

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: 06/14/02  
 8. DOCKET NO: Z-01108991 : 9. EFFECTIVE DATE: 00/00/00

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PARTY/COMPLAINANT: BROWN, DOLORES J ROGERS

RESPONDENT/APPLICANT: PHILADELPHIA GAS WORKS

COMP/APP COUNTY: PHILADELPHIA

UTILITY CCDE: 125042

ALLEGATION OR SUBJECT

COMPLAINANT STATES THAT SHE HAS COMPLAINED FOR OVER FIVE YEARS AND THE OLD METER WAS FINALLY REMOVED. SHE WANTS CREDIT FOR THE OVERCHARGES,

DOCUMENT  
FOLDER

**DOCKETED**  
JUN 19 2002

RECEIVED FORMAL COMPLAINT FORM  
Pennsylvania Public Utility Commission

6/19/02

Please Print: 2002 JUN 14 AM 9:29

Z-01108991  
125042

ST 1108991

1. Your Name, Mailing Address and Telephone Number.

Name DOLORES J ROGERS BROWN

ORIGINAL

Street/P.O. Box 1211 MASTER ST Apt.#

City PHILADELPHIA State PA Zip 19122

County DELWA Home Telephone-Area Code (215) 235-3530

Work Telephone-Area Code ( )  
*retired teacher*

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

3. What is your complaint?

THE BILLS ARE TOO HIGH FOR USAGE,  
(THE METER APPARITUS FOR NUMERALS,  
COUNTER AND BATTERY WERE REMOVED  
SATURDAY, THE APPARITUS WAS OLD  
1994 AND THE BATTERY WAS DEAD.

I HAVE COMPLAINED FOR OVER 5 YRS  
THIS IS THE 1ST TIME THE PROCESS HAS  
GOTTEN THIS FAR.

PLEASE ADJUST AND ACCREDIT MY ACC-  
OUNT

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

(-over-)

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

I have (lived in) lived in these homes since the 60's I know usage of bill extend credit to my account, I have been in this area + Lower Merion, North Phila is trees higher.

(I have another home at 1234 Patrick Henry, <sup>Pt</sup> and the occupants have been charged \$5,000 for 2 yrs 7. gas shut off.

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

the company is or it listen

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.

Dolores Rogers Brown

Original Signature of complaining person

6-10-02

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)

PUC  
BUREAU OF  
CONSUMER SERVICES

MAY 13 RECD 2002

Notice to Customer

PHILADELPHIA  
ICU

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 twenty days of this date. April 29, 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:

RECEIVED

MAY 13 2002

Customer name and address

Ms. Dolores Brown

1211 Master Street

Philadelphia, PA 19122

PA PUBLIC UTILITY COMMISSION  
SECRETARY'S BUREAU

(Please correct any mistakes)

1-215-235-3530  
(Area Code) Telephone Number

Dolores J. Rogers Brown  
Signature

Mail this completed form to:

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

FOR OFFICE USE ONLY

BCS Number 1108991

Date of mailing April 29, 2002

Company Philadelphia Gas Works

REVISED 11/97

139

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

(6/19/02)

May 30, 2002

ST 1108991

MS. DOLORES BROWN  
1211 MASTER STREET  
PHILADELPHIA PA 19122

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 June 19, 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

BEFORE THE PENNSYLVANIA PUBLIC UTILITY COMMISSION

DATE SERVED: JUNE 19, 2002

DELORES J. ROGERS BROWN  
Complainant

VS.

PHILADELPHIA GAS WORKS  
Respondent

Complaint Docket  
No: Z-01108991

DOCUMENT  
FOLDER

**DOCKETED**

JUN 19 2002

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,

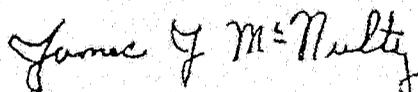
1. You have twenty (20) days from the date on which this complaint is served to either satisfy this complaint or to file with the Secretary of the Pennsylvania Public Utility Commission, P. O. Box 3265, Harrisburg, PA 17120, an answer (original and two copies), in writing, under oath, which, as required 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: JUNE 19, 2002

Z-01108991

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 DELORES J. ROGERS BROWN. 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.

