

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: 08/23/04
8. DOCKET NO: Z-01637786	:	9. EFFECTIVE DATE: 00/00/00

PARTY/COMPLAINANT: BLACK, VIVIAN E.

RESPONDENT/APPLICANT: PHILADELPHIA GAS WORKS

COMP/APP COUNTY:

UTILITY CODE: 125042

ALLEGATION OR SUBJECT

COMPLAINANT STATES HER PARENTS ARE STRUGGLING TO PAY \$359 A MONTH FOR THEIR GAS BILL AND ARE UNABLE TO PAY MORE THAN THAT AMOUNT. HER PARENTS WANT THE FUC TO TELL PGW TO ARRANGE A SMALLER MONTHLY PAYMENT PLAN FOR THEM.

DOCUMENT
FOLDER

DOCKETED
AUG 26 2004

ORIGINAL

ST/637786
Due Back 8/25/04

Pennsylvania Public Utility Commission

Formal Complaint Form

Please Print.

Z-01637786

AUG 25 2004
PA PUBLIC UTILITY COM.
SECRETARY'S OFFICE

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

Name VIVIAN E BLACK

Street/P.O.Box 54 Westview Street Apt # _____

City Philadelphia State PA Zip 19119

Area Code/HOME Phone 215-844-6597 Area Code/WORK Phone _____

Utility Account Number 2119974008

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).

See ATTACHMENT - letter prepared by my daughter.

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

(see attached)

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] 8.23.04
Signature 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 7/28/2004. 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.)

DONALD BLACK
54 WESTVIEW ST
PHILADELPHIA PA 19119

(215) 844 6597
(Area Code) Telephone Number

Donald Black
Signature

Mail this completed form to:

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

ST Number.	1637786	Date of mailing:	7/28/2004
Company:	PHILADELPHIA GAS WORKS		

RECEIVED
BUREAU OF CONSUMER SERVICES
JUL 29 5 41 9:23
REVISED 12/97

2



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

IN REPLY PLEASE
REFER TO OUR FILE

August 5, 2004

ST1637786

DONALD BLACK
54 WESTVIEW STREET
PHILADELPHIA PA 19119

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 August 25, 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:

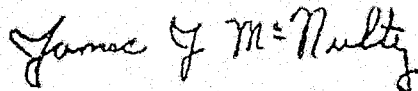
Office of Administrative Law Judge
Public Utility Commission
P.O. Box 3265
Harrisburg, PA 17105-3265

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

ddi

CC: PHILADELPHIA GAS WORKS

BEFORE THE PENNSYLVANIA PUBLIC UTILITY COMMISSION

DATE SERVED: AUGUST 27, 2004

VIVIAN E. BLACK
Complainant

VS.

PHILADELPHIA GAS WORKS
Respondent

Complaint Docket
No: Z-01637786

DOCUMENT
FOLDER

DOCKETED
AUG 26 2004

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,

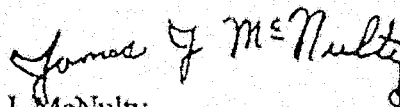
1. You have twenty (20) days from the date on which this complaint is served to either satisfy this complaint or to file with the Secretary of the Pennsylvania Public Utility Commission, P. O. Box 3265, Harrisburg, PA 17105-3265, an answer (original and three copies), in writing, under oath, which, as 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: AUGUST 27, 2004

Z-01637786

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 VIVIAN E. BLACK. 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.

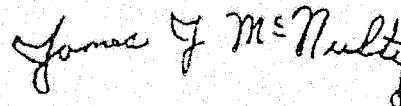
AUGUST 27, 2004

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

JJH

Philadelphia Gas Works

PGW
ORIGINAL

300 West Montgomery Avenue, Philadelphia, PA 19122

Laureto A. Farinas, Esq.
Senior Attorney
Legal Department
Direct Dial: 215-684-6982
FAX: 215-684-6798
E-mail: laureto.farinas@pgworks.com

RECEIVED

SEP 22 2004

PA PUBLIC UTILITY COMMISSION
SECRETARY'S BUREAU

September 22, 2004

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

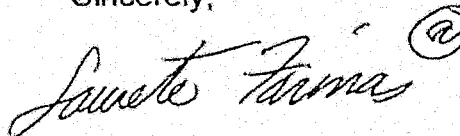
RE: Vivian Black v. PGW, Docket No, Z-01637786

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 contact me at my direct-dial number above. Thank you for your assistance.

