

COMMONWEALTH OF PENNSYLVANIA
PUBLIC UTILITY COMMISSION

Ronald Reese,
v.
Philadelphia Gas Works

Docket No.: F-01225306

DOCUMENT
FOLDER

Pennsylvania State Office Building
Room 13C2
Broad & Spring Garden Streets
Philadelphia, PA 19030

Monday, December 8, 2003
Commencing at 10:15 a.m.

BEFORE:

Cynthia W. Fordham, Administrative Law Judge

APPEARANCES:

NONE
For the Complainant

LAURETO FARINAS, Esquire
Philadelphia Gas Works
800 West Montgomery Ave.
Philadelphia, PA 19122
For the Respondent

DOCKETED

JAN 12 2004

ORIGINAL

REPORTER: Anthony J. Barrett

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<u>WITNESS</u>	<u>DIRECT</u>	<u>CROSS</u>	<u>REDIRECT</u>	<u>RECROSS</u>
Anthony Lankford	7 - 12			

P R O C E E D I N G S

JUDGE FORDHAM:

Good morning. I'm Administrative Law Judge Cynthia Williams Fordham, and this is the time and place for a hearing in the matter of Ronald Reese versus Philadelphia Gas Works at docket number F-01225306. I note for the record the appearance of Laureto Farinas, Esquire for Philadelphia Gas Works. The complainant, Mr. Reese, has not appeared. It is 10:15. The hearing was scheduled for 10:00 today. I have not heard from Mr. Reese either by telephone or by letter indicating that he could not attend today's hearing. Previously, he has not requested a continuance in this matter; therefore, we will go forward. I will indicate the documents that have been sent out regarding this matter. The first one is dated July 14, 2003, which is a hearing notice, which initially set the hearing for Thursday, October 8 at 10:00 a.m., in an available hearing room in the Philadelphia State Office Building. By hearing notice dated August 7, 2003, the hearing was rescheduled to Monday, December 8, 2003, 10:00 a.m. in an available hearing room in the Philadelphia State Office Building. Subsequently, I sent out a pre-hearing

1 order dated October 7, 2003, which indicated the date
2 of today's hearing and also the location. As I
3 indicated previously, we have not heard from the
4 Complainant. The Complainant in this matter filed a
5 complaint in April of 2003, alleging that there were
6 some undisputed bills dating back to 2000. The
7 Respondent did not give him credit for all of his
8 payments and he had proved that he paid more than \$300
9 dollars a month to the Respondent. He also indicated
10 that the Respondent over billed him when the meter was
11 changed and the Respondent did not adjust the bills
12 correctly from April 1997 to July 23, 2002.

13 In the Answer filed by the Respondent in June of
14 2003, the Respondent indicated that they were not able
15 to read the Complainant's meter between March 1997 and
16 August 2002, that an automatic meter-reader device was
17 installed on August 7, 2002 and that the Complainant
18 received a make-up bill after the installation. The
19 Respondent mentioned the Bureau of Consumer Services
20 decision dated February 24, 2003, which provided
21 relief to the Complainant.

22 At this time, I would ask Mr. Farinas if he's had
23 any contact with the Complainant?

24 ATTORNEY FARINAS:

25 Your Honor, I have not had any contact.

1 My office has tried to contact Mr. Reese at the
2 numbers provided without success.

3 JUDGE FORDHAM:

4 Thank you. I would ask Mr. Farinas to
5 provide information regarding the current status of
6 the bill, whether there has been compliance with the
7 BCS decision?

8 ATTORNEY FARINAS:

9 Just Dockets require aerobics.

10 JUDGE FORDHAM:

11 The witness.

12 ATTORNEY FARINAS:

13 Your Honor, at this time, I would like to
14 call Mr. Anthony Lankford.

15 JUDGE FORDHAM:

16 Mr. Lankford, could you take the witness
17 stand?

18 -----

19 ANTHONY LANKFORD, HAVING BEEN FIRST DULY SWORN,
20 TESTIFIED AS FOLLOWS:

21 -----

22 JUDGE FORDHAM:

23 Would you state your name and your
24 business address for the record, please?

25 A. My name is Anthony C. Lankford. My business

1 address is 1818 North Ninth Street, Philadelphia, PA
2 19122.

3 JUDGE FORDHAM:

4 Thank you.

5 A. Correction, that's 1809, I believe North Ninth
6 Street. There are two different buildings, Your
7 Honor.

8 ATTORNEY FARINAS:

9 That's correct. He's in a different
10 building then the rest of them.

11 JUDGE FORDHAM:

12 Oh. Okay. Thank you. Mr. Farinas, you
13 may proceed.

14 ATTORNEY FARINAS:

15 Thank you, Your Honor.

16 DIRECT EXAMINATION

17 BY ATTORNEY FARINAS:

18 Q. Mr. Lankford, your business address is at PGW,
19 correct?

20 A. Yes, that is correct.

21 Q. What is your title there?

22 A. Customer Review Officer.

23 Q. What are the duties of a Customer Review Officer?

24 A. A review officer investigates the incoming
25 Complaints from the Bureau of Consumer Services. And

1 also files a report and forwards a report to the
2 Bureau of Consumer Services Public Utility Commission
3 after an investigation is completed.

4 Q. In connection with formal complaints, what do you
5 do?

6 A. We also do a follow up. We do a second
7 investigation based on the basis of the Complainant's
8 complaint.

9 Q. Did you do an investigation on the formal
10 complaint filed by Mr. Reese, that we are here today
11 for?

12 A. Yes, I did.

13 ATTORNEY. FARINAS:

14 Your Honor, at this time, I would like to
15 provide documents. These documents are marked PGW
16 Exhibits One and Two.

