

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: 02/13/03
8. DOCKET NO: Z 01184975	:	9. EFFECTIVE DATE: 00/00/00

PARTY/COMPLAINANT: HANKERSON, JULIETTE (MOORE)

RESPONDENT/APPLICANT: PHILADELPHIA GAS WORKS

COMP/APP COUNTY: PHILADELPHIA

UTILITY CODE: 125042

ALLEGATION OR SUBJECT

COMPLAINANT STATES SHE CAN NOT AFFORD TO PAY \$110 A MONTH. SHE WANTS PUC TO HELP HER GET HER PAYMENT LOWERED.

DOCUMENT
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DOCKETED
FEB 21 2003

ORIGINAL

FORMAL COMPLAINT FORM
Pennsylvania Public Utility Commission

Z-01184975

2/19/03

Please Print:

125042

ST 1184975

1. Your Name, Mailing Address and Telephone Number.

Name JULIETTE HANKESON-MOORE

Street/P.O. Box 5734 MALCOLM ST. Apt.# _____

City PHILADELPHIA State PA Zip 19143

County PHILADELPHIA Home Telephone-Area Code (215) 729-6462
Work Telephone-Area Code (215) 563-7740

2. Name of Company your complaint concerns: PHILA. GAS WORKS

3. What is your complaint?

I HAVE A VERY HIGH GAS BILL. I CANNOT AFFORD TO
PAY \$110.00 A MONTH AT THIS TIME. I DO WANT TO
PAY MY INDEBTNESS WITH THE GAS WORKS. I AM THE
SOLE I WAS SICK IN APR. 2000
I HAD TO RE-MORTGAGE MY HOME. I PAY THE FOLLOWING
BILLS. 1) MORTGAGE - 450.00 PMO. 2) ELECTRIC - 100.00 PMO
3) HOME OWNER INS - 45.50 PMO 4) WATER \$33 TO 35.00 PMO
5) SEVERAL CHARGE ACCOUNT BILLS. - WE HAVE TURNED SOME
OF MY BILLS OVER TO A DEBT FREE AGENCY - \$280. PMO.
AND SOME MORE BILLS I CANNOT PAY.

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

(-over-)

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FEB 20 2003
10:00 AM

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

TO ASSIST IN GETTING MY MONTHLY PAYMENT TO THE
GAS COMPANY LOWERED FOR NOW, FROM \$110.00
TO ABOUT \$75.00 - ALSO, ASSISTING MY GETTING
SOME HELP IN PAYING THIS VERY HIGH BILL OF OVER
\$1400.00 - THANK YOU FOR YOUR HELP =

(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.

Juliette Hankerson - Moore
Original Signature of complaining person

2-11-03
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 () _____

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 12/30/2002. 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)

JULIETTE HANKERSON
5734 MALCOLM STREET
PHILA PA 19143

215 729-6462
(Area Code) Telephone Number

Juliette Hankerson
Signature

Mail this completed form to:

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

ST Number	1184975	Date of mailing	12/30/2002
Company	PHILADELPHIA GAS WORKS		

REVISED 12/97
2003 JAN 13 11 59 AM '03

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44

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

Date: 12/30/2002

JULIETTE HANKERSON
5734 MALCOLM STREET
PHILA PA 19143

S.T. No: 1184975

V.

Acct. No: 1119615077

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 \$1,264.59. This balance does not include any payments or bills sent out on or after 11/23/2002.
- Beginning JANUARY 21, ²⁰⁰³~~2002~~ you must pay the company a special budget amount of \$110.00 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 \$85.00 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

2/13/03

IN REPLY PLEASE
REFER TO OUR FILE

January 24, 2003

ST 1184975

JULIETTE HANKERSON
5734 MALCOLM STREET
PHILADELPHIA PA 19143

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 February 13, 2003 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:

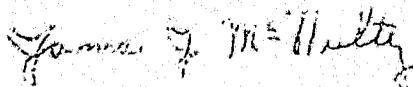
Office of Administrative Law Judge
Public Utility Commission
P.O. Box 3265
Harrisburg, PA 17105-3265

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

BEFORE THE PENNSYLVANIA PUBLIC UTILITY COMMISSION

DATE SERVED: FEBRUARY 24, 2003

JULIETTE HANKERSON-
MOORE

Complainant

VS.