Sincerely,

Laureto Farinas 

Enclosures

cc: Vivian Black
Susan Kelly

DOCUMENT
FOLDER

113

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BEFORE THE
PENNSYLVANIA PUBLIC UTILITY COMMISSION

SEP 22 2004

PA PUBLIC UTILITY COMMISSION
SECRETARY'S BUREAU

Vivian Black

v.

Philadelphia Gas Works

:
:
:
:
:
:

Docket No. Z - 01637786

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") is installed at the service address and all bills are based on actual reads. A listing of the Complainant billings is attached hereto as Exhibit "A."

PGW believes that a payment arrangement consisting of the payment of a monthly budget bill of approximately \$350.00 plus \$100.00 per month on the arrears is in the best interests of the Complainant.

The monthly budget bill is an average based on the Complainant's prior usage over the course of one year; it is set to a minimum level that would cover the Complainant's anticipated usage. Based on the Complainant's usage, PGW cannot set the budget bill lower without causing the account financial balance to worsen.

PGW has no other knowledge of the Complainant's ability to make payment on this account. Strict proof thereof is demanded at a hearing in this matter.

DOCKETED
SEP 27 2004

DOCUMENT
FOLDER

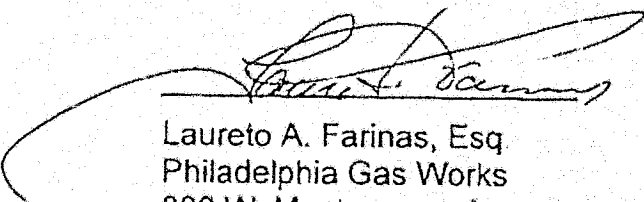
The Complainant's current balance of \$3,080.11 represents gas service to September 20, 2004.

