

**ORIGINAL**

BTL

COMMONWEALTH OF PENNSYLVANIA  
PUBLIC UTILITY COMMISSION

Wanda O. Johnson

:  
: Docket #: F-01231082

- vs -

Philadelphia Gas Works

**DOCKETED**

Initial Hearing  
Pages 1 through

JUL 16 2003

DOCUMENT  
FOLDER

Room 1302  
State Office Building  
1400 Spring Garden Street  
Philadelphia, Pennsylvania  
Monday, June 9, 2003  
Commencing at 9:52 a.m.

Before:

Allison K. Turner, Administrative Law Judge

APPEARANCES:

Wanda O. Johnson  
7671 Brentwood Road  
Philadelphia, Pennsylvania 19151

Laureto A. Farinas, Esquire  
Philadelphia Gas Works  
800 W. Montgomery Avenue  
Philadelphia, Pennsylvania 19122

\* \* \*

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PROCEEDINGS

\* \* \*

THE COURT: Now is the time and place for a hearing in the matter of Wanda O. Johnson versus Philadelphia Gas Works, docketed at F-01231082. Here in the hearing room present is Wanda O. Johnson representing herself, and Laureto Farinas, Esquire, representing PGW, and he has with him a witness, Linda Pereira.

The parties have had some brief settlement discussions before I arrived in the hearing room, but Ms. Johnson is ready to start.

MS. JOHNSON: Yes, ma'am.

THE COURT: Would you take the hearing stand.

THE WITNESS: Yes.

THE COURT: You can take anything with you you want. But if you use it, you have to show it to the

1 other side.

2 THE WITNESS: If I use it?

3 THE COURT: Right. If you  
4 don't use it, you don't have to show  
5 it to anybody.

6 MS. JOHNSON: I understand.

7 THE COURT: And you have  
8 someone with you also.

9 THE WITNESS: Yes. This is  
10 my mother, Thelma Odom.

11 THE COURT: Good morning.  
12 Are you going to be a witness?

13 MS. ODOM: I am a witness to  
14 the fact that she called them.

15 MS. JOHNSON: She's a  
16 witness.

17 THE COURT: Okay. Have you  
18 had a hearing before the PUC before?

19 MS. JOHNSON: You said PUC?

20 THE COURT: The Public  
21 Utility Commission.

22 MS. JOHNSON: We had a  
23 verbal sit-down with the Philadelphia  
24 Gas Company.

1 THE COURT: That's not what  
2 I meant. Are you familiar with our  
3 hearing procedures?

4 THE WITNESS: No. I never  
5 had to do this before in my life.

6 THE COURT: Okay. It's very  
7 similar to a court hearing. It's less  
8 formal, because it's an administrative  
9 hearing. But we do use the rules of  
10 evidence. You are subject to  
11 cross-examination. You can  
12 cross-examine their witness. I may  
13 ask you questions. I may ask their  
14 witness questions to get the record  
15 clarified. And, of course, when the  
16 time comes, you can call your witness.

17 Because you have the burden  
18 of proof you go first and call all  
19 your witnesses first. At the end of  
20 any questioning you have a right to do  
21 what we call redirect to correct any  
22 misimpressions that you think may have  
23 been created. And then at the end of  
24 Mr. Farinas' presentation and your

1 cross-examination, his redirect, then  
2 you get to give the final testimony,  
3 because you have the burden of proof.  
4 You have the last say.

5 Do you have any questions  
6 about that?

7 MS. JOHNSON: No, ma'am.

8 THE COURT: You can ask  
9 questions as you go along, of course.

10 MS. JOHNSON: Okay.

11 THE COURT: Now, just to be  
12 clear, did you get my prehearing  
13 order?

14 MS. JOHNSON: Yes.

15 THE COURT: And I gather  
16 that Ms. Pereira gave you a set of  
17 exhibits that they'll be using later?

18 THE WITNESS: Yes.

19 THE COURT: I don't think I  
20 have that.

21 Thank you, Mr. Farinas.

22 All right. Will you raise  
23 your right hand.

24 THE WITNESS: Sure.

1 THE COURT: Do you swear or  
2 affirm that the testimony you're about  
3 to give is the truth, the whole truth  
4 and nothing but the truth insofar as  
5 you know it?

6 MS. JOHNSON: Yes, I do.

7 THE COURT: Okay. Keep your  
8 voice up.

9 So, Ms. Johnson, you filed  
10 this complaint. What we want now is  
11 your testimony in support of your  
12 complaint.

13 MS. JOHNSON: Let me start  
14 by saying I received a bill in, I  
15 believe, July 2002. It was in the  
16 amount of \$2,300 -- let me be exact.  
17 It was in the amount of \$2398.19.

18 Now, when I received that  
19 bill, I immediately called -- do you  
20 want me to go through everyone I  
21 contacted? Because I can.

22 THE COURT: It probably  
23 would be helpful for us to know, give  
24 us a confirmation.

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MS. JOHNSON: Yes, ma'am.

Here we go. Can I correct that total?

THE WITNESS: It's \$2,366.21 is what I received. All right? And I contacted on August 14th an Eva at the gas company. I also contacted on August 15th a Jennifer of the Philadelphia Gas Company. All right? Both of which told me that "Yes, that bill was correct."

I said, "Could you please explain that bill to me?" which they weren't able to do. Now, back in -- my previous date of moving in, making settlement to my home, was December 15th of 1998.

THE COURT: Slow down. Settlement on your home --

MS. JOHNSON: Was December 15th of 1998.

THE COURT: Okay.

MS. JOHNSON: I received bills -- once I made settlement on

1 December 15th, the 16th is when I  
2 called the Philadelphia Gas Company  
3 and established the gas bill in my  
4 name, because I'm going to take  
5 ownership of the home.

6 The gas company at no time  
7 notified me that something was wrong  
8 with my meter. I received a bill in  
9 the month of January for \$12. I  
10 called my mother.

11 THE COURT: Okay. That  
12 would be January of '99.

13 MS. JOHNSON: Yes, ma'am.  
14 Now, in February I received another  
15 bill of \$12 from the gas company,  
16 wherein I contacted on February  
17 14th -- I contacted a man. His name  
18 is Al. They don't seem to want to  
19 give out last names to me. But Al  
20 told me -- I asked him -- "I received  
21 two bills for only \$12." I said, "Is  
22 something wrong? Because it's so  
23 low." And I asked my mom, because  
24 she's been a homeowner for many

1 years. I said, "Mom, I'm getting  
2 bills for \$12." She said "Contact  
3 them." I said, "I did. He told me  
4 there is nothing wrong." He said,  
5 What's your address? I said, "7671  
6 Brentwood Road." He said, "There is  
7 nothing wrong." He said, "Is that the  
8 current bill?" I said, "Yes, it is."  
9 He said, "Well, go ahead and pay it.  
10 There's nothing wrong."

11 As the years went by I kept  
12 getting bills. Some months I didn't  
13 get bills. I'm like, "What is going  
14 on?" Each time I got a bill I paid my  
15 bill. But then like I said, in July  
16 of 2002 is when I got the whopping  
17 bill of \$2,366.21. That's when I -- at  
18 the time I had just been in a car  
19 accident in June of 2002. I explained  
20 to them that. Also, I sent them a  
21 letter from my lawyer, who is  
22 Mr. Leonard K. Hill and Associates.  
23 That's when I wrote to the Public  
24 Utility Commission and said something

1 is wrong, but I'm definitely going to  
2 fight them. When I called them to  
3 talk about it, they said, This is your  
4 bill. There was a problem with your  
5 meter. We were not -- the meter was  
6 not reading properly from the  
7 outside. They explained everything  
8 that was going on. I explained to  
9 them I've been in the home now for  
10 four years. "Why am I getting the  
11 bill now and I was never notified at  
12 the time of settlement?"

13 And if the previous owner in  
14 that home knew this, did he ever get  
15 notified? Because on my letter  
16 statement I wrote is that he was  
17 really upset at settlement time.  
18 That's Mr. Onesti. He stated  
19 "Something is not right." He was  
20 upset he had to pay an outstanding  
21 bill at settlement time, but he never  
22 once came to me and said, Look,  
23 Ms. Johnson, there is something wrong  
24 with your meter. You need to go talk

1 to the gas company. Nothing ever  
2 happened at settlement time, except I  
3 made settlement.

4 When this bill came, it was  
5 so disturbing to me, because when I  
6 called them, they don't explain --  
7 they tell you "You got to pay your  
8 bill. Pay your bill." So that's when  
9 I --

10 THE COURT: Excuse me.  
11 You're jumping around a little bit  
12 here, but when you called them and  
13 they gave you the explanation "The  
14 meter is not reading properly from the  
15 outside," that was in August?

16 MS. JOHNSON: No. They  
17 never gave me that information until  
18 we met face to face.

19 THE COURT: What information  
20 did you get in August?

21 MS. JOHNSON: In August all  
22 they told me is you have a \$2366 bill  
23 that you need to pay. And I spoke to  
24 Jennifer, and I spoke to Eva.

1 THE COURT: You had a car  
2 accident in June of 2002?

3 MS. JOHNSON: Yes, that's  
4 correct.

5 THE COURT: And you had your  
6 lawyer write them a letter in --

7 MS. JOHNSON: Yes, I told  
8 him to write me up a letter.

9 THE COURT: When?

10 MS. JOHNSON: And I sent it  
11 to them. The guy was nice enough at  
12 the meeting. He told me that he  
13 received it. I got the letter July  
14 22, 2002.

15 THE COURT: You got the bill  
16 on July 22?

17 MS. JOHNSON: No, the letter  
18 from my lawyer, so I could send it to  
19 them to let them know what was going  
20 on. They should have gotten it in  
21 August of 2002.

22 THE COURT: Okay.

23 MS. JOHNSON: Now, basically  
24 I just feel that after all this

1                   happened and when we met, they  
2                   basically gave me options to either  
3                   pay it in full, which, of course, I'm  
4                   in financial hardship. I said, "I  
5                   don't think I have it, because if I  
6                   had it, you'd have it. Trust me. I  
7                   pay all my bills on time." My other  
8                   option they had gave me was, "We'll  
9                   knock it all the way down to \$1,000,  
10                  but you have to give me \$1,000  
11                  today." And this came from Hector  
12                  Ferrer.

13                                 THE COURT: Okay. Let's go  
14                                 off the record for a minute.

15   \* \* \*

16   (Whereupon, a discussion off  
17   the record was held at this time.)

18   \* \* \*

19                                 THE COURT: Let's proceed.

20                                 MS. JOHNSON: After that I  
21                                 just felt -- I'm not allowd to  
22                                 talk --

23                                 THE COURT: Not the contents  
24                                 of the settlement. Sure you can talk

1 that you had a settlement meeting with  
2 Mr. Ferrer. When was that?

3 MS. JOHNSON: I think it was  
4 March.

5 Was it March of this year?

6 THE COURT: It has to be  
7 your testimony. She can testify  
8 later.

9 MS. JOHNSON: March.

10 THE COURT: March of 2003?

11 MS. JOHNSON: Yes.

12 THE COURT: You had a  
13 settlement meeting, and you discussed  
14 the letter. He had it. So go on from  
15 there.

16 MS. JOHNSON: Basically I  
17 told him, "You guys hit me with this  
18 bill right after July. I've been in  
19 my home for four years." I explained  
20 to him -- I said, "What is going on?"  
21 The meter is wrong. He explained to  
22 me about the meter being broke  
23 outside. It never read accurately  
24 since I've been there. They came

1 in -- after the billing they came in  
2 July or August. He came and replaced  
3 my outside meter and put an effective  
4 meter in there. I guess that's where  
5 he got the meter reading.

6 I said, "Wait a minute. How  
7 did you get -- now all the sudden my  
8 bills are coming right. But how did  
9 you get this estimate of over \$2,000?  
10 You just replaced it with a new  
11 meter."

12 I asked the guy -- the guy  
13 said -- now, this is the guy replacing  
14 my meter. "We only get paid to do the  
15 job." I said, "Okay. Don't worry  
16 about it. I'm going to have to go to  
17 the Public Utility Commission." I  
18 went down to --

19 What is the office  
20 around --

21 THE COURT: We need to have  
22 your testimony.

23 MS. JOHNSON: I'm sorry.  
24 There's an office around the mayor's

1 office on Ogontz Avenue. I went down  
2 there, and they gave me a copy of what  
3 to do, basically. They gave me  
4 information. I told them what was  
5 going on. She was telling me "Oh, my  
6 God. That's wrong. Here's what you  
7 do, write your letter up, make your  
8 statement of the complaint and send it  
9 directly to the Public Utility  
10 Commission. They will see about  
11 this."

12 And when we had the hearing,  
13 I thought we were going to settle it  
14 at the hearing. But the options they  
15 gave me, which I won't disclose.

16 THE COURT: Thank you.

17 MS. JOHNSON: The options  
18 they gave me, it's impossible for me  
19 to do. I said, "How am I going to do  
20 that?"

21 THE COURT: Slow down a  
22 little bit. You went to the mayor's  
23 office on Ogontz.

24 MS. JOHNSON: After I got

1 the bill.

2 THE COURT: After you got  
3 the bill. So that was back in August  
4 of 2002?

5 MS. JOHNSON: Yes.

6 THE COURT: And the meeting  
7 with Mr. Ferrer was in March of 2003.

8 MS. JOHNSON: Yes.

9 THE COURT: And when was the  
10 meter replaced?

11 MS. JOHNSON: The meter was  
12 replaced in July or August of 2002.  
13 That's when they replaced the meter.

14 THE COURT: You mentioned a  
15 hearing.

16 MS. JOHNSON: Yes, the  
17 hearing.

18 THE COURT: When was the  
19 hearing?

20 MS. JOHNSON: It was in  
21 March, the sit-down hearing with  
22 Mr. Ferrer.

23 THE COURT: That was  
24 probably a settlement meeting, not a

1 hearing. That's what is confusing me.

2 This is a hearing right now. Have  
3 you had another proceeding like this  
4 with the PUC?

5 MS. JOHNSON: No. This is  
6 the first time.

7 THE COURT: So the other one  
8 was like a meeting or conference?

9 MS. JOHNSON: Yes.

10 THE COURT: And you couldn't  
11 work anything out there?

12 MS. JOHNSON: I tried.

13 THE COURT: And after that?

14 MS. JOHNSON: After that --  
15 basically the options that he came  
16 with, there is no way.

17 THE COURT: So then you  
18 filed a complaint with the PUC?

19 MS. JOHNSON: I didn't  
20 file. Hector Ferrer, after we had the  
21 sit-down meeting I got a carbon copy,  
22 which is in here too, of what he wrote  
23 to, I guess, here to say that the  
24 settlement, we did not come to an

1 agreement. And my mother was in  
2 attendance.

3 THE COURT: Can I see that?

4 MS. JOHNSON: Sure.

5 MR. FARINAS: Your Honor,  
6 I'm not sure that the actual events  
7 are being characterized correctly.

8 Do you want me to wait until  
9 my turn?

10 THE COURT: I do want you to  
11 wait until your turn. I want to hear  
12 her case.

13 MS. JOHNSON: This is what  
14 he sent to them, and I got a copy, of  
15 course.

16 THE COURT: Okay. This a  
17 letter addressed to Mr. Nurick, who is  
18 the mediation coordinator, and he  
19 simply states that they had a  
20 conference. "We are not able to come  
21 to an agreement, and therefore PGW  
22 requests that this matter be sent to a  
23 hearing."

24 MS. JOHNSON: I didn't.

1 They did. So I just followed up.

2 THE COURT: I understand.  
3 But you previously filed an informal  
4 complaint. That's why you went to  
5 meet with him.

6 MS. JOHNSON: They said  
7 informal first. You met with them,  
8 and if you don't come to a decision,  
9 they'll go ahead and file it. And  
10 they went ahead and filed it.

11 THE COURT: It was dated  
12 January 24th, 2003. Okay. Thank  
13 you.

14 Ms. Johnson, let me return  
15 this to you, so you can keep your  
16 papers in order.

17 MS. JOHNSON: Okay. Do you  
18 all get a copy of this?

19 THE COURT: No. You may  
20 decide at some point -- we'll take a  
21 recess, and you can decide what papers  
22 you want to make exhibits.

23 At that point, PGW notified  
24 the mediator that they wanted the

1 matter to be set for a hearing,  
2 because a settlement couldn't be  
3 reached.

4 MS. JOHNSON: That's  
5 correct.

6 THE COURT: And after that  
7 you just followed through?

8 MS. JOHNSON: Yes.

9 THE COURT: Okay. Do you  
10 have any other testimony you want to  
11 give now?

12 MS. JOHNSON: This is the  
13 first time this has happened to me.  
14 That's basically it.

15 THE COURT: Do you have  
16 cross-examination?

17 MR. FARINAS: Just a few  
18 brief questions to make the record  
19 clear.

20 \* \* \*

21 CROSS-EXAMINATION

22 \* \* \*

23 BY MR. FARINAS:

24 Q. Ms. Johnson, you referred to the

1 letter from Hector Ferrer before. You also  
2 mentioned that you -- the settlement conference  
3 or hearing or meeting that you had was in  
4 March. The letter from Hector indicates that it  
5 was January 21st. Does that help you?