PHILADELPHIA GAS WORKS
Respondent

Complaint Docket
No: Z-01184975

DOCUMENT
FILED
DOCKETED
FEB 24 2003

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).

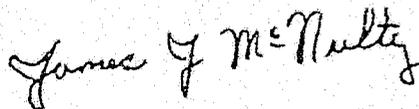
2. If you fail to either satisfy this complaint or to file answer or other responsive pleading within twenty (20) days, you will be deemed to have admitted all the allegations in this complaint in accordance with Section 5.61 of the Commission's Rules of Administrative Practice and Procedure, 52 Pa. 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: FEBRUARY 24, 2003

Z-01184975

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

DOCUMENT
FILED

Dear Sir/Madam:

A complaint has been filed against you before the Pennsylvania Public Utility Commission by JULIETTE HANKERSON-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.

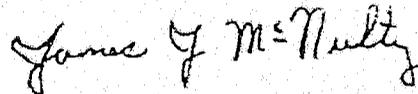
FEBRUARY 24, 2003

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

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Philadelphia Gas Works
Legal Department



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

RECEIVED

MAR 17 2003

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

PA PUBLIC UTILITY COMMISSION
SECRETARY'S BUREAU

March 17, 2003

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

DOCUMENT FOLDER

Re: Juliette Hankerson-Moore v PGW, Docket No. Docket No. Z - 01184975

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,

Enclosures

cc: Juliette Hankerson-More
Annmarie Nagle

SRB

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BEFORE THE
PENNSYLVANIA PUBLIC UTILITY COMMISSION

MAR 17 2003

PA PUBLIC UTILITY COMMISSION
SECRETARY'S BUREAU

Juliette Hankerson-Moore

v.

Docket No. Z -01184975

Philadelphia Gas Works

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:

DOCUMENT
FOLDER

1. Admitted.
2. Admitted.
3. Denied. PGW denies that averments contained in Paragraph 3 concerning the affordability of the Complainant's bills. Strict proof of income is demanded at a hearing of this matter.

All bills issued since August 1999 were based upon actual meter readings as shown in the billing, usage and payment history for the Complainant's account, which is attached hereto as Exhibit "A".

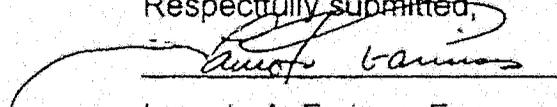
A decision from the Bureau of Consumer Services ("BCS") on or about 1/4/03 provided the Complainant with a payment arrangement beginning 1/21/03 for \$110 a month consisting of a \$85 budget plus \$25 towards arrears. (See Exhibit "B")

4. Denied. The averment in Paragraph 4 of the Complaint is a request 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 BCS decision in this matter.

