

CAPTION SHEET

CASE MANAGEMENT SYSTEM

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: 11/28/03
8. DOCKET NO: F 01344525	:	9. EFFECTIVE DATE: 00/00/00

PARTY/COMPLAINANT: SHAW, RUPERT

RESPONDENT/APPLICANT: PHILADELPHIA GAS WORKS

COMP/APP COUNTY: PHILADELPHIA

UTILITY CODE: 125042

ALLEGATION OR SUBJECT

COMPLAINANT STATES THAT HE CANNOT PAY THE AMOUNT REQUESTED. HE OFFERS TO PAY HIS BUDGET AMOUNT PLUS \$15 A MONTH.

DOCUMENT
FOLDER

DOCKETED
DEC 05 2003



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

11/30/03

IN REPLY PLEASE
REFER TO OUR FILE

NOVEMBER 10, 2003

BCS 1344525

RUPERT S SHAW
313 REDFIELD STREET
PHILADELPHIA PA 19139

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 NOVEMBER 30, 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:

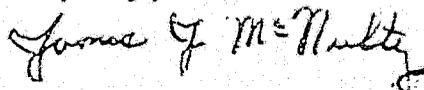
Office of Administrative Law Judge
Public Utility Commission
P.O. Box 3265
Harrisburg, PA 17105-3265

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

db's

CC: PHILADELPHIA GAS WORKS

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 twenty days of this date: October 8, 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: Mr. Rupert S. Shaw
313 Redfield Street
Philadelphia, PA. 19139

(Please correct any mistakes.)

215 474 6938
(Area Code) Telephone Number

Rupert Shaw
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: 1344525 Date of mailing: October 8, 2003
Company: Philadelphia Gas Works

SECRETARY'S BUREAU
P.A.P.U.C.

REVISED 11/97

03 OCT 22 PM 1:20

RECEIVED

55

ORIGINAL

FORMAL COMPLAINT FORM
Pennsylvania Public Utility Commission

BCS 1344525
11/30/03

RECEIVED

Please Print:

F - 01344525
125042

NOV 28 2003

1. Your Name, Mailing Address and Telephone Number.

PA PUBLIC UTILITY COMMISSION
SECRETARY'S BUREAU

Name Rupert Shaw

Street/P.O. Box 313 N. Redfield St Apt.#

City Phila. State PA Zip 19139

County Phila Home Telephone-Area Code (215) 434 6938
Work Telephone-Area Code (215) 432 6046

2. Name of Company your complaint concerns: Phila. Gas Works

3. What is your complaint?

I want the PUC to tell the company that I
will pay my budget amount plus \$15.00 each month until
my balance is paid in full. The money that I am
being asked to pay is too much. I can't afford
it at this time.

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

(over-)

5

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

I want the PUC to tell the company that I will pay my budget amount plus \$15.00 each month until my balance is paid in full.

(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.

Rupert Sh

Original Signature of complaining person

11/27/03

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

DATE SERVED: DECEMBER 8, 2003

F-01344525

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 RUPERT SHAW. 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.

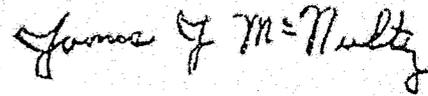
DECEMBER 8, 2003

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

dbs

BEFORE THE PENNSYLVANIA PUBLIC UTILITY COMMISSION

DATE SERVED: DECEMBER 8, 2003

RUPERT SHAW
Complainant

VS.