17 JUDGE FORDHAM:

18 Thank you.

19 ATTORNEY. FARINAS:

20 I'm giving two copies of each to the
21 Court Reporter.

22 JUDGE FORDHAM:

23 It shall be so marked.

24 (PGW Exhibit One and Two
25 marked for identification.)

1 BY ATTORNEY FARINAS:

2 Q. Mr. Lankford, I direct your attention to PGW
3 Exhibit One. Did you prepare this document?

4 A. I printed it out. It's in 9 database, so I did
5 the necessary time frame that they applies to.

6 Q. Can you give us an update on what the current
7 account balance is of the Complainant?

8 A. As of November 21, 2003, the account balance stood
9 at \$1,606.07.

10 Q. Mr. Lankford, I want to now direct your attention
11 to PGW Exhibit Two. Can you tell me what this
12 document is?

13 A. This is the decision rendered by the Bureau of
14 Consumer Services Public Utilities Commission after I
15 forwarded the informal complaint report after my
16 investigation.

17 Q. And just briefly, can you summarize what the
18 result of this decision was?

19 A. Okay. Based on the findings, the Bureau of
20 Consumer Service concluded that we had, PGW figured
21 out we had about 10 actual meter-readings, customer
22 was unable to deliciously manage gas consumption and
23 emphasize conservation measures.

24 Q. And what does the BCS tell us to do?

25 A. So in regards to the decision they rendered, they

1 stipulated that Philadelphia Gas Works must credit the
2 customer's account \$292.89. That Philadelphia Gas
3 Works will waive any late payment charges that were
4 weighed to the customer from September 4, 2002, to the
5 present and that beginning with the bill due date on
6 or about March 21, 2003, the customer must pay the
7 current charges plus \$30 toward the past due amount
8 until the rest is paid in full.

9 Q. Mr. Lankford, PGW Exhibit One, could you show us
10 where PGW has complied or if they have complied with
11 this order?

12 A. Okay. It would be on page six of the Exhibit One,
13 and it would be on the second column from the left,
14 from the left hand side. If we go about a little more
15 than a third down, we'll see that on date, March 25,
16 2003, LPCWVE which indicates late payment charges
17 waived in the amount of \$159.65. If you go down
18 another two columns on the same transaction history,
19 we'll see that March 26, 2003 we'll see allows, which
20 stands for special allowance. Special allowance was
21 credited to the account in the amount of \$292.89.

22 Q. Has the Complainant been compliant with the BCS
23 decision?

24 A. Yes, Complainant has been complying.

25

ATTORNEY FARINAS:

1 Your Honor, if you please, I do have one
2 other Exhibit. However, that's more to the
3 Complainant's case which she is not here to make.
4 However, just for completeness I will submit it, I
5 have PGW Exhibit Three and ask that this be marked.

6 JUDGE FORDHAM:

7 It shall be so marked.

8 (PGW Exhibit Three marked for
9 identification.)

10 BY ATTORNEY FARINAS:

11 Q. Mr. Lankford, did you prepare this document? Did
12 you also print off the document?

13 A. Yes, I did prepare this document.

14 Q. What is it?

15 A. This is the history of the payments made by the
16 Complainant from the period starting July 3, 1997 to
17 November 17, 2003.

18 Q. Does this represent all the payments that PGW has
19 received from the Complainant?

20 A. Yes, for that time period, yes.

21 Q. Have you ever received any other additional
22 information of other payments from the Complainant?

23 A. Not in our records, no.

24 ATTORNEY FARINAS:

25 Your Honor, at this time I would ---

1 unless you have any questions, I would like to move
2 PGW Exhibits One, Two, and Three into the record.

3 JUDGE FORDHAM:

4 Okay. No, I don't have any questions, so
5 PGW Exhibits One, Two, and Three are admitted without
6 objection.

7 ATTORNEY FARINAS:

8 And also move that this complaint be
9 dismissed with prejudice for failure to prosecute.

10 JUDGE FORDHAM:

11 Your motion is granted. What I will do
12 is write a decision which will be issued from the
13 Harrisburg office to both of the parties. If either
14 party has an objection, they can file exceptions with
15 the Commission and the full Commission will review it.
16 If no exceptions are filed, my decision will become
17 final by operation of law. As I indicated earlier,
18 the Complainant did not call to indicate that he would
19 not participate in today's hearing. It is now 10:25
20 and he's neither shown up nor called; therefore, the
21 record in this case will be closed. Thank you very
22 much.

23 ATTORNEY FARINAS:

24 Thank you, Your Honor

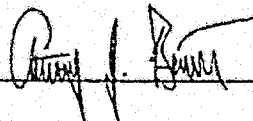
25 DEPOSITION CONCLUDED AT 10:29 P.M.

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C E R T I F I C A T E

I HEREBY CERTIFY THAT THE FOREGOING
PROCEEDINGS WERE REPORTED BY ME AND THEREAFTER
REDUCED TO TYPEWRITING AND THAT THIS TRANSCRIPT IS A
TRUE AND ACCURATE RECORD THEREOF.

