

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: 08/30/04
8. DOCKET NO: Z-01632543	:	9. EFFECTIVE DATE: 00/00/00

PARTY/COMPLAINANT: LAY, JACQUELINE R

RESPONDENT/APPLICANT: PHILADELPHIA GAS WORKS

COMP/APP COUNTY:

UTILITY CODE: 125042

ALLEGATION OR SUBJECT

COMPLAINANT STATES THAT SHE CANNOT PAY \$200 A MONTH, AND OFFERS TO PAY \$100 TO \$125 A MONTH.

DOCUMENT  
FOLDER

**DOCKETED**

SEP 10 2004

CAPTION SHEET

CASE MANAGEMENT SYSTEM

1. REPORT DATE: 00/00/00 :  
 2. BUREAU: ALJ :  
 3. SECTION(S): :  
 5. APPROVED BY: :  
 DIRECTOR: :  
 SUPERVISOR: CORRECTED :  
 6. PERSON IN CHARGE: CAPTION :  
 8. DOCKET NO: Z-01632543 :  
 4. PUBLIC MEETING DATE: :  
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PARTY/COMPLAINANT: CLAY, JACQUELINE R

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COMPLAINANT STATES THAT SHE CANNOT PAY \$200 A MONTH, AND OFFERS TO PAY \$100 TO \$125 A MONTH.

DOCUMENT  
FOLDER

**DOCKETED**  
OCT 25 2004

**ORIGINAL**

ST1632543

Due Back 9/7/04

Sent back 8/26/04

**Pennsylvania Public Utility Commission**

**Formal Complaint Form**

Please Print.

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

Name Jacqueline R. Clay

Street/P.O.Box 5404 Kingsessing APT# 2

City Phila State PA Zip 19143

Area Code/HOME Phone 215-726-5374 Area Code/WORK Phone 215-560-2523

Utility Account Number 1119586811

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

Name \_\_\_\_\_

Street/P.O. Box \_\_\_\_\_

City \_\_\_\_\_ State \_\_\_\_\_ Zip \_\_\_\_\_

2. Name of utility company your complaint concerns: PGW

3. Type of Utility (circle one):

- GAS
- WATER
- MOTOR CARRIER
- STEAM HEAT
- ELECTRIC
- SEWER
- TELEPHONE - (LOCAL OR LONG DISTANCE)

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

My gas bill is \$200.00 per month. I have tried very hard to pay this amount, but, it has become increasingly difficult to do and maintain my other expenditures.

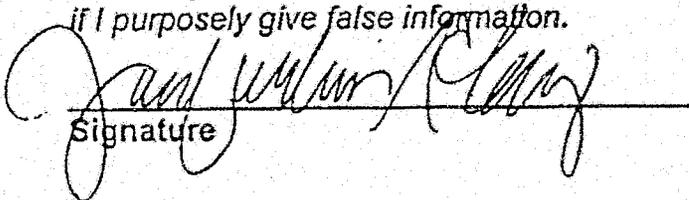
5. What do you want the Public Utility Commission to do about your complaint?  
(Use additional paper if you need more space).

I am requesting the PUC to ask PGW to please lower my monthly payments. I can afford to pay \$100.00 per month anything past \$125.00 is difficult.

Any help you can give me would be greatly appreciated.

6. You must sign and date your complaint below.

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

  
Signature

8-26-04  
Date

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

Lawyer's Name \_\_\_\_\_

Street \_\_\_\_\_

City \_\_\_\_\_ State \_\_\_\_\_ Zip \_\_\_\_\_

Area Code/Phone Number \_\_\_\_\_

8. Mail to:

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

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



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

Notice to Customer:

If you sign and return this form, you are notifying the Public Utility Commission that you intend to appeal this informal complaint decision. Do not return this form unless you want to appeal this decision.

If you want to appeal this decision, you must return this Notification of Intent to Appeal form within 20 days of 7/29/2004. The Commission will send you formal complaint forms.

You must comply with the terms of this decision until the Public Utility Commission completes the formal complaint process. You must make all of the required payments or the utility company may pursue the termination of your service.

Thank You  
Pennsylvania Public Utility Commission

**Yes, I want to appeal the decision of the Bureau of Consumer Services. Please send formal complaint forms to me at the following address:**

Customer name and address:  
(Please correct any mistakes.)