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,

September 22, 2004



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

EXHIBIT A

BILLS FROM 01/01/1996 TO 09/20/2004

Account #: 2119974008

Customer Name: BLACK, DONALD

Customer Address 54 W WESTVIEW ST/PHILA,PA

Bill Cycle: 19

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	Cancelled	Closing Bill	CRP Monthly Amount	Easyway Current Month	Easyway Curr Amt	Days
9961637038	1784638	07/27/2004	08/25/2004	09/22/2004	2447	2477	30	Regular	\$43.11	No	No	\$0.00	0	\$0.00	29
9961637038	1784638	06/25/2004	07/27/2004	08/23/2004	2411	2447	36	Regular	\$49.82	No	No	\$0.00	0	\$0.00	32
9961637038	1784638	05/26/2004	06/25/2004	07/23/2004	2371	2411	40	Regular	\$53.94	No	No	\$0.00	0	\$0.00	30
9961637038	1784638	04/27/2004	05/26/2004	06/23/2004	2299	2371	72	Regular	\$96.52	No	No	\$0.00	0	\$0.00	29
9961637038	1784638	03/26/2004	04/27/2004	05/24/2004	2027	2299	272	Regular	\$304.38	No	No	\$0.00	6	\$450.00	32
9961637038	1784638	02/26/2004	03/26/2004	04/23/2004	1596	2027	431	Regular	\$483.31	No	No	\$0.00	5	\$450.00	29
9961637038	1784638	01/27/2004	02/26/2004	03/23/2004	892	1596	704	Regular	\$735.26	No	No	\$0.00	4	\$450.00	30
9961637038	1784638	12/29/2003	01/27/2004	02/25/2004	66	892	826	Regular	\$837.82	No	No	\$0.00	3	\$371.00	29
9961637038	1784638	11/25/2003	12/29/2003	01/27/2004	9302	66	764	Regular	\$804.81	No	No	\$0.00	2	\$309.00	34
9961637038	1784638	10/24/2003	11/25/2003	12/27/2003	8997	9302	305	Regular	\$363.16	No	No	\$0.00	1	\$309.00	32
9961637038	1784638	09/25/2003	10/24/2003	11/21/2003	8860	8997	137	Regular	\$151.34	No	No	\$0.00	0	\$0.00	29
9961637038	1784638	08/25/2003	09/25/2003	10/21/2003	8818	8860	42	Regular	\$54.53	No	No	\$0.00	0	\$0.00	31
9961637038	1784638	07/25/2003	08/25/2003	09/23/2003	8774	8818	44	Regular	\$56.22	No	No	\$0.00	0	\$0.00	31
9961637038	1784638	06/25/2003	07/25/2003	08/21/2003	8734	8774	40	Regular	\$51.98	No	No	\$0.00	0	\$0.00	30
9961637038	1784638	05/28/2003	06/25/2003	07/23/2003	8663	8734	51	Regular	\$63.34	No	No	\$0.00	0	\$0.00	28
9961637038	1784638	04/28/2003	05/28/2003	06/24/2003	8554	8663	129	Regular	\$130.94	No	No	\$0.00	0	\$0.00	30
9961637038	1784638	03/27/2003	04/28/2003	05/23/2003	8216	8554	338	Regular	\$333.64	No	No	\$0.00	0	\$0.00	32
9961637038	1784638	02/26/2003	03/27/2003	04/23/2003	7700	8216	516	Regular	\$504.16	No	No	\$0.00	0	\$0.00	29
9961637038	1784638	01/28/2003	02/26/2003	03/25/2003	6905	7700	795	Regular	\$683.98	No	No	\$0.00	0	\$0.00	29
9961637038	1784638	12/27/2002	01/28/2003	02/25/2003	6080	6905	825	Regular	\$720.42	No	No	\$0.00	0	\$0.00	32
9961637038	1784638	11/25/2002	12/27/2002	01/27/2003	5367	6080	713	Regular	\$616.01	No	No	\$0.00	0	\$0.00	32
9961637038	1784638	10/24/2002	11/25/2002	12/23/2002	4970	5367	397	Regular	\$343.62	No	No	\$0.00	0	\$0.00	32
9961637038	1784638	09/24/2002	10/24/2002	11/20/2002	4660	4970	110	Regular	\$102.14	No	No	\$0.00	0	\$0.00	30
9961637038	1784638	08/23/2002	09/24/2002	10/21/2002	4817	4660	43	Regular	\$45.41	No	No	\$0.00	0	\$0.00	32
9961637038	1784638	07/25/2002	08/23/2002	09/20/2002	4780	4817	37	Regular	\$39.46	No	No	\$0.00	0	\$0.00	29
9961637038	1784638	06/26/2002	07/25/2002	08/20/2002	4743	4780	37	Regular	\$39.46	No	No	\$0.00	0	\$0.00	29
9961637038	1784638	05/24/2002	06/26/2002	07/24/2002	4690	4743	53	Regular	\$51.67	No	No	\$0.00	0	\$0.00	33
9961637038	1784638	04/25/2002	05/24/2002	06/21/2002	4552	4690	138	Regular	\$112.42	No	No	\$0.00	0	\$0.00	29
9961637038	1784638	03/26/2002	04/25/2002	05/21/2002	4354	4552	198	Regular	\$151.20	No	No	\$0.00	0	\$0.00	30
9961637038	1784638	02/26/2002	03/26/2002	04/23/2002	3989	4354	365	Regular	\$264.05	No	No	\$0.00	0	\$0.00	28

