

CAPTION SHEET

CASE MANAGEMENT SYSTEM

- 1. REPORT DATE: 00/00/00
- 2. BUREAU: ALJ
- 3. SECTION(S):
- 5. APPROVED BY: DIRECTOR: SUPERVISOR:
- 6. PERSON IN CHARGE:
- 8. DOCKET NO: F-01370231
- 4. PUBLIC MEETING DATE: 00/00/00
- 7. DATE FILED: 10/27/03
- 9. EFFECTIVE DATE: 00/00/00

PARTY/COMPLAINANT: TROTTER, ERNEST

RESPONDENT/APPLICANT: PHILADELPHIA GAS WORKS

COMP/APP COUNTY: PHILADELPHIA

UTILITY CODE: 125042

ALLEGATION OR SUBJECT

COMPLAINANT STATES METER READING IS IN ERROR AND WAS NOT TIMELY READ. HE WANTS PUC TO REVIEW FACTS.

DOCUMENT
FOLDER

DOCKETED
NOV 03 2003

ORIGINAL
RECEIVED

F- 01370231

FORMAL COMPLAINT FORM
Pennsylvania Public Utility Commission

BCS 1370231

10/27/03

03 OCT 27 AM 10:06
Please Print

125042

PA.P.U.C.
SECRETARY'S BUREAU Mailing Address and Telephone Number.

Name Ernest Trotter

Street/P.O. Box 6131 Reach St. Apt.#

City Phila. State PA Zip 19111

County Phila. Home Telephone-Area Code (215) 725-3010
Work Telephone-Area Code ()

2. Name of Company your complaint concerns: Phila. GAS WORKS

3. What is your complaint?

- 1- The Company's one time meter reading at the time of meter exchange is in error.
- 2- The Company failed to timely read the meter and bill for actual gas consumption as it is required to do so.
- 3- The Company failed to adjust billing over the period to the customers phoned in readings.
- 4- The Company failed to contact the customer over an extended period of time to secure the actual usage of gas.

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

5- The company failed ^(over) to re-read the removed meter as the customer requested.

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

Review the customer's facts as to the past history that supports the complaint that the one time meter reading over several years is in error.

(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.

Ernest Trotter
Original Signature of complaining person

10-25-03
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

10/27/03

October 7, 2003

IN REPLY PLEASE
REFER TO OUR FILE

BCS1370231

ERNEST TROTTER JR
6131 REACH STREET
PHILADELPHIA PA 19111

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 October 27, 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:

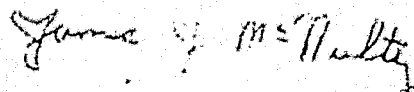
Office of Administrative Law Judge
Public Utility Commission
P.O. Box 3265
Harrisburg, PA 17105-3265

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

ddi

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: SEPTEMBER 9, 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.)

ERNEST TROTTER JR
6131 REACH ST
PHILADELPHIA PA 19111

215-725-3010
(Area Code) Telephone Number

Ernest Trotter
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: 1370231

Date of mailing: SEPTEMBER 9, 2003

Company: PHILADELPHIA GAS WORKS

REVISED 11/97

Customer Date of mailing Sept. 26TH

SECRETARY'S BUREAU

03 SEP 29 AM 9:24

46

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

DATE SERVED: NOVEMBER 4, 2003

F-01370231

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 ERNEST TROTTER. 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.

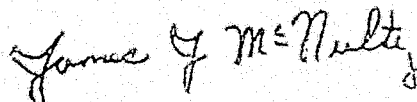
NOVEMBER 4, 2003

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,

A handwritten signature in cursive script that reads "James J. McNulty". The signature is written in dark ink and is positioned above the printed name and title.

James J. McNulty
Secretary

KSB

BEFORE THE PENNSYLVANIA PUBLIC UTILITY COMMISSION

DATE SERVED: NOVEMBER 4, 2003

ERNEST TROTTER
Complainant

VS.