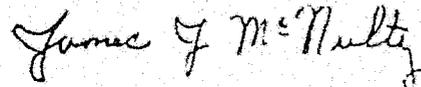
JUNE 19, 2002

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

dbs

**Philadelphia Gas Works**



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

Laureto A. Farnas  
Senior Attorney  
Legal Department  
Direct Dial 215-684-6982  
FAX: 215-684-6798  
E-mail: laureto.farnas@pgworks.com

**ORIGINAL**

**RECEIVED**

July 12, 2002

JUL 12 2002

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

PA PUBLIC UTILITY COMMISSION  
SECRETARY'S BUREAU

RE: Deloris J. Rogers Brown v PGW, Docket No. Z - 01108991

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 amended 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: Deloris J. Rogers Brown  
Anthony Langford

DOCUMENT  
FOLDER

75

RECEIVED

BEFORE THE  
PENNSYLVANIA PUBLIC UTILITY COMMISSION

JUL 12 2002

Delores J. Rogers Brown

v.

Philadelphia Gas Works

:  
:  
:  
:  
:

PA PUBLIC UTILITY COMMISSION  
SECRETARY'S BUREAU  
Docket No. Z - 01108991

Answer Of Philadelphia Gas Works

ORIGINAL

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 admits that it removed the automatic meter reading device ("AMR") from the service address 1211 Master Street as older AMR's are being replaced with AMR's fresh batteries, but the AMR was still transmitting readings. PGW denies that averments contained in Paragraph 3 of the Complaint concerning the accuracy of the bill and meter readings. PGW records indicate that the Complainant's meter test is pending.

PGW records indicate also that since July 1997, PGW has estimated the Complainant's bill on only 5 occasions as shown on the listing of bills and payments which is attached hereto as Exhibit "A".

A gas usage analysis, which is attached hereto as Exhibit "B", shows that the Complainant's usage is consistent with previous periods of comparison although the Complainant's usage has decreased in recent years.

A decision of the Bureau of Consumer Services ("BCS") dated 4/29/02, which is attached hereto as Exhibit "C", found that the Complainant's bills are correct as rendered. The decision also provided payment arrangements on the outstanding balance of \$2,194.25, consisting of the payment of current bills and a payment of \$25 per month for 87 months plus a final payment on arrears of current bill plus \$19.25.

DOCUMENT  
FOLDER

DOCKETED  
JUL 17 2002

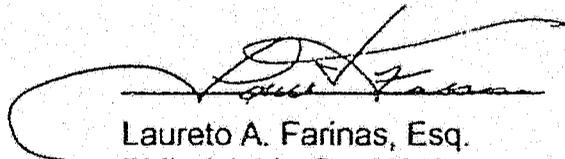
4. Denied. The averments in Paragraph 4 of the Complaint are requests for relief to which no response is required. PGW therefore denies the averments in Paragraph 4.

**Wherefore**, PGW respectfully requests that this Commission find against the Complainant and for Respondent in this matter.

