

CAPTION SHEET

CASE MANAGEMENT SYSTEM

1. REPORT DATE: 00/00/00	:	
2. BUREAU: ALJ	:	
3. SECTION(S):	:	
5. APPROVED BY:	:	4. PUBLIC MEETING DATE:
DIRECTOR:	:	00/00/00
SUPERVISOR:	:	
6. PERSON IN CHARGE:	:	7. DATE FILED: 04/03/03
8. DOCKET NO: F-01225306	:	9. EFFECTIVE DATE: 00/00/00

PARTY/COMPLAINANT: REESE, RONALD

RESPONDENT/APPLICANT: PHILADELPHIA GAS WORKS

COMP/APP COUNTY:

UTILITY CODE: 125042

ALLEGATION OR SUBJECT

COMPLAINANT STATES HE FEELS THAT HE NEVER RECEIVED CREDIT FOR PAYMENTS ON HIS ACCOUNT. COMPLAINANT WANTS CREDIT FOR HIS ACCOUNT THAT WAS NOT CREDITED TO HIS ACCOUNT PROPERLY.

DOCUMENT
FOLDER

APR 29 2003

FORMAL COMPLAINT FORM
Pennsylvania Public Utility Commission

4-16-03
FCS1225306

ORIGINAL
RECEIVED
APR 03 2003

F-01225306

Please Print:

1. Your Name, Mailing Address and Telephone Number.

PA PUBLIC UTILITY COMMISSION
SECRETARY'S BUREAU

Name MR RONALD REESE
Street/P.O. Box 1661 SO 55th ST Apt.# PVT
City Philadelphia State PA. Zip 19143
County PA Home Telephone-Area Code (215) 727-0661
Work Telephone-Area Code (215) 365-3678

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

3. What is your complaint?

I MR REESE HAVE A NUMBER OF
UNDISPUTED BILLS, DATING BACK TO
THE YEAR 2000, IT'S MY BELIEF
THAT I NEVER RECEIVED CREDIT
FOR PAYMENT'S ON MY ACCOUNT
ALOT OF PAYMENT'S WAS NOT
APPLIED AND I RECEIVED NO CREDIT
I HAVE STATEMENTS THAT I PAIDED
OVER \$300.00 A MONTH TO THE
GAS COMPANY.

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

(-over-)

21

When they (Phila Gas works) changed
the Gas meter at my home I believe
the reading is INCORRECT AND NOT
FACT, there's no prove that I
OWE 1,464,47 AFTER RECEIVING
THE AMR Meter, I HAVE ALSO ALL MY
GAS bill's dating back to August
1996, the GAS bill's WAS NOT Adjusted
correctly from April 1997 to July
23, 2002, I HAVE PROVEN RECORDS
THAT SHOWS me THAT THE GAS WORKS
ARE INCORRECT WITH there' billing
of estimated bill's, THAT WAS PAID
OVER the estimated billing, there's
NO ONE in the home but me.
I DON'T HAVE A WASHER, AND
I DON'T COOK too often, I WORK
MOST of the time the heat
DON'T be on like that.

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

I MR. REESE WANT CREDIT FOR
UN ACCOUNT FOR MONEY THAT WAS
NOT CREDITED TO MY ACCOUNT
PROPERLY FROM THE RECORDS
THAT I HAVE, ALL METER READING
ARE NOT CORRECT, I USE TO WORK
FOR THE ELECT COMPANY MYSELF
I KNOW WHAT CAN HAPPEN WITH

READINGS

(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.

M Ronald W Reese
Original Signature of complaining person

4-1-03
Date

6. If you are represented by a lawyer you must provide your lawyer's name, address and telephone number.

Lawyer's Name _____

Street _____

City _____ State _____ Zip _____

Telephone Number-Area Code () _____



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

4-16-03

IN REPLY PLEASE
REFER TO OUR FILE

MARCH 27, 2003

BCS 1225306

RONALD REESE
1661 S 55TH ST
PHILADELPHIA PA 19143

Dear Sir/Madam:

We have received your request to appeal the decision of the Bureau of Consumer Services.

We have enclosed one complaint form for you to complete. Please read carefully the instructions to help you complete the form.

**** Please make sure you sign the form. We must receive your original signature in order for us to process your complaint. Your form will be returned to you if an original signature is not received.**

Return the form to us on or before APRIL 16, 2003 to the address listed below:

James J. McNulty, Secretary
Pennsylvania Public Utility Commission
P.O. Box 3265
Harrisburg, PA 17105-3265

While you wait for us to reach a decision on your complaint, you must pay all undisputed bills (ones that are not a part of your complaint). As long as you pay all undisputed bills and return these formal complaint forms to us on time, the company is not permitted to terminate your service.

Commission Procedures for Formal Complaints

- We send a copy of this letter to the company so they know you are appealing the Bureau of Consumer Services' decision;
- We also send the company a copy of your completed formal complaint forms. Once they receive it, they have 20 days to send us an answer to your complaint. The company will send you a copy of their answer.
- Once we receive all the paperwork, we usually will schedule your hearing before an Administrative Law Judge.

