

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: 10/15/03
8. DCCKET NO: F-01234672	:	9. EFFECTIVE DATE: 00/00/00

PARTY/COMPLAINANT: SHARKEY, JACK & DONNA

RESPONDENT/APPLICANT: PHILADELPHIA GAS WORKS

COMP/APP COUNTY: PHILADELPHIA

UTILITY CODE: 125042

ALLEGATION OR SUBJECT

COMPLAINANT STATES COMPLAINT IS THE ESTIMATED BILLS FOR TWO YEARS, THEY WANT THEIR METER TO BE READ.

DOCUMENT
FOLDER

DOCKETED
OCT 24 2003

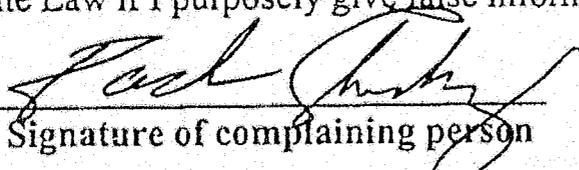
4. What do you want the Public Utility Commission to do about your complaint?

I FEEL AFTER TWO YEARS OF
ESTIMATED BILLS - WHY WASN'T MY METER
READ. THIS IS NOT MY FAULT I TRIED
BY CALLING AND NO RETURN PHONE CALLS.
AFTER MY METER WAS REMOVED AND A
NEW ONE PLACED I RECEIVED THIS OUTRAGIOUS
BILL - I FEEL THIS IS NOT FAIR SINCE I
HAVE ALWAYS PAID MY BILLS. THIS IS MY QUESTION
WAS THAT MY METER READING OR SOMEONE ELSE'S

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

5. You must sign and date your complaint below.

The information I have placed on this form is true and correct to the best of my knowledge. I understand that I could be punished under Pennsylvania State Law if I purposely give false information.


Original Signature of complaining person

10-9-03
Date

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

Lawyer's Name _____

Street _____

City _____ State _____ Zip _____

Telephone Number-Area Code () _____



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

10/27/03

IN REPLY PLEASE
REFER TO OUR FILE

October 7, 2003

BCS1234672

JACK SHARKEY JR
11909 STEVENS ROAD
PHILADELPHIA PA 19116

Dear Sir/Madam:

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

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

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

Return the form to us on or before October 27, 2003 to the address listed below:

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

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

Commission Procedures for Formal Complaints

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

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

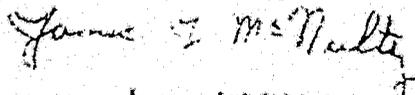
Office of Administrative Law Judge
Public Utility Commission
P.O. Box 3265
Harrisburg, PA 17105-3265

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

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

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

Very truly yours,



James J. McNulty
Secretary

ddi

CC Philadelphia Gas Works

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

Notice to Customer:

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

If you want to appeal this decision, you must return this Notification of Intent to Appeal form within twenty days of this date: September 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

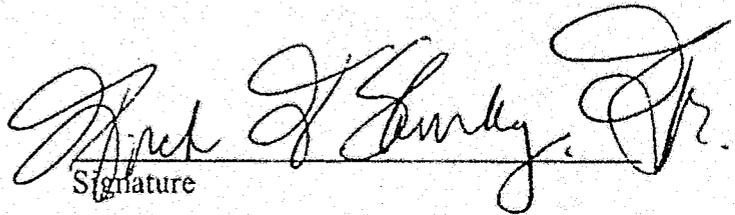
Yes, I want to appeal the decision of the Bureau of Consumer Services. Please send formal complaint forms to me at the following address:

Customer name and address:

Mr. Jack Sharkey Jr
11909 Stevens Road
Philadelphia, PA 19116

(Please correct any mistakes.)

(215) 698-1857
(Area Code) Telephone Number


Signature

Mail this completed form to:

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

FOR OFFICE USE ONLY	
BCS Number: 1234672	Date of mailing: September 24, 2003
Company: PGW	

SECRETARY'S BUREAU
03 OCT 1 AM 9:11
REVISED 11/97
22

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

DATE SERVED: OCTOBER 27, 2003

F-01234672

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 JACK & DONNA SHARKEY. 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

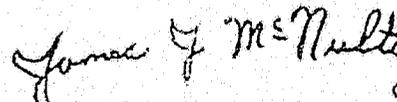
OCTOBER 27, 2003

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

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

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

Very truly yours,



James I. McNulty
Secretary

JIH

BEFORE THE PENNSYLVANIA PUBLIC UTILITY COMMISSION

DATE SERVED: OCTOBER 27, 2003

JACK & DONNA SHARKEY
Complainant

VS.

