

1. REPORT DATE:	00/00/00	:	
2. BUREAU:	ALJ	:	
3. SECTION(S):		:	4. PUBLIC MEETING DATE:
5. APPROVED BY:		:	00/00/00
DIRECTOR:		:	
SUPERVISOR:		:	
6. PERSON IN CHARGE:		:	7. DATE FILED: 12/01/03
8. DOCKET NO: F-01350478		:	9. EFFECTIVE DATE: 00/00/00

PARTY/COMPLAINANT: CARTER, RUBEN

RESPONDENT/APPLICANT: PHILADELPHIA GAS WORKS

COMP/APP COUNTY: PHILADELPHIA

UTILITY CODE: 125042

ALLEGATION OR SUBJECT

COMPLAINANT STATES THAT THEY HAVE BEEN RECEIVING ESTIMATED BILLS OF \$300 TO \$600. THEY BELIEVE THEY ARE BEING OVERCHARGED AND WANT THIS TO BE RESOLVED.

DOCUMENT  
FOLDER

**DOCKETED**  
DEC 03 2003

ORIGINAL

FORMAL COMPLAINT FORM  
Pennsylvania Public Utility Commission

F - 01350478  
125042

SECRETARY'S BUREAU

BOB 1350478  
DEC - 1 AM 10:19  
12/8/03

Please Print:

1. Your Name, Mailing Address and Telephone Number.

Name Ruben Carter

Street/P.O. Box 5602 Lansdowne ave #2 Apt.# 2

City Philadelphia State P.A. Zip 19131

County \_\_\_\_\_ Home Telephone-Area Code (215) 878-9226  
Work Telephone-Area Code ( ) \_\_\_\_\_

2. Name of Company your complaint concerns: P.G.W

3. What is your complaint?

We moved in this apartment 11-13-99. The gas Company did not read our meter, maybe once or twice. They have been estimating our gas bill. we do not live in a house we live in a apartment with two people. we have been getting bills that are three to six hundred each time they sent us one we called and even went to their office to get this resolved but we could not get any results. They have been ~~an~~ over charging us for a very long time

(If you need more space, use additional paper and attach to this form)

(-over-)

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

we want this resolved pull records do what you have to do to  
get this resolved. we do not owe this much money  
we meaning my wife Lorraine and I

(If you need more space, use additional paper and attach to this form.)

5. 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.

Ruben Carter  
Original Signature of complaining person

11-21-03  
Date

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

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

Street \_\_\_\_\_

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

Telephone Number-Area Code ( \_\_\_\_\_ ) \_\_\_\_\_



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

12/8/03

IN REPLY PLEASE  
REFER TO OUR FILE

NOVEMBER 18, 2003

BCS 1350478

RUBEN CARTER  
5602 LANSDOWNE AVE APT 2  
PHILADELPHIA PA 19131

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 DECEMBER 8, 2003 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:

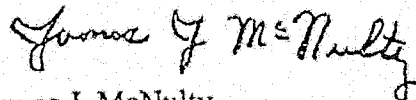
Office of Administrative Law Judge  
Public Utility Commission  
P.O. Box 3265  
Harrisburg, PA 17105-3265

**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

dbS

CC: PHILADELPHIA GAS WORKS

**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 twenty days of this date: November 3, 2003. 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.)

RUBEN CARTER  
5602 LANSDOWNE AVE APT 2  
PHILADELPHIA PA 19131

215-978-9220  
(Area Code) Telephone Number

Ruben Carter  
Signature

Mail this completed form to:

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

FOR OFFICE USE ONLY

BCS Number: 1350478

Date of mailing: November 3, 2003

Company: PHILADELPHIA GAS WORKS

RECEIVED  
03 NOV 10 AM 10:55  
P.A.P.U.C.  
SECRETARY'S BUREAU  
REVISED 11/97

28

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

DATE SERVED: DECEMBER 3, 2003

F-01350478

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 RUBEN CARTER. 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.

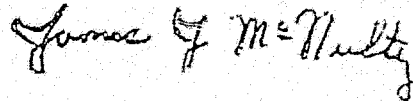
DECEMBER 3, 2003

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

dbb

BEFORE THE PENNSYLVANIA PUBLIC UTILITY COMMISSION

DATE SERVED: DECEMBER 3, 2003

RUBEN CARTER  
Complainant

DOCUMENT  
FOLDER

VS.

