

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-01640475
- 4. PUBLIC MEETING DATE:  
00/00/00
- 7. DATE FILED: 05/26/05
- 9. EFFECTIVE DATE: 00/00/00

PARTY/COMPLAINANT: YOUNG, MARTHA J

RESPONDENT/APPLICANT: PHILADELPHIA GAS WORKS

COMP/APP COUNTY: PHILADELPHIA

UTILITY CODE: 125042

ALLEGATION OR SUBJECT

COMPLAINANT STATES THAT THERE IS SOMETHING WRONG WITH HER METER AND SHE WANTS THE COMPANY TO FIX IT. SHE STATES HER NEIGHBOR RUNS ALL UTILITIES FROM PGW AND HER BILLS ARE NOT NEARLY AS HIGH.

**DOCKETED**

JUL 25 2005

DOCUMENT  
FOLDER

L-01640475

Must be returned by MAY 31, 2005

PENNSYLVANIA PUBLIC UTILITY COMMISSION

Formal Complaint Form

Please print or type.

1. CUSTOMER NAME (COMPLAINANT)

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

Name Martha J. Young

Street/P.O. Box 1337 S 52nd St Apt # 1st Floor

City Philadelphia State Penna Zip 19143

County

Area Code/HOME Phone 215-729-0858

Area Code/WORK Phone 215-662-3807

Utility Account Number 3120311427 (from your bill)

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

Name

Street/P.O. Box

City State Zip

2. UTILITY NAME (RESPONDENT)

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

DOCUMENT FORER

DOCKETED

JUL 28 2005

4

SECRETARY'S BUREAU

05/11/05 PM 9:11

7

3. TYPE OF UTILITY (check one)

ELECTRIC

STEAM HEAT

GAS

WASTE WATER

WATER

MOTOR CARRIER

(taxi, moving company, limousine)

TELEPHONE

(local, long distance)

4. COMPLAINT (check one)

A. In general, what is your complaint?

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

There are incorrect charges on my bill.

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

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

I would like a payment agreement.

Other.  
(explain)

B. State the facts of your complaint.

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

I'm complaining, because, I live on the first floor. In the winter my heat is set at 68-70 degrees. I live alone. I work at night, I have electric cooking. and yet my first bill I received after I moved into my apartment, was \$180.00. I moved in, on Nov 1st 2002, my bill is now \$2,400.00 I can't understand how that could be. ~~that~~ early of this year PBW installed a pipe line into my building 1337 s 52nd st. I'm assuming that those bills I was getting was estimated. please help me.

5. RELIEF

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

I would like PGW to correct all of anything that is incorrect, or make a complete reading of my meter. my neighbors on the 2 Floor has all of PGW services yet the bill is not at all as high as my. so please make a complete check.

Thank you.  
Ms Young

6. PROTECTION FROM ABUSE

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

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

YES

NO

7. PRIOR UTILITY CONTACT

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

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

YES   
(includes appeals of BCS determinations)

NO

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

8. VERIFICATION AND SIGNATURE

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

Verification:

I Martha J Young, 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).

Martha J Young  
(Signature)

5-17-05  
(Date)

9. LEGAL REPRESENTATION (IF ANY)

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

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

Street \_\_\_\_\_

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

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

10. FILING

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

If using U.S. Postal Service:

If using overnight delivery service:

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

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

Keep a copy of your complaint for your records.

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

*Timely*

Notice to Customer:

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

If you want to appeal this decision, you must return this Notification of Intent to Appeal form within 20 days of 4/25/2005. The Commission will send you formal complaint forms.