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

Respectfully submitted,

July 12, 2002

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

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

# EXHIBIT A

**BILLS FROM 01/01/1996 TO 07/12/2002**

Account # 4113199213

Customer Name: BROWN, DOLORES R

Customer Address: 1211 W MASTER ST/PHILA, PA

Bill Cycle 06

**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	GRP Monthly Amount	Easyway Current Month	Easyway Curr Amt	Days
9961391183	1717471	06/06/2002	07/08/2002	08/02/2002	5162	5163	15	Regular	\$27.13	No	No	\$0.00	0	\$0.00	32
9961391183	1717471	06/06/2002	07/08/2002	08/02/2002	0	14	15	Regular	\$27.13	No	No	\$0.00	0	\$0.00	32
9961391183	1717471	05/07/2002	06/06/2002	07/02/2002	5140	5162	22	Regular	\$32.82	No	No	\$0.00	0	\$0.00	30
9961391183	1717471	04/08/2002	05/07/2002	06/04/2002	5100	5140	40	Regular	\$46.96	No	No	\$0.00	0	\$0.00	29
9961391183	1717471	03/07/2002	04/08/2002	05/03/2002	4938	5100	162	Regular	\$151.52	No	No	\$0.00	0	\$0.00	32
9961391183	1717471	02/06/2002	03/07/2002	04/03/2002	4751	4938	187	Regular	\$183.33	No	No	\$0.00	0	\$0.00	29
9961391183	1717471	01/08/2002	02/06/2002	03/06/2002	4524	4751	227	Regular	\$239.97	No	No	\$0.00	0	\$0.00	29
9961391183	1717471	12/08/2001	01/08/2002	02/05/2002	4227	4524	297	Regular	\$310.26	No	No	\$0.00	0	\$0.00	33
9961391183	1717471	11/06/2001	12/06/2001	01/04/2002	4064	4227	163	Regular	\$191.89	No	No	\$0.00	0	\$0.00	30
9961391183	1717471	10/09/2001	11/06/2001	12/05/2001	3975	4064	89	Regular	\$112.15	No	No	\$0.00	0	\$0.00	28
9961391183	1717471	09/07/2001	10/09/2001	11/05/2001	3944	3975	31	Regular	\$45.71	No	No	\$0.00	0	\$0.00	32
9961391183	1717471	08/08/2001	09/07/2001	10/04/2001	3931	3944	13	Regular	\$28.96	No	No	\$0.00	0	\$0.00	30
9961391183	1717471	07/10/2001	08/08/2001	09/05/2001	3919	3931	12	Regular	\$27.64	No	No	\$0.00	0	\$0.00	29
9961391183	1717471	06/07/2001	07/10/2001	08/06/2001	3905	3919	14	Regular	\$30.29	No	No	\$0.00	0	\$0.00	33
9961391183	1717471	05/08/2001	06/07/2001	07/05/2001	3889	3905	16	Regular	\$32.95	No	No	\$0.00	0	\$0.00	30
9961391183	1717471	04/06/2001	05/08/2001	06/05/2001	3856	3889	33	Regular	\$55.58	No	No	\$0.00	0	\$0.00	32
9961391183	1717471	03/08/2001	04/06/2001	05/04/2001	3709	3856	147	Regular	\$207.30	No	No	\$0.00	0	\$0.00	29
9961391183	1717471	02/06/2001	03/08/2001	04/03/2001	3487	3709	222	Regular	\$296.34	No	No	\$0.00	0	\$0.00	30
9961391183	1717471	01/08/2001	02/06/2001	03/05/2001	3259	3487	228	Regular	\$300.11	No	No	\$0.00	0	\$0.00	29
9961391183	1717471	12/06/2000	01/08/2001	02/05/2001	2969	3259	290	Regular	\$310.25	No	No	\$0.00	0	\$0.00	33
9961391183	1717471	11/06/2000	12/06/2000	01/05/2001	2803	2969	168	Regular	\$152.17	No	No	\$0.00	0	\$0.00	30
9961391183	1717471	10/05/2000	11/06/2000	12/05/2000	2730	2803	73	Regular	\$64.29	No	No	\$0.00	0	\$0.00	32
9961391183	1717471	09/06/2000	10/05/2000	11/01/2000	2714	2730	16	Regular	\$20.34	No	No	\$0.00	0	\$0.00	29
9961391183	1717471	08/07/2000	09/06/2000	10/02/2000	2699	2714	15	Regular	\$18.57	No	No	\$0.00	0	\$0.00	30
9961391183	1717471	07/07/2000	08/07/2000	09/01/2000	2683	2699	16	Regular	\$20.34	No	No	\$0.00	0	\$0.00	31
9961391183	1717471	06/06/2000	07/07/2000	08/03/2000	2666	2683	17	Regular	\$21.11	No	No	\$0.00	0	\$0.00	31
9961391183	1717471	05/08/2000	06/06/2000	07/05/2000	2640	2666	26	Regular	\$28.05	No	No	\$0.00	0	\$0.00	29
9961391183	1717471	04/07/2000	05/08/2000	06/06/2000	2556	2640	84	Regular	\$72.77	No	No	\$0.00	0	\$0.00	31
9961391183	1717471	03/09/2000	04/07/2000	05/08/2000	2445	2556	111	Regular	\$93.59	No	No	\$0.00	0	\$0.00	29
9961391183	1717471	02/08/2000	03/09/2000	04/06/2000	2283	2445	162	Regular	\$132.92	No	No	\$0.00	0	\$0.00	30