6 A. No.

7 THE COURT: The letter is  
8 dated January 24th.

9 BY MR. FARINAS:

10 Q. And it talks about a conference that  
11 occurred on January 21st. Is that the  
12 conference that you were talking about, that you  
13 originally said was in March?

14 A. Yes. I need my calendar.

15 THE COURT: Do you have a  
16 calendar?

17 MS. JOHNSON: I have my  
18 calendar.

19 THE COURT: Sure, you can  
20 get it.

21 MS. JOHNSON: Because I have  
22 the exact --

23 THE COURT: It's probably  
24 the same meeting. You just didn't

1 remember the exact month.

2 MS. JOHNSON: Exactly.

3 THE WITNESS: Yes. He's  
4 correct, January 21st, 3:30 p.m. at  
5 West Montgomery Avenue.

6 THE COURT: Did you hear her  
7 response?

8 MR. FARINAS: Yes.

9 BY MR. FARINAS:

10 Q. Also, Ms. Johnson, you had made  
11 reference to a letter from your lawyer sent to  
12 PGW. The letter itself, you didn't submit it  
13 into evidence during your testimony. Does the  
14 letter say anything about what's wrong with your  
15 meter? If you have it in front of you, can you  
16 just testify as to what it informs PGW of?

17 A. My formal letter was sent  
18 to -- when I filed my public utility complaint.  
19 When I went above Hector.

20 THE COURT: Excuse me. He's  
21 not talking about that letter. He's  
22 talking about the letter that you had  
23 your attorney send on July 22 of  
24 2002.

1 THE WITNESS: All that  
2 stated was the accident, when I had  
3 the accident, and that he was  
4 representing me. It doesn't say  
5 anything about the meter.

6 BY MR. FARINAS:

7 Q. It didn't make a reference of  
8 informing PGW that something was wrong with your  
9 meter or anything about the appeal -- or the  
10 complaint. Just make reference to the --

11 A. That I was in financial  
12 hardship, because you guys followed up with my  
13 therapist. It states information that you  
14 followed up with -- to see whether I was faking  
15 or not. I'm not a liar.

16 THE COURT: So PGW contacted  
17 your physical therapist?

18 MS. JOHNSON: Yes, they did.

19 BY MR. FARINAS:

20 Q. Do you know who did that?

21 A. Yes. I didn't send you a  
22 copy of it, because you sent a copy -- that  
23 you're allowed to do that, I heard. You sent a  
24 copy to --

1 Q. Is this in reference to a medical  
2 certification in order to stop a shut-off under  
3 our tariff?

4 A. I'm not sure I can answer  
5 that.

6 Q. All right.

7 THE COURT: Let me just ask  
8 a few questions to clarify, if I may,  
9 Mr. Farinas.

10 Did you receive a shut-off  
11 notice from them?

12 MS. JOHNSON: Yes, I did. I  
13 received that dated -- for an  
14 outstanding balance of \$1,967. The  
15 amounts keep changing too. But that  
16 was dated March 25th, 2003.

17 THE COURT: So you hadn't  
18 received a shut-off notice at the time  
19 your lawyer sent the letter?

20 MS. JOHNSON: No. But I  
21 did -- I went to therapy. My  
22 therapist informed me about the  
23 Philadelphia Gas Company inquiring  
24 about my injuries. She showed me the

1 form and everything.

2 THE COURT: When did you go  
3 to physical therapy?

4 MS. JOHNSON: I was in  
5 physical therapy from June of 2002  
6 through -- it had to be through, I  
7 would say, it ended in March of 2003.

8 THE COURT: So you were in  
9 therapy for quite a long time?

10 MS. JOHNSON: Yes.

11 THE COURT: And when did  
12 your physical therapist tell you that  
13 PGW had made the inquiry?

14 MS. JOHNSON: They did that  
15 back in the beginning. Like, I would  
16 say they did it around maybe January  
17 or February.

18 THE COURT: Of 2003?

19 MS. JOHNSON: Yes. They  
20 waited for a little bit.

21 THE COURT: Okay. I'm just  
22 trying to keep the time line straight  
23 in my mind.

24 So let me return to you,

1                   Mr. Farinas. Thank you for allowing  
2                   my interruption.

3 BY MR. FARINAS:

4 Q.               Ms. Johnson, when you talked about the  
5 options that were open to you, is it your  
6 position that similarly the payment arrangement  
7 offered by the PUC and anything offered by PGW  
8 was not affordable to you at this time, or do  
9 you maintain that you do not owe the bill?

10                A.               I maintain that for me,  
11 because I was never notified that I had a faulty  
12 meter and I was paying them on time, I don't  
13 think I'm at fault. You waited four years to  
14 notify me of such a bill at such an enormous  
15 amount. I'm in a hardship now. The options you  
16 gave me -- Hector told me \$1,000 today. "We'll  
17 do this if you have it right now." That's not  
18 an option. If I'm already in hardship, how can  
19 I give you \$1,000 right now and leave out of  
20 your office in good standing when I know I  
21 cannot afford that?

22 Q.               Is the payment arrangement offered to  
23 you by the Bureau Consumer Services of your  
24 informal complaint --

1                   A.            You mean the -- when he put  
2 the meter in in January --

3                   Q.            No. I'm talking about the informal  
4 complaint that you filed with the Bureau of  
5 Consumer Services, a Mr. Dunston, I believe.

6                                 THE COURT: Did you get a  
7 copy of that decision?

8                                 MS. JOHNSON:  
9 Mr. Dunstan's?

10                                THE COURT: Yes.

11                                MS. JOHNSON: One second.  
12 Here we go. For Mr. Isaac Dunstan?

13                                MR. FARINAS: Yes.

14                                MS. JOHNSON: I received  
15 that.

16 BY MR. FARINAS:

17                   Q.            And that was -- that payment  
18 arrangement was not affordable for you? I'm  
19 referring to current bills, plus \$40 a month.

20                   A.            You're asking me still to  
21 pay the \$2,000.

22                   Q.            So it's your position that you do not  
23 owe the bill, because PGW waited too long to ask  
24 you for it?

1           A.           That's not what I'm saying.  
2    What I'm saying is if I was notified of a faulty  
3    meter, I'm going to pay my bill. I never knew I  
4    had a faulty meter. I was getting billed from  
5    you guys for four years. I never knew anything  
6    was wrong until as of July 2002.

7           Now, in my position anyone that was  
8    notified that they owed over \$2,000, and they,  
9    again, paying their bills faithfully, never had  
10   a problem with anyone, and then you hold me with  
11   that. That, I could not comprehend or  
12   understand or do I feel that I should pay  
13   something that I did not know. I had lack of  
14   knowledge. Why didn't you notify the prior  
15   owner before I came in? And he never notified  
16   me. I'm thinking I'm getting a nice home.

17   Q.           For the months of 2001 do you remember  
18   generally what you were billed?

19           A.           For the months of 2001?

20   Q.           Yeah.

21           A.           2001? Wait a minute.

22                        THE COURT: You're talking  
23   about all 12 months of 2001?

24                        MR. FARINAS: Should be

1 easy.

2 MS. JOHNSON: Honestly, I  
3 really don't know. All the months of  
4 2001?

5 BY MR. FARINAS:

6 Q. Any month of 2001. Do you remember  
7 in, for example, September of 2001 your bill was  
8 for \$11.66?

9 A. To be honest with you, I  
10 cannot ring off bills as good as you can.

11 THE COURT: Okay. So she  
12 doesn't remember.

13 THE WITNESS: But I do have  
14 bills, a lot of bills.

15 THE COURT: And what are the  
16 amounts of those bills?

17 MS. JOHNSON: I was paying  
18 the total -- the current billing  
19 charges.

20 THE COURT: Which was?

21 MS. JOHNSON: Which were --  
22 let me see. This one was \$81.59,  
23 \$62.15.

24 THE COURT: What's the month

1 and year?

2 MS. JOHNSON: These are  
3 current -- no. This is dated  
4 September 9th, 2002. This one is  
5 dated June 9th of 2003, which the  
6 current bill was \$62.15. This one is  
7 dated May 7th, 2003, \$74.09.

8 THE COURT: That's last  
9 month's bill, right?

10 MS. JOHNSON: Yes.

11 THE COURT: Do you have any  
12 from 2001 there?

13 MS. JOHNSON: December 5th,  
14 2002. This does have a date, but you  
15 know what, they're talking about --  
16 hold on. This one is June 14th,  
17 2000. They have -- I don't know  
18 what. I cannot read -- June 14th,  
19 2000, \$139.07 credit. But it says  
20 please pay 0.00. Meaning, I was  
21 getting bills where it said "pay  
22 zero." This was November, current  
23 charge \$31.98. This bill is October  
24 4th of 2002, my current charges are

1 \$35.49. But the bill was \$2401.70.  
2 Here are just copies.

3 THE COURT: I think that's  
4 enough of what you have with you, and  
5 I appreciate that. And you may want  
6 to make some of those exhibits when we  
7 take a recess.

8 Do you have further  
9 questions?

10 MR. FARINAS: I have no  
11 further questions.

12 THE COURT: Okay. Do you  
13 have any redirect you want to give at  
14 this point?

15 MS. JOHNSON: I wanted to  
16 ask basically when you knew  
17 immediately --

18 THE COURT: We're asking  
19 testimony from you. Do you have any  
20 additional testimony?

21 MS. JOHNSON: To add to this  
22 hearing?

23 THE COURT: Do you have more  
24 testimony to give about this case.

1 MS. JOHNSON: Yes, I do.

2 THE COURT: Okay.

3 MS. JOHNSON: After the  
4 meeting on the 21st I received a call  
5 again from Hector on January 24th,  
6 okay? And he stated that his boss  
7 will not let him lower my gas bill.

8 MR. FARINAS: Your Honor, I  
9 believe we're now talking about  
10 settlement discussion.

11 THE COURT: Well, not  
12 really. This was after the settlement  
13 discussion.

14 His boss would not let him  
15 lower your gas bill?

16 MS. JOHNSON: Yes. He  
17 called me at home, and he stated --  
18 this was after our meeting on the  
19 21st. He called on the 24th, Hector.  
20 He said, "I have spoken to my boss.  
21 He cannot lower the gas bill. He will  
22 submit it to the court." I said, "I  
23 know it's your job. Do what you have  
24 to do."

1                   Also, I wanted to let you  
2 know that I received a call recently  
3 to try to settle again before we got  
4 here.

5                   THE COURT: Well, we  
6 encourage PGW to try and settle with  
7 customers.

8                   MS. JOHNSON: But it's the  
9 same thing. Basically the same  
10 settlement they gave me in person.

11                   THE COURT: They gave you  
12 the same offer.

13                   MS. JOHNSON: Now today the  
14 offer was even worse than what he gave  
15 me.

16                   THE COURT: Okay. I don't  
17 want to know about the offer.

18                   MS. JOHNSON: All right.

19                   THE COURT: Does that  
20 conclude your testimony?

21                   MS. JOHNSON: That's it.

22                   THE COURT: Do you have any  
23 further cross?

24                   MR. FARINAS: Nothing.

1 THE COURT: You want to call  
2 your witness.

3 MS. JOHNSON: My witness is,  
4 her name, Thelma Odom.

5 THE COURT: Okay. Thank you  
6 for your testimony. As I said, you  
7 will be able to give concluding  
8 testimony, if you want to, at the  
9 end. But right now I want to take  
10 your mother's testimony.

11 MS. JOHNSON: Okay.

12 THE COURT: Good morning,  
13 Ms. Odom. Thank you for coming in  
14 today.

15 THE WITNESS: I'm glad to be  
16 here.

17 THE COURT: Will you raise  
18 your right hand.

19 (Witness complies)

20 THE COURT: Do you swear or  
21 affirm that the testimony you're about  
22 to give is the truth, the whole truth,  
23 and nothing but the truth so far as  
24 you know it?

1 THE WITNESS: I do.

2 THE COURT: Give your name  
3 and spell it for the record, and tell  
4 us where you live.

5 THE WITNESS: Thelma Odom,  
6 O-D-O-M, and I live at 6226 North  
7 Woodstock Street.

8 THE COURT: Is that near  
9 your daughter's residence?

10 THE WITNESS: No, about ten  
11 miles from her.

12 THE COURT: And what did  
13 you -- what testimony do you have to  
14 give in support of your daughter's  
15 complaint?

16 THE WITNESS: I've been a  
17 customer of PGW since '59. I moved in  
18 my home in '59, and I've been a  
19 customer ever since. And I pay my  
20 bills, and I told my daughter "Pay  
21 them on time. Try to pay them on time  
22 monthly."

23 Now, I have a phone,  
24 electricity and water. I've never had

1 any problems with them. I only had  
2 problems -- I told it to the guy when  
3 we had the little -- down on 9th and  
4 Montgomery. I told him this, too.  
5 PGW is the only problem I ever had,  
6 and I pay my bills. I pay them, but  
7 they come back on me for money. And  
8 the first time was \$365. That was  
9 some years back.

10 MR. FARINAS: Your Honor, I  
11 have to object at this time.

12 THE WITNESS: Now, this  
13 second time --

14 THE COURT: I'm having  
15 trouble with this too. I want  
16 testimony about your daughter's  
17 complaint, not about your complaint.

18 THE WITNESS: I'm just  
19 giving you that example to let you  
20 know how it works. Because I was  
21 \$1,500 in arrears. I just started  
22 paying on the gas bill last year,  
23 \$1,500. Then they charged me \$800.

24 THE COURT: Okay. Ms. Odom,

1 I really want you to stop that line of  
2 testimony. It's not relevant. You  
3 have to tell me about your daughter's  
4 complaint.

5 THE WITNESS: I'm a witness  
6 that she called them about this meter  
7 and the bills that she was getting.

8 THE COURT: It was in your  
9 presence?

10 THE WITNESS: Yes, ma'am.  
11 She called them. I said, "You better  
12 call them. I know how they did me."  
13 I said, "Call them and let them check  
14 the meter out and whatnot and try and  
15 get it straightened out now." So she  
16 called them twice.

17 THE COURT: When was this?

18 THE WITNESS: That was in  
19 2002, I think.

20 THE WITNESS: She called  
21 them and talked to them on the phone  
22 and gave them the account number and  
23 everything. And they said everything  
24 was okay. "Nothing to worry about."

1 Just pay the bills when you get them."  
2 She was doing that already.

3 THE COURT: 2002 was when  
4 she got the high bill. But when she  
5 first moved into the house after  
6 settlement, she had those low bills.  
7 Is that what you're talking about?

8 THE WITNESS: I forgot  
9 exactly when she called, but she  
10 called them twice.

11 THE COURT: Before she had  
12 this high bill problem?

13 THE WITNESS: Yes. Way  
14 before she had the high bill.

15 THE COURT: When, in fact,  
16 she was getting bills so low that she  
17 questioned them?

18 THE WITNESS: Right. She  
19 questioned them twice. Now, I'm a  
20 witness to that. And I can tell you  
21 my experience. I'm not going to talk  
22 about it no more.

23 THE COURT: Thank you.

24 THE WITNESS: I had some

1 experience with them. The only one I  
2 have experience with, and a whole lot  
3 of experience, was the gas company.  
4 I'm going to be honest. No offense to  
5 you, but I had some high experience,  
6 yes, to keep it from being turned off.

7 THE COURT: I can tell you,  
8 Ms. Odom, that I have heard a number  
9 of complaints of people who have had  
10 similar problems. However, I'm not  
11 allowed to bring that into this --  
12 I've heard sworn testimony on  
13 complaints about that. So I can't  
14 bring yours in either.

15 But do you have any  
16 questions you want to ask her to get  
17 it straight?

18 MS. JOHNSON: Yes.

19 \* \* \*

20 DIRECT EXAMINATION

21 \* \* \*

22 BY MS. JOHNSON:

23 Q. As far as the first call that was  
24 made --

1 THE COURT: You have to keep  
2 your voice up. We're having trouble  
3 hearing you.

4 BY MS. JOHNSON:

5 Q. When I moved into the house, which was  
6 December 15th of 1998, now, the bills that I was  
7 getting, they were not -- you're talking about  
8 when the accident happened, when I notified  
9 them. Tell them as far as when did I call. Do  
10 you remember as far as when I called?