PHILADELPHIA GAS WORKS  
Respondent

Complaint Docket  
No: F-01350478

**DOCKETED**  
DEC 03 2003

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FORMAL COMPLAINT NOTICE TO RESPONDENT TO ANSWER OR SATISFY

---

TO: PHILADELPHIA GAS WORKS

TAKE NOTICE:

That a complaint in the above entitled matter, of which the attached is a true and correct copy, has been presented and filed of record with the Pennsylvania Public Utility Commission. Section 702 of the Public Utility Code, 66 Pa. C.S. Section 702, requires the Commission to serve on each party named in a complaint a copy of the complaint and notice calling upon each party to satisfy the complaint, or to answer the same in writing within a specified time; THEREFORE,

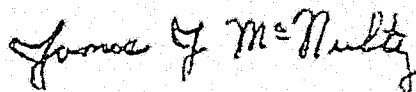
1. You have twenty (20) days from the date on which this complaint is served to either satisfy this complaint or to file with the Secretary of the Pennsylvania Public Utility Commission, P. O. Box 3265, Harrisburg, PA 17105-3265, an answer (original and three copies), in writing, under oath, which, as required by Section 5.61 of the Commission's Rules of Practice and Procedure, 52 Pa. Code Section 5.61, either affirms or specifically denies the allegations in this complaint. You must also serve a copy of the answer upon the complainant. The date of service is the mailing date as indicated by the date at the top of this Notice. Section 1.56(a) of the Commission's Rules of Practice and Procedure, 52 Pa. Code Section 1.56(a).

2. If you fail to either satisfy this complaint or to file answer or other responsive pleading within twenty (20) days, you will be deemed to have admitted all the allegations in this complaint in accordance with Section 5.61 of the Commission's Rules of Administrative Practice and Procedure, 52 Pa. Code Section 5.61. In that event, the Commission may, without hearing, enter an order which either revokes or suspends any certificate or permit held by you or which imposes a fine or any other appropriate penalty or remedy authorized by the Public Utility Code, 66 Pa. C.S. Section 101, et seq.; and, if you are a customer of a utility, an order may be entered which prescribes a payment schedule or which authorizes termination of utility services. The Commission is not limited to the relief sought by the complainant in paragraph 4 of the attached complaint.

3. If you elect to satisfy this complaint you must file, within twenty (20) days from the date on which this complaint is served, affidavits executed by each complainant that this complaint has been satisfied. Such affidavits must describe the basis on which this complaint was satisfied, any settlement agreement between the parties must be reduced to writing and attached to the affidavit. Such affidavits are to be filed with the Secretary of the Commission at the address set forth in paragraph 1. Upon receipt of affidavits of satisfaction from all complainants, this complaint may be dismissed by the Commission in accordance with Section 703(a) of the Public Utility Code, 66 Pa. C.S. Section 703(a), unless the Commission determines that such dismissal would be contrary to the public interest, in which event the Commission may direct that hearings be held upon the complaint.

4. If you file an answer which admits the allegations in this complaint, or which fails to specifically deny the allegations in this complaint, the Commission may, without hearing, enter an order which either revokes or suspends any certificate held by you or which imposes a fine or any other appropriate penalty or remedy authorized by the Public Utility Code, 66 Pa. C. S. Section 101, et seq.; and, if you are a customer of a utility, an order may be entered which prescribes a payment schedule or which authorizes termination of utility services. The Commission is not limited to the relief sought by the complainant in paragraph 4 of the attached complaint.

5. If you file a timely answer which specifically denies the allegations in this complaint, or which raises material questions of law or fact, this matter shall be referred to the Office of Administrative Law Judge for hearing and decision. If, after hearing on the issues raised by that answer, you are found to have committed any of the violations alleged in the complaint, the Administrative Law Judge may render a decision which either revokes or suspends any certificate or permit held by you or which imposes a fine or any other appropriate penalty or remedy authorized by the Public Utility Code, 66 Pa. C. S. Section 101, et seq.; and, if you are a customer of a utility, an order may be entered which prescribes a payment schedule or which authorizes termination of utility services. In the imposition of a penalty after a hearing the Administrative Law Judge is not bound by the relief sought by the complainant in paragraph 4 of the attached complaint.



James J. McNulty  
Secretary

(SEAL)

Certified Mail  
Return Receipt Requested

**Philadelphia Gas Works**



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

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

F - 01350478

RECEIVED

December 17, 2003

DEC 16 2003

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

PA PUBLIC UTILITY COMMISSION  
SECRETARY'S BUREAU

Re: Request For Extension Of Time In Which To File Answers To Complaints

Dear Secretary McNulty:

This is to confirm that pursuant to 52 Pa. Code §1.15, Chief Administrative Law Judge Robert Christianson and Eric A. Rohrbough has approved the Philadelphia Gas Works' request for an extension of time in which to file Answers to the formal complaints that appear on the attached listing. The Answers to the Complaints appearing on the attached list are now due by **January 16, 2004**.