PHILADELPHIA GAS WORKS
Respondent

Complaint Docket
No: F-01234672

DOCUMENT
FOLDER

DOCKETED
OCT 24 2003

FORMAL COMPLAINT NOTICE TO RESPONDENT TO ANSWER OR SATISFY

TO: PHILADELPHIA GAS WORKS

TAKE NOTICE:

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

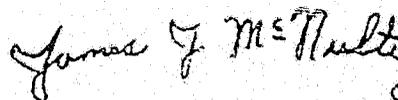
1. You have twenty (20) days from the date on which this complaint is served to either satisfy this complaint or to file with the Secretary of the Pennsylvania Public Utility Commission, P. O. Box 3265, Harrisburg, PA 17105-3265, an answer (original and three copies), in writing, under oath, which, as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

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

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

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

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



James J. McNulty
Secretary

(SEAL)

Certified Mail
Return Receipt Requested

Philadelphia Gas Works



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

ORIGINAL

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

November 24, 2003

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

RECEIVED
NOV 24 2003

A PUBLIC UTILITY COMMISSION
SECRETARY'S BUREAU

RE: Jack Sharkey, Jr. v. Philadelphia Gas Works, Docket No. F - 01234672

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: Jack Sharkey, Jr.
Anne Cromley
Laureto Farinas, Esq.

**DOCUMENT
FOLDER**

30

BEFORE THE PENNSYLVANIA PUBLIC UTILITY COMMISSION

Jack Sharkey, Jr.

v.

Philadelphia Gas Works

:
:
:
:
:

Docket No. F - 01234672

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

DOCUMENT FOLDER

RECEIVED

NOV 24 2003

A PUBLIC UTILITY COMMISSION SECRETARY'S BUREAU

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 February 28, 1998 and May 24, 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 June 24, 2002 at which time a removed index of 6395 was obtained. Thereafter, Complainant received a make up billing for \$1,365.44.

A decision of the Bureau of Consumer Services ("BCS") dated September 24, 2003, which is attached hereto as Exhibit "A", provided relief to the Complainant in the form of a waiver of late payment fees in the amount of \$149.36 and a credit for \$273.08. The decision also provided for repayment agreement consisting of the payment of a monthly budget bill plus \$15.00 per month on the arrears.

The Complainant's current balance of \$730.12 represents gas service to November 24, 2003.

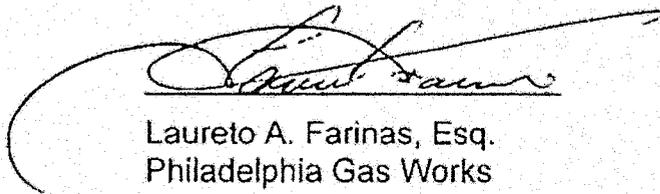
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DEC 09 2003

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,

November 24, 2003

A handwritten signature in black ink, appearing to read "Laureto A. Farinas", is written over a horizontal line. The signature is stylized and includes a long, sweeping flourish that extends to the right and then loops back down and left.

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

EXHIBIT A

BILLS FROM 01/01/1996 TO 11/24/2003

Account # 4120005971	Customer Name SHARKEY JR. JACK
Customer Address 11909 STEVENS RD/PHILA, PA	Bill Cycle: 19