11 A. Back when you were getting  
12 bills, some low.

13 Q. It was a gap where they didn't give me  
14 anything?

15 A. I remember.

16 Q. Then I kept calling.

17 THE COURT: When was that,  
18 that she --

19 MS. JOHNSON: She's trying  
20 basically to get an understanding of  
21 when that happened.

22 THE WITNESS: That was when  
23 she started getting the low bills, the  
24 low payments. She was concerned about

1 it.

2 THE COURT: I understand.

3 THE WITNESS: And she talked  
4 to me about it, and I said, "You  
5 better call them. Just go ahead,  
6 call. Give them the account number.  
7 Let them check it out." Because I  
8 know --

9 THE COURT: Wait a minute.  
10 Let me ask a question. So that was  
11 kind of -- that was soon after she  
12 moved into her house?

13 THE WITNESS: Yes.

14 THE COURT: Did you hear her  
15 call again at another time after the  
16 accident?

17 THE WITNESS: Yes, she  
18 called after the accident.

19 THE COURT: And did you hear  
20 those phone calls too?

21 THE WITNESS: Yes.

22 THE COURT: So there were  
23 two separate sets of phone calls?

24 THE WITNESS: That's right.

1 THE COURT: So one would  
2 have been in 1999.

3 MS. JOHNSON: That's when I  
4 first noticed that I was getting \$12  
5 bills.

6 THE COURT: I remember that  
7 testimony. And then the second set of  
8 calls was after the accident, which  
9 would have been in June or July of  
10 2002?

11 MS. JOHNSON: Yes.

12 THE COURT: So you heard her  
13 call the gas company then, too?

14 THE WITNESS: Right.

15 THE COURT: Were there any  
16 other times that you were present when  
17 she called the gas company?

18 THE WITNESS: Not that I can  
19 remember.

20 THE COURT: Okay. Did you  
21 have more questions of her?

22 MS. JOHNSON: Basically  
23 that's it.

24 THE COURT: Do you have any

1 cross-examination, Mr. Farinas?

2 MR. FARINAS: I have no  
3 cross-examination.

4 THE COURT: Thank you very  
5 much for being here. You're excused.

6 Mr. Farinas, you want to go  
7 ahead.

8 MR. FARINAS: Thank you,  
9 your Honor. At this time I would like  
10 to call Linda Pereira.

11 THE COURT: Do you swear or  
12 affirm that the testimony you're about  
13 to give is the truth, the whole truth,  
14 and nothing but the truth insofar as  
15 you know it?

16 THE WITNESS: I do.

17 \* \* \*

18 DIRECT EXAMINATION

19 \* \* \*

20 BY MR. FARINAS:

21 Q. Ms. Pereira, can you please give your  
22 name and business address.

23 A. Linda Pereira,

24 P-E-R-E-I-R-A, business address is 1800 North

1 9th Street, Philadelphia, PA 19122.

2 Q. And what is -- that is PGW, is it not?

3 A. Yes, it is.

4 Q. What is your title at PGW?

5 A. I'm a customer review  
6 officer.

7 Q. What duties does that entail?

8 A. That entails any kind of  
9 informal or formal complaints filed by the  
10 customer. We do the research. We see what the  
11 problem is. We correct any errors that occur on  
12 the account.

13 Q. Did you research and investigate the  
14 complaint that's filed by Ms. Johnson here  
15 today?

16 A. Yes, I did.

17 Q. Can you give us a brief overview of  
18 the results of your investigation?

19 A. Sure. I found that the  
20 remote device that was on the outside of the  
21 property was not recording. However, the inside  
22 meter was recording. Every time we got a  
23 reading off of the meter it would bill to the  
24 remote device instead of the inside meter.

1 Q. Is this remote device --

2 THE COURT: I'm not sure I  
3 followed that.

4 THE WITNESS: The remote  
5 device is on the outside of the home.  
6 The older remote device that was in  
7 her property was attached by a wire.  
8 That was hooked up to the inside  
9 meter. So every time the meter reader  
10 would go by, it would keep reading off  
11 the outside device and not the  
12 inside. However, the inside was  
13 recording, but it's not keeping up on  
14 the remote device.

15 THE COURT: But when the  
16 meter reader goes by, he's supposed to  
17 be picking it up from the outside?

18 THE WITNESS: He always  
19 picks it up from the outside.

20 THE COURT: So he was  
21 functioning correctly. But the  
22 malfunction was feeding the  
23 information from the inside meter to  
24 the automatic meter reader?

1 THE WITNESS: That's  
2 correct.

3 THE COURT: And you're  
4 saying it wasn't feeding it.

5 THE WITNESS: It was not  
6 feeding it.

7 THE COURT: At all?

8 THE WITNESS: At all. Every  
9 time we read the meter, it came up  
10 with zero consumption. Therefore we  
11 were only billing her for the basic  
12 customer charge.

13 THE COURT: Do you think he  
14 should have noticed something?

15 THE WITNESS: Well, the  
16 meter reader would not have noticed,  
17 because he is only out there to read  
18 the meter. He turns it in. The  
19 accounting department should have  
20 picked up the error.

21 THE COURT: Somebody should  
22 have picked it up. But I'm breaking  
23 in here. I apologize, Mr. Farinas.  
24 Go ahead.

1 BY MR. FARINAS:

2 Q. Just to be clear on the technology  
3 used here. This outside device is not the meter  
4 automatic reading devices that PGW --

5 A. That is correct. That was  
6 the first generation of remote device.

7 Q. Can you explain briefly how they  
8 function, and in this case how the malfunction?

9 A. Sure. The device was hooked  
10 up to a thermostat wire, hooked up to the inside  
11 meter. It runs off of gears, plastic gears.  
12 They found that because of weather conditions  
13 and all sometimes the wire would get wet and it  
14 would not record. Also, the plastic gears in  
15 there, the plastic gears would seem to break up  
16 and stop the remote from recording.

17 THE COURT: Where are the  
18 plastic gears, in the remote or in  
19 the --

20 THE WITNESS: Inside the  
21 remote that's on the outside.

22 THE COURT: Okay.

23 BY MR. FARINAS:

24 Q. Ms. Pereira, I direct your attention

1 now to a document.

2 MR. FARINAS: Your Honor,  
3 I've previously distributed this to  
4 you, marked as PGW Exhibit-1.

5 THE COURT: I don't have  
6 that. I have 2, 3, 4, 5 and 6.

7 MR. FARINAS: Oh, I'm so  
8 sorry, your Honor.

9 THE COURT: I've been  
10 shuffling through the papers up here  
11 looking for 1.

12 THE WITNESS: It's the  
13 Statement Of Account.

14 THE COURT: Statement Of  
15 Account is 1 instead of 2?

16 MR. FARINAS: Oh, forgive  
17 me, your Honor.

18 THE COURT: I forgive you. I  
19 can remark mine. Do you have markings  
20 on those that you need?

21 MR. FARINAS: Yes.

22 THE COURT: So 2 is 1. Did  
23 you give sets to the court reporter?

24 MR. FARINAS: Yes, I did.

1 THE COURT: She's going to  
2 have to re-mark hers also.

3 MR. FARINAS: I believe hers  
4 are marked correctly. I, perhaps, may  
5 have given you the wrong pile.

6 THE COURT: All right.  
7 Let's go off the record and get this  
8 straight so everybody has the same  
9 exhibits with the same numbers on  
10 them.

11 (Whereupon, a short break  
12 was held.)

13 THE COURT: I think  
14 everybody has a correct set of  
15 exhibits marked in the right order,  
16 and I apologize for any  
17 misunderstanding I created.

18 You were asking her about  
19 PGW Exhibit-1.

20 BY MR. FARINAS:

21 Q. Ms. Pereira, are you looking at PGW  
22 Exhibit-1?

23 A. Yes.

24 Q. This document is called a History

1 Request Report for Account # 1113929179?

2 A. That's correct.

3 Q. Ms. Pereira, did you prepare this  
4 document?

5 A. Yes, I did.

6 Q. Can you explain where it came from?

7 A. Sure. This is the history  
8 of the account, and it goes back to the time  
9 that Ms. Johnson was turned on on December 16th  
10 of 1998.

11 Q. What generates this report?

12 A. This is all off the system.  
13 All I do is put in the dates that I am  
14 requesting and the history of her entire account  
15 is printed out.

16 Q. And the information that's contained  
17 in each entry, when is it put on the account?

18 A. At the time that it occurs.

19 Q. And the various people that input  
20 information, is it their job to put this  
21 information on the account?

22 A. Yes, it is.

23 Q. Ms. Pereira, can you explain the  
24 activity on Ms. Johnson's account as it relates

1 to her receiving low bills and then the bill  
2 that's in dispute today through the entries on  
3 the account?

4           A.           First of all, if you go to  
5 page four, which is the last page there, that's  
6 the beginning bill. That is her very first bill  
7 that she received. It goes from December 16th,  
8 1998 to December 12th, 1999. The recode is a  
9 "Y," which is a system estimate. The bill was  
10 \$71.52. However, when I look at her payment, I  
11 see that she was placed on a budget, and the  
12 budget was \$34 a month. So the bills that she  
13 received when she first became a customer of  
14 record -- was placed on a budget for \$34, and it  
15 was a system estimate for \$71.52. That was the  
16 very first bill.

17                   When you go to page three, which is  
18 next page up, you will see that the couple  
19 bottom entries start off with an estimated  
20 bill. She paid her \$34, which was her budget  
21 amount. However, the account was being  
22 estimated up until June of 1999.

23                           THE COURT: How can you tell  
24 they're estimating?

1 THE WITNESS: The "Y." If  
2 you go to read code, the "Y" means  
3 it's a system estimate.

4 THE COURT: And what does  
5 the "V" mean?

6 THE WITNESS: "V" means  
7 verified.

8 THE COURT: Means there was  
9 an actual read?

10 THE WITNESS: Actual read.  
11 In this case, it was done off of the  
12 remote device. Because if you look  
13 after the entry that occurred on  
14 February 11th of 2000, it reads right  
15 after that, which are at the top, are  
16 all the same reading, 9862, and then  
17 9863 and then 9889.

18 THE COURT: But -- I'll  
19 sorry.

20 MR. FARINAS: Please go  
21 ahead.

22 THE COURT: After that first  
23 "V" there are lots of spaces where  
24 there is nothing.

1 THE WITNESS: Because the  
2 bills were cancelled out. So what  
3 they did was, if you look on the  
4 account, you'll see from June 1999  
5 where she paid \$28, that was a time of  
6 conversion, up until February of  
7 2000. There were no bills generated  
8 during that period of time, no bills  
9 generated.

10 THE COURT: Which fits with  
11 her testimony when she said there were  
12 times when she didn't get a bill.

13 THE WITNESS: Right. So on  
14 February 11th they went in and they  
15 billed it what they call "manually"  
16 instead of through the system.

17 THE COURT: February 11th of  
18 what?

19 THE WITNESS: February 11th  
20 of 2000. And at that time they  
21 cancelled out all the estimated bills  
22 back to her turn-on date, which was  
23 December 16th, 1998, and billed her  
24 for only 11 feet of cubic gas at the

1 reading of 9862, which was the remote  
2 device reading at that time.

3 THE COURT: Do you have more  
4 questions?

5 MR. FARINAS: Yes.

6 BY MR. FARINAS:

7 Q. Ms. Pereira, going forward on -- from  
8 the February 28th bill can you --

9 THE COURT: I thought we  
10 were talking about the February 11th bill.

11 MR. FARINAS: I'm sorry.

12 BY MR. FARINAS:

13 Q. The February 11th bill. The entries  
14 on PGW Exhibit-1, they all seem to say March 1st  
15 of 2000?

16 A. Yes.

17 Q. These are cancelled bills?

18 A. These are cancelled bills  
19 prior to the bills that she had received from  
20 December of '98 to June of '99. They are all  
21 the estimated bills they were cancelling out.

22 Q. And then following that period can you  
23 summarize the activity on her account?

24 A. Sure. She was billed based

1 on the remote device for zero consumption for  
2 the basic customer charge of \$8 a month. And  
3 that occurred all the way up to June 11th of  
4 2001, which is on page two. And that's when the  
5 customer charge -- I'm sorry. March 12th, 2001,  
6 when the customer charge was changed to \$11.66.

7 But on page two if you look, they're  
8 all "Vs," which means that they were read by a  
9 meter reader, and they were only reading the  
10 remote device.

11 THE COURT: Okay.

12 BY MR. FARINAS:

13 Q. Can you trace further up into 2002 and  
14 then provide us with the breakdown of what  
15 occurred with the bill for previously unbilled  
16 services?

17 A. Sure. In November of 2001  
18 our customer charge went from \$11.66 to \$12. So  
19 starting in November of 2001 every time we read  
20 the meter for zero consumption, we billed her  
21 the basic customer charge at \$12. We did that  
22 up to the point of -- actually in July. July of  
23 2002 we issued an order to go out and change the  
24 meter and install an automatic meter reading

1 device. And we did do that on August 6th of  
2 2002. And at that point that's when we billed  
3 for all gas use from the inside meter for that  
4 period of time from December of 1998 to August  
5 6th of 2002.

6 Q. Just for the completeness of this  
7 document, can you trace what occurred thereafter  
8 on the account?

9 A. Sure. When we got the  
10 informal complaint, because of rate increases  
11 and all, we did an allowance of \$153.64 on  
12 October 22nd to compensate for the rate  
13 increases. We also got the decision from the  
14 PUC from the informal complaint, which because  
15 of a makeup bill the customer was entitled to 20  
16 percent of the bill off. We credited that  
17 account on November 4th of 2002 to \$443. Since  
18 the AMR has been installed on August 6th, 2002  
19 all bills rendered have been based on actual  
20 usage.

21 THE COURT: And they've all  
22 been paid?

23 THE WITNESS: Correct. All  
24 current charges have been paid.

1 MR. FARINAS: Your Honor,  
2 I'm about to move to the gas usage  
3 analysis, if it's more advantageous  
4 for you to ask questions about this.

5 THE COURT: Mr. Farinas, I'm  
6 somewhat at a loss with this exhibit.

7 MR. FARINAS: With this  
8 exhibit?

9 THE COURT: Yes, because  
10 as Ms. Odom (sic) has said, PGW had to  
11 know there was something wrong with  
12 this meter. You're not billing her  
13 for any consumption. You're just  
14 billing her for charges. And as I  
15 said, I don't know that your witness  
16 would have an answer as to why nothing  
17 was done about it. So I'm at a loss  
18 as to what questions I might ask. If  
19 I think of any by the end of her  
20 testimony I will.

21 MR. FARINAS: Thank you,  
22 your Honor.

23 BY MR. FARINAS:

24 Q. Ms. Pereira, if I may, when there is

1 no usage registered on a meter, can you tell me  
2 what's normally done?

3 A. Well, up until, I believe,  
4 it was about a year ago there was not a program  
5 in play that if the -- even the AMR. It doesn't  
6 matter if it is a remote device or the AMR. If  
7 there are -- if the same readings occur for  
8 several months, there is a program in play that  
9 our accounting department goes in there and  
10 sends someone out there to see what the problem  
11 is. This occurred for a long time. And before  
12 1999, before the conversion, there was a program  
13 in play; however, they were behind in work. So  
14 I can't really answer why it was never caught  
15 before this.

16 THE COURT: What do you mean  
17 "in play"? Would it be the same  
18 thing as I would say "in place"?

19 THE WITNESS: In place.  
20 That's correct.

21 THE COURT: Maybe you might  
22 explain what you mean by the system  
23 and the conversion. Initially you're  
24 talking about the computer system.

1 THE WITNESS: Yes.

2 THE COURT: And the  
3 conversion, because I've heard your  
4 testimony before, is the conversion to  
5 the new computer program, BCCS; is  
6 that correct?

7 THE WITNESS: Yes.

8 THE COURT: Which is?

9 THE WITNESS: Billing Credit  
10 Collections Services.

11 THE COURT: And that took  
12 place you said somewhere on this chart  
13 there was a --

14 THE WITNESS: June of '99 is  
15 when it took effect. Actually, it  
16 occurred over the July 4th weekend of  
17 1999.

18 THE COURT: All right. So  
19 after that is when there were no  
20 billings?

21 THE WITNESS: That's  
22 correct, until February of 2000.

23 THE COURT: Okay. So during  
24 that time, as you have testified or

1 acknowledged before, the new system  
2 was not functioning properly, and  
3 there were many billing errors and  
4 omissions?

5 THE WITNESS: Many billing  
6 errors during that period of time.

7 THE COURT: All right. So  
8 now there is a program part of the  
9 computer system in place which will  
10 detect this?

11 THE WITNESS: Yes, it is.

12 THE COURT: For about the  
13 past year, you said.

14 THE WITNESS: Approximately  
15 a year.

16 THE COURT: So prior to  
17 that, even though there was a program,  
18 it wasn't functioning?

19 THE WITNESS: Yes.

20 THE COURT: And that's even  
21 before the conversion.

22 THE WITNESS: Before the  
23 conversion they had a listing, and I  
24 believe the listing from -- the

1 accounting department, they were  
2 behind in a lot of their work.

