

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: 05/04/05
8. DOCKET NO: Z-01635225	:	9. EFFECTIVE DATE: 00/00/00

PARTY/COMPLAINANT: CROSS, RICKIE B.

RESPONDENT/APPLICANT: PHILADELPHIA GAS WORKS

COMP/APP COUNTY: PHILADELPHIA

UTILITY CODE: 125042

ALLEGATION OR SUBJECT

COMPLAINANT STATES HE WAS OVERCHARGED ON A BILL AND COMPANY STATED IT WAS BECAUSE HE WAS UNDERCHARGED FOR A YEAR. COMPLAINANT WANTS THE PUC TO LOOK INTO THE MATTER AS TO WHETHER THESE CHARGES ARE CORRECT.

DOCKETED
JUL 05 2005

DOCUMENT
FOLDER

Z-011635225
125042

Must be returned by MAY 17, 2005

PENNSYLVANIA PUBLIC UTILITY COMMISSION

Formal Complaint Form

ORIGINAL

Please print or type.

1. CUSTOMER NAME (COMPLAINANT)

Your name, mailing address, county, telephone number, utility account number and service address:

Name RICKIE B CROSS

Street/P.O. Box 342 E. CHURCH LANE Apt # _____

City PHILA State PA Zip 19144

County PHILA

Area Code/HOME Phone 215 438 1892

Area Code/WORK Phone 215 685 8072

Utility Account Number 2111798465
(from your bill)

If your complaint involves utility service provided to a different address than your mailing address, please list this information below.

Name _____

Street/P.O. Box _____

City _____ State _____ Zip _____

2. UTILITY NAME (RESPONDENT)

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

W

3. TYPE OF UTILITY (check one)

ELECTRIC

STEAM HEAT

GAS

WASTE WATER

WATER

MOTOR CARRIER

(taxi, moving company, limousine)

TELEPHONE

(local, long distance)

4. COMPLAINT (check one)

A. In general, what is your complaint?

I want to oppose the company's proposed rate increase.

There are incorrect charges on my bill. *OVERCHARGED*

There is a reliability, safety or quality problem with my utility service.

I received a notice that my utility service is being terminated.

I would like a payment agreement.

Other.
(explain)

B. State the facts of your complaint.

Include any specific dates, times or places that are important. If the complaint is about a bill, tell us about any charges that you believe are not correct. Use additional paper if you need more space. Provide copies of all relevant documents you believe will support your complaint.

Two years ago my ~~old~~ METER was Replaced, my bill was approx. \$1,000 dollars & I worked to get it down to about over \$300 dollars, & as soon as I was about to pay the balance, P.g.w. sent me a bill of over \$2,000 dollars. They said I was under charged and I was outraged. They said I was under charged for over a year, & that can't be because I was struggling to keep this high bill down.

5.- RELIEF

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

TO LOOK AT MY OLD METER & MY SO CALLED
USAGE OF OVER \$2000 OF POWER THEY
PUT ON MY BILL.

I TRULY THINK THIS SYSTEM IS TO KEEP
US IN THE RED!

6. PROTECTION FROM ABUSE

Answer the following question if your complaint is against a natural gas distribution company, an electric distribution company or a water company AND your complaint is about a billing problem, an application for service problem, a termination of service problem or a request for a payment agreement.

Has a court granted a "Protection from Abuse" order for your personal safety?

YES

NO

7. PRIOR UTILITY CONTACT

Answer the following question only if you are a residential customer and your complaint is against an electric distribution utility, natural gas distribution utility or a water distribution utility.

Have you spoken to a utility company representative about this complaint?

YES
(includes appeals of BCS determinations)

NO

If you tried to, but could not speak to a utility company representative about your complaint, please explain why.

8. VERIFICATION AND SIGNATURE

You must print or type your name below on the line provided for the verification paragraph, and you must sign and date (in ink) this form on the lines provided.

Verification: I RICKIE CROSS, hereby state that the facts above set forth are true and correct (or are true and correct to the best of my knowledge, information and belief) and that I expect to be able to prove the same at a hearing held in this matter. I understand that the statements herein are made subject to the penalties of 18 Pa. C.S. § 4904 (relating to unsworn falsification to authorities).

[Signature] (Signature) APRIL 30 2005 (Date)

9. LEGAL REPRESENTATION (IF ANY)

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 _____

10. FILING

Please return the completed form to one of the addresses listed below:

If using U.S. Postal Service:

If using overnight delivery service:

Secretary Pennsylvania Public Utility Commission P.O. Box 3265 Harrisburg, PA 17105	Secretary Pennsylvania Public Utility Commission 400 North Street Commonwealth Keystone Building, 2 nd Floor Harrisburg, Pennsylvania 17120
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Facsimiles and/or electronic filings of the complaint form will not be accepted.

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

Keep a copy of your complaint for your records.

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

Timely

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 2/28/2005. 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.)