R.  
JACQUELINE CLAY  
5404 KINGSESSING AVE  
PHILADELPHIA PA 19143

215 726-5374  
(Area Code) Telephone Number

*Jacqueline R. Clay*  
Signature

Mail this completed form to:

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

ST Number:	1632543	Date of mailing:	7/29/2004
Company:	PHILADELPHIA GAS WORKS		

RECEIVED

AUG 1 2004

REVISED 12/97

PA PUBLIC UTILITY COMMISSION  
REGULATORY BUREAU

143



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

Due Back 9/7/04

IN REPLY PLEASE  
REFER TO OUR FILE

AUGUST 17, 2004

ST1632543

JACQUELINE R CLAY  
5404 KINGSESSING AVE  
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 September 7, 2004 to the address listed below:

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

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

**Commission Procedures for Formal Complaints**

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

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

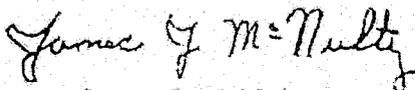
Office of Administrative Law Judge  
Public Utility Commission  
P.O. Box 3265  
Harrisburg, PA 17105-3265

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

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

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

Very truly yours,



James J. McNulty  
Secretary

ddh

CC: PHILADELPHIA GAS WORKS

BEFORE THE PENNSYLVANIA PUBLIC UTILITY COMMISSION

DATE SERVED: SEPTEMBER 10, 2004

JACQUELINE R LAY  
Complainant

DOCUMENT  
FOLDER

VS.

Complaint Docket  
No: Z-01632543

PHILADELPHIA GAS WORKS  
Respondent

**DOCKETED**  
SEP 10 2004

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FORMAL COMPLAINT NOTICE TO RESPONDENT TO ANSWER OR SATISFY

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TO: PHILADELPHIA GAS WORKS

TAKE NOTICE:

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

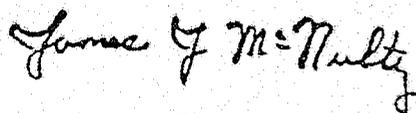
1. You have twenty (20) days from the date on which this complaint is served to either satisfy this complaint or to file with the Secretary of the Pennsylvania Public Utility Commission, P. O. Box 3265, Harrisburg, PA 17105-3265, an answer (original and three copies), in writing, under oath, which, as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

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

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

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

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



James J. McNulty  
Secretary

(SEAL)

Certified Mail  
Return Receipt Requested

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

DATE SERVED: SEPTEMBER 10, 2004

Z-01632543

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 JACQUELINE R LAY. To defend yourself against the claims stated in the following pages, you must act within twenty (20) days by filing in writing with the Commission, either personally or through your attorney, your defenses or objections to the claims stated against you. Or, you may satisfy the complaint by settling the matter with the Complainant and submitting proof of settlement to the Commission within twenty (20) days.

IF YOU FAIL TO RESPOND WITHIN TWENTY (20) DAYS, THE CASE MAY GO FORWARD IN YOUR ABSENCE AND A JUDGEMENT MAY BE ENTERED AGAINST YOU BY THE COMMISSION WITHOUT FURTHER NOTICE.

CUSTOMER OF A UTILITY

A payment schedule may be prescribed or a termination of utility services may be authorized. You may lose money or property or other rights important to you.

COMPANY/UTILITY

An Administrative Law Judge may revoke or suspend any certificate or permit held by you, or impose a fine, or any other appropriate penalty or remedy authorized by the Public Utility Code. You may lose money or property or other rights important to you.

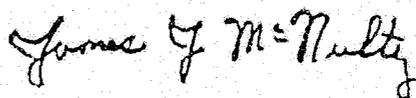
2004

Detailed instructions on how to proceed are contained in the attached pages. You are advised to read them carefully.

Unless you are a corporation or other organization, you may proceed without a lawyer. However, if you want a lawyer and do not have one or cannot afford one, the office listed below can tell you where you can get legal help:

Pennsylvania Lawyer Referral Service  
Pennsylvania Bar Association  
P.O. Box 186  
Harrisburg, PA 17108  
(800) 692-7375

Very truly yours,



James J. McNulty  
Secretary

dbb

**Philadelphia Gas Works**



800 West Montgomery Avenue, Philadelphia, PA 19122  
Telephone: (215) 684-6533  
Fax: (215) 684-6978  
E-mail: hector.ferrer@pgworks.com

October 4, 2004

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

RE: Jacqueline R Clay v. PGW, Docket No. Z-01638543

*Z-01632543*

Dear Secretary McNulty:

Pursuant to 52 Pa. Code §5.61, the Philadelphia Gas Works ("PGW") hereby files the original and three (3) copies of its Answer to the Complaint.