3 THE COURT: Okay. Are you  
4 going to go on to PGW-2 at this point?

5 MR. FARINAS: Yes.

6 BY MR. FARINAS:

7 Q. This is a document marked PGW-2. It's  
8 entitled Gas Usage Analysis Of Account.

9 Ms. Pereira, did you prepare this  
10 exhibit?

11 A. Yes, I did.

12 Q. Can you tell us what is the purpose of  
13 this exhibit and explain what the analysis does?

14 A. What the purpose of this is  
15 to see if the reading is in line with the  
16 history of the account. When I originally had  
17 the complaint, when the original formal  
18 complaint came through, I didn't have enough  
19 readings off the new meter to compare it. What  
20 I did was I went in there, got the readings from  
21 the meter exchange, which occurred August 6th,  
22 2002, to the most current reading, of May 12th,  
23 2003, and I did a usage analysis. Based on the  
24 total usage that was consumed during that period

1 of time, I came up with 6.6 cubic feet per  
2 degree day. What I did was I went back then to  
3 the date that she was turned on, December 16th,  
4 1998. Using a reading that was obtained at that  
5 time, up to the removed index on August 6th,  
6 2002, and I came up with 9.5 cubic feet per  
7 degree day, which would tell me that the reading  
8 that took place on August 6th, 2002 did fall in  
9 line with the history of her account now that I  
10 have usage on the new meter.

11 THE COURT: So you're  
12 comparing 6.6 to 9.5, and saying  
13 they're essentially the same?

14 THE WITNESS: Within our  
15 tolerance.

16 THE COURT: And what is your  
17 tolerance?

18 THE WITNESS: Usually within  
19 three to four points.

20 THE COURT: Three to four  
21 percent?

22 THE WITNESS: No. Say, for  
23 instance, the old meter, if it was  
24 15.0 CFD and the new meter was 6.6, to

1 me that would be like a 9.3 CFDD,  
2 which would be out of line.

3 In this particular case,  
4 it's about a 2.9 CFDD, which is --  
5 depending on the weather conditions  
6 that happened from '98 to 2002 could  
7 have a bearing on that.

8 THE COURT: That being a  
9 four-year period?

10 THE WITNESS: That's  
11 correct.

12 THE COURT: Okay.

13 BY MR. FARINAS:

14 Q. Just for the benefit of everyone can  
15 you explain the concept of cubic feet per degree  
16 day? What do these numbers tell us?

17 A. Sure. That's how much heat  
18 would have to be used in a degree day, and a  
19 degree day is what is actually an average  
20 temperature if it drops below 65. That's  
21 usually done by the weather department.

22 Q. So your testimony is for every one of  
23 these degree days, according to the analysis,  
24 the customer used 6.6 for the period of August

1 6th, 2002 through May 12th, 2003?

2 A. That's correct. And 9.5  
3 during the four-year periods of December 16th,  
4 '98 to August 6th, 2002.

5 THE COURT: Okay. You said  
6 the degree -- does the weather  
7 department --

8 THE WITNESS: We get it from  
9 the Philadelphia Airport.

10 THE COURT: And they give  
11 you the degree days, or they just give  
12 you the temperature?

13 THE WITNESS: Temperature,  
14 high and low.

15 THE COURT: And then you  
16 take those temperatures and calculate  
17 degree days.

18 THE WITNESS: Yes.

19 BY MR. PEREIRA:

20 Q. Ms. Pereira, I direct your attention  
21 to what I've previously marked and distributed  
22 as PGW Exhibit-3. This document is called Meter  
23 Exchange Maintenance, 7671 Brentwood Road,  
24 Philadelphia.

1 A. Yes.

2 Q. In fact, that's the first page of the  
3 document. Ms. Pereira, did you prepare PGW-3?

4 A. Yes, I did.

5 Q. Can you tell us where the information  
6 came from?

7 A. Sure. When the meter  
8 exchange occurred, the service man has to enter  
9 the information into the system, which then  
10 generates an order in the system to tell us that  
11 the meter was exchanged, what the removed index  
12 was and what the set index was of the new meter.

13 Q. So the information on this comes from  
14 PGW's system that we talked about previously?

15 A. That's correct. From the  
16 service man going out there to exchange the  
17 meter.

18 Q. And people that provide information on  
19 the system, is it their job to put information  
20 in the system?

21 A. Yes, it is.

22 Q. When relative to the time it appears  
23 on the system, when does it get put in?

24 A. As soon as the service man

1 is finished with the order he enters it into his  
2 DXT, his little computer that's on his truck,  
3 and that completes the order.

4 Q. Can you review the parts of PGW-3 that  
5 you want to point out for us?

6 A. Sure. If you come up to the  
7 top of the page you'll see the exchange date,  
8 which is 8-6-02. The gentleman put this in the  
9 system at 2:08 p.m. It say "from meter," which  
10 gives you the old meter that was in the  
11 property, and a little bit further down it gives  
12 you a reading, 2220. That's the reading that  
13 was found on the inside meter.

14 THE COURT: What's the meter  
15 number for the inside meter?

16 THE WITNESS: 1583000. That  
17 was the old meter.

18 THE COURT: I'm sorry, but  
19 I'm not finding that. I see it.  
20 Right above the darkened bar?

21 THE WITNESS: Yes.

22 THE COURT: That's the old  
23 meter.

24 THE WITNESS: That's the old

1 meter. A little bit further down the  
2 statement says to meter, right under  
3 that is the new meter. That was set  
4 at all zeros on that particular day,  
5 on August 6th, 2002. The service man  
6 also made a note on the order down  
7 below where the comment is that the  
8 old meter number, which 1583000, the  
9 index on the meter, which was the  
10 inside meter, was 2220. However, he  
11 also noted that the remote device was  
12 9863. And he was told to use the  
13 inside reading, which was 2220.

14 BY MR. FARINAS:

15 Q. Ms. Pereira, on page two of PGW-3 can  
16 you identify this document?

17 A. Sure. This is what we call  
18 our character-base system, which indicates that  
19 this meter when it was pulled, it was tested and  
20 it had passed, indicating that there was no  
21 problem with the meter. That the problem was  
22 with the remote device, not the recorder.

23 THE COURT: Where does it  
24 say "passed"?

1 THE WITNESS: I've circled  
2 three things. The top one is the  
3 meter number. The second one tells  
4 you the time and the date that the  
5 meter was tested, and the third was  
6 says "passed."

7 THE COURT: Okay. I see it.  
8 What does the 1324 --

9 THE WITNESS: That's the  
10 time that it was tested.

11 THE COURT: So you're using  
12 military time?

13 THE WITNESS: Yes.

14 BY MR. FARINAS:

15 Q. Ms. Pereira, I direct your attention  
16 to a document previously distributed and marked  
17 as PGW Exhibit-4. Across the top of the  
18 document, although the copy may have blurred it,  
19 says T11-7671 Brentwood Road. Can you tell us  
20 what this document is?

21 A. Sure. This comes from our  
22 old system, our Legacy system, and what I just  
23 wanted to show here was that there was a remote  
24 device in here. And then I have circled on

1 April 29th, 1999 there was a reading of 9862,  
2 which at that point it should have -- someone  
3 should have picked up at that point that the  
4 remote device was not recording. And the second  
5 page is just showing that she was estimated up  
6 to June of '99 right before conversion at 0248,  
7 which just backs up document 1, showing that it  
8 was cancelled during that period of time and  
9 that she was on a budget. The budget was \$34,  
10 and it was dropped down to \$28.

11 Q. Ms. Pereira, now I would like to  
12 direct your attention to a document that was  
13 previously marked and distributed as PGW-5.  
14 Across the top bar of the document it says  
15 Contacts for Account Johnson, Wanda O.

16 Can you identify this document and the  
17 source of it?

18 A. Sure. This is the customer  
19 contacts that were on our screen. This is  
20 giving me information from the very first time  
21 that there was contact up to the -- if at all  
22 any most recent contacts with the customer.

23 Q. Is this information generated from the  
24 computer system, the BCCS system?

1 A. Yes, it is.

2 Q. The people -- the entries that appear  
3 on there, are they placed on by PGW employees?

4 A. Yes, they are.

5 Q. When they place entries on there, when  
6 do they place them on there with respect to  
7 people to when they've had contact with people?

8 A. Usually the same day as  
9 contact with the customer.

10 Q. Can you review the relevant contacts  
11 made with the customer?

12 A. Sure. It looks like the  
13 first contact we have is at the very bottom of  
14 this page, February 1st of 2000. When the  
15 account wasn't billing. They had asked the  
16 customer to read the meter and call back. And  
17 then after that it shows no contacts until July  
18 27th of 2002, when we scheduled an exchange of  
19 meters to install the AMR.

20 Q. Did you -- do you recall Ms. Johnson's  
21 testimony regarding PGW contacting her  
22 therapist, I believe, it was?

23 A. Yes, I do.

24 Q. Is there any information on PGW

1 Exhibit-5 that gives you insight as to what  
2 occurred?

3 A. Yes. It would be almost at  
4 the top of the page, December 3rd, 2002, where  
5 there was a medical hold from December 3rd of  
6 2002 to January 2nd of 2003.

7 Q. And "medical hold," can you describe  
8 what that is?

9 A. Sure. What that is is that  
10 the shut-off notice went out to the customer,  
11 indicating the possibility that the account  
12 could be terminated. And if there was a medical  
13 problem in there, there is a form that has to be  
14 signed and we put a hold on it for 30 days.

15 Q. So this medical hold stopped any kind  
16 of termination action on the account?

17 A. Yes, it did.

18 Q. Are there any other entries that you  
19 would like to review?

20 A. Well, I do want to say that  
21 the reason why the hold expired was that the  
22 informal complaint was closed on October 24th of  
23 2002, which is the entry on November 2nd,  
24 indicating that we got the decision back from

1 the Public Utility Commission, Mr. Dunstan. We  
2 entered his decision and at the same time we  
3 keep a 30-day hold on it after the account is  
4 closed. The agreement then --

5 THE COURT: Excuse me.

6 After the account is closed?

7 THE WITNESS: I'm sorry.

8 After the informal complaint is  
9 closed. We keep a hold on it for 30  
10 days. We also entered the agreement  
11 that the PUC advised us to put on the  
12 account, which is \$40 plus current  
13 bills, which was a total of 57  
14 months. Even though the customer was  
15 paying the current charges, she was  
16 not paying the \$40 ordered by the  
17 PUC. Therefore, the agreement broke  
18 and shut-off procedures began. And  
19 that's when on December 3rd we were  
20 notified. We placed a medical hold on  
21 there and stopped any collection  
22 activity on the account.

23 THE COURT: Okay. Does that  
24 mean that you would have contacted the

1 physical therapist at that time?

2 THE WITNESS: Yes, they  
3 would have.

4 THE COURT: To confirm the  
5 form?

6 THE WITNESS: That's  
7 correct.

8 THE COURT: Okay. Was the  
9 account -- the service ever  
10 terminated?

11 THE WITNESS: No, it was  
12 not.

13 THE COURT: And just to see  
14 if we can keep this all together, the  
15 account number at the top of Exhibit-5  
16 is 011 1392 9179. And that is also  
17 the same number in the account number  
18 window on PGW-1?

19 THE WITNESS: That's  
20 correct.

21 THE COURT: And that is  
22 Ms. Johnson's account?

23 THE WITNESS: Yes.

24 BY MR. FARINAS:

1 Q. Since you bring that up, your Honor,  
2 just for clarity on the exhibits that are from,  
3 which you say, the Legacy system, PGW Exhibit-4  
4 there is an account number on there, correct?

5 A. Yes.

6 Q. Is it the same as the account number  
7 that's on there now?

8 A. No. That's the old account  
9 number from the Legacy system.

10 Q. Can you explain what happened to  
11 change --

12 THE COURT: Maybe you ought  
13 to tell us what the Legacy system is.

14 THE WITNESS: That's the old  
15 computer system that was in play up  
16 until June of '99. When we converted  
17 over to the BCCS system, all customers  
18 received new account numbers. The new  
19 account numbers are now on the person  
20 and not the property, whereas in the  
21 old system the account number was  
22 assigned to the property or the  
23 address. It stayed with the address.  
24 In the new system it stays with the

1 person.

2 THE COURT: So what's the  
3 account number here, on four. We're  
4 talking about Exhibit-4.

5 THE WITNESS: That was  
6 16810236016. That was the old account  
7 number.

8 THE COURT: Okay.

9 BY MR. FARINAS:

10 Q. Ms. Pereira, I direct your attention  
11 to the document that we've marked PGW  
12 Exhibit-6. This is the decision from the Bureau  
13 of Consumer Services from Mr. Dunstan.

14 A. Yes.

15 Q. Just briefly can you just review the  
16 outcome of the decision and relief granted to  
17 the complaint?

18 A. Sure. Their findings were  
19 based on the automatic meter reading device not  
20 reading or failing to get an accurate meter  
21 reading for that length of time. They gave Ms.  
22 Johnson 20 percent of the makeup bill, which was  
23 \$442. At the same time, they told us to waive  
24 any late payment charges; however, there were

1 none on

2 Ms. Johnson's accounts to waive. It also placed  
3 the customer on a payment arrangement of \$40  
4 towards the balance plus current charges,  
5 beginning with her December 2002 due date.

6 Q. And, Ms. Pereira, is it your testimony  
7 that this payment arrangement has been broken?

8 A. Yes, it is.

9 MR. FARINAS: Your Honor, no  
10 further questions at this time.

11 THE COURT: All right. Will  
12 we find these figures in the first  
13 section, Investigation By Staff on PGW  
14 Exhibit-1?

15 THE WITNESS: Are we  
16 referring to the \$2,266.21 and then  
17 \$2,212 --

18 THE COURT: And the  
19 \$2,244.55.

20 THE WITNESS: Okay. You  
21 will come up with the \$2,266.21.  
22 However, the \$2,212.57 is not on  
23 there, because the allowance went on  
24 on October 22nd to adjust for the

1 rates, and at the same time we also  
2 put the allowance from Mr. Dunstan on  
3 there of \$443, which reduced the bill  
4 to \$1,809.96.

5 THE COURT: Which we find --  
6 I found that. All right. But it was  
7 actually rebilled using a correct rate  
8 at \$2,212.57 at some point?

9 THE WITNESS: It was.

10 THE COURT: The system  
11 generated a bill and sent it to her?

12 THE WITNESS: We entered the  
13 allowance to offset for that. We  
14 didn't rebill it. What they did was  
15 they calculated it, and then gave her  
16 an allowance of \$153.64, which was the  
17 difference.

18 THE COURT: I see that  
19 allowance. And then the \$2,244.55,  
20 where is that?

21 THE WITNESS: Again that  
22 would not be on here, because the  
23 current bill had been prepared, which  
24 was the \$2,398.02.

1 THE COURT: And then it  
2 drops to \$1,809.96?

3 THE WITNESS: Right. After  
4 the adjustments were put on the  
5 account.

6 THE COURT: So this account  
7 balance in item four never shows on  
8 the statement? Is that what you're  
9 saying?

10 THE WITNESS: Because we  
11 made the adjustments.

12 THE COURT: All right. Do  
13 you have cross-examination?

14 MS. JOHNSON: Yes, please.

15 \* \* \*

16 CROSS-EXAMINATION

17 \* \* \*

18 BY MS. JOHNSON:

19 Q. First, I want to ask --

20 THE COURT: Keep your voice  
21 up.

22 BY MS. JOHNSON:

23 Q. I want to ask you, why was I placed on  
24 a budget in February 5th of 1999?

1                   A.           First of all, when you  
2 become a customer of record in December of 1998  
3 in our old system we placed all new customers on  
4 a budget. That's why you were placed on a  
5 budget, and you started off at \$34 a month.

6                   Q.           You said something about I had an  
7 amount. You said \$34 at first, and it was  
8 dropped to \$28 --

9                   A.           That was the budget.

10                   THE COURT: You can't both  
11 talk at the same time. Your question  
12 is it was \$34 and then it dropped to  
13 \$28?

14                   THE WITNESS: That's  
15 correct. If you look on our  
16 Exhibit-1, page four and then page  
17 three, your payments went from \$34 to  
18 \$28.

19 BY MS. JOHNSON:

20                   Q.           May I ask, why was that?

21                   A.           Because we adjust the budget  
22 every four months.

23                   THE COURT: According to  
24 what?

1 THE WITNESS: According to  
2 usage. In this particular case she  
3 estimated at the time it was adjusted,  
4 and it was going into the summer  
5 months, so they lowered the budget.  
6 They didn't have an actual reading.

