

COMMONWEALTH OF PENNSYLVANIA
PUBLIC UTILITY COMMISSION

ORIGINAL

-----X
Floriann B. Matuszak v. Philadelphia Gas :
Works. :
 Requests payment arrangements. : Docket No.
 : C-20055294
 :
 Initial Hearing. :
 -----X

Pages 1 through 20

Hearing Room 1301
State Office Building
Broad and Spring Garden Streets
Philadelphia, Pennsylvania

DOCUMENT
FOLDER

Tuesday, December 13, 2005

Met, pursuant to notice, at 10:20 a.m.

BEFORE:

CHARLES E. RAINEY, Administrative Law Judge

G.M.

APPEARANCES:

FLORIANN B. MATUSZAK
2839 Gilham Street
Philadelphia, Pennsylvania, 19149
(Pro Se)

LAURETO FARINAS, Esquire
800 West Montgomery Avenue
Philadelphia, Pennsylvania 19122
(For Philadelphia Gas Works)

SECRETARY'S BUREAU

2005 DEC 13 11:19:26

Commonwealth Reporting Company, Inc.
700 Lisburn Road
Camp Hill, Pennsylvania 17011

23

1
2
3
4
5
6
7
8
9
10
11
12
13
14
15
16
17
18
19
20
21
22
23
24
25

WITNESS INDEX

WITNESSES

DIRECT CROSS REDIRECT RE CROSS

Floriann B. Matuszak
(By the Judge)
(By Mr. Farinas)

5 -- -- --
-- 7 -- --

Anthony Langford
(By Mr. Farinas)

10 -- -- --

EXHIBIT INDEX

1
2
3
4
5
6
7
8
9
10
11
12
13
14
15
16
17
18
19
20
21
22
23
24
25

NUMBER

FOR IDENTIFICATION

IN EVIDENCE

Complainant's

No.1 (Letter dated 12/13/2005) ✓ 5 8

No. 2 (Pending application) ✓ 5 8

PGW

No. 1 (PGW Tariff) ✓ 11 19

No. 2 (Contacts Form) ✓ 12 19

Any reproduction of this transcript
is prohibited without authorization
by the certifying reporter.

P R O C E E D I N G S

1
2
3
4
5
6
7
8
9
10
11
12
13
14
15
16
17
18
19
20
21
22
23
24
25

ADMINISTRATIVE LAW JUDGE CHARLES E. RAINEY: Good morning. My name is Charles E. Rainey and I am the Administrative Law Judge who has been assigned to this case, and this is the case of Floriann B. Matuszak versus Philadelphia Gas Works at Docket No. C-20055294.

I note the appearances of Floriann Matuszak who is appearing pro se or in her own behalf and also the appearance of Laureto Farinas, Esquire, who is appearing on behalf of Philadelphia Gas Works.

Ms. Matuszak, as the Complainant in this case, you have the burden of proving that you are entitled to the relief that you have requested. The procedure that we will follow this morning is that you first will be given the opportunity to present testimony with regard to your complaint. Your testimony will be subject to any questions that I might have, as well as any questions which Mr. Farinas representing PGW might have. PGW in turn will be given an opportunity to put on testimony in it's own defense and you likewise will be able to cross-examine PGW's witnesses.

Do you have any questions with regard to either your burden of proof or the procedure that we will follow this morning?

MS. MATUSZAK: No.

JUDGE RAINEY: Okay. If not, if you will stand and raise your right hand, I will swear you in.

Whereupon,

FLORIANN B. MATUSZAK

having been duly sworn, testified as follows:

1 JUDGE RAINEY: Very well. You may be seated right there at the
2 table and please give your full name for the record, spelling both names.

3 THE WITNESS: Floriann Matuszak. F-L-O-R-I-A-N-N, and the
4 second name is M-A-T-U-S-Z-A-K.

5 JUDGE RAINEY: And Ms. Matuszak, you are more than welcome to
6 take your coat off. It can get fairly warm inside here.

7 THE WITNESS: Thank you. I was going to do that anyway.

8 JUDGE RAINEY: Okay. Very well.

9 DIRECT TESTIMONY

10 JUDGE RAINEY: Ms. Matuszak, will you please provide us with your
11 address?

12 THE WITNESS: 2839 Gilham Street, Philadelphia, Pennsylvania.
13 19149.

14 JUDGE RAINEY: And Ms. Matuszak, will you please state the nature
15 of your complaint?

16 THE WITNESS: Yes. As I stated on Exhibit 1, on July 7, 2002, I -

17 JUDGE RAINEY: Why don't we do this first, because we weren't on
18 the record when the documents were pre-marked. Ms. Matuszak did hand
19 up two documents which were marked prior to going on the record, as
20 Complainant's Exhibit No. 1 and Complainant's Exhibit No. 2, and
21 Respondent's Counsel does have copies of those documents, as well as the
22 court reporter.