PHILADELPHIA GAS WORKS
Respondent

Complaint Docket
No: F-01344525

DOCUMENT
FOLDER
DOCKETED
DEC 05 2003

FORMAL COMPLAINT NOTICE TO RESPONDENT TO ANSWER OR SATISFY: ~~RECEIVED~~

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,

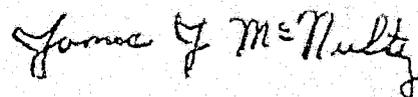
1. You have twenty (20) days from the date on which this complaint is served to either satisfy this complaint or to file with the Secretary of the Pennsylvania Public Utility Commission, P. O. Box 3265, Harrisburg, PA 17105-3265, an answer (original and three copies), in writing, under oath, which, as 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. Farinas, Senior Attorney
Legal Department
Direct Dial: 215-684-6982
FAX: 215-684-6798
E-mail: laureto.farinas@pgworks.com

F-01344525

December 17, 2003

RECEIVED

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.

DOCUMENT

FC 05

Sincerely,

Laureto Farinas 2

DOCKETED
FEB 12 2004

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

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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. Rivero 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

RECEIVED

DEC 16 2003

PA PUBLIC UTILITY COMMISSION
SECRETARY'S BUREAU

CERTIFICATE OF SERVICE

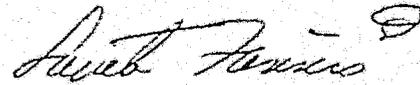
I HEREBY CERTIFY THAT I HAVE THIS DAY SERVED A TRUE COPY OF THE FOREGOING DOCUMENTS UPON THE PARTICIPANTS LISTED BELOW, IN ACCORDANCE WITH THE REQUIREMENTS OF §1.54 (RELATING TO SERVICE BY A PARTICIPANT).

Service List:

For Complainant:

Rupert Shaw
313 N Redfield Street
Philadelphia, PA 19139

Date: December 17, 2003



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

Philadelphia Gas Works



ORIGINAL
PGW

Gregory J. Stunder, Esq.
Senior Attorney
Legal Department
Direct Dial: 215-684-6878
FAX: 215-684-6798

E-mail: gregory.stunder@pgworks.com

RECEIVED

JAN 16 2004

January 16, 2004

PA PUBLIC UTILITY COMMISSION
James McNulty, Secretary SECRETARY'S BUREAU
Pennsylvania Public Utility Commission
Room B-20, North Office Building
Harrisburg, PA 17105-3265

RE: Rupert Shaw v. PGW, Docket No.F-01344525

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,

Gregory J. Stunder, Esq.

Enclosures

cc: Linda Pereira
Rupert Shaw

DOCUMENT
FOLDER

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BEFORE THE
PENNSYLVANIA PUBLIC UTILITY COMMISSION

ORIGINAL

Rupert Shaw

v.

Philadelphia Gas Works

:
:
:
:
:

Docket No. F-01344525

RECEIVED

JAN 16 2004

Answer Of Philadelphia Gas Works

PA PUBLIC UTILITY COMMISSION
SECRETARY'S BUREAU

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 the averments contained in Paragraph 3 of the Complaint and all other averments in Paragraph 3 that are conclusions.

PGW records show that the Complainant has entered into the following payment agreements and each payment agreement has been broken:

- a) January 13, 2002 - account balance of \$309.45. Agreement for downpayment of \$62.00, monthly arrearage payment of \$41.00, and payment of current billings;
- b) September 18, 2002 - account balance of \$221.72. Agreement for downpayment of \$72.18, monthly arrearage payment of \$40.00, and payment of current billings;
- c) March 28, 2003 - account balance of \$604.55. Agreement for downpayment of \$150.00, monthly arrearage payment of \$165.00, and payment of current billings.

A copy of the Report to the Informal Complaint Unit is attached as Exhibit "A."

PGW has not received a payment from the Complainant since March 27, 2003.

DOCUMENT
JAN 21 2004

DOCUMENT
FOLDER

The Complainant's current balance of \$1,555.16 represents gas service to January 7, 2004. A copy of History Request Report is attached as Exhibit "B."

A decision of the Bureau of Consumer Services ("BCS"), dated October 8, 2003 1) provided the Complainant with a repayment agreement consisting of a monthly budget bill of \$172.00 plus \$20.00 per month for the arrearage, and 2) found the customer bills are correct as rendered. A copy of the BCS "Closing Data" and "Investigation Data" sheets are attached hereto as Exhibit "C."