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 Current Amt	Days
9961654133	1729328	09/25/2003	10/24/2003	11/21/2003	1508	1587	79	Regular	\$114.27	No	No	\$0.00	2	\$143.00	29
9961654133	1729328	08/25/2003	09/25/2003	10/21/2003	1454	1508	54	Regular	\$84.22	No	No	\$0.00	1	\$167.00	31
9961654133	1729328	07/25/2003	08/25/2003	09/22/2003	1426	1454	28	Regular	\$49.09	No	No	\$0.00	0	\$0.00	31
9961654133	1729328	06/25/2003	07/25/2003	08/21/2003	1402	1426	24	Regular	\$43.79	No	No	\$0.00	0	\$0.00	30
9961654133	1729328	05/28/2003	06/25/2003	07/23/2003	1352	1402	50	Regular	\$77.85	No	No	\$0.00	0	\$0.00	28
9961654133	1729328	04/28/2003	05/28/2003	06/24/2003	1278	1352	74	Regular	\$99.99	No	No	\$0.00	0	\$0.00	30
9961654133	1729328	03/27/2003	04/28/2003	05/23/2003	1152	1278	126	Regular	\$163.40	No	No	\$0.00	0	\$0.00	32
9961654133	1729328	02/26/2003	03/27/2003	04/23/2003	999	1152	153	Regular	\$194.67	No	No	\$0.00	0	\$0.00	29
9961654133	1729328	01/28/2003	02/26/2003	03/25/2003	774	999	225	Regular	\$251.52	No	No	\$0.00	0	\$0.00	29
9961654133	1729328	12/27/2002	01/28/2003	02/25/2003	511	774	263	Regular	\$295.88	No	No	\$0.00	0	\$0.00	32
9961654133	1729328	11/25/2002	12/27/2002	01/27/2003	300	511	211	Regular	\$237.09	No	No	\$0.00	0	\$0.00	32
9961654133	1729328	10/24/2002	11/25/2002	12/23/2002	178	300	122	Regular	\$140.31	No	No	\$0.00	0	\$0.00	32
9961654133	1729328	09/24/2002	10/24/2002	11/20/2002	113	178	65	Regular	\$80.36	No	No	\$0.00	0	\$0.00	30
9961654133	1729328	08/23/2002	09/24/2002	10/21/2002	61	113	52	Regular	\$66.13	No	No	\$0.00	0	\$0.00	32
9961654133	1729328	07/25/2002	08/23/2002	09/20/2002	27	61	34	Regular	\$46.30	No	No	\$0.00	0	\$0.00	29
9961654133	1729328	06/26/2002	07/25/2002	08/20/2002	1	27	26	Regular	\$38.22	No	No	\$0.00	0	\$0.00	29
9961654133	1100441	05/24/2002	06/26/2002	07/24/2002	0	1	1364		\$1,365.44	No	No	\$0.00	0	\$0.00	33
9961654133	1100441	04/25/2002	05/24/2002	06/21/2002	5032	6395	1364		\$1,365.44	No	No	\$0.00	0	\$0.00	33
9961654133	1100441	03/25/2002	04/25/2002	05/21/2002	5001	5032	31	System Estimate	\$40.87	No	No	\$0.00	0	\$0.00	29
9961654133	1100441	02/25/2002	03/25/2002	04/23/2002	4550	5001	51	System Estimate	\$57.59	No	No	\$0.00	0	\$0.00	30
9961654133	1100441	01/28/2002	02/25/2002	03/25/2002	4856	4950	84	System Estimate	\$85.21	No	No	\$0.00	0	\$0.00	28
9961654133	1100441	12/27/2001	01/28/2002	02/25/2002	4769	4856	97	System Estimate	\$109.42	No	No	\$0.00	0	\$0.00	29
9961654133	1100441	11/27/2001	12/27/2001	01/24/2002	4624	4769	145	System Estimate	\$157.62	No	No	\$0.00	0	\$0.00	32
9961654133	1100441	10/26/2001	11/27/2001	12/21/2001	4543	4624	81	System Estimate	\$94.35	No	No	\$0.00	0	\$0.00	30
9961654133	1100441	09/26/2001	10/26/2001	11/26/2001	4483	4543	40	System Estimate	\$57.14	No	No	\$0.00	0	\$0.00	32
9961654133	1100441	08/27/2001	09/26/2001	10/24/2001	4472	4483	20	System Estimate	\$34.25	No	No	\$0.00	0	\$0.00	30
9961654133	1100441	07/27/2001	08/27/2001	09/24/2001	4462	4472	11	System Estimate	\$24.08	No	No	\$0.00	0	\$0.00	30
9961654133	1100441	06/27/2001	07/27/2001	08/23/2001	4450	4462	10	System Estimate	\$24.97	No	No	\$0.00	0	\$0.00	31
9961654133	1100441	05/25/2001	06/27/2001	07/25/2001	4434	4450	12	System Estimate	\$27.64	No	No	\$0.00	0	\$0.00	30
9961654133	1100441			07/25/2001			16	System Estimate	\$32.95	No	No	\$0.00	0	\$0.00	33