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

Thank You  
Pennsylvania Public Utility Commission

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

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

MARTHA YOUNG  
1337 SOUTH 52ND ST  
1ST FLOOR  
PHILADELPHIA PA 19143

215-7290858  
(Area Code) Telephone Number

*Martha Young*  
Signature

Mail this completed form to:

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

ST Number:	1640475	Date of mailing:	4/25/2005
Company:	PHILADELPHIA GAS WORKS		

REVISED 12/97

*30*



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

IN REPLY PLEASE  
REFER TO OUR FILE

MAY 9, 2005

ST1640475

MARTHA YOUNG  
1337 SOUTH 52ND STREET 1ST FL  
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 MAY 31, 2005 to the address listed below:

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

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

**Commission Procedures for Formal Complaints**

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

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

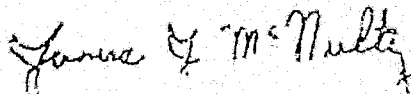
Office of Administrative Law Judge  
Public Utility Commission  
P.O. Box 3265  
Harrisburg, PA 17105-3265

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

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

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

Very truly yours,



James J. McNulty  
Secretary

NVL

cc: Philadelphia Gas Works



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

4/25/2005

S.T. No: 1640475

MARTHA YOUNG  
1337 SOUTH 52ND ST  
1ST FLOOR  
PHILADELPHIA PA 19143

The Bureau of Consumer Services (BCS) has completed its investigation into your informal complaint. Attached is the decision resulting from that investigation. We have also sent a copy of this decision to your utility company. This decision is binding on all parties, and unless you or the company appeals this decision, it will become final 20 days after the date of this letter.

If you do not agree with this decision you can appeal it by filing a formal complaint. Complete and return the attached Notification of Intent to Appeal within 20 days of the date indicated on the form. The Commission will mail you formal complaint forms. When you complete and return the formal complaint forms your appeal will begin. The Commission will assign your complaint to an Administrative Law Judge, and a hearing date will be scheduled.

You do not need a lawyer to file an appeal.

You must make all of the payments required by this decision. If you do not make these payments the utility company is permitted to terminate your utility service.

Do not mail your payments to the Public Utility Commission. Payments should be made payable to your utility company and mailed directly to your company the same way you normally make payments.

If you have any questions about the terms and conditions of this decision or about the Public Utility Commission's appeal procedures you may call 1-800-692-7380.

Sincerely,

LISA JENKINS  
Investigator

Enclosure  
PHILADELPHIA GAS WORKS  
3120311427

INFORMAL COMPLAINT DECISION  
BUREAU OF CONSUMER SERVICES, RESIDENTIAL TERMINATION UNIT  
THE PENNSYLVANIA PUBLIC UTILITY COMMISSION

Date: 4/25/2005

MARTHA YOUNG  
1337 SOUTH 52ND ST  
1ST FLOOR  
PHILADELPHIA PA 19143

S.T. No: 1640475

V.

Acct. No: 3120311427

PHILADELPHIA GAS WORKS

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You contacted the Public Utility Commission regarding your utility service. The Residential Termination Unit looked into your records with the company and decided that:

- Your total account balance is \$2476.53. This balance does not include any payments or bills sent out on or after 4/22/2005.
- YOU MUST PAY ALL BILLS THAT ARE DUE BEFORE THE DUE DATE OF THIS DECISION.
- Beginning MAY 2005 you must pay the company a special budget amount of \$263.00 per month. This amount may change depending on any change in the amount of service you use.
- This special budget amount includes a regular budget amount of \$160.00 per month, which is based on your monthly usage, plus \$103.00 that will be paid toward the account balance.
- You must make all payments by the due date of each month's bill and continue making the payments until you pay the account in full.
- The Company has special programs that may help you to pay your bill. If you do qualify for these programs, the Company may lower your monthly bill. If the Company enrolls you in a special program, they will tell you the new amount you need to pay each month. You should pay that amount instead of the amount in this decision.
- If you break this payment arrangement, the company may shut off your service. If the company shuts off your service, they may make you pay your full bill plus a reconnect fee and a deposit to restore service.

Your dispute has been reviewed. The bills are correct as rendered. You are responsible for the balance owed to the company.