RICKIE CROSS
342 E CHURCH LANE
PHILADELPHIA PA 19144

215 4381892
(Area Code) Telephone Number

Rickie B. Cross
Signature

Mail this completed form to:

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

ST Number:	1635225	Date of mailing:	2/28/2005
Company:	PHILADELPHIA GAS WORKS		

RECEIVED
05 MAR - 7 AM 9:45
PA.P.U.C.
SECRETARY'S BUREAU
REVISED 12/97



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

IN REPLY PLEASE
REFER TO OUR FILE

APRIL 27, 2005

ST1635225

RICKIE CROSS
342 E CHURCH LANE
PHILADELPHIA PA 19144

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 May 17, 2005 to the address listed below:

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

While you wait for us to reach a decision on your complaint, you must pay all undisputed bills (ones that are not a part of your complaint). As long as you pay all undisputed bills and return these formal complaint forms to us on time, the company is not permitted to terminate your service.

Commission Procedures for Formal Complaints

- We send a copy of this letter to the company so they know you are appealing the Bureau of Consumer Services' decision;
- We also send the company a copy of your completed formal complaint forms. Once they receive it, they have 20 days to send us an answer to your complaint. The company will send you a copy of their answer.

- Once we receive all the paperwork, we usually will schedule your hearing before an Administrative Law Judge.
- We will notify both you and the company by mail when the hearing date is set.
- If you cannot travel to your hearing, you can request that the hearing be held by phone. This is called a telephonic hearing. If we can, we will schedule a telephonic hearing for you.
- We will most likely schedule your hearing sometime within three months after you file your complaint forms. If you know of certain dates when you will not be available for a hearing, let us know when you file your forms. We will try to work around your schedule.
- **If you cannot attend the hearing on the scheduled date, you must request a different time or date. You should request the change at least 5 days before your hearing by writing to:**

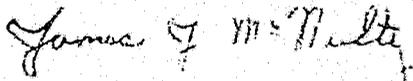
Office of Administrative Law Judge
Public Utility Commission
P.O. Box 3265
Harrisburg, PA 17105-3265

YOU SHOULD INCLUDE YOUR DAYTIME TELEPHONE NUMBER IN YOUR LETTER. DEPENDING ON YOUR REASON FOR NOT BEING ABLE TO ATTEND THE SCHEDULED HEARING, YOUR REQUEST TO CHANGE THE HEARING MAY OR MAY NOT BE APPROVED. WE WILL LET YOU KNOW OUR DECISION ON YOUR REQUEST FOR CHANGING THE HEARING DATE BEFORE THE DATE OF THE HEARING.

YOU MUST ATTEND SCHEDULED HEARINGS IN PERSON OR BY PHONE. IF YOU DO NOT ATTEND, YOUR COMPLAINT MAY BE DISMISSED (THROWN OUT).

If you have any questions about the complaint process, please call the Bureau of Consumer Services, toll free, at 1-800-782-1110.

Very truly yours,



James J. McNulty
Secretary

DDI

cc: Philadelphia Gas Works

BEFORE THE PENNSYLVANIA PUBLIC UTILITY COMMISSION

DATE SERVED: July 5, 2005

DOCUMENT
FOLDER

RICKIE B. CROSS
Complainant

VS.

PHILADELPHIA GAS WORKS
Respondent

Complaint Docket
No: Z-01635225

JUL 05 2005

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,

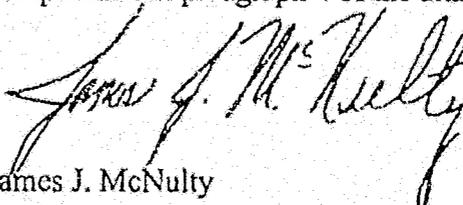
1. You have twenty (20) days from the date on which this complaint is served to either satisfy this complaint or to file with the Secretary of the Pennsylvania Public Utility Commission, P. O. Box 3265, Harrisburg, PA 17105-3265, an answer (original and three copies), in writing, under oath, which, as 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: July 5, 2005

Z-01635225

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 RICKIE B. CROSS. 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.

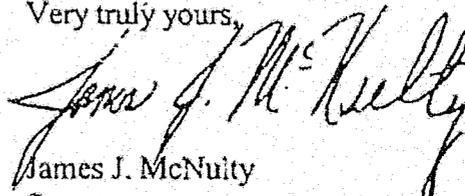
July 5, 2005

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

jch

Philadelphia Gas Works
600 West Montgomery Avenue, Philadelphia, PA 19122



ORIGINAL

Mary M. Chan, Paralegal
Legal Department
Direct Dial: (215) 684-6830
Fax: (215) 684-6768
E-mail: mary.chan@pgworks.com

July 25, 2005

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

Z-01635225

RE: Rickie Cross vs. PGW, Docket No.: ~~Z-01695225~~

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 do not hesitate to contact me at my direct-dial number above. Thank you for your assistance in this matter.

Sincerely,

A handwritten signature in black ink, appearing to be the initials "M" followed by a long horizontal stroke.

Enclosure

cc: Rickie Cross
Susan Kelly

DOCUMENT
FOLDER

18

BEFORE THE
PENNSYLVANIA PUBLIC UTILITY COMMISSION

Rickie B. Cross

v.

Philadelphia Gas Works

:
:
:
:
:

Docket No.: ~~Z-01695225~~

Z-01635225

Answer of the Philadelphia Gas Works PAF

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. Admitted.
4. (a-b) Denied. PGW denies the averments contained in this paragraph concerning the Complainant's bills, and all other averments that are conclusions. The Complainant's bills are correct as rendered. The Complainant's bills are based on actual gas usage to 342 E. Church Lane (Service Address). The Complainant's current arrears on the PGW gas account is \$3,554.12 as shown on the statement of accounts, which is attached hereto as Exhibit "A". The Complainant's gas service was terminated due to non payment.