BILLS FROM 01/01/1996 TO 11/24/2003

Account # 4120005971

Customer Name SHARKEY JR, JACK

Customer Address 11909 STEVENS RD/PHILA, PA

Bill Cycle 19

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 Cur Amt	Days
9961654133	1100441	04/26/2001	05/25/2001	06/25/2001	4417	4434	17	System Estimate	\$34.28	No	No	\$0.00	0	\$0.00	29
9961654133	1100441	04/09/2001	04/26/2001	05/22/2001	4391	4417	26	System Estimate	\$46.26	No	No	\$0.00	0	\$0.00	17
9961654133	1100441	02/26/2001	04/09/2001	05/03/2001	4282	4391	109	Customer	\$156.47	No	No	\$0.00	0	\$0.00	42
9961654133	1100441	02/26/2001	03/27/2001	04/24/2001	4282	4454	172	System Estimate	\$239.98	Yes	No	\$0.00	0	\$0.00	29
9961654133	1100441	01/26/2001	02/26/2001	03/23/2001	4090	4282	192	System Estimate	\$253.98	No	No	\$0.00	0	\$0.00	31
9961654133	1100441	12/27/2000	01/26/2001	02/22/2001	3837	4090	253	System Estimate	\$321.49	No	No	\$0.00	0	\$0.00	30
9961654133	1100441	11/24/2000	12/27/2000	01/25/2001	3597	3837	240	System Estimate	\$239.78	No	No	\$0.00	0	\$0.00	33
9961654133	1100441	10/25/2000	11/24/2000	12/21/2000	3472	3597	125	System Estimate	\$106.82	No	No	\$0.00	0	\$0.00	30
9961654133	1100441	09/25/2000	10/25/2000	11/22/2000	3412	3472	60	System Estimate	\$54.27	No	No	\$0.00	0	\$0.00	30
9961654133	1100441	08/24/2000	09/25/2000	10/23/2000	3412	3412	0	System Estimate	\$8.00	No	No	\$0.00	0	\$0.00	32
9961654133	1100441	07/26/2000	08/24/2000	09/20/2000	3412	3412	0	System Estimate	\$8.00	No	No	\$0.00	0	\$0.00	29
9961654133	1100441	05/23/2000	07/26/2000	08/22/2000	3410	3412	2	System Estimate	\$9.54	No	No	\$0.00	0	\$0.00	33
9961654133	1100441	05/25/2000	06/23/2000	07/21/2000	3393	3410	17	System Estimate	\$21.11	No	No	\$0.00	0	\$0.00	29
9961654133	1100441	04/27/2000	05/25/2000	06/26/2000	3342	3393	51	System Estimate	\$47.33	No	No	\$0.00	0	\$0.00	28
9961654133	1100441	03/28/2000	04/27/2000	05/24/2000	3292	3342	50	System Estimate	\$46.56	No	No	\$0.00	0	\$0.00	30
9961654133	1100441	02/29/2000	03/28/2000	04/25/2000	3212	3292	80	System Estimate	\$69.69	No	No	\$0.00	0	\$0.00	28
9961654133	1100441	01/28/2000	02/29/2000	03/28/2000	3055	3212	157	System Estimate	\$129.06	No	No	\$0.00	0	\$0.00	32
9961654133	1100441	12/23/1999	01/28/2000	02/28/2000	2862	3055	193	System Estimate	\$157.44	No	No	\$0.00	0	\$0.00	36
9961654133	1100441	11/23/1999	12/23/1999	01/25/2000	2763	2862	99	System Estimate	\$85.22	No	No	\$0.00	0	\$0.00	30
9961654133	1100441	10/25/1999	11/23/1999	12/21/1999	2696	2763	67	System Estimate	\$59.09	No	No	\$0.00	0	\$0.00	29
9961654133	1100441	09/24/1999	10/25/1999	11/26/1999	2660	2696	36	System Estimate	\$35.45	No	No	\$0.00	0	\$0.00	31
9961654133	1100441	08/26/1999	09/24/1999	10/27/1999	2641	2660	45	System Estimate	\$42.31	Yes	No	\$0.00	0	\$0.00	31
9961654133	1100441	07/28/1999	08/26/1999	09/24/1999	2630	2641	19	System Estimate	\$22.48	No	No	\$0.00	0	\$0.00	29
9961654133	1100441	06/21/1999	07/28/1999	08/26/1999	2597	2630	11	System Estimate	\$16.38	No	No	\$0.00	0	\$0.00	29
9961654133	1100441	05/26/1999	06/21/1999	07/21/1999	2560	2597	33	System Estimate	\$33.16	No	No	\$0.00	0	\$0.00	37
9961654133	1100441	04/19/1999	05/26/1999	06/22/1999	2487	2560	37	System Estimate	\$35.79	No	No	\$0.00	0	\$0.00	27
9961654133	1100441	03/20/1999	04/19/1999	05/15/1999	2409	2487	73	System Estimate	\$63.36	No	No	\$0.00	0	\$0.00	38
9961654133	1100441	02/22/1999	03/20/1999	04/18/1999	2293	2409	78	System Estimate	\$67.43	No	No	\$0.00	0	\$0.00	31
9961654133	1100441	01/29/1999	02/22/1999	03/20/1999	2201	2293	116	System Estimate	\$98.32	No	No	\$0.00	0	\$0.00	27
9961654133	1100441	12/29/1998	01/29/1999	02/26/1999	2059	2201	92	System Estimate	\$78.80	No	No	\$0.00	0	\$0.00	25
9961654133	1100441	12/29/1998	01/29/1999	02/26/1999	2059	2201	142	System Estimate	\$123.45	No	No	\$0.00	0	\$0.00	32

