

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: 11/24/03
8. DOCKET NO: F-01206992	:	9. EFFECTIVE DATE: 00/00/00

PARTY/COMPLAINANT: GOREE, THOMASINA

RESPONDENT/APPLICANT: PHILADELPHIA GAS WORKS

COMP/APP COUNTY:

UTILITY CODE: 125042

ALLEGATION OR SUBJECT

COMPLAINANT STATES WANTS THE PUC TO INVESTIGATE THE CHARGES THAT ARE NOT CORRECT FROM READING OFF THE BILLING STATEMENTS. IF YOU CHECK THE READING OF AMR METER YOU WILL FIND THAT THE GAS USAGE ISN'T THAT MUCH, SO HOW CAN PGW SAY THAT WE USED THIS LARGE AMOUNT STATED.

DOCUMENT  
FOLDER

**DOCKETED**  
DEC 02 2003



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

11/25/03

IN REPLY PLEASE  
REFER TO OUR FILE

NOVEMBER 5, 2003

BCS 1206992

THOMASINA GOREE  
222 N KING ST  
GLOUCESTER CITY NJ 08030

Dear Sir/Madam:

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

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

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

Return the form to us on or before NOVEMBER 25, 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:

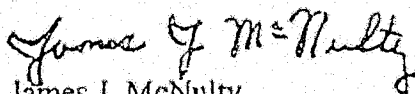
Office of Administrative Law Judge  
Public Utility Commission  
P.O. Box 3265  
Harrisburg, PA 17105-3265

**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

dbS

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:

*222 N King St*

(Please correct any mistakes.)

*Gloucester City NJ 08030*

*215-833-1183*

(Area Code) Telephone Number

Ms. Thomasina Goree  
6735 N. Sydenham Street  
Philadelphia, PA. 19126

*Thomasina Goree*  
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: 1206992

Company: Philadelphia Gas Works

Date of mailing: September 24, 2003

SECRETARY'S BUREAU

REVISED 11/97

03 OCT -9 AM 9:44

RECEIVED

*52*

BC S 1206992  
11/25/03

FORMAL COMPLAINT FORM  
Pennsylvania Public Utility Commission

F-0120699

ORIGINAL

Please Print:

1. Your Name, Mailing Address and Telephone Number.

Name THOMASINA GOREE  
Street/P.O. Box 222 N. King St Apt.# \_\_\_\_\_  
City Gloucester City State NJ Zip 08030  
County \_\_\_\_\_ Home Telephone-Area Code (856) 20-3333  
Work Telephone-Area Code (215) 503-1331

SECRETARY'S OFFICE  
NOV 24 11 58 AM '03  
P: 01-3333

2. Name of Company your complaint concerns: Philadelphia Gas Works

3. What is your complaint? The Reading of old meter to the new AMR meter?

First, what was the actual final meter reading of the old meter and summary of uses from October 17, 2001 to May 12, 2002 only?

Secondly, what was the AMR meter reading and price from May 13, 2002, to October 18, 2002 and summary of AMR meter reading?

I made payment arrangement paying \$167.00 to have service restored on May 14th 2002. Then other payments were sent on August 5, 2002 for \$93.00, August 16, 2002 for \$81.00, June 9, 2003 for \$125.00 AND Nov. 21, 2003 for \$49.70.

My conclusion is why the dispute amount from the date I reported this problem still going up about \$20.00 each month.

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

THANK YOU  
Ms. Goree

(-over-)

12

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

" I want the PUCC to investigate the charges that's not correct from Reading off my billing statements. If you check the readings of AMR meter you will find that my gas uses aren't that much. So how can PGW say we use this large amount stated.

(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.

Thomasina Goree  
Original Signature of complaining person

11-14-03  
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 ( \_\_\_\_\_ ) \_\_\_\_\_

**PHILADELPHIA GAS WORKS**

800 W MONTGOMERY AVENUE PHILADELPHIA PA 19122 0050

GAS LEAKS EMERGENCIES CALL 215-235-1212

INFORMATION CALL 215-235-1000

APPLIANCE SERVICE CALL 215-235-2050

Part  
1SERVICE TO: THOMASINA GOREE  
6735 N SYDENHAM ST

Invoice Number: 29221831214

Account Number: 0404492875  
Account Type: GS Residential Heat and Domestic Page 1 of 1Questions 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