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

Sincerely,

A handwritten signature in cursive script that reads "Hector Ferrer". The signature is written in dark ink and is positioned below the word "Sincerely,".

Hector Ferrer

Enclosures

cc: Jacqueline R Clay  
Susan Kelly  
Laureto Farinas, Esq.

DOCUMENT  
FOLDER

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BEFORE THE  
PENNSYLVANIA PUBLIC UTILITY COMMISSION

Jacqueline R Clay

v.

Philadelphia Gas Works

:  
:  
:  
:  
:

Docket No. Z - 01632543

Answer Of Philadelphia Gas Works

Pursuant to 52 Pa. Code §5.61, the Philadelphia Gas Works ("PGW") hereby answers the Complaint filed in the above captioned matter. PGW hereby avers the following:

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

PGW affirms that the Complainant's bill is correct. PGW records indicate that an automated meter reading device ("AMR") has been installed at the service address since September 1999 and all bills are based on actual reads. A listing of the Complainant billings is attached hereto as Exhibit "A."

Based on her consumption, the Complainant's forecasted utility budget is \$161.00 per month. PGW could place the Complainant on a short-term budget arrangement of \$100.00 per month. This budget, however, would have to be revised once the winter season begins as this amount does not cover the Complainant's forecasted usage. If the Complainant were to remain on a budget of \$100.00 for any time longer than a period of four months, her outstanding arrears would increase as her actual utility bills average at least \$300.00 per month during the period from mid-November through mid-March. More importantly, if the Complainant's budget were set at \$100.00 for the short-term, the budget for the period immediately following would most likely be beyond the Complainant's ability to pay.

**DOCKETED**  
OCT 27 2004

**DOCUMENT  
FOLDER**

PGW has no knowledge of whether the Complainant qualifies for its low-income assistance program. Strict proof of income as well as any other necessary documentation is requested at a hearing in this matter.

A decision of the Bureau of Consumer Services ("BCS"), rendered July 28, 2004, found that the bill is correct and provided for a payment arrangement consisting of the payment of a monthly budget bill of \$155.00 plus \$50.00 per month on the arrears.

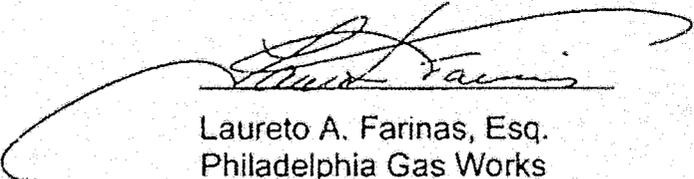
The Complainant's current balance of \$987.20 represents gas service to October 2, 2004.