- We will notify both you and the company by mail when the hearing date is set.
- If you cannot travel to your hearing, you can request that the hearing be held by phone. This is called a telephonic hearing. If we can, we will schedule a telephonic hearing for you.
- We will most likely schedule your hearing sometime within three months after you file your complaint forms. If you know of certain dates when you will not be available for a hearing, let us know when you file your forms. We will try to work around your schedule.
- If you cannot attend the hearing on the scheduled date, you must request a different time or date. You should request the change at least 5 days before your hearing by writing to:

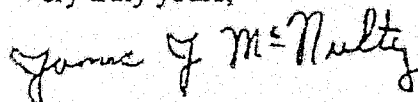
Office of Administrative Law Judge
Public Utility Commission
P.O. Box 3265
Harrisburg, PA 17105-3265

YOU SHOULD INCLUDE YOUR DAYTIME TELEPHONE NUMBER IN YOUR LETTER. DEPENDING ON YOUR REASON FOR NOT BEING ABLE TO ATTEND THE SCHEDULED HEARING, YOUR REQUEST TO CHANGE THE HEARING MAY OR MAY NOT BE APPROVED. WE WILL LET YOU KNOW OUR DECISION ON YOUR REQUEST FOR CHANGING THE HEARING DATE BEFORE THE DATE OF THE HEARING.

YOU MUST ATTEND SCHEDULED HEARINGS IN PERSON OR BY PHONE. IF YOU DO NOT ATTEND, YOUR COMPLAINT MAY BE DISMISSED (THROWN OUT).

If you have any questions about the complaint process, please call the Bureau of Consumer Services, toll free, at 1-800-782-1110.

Very truly yours,



James J. McNulty
Secretary

KSB

CC PHILADELPHIA GAS WORKS

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

Timely

Notice to Customer:

If you sign and return this form you are notifying the Public Utility Commission that you intend to appeal this informal complaint decision. Do not return this form unless you want to appeal this decision.

If you want to appeal this decision, you must return this Notification of Intent to Appeal form within twenty days of this date: February 24, 2003. The Commission will send you formal complaint forms.

You must comply with the terms of this decision until the Public Utility Commission completes the formal complaint process. You must make all of the required payments, or the utility company may pursue the termination of your service.

Thank You.
Pennsylvania Public Utility Commission

Yes, I want to appeal the decision of the Bureau of Consumer Services. Please send formal complaint forms to me at the following address:

Customer name and address:
(Please correct any mistakes.)

RONALD REESE
1661 S 55TH ST
PHILADELPHIA PA 19143

215-727-0661
(Area Code) Telephone Number

Ronald W. Reese
Signature

Mail this completed form to:

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

FOR OFFICE USE ONLY

BCS Number: 1225306

Date of mailing: February 24, 2003

Company: PHILADELPHIA GAS WORKS

REVISED 11-97

RECEIVED

MAR 06 2003

PA PUBLIC UTILITY COMMISSION
SECRETARY'S BUREAU

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

DATE SERVED: April 30, 2003

F-01225306

LAURETO FARINAS ESQUIRE
PHILADELPHIA GAS WORKS
800 W MONTGOMERY AVE
PHILADELPHIA PA 19122-2898

Dear Sir/Madam.

A complaint has been filed against you before the Pennsylvania Public Utility Commission by RONALD REESE. To defend yourself against the claims stated in the following pages, you must act within twenty (20) days by filing in writing with the Commission, either personally or through your attorney, your defenses or objections to the claims stated against you. Or, you may satisfy the complaint by settling the matter with the Complainant and submitting proof of settlement to the Commission within twenty (20) days.

IF YOU FAIL TO RESPOND WITHIN TWENTY (20) DAYS, THE CASE MAY GO FORWARD IN YOUR ABSENCE AND A JUDGEMENT MAY BE ENTERED AGAINST YOU BY THE COMMISSION WITHOUT FURTHER NOTICE.

CUSTOMER OF A UTILITY

A payment schedule may be prescribed or a termination of utility services may be authorized. You may lose money or property or other rights important to you.

COMPANY/UTILITY

An Administrative Law Judge may revoke or suspend any certificate or permit held by you, or impose a fine, or any other appropriate penalty or remedy authorized by the Public Utility Code. You may lose money or property or other rights important to you.

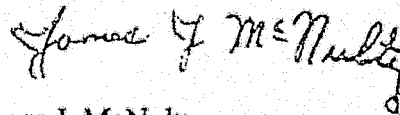
DOCUMENT
FOLDER

Detailed instructions on how to proceed are contained in the attached pages. You are advised to read them carefully.

Unless you are a corporation or other organization, you may proceed without a lawyer. However, if you want a lawyer and do not have one or cannot afford one, the office listed below can tell you where you can get legal help.

Pennsylvania Lawyer Referral Service
Pennsylvania Bar Association
P.O. Box 186
Harrisburg, PA 17108
(800) 692-7375

Very truly yours,

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

James J. McNulty
Secretary

jih

BEFORE THE PENNSYLVANIA PUBLIC UTILITY COMMISSION

DATE SERVED: April 30, 2003

RONALD REESE
Complainant

VS.

