

CAPTION SHEET

CASE MANAGEMENT SYSTEM

1. REPORT DATE: 00/00/00  
 2. BUREAU: ALJ  
 3. SECTION(S):  
 5. APPROVED BY:  
 DIRECTOR:  
 SUPERVISOR:  
 6. PERSON IN CHARGE:  
 8. DOCKET NO: Z-01638056

4. PUBLIC MEETING DATE:  
 00/00/00  
 7. DATE FILED: 07/06/04  
 9. EFFECTIVE DATE: 00/00/00

PARTY/COMPLAINANT: VO, JENNY

RESPONDENT/APPLICANT: PHILADELPHIA GAS WORKS

COMP/APP COUNTY: PHILADELPHIA

UTILITY CODE: 125042

ALLEGATION OR SUBJECT

COMPLAINANT STATES SHE IS BEING OVER CHARGED. WOULD LIKE A STATEMENT FROM THE BILL BECAUSE THE BILL IS NOT CLEAR

**DOCKETED**  
 JUL 07 2004

DOCUMENT

Pennsylvania Public Utility Commission

Formal Complaint Form

Please Print.

ST1638056  
JULY 7, 2004

Z-01638056

1. Your name, mailing address and telephone number:

Name Jenny Vo  
Street/P.O.Box 7263 Brown Ave Apt \_\_\_\_\_  
City Phila State PA zip 19149  
County \_\_\_\_\_ Area Code/Home Phone (215) 624 4983  
Area Code/Work Phone (215) 340 7991

2. Name of company your complaint concerns: Philadelphia Gas Works

3. What is your complaint? (Use additional paper if need more space).

they are charge me too much money.

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

(Use additional paper if need more space).

I need statement from Gas ~~work~~ the bill because

5. You must sign and date your complaint below. the bill is not clear.

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 Jenny Vo Date June 28 04.

Continued on next page

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

# ORIGINAL

Must be returned by December 10, 2004

Additional Information to  
Pennsylvania Public Utility Commission Z-01638056  
Formal Complaint Form 125042

Please Print.

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

Name Jenny Ko

Street/P.O.Box 7263 Bross Ave Apt # \_\_\_\_\_

City Phila State PA Zip 19129

County Phila

Area Code/HOME Phone \_\_\_\_\_ Area Code/WORK Phone 215-340-7991

Utility Account Number 2112242250

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: \_\_\_\_\_

3. Type of Utility (circle one):

GAS

WATER

MOTOR CARRIER

STEAM HEAT

ELECTRIC

SEWER

TELEPHONE - (LOCAL OR LONG DISTANCE)

SECRETARY'S BUREAU

2004 DEC 10 AM 9:17

RECEIVED

AMENDMENT

1. Are you a victim under a "Protection from Abuse" Order?

YES

NO

RECEIVED  
2005 JAN 18 11:19:51  
SECRETARY'S OFFICE

2. Have you contacted the utility company regarding this complaint?

YES

NO  - If No, you must contact the utility company before you can file this complaint with the Commission.

3. 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, Jenny VO 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).

Jenny VO  
(SIGNATURE)

JAN 5 05  
(DATE)

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).

Complaint about they are cheating on my bill and ask them statement 3 year ago ~~that~~ and until now

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

I want P.U.C help me to find down why I own them 1.209.11 P.W.G said I own them now 511.62 that CR P. I been have CR P over 5 year ago since I live at 945 W Russell ST, <sup>phila</sup> PA 19140 before I live there, I paid 37.00 until I move to 7263 Brous ~~thru~~ P.G.W ask me to paid CR P 89.00 and after that P.G.W raise up to 224 that too

6. You must sign and date your complaint below.

much how come I have money to paid by that

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

J. V. V. V.

Date

Nov 28 04

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.