LISA JENKINS  
Investigator

BEFORE THE PENNSYLVANIA PUBLIC UTILITY COMMISSION

DATE SERVED: JULY 25, 2005

MARTHA J YOUNG  
Complainant

VS.

PHILADELPHIA GAS WORKS  
Respondent

Complaint Docket  
No: Z-01640475

DOCUMENT  
FILED

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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: JULY 25, 2005

Z-01640475

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

Dear Sir/Madam:

A complaint has been filed against you before the Pennsylvania Public Utility Commission by MARTHA J YOUNG. 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.

DOCUMENT  
FOLDER

DOCKETED  
JUL 28 2005

JULY 25, 2005

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

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

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

Very truly yours,

James J. McNulty  
Secretary

ddi

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



Mary M. Chan, Paralegal  
Legal Department  
Direct Dial (215) 684-6330  
Fax (215) 684-6798  
E-mail [mary.chan@pgworks.com](mailto:mary.chan@pgworks.com)

August 15, 2005

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

RE: Martha J Young vs. PGW, Docket No.: Z-01640475

Dear Secretary McNulty:

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

If additional information is needed about this matter, please do not hesitate to contact me at my direct-dial number above. Thank you for your assistance in this matter.

Sincerely,

A handwritten signature in black ink, appearing to be "Mary M. Chan". The signature is fluid and cursive, with a large initial "M" and a long horizontal stroke at the end.

DOCUMENT  
FOLDER

Enclosure

cc: Martha J. Young  
Lucille Coleman

PAID

RJP

61

BEFORE THE  
PENNSYLVANIA PUBLIC UTILITY COMMISSION P

Martha J Young :  
 :  
 v. : Docket No.: Z-01640475  
 :  
 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. Admitted.
4. (a-b) Denied. PGW denies the averments contained in Paragraph 4 of the Complaint concerning the inaccuracy of the Complainant's bill and all other averments that are conclusions. The Complainant's bills are correct as rendered. The Complainant's gas bill is based on actual gas usage to 1337 S. 52<sup>nd</sup> Street (Service Address). PGW records indicate that on May 22, 2004, a trace meter and piping was completed and revealed – hot water heater, 32,000 btu; house heater, 62,000 btu. The Complainant's current arrearages due on the Complainant's PGW gas account is \$2,323.64 due to the Complainant missing and underpaying her monthly bills as shown on the statement of accounts which is attached hereto as Exhibit "A".

DOCUMENT  
FOLDER

**DOCKETED**  
AUG 16 2005

The Bureau of Consumer Services ("BCS") decision dated April 25, 2005, ordered the Complainant to pay \$263 monthly, which consists of \$160 in

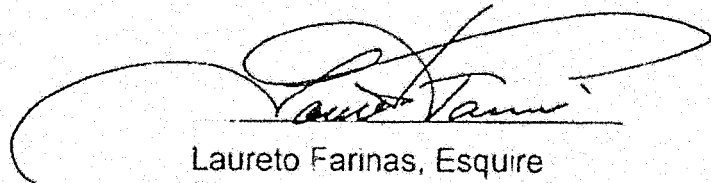
budget bill plus \$103 towards the arrears. A copy of the BCS decision is attached hereto as Exhibit "B".

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

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

Respectfully submitted,

August 15, 2005



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

**EXHIBIT A**

# HISTORY REQUEST REPORT FOR ACCOUNT # 3120311427 AND SA # 4219035127 AS OF 08/15/2005

Account # 3120311427	SA # 4219035127	Bill Cycle 19	Rate Class GS	Phone # 7508593(215)
Name: YOUNG, MARTHA J		Address: 1337 S 52ND ST, FPHILA, PA		
Pay Agreement Indicator: N	Easyway Indicator	CRP Status		
Blocker Start Date: 20050721	Blocker End Date: 20070731	Meter # 1459933		

