685	06/18/1999	07/28/1999	03/08/2000	5912	6083	18	Regular	\$30.00	No	No	\$30.00	0	\$0.00	40
9961698201	1375685	08/27/1999	09/24/1999	03/08/2000	5941	5958	17	Regular	\$30.00	No	No	\$30.00	0	\$0.00	28
9961698201	1375685	07/28/1999	08/27/1999	03/08/2000	5930	5941	11	Regular	\$30.00	No	No	\$30.00	0	\$0.00	30

BILLS FROM 01/01/1996 TO 10/13/2004

Account # 3120165888	Customer Name MOORE, WADE
Customer Address 2945 N RINGGOLD ST/PHILA.PA	Bill Cycle 19

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
9951698201	1375685	09/24/1999	10/25/1999	03/08/2000	5958	6003	45	Regular	\$30.00	No	No	\$30.00	0	\$0.00	31
9951698201	1375685	10/25/1999	11/24/1999	03/08/2000	6003	6083	80	Regular	\$30.00	No	No	\$30.00	0	\$0.00	30
9951698201	1375685	06/18/1999	07/28/1999	11/09/1999	5912	5930	18	Regular	\$30.00	Yes	No	\$30.00	0	\$0.00	40
9951698201	1375685	07/28/1999	08/27/1999	03/24/1999	5930	5941	11	Regular	\$30.00	Yes	No	\$30.00	0	\$0.00	30
9951698201	1375685	06/18/1999	07/28/1999	08/26/1998	5912	5930	18	Regular	\$30.00	Yes	No	\$30.00	0	\$0.00	40
9951698201	1375685	05/26/1999	06/18/1999	07/21/1999	5899	5912	13	Regular	\$17.19	No	No	\$0.00	0	\$0.00	24
9951698201	1375685	04/16/1999	05/26/1999	05/22/1999	5832	5899	67	Regular	\$58.48	No	No	\$0.00	0	\$0.00	41
9951698201	1375685	03/23/1999	04/16/1999	05/15/1999	5773	5832	59	Regular	\$51.98	No	No	\$0.00	0	\$0.00	25
9951698201	1375685	02/22/1999	03/23/1999	04/18/1999	5648	5773	125	Regular	\$105.64	No	No	\$0.00	0	\$0.00	30
9951698201	1375685	01/27/1999	02/22/1999	03/20/1999	5536	5648	112	Regular	\$95.07	No	No	\$0.00	0	\$0.00	27
9951698201	1375685	12/29/1998	01/27/1999	02/26/1999	5383	5536	53	Regular	\$133.03	No	No	\$0.00	0	\$0.00	30
9951698201	1375685	11/23/1998	12/29/1998	01/25/1999	5267	5383	116	System Estimate	\$103.15	No	No	\$0.00	0	\$0.00	37
9951698201	1375685	10/31/1998	11/23/1998	12/21/1998	5187	5267	80	Regular	\$72.38	No	No	\$0.00	0	\$0.00	24

EXHIBIT B

PAYMENTS FROM 01/01/1996 TO 10/13/2004

Account # 3120166888

Customer Name. MOORE, WADE

Customer Address 2945 N RINGGOLD ST/PHILA,PA

Bill Cycle 19

PAYMENTS

Service Agreement ID	Pay Amount	Pay Date	Pay Status	Late Pay Charge	Utility Type	Grant Type	Pay Source Code
9961698201	\$112.00	09/21/2004	F	\$16.92	G		PPC
9961698201	\$100.00	08/04/2004	F	\$26.68	G		REM
9961698201	\$97.34	05/03/2004	F	\$0.00	G		PPC
9961698201	\$97.33	04/05/2004	F	\$0.00	G		REM
9961698201	\$97.34	03/04/2004	F	\$0.00	G		REM
9961698201	\$97.33	02/25/2004	F	\$0.00	G		PPC
9961698201	\$40.00	07/04/2003	F	\$0.00	G		RFM
9961698201	\$44.00	05/06/2003	F	\$0.00	G		REM
9961698201	\$88.00	04/03/2003	F	\$0.00	G		REM
9961698201	\$44.00	02/03/2003	F	\$0.00	G		REM
9961698201	\$30.00	12/03/2002	F	\$0.00	G		REM
9961698201	\$30.00	11/04/2002	F	\$0.00	G		REM
9961698201	\$30.00	10/03/2002	F	\$0.00	G		REM
9961698201	\$30.00	09/18/2002	F	\$0.00	G		REM
9961698201	\$30.00	08/02/2002	F	\$0.00	G		REM
9961698201	\$30.00	07/03/2002	F	\$0.00	G		REM
9961698201	\$30.00	06/03/2002	F	\$0.00	G		REM
9961698201	\$30.00	05/03/2002	F	\$0.00	G		REM
9961698201	\$30.00	04/04/2002	F	\$0.00	G		REM
9961698201	\$30.00	03/06/2002	F	\$0.00	G		REM
9961698201	\$30.00	02/15/2002	F	\$0.00	G		REM
9961698201	\$30.00	01/07/2002	F	\$0.00	G		REM
9961698201	\$30.00	12/03/2001	F	\$0.00	G		REM
9961698201	\$30.00	11/02/2001	F	\$0.00	G		REM
9961698201	\$30.00	10/05/2001	F	\$0.00	G		REM
9961698201	\$30.00	09/05/2001	F	\$0.00	G		PPC
9961698201	\$30.00	08/03/2001	F	\$0.00	G		REM
9961698201	\$30.00	07/09/2001	F	\$0.00	G		REM
9961698201	\$30.00	06/07/2001	F	\$0.00	G		RFM
9961698201	\$30.00	05/03/2001	F	\$0.00	G		REM
9961698201	\$30.00	04/04/2001	F	\$0.00	G		REM
9961698201	\$30.00	03/06/2001	F	\$0.00	G		REM
9961698201	\$30.00	02/08/2001	F	\$0.00	G		REM
9961698201	\$30.00	01/04/2001	F	\$0.00	G		REM
9961698201	\$30.00	12/05/2000	F	\$0.00	G		REM
9961698201	\$30.00	11/04/2000	F	\$0.00	G		REM
9961698201	\$30.00	10/03/2000	F	\$0.00	G		REM
9961698201	\$60.00	09/06/2000	F	\$0.00	G		REM
9961698201	\$90.00	06/28/2000	F	\$0.00	G		PPC
9961698201	\$185.00	04/11/2000	F	\$0.00	G		PPC
9961698201	\$55.00	09/08/1999	F	\$35.05	G		REM
9961698201	\$55.00	09/08/1999	C	\$35.05	G		REM
9961698201	\$30.00	09/08/1999	C	\$30.00	G		REM
9961698201	\$30.00	08/25/1999	C	\$30.00	G		REM
9961698201	\$30.00	08/25/1999	F	\$30.00	G		REM
9961698201	\$30.00	08/25/1999	C	\$30.00	G		REM