PHILADELPHIA GAS WORKS
Respondent

Complaint Docket
No: F-01370231

DOCUMENT
FOLDER

DOCKETED
NOV 03 2003

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,

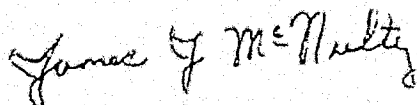
1. You have twenty (20) days from the date on which this complaint is served to either satisfy this complaint or to file with the Secretary of the Pennsylvania Public Utility Commission, P. O. Box 3265, Harrisburg, PA 17105-3265, an answer (original and three copies), in writing, under oath, which, as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

ORIGINAL

Philadelphia Gas Works



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

January 9, 2004

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

Re: Ernest Trotter, Jr. v PGW, Docket No. F - 01370231

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,

RECEIVED

JAN 9 2004

PA PUBLIC UTILITY COMMISSION
SECRETARY'S BUREAU

Enclosures

cc: Ernest Trotter, Jr.
Anne Marie Cromley

DOCUMENT
FOLDER

60

RECEIVED BEFORE THE
PENNSYLVANIA PUBLIC UTILITY COMMISSION

Ernest Trotter, Jr

JAN 9 2004

v. PA PUBLIC UTILITY COMMISSION
SECRETARY'S BUREAU

Docket No. F - 01370231

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 January 1998 and March 2003 as shown in the listing of the Complainant billings which is attached hereto as Exhibit "A."

PGW records indicate that an automated meter reading device ("AMR") was installed on March 12, 2003 at which time a removed index of 4686 was obtained and verified. Thereafter, Complainant received a make up billing for \$5,443.58. On October 1, 2003, the account was re-billed to reflect rate changes occurring during the period of estimated meter readings. This resulted in a reduction in the amount of \$2,576.18, decreasing the adjustment bill to \$2,867.40. Additionally, on October 21, 2003, PGW waived \$248.54 in late payment fees associated with the Complainant's dispute.

A decision of the Bureau of Consumer Services ("BCS"), dated September 9, 2003, which is attached hereto as Exhibit "B," provided relief to the Complainant in the form of a waiver of late payment fees in the amount of \$248.54 and a credit

DOCKETED
JAN 20 2004

DOCKETED
JAN 20 2004

DOCUMENT
FOLDER

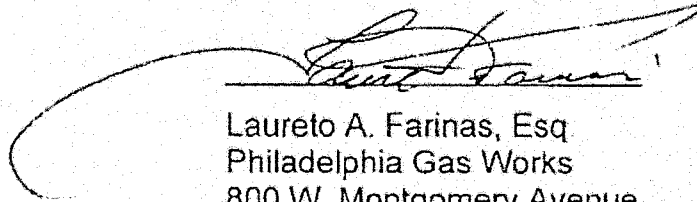
for \$1,088.00. The decision also provided for a repayment agreement consisting of the payment of the current bill plus \$100.00 per month on the arrears. The Complainant's current balance of \$2,286.30 represents gas service January 9, 2004.

- 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 9, 2004

A handwritten signature in black ink, appearing to read "Laureto A. Farinas", is written over a horizontal line. A large, sweeping flourish extends from the left side of the signature across the page.