11

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

**PLEASE PAY**

76.32

**PAY BY**

12/12/01

To avoid finance charge

## METER READING INFORMATION

## NEXT SCHEDULED METER READING

Dec 13 2001

Meter # 1348348 To Nov 14 2001 Estimated  
From Oct 17 2001 Initial4150  
4093

Current Bill Usage in Hundred Cubic Feet

57 CCF

## STATEMENT OF ACCOUNT

Previous balance:	.00
Less payments	.00
Balance Prior to Current Billing	0.00
Current Billing Charges -- SA ID: 3399445626	76.32

TOTAL ACCOUNT BALANCE ON: Nov 16 2001 76.32

CURRENT BILLING CHARGES -- 10/17/01 to 11/14/01

Cost of Service Used	
Customer Charge @ \$12.00	12.00
Commodity Charge 57 ccf @ \$0.69119	39.40
Gas Cost Rate 57 ccf @ \$0.43724	24.92
Total Current Billing Charges	76.32

## YOUR ENERGY USAGE

	Billed	Average Daily	
usage	days	usage	temp cost
This year 57.00 ccf	28	2 ccf	56.7 12.73

Beware of imposters posing as PGW employees -- Ask for identification.

**PHILADELPHIA GAS WORKS**

800 W MONTGOMERY AVE PHILADELPHIA, PA 19122-0050

GAS LEAKS EMERGENCIES CALL 215-235-1212  
INFORMATION CALL 215-235-1000  
APPLIANCE SERVICE CALL 215 235-2050SERVICE TO: THOMASINA GOREE  
6735 N SYDENHAM ST

Invoice Number: 1415598504

Account Number: 0404492875  
Account Type: GS Residential Heat and Domestic 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

11

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

**PLEASE PAY**

168.66

**PAY BY**

01/11/02

To avoid finance charge

## METER READING INFORMATION

	NEXT SCHEDULED METER READING		Jan 15 2002
Meter # 1348348	To Dec 13 2001	Estimated	4224
	From Nov 14 2001	Estimated	4150
Current Bill Usage in Hundred Cubic Feet			74 CCF

## STATEMENT OF ACCOUNT

Previous balance on:	Nov 16 2001	76.32
Less payments		.00
Balance Prior to Current Billing		76.32
Adjustments for SA ID # 3399445626		
Late Payment Charge		0.95
Total adjustments		0.95
Current Billing Charges	-- SA ID: 3399445626	91.39

TOTAL ACCOUNT BALANCE ON: Dec 15 2001 168.66

CURRENT BILLING CHARGES -- 11/14/01 to 12/13/01

Cost of Service Used		
Customer Charge @ \$12.00		12.00
Commodity Charge 74 ccf @ \$0.69119		51.15
Gas Cost Rate 74 ccf @ \$0.43724, 16 days		17.85
Gas Cost Rate 74 ccf @ \$0.31307, 13 days		10.39
Total Current Billing Charges		91.39

## YOUR ENERGY USAGE

	usage	Billed days	usage	Average Daily temp	cost
This year	74.00 ccf	29	3 ccf	53.8	\$3.15

PGW ANNOUNCES RATE DECREASE.....Effective December 1, 2001, PGW's Gas Cost Rate(GCR) Adjustment will decrease from \$0.43724 per ccf to \$0.31307 per ccf. The new rate will lower the typical Residential Heating Customer's yearly bill by about \$109. For more information call 215-235-1000.



SERVICE TO

THOMASINA GOREE  
 6735 N SYDENHAM ST

Invoice Number: 8626820289

Account Number: 0404492875

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

11

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

**PLEASE PAY**

317.70

**PAY BY**

02/12/02

To avoid finance charge

METER READING INFORMATION

NEXT SCHEDULED METER READING

Feb 13 2002

Meter # 1348348 To Jan 15 2002 Estimated  
 From Dec 13 2001 Estimated

4397

4224

Current Bill Usage in Hundred Cubic Feet

173 CCF

STATEMENT OF ACCOUNT

Previous balance on:	Dec 15 2001	168.66
Check	Dec 20 2001 -- Thank you!	38.32 CR
Balance Prior to Current Billing		130.34
Adjustments for SA ID # 3399445626		
Late Payment Charge		1.62
Total adjustments		1.62
Current Billing Charges -- SA ID: 3399445626		185.74