March 17, 2003

Respectfully submitted,



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

DOCKETED

MAR 18 2003

EXHIBIT A

BILLS FROM 01/01/1996 TO 03/17/2003

Account #: 1119615077

Customer Name: HANKERSON, JULIETTE

Customer Address: 5734 MALCOLM STIPHILA, PA

Bill Cycle: 17

BILLS

Service Agreement ID	Meter #	Bill Start Date	Bill End Date	Bill Due Date	Meter Read Start	Meter Read End	Usage (CCF)	Read Code	Bill Amount	Bill Cancelled	Closing Bill	CRP Monthly Amount	Easyway Current Month	Eway Curr Amt	Days
9961747380	1701247	01/24/2003	02/24/2003	03/21/2003	9934	205	271	Regular	\$299.25	No	No	\$0.00	2	\$85.00	31
9961747380	1701247	12/23/2002	01/24/2003	02/21/2003	9689	9934	245	Regular	\$280.35	No	No	\$0.00	1	\$85.00	32
9961747380	1701247	11/21/2002	12/23/2002	01/23/2003	9512	9689	177	Regular	\$199.18	No	No	\$0.00	0	\$0.00	32
9961747380	1701247	10/22/2002	11/21/2002	12/18/2002	9423	9512	89	Regular	\$105.60	No	No	\$0.00	0	\$0.00	30
9961747380	1701247	09/20/2002	10/22/2002	11/19/2002	9393	9423	30	Regular	\$43.56	No	No	\$0.00	0	\$0.00	32
9961747380	1701247	08/21/2002	09/20/2002	10/17/2002	9369	9393	24	Regular	\$36.89	No	No	\$0.00	0	\$0.00	30
9961747380	1701247	07/23/2002	08/21/2002	09/18/2002	9347	9369	22	Regular	\$34.19	No	No	\$0.00	0	\$0.00	29
9961747380	1701247	06/24/2002	07/23/2002	08/19/2002	9323	9347	24	Regular	\$36.21	No	No	\$0.00	0	\$0.00	29
9961747380	1701247	05/22/2002	06/24/2002	07/22/2002	9289	9323	34	Regular	\$45.58	No	No	\$0.00	0	\$0.00	33
9961747380	1701247	04/23/2002	05/22/2002	06/19/2002	9219	9289	70	Regular	\$77.19	No	No	\$0.00	0	\$0.00	29
9961747380	1701247	03/22/2002	04/23/2002	05/20/2002	9121	9219	98	Regular	\$98.98	No	No	\$0.00	0	\$0.00	32
9961747380	1701247	02/22/2002	03/22/2002	04/19/2002	8998	9121	123	Regular	\$121.70	No	No	\$0.00	0	\$0.00	28
9961747380	1701247	01/24/2002	02/22/2002	03/21/2002	8882	8998	116	Regular	\$128.50	No	No	\$0.00	0	\$0.00	29
9961747380	1701247	12/21/2001	01/24/2002	02/20/2002	8715	8882	167	Regular	\$179.71	No	No	\$0.00	0	\$0.00	34
9961747380	1701247	11/23/2001	12/21/2001	01/23/2002	8642	8715	73	Regular	\$67.58	No	No	\$0.00	0	\$0.00	28
9961747380	1701247	10/24/2001	11/23/2001	12/20/2001	8558	8642	84	Regular	\$106.79	No	No	\$0.00	0	\$0.00	30
9961747380	1701247	09/24/2001	10/24/2001	11/21/2001	8522	8558	36	Regular	\$51.98	No	No	\$0.00	0	\$0.00	30
9961747380	1701247	08/23/2001	09/24/2001	10/22/2001	8497	8522	25	Regular	\$40.58	No	No	\$0.00	0	\$0.00	32
9961747380	1701247	07/25/2001	08/23/2001	09/19/2001	8475	8497	22	Regular	\$40.94	No	No	\$0.00	0	\$0.00	29
9961747380	1701247	06/25/2001	07/25/2001	08/21/2001	8451	8475	24	Regular	\$43.60	No	No	\$0.00	0	\$0.00	30
9961747380	1701247	05/23/2001	06/25/2001	07/23/2001	8424	8451	27	Regular	\$47.60	No	No	\$0.00	0	\$0.00	33
9961747380	1701247	04/24/2001	05/23/2001	06/21/2001	8392	8424	32	Regular	\$54.25	No	No	\$0.00	0	\$0.00	29
9961747380	1701247	03/23/2001	04/24/2001	05/21/2001	8271	8392	121	Regular	\$172.70	No	No	\$0.00	0	\$0.00	32
9961747380	1701247	02/22/2001	03/23/2001	04/20/2001	8108	8271	163	Regular	\$226.91	No	No	\$0.00	3	\$98.00	29
9961747380	1701247	01/24/2001	02/22/2001	03/20/2001	7925	8108	183	Regular	\$242.45	No	No	\$0.00	2	\$96.00	29
9961747380	1701247	12/21/2000	01/24/2001	02/21/2001	7661	7925	264	Regular	\$321.73	No	No	\$0.00	1	\$96.00	34
9961747380	1701247	11/21/2000	12/21/2000	01/22/2001	7491	7661	170	Regular	\$172.18	No	No	\$0.00	11	\$109.00	30
9961747380	1701247	10/23/2000	11/21/2000	12/18/2000	7421	7491	70	Regular	\$61.98	No	No	\$0.00	10	\$90.00	29
9961747380	1701247	09/21/2000	10/23/2000	11/20/2000	7384	7421	37	Regular	\$36.53	No	No	\$0.00	9	\$90.00	32
9961747380	1701247	08/22/2000	09/21/2000	10/18/2000	7361	7384	23	Regular	\$25.74	No	No	\$0.00	8	\$90.00	30