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HISTORY REQUEST REPORT FOR ACCOUNT # 1119578447 AND SA # 9961733498 AS OF 12/03/2003

Account #: 1119578447 **SA #:** 9961733498 **Bill Cycle:** 17 **Rate Class:** GS
Name: REESE, RONALD **Address:** 1661 S 55TH ST/PHILA, PA **Phone #:** 7270661215
Pay Agreement Indicator: Y **Easyway Indicator:** **CRP Status:** **Blocker Start Date:** 20030307 **Blocker End Date:** 20031230 **Meter #:** 1564470

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PGW

JAN 12 2004

PGW Exhibit - 1

EXHIBIT
 P. 111.1
 101225306
 PENGAD 800-031-6889

Trans Date	Trans Type	Current Amt	Total Amt	Advs Amt	Segment Start Date	Segment End Date	Rate Code	Usage	Meter #
01/01/1996	CONVRC	\$944.06	\$944.06	\$944.06					
07/03/1997	PAY	(\$150.00)	(\$150.00)	\$0.00					
07/23/1997	PAY	(\$150.00)	(\$150.00)	\$0.00					
07/24/1997	BILL	\$21.09	\$21.09	\$0.00	06/25/1997	07/24/1997	Y	1339	1345912
08/22/1997	BILL	\$21.09	\$21.09	\$0.00	07/24/1997	08/22/1997	Y	1359	1345912
09/15/1997	PAY	(\$150.00)	(\$150.00)	\$0.00					
09/22/1997	BILL	\$22.80	\$22.80	\$0.00	08/22/1997	09/22/1997	Y	1381	1345912
10/22/1997	BILL	\$43.32	\$43.32	\$0.00	09/22/1997	10/22/1997	Y	1427	1345912
11/20/1997	BILL	\$85.20	\$85.20	\$0.00	10/22/1997	11/20/1997	Y	1522	1345912
11/21/1997	LPC	\$8.61	\$8.61	\$8.61					
12/23/1997	BILL	\$125.37	\$125.37	\$0.00	11/20/1997	12/23/1997	Y	1664	1345912
12/26/1997	LPC	\$11.19	\$11.19	\$11.19					
01/08/1998	PAY	(\$167.00)	(\$167.00)	\$0.00					
01/24/1998	BILL	\$109.99	\$109.99	\$0.00	12/23/1997	01/24/1998	Y	1788	1345912
01/27/1998	LPC	\$10.51	\$10.51	\$10.51					
02/25/1998	BILL	\$109.99	\$109.99	\$0.00	01/24/1998	02/25/1998	Y	1912	1345912
03/26/1998	BILL	\$97.17	\$97.17	\$0.00	02/25/1998	03/26/1998	Y	2021	1345912
03/27/1998	LPC	\$9.52	\$9.52	\$9.52					
04/25/1998	BILL	\$45.03	\$45.03	\$0.00	03/26/1998	04/25/1998	Y	2069	1345912
04/28/1998	LPC	\$9.85	\$9.85	\$9.85					
05/26/1998	BILL	\$34.77	\$34.77	\$0.00	04/25/1998	05/26/1998	Y	2146	1345912
05/27/1998	LPC	\$15.71	\$15.71	\$15.71					
05/28/1998	BILL	\$21.95	\$21.95	\$0.00	05/26/1998	06/25/1998	Y	2126	1345912
06/26/1998	LPC	\$15.72	\$15.72	\$15.72					
07/24/1998	BILL	\$21.09	\$21.09	\$0.00	06/25/1998	07/24/1998	Y	2146	1345912
07/27/1998	LPC	\$15.51	\$15.51	\$15.51					
08/06/1998	PAY	(\$200.00)	(\$200.00)	\$0.00					
08/13/1998	PAY	(\$274.00)	(\$274.00)	\$0.00					

Account #: 11957847 SA #: 9961733498 Bill Cycle: 17 Rate Class: GS Phone #: 7270661(215)
 Name: REESE, RONALD Address: 1661 S 55TH ST/PHILA, PA
 Pay Agreement Indicator: Y Easyway Indicator: GRP Status: Meter #: 1564470
 Blocker Start Date: 20030507 Blocker End Date: 20031230