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

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

Respectfully submitted,

October 4, 2004



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

# EXHIBIT A

BILLS FROM 01/01/1996 TO 10/02/2004

Account #. 1119586811

Customer Name: CLAY, JACQUELINE R

Customer Address: 5404 KINGSESSING AVE/PHILA, PA

Bill Cycle: 17

**BILLS**

Service Agreement	Meter #	Bill Start Date	Bill End Date	Bill Due Date	Meter Read Start	Meter Read End	Usage (CCF)	Read Code	Bill Amount	Bill Cancelled	Closing Bill	CRP Monthly Amount	Easyway Current Month	Easyway Curr Amt	Days
9961734334	1617961	08/23/2004	09/23/2004	10/19/2004	1335	1359	24	Regular	\$45.76	No	No	\$0.00	0	\$0.00	31
9961734334	1617961	07/23/2004	08/23/2004	09/20/2004	1312	1335	23	Regular	\$44.11	No	No	\$0.00	0	\$0.00	31
9961734334	1617961	06/23/2004	07/23/2004	08/19/2004	1290	1312	22	Regular	\$42.71	No	No	\$0.00	0	\$0.00	30
9961734334	1617961	05/24/2004	06/23/2004	07/21/2004	1266	1290	24	Regular	\$45.14	No	No	\$0.00	0	\$0.00	30
9961734334	1617961	04/23/2004	05/24/2004	06/21/2004	1234	1266	32	Regular	\$55.43	No	No	\$0.00	0	\$0.00	31
9961734334	1617961	03/24/2004	04/23/2004	05/20/2004	1141	1234	93	Regular	\$139.20	No	No	\$0.00	0	\$0.00	30
9961734334	1617961	02/24/2004	03/24/2004	04/21/2004	982	1141	159	Regular	\$226.56	No	No	\$0.00	0	\$0.00	29
9961734334	1617961	01/25/2004	02/24/2004	03/22/2004	732	982	250	Regular	\$332.71	No	No	\$0.00	0	\$0.00	30
9961734334	1617961	12/23/2003	01/25/2004	02/23/2004	443	732	289	Regular	\$381.35	No	No	\$0.00	0	\$0.00	33
9961734334	1617961	11/21/2003	12/23/2003	01/22/2004	248	443	195	Regular	\$265.71	No	No	\$0.00	0	\$0.00	32
9961734334	1617961	10/22/2003	11/21/2003	12/19/2003	163	248	85	Regular	\$130.36	No	No	\$0.00	0	\$0.00	30
9961734334	1617961	09/23/2003	10/22/2003	11/19/2003	128	163	35	Regular	\$58.67	No	No	\$0.00	0	\$0.00	29
9961734334	1617961	08/21/2003	09/23/2003	10/20/2003	100	128	28	Regular	\$49.39	No	No	\$0.00	0	\$0.00	33
9961734334	1617961	07/23/2003	08/21/2003	09/17/2003	74	100	26	Regular	\$46.44	No	No	\$0.00	0	\$0.00	29
9961734334	1617961	06/23/2003	07/23/2003	08/19/2003	45	74	29	Regular	\$50.42	No	No	\$0.00	4	\$221.00	30
9961734334	1617961	05/23/2003	06/23/2003	07/21/2003	5	45	40	Regular	\$64.25	No	No	\$0.00	3	\$221.00	31
9961734334	1617961	04/24/2003	05/23/2003	06/20/2003	945	5	60	Regular	\$86.28	No	No	\$0.00	2	\$221.00	29
9961734334	1617961	03/25/2003	04/24/2003	05/20/2003	9803	9945	142	Regular	\$181.74	No	No	\$0.00	1	\$221.00	30
9961734334	1617961	02/24/2003	03/25/2003	04/22/2003	9581	9803	222	Regular	\$270.07	No	No	\$0.00	0	\$0.00	29
9961734334	1617961	01/24/2003	02/24/2003	03/21/2003	9226	9581	355	Regular	\$387.78	No	No	\$0.00	0	\$0.00	31
9961734334	1617961	12/23/2002	01/24/2003	02/21/2003	8889	9226	337	Regular	\$380.96	No	No	\$0.00	12	\$81.00	32
9961734334	1617961	11/21/2002	12/23/2002	01/23/2003	8643	8889	245	Regular	\$271.66	No	No	\$0.00	11	\$81.00	32
9961734334	1617961	10/22/2002	11/21/2002	12/18/2002	8505	8643	138	Regular	\$157.13	No	No	\$0.00	10	\$81.00	30
9961734334	1617961	09/20/2002	10/22/2002	11/19/2002	8456	8505	49	Regular	\$63.53	No	No	\$0.00	9	\$81.00	32
9961734334	1617961	08/21/2002	09/20/2002	10/17/2002	8434	8456	22	Regular	\$34.82	No	No	\$0.00	8	\$116.00	30
9961734334	1617961	07/23/2002	08/21/2002	09/18/2002	8414	8434	20	Regular	\$32.18	No	No	\$0.00	7	\$116.00	29
9961734334	1617961	06/24/2002	07/23/2002	08/19/2002	8392	8414	22	Regular	\$34.19	No	No	\$0.00	6	\$116.00	29
9961734334	1617961	05/22/2002	06/24/2002	07/22/2002	8365	8392	27	Regular	\$38.66	No	No	\$0.00	5	\$116.00	33
9961734334	1617961	04/23/2002	05/22/2002	06/19/2002	8304	8365	61	Regular	\$68.81	No	No	\$0.00	4	\$116.00	29
9961734334	1617961	03/22/2002	04/23/2002	05/20/2002	8203	8304	101	Regular	\$101.64	No	No	\$0.00	3	\$116.00	32

**BILLS FROM 01/01/1996 TO 10/02/2004**

Account # 1119586811	Customer Name: CLAY, JACQUELINE R
Customer Address: 5404 KINGSESSING AVE/PHILA, PA	Bill Cycle: 17