BILLS FROM 01/01/1996 TO 03/17/2003

Account #: 119615077 [Customer Name: HANKERSON, JULIETTE]

[Customer Address: 5734 MALCOLM ST/PHILA, PA] [Bill Cycle: 17]

BILLS

Service Agreement ID	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
9961747380	1701247	07/24/2000	08/22/2000	09/19/2000	7338	7361	23	Regular	\$25.74	No	No	\$0.00	7	\$90.00	29
9961747380	1701247	06/21/2000	07/24/2000	08/18/2000	7312	7338	26	Regular	\$28.05	No	No	\$0.00	6	\$90.00	33
9961747380	1701247	05/23/2000	06/21/2000	07/18/2000	7288	7312	24	Regular	\$26.51	No	No	\$0.00	5	\$90.00	29
9961747380	1701247	04/26/2000	05/23/2000	06/22/2000	7242	7288	46	Regular	\$43.47	No	No	\$0.00	4	\$90.00	27
9961747380	1701247	04/26/2000	05/23/2000	06/21/2000	7242	7288	46	Regular	\$43.47	Yes	No	\$0.00	4	\$90.00	27
9961747380	1701247	03/24/2000	04/26/2000	05/22/2000	7155	7242	87	Regular	\$75.08	No	No	\$0.00	3	\$90.00	33
9961747380	1701247	02/28/2000	03/24/2000	04/20/2000	7046	7155	109	Regular	\$92.05	No	No	\$0.00	2	\$90.00	25
9961747380	1701247	01/27/2000	02/28/2000	03/24/2000	6842	7046	204	Regular	\$165.31	No	No	\$0.00	1	\$90.00	32
9961747380	1701247	12/22/1999	01/27/2000	02/23/2000	6581	6842	261	Regular	\$210.19	No	No	\$0.00	0	\$0.00	36
9961747380	1701247	11/22/1999	12/22/1999	01/20/2000	6468	6581	113	Regular	\$96.05	No	No	\$0.00	0	\$0.00	30
9961747380	1701247	10/21/1999	11/22/1999	12/20/1999	6393	6468	75	Regular	\$65.19	No	No	\$0.00	0	\$0.00	32
9961747380	1701247	09/22/1999	10/21/1999	11/24/1999	6367	6393	26	Regular	\$27.82	No	No	\$0.00	0	\$0.00	29
9961747380	1701247	08/24/1999	09/22/1999	10/20/1999	6343	6367	24	Regular	\$26.30	No	No	\$0.00	0	\$0.00	29
9961747380	1701247	07/23/1999	08/24/1999	09/22/1999	6321	6343	22	System Estimate	\$24.76	No	No	\$0.00	0	\$0.00	32
9961747380	1701247	06/16/1999	07/23/1999	08/24/1999	6292	6321	29	Regular	\$30.11	No	No	\$0.00	0	\$0.00	37
9961747380	1701247	06/18/1999	07/26/1999	08/24/1999	6292	6324	32	System Estimate	\$35.07	Yes	No	\$0.00	0	\$0.00	40
9961747380	1701247	05/24/1999	06/16/1999	07/19/1999	6272	6292	20	Regular	\$22.33	No	No	\$0.00	0	\$0.00	24
9961747380	1701247	04/13/1999	05/24/1999	06/20/1999	6213	6272	59	Regular	\$51.98	No	No	\$0.00	0	\$0.00	42
9961747380	1701247	03/18/1999	04/13/1999	05/11/1999	6141	6213	72	Regular	\$62.54	No	No	\$0.00	0	\$0.00	27
9961747380	1701247	02/18/1999	03/18/1999	04/14/1999	6000	6141	141	Regular	\$118.65	No	No	\$0.00	0	\$0.00	29
9961747380	1701247	01/25/1999	02/18/1999	03/16/1999	5887	6000	113	Regular	\$95.89	No	No	\$0.00	0	\$0.00	25
9961747380	1701247	12/21/1998	01/25/1999	02/22/1999	5685	5887	202	Regular	\$175.19	No	No	\$0.00	0	\$0.00	36
9961747380	1701247	11/20/1998	12/21/1998	01/28/1999	5603	5685	82	Regular	\$74.08	No	No	\$0.00	0	\$0.00	32
9961747380	1701247	10/21/1998	11/20/1998	12/19/1998	5543	5603	60	Regular	\$55.28	No	No	\$0.00	0	\$0.00	31
9961747380	1701247	09/21/1998	10/21/1998	11/18/1998	5516	5543	27	Regular	\$27.07	No	No	\$0.00	0	\$0.00	31
9961747380	1701247	08/24/1998	09/21/1998	10/19/1998	5483	5516	23	Regular	\$23.68	No	No	\$0.00	0	\$0.00	29
9961747380	1701247	07/23/1998	08/24/1998	09/20/1998	5469	5483	24	Regular	\$24.52	No	No	\$0.00	0	\$0.00	33
9961747380	1701247	06/25/1998	07/23/1998	08/22/1998	5447	5469	22	Regular	\$22.80	No	No	\$0.00	0	\$0.00	29
9961747380	1701247	05/26/1998	06/25/1998	07/22/1998	5422	5447	25	Regular	\$25.37	No	No	\$0.00	0	\$0.00	31
9961747380	1701247	04/24/1998	05/26/1998	06/22/1998	5382	5422	40	Regular	\$38.18	No	No	\$0.00	0	\$0.00	33
9961747380	1701247	03/25/1998	04/24/1998	05/24/1998	5326	5382	56	Regular	\$51.85	No	No	\$0.00	0	\$0.00	31