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.

January 16, 2004

Respectfully submitted,



Gregory J. Stunder, Esq.
Philadelphia Gas Works
800 W. Montgomery Avenue
Philadelphia, PA 19122

EXHIBIT A

PHILADELPHIA GAS WORKS

REPORT TO THE INFORMAL COMPLAINT UNIT

Customer: SHAW, RUPERT S

Investigator: Thomas

Service Address: 313 N REDFIELD ST/PHILA, PA 191391248

ECS Case #: 1344525

Mailing Address: 313 N REDFIELD PHILA PA 19139

PGW CRU Log #:

Phone #: 215-386-2364

CRU Officer: Selzle

Work #

Date Added to Database: 03/28/2003

Rate Class: GS

Account #: 11 1759 8955

Budget Amount: \$120.00

Current Amount Due: \$ 766.82 Total Amount Due: \$ 766.82

Current Bill: \$ 160.36 Bill Created Date: 04/10/2003 Bill Due Date: 05/06/2003

Last Pay Date: 03/27/2003 Last Pay Amount: \$150.00

Details of the Company Original Investigation

3/28/03-BCS# 1344525 Fax received 3/28/03

Please refer to the attached copy of the customer contact screen

Company's Final Position to the Customer

Your billing is correct as rendered and is based on actual meter readings. During the course of your repayment agreements you have failed to keep up with the current billings causing your original balance to increase.

You may request your meter be tested for accuracy.

Summary of Customer's Informal Complaint to the BCS

Cust says he has been paying on previous account balance of 300 for approx 1 year. Cust is on pymt agreement with co of 170 per month. Cust states this encompasses his present budget plus mon es to go to previous account balance of 300. Cust does not know how much of the 170 was going to the prev balance. Cust states this previous account balance of 300 has not gone down although has been paying the payment plan for 1 year. Cust is also disputing high bills.

Details of the Company Investigation after BCS Contact

PGW records indicate this is a residential heating account with other domestic appliance and that the property is equipped with an automated meter reading device.

Records also indicate the customer established service at this address on 1/13/02, and transferred a balance from 4618 Chester Av, 108.

Collection and payment history indicates the customer paid \$62.00 on 1/10/02 representing a downpayment on a repayment agreement terms of which were \$41.00 per month for 7 months on the arrears plus the current billing. The account balance of \$309.45 prior to the downpayment represented service to 12/19/01 at 4618 Chester Av, 108.

This payment arrangement was broken on 7/1/02 when the account balance of \$339.72 represented service to 5/6/02 at 313 N Redfield St and the final bill to 1/31/02 at 4618 Chester Av, 108. During this time period the customer was billed

Customer: SHAW, RUPERT S

Investigator: Thomas

Service Address: 313 N REDFIELD ST/PHILA, PA 191391248

BCS Case #: 1344525

Mailing Address: 313 N REDFIELD PHILA PA 19139

PGW CRU Log #:

Phone #: 215-385-2364

CRU Officer: Selzle

Work #:

Date Added to Database: 03/28/2003

Rate Class: GS

Account #: 11 1759 8955

Budget Amount: \$120.00

Current Amount Due: \$ 766.82 Total Amount Due: \$ 766.82

Current Bill: \$ 160.35 Bill Created Date: 04/10/2003 Bill Due Date: 05/06/2003

Last Pay Date: 03/27/2003 Last Pay Amount: \$150.00

for \$473.03 and made payments totaling \$380.76 which were not enough to cover the current billing let alone reduce the arrearage.

Customer contact history indicates a second repayment agreement was created 9/18/02 terms of which were \$72.18 down and \$40.00 per month for 6 months plus the current billing. Account financial history indicates the downpayment of \$72.18 was made on 9/18/02 reducing the balance to \$217.53 representing service to 9/5/02. Over the next six months the customer was billed for \$1115.34 including late payment charges and made payments totaling \$685.37, again the customer failed to pay even the current amount due during the period. The customer balance on 3/12/03 of \$747.50 represents service to 3/10/03.