7 THE COURT: Okay.

8 BY MS. JOHNSON:

9 Q. The new meter was placed in my home on  
10 July 6th, 2002.

11 A. August 6th, 2002.

12 Q. I misunderstood you. I'm sorry.

13 THE COURT: You have to  
14 remember this lady is taking down  
15 everything you say.

16 BY MS. JOHNSON:

17 Q. You said the comparison as of now was  
18 put into effect -- to basically get me back on  
19 track from December 16th of 1998, which I  
20 started with the gas company at percent 9.5 and  
21 then you said August 6th, 2000 with 6.6?

22 A. That's the usage analysis.  
23 That shows how much gas you would consume in a  
24 degree day. And that's how we tell if the

1 reading is in line with what you're using or  
2 not. And at the time that you filed your formal  
3 complaint we did not have enough usage off the  
4 meter to provide this information. It has now  
5 been almost a little less than a year. So we  
6 have an idea of what you use during the  
7 wintertime to compare from the usage that was on  
8 old meter that it's comparing it.

9 Q. From the old meter?

10 THE COURT: It's your actual  
11 usage from the new meter and comparing  
12 their analysis of an estimate on the  
13 old meter, as I understand it.

14 THE WITNESS: Well, actually  
15 we have to use reading to reading, so  
16 that is all actual usage from 1998 to  
17 2002. We cannot do usage analysis on  
18 estimated bills.

19 THE COURT: But you didn't  
20 have any check readings in between, so  
21 you don't actually know. You're just  
22 taking two meter readings. I'm  
23 sorry. I misspoke. It's not an  
24 estimate. But it's a four-year --

1 BY MS. JOHNSON:

2 Q. I want to basically put your attention  
3 on your exhibit Number 3, second page. You had  
4 5624 Woodcrest Avenue.

5 A. No. What happens is after  
6 your meter is removed it is then tested and then  
7 re-placed in another property. So that's the  
8 property that it was put in.

9 Q. Really. So that's why it's listed  
10 5624. Something came up where it's currently  
11 listed? Because I was going to say, it looks as  
12 though you got it from like your reading from  
13 5624 Woodcrest. How long did they change that?

14 A. It's just current  
15 information on the system. Because once the  
16 meter is tested and it passes, it then gets  
17 re-put into another property.

18 THE COURT: On the first  
19 page of that exhibit it does have your  
20 address, correct?

21 MS. JOHNSON: Right. I saw  
22 that.

23 BY MS. JOHNSON:

24 Q. I was given an allowance of \$153.64 on

1 October 22nd?

2 A. Of 2002.

3 Q. And then you said the credit that was  
4 offered was \$443 and I --

5 A. That was November 4th.

6 Q. Now, as far as in the statement I  
7 received from your guys, and I saw basically the  
8 same coming from the decision from the Bureau of  
9 Consumer Services, when I got billed -- when the  
10 previous owner to that property and I went to  
11 settlement on December 15th of 1998, was he ever  
12 notified of that?

13 A. He would have nothing to do  
14 with that, because we had read the meter on  
15 December 16th, 1998 and placed it in your name  
16 at that time. That was an actual reading.

17 Q. The reading from December 16th, 1998?

18 A. Yes.

19 Q. Why on December 16th, 1998 wasn't I  
20 billed that whole bill?

21 A. You wouldn't have been  
22 billed that whopping, bill due to the fact that  
23 you were just turned on as a customer of record  
24 as of December 16th, 1998. You started as of

1 December 16th, 1998 and went forward. You would  
2 not be billed for anything prior to that  
3 reading.

4 Q. Okay. Now, as far as after four years  
5 of being there, you know, as far as once the  
6 bill came, all of the -- you said the meter was  
7 default and you guys were doing all comparison  
8 rates and usage analysis everything after the  
9 fact. Not between -- this is four years. I'm  
10 talking not between -- at no time was I ever --  
11 when I notified you -- I'm just trying to figure  
12 out --

13 THE COURT: Excuse me. You  
14 have to ask her a question. What is  
15 the question?

16 BY MS. JOHNSON:

17 Q. After four years why wasn't I ever  
18 notified that I had a faulty meter?

19 A. The first time that we were  
20 contacted was in 2000, February of 2000. And at  
21 that time it looks like on our note screen that  
22 you were advised to read the meter and call the  
23 reading in to us. I could not find anywhere  
24 where there was a customer read during that

1 period of time. So we just continued to read  
2 the remote device at that time.

3 THE COURT: Is that your  
4 complete answer to her question?

5 THE WITNESS: Yes, it is.

6 THE COURT: That's why she  
7 was never notified that she had a  
8 defective meter, because you asked her  
9 to do a reading?

10 THE WITNESS: There is also  
11 no -- that was the new system, BCCS.  
12 And there was nothing in place at that  
13 time to pick up that the same reading  
14 was being picked up off of the AMR  
15 device.

16 MS. JOHNSON: Right now I'm  
17 done.

18 THE COURT: Okay.  
19 Mr. Farinas, do you have any  
20 redirect?

21 MR. FARINAS: No, your  
22 Honor. No redirect, and at this time  
23 I would like to move PGW-1 through 6  
24 into the record.

1 THE COURT: Do you have any  
2 objection to these exhibits?

3 MS. JOHNSON: Let me see.  
4 No, I don't.

5 THE COURT: I'll admit them,  
6 but I just do want to know that the  
7 customer contact screens, I'm not sure  
8 what exhibit that is --

9 MR. FARINAS: Five, your  
10 Honor.

11 THE COURT: Five. Thank  
12 you. It only goes back to 2000. And  
13 I assume that's because of the system  
14 conversion.

15 THE WITNESS: Actually no,  
16 because that was the first time we  
17 were notified.

18 THE COURT: But you don't  
19 have any dates of 1998 or 1999. And  
20 I'm not going to assume that she  
21 didn't make them, because they're not  
22 here. I don't know how you might  
23 explain that but, in fact, she may  
24 have contacted you more than the

1 exhibit shows.

2 THE WITNESS: Possibility.  
3 However, any note screens that were  
4 from 1998 or 1999 before conversion  
5 were converted during conversion  
6 time. And if there was nothing on the  
7 note screens in the old system, there  
8 was nothing to come over.

9 THE COURT: All right. Just  
10 take it that I'm expressing doubt as  
11 to the completeness of your note  
12 screens. I'm admitting it with that  
13 caveat. And then, as you know, I do  
14 have problems with your formula. And  
15 I'm admitting it with that caveat that  
16 I expressed previously. And that  
17 would be Exhibit-2. So they are  
18 admitted one through six.

19 MR. FARINAS: Thank you,  
20 your Honor.

21 THE COURT: And now would be  
22 your time to give --

23 MR. FARINAS: Your Honor,  
24 may my witness come back?

1 THE COURT: Yes. I'm  
2 sorry. You are excused.

3 MR. FARINAS: Thank you.

4 THE COURT: What I'm  
5 prepared to do is take a recess. Now  
6 would be your time to give testimony.  
7 You may want to think about any  
8 exhibits you might want to submit and  
9 I thought I would give you ten or 15  
10 minutes to gather your thoughts and  
11 gather your papers and see if you  
12 wanted to gather any of those -- any  
13 of your bills or any copies of letters  
14 and so on and then you come back and  
15 we take your testimony. Let's go off  
16 the record.

17 \* \* \*

18 (Whereupon, a discussion was  
19 held off the record.)

20 \* \* \*

21 THE COURT: We'll take a  
22 recess for 15 minutes, and I'll see  
23 you all back here at quarter to  
24 12:00.

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\* \* \*

(Whereupon, a short break  
was held.)

\* \* \*

THE COURT: This is the time  
for Ms. Johnson to give final  
testimony. And I believe she has  
identified some things she would like  
to submit as exhibits, and I'll ask  
her to make copies after the hearing  
is over so that there are sufficient  
copies.

You're still under oath,  
Ms. Johnson. So will you go ahead and  
give your testimony, and please  
remember to keep your voice up.

MS. JOHNSON: I sure will.  
First, I want to state about the not  
recording at all as far as the meter.  
But the inside meter did record. I  
just want to know, why was it never  
requested to have someone come to my  
home or the premises at Brentwood Road  
to enable them to read the meter? You

1           said the accounting department should  
2           have picked that up, but obviously  
3           they didn't after four years. I just  
4           want to know why wasn't it? That's  
5           one question.

6                         THE COURT: Well, we're  
7           asking for your testimony. So what  
8           you're saying is you were never  
9           requested to --

10                        MS. JOHNSON: It was never  
11           requested to enter my home. I was  
12           never notified that the meter was  
13           faulty until now. They said -- a  
14           statement was made that the inside  
15           meter didn't record. I wish they  
16           would have notified me to enter my  
17           premises, because I don't have a  
18           problem with that. Any time anything  
19           is wrong they can come in.

20                        Now, also, I want to put on  
21           the record that when we met on January  
22           21st, when I met with Hector Ferrer,  
23           his settlement agreement I did state  
24           at that time that the amount that he

1 put on the table --

2 MR. FARINAS: Your Honor --

3 THE COURT: Wait a minute.

4 MS. JOHNSON: In the amount  
5 of \$1,000 at that time he asked for it  
6 right then and there.

7 THE COURT: You stated that  
8 before, and that's part of the  
9 settlement that we don't want to  
10 discuss.

11 MS. JOHNSON: I wanted to  
12 basically -- they stated about do -- I  
13 want to know, do they use usage  
14 analyses for all customers with regard  
15 to anything? At no time was I ever  
16 notified that they were doing that. I  
17 didn't know that they were doing that  
18 until I got the bill. I wanted to  
19 state that. A statement was made on  
20 document five that on February 1st,  
21 2000 that they notified me that I was  
22 supposed to notify them or do a call  
23 to  
24 basically --

1 THE COURT: Do a customer  
2 read and call back.

3 MS. JOHNSON: I never ever  
4 was notified. I read my bills. I  
5 never ever -- that's not true. I'm  
6 sorry. When she said it, that's why  
7 I'm searching so hard. No one told me  
8 that, because I would have did it. I  
9 notified them to say something was  
10 wrong. I'm a first time homeowner.  
11 When I contacted my mother, I asked,  
12 "Mom, is this normal? I'm getting  
13 \$12 bills." "It's not normal.  
14 Contact those people." That's when I  
15 started contacting them. And it  
16 wasn't just two occasions, but I wish  
17 I knew I was supposed to document  
18 everything. But trust me, it wasn't  
19 two occasions.

20 THE COURT: So it's your  
21 testimony that you were never  
22 contacted and asked to do a customer  
23 read and call back.

24 MS. JOHNSON: Never. That

1 never happened. On my bills, if it  
2 was in writing -- I do read very  
3 well. And I'm not -- I am very good  
4 with my bills. I never read anything  
5 with regard to -- that is the first  
6 time I seen that, and it disturbed me  
7 when I heard her -- that's why I said,  
8 I'm going to write that down.

9 THE COURT: It is hard to  
10 tell whether that was a phone contact  
11 or bill contact. It does seem to  
12 indicate on a bill, doesn't it?

13 MS. JOHNSON: Yes. I spoke  
14 to two people. I spoke to a young  
15 man, and also I spoke to Al. Both of  
16 them said, "There's nothing wrong with  
17 your bill. Just pay it."

18 I received a bill which I --  
19 this is how I knew about  
20 Mr. Onesti's bill also -- that I  
21 should have -- I was never notified at  
22 settlement.

23 THE COURT: You have to  
24 remind me of who Mr. Onesti is.

1 MS. JOHNSON: The previous  
2 homeowner. At settlement on December  
3 15th he was really upset, because at  
4 that time he had received a bill. It  
5 must have been a high bill. But how I  
6 know such on March 1999, I forwarded  
7 that bill for payment. I in turn  
8 forwarded it to him. I knew where he  
9 lived. I forwarded it to his new  
10 house. So I did that also. But  
11 that's how I knew about that.

12 Now, I just want to state  
13 that I wish at any time that they  
14 could have at least gave me the  
15 opportunity to know. At no time did I  
16 ever know -- and know Mr. Onesti had  
17 to know something, but I was never  
18 contacted or notified. Why didn't he  
19 catch it before he let me move into a  
20 home with a faulty meter? Now, you're  
21 asking me to pay a bill that I don't  
22 think it's the right thing to pay.

23 If I was given an  
24 opportunity to do it -- I was paying

1           what I was supposed to pay each bill  
2           that came, until I noticed something  
3           was wrong. They got me at the worst  
4           time in my life, in July after I was  
5           in a car accident.

6                         Did you all look and see  
7           that I or -- I just don't understand.  
8           It didn't make sense. The accounting  
9           department should have caught this way  
10          beforehand. If Mr. Onesti -- I think  
11          he was -- if he knew -- it had to be  
12          going on before me. This had to be  
13          going on for a while before I even  
14          entered the premises. But then four  
15          years later you're going to tell me  
16          something is wrong. It's not my  
17          fault, but yet you said it is not  
18          recording outside at all -- that  
19          statement "at all" but -- if you  
20          recognized that it was in the inside  
21          of the house, why didn't you ask to  
22          come in?

23                         At no time did I ever deny  
24          the gas company or any company to come

1           into my home, but they ever even  
2           tried. It seems just -- I'm sorry for  
3           venting, but I just -- that part, I  
4           didn't really understand. That's  
5           when -- I wanted to settle it in  
6           person before we even made it here.  
7           But when someone gives you something  
8           that's totally over your head -- this  
9           should never have happened if you guys  
10          were doing your job, just like I do my  
11          job every day, I try. It's hard, but  
12          I do it every day. How can I do my  
13          job and know I know nothing about  
14          meters, nothing? If you knew that the  
15          accounting department didn't do their  
16          job, someone should have did their  
17          job. Everything would have gotten  
18          settled, because I pay my bill each  
19          month. Even though it's hard, they  
20          all get paid.

21                           Now, if at any given time,  
22                           like I said, if I was notified -- it  
23                           never ever was told me that I was  
24                           notified. I know this. Nothing was

1 ever sent to me in writing, on the  
2 phone. As far as calling back --  
3 someone calling me, I was never  
4 contacted at all. Then when I got a  
5 cutoff notice, all of this happened  
6 basically -- and told them -- I called  
7 them and said, "Know what? My advice  
8 to you is I'm fighting this. Please  
9 do not cut off my gas. If it gets cut  
10 off, I will fight that too. I'm  
11 sorry, but you're wrong. Do not cut  
12 off my gas." I just left it at that  
13 and didn't say anything. I wrote down  
14 the time I called them. It's like a  
15 cycle, never ending cycle, and I just  
16 want it to end.

17 THE COURT: Why don't you  
18 give me the time that you called  
19 them.

20 MS. JOHNSON: On March 25th,  
21 I got this bill. I called them on --

22 THE COURT: March 25th, 2003  
23 you got the cutoff notice?

24 MS. JOHNSON: I got a cutoff

1 notice and an outstanding balance of  
2 \$1,967. They were notified on  
3 March -- see, I always have to go to  
4 my calendar. I notified them on the  
5 28th, that Friday, of March. I  
6 received a bill which was dated March  
7 25th. I think I didn't get it till  
8 the 27th. But they got a call on the  
9 28th. Also, let's see -- okay. Now,  
10 I understand as far as resolution, and  
11 I must say I give credit where credit  
12 is due Sharon Banton contacted me on  
13 May 20th, of 2003. She was from the  
14 legal department. She was a very kind  
15 person, very nice and very  
16 understanding. She wanted me to  
17 basically consider meeting again with  
18 the Philadelphia Gas Department. I  
19 explained to her what happened when we  
20 met before. She said, well -- I  
21 explained to her that I would love to  
22 meet again, but from the attitude that  
23 I got it's like I don't think it will  
24 ever come to a conclusion. She said,

1 "What was the outcome?" And I  
2 explained it to her. She said "No,  
3 Ms. Johnson, would you like to --"  
4 but once I got here, the outcome was  
5 worse. Because now it's like "Pay  
6 your bill." So to me there is no  
7 resolution.

8 MR. FARINAS: The person  
9 that she mentioned is from my office.  
10 It was simply a call to establish  
11 another session to discuss what we --

12 THE COURT: She's saying she  
13 did a nice job.

14 MS. JOHNSON: Excellent.  
15 Out of all of the people I spoke to at  
16 Philadelphia Gas Company she was  
17 excellent. She said, "I understand  
18 what's going on. It's not right, but  
19 let me tell you what happened."  
20 Before I explained to her what  
21 happened -- before she couldn't even  
22 believe it -- she said "He want this  
23 money right then and there?" I said  
24 "With more remorse." If I had it

1                   they would have had it. I didn't  
2                   understand.

3                   THE COURT: You're giving  
4                   this testimony to say that you feel  
5                   like you're going around and around  
6                   and not making any headway.