23 (Whereupon, the documents were
24 marked as Complainant's Exhibits
25 Nos. 1 and 2 for identification.)

1 JUDGE RAINEY: Go right ahead, Ms. Matuszak.

2 THE WITNESS: On July 7, 2002, that was the date of my 65th
3 birthday and I became eligible for PGW's senior discount program, and that
4 was 14 months before the program was closed. The reason I did not apply
5 for the program at that time was because I thought it, along with all the
6 other programs that were being offered, was geared towards low income
7 individuals. I exceeded the low-income cap and therefore I did not apply
8 for any programs.

9 In June of 2004, I became aware that there never was an income
10 cap for participation in the program and applications were being taken by
11 PGW in the event that the program was reinstated. I made an application
12 and my copy is attached as Exhibit 2, and I produced the necessary
13 information that was required at that time. I produced proof of my
14 income, since I was told that there would be a cap on the income if
15 reinstatement of the program took place.

16 My reason for being here today is to request admission into the
17 senior discount program because I was in fact eligible for the program in
18 2002.

19 JUDGE RAINEY: Ms. Matuszak, when did you make application for
20 the Senior Discount Program?

21 THE WITNESS: I believe it was June 15, 2004. That was right
22 when I became aware that applications were being taken.

23 JUDGE RAINEY: Mr. Farinas, do you have any questions for
24 Ms. Matuszak?

25 MR. FARINAS: Yes, Your Honor. Just a little more details.

1 CROSS EXAMINATION

2 BY MR. FARINAS:

3 Q. The reason that you didn't apply the day after your birthday or
4 after your birthday was what again?5 A. It was because I was not aware that the program was open to
6 all individuals 65 and over. I thought it was an income cap and the
7 program was geared towards low-income individuals.8 Q. Did you ever call PGW to inquire whether or not there was an
9 income cap?10 A. No, I didn't because to my knowledge, all the programs that
11 were being offered to senior citizens 65 and older were definitely geared
12 towards low income.

13 Q. Did you ever read the inserts that appears in the PGW bills?

14 A. No, not usually.

15 Q. Did anyone at PGW ever tell you that the Senior Citizen
16 Discount was income based?

17 A. No.

18 MR. FARINAS: I have no further questions, Your Honor.

19 JUDGE RAINEY: Ms. Matuszak, how did you become aware that the
20 Senior Citizen Discount Program was not income based?21 THE WITNESS: It was through going to some senior presentations
22 that were being given in my area on various subjects and the subject came
23 up, and that was my first time that I became aware that there never was
24 an income cap. As soon as I became aware of that, I went down to the
25 office on Frankford Avenue in the Frankford section of the city and made an

1 application.

2 JUDGE RAINEY: To a PGW office?

3 THE WITNESS: To a PGW office.

4 JUDGE RAINEY: Based on my questions Mr. Farinas, do you have
5 any other questions?

6 MR. FARINAS: No further questions, Your Honor.

7 JUDGE RAINEY: Very well. Do you have anything that you want to
8 add to your testimony at this time, Ms. Matuszak?

9 THE WITNESS: No.

10 JUDGE RAINEY: Very well. We have Complainant's Exhibits Nos. 1
11 and 2 before us. Mr. Farinas, do you have any objection to the admission
12 into evidence of Complainant's Exhibits Nos. 1 and 2?

13 MR. FARINAS: No objection, Your Honor.

14 JUDGE RAINEY: Hearing no objection, Complainant's Exhibits Nos.
15 1 and 2 are then admitted into evidence.

16 (Whereupon, the documents marked
17 as Complainant's Exhibits Nos. 1
18 and 2 were received in evidence.)

19 JUDGE RAINEY: Ms. Matuszak, you are more than welcome to - I
20 will tell you what. Why don't you take a seat at the conference table, so
21 that we will allow PGW's witness to then replace you at the table.