1212-11

**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 11/2/2004. 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

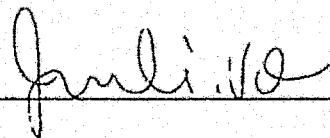
**Yes, I want to appeal the decision of the Bureau of Consumer Services. Please send formal complaint forms to me at the following address:**

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

JENNY VO  
7263 BROUS AVE  
PHILADELPHIA PA 19149

Home 215 624 4983  
Work 215 340 7991  
(Area Code) Telephone Number

Signature



RECEIVED  
2004 NOV 15 AM 9:34  
SECRETARY'S BUREAU

Mail this completed form to:

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

ST Number:	1768848	Date of mailing:	11/2/2004
Company:	PHILADELPHIA GAS WORKS		

REVISED 12/97

63

**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 5/21/2004. 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.)

JENNY VO  
 7263 BROUS AVE  
 PHILADELPHIA PA 19149

Work 215 <sup>340-7991</sup>  
~~634~~  
 Home (215) 624 4983  
 (Area Code) Telephone Number

Signature Jenny Vo

Mail this completed form to:

Secretary  
 Pennsylvania Public Utility Commission  
 Harrisburg, PA 17105-3265

ST Number:	1638056	Date of mailing:	5/21/2004
Company:	PHILADELPHIA GAS WORKS		

RECEIVED  
 BUREAU  
 JUN 1 11 51 AM '04  
 015-3265



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

DUE BACK  
July 7, 2004

IN REPLY PLEASE  
REFER TO OUR FILE

JUNE 17, 2004

ST1638056

JENNY VO  
7263 BROUS AVE  
PHILADELPHIA PA 19149

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 July 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:**

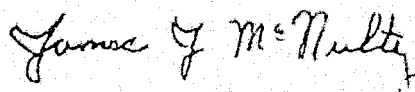
Office of Administrative Law Judge  
Public Utility Commission  
P.O. Box 3265  
Harrisburg, PA 17105-3265

**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

CC: PHILADELPHIA GAS WORKS

BEFORE THE PENNSYLVANIA PUBLIC UTILITY COMMISSION

DATE SERVED: 07/12/04

Jenny Vo  
Complainant

VS.

PHILADELPHIA GAS WORKS  
Respondent

Complaint Docket  
No: Z-01638056

DOCUMENT  
7/12/04

RECORDED  
JUL 09 2004

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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,

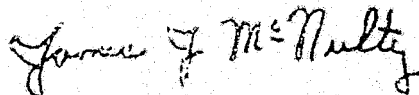
1. You have twenty (20) days from the date on which this complaint is served to either satisfy this complaint or to file with the Secretary of the Pennsylvania Public Utility Commission, P. O. Box 3265, Harrisburg, PA 17105-3265, an answer (original and three copies), in writing, under oath, which, as 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: 07/12/04

Z-01638056

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

DOCUMENT  
7/12/04

Dear Sir/Madam:

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

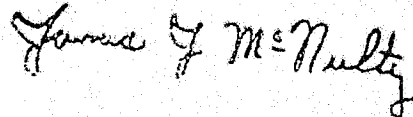
07/12/04

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,

A handwritten signature in cursive script that reads "James J. McNulty". The signature is written in dark ink and is positioned above the typed name and title.

James J. McNulty  
Secretary

es

December 16, 2004

**RECEIVED**

DEC 16 2004

PA PUBLIC UTILITY COMMISSION  
SECRETARY'S BUREAU

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

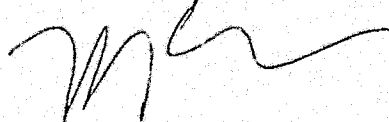
**RE: Jenny Vo vs. PGW, Docket No.: Z-01638056**

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,



Enclosure

cc. Jenny Vo  
Ann Cromley

**DOCUMENT  
FOLDER**

BEFORE THE  
PENNSYLVANIA PUBLIC UTILITY COMMISSION

RECEIVED

DEC 1 8 2004

PA PUBLIC UTILITY COMMISSION  
SECRETARY'S BUREAU

Jenny Vo

:

v.