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

EXHIBIT A

BILLS FROM 01/01/1996 TO 01/08/2004

Account # 5114036949 Customer Name TROTTER JR ERNEST

Customer Address: 236 E FARISTON DR/PHILA,PA Bill Cycle: 09

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	CRP Monthly Amount	Easyway Current Month	Easyway Curr Amt
9961341561	2023325	11/10/2003	12/11/2003	01/09/2004	693	1018	325	Regular	\$474.23	No	\$0.00	0	\$0.00
9961341561	2023325	10/10/2003	11/10/2003	12/09/2003	570	693	123	Regular	\$194.41	No	\$0.00	0	\$0.00
9961341561	2023325	09/11/2003	10/10/2003	11/05/2003	522	570	48	Regular	\$81.17	No	\$0.00	0	\$0.00
9961341561	2023325	08/11/2003	09/11/2003	10/07/2003	483	522	39	Regular	\$68.35	No	\$0.00	0	\$0.00
9961341561	2023325	07/11/2003	08/11/2003	09/08/2003	444	483	39	Regular	\$68.13	No	\$0.00	0	\$0.00
9961341561	2023325	06/11/2003	07/11/2003	08/07/2003	399	444	45	Regular	\$76.62	No	\$0.00	0	\$0.00
9961341561	2023325	05/13/2003	06/11/2003	07/09/2003	339	399	60	Regular	\$95.06	No	\$0.00	0	\$0.00
9961341561	2023325	04/11/2003	05/13/2003	06/10/2003	245	339	94	Regular	\$146.29	No	\$0.00	0	\$0.00
9961341561	2023325	03/19/2003	04/11/2003	05/09/2003	76	245	169	Regular	\$228.38	No	\$0.00	0	\$0.00
9961341561	2023325	02/11/2003	03/19/2003	04/11/2003	0	76	4660		\$5,443.58	No	\$0.00	0	\$0.00
9961341561	1144555	02/11/2003	03/19/2003	04/11/2003	102	4686	4660		\$5,443.58	No	\$0.00	0	\$0.00
9961341561	1144555	02/11/2003	03/13/2003	04/08/2003	102	4686	4589		\$5,196.04	Yes	\$0.00	0	\$0.00
9961341561	2023325	02/11/2003	03/13/2003	04/08/2003	0	5	4589		\$5,196.04	Yes	\$0.00	0	\$0.00
9961341561	1144555	01/13/2003	02/11/2003	03/11/2003	9955	102	147	System Estimate	\$179.59	No	\$0.00	0	\$0.00
9961341561	1144555	12/11/2002	01/13/2003	02/10/2003	9834	9955	121	System Estimate	\$160.60	No	\$0.00	0	\$0.00
9961341561	1144555	11/08/2002	12/11/2002	01/10/2003	9733	9834	101	System Estimate	\$124.68	No	\$0.00	0	\$0.00
9961341561	1144555	10/09/2002	11/08/2002	12/09/2002	9683	9733	50	System Estimate	\$69.10	No	\$0.00	0	\$0.00
9961341561	1144555	09/10/2002	10/09/2002	11/05/2002	9668	9683	15	System Estimate	\$29.72	No	\$0.00	0	\$0.00
9961341561	1144555	08/09/2002	09/10/2002	10/07/2002	9652	9668	16	System Estimate	\$30.35	No	\$0.00	0	\$0.00
9961341561	1144555	07/11/2002	08/09/2002	09/06/2002	9638	9652	14	System Estimate	\$27.95	No	\$0.00	0	\$0.00
9961341561	1144555	06/11/2002	07/11/2002	08/06/2002	9622	9638	16	System Estimate	\$30.11	No	\$0.00	0	\$0.00
9961341561	1144555	05/10/2002	06/11/2002	07/09/2002	9597	9622	25	System Estimate	\$38.47	No	\$0.00	0	\$0.00
9961341561	1144555	04/11/2002	05/10/2002	06/07/2002	9565	9597	32	System Estimate	\$44.73	No	\$0.00	0	\$0.00
9961341561	1144555	03/12/2002	04/11/2002	05/07/2002	9490	9565	75	System Estimate	\$81.95	No	\$0.00	0	\$0.00
9961341561	1144555	02/11/2002	03/12/2002	04/09/2002	9400	9490	90	System Estimate	\$103.85	No	\$0.00	0	\$0.00
9961341561	1144555	01/11/2002	02/11/2002	03/11/2002	9296	9400	104	System Estimate	\$124.59	No	\$0.00	0	\$0.00
9961341561	1144555	12/11/2001	01/11/2002	02/08/2002	9182	9296	114	System Estimate	\$135.34	No	\$0.00	0	\$0.00
9961341561	1144555	11/09/2001	12/11/2001	01/10/2002	9127	9182	55	System Estimate	\$76.74	No	\$0.00	0	\$0.00
9961341561	1144555	10/12/2001	11/09/2001	12/10/2001	9093	9127	34	System Estimate	\$53.90	No	\$0.00	0	\$0.00
9961341561	1144555	09/12/2001	10/12/2001	11/08/2001	9070	9093	23	System Estimate	\$39.88	No	\$0.00	0	\$0.00

BILLS FROM 01/01/1996 TO 01/08/2004

Account # 5114036949	Customer Name: TROTTER JR, ERNEST
Customer Address 236 E FARISTON DR/PHILA,PA	Bill Cycle 09