BILLS FROM 01/01/1996 TO 09/20/2004

Account # 2119974008 Customer Name: BLACK, DONALD

Customer Address: 54 W WESTVIEW ST/PHILA,PA

Bill Cycle 19

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	Cancelled	Closing Bill	CRP Monthly Amount	Easyway Current Month	Easyway Curr Amt	Days
9961637038	1784638	01/28/2002	02/26/2002	03/25/2002	3566	3989	423	Regular	\$349.44	No	No	\$0.00	0	\$0.00	29
9961637038	1784638	12/27/2001	01/28/2002	02/25/2002	2963	3566	603	Regular	\$494.06	No	No	\$0.00	0	\$0.00	32
9961637038	1784638	11/27/2001	12/27/2001	01/24/2002	2588	2963	375	Regular	\$314.61	No	No	\$0.00	0	\$0.00	30
9961637038	1784638	10/26/2001	11/27/2001	12/21/2001	2305	2588	283	Regular	\$265.08	No	No	\$0.00	0	\$0.00	31
9961637038	1784638	09/26/2001	10/26/2001	11/26/2001	2158	2305	147	Regular	\$140.42	No	No	\$0.00	0	\$0.00	30
9961637038	1784638	08/27/2001	09/26/2001	10/24/2001	2115	2158	43	Regular	\$48.18	No	No	\$0.00	0	\$0.00	30
9961637038	1784638	07/27/2001	08/27/2001	09/24/2001	2079	2115	36	Regular	\$47.66	No	No	\$0.00	0	\$0.00	31
9961637038	1784638	06/27/2001	07/27/2001	08/23/2001	2035	2079	44	Regular	\$56.18	No	No	\$0.00	0	\$0.00	30
9961637038	1784638	05/25/2001	06/27/2001	07/25/2001	1967	2035	68	Regular	\$81.73	No	No	\$0.00	0	\$0.00	33
9961637038	1784638	04/26/2001	05/25/2001	06/25/2001	1860	1967	107	Regular	\$123.26	No	No	\$0.00	0	\$0.00	29
9961637038	1784638	03/27/2001	04/26/2001	05/22/2001	1579	1860	281	Regular	\$308.51	No	No	\$0.00	0	\$0.00	30
9961637038	1784638	02/26/2001	03/27/2001	04/24/2001	1118	1579	461	Regular	\$498.90	No	No	\$0.00	0	\$0.00	29
9961637038	1784638	01/26/2001	02/26/2001	03/23/2001	504	1118	614	Regular	\$635.70	No	No	\$0.00	0	\$0.00	31
9961637038	1784638	12/27/2000	01/26/2001	02/22/2001	9804	504	700	Regular	\$700.30	No	No	\$0.00	0	\$0.00	30
9961637038	1784638	11/24/2000	12/27/2000	01/25/2001	9029	9804	775	Regular	\$605.17	No	No	\$0.00	0	\$0.00	33
9961637038	1784638	10/25/2000	11/24/2000	12/21/2000	8679	9029	350	Regular	\$227.77	No	No	\$0.00	0	\$0.00	30
9961637038	1784638	09/25/2000	10/25/2000	11/22/2000	8511	8679	168	Regular	\$110.04	No	No	\$0.00	0	\$0.00	30
9961637038	1784638	08/24/2000	09/25/2000	10/23/2000	8454	8511	57	Regular	\$41.56	No	No	\$0.00	0	\$0.00	32
9961637038	1784638	07/27/2000	08/24/2000	09/20/2000	8415	8454	39	Regular	\$30.46	No	No	\$0.00	0	\$0.00	28
9961637038	1784638	06/23/2000	07/27/2000	08/22/2000	8366	8415	49	Regular	\$36.62	No	No	\$0.00	0	\$0.00	34
9961637038	1784638	05/25/2000	06/23/2000	07/21/2000	8231	8366	135	Regular	\$89.69	No	No	\$0.00	0	\$0.00	29
9961637038	1784638	04/27/2000	05/25/2000	06/26/2000	8193	8231	38	System Estimate	\$29.84	No	No	\$0.00	0	\$0.00	28
9961637038	1784638	03/29/2000	04/27/2000	05/24/2000	7921	8193	272	Regular	\$174.19	No	No	\$0.00	0	\$0.00	29
9961637038	1784638	02/29/2000	03/29/2000	04/26/2000	7610	7921	311	Regular	\$198.25	No	No	\$0.00	0	\$0.00	29
9961637038	1784638	01/28/2000	02/29/2000	03/28/2000	7050	7610	560	Regular	\$351.86	No	No	\$0.00	0	\$0.00	32
9961637038	1784638	12/28/1999	01/28/2000	02/28/2000	6216	7050	834	Regular	\$521.80	No	No	\$0.00	0	\$0.00	31
9961637038	1784638	11/24/1999	12/28/1999	01/25/2000	5681	6216	535	Regular	\$340.77	No	No	\$0.00	0	\$0.00	34
9961637038	1784638	10/25/1999	11/24/1999	12/21/1999	5426	5681	255	Regular	\$161.94	No	No	\$0.00	0	\$0.00	30
9961637038	1784638	09/24/1999	10/25/1999	11/26/1999	5266	5426	160	Regular	\$103.99	No	No	\$0.00	0	\$0.00	31
9961637038	1784638	08/27/1999	09/24/1999	10/25/1999	5266	5392	126	System Estimate	\$83.25	Yes	No	\$0.00	0	\$0.00	31
9961637038	1784638	08/27/1999	09/24/1999	10/27/1999	5215	5266	51	Regular	\$37.51	No	No	\$0.00	0	\$0.00	28