BILLS FROM 01/01/1996 TO 11/24/2003

Account # 4120005971

Customer Name SHARKEY JR, JACK

Customer Address 11909 STEVENS RD/PHILA, PA

Bill Cycle 19

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
9961654133	1100441	11/24/1998	12/29/1998	01/25/1999	1938	2099	121	System Estimate	\$107.42	No	No	\$0.00	0	\$0.00	36
9961654133	1100441	10/26/1998	11/24/1998	12/21/1998	1850	1938	88	System Estimate	\$79.22	No	No	\$0.00	0	\$0.00	30
9961654133	1100441	09/24/1998	10/26/1998	11/22/1998	1790	1850	60	System Estimate	\$55.28	No	No	\$0.00	0	\$0.00	33
9961654133	1100441	08/26/1998	09/24/1998	10/21/1998	1749	1790	41	System Estimate	\$39.04	No	No	\$0.00	0	\$0.00	30
9961654133	1100441	07/29/1998	08/26/1998	09/22/1998	1709	1749	40	System Estimate	\$38.19	No	No	\$0.00	0	\$0.00	29
9961654133	1100441	06/29/1998	07/29/1998	08/25/1998	1666	1709	43	System Estimate	\$40.76	No	No	\$0.00	0	\$0.00	31
9961654133	1100441	05/28/1998	06/29/1998	07/26/1998	1619	1666	47	System Estimate	\$44.17	No	No	\$0.00	0	\$0.00	33
9961654133	1100441	04/29/1998	05/28/1998	06/24/1998	1568	1619	51	System Estimate	\$47.59	No	No	\$0.00	0	\$0.00	30
9961654133	1100441	03/31/1998	04/29/1998	05/26/1998	1487	1568	81	System Estimate	\$73.23	No	No	\$0.00	0	\$0.00	30
9961654133	1100441	02/28/1998	03/31/1998	04/27/1998	1344	1487	143	System Estimate	\$126.23	No	No	\$0.00	0	\$0.00	32
9961654133	1100441	01/28/1998	02/28/1998	03/28/1998	1303	1344	41	Regular	\$39.04	No	No	\$0.00	0	\$0.00	32
9961654133	1100441	12/27/1997	01/28/1998	02/23/1998	1124	1303	179	System Estimate	\$157.00	No	No	\$0.00	0	\$0.00	33
9961654133	1100441	11/29/1997	12/27/1997	01/25/1998	966	1124	158	System Estimate	\$139.05	No	No	\$0.00	0	\$0.00	29
9961654133	1100441	10/24/1997	11/29/1997	12/27/1997	866	966	100	Regular	\$89.47	No	No	\$0.00	0	\$0.00	37
9961654133	1100441	09/24/1997	10/24/1997	11/22/1997	781	866	85	System Estimate	\$76.65	No	No	\$0.00	0	\$0.00	31
9961654133	1100441	08/26/1997	09/24/1997	10/21/1997	737	781	44	System Estimate	\$41.61	No	No	\$0.00	0	\$0.00	30
9961654133	1100441	07/29/1997	08/26/1997	09/22/1997	711	737	26	Regular	\$26.22	No	No	\$0.00	0	\$0.00	29

EXHIBIT B

BEFORE THE PENNSYLVANIA PUBLIC UTILITY COMMISSION

Mr. Jack Sharkey Jr.
11909 Stevens Road
Philadelphia, PA 19116

Philadelphia Gas Works
v.