BILLS

Service Agreement	Meter #	Bill Start Date	Bill End Date	Bill Due Date	Meter Read Start	Meter Read End	Usage (CCF)	Read Code	Bill Amount	Cancelled	Bill	Closing Bill	CRP Monthly Amount	Easyway Current Month	Easyway Cur Amt	Days
9961341561	1144555	08/13/2001	09/12/2001	10/10/2001	9053	9070	17	System Estimate	\$34.99	No	No	No	\$0.00	0	\$0.00	30
9961341561	1144555	07/13/2001	08/13/2001	09/10/2001	9035	9053	18	System Estimate	\$38.10	No	No	No	\$0.00	0	\$0.00	31
9961341561	1144555	06/12/2001	07/13/2001	08/09/2001	9015	9035	20	System Estimate	\$40.96	No	No	No	\$0.00	0	\$0.00	31
9961341561	1144555	05/11/2001	06/12/2001	07/10/2001	8989	9015	26	System Estimate	\$49.50	No	No	No	\$0.00	0	\$0.00	32
9961341561	1144555	04/11/2001	05/11/2001	06/08/2001	8948	8989	41	System Estimate	\$70.86	No	No	No	\$0.00	0	\$0.00	30
9961341561	1144555	03/13/2001	04/11/2001	05/09/2001	8784	8948	164	System Estimate	\$246.01	No	No	No	\$0.00	0	\$0.00	29
9961341561	1144555	02/09/2001	03/13/2001	04/09/2001	8537	8784	247	System Estimate	\$356.41	No	No	No	\$0.00	0	\$0.00	32
9961341561	1144555	01/11/2001	02/09/2001	03/09/2001	8288	8537	249	System Estimate	\$349.89	No	No	No	\$0.00	0	\$0.00	29
9961341561	1144555	12/11/2000	01/11/2001	02/07/2001	7954	8288	334	System Estimate	\$393.70	No	No	No	\$0.00	0	\$0.00	31
9961341561	1144555	11/09/2000	12/11/2000	01/10/2001	7718	7954	236	System Estimate	\$234.01	No	No	No	\$0.00	0	\$0.00	32
9961341561	1144555	10/11/2000	11/09/2000	12/06/2000	7616	7718	102	System Estimate	\$92.72	No	No	No	\$0.00	0	\$0.00	29
9961341561	1144555	09/11/2000	10/11/2000	11/07/2000	7616	7616	0	System Estimate	\$8.56	No	No	No	\$0.00	0	\$0.00	30
9961341561	1144555	08/10/2000	09/11/2000	10/09/2000	7616	7616	0	System Estimate	\$8.56	No	No	No	\$0.00	0	\$0.00	32
9961341561	1144555	07/12/2000	08/10/2000	09/09/2000	7615	7616	1	System Estimate	\$9.38	No	No	No	\$0.00	0	\$0.00	29
9961341561	1144555	06/08/2000	07/12/2000	08/08/2000	7609	7615	6	System Estimate	\$13.51	No	No	No	\$0.00	0	\$0.00	34
9961341561	1144555	05/11/2000	06/08/2000	07/07/2000	7579	7609	30	System Estimate	\$33.31	No	No	No	\$0.00	0	\$0.00	28
9961341561	1144555	04/12/2000	05/11/2000	06/09/2000	7519	7579	60	System Estimate	\$68.07	No	No	No	\$0.00	0	\$0.00	29
9961341561	1144555	03/14/2000	04/12/2000	05/10/2000	7441	7519	78	System Estimate	\$72.92	No	No	No	\$0.00	0	\$0.00	29
9961341561	1144555	02/12/2000	03/14/2000	04/11/2000	7314	7441	127	System Estimate	\$113.36	No	No	No	\$0.00	0	\$0.00	31
9961341561	1144555	01/13/2000	02/12/2000	03/13/2000	7107	7314	207	System Estimate	\$179.35	Yes	Yes	No	\$0.00	0	\$0.00	30
9961341561	1144555	01/13/2000	02/12/2000	03/13/2000	7107	7314	207	System Estimate	\$179.35	No	No	No	\$0.00	0	\$0.00	30
9961341561	1144555	12/09/1999	01/13/2000	02/10/2000	6952	7107	155	System Estimate	\$137.91	No	No	No	\$0.00	0	\$0.00	35
9961341561	1144555	11/06/1999	12/09/1999	01/10/2000	6858	6952	94	System Estimate	\$85.88	No	No	No	\$0.00	0	\$0.00	33
9961341561	1144555	10/08/1999	11/06/1999	12/15/1999	6806	6858	52	System Estimate	\$50.99	No	No	No	\$0.00	0	\$0.00	29
9961341561	1144555	10/08/1999	11/06/1999	12/08/1999	6806	6846	40	System Estimate	\$41.20	Yes	Yes	No	\$0.00	0	\$0.00	29
9961341561	1144555	09/10/1999	10/08/1999	11/08/1999	6740	6806	66	System Estimate	\$62.41	No	No	No	\$0.00	0	\$0.00	28
9961341561	1144555	08/11/1999	09/10/1999	10/12/1999	6683	6740	57	System Estimate	\$55.05	No	No	No	\$0.00	0	\$0.00	30
9961341561	1144555	07/14/1999	08/11/1999	09/10/1999	6629	6683	54	System Estimate	\$52.61	No	No	No	\$0.00	0	\$0.00	28
9961341561	1144555	06/09/1999	07/14/1999	08/10/1999	6507	6629	122	System Estimate	\$108.09	No	No	No	\$0.00	0	\$0.00	35
9961341561	1144555	05/06/1999	06/09/1999	07/09/1999	6445	6507	62	System Estimate	\$58.49	No	No	No	\$0.00	0	\$0.00	35
9961341561	1144555	04/05/1999	05/06/1999	06/02/1999	6280	6445	165	System Estimate	\$147.85	No	No	No	\$0.00	0	\$0.00	32