Pursuant to the Bureau of Consumer Services (BCS) decision dated June 21, 2005, the Complainant is ineligible for a payment arrangement to restore services. A copy of the BCS decision is attached hereto as Exhibit "B".

DOCUMENT
FOLDER

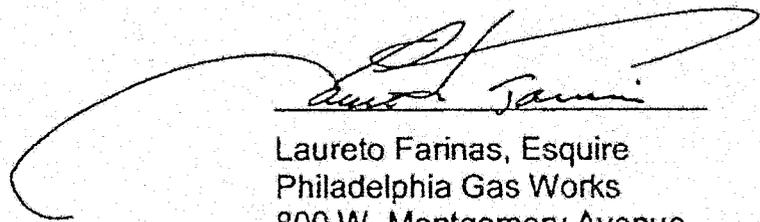
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JUL 27 2005

5. Denied. The averments in Paragraph 5 of the Complaint are requests for relief to which no response is required. PGW therefore denies the averments in this paragraph.
6. Admitted.
7. Admitted.

Wherefore, PGW respectfully requests that this Commission find against the Complainant, and affirm the BCS decision in this matter. PGW requests that, the Commission enter an Interim Order directing the Complainant to make payment of the current bill during the pendency of the hearing in this matter. PGW further requests that the Interim Order directing payment authorize PGW to terminate service if the Complainant fails to comply with that Interim Order.

Respectfully submitted,

July 25, 2005



Laureto Farinas, Esquire
Philadelphia Gas Works
800 W. Montgomery Avenue
Philadelphia, PA 19122
(215) 684-6982

EXHIBIT A

HISTORY REQUEST REPORT FOR ACCOUNT # 2111798465 AND SA # 9961154969 AS OF 07/14/2005

Account # 2111798465	SA # 9961154969	Bill Cycle 03	Rate Class GS	Phone # 4381892(215)
Name: CROSS, RICKIE B				
Pay Agreement Indicator: N	Easyway Indicator	Address: 342 E CHURCH LN PHILA, PA		
Blocker Start Date: 20050708	Blocker End Date: 20070708	Meter # 1757026		
Pay Agreement Indicator: N	Easyway Indicator	CRP Status:		

Bill Date	Item Type	Current Amt.	Total Amt.	Plus Amt.	Segment Start Date	Segment End Date	Read Code	End Read	Current Balance	Usage	Meter #
01/01/1996	CONVRC	\$663.89	(\$91.13)	(\$91.13)							
01/02/1996	CONVBL	\$26.79	\$404.30	\$404.30							
06/06/1997	DEPINT	\$0.00	(\$0.39)	(\$0.39)							
06/06/1997	DEPPER	\$0.00	(\$116.00)	(\$116.00)							
06/20/1997	PAY	(\$163.00)	(\$163.00)	\$0.00							
07/02/1997	BILL	\$41.34	\$41.34	\$0.00	05/05/1997	07/02/1997	R	2715	\$41.34	39	1785042
07/07/1997	LPC	\$13.39	\$13.39	\$13.39							
07/25/1997	PAY	(\$249.34)	(\$249.34)	\$0.00							
08/04/1997	BILL	\$19.39	\$19.39	\$0.00	07/02/1997	08/04/1997	R	2733	\$19.39	18	1785042
08/05/1997	LPC	\$5.18	\$5.18	\$5.18							
08/25/1997	PAY	(\$182.39)	(\$182.39)	\$0.00							
09/02/1997	BILL	\$16.82	\$16.82	\$0.00	08/04/1997	09/02/1997	R	2748	\$16.82	15	1785042
09/03/1997	LPC	\$1.91	\$1.91	\$1.91							
09/12/1997	PAY	(\$179.41)	(\$179.41)	\$0.00							
09/30/1997	BILL	\$21.95	\$21.95	\$0.00	09/02/1997	09/30/1997	R	2769	\$21.95	21	1785042
10/10/1997	PAY	(\$21.95)	(\$21.95)	\$0.00							
10/24/1997	SERCHG	\$0.00	\$50.00	\$50.00							
10/30/1997	BILL	\$73.23	\$73.23	\$0.00	09/30/1997	10/30/1997	R	2850	\$73.23	81	1785042
11/21/1997	PAY	(\$123.23)	(\$123.23)	\$0.00							
12/01/1997	BILL	\$185.20	\$185.20	\$0.00	10/30/1997	12/01/1997	R	3062	\$185.20	212	1785042
12/19/1997	PAY	(\$185.20)	(\$185.20)	\$0.00							
01/02/1998	BILL	\$228.80	\$228.80	\$0.00	12/01/1997	01/02/1998	R	3325	\$228.80	263	1785042
02/02/1998	PAY	(\$200.00)	(\$200.00)	\$0.00							
02/03/1998	BILL	\$181.79	\$181.79	\$0.00	01/02/1998	02/03/1998	R	3533	\$181.79	208	1785042
02/05/1998	LPC	\$0.38	\$0.38	\$0.38							
02/23/1998	PAY	(\$200.00)	(\$200.00)	\$0.00							
03/06/1998	BILL	\$169.82	\$169.82	\$0.00	02/03/1998	03/06/1998	R	3727	\$169.82	194	1785042
03/09/1998	LPC	\$0.14	\$0.14	\$0.14							