22 THE WITNESS: Okay.

23 (Witness excused.)

24 MR. FARINAS: Your Honor, realizing that you will take this motion
25 under advisement, based on the record as it is now, I move that this case

1 be dismissed. However, Mr. Langford is available to provide additional
2 information to Your Honor.

3 JUDGE RAINEY: I will take your motion under advisement
4 Mr. Farinas, and then if you will call your witness and have your witness
5 take the witness stand.

6 MR. FARINAS: Thank you, Your Honor. At this time, I would like to
7 call Mr. Anthony Langford.

8 JUDGE RAINEY: Okay. Mr. Langford, if you raise your right hand, I
9 will swear you in.

10 Whereupon,

11 ANTHONY LANGFORD

12 having been duly sworn, testified as follows:

13 JUDGE RAINEY: Please be seated and provide your full name for
14 the record, spelling your last name.

15 THE WITNESS: Anthony C. Langford. L-A-N-G-F-O-R-D.

16 JUDGE RAINEY: And Mr. Langford, by whom are you employed?

17 THE WITNESS: Philadelphia Gas Works.

18 JUDGE RAINEY: And what is your business title?

19 THE WITNESS: I am a Customer Review Officer.

20 JUDGE RAINEY: And would you give your business address for the
21 record please?

22 THE WITNESS: 1800 North 9th Street, Philadelphia, Pennsylvania,
23 19122.

24 JUDGE RAINEY: Please proceed, Mr. Farinas.

25 MR. FARINAS: Thank you, Your Honor.

1 DIRECT EXAMINATION

2 BY MR. FARINAS:

3 Q. Mr. Langford, as a Customer Review Officer, what do your
4 duties entail?5 A. To investigate and write a written report on any complaints,
6 formal or informal, that comes to Philadelphia Gas Works via the Public
7 Utility Commission.8 Q. Did you investigate and write several reports on the individual
9 we are discussing today?

10 A. Yes, I did.

11 Q. If I could just sort of ask you some questions. Do you have a
12 copy of Complainant's Exhibit 1 and 2 in front of you?

13 A. No, I don't.

14 Q. Can I show you these documents?

15 A. Yes.

16 Q. Is your investigation of this complaint consistent with the
17 testimony provided by Ms. Matuszak, that she did not make an application
18 for the Senior Citizen Discount until a specific date after 2003?19 A. Yes. My information and investigation is consistent with
20 Ms. Matuszak's information.

21 Q. When did she in fact apply, according to your records?

22 A. According to my investigations, she did turn 65 on July 7, 2002,
23 and she applied for a Senior Citizen Discount in June of 2004. In her
24 testimony, she said June 15, 2004, and that is consistent with my
25 information and investigation.

1 MR. FARINAS: Your Honor, I have previously distributed
2 documents which I would like to have marked as PGW Exhibit No. 1. This
3 consists of two pages of the PGW tariff.

4 JUDGE RAINEY: It shall be so marked.

5 (Whereupon, the document was
6 marked as PGW Exhibit No. 1 for
7 identification.)

8 BY MR. FARINAS:

9 Q. Mr. Langford, do you have that document in front of you?

10 A. Yes.

11 Q. Could you briefly review what the qualifications and the
12 eligibility requirements are for obtaining the Senior Citizen Discount?

13 A. Yes. I will read Section 1, provision for Senior Citizen Discount.
14 Item (a) says: "a customer or applicant shall be granted a reduction in
15 monthly charges for Gas Service provided by the Company for Residential
16 purposes if said person satisfies the conditions set forth below. Is 65 years
17 or older; resides in the City of Philadelphia; does or will directly make
18 payment to the Company for gas service at his or her residence; completes
19 an acceptable application; maintains his or her qualification for same."

20 Q. Drawing your attention to Provision Number 4, can you tell us
21 what things a person has to do in order to complete an acceptable
22 application?

23 A. An applicant would have to go to the Philadelphia Gas Works
24 District Office and make an application for the Senior Citizen Discount.
25 They would have to provide proof that they are 65 year's old; Birth

1 Certificate; Social Security information or something showing the date of
2 birth and once that information is provided and verified, an application will
3 be taken for the person to be in effect placed on the Senior Citizen
4 Discount Program.