TOTAL ACCOUNT BALANCE ON: Jan 17 2002 317.70

CURRENT BILLING CHARGES -- 12/13/01 to 01/15/02

Cost of Service Used	
Customer Charge @ \$12.00	12.00
Commodity Charge 173 ccf @ \$0.69119	119.58
Gas Cost Rate 173 ccf @ \$0.31307	54.16
Total Current Billing Charges	185.74

YOUR ENERGY USAGE

	usage	Billed days	usage	Average Daily temp	cost
This year	173.00 ccf	33	5 ccf	39.1	\$5.63

SERVICE TO: **THOMASINA GOREE**  
**6735 N SYDENHAM ST**  
 Invoice Number: **87630925932**

Account Number: **0404492875**  
 Account Type: **GS Residential Heat and Domestic** 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

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

**PLEASE PAY 425.65 PAY BY 03/13/02 To avoid finance charge**

METER READING INFORMATION

NEXT SCHEDULED METER READING  
 Meter # 1348348 to Feb 13 2002 Estimated 4539  
 From Jan 15 2002 Estimated 4397

Current Bill Usage in Hundred Cubic Feet **142 CCF**

*My read. 4*  
*Mar 14 2002*

STATEMENT OF ACCOUNT

Previous balance on: Jan 17 2002 317.70  
 Check Feb 13 2002 -- Thank you! 50.00 CR  
 Balance Prior to Current Billing 267.70  
 Adjustments for SA ID # 3399445626  
 Late Payment Charge 3.34  
 Total adjustments 3.34  
 Current Billing Charges -- SA ID: 3399445626 154.61

TOTAL ACCOUNT BALANCE ON: Feb 15 2002 425.65

CURRENT BILLING CHARGES -- 01/15/02 to 02/13/02

Cost of Service Used

Customer Charge @ \$12.00 12.00  
 Commodity Charge 142 ccf @ \$0.69119 98.15  
 Gas Cost Rate 142 ccf @ \$0.31307 44.46  
 Total Current Billing Charges 154.61

YOUR ENERGY USAGE

	Billed usage	days	usage	Average Daily temp	cost
Per year	142.00 ccf	29	5 ccf	42.2	\$5.33

*Handwritten notes:*  
 R. N. T  
 P. G.  
 2/15/02  
 K. H. E. A. P.  
 215-235-1000  
 2-5

**PHILADELPHIA GAS WORKS**

800 W. MONTGOMERY AVENUE PHILADELPHIA, PA 19122 0050

GAS LEAKS, EMERGENCIES: CALL 215-235-1212

INFORMATION: CALL 215-235-1000

APPLIANCE SERVICE: CALL 215-235-2050

SERVICE TO **THOMASINA GOREE**  
**6735 N SYDENHAM ST**

Invoice Number: 60767392329

Account Number: 0404492875  
Account Type: GS Residential Heat and Domestic Page 1 of 1Questions 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

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

**PLEASE PAY**

567.43

**PAY BY**

04/10/02

To avoid finance charge

**METER READING INFORMATION**

## NEXT SCHEDULED METER READING

Apr 15 2002

Meter # 1348348 To Mar 14 2002 Estimated 4671  
From Feb 13 2002 Estimated 4539

Current Bill Usage in Hundred Cubic Feet 132 CCF

**STATEMENT OF ACCOUNT**

Previous balance on: Feb 15 2002 425.65

Less payments .00

Balance Prior to Current Billing 425.65

Adjustments for SA ID # 3399445626

Late Payment Charge 6.33

Total adjustments 6.33

Current Billing Charges -- SA ID: 3399445626 135.45

**TOTAL ACCOUNT BALANCE ON:** Mar 16 2002 567.43**CURRENT BILLING CHARGES** -- 02/13/02 to 03/14/02

## Cost of Service Used

Customer Charge @ \$12.00 6.21

Commodity Charge 68.28 ccf @ \$0.69119 47.19

Gas Cost Rate 68.28 ccf @ \$0.31307 21.38

Customer Charge @ \$12.00 5.79

Commodity Charge 63.72 ccf @ \$0.6777 43.19

Gas Cost Rate 63.72 ccf @ \$0.20203 12.87

Commodity Credit 63.72 CCF @ -\$0.0185 1.18 CR

Total Current Billing Charges 135.45

**YOUR ENERGY USAGE**

	usage	Billed days	usage	Average Daily temp	cost
This year	132.00 ccf	29	5 ccf	46.0	\$4.67

On March 1, 2002, PGW's Gas Cost Rate decreased from \$0.31307 to \$0.20203 per ccf and the commodity charge decreased from \$0.69119 to \$0.67770 per ccf. A new commodity charge credit reduction of \$0.01850 per ccf is included as required by the PUC. For more information call 215-235-1000.