Account # 211798465
 Name: CROSS, RICKIE B
 SA # 996115496 / Bill Cycle 03
 Address: 342 E CHURCH LN PHILA, PA
 Phone # 4381892(215)
 Rate Class GS
 Easyway indicator
 CRP Status
 Blocker Start Date 20050706
 Blocker End Date 20070708
 Meter # 1767026

Van Date	Van Type	Current Amt	Original Amt	Acct Amt	Segment Start Date	Segment End Date	Read Code	End Read	Current Balance	Usage	Meter #
04/03/1998	BILL	\$157.00	\$157.00	\$0.00	03/06/1998	04/03/1998	R	3906	\$157.00	179	1785042
04/07/1998	LPC	\$2.08	\$2.08	\$2.08							
04/17/1998	PAY	(\$150.00)	(\$150.00)	\$0.00							
05/04/1998	PAY	(\$100.00)	(\$100.00)	\$0.00							
05/04/1998	BILL	\$45.88	\$45.88	\$0.00	04/03/1998	05/04/1998	R	3955	\$45.88	49	1785042
05/06/1998	LPC	\$1.15	\$1.15	\$1.15							
06/03/1998	BILL	\$24.52	\$24.52	\$0.00	05/04/1998	06/03/1998	R	3979	\$24.52	24	1785042
06/05/1998	LPC	\$1.68	\$1.68	\$1.68							
06/29/1998	PAY	(\$100.00)	(\$100.00)	\$0.00							
07/07/1998	BILL	\$21.09	\$21.09	\$0.00	06/03/1998	07/07/1998	R	3999	\$21.09	20	1785042
07/07/1998	LPC	\$0.88	\$0.88	\$0.88							
08/04/1998	BILL	\$16.82	\$16.82	\$0.00	07/07/1998	08/04/1998	R	4014	\$16.82	15	1785042
08/05/1998	DEPINT	\$0.00	(\$14.55)	(\$14.55)							
08/05/1998	DEAPL	\$0.00	\$232.00	\$232.00							
08/05/1998	INTREF	\$0.00	\$14.94	\$14.94							
08/07/1998	PAY	(\$80.00)	(\$80.00)	\$0.00							
09/01/1998	BILL	\$13.40	\$13.40	\$0.00	08/04/1998	09/01/1998	R	4025	\$13.40	11	1785042
09/09/1998	REFUND	\$0.00	\$211.51	\$211.51							
10/01/1998	BILL	\$15.97	\$15.97	\$0.00	09/01/1998	10/01/1998	R	4039	\$15.97	14	1785042
10/16/1998	PAY	(\$15.97)	(\$15.97)	\$0.00							
10/30/1998	BILL	\$35.62	\$35.62	\$0.00	10/01/1998	10/30/1998	R	4076	\$35.62	37	1785042
11/30/1998	PAY	(\$35.62)	(\$35.62)	\$0.00							
12/01/1998	BILL	\$83.49	\$83.49	\$0.00	10/30/1998	12/01/1998	R	4169	\$83.49	93	1785042
01/05/1999	BILL	\$214.26	\$214.26	\$0.00	12/01/1998	01/05/1999	R	4415	\$214.26	246	1785042
01/06/1999	LPC	\$1.20	\$1.20	\$1.20							
01/07/1999	PAY	(\$83.49)	(\$83.49)	\$0.00							
01/25/1999	PAY	(\$150.00)	(\$150.00)	\$0.00							
02/03/1999	BILL	\$195.64	\$195.64	\$0.00	01/05/1999	02/03/1999	R	4645	\$195.64	230	1785042
02/26/1999	BILL	\$153.62	\$153.62	\$0.00	02/03/1999	02/26/1999	R	4829	\$153.62	184	1785042
03/01/1999	LPC	\$0.62	\$0.62	\$0.62							
03/05/1999	PAY	(\$150.00)	(\$150.00)	\$0.00							
03/26/1999	BILL	\$161.75	\$161.75	\$0.00	02/26/1999	03/26/1999	R	5023	\$161.75	194	1785042
03/26/1999	PAY	(\$160.00)	(\$160.00)	\$0.00							

Account # 2111798465

SA # 9961154969

Bill Cycle 03

Rate Class GS

Phone # 4381892(215)