BILLS FROM 01/01/1996 TO 09/20/2004

Account # 2119974038 Customer Name: BLACK, DONALD

Bill Cycle 19

Customer Address 54 W WESTVIEW ST/PHILA, PA

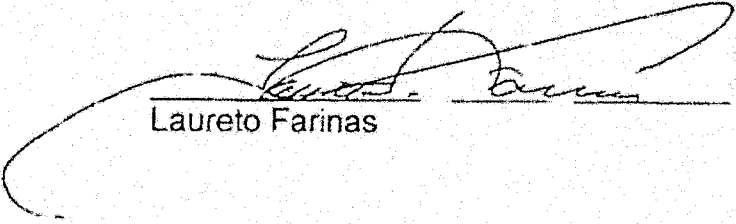
BILLS

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
9961637038	1784638	07/29/1999	08/27/1999	09/24/1999	5181	5215	34	Regular	\$27.14	No	No	\$0.00	0	\$0.00	30
9961637038	1784638	06/18/1999	07/28/1999	08/26/1999	5129	5181	52	Regular	\$38.12	No	No	\$0.00	0	\$0.00	40
9961637038	1784638	05/26/1999	06/18/1999	07/21/1999	5095	5129	34	Regular	\$26.75	No	No	\$0.00	0	\$0.00	24
9961637038	1784638	04/16/1999	05/26/1999	06/22/1999	4919	5095	176	Regular	\$117.69	No	No	\$0.00	0	\$0.00	41
9961637038	1784638	03/23/1999	04/16/1999	05/15/1999	4725	4919	194	Regular	\$129.40	No	No	\$0.00	0	\$0.00	25
9961637038	1784638	02/22/1999	03/23/1999	04/18/1999	4242	4725	483	Regular	\$317.40	No	No	\$0.00	0	\$0.00	30
9961637038	1784638	01/27/1999	02/22/1999	03/20/1999	3827	4242	415	Regular	\$273.16	No	No	\$0.00	0	\$0.00	27
9961637038	1784638	01/05/1999	01/27/1999	02/26/1999	3442	3827	385	Regular	\$261.56	No	No	\$0.00	0	\$0.00	22
9961637038	1784638	11/23/1998	01/06/1999	01/31/1999	2815	3442	627	Regular	\$431.93	No	No	\$0.00	0	\$0.00	45
9961637038	1784638	10/24/1998	11/23/1998	12/21/1998	2523	2815	292	Regular	\$202.86	No	No	\$0.00	0	\$0.00	31
9961637038	1784638	09/23/1998	10/24/1998	11/22/1998	2391	2523	132	Regular	\$93.46	No	No	\$0.00	0	\$0.00	32
9961637038	1784638	08/26/1998	09/23/1998	10/21/1998	2354	2391	37	Regular	\$28.50	No	No	\$0.00	0	\$0.00	29
9961637038	1784638	07/28/1998	08/26/1998	09/22/1998	2322	2354	32	Regular	\$25.08	No	No	\$0.00	0	\$0.00	30
9961637038	1784638	06/29/1998	07/28/1998	08/25/1998	2284	2322	38	Regular	\$29.18	No	No	\$0.00	0	\$0.00	30
9961637038	1784638	05/28/1998	06/29/1998	07/25/1998	2230	2284	54	Regular	\$40.13	No	No	\$0.00	0	\$0.00	33