PAYMENTS FROM 01/01/1996 TO 10/13/2004

Account # 3120166888

Customer Name MOORE, WADE

Customer Address: 2945 N RINGGOLD ST/PHILA,PA

Bill Cycle 19

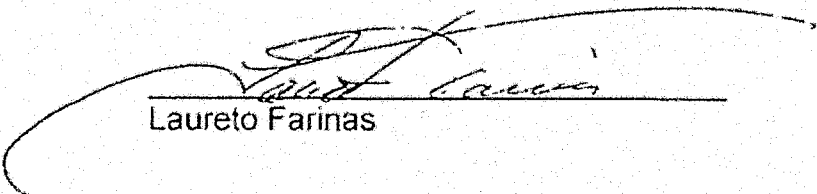
PAYMENTS

Service Agreement ID	Pay Amount	Pay Date	Pay Status	Late Pay Charge	Utility Type	Grant Type	Pay Source Code
9961698201	\$60 00	05/12/1999	F	\$0 00	G		REM
9961698201	\$60 00	04/26/1999	F	\$0 00	G		REM
9961698201	\$30 00	03/29/1999	F	\$0 00	G		REM
9961698201	\$30 00	03/01/1999	F	\$0 00	G		REM
9961698201	\$30 00	01/25/1999	F	\$0 00	G		REM
9961698201	\$30 00	12/02/1998	F	\$0 00	G		REM
9961698201	\$200 00	10/29/1998	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: October 13, 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:

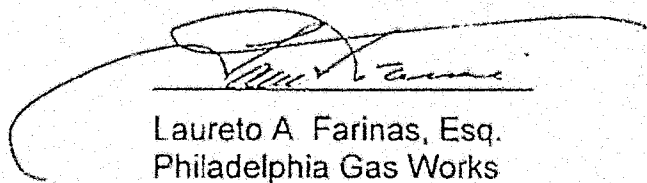
Wade Moore
2945 N Ringgold Street
Philadelphia, PA 19132

RECEIVED

OCT 18 2004

PA PUBLIC UTILITY COMMISSION
SECRETARY'S BUREAU

October 13, 2004



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

Philadelphia Gas Works



800 West Montgomery Avenue, Philadelphia, PA 19122
Laureto A. Farinas, Senior Attorney
Legal Department
Direct Dial: (215) 684-4982
Fax: (215) 684-6798
E-mail: laureto.farinas@pgworks.com

ORIGINAL

January 14, 2005

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

REC'D

JAN 15 2005

PA PUBLIC UTILITY COMMISSION
SECRETARY'S BUREAU

RE: Wade Moore vs PGW, Docket No.: Z-01717630

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.

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

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

Sincerely,

DOCUMENT
FOLDER

cc: Wade Moore
Susan Kelly

DOCKETED
FEB 02 2005

2

COMMONWEALTH OF PENNSYLVANIA
PUBLIC UTILITY COMMISSION

DATE: January 19, 2005
SUBJECT: Z-01717630
Wade Moore v. Philadelphia Gas Works
TO: Wanda Zeiders
Docket Management
FROM: Cherie Pyle, ALJ Support Staff
Office of Administrative Law Judge

On January 15, 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 (None Assigned)
Beth Plantz
Case File

DOCKETED
FEB 07 2005

DOCUMENT
FOLDER