Name: CROSS, RICKIE B

Address: 342 E CHURCH LN PHILA, PA

Pay Agreement Indicator N

Easyway Indicator

CRP Status

Blocker Start Date 20050708

Blocker End Date 20070708

Meter # 1767026

Tran Date	Tran Type	Current Amt	Diff Amt	Advs Amt	Section Start Date	Section End Date	Read Code	End Read	Current Salary	Usage	Meter #
04/22/1999	BILL	\$31.65	\$31.65	\$0.00	03/26/1999	04/22/1999	R	5057	\$31.65	34	1785042
04/26/1999	LPC	\$1.17	\$1.17	\$1.17							
06/03/1999	BILL	\$22.89	\$22.89	\$0.00	04/22/1999	06/03/1999	R	5080	\$22.89	23	1785042
06/03/1999	LPC	\$5.16	\$5.16	\$5.16							
06/15/1999	PAY	(\$188.75)	(\$188.75)	\$0.00							
07/07/1999	BILL	\$20.20	\$20.20	\$0.00	06/03/1999	07/07/1999	R	5096	\$161.08	16	1785042
07/11/1999	LPC	\$1.67	\$1.67	\$1.67							
08/03/1999	BILL	\$15.62	\$15.62	\$0.00	07/07/1999	08/03/1999	Y	5106	\$178.69	10	1785042
08/07/1999	LPC	\$1.99	\$1.99	\$1.99							
09/01/1999	BILL	\$18.68	\$18.68	\$0.00	08/03/1999	09/01/1999	R	5120	\$199.55	14	1785042
09/03/1999	LPC	\$2.18	\$2.18	\$2.18							
10/01/1999	BILL	\$17.91	\$17.91	\$0.00	09/01/1999	10/01/1999	R	5133	\$68.07	13	1785042
10/02/1999	PAY	(\$150.00)	(\$150.00)	\$0.00							
10/10/1999	LPC	\$0.61	\$0.61	\$0.61							
11/02/1999	BILL	\$34.69	\$34.69	\$0.00	10/01/1999	11/02/1999	R	5168	\$103.60	35	1785042
11/02/1999	BILL	\$34.69	\$34.69	\$0.00	10/01/1999	11/02/1999	R	5168	\$0.00	35	1785042
11/05/1999	CANB	(\$34.69)	(\$34.69)	\$0.00							
11/05/1999	LPC	\$0.84	\$0.84	\$0.84							
11/29/1999	PAY	(\$80.00)	(\$80.00)	\$0.00							
12/01/1999	BILL	\$63.71	\$63.71	\$0.00	11/02/1999	12/01/1999	R	5241	\$87.60	73	1785042
12/06/1999	LPC	\$0.29	\$0.29	\$0.29							
12/28/1999	PAY	(\$70.00)	(\$70.00)	\$0.00							
01/04/2000	BILL	\$151.39	\$151.39	\$0.00	12/01/1999	01/04/2000	R	5424	\$169.21	183	1785042
01/07/2000	LPC	\$0.22	\$0.22	\$0.22							
01/18/2000	PAY	(\$150.00)	(\$150.00)	\$0.00							
02/04/2000	BILL	\$260.93	\$260.93	\$0.00	01/04/2000	02/04/2000	R	5752	\$280.14	328	1785042
03/06/2000	BILL	\$173.02	\$173.02	\$0.00	02/04/2000	03/06/2000	R	5966	\$453.16	214	1785042
03/18/2000	PAY	(\$200.00)	(\$200.00)	\$0.00							
04/04/2000	BILL	\$83.57	\$83.57	\$0.00	03/06/2000	04/04/2000	R	6084	\$336.73	98	1785042
05/04/2000	BILL	\$41.93	\$41.93	\$0.00	04/04/2000	05/04/2000	R	6108	\$378.66	44	1785042
06/02/2000	BILL	\$20.34	\$20.34	\$0.00	05/04/2000	06/02/2000	R	6124	\$404.67	16	1785042
06/06/2000	LPC	\$5.67	\$5.67	\$5.67							
06/08/2000	COLFEE	\$10.00	\$10.00	\$10.00							

Account # 211798465 SA # 9961154969

Bill Cycle 03 Rate Class GS

Phone # 4381892(215)

Name: CROSS, RICKIE B Address: 342 E CHURCH LN/PHILA, PA

Easyway Indicator: CRP Status

Blocker Start Date: 20050708 Blocker End Date: 20070708 Meter # 1767026

Tab Date	Pay	Student Amt	Adj	Admitt	Segment	Segment	Start Date	End Date	Read Code	Surant	Surant	Surant	Mater #
		(\$150.00)	(\$150.00)										
06/12/2000	PAY	\$17.26	\$17.26	\$0.00			07/03/2000		R	6136	\$285.11	12	1785042
07/03/2000	BILL	\$3.18	\$3.18	\$0.00			08/02/2000		R	6151	\$308.20	15	1785042
07/07/2000	LPC	\$19.57	\$19.57	\$0.00			08/31/2000		R	6163	\$329.98	12	1785042
08/02/2000	BILL	\$3.52	\$3.52	\$0.00			10/02/2000		R	6179	\$355.10	16	1785042
08/04/2000	LPC	\$17.26	\$17.26	\$0.00			11/01/2000		R	6201	\$385.15	22	1785042
08/31/2000	LPC	\$4.52	\$4.52	\$0.00									
09/03/2000	BILL	\$20.34	\$20.34	\$0.00			12/01/2000		R	6267	\$308.33	66	1785042
10/02/2000	LPC	\$4.78	\$4.78	\$0.00			01/03/2001		R	6582	\$476.39	315	1785042
11/01/2000	BILL	\$24.97	\$24.97	\$0.00			02/01/2001		R	6796	\$758.56	214	1785042
11/03/2000	LPC	\$5.08	\$5.08	\$0.00			03/05/2001		R	6994	\$1,022.34	198	1785042
11/08/2000	COLFEE	\$10.00	\$10.00	\$0.00			04/03/2001		R	7172	\$981.73	178	1785042
11/10/2000	PAY	(\$150.00)	(\$150.00)	\$0.00			05/03/2001		R	7233	\$1,089.13	61	1785042
12/01/2000	BILL	\$63.18	\$63.18	\$0.00			06/04/2001		R	7252	\$876.07	19	1785042
12/18/2000	PAY	(\$153.18)	(\$153.18)	\$0.00			07/05/2001		R	7268	\$759.02	16	1785042
01/03/2001	BILL	\$321.24	\$321.24	\$0.00			08/03/2001		R	7282	\$789.31	14	1785042
02/01/2001	BILL	\$282.17	\$282.17	\$0.00			09/04/2001		R	7297	\$820.93	15	1785042
03/05/2001	BILL	\$263.78	\$263.78	\$0.00			10/03/2001		R	7311	\$708.03	14	1785042
03/19/2001	PAY	(\$300.00)	(\$300.00)	\$0.00									
04/03/2001	BILL	\$248.56	\$248.56	\$0.00									
04/05/2001	LPC	\$10.83	\$10.83	\$10.83									
05/03/2001	BILL	\$92.84	\$92.84	\$0.00									
05/05/2001	LPC	\$14.56	\$14.56	\$14.56									
05/25/2001	PAY	(\$250.00)	(\$250.00)	\$0.00									
06/04/2001	BILL	\$36.94	\$36.94	\$0.00									
06/25/2001	PAY	(\$150.00)	(\$150.00)	\$0.00									
07/05/2001	BILL	\$32.95	\$32.95	\$0.00									
08/03/2001	BILL	\$30.29	\$30.29	\$0.00									
09/04/2001	BILL	\$31.62	\$31.62	\$0.00									
09/06/2001	PAY	(\$150.00)	(\$150.00)	\$0.00									
10/03/2001	BILL	\$27.04	\$27.04	\$0.00									
10/05/2001	LPC	\$10.06	\$10.06	\$10.06									
10/13/2001	PAY	(\$150.00)	(\$150.00)	\$0.00									