**PHILADELPHIA GAS WORKS**

800 W MONTGOMERY AVENUE, PHILADELPHIA, PA 19122-0050

GAS LEAKS, EMERGENCIES CALL 215-235-1212  
INFORMATION CALL 215-235-1000  
APPLIANCE SERVICE CALL 215-235-2050

SERVICE TO

THOMASINA GOREE  
6735 N SYDENHAM ST

Invoice Number: 14099994122

Account Number: 0404492875

Account Type: GS Residential Heat and Domestic 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

11

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

**PLEASE PAY**

**588.70 PAY BY**

**05/10/02**

To avoid finance charge

**METER READING INFORMATION**

**NEXT SCHEDULED METER READING**

May 14 2002

Meter # 1348348 To Apr 15 2002 Estimated  
From Mar 14 2002 Estimated

4787  
4671

Current Bill Usage in Hundred Cubic Feet

116 CCF

**STATEMENT OF ACCOUNT**

Previous balance on: Mar 16 2002 567.43

Less payments .00

Balance Prior to Current Billing 567.43

Adjustments for SA ID # 3399445626

Late Payment Charge 8.36

Total adjustments 8.36

Current Billing Charges -- SA ID: 3399445626 112.91

**TOTAL ACCOUNT BALANCE ON: Apr 17 2002 688.70**

**CURRENT BILLING CHARGES -- 03/14/02 to 04/15/02**

**Cost of Service Used**

Customer Charge @ \$12.00 12.00

Commodity Charge 101.5 ccf @ \$0.6777, 28 days 68.78

Commodity Charge 14.5 ccf @ \$0.74784, 4 days 10.84

Gas Cost Rate 116 cc<sup>2</sup> @ \$0.20203 23.44

Commodity Credit 116 CCF @ -\$0.0185 2.15 CR

**Total Current Billing Charges 112.91**

**YOUR ENERGY USAGE**

	Billed usage	days	usage	Average Daily temp	cost
This year	116.10 ccf	32	4 ccf	51.5	\$3.53

Effective April 12, 2002, PGW's GS Commodity Charge increased from \$0.67770 to \$0.74784 per ccf. For more information call 215-235-1000.

*this reflect the amount at time of agreement which should have been the actual final reading*

KEEP TOP PART for your records. Additional information on back of bill.

*of old meter*

Part  
2



**Philadelphia Gas Works**

COLLECTION DEPARTMENT, 1800 North Ninth Street, Philadelphia, PA 19122 • Phone: 235-1777

# PAYMENT AGREEMENT

Read this agreement thoroughly before signing. If you do not understand the contents, the PG&W representative will explain it fully. Be sure that you are given a copy for your records.

Name: Thomasina Goree  
Address: 6735 N Sydenham

Customer Number

0012 1111 1111 1111 1111 1111

Date	<u>11</u>	<u>11</u>	<u>11</u>	<u>11</u>	<u>11</u>	<u>11</u>	<u>11</u>	<u>11</u>	<u>11</u>
Date	<u>11</u>	<u>11</u>	<u>11</u>	<u>11</u>	<u>11</u>	<u>11</u>	<u>11</u>	<u>11</u>	<u>11</u>
Due	<u>11</u>	<u>11</u>	<u>11</u>	<u>11</u>	<u>11</u>	<u>11</u>	<u>11</u>	<u>11</u>	<u>11</u>
Payment Code	<u>11</u>	<u>11</u>	<u>11</u>	<u>11</u>	<u>11</u>	<u>11</u>	<u>11</u>	<u>11</u>	<u>11</u>
Due	<u>11</u>	<u>11</u>	<u>11</u>	<u>11</u>	<u>11</u>	<u>11</u>	<u>11</u>	<u>11</u>	<u>11</u>

Total Agreement Amount \$ 1096.70  
 Initial Payment \$ 161.47  
 Installment Payment \$ 81.60  
 Number of Installments 11  
 Promise to Pay Agreement

Telephone Number 215-224-2717  
 Reconnection Charge \$ 45.00

Telephone Location

I agree to pay Philadelphia Gas Works for previously billed gas service to be paid as shown above. I understand that if I fail to make any of the scheduled payments listed above, my gas service may be discontinued. I ALSO AGREE TO PAY ALL CURRENT BILLS THAT BECOME DUE DURING THE LENGTH OF THIS AGREEMENT.