:

Docket No.: Z-01638056

Philadelphia Gas Works

:

Answer of the 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. PGW denies the averments contained in Paragraph 3 of the Complaint concerning the Complainant's bill and all other averments that are conclusions.

PGW records indicate that the Complainant was billed for actual gas usage for service address 7263 Brous Avenue, Philadelphia, PA.

PGW records also indicate that the Complainant had re-certified for the Customer Responsibility Program ("CRP") on February 24, 2004.

The high bill is due to the fact that the Complainant has under paid the CRP agreement as shown on the statement of accounts, which is attached hereto as Exhibit "A".

Pursuant to the Bureau of Consumer Services dated November 1, 2004, the Complainant must pay \$511.62 by December 3, 2004 to catch up on the CRP agreement, thereafter, the Complainant must continue on the CRP agreement of \$37.32.

**DOCKETED**  
JAN 05 2005

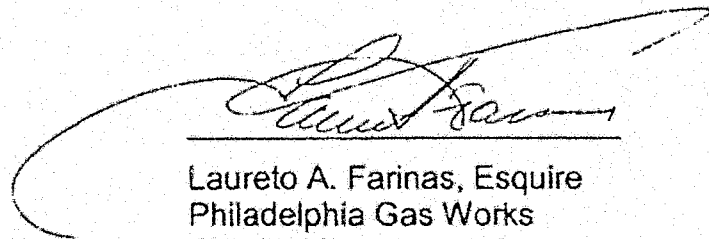
**DOCUMENT  
FOLDER**

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 this paragraph.

**Wherefore**, PGW respectfully requests that this Commission finds in favor of Philadelphia Gas Works and against the Complainant.

Respectfully submitted,

December 16, 2004

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

(215) 684-6982

**EXHIBIT A**

# HISTORY REQUEST REPORT FOR ACCOUNT # 2112242250 AND SA # 8546631217 AS OF 12/16/2004

Account # 2112242250	SA # 8546631217	Bill Cycle 08	Rate Class GS	Phone # 6244983(215)
Name: VO, JENNY THI	Address: 7263 BROUS AVE/PHILA, PA	Easyway Ind Catlor	CRP Status D	
Blocker Start Date 20040910	Blocker End Date 20041204	Meter # 1838676		

