

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: 11/25/03
8. DOCKET NO: F-01361790 : 9. EFFECTIVE DATE: 00/00/00

PARTY/COMPLAINANT: GOLDMAN, DIANE

RESPONDENT/APPLICANT: PHILADELPHIA GAS WORKS

COMP/APP COUNTY: PHILADELPHIA

UTILITY CODE: 125042

ALLEGATION OR SUBJECT

COMPLAINANT STATES SHE DOES NOT WANT TO PAY FROM NOVEMBER, 2000. SHE WANTS TO PAY FROM MAY, 2002 AND HAVE A PAYMENT SHE CAN HANDLE.

DOCUMENT
FOLDER

DOCKETED
NOV 26 2003

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

11/27/03

IN REPLY PLEASE
REFER TO OUR FILE

NOVEMBER 7, 2003

BCS 1361790

DIANE GOLDMAN
2251 KENNEDY ST
PHILADELPHIA PA 19137

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 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

dbb

CC: PHILADELPHIA GAS WORKS

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

Timely
per date on
envelope
11/3/03

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 15, 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: Ms Diane Goldman
2251 Kennedy Street
Philadelphia, PA. 19137

(Please correct any mistakes.)

215-288-0290
(Area Code) Telephone Number


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: 1361790	Date of mailing: October 15, 2003
Company: Philadelphia Gas Works	

RECEIVED
03 NOV - 5 PM 1:46
P.A.P.U.C.
SECRETARY'S BUREAU
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F- 01361790

BCS 1361790
11/27/03

FORMAL COMPLAINT FORM
Pennsylvania Public Utility Commission

Please Print:

125042

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NOV 25 2003

1. Your Name, Mailing Address and Telephone Number.

Name DIANE GOLDMAN

A PUBLIC UTILITY COMMISSION
SECRETARY'S BUREAU

Street/P.O. Box 2251 Kennedy Apt.# _____

City Philadelphia State PA Zip 19137

County _____ Home Telephone-Area Code (215) 288-0290
Work Telephone-Area Code () _____

2. Name of Company your complaint concerns: PGW

3. What is your complaint?

My complaint is the GAS WAS IN
Montague's name. I use to live on & off with him.
Robert who is now deceased as of March 2002.
I moved in there permanently since May 2002.
PGW wants me to pay from Nov. 2000. Money I
cannot afford, I'm on SSI. I went to PGW in
April, stood & sat for 6 hours there to be told
that they didn't like my Proof of Income which was
from Social Security. I also tried to pay them \$200.00
that they would not accept. Also they said I'm not
cooperating with them about putting an AMI in. The man
came one day looked at my cats and said he can't change meter
because he was allergic to FkAs. Which I have no FkAs over hal
(-over-)

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

55

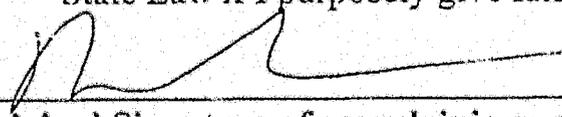
4. What do you want the Public Utility Commission to do about your complaint?

I would like a payment plan that I can handle.
I want to pay from the time the lease went
into my name. May 2002 not Nov. 2000

(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.


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 () _____

* I would like a hearing by telephone please.
I'm a shut-in and it is hard for to travel.

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

DATE SERVED: DECEMBER 1, 2003

F-01361790

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 DIANE GOLDMAN. 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.

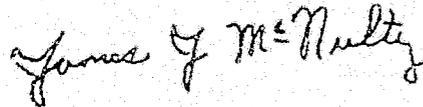
DECEMBER 1, 2003

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 typed name and title.

James J. McNulty
Secretary

KSB

BEFORE THE PENNSYLVANIA PUBLIC UTILITY COMMISSION

DATE SERVED: DECEMBER 1, 2003

DIANE GOLDMAN
Complainant

VS.