Account # 211798465

SA # 9961154969

Bill Cycle 03

Rate Class GS

Phone # 4381892(215)

Name: CROSS, RICKIE B

Address: 342 E CHURCH LN PHILA, PA

Pay Agreement Indicator N

Easyway Indicator

CRP Status

Blocker Start Date 20050708

Blocker End Date 20070708

Meter # 1767026

Seq	Date	Pay	Yrs	Current Amt	Adj	Adjust Amt	Segment Start Date	Segment End Date	Read Code	End Read	Current Balance	Usage	Meter #
11/01/2001	BILL	\$27.67		\$27.67	\$0.00	\$0.00	10/03/2001	11/01/2001	R	7325	\$594.07	14	1785042
11/03/2001	LPC	\$8.37		\$8.37	\$6.37	\$0.00							
12/03/2001	BILL	\$35.45		\$35.45	\$0.00	\$0.00	11/01/2001	12/03/2001	R	7346	\$638.30	21	1785042
12/05/2001	LPC	\$8.78		\$8.78	\$8.78	\$0.00							
01/03/2002	BILL	\$35.10		\$35.10	\$0.00	\$0.00	12/03/2001	01/03/2002	R	7369	\$682.71	23	1785042
01/05/2002	LPC	\$9.31		\$9.31	\$9.31	\$0.00							
02/01/2002	BILL	\$47.15		\$47.15	\$0.00	\$0.00	01/03/2002	02/01/2002	R	7404	\$739.70	35	1785042
02/05/2002	LPC	\$9.84		\$9.84	\$9.84	\$0.00							
03/04/2002	BILL	\$184.51		\$184.51	\$0.00	\$0.00	02/01/2002	03/04/2002	R	7579	\$934.76	175	1785042
03/06/2002	LPC	\$10.55		\$10.55	\$10.55	\$0.00							
04/03/2002	BILL	\$129.13		\$129.13	\$0.00	\$0.00	03/04/2002	04/03/2002	R	7715	\$1,063.89	136	1785042
04/08/2002	PAY	(\$255.00)		(\$255.00)	\$0.00	\$0.00							
05/02/2002	BILL	\$45.76		\$45.76	\$0.00	\$0.00	04/03/2002	05/02/2002	R	7752	\$854.65	37	1785042
06/03/2002	BILL	\$29.84		\$29.84	\$0.00	\$0.00	05/02/2002	06/03/2002	R	7771	\$884.49	19	1785042
07/02/2002	BILL	\$29.15		\$29.15	\$0.00	\$0.00	06/03/2002	07/02/2002	R	7788	\$913.64	17	1785042
07/26/2002	PAY	(\$200.00)		(\$200.00)	\$0.00	\$0.00							
08/01/2002	BILL	\$29.15		\$29.15	\$0.00	\$0.00	07/02/2002	08/01/2002	Y	7805	\$742.79	17	1785042
08/19/2002	PAY	(\$70.00)		(\$70.00)	\$0.00	\$0.00							
08/30/2002	BILL	\$26.12		\$26.12	\$0.00	\$0.00	08/01/2002	08/30/2002	Y	7819	\$698.91	14	1785042
09/23/2002	PAY	(\$67.00)		(\$67.00)	\$0.00	\$0.00							
10/01/2002	BILL	\$27.76		\$27.76	\$0.00	\$0.00	08/30/2002	10/01/2002	Y	7834	\$659.67	15	1785042
10/21/2002	PAY	(\$68.00)		(\$68.00)	\$0.00	\$0.00							
10/31/2002	BILL	\$43.56		\$43.56	\$0.00	\$0.00	10/01/2002	10/31/2002	Y	7864	\$635.23	30	1785042
11/18/2002	PAY	(\$84.00)		(\$84.00)	\$0.00	\$0.00							
12/03/2002	BILL	\$100.57		\$100.57	\$0.00	\$0.00	10/31/2002	12/03/2002	Y	7849	\$651.80	85	1785042
12/03/2002	BILL	\$99.20		\$99.20	\$0.00	\$0.00	10/31/2002	12/03/2002	Y	7849	\$650.43	85	1785042
12/05/2002	CANB	(\$100.57)		(\$100.57)	\$0.00	\$0.00							
12/23/2002	PAY	(\$140.00)		(\$140.00)	\$0.00	\$0.00							
12/31/2002	WNA285	\$0.50		\$0.50	\$0.50	\$0.00							
01/03/2003	BILL	\$135.76		\$135.76	\$0.00	\$0.00	12/03/2002	01/03/2003	Y	8061	\$646.69	112	1785042
02/03/2003	BILL	\$148.27		\$148.27	\$0.00	\$0.00	01/03/2003	02/03/2003	Y	8188	\$644.96	127	1785042
02/03/2003	PAY	(\$150.00)		(\$150.00)	\$0.00	\$0.00							
03/05/2003	BILL	\$145.98		\$145.98	\$0.00	\$0.00	02/03/2003	03/05/2003	Y	8314	\$600.61	126	1785042