Tran Date	Tran Type	Current Aml	Total Aml	Adjst Aml	Segment Start Date	Segment End Date	Read Code	End Read	Current Balance	Usage	Meter #
09/09/2002	BILL	\$172.19	\$172.19	\$0.00	04/30/2002	09/09/2002	R	4626	\$1,226.14	125	1838676
10/08/2002	BILL	\$41.45	\$41.45	\$0.00	09/09/2002	10/08/2002	R	4654	\$1,284.65	28	1838676
10/10/2002	LPC	\$2.15	\$2.15	\$2.15							
11/01/2002	BILL	\$84.57	\$84.57	\$0.00	10/08/2002	11/01/2002	R	4723	\$1,386.80	69	1838676
11/09/2002	LPC	\$2.67	\$2.67	\$2.67							
12/10/2002	BILL	\$156.26	\$156.26	\$0.00	11/07/2002	12/10/2002	R	4863	\$463.01	140	1838676
12/12/2002	LPC	\$3.72	\$3.72	\$3.72							
12/31/2002	PAY	(\$50.00)	(\$50.00)	\$0.00							
01/02/2003	NEWCRP	\$1,083.77	\$1,083.77	\$1,083.77							
01/02/2003	CRPRFRZ	(\$1,496.78)	(\$1,496.78)	(\$1,496.78)							
01/10/2003	BILL	\$60.00	\$204.96	\$0.00	12/10/2002	01/10/2003	R	5031	\$60.00	168	1838676
01/10/2003	BILL	\$60.00	\$204.96	\$0.00	12/10/2002	01/10/2003	R	5031	\$0.00	168	1838676
01/15/2003	LPCWVE	(\$89.46)	(\$89.46)	(\$89.46)							
01/16/2003	CANB	(\$60.00)	(\$204.96)	\$0.00							
01/16/2003	BSEGCN	\$0.00	\$0.00	(\$204.96)							
01/16/2003	XFER	\$29.46	\$0.00	\$0.00							
02/10/2003	BILL	\$60.00	\$259.37	\$0.00	01/10/2003	02/10/2003	R	5284	\$60.00	233	1838676
02/18/2003	PAY	(\$60.00)	(\$60.00)	\$0.00							
03/12/2003	BILL	\$60.00	\$236.27	\$0.00	02/10/2003	03/12/2003	R	5476	\$60.00	212	1838676
04/02/2003	PAY	(\$60.00)	(\$60.00)	\$0.00							
04/10/2003	BILL	\$60.00	\$136.75	\$0.00	03/12/2003	04/10/2003	R	5578	\$60.00	102	1838676
05/07/2003	PAY	(\$60.00)	(\$60.00)	\$0.00							
05/12/2003	BILL	\$60.00	\$87.76	\$0.00	04/10/2003	05/12/2003	R	5636	\$60.00	58	1838676
05/29/2003	PAY	(\$60.00)	(\$80.00)	\$0.00							
06/10/2003	BILL	\$60.00	\$55.46	\$0.00	05/12/2003	06/10/2003	R	5670	\$60.00	34	1838676
06/24/2003	PAY	(\$60.00)	(\$50.00)	\$0.00							
07/10/2003	BILL	\$60.00	\$49.09	\$0.00	06/10/2003	07/10/2003	R	5698	\$60.00	28	1838676
07/24/2003	PAY	(\$60.00)	(\$60.00)	\$0.00							

Account # 2112242250 SA # 8546631217 Bill Cycle 08 Rate Class GS Phone # 6244983(215)  
 Name: VO, JENNY THI Address: 7263 BROUS AVE/PHILA, PA  
 Pay Agreement Indicator: N Easyway Indicator: CRP Status: D  
 Blocker Start Date: 20040910 Blocker End Date: 20041204 Meter # 1838676