Collection history also indicates an agreement was entered on 3/28/03 for \$165.00 monthly including the current billing with \$150.00 down by 4/4/03, this agreement appears as broken as well.

The customer's balance of \$766.82 represents service to 4/8/03, attached is a copy of the customer's billing and payment history. Income and family size has not been provided.

Company's Final Position to BCS

PGW maintains the billings are correct as rendered and that the property is equipped with an automated meter reading device. PGW also maintains that during the course of the customer's repayment agreements they have failed to make the payments required to pay the current billings let alone reduce the original arrearage.

The customer may enter into another repayment agreement within the last 12 months with \$230.04 down and \$50.00 on the arrears plus the current billing.

The customer may be eligible for CRP repayment terms of \$38.34 down with proof of the last 30 days of total household income plus social security cards for each household member.

The customer may request the meter be tested for accuracy by sending a payment of \$10.00 in advance to PGW, Field Service Department, 1800 N 9th St, 2f, Phila. Pa 19122 Attn: State Meter Test.

EXHIBIT B

HISTORY REQUEST REPORT FOR ACCOUNT # 1117598955 AND SA # 4130703944 AS OF 01/07/2004

Account # 1117598955	SA # 4130703944	Bill Cycle 06	Rate Class GS
Phone # 4747871(215)			
Name: SHAW, RUPERT S			
Address: 313 N REDFIELD ST/PHILA, PA			
Pay Agreement Indicator: N	Easyway Indicator:	CRP Status:	
BLOCKER START DATE 20031212	BLOCKER END DATE 20041212	METER # 1831355	

Tran Date	Tran Type	Current Amt.	Total Amt.	Adjust. Amt.	Segment Start Date	Segment End Date	Read Code	End Read	Current Balance	Usage	Meter #
02/06/2002	BILL	\$127.48	\$127.48	\$0.00	01/13/2002	02/06/2002	R	5492	\$388.95	115	1831355
03/07/2002	BILL	\$137.05	\$137.05	\$0.00	02/06/2002	03/07/2002	R	5621	\$466.04	129	1831355
04/08/2002	BILL	\$115.34	\$115.34	\$0.00	03/07/2002	04/08/2002	R	5741	\$581.38	120	1831355
05/05/2002	PAY	(\$44.05)	(\$44.05)	\$0.00							
05/07/2002	BILL	\$43.42	\$43.42	\$0.00	04/08/2002	05/07/2002	R	5775	\$388.46	34	1831355
06/06/2002	BILL	\$35.68	\$35.68	\$0.00	05/07/2002	06/06/2002	R	5600	\$424.14	25	1831355
06/08/2002	PAY	(\$81.05)	(\$81.05)	\$0.00							
07/08/2002	BILL	\$32.18	\$32.18	\$0.00	06/06/2002	07/08/2002	R	5820	\$371.90	20	1831355
07/15/2002	PAY	(\$74.97)	(\$74.97)	\$0.00							
08/06/2002	BILL	\$32.18	\$32.18	\$0.00	07/08/2002	08/06/2002	R	5840	\$327.40	20	1831355
08/16/2002	PAY	(\$71.86)	(\$71.86)	\$0.00							
09/05/2002	BILL	\$32.32	\$32.32	\$0.00	08/06/2002	09/05/2002	R	5860	\$289.71	20	1831355
09/07/2002	LPC	\$3.14	\$3.14	\$3.14					262.65		
09/18/2002	PAY	(\$71.13)	(\$71.13)	\$0.00					221.72		
10/04/2002	BILL	\$33.04	\$33.04	\$0.00	09/05/2002	10/04/2002	R	5880	\$250.57	20	1831355
10/11/2002	PAY	(\$72.16)	(\$72.16)	\$0.00							
11/05/2002	BILL	\$99.29	\$99.29	\$0.00	10/04/2002	11/05/2002	R	5963	\$776.86	83	1831355
11/14/2002	PAY	(\$72.45)	(\$72.45)	\$0.00							
12/06/2002	BILL	\$195.74	\$195.74	\$0.00	11/05/2002	12/06/2002	R	6140	\$399.56	177	1831355
01/04/2003	PAY	(\$139.01)	(\$139.01)	\$0.00							
01/08/2003	BILL	\$220.93	\$220.93	\$0.00	12/06/2002	01/08/2003	R	6327	\$484.41	187	1831355
01/10/2003	LPC	\$3.25	\$3.25	\$3.25							
01/16/2003	PAY	(\$100.00)	(\$100.00)	\$0.00							
02/06/2003	BILL	\$280.20	\$280.20	\$0.00	01/08/2003	02/06/2003	R	6578	\$670.37	251	1831355
02/08/2003	LPC	\$5.76	\$5.76	\$5.76							
03/07/2003	PAY	(\$200.00)	(\$200.00)	\$0.00							
03/10/2003	BILL	\$270.08	\$270.08	\$0.00	02/06/2003	03/10/2003	R	6822	\$747.50	244	1831355
03/12/2003	LPC	\$7.05	\$7.05	\$7.05					754.55		