BILLS FROM 01/01/1996 TO 01/08/2004

Account # 5114036949

Customer Name TROTTER JR, ERNEST

Customer Address 236 E FARISTON DR/PHILA, PA

Bill Cycle 09

BILLS

Service Agreement	Meter #	Bill Start Date	Bill End Date	Bill Due Date	Meter Read Start	Meter Read End	Usage (CCF)	Read Code	Bill Amount	Bill Cancelled	Closing Bill	CRP Monthly Amount	Easyway Current Month	Easyway Curr Amt	Days
9961341561	1144555	03/06/1999	04/05/1999	05/01/1999	6005	6280	275	System Estimate	\$243.55	No	No	\$0.00	0	\$0.00	31
9961341561	1144555	02/11/1999	03/06/1999	04/04/1999	5716	6005	289	System Estimate	\$255.73	No	No	\$0.00	0	\$0.00	24
9961341561	1144555	01/13/1999	02/11/1999	03/08/1999	5393	5716	323	System Estimate	\$288.29	No	No	\$0.00	0	\$0.00	30
9961341561	1144555	12/10/1998	01/13/1999	02/08/1999	4921	5393	472	System Estimate	\$435.94	No	No	\$0.00	0	\$0.00	35
9961341561	1144555	11/07/1998	12/10/1998	01/06/1999	4701	4921	220	System Estimate	\$205.48	No	No	\$0.00	0	\$0.00	34
9961341561	1144555	10/09/1998	11/07/1998	12/06/1998	4546	4701	155	System Estimate	\$146.04	No	No	\$0.00	0	\$0.00	30
9961341561	1144555	09/10/1998	10/09/1998	11/08/1998	4483	4546	63	System Estimate	\$81.90	No	No	\$0.00	0	\$0.00	30
9961341561	1144555	08/12/1998	09/10/1998	10/07/1998	4440	4483	43	System Estimate	\$43.62	No	No	\$0.00	0	\$0.00	30
9961341561	1144555	07/14/1998	08/12/1998	09/08/1998	4397	4440	43	System Estimate	\$43.62	No	No	\$0.00	0	\$0.00	30
9961341561	1144555	06/12/1998	07/14/1998	08/10/1998	4350	4397	47	System Estimate	\$47.27	No	No	\$0.00	0	\$0.00	33
9961341561	1144555	05/13/1998	06/12/1998	07/12/1998	4303	4350	47	System Estimate	\$47.27	No	No	\$0.00	0	\$0.00	31
9961341561	1144555	04/15/1998	05/13/1998	06/09/1998	4198	4303	105	System Estimate	\$100.32	No	No	\$0.00	0	\$0.00	29
9961341561	1144555	03/14/1998	04/15/1998	05/12/1998	3978	4198	220	System Estimate	\$205.48	No	No	\$0.00	0	\$0.00	33
9961341561	1144555	02/12/1998	03/14/1998	04/12/1998	3660	3978	318	System Estimate	\$295.11	No	No	\$0.00	0	\$0.00	31
9961341561	1144555	01/13/1998	02/12/1998	03/10/1998	3298	3660	362	System Estimate	\$335.34	No	No	\$0.00	0	\$0.00	31
9961341561	1144555	12/10/1997	01/13/1998	02/08/1998	3098	3298	200	Regular	\$187.19	No	No	\$0.00	0	\$0.00	35
9961341561	1144555	11/07/1997	12/10/1997	01/06/1998	2721	3098	377	System Estimate	\$349.07	No	No	\$0.00	0	\$0.00	34
9961341561	1144555	10/09/1997	11/07/1997	12/06/1997	2535	2721	186	System Estimate	\$174.39	No	No	\$0.00	0	\$0.00	30
9961341561	1144555	09/10/1997	10/09/1997	11/05/1997	2467	2535	68	System Estimate	\$66.47	No	No	\$0.00	0	\$0.00	30
9961341561	1144555	08/12/1997	09/10/1997	10/07/1997	2422	2467	45	System Estimate	\$45.44	No	No	\$0.00	0	\$0.00	30
9961341561	1144555	07/4/1997	08/12/1997	09/08/1997	2378	2422	44	System Estimate	\$44.53	No	No	\$0.00	0	\$0.00	30
9961341561	1144555	06/12/1997	07/14/1997	08/10/1997	2331	2378	47	System Estimate	\$47.27	No	No	\$0.00	0	\$0.00	33