Trans Date	Trans Type	Current Amt	Total Amt	Adjust Amt	Segment Start Date	Segment End Date	Read Code	End/Read	Current Balance	Usage	Meter #
08/24/1998	BILL	\$22.80	\$22.80	\$0.00	07/24/1998	08/24/1998	Y	2168	\$22.80	22	1345912
08/25/1998	LPC	\$10.83	\$10.83	\$10.83							
09/08/1998	PAY	(\$130.00)	(\$130.00)	\$0.00							
09/22/1998	BILL	\$21.09	\$21.09	\$0.00	08/24/1998	09/22/1998	Y	2188	\$21.09	20	1345912
09/23/1998	LPC	\$9.37	\$9.37	\$9.37							
10/22/1998	BILL	\$35.62	\$35.62	\$0.00	09/22/1998	10/22/1998	Y	2225	\$35.62	37	1345912
10/23/1998	LPC	\$9.70	\$9.70	\$9.70							
11/20/1998	BILL	\$65.54	\$65.54	\$0.00	10/22/1998	11/20/1998	Y	2297	\$65.54	72	1345912
11/23/1998	LPC	\$9.57	\$9.57	\$9.57							
12/02/1998	PAY	(\$130.00)	(\$130.00)	\$0.00							
12/04/1998	PAY	(\$100.00)	(\$100.00)	\$0.00							
12/11/1998	PAY	(\$27.00)	(\$27.00)	\$0.00							
12/22/1998	BILL	\$80.92	\$80.92	\$0.00	11/20/1998	12/22/1998	Y	2387	\$80.92	90	1345912
12/23/1998	LPC	\$7.99	\$7.99	\$7.99							
01/22/1999	PAY	(\$89.00)	(\$89.00)	\$0.00							
01/27/1999	BILL	\$151.10	\$151.10	\$0.00	12/22/1998	01/27/1999	Y	2561	\$151.10	174	1345912
01/28/1999	LPC	\$8.70	\$8.70	\$8.70							
02/18/1999	BILL	\$76.37	\$76.37	\$0.00	01/27/1999	02/18/1999	Y	2650	\$76.37	89	1345912
02/19/1999	LPC	\$3.68	\$3.68	\$3.68							
03/04/1999	PAY	(\$89.00)	(\$89.00)	\$0.00							
03/18/1999	BILL	\$104.02	\$104.02	\$0.00	02/18/1999	03/18/1999	Y	2773	\$104.02	123	1345912
03/19/1999	LPC	\$5.50	\$5.50	\$5.50							
04/15/1999	LPC	\$9.07	\$9.07	\$9.07							
04/15/1999	BILL	\$58.48	\$58.48	\$0.00	03/18/1999	04/15/1999	Y	2840	\$58.48	67	1345912
04/27/1999	PAY	(\$89.00)	(\$89.00)	\$0.00							
05/24/1999	BILL	\$49.53	\$49.53	\$0.00	04/15/1999	05/24/1999	Y	2896	\$49.53	56	1345912
05/24/1999	PAY	(\$89.00)	(\$89.00)	\$0.00							
05/25/1999	LPC	\$12.61	\$12.61	\$12.61							
06/07/1999	PAY	(\$89.00)	(\$89.00)	\$0.00							
06/17/1999	LPC	\$6.86	\$6.86	\$6.86							
06/17/1999	BILL	\$20.05	\$20.05	\$0.00	05/24/1999	06/17/1999	Y	2913	\$20.05	17	1345912
07/26/1999	PAY	(\$89.00)	(\$89.00)	\$0.00							
07/26/1999	BILL	\$40.37	\$40.37	\$0.00	06/17/1999	07/26/1999	Y	2952	\$615.71	39	1345912

Account #: 1119578447 SA #: 9961733498 Bill Cycle: 17 Rate Class: GS Phone #: 727/0661(215)
 Name: REESE, RONALD Address: 1661 S 55TH ST/PHILA, PA
 Pay Agreement Indicator: Y Easyway Indicator: CRP Status: Meter #: 1564470
 Blocker Start Date: 20030507 Blocker End Date: 20031230

Trans Date	Trans Type	Current Amt	Total Amt	Adjust Amt	Segment Start Date	Segment End Date	Read Code	End Read	Current Balance	Usage	Meter #
07/26/1999	BILL	\$42.94	\$42.94	\$0.00	06/17/1999	07/26/1999	Y	2952	\$618.28	39	1345912
07/30/1999	LPC	\$8.40	\$8.40	\$8.40							
08/01/1999	CANB	(\$42.94)	(\$42.94)	\$0.00							
08/16/1999	PAY	(\$89.00)	(\$89.00)	\$0.00							
08/24/1999	BILL	\$23.24	\$23.24	\$0.00	07/26/1999	08/24/1999	Y	2970	\$557.85	18	1345912
08/27/1999	LPC	\$7.90	\$7.90	\$7.90							
09/22/1999	BILL	\$17.53	\$17.53	\$0.00	08/24/1999	09/22/1999	Y	2981	\$583.62	11	1345912
09/25/1999	LPC	\$8.24	\$8.24	\$8.24							
09/27/1999	PAY	(\$89.00)	(\$89.00)	\$0.00							
10/11/1999	TAXWVE	(\$5.31)	(\$5.31)	(\$5.31)							
10/21/1999	PAY	(\$89.00)	(\$89.00)	\$0.00							
10/21/1999	BILL	\$28.59	\$28.59	\$0.00	09/22/1999	10/21/1999	Y	3008	\$434.90	27	1345912
10/30/1999	LPC	\$6.00	\$6.00	\$6.00							
11/19/1999	BILL	\$46.89	\$46.89	\$0.00	10/21/1999	11/19/1999	Y	3059	\$397.97	51	1345912
11/22/1999	PAY	(\$89.00)	(\$89.00)	\$0.00							
11/24/1999	LPC	\$5.18	\$5.18	\$5.18							
12/07/1999	PAY	(\$89.00)	(\$89.00)	\$0.00							
12/21/1999	BILL	\$63.20	\$63.20	\$0.00	11/19/1999	12/21/1999	Y	3130	\$376.80	71	1345912
12/23/1999	LPC	\$4.63	\$4.63	\$4.63							
01/20/2000	PAY	(\$89.00)	(\$89.00)	\$0.00							
1/26/2000	BILL	\$118.83	\$118.83	\$0.00	12/21/1999	01/26/2000	Y	3273	\$406.63	143	1345912
02/25/2000	BILL	\$109.02	\$109.02	\$0.00	01/26/2000	02/25/2000	Y	3404	\$426.65	131	1345912
02/28/2000	PAY	(\$89.00)	(\$89.00)	\$0.00							
03/24/2000	BILL	\$69.69	\$69.69	\$0.00	02/25/2000	03/24/2000	Y	3484	\$495.34	80	1345912
04/24/2000	PAY	(\$89.00)	(\$89.00)	\$0.00							
04/25/2000	BILL	\$57.35	\$57.35	\$0.00	03/24/2000	04/25/2000	Y	3548	\$464.69	64	1345912
05/23/2000	BILL	\$176.87	\$176.87	\$0.00	04/25/2000	05/23/2000	Y	3767	\$552.56	219	1345912
05/23/2000	PAY	(\$89.00)	(\$89.00)	\$0.00							
05/23/2000	BILL	\$38.84	\$38.84	\$0.00	04/25/2000	05/23/2000	Y	3888	\$414.53	40	1345912
05/26/2000	CANB	(\$176.87)	(\$176.87)	\$0.00							
06/19/2000	PAY	(\$89.00)	(\$89.00)	\$0.00							
06/21/2000	BILL	\$31.13	\$31.13	\$0.00	05/23/2000	06/21/2000	Y	3818	\$356.65	30	1345912
07/18/2000	PAY	(\$89.00)	(\$89.00)	\$0.00							