The need for this extension of time arose after the volume of informal and formal complaints during the Fall of 2003 involving the Philadelphia Gas Works (PGW), created demands for research and resources that made answering Complaints impossible within the 20 day time period permitted under the Commission rules.

PGW is grateful to the Commission and the parties for this extension. We hope that these matters may be resolved amicably.

By copy of this letter, I am notifying the Complainant of this grant of the extension of time for filing answers to complaints. If additional information is needed about this matter, please contact me at my direct-dial number above. Thank you for your assistance.

Sincerely,

DOCUMENT  
FOLDER

cc. All Parties to these matters  
Chief Administrative Law Judge Robert A. Christianson  
Eric A. Rohrbough  
Abby Pozefsky, Esq.

DOCKETED  
FEB 13 2004

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Listing of Complaints  
(Answers now due on January 16, 2004)

Diane Goldman vs. PGW, F-01361790  
Edward Houze vs. PGW, F-01246569  
Tanya Garnett vs. PGW, Z-01455801  
Bernadette R. Waites vs. PGW, F-01274068  
Jerome Mathews vs. PGW, F-01460003  
Raquel E. Bland vs. PGW, Z-01500015  
Irene & Darlene Nichol vs. PGW, F-01392312  
Juana Vincha vs. PGW, F-01394312  
Thomasina Goree vs. PGW, F-01206992  
Evelyn O. Somerville vs. PGW, F-01430603  
Karen Solebo vs. PGW, Z-01459995  
Natalie Clarke vs. PGW, C-20032051  
Michael J. Riverso vs. PGW, C-20032052  
Dennis Woodall vs. PGW, Z-01481029  
Adam Doherty vs. PGW, C-20032053  
Ruben Carter vs. PGW, F-01350478  
Francesca Zernone vs. PGW, Z-01464494  
Ella L. Coleman Simms vs. PGW, C-20032072  
Almanina Barbour vs. PGW, F-01359358  
Rupert Shaw vs. PGW, F-01344525  
Anne Marlin Brock vs. PGW, Z-01404799  
Augustine Boyd vs. PGW, Z-01452801  
Michael Karff vs. PGW, Z-01467490  
Vanessa Tabb vs. PGW, Z-01494263  
Pamela McDaniels vs. PGW, Z-01513320  
Francine Schwartz vs. PGW, F-01401284

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DEC 16 2003

PA PUBLIC UTILITY COMMISSION  
SECRETARY'S BUREAU

CERTIFICATE OF SERVICE

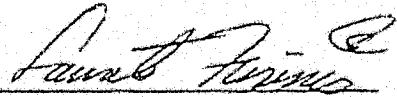
I HEREBY CERTIFY THAT I HAVE THIS DAY SERVED A TRUE COPY OF THE FOREGOING DOCUMENTS UPON THE PARTICIPANTS LISTED BELOW, IN ACCORDANCE WITH THE REQUIREMENTS OF §1.54 (RELATING TO SERVICE BY A PARTICIPANT).

Service List:

For Complainant:

Ruben Carter  
5602 Lansdowne Avenue, Apt. #2  
Philadelphia, PA 19131

Date: December 17, 2003

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

Philadelphia Gas Works



**ORIGINAL**

800 West Montgomery Avenue, Philadelphia, PA 19122  
Laureto A. Farinas, Senior Attorney  
Legal Department  
Direct Dia: 215-684-6982  
FAX: 215-684-6798  
E-mail: laureto.farinas@pgworks.com

January 16, 2004

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

RECEIVED

JAN 16 2004

PA PUBLIC UTILITY COMMISSION  
SECRETARY'S BUREAU

Ruben Carter v. PGW, Docket No. F - 01350478

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 A. Farinas*  
SB.

Enclosure

Cc: Anne Marie Cromley

DOCUMENT  
FOLDER

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BEFORE THE  
PENNSYLVANIA PUBLIC UTILITY COMMISSION

JAN 18 2004

PA PUBLIC UTILITY COMMISSION  
SECRETARY'S BUREAU

Ruben Carter

:  
:  
:  
:  
:

v.

Docket No. F - 01350478

Philadelphia Gas Works

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 admits that it was not able to read the Complainant's meter for the period between March 2000 and May 2002 as shown in the listing of the Complainant billings which is attached hereto as Exhibit "A."

PGW records it obtained a meter index of 2148 on February 12, 2000.

On June 21, 2000, PGW attempted to install an automated meter reading device ("AMR") but could not gain access to the meter.

On June 6, 2002, PGW received a customer read from the Complainant; the reported index was 4455.

On August 15, 2002, PGW attempted to install the AMR but could not gain access to the meter.