5 Q. Why did PGW reject the Complainant's application?

6 A. My investigations discovered that she when applied in June of
7 2004, that PGW no longer was accepting applications because the Senior
8 Citizen Discount Program had been closed out in September of 2003. She
9 had actually applied after the closing date for the Senior Citizen Discount
10 Program.

11 Q. Then why was PGW taking provisional - what is the title on the
12 top of her application?

13 A. Pending application.

14 Q. Why was PGW taking pending applications?

15 A. I believe this was still had not been actually ruled on that they
16 would not, so they were still accepting applications during that period.

17 Q. Did the PUC ever re-establish the Senior Citizen Discount in any
18 form?

19 A. No, they did not.

20 MR. FARINAS: Your Honor, I have previously distributed a
21 document which I would like to have marked as PGW Exhibit No. 2.

22 JUDGE RAINEY: It shall be so marked.

23 (Whereupon, the document was
24 marked as PGW Exhibit No. 2
25 for identification.)

1 BY MR. FARINAS:

2 Q. This document has as it's title, "Contacts for Account,
3 Matuszak, Floriann." Mr. Langford, do you have that document in front of
4 you?

5 A. Yes.

6 Q. Did you prepare this document?

7 A. I retrieved it from my database, yes.

8 Q. Can you describe what it tells us?

9 A. This is a chronological synopsis of the account information
10 posted to her account going back to April of 2000, and each category has a
11 description of what the actual transaction was on that account on that
12 date.

13 Q. It lists several contacts on the page. Among them, is there any
14 contacts made by PGW with Ms. Matuszak regarding the Senior Citizen
15 Discount Program?

16 A. There is nothing on the contact list.

17 Q. Particularly, did she ever make inquiry about an application
18 before September 1, 2003?

19 A. Nothing on the contact form discloses that.

20 Q. Did you hear Ms. Matuszak's testimony earlier concerning what
21 she thought the details of the Senior Citizen Discount was?

22 A. Yes, I did.

23 Q. Can you comment on the way that PGW inform customers
24 about the various programs offered by PGW?

25 A. The primary form of information right now are the monthly

1 inserts sent out with the gas bill statement and it provides the customer
2 with information that might be of interest. Conservation measures for
3 example and updates on grants and that sort of thing.

4 Q. Does it invite customers to contact PGW?

5 A. Yes, it does. It provides the customer with the numbers to
6 contact PGW.

7 Q. Years leading up or annually, does PGW inform it's customers
8 through these methods about the Senior Citizen Discount?

9 A. Yes. Right now, this is the primary method of information.

10 MR. FARINAS: I have no further questions at this time, Your
11 Honor.

12 JUDGE RAINEY: Okay. Mr. Langford, when did PGW inform it's
13 customers that the Senior Citizen Discount Program was closed by way of
14 bill inserts or otherwise?

15 THE WITNESS: I don't know exactly what their means of
16 information or communication was that they were not going to accept or
17 they would actually close the Discount Program, to be honest with you,
18 because we never received anything in a letter form stating that but I
19 would imagine that they were informed by the inserts.

20 JUDGE RAINEY: Now, we have marked as Complainant's Exhibit
21 No. 2, the pending application for enrollment in the Senior Citizen Discount
22 Program by Ms. Matuszak. When did PGW reject her application?

23 THE WITNESS: This is my first time reading it, so I am just going
24 to briefly look through it real quickly if you don't mind.

25 JUDGE RAINEY: Okay.

1 THE WITNESS: Based on this pending application, I would think
2 that once they – if and when this program was approved, they would
3 contact the customer by a letter form. The application they would keep on
4 file, and pending verification or actually if the Senior Citizen Discount had
5 been approved, they would be sending letters explaining to them that they
6 have been accepted on the Senior Citizen Discount and the terms of that
7 discount, which was 20 percent.

8 MR. FARINAS: Your Honor, if I may, I am not sure if Mr. Langford
9 is aware of the Commission's decision regarding this matter, since the
10 decision regarding the matter was not to approve an income based, which
11 was different from what the Complainant was asking for.

12 JUDGE RAINEY: So you don't know offhand when the Commission
13 determined that there would no longer be a Senior Citizen Discount
14 Program based purely on age?

15 MR. FARINAS: The pending application asked questions about –
16 was for the pending – the pending matter which was going to determine
17 whether or not PGW would have a Senior Citizen Discount.