PHILADELPHIA GAS WORKS
Respondent

Complaint Docket
No. F-01225306

DOCUMENT
FOLDER

DOCKETED
APR 29 2003

FORMAL COMPLAINT NOTICE TO RESPONDENT TO ANSWER OR SATISFY

TO: PHILADELPHIA GAS WORKS

TAKE NOTICE:

That a complaint in the above entitled matter, of which the attached is a true and correct copy, has been presented and filed of record with the Pennsylvania Public Utility Commission. Section 702 of the Public Utility Code, 66 Pa. C.S. Section 702, requires the Commission to serve on each party named in a complaint a copy of the complaint and notice calling upon each party to satisfy the complaint, or to answer the same in writing within a specified time; THEREFORE,

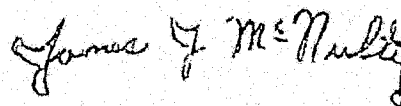
1. You have twenty (20) days from the date on which this complaint is served to either satisfy this complaint or to file with the Secretary of the Pennsylvania Public Utility Commission, P. O. Box 3265, Harrisburg, PA 17105-3265, an answer (original and two copies), in writing, under oath, which, as required by Section 5.61 of the Commission's Rules of Practice and Procedure, 52 Pa. Code Section 5.61, either affirms or specifically denies the allegations in this complaint. You must also serve a copy of the answer upon the complainant. The date of service is the mailing date as indicated by the date at the top of this Notice. Section 1.56(a) of the Commission's Rules of Practice and Procedure, 52 Pa. Code Section 1.56(a).

2. If you fail to either satisfy this complaint or to file answer or other responsive pleading within twenty (20) days, you will be deemed to have admitted all the allegations in this complaint in accordance with Section 5.61 of the Commission's Rules of Administrative Practice and Procedure, 52 Pa. Code Section 5.61. In that event, the Commission may, without hearing, enter an order which either revokes or suspends any certificate or permit held by you or which imposes a fine or any other appropriate penalty or remedy authorized by the Public Utility Code, 66 Pa. C.S. Section 101, et seq.; and, if you are a customer of a utility, an order may be entered which prescribes a payment schedule or which authorizes termination of utility services. The Commission is not limited to the relief sought by the complainant in paragraph 4 of the attached complaint.

3. If you elect to satisfy this complaint you must file, within twenty (20) days from the date on which this complaint is served, affidavits executed by each complainant that this complaint has been satisfied. Such affidavits must describe the basis on which this complaint was satisfied; any settlement agreement between the parties must be reduced to writing and attached to the affidavit. Such affidavits are to be filed with the Secretary of the Commission at the address set forth in paragraph 1. Upon receipt of affidavits of satisfaction from all complainants, this complaint may be dismissed by the Commission in accordance with Section 703(a) of the Public Utility Code, 66 Pa. C.S. Section 703(a), unless the Commission determines that such dismissal would be contrary to the public interest, in which event the Commission may direct that hearings be held upon the complaint.

4. If you file an answer which admits the allegations in this complaint, or which fails to specifically deny the allegations in this complaint, the Commission may, without hearing, enter an order which either revokes or suspends any certificate held by you or which imposes a fine or any other appropriate penalty or remedy authorized by the Public Utility Code, 66 Pa. C. S. Section 101, et seq.; and, if you are a customer of a utility, an order may be entered which prescribes a payment schedule or which authorizes termination of utility services. The Commission is not limited to the relief sought by the complainant in paragraph 4 of the attached complaint.

5. If you file a timely answer which specifically denies the allegations in this complaint, or which raises material questions of law or fact, this matter shall be referred to the Office of Administrative Law Judge for hearing and decision. If, after hearing on the issues raised by that answer, you are found to have committed any of the violations alleged in the complaint, the Administrative Law Judge may render a decision which either revokes or suspends any certificate or permit held by you or which imposes a fine or any other appropriate penalty or remedy authorized by the Public Utility Code, 66 Pa. C. S. Section 101, et seq.; and, if you are a customer of a utility, an order may be entered which prescribes a payment schedule or which authorizes termination of utility services. In the imposition of a penalty after a hearing the Administrative Law Judge is not bound by the relief sought by the complainant in paragraph 4 of the attached complaint.



James J. McNulty
Secretary

(SEAL)

Certified Mail
Return Receipt Requested

ORIGINAL

Philadelphia Gas Works
Legal Department



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

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

June 13, 2003

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

JUN 13 2003
P.U.C. COMMUNICATIONS SECTION

RE Ronald Reese v. Philadelphia Gas Works, Docket No. F - 01225306

Dear Secretary McNulty:

Pursuant to 52 Pa. Code §5.61, the Philadelphia Gas Works ("PGW") hereby files the original and three (3) copies of its Answer to the Complaint.

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

Sincerely,
Hector Ferrer

Enclosures

cc Ronald Reese
Anthony Langford
Laureto Farinas, Esq.

DOCUMENT
FOLDER

RJP

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ORIGINAL

RECORDED

JUN 13 2003

BEFORE THE
PENNSYLVANIA PUBLIC UTILITY COMMISSION

PENNSYLVANIA PUBLIC UTILITY COMMISSION
SECRETARY'S OFFICE

Ronald Reese

v.

Philadelphia Gas Works

:
:
:
:
:

Docket No. F - 01225306

Answer Of Philadelphia Gas Works

Pursuant to 52 Pa. Code §5.61, the Philadelphia Gas Works ("PGW") hereby answers the Complaint filed in the above captioned matter. PGW hereby avers the following:

1. Admitted.
2. Admitted.
3. Denied in part. PGW denies that averments contained in Paragraph 3 of the Complainant concerning an error in the billing and all other averments in Paragraph 3 that are conclusions. PGW admits that it was not able to read the Complainant's meter for the period between March 1997 and August 2002 as shown in the listing of the Complainant billings which is attached hereto as Exhibit "A."