On September 21, 2002, PGW again attempted to install the AMR but it could not gain access to the meter.

PGW records show that the Complainant called PGW regarding his estimated readings and scheduled a meter exchange on April 7, 2003. When PGW visited the service address on April 7, 2003, it was unable to gain access to the meter.

**DOCKET**  
JAN 22 2004

ORIGINAL

PGW visited the service address again on April 12, 2003 to exchange the meter but still could not gain access to the meter.

On July 5, 2003, PGW finally gained access to the meter and installed an AMR. Thereafter, the Complainant received an adjustment bill of \$251.77.

Attached as Exhibit "B" are copies of the cancelled service orders for the dates specified above. Attached as Exhibit "C" is a copy of the service order for the installation of the AMR on July 5, 2003.

The exchanged meter was tested and found to be functioning within the pre-specified parameters.

A decision of the Bureau of Consumer Services ("BCS") dated November 3, 2003, which is attached hereto as Exhibit "D", provided relief to the Complainant in the form of a waiver of late payment fees in the amount of \$395.48 and an credit for \$50.00. The decision also provided for repayment agreement consisting of the payment of a monthly budget bill of \$155.00 plus \$40.00 per month on the arrears.

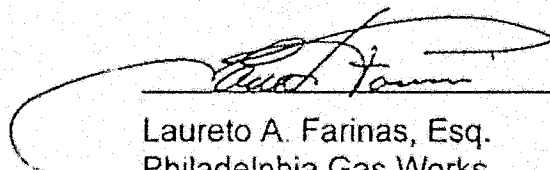
The Complainant's current balance of \$4,126.35 represents gas service to January 15, 2004.