PHILADELPHIA GAS WORKS
Respondent

Complaint Docket
No: F-01361790

DOCUMENT
NUMBER

DOCKETED

NOV 26 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,

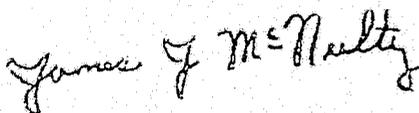
1. You have twenty (20) days from the date on which this complaint is served to either satisfy this complaint or to file with the Secretary of the Pennsylvania Public Utility Commission, P. O. Box 3265, Harrisburg, PA 17105-3265, an answer (original and three copies), in writing, under oath, which, as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

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-01361790

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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,

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FOLDER

Laureto Farinas

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

DOCKETED
FEB 11 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:

Diane Goldman
2251 Kennedy Street
Philadelphia, PA 19137

Date: December 17, 2003


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

ORIGINAL

Philadelphia Gas Works



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

Hector Ferrer
Legal Assistant
Direct Dial: 215-684-6533
E-mail: hector.ferrer@pgworks.com

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JAN 16 2004

January 16, 2004

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: Diane Goldman v. PGW, Docket No. F - 01361790

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.

If additional information is needed about this matter, please contact me at my direct-dial number above. Thank you for your assistance.

Sincerely,

Hector Ferrer

Enclosures

cc. Diane Goldman
Annmarie Nagle (for Cromley)
Laureto Farinas, Esq.

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BEFORE THE
PENNSYLVANIA PUBLIC UTILITY COMMISSION

JAN 16 2004

Diane Goldman

v.

Philadelphia Gas Works

:
:
:
:
:

PA PUBLIC UTILITY COMMISSION
SECRETARY'S BUREAU

Docket No. F - 01361790

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 her billing and all other averments in Paragraph 3 that are conclusions.

PGW has no other knowledge of the Complainant's claim regarding the death of the previous applicant and her residency at the service address. Strict proof thereof is demanded at a hearing in this matter.

PGW records show that the last meter read at the service property was on August 28, 2001; PGW recorded an index of 8028.

PGW attempted to install an automated meter reading device ("AMR") on September 24 and September 25, 2002 but it was unable to gain access to the meter.

Assuming that the Complainant has provided the necessary documentation to the company, PGW will prorate the bill once it obtains an actual meter reading and installs the AMR. A listing of the Complainant billings is attached hereto as Exhibit "A."

A decision of the Bureau of Consumer Services ("BCS") dated October 15, 2003, which is attached hereto as Exhibit "B", stated that the Complainant must provide a death certificate for the previous Customer-of-Record and a notarized lease

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JAN 21 2004

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with the name and telephone number for the landlord at 2251 Kennedy Street. The decision also stated that the Complainant must provide her Social Security card and another form of personal identification and informed her that she should apply for the Customer Responsibility Program ("CRP"). If she did not qualify for CRP, the Complainant was to make payment on the account via a payment arrangement consisting of a monthly budget bill of \$109.00 plus \$20.00 per month on the arrears.

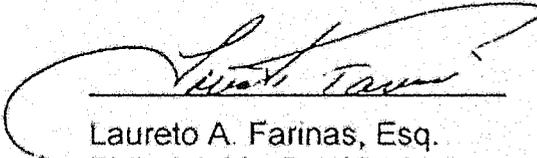
The Complainant's current balance of \$4,656.41 represents gas service to January 15, 2004.

- 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

EXHIBIT A

BILLS FROM 01/01/1996 TO 01/16/2004

Account # 2119430943 Customer Name MONTAGUE JR, ROBERT J
 Customer Address 2251 KENNEDY STIPHILA PA Bill Cycle 17