PGW records indicate that an automated meter reading device ("AMR") was installed on August 7, 2002. Thereafter, the Complainant received a make up billing for \$1464.47.

A decision of the Bureau of Consumer Services ("BCS") dated February 24, 2003, provided relief to the Complainant in the form of an additional waiver of late payment fees assessed on the account from September 4, 2002 to March 25, 2003 and a credit for \$292.68. The decision also provided for repayment agreement consisting of the payment of the current bill plus \$30.00 per month on the arrears.

PGW has no knowledge of any non-credited payments on the Complainant's account as shown in the attached document listed as Exhibit "B." Strict proof of any non-credited payment is requested at a hearing in this matter.

DOCUMENT
FOLDER

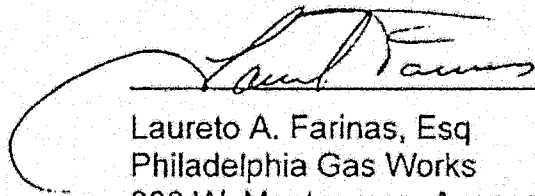
JACKETED
JUN 18 2003

4. Denied. The averments in Paragraph 4 of the Complaint are requests for relief to which no response is required. PGW therefore denies the averments in Paragraph 4.

Wherefore, PGW respectfully requests that this Commission find against the Complainant, and affirm the decision of the BCS in this matter.

Respectfully submitted,

June 13, 2003



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

EXHIBIT A

BILLS FROM 01/01/1996 TO 06/13/2003

Account # 1119578447	Customer Name REESE, RONALD
Customer Address 1661 S 55TH ST/PHILA, PA	Bill Cycle 17

BILLS

Service Agreement	Meter #	Bill Start Date	Bill End Date	Bill Due Date	Meter Read Start	Meter Read End	Usage (CCF)	Read Code	Bill Amount	Bill Cancelled	Closing Bill	CRP Monthly Amount	Easyway Current Month	Easyway Curr Amt	Days
9961733498	1564470	04/24/2003	05/23/2003	06/20/2003	3957	4010	53	Regular	\$77.62	No	No	\$0.00	0	\$0.00	29
9961733498	1564470	03/25/2003	04/24/2003	05/20/2003	3935	3957	122	Regular	\$157.86	No	No	\$0.00	0	\$0.00	30
9961733498	1564470	02/24/2003	03/25/2003	04/22/2003	3855	3835	180	Regular	\$221.25	No	No	\$0.00	0	\$0.00	29
9961733498	1564470	01/24/2003	02/24/2003	03/21/2003	3366	3655	289	Regular	\$318.00	No	No	\$0.00	0	\$0.00	31
9961733498	1564470	12/23/2002	01/24/2003	02/21/2003	3088	3366	278	Regular	\$316.38	No	No	\$0.00	0	\$0.00	32
9961733498	1564470	11/21/2002	12/23/2002	01/23/2003	2842	3088	246	Regular	\$271.56	No	No	\$0.00	0	\$0.00	32
9961733498	1564470	10/22/2002	11/21/2002	12/18/2002	2688	2842	154	Regular	\$173.96	No	No	\$0.00	0	\$0.00	30
9961733498	1564470	09/20/2002	10/22/2002	11/19/2002	2635	2688	53	Regular	\$67.74	No	No	\$0.00	0	\$0.00	32
9961733498	1564470	08/21/2002	09/20/2002	10/17/2002	2618	2635	17	Regular	\$29.63	No	No	\$0.00	0	\$0.00	30
9961733498	1564470	07/23/2002	08/21/2002	09/18/2002	2611	2618	1440	Regular	\$1,464.47	No	No	\$0.00	0	\$0.00	29
9961733498	1345912	07/23/2002	08/21/2002	09/18/2002	5461	6894	1440	Regular	\$1,464.47	No	No	\$0.00	0	\$0.00	29
9961733498	1345912	06/24/2002	07/23/2002	08/19/2002	5444	5461	17	System Estimate	\$29.15	No	No	\$0.00	0	\$0.00	29
9961733498	1345912	05/22/2002	06/24/2002	07/22/2002	5418	5444	26	System Estimate	\$37.67	No	No	\$0.00	0	\$3.00	33
9961733498	1345912	04/23/2002	05/22/2002	06/20/2002	5377	5418	41	System Estimate	\$50.18	No	No	\$0.00	0	\$0.00	29
9961733498	1345912	03/22/2002	04/23/2002	05/20/2002	5299	5377	78	System Estimate	\$81.23	No	No	\$0.00	0	\$0.00	32
9961733498	1345912	02/22/2002	03/22/2002	04/19/2002	5200	5299	89	System Estimate	\$100.29	No	No	\$0.00	0	\$0.00	28
9961733498	1345912	01/24/2002	02/22/2002	03/21/2002	5081	5200	119	System Estimate	\$131.51	No	No	\$0.00	0	\$0.00	29
9961733498	1345912	12/21/2001	01/24/2002	02/20/2002	4893	5081	188	System Estimate	\$200.80	No	No	\$0.00	0	\$0.00	34
9961733498	1345912	11/23/2001	12/21/2001	01/23/2002	4817	4893	76	System Estimate	\$90.68	No	No	\$0.00	0	\$0.00	28
9961733498	1345912	10/24/2001	11/23/2001	12/20/2001	4748	4817	69	System Estimate	\$89.86	No	No	\$0.00	0	\$0.00	30
9961733498	1345912	09/24/2001	10/24/2001	11/21/2001	4711	4748	37	System Estimate	\$63.09	No	No	\$0.00	0	\$0.00	30
9961733498	1345912	08/23/2001	09/24/2001	10/22/2001	4686	4711	25	System Estimate	\$40.58	No	No	\$0.00	0	\$0.00	32
9961733498	1345912	07/25/2001	08/23/2001	09/19/2001	4664	4686	22	System Estimate	\$40.94	No	No	\$0.00	0	\$0.00	29
9961733498	1345912	06/25/2001	07/25/2001	08/21/2001	4639	4664	25	System Estimate	\$44.93	No	No	\$0.00	7	\$167.00	30
9961733498	1345912	05/23/2001	06/25/2001	07/23/2001	4606	4639	33	System Estimate	\$55.58	No	No	\$0.00	6	\$167.00	33
9961733498	1345912	04/24/2001	05/23/2001	06/21/2001	4572	4606	34	System Estimate	\$66.91	No	No	\$0.00	5	\$167.00	29
9961733498	1345912	03/23/2001	04/24/2001	05/21/2001	4470	4572	102	System Estimate	\$147.41	No	No	\$0.00	4	\$76.00	32
9961733498	1345912	02/22/2001	03/23/2001	04/20/2001	4326	4470	144	System Estimate	\$201.83	No	No	\$0.00	3	\$76.00	29
9961733498	1345912	01/24/2001	02/22/2001	03/20/2001	4170	4326	156	System Estimate	\$207.86	No	No	\$0.00	2	\$74.00	29
9961733498	1345912	12/21/2000	01/24/2001	02/21/2001	3936	4170	234	System Estimate	\$286.07	No	No	\$0.00	1	\$74.00	34