7                   MS. JOHNSON: I feel like  
8                   what has happened to me, I'm paying  
9                   for something that should have been  
10                  rectified a long time before me,  
11                  before I even got in that home. I'm  
12                  being -- I feel like I'm being  
13                  punished for something I did not do.  
14                  I mean, I just bought a home, excited,  
15                  happy, first time homeowner. Next  
16                  thing you know, after four years being  
17                  happy in my home this happens, and  
18                  then it happened at a time in my life  
19                  that financially it had -- like a  
20                  rocket. I'm saying, "What is going  
21                  on?" And I couldn't understand at the  
22                  time. I told my mother "When it  
23                  rains, it pours." She said the same  
24                  thing. How can that -- it's just

1           overwhelming. At the time I wasn't  
2           ready to deal with it, but I had to  
3           deal with it. I just asked God give  
4           me strength. I dealt with it. But  
5           they never gave -- I wasn't given  
6           something to contact them. I do not  
7           call people liars, but I can tell you  
8           that in truth. But as far as them --  
9           the outcome was we did not resolve  
10          anything. So that was true.

11                        THE COURT: I would like to  
12           ask you a few questions. You've lived  
13           in the home for four years when you  
14           got the bill. It's more than four  
15           years now, right?

16                        MS. JOHNSON: Yes, it is.

17                        THE COURT: Do you have a  
18           family that lives with you?

19                        MS. JOHNSON: Yes, I do. I  
20           have a husband and I have a  
21           five-year-old daughter.

22                        THE COURT: So she as a  
23           matter of fact -- she was born just  
24           after you moved in?

1 MS. JOHNSON: Yes. She was  
2 only -- her birth date is June 14th,  
3 1997.

4 THE COURT: Okay. Now --

5 MS. JOHNSON: May I add,  
6 presently I am, just in case you guys  
7 need to know, right now in a divorce.

8 THE COURT: I'm sorry to  
9 hear that.

10 MS. JOHNSON: So am I. I  
11 was not the one at fault, but some  
12 things happened.

13 THE COURT: It does pour.

14 What I want to know is what  
15 kind of gas consuming appliances you  
16 have. Do you have a gas hot water  
17 heater?

18 MS. JOHNSON: Yes.

19 THE COURT: Gas heat?

20 MS. JOHNSON: Yes.

21 THE COURT: Gas stove?

22 MS. JOHNSON: Yes.

23 THE COURT: I can't think of  
24 any gas consuming appliances to ask

1 about. Do you have any estimate of  
2 how often, for instance, you use  
3 your -- how often do you do laundry  
4 twice a week with a child?

5 MS. JOHNSON: Once a week  
6 normally.

7 THE COURT: You have a gas  
8 dryer?

9 MS. JOHNSON: Yes.

10 THE COURT: And I assume you  
11 cook every day.

12 MS. JOHNSON: No.

13 MS. ODOM: Eats at mom's.

14 MS. JOHNSON: Most of the  
15 time my daughter is with my mom now.  
16 I had to go take on a second job to  
17 try to make the bills.

18 THE COURT: So you don't  
19 cook regularly. That's most recently.  
20 But during the time that we're talking  
21 about, your child was at home with you  
22 before the accident?

23 MS. JOHNSON: Yes.

24 THE COURT: So in the four

1 or five years that we're talking about  
2 she was living at home. Your husband  
3 was living at home. So we have two  
4 adults and an infant that was growing  
5 up.

6 MS. JOHNSON: Right.

7 THE COURT: Okay.

8 MS. JOHNSON: Because of the  
9 accident I was not able to take care  
10 of her, so my mother kind of took on  
11 the responsibilities.

12 THE COURT: Okay. I just  
13 wanted to get some idea of the usage  
14 and how it might vary. It seems it  
15 was probably pretty steady until your  
16 accident.

17 MS. JOHNSON: Right.

18 THE COURT: I think those  
19 are all my questions. Do you have  
20 cross-examination, Mr. Farinas?

21 MR. FARINAS: No, your  
22 Honor.

23 THE COURT: What would you  
24 like to put in as exhibits, and then

1 I'll ask you to make copies. I'll  
2 show you where the copying machine is.

3 MS. JOHNSON: Just  
4 Exhibit-5.

5 THE COURT: With your  
6 notation.

7 MS. JOHNSON: Yes.

8 THE COURT: Do you want to  
9 put in your letters and your bills?

10 MS. JOHNSON: You want each  
11 bill I got?

12 THE COURT: Not each bill.  
13 But I can't remember if there's --  
14 you can put in all your bills if you  
15 want.

16 MS. JOHNSON: Yes, why not.

17 THE COURT: And your  
18 termination notice and the letter from  
19 whom?

20 MS. JOHNSON: Hector. The  
21 contact notification that I made to  
22 Eva on August 14th, 2002 and August  
23 15th, 2002. I wrote on the calendar.  
24 And I want, of course, in my lawyer's

1 note. And I want to -- this is the  
2 formal complaint that I filed. That I  
3 would like to also submit with regard  
4 to what they wanted me to -- about my  
5 complaint. Do you want as far as  
6 Public Utility Commission -- my  
7 statement that I made and how I felt  
8 at that time?

9 THE COURT: Okay.

10 MS. JOHNSON: That's  
11 basically it.

12 THE COURT: Okay.

13 MS. JOHNSON: I still want  
14 to make a statement. I'm trying to  
15 figure out -- I really don't know how  
16 that meter -- how did it pass? I  
17 understand she explained it very  
18 articulately, but I still don't  
19 understand how did it pass if it was  
20 so faulty for so many years. The  
21 question I didn't get, to me,  
22 satisfactory.

23 THE COURT: She didn't say  
24 the meter was faulty. She said the

1 remote reader was faulty.

2 MS. JOHNSON: So the meter  
3 was fine, but remote reading was off.

4 THE COURT: That's what they  
5 took, I believe.

6 You can correct me if I'm  
7 wrong. So that doesn't say that the  
8 remote meter was fine, only the meter  
9 in the house was fine according to  
10 them. Okay?

11 MS. JOHNSON: Okay.

12 THE COURT: Do you think  
13 you'll have an objection to any of  
14 those exhibits, Mr. Farinas?

15 MR. FARINAS: No.

16 MS. JOHNSON: That's it.

17 THE COURT: Have you  
18 completed your testimony?

19 MS. JOHNSON: Yes.

20 THE COURT: And you don't  
21 have cross-examination?

22 MR. FARINAS: No.

23 THE COURT: Okay. Let us go  
24 into recess for a while, and I'll

1 allow you to make copies of things you  
2 want to put in. We need two for the  
3 court reporter, one for me and one for  
4 Mr. Farinas, unless, of course, he has  
5 something. But we can number them and  
6 put them in the record. I'll show you  
7 where the copying machine is.

8 MR. FARINAS: Your Honor, if  
9 you'd like, I can do that.

10 \* \* \*

11 (Whereupon, a short break  
12 was held.)

13 \* \* \*

14 THE COURT: We have marked  
15 and admitted PGW exhibits one through  
16 six. And we now have Ms. Johnson's  
17 complaint, which perhaps we'll mark as  
18 Johnson-1.

19 MS. JOHNSON: Okay.

20 THE COURT: And a copy of  
21 Ms. Johnson's bill -- are these the  
22 same bill?

23 MS. JOHNSON: Yes, the same  
24 bill.

1 THE COURT: A copy of  
2 Ms. Johnson's bill dated -- I guess  
3 I'm missing the date. But the next  
4 reading was to be September 9th, and  
5 she was to pay \$2366.21 by September  
6 4th of 2002. And we'll mark that as  
7 Johnson-2. If you disagree with this,  
8 let me know. Then we have a copy of  
9 the shutoff notice dated March 25,  
10 2003 showing she's a residential heat  
11 customer bearing her correct account  
12 number, if I am right, under the new  
13 system, under the conversion system,  
14 and unfortunately I don't see the  
15 amount here. Is there an amount on  
16 this?

17 MR. FARINAS: Outstanding  
18 balance is up in the corner.

19 THE COURT: Even above the  
20 residential heat. That would be  
21 Johnson-3. Then there is a letter  
22 from your attorney, Leonard K. Hill &  
23 Associates, dated July 22nd, 2002, To  
24 whom it may concern. And this was

1 also sent to PGW?

2 MS. JOHNSON: Yes, it was.

3 THE COURT: That will be  
4 Johnson-4. A letter from Hector  
5 Ferrer at PGW.

6 Also in your office; is that  
7 correct?

8 MR. FARINAS: Yes.

9 THE COURT: That will be  
10 Johnson-5. And then a copy of page  
11 one, I believe.

12 MS. JOHNSON: Number five.

13 THE COURT: Of PGW Exhibit-5  
14 with several asterisks marked on it.  
15 But I believe the one that you wanted  
16 to have noted by everyone else is the  
17 asterisk by 2-01-00. When you're  
18 saying you were never notified to do a  
19 customer read.

20 MS. JOHNSON: Exactly.

21 THE COURT: Do you have any  
22 objection to these?

23 MR. FARINAS: No, your  
24 Honor.

1 THE COURT: So they will be  
2 admitted. The last one is Johnson-6.

3 THE COURT: Okay. Is that  
4 all of your evidence, then?

5 MS. JOHNSON: Yes. The rest  
6 of them will be bills, as far as  
7 bills, statement and I didn't know  
8 whether or not -- unless the court --  
9 I can make copies of the bills.

10 THE COURT: Let's go off the  
11 record.

12 \* \* \*

13 (Whereupon, a discussion was  
14 held off the record.)

15 \* \* \*

16 (Whereupon, a short break  
17 was held.)

18 \* \* \*

19 THE COURT: We are going to  
20 admit some of Ms. Johnson's bills as  
21 Johnson-7. It will be a multi-page  
22 exhibit, a number of bills.  
23 Mr. Farinas has looked at them and has  
24 no objection. So with that, I believe

1 we have all the evidence to be  
2 submitted today.

3 MS. JOHNSON: Yes.

4 THE COURT: And I can  
5 adjourn the hearing. And I thank you  
6 all for appearing and your patience  
7 and you.

8 (Whereupon, the hearing was  
9 adjourned at 12:20 p.m.)

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CERTIFICATE

1  
2 I hereby certify, as the stenographic  
3 reporter, the foregoing proceedings were  
4 reported stenographically by me, and thereafter  
5 reduced to typewriting by me or under my  
6 direction; and that this transcript is a true  
7 and accurate record to the best of my ability.

Precision Reporting

By: 

Donna O'Connor

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12 The foregoing certification of this  
13 transcript does not apply to any reproduction of  
14 the same by any means unless under the direct  
15 control and/or supervision of the certifying  
16 reporter.

17  
18 Donna O'Connor  
19 Precision Reporting  
20 230 South Broad Street - 11th Floor  
21 Philadelphia, PA 19102 today is Monday June 9th  
22 2003  
23  
24

HISTORY REQUEST REPORT FOR ACCOUNT # 1113929179 AND SA # 9961434008 AS OF 06/07/2003

DOCUMENT FOLDER

PGW Exhibit - /

Account # 1113929179 SA # 9961434008 Bill Cycle 08 Rate Class GS Phone # 8772971(215)

Name: JOHNSON, WANDA O Address: 7671 BRENTWOOD RD/PHILA, PA

Pay Agreement Indicator N Easyway Indicator CRP Status

Blocker Start Date: 20021219 Blocker End Date: 20031219 Meter # 2014103

Tran Date	Tran Type	Current Amt	Total Amt	Adjust Amt	Segment Start Date	Segment End Date	Read Code	End Read	Current Balance	Usage	Meter #
06/02/2003	PAY	(\$62.15)	(\$62.15)	\$0.00	04/10/2003	05/12/2003	R	525	\$1,915.34	40	2014103
05/12/2003	BILL	\$62.15	\$62.15	\$0.00	03/12/2003	04/10/2003	R	485	\$1,927.28	53	2014103
05/02/2003	PAY	(\$74.09)	(\$74.09)	\$0.00	02/10/2003	03/12/2003			\$1,953.19	09	2014103
04/10/2003	BILL	\$74.09	\$74.09	\$0.00	01/10/2003	02/10/2003			\$1,917.73	1	2014103
04/01/2003	PAY	(\$100.00)	(\$100.00)	\$0.00	12/10/2002	01/10/2003			\$1,873.45	83	2014103
03/12/2003	BILL	\$135.46	\$135.46	\$0.00	11/07/2002	12/10/2002			\$1,831.79	47	2014103
03/11/2003	PAY	(\$100.00)	(\$100.00)	\$0.00	10/08/2002	11/07/2002			\$1,809.96	27	2014103
02/10/2003	BILL	\$148.16	\$148.16	\$0.00	09/09/2002	10/08/2002	R	43	\$2,398.19	18	2014103
02/04/2003	PAY	(\$103.88)	(\$103.88)	\$0.00	08/08/2002	09/09/2002	R	24	\$2,401.70	23	2014103
01/10/2003	BILL	\$103.88	\$103.88	\$0.00	07/10/2002	08/08/2002	R	1	\$2,366.21	2334	2014103
12/30/2002	PAY	(\$62.22)	(\$62.22)	\$0.00	07/10/2002	08/08/2002	R	2220	\$2,366.21	2334	1583000
12/10/2002	BILL	\$62.22	\$62.22	\$0.00	06/11/2002	07/10/2002	R	9887	\$36.21	24	1583000
11/19/2002	PAY	(\$40.39)	(\$40.39)	\$0.00	05/09/2002	06/11/2002	V	9863	\$12.00	0	1583000
11/07/2002	BILL	\$40.39	\$40.39	\$0.00	04/10/2002	05/09/2002	V	9863	\$12.00	0	1583000
11/04/2002	ALLOWS	(\$443.00)	(\$443.00)	(\$443.00)							
11/04/2002	PAY	(\$31.98)	(\$31.98)	\$0.00							
10/22/2002	ALLOWS	(\$153.64)	(\$153.64)	(\$153.64)							
10/08/2002	BILL	\$31.98	\$31.98	\$0.00							
09/18/2002	PAY	(\$35.49)	(\$35.49)	\$0.00							
09/09/2002	BILL	\$35.49	\$35.49	\$0.00							
08/08/2002	BILL	\$2,366.21	\$2,366.21	\$0.00							
08/08/2002	BILL	\$2,366.21	\$2,366.21	\$0.00							
08/06/2002	PAY	(\$36.21)	(\$36.21)	\$0.00							
07/10/2002	BILL	\$36.21	\$36.21	\$0.00							
06/28/2002	PAY	(\$12.00)	(\$12.00)	\$0.00							
06/11/2002	BILL	\$12.00	\$12.00	\$0.00							
06/05/2002	PAY	(\$12.00)	(\$12.00)	\$0.00							
05/09/2002	BILL	\$12.00	\$12.00	\$0.00							

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Account # 11329179

SA # 9861434008

Rate Class: GS

Bill Cycle: 08

Phone # 8772971(215)