Account # 1119578447 SA #: 9961733498 Bill Cycle: 17 Rate Class: GS Phone #: 7270661215
 Name: REESE, RONALD Address: 1661 S 55TH ST/PHILA,PA
 Pay Agreement Indicator: Y Easyway Indicator CRP Status:
 Blocker Start Date: 20030507 Blocker End Date: 20031230 Meter #: 1564470

Trans Date	Trans Type	Current Amt	Total Amt	Adjust Amt	Segment Start Date	Segment End Date	Read Code	End Read	Current Balance	Usage	Meter #
07/24/2000	BILL	\$11.09	\$11.09	\$0.00	06/21/2000	07/24/2000	Y	3622	\$278.75	4	1345912
08/14/2000	PAY	(\$89.00)	(\$89.00)	\$0.00							
08/22/2000	BILL	\$8.00	\$8.00	\$0.00	07/24/2000	08/22/2000	Y	3622	\$197.75	0	1345912
09/12/2000	PAY	(\$89.00)	(\$89.00)	\$0.00							
09/21/2000	BILL	\$8.00	\$8.00	\$0.00	08/22/2000	09/21/2000	Y	3622	\$116.75	0	1345912
10/10/2000	PAY	(\$89.00)	(\$89.00)	\$0.00							
10/23/2000	BILL	\$57.35	\$57.35	\$0.00	09/21/2000	10/23/2000	Y	3686	\$85.10	64	1345912
11/06/2000	PAY	(\$89.00)	(\$89.00)	\$0.00							
11/21/2000	BILL	\$72.77	\$72.77	\$0.00	10/23/2000	11/21/2000	Y	3770	\$68.87	84	1345912
12/04/2000	PAY	(\$89.00)	(\$89.00)	\$0.00							
12/21/2000	BILL	\$168.32	\$168.32	\$0.00	11/21/2000	12/21/2000	Y	3936	\$148.19	166	1345912
01/04/2001	PAY	(\$89.00)	(\$89.00)	\$0.00							
01/24/2001	BILL	\$286.07	\$286.07	\$0.00	12/21/2000	01/24/2001	Y	4170	\$345.26	234	1345912
02/05/2001	PAY	(\$74.00)	(\$74.00)	\$0.00							
02/22/2001	BILL	\$207.86	\$207.86	\$0.00	01/24/2001	02/22/2001	Y	4326	\$479.12	156	1345912
03/12/2001	PAY	(\$74.00)	(\$74.00)	\$0.00							
03/23/2001	BILL	\$201.83	\$201.83	\$0.00	02/22/2001	03/23/2001	Y	4470	\$606.95	144	1345912
04/23/2001	PAY	(\$76.00)	(\$76.00)	\$0.00							
04/24/2001	BILL	\$147.41	\$147.41	\$0.00	03/23/2001	04/24/2001	Y	4572	\$678.36	102	1345912
05/21/2001	PAY	(\$76.00)	(\$76.00)	\$0.00							
05/23/2001	BILL	\$56.91	\$56.91	\$0.00	04/24/2001	05/23/2001	Y	4606	\$659.27	34	1345912
06/25/2001	BILL	\$55.58	\$55.58	\$0.00	05/23/2001	06/25/2001	Y	4639	\$714.85	33	1345912
07/02/2001	PAY	(\$167.00)	(\$167.00)	\$0.00							
07/25/2001	BILL	\$44.93	\$44.93	\$0.00	06/25/2001	07/25/2001	Y	4664	\$592.78	25	1345912
07/30/2001	PAY	(\$89.00)	(\$89.00)	\$0.00							
08/23/2001	BILL	\$40.94	\$40.94	\$0.00	07/25/2001	08/23/2001	Y	4686	\$552.27	22	1345912
08/29/2001	LPC	\$7.55	\$7.55	\$7.55							
08/27/2001	PAY	(\$89.00)	(\$89.00)	\$0.00							
09/11/2001	PAY	(\$89.00)	(\$89.00)	\$0.00							
09/24/2001	BILL	\$40.58	\$40.58	\$0.00	08/23/2001	09/24/2001	Y	4711	\$420.46	25	1345912
09/26/2001	LPC	\$5.61	\$5.61	\$5.61							
10/09/2001	PAY	(\$89.00)	(\$89.00)	\$0.00							
10/24/2001	BILL	\$53.09	\$53.09	\$0.00	09/24/2001	10/24/2001	Y	4748	\$389.52	37	1345912

Account #: 1119578447 SA #: 9961733498 Bill Cycle: 17 Rate Class: GS Phone #: 7270661215
 Name: REESE, RONALD Address: 1661 S 55TH ST/PHILA, PA
 Easyway Indicator: CRP Status:
 Blocker Start Date: 20030507 Blocker End Date: 20031230 Meter #: 1564470