BILLS FROM 01/01/1996 TO 06/13/2003

Account # 1119578447	Customer Name REESE, RONALD
Customer Address 1661 S 55TH ST/PHILA,PA	Bill Cycle 17

BILLS

Service Agreement	Meter #	Bill Start Date	Bill End Date	Bill Due Date	Meter Read Start	Meter Read End	Usage (CCF)	Read Code	Bill Amount	Bill Canceled	Closing Bill	CRP Monthly Amount	Easyway Current Month	Easyway Curr Amt	Days
9961733498	1345912	11/21/2000	12/21/2000	01/22/2001	3770	3936	166	System Estimate	\$168.32	No	No	\$0.00	11	\$108.00	30
9961733498	1345912	10/23/2000	11/21/2000	12/18/2000	3686	3770	84	System Estimate	\$72.77	No	No	\$0.00	10	\$89.00	29
9961733498	1345912	09/21/2000	10/23/2000	11/20/2000	3622	3686	64	System Estimate	\$57.35	No	No	\$0.00	9	\$89.00	32
9961733498	1345912	08/22/2000	09/21/2000	10/18/2000	3622	3622	0	System Estimate	\$8.00	No	No	\$0.00	8	\$89.00	30
9961733498	1345912	07/24/2000	08/22/2000	09/19/2000	3622	3622	0	System Estimate	\$8.00	No	No	\$0.00	7	\$89.00	29
9961733498	1345912	06/21/2000	07/24/2000	08/18/2000	3618	3622	4	System Estimate	\$11.09	No	No	\$0.00	6	\$89.00	33
9961733498	1345912	05/23/2000	06/21/2000	07/18/2000	3588	3618	30	System Estimate	\$31.13	No	No	\$0.00	5	\$89.00	29
9961733498	1345912	04/25/2000	05/23/2000	06/22/2000	3548	3588	40	System Estimate	\$38.64	No	No	\$0.00	4	\$89.00	28
9961733498	1345912	04/25/2000	05/23/2000	06/21/2000	3548	3767	219	System Estimate	\$176.87	Yes	No	\$0.00	4	\$89.00	28
9961733498	1345912	03/24/2000	04/25/2000	05/22/2000	3484	3548	64	System Estimate	\$57.35	No	No	\$0.00	3	\$89.00	32
9961733498	1345912	02/25/2000	03/24/2000	04/20/2000	3404	3484	80	System Estimate	\$69.69	No	No	\$0.00	2	\$89.00	28
9961733498	1345912	01/26/2000	02/25/2000	03/24/2000	3273	3404	131	System Estimate	\$109.02	No	No	\$0.00	1	\$89.00	30
9961733498	1345912	12/21/1999	01/26/2000	02/23/2000	3130	3273	143	System Estimate	\$118.83	No	No	\$0.00	0	\$0.00	35
9961733498	1345912	11/19/1999	12/21/1999	01/20/2000	3059	3130	71	System Estimate	\$63.20	No	No	\$0.00	0	\$0.00	32
9961733498	1345912	10/21/1999	11/19/1999	12/20/1999	3008	3059	51	System Estimate	\$46.89	No	No	\$0.00	0	\$0.00	29
9961733498	1345912	09/22/1999	10/21/1999	11/24/1999	2981	3008	27	System Estimate	\$28.59	No	No	\$0.00	0	\$0.00	29
9961733498	1345912	08/24/1999	09/22/1999	10/20/1999	2970	2981	11	System Estimate	\$17.53	No	No	\$0.00	0	\$0.00	29
9961733498	1345912	07/26/1999	08/24/1999	09/22/1999	2952	2970	18	System Estimate	\$23.24	No	No	\$0.00	0	\$0.00	29
9961733498	1345912	06/17/1999	07/26/1999	08/24/1999	2913	2952	39	System Estimate	\$40.37	No	No	\$0.00	0	\$0.00	39
9961733498	1345912	06/17/1999	07/26/1999	08/24/1999	2913	2952	39	System Estimate	\$42.94	Yes	No	\$0.00	0	\$0.00	39
9961733498	1345912	05/24/1999	06/17/1999	07/19/1999	2896	2913	17	System Estimate	\$20.05	No	No	\$0.00	0	\$0.00	25
9961733498	1345912	04/15/1999	05/24/1999	06/20/1999	2840	2896	56	System Estimate	\$49.53	No	No	\$0.00	0	\$0.00	40
9961733498	1345912	03/18/1999	04/15/1999	05/11/1999	2773	2840	67	System Estimate	\$58.48	No	No	\$0.00	0	\$0.00	29
9961733498	1345912	02/18/1999	03/18/1999	04/14/1999	2650	2773	123	System Estimate	\$104.02	No	No	\$0.00	0	\$0.00	29
9961733498	1345912	01/27/1999	02/18/1999	03/16/1999	2561	2650	89	System Estimate	\$76.37	No	No	\$0.00	0	\$0.00	23
9961733498	1345912	12/22/1998	01/27/1999	02/22/1999	2387	2561	174	System Estimate	\$151.10	No	No	\$0.00	0	\$0.00	37
9961733498	1345912	11/20/1998	12/22/1998	01/18/1999	2297	2387	90	System Estimate	\$80.92	No	No	\$0.00	0	\$0.00	33
9961733498	1345912	10/22/1998	11/20/1998	12/19/1998	2225	2297	72	System Estimate	\$65.54	No	No	\$0.00	0	\$0.00	30
9961733498	1345912	09/22/1998	10/22/1998	11/18/1998	2188	2225	37	System Estimate	\$35.62	No	No	\$0.00	0	\$0.00	31
9961733498	1345912	08/24/1998	09/22/1998	10/19/1998	2168	2188	20	System Estimate	\$21.09	No	No	\$0.00	0	\$0.00	30
9961733498	1345912	07/24/1998	08/24/1998	09/20/1998	2146	2168	22	System Estimate	\$22.80	No	No	\$0.00	0	\$0.00	32