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 Current Month	Easyway Curr Amt	Days
9961659894	1716886	11/21/2003	12/23/2003	01/22/2004	9814	9951	137	System Estimate	\$190.26	No	No	\$0.00	0	\$0.00	32
9961659894	1716886	10/22/2003	11/21/2003	12/19/2003	9749	9814	65	System Estimate	\$102.59	No	No	\$0.00	0	\$0.00	30
9961659894	1716886	09/23/2003	10/22/2003	11/19/2003	9720	9749	29	System Estimate	\$50.61	No	No	\$0.00	0	\$0.00	29
9961659894	1716886	08/21/2003	09/23/2003	10/20/2003	9698	9720	22	System Estimate	\$41.38	No	No	\$0.00	0	\$0.00	33
9961659894	1716886	07/23/2003	08/21/2003	09/17/2003	9681	9698	17	System Estimate	\$34.52	No	No	\$0.00	0	\$0.00	29
9961659894	1716886	06/23/2003	07/23/2003	08/19/2003	9663	9681	18	System Estimate	\$35.84	No	No	\$0.00	0	\$0.00	30
9961659894	1716886	05/23/2003	06/23/2003	07/21/2003	9635	9663	28	System Estimate	\$48.58	No	No	\$0.00	0	\$0.00	31
9961659894	1716886	04/24/2003	05/23/2003	06/20/2003	9601	9635	34	System Estimate	\$54.26	No	No	\$0.00	0	\$0.00	29
9961659894	1716886	03/25/2003	04/24/2003	05/20/2003	9532	9601	69	System Estimate	\$94.62	No	No	\$0.00	0	\$0.00	30
9961659894	1716886	02/24/2003	03/25/2003	04/22/2003	9422	9532	110	System Estimate	\$139.87	No	No	\$0.00	0	\$0.00	29
9961659894	1716886	01/24/2003	02/24/2003	03/21/2003	9247	9422	175	System Estimate	\$197.69	No	No	\$0.00	0	\$0.00	31
9961659894	1716886	12/23/2002	01/24/2003	02/21/2003	9093	9247	154	System Estimate	\$180.73	No	No	\$0.00	0	\$0.00	32
9961659894	1716886	11/21/2002	12/23/2002	01/23/2003	8956	9093	137	System Estimate	\$156.91	No	No	\$0.00	0	\$0.00	32
9961659894	1716886	10/22/2002	11/21/2002	12/18/2002	8880	8956	76	System Estimate	\$91.93	No	No	\$0.00	0	\$0.00	30
9961659894	1716886	09/20/2002	10/22/2002	11/19/2002	8853	8880	27	System Estimate	\$40.39	No	No	\$0.00	0	\$0.00	32
9961659894	1716886	08/21/2002	09/20/2002	10/17/2002	8835	8853	18	System Estimate	\$30.68	No	No	\$0.00	0	\$0.00	30
9961659894	1716886	07/23/2002	08/21/2002	09/18/2002	8819	8835	16	System Estimate	\$28.14	No	No	\$0.00	0	\$0.00	29
9961659894	1716886	06/24/2002	07/23/2002	08/19/2002	8802	8819	17	System Estimate	\$29.15	No	No	\$0.00	0	\$0.00	29
9961659894	1716886	05/22/2002	06/24/2002	07/22/2002	8775	8802	27	System Estimate	\$38.66	No	No	\$0.00	0	\$0.00	33
9961659894	1716886	04/23/2002	05/22/2002	06/20/2002	8733	8775	42	System Estimate	\$51.12	No	No	\$0.00	0	\$0.00	29
9961659894	1716886	03/22/2002	04/23/2002	05/20/2002	8653	8733	90	System Estimate	\$83.01	No	No	\$0.00	0	\$0.00	32
9961659894	1716886	02/22/2002	03/22/2002	04/19/2002	8551	8653	102	System Estimate	\$132.98	No	No	\$0.00	0	\$0.00	28
9961659894	1716886	01/24/2002	02/22/2002	03/21/2002	8429	8551	122	System Estimate	\$134.52	No	No	\$0.00	0	\$0.00	29
9961659894	1716886	12/21/2001	01/24/2002	02/20/2002	8236	8429	193	System Estimate	\$205.82	No	No	\$0.00	0	\$0.00	34
9961659894	1716886	11/23/2001	12/21/2001	01/23/2002	8158	8236	78	System Estimate	\$92.76	No	No	\$0.00	0	\$0.00	28
9961659894	1716886	10/24/2001	11/23/2001	12/20/2001	8088	8158	70	System Estimate	\$90.99	No	No	\$0.00	0	\$0.00	30
9961659894	1716886	09/24/2001	10/24/2001	11/21/2001	8050	8088	38	System Estimate	\$54.21	No	No	\$0.00	0	\$0.00	30
9961659894	1716886	08/28/2001	09/24/2001	10/22/2001	8028	8050	22	System Estimate	\$36.40	No	No	\$0.00	0	\$0.00	27
9961659894	1716886	04/24/2001	08/28/2001	09/21/2001	8027	8028	1	Regular	\$47.97	No	No	\$0.00	0	\$0.00	126
9961659894	1716886	07/25/2001	08/23/2001	09/19/2001	8119	8141	22	System Estimate	\$40.94	Yes	No	\$0.00	0	\$0.00	29