Trans Date	Trans Type	Current Amt	Total Amt	Adjst Amt	Segment Start Date	Segment End Date	Road Code	ETCRate	Current Balance	Usage	Meter #
10/26/2001	LPC	\$4.97	\$4.97	\$4.97							
11/20/2001	PAY	(\$89.00)	(\$89.00)	\$0.00							
11/23/2001	BILL	\$69.86	\$89.86	\$0.00	10/24/2001	11/23/2001	Y	4817	\$394.88	69	1345912
11/27/2001	LPC	\$4.50	\$4.50	\$4.50							
12/18/2001	PAY	(\$90.00)	(\$90.00)	\$0.00							
12/21/2001	BILL	\$90.68	\$90.68	\$0.00	11/23/2001	12/21/2001	Y	4893	\$400.13	76	1345912
12/27/2001	LPC	\$4.57	\$4.57	\$4.57							
01/15/2002	PAY	(\$90.68)	(\$90.68)	\$0.00							
01/24/2002	BILL	\$200.80	\$200.80	\$0.00	12/21/2001	01/24/2002	Y	5081	\$514.89	188	1345912
01/26/2002	LPC	\$4.64	\$4.64	\$4.64							
01/28/2002	CANP	\$90.00	\$90.00	\$0.00							
01/28/2002	NSFCHA	\$8.00	\$8.00	\$8.00							
01/28/2002	PAYCAN	\$0.00	\$0.00	\$90.00							
02/12/2002	PAY	(\$90.68)	(\$90.68)	\$0.00							
02/22/2002	BILL	\$131.51	\$131.51	\$0.00	01/24/2002	02/22/2002	Y	5200	\$661.43	119	1345912
02/26/2002	LPC	\$7.71	\$7.71	\$7.71							
03/22/2002	BILL	\$100.29	\$100.29	\$0.00	02/22/2002	03/22/2002	Y	5299	\$771.52	99	1345912
03/26/2002	PAY	(\$90.68)	(\$90.68)	\$0.00							
03/26/2002	LPC	\$9.80	\$9.80	\$9.80							
04/08/2002	PAY	(\$144.00)	(\$144.00)	\$0.00							
04/23/2002	BILL	\$81.23	\$81.23	\$0.00	03/22/2002	04/23/2002	Y	5377	\$618.07	78	1345912
05/06/2002	PAY	(\$100.00)	(\$100.00)	\$0.00							
05/22/2002	BILL	\$50.18	\$50.18	\$0.00	04/23/2002	05/22/2002	Y	5418	\$568.25	41	1345912
06/24/2002	BILL	\$37.67	\$37.67	\$0.00	05/22/2002	06/24/2002	Y	5444	\$605.92	26	1345912
07/17/2002	PAY	(\$146.67)	(\$146.67)	\$0.00							
07/23/2002	BILL	\$29.15	\$29.15	\$0.00	06/24/2002	07/23/2002	Y	5461	\$488.40	17	1345912
08/12/2002	PAY	(\$127.15)	(\$127.15)	\$0.00							
08/21/2002	BILL	\$1,464.47	\$1,464.47	\$0.00	07/23/2002	08/21/2002	R	6894	\$1,825.72	1440	1345912
08/21/2002	BILL	\$1,464.47	\$1,464.47	\$0.00	07/23/2002	08/21/2002	R	2618	\$1,825.72	1440	1345912
09/11/2002	PAY	(\$200.00)	(\$200.00)	\$0.00							
09/20/2002	BILL	\$29.63	\$29.63	\$0.00	08/21/2002	09/20/2002	R	2635	\$1,879.73	17	1564470
09/24/2002	LPC	\$24.38	\$24.38	\$24.38							
10/22/2002	BILL	\$67.74	\$67.74	\$0.00	09/20/2002	10/22/2002	R	2688	\$1,772.30	53	1564470

Account #: 1119578447	SA #: 9961733498	Bill Cycle: 17	Rate Class: GS	Phone #: 7270661(215)
Name: REESE, RONALD	Address: 1861 S 55TH ST/PHILA, PA			
Pay Agreement Indicator: Y	Easyway Indicator:	CRP Status:		
Blocker Start Date: 20030507	Blocker End Date: 20031230	Meter #: 1564470		