18 JUDGE RAINEY: No, I understand that according to your PGW
19 Exhibit No. 1, which became effective on September 1, 2003 –

20 MR. FARINAS: That is correct.

21 JUDGE RAINEY: -- that it states that as of – I am reading from the
22 bottom of the first page of the document. "As of September 1, 2003,
23 enrollment in the Senior Citizens Program will be closed." However,
24 Ms. Matuszak made application on June 15, 2004 for enrollment in the
25 Senior Citizens Discount and the form that she made the application on is

1 titled "Pending Application." Now, at the top of the page, Mr. Langford
2 noted this in his testimony and why don't I read from the top of the page.
3 It states under Note: "PGW's Senior Citizen Discount Program is currently
4 under review by the Pennsylvania Public Utility Commission. Under the
5 presently approved tariff, the Program is not open to new customers. The
6 City has asked and the PUC has agreed to consider proposed tariff changes
7 which will allow seniors who meet certain income requirements to enjoy a
8 discount. We are taking your application, and we will review your eligibility
9 when and if the PUC allows for the proposed tariff change."

10 So she did make application in June of 2004, although your tariff
11 states that the program had closed on September 1, 2003. So my
12 question is, when did PGW reject what is a pending application that had
13 been made by Ms. Matuszak, and by what means did PGW reject the
14 application?

15 MR. FARINAS: I am not sure if Mr. Langford has that information.
16 I would have to find out from him.

17 THE WITNESS: Your Honor, I don't have that information in my file
18 at this time.

19 JUDGE RAINEY: Okay. Mr. Langford, what did the Commission
20 finally determined or decided with regard to PGW's Senior Citizens
21 Discount?

22 THE WITNESS: They decided that they weren't going to open up
23 the Senior Citizens Discount and so in effect, it's closed as of September of
24 2003.

25 JUDGE RAINEY: Now, is it closed as of all senior citizens or is

1 there an income eligibility associated with the Senior Citizens Discount
2 Program?

3 THE WITNESS: No, it is closed to all senior citizens. The Senior
4 Citizens Discount Program was not income-driven so to speak, so there
5 wasn't any income criteria. If you were 65 year's of age or older you would
6 qualify regardless of your income.

7 JUDGE RAINEY: And do you know approximately when the
8 Commission made that determination?

9 THE WITNESS: I don't have that exact information with me.

10 MR. FARINAS: Your Honor, I will also get a copy of the Order in
11 that matter and provide it to you.

12 JUDGE RAINEY: Okay. I am going to ask then Mr. Farinas, that
13 you provide by next Tuesday, the 20th, documents with regard to when
14 Ms. Matuszak's application was rejected; by what means was it rejected
15 and also information with regard to the Commission's decision regarding
16 the Senior Citizens Discount Program. It's final decision with regard to the
17 program.

18 MR. FARINAS: Yes, Your Honor.

19 JUDGE RAINEY: Off the record.

20 (Discussion off the record.)

21 JUDGE RAINEY: Back on the record.

22 They will be marked then as PGW's late file exhibits and I guess it's
23 three different pieces of information that I am asking for. So they will be
24 marked as PGW's late file Exhibits 3, 4 and 5.

25 MR. FARINAS: Yes, Your Honor.

1 THE WITNESS: Your Honor, may I add something else to the
2 record?

3 JUDGE RAINEY: Yes.

4 THE WITNESS: In reviewing this pending application, originally,
5 the Senior Citizen Discount was not income based and then looking at the
6 pending application, this application is geared towards the income based
7 Senior Citizens Discount Program. If that had been approved, it would
8 have been income based.

9 JUDGE RAINEY: So it is your testimony that the Commission
10 determined that the Senior Citizens Discount Program would go out of
11 existence all together, and it would not exist either as an income based
12 program or a age base program?

13 THE WITNESS: That is correct.

14 JUDGE RAINEY: Why don't we do this, Mr. Farinas. As PGW's late
15 file Exhibit No. 5, why don't you provide the Commission's Order with
16 regard to that.

17 MR. FARINAS: I thought that is what I was doing.

18 JUDGE RAINEY: All right, very good. Ms. Matuszak, do you have
19 any questions for Mr. Langford?

20 MS. MATUSZAK: I don't have any questions. I just would like to
21 make a statement. I was never notified that my pending application was
22 rejected. I never received any information from PGW.