Account # 111758855 SA # 4130703944 Bill Cycle 06 Rate Class GS Phone # 4747571(215)
 Name SHAW, RUPERT S Address 313 N REDFIELD ST PHILA, PA
 Pay Agreement Indicator N Easyway Indicator CRP Status
 Blocker Start Date 20031212 Blocker End Date 20041212 Meter # 1831355

Tran Date	Tran Type	Current Amt	Total Amt	Adjust Amt	Segment Start Date	Segment End Date	Read Code	End Read	Current Balance	Usage	Meter #
03/27/2003	PAY	(\$150.00)	(\$150.00)	\$0.00	03/10/2003	04/08/2003	R	6943	604.55 \$766.82	121	1831355
04/08/2003	BILL	\$160.36	\$160.36	\$0.00							
04/10/2003	LPC	\$8.96	\$8.96	\$8.96							
05/08/2003	BILL	\$96.38	\$96.38	\$0.00	04/08/2003	05/08/2003	R	7009	\$874.56	66	1831355
05/10/2003	LPC	\$11.36	\$11.36	\$11.36							
06/06/2003	BILL	\$64.01	\$64.01	\$0.00	05/08/2003	06/06/2003	R	7050	\$951.38	41	1831355
06/10/2003	LPC	\$12.81	\$12.81	\$12.81							
07/08/2003	BILL	\$43.79	\$43.79	\$0.00	06/06/2003	07/08/2003	R	7074	\$1,008.94	24	1831355
07/10/2003	LPC	\$13.77	\$13.77	\$13.77							
08/05/2003	BILL	\$37.17	\$37.17	\$0.00	07/08/2003	08/05/2003	R	7093	\$1,060.54	19	1831355
08/08/2003	LPC	\$14.43	\$14.43	\$14.43							
09/08/2003	BILL	\$41.23	\$41.23	\$0.00	08/06/2003	09/08/2003	R	7115	\$1,116.75	22	1831355
09/10/2003	LPC	\$14.98	\$14.98	\$14.98							
10/07/2003	BILL	\$41.38	\$41.38	\$0.00	09/08/2003	10/07/2003	R	7137	\$1,173.73	22	1831355
10/09/2003	LPC	\$15.60	\$15.60	\$15.60							
11/05/2003	BILL	\$83.64	\$83.64	\$0.00	10/07/2003	11/05/2003	R	7187	\$1,273.59	50	1831355
11/07/2003	LPC	\$16.22	\$16.22	\$16.22							
12/08/2003	BILL	\$264.09	\$264.09	\$0.00	11/05/2003	12/08/2003	R	7377	\$1,555.16	190	1831355
12/10/2003	LPC	\$17.48	\$17.48	\$17.48							