**BILLS**

Service Agreement	Meter #	Bill Start Date	Bill End Date	Bill Due Date	Meter Read Start	Meter Read End	Usage (CCF)	Read Code	Bill Amount	Bill Cancelled	Closing Btl	CRP Monthly Amount	Easyway Current Month	Easyway Curr Amt	Days
9961734334	1617961	02/22/2002	03/22/2002	04/19/2002	8059	8203	144	Regular	\$140.44	No	No	\$0.00	2	\$116.00	28
9961734334	1617961	01/24/2002	02/22/2002	03/21/2002	7896	8059	163	Regular	\$175.69	No	No	\$0.00	0	\$0.00	29
9961734334	1617961	12/21/2001	01/24/2002	02/20/2002	7642	7896	254	Regular	\$267.08	No	No	\$0.00	3	\$130.00	34
9961734334	1617961	11/23/2001	12/21/2001	01/23/2002	7541	7642	101	Regular	\$116.57	No	No	\$0.00	2	\$130.00	28
9961734334	1617961	10/24/2001	11/23/2001	12/20/2001	7450	7541	91	Regular	\$114.69	No	No	\$0.00	12	\$180.00	30
9961734334	1617961	09/24/2001	10/24/2001	11/21/2001	7417	7450	33	Regular	\$48.64	No	No	\$0.00	11	\$180.00	30
9961734334	1617961	08/23/2001	09/24/2001	10/22/2001	7392	7417	25	Regular	\$40.58	No	No	\$0.00	10	\$180.00	32
9961734334	1617961	07/25/2001	08/23/2001	09/19/2001	7373	7392	19	Regular	\$36.94	No	No	\$0.00	9	\$180.00	29
9961734334	1617961	06/25/2001	07/25/2001	08/21/2001	7351	7373	22	Regular	\$40.94	No	No	\$0.00	8	\$180.00	30
9961734334	1617961	05/23/2001	06/25/2001	07/23/2001	7320	7351	31	Regular	\$52.92	No	No	\$0.00	7	\$180.00	33
9961734334	1617961	04/24/2001	05/23/2001	06/21/2001	7280	7320	40	Regular	\$64.89	No	No	\$0.00	6	\$210.00	29
9961734334	1617961	03/23/2001	04/24/2001	05/21/2001	7153	7280	127	Regular	\$180.69	No	No	\$0.00	5	\$210.00	32
9961734334	1617961	02/22/2001	03/23/2001	04/20/2001	6971	7153	182	Regular	\$252.02	No	No	\$0.00	4	\$120.00	29
9961734334	1617961	01/24/2001	02/22/2001	03/20/2001	6773	6971	198	Regular	\$261.67	No	No	\$0.00	3	\$117.00	29
9961734334	1617961	12/21/2000	01/24/2001	02/21/2001	6476	6773	297	Regular	\$360.95	No	No	\$0.00	2	\$117.00	34
9961734334	1617961	11/21/2000	12/21/2000	01/22/2001	6265	6476	211	Regular	\$211.77	No	No	\$0.00	0	\$0.00	30
9961734334	1617961	10/23/2000	11/21/2000	12/18/2000	6170	6265	95	Regular	\$81.25	No	No	\$0.00	0	\$0.00	29
9961734334	1617961	09/21/2000	10/23/2000	11/20/2000	6129	6170	41	Regular	\$39.61	No	No	\$0.00	0	\$0.00	32
9961734334	1617961	08/22/2000	09/21/2000	10/18/2000	6106	6129	23	Regular	\$25.74	No	No	\$0.00	0	\$0.00	30
9961734334	1617961	07/24/2000	08/22/2000	09/19/2000	6086	6106	20	Regular	\$23.43	No	No	\$0.00	0	\$0.00	29
9961734334	1617961	06/21/2000	07/24/2000	08/18/2000	6061	6086	25	Regular	\$27.28	No	No	\$0.00	0	\$0.00	33
9961734334	1617961	05/23/2000	06/21/2000	07/18/2000	6038	6061	23	Regular	\$25.74	No	No	\$0.00	0	\$0.00	29
9961734334	1617961	04/25/2000	05/23/2000	06/22/2000	5990	6038	48	Regular	\$45.01	No	No	\$0.00	0	\$0.00	27
9961734334	1617961	04/26/2000	05/23/2000	06/21/2000	5990	6038	48	Regular	\$45.01	Yes	No	\$0.00	0	\$0.00	27
9961734334	1617961	03/24/2000	04/26/2000	05/22/2000	5885	5990	105	Regular	\$88.97	No	No	\$0.00	0	\$0.00	33
9961734334	1617961	02/28/2000	03/24/2000	04/20/2000	5741	5885	144	Regular	\$119.04	No	No	\$0.00	0	\$0.00	25
9961734334	1617961	01/27/2000	02/28/2000	03/24/2000	5505	5741	236	Regular	\$189.99	No	No	\$0.00	0	\$0.00	32
9961734334	1617961	12/22/1999	01/27/2000	02/23/2000	5127	5505	378	Regular	\$300.81	No	No	\$0.00	0	\$0.00	36
9961734334	1617961	11/22/1999	12/22/1999	01/20/2000	4943	5127	184	Regular	\$151.36	No	No	\$0.00	0	\$0.00	30
9961734334	1617961	10/21/1999	11/22/1999	12/20/1999	4812	4943	131	Regular	\$107.88	No	No	\$0.00	0	\$0.00	32
9961734334	1617961	09/22/1999	10/21/1999	11/24/1999	4742	4812	70	Regular	\$61.37	No	No	\$0.00	0	\$0.00	29