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,

January 16, 2004



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

ORIGINAL

EXHIBIT A

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JAN 16 2004

PA PUBLIC UTILITY COMMISSION  
SECRETARY'S BUREAU

BILLS FROM 01/01/1996 TO 01/15/2004

Account # 694906924

Customer Name CARTER, RUBEN

Customer Address 5602 LANSLOWNE AVE, 2F/PHILA, PA

Bill Cycle: 07

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	GRP Monthly Amount	Easyway Curr Month	Easyway Curr Amt	Days
8813787279	1401427	12/09/2003	01/09/2004	02/06/2004	291	511	220	Regular	\$302.77	No	No	\$0.00	1	\$155.00	31
8813787279	1401427	11/06/2003	12/09/2003	01/08/2004	133	291	158	Regular	\$221.26	No	No	\$0.00	0	\$0.00	33
8813787279	1401427	10/08/2003	11/06/2003	12/04/2003	56	133	67	Regular	\$101.80	No	No	\$0.00	0	\$0.00	29
8813787279	1401427	09/09/2003	10/08/2003	11/04/2003	27	66	39	Regular	\$64.27	No	No	\$0.00	0	\$0.00	29
8813787279	1401427	08/07/2003	09/09/2003	10/06/2003	13	27	14	Regular	\$30.60	No	No	\$0.00	0	\$0.00	33
8813787279	1401427	07/09/2003	08/07/2003	09/03/2003	0	13	13	Regular	\$29.22	No	No	\$0.00	0	\$0.00	29
8813787279	1401427	06/09/2003	07/09/2003	08/05/2003	0	0	181	Regular	\$251.77	No	No	\$0.00	0	\$0.00	30
8813787279	1449246	06/09/2003	07/09/2003	08/05/2003	5798	5979	181	Regular	\$251.77	No	No	\$0.00	0	\$0.00	30
8813787279	1449246	05/09/2003	06/09/2003	07/07/2003	5760	5798	38	System Estimate	\$60.43	No	No	\$0.00	0	\$0.00	31
8813787279	1449246	04/09/2003	05/09/2003	06/06/2003	5703	5760	57	System Estimate	\$85.55	No	No	\$0.00	0	\$0.00	30
8813787279	1449246	03/11/2003	04/09/2003	05/07/2003	5582	5703	121	System Estimate	\$160.74	No	No	\$0.00	0	\$0.00	29
8813787279	1449246	02/07/2003	03/11/2003	04/07/2003	5313	5582	269	System Estimate	\$295.82	No	No	\$0.00	0	\$0.00	32
8813787279	1449246	01/09/2003	02/07/2003	03/07/2003	5049	5313	264	System Estimate	\$292.96	No	No	\$0.00	0	\$0.00	29
8813787279	1449246	12/09/2002	01/09/2003	02/05/2003	4832	5049	217	System Estimate	\$259.39	No	No	\$0.00	0	\$0.00	31
8813787279	1449246	11/06/2002	12/09/2002	01/08/2003	4854	4832	178	System Estimate	\$195.24	No	No	\$0.00	0	\$0.00	33
8813787279	1449246	10/07/2002	11/06/2002	12/05/2002	4568	4654	86	System Estimate	\$102.44	No	No	\$0.00	0	\$0.00	30
8813787279	1449246	09/06/2002	10/07/2002	11/01/2002	4540	4568	28	System Estimate	\$41.45	No	No	\$0.00	0	\$0.00	31
8813787279	1449246	08/07/2002	09/06/2002	10/03/2002	4513	4540	27	System Estimate	\$39.46	No	No	\$0.00	0	\$0.00	30
8813787279	1449246	07/09/2002	08/07/2002	09/04/2002	4487	4513	26	System Estimate	\$38.22	No	No	\$0.00	0	\$0.00	29
8813787279	1449246	06/06/2002	07/09/2002	08/05/2002	4455	4487	32	System Estimate	\$44.28	No	No	\$0.00	0	\$0.00	33
8813787279	1449246	05/08/2002	06/06/2002	07/05/2002	4399	4455	56	Customer	\$65.05	No	No	\$0.00	0	\$0.00	29
8813787279	1449246	04/09/2002	05/08/2002	06/05/2002	4364	4399	35	System Estimate	\$44.43	No	No	\$0.00	0	\$0.00	32
8813787279	1449246	03/08/2002	04/09/2002	05/06/2002	4276	4364	88	System Estimate	\$87.79	No	No	\$0.00	0	\$0.00	29
8813787279	1449246	02/07/2002	03/08/2002	04/05/2002	4172	4276	104	System Estimate	\$112.34	No	No	\$0.00	0	\$0.00	32
8813787279	1449246	01/09/2002	02/07/2002	03/06/2002	4061	4172	111	System Estimate	\$123.47	No	No	\$0.00	0	\$0.00	29
8813787279	1449246	12/07/2001	01/09/2002	02/06/2002	3932	4061	129	System Estimate	\$141.55	No	No	\$0.00	0	\$0.00	33
8813787279	1449246	11/07/2001	12/07/2001	01/08/2002	3874	3932	58	System Estimate	\$75.77	No	No	\$0.00	0	\$0.00	30
8813787279	1449246	10/10/2001	11/07/2001	12/06/2001	3838	3874	36	System Estimate	\$52.54	No	No	\$0.00	0	\$0.00	28
8813787279	1449246	09/10/2001	10/10/2001	11/06/2001	3816	3838	22	System Estimate	\$35.83	No	No	\$0.00	0	\$0.00	30
8813787279	1449246	08/09/2001	09/10/2001	10/05/2001	3800	3816	16	System Estimate	\$32.95	No	No	\$0.00	0	\$0.00	32

BILLS FROM 01/01/1996 TO 01/15/2004

Account # 694906924	Customer Name CARTER, RUBEN
Customer Address 5602 LANSDOWNE AVE, 2F/PHILA, PA	Bill Cycle: 07

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 Canceled	Closing Bil	CRP Monthly Amount	Easyway Current Month	Eway Cure Amt	Days
8813787279	1449246	07/11/2001	08/09/2001	09/05/2001	3784	3800	16	System Estimate	\$32.95	No	No	\$0.00	0	\$0.00	29
8813787279	1449246	06/08/2001	07/11/2001	08/07/2001	3765	3784	19	System Estimate	\$36.94	No	No	\$0.00	0	\$0.00	33
8813787279	1449246	05/09/2001	06/08/2001	07/09/2001	3741	3765	22	System Estimate	\$40.94	No	No	\$0.00	0	\$0.00	30
8813787279	1449246	04/09/2001	05/09/2001	06/06/2001	3702	3743	41	System Estimate	\$66.22	No	No	\$0.00	0	\$0.00	30
8813787279	1449246	03/09/2001	04/09/2001	05/07/2001	3480	3702	222	System Estimate	\$307.12	No	No	\$0.00	0	\$0.00	31
8813787279	1449246	02/07/2001	03/09/2001	04/05/2001	3206	3480	274	System Estimate	\$364.23	No	No	\$0.00	0	\$0.00	30
8813787279	1449246	01/09/2001	02/07/2001	03/06/2001	2915	3206	291	System Estimate	\$380.82	No	No	\$0.00	0	\$0.00	29
8813787279	1449246	12/07/2000	01/09/2001	02/06/2001	2532	2915	383	System Estimate	\$410.83	No	No	\$0.00	0	\$0.00	33
8813787279	1449246	11/07/2000	12/07/2000	01/05/2001	2307	2532	225	System Estimate	\$204.85	No	No	\$0.00	0	\$0.00	30
8813787279	1449246	10/06/2000	11/07/2000	12/06/2000	2194	2307	113	System Estimate	\$95.14	No	No	\$0.00	0	\$0.00	32
8813787279	1449246	09/07/2000	10/06/2000	11/03/2000	2194	2194	0	System Estimate	\$8.00	No	No	\$0.00	0	\$0.00	29
8813787279	1449246	08/08/2000	09/07/2000	10/03/2000	2194	2194	0	System Estimate	\$8.00	No	No	\$0.00	0	\$0.00	30
8813787279	1449246	07/10/2000	08/08/2000	09/05/2000	2194	2194	0	System Estimate	\$8.00	No	No	\$0.00	0	\$0.00	29
8813787279	1449246	06/07/2000	07/10/2000	08/07/2000	2193	2194	1	System Estimate	\$8.77	No	No	\$0.00	0	\$0.00	33
8813787279	1449246	05/09/2000	06/07/2000	07/06/2000	2189	2193	4	System Estimate	\$11.09	No	No	\$0.00	0	\$0.00	29
8813787279	1449246	04/10/2000	05/09/2000	06/06/2000	2180	2189	9	System Estimate	\$14.94	No	No	\$0.00	0	\$0.00	29
8813787279	1449246	03/10/2000	04/10/2000	05/09/2000	2166	2180	14	System Estimate	\$18.80	No	No	\$0.00	0	\$0.00	31
8813787279	1449246	02/12/2000	03/10/2000	04/07/2000	2148	2166	18	System Estimate	\$21.88	No	No	\$0.00	0	\$0.00	27
8813787279	1449246	09/01/1999	02/12/2000	03/14/2000	1962	2148	186	Regular	\$183.04	No	No	\$0.00	0	\$0.00	164