Account Number: 4120005971

Case Number: 1234672

Decision on Informal Complaint by the Bureau of Consumer Services:**Statement of Complaint:**

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

THAT PGW was estimating her bills for over two years. She is disputing the bills and wants to know if she was billed correctly.

Investigation By Staff Of The Bureau Of Consumer Services Revealed:

THAT the charges for the billing period from February 28, 1998 to May 24, 2002 were based on estimated usage.

THAT the customer called in a meter reading index of 4391 on April 9, 2001.

THAT on June 24, 2002 an AMR (Automatic Meter Reading) device was installed.

THAT May 24, 2002 PGW issued a make up bill in the amount of \$1,365.44 for previously unbilled gas service from February 28, 1998 to May 24, 2002.

THAT an AMR (Automatic Meter Reading) device was installed at the property in August 2000.

THAT the charges for the billing period from June 26, 2002 to August 25, 2003 are based on actual meter readings.

THAT as of the date of this decision, the outstanding balance is \$1,318.07.

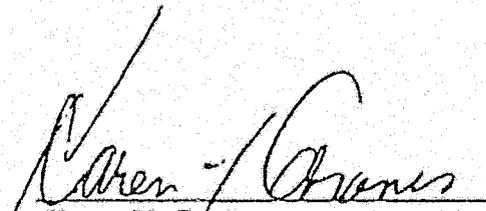
Based On These Findings, The Bureau of Consumer Services Concludes:

PGW failed to get either an actual reading of the meter or obtain a reading from the automatic meter reading device (AMR) for an extended period of time. As a result, all bills issued during that extended timeframe were estimated. Because of PGW's failure to obtain actual meter readings, the customer was unable to judiciously manage gas consumption and exercise conservation measures, as necessary. The customer, therefore, is entitled to a reduction in the re-billed amount which is intended to compensate for this problem that, again, was caused by PGW's failure to obtain an actual meter reading for an extended period of time. Additionally, it is noted that PGW's tariff requires that it get an actual meter reading every six (6) months.

Therefore It Is Decided:

1. That the Philadelphia Gas Works must credit the customer's account in the amount of \$273.08
2. That the Philadelphia Gas Works will waive all late payment charges that were charged to the customer from September 23, 2002 to the present.
3. That the customer must pay the monthly budget amount of \$167.00, which is subject to change, plus \$15.00 toward the past due balance by the due date each month beginning with the October 2003 due date.
4. That the customer must make these payments each month until the account is paid in full.
5. That the company will not charge late payment fees to your account as long as you pay according to this decision. However, the company may apply late payment fees if you do not pay on time or you do not keep this agreement.

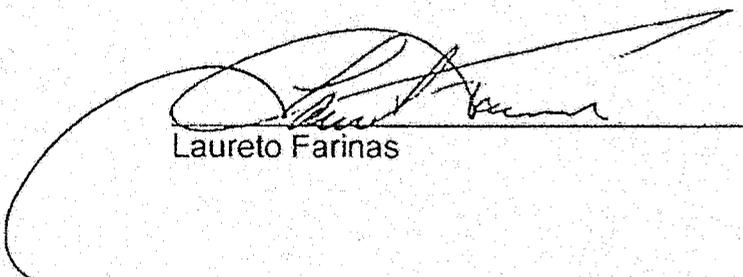
Date: September 24, 2003


Karen Y. Graves
Bureau of Consumer Services
PA Public Utility Commission

VERIFICATION

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

Date: November 24, 2003



Laureto Farinas

CERTIFICATE OF SERVICE

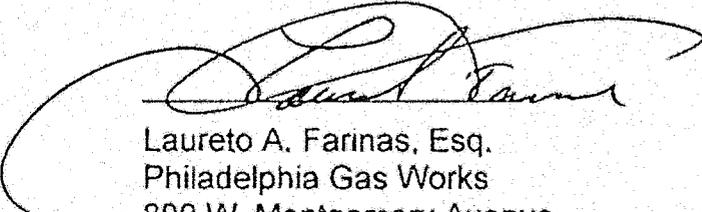
I HEREBY CERTIFY THAT I HAVE THIS DAY SERVED A TRUE COPY OF THE FOREGOING DOCUMENT UPON THE PARTICIPANTS LISTED BELOW, IN ACCORDANCE WITH THE REQUIREMENTS OF §1.54 (RELATING TO SERVICE BY A PARTICIPANT).

Service List:

For Complainant:

Jack Sharkey, Jr.
11909 Stevens Road
Philadelphia, PA 19116

November 24, 2003



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