23 JUDGE RAINEY: Okay. Mr. Farinas, do you have any additional
24 questions for Mr. Langford?

25 MR. FARINAS: No, Your Honor.

1 JUDGE RAINEY: We do have the exhibits which you have
2 submitted, which are PGW Exhibits Nos. 1 and 2. Ms. Matuszak, do you
3 have any objection to the admission into evidence of PGW Exhibits Nos. 1
4 and 2?

5 MS. MATUSZAK: No.

6 JUDGE RAINEY: They will be admitted into evidence in this case.

7 (Whereupon, the documents marked
8 as PGW Exhibits Nos. 1 and 2 were
9 received in evidence.)

10 JUDGE RAINEY: Off the record for a moment.

11 (Discussion off the record.)

12 JUDGE RAINEY: Back on the record.

13 The record will then be held open for the submission of the late file
14 exhibits by PGW, and PGW will submit those exhibits no later than next
15 Tuesday. Is there anything else that we need to take up here this
16 morning, Mr. Farinas?

17 MR. FARINAS: I have nothing further, Your Honor.

18 JUDGE RAINEY: Ms. Matuszak, is there anything else that you
19 want to add to your testimony in this case?

20 MS. MATUSZAK: Nothing else other than my final comment that I
21 was never notified that - I was never sent a letter or I never received a
22 phone call about the pending application being rejected. Had that been
23 done, I would have provided that as another exhibit.

24 JUDGE RAINEY: Okay. I don't have anything further. I would like
25 to thank the parties for their participation in this proceedings. We will

1 await the late file exhibits and I will then render a decision with regard to
2 this matter and if there is nothing further, this hearing is adjourned.

3 MR. FARINAS: Thank you, Your Honor.

4 MS. MATUSZAK: Thank you, sir.

5 (Whereupon, at 10:45 a.m., the proceedings were concluded.)
6
7
8
9

10 C E R T I F I C A T E

11 I hereby certify, as the stenographic reporter, that the foregoing
12 proceedings were taken stenographically by me, and thereafter reduced to
13 typewriting by me or under my directions; and that this transcript is a true
14 and accurate record to the best of my ability.

15 COMMONWEALTH REPORTING COMPANY, INC.

16
17
18 BY: Georgette McEwan
19 Georgette McEwan

20
21
22
23
24
25
SECRETARY'S BUREAU
2005 JUN 11 AM 9:26

December 13, 2005

DOCUMENT FOLDER

PGW ACCOUNT NO. 411 375 2445

- On July 7, 2002, the date of my 65th birthday, I became eligible for the PGW Senior Discount Program – 14 months before it closed.

The reason I did not apply for the program at that time was because I thought it, along with all the other senior discount programs being offered, was geared toward low income individuals. I exceeded the low income cap, therefore, I did not apply for any programs.

- In June 2004, I became aware that there never was an income cap for participation in the PGW Senior Discount Program and applications were being taken in the event the program was reinstated. I made application (copy attached) and produced the necessary information required at that time – proof of income – since I was told that there would be a cap on income if reinstatement of the program took place.
- My reason for requesting admission into the PGW Senior Discount Program at this time is the fact that I was eligible for the program on July 7, 2002.

Floriann B. Matuszak
2839 Gilham Street
Philadelphia, PA 19149
215-624-6663

C-20055294

C-1

12/13/05

Phila

CR/gm

SECRETARY'S BUREAU

2006 JAN 11 AM 9:32

PGW
SENIOR DISCOUNT - PENDING APPLICATION

NOTE: PGW's Senior Citizen Discount Program ("Program") is currently under review by the Pennsylvania Public Utility Commission ("PUC"). Under the presently approved tariff, the Program is not open to new customers. The City has asked and the PUC has agreed to consider proposed tariff changes which will allow seniors who meet certain income requirements to enjoy a discount. We are taking your application, and we will review your eligibility when and if the PUC allows for the proposed tariff change.

Thank you for your cooperation.