Account # 211798465

SA # 9961154969

Bill Cycle: 03

Rate Class: GS

Phone # 4381892(215)

Name: CROSS, RICKIE B

Address: 342 E CHURCH LN PHILA, PA

Easyway Indicator

CRP Status

Blocker Start Date: 20050708

Blocker End Date: 20070706

Meter # 1767026

Year	Month	Day	Pay Type	Amount	Balance	Segment	Start Date	End Date	Read Code	Current Balance	Meter #
03/07/2003	LPC	\$9.67	\$9.67								
03/17/2003	PAY	(\$150.00)	(\$150.00)	\$0.00							
04/03/2003	BILL	\$88.70	\$88.70	\$0.00			03/05/2003	04/03/2003	Y	\$739.31	63
04/14/2003	PAY	(\$128.70)	(\$128.70)	\$0.00							
05/05/2003	BILL	\$70.91	\$70.91	\$0.00			04/03/2003	05/05/2003	Y	\$681.52	48
06/03/2003	BILL	\$1,722.15	\$1,722.15	\$0.00			05/05/2003	06/03/2003	R	\$2,403.67	1356
06/03/2003	BILL	\$1,722.15	\$1,722.15	\$0.00			05/05/2003	06/03/2003	R	\$2,403.67	1356
06/09/2003	PAY	(\$110.91)	(\$110.91)	\$0.00							
07/02/2003	BILL	\$22.59	\$22.59	\$0.00			06/03/2003	07/02/2003	R	\$2,349.74	8
07/04/2003	LPC	\$34.39	\$34.39	\$34.39							
07/21/2003	PAY	(\$150.00)	(\$150.00)	\$0.00							
08/01/2003	BILL	\$19.95	\$19.95	\$0.00			07/02/2003	08/01/2003	R	\$2,151.18	6
08/04/2003	PAY	(\$100.00)	(\$100.00)	\$0.00							
08/05/2003	LPC	\$31.49	\$31.49	\$31.49							
09/03/2003	BILL	\$19.95	\$19.95	\$0.00			08/01/2003	09/03/2003	R	\$2,171.13	6
09/19/2003	PAY	(\$119.95)	(\$119.95)	\$0.00							
10/02/2003	BILL	\$20.04	\$20.04	\$0.00			09/03/2003	10/02/2003	R	\$2,071.22	6
10/27/2003	PAY	(\$113.00)	(\$113.00)	\$0.00							
10/31/2003	BILL	\$25.37	\$25.37	\$0.00			10/02/2003	10/31/2003	R	\$1,983.59	10
11/28/2003	PAY	(\$167.37)	(\$167.37)	\$0.00							
12/03/2003	BILL	\$109.00	\$109.00	\$0.00			10/31/2003	12/03/2003	R	\$1,925.22	69
01/02/2004	PAY	(\$251.00)	(\$251.00)	\$0.00							
01/05/2004	BILL	\$239.10	\$239.10	\$0.00			12/03/2003	01/05/2004	R	\$1,913.32	172
02/02/2004	PAY	(\$300.00)	(\$300.00)	\$0.00							
02/03/2004	BILL	\$330.95	\$330.95	\$0.00			01/05/2004	02/03/2004	R	\$1,944.27	262
03/04/2004	BILL	\$244.07	\$244.07	\$0.00			02/03/2004	03/04/2004	R	\$2,217.50	173
03/06/2004	LPC	\$29.16	\$29.16	\$29.16							
04/02/2004	BILL	\$199.99	\$199.99	\$0.00			03/04/2004	04/02/2004	R	\$2,450.31	141
04/06/2004	LPC	\$32.82	\$32.82	\$32.82							
04/13/2004	XFER	(\$2,450.31)	(\$2,450.31)	(\$2,450.31)							
05/04/2004	BILL	\$128.57	\$128.57	\$0.00			04/02/2004	05/04/2004	R	\$128.57	85
05/11/2004	REVADJ	(\$272.15)	(\$272.15)	(\$272.15)							
06/03/2004	BILL	\$51.04	\$51.04	\$0.00			05/04/2004	06/03/2004	R	(\$92.54)	20