EXHIBIT B



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

SEPTEMBER 9, 2003

BCS No: 1370231

ERNEST TROTTER JR
6131 REACH ST
PHILADELPHIA PA 19111

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 717-783-5236.

Sincerely,

ISAAC R DUNSTAN
Utility Complaint Investigator

Enclosure

LANGFORD
PHILADELPHIA GAS WORKS

BEFORE THE PENNSYLVANIA PUBLIC UTILITY COMMISSION

ERNEST TROTTER JR
6131 REACH ST v.
PHILADELPHIA PA 19111

PHILADELPHIA GAS WORKS

Case Number: 1370231

Account Number: 5114036949

Decision On Informal Complaint By The Bureau Of Consumer Services:

Statement Of Complaint:

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

The customer received estimated bills for 62 months and then received a bill for \$5600.00 plus. The customer stated he has called in readings within the past 2 years.

Investigation By Staff Of The Bureau Of Consumer Services Revealed:

1. That the Philadelphia Gas Works estimated the customer's bill from February 12, 1998 until the meter exchange on March 12, 2003.
2. That a usage analysis was done which shows the gas consumption has been consistent since 1995 to the present.
3. That the remove meter reading has been re-verified and is correct.
4. That the make-up bill is in the amount of \$5443.58 which is a result of under-estimated bills dating back to February 12, 1998.
5. That as of August 13, 2003 the customer's account balance is in the amount of \$5760.25.

Based On These Findings, The Bureau of Consumer Services Concludes:

PGW failed to get either an actual reading of the meter or obtain a reading from the automatic meter reading device (AMR) for an extended period of time. As a result, all bills issued during that extended timeframe were estimated. 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. Additionally, it is noted that PGW's tariff requires that it get an actual meter reading every six (6) months.

Therefore It Is Decided:

1. That the customer's account balance of \$5760.25 is correct as rendered, however, the Philadelphia Gas Works must credit the customer's account in the amount of \$1088.00.
2. That the Philadelphia Gas Works will waive all late payment charges from March 13, 2003 to the present.

3. That beginning November 2003 the customer must pay the current bills, plus \$100.00 that will be paid toward the account balance.

4. That the customer must make all payments by the due date of each month's bill and continue making the payments until you pay the account in full.