Tran Date	Tran Type	Current Amt	Total Amt	Adjust Amt	Segment Start Date	Segment End Date	Read Code	End Read	Current Balance	Usage	Meter #
08/08/2003	BILL	\$60.00	\$43.79	\$0.00	07/10/2003	08/09/2003	R	5722	\$60.00	24	1838676
08/29/2003	PAY	(\$60.00)	(\$60.00)	\$0.00							
08/30/2003	CRPRMV	\$563.99	\$0.00	\$0.00							
08/30/2003	CRPFRZ	\$178.50	\$178.50	\$178.50							
08/31/2003	CRPFRZ	(\$742.49)	(\$742.49)	(\$742.49)							
09/10/2003	BILL	\$224.50	\$224.50	\$0.00	08/08/2003	09/10/2003	R	5749	\$224.50	27	1838676
09/29/2003	PAY	(\$87.83)	(\$87.83)	\$0.00							
10/09/2003	BILL	\$224.50	\$224.50	\$0.00	09/10/2003	10/09/2003	R	5782	\$361.17	33	1838676
11/07/2003	BILL	\$224.50	\$224.50	\$0.00	10/09/2003	11/07/2003	R	5826	\$585.67	44	1838676
11/17/2003	PAY	(\$87.82)	(\$87.82)	\$0.00							
12/10/2003	BILL	\$224.50	\$224.50	\$0.00	11/07/2003	12/10/2003	R	5897	\$722.35	171	1838676
12/19/2003	PAY	(\$87.83)	(\$87.83)	\$0.00							
01/09/2004	PAY	(\$87.83)	(\$87.83)	\$0.00							
01/12/2004	BILL	\$224.50	\$224.50	\$0.00	12/10/2003	01/12/2004	R	6212	\$771.19	215	1838676
02/10/2004	BILL	\$224.50	\$224.50	\$0.00	01/12/2004	02/10/2004	R	6457	\$907.85	245	1838676
02/10/2004	PAY	(\$87.83)	(\$87.83)	\$0.00							
03/04/2004	PAY	(\$87.82)	(\$87.82)	\$0.00							
03/10/2004	PAY	(\$87.83)	(\$87.83)	\$0.00							
03/11/2004	BILL	\$216.00	\$216.00	\$0.00	02/10/2004	03/11/2004	R	6608	\$948.21	151	1838676
03/31/2004	PAY	(\$87.82)	(\$87.82)	\$0.00							
04/12/2004	BILL	\$34.72	\$34.72	\$0.00	03/11/2004	04/12/2004	R	6745	\$895.11	137	1838676
04/14/2004	PAY	(\$37.22)	(\$37.22)	\$0.00							
04/30/2004	PAY	(\$296.05)	(\$296.05)	\$0.00							
05/10/2004	PAY	(\$37.22)	(\$37.22)	\$0.00							
05/11/2004	BILL	\$34.72	\$34.72	\$0.00	04/12/2004	05/11/2004	R	6790	\$855.39	45	1838676
05/14/2004	PAY	(\$425.24)	(\$425.24)	\$0.00							
06/04/2004	BOLHP	\$425.24	\$425.24	\$425.24							
06/08/2004	PAY	(\$52.30)	(\$52.30)	\$0.00							
06/10/2004	BILL	\$34.72	\$34.72	\$0.00	05/11/2004	06/10/2004	R	6817	\$541.76	27	1838676
07/07/2004	PAY	(\$52.06)	(\$52.06)	\$0.00							
07/12/2004	BILL	\$34.72	\$34.72	\$0.00	06/10/2004	07/12/2004	R	6845	\$524.42	28	1838676
08/05/2004	PAY	(\$51.70)	(\$51.70)	\$0.00							
08/10/2004	BILL	\$34.72	\$34.72	\$0.00	07/12/2004	08/10/2004	R	5867	\$507.44	22	1838676

Account # 2112242250 SA # 8546631217 Bill Cycle 08 Rate Class GS Phone # 6244983(215)

Name: VO, JENNY THI Address: 7263 BROUS AVE/PHILA, PA

Pay Agreement Indicator N Easyway Indicator CRP Status D

Blocker Start Date 20040910 Blocker End Date 20041204 Meter # 1838676

Tran Date	Tran Type	Current Amt	Total Amt.	Adjust Amt	Segment Start Date	Segment End Date	Read Code	End Read	Current Balance	Usage	Meter #
09/07/2004	PAY	(\$51.42)	(\$51.42)	\$0.00	08/10/2004	09/10/2004	R	6893	\$490.74	26	1838676
09/10/2004	BILL	\$34.72	\$34.72	\$0.00	09/10/2004						
10/05/2004	PAY	(\$36.64)	(\$36.64)	\$0.00	09/10/2004	10/11/2004	R	6920	\$488.82	27	1838676
10/11/2004	BILL	\$34.72	\$34.72	\$0.00	10/11/2004						
10/29/2004	PAY	(\$187.42)	(\$187.42)	\$0.00							
11/04/2004	PAY	(\$36.41)	(\$36.41)	\$0.00							
11/09/2004	BILL	\$34.72	\$34.72	\$0.00	10/11/2004	11/09/2004	R	6949	\$487.13	29	1838676
11/15/2004	BOLHP	\$187.42	\$187.42	\$187.42							
12/06/2004	PAY	(\$35.56)	(\$35.56)	\$0.00							
12/09/2004	BILL	\$34.72	\$34.72	\$0.00	11/09/2004	12/09/2004	R	6981	\$486.29	32	1838676