BILLS FROM 01/01/1996 TO 01/16/2004

Account #: 2119430943	Customer Name: MONTAGUE JR, ROBERT J
Customer Address: 2251 KENNEDY ST/PHILA, PA	Bill Cycle: 17

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 Bil	CRP Monthly Amount	Easyway Current Month	Easyway Curr Amt	Days
9961659894	1716886	06/25/2001	07/25/2001	08/21/2001	8094	8119	25	System Estimate	\$44.93	Yes	Nc	\$0.00	0	\$0.00	30
9961659894	1716886	05/23/2001	06/25/2001	07/23/2001	8061	8094	33	System Estimate	\$55.58	Yes	Nc	\$0.00	0	\$0.00	33
9961659894	1716886	04/24/2001	05/23/2001	06/21/2001	8027	8061	34	System Estimate	\$56.91	Yes	Nc	\$0.00	0	\$0.00	29
9961659894	1716886	03/23/2001	04/24/2001	05/21/2001	7925	8027	102	System Estimate	\$147.41	No	Nc	\$0.00	0	\$0.00	32
9961659894	1716886	02/22/2001	03/23/2001	04/20/2001	7781	7925	144	System Estimate	\$201.83	No	Nc	\$0.00	0	\$0.00	29
9961659894	1716886	01/24/2001	02/22/2001	03/20/2001	7625	7781	156	System Estimate	\$207.86	No	Nc	\$0.00	0	\$0.00	29
9961659894	1716886	12/21/2000	01/24/2001	02/21/2001	7391	7625	234	System Estimate	\$286.07	No	Nc	\$0.00	0	\$0.00	34
9961659894	1716886	11/21/2000	12/21/2000	01/22/2001	7225	7391	166	System Estimate	\$168.32	No	Nc	\$0.00	0	\$0.00	30
9961659894	1716886	10/23/2000	11/21/2000	12/18/2000	7141	7225	84	System Estimate	\$72.77	No	Nc	\$0.00	0	\$0.00	29
9961659894	1716886	09/21/2000	10/23/2000	11/20/2000	7077	7141	64	System Estimate	\$57.35	No	Nc	\$0.00	0	\$0.00	32
9961659894	1716886	08/22/2000	09/21/2000	10/18/2000	7077	7077	0	System Estimate	\$8.00	No	Nc	\$0.00	9	\$56.00	30
9961659894	1716886	07/24/2000	08/22/2000	09/19/2000	7077	7077	0	System Estimate	\$8.00	No	Nc	\$0.00	8	\$56.00	29
9961659894	1716886	06/21/2000	07/24/2000	08/18/2000	7074	7077	3	System Estimate	\$10.31	No	Nc	\$0.00	7	\$56.00	33
9961659894	1716886	05/23/2000	06/21/2000	07/18/2000	7050	7074	24	System Estimate	\$26.51	No	Nc	\$0.00	6	\$56.00	29