**BILLS FROM 01/01/1996 TO 07/12/2002**

Account #: 4113199213

Customer Name: BROWN, DOLORES R

Customer Address: 1211 W MASTER ST/PHILA, PA

Bill Cycle: 06

**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	Easeway Current Month	Eway Curr Amt	Days
9961391183	1717471	01/10/2000	02/08/2000	03/08/2000	1968	2283	315	Regular	\$250.90	No	No	\$0.00	0	\$0.00	29
9961391183	1717471	12/06/1999	01/10/2000	02/07/2000	1740	1968	228	Regular	\$186.12	No	No	\$0.00	0	\$0.00	35
9961391183	1717471	11/04/1999	12/06/1999	01/05/2000	1601	1740	139	Regular	\$114.57	No	No	\$0.00	0	\$0.00	32
9961391183	1717471	10/05/1999	11/04/1999	12/07/1999	1531	1601	70	Regular	\$61.97	No	No	\$0.00	0	\$0.00	30
9961391183	1717471	09/07/1999	10/05/1999	11/03/1999	1444	1531	87	Regular	\$74.33	No	No	\$0.00	0	\$0.00	28
9961391183	1717471	07/29/1999	09/07/1999	10/05/1999	1440	1444	4	System Estimate	\$11.05	No	No	\$0.00	0	\$0.00	40
9961391183	1717471	07/29/1999	09/07/1999	10/04/1999	1440	1448	8	System Estimate	\$14.10	Yes	No	\$0.00	0	\$0.00	40
9961391183	1717471	07/29/1999	07/28/1999	08/24/1999	1440	1440	0	Regular	\$0.27	No	No	\$0.00	0	\$0.00	1
9961391183	1717471	06/03/1999	07/12/1999	08/23/1999	1447	1584	137	System Estimate	\$114.86	Yes	No	\$0.00	0	\$0.00	39
9961391183	1717471	06/03/1999	07/29/1999	08/23/1999	1447	1600	153	Regular	\$131.58	Yes	No	\$0.00	0	\$0.00	56
9961391183	1717471	04/27/1999	07/29/1999	08/23/1999	1406	1440	34	Regular	\$46.28	No	No	\$0.00	0	\$0.00	93
9961391183	1717471	04/27/1999	06/03/1999	08/23/1999	1406	1447	41	System Estimate	\$37.67	Yes	No	\$0.00	0	\$0.00	38
9961391183	1717471	03/31/1999	04/27/1999	05/26/1999	1335	1406	71	Regular	\$61.73	No	No	\$0.00	0	\$0.00	28
9961391183	1717471	03/03/1999	03/31/1999	04/27/1999	1176	1335	159	Regular	\$133.29	No	No	\$0.00	0	\$0.00	29
9961391183	1717471	02/08/1999	03/03/1999	03/30/1999	1012	1176	164	Regular	\$137.36	No	No	\$0.00	0	\$0.00	26
9961391183	1717471	01/08/1999	02/06/1999	03/05/1999	836	1012	176	Regular	\$149.90	No	No	\$0.00	0	\$0.00	30
9961391183	1717471	12/04/1998	01/08/1999	02/05/1999	582	836	254	Regular	\$221.10	No	No	\$0.00	0	\$0.00	36
9961391183	1717471	11/03/1998	12/04/1998	01/03/1999	454	582	128	Regular	\$113.41	No	No	\$0.00	0	\$0.00	32
9961391183	1717471	10/06/1998	11/03/1998	12/01/1998	391	454	63	Regular	\$57.85	No	No	\$0.00	0	\$0.00	29
9961391183	1717471	09/03/1998	10/06/1998	11/02/1998	364	391	27	Regular	\$27.07	No	No	\$0.00	0	\$0.00	34
9961391183	1717471	08/07/1998	09/03/1998	10/04/1998	345	364	19	Regular	\$20.24	No	No	\$0.00	0	\$0.00	28
9961391183	1717471	07/09/1998	08/07/1998	09/05/1998	328	345	17	Regular	\$18.53	No	No	\$0.00	0	\$0.00	30
9961391183	1717471	06/08/1998	07/09/1998	08/05/1998	307	328	21	Regular	\$21.95	No	No	\$0.00	0	\$0.00	32
9961391183	1717471	05/07/1998	06/08/1998	07/06/1998	278	307	29	Regular	\$28.79	No	No	\$0.00	0	\$0.00	33
9961391183	1717471	04/08/1998	05/07/1998	06/06/1998	234	278	44	Regular	\$41.81	No	No	\$0.00	0	\$0.00	30
9961391183	1717471	03/11/1998	04/08/1998	05/08/1998	104	234	130	Regular	\$115.11	No	No	\$0.00	0	\$0.00	29
9961391183	1717471	02/06/1998	03/11/1998	04/07/1998	9931	104	173	Regular	\$151.87	No	No	\$0.00	0	\$0.00	34
9961391183	1717471	01/07/1998	02/06/1998	03/07/1998	9733	9931	198	Regular	\$173.24	No	No	\$0.00	0	\$0.00	31
9961391183	1717471	12/03/1997	01/07/1998	02/03/1998	9501	9733	232	Regular	\$202.29	No	No	\$0.00	0	\$0.00	36
9961391183	1717471	11/03/1997	12/03/1997	01/03/1998	9317	9501	184	Regular	\$161.27	No	No	\$0.00	0	\$0.00	31
9961391183	1717471	10/03/1997	11/03/1997	12/01/1997	9239	9317	78	Regular	\$70.67	No	No	\$0.00	0	\$0.00	32