Tran Date	Tran Type	Current Amt	Total Amt	Adjust Amt	Segment Start Date	Segment End Date	Read Code	End Read	Current Balance	Usage	Meter #
12/11/2002	PAY	(\$74.00)	(\$74.00)	\$0.00	11/15/2002	12/20/2002	R	2745	\$174.59	228	1459933
12/20/2002	BILL	\$248.59	\$248.59	\$0.00							
01/21/2003	PAY	(\$100.00)	(\$100.00)	\$0.00	12/20/2002	01/23/2003	R	2968	\$334.38	223	1459933
01/23/2003	BILL	\$258.86	\$258.86	\$0.00							
01/30/2003	LPC	\$0.93	\$0.93	\$0.93							
02/10/2003	PAY	(\$150.00)	(\$150.00)	\$0.00	01/23/2003	02/21/2003	R	3159	\$400.40	191	1459933
02/21/2003	BILL	\$213.72	\$213.72	\$0.00							
02/28/2003	LPC	\$2.30	\$2.30	\$2.30							
03/17/2003	PAY	(\$100.00)	(\$100.00)	\$0.00	02/21/2003	03/24/2003	R	3301	\$550.36	142	1459933
03/24/2003	BILL	\$175.53	\$175.53	\$0.00							
03/29/2003	LPC	\$4.50	\$4.50	\$4.50							
04/09/2003	PAY	(\$96.22)	(\$96.22)	\$0.00	03/24/2003	04/23/2003	R	3385	\$569.96	84	1459933
04/23/2003	BILL	\$113.02	\$113.02	\$0.00							
04/30/2003	LPC	\$5.76	\$5.76	\$5.76							
05/06/2003	PAY	(\$75.77)	(\$75.77)	\$0.00	04/23/2003	05/22/2003	R	3424	\$537.53	39	1459933
05/22/2003	BILL	\$60.64	\$60.64	\$0.00							
05/30/2003	LPC	\$6.40	\$6.40	\$6.40							
06/20/2003	BILL	\$45.86	\$45.86	\$0.00	05/22/2003	06/20/2003	R	3450	\$591.23	26	1459933
06/27/2003	LPC	\$7.31	\$7.31	\$7.31							
06/30/2003	PAY	(\$88.04)	(\$88.04)	\$0.00	06/20/2003	07/22/2003	R	3463	\$527.73	13	1459933
07/22/2003	BILL	\$29.22	\$29.22	\$0.00							
07/29/2003	LPC	\$6.89	\$6.89	\$6.89							
08/12/2003	PAY	(\$45.84)	(\$45.84)	\$0.00	07/22/2003	08/20/2003	R	3475	\$512.71	12	1459933
08/20/2003	BILL	\$27.89	\$27.89	\$0.00							
08/27/2003	LPC	\$6.74	\$6.74	\$6.74							
09/09/2003	PAY	(\$46.50)	(\$46.50)	\$0.00	08/20/2003	09/22/2003	R	3490	\$501.66	15	1459933
09/22/2003	BILL	\$32.02	\$32.02	\$0.00							
09/27/2003	LPC	\$6.56	\$6.56	\$6.56							