Account # 211798465 SA # 9961154969 Bill Cycle 03 Rate Class. GS Phone # 4381892(215)
 Name: CROSS, RICKIE B Address: 342 E CHURCH LN PHILA, PA
 Pay Agreement Indicator N Easyway Indicator CRP Status
 Blocker Start Date 20050708 Blocker End Date 20070708 Meter # 1767026

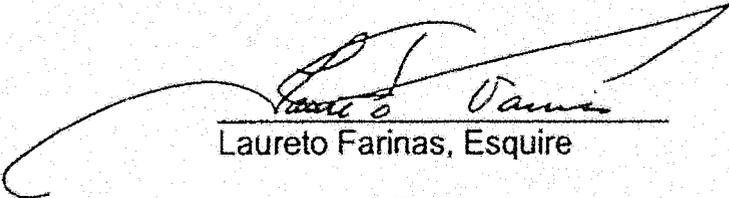
Day	Type	Current Amt	Inst Amt	Adj Amt	Segment Start Date	Segment End Date	Read Code	End Read	Current Balance	Inst #	Meter #
07/02/2004	BILL	\$28.76	\$28.76	\$0.00	07/02/2004	07/02/2004	R	970	(\$63.78)	12	1767026
08/03/2004	BILL	\$30.15	\$30.15	\$0.00	07/02/2004	08/03/2004	R	983	(\$33.63)	13	1767026
09/02/2004	BILL	\$25.99	\$25.99	\$0.00	09/02/2004	09/02/2004	R	993	(\$7.64)	10	1767026
10/04/2004	BILL	\$21.87	\$21.87	\$0.00	09/02/2004	10/04/2004	R	1000	\$14.23	7	1767026
11/02/2004	BILL	\$21.87	\$21.87	\$0.00	10/04/2004	11/02/2004	R	1007	\$36.31	7	1767026
11/04/2004	LPC	\$0.21	\$0.21	\$0.21							
12/02/2004	BILL	\$78.07	\$78.07	\$0.00	11/02/2004	12/02/2004	R	1053	\$114.92	46	1767026
12/05/2004	LPC	\$0.54	\$0.54	\$0.54							
01/04/2005	BILL	\$327.84	\$327.84	\$0.00	12/02/2004	01/04/2005	R	1251	\$444.47	198	1767026
01/05/2005	LPC	\$1.71	\$1.71	\$1.71							
01/31/2005	PAY	(\$200.00)	(\$200.00)	\$0.00							
02/02/2005	BILL	\$319.28	\$319.28	\$0.00	01/04/2005	02/02/2005	R	1450	\$567.41	199	1767026
02/03/2005	LPC	\$3.66	\$3.66	\$3.66							
02/28/2005	XFER	\$2,450.31	\$2,450.31	\$2,450.31							
03/03/2005	BILL	\$301.85	\$301.85	\$0.00	02/02/2005	03/03/2005	R	1636	\$3,319.57	186	1767026
04/04/2005	BILL	\$249.20	\$249.20	\$0.00	03/03/2005	04/04/2005	R	1812	\$3,568.77	176	1767026
04/11/2005	PAY	(\$175.00)	(\$175.00)	\$0.00							
05/03/2005	BILL	\$85.31	\$85.31	\$0.00	04/04/2005	05/03/2005	R	1863	\$3,529.98	51	1767026
05/04/2005	LPC	\$50.90	\$50.90	\$50.90							
05/23/2005	PAY	(\$175.00)	(\$175.00)	\$0.00							
06/02/2005	BILL	\$47.78	\$47.78	\$0.00	05/03/2005	06/02/2005	R	1890	\$3,453.08	27	1767026
06/03/2005	LPC	\$50.32	\$50.32	\$50.32							
07/05/2005	LPC	\$51.04	\$51.04	\$51.04							

EXHIBIT B

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: July 25, 2005


Laureto Farinas, Esquire

CERTIFICATE OF SERVICE

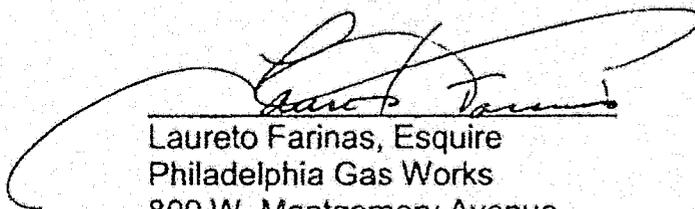
I HEREBY CERTIFY THAT I HAVE THIS DAY SERVED A TRUE COPY
OF THE FOREGOING DOCUMENT UPON THE PARTICIPANTS LISTED
BELOW, IN ACCORDANCE WITH THE REQUIREMENTS OF §1.54
(RELATING TO SERVICE BY A PARTICIPANT).

Service List:

For Complainant:

Rickie B. Cross
342 E. Church Lane
Philadelphia, PA 19144

July 25, 2005



Laureto Farinas, Esquire
Philadelphia Gas Works
800 W. Montgomery Avenue
Philadelphia, PA 19122
(215) 684-6982