Customer Name: Matuszek, Florian
Street Address/Zip: 2839 Gilham
Account Number: 41. 1375. 2445
Social Security Number: _____
Phone: Home (_____) _____
Work (215) 624-6463

Gross Household Income: 2328-
Number of Household Members: 1
Customer's Birth Date: 7. 7. 37

C-2
12/13/05
CR/gm
Phila

1. I understand that this is an application for a means-tested (income based) Senior Citizen Discount Program and that the Program is waiting for approval by the Pennsylvania Public Utility Commission (PUC).
2. I understand that this is a pending application and that the application will be validated if and when the PUC approves the means-tested Program.
3. I understand that the senior discount will be effective after it is approved and as of the date the new Program is instituted. The discount is not retroactive as of the date of the pending application.
4. I agree that I must prove my household income eligibility for the senior discount as required. I also agree to let PGW install an Automatic Meter Reading (AMR) device on my gas meter, and to accept services from PGW's conservation programs if offered to me.
5. I authorize the Philadelphia Gas Works to verify all information provided on this form including verification with City and State records. PGW may use a credit report to verify income information.

PGW Representative:	<u>J Torres</u>
Employee #:	<u>852</u>
Customer Signature:	<u>Florian Matuszek</u>
Date:	<u>6/15/09</u>

DOCUMENT
FOLDER

PCW 1

SENIOR CITIZEN DISCOUNT*

*12/13/05
Phila
C-20055294*

I PROVISION FOR SENIOR CITIZEN DISCOUNT

A. A Customer or Applicant shall be granted a reduction in monthly charges for Gas Service provided by the Company for Residential purposes if said person satisfies the conditions set forth below:

- 1. Is 65 years of age or older,
- 2. Resides in the City of Philadelphia;
- 3. Does or will directly make payment to the Company for Gas Service at his or her residence;
- 4. Completes an acceptable application;
- 5. Maintains his or her qualification for same

B. The Senior Citizen Discount, as set forth in this Tariff, shall only apply to the Gas which is consumed for Heating and Non-Heating purposes in that portion of the building in which the senior citizen resides. Therefore, if the senior citizen resides in a building that is part Residential and part Commercial or rental (to someone other than the senior citizen), only that portion of the building that is occupied by the senior citizen as a residence will be eligible for the Senior Citizen Discount.

II COMPUTATION OF SENIOR CITIZEN DISCOUNT

A. For eligible Customers, Retail Sales Service Gas Service provided by the Company will be priced at the full rate then in effect, as authorized by the Commission, and 80% of this amount will be billed to the Customer.

B. In the event taxes or other charges become applicable after the effective date hereof, which charges cannot lawfully or in equity be treated as herein provided, the application of the Senior Citizen Discount affecting such charges will be limited accordingly, so as to provide a result which, in the Company's opinion, is reasonably consistent with the intention of providing a discount of the type here authorized

III APPLICATION FOR SENIOR CITIZEN DISCOUNT

An application for Senior Citizen discount must be completed by the Applicant in person at any one of the Company's offices or at such other place as the Company provides.

* As of September 1, 2003 enrollment in the Senior Citizens Program will be closed. Customers who are properly receiving discounted rates will continue to do so under these terms and conditions unless and until the program is modified in accordance with 66 Pa. C.S. § 2212. All affected and eligible low income Customers may apply to participate in the Customer Responsibility Program (CRP).

*2005 JAN 11 AM 9:32
STANDARD SERVICE BUREAU*

**DOCUMENT
FOLDER**

PHILADELPHIA GAS WORKS

IV DOCUMENTARY EVIDENCE REQUIRED FOR SENIOR CITIZEN DISCOUNT

A An Applicant must present.

- 1 Legal proof of age acceptable to the Company, and
- 2 Documentary evidence acceptable to the Company authenticating Applicant's residence at the address where Gas consumption will be subject to the discount.

B The Company may from time to time require production of documentary evidence or other information deemed satisfactory by the Company so as to review a Customer's continued eligibility for the Senior Citizen Discount.

V EFFECTIVE DATE OF THE INITIAL SENIOR CITIZEN DISCOUNT BILLING

A Applications made at least 30 days prior to the Applicant's next billing period, and which in that 30-day period are fully documented and accepted by the Company, will result in the initial application of the Senior Citizen Discount to the cost of the Gas consumed in such next billing period.

B Improper or incomplete applications causing the extension of the above 30-day period, and which delay in the Company's opinion is occasioned by the Applicant, will delay the initial use of the discount until the succeeding billing period next following the acceptance of the application.