Account # 32031427

SA # 42903512

Bill Cycle 19

Rate Class GS

Phone # 7268582151

Name YOUNG, MARTHA J

Address 337 S 52ND ST, 1F/PHILA, PA

Easyway Indicator

CRP Status

Blocker Start Date 20050721

Blocker End Date 20070731

Meter # 1459933

Tran Date	Tran Type	Current Amt	Total Amt	Adjust Amt	Segment Start Date	Segment End Date	Read Code	Enc Read	Current Balance	Usage	Meter #
10/21/2003	BILL	\$30.71	\$30.71	\$0.00	09/22/2003	10/21/2003	R	3504	\$639.78	14	1459933
10/28/2003	LPC	\$7.04	\$7.04	\$7.04							
11/03/2003	PAY	(\$94.26)	(\$94.26)	\$0.00							
11/20/2003	BILL	\$101.07	\$101.07	\$0.00	10/21/2003	11/20/2003	R	3568	\$547.43	64	1459933
11/27/2003	LPC	\$6.29	\$6.29	\$6.29							
12/16/2003	PAY	(\$94.71)	(\$94.71)	\$0.00							
12/22/2003	BILL	\$221.25	\$221.25	\$0.00	11/20/2003	12/22/2003	R	3729	\$675.38	161	1459933
12/31/2003	LPC	\$6.48	\$6.48	\$6.48							
01/23/2004	BILL	\$318.77	\$318.77	\$0.00	12/22/2003	01/23/2004	R	3966	\$1,004.17	237	1459933
01/31/2004	LPC	\$9.80	\$9.80	\$9.80							
02/10/2004	PAY	(\$95.69)	(\$95.69)	\$0.00							
02/23/2004	BILL	\$291.29	\$291.29	\$0.00	01/23/2004	02/23/2004	R	4186	\$1,209.01	220	1459933
02/28/2004	LPC	\$13.39	\$13.39	\$13.39							
03/09/2004	PAY	(\$96.95)	(\$96.95)	\$0.00							
03/23/2004	BILL	\$233.18	\$233.18	\$0.00	02/23/2004	03/23/2004	R	4350	\$1,358.82	164	1459933
03/30/2004	LPC	\$16.51	\$16.51	\$16.51							
04/21/2004	PAY	(\$98.35)	(\$98.35)	\$0.00							
04/22/2004	BILL	\$144.78	\$144.78	\$0.00	03/23/2004	04/22/2004	R	4447	\$1,422.47	97	1459933
04/29/2004	LPC	\$18.78	\$18.78	\$18.78							
05/17/2004	PAY	(\$99.10)	(\$99.10)	\$0.00							
05/24/2004	BILL	\$48.54	\$48.54	\$0.00	04/22/2004	05/24/2004	R	4472	\$1,390.83	25	1459933
05/28/2004	LPC	\$19.74	\$19.74	\$19.74							
06/22/2004	BILL	\$33.98	\$33.98	\$0.00	05/24/2004	06/22/2004	R	4488	\$1,445.36	16	1459933
06/29/2004	PAY	(\$99.50)	(\$99.50)	\$0.00							
06/29/2004	LPC	\$20.47	\$20.47	\$20.47							
07/12/2004	PAY	(\$99.51)	(\$99.51)	\$0.00							
07/22/2004	BILL	\$32.95	\$32.95	\$0.00	06/22/2004	07/22/2004	R	4503	\$1,296.98	15	1459933
07/29/2004	LPC	\$18.60	\$18.60	\$18.60							
08/25/2004	BILL	\$32.95	\$32.95	\$0.00	07/22/2004	08/25/2004	R	4518	\$1,349.09	15	1459933
08/27/2004	LPC	\$19.09	\$19.09	\$19.09							
09/07/2004	PAY	(\$99.59)	(\$99.59)	\$0.00							
09/22/2004	BILL	\$21.86	\$21.86	\$0.00	08/25/2004	09/22/2004	R	4525	\$1,289.68	7	1459933
09/29/2004	LPC	\$18.66	\$18.66	\$18.66							

Account # 312031427 SA # 4219035127 Bl Cycle 19 Rate Class GS Phone # 7290858(215)  
 Name: YOUNG, MARTHA J Address: 1337 S 52ND ST.1F/PH.LA.PA  
 Pay Agreement Indicator Easyway Indicator CRP Status  
 Blocker Start Date: 20050721 Blocker End Date: 20070731 Meter # 1459933