Trans Date	Trans Type	Current Amt	Total Amt	Adjust Amt	Segment Start Date	Segment End Date	Read Code	End Read	Current Balance	Usage	Meter #
10/24/2002	LPC	\$24.83	\$24.83	\$24.83							
11/04/2002	PAY	(\$128.00)	(\$128.00)	\$0.00							
11/21/2002	BILL	\$173.96	\$173.96	\$0.00	10/22/2002	11/21/2002	R	2842	\$1,842.92	154	1564470
11/23/2002	LPC	\$24.66	\$24.66	\$24.66							
11/29/2002	PAY	(\$140.00)	(\$140.00)	\$0.00							
12/23/2002	BILL	\$271.56	\$271.56	\$0.00	11/21/2002	12/23/2002	R	3088	\$2,000.02	246	1564470
12/28/2002	LPC	\$25.54	\$25.54	\$25.54							
01/09/2003	PAY	(\$150.00)	(\$150.00)	\$0.00							
01/24/2003	BILL	\$316.38	\$316.38	\$0.00	12/23/2002	01/24/2003	R	3366	\$2,194.15	278	1564470
01/28/2003	LPC	\$27.75	\$27.75	\$27.75							
02/24/2003	BILL	\$318.00	\$318.00	\$0.00	01/24/2003	02/24/2003	R	3655	\$2,544.64	289	1564470
02/26/2003	LPC	\$32.49	\$32.49	\$32.49							
03/21/2003	PAY	(\$348.00)	(\$348.00)	\$0.00							
03/25/2003	LPC/WVE	(\$159.65)	(\$159.65)	(\$159.65)							
03/25/2003	BILL	\$221.25	\$221.25	\$0.00	02/24/2003	03/25/2003	R	3835	\$1,965.35	180	1564470
03/26/2003	ALLOWS	(\$292.89)	(\$292.89)	(\$292.89)							
04/16/2003	PAY	(\$251.25)	(\$251.25)	\$0.00							
04/24/2003	BILL	\$157.86	\$157.86	\$0.00	03/25/2003	04/24/2003	R	3957	\$1,671.96	122	1564470
05/14/2003	PAY	(\$187.86)	(\$187.86)	\$0.00							
05/23/2003	BILL	\$77.62	\$77.62	\$0.00	04/24/2003	05/23/2003	R	4010	\$1,761.72	53	1564470
06/11/2003	PAY	(\$107.62)	(\$107.62)	\$0.00							
06/23/2003	BILL	\$56.42	\$56.42	\$0.00	05/23/2003	06/23/2003	R	4044	\$1,710.52	34	1564470
07/16/2003	PAY	(\$100.00)	(\$100.00)	\$0.00							
07/23/2003	BILL	\$33.20	\$33.20	\$0.00	06/23/2003	07/23/2003	R	4060	\$1,643.72	16	1564470
08/21/2003	BILL	\$31.87	\$31.87	\$0.00	07/23/2003	08/21/2003	R	4075	\$1,675.59	15	1564470
08/27/2003	PAY	(\$100.00)	(\$100.00)	\$0.00							
09/23/2003	PAY	(\$80.00)	(\$80.00)	\$0.00							
09/23/2003	BILL	\$36.04	\$36.04	\$0.00	08/21/2003	09/23/2003	R	4093	\$1,531.63	18	1564470
10/21/2003	PAY	(\$70.00)	(\$70.00)	\$0.00							
10/22/2003	BILL	\$104.20	\$104.20	\$0.00	09/23/2003	10/22/2003	R	4163	\$1,565.83	70	1564470
11/17/2003	PAY	(\$135.00)	(\$135.00)	\$0.00							
11/21/2003	BILL	\$175.24	\$175.24	\$0.00	10/22/2003	11/21/2003	R	4279	\$1,606.07	116	1564470

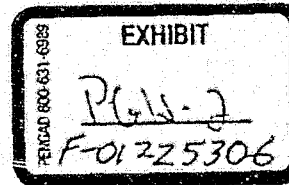


COMMONWEALTH OF PENNSYLVANIA
PENNSYLVANIA PUBLIC UTILITY COMMISSION
P.O. BOX 3265, HARRISBURG, PA 17105-3265

February 24, 2003

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RONALD REESE
1661 S 55TH ST
PHILADELPHIA PA 19143



BCS No: 1225306

PGW Exhibit - 2

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.

DOCKETED

You do not need a lawyer to file an appeal.

JAN 12 2004

You must make all of the payments required by this decision. If you do not make these payments the utility company is permitted to terminate your utility service.

If you have any questions about the terms and conditions of this decision or about the Public Utility Commission's appeal procedures you may call me toll free at 1-800-782-1110, or you may call me directly at 717-705-6903.

Sincerely,

MATTHEW HRIVNAK
Utility Complaint Investigator

Enclosure

PHILADELPHIA GAS WORKS

BEFORE THE PENNSYLVANIA PUBLIC UTILITIES COMMISSION

RONALD REESE PHILADELPHIA GAS WORKS
1661 S 55TH ST v.
PHILADELPHIA PA 19143

Case Number: 1225306

Account Number: 1119578447

Decision On Informal Complaint By The Bureau Of Consumer Services:

Statement Of Complaint:

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

Customer received bill for \$1,464.47 in August 2002. Customer is disputing this bill.

Investigation By Staff Of The Bureau Of Consumer Services Revealed:

1. That the customer received estimated readings from April 1997- July 23, 2002.
2. That on August 7, 2002 the Philadelphia Gas Works exchanged meters and installed an AMR meter.
3. That the Philadelphia Gas Works billed the customer for the period of July 23, 2002- August 21, 2002 for \$1,464.47, which adjusted for previous estimated readings dating back to April 1997.
4. That the customer has a balance of \$2,194.15 owing to the Philadelphia Gas Works.

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

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

Therefore It Is Decided:

1. That the Philadelphia Gas Works MUST credit the customer's account \$292.89.
2. That the Philadelphia Gas Works will waive any late payment charges that were charged to the customer from September 4, 2002 to the present.
3. That beginning with the bill due on or about March 21, 2003, the customer MUST pay the current charges PLUS \$30 00 towards the past due amount, until the arrearage is paid in full.
4. That the Philadelphia Gas Works will not charge late payment fees to customer's account as long as the customer pays according to the decision. However, the Philadelphia Gas Works may apply late payment fees if you do not pay on time or do not keep this agreement.