Name: JOHNSON, WANDA O

Address: 7671 BRENTWOOD RD/PHILA, PA

Pay Agreement Indicator: N

Easyway Indicator

GRP Status

Blocker Start Date: 20021219

Blocker End Date: 20031219

Meter # 2014103

Tran Date	Tran Type	Current Amt	Total Amt	Adjust Amt	Segment Start Date	Segment End Date	Read Code	End Read	Current Balance	Usage	Meter #
05/01/2002	PAY	(\$12.00)	(\$12.00)	\$0.00	03/11/2002	04/10/2002	V	9863	\$12.00	0	1583000
04/10/2002	BILL	\$12.00	\$12.00	\$0.00	02/08/2002	03/11/2002	V	9863	\$12.00	0	1583000
04/02/2002	PAY	(\$12.00)	(\$12.00)	\$0.00	01/11/2002	02/08/2002	V	9863	\$12.00	0	1583000
03/11/2002	BILL	\$12.00	\$12.00	\$0.00	12/10/2001	01/11/2002	V	9863	\$7.47	0	1583000
02/26/2002	PAY	(\$12.00)	(\$12.00)	\$0.00	11/08/2001	12/10/2001	V	9863	(\$4.53)	0	1583000
02/08/2002	BILL	\$12.00	\$12.00	\$0.00	10/11/2001	11/08/2001	V	9863	(\$16.53)	0	1583000
01/23/2002	PAY	(\$7.47)	(\$7.47)	\$0.00	09/11/2001	10/11/2001	V	9863	(\$28.53)	0	1583000
01/11/2002	BILL	\$12.00	\$12.00	\$0.00	08/10/2001	09/11/2001	V	9863	(\$40.19)	0	1583000
12/10/2001	BILL	\$12.00	\$12.00	\$0.00	07/12/2001	08/10/2001	V	9863	(\$51.85)	0	1583000
11/08/2001	BILL	\$12.00	\$12.00	\$0.00	06/11/2001	07/12/2001	V	9863	(\$63.51)	0	1583000
10/11/2001	BILL	\$11.66	\$11.66	\$0.00	05/10/2001	06/11/2001	V	9863	(\$75.17)	0	1583000
09/11/2001	BILL	\$11.66	\$11.66	\$0.00							
08/10/2001	BILL	\$11.66	\$11.66	\$0.00							
07/12/2001	BILL	\$11.66	\$11.66	\$0.00							
06/11/2001	BILL	\$11.66	\$11.66	\$0.00							
05/12/2001	AUTOCN	\$0.00	\$0.00	(\$110.15)							
05/12/2001	CANB	(\$110.15)	(\$110.15)	\$0.00							
05/10/2001	BILL	\$23.32	\$23.32	\$0.00	03/12/2001	05/10/2001	V	9863	(\$86.83)	0	1583000
04/30/2001	PAY	(\$46.04)	(\$46.04)	\$0.00							
04/10/2001	BILL	\$110.15	\$110.15	\$0.00	03/12/2001	04/10/2001	Y	9937	\$46.04	74	1583000
03/14/2001	CANB	(\$9.37)	(\$9.37)	\$0.00							
03/12/2001	BILL	\$11.66	\$11.66	\$0.00	02/08/2001	03/12/2001	V	9863	(\$64.11)	0	1583000
03/12/2001	BILL	\$9.37	\$9.37	\$0.00	02/08/2001	03/12/2001	V	9863	(\$66.40)	0	1583000
02/08/2001	BILL	\$8.00	\$8.00	\$0.00	01/10/2001	02/08/2001	V	9863	(\$75.77)	0	1583000
01/17/2001	BSEGCN	\$0.00	\$0.00	(\$28.05)							
01/17/2001	CANB	(\$28.05)	(\$28.05)	\$0.00							
01/17/2001	BSEGCN	\$0.00	\$0.00	(\$30.36)							
01/17/2001	CANB	(\$30.36)	(\$30.36)	\$0.00							
01/17/2001	BSEGCN	\$0.00	\$0.00	(\$11.86)							
01/17/2001	CANB	(\$11.86)	(\$11.86)	\$0.00							
01/10/2001	BILL	\$40.00	\$40.00	\$0.00	08/09/2000	01/10/2001	V	9863	(\$83.77)	0	1583000
11/08/2000	BILL	\$30.36	\$30.36	\$0.00	10/10/2000	11/08/2000	R	9923	(\$53.50)	29	1583000
10/10/2000	BILL	\$11.86	\$11.86	\$0.00	09/08/2000	10/10/2000	Y	9894	(\$63.86)	5	1583000

Account # 111929179

SA # 9861434003

Rate Class GS

Bl' Cycle 08

Phone # 872971215

Name: JOHNSON, WANDA O

Address: 7671 BRENTWOOD RD/PHILA, PA

Easyway Indicator

CRP Status

Blocker End Date 20031219

Meter # 2014103

Blocker Start Date 20021219

Tran Date	Tran Type	Current Amt	Total Amt	Adjust Amt	Segment Start Date	Segment End Date	Read Code	End Read	Current Balance	Usage	Meter #
09/08/2000	BILL	\$28.05	\$28.05	\$0.00	08/09/2000	09/08/2000	V	9869	(\$95.72)	26	1583000
08/09/2000	BILL	\$8.00	\$8.00	\$0.00	07/11/2000	08/09/2000	V	9863	(\$123.77)	0	1583000
07/11/2000	BILL	\$8.00	\$8.00	\$0.00	05/12/2000	07/11/2000	V	9863	(\$131.77)	0	1583000
06/12/2000	BILL	\$0.77	\$0.77	\$0.00	06/07/2000	06/12/2000	S	9863	(\$139.77)	1	1583000
06/07/2000	BILL	\$8.00	\$8.00	\$0.00	05/10/2000	06/07/2000	Y	9862	(\$140.54)	0	1583000
05/10/2000	BILL	\$8.00	\$8.00	\$0.00	04/11/2000	05/10/2000	V	9862	(\$148.54)	0	1583000
04/11/2000	BILL	\$8.00	\$8.00	\$0.00	03/14/2000	04/11/2000	Y	9862	(\$156.54)	0	1583000
03/14/2000	BILL	\$8.00	\$8.00	\$0.00	02/11/2000	03/14/2000	V	9862	(\$164.54)	0	1583000
03/01/2000	CANB	(\$8.98)	(\$8.98)	\$0.00							
03/01/2000	CANB	(\$59.96)	(\$59.96)	\$0.00							
03/01/2000	BSEGCN	\$0.00	\$0.00	(\$59.96)							
03/01/2000	CANB	(\$27.58)	(\$27.58)	\$0.00							
03/01/2000	BSEGCN	\$0.00	\$0.00	(\$27.58)							
03/01/2000	CANB	(\$71.52)	(\$71.52)	\$0.00							
03/01/2000	BSEGCN	\$0.00	\$0.00	(\$71.52)							
03/01/2000	BSEGCN	\$0.00	\$0.00	(\$52.79)							
03/01/2000	BSEGCN	\$0.00	\$0.00	(\$8.98)							
03/01/2000	CANB	(\$50.34)	(\$50.34)	\$0.00							
03/01/2000	BSEGCN	\$0.00	\$0.00	(\$50.34)							
03/01/2000	CANB	(\$52.79)	(\$52.79)	\$0.00							
02/28/2000	PAY	(\$45.12)	(\$45.12)	\$0.00							
02/11/2000	BILL	\$98.63	\$98.63	\$0.00	12/16/1998	02/11/2000	V	9862	(\$172.54)	11	1583000
06/30/1999	PAY	(\$28.00)	(\$28.00)	\$0.00							
06/14/1999	USERCR	\$0.00	(\$0.05)	(\$0.05)							
06/08/1999	BILL	\$8.98	\$8.98	\$0.00	05/04/1999	06/08/1999	Y	248	\$8.98	5	1583000
05/18/1999	PAY	(\$28.00)	(\$28.00)	\$0.00							
05/05/1999	PAY	(\$68.00)	(\$68.00)	\$0.00							
05/04/1999	BILL	\$27.58	\$27.58	\$0.00	04/01/1999	05/04/1999	Y	243	\$27.58	29	1583000
04/05/1999	PAY	(\$34.00)	(\$34.00)	\$0.00							
04/01/1999	BILL	\$50.34	\$50.34	\$0.00	03/05/1999	04/01/1999	Y	214	\$50.34	57	1583000
03/05/1999	BILL	\$52.79	\$52.79	\$0.00	02/10/1999	03/05/1999	Y	157	\$52.79	60	1583000
03/01/1999	PAY	(\$34.00)	(\$34.00)	\$0.00							
02/10/1999	BILL	\$59.96	\$59.96	\$0.00	01/12/1999	02/10/1999	Y	97	\$59.96	68	1583000

Account # 1113929179      SA # 5951434008      Bill Cycle 08      Rate Class GS      Phone # 872971(215)  
 Name: JOHNSON, WANDA O      Address: 7671 BRENTWOOD RDIPHILA,PA  
 Pay Agreement Indicator: N      Easyway Indicator:      CRP Status:      Meter # 2014103  
 Blocker Start Date 20021219      Blocker End Date 20031219      Meter # 2014103

Tran Date	Tran Type	Current Amt	Total Amt	Adjust Amt	Segment	Start Date	End Date	Read Code	End Read	Current Balance	Usage	Meter #
02/05/1999	PAY	(\$34.00)	(\$34.00)	\$0.00								
01/12/1999	BILL	\$71.52	\$71.52	\$0.00		12/16/1998	01/12/1999	Y	29	\$71.52	79	1583000
01/01/1996	CONVRC	(\$0.05)	\$0.00	\$0.03								

Heat & Domestic

PGW Exhibit - 2

GAS USAGE		ANALYSIS OF ACCOUNT		NON-HEATING DAILY USAGE		ACCOUNT #		METER READINGS		NUMBER OF DAYS		DOMESTIC USAGE CCF*		HEAT USAGE**		CFDD#	
FROM	TO	FROM	TO	FROM	TO	FROM	TO	FROM	TO	DAYS	CCF*	DAYS	CCF*	DAYS	CCF**	DAYS	CFDD#
12/16/1998	08/06/2002	9851	2220	0.72		11-1392-9179		1329	2369	957	1412	14941	9.5				
08/06/2002	05/12/2003	0	525					279	525	201	324	6895	6.6				
New Meter installed																	

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\* CCF = hundred Cubic feet

\*\* DEGREE DAYS AN INDEX OF ENERGY CONSUMPTION FOR HEATING

IT INDICATES THE NUMBER OF DEGREES THE AVERAGE TEMPERATURE DROPS BELOW 65° F

\*\*\*CFDD EQUALS CUBIC FEET OF GAS USED PER DEGREE DAY



Test record displayed

MTST METER MANAGEMENT SUBSYSTEM  
CMMTSTF METER TEST MAINTENANCE

12/19/02 Gas-St >  
12:44:02

\*Action : (I,N,R)  
\*Meter : MTR 1583000 \*Util: G \*METER TEST ID : 73815153  
Internal Meter : 842454 Mtr MTR 1583000 G, RESAGE, AMERICAN/L250, MCs=1, C

Record Type : B (as Found,Left,Both)  
\*Test Status : C Complete Meter Stat/Stk : Active  
Periodic Test : RESAGE Resid age Last Test Date : N/A  
Manufac / Model : AMERICAN/L250 Serial Nbr : 063035436  
Measuring Comps : 331015 CCF +, ODOM 4.0 digits, 1.0  
Location : 5624 WOODCREST AVE/PHILA,PA  
Test Date / Time: 08 23 2002 / 1324 Need Repairs : N (Y,N)  
Field/Bench Test: B (Field,Bench) \*Repair Codes : +  
\*Reason For Test : MREG Retrofit Mtr Seals Found: Y (Y,N)  
Perform Calcs : N (Y,N) Mtr Seals Left : Y (Y,N)  
\*Tested By : MPROCKNO PROCKNOW, Batch Add Id :  
Outside Facility: Coil Tests : (A,B,blank)  
Passed / Failed : P Passed Message:  
Comments : REQ :000000000 + P/F SRC: U  
\*Tran: Act: Key:

Enter PF1---PF2---PF3---PF4---PF5---PF6---PF7---PF8---PF9---PF10---PF11---PF12---  
help quit retrn main MLOCH MTSTH - + METR left right MCOM

111- 7671 BRENTWOOD RD 168/10/2360/16 WANDA O JOHNSON (RD) QN,

6/08 73.12 RT 2 REG TAX% BUD 0028

UNBILLED INDEX#1 9862 4/29/9

UNBILLED INDEX#2 9210 6/11/7 M

BEGINNING BUDGET 16 DATE 4/03/9 CNCL REASON

PGW Exhibit - 4

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DUE DATE TOTAL

6/08/99	8.93	8.93	.00	.00	.00
5/04/99	27.58	27.58	.00	.00	.00
4/01/99	36.61	36.61	.00	.00	.00

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GS(GRS) BC(BAD CHECK) DT(TURNON) SC(SERVICE) RC(RECONNECT) DP(DEPOSIT APPLIED) TR(TRANSFER) OT(OTHER CHARGES)

LAST TRANSACTION 5600 6/14/9 PR# 0000 BIMONTHLY READ

LAST PAYMENT 28.00 5/18/9 LAST BILLED 6/08/99 0248

METER CHANGE DATE 11/05/84 ND DATE 4/84 METER NO. 1583000

PEND\* \* \* \* \*

T110- 7671 BRENTWOOD RD 188/10/2360/18 WANDA O JOHNSON (RD) QN,

8/08 73.12 RT 2 REG TAX% BUD 0028

\*\*\*\*\* BILLING INFORMATION \*\*\*\*\*

DATE DUE 7/08/99 \* DATE INDEX USE MOS \* PAYMENTS # ADJUSTMENTS

CURRENT BILL 8.98 \* 6/08/99 0248 5 01 E \* .05-CR

ARREARS 84.14 \* 5/04/99 0243 29 01 E \* 28.00 1

\* 4/01/99 0214 57 01 E \* 102.00 2

BUDGET TOTAL 28.00 \* 3/05/99 0157 60 01 E \*

CURR BUDGET 28.00 \* 2/10/99 0097 68 01 E \* 34.00 1

BUD ARREARS .00 \* 1/12/99 0029 79 01 E \* 34.00 1

DATE 4/03/99 AMT 28 \* LAST PAYMT 5/18/99 28.00 \* LAST TRANS 6/14/99 5600

SUGG 37 PREV 34 \* 9/09/89 9761 02 M \*

BUDGET MONTH 06 \* LAST BILLED 6/08/99 248 \* LAST USE DATE 6/08/99

\*\*\*\*\* \*\* METER INFORMATION \*\* \*\* FURTHER INFORMATION \*\*\*\*

CFDD 10 DOM 2 METER NO 1583000 DEPOSIT DISPLAY

EXPECTED WINTER USE 0074 METER SIZE L250 REF ACCT DISPLAY

CUST MOS 6 RATE MOS 279 METER SET 11/05/84 - 1 MAIL BILL DISPLAY

CSD DISPATCH ZONE 143 INDX 0000 TEST 0 OLD METER DISPLAY

ZIP 19151-2022 C078 CUST DATE 12/16/98

MAIL COMFORT COOLING NO READ 006 NO AMR INSTALLATION

NOT RETURN SIC 00001 NEXT MR DTE 07/13/99 INFORMATION AT THIS TIME

CHECK DIGIT - 8

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PGW Exhibit -

5

Contacts for Account: Johnson, Wanda O

Account: 0011 1392 9179 Johnson, Wanda O

Full Comments

Date	Type	Comment	Person
01/19/2003	CRU	REGISTRATION DISPUTE AMR METER WAS REGISTERING ZERO USAGE CUST GIVEN CREDIT OF \$443.00 STARTING DEC. 2002 (JUST TO PAY CURRENT BILLS PLUS \$40.00) CITE: INCORRECT BILLING AND POOR COMPANY PRACTICES. PGW SHOULD BE ABLE TO IDENTIFY THESE PROBLEM AREAS EARLY ON WHEN THEY OCCUR BCS# 1231082 CLOSED 10/24/02	Johnson, Wanda O
12/19/2002	CRU	cru docket F-01231082 - customer filed formal complaint with PUC - do not take any action on account - contact CRU - 215 787 1250	Johnson, Wanda O
12/03/2002	CDLL	M 1 MEDICAL HOLD 12-3-2002 TO 1-2-2003	Johnson, Wanda O
11/05/2002	TD	Trouble Order 4031903 added for account 1113929179	Johnson, Wanda O
11/04/2002	BLL	entered a special allowance for \$443.00 from a money contact issued by michael j selzle in cru contact dated 11/2/2002	Johnson, Wanda O
11/02/2002	CRU	Per PUC Investigator Dunstan BCS# 1231082 Closed 10/24/02 Spec Allowance of \$443.00 to AMD per make up bill agrmt entered 40.00 + CB for 57 months	Johnson, Wanda O
10/22/2002	BILL	ENTERED SPEC ALLOWS \$ 153.64 FOR MAKE UP BILL 12/16/98 TO 8/8/02 PER CONTACT FROM MICHAEL SELZLE/CRU	Johnson, Wanda O
10/22/2002	CRU	bcsh 1231082 amended report to PUC No decision spec allow to AMD	Johnson, Wanda O
10/11/2002	CRU	BCSH 1231082 Report to PUC Amended report to follow	Johnson, Wanda O
10/11/2002	AMR	verified removed meter#1583000 index was 2220 per meter shop JVG	Johnson, Wanda O

Change Customer Contact... Launch Related Transactions...

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JUL 16 2003

Contacts for Account: Johnson, Wanda O

Account: 0011 1392 9179 Johnson, Wanda O

Transaction History

Full Comments

Date	Type	Comment	Person
		JVG	
09/20/2002	BILL	PROOF OF INCOME... TO COLLECTION DEPT	Johnson, Wanda O
09/16/2002	CRU	BCS 1231082 CRU 215 787 1250 FAX RECEIVED 9/13/2	Johnson, Wanda O
08/15/2002	BILL	c/c bill was never accurate customer charge was the only thing charged	Johnson, Wanda O
08/14/2002	MTRD	cust had reading taken by reader on 07/10/02 now reading is showing about 2000 ccf off sent e-mail to pet v to check 267-252-1522	Johnson, Wanda O
07/27/2002	SER3	so for meter Xchange 8/6	Johnson, Wanda O
02/01/2000	BILL	Acct not billing--cust to read meter and call back. Also entered mail bill add	Johnson, Wanda O

Change Customer Contact... Launch Related Transactions...