Tran Date	Tran Type	Current Amt	Total Amt	Adjust Amt	Segment Start Date	Segment End Date	Read Code	End Read	Current Balance	Usage	Meter #
10/21/2004	BILL	\$63.68	\$63.68	\$0.00	09/22/2004	10/21/2004	R	4562	\$1,372.42	37	1459933
10/28/2004	LPC	\$18.99	\$18.99	\$18.99							
11/15/2004	PAY	(\$199.22)	(\$199.22)	\$0.00							
11/22/2004	BILL	\$188.37	\$188.37	\$0.00	10/21/2004	11/22/2004	R	4687	\$1,378.37	125	1459933
11/30/2004	LPC	\$17.52	\$17.52	\$17.52							
12/21/2004	BILL	\$260.80	\$260.80	\$0.00	11/22/2004	12/21/2004	R	4846	\$1,558.33	161	1459933
12/28/2004	PAY	(\$99.62)	(\$99.62)	\$0.00							
12/29/2004	LPC	\$19.11	\$19.11	\$19.11							
01/24/2005	BILL	\$383.72	\$383.72	\$0.00	12/21/2004	01/24/2005	R	5082	\$1,965.13	234	1459933
01/28/2005	LPC	\$23.03	\$23.03	\$23.03							
02/08/2005	PAY	(\$99.65)	(\$99.65)	\$0.00							
02/22/2005	BILL	\$347.52	\$347.52	\$0.00	01/24/2005	02/22/2005	R	5295	\$2,240.62	213	1459933
02/28/2005	LPC	\$27.92	\$27.92	\$27.92							
03/22/2005	BILL	\$282.73	\$282.73	\$0.00	02/22/2005	03/22/2005	R	5501	\$2,566.53	206	1459933
03/30/2005	LPC	\$33.13	\$33.13	\$33.13							
04/04/2005	PAY	(\$99.76)	(\$99.76)	\$0.00							
04/21/2005	BILL	\$153.31	\$153.31	\$0.00	03/22/2005	04/21/2005	R	5599	\$2,619.84	98	1459933
05/16/2005	PAY	(\$199.63)	(\$199.63)	\$0.00							
05/20/2005	BILL	\$54.64	\$54.64	\$0.00	04/21/2005	05/20/2005	R	5631	\$2,474.48	32	1459933
06/13/2005	PAY	(\$99.85)	(\$99.85)	\$0.00							
06/21/2005	BILL	\$36.76	\$36.76	\$0.00	05/20/2005	06/21/2005	R	5648	\$2,446.85	17	1459933
06/27/2005	LPC	\$35.57	\$35.57	\$35.57							
07/11/2005	PAY	(\$99.87)	(\$99.87)	\$0.00							
07/21/2005	BILL	\$31.59	\$31.59	\$0.00	06/21/2005	07/21/2005	R	5661	\$2,413.64	13	1459933
07/27/2005	LPC	\$35.16	\$35.16	\$35.16							
08/08/2005	XFER	\$2.81	\$2.81	\$2.81							
08/09/2005	PAY	(\$100.00)	(\$100.00)	\$0.00							

**EXHIBIT B**



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

4/25/2005

S.T. No: 1640475

MARTHA YOUNG  
1337 SOUTH 52ND ST  
1ST FLOOR  
PHILADELPHIA PA 19143

The Bureau of Consumer Services (BCS) has completed its investigation into your informal complaint. Attached is the decision resulting from that investigation. We have also sent a copy of this decision to your utility company. This decision is binding on all parties, and unless you or the company appeals this decision, it will become final 20 days after the date of this letter.

If you do not agree with this decision you can appeal it by filing a formal complaint. Complete and return the attached Notification of Intent to Appeal within 20 days of the date indicated on the form. The Commission will mail you formal complaint forms. When you complete and return the formal complaint forms your appeal will begin. The Commission will assign your complaint to an Administrative Law Judge, and a hearing date will be scheduled.

You do not need a lawyer to file an appeal.

You must make all of the payments required by this decision. If you do not make these payments the utility company is permitted to terminate your utility service.