**ORIGINAL**

**EXHIBIT B**

**RECEIVED**

**JAN 16 2004**

**PA PUBLIC UTILITY COMMISSION  
SECRETARY'S BUREAU**

**S.O. Completion: G-GS Exchange**

Action

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**Service Order** 7797011155 Initiated on 06/20 by Vain, Patricia

---

**Order Type** SID      **Exchange**      **Flt Order** (1) 333002400 Canceled

---

**Status** Voided on 06/21/2000 12:56 by Mobileup Upload      **MUP Status** Unassigned

---

**Service Point** 9972197731 Conn On G-GS, GSR, MTR 1401427, FBS, 12/09/03 291.0000 CCF R N

---

**Acc/P/Perse** 0006 9490 6924 Carter, Ruben / 5602 Lansdowne Ave. 21/Philadelphia, Pa

---

**Order Date** 05/21/2000      **SP Location** FBS - Front Basement

---

**Effective Date/Time** 05/21/2000 12:41 pm      **Service Error** 305229      **Mileage** 0

---

**Work From** 05/21/2000      **Site Arrival Time** 12:00 am

---

**Comments**

---

**Service From Work Details:**

**Application Received**      **Work Completed**      **Days Lost**

**Instal Supply Detail**

---

**Meter**

**Meter** MTR 1401427  Int 550332 AMERICAN/L250

---


MC ID	Reading	MC Details	Last Read Date/Type	Last Reading
36892	CCF +, 4.0 digits, 1.0000	No reading		0.00000

---

**Reading**      **Record Reading**

**S.O. Completion: G-GS Exchange**

Action

1023514210 Initiated on 08/06 by L. Amantia, Lawrence 

Order Type:  Exchange  Fld Order:

Status:  MUP Status:

Service Point:  Conn On G-GS, GSR, MTR 1401427 FBS, 12/09/03 291.0000 CCF R N

Acc/Premise:

Order Date:  SP Location:

Effective Date/Time:   Service Person:  Mileage:

Work Done:

SP Available Date:  Site Arrival Time:

Comments:

Service Point Work Detail

Application Received:  Work Completed:  Drive Lost:

Initial Supply Detail:

Meter

MTR   Int. 550032 AMERIC/L250

MC ID	Reading	MC Details	Last Read Date/Type	Last Reading
38892		DCF -, 4.0 digit, 1.0000	No reading	0.00000

Reading:

**S.O. Completion: G-GS Exchange**

Action

Service Order: 8311926945 Initiated on 08/19 by Williams, Mary

Order Type: SIO Exchange Fid Order: (1) 7266265773 Canceled

Status: Voided on 09/21/2002 14:48 by Mobileup, Upload MJP Status: CGI

Service Point: 9972197731 Conn On G-GS, GSR, MTR 1401427, FBS 12/09/03 291 0000 CCF R N

Acct/Premise: 0006 9490 6324 Carter, Huber / 5602 Lansdowne Ave. 21/Philadelphia, Pa