BILLS FROM 01/01/1996 TO 03/17/2003

Account #: 1119615077

Customer Name: HANKERSON, JULIETTE

Customer Address: 5734 MALCOLM ST/PHILA, PA

Bill Cycle: 17

BILLS

Service Agreement ID	Meter #	Bill Start Date	Bill End Date	Bill Due Date	Meter Read Start	Meter Read End	Usage (CCF)	Read Code	Bill Amount	Bill Canceled	Closing Bill	CRP Monthly Amount	Easyway Current Month	Easyway Curr Amt	Days
9961747380	1701247	02/23/1998	03/25/1998	04/22/1998	5216	5326	110	Regular	\$88.02	No	No	\$0.00	0	\$0.00	31
9961747380	1701247	01/23/1998	02/23/1998	03/28/1998	5099	5216	117	Regular	\$104.00	No	No	\$0.00	0	\$0.00	32
9961747380	1701247	12/19/1997	01/23/1998	02/21/1998	4960	5099	139	Regular	\$122.81	No	No	\$0.00	0	\$0.00	36
9961747380	1701247	11/20/1997	12/19/1997	01/21/1998	4846	4960	114	Regular	\$101.44	No	No	\$0.00	0	\$0.00	30
9961747380	1701247	10/22/1997	11/20/1997	12/17/1997	4772	4846	74	Regular	\$67.25	No	No	\$0.00	0	\$0.00	30
9961747380	1701247	09/19/1997	10/22/1997	11/18/1997	4745	4772	27	Regular	\$27.07	No	No	\$0.00	0	\$0.00	34
9961747380	1701247	08/21/1997	09/19/1997	10/19/1997	4719	4745	26	Regular	\$26.22	No	No	\$0.00	0	\$0.00	30
9961747380	1701247	07/24/1997	08/21/1997	09/20/1997	4695	4719	24	Regular	\$24.52	No	No	\$0.00	0	\$0.00	29
9961747380	1701247	06/25/1997	07/24/1997	08/20/1997	4673	4695	22	Regular	\$22.80	No	No	\$0.00	0	\$0.00	30