**BILLS FROM 01/01/1996 TO 10/02/2004**

Account #: 1119586811	Customer Name: CLAY, JACQUELINE R
Customer Address: 5404 KINGSESSING AVE/PHILA, PA	Bill Cycle: 17

**BILLS**

Service Agreement	Meter #	Bill Start Date	Bill End Date	Bill Due Date	Meter Read Start	Meter Read End	Usage (CCF)	Read Code	Bill Amount	Bill Cancelled	Closing Bill	CRP Monthly Amount	Easyway Current Month	Easyway Curr Amt	Days
9961734334	1617961	08/24/1998	09/22/1999	10/20/1999	4716	4742	24	Regular	\$26.30	No	No	\$0.00	0	\$0.00	29
9961734334	1617961	07/23/1998	08/24/1999	09/22/1999	4697	4718	21	System Estimate	\$24.01	No	No	\$0.00	0	\$0.00	32
9961734334	1617961	06/16/1999	07/23/1999	08/24/1999	4663	4697	34	Regular	\$33.92	No	No	\$0.00	0	\$0.00	37
9961734334	1617961	06/16/1999	07/26/1999	08/24/1999	4663	4700	37	System Estimate	\$38.88	Yes	No	\$0.00	0	\$0.00	40
9961734334	1617961	05/24/1999	06/16/1999	07/19/1999	4642	4663	21	Regular	\$23.09	No	No	\$0.00	0	\$0.00	24
9961734334	1617961	04/13/1999	05/24/1999	06/20/1999	4570	4642	72	Regular	\$62.54	No	No	\$0.00	0	\$0.00	42
9961734334	1617961	03/18/1999	04/13/1999	05/11/1999	4481	4570	89	Regular	\$76.37	No	No	\$0.00	0	\$0.00	27
9961734334	1617961	02/18/1999	03/18/1999	04/14/1999	4303	4481	178	Regular	\$148.74	No	No	\$0.00	0	\$0.00	29
9961734334	1617961	01/25/1999	02/18/1999	03/16/1999	4160	4303	143	Regular	\$120.28	No	No	\$0.00	0	\$0.00	25
9961734334	1617961	12/21/1998	01/25/1999	02/22/1999	3886	4160	274	Regular	\$236.24	No	No	\$0.00	0	\$0.00	36
9961734334	1617961	11/20/1998	12/21/1998	01/29/1999	3753	3886	133	Regular	\$117.68	No	No	\$0.00	0	\$0.00	32
9961734334	1617961	10/21/1998	11/20/1998	12/19/1998	3642	3753	111	Regular	\$98.87	No	No	\$0.00	0	\$0.00	31
9961734334	1617961	09/21/1998	10/21/1998	11/18/1998	3611	3642	31	Regular	\$30.49	No	No	\$0.00	0	\$0.00	31
9961734334	1617961	08/24/1998	09/21/1998	10/19/1998	3590	3611	21	Regular	\$21.95	No	No	\$0.00	0	\$0.00	29
9961734334	1617961	07/23/1998	08/24/1998	09/20/1998	3569	3590	21	Regular	\$21.95	No	No	\$0.00	0	\$0.00	33
9961734334	1617961	06/25/1998	07/23/1998	08/22/1998	3547	3569	22	Regular	\$22.80	No	No	\$0.00	0	\$0.00	29
9961734334	1617961	05/26/1998	06/25/1998	07/22/1998	3518	3547	29	Regular	\$28.79	No	No	\$0.00	0	\$0.00	31
9961734334	1617961	04/24/1998	05/26/1998	06/22/1998	3461	3518	57	Regular	\$52.72	No	No	\$0.00	0	\$0.00	33
9961734334	1617961	03/25/1998	04/24/1998	05/24/1998	3387	3461	79	Regular	\$71.52	No	No	\$0.00	0	\$0.00	31
9961734334	1617961	02/23/1998	03/25/1998	04/22/1998	3201	3382	181	Regular	\$158.70	No	No	\$0.00	0	\$0.00	31
9961734334	1617961	01/23/1998	02/23/1998	03/28/1998	3020	3201	181	Regular	\$158.70	No	No	\$0.00	0	\$0.00	32
9961734334	1617961	12/19/1997	01/23/1998	02/23/1998	2807	3020	213	Regular	\$186.06	No	No	\$0.00	0	\$0.00	36
9961734334	1617961	11/20/1997	12/19/1997	01/21/1998	2628	2807	179	Regular	\$157.00	No	No	\$0.00	0	\$0.00	30
9961734334	1617961	10/22/1997	11/20/1997	12/17/1997	2491	2628	137	Regular	\$121.09	No	No	\$0.00	0	\$0.00	30
9961734334	1617961	09/19/1997	10/22/1997	11/18/1997	2462	2491	29	Regular	\$28.79	No	No	\$0.00	0	\$0.00	34
9961734334	1617961	08/21/1997	09/19/1997	10/19/1997	2435	2462	27	Regular	\$27.07	No	No	\$0.00	0	\$0.00	30
9961734334	1617961	07/24/1997	08/21/1997	09/20/1997	2412	2435	23	Regular	\$23.66	No	No	\$0.00	0	\$0.00	29
9961734334	1617961	06/25/1997	07/24/1997	08/20/1997	2389	2412	23	Regular	\$23.66	No	No	\$0.00	0	\$0.00	30