9961637038	1784638	04/28/1998	05/28/1998	06/24/1998	2152	2230	78	Regular	\$56.54	No	No	\$0.00	0	\$0.00	31
9961637038	1784638	03/30/1998	04/28/1998	05/26/1998	1989	2152	163	Regular	\$114.66	No	No	\$0.00	0	\$0.00	30
9961637038	1784638	02/25/1998	03/30/1998	04/27/1998	1583	1989	406	Regular	\$280.81	No	No	\$0.00	0	\$0.00	34
9961637038	1784638	01/27/1998	02/25/1998	03/28/1998	1183	1583	400	Regular	\$276.71	No	No	\$0.00	0	\$0.00	30
9961637038	1784638	12/26/1997	01/27/1998	02/23/1998	681	1183	502	Regular	\$346.46	No	No	\$0.00	0	\$0.00	33
9961637038	1784638	11/24/1997	12/26/1997	01/25/1998	216	681	465	Regular	\$321.15	No	No	\$0.00	0	\$0.00	33
9961637038	1784638	10/17/1997	11/24/1997	12/21/1997	9823	216	393	Regular	\$271.93	No	No	\$0.00	0	\$0.00	39
9961637038	1784638	09/23/1997	10/17/1997	11/21/1997	9767	9823	56	Regular	\$41.49	No	No	\$0.00	0	\$0.00	25
9961637038	1784638	08/25/1997	09/23/1997	10/21/1997	9723	9767	44	Regular	\$33.29	No	No	\$0.00	0	\$0.00	30
9961637038	1784638	07/29/1997	08/25/1997	09/22/1997	9714	9723	9	Regular	\$9.35	No	No	\$0.00	0	\$0.00	28

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. September 22, 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:

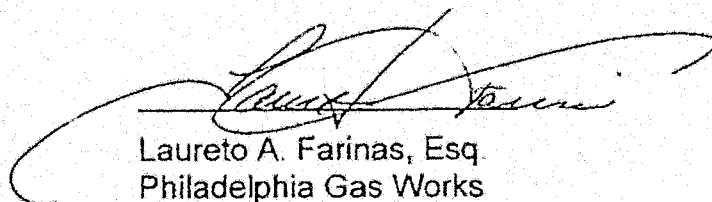
Vivian Black
54 Westview Street
Philadelphia, PA 19132

RECEIVED

SEP 22 2004

PA PUBLIC UTILITY COMMISSION
SECRETARY'S BUREAU

September 22, 2004



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 22, 2004

In Re: Z-01637786

(SEE ATTACHED LIST)

Vivian E. Black 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: Friday, January 21, 2005
Time: 10:00 a.m.
Presiding: Administrative Law Judge Allison K. Turner
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 08 2004

**DOCUMENT
FOLDER**

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

Vivian E. Black	215-844-6597
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 Turner
Cherie Pyle
Beth Plantz
Docket Section
Calendar File