

May 23, 2001

Mr. John T Best
6154 West Columbia Avenue
Philadelphia, PA 19151

Dear Mr. Best:

On behalf of PGW I would like to apologize to you for the hardships you experienced as a result of not having an actual bill. I am glad to see that your AMR device, installed on March 6, 2001, is working properly. Your new bills are based on these readings.

As of May 8, 2001 a new account number has been established for 302 North Edgewood Street. The account number is #02 8101 3875. It has a total due of \$77.00. The new bills will be mailed to 6154 West Columbia Avenue.

I am including a statement of account, usage analysis and breakdown of a few bills. Our usage analysis breaks down your gas usage based on outside temperature using only actual meter readings. Your usage analysis proved to be in line with past and current usage. I even added a section to show you how out-of-line the estimates were in the winter of 1999-2000. This would explain the reason for the catch-up bill you received last December. I rebilled that section of your account so that the catch-up portion would be billed before the rate increase of November 22, 2000. This rebilling resulted in a difference of \$284.66 less on you bill

PGW would like to thank you for being such a good customer. We realize that this had been an inconvenience to you, but appreciate your diligence in this matter.

Sincerely,

AMN

John T. Best
 6154 West Columbia Avenue
 Account #81 1396 5603

BCS #907686

Period	Meter Indices	Total Gas Usage	-	Non-Heating Gas Usage	=	Heating Gas Usage	:	Degree Days	=	Cubic Feet Per Degree Day
11/06/97	1190 - 3672	248,200	181	37,800	210,400	3612		58.3		
06/03/98	3672 - 11176	750,400	181	166,300	584,100	8915		65.5		
12/08/00	1176 - 3120	194,400	181	15,900	178,500	2609		68.4		

Bill Segment: 02/19/2001, \$1,931.00

Action: Launch

BA: 35365101243 Account: 0081 1396 5603 Best, John T Launch Bill Header Mailing Address

Premise	SA Type	Total Amount	Bill Period	Consumption	Rate	Alerts
6154 W Columbia Ave/Philadelphia Pa	G2-GS	1,931.00	01/16 - 02/19	1501.00 CCF	GSR	Manual Bill

Billing Details: Lines Usage GL Accounts RT Usage RT Factors

Bill Calculation Lines

Description	Sub-Amount	Amount
Bill Normalized from 49 days to 30 days		
Customer Charge @ \$8.00		8.00
Commodity Charge 1,501 ccf @ \$0.6513		992.61
Gas Cost Rate 1,501 ccf @ \$0.61985		930.39

View Real Time Calculations View Time Period Calculations

Bill Segment: 02/06/2001, \$249.18

Action: Launch

BA: 70890819508 Account: 0081 1396 5603 Best, John T Launch Bill Header Mailing Address

Premise	SA Type	Total Amount	Bill Period	Consumption	Rate	Alerts
302 N Eogewood St/Philadelphia Pa	G2-GS	24.66	01/08 - 02/06	13.00 CCF	GSR	
6154 W Columbia Ave/Philadelphia Pa	G2-GS	224.52	12/08 - 01/10	204.00 CCF	GSR	Estimated

Billing Details: Lines Usage GL Accounts RT Usage RT Factors

Bill Calculation Lines

Description	Sub-Amount	Amount
2/09/2000-01/10/2001 33 days		
Customer Charge @ \$8.00		8.00
Commodity Charge 204 ccf @ \$0.6513		134.91
Gas Cost Rate 204 ccf @ \$0.30445, 23 days		43.29
Gas Cost Rate 204 ccf @ \$0.61985, 10 days		38.32

View Real Time Calculations View Time Period Calculations

Philadelphia Gas Works



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

ORIGINAL

Laureto A. Farnas, Esq.
Director Regulatory Affairs
Direct Dial: 215-684-6982
FAX: 215-684-6770
E-mail: laureto.farnas@pgworks.com

DOCUMENT
FOLDER

June 8, 2001

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

RECEIVED

JUN 11 2001

PA PUBLIC UTILITY COMMISSION
SECRETARY'S BUREAU

RE: John T. Best vs. Philadelphia Gas Works ("PGW") - Docket No. F-00907686

Dear Secretary McNulty:

Pursuant to 52 Pa. Code §5.61, the Philadelphia Gas Works ("PGW") hereby files its answer to the Complaint in the above captioned matter.

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

Sincerely,

cc: John T. Best
Les Fyock
Annmarie Nagle

BEFORE THE
PENNSYLVANIA PUBLIC UTILITY COMMISSION

ORIGINAL

John T. Best

V.

Philadelphia Gas Works

Docket No. F - 00907686

Answer Of Philadelphia Gas Works

DOCUMENT
FOLDER

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

RECEIVED

DOCKETED

JUN 11 2001

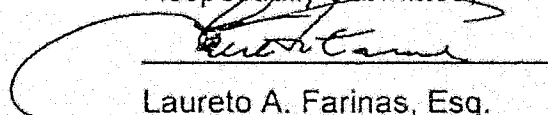
1. Admitted.
2. Admitted.
3. Denied. PGW denies the averments in Paragraph 3 of the Complaint that BCS is inaccurate for periods mentioned. The bill is correct as rendered. A decision Bureau of Consumer Services ("BCS") on or about May 10, 2001, concerning BCS No. 00907686, confirmed the accuracy of the bill and Complainant's obligation for payment of bill. Further, PGW provided Complainant with additional information concerning his account as requested, (See Exhibit "A")
4. Denied. The averments in Paragraph 4 of the Complaint are either conclusions or a request for relief to which no response is required. PGW therefore denies the averments in Paragraph 4.

PA PUBLIC UTILITY COMMISSION
SECRETARY'S BUREAU

Wherefore, PGW respectfully requests that this Commission dismiss the instant Complaint.

June 8, 2001

Respectfully submitted,



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

EXHIBIT A

RECEIVED

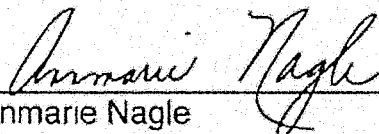
JUN 11 2001

PA PUBLIC UTILITY COMMISS'N
SECRETARY'S BUREAU

VERIFICATION

I, Annmarie Nagle, hereby declare that I am a Customer Review Officer with the Philadelphia Gas Works; that as such, I am authorized to make this verification on its behalf; that the facts set forth in the foregoing Response are true to the best of my knowledge, information and belief, and that I make this verification subject to the penalties of 18 Pa. C S. §4904, pertaining to false statements to authorities.

Date: June 8, 2001



Annmarie Nagle

CERTIFICATE OF SERVICE

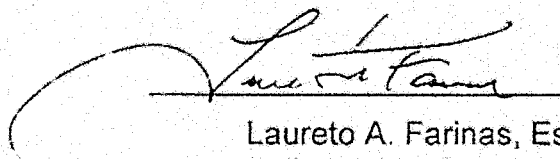
I HEREBY CERTIFY THAT I HAVE THIS DAY SERVED A TRUE COPY OF THE FOREGOING DOCUMENT UPON THE PARTICIPANTS LISTED BELOW, IN ACCORDANCE WITH THE REQUIREMENTS OF §1.54 (RELATING TO SERVICE BY A PARTICIPANT).

Service List:

John T. Best
6154 West Columbia Avenue
Philadelphia, PA 19151

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

June 8, 2001

A handwritten signature in cursive script, reading "Laureto Farinas", is written over a horizontal line. The signature is positioned to the right of the date and above the printed name and address.

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