February 24, 2003

Date

Signature

MATTHEW HRIVNAK

Utility Complaint Investigator

Bureau of Consumer Services

PA Public Utility Commission

PAYMENTS FROM 01/01/1996 TO 12/03/2003

EXHIBIT
 PGW-3
 F-01225306

Account #: 1119578447 Customer Name: REESE, RONALD
 Customer Address: 1661 S 55TH ST/PHILA,PA Bill Cycle:

PGW Exhibit - 3

PAYMENTS

Service Agreement ID	Pay Amount	Pay Date	Pay Status	Late Pay Charge	Utility Type	Grant Type	Pay Source Code
9961733498	\$135.00	11/17/2003	F	\$0.00	G		REM
9961733498	\$70.00	10/21/2003	F	\$0.00	G		REM
9961733498	\$80.00	09/23/2003	F	\$0.00	G		REM
9961733498	\$100.00	08/27/2003	F	\$0.00	G		PPC
9961733498	\$100.00	07/16/2003	F	\$0.00	G		PPC
9961733498	\$107.62	06/11/2003	F	\$0.00	G		PPC
9961733498	\$187.86	05/14/2003	F	\$0.00	G		PPC
9961733498	\$251.25	04/16/2003	F	\$0.00	G		PPC
9961733498	\$348.00	03/21/2003	F	\$60.24	G		PPC
9961733498	\$150.00	01/09/2003	F	\$25.54	G		REM
9961733498	\$140.00	11/29/2002	F	\$24.66	G		REM
9961733498	\$128.00	11/04/2002	F	\$49.21	G		REM
9961733498	\$200.00	09/11/2002	F	\$0.00	G		PPC
9961733498	\$127.15	08/12/2002	F	\$0.00	G		REM
9961733498	\$146.67	07/17/2002	F	\$0.00	G		PPC
9961733498	\$100.00	05/06/2002	F	\$0.00	G		REM
9961733498	\$144.00	04/08/2002	F	\$0.00	G		PPC
9961733498	\$90.68	03/26/2002	F	\$17.51	G		REM
9961733498	\$90.68	02/12/2002	F	\$9.14	G		REM
9961733498	\$90.68	01/15/2002	F	\$4.57	G		REM
9961733498	\$90.00	12/18/2001	C	\$4.50	G		REM
9961733498	\$89.00	11/20/2001	F	\$4.97	G		REM
9961733498	\$89.00	10/09/2001	F	\$5.61	G		REM
9961733498	\$89.00	09/11/2001	F	\$0.00	G		REM
9961733498	\$89.00	08/27/2001	F	\$7.55	G		REM
9961733498	\$89.00	07/30/2001	F	\$0.00	G		REM
9961733498	\$167.00	07/02/2001	F	\$0.00	G		REM
9961733498	\$76.00	05/21/2001	F	\$0.00	G		REM
9961733498	\$76.00	04/23/2001	F	\$0.00	G		REM
9961733498	\$74.00	03/12/2001	F	\$0.00	G		REM
9961733498	\$74.00	02/05/2001	F	\$0.00	G		REM
9961733498	\$89.00	01/04/2001	F	\$0.00	G		REM
9961733498	\$89.00	12/04/2000	F	\$0.00	G		REM
9961733498	\$89.00	11/06/2000	F	\$0.00	G		REM
9961733498	\$89.00	10/10/2000	F	\$0.00	G		REM
9961733498	\$89.00	09/12/2000	F	\$0.00	G		REM
9961733498	\$89.00	08/14/2000	F	\$0.00	G		REM
9961733498	\$89.00	07/18/2000	F	\$0.00	G		REM
9961733498	\$89.00	06/19/2000	F	\$0.00	G		REM
9961733498	\$89.00	05/23/2000	F	\$0.00	G		REM
9961733498	\$89.00	04/24/2000	F	\$0.00	G		REM
9961733498	\$89.00	02/28/2000	F	\$0.00	G		REM
9961733498	\$89.00	01/20/2000	F	\$4.63	G		REM
9961733498	\$89.00	12/07/1999	F	\$5.18	G		REM
9961733498	\$89.00	11/22/1999	F	\$6.00	G		REM
9961733498	\$89.00	10/21/1999	F	\$0.00	G		PPC

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 JAN 12 2004

PAYMENTS FROM 01/01/1996 TO 12/03/2003

Account #: 1119578447

Customer Name: REESE, RONALD

Customer Address: 1661 S 55TH ST/PHILA,PA

Bill Cycle: 17

PAYMENTS

Service Agreement ID	Pay Amount	Pay Date	Pay Status	Late Pay Charge	Utility Type	Grant Type	Pay Source Code
9961733498	\$89.00	09/27/1999	F	\$16.14	G		REM
9961733498	\$89.00	08/16/1999	F	\$8.40	G		REM
9961733498	\$89.00	07/21/1999	F	\$6.86	G		PPC
9961733498	\$89.00	06/07/1999	F	\$0.00	G		REM
9961733498	\$89.00	05/24/1999	F	\$0.00	G		REM
9961733498	\$89.00	04/27/1999	F	\$0.00	G		REM
9961733498	\$89.00	03/04/1999	F	\$0.00	G		REM
9961733498	\$89.00	01/22/1999	F	\$0.00	G		REM
9961733498	\$27.00	12/11/1998	F	\$0.00	G		REM
9961733498	\$100.00	12/04/1998	F	\$0.00	G		REM
9961733498	\$130.00	12/02/1998	F	\$0.00	G		REM
9961733498	\$130.00	09/08/1998	F	\$0.00	G		REM
9961733498	\$274.00	08/13/1998	F	\$0.00	G		REM
9961733498	\$200.00	08/06/1998	F	\$0.00	G		REM
9961733498	\$167.00	01/08/1998	F	\$0.00	G		REM
9961733498	\$150.00	09/15/1997	F	\$0.00	G		REM
9961733498	\$150.00	07/23/1997	F	\$0.00	G		REM
9961733498	\$150.00	07/03/1997	F	\$0.00	G		REM