Work Date: 09/21/2002 SF Location: FDC Front Basement

Effective Date/Time: 09/21/2002 12:42 pm Service Person: 30937 Mileage: 0

Work Date: 09/21/2002

SP Available Until: Site Arrival Time: 12:00 pm

Comments: Follow-up for U at AM

Service Point Work Details

Appointments Received: Work Completed: Create Job:

Install Supply Order:

Meter

Meter: MTR 1401427  Int: 551332 GME FID 04/L250

MC ID	Reading	MC Details	Last Read Date/Type	Last Reading
36892		CCF +, 4.0 degis, 1.0000	No reading	0.00000

Reading: Record Reading

**S.O. Completion: G-GS Exchange**

Action

Service Order: 8830854747 Initiated on 04/04 by Gilmore, Monique

Order Type: SIO Exchange Fld Order: (1) 6753634966 Canceled

Status: Voided on 04/07/2003 14:21 by Mobileup Upload MUP Status: CGI - To be Rescheduled

Service Point: 9972197731 Conn On G-GS, GSR, MTR 1401427, FBS 12/09/03 291 0000 CCF R N

Accr/Premise: 0006 9490 6924 Carter, Ruben / 5602 Lansdowne Ave, 21/Philadelphia Pa

Order Date: 04/07/2003 SP Location: FBS Front Basement

Effective Date/Time: 04/07/2003 17:43:40 Service Person: 6066333 Mileage: 0

Work Done: 04/07/2003

SP Available Until: Site Arrival Time: 10:00 am

Comments: cgi to base, Follow-up for 20030408 at PM

Service Point Work Details:

Application Received: Work Completed: Days Lost:

Intel Supply Dates:

Meter:

Meter: 1401427  Int: 550332 AMERILON L250

MC ID	Reading	MC Details	Last Read Date/Type	Last Reading
38892	CCF - 4.0 digits, 1,000.	No reading		0.0000

Reading: Report Reading

**S.O. Completion: G-GS Exchange**

Action

Service Order: 258701295    Initiated on 04/09 by Potter, Ronald

Order Type: SIO    Exchange    Fld Order: (1) 8667660457 Canceled

Status: Voided on 04/12/2003 08:36 by Mobileup, Upload    MUP Status: CGI

Service Point: 9972197731    Conn On G-GS, GSR, MTR 1401427    FBS: 12/09/03 291.0000 CCF R N

Acct/Premise: 0006 9490 6924 Carter, Ruben / 5602 Lansdowne Ave, 21/Philadelphia Pa

Order Date: 04/12/2003    SP Location: PE - Front Basement

Effective Date/Time: 04/12/2003 12:42 pm    Service Person: 000333    Mileage: 0

Work Done: 04/12/2003

SP Available Until:    Site Arrival Time: 12:00 am

Remarks: cpi 490 also basent gate still lock //no phone    next/bat Follow-up for 3 aM

Service Point Work Detail

Application Received:     Work Completed:     Stay Lost:

Install Supply Detail:

Meter

Meter:     MTR: 1401427     Int: 550032 -ME FIDEN, L250

MC ID	Reading	MC Details	Last Read Date/Type	Last Reading
38892		CCF - 4.0 digits, 1.0000	No reading	0.00000

Reading:     Record Reading:

**EXHIBIT C**

**ORIGINAL**

**RECEIVED**

**JAN 16 2004**

**PA PUBLIC UTILITY COMMISSION  
SECRETARY'S BUREAU**

**Meter Exchange Maintenance: 5602 Lansdowne Ave.2f/...**

Action

Meter Exchange:  

Service Point:  Conn On G GS GSR, MTR 1401427, FBS, 12/09/03 291 0000 CCF R N

Acct/Premise:

Exchange Date:  Time:  Utility Type:

From Meter:

MTR 1449246      Mtr MTR 1449246 G, Stock, RESAGE, EQUIMTER/L250, M

MC Id	Reading	MC Details	Last Read Date/Type	Last Reading
477016	5979 00000 CCF +, 4 0 digits, 1 0000		No reading	0 00000

Reading:      

To Meter:


MTR 1401427      Mtr MTR 1401427 G, RESAGE, AMERICAN/L 250, MCs=1, C

MC Id	Reading	MC Details	Last Read Date/Type	Last Reading
38892	0 00000 CCF +, 4 0 digits, 1 0000		07/05/3 RT	0 00000

Reading:            

SID:       Initiated on 06/30 by Sheehar, Robert

Meter Location:       Service Person:

Comments:  

# EXHIBIT D

RECEIVED

JAN 16 2004

PA PUBLIC UTILITY COMMISSION  
SECRETARY'S BUREAU

ORIGINAL



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

November 3, 2003

BCS No: 1350478

RUBEN CARTER  
5602 LANSDOWNE AVE APT 2  
PHILADELPHIA PA 19131

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

If you do not agree with any part of this decision you may appeal it by filing a formal complaint. You can do this by completing the attached Request for Formal Complaint Forms. Return this form to the Public Utility Commission, and the formal complaint forms will be mailed to you. If you wish to appeal, you must return this form to the Public Utility Commission by the date shown on the form. Your complaint will be assigned to an Administrative Law Judge, and a hearing date will be assigned.