5. That the company will not charge late payment fees to your account as long as you pay according to this decision. However, the company may apply late payment fees if you do not pay on time or if you do not keep this agreement.

SEPTEMBER 9, 2003

Date

Signature

ISAAC R DUNSTAN

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 9, 2004


Laureto Farinas

CERTIFICATE OF SERVICE

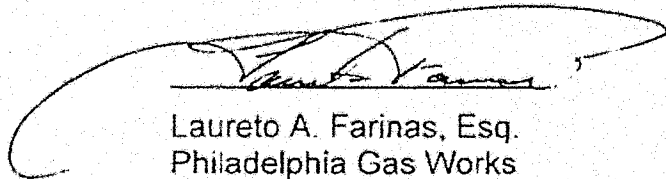
I HEREBY CERTIFY THAT I HAVE THIS DAY SERVED A TRUE COPY OF THE FOREGOING DOCUMENT UPON THE PARTICIPANTS LISTED BELOW, IN ACCORDANCE WITH THE REQUIREMENTS OF §1 54 (RELATING TO SERVICE BY A PARTICIPANT).

Service List:

For Complainant:

Ernest Trotter, Jr
6131 Reach Street
Philadelphia, PA 19111

January 9, 2004



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

Philadelphia Gas Works



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

December 16, 2003

F-01370231

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 9, 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
FOLDER

Sincerely,

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

DOCKETED
JAN 29 2004

58

Listing of Complaints
(Answers now due on January 9, 2004)

1. Kenneth Ivery vs. PGW, Z - 01438849
2. Frances Reddy vs. PGW, C - 20031574
3. Ernest Trotter vs. PGW, F - 01370231
4. Marvin Brown vs. PGW, F - 01265444
5. Tammy Frasier vs. PGW, C - 20031651
6. Thomas S Flint vs. PGW, Z - 01472996
7. Sergio Borrero, Jr. vs. PGW, C - 20031615
8. Gardenia Gerald vs. PGW, C - 20031650
9. Miracle A Dixon vs. PGW, F - 01281830
10. Cheryl Gieger vs. PGW, F - 01450090
11. Elsie L McPierce vs. PGW, C - 20031649
12. Paul Douglas Brisker vs. PGW, C - 20031686
13. Vincent J Testa vs. PGW, C - 20031648
14. Dawn Long vs. PGW, Z - 01459147
15. Marie Jackson vs. PGW, C - 20031729
16. Cheryl Taylor-Stiles/Light of Hope Christian Academy vs. PGW, C - 20031741
17. Christopher Orezechowski vs. PGW, C - 20031758
18. Sandra Coates vs. PGW, C - 20031786
19. Fred A Reese vs. PGW, C - 20031790
20. Sadie Boyd vs. PGW, C - 20031806
21. Jacqueline Maldonado vs. PGW, C - 20031898
22. Valerie Baskerville vs. PGW, C - 20031908
23. Bishop Anthony Butler c/o The Church of Faith, Healing in the Name of the Lord
Jesus Christ, Inc. vs. PGW, C - 20032013
24. Syreeta Heizman vs. PGW, C - 20032004
25. Brenda Huggins vs. PGW, C - 20032025
26. Horace Revis vs. PGW, F - 01254526
27. Percy Mitchell Sr. vs. PGW, Z - 01500504
28. Megan Vandegrift vs. PGW, Z - 01457857

CERTIFICATE OF SERVICE

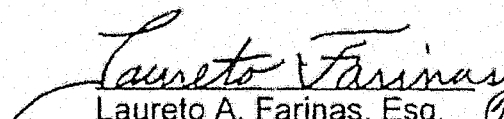
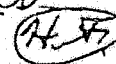
I HEREBY CERTIFY THAT I HAVE THIS DAY SERVED A TRUE COPY OF THE FOREGOING DOCUMENTS UPON THE PARTICIPANTS LISTED BELOW, IN ACCORDANCE WITH THE REQUIREMENTS OF §1.54 (RELATING TO SERVICE BY A PARTICIPANT).

Service List

For Complainant:

Ernest Trotter
6131 Reach Street
Philadelphia, PA 19111

December 16, 2003


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