# HISTORY REQUEST REPORT FOR ACCOUNT # 2112242250 AND SA # 8546631217 AS OF 12/16/2004

Account # 2112242250	SA # 8546631217	Bill Cycle 08	Rate Class: GS	Phone # 62449831215
Name: VO, JENNY THI	Address: 7263 BROUS AVE/PHILA, PA			
Pay Agreement Indicator: N	Easyway Indicator	CRP Status: D		
Blocker Start Date 20040910	Blocker End Date 20041204	Meter # 1838676		

Tran Date	Tran Type	Current Amt	Total Amt	Adjst. Amt	Segment Start Date	Segment End Date	Read Code	End Read	Current Balance	Usage	Meter #
09/09/2002	BILL	\$172.19	\$172.19	\$0.00	04/30/2002	09/09/2002	R	4626	\$1,226.14	125	1838676
10/08/2002	BILL	\$41.45	\$41.45	\$0.00	09/09/2002	10/08/2002	R	4654	\$1,284.65	28	1838676
10/10/2002	LPC	\$2.15	\$2.15	\$2.15							
11/07/2002	BILL	\$84.57	\$84.57	\$0.00	10/08/2002	11/07/2002	R	4723	\$1,386.80	69	1838676
11/09/2002	LPC	\$2.67	\$2.67	\$2.67							
12/10/2002	BILL	\$156.26	\$156.26	\$0.00	11/07/2002	12/10/2002	R	4883	\$463.01	140	1838676
12/12/2002	LPC	\$3.72	\$3.72	\$3.72							
12/31/2002	PAY	(\$50.00)	(\$50.00)	\$0.00							
01/02/2003	NEWCRP	\$1,083.77	\$1,083.77	\$1,083.77							
01/02/2003	CRPFRZ	(\$1,496.79)	(\$1,496.79)	(\$1,496.79)							
01/10/2003	BILL	\$60.00	\$204.96	\$0.00	12/10/2002	01/10/2003	R	5031	\$60.00	168	1838676
01/10/2003	BILL	\$60.00	\$204.96	\$0.00	12/10/2002	01/10/2003	R	5031	\$0.00	168	1838676
01/15/2003	LPCWVE	(\$89.46)	(\$89.46)	(\$89.46)							
01/16/2003	CANB	(\$60.20)	(\$204.96)	\$0.00							
01/16/2003	BSEGCN	\$0.00	\$0.00	(\$204.96)							
01/16/2003	XFER	\$29.46	\$0.00	\$0.00							
02/10/2003	BILL	\$60.00	\$559.37	\$0.00	01/10/2003	02/10/2003	R	5264	\$60.00	233	1838676
02/18/2003	PAY	(\$60.00)	(\$50.00)	\$0.00							
03/12/2003	BILL	\$60.00	\$236.27	\$0.00	02/10/2003	03/12/2003	R	5476	\$60.00	212	1838676
04/02/2003	PAY	(\$60.00)	(\$60.00)	\$0.00							
04/10/2003	BILL	\$50.00	\$136.75	\$0.00	03/12/2003	04/10/2003	R	5578	\$50.00	102	1838676
05/07/2003	PAY	(\$60.00)	(\$80.00)	\$0.00							
05/12/2003	BILL	\$60.00	\$87.76	\$0.00	04/10/2003	05/12/2003	R	5636	\$60.00	58	1838676
05/29/2003	PAY	(\$60.00)	(\$60.00)	\$0.00							
06/10/2003	BILL	\$60.00	\$55.46	\$0.00	05/12/2003	06/10/2003	R	5670	\$60.00	34	1838676
06/24/2003	PAY	(\$60.00)	(\$60.00)	\$0.00							
07/10/2003	BILL	\$60.00	\$49.08	\$0.00	06/10/2003	07/10/2003	R	5698	\$60.00	28	1838676
07/24/2003	PAY	(\$60.00)	(\$60.00)	\$0.00							