9961659894	1716886	04/25/2000	05/23/2000	06/22/2000	7017	7050	33	System Estimate	\$33.44	No	Nc	\$0.00	5	\$56.00	28
9961659894	1716886	04/25/2000	05/23/2000	06/21/2000	7017	7202	185	System Estimate	\$150.66	Yes	Nc	\$0.00	5	\$56.00	28
9961659894	1716886	03/24/2000	04/25/2000	05/22/2000	6963	7017	54	System Estimate	\$49.64	No	Nc	\$0.00	4	\$56.00	32
9961659894	1716886	02/25/2000	03/24/2000	04/20/2000	6895	6963	68	System Estimate	\$60.44	No	Nc	\$0.00	3	\$56.00	28
9961659894	1716886	01/26/2000	02/25/2000	03/24/2000	6784	6895	111	System Estimate	\$93.59	No	Nc	\$0.00	2	\$56.00	30
9961659894	1716886	01/04/2000	01/26/2000	02/23/2000	6710	6784	74	System Estimate	\$65.07	No	Nc	\$0.00	1	\$56.00	22
9961659894	1716886	12/21/1999	01/04/2000	01/28/2000	6663	6710	47	Regular	\$36.91	No	Nc	\$0.00	1	\$56.00	14
9961659894	1716886	11/19/1999	12/21/1999	01/20/2000	6592	6663	71	System Estimate	\$63.20	No	Nc	\$0.00	0	\$0.00	32
9961659894	1716886	10/21/1999	11/19/1999	12/20/1999	6541	6592	51	System Estimate	\$46.89	No	Nc	\$0.00	0	\$0.00	29
9961659894	1716886	09/22/1999	10/21/1999	11/24/1999	6514	6541	27	System Estimate	\$28.59	No	Nc	\$0.00	8	\$56.00	29
9961659894	1716886	08/24/1999	09/22/1999	10/20/1999	6503	6514	11	System Estimate	\$16.38	No	Nc	\$0.00	6	\$56.00	29
9961659894	1716886	07/26/1999	08/24/1999	09/22/1999	6485	6503	18	System Estimate	\$21.72	No	Nc	\$0.00	5	\$56.00	29
9961659894	1716886	06/17/1999	07/26/1999	08/24/1999	6446	6485	39	System Estimate	\$37.73	No	Nc	\$0.00	5	\$56.00	39
9961659894	1716886	06/17/1999	07/26/1999	08/24/1999	6446	6485	39	System Estimate	\$40.13	Yes	Nc	\$0.00	5	\$56.00	39
9961659894	1716886	05/24/1999	06/17/1999	07/19/1999	6430	6446	16	System Estimate	\$19.29	No	Nc	\$0.00	0	\$0.00	25
9961659894	1716886	04/15/1999	05/24/1999	06/20/1999	6380	6430	50	System Estimate	\$44.66	No	Nc	\$0.00	0	\$0.00	40
9961659894	1716886	03/27/1999	04/15/1999	05/11/1999	6341	6380	39	System Estimate	\$35.71	No	Nc	\$0.00	0	\$0.00	20