Account #: 1119615077

Customer Name: HANKERSON, JULIETTE

Customer Address: 5734 MALCOLM ST/PHILA,PA

Bill Cycle: 17

PAYMENTS

Service Agreement ID	Pay Amount	Pay Date	Pay Status	Late Pay Charge	Utility Type	Grant Type	Pay Source Code
9961747380	\$110.00	02/13/2003	F	\$93.24	G		REM
9961747380	\$107.19	07/08/2002	F	\$0.00	G		PPC
9961747380	\$12.81	07/08/2002	F	\$0.00	G		PPC
9961747380	\$50.00	04/10/2002	F	\$11.22	G		REM
9961747380	\$150.00	03/01/2002	F	\$11.37	G		REM
9961747380	\$100.00	01/25/2002	F	\$0.00	G		REM
9961747380	\$95.00	12/18/2001	F	\$0.00	G		REM
9961747380	\$100.00	09/18/2001	F	\$8.08	G		REM
9961747380	\$150.00	08/23/2001	F	\$0.00	G		REM
9961747380	\$60.35	07/24/2001	F	\$0.00	G		REM
9961747380	\$115.00	06/20/2001	F	\$0.00	G		REM
9961747380	\$185.00	05/10/2001	F	\$10.78	G		REM
9961747380	\$92.00	03/21/2001	F	\$0.00	G		REM
9961747380	\$96.00	03/01/2001	F	\$0.00	G		REM
9961747380	\$199.00	01/09/2001	F	\$0.00	G		REM
9961747380	\$180.00	11/17/2000	F	\$0.00	G		REM
9961747380	\$90.00	09/21/2000	F	\$0.00	G		REM
9961747380	\$90.00	08/24/2000	F	\$0.00	G		REM
9961747380	\$90.00	07/13/2000	F	\$0.00	G		REM
9961747380	\$90.00	06/16/2000	F	\$0.00	G		REM
9961747380	\$90.00	05/23/2000	F	\$0.00	G		REM
9961747380	\$90.00	04/25/2000	F	\$0.00	G		REM
9961747380	\$90.00	03/20/2000	F	\$0.81	G		REM
9961747380	\$50.83	11/22/1999	F	\$0.28	G		REM
9961747380	\$15.00	09/17/1999	F	\$0.00	G		REM
9961747380	\$180.00	05/21/1999	F	\$0.00	G		REM
9961747380	\$115.00	04/27/1999	F	\$0.00	G		REM
9961747380	\$100.00	03/19/1999	F	\$0.00	G		REM
9961747380	\$171.00	02/17/1999	F	\$0.00	G		REM
9961747380	\$130.00	01/22/1999	F	\$0.00	G		REM
9961747380	\$30.00	11/12/1998	F	\$0.00	G		REM
9961747380	\$20.00	10/13/1998	F	\$0.00	G		REM
9961747380	\$25.00	09/14/1998	F	\$0.00	G		REM
9961747380	\$50.00	08/17/1998	F	\$0.00	G		REM
9961747380	\$40.00	06/09/1998	F	\$0.00	G		REM
9961747380	\$50.00	05/27/1998	F	\$0.00	G		REM
9961747380	\$100.00	04/17/1998	F	\$0.00	G		REM
9961747380	\$105.00	03/18/1998	F	\$0.00	G		REM
9961747380	\$122.81	02/11/1998	F	\$0.00	G		REM
9961747380	\$101.12	01/08/1998	F	\$0.00	G		REM
9961747380	\$62.00	12/15/1997	F	\$0.00	G		REM
9961747380	\$30.00	10/30/1997	F	\$0.00	G		REM
9961747380	\$50.00	10/08/1997	F	\$0.00	G		REM
9961747380	\$25.00	08/15/1997	F	\$0.00	G		REM
9961747380	\$25.00	07/18/1997	F	\$0.00	G		REM

PAYMENTS FROM 01/01/1996 TO 03/17/2003

Account #: 1119615077

Customer Name: HANKERSON, JULIETTE

Customer Address: 5734 MALCOLM ST/PHILA,PA

Bill Cycle: 17

PAYMENTS

Service Agreement ID	Pay Amount	Pay Date	Pay Status	Late Pay Charge	Utility Type	Grant Type	Pay Source Code
9961747380	\$50.00	06/16/1997	F	\$0.00	G		REM