BILLS FROM 01/01/1996 TO 06/13/2003

Account # 1119578447	Customer Name: REESE, RONALD
Customer Address 1661 S 55TH ST/PHILA, PA	Bill Cycle: 17

BILLS

Service Agreement	Meter #	Bill Start Date	Bill End Date	Bill Due Date	Meter Read Start	Meter Read End	Usage (CCF)	Read Code	Bill Amount	Bill Cancelled	Closing Bill	CRP Monthly Amount	Easyway Current Month	Easyway Curr Amt	Days
9961733498	1345912	06/25/1998	07/24/1998	08/22/1998	2126	2146	20	System Estimate	\$21.09	No	No	\$0.00	0	\$0.00	30
9961733498	1345912	05/26/1998	06/25/1998	07/22/1998	2105	2126	21	System Estimate	\$21.95	No	No	\$0.00	0	\$0.00	31
9961733498	1345912	04/25/1998	05/26/1998	06/22/1998	2069	2105	36	System Estimate	\$34.77	No	No	\$0.00	0	\$0.00	32
9961733498	1345912	03/26/1998	04/25/1998	05/24/1998	2021	2069	48	System Estimate	\$45.03	No	No	\$0.00	0	\$0.00	31
9961733498	1345912	02/25/1998	03/26/1998	04/22/1998	1912	2021	109	System Estimate	\$97.17	No	No	\$0.00	0	\$0.00	30
9961733498	1345912	01/24/1998	02/25/1998	03/30/1998	1788	1912	124	System Estimate	\$109.99	No	No	\$0.00	0	\$0.00	33
9961733498	1345912	12/23/1997	01/24/1998	02/21/1998	1664	1788	124	System Estimate	\$109.99	No	No	\$0.00	0	\$0.00	33
9961733498	1345912	11/20/1997	12/23/1997	01/21/1998	1522	1664	142	System Estimate	\$125.37	No	No	\$0.00	0	\$0.00	34
9961733498	1345912	10/22/1997	11/20/1997	12/17/1997	1427	1522	95	System Estimate	\$85.20	No	No	\$0.00	0	\$0.00	30
9961733498	1345912	09/22/1997	10/22/1997	11/18/1997	1381	1427	46	System Estimate	\$43.32	No	No	\$0.00	0	\$0.00	31
9961733498	1345912	08/22/1997	09/22/1997	10/19/1997	1359	1381	22	System Estimate	\$22.80	No	No	\$0.00	0	\$0.00	32
9961733498	1345912	07/24/1997	08/22/1997	09/20/1997	1339	1359	20	System Estimate	\$21.09	No	No	\$0.00	0	\$0.00	30
9961733498	1345912	06/25/1997	07/24/1997	08/20/1997	1319	1339	20	System Estimate	\$21.09	No	No	\$0.00	0	\$0.00	30