C The Senior Citizen Discount, after its initial application, will continue in force thereafter so long as it is authorized and the original Applicant, in the opinion of the Company, continues to qualify for it.

VI CUSTOMER'S GAS PIPING

A In order for the Company to quantify the amount of Gas to which the Senior Citizen Discount applies in the event that such Gas quantity cannot ordinarily be determined, arrangements acceptable to the Company must be made by the Customer.

B In cases where, at the time of making application, the Customer lives in only a portion of the structure to which Gas is also being supplied to others but through a single meter, and where the Discount does not apply to the others, and, in the opinion of the Company, the Customer's Gas piping can reasonably be changed, the Customer, at his or her expense, shall make the necessary piping rearrangement and the Company will install a separate meter.

C When the Customer's Gas piping, in the opinion of the Company, cannot reasonably be changed, the Company, for billing purposes, will estimate the quantity of Gas used by the Customer to which the Senior Citizen Discount will apply. In all other cases, the Customer should make Gas piping rearrangements to allow the Company to directly meter Gas used exclusively for such Customer's account.

2

Contacts for Account: Matuszak, Floriann

Account: 0041 1375 2445

Matuszak, Floriann

Transaction History

Full Comments

Date	Type	Comment	Person
09/30/2005	CRU	FORMAL COMPLAINT FILED DOCKET # 20055924- DONOT TAKE ANY ACTION ON THIS ACCOUNT CRU 215-787-1250	Matuszak, Floriann
09/20/2005	PAYM	Pay Amount: 60.00 Authorization Code: 0000043533 Credit Card Number: *****3540E	Matuszak, Floriann
08/17/2005	PAYM	Pay Amount: 60.00 Authorization Code: 0000067677 Credit Card Number: *****3540E	Matuszak, Floriann
06/19/2005	PAYM	Pay Amount: 60.00 Authorization Code: 0000084852 Credit Card Number: *****3540E	Matuszak, Floriann
05/18/2005	PAYM	Pay Amount: 54.00 Authorization Code: 3149630594 Credit Card Number: *****3540E	Matuszak, Floriann
04/13/2005	BILL	PAID 54.00 ID#14733	Matuszak, Floriann
03/18/2005	PAYM	Pay Amount: 54.00 Authorization Code: 0604530408 Credit Card Number: *****0199E	Matuszak, Floriann
02/16/2005	PAYM	Pay Amount: 62.00 Authorization Code: 0354011790 Credit Card Number: *****0199E	Matuszak, Floriann
01/19/2005	PAYM	Pay Amount: 62.00 Authorization Code: 0143811777 Credit Card Number: *****0199E	Matuszak, Floriann
12/17/2004	PAYM	Pay Amount: 62.00 Authorization Code: 0445314251 Credit Card Number: *****0199E	Matuszak, Floriann
11/15/2004	PAYM	Pay Amount: 62.00 Authorization Code: 0741071637 Credit Card Number: *****0199E	Matuszak, Floriann
10/18/2004	PAYM	Pay Amount: 62.00 Authorization Code: 0181726487 Credit Card Number: *****0199E	Matuszak, Floriann
09/18/2004	PAYM	Pay Amount: 62.00 Authorization Code: 0184533603 Credit Card Number: *****0199E	Matuszak, Floriann
08/16/2004	PAYM	Pay Amount: 62.00 Authorization Code: 0164909973 Credit Card Number: *****0199E	Matuszak, Floriann
05/17/2004	PAY	conf 74409	Matuszak, Floriann
04/21/2003	DIN	Tran. ROIU, Account 4113752445 (Customer: 9000675235) changed, Release Indicator ALL to NONE.	
03/18/2003	BILL	CONFIRMATION OF TOTAL DUE ALSO REPRINT BILL AND SENT	Matuszak, Floriann
04/27/2000	BUD	left a message for customer, her 1st payment is due on 6/8/2000	Matuszak, Floriann
04/24/2000	BUD	PUT ON BUDGET \$28 A MONTH - DOUBLE PAYMENT FOR 6/8/00 - CUSTOMER WILL PAY \$28 W/CURRENT BILL & \$28. WITH BILL DUE 6/00	Matuszak, Floriann

Change Customer Contact...

Launch Related Transaction...

PGW-2
12/13/05
PLM
C-20055294
9mm

DOCUMENT
FOLDER