**BILLS FROM 01/01/1996 TO 07/12/2002**

Account #: 4113199213

Customer Name: BROWN, DOLORES R

Customer Address: 1211 W MASTER ST/PHILA, PA

Bill Cycle: 06

**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
9961391183	1717471	09/04/1997	10/03/1997	11/02/1997	9204	9239	35	Regular	\$33.92	No	No	\$0.00	0	\$0.00	30
9961391183	1717471	08/07/1997	09/04/1997	10/04/1997	9177	9204	27	Regular	\$27.07	No	No	\$0.00	0	\$0.00	29
9961391183	1717471	07/08/1997	08/07/1997	09/03/1997	9160	9177	17	System Estimate	\$18.53	No	No	\$0.00	0	\$0.00	31
9961391183	1717471	06/06/1997	07/08/1997	08/05/1997	9142	9160	18	Regular	\$19.39	No	No	\$0.00	0	\$0.00	33

# PAYMENTS FROM 01/01/1996 TO 07/12/2002

Account #: 4113199213

Customer Name: BROWN, DOLORES R

Customer Address: 1211 W MASTER ST/PHILA, PA

Bill Cycle: 06

## PAYMENTS

Service Agreement ID	Pay Amount	Pay Date	Pay Status	Late Pay Charge	Utility Type	Grant Type	Pay Source Code
9961391183	\$57.82	06/28/2002	F	\$0.00	G		REM
9961391183	\$100.00	06/03/2002	F	\$0.00	G		REM
9961391183	\$25.00	05/17/2002	F	\$0.00	G		PPC
9961391183	\$100.00	04/08/2002	F	\$0.00	G		REM
9961391183	\$100.00	04/03/2001	F	\$0.00	G		REM
9961391183	\$150.00	01/31/2001	F	\$0.00	G		PPC
9961391183	\$156.48	01/08/2001	F	\$0.00	G		REM
9961391183	\$60.00	12/04/2000	F	\$0.00	G		PPC
9961391183	\$10.71	11/03/2000	F	\$0.00	G		REM
9961391183	\$100.00	10/02/2000	F	\$0.00	G		REM
9961391183	\$100.00	09/05/2000	F	\$0.00	G		REM
9961391183	\$100.00	08/01/2000	F	\$0.00	G		REM
9961391183	\$100.00	07/04/2000	F	\$0.00	G		REM
9961391183	\$100.00	05/30/2000	F	\$0.00	G		PPC
9961391183	\$100.00	04/05/2000	F	\$0.00	G		REM
9961391183	\$100.00	04/05/2000	F	\$0.00	G		PPC
9961391183	\$200.00	02/04/2000	F	\$0.00	G		REM
9961391183	\$200.00	12/28/1999	F	\$0.00	G		PPC
9961391183	\$100.00	10/29/1999	F	\$0.00	G		PPC
9961391183	\$100.00	09/30/1999	F	\$0.00	G		REM
9961391183	\$100.00	09/13/1999	F	\$0.00	G		PPC
9961391183	\$100.00	07/30/1999	F	\$0.00	G		PPC
9961391183	\$103.02	06/30/1999	F	\$0.00	G		REM
9961391183	\$96.98	06/30/1999	F	\$0.00	G		REM
9961391183	\$200.00	06/01/1999	F	\$0.00	G		REM
9961391183	\$50.00	03/30/1999	F	\$0.00	G		REM
9961391183	\$79.00	01/29/1999	F	\$0.00	G		REM
9961391183	\$75.00	10/08/1998	F	\$0.00	G		REM
9961391183	\$100.00	09/01/1998	F	\$0.00	G		REM