Account # 2112242250 SA # 8546631217 Bill Cycle 08 Rate Class GS Phone # 62449831215  
 Name: VO, JENNY THI Address: 7263 BROUS AVE/PHILA, PA  
 Pay Agreement Indicator: N Easyway Indicator: CRP Status: D  
 Blocker Start Date: 20040910 Blocker End Date: 20041204 Meter # 1838676

Tran Date	Tran Type	Current Amt	Total Amt	Adjust Amt	Segment Start Date	Segment End Date	Read Code	End Read	Current Balance	Usage	Meter #
08/08/2003	BILL	\$60 00	\$43 79	\$0 00	07/10/2003	08/08/2003	R	5722	\$60 00	24	1838676
08/29/2003	PAY	(\$60 00)	(\$60 00)	\$0 00							
08/30/2003	CRPRM	\$563 99	\$0 00	\$0 00							
08/30/2003	CRPRM	\$178 50	\$178 50	\$178 50							
08/31/2003	CRPRZ	(\$742 49)	(\$742 49)	(\$742 49)							
09/10/2003	BILL	\$224 50	\$224 50	\$0 00	08/09/2003	09/10/2003	R	5749	\$224 50	27	1838676
09/29/2003	PAY	(\$87 83)	(\$87 83)	\$0 00							
10/09/2003	BILL	\$224 50	\$224 50	\$0 00	09/10/2003	10/09/2003	R	5782	\$361 17	33	1838676
11/01/2003	BILL	\$224 50	\$224 50	\$0 00	10/09/2003	11/07/2003	R	5826	\$595 67	44	1838676
11/17/2003	PAY	(\$87 82)	(\$87 82)	\$0 00							
12/10/2003	BILL	\$224 50	\$224 50	\$0 00	11/07/2003	12/10/2003	R	5997	\$722 35	171	1838676
12/19/2003	PAY	(\$87 83)	(\$87 83)	\$0 00							
01/09/2004	PAY	(\$87 83)	(\$87 83)	\$0 00							
01/12/2004	BILL	\$224 50	\$224 50	\$0 00	12/10/2003	01/12/2004	R	6212	\$77 19	215	1838676
02/10/2004	BILL	\$224 50	\$224 50	\$0 00	01/12/2004	02/10/2004	R	6457	\$907 86	245	1838676
02/10/2004	PAY	(\$87 83)	(\$87 83)	\$0 00							
03/04/2004	PAY	(\$87 82)	(\$87 82)	\$0 00							
03/10/2004	PAY	(\$87 83)	(\$87 83)	\$0 00							
03/11/2004	BILL	\$216 00	\$216 00	\$0 00	02/10/2004	03/11/2004	R	6508	\$948 21	151	1838676
03/31/2004	PAY	(\$87 82)	(\$87 82)	\$0 00							
04/12/2004	BILL	\$34 72	\$34 72	\$0 00	03/11/2004	04/12/2004	R	6745	\$995 11	137	1838676
04/14/2004	PAY	(\$37 22)	(\$37 22)	\$0 00							
04/30/2004	PAY	(\$296 05)	(\$296 05)	\$0 00							
05/10/2004	PAY	(\$37 22)	(\$37 22)	\$0 00							
05/11/2004	BILL	\$34 72	\$34 72	\$0 00	04/12/2004	05/11/2004	R	6790	\$855 39	45	1838676
05/14/2004	PAY	(\$425 24)	(\$425 24)	\$0 00							
06/04/2004	BOLHP	\$425 24	\$425 24	\$425 24							
06/08/2004	PAY	(\$52 30)	(\$52 30)	\$0 00							
06/10/2004	BILL	\$34 72	\$34 72	\$0 00	05/11/2004	06/10/2004	R	6817	\$541 76	27	1838676
07/07/2004	PAY	(\$52 36)	(\$52 36)	\$0 00							
07/12/2004	BILL	\$34 72	\$34 72	\$0 00	06/10/2004	07/12/2004	R	6845	\$524 42	28	1838676
08/05/2004	PAY	(\$51 70)	(\$51 70)	\$0 00							
08/10/2004	BILL	\$34 72	\$34 72	\$0 00	07/12/2004	08/10/2004	R	6857	\$507 44	22	1838676