BILLS FROM 01/01/1996 TO 01/16/2004

Account # 2119430943	Customer Name MONTAGUE JR, ROBERT J
Customer Address 2251 KENNEDY ST/PHILA PA	Bill Cycle: 17

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 Apt	Days
9961659894	1716886	02/18/1999	03/27/1999	04/24/1999	6185	6341	156	Regular	\$130.85	No	No	\$0.00	0	\$0.00	38
9961659894	1716886	01/27/1999	02/18/1999	03/16/1999	6107	6185	78	System Estimate	\$67.43	No	No	\$0.00	0	\$0.00	23
9961659894	1716886	12/22/1998	01/27/1999	02/22/1999	5957	6107	150	System Estimate	\$130.84	No	No	\$0.00	0	\$0.00	37
9961659894	1716886	11/20/1998	12/22/1998	01/18/1999	5878	5957	79	System Estimate	\$71.52	No	No	\$0.00	0	\$0.00	33
9961659894	1716886	10/22/1998	11/20/1998	12/19/1998	5846	5878	32	Regular	\$31.35	No	No	\$0.00	0	\$0.00	30
9961659894	1716886	09/22/1998	10/22/1998	11/18/1998	5812	5846	34	System Estimate	\$33.06	No	No	\$0.00	0	\$0.00	31
9961659894	1716886	08/24/1998	09/22/1998	10/19/1998	5806	5812	6	Regular	\$9.13	No	No	\$0.00	0	\$0.00	30
9961659894	1716886	07/24/1998	08/24/1998	09/20/1998	5786	5806	20	System Estimate	\$21.09	No	No	\$0.00	0	\$0.00	32
9961659894	1716886	06/25/1998	07/24/1998	08/22/1998	5767	5786	19	System Estimate	\$20.24	No	No	\$0.00	0	\$0.00	30
9961659894	1716886	05/26/1998	06/25/1998	07/22/1998	5747	5767	20	System Estimate	\$21.09	No	No	\$0.00	0	\$0.00	31
9961659894	1716886	04/25/1998	05/26/1998	06/22/1998	5738	5747	9	Regular	\$11.69	No	No	\$0.00	0	\$0.00	32
9961659894	1716886	03/26/1998	04/25/1998	05/24/1998	5695	5738	43	System Estimate	\$40.76	No	No	\$0.00	0	\$0.00	31
9961659894	1716886	02/25/1998	03/26/1998	04/22/1998	5602	5695	93	Regular	\$83.49	No	No	\$0.00	0	\$0.00	30
9961659894	1716886	01/24/1998	02/25/1998	03/28/1998	5494	5602	108	Regular	\$96.31	No	No	\$0.00	0	\$0.00	33
9961659894	1716886	12/22/1997	01/24/1998	02/21/1998	5375	5494	119	Regular	\$105.71	No	No	\$0.00	0	\$0.00	34
9961659894	1716886	11/20/1997	12/22/1997	01/21/1998	5297	5375	78	Regular	\$70.67	No	No	\$0.00	0	\$0.00	33
9961659894	1716886	10/22/1997	11/20/1997	12/17/1997	5214	5297	83	System Estimate	\$74.95	No	No	\$0.00	0	\$0.00	30
9961659894	1716886	09/22/1997	10/22/1997	11/18/1997	5173	5214	41	System Estimate	\$39.04	No	No	\$0.00	0	\$0.00	31
9961659894	1716886	08/22/1997	09/22/1997	10/19/1997	5159	5173	14	Regular	\$15.97	No	No	\$0.00	0	\$0.00	32
9961659894	1716886	07/21/1997	08/22/1997	09/20/1997	5138	5159	21	System Estimate	\$21.95	No	No	\$0.00	0	\$0.00	33

EXHIBIT B



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

October 15, 2003

BCS No: 1361790

Ms. Diane Goldman
2251 Kennedy Street
Philadelphia, PA. 19137

Dear: Ms. Goldman:

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 directly at (215) 644-0692.

Sincerely,

A handwritten signature in black ink, appearing to read "Derrick Thomas", written over a horizontal line.

Mr. Derrick Thomas
Utility Complaint Investigator

Philadelphia Gas Works

BEFORE THE PENNSYLVANIA PUBLIC UTILITY COMMISSION

Ms. Diane Goldman
2251 Kennedy Street
Philadelphia, PA. 19137

Philadelphia Gas Works
v. 800 W. Montgomery Avenue
Philadelphia, PA. 19122

Case Number: 1361790

Account Number: 2119430943

Decision on Informal Complaint by the Bureau of Consumer Services:

Statement of Complaint:

The customer states that PGW is denying her gas service; the customer also states that the gas account is in her roommate's name and her roommate died. The customer further states that PGW would not allow her to have the gas service at 2251 Kennedy Street put in her name because PGW does not like the proof of income she provided. The customer provided PGW with a statement from the social security administration dated 2002 and PGW would not accept this as proof.

Investigation By Staff Of The Bureau Of Consumer Services Revealed:

The gas service at 2251 Kennedy Street was established in Robert J. Montague's name on November 30, 1993.

All of the customer's bills at 2251 Kennedy Street from March 27, 1999 to January 4, 2000 were based on estimated usage. On January 4, 2000 PGW obtained an actual meter reading of 6710.

PGW issued a make up bill from December 21, 1999 to January 4, 2000 for 47 CCF's of gas in the amount of \$36.91.