Received by (Cg Rep) K. Goree Emp. No. 01821 Loc. 5 Customer Signature Thomasina Goree Date: 5-14-02

PHILA GAS WORKS

PHILA GAS WORKS  
 558 LOCA: 0251-019  
 Acct: 00069203  
 0200 0001 00069203 5/14/02 11:38AM  
 WI Paid: \$93.00  
 Utility Services: \$93.00  
 Change: \$0.00

Thank You

POOR ORIGINAL

PHILA GAS WORKS  
 PD: 5/14/02 CR: 558 LOCA: 0251-019  
 ID:0863 Acct: 00069203  
 0200 0001 00069203 5/14/02 3:38PM  
 WI Paid: \$167.00  
 Utility Services: \$170.00  
 CA: \$3.00  
 CHANGE

Thank You



**PHILADELPHIA GAS WORKS**

800 W MONTGOMERY AVENUE PHILADELPHIA PA 19122 0050

LEAKS EMERGENCIES: CALL 215-235-1212  
 INFORMATION: CALL 215-235-1000  
 APPLIANCE SERVICE: CALL 215-235-2050

*PART  
3*

SERVICE TO: **THOMASINA GOREE  
6735 N SYDENHAM ST**

Invoice Number: 27069111120

Account Number: 0404492875  
 Account Type: GS Residential Heat and Domestic Page 1 of 2

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

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

**PLEASE PAY** 1,479.23 **PAY BY** 07/17/02 Agreement Plan

**METER READING INFORMATION**

PGW'S EZ READER VAN WILL READ YOUR METER Jul 15 2002  
 AMR device # 00019029895 was installed on May 13 2002  
 YOUR METER WAS CHANGED ON May 13 2002  
 Meter # 1736782 To Jun 13 2002 Actual 35  
 From May 13 2002 Installed 0  
 Current Bill Usage in Hundred Cubic Feet 35 CCF  
 NEXT SCHEDULED METER READING Jul 15 2002  
 Meter # 1348348 To May 13 2002 Pre-AMR 6201  
 From Apr 15 2002 Estimated 4787  
 Current Bill Usage in Hundred Cubic Feet 1414 CCF  
 TOTAL SERVICE POINT USAGE 0

**STATEMENT OF ACCOUNT**

Previous balance on: Apr 17 2002 688.70  
 Cash May 14 2002 -- Thank you! 167.00 CR  
 Check Apr 30 2002 -- Thank you! 100.00 CR  
 Balance Prior to Current Billing: 421.70  
 Adjustments for SA ID # 3399445626  
 Collection Fee 10.00  
 Collection Fee 10.00  
 Late Payment Charge Waive 8.36 CR  
 Collection Fee 20.00 CR  
 Total adjustments 8.36 CR  
 Current Billing Charges SA ID: 3399445626 1,398.23

TOTAL ACCOUNT BALANCE ON: Jun 22 2002 1,811.57

CURRENT BILLING CHARGES 04/15/02 to 06/13/02

Cost of Service Used  
 Customer Charge @ \$12.00 24.00  
 Commodity Charge 1,449 ccf @ \$0.74784 1,083.62  
 Gas Cost Rate 1,449 ccf @ \$0.20203, 46 days 228.24  
 Gas Cost Rate 1,449 ccf @ \$0.27932, 13 days 89.18  
 Commodity Credit 1,449 CCF @ -\$0.0185 26.81 CR  
 Total Current Billing Charges 1,398.23

*questionable!*

**YOUR ENERGY USAGE**

	Billed usage	days	usage	Average Daily temp	cost
This year	1449.00 ccf	59	25 ccf	65.6	\$23.70