EXHIBIT B

PAYMENTS FROM 01/01/1996 TO 06/13/2003

Account # 1119578447

Customer Name REESE, RONALD

Customer Address 1661 S 55TH ST/PHILA,PA

Bill Cycle 17

PAYMENTS

Service Agreement ID	Pay Amount	Pay Date	Pay Status	Late Pay Charge	Utility Type	Grant Type	Pay Source Code
9961733498	\$107.62	06/11/2003	F	\$0.00	G		PPC
9961733498	\$187.86	05/14/2003	F	\$0.00	G		PPC
9961733498	\$251.25	04/16/2003	F	\$0.00	G		FPC
9961733498	\$348.00	03/21/2003	F	\$60.24	G		PPC
9961733498	\$150.00	01/09/2003	F	\$25.54	G		REM
9961733498	\$140.00	11/29/2002	F	\$24.66	G		REM
9961733498	\$128.00	11/04/2002	F	\$49.21	G		REM
9961733498	\$200.00	09/11/2002	F	\$0.00	G		PPC
9961733498	\$127.15	08/12/2002	F	\$0.00	G		REM
9961733498	\$146.67	07/17/2002	F	\$0.00	G		PPC
9961733498	\$100.00	05/06/2002	F	\$0.00	G		REM
9961733498	\$144.00	04/08/2002	F	\$0.00	G		PPC
9961733498	\$90.68	03/26/2002	F	\$17.51	G		REM
9961733498	\$90.68	02/12/2002	F	\$9.14	G		REM
9961733498	\$90.68	01/15/2002	F	\$4.57	G		REM
9961733498	\$90.00	12/18/2001	C	\$4.50	G		REM
9961733498	\$89.00	11/20/2001	F	\$4.97	G		REM
9961733498	\$89.00	10/09/2001	F	\$5.61	G		REM
9961733498	\$89.00	09/11/2001	F	\$0.00	G		REM
9961733498	\$89.00	08/27/2001	F	\$7.55	G		REM
9961733498	\$89.00	07/30/2001	F	\$0.00	G		REM
9961733498	\$167.00	07/02/2001	F	\$0.00	G		REM
9961733498	\$76.00	05/21/2001	F	\$0.00	G		REM
9961733498	\$76.00	04/23/2001	F	\$0.00	G		REM
9961733498	\$74.00	03/12/2001	F	\$0.00	G		REM
9961733498	\$74.00	02/05/2001	F	\$0.00	G		REM
9961733498	\$89.00	01/04/2001	F	\$0.00	G		REM
9961733498	\$89.00	12/04/2000	F	\$0.00	G		REM
9961733498	\$89.00	11/06/2000	F	\$0.00	G		REM
9961733498	\$89.00	10/10/2000	F	\$0.00	G		REM
9961733498	\$89.00	09/12/2000	F	\$0.00	G		REM
9961733498	\$89.00	08/14/2000	F	\$0.00	G		REM
9961733498	\$89.00	07/18/2000	F	\$0.00	G		REM
9961733498	\$89.00	06/19/2000	F	\$0.00	G		REM
9961733498	\$89.00	05/23/2000	F	\$0.00	G		REM
9961733498	\$89.00	04/24/2000	F	\$0.00	G		REM
9961733498	\$89.00	02/28/2000	F	\$0.00	G		REM
9961733498	\$89.00	01/20/2000	F	\$4.63	G		REM
9961733498	\$89.00	12/07/1999	F	\$5.18	G		REM
9961733498	\$89.00	11/22/1999	F	\$6.00	G		REM
9961733498	\$89.00	10/21/1999	F	\$0.00	G		PPC
9961733498	\$89.00	09/27/1999	F	\$16.14	G		REM
9961733498	\$89.00	08/16/1999	F	\$8.40	G		REM
9961733498	\$89.00	07/21/1999	F	\$6.86	C		PPC
9961733498	\$89.00	06/07/1999	F	\$0.00	G		REM
9961733498	\$89.00	05/24/1999	F	\$0.00	G		REM

PAYMENTS FROM 01/01/1996 TO 06/13/2003

Account # 1119578447	Customer Name: REESE, RONALD
Customer Address: 1661 S 55TH ST/PHILA,PA	Bill Cycle: 17

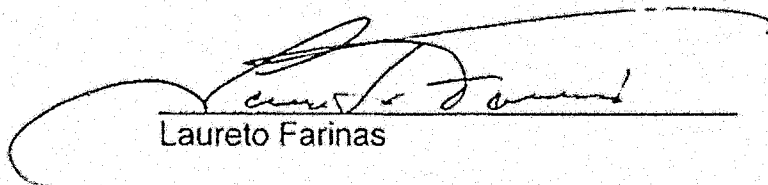
PAYMENTS

Service Agreement ID	Pay Amount	Pay Date	Pay Status	Late Pay Charge	Utility Type	Grant Type	Pay Source Code
9961733498	\$89.00	04/27/1999	F	\$0.00	G		REM
9961733498	\$89.00	03/04/1999	F	\$0.00	G		REM
9961733498	\$89.00	01/22/1999	F	\$0.00	G		REM
9961733498	\$27.00	12/11/1998	F	\$0.00	G		REM
9961733498	\$109.00	12/04/1998	F	\$0.00	G		REM
9961733498	\$130.00	12/02/1998	F	\$0.00	G		REM
9961733498	\$130.00	09/08/1998	F	\$0.00	G		REM
9961733498	\$274.00	08/13/1998	F	\$0.00	G		REM
9961733498	\$200.00	08/06/1998	F	\$0.00	G		REM
9961733498	\$167.00	01/08/1998	F	\$0.00	G		REM
9961733498	\$150.00	09/15/1997	F	\$0.00	G		REM
9961733498	\$150.00	07/23/1997	F	\$0.00	G		REM
9961733498	\$150.00	07/03/1997	F	\$0.00	G		REM