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.

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 me toll free at 1-800-782-1110, or you may call me directly at 717-705-6903.

Sincerely,

MATTHEW HIRIVNAK  
Utility Complaint Investigator

Enclosure

PEREIRA/SELZLE  
PHILADELPHIA GAS WORKS

*ABW*  
*ACCS ✓*  
*1/20/04*  
*1-305-48 ✓*  
*Spec Allow.*  
*Det.*

BEFORE THE PENNSYLVANIA PUBLIC UTILITIES COMMISSION

RUBEN CARTER  
5602 LANSDOWNE AVE APT 2 v.  
PHILADELPHIA PA 19131

PHILADELPHIA GAS WORKS

Case Number: 1350478

Account Number: 0694906924

---

**Decision On Informal Complaint By The Bureau Of Consumer Services:**

**Statement Of Complaint:**

A summary of the customer's complaint is as follows:

Customer is disputing bills for service at 5602 Lansdowne Ave Apt 2 Philadelphia, PA.

**Investigation By Staff Of The Bureau Of Consumer Services Revealed:**

1. That the customer received estimated meter readings from March 10, 2000- May 8, 2002.
2. That the customer provided a meter reading on June 6, 2002.
3. That the customer received estimated meter readings from June 6, 2002- June 9, 2003.
4. That on July 5, 2003 PGW exchanged meters and installed an AMR device.
5. That PGW billed the customer for the period of June 9, 2003- July 9, 2003 for \$251.77, which adjusted for estimated meter readings dating back to June 6, 2002.
6. That as of October 17, 2003 the customer has a balance of \$4,071.00 owing to the Philadelphia Gas Works.

00069490 6924

Based On These Findings, the Bureau Of Consumer Services Concludes:

1. That because of PGW's failure to obtain actual meter readings, the customer was unable to judiciously manage gas consumption and exercise conservation measures, as necessary. The customer, therefore, is entitled to a reduction in the re-billed amount which is intended to compensate for this problem that, again, was caused by PGW's failure to obtain an actual meter reading for an extended period of time.
2. That the customer is responsible for the balance owing to the Philadelphia Gas Works.

**Therefore It Is Decided:**

1. That the Philadelphia Gas Works MUST credit the customer's account \$50.00.
2. That the Philadelphia Gas Works will waive all late payment charges that were charged to the customer's account from April 4, 2003 to the present.
3. Beginning in DECEMBER 4, 2003 the customer shall pay the special payment arrangement amount of \$195.00 per month. This amount includes the customer's regular budget bill of \$155.00 per month plus an additional \$40.00 per month to be applied toward the customer's remaining unpaid balance.
4. The customer's payment arrangement amount may vary in accordance with normal increases or decreases in the customer's budget bill.
5. All payments must be made by the due date of each month's bill.
6. Payments shall continue in this manner until the bill is paid in full.
7. The company shall not assess any late payment charges on this account as long as the customer makes the required payments in a timely manner.

November 3, 2003

Date

\_\_\_\_\_  
Signature

MATTHEW HRIVNAK  
Utility Complaint Investigator  
Bureau of Consumer Services  
PA Public Utility Commission

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: January 16, 2004

  
Laureto Farinas

CERTIFICATE OF SERVICE

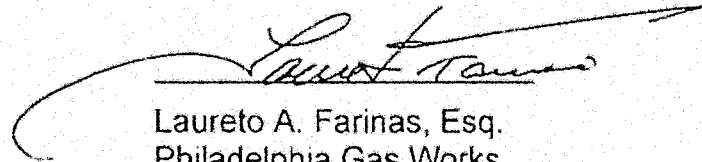
I HEREBY CERTIFY THAT I HAVE THIS DAY SERVED A TRUE COPY OF THE FOREGOING DOCUMENT UPON THE PARTICIPANTS LISTED BELOW, IN ACCORDANCE WITH THE REQUIREMENTS OF §1.54 (RELATING TO SERVICE BY A PARTICIPANT).

Service List:

For Complainant:

Ruben Carter  
5602 Lansdowne Avenue, #2  
Philadelphia, PA 19131

January 16, 2004



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