9961391183	\$100.00	09/01/1998	F	\$0.00	G		REM
9961391183	\$100.00	09/01/1998	F	\$0.00	G		REM
9961391183	\$100.00	09/01/1998	F	\$0.00	G		REM
9961391183	\$200.00	07/10/1998	F	\$0.00	G		REM
9961391183	\$159.11	06/08/1998	F	\$0.00	G		REM
9961391183	\$65.00	04/06/1998	F	\$0.00	G		REM
9961391183	\$202.29	02/03/1998	F	\$0.00	G		REM
9961391183	\$159.87	12/26/1997	F	\$0.00	G		REM
9961391183	\$73.00	12/04/1997	F	\$0.00	G		REM
9961391183	\$33.00	11/05/1997	F	\$0.00	G		REM
9961391183	\$27.07	10/06/1997	F	\$0.00	G		REM
9961391183	\$18.53	08/13/1997	F	\$0.00	G		REM
9961391183	\$1,460.75	07/30/1997	F	\$0.00	G		REM
9961391183	\$300.00	07/03/1997	F	\$0.00	G		REM
9961391183	\$100.00	06/06/1997	F	\$0.00	G		REM

# EXHIBIT B

Heat & Domestic

NAME ADDRESS PHILA.PA		DELORES BROWN 1211 MASTER ST 19122		GAS USAGE ANALYSIS OF ACCOUNT		NON-HEATING DAILY USAGE 075 (non heating usage / number of days in period)		ACCOUNT # 4113199213	
DATES	METER READINGS	NUMBER OF DAYS	USAGE IN CCF*	DOMESTIC USAGE CCF*	HEAT USAGE	NUMBER DEG DAYS**	C.F.D.D.***		
FROM TO	FROM TO								
07/08/1997 07/09/1998	9160 10328	366	1168	275	894	4011	223		
07/09/1998 07/29/1999	328 1600	385	1272	289	983	3920	251		
07/29/1999 07/07/2000	1600 2863	344	1263	258	1005	3977	253		
07/07/2000 07/10/2001	2863 3905	368	1042	276	766	4511	17.0		

\* 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  
P.O. BOX 3265, HARRISBURG, PA 17105-3265

April 29, 2002

BCS No 1108991

Ms. Dolores Brown  
1211 Master Street  
Philadelphia, PA. 19122

Dear Ms. Brown:

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

If you do not agree with any part of this decision you may appeal it by filing a formal complaint. You can do this by completing the attached Request for Formal Complaint Forms. Return this form to the Public Utility Commission, and the formal complaint forms will be mailed to you. If you wish to appeal, you must return this form to the Public Utility Commission by the date shown on the form. Your complaint will be assigned to an Administrative Law Judge, and a hearing date will be assigned.

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 me directly at (215) 644-0692.

Sincerely,

A handwritten signature in cursive script, appearing to read 'Derrick Thomas', written over a horizontal line.