VERIFICATION

I, Laureto Farinas, hereby declare that I am Counsel to the Philadelphia Gas Works; that, as such, I am authorized to make this verification on its behalf; that the facts set forth in the foregoing Answer are true to the best of my knowledge, information and belief, and that I expect to be able to prove these at a hearing held in this matter. I make this verification subject to the penalties of 18 Pa. C.S. §4904, pertaining to false statements to authorities.

Date: June 13, 2003


Laureto Farinas

CERTIFICATE OF SERVICE

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

Service List:

For Complainant:

Ronald Reese
1661 S. 55th Street
Philadelphia, PA 19143

June 13, 2003



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



COMMONWEALTH OF PENNSYLVANIA
PENNSYLVANIA PUBLIC UTILITY COMMISSION

Office Of Administrative Law Judge
P.O. Box 3265, Harrisburg, PA 17105-3265

IN REPLY PLEASE
REFER TO OUR FILE

July 14, 2003

In Re: F-01225306

(See attached list)

Ronald Reese v. Philadelphia Gas Works

Disputes never receiving credit for his payments.

Hearing Notice

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

Type: Initial hearing

Date: Thursday, October 8, 2003

Time: 10:00 a.m.

Location: In an available hearing room
Philadelphia State Office Building
Broad and Spring Garden Streets
Philadelphia, Pennsylvania

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

DOCKETED

JUL 17 2003

DOCUMENT

RIP

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

If you intend to file exhibits, 2 copies of all hearing exhibits to be presented into evidence must be submitted to the reporter. An additional copy must be furnished to the Presiding Officer. A copy must also be provided to each party of record.

Individuals representing themselves do not need to be represented by an attorney. All others (corporation, partnership, association, trust or governmental agency or subdivision) must be represented by an attorney. An attorney representing you should file a Notice of Appearance before the scheduled hearing date.

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

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

pc: Judge Fordham
Judy W. Springer
Beth Plantz
Docket Section
Calendar File



COMMONWEALTH OF PENNSYLVANIA
PENNSYLVANIA PUBLIC UTILITY COMMISSION

Office Of Administrative Law Judge
P.O. Box 3265, Harrisburg, PA 17105-3265

IN REPLY PLEASE
REFER TO OUR FILE

July 17, 2003

In Re: F-01225306

(See letter dated 07/14/03)

Ronald Reese v. Philadelphia Gas Works

Disputes never receiving credit for his payments.

Hearing Notice

This is to inform you that the date on the hearing on the above-captioned case was incorrect. The corrected information is printed below:

Type: Initial hearing

Date: Thursday, October 9, 2003

Time: 10:00 a.m.

Location: In an available hearing room
Philadelphia State Office Building
Broad and Spring Garden Streets
Philadelphia, Pennsylvania

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

DOCUMENT

FILED

DOCKETED

AUG 05 2003

BTL

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

If you intend to file exhibits, 2 copies of all hearing exhibits to be presented into evidence must be submitted to the reporter. An additional copy must be furnished to the Presiding Officer. A copy must also be provided to each party of record.

Individuals representing themselves do not need to be represented by an attorney. All others (corporation, partnership, association, trust or governmental agency or subdivision) must be represented by an attorney. An attorney representing you should file a Notice of Appearance before the scheduled hearing date.

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pc: Judge Fordham
Judy W. Springer
Beth Plantz
Docket Section
Calendar File



COMMONWEALTH OF PENNSYLVANIA
PENNSYLVANIA PUBLIC UTILITY COMMISSION

BTL

Office Of Administrative Law Judge
P.O. Box 3265, Harrisburg, PA 17105-3265

IN REPLY PLEASE
REFER TO OUR FILE

August 7, 2003

In Re: F-01225306

(See letter dated 07/17/03)

DOCUMENT
FOLDER

Ronald Reese v. Philadelphia Gas Works

Disputes never receiving credit for his payments.

Hearing Cancellation/Reschedule Notice

This is to inform you that the initial hearing on the above-captioned case previously scheduled for Thursday, October 9, 2003 at 10:00 a.m. has been canceled, due to a scheduling conflict

The hearing has been rescheduled as follows:

Type: Initial hearing

Date: Monday, December 8, 2003

Time: 10:00 a.m.

Location: In an available hearing room
Philadelphia State Office Building
Broad and Spring Garden Streets
Philadelphia, Pennsylvania

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

DOCKETED

AUG 11 2003

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

If you intend to file exhibits, 2 copies of all hearing exhibits to be presented into evidence must be submitted to the reporter. An additional copy must be furnished to the Presiding Officer. A copy must also be provided to each party of record.

Individuals representing themselves do not need to be represented by an attorney. All others (corporation, partnership, association, trust or governmental agency or subdivision) must be represented by an attorney. An attorney representing you should file a Notice of Appearance before the scheduled hearing date.

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

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

pc: Judge Fordham
Judy W. Springer
Beth Plantz
Docket Section
Calendar File