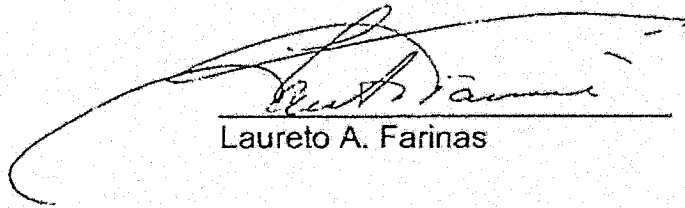
Account # 2112242250 SA # 8545631217 Bill Cycle 08 Rate Class GS Phone # 6244983(215)  
 Name: VO, JENNY THI Address: 7263 BROUS AVE/PHILA,PA  
 Pay Agreement Indicator: N Easyway Indicator: CRP Status: D  
 Blocker Start Date: 20040910 Blocker End Date: 20041204 Meter # 1838676

Tran Date	Tran Type	Current Amt	Total Amt	Adjust Amt	Segment Start Date	Segment End Date	Read Code	End Read	Current Balance	Usage	Meter #
09/07/2004	PAY	(\$51.42)	(\$51.42)	\$0.00							
09/10/2004	BILL	\$34.72	\$34.72	\$0.00	09/10/2004	09/10/2004	R	6893	\$490.74	26	1838676
10/05/2004	PAY	(\$36.64)	(\$36.64)	\$0.00							
10/11/2004	BILL	\$34.72	\$34.72	\$0.00	09/10/2004	10/11/2004	R	6920	\$488.82	27	1838676
10/29/2004	PAY	(\$187.42)	(\$187.42)	\$0.00							
11/04/2004	PAY	(\$36.41)	(\$36.41)	\$0.00							
11/09/2004	BILL	\$34.72	\$34.72	\$0.00	10/11/2004	11/09/2004	R	6949	\$487.13	29	1838676
11/15/2004	BOLHP	\$187.42	\$187.42	\$187.42							
12/06/2004	PAY	(\$35.56)	(\$35.56)	\$0.00							
12/09/2004	BILL	\$34.72	\$34.72	\$0.00	11/09/2004	12/09/2004	R	6961	\$486.29	32	1838676

VERIFICATION

I, Laureto A. 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: December 16, 2004



Laureto A. Farinas

RECEIVED

DEC 16 2004

PA PUBLIC UTILITY COMMISSION  
SECRETARY'S BUREAU

RECEIVED

DEC 16 2004

PA PUBLIC UTILITY COMMISSION  
SECRETARY'S BUREAU

CERTIFICATE OF SERVICE

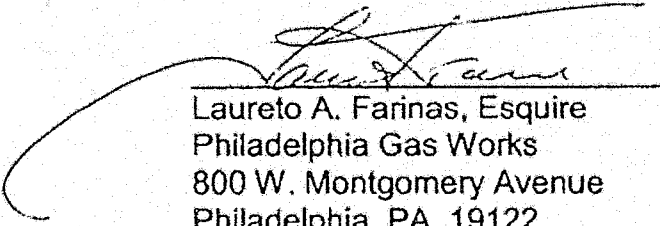
I HEREBY CERTIFY THAT I HAVE THIS DAY SERVED A TRUE COPY  
OF THE FOREGOING DOCUMENT UPON THE PARTICIPANTS LISTED  
BELOW, IN ACCORDANCE WITH THE REQUIREMENTS OF §1.54  
(RELATING TO SERVICE BY A PARTICIPANT).

Service List:

For Complainant:

*Jenny Thi Vo*  
7263 Brous Avenue  
Philadelphia, PA 19149

December 16, 2004

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