Mr. Derrick Thomas  
Utility Complaint Investigator

**BEFORE THE PENNSYLVANIA PUBLIC UTILITY COMMISSION**

Ms Dolores Brown  
1211 Master Street  
Philadelphia, PA 19122

Philadelphia Gas Works  
v. 800 W Montgomery Avenue  
Philadelphia, PA 19122

Case Number 1108991

Account Number 4113199213

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**Decision On Informal Complaint by the Bureau of Consumer Services:**

**Statement of Complaint:**

- (1) The customer states her bills are excessively high and she was out of the country on the following months. June 5, 2001 to September 5, 2001 and October 5, 2001 to January 5, 2002

**Investigation by Staff of the Bureau of Consumer Services Revealed:**

- (1) The customer's gas service at 1211 Master Street was established on October 12, 1994
- (2) All of the customer's bills were based on actual meter readings each month
- (3) The customer's residence is equipped with an AMR automatic meter reading device
- (4) PGW performed a usage analysis on the customer's property and the analysis shows that the customer's consumption is in line with previous years. See attached usage analysis.
- (5) As of the date of this decision the customer's outstanding balance is \$2,194.25

**Based On These Findings, The Bureau of Consumer Services Concludes:**

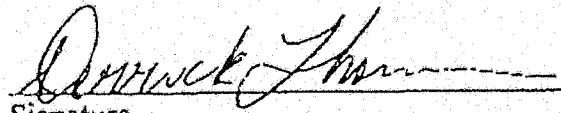
- (1) The customer's bills are correct as rendered
- (2) The customer may have her meter tested by contacting Philadelphia City Meter Test at 800 W Montgomery Avenue second floor Philadelphia, PA 19122. There is a \$25.00 fee to the customer for this test.

**Therefore It Is Decided:**

- (1) The customer is responsible for the outstanding balance of \$2,194.25, which accrued in her name at 1211 Master Street Philadelphia, PA 19122
- (2) The customer shall pay the outstanding balance of \$2,194.25 in installments of \$25.00 per month for 87 months and \$19.25 for one month toward the arrears, plus the current bills by each month's due date beginning in May 2002
- (3) PGW shall not assess any late payment charges on this outstanding balance, so long as the customer complies with the terms of this decision.

(4) The informal complaint of Dolores Brown is dismissed

Date April 29, 2002



Signature

Mr. Derrick Thomas  
Utility Complaint Investigator  
Bureau of Consumer Services  
PA Public Utility Commission

**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 twenty days of this date: April 29, 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: Ms. Dolores Brown  
1211 Master Street  
Philadelphia, PA 19122

(Please correct any mistakes.)

\_\_\_\_\_  
(Area Code) Telephone Number

\_\_\_\_\_  
Signature

Mail this completed form to:

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

<b>FOR OFFICE USE ONLY</b>	
BCS Number	1108991
Company	Philadelphia Gas Works
Date of mailing:	April 29, 2002

VERIFICATION

I, Anthony Langford, hereby declare that I am a Customer Review Officer 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: July 12, 2002

\_\_\_\_\_  
Anthony Langford

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:

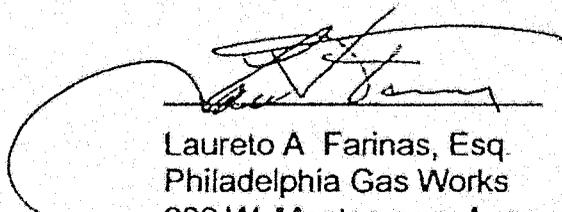
For Complainant:

Delores J. Rogers Brown  
1211 Master Street  
Philadelphia, PA 19122

ORIGINAL

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

July 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

July 25, 2002

In Re: Z-01108991

(See attached list)

Dolores J. Rogers Brown v. Philadelphia Gas Works

Disputing high bills because of faulty meter.

Hearing Notice

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

Type: Initial hearing

Date: Wednesday, September 25, 2002

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 Marlane R. Chestnut  
1302 Philadelphia State Office Building  
1400 West Spring Garden Street  
Philadelphia, PA 19130  
Telephone: (215) 560-2105  
Fax: (215) 560-3133

DOCUMENT  
FOLDER

DOCKETED  
JUL 25 2002

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.

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 Chestnut  
Judy Weaver, Scheduling Officer  
Beth Plantz  
Docket Section  
Calendar File