All of the customer's bills at 2251 Kennedy Street from January 4, 2000 to August 28, 2001 were also based on estimated usage. On August 28, 2001 PGW obtained another actual meter reading of 8028

PGW canceled the customer's previously estimated bills from April 24, 2001 to August 23, 2001; PGW re-billed the customer based on the actual meter reading of 8028 from April 24, 2001 to August 28, 2001 for 1 CCF's of gas in the amount of \$47.97. This re-billing reduced the customer's estimated bills from \$198.36 to \$47.97.

All of the customer's bills at 2251 Kennedy Street from August 28, 2001 to the present are based on estimated usage.

According to the complainant's (Diane Goldman) statement her roommate (Robert J. Montague) is deceased.

According to PECO energy the complainant (Diane Goldman) had the electric utility at 2251 Kennedy Street in her name since November 7, 2000.

As of the date of this decision the customer's outstanding balance is \$4,291.07.

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

The customer's (Robert J. Montague) bills at 2251 Kennedy Street are not accurate.

Therefore It Is Decided:

The complainant (Diane Goldman) must provide PGW with a death certificate for Robert J. Montague.

The complainant must also provide PGW with a valid notarized lease with the landlord's name and telephone number on it for the property at 2251 Kennedy Street Philadelphia, PA

The complainant must provide PGW with her social security card and another form of personal identification.

After the complainant provides PGW with the required documentation PGW shall prorate (Robert J. Montague) bills to the date of his death certificate; PGW must also obtain an actual meter reading and finalized (Robert J. Montague's) account. PGW shall install an AMR (automatic meter reading device) and then transfer the gas service from Robert J. Montague's name to Diane Goldman's name.

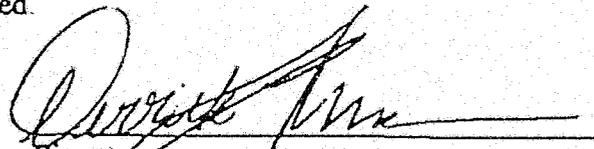
If the complainant can not provide PGW with a valid lease PGW shall prorate the bills at 2251 Kennedy Street from November 7, 2000 to the present and bill (Diane Goldman) for the charges.

The complainant maybe eligible for PGW's CRP (customer responsibility program) agreement, the complainant must provide PGW with proof of income for all members of her household, social security cards for all members of her household, identification and apply for the agreement.

If the complainant is not eligible for the CRP agreement the complainant shall pay her budget amount of \$109.00 per month for 12 months, plus \$20.00 per month toward the prorated amount, from November 7, 2000 to the present. The customer's budget is subject to change upon review.

The informal complaint of Diane Goldman is closed.

Date October 15, 2003

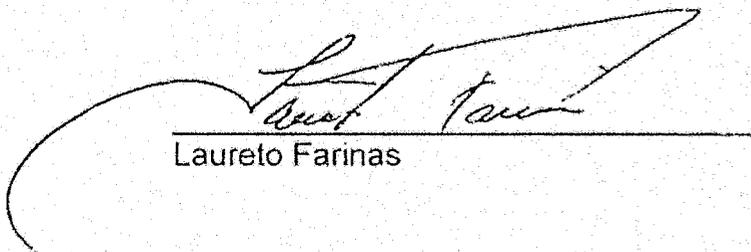

Signature

Mr. Derrick Thomas
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

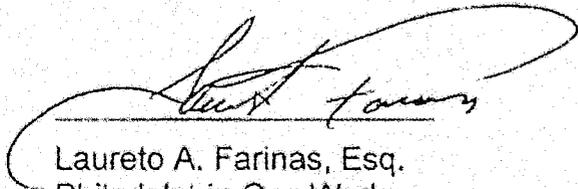
I HEREBY CERTIFY THAT I HAVE THIS DAY SERVED A TRUE COPY OF THE FOREGOING DOCUMENT UPON THE PARTICIPANTS LISTED BELOW, IN ACCORDANCE WITH THE REQUIREMENTS OF §1.54 (RELATING TO SERVICE BY A PARTICIPANT).

Service List.

For Complainant.

Diane Goldman
2251 Kennedy Street
Philadelphia, PA 19137

January 16, 2004



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