EXHIBIT C

To: Linda Pereira

CSS03101

PA PUBLIC UTILITY COMMISSION
BUREAU OF CONSUMER SERVICES
CLOSING DATA

1 2004

BCS CASE NUMBER 1344525

DATE CASE OPENED 5/18/2003

CUSTOMER NAME RUPERT SHAW
SVC ADDRESS 313 NORTH REDFIELD ST
PHILADELPHIA, PA 19139

COMPANY NAME PGW (Phila Gas Works (NGDC)

ACCOUNT # 1117548955

TOTAL BALANCE/BASIC: \$1,116.75
PRIOR CASE NO:

RESOLUTION

DECISION RENDERED CUST BILLS ARE CORRECT AS RENDERED... COMPLAINT
CLOSED

AMOUNT MONEY SAVED: \$88,888.88

COMPLIANCE

VIOLATION (ALLEGED ACTUAL, NO): NO
CHAP 56/64/OTHER SECTION/RULE

DECISION ISSUED Y ORAL/WITTEN W
INVESTIGATOR THOMAS DERRICK
CLOSING DATE 10/8/2003

CSS03201

PA PUBLIC UTILITY COMMISSION
BUREAU OF CONSUMER SERVICES
INVESTIGATION DATA

1 2004

CASE NUMBER: 1344523

DATE CASE OPENED: 4/28/2003

CUSTOMER NAME: RUPERT SHAW
ADDRESS: 113 NORTH REDFIELD ST
PHILADELPHIA, PA 19139-

COMPANY NAME: PGW (Phila Gas Works (NGDC))
ACCOUNT NUMBER: 1117598955

COMPANY CONTACT DATE: 3/28/2003

REPORT RECEIVED DATE: 4/25/2003

PROBLEM DESCRIPTION: BILLING DISPUTE

DATE UTILITY REPORT RECEIVED: 4/25/2003

ACTIONS TAKEN FOR THIS CASE:

ACTION DATE: 10/8/2003
UPDATED BY: DERRICK THOMAS
INVESTIGATOR DESCRIPTION:

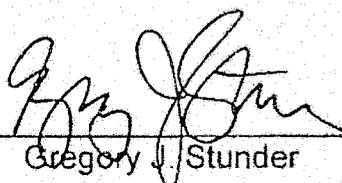
3/28/03 FAXED TO CO

4/25/03 RECD REPORT/SELZLE DECISION RENDERED THE GAS SERVICE AT 113 REDFIELD ST. WAS ESTABLISHED IN RUPERT S. SHAW'S NAME ON 1/13/02 ON 11/9/95 PGW INSTALLED AN AMR DEVICE AT 113 REDFIELD ST. CUST BILLS AT 113 REDFIELD ST ARE BASED ON ACTUAL READINGS ACCORDING TO PGW'S RECORDS CUST HAD GAS SERVICE IN HIS NAME AT 4618 CHESTER AVE. 108 FROM 9/1/97 TO 12/1/02 WITH A REMAINING BALANCE OF \$309.45. ON 1/10/02 CUST ON REPAYMENT AGREEMENT WITH PGW. CUST AGREED TO PAY \$62.00 DOWN AND \$41.00 PER MONTH MONTHS TOWARD THE ARREARS PLUS HIS C/BS. ON 7/1/02 CUST REPAYMENT AGREEMENT BROKE BECAUSE CUST DID NOT KEEP UP WITH HIS PAYMENTS. ON 12/18/02 CUST ON SECOND REPAYMENT AGREEMENT CUST AGREED TO PAY \$72.18 DOWN PLUS \$40.00 PER MONTH FOR 6 MONTHS TOWARD THE ARREARS PLUS C/BS. FOR THE NEXT 6 MONTHS CUST WAS CHARGED \$1,115.34 FOR HIS USAGE AND CUST PAID \$585.37. ON 3/28/03 CUST ON THIRD REPAYMENT AGREEMENT FOR \$165.00 PER MONTH INCLUDING C/BS. CUST WAS SUPPOSE TO PAY \$150.00 DOWN ON 4/30/03 BUT DID NOT COMPLY AND THIS AGREEMENT BROKE TOO. CUST WAS GIVEN CITY METER TEST INFORM/FEE. CUST BILLS ARE CORRECT AS RENDERED. CUST O/S BALANCE \$1,116.75. CUST TO PAY HIS BUDGET AMOUNT OF \$172.00 PER MONTH FOR 12 MONTHS PLUS \$20.00 ON THE ARREARS UNTIL THE ARREARS ARE PAID IN FULL. CUST WAS ADVISED THAT HIS BUDGET COULD CHANGE. COMPLAINT CLOSED