**PHILADELPHIA GAS WORKS** 235-  
800 W MONTGOMERY AV PHILADELPHIA, PA 19122-0050

GAS LEAKS, EMERGENCIES, CALL 215-235-1212  
INFORMATION CALL 215-235-1000  
APPLIANCE SERVICE CALL 215-235-2050

SERVICE TO:

THOMASINA GOREE CASE #  
6735 N SYDENHAM ST 1206992

Invoice Number: 36653384397

1-800  
692  
7380  
PUC

Account Number: 0404492875  
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  
TIENE PROBLEMAS CON SU FACTURA DE GAS? LLAME AL 215-235-2175

**PLEASE PAY**

1,491.23

**PAY BY**

08/09/02

Agreement Plan

**METER READING INFORMATION**

PGW'S EZ READER VAN WILL READ YOUR METER Aug 13 2002  
AMR device # 00019029895

Meter # 1736782	To Jul 15 2002	Actual	35
	From Jun 13 2002	Actual	35
Current Bill Usage in Hundred Cubic Feet			0 CCF

**STATEMENT OF ACCOUNT**

Previous balance on:	Jun 22 2002	1,811.57
Less payments		.00
Balance Prior to Current Billing		1,811.57

Amount in Dispute: ~~\$1,398.23~~

Adjustments for SA ID # 3399445626

Transfer Balance

Total adjustments

Adjustments for SA ID # 992761547

Transfer Balance

Total adjustments

Current Billing Charges

SA ID: 3399445626

426.34

1,398.23 CR  
1,398.23 CR

**TOTAL ACCOUNT BALANCE ON:**

Jul 17 2002

1,823.57

**CURRENT BILLING CHARGES**

-- 06/13/02 to 07/15/02

**Cost of Service Used**

Customer Charge @ \$12.00	12.00
Commodity Charge 0 ccf @ \$0.74784	0.00
Gas Cost Rate 0 ccf @ \$0.27932	0.00
Commodity Credit 0 CCF @ -\$0.0185	0.00
<b>Total Current Billing Charges</b>	<b>12.00</b>

**YOUR ENERGY USAGE**

usage	Billed days	usage	Average Daily temp	cost
-------	-------------	-------	--------------------	------

**AGREEMENT BILLING INFORMATION**

Agreement Charges  
Current Bill  
UTILITY Amount Due

81.00  
12.00  
93.00



**PHILADELPHIA GAS WORKS**  
800 W MONTGOMERY AVENUE, PHILADELPHIA, PA 19122-0050

LEAKS, EMERGENCIES CALL 215-235-1212  
INFORMATION CALL 215-235-1000  
APPLIANCE SERVICE CALL 215-235-2050

SERVICE TO: **THOMASINA GOREE** Invoice Number: 37635165683  
6735 N SYDENHAM ST  
Account Number: 0404492875  
Account Type: GS Residential Heat and Domestic 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  
TIENE PROBLEMAS CON SU FACTURA DE GAS? LLAME AL 215-235-2175

**PLEASE PAY** 1,511.41 **PAY BY** 09/10/02 Agreement Plan

**METER READING INFORMATION**

PGW'S EZ READER VAN WILL READ YOUR METER Sep 12 2002  
AMR device # 00019029895  
Meter # 1736782 To Aug 13 2002 Actual 55  
From Jul 15 2002 Actual 35  
Current Bill Usage in Hundred Cubic Feet 20 CCF

**STATEMENT OF ACCOUNT**

Previous balance on: Jul 17 2002 1,823.57  
Cash Aug 05 2002 Thank you! 93.00 CR  
Balance Prior to Current Billing 1,730.57  
Amount in Dispute: \$1,398.23  
Current Billing Charges -- SA ID: 3399445626 32.18  
TOTAL ACCOUNT BALANCE ON: Aug 15 2002 1,762.75

**CURRENT BILLING CHARGES -- 07/15/02 to 08/13/02**

Cost of Service Used  
Customer Charge @ \$12.00 12.00  
Commodity Charge 20 ccf @ \$0.74784 14.96  
Gas Cost Rate 20 ccf @ \$0.27932 5.59  
Commodity Credit 20 CCF @ -\$0.0185 0.37 CR  
Total Current Billing Charges 32.18

**YOUR ENERGY USAGE**

	Billed usage	days	usage	Average Daily temp	cost
This year	20.00 ccf	29	1 ccf	81.9	\$1.11

**AGREEMENT BILLING INFORMATION**

Agreement Charges 81.00  
Current Bill 32.18  
UTILITY Amount Due 113.18

**Broken Negotiated Payment Arrangement**

Your Payment Arrangement is past due. Prompt payment will insure the continuation of your Payment Agreement.