Do not mail your payments to the Public Utility Commission. Payments should be made payable to your utility company and mailed directly to your company the same way you normally make payments.

If you have any questions about the terms and conditions of this decision or about the Public Utility Commission's appeal procedures you may call 1-800-692-7380.

Sincerely,

LISA JENKINS  
Investigator

Enclosure  
PHILADELPHIA GAS WORKS  
3120311427

INFORMAL COMPLAINT DECISION  
BUREAU OF CONSUMER SERVICES, RESIDENTIAL TERMINATION UNIT  
THE PENNSYLVANIA PUBLIC UTILITY COMMISSION

Date: 4/25/2005

MARTHA YOUNG  
1337 SOUTH 52ND ST  
1ST FLOOR  
PHILADELPHIA PA 19143

S.T. No: 1640475

V.

Acct. No: 3120311427

PHILADELPHIA GAS WORKS

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You contacted the Public Utility Commission regarding your utility service. The Residential Termination Unit looked into your records with the company and decided that:

- Your total account balance is \$2476.53. This balance does not include any payments or bills sent out on or after 4/22/2005.
- YOU MUST PAY ALL BILLS THAT ARE DUE BEFORE THE DUE DATE OF THIS DECISION.
- Beginning MAY 2005 you must pay the company a special budget amount of \$263.00 per month. This amount may change depending on any change in the amount of service you use.
- This special budget amount includes a regular budget amount of \$160.00 per month, which is based on your monthly usage, plus \$103.00 that will be paid toward the account balance.
- You must make all payments by the due date of each month's bill and continue making the payments until you pay the account in full.
- The Company has special programs that may help you to pay your bill. If you do qualify for these programs, the Company may lower your monthly bill. If the Company enrolls you in a special program, they will tell you the new amount you need to pay each month. You should pay that amount instead of the amount in this decision.
- If you break this payment arrangement, the company may shut off your service. If the company shuts off your service, they may make you pay your full bill plus a reconnect fee and a deposit to restore service.

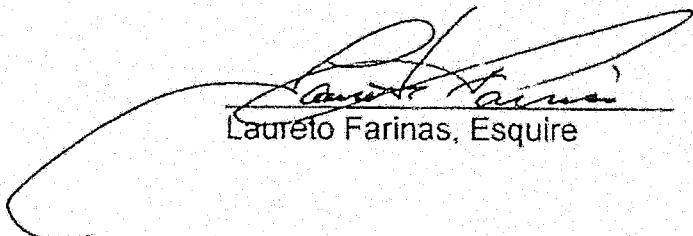
Your dispute has been reviewed. The bills are correct as rendered. You are responsible for the balance owed to the company.

LISA JENKINS  
Investigator

VERIFICATION

I, Denise Adamucci, 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 August 15, 2005

  
Laureto Farinas, Esquire

CERTIFICATE OF SERVICE

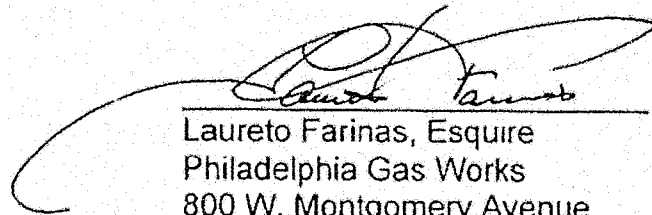
I HEREBY CERTIFY THAT I HAVE THIS DAY SERVED A TRUE COPY  
OF THE FOREGOING DOCUMENT UPON THE PARTICIPANTS LISTED  
BELOW, IN ACCORDANCE WITH THE REQUIREMENTS OF §1.54  
(RELATING TO SERVICE BY A PARTICIPANT).

Service List:

For Complainant:

*Martha Young*  
1337 S. 52<sup>nd</sup> Street  
Apt. 1F  
Philadelphia, PA 19143

August 15, 2005



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