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BEFORE THE PENNSYLVANIA PUBLIC UTILITY COMMISSION

WANDA O JOHNSON  
7671 BRENTWOOD RD  
PHILADELPHIA PA 19151

PHILADELPHIA (

PGW Exhibit - 6

Case Number: 1231082

Account Number: 1113929179

Decision On Informal Complaint By The Bureau Of Consumer Services

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Statement Of Complaint:

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

JUL 14 2003

JUL 14 2003

The customer is disputing her account balance and stating prior tenant had problem with meter. PA PUBLIC UTILITY COMMISSION SECRETARY'S BUREAU

PA PUBLIC UTILITY COMMISSION SECRETARY'S BUREAU

PA PUBLIC UTILITY COMMISSION SECRETARY'S BUREAU

DOCKETED

Investigation By Staff Of The Bureau Of Consumer Services Revealed:

JUL 16 2003

1. That the customer has a residential heating account and service was established on 12/16/98.
2. That the customer did receive a bill in the amount of \$2366.21 which was then re-billed using the correct rates resulting in a bill in the amount of \$2212.57.
3. That in most billing periods the customer was billed for zero consumption from March 14, 2000 to June 11, 2002. The Automatic Meter Reading(AMR) device was faulty and has been replaced.
4. That as of 10/22/02 the customer's account balance is in the amount of \$2244.55.

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

PGW failed to get an accurate meter reading from the automatic meter reading device (AMR) for an extended period of time. As a result, all bills issued during that extended timeframe indicated no consumption of gas. Because of PGW's failure to obtain accurate 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 accurate meter reading for an extended period of time.

Therefore It Is Decided:

1. That the customer account balance of \$2244.55 is correct as rendered, however, the Philadelphia Gas Works must credit the customer's account in the amount of \$443.00.
2. That if the Philadelphia Gas Works charged the customer late payment charges they must be removed from August 1, 2002 to the present.
3. That the customer must pay the current bills, plus \$40.00 toward the past due balance by the due date each month beginning with the December 2002 due date.
4. That the customer must make these payments each month until the account is paid in full.

PA. PUBLIC UTILITY COMMISSION  
BUREAU OF CONSUMER SERVICES  
CLOSING DATA

10/24/02

BCS CASE NUMBER: 1231082

DATE CASE OPENED: 9/13/02

CUSTOMER NAME: WANDA JOHNSON  
SVC ADDRESS: 7671 BRENTWOOD RD

PHILADELPHIA, PA 19151

COMPANY NAME: PGW (Phila. Gas Works (NGDC))

ACCOUNT #: 1113929179

TOTAL BALANCE/BASIC: \$2,244.55  
PRIOR CASE NO:

RESOLUTION:

BILLING DISPUTE-----AMR METER WAS REGISTERING ZERO USAGE ...CUST GIVEN  
CREDIT OF 443.....STARTING DEC 2002 CUSTOMER TO PAY CURRENT BILLS PLUS  
40.

CITE INCORRECT BILLING AND POOR COMPANY PRACTICES . PGW SHOULD BE ABLE TO  
IDENTIFY THESE PROBLEM AREAS EARLY ON WHEN THEY OCCUR..

AMOUNT MONEY SAVED: \$443.00

COMPLIANCE

VIOLATION (ALLEGED, ACTUAL, NO) ALLEGED  
CHAP 56/64/OTHER: 56 SECTION/RULE: 12

DECISION ISSUED: Y ORAL/WITTEN: W  
INVESTIGATOR: DUNSTAN ISAAC  
CLOSING DATE: 10/24/02

*D. Isaac*  
1231082

FORMAL COMPLAINT FORM  
Pennsylvania Public Utility Commission

11/26/02

Please Print

DOCUMENT  
FOLDER

12/12/02

1. Your Name, Mailing Address and Telephone Number.

Name Wanda O. Johnson COMPLT 1

Street/P.O. Box 7671 Brentwood Road Apt.# \_\_\_\_\_

City Philadelphia State PA **DOCKETED** 19151-2022

County Philadelphia Home Telephone Area 215 <sup>JUL 16 2003</sup> 473-0660  
Work Telephone-Area Code (215) 625-5251

2 Name of Company your complaint concerns: **RECEIVED** Philadelphia Gas Works

3 What is your complaint?

JUL 14 2003

PA PUBLIC UTILITY COMMISSION  
SECRETARY'S BUREAU

~~I was NEVER notified of having a faulty meter by the~~  
Philadelphia Gas Works until I received a bill for over \$2,000.00

I was presently notified after 4 years of occupancy at 7671  
Brentwood Road, Philadelphia, PA 19151. I was billed monthly,  
and paid in full each month my current charges.

I have been living at 7671 Brentwood Road since Dec. 15, 1998.

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

(-over-)

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

"I would like PUC to have the Philadelphia Gas Works waive all charges billed due to them having the knowledge of the meter being faulty and failing to address this issue upon settlement time or after a 4 year occupancy at my current residency of 7671 Brentwood Road, Philadelphia, PA 19151."

Also, after speaking to one of the employees of the Philadelphia Gas Works, it was stated to me that I have never received a bill from the Philadelphia Gas Works until I received the current bill

statement in the amount of over \$2,000.00. This is a false statement and I can prove it with current check receipts.  
(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.

*Wanda D. Johnson*

Original Signature of complaining person

*November 18, 2002*

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 ( ) \_\_\_\_\_

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JUL 16 2003

COMPL

2

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**PHILADELPHIA GAS WORKS**

800 W. MONTGOMERY AVENUE, PHILADELPHIA, PA 19122-0050

GAS LEAKS, EMERGENCIES: CALL 215-235-1211  
INFORMATION: CALL 215-235-1000  
APPLIANCE SERVICE: CALL 215-235-2050

SERVICE TO:

WANDA O JOHNSON  
7671 BRENTWOOD RD

Invoice Number: 55143895962

Account Number: 1113929179

Account Type: GS Residential Heat and Domest

Page 1 of 1

Questions about your bill? Please call us before the Pay By date at 215-235-1000.

Or write to: PGW P.O. Box 3500, Phila., PA 19122-0050

08

TIENE PROBLEMAS CON SU FACTURA DE GAS? LLAME AL 215-235-2175

PLEASE PAY

1,967.73

PAY BY

03/10/03

To avoid finance charge

METER READING INFORMATION

PGW'S EZ READER VAN WILL READ YOUR METER

Mar 12 2003

AMR device # 00019437399

Meter # 2014103 To Feb 10 2003 Actual  
From Jan 10 2003 Actual

323

200

Current Bill Usage in Hundred Cubic Feet

123 CCF

STATEMENT OF ACCOUNT

Previous balance on: Jan 14 2003 1,923.45

Check Feb 04 2003 -- Thank you! 103.88 CR

Balance Prior to Current Billing 1,819.57

Current Billing Charges -- SA ID: 9961434008 148.16

TOTAL ACCOUNT BALANCE ON: Feb 12 2003 1,967.73

CURRENT BILLING CHARGES -- 01/10/03 to 02/10/03

Old Account Number: 16810236016

Cost of Service Used

Customer Charge @ \$12.00 12.00

Commodity Charge 123 ccf @ \$0.74784 91.98

Gas Cost Rate 123 ccf @ \$0.35917 44.18

Total Current Billing Charges 148.16

YOUR ENERGY USAGE

	usage	Billed days	usage	Average Daily temp	cost
This year	123.00 ccf	31	4 ccf	26.2	\$4.78

The Weather Normalization Adjustment (WNA), reflected on your bill, will result in a reduction when the temperatures are colder than normal and increase when the temperatures are warmer than normal. Para recibir mas informacion (en Espanol) con respecto al WNA, llame al numero 215-787-1251.

# PHILADELPHIA GAS WORKS GAS SHUT-OFF NOTICE

Account Number 1113929179

Outstanding Balance \$1,967.00

**RESIDENTIAL HEAT**

March 25, 2003

Wanda O Johnson  
7671 Brentwood Rd

Philadelphia, PA 19151-2022

PHILADELPHIA GAS WORKS BUREAU

2003

PHILADELPHIA UTILITY COMMISSION

CO MPL 3

**YOUR GAS SERVICE MAY BE SHUT OFF ON OR AFTER APRIL 1, 2003 BECAUSE YOUR PAYMENT IS PAST DUE. TO STOP THIS SHUT OFF YOU MUST:**

- \* Pay your undisputed past due bill in full; or catch up on all missed payments under terms of your agreement
- \* If eligible, enter into a payment agreement, and/or
- \* Initiate a dispute with pgw, or
- \* Give a valid reason why service should not be shut off

If your gas service is shut off for NON-PAYMENT OF YOUR UNDISPUTED PAST DUE BILL, you may be required to pay, in addition to the bill, a Deposit and a reconnection charge. If PGW must dig up your street to shut off your gas, there will be a charge of \$372.00.

FOR MORE INFORMATION, CALL OR VISIT ONE OF THE FOLLOWING LOCATIONS:

**CREDIT/COLLECTION DEPARTMENT**  
TELEPHONE 235-1777

MONDAY-FRIDAY, 8AM-430PM (Closed Holidays)

**CUSTOMER SERVICE DEPARTMENT**

TELEPHONE 235-1000

MONDAY-FRIDAY, 7AM - 6PM

**CUSTOMER SERVICE CENTERS**

SERVICE CENTERS HOURS ARE MONDAY THROUGH FRIDAY.

Days of operation vary. Please call our Hotline for office hours at (215) 684-6100, 9AM TO 5PM. (Closed Holidays)

### HOW CAN YOU STOP THE SHUTOFF?

If you can't pay the whole bill at once...

PGW offers payment agreements

Contact PGW at one of the locations listed for more information and to find out if you are eligible. Also, call 684-6100 for more information on programs that may be able to help you pay this bill.

### If you need service for a sick resident...

PGW will delay shut off upon notification that loss of service will aggravate an existing severe medical condition of a resident of the premises. The medical condition must be verified, in writing, by a qualified health care provider within seven (7) days of the initial notification.

If your landlord pays your gas bill...

You have certain protection under the PA Utility Service Tenants Rights Act (USTRA).

For information call PGW at 684-6164 during Credit/Collection Department business hours.

If you want to file a complaint or obtain more information

If you want to file a complaint about your bills or reason for termination, or need more information, please call PGW at (215) 235-1000. If you are not satisfied after you talk to us, you may file a complaint with the Public Utility Commission by calling (800) 692-7381 or by writing to the following address:

Bureau of Consumer Services

Public Utility Commission

P.O. Box 3265

Harrisburg, Pennsylvania 17105-3265

If it is winter, and you need gas for heat...

PGW can take steps to shut off certain residential heating customers during the winter months. To apply to be protected from a winter shut off, call the Credit/Collection Department.

Please note: even if PGW does not pursue shut off during winter months, it may continue shut off efforts immediately following the period if you do not pay the amount you owe PGW.

If your house is always cold!

There are neighborhood organizations, which can give you information on how you can save money, conserve energy and make your home warmer during the winter months. Call or visit PGW for more information.

PARA TRADUCCION EN ESPANOL LLAME A 235-2175

### Payable to:

Philadelphia Gas Works

BOX 7789

PHILA, PA 19101-7789

### Customer Service Centers:

1137 Chestnut St. (M, T, Th, F)

4410 Frankford Avenue (T, Th, F)

212 West Cheltenham Avenue (T, W, F)

1337 West Erie Avenue (M, W, Th)

1601 South Broad Street (M, W, Th)

5230 Chestnut Street (M, T, W, F)

DUPLICATE  
JUL 18 2003  
DOCUMENT FOLDER

LAW OFFICES

Leonard K. Hill & Associates, P.C.

Two Penn Center Suite 520  
15th Street & J.F.K. Blvd  
Philadelphia, PA 19102  
215 567-7600  
Fax 215 717-2106

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JUL 16 2003

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JUL 14 2003  
PA PUBLIC UTILITY COMMISSION  
SECRETARY'S BUREAU

FILE NO.

July 22, 2002

compl y

Ms. Wanda Johnson  
7671 Brentwood Road  
Philadelphia, PA 19151

RE: YOUR DATE OF ACCIDENT OF JUNE 17, 2002

To Whom It May Concern:

Please be advised that this office represents, Ms. Wanda Johnson with regards to injuries she sustained on June 17, 2002.

Please be further advised that Ms. Johnson has not worked since the date of this accident due to the severity of her injuries.

If you should have any questions or concerns, please contact the office.

Very truly yours,

LEONARD K. HILL & ASSOCIATES, P.C.

*Leonard K. Hill*  
LEONARD K. HILL

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FOLDER

LKH/sds

**Philadelphia Gas Works**  
Legal Department



800 W. Montgomery Avenue, Philadelphia, PA 19122  
Fax: (215) 684-6798

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JUL 14 2003

JANUARY 24 2003  
PA PUBLIC UTILITY COMMISSION  
SECRETARY'S BUREAU

Herb Nurick, Esq.  
Mediation Coordinator  
Pennsylvania Public Utility Commission  
Room B-20, North Office Building  
Harrisburg, PA 17105-3265

Hector Ferrer  
Legal Assistant  
Legal Department  
Direct Dial: 215-684-6533  
FAX: 215-684-6798  
E-mail: hector.ferrer@pgworks.com

COMPL 5

DOCKETED

JUL 16 2003

Re: Wanda Johnson v. PGW, Docket No. F-01231082

Dear Mr. Nurick:

Pursuant to the Interim Order Setting Settlement Conference dated December 31, 2002, in the above captioned matter, this is a report on the settlement conference. Ms. Johnson, Ms. Johnson's mother, and I had a conference on January 21, 2003. We discussed her Formal Complaint and her account. We were not able to come to an agreement in this matter.

Therefore, PGW requests that this matter be sent to a hearing.

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,  
*Hector Ferrer*

cc: Wanda Johnson  
Linda Pereira  
Laureto Farinas, Esq.

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COMPLT

**Contacts for Account: Johnson, Wanda O**

Account: 0011 1392 9179      Johnson, Wanda O

Transaction History  
 Full Comments

Date	Type	Comments	Person
01/13/2003	CFU	PUC DECISION BILLING DISPUTE AMR METER WAS REGISTERING ZERO USAGE CUST GIVEN CREDIT OF \$443.00 STARTING DEC. 2002 CUST TO PAY CURRENT BILLS PLUS \$40.00. CITE: INCORRECT BILLING AND POOR COMPANY PRACTICES PGW SHOULD BE ABLE TO IDENTIFY THESE PROBLEM AREAS EARLY ON WHEN THEY OCCUR. BCSH 1231082 CLOSED 10/24/02	Johnson, Wanda O
12/19/2002	CRU	cu-docket F-01231082 - customer filed formal complaint with PUC - do not take any action on account - contact CRU - 215-787-1250	Johnson, Wanda O
12/03/2002	COLL	M-1 MEDICAL HOLD 12-3-2002 TO 1-2-2003	Johnson, Wanda O
11/05/2002	TO	Trouble Order 4031903 added for account 1113929179	Johnson, Wanda O
11/04/2002	BILL	entered a special allowance for \$443.00 from a money contact issued by michael j selzle in cru contact dated 11/2/2002	Johnson, Wanda O
11/02/2002	CRU	Per PUC Investigator Dunstan BCSH 1231082 Closed 10/24/02-Spec Allowance of \$443.00 to AMD per make up bill apmt entered-40.00 + CB for 5/ month	Johnson, Wanda O
10/22/2002	BILL	ENTERED SPEC ALLOWS \$ 153.64 FROM MAKE UP BILL 12/16/98 TO 8/8/02 PER CONTACT FROM MICHAEL SELZLE/CRU	Johnson, Wanda O
10/22/2002	CRU	bcsh 1231082 amended report to PUC-No decision spec allow to AMD	Johnson, Wanda O
10/11/2002	CRU	BCSH 1231082 Report to PUC-Amended report to follow	Johnson, Wanda O
10/11/2002	AMR	verified removed meter # 583000 index was 2220 per meter shop JVG	Johnson, Wanda O

Change Customer Contact      Launch Related Transaction

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JUL 14 2003  
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SECRETARY'S BUREAU

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JUL 16 2003

DO NOT  
FOLD

**Contacts for Account: Johnson, Wanda O**

Account: 0011 1392 9179      Johnson, Wanda O

Transaction History  
 Full Comments

Date	Type	Comments	Person
		JVG	
09/20/2002	BILL	PROOF OF INCOME TO COLLECTION DEPT	Johnson, Wanda O
09/16/2002	CRU	BCS 1231082 CRU 215 787 1250 FAX RECEIVED 9/13/2	Johnson, Wanda O
08/15/2002	BILL	c/c bill was never accurate customer charge was the only thing charged	Johnson, Wanda O
08/14/2002	MTRD	cust had reading taken by reader on 07/10/02 now reading is showing about 2000 ccf off sent e-mail to pat v to check 267-252-1522	Johnson, Wanda O
07/22/2002	SER3	sio for meter Xchange B/B	Johnson, Wanda O
02/01/2000	BILL	Acct not billing--cust to read meter and call back. Also entered mail bill add	Johnson, Wanda O

Change Customer Contact      Launch Related Transaction

Never notified