SERVICE TO: **THOMASINA GOREE**  
**6735 N SYDENHAM ST**

Invoice Number: 36055902207

Account Number: 0404492875  
Account Type: GS Residential Heat and Domestic 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

11

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

**PLEASE PAY** 1,709.44 **PAY BY** 11/08/02 To avoid finance charge

**METER READING INFORMATION**

PGW'S EZ READER VAN WILL READ YOUR METER Nov 13 2002  
AMR device # 00019029895

Meter # 1735702	To Oct 11 2002	Actual	55
	From Sep 12 2002	Actual	55
Current Bill Usage in Hundred Cubic Feet			0 CCF

**STATEMENT OF ACCOUNT**

Previous balance on:	Sep 14 2002		1,693.75
Less payments			.00
Balance Prior to Current Billing			1,693.75
Amount in Dispute:	\$1,419.20	<i>1709.44</i>	
Adjustments for SA ID # 3399445625		<i>- 1419.00</i>	
Late Payment Charge			3.69
Revenue Adjustment			47.07 CR
Total adjustments			43.38 CR
Current Billing Charges	-- SA ID: 3399445625		12.00
<b>TOTAL ACCOUNT BALANCE ON:</b>	<b>Oct 16 2002</b>		<b>1,730.41</b>

*why Late charge on Dispute Bill?*

**CURRENT BILLING CHARGES** -- 09/12/02 to 10/11/02

Cost of Service Used	
Customer Charge @ \$12.00	12.00
Commodity Charge 0 ccf @ \$0.74784	0.00
Gas Cost Rate 0 ccf @ \$0.30385	0.00
<b>Total Current Billing Charges</b>	<b>12.00</b>

**YOUR ENERGY USAGE**

usage	Billed days	usage	Average Daily temp	cost
-------	-------------	-------	--------------------	------

AVOID EXPENSIVE APPLIANCE REPAIR BILLS. SIGN UP FOR PGW'S PARTS AND LABOR SERVICE PLANS NOW.

Broken Negotiated Payment Arrangement

*6 1419.20 in dispute*

*290.14*

**PHILADELPHIA GAS WORKS**

800 W MONTGOMERY AVENUE, PHILADELPHIA, PA 19122-0050

GAS LEAKS EMERGENCIES: CALL 215-235-1212  
INFORMATION: CALL 215-235-1000  
APPLIANCE SERVICE: CALL 215-235-2050SERVICE TO: THOMASINA GOREE  
6735 N SYDENHAM ST

Invoice Number: 48343384196

Account Number: 0404492875  
Account Type: GS Residential Heat and Domestic Page 1 of 1Questions 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

21

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

**PLEASE PAY**

1,709.44

**PAY BY**

11/18/02

To avoid finance charge

**METER READING INFORMATION**PGW'S EZ READER VAN WILL READ YOUR METER  
AMR device # 00019029895 Nov 13 2002Meter # 1736782 To Oct 17 2002 Actual 55  
From Oct 11 2002 Actual 55  
Current Bill Usage in Hundred Cubic Feet 0 CCF**STATEMENT OF ACCOUNT**Previous balance on: Oct 16 2002 1,730.41  
Less payments .00  
Balance Prior to Current Billing 1,730.41  
Amount in Dispute: \$1,419.20  
Current Billing Charges -- SA ID: 3399445626 0.00  
TOTAL ACCOUNT BALANCE ON: Oct 23 2002 1,730.41**CURRENT BILLING CHARGES -- 10/11/02 to 10/17/02**Cost of Service Used  
Customer Charge @ \$12.00 0.00  
Commodity Charge 0 ccf @ \$0.74784 0.00  
Gas Cost Rate 0 ccf @ \$0.30385 0.00  
Total Current Billing Charges 0.00**YOUR ENERGY USAGE**

	usage	Billed days	usage	Average Daily temp	cost
Last year	220.00 ccf	16	14 ccf	62.3	\$16.27

AVOID EXPENSIVE APPLIANCE REPAIR BILLS. SIGN UP FOR PGW'S PARTS AND LABOR SERVICE PLANS NOW.