VERIFICATION

I, Gregory J. Stunder, 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



Gregory J. Stunder

CERTIFICATE OF SERVICE

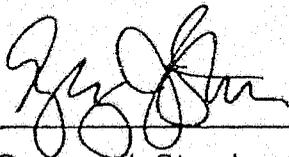
I HEREBY CERTIFY THAT I HAVE THIS DAY SERVED A TRUE COPY OF THE FOREGOING DOCUMENT UPON THE PARTICIPANTS LISTED BELOW, IN ACCORDANCE WITH THE REQUIREMENTS OF §1.54 (RELATING TO SERVICE BY A PARTICIPANT).

Service List:

For Complainant:

Rupert Shaw
313 N Redfield Street
Philadelphia PA 19139

January 16, 2004



Gregory J. Stunder, Esq.
Philadelphia Gas Works
800 W. Montgomery Avenue
Philadelphia, PA 19122



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

IN REPLY PLEASE
REFER TO OUR FILE

June 2, 2004

In Re: F-01344525

(SEE ATTACHED LIST)

Rupert Shaw v. Philadelphia Gas Works

Requests payment arrangements.

DOCKETED

JUN 04 2004

Telephone Hearing Notice

This is to inform you that a hearing by telephone on the above-captioned case will be held as follows:

Type: Initial Telephone Hearing

Date: Tuesday, August 3, 2004

Time: 10:00 a.m.

Presiding: Administrative Law Judge Allison K. Turner
1302 Philadelphia State Office Building
1400 West Spring Garden Street
Philadelphia, PA 19130
Telephone: (215) 560-2105
Fax: (215) 560-3133

DOCUMENT

The judge will be presiding as authorized by
52 Pa. Code §56.174.

If you have not provided a current telephone number where you can be reached for participation in the hearing OR YOUR AREA CODE HAS CHANGED, then you must contact the presiding officer at least 7 days before the actual hearing and provide the necessary information.

RJP

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

Rupert Shaw (215) 474-6938
Gregory J. Stunder, Esquire (215) 684-6798

If you have any hearing exhibits to which you will refer during the hearing, 3 copies must be sent to the Administrative Law Judge and 1 copy each must be sent to every other party. All copies must be received at least 3 days before the hearing.

Attention: You may lose the case if you do not take part in this hearing and present facts on the issues raised.

Except for those individuals representing themselves, the Commission's rules require that all parties have an attorney; therefore, you should have an attorney of your choice file an entry of appearance before the scheduled hearing.

If you are a person with a disability, and you wish to attend the hearing, we may be able to make arrangements for your special needs. Please call the scheduling office at the Public Utility Commission:

- Scheduling Office: (717) 787-1399.
- AT&T Relay Service number for persons who are deaf or hearing-impaired: 1-800-654-5988.

pc: Judge Turner
Cherie Pyle
Beth Plantz
Docket Section
Calendar File