VERIFICATION

I, Laureto Farinas, hereby declare that I am Counsel to the Philadelphia Gas Works; that, as such, I am authorized to make this verification on its behalf; that the facts set forth in the foregoing Answer are true to the best of my knowledge, information and belief, and that I expect to be able to prove these at a hearing held in this matter. I make this verification subject to the penalties of 18. Pa. C.S. §4904, pertaining to false statements to authorities.

Date: October 4, 2004

\_\_\_\_\_  
Laureto Farinas

CERTIFICATE OF SERVICE

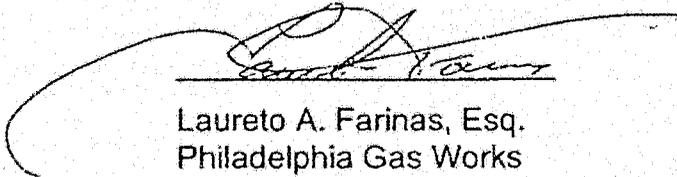
I HEREBY CERTIFY THAT I HAVE THIS DAY SERVED A TRUE COPY OF THE FOREGOING DOCUMENT UPON THE PARTICIPANTS LISTED BELOW, IN ACCORDANCE WITH THE REQUIREMENTS OF §1.54 (RELATING TO SERVICE BY A PARTICIPANT).

Service List:

For Complainant:

Jacqueline Clay  
5404 Kingsessing Avenue  
Philadelphia, PA 19143

October 4, 2004

A handwritten signature in black ink, appearing to read "Laureto A. Farinas", is written over a horizontal line. The signature is stylized and extends to the left and right of the line.

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



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

IN REPLY PLEASE  
REFER TO OUR FILE

October 25, 2004

In Re: Z-01632543

(SEE ATTACHED LIST)

Jacqueline R. Clay 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 Telephonic Hearing  
Date: Tuesday, January 25, 2005  
Time: 10:00 a.m.  
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

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.

**DOCKETED**  
NOV 09 2004

**DOCUMENT  
FOLDER**

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

Jacqueline R. Clay                      215-726-5374  
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 Chestnut  
Cherie Pyle  
Beth Plantz  
Docket Section  
Calendar File