EXHIBIT B

Contacts for Account: Hankerson, Juliette

Account: 0011 1961 5077

Hankerson, Juliette

Transaction History

Full Comments

Date	Type	Comment	Person
01/04/2003	CRU	PUC DECISION- CUSTOMER TO PAY 110.00 PER MONTH.. BY 1/21/03 85.00 REGULAR BUDGET AMOUNT PLUS 25.00 TOWARDS ARREARS BCS #1184975 CLOSED ON 12/30/02.	Hankerson, Juliette
08/08/2002	CRU	Answered PUC Complaint #1184975 - Ms. Hankerson needs a down payment of \$197 and the balance paid at a rate of \$66 per month plus forecasted budget or current bill. Another option is that Ms. Hankerson could apply for CRP by bringing \$50 as a down payment and proper documentation to any district office. Forecasted Budget - \$85 Awaiting PUC Decision on Above	Hankerson, Juliette
07/15/2002	CRU	BCS 1184975 HOLD HAS BEEN PLACED ON THIS ACCT. FOR A YR DO NOT REMOVE UNLESS A DECISION HAS BEEN RENDERED BY PUC OR CRU. QUESTIONS CONTACT CRU DEPT. 215 787 1250.	Hankerson, Juliette
07/11/2002	MISC	CUST JUST WANTED TO INFORM US SHE WENT TO THE PUC	Hankerson, Juliette
07/08/2002	BILL	in office need \$220.00 to cure her agreement not low income needs \$220.00 to cure crp agreement	Hankerson, Juliette
07/08/2002	BILL	male \$1496.00 monthly income 1. in household need \$220.00 male regular agreement was suppose to pay \$15.00 plus current gas bills puc agreement in april 2002	Hankerson, Juliette
06/28/2002	COLL	refer to off for crp	Hankerson, Juliette
04/09/2002	COL2	cor was upset referred to crp and puc set up per to stop termination for 55 months at \$15 plus current	Hankerson, Juliette
02/14/2002	BILL	cus stated that on 2/19/02 she will make 150.00 payment	Hankerson, Juliette
09/13/2001	BUD1	c/c to set up new payment agreement	Hankerson, Juliette

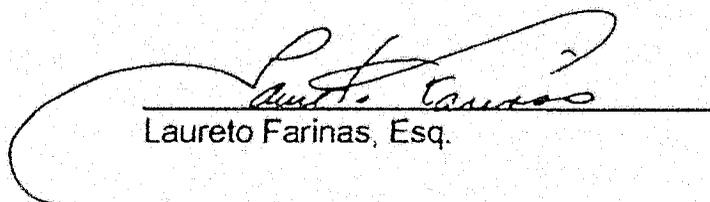
Change Customer Contact...

Launch Related Transaction...

VERIFICATION

I, Laureto Farinas, hereby declare that I am a counsel to the Philadelphia Gas Works; 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, that I expect to be able to prove these at a hearing held in this matter and, that I make this verification subject to the penalties of 18 Pa. C.S. §4904, pertaining to false statements to authorities

Date: March 17, 2003


Laureto Farinas, Esq.

RECEIVED

MAR 17 2003

PA PUBLIC UTILITY COMMISSION
SECRETARY'S BUREAU

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:

Juliette Hankerson-Moore
5734 Malcolm Street
Philadelphia, PA 19143

For Respondent Utility:

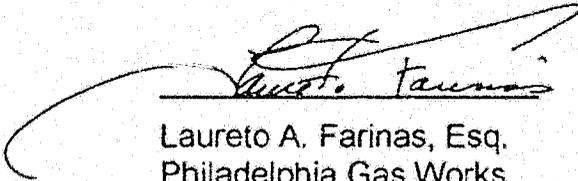
Laureto Farinas, Esq.
Philadelphia Gas Works
800 W. Montgomery Avenue
Philadelphia, PA 19122

March 17, 2003

RECEIVED

MAR 17 2003

PA PUBLIC UTILITY COMMISSION
SECRETARY'S BUREAU


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

June 4, 2003

In Re: Z-01184975

(See attached list)

Juliette Hankerson-Moore v. Philadelphia Gas Works

Requests payment arrangements.

Telephone Hearing Notice

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

Type: Initial telephone hearing
Date: Monday, August 18, 2003
Time: 10:00 a.m.
Presiding: Administrative Law Judge Allison K. Turner
1302 Philadelphia State Office Building
1400 West Spring Garden Street
Philadelphia, PA 19130
Telephone: (215) 560-2105
Fax: (215) 560-3133

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

If you have not provided a current telephone number where you can be reached for participation in the hearing OR YOUR AREA CODE HAS CHANGED, then you must contact the presiding officer at least 7 days before the actual hearing and provide the necessary information.

DOCUMENT
FOLDER

DOCKETED

JUN 10 2003

R/L

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

Juliette Hankerson-Moore	(215) 729-6462
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 Turner
Judy Weaver
Beth Plantz
Docket Section
Calendar File