**FINAL BILL NOTICE**

The above statement shows an unpaid final billing. Prompt payment will be appreciated. If payment has been rendered, please accept our thanks.

**FINAL BILL**



**PHILADELPHIA GAS WORKS**  
 800 W MONTGOMERY AV PHILADELPHIA, PA 19122-0050

GAS LEAKS, EMERGENCIES: CALL 215-235-1212  
 INFORMATION: CALL 215-235-1000  
 APPLIANCE SERVICE: CALL 215-235-2050

*Part 4*

SERVICE TO: **THOMASINA GOREE**  
**6735 N SYDENHAM ST**

Invoice Number: 82532734791

Account Number: 0404492875  
 Account Type:

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

21

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

**PLEASE PAY** 1,714.05 **PAY BY** 12/13/02 To avoid finance charge

STATEMENT OF ACCOUNT

Previous balance on:	Oct 23 2002	1,730.41
Less payments		.00
Balance Prior to Current Billing		1,730.41
Amount in Dispute:	\$1,440.48	
Adjustments for SA ID # 3399445626		
Late Payment Charge		
Total adjustments		
<b>TOTAL ACCOUNT BALANCE ON:</b>	<b>Nov 19 2002</b>	<b>1,756.30</b>

*4.61*  
*4.61*

*why?*  
*why?*

FINAL BILL NOTICE

The above statement shows an unpaid final billing. Prompt payment will be appreciated. If payment has been rendered, please accept our thanks.

See enclosed bill insert for information on PGW's Weather Normalization Adjustment (WNA).

*if you notice the dispute amount keep getting Higher why?*

**PHILADELPHIA GAS WORKS**

800 W MONTGOMERY AVENUE PHILADELPHIA PA 19122-0050

GAS LEAKS, EMERGENCIES, CALL 215-235-1212  
INFORMATION: CALL 215-235-1000  
APPLIANCE SERVICE: CALL 215-235-2050SERVICE TO: THOMASINA GOREE  
6735 N SYDENHAM ST

Invoice Number: 30987899721

Account Number: 0404492875

Account Type:

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

21

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

**PLEASE PAY**

1,718.66

**PAY BY**

01/16/03

To avoid finance charge

## STATEMENT OF ACCOUNT

Previous balance on:	Oct 23 2002	1,730.41
Less payments		.00
Balance Prior to Current Billing		1,730.41
Amount in Dispute:	\$1,462.08	
Adjustments for SA ID # 3399445626		
Late Payment Charge		4.61
Total adjustments		4.61
<b>TOTAL ACCOUNT BALANCE ON:</b>	<b>Dec 19 2002</b>	<b>1,782.51</b>

## FINAL BILL NOTICE

The above statement shows an unpaid final billing. Prompt payment will be appreciated. If payment has been rendered, please accept our thanks.

*Dispute Amount is raising each month why?*

**PHILADELPHIA GAS WORKS**

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

GAS LEAKS, EMERGENCIES: CALL 215-235-1212  
INFORMATION: CALL 215-235-1000  
APPLIANCE SERVICE: CALL 215-235-2050SERVICE TO: **THOMASINA GOREE**  
**6735 N SYDENHAM ST**

Invoice Number: 48369776916

Account Number: 0404492875  
Account Type:

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

21

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

**PLEASE PAY**

1,723.27

**PAY BY**

02/12/03

To avoid finance charge

**STATEMENT OF ACCOUNT**

Previous balance on:	Oct 23 2002	1,730.41
Less payments		.00
Balance Prior to Current Billing		1,730.41
Amount in Dispute:	\$1,484.01	
Adjustments for SA ID # 3399445626		
Late Payment Charge		4.61
Total adjustments		4.61
<b>TOTAL ACCOUNT BALANCE ON:</b>	<b>Jan 18 2003</b>	<b>1,809.05</b>

**FINAL BILL NOTICE**

The above statement shows an unpaid final billing. Prompt payment will be appreciated. If payment has been rendered, please accept our thanks.

**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 215-235-2054SERVICE TO: THOMASINA GOREE  
6735 N SYDENHAM ST

Invoice Number: 7596970842

Account Number: 0404492875

Account Type:

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

21

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

**PLEASE PAY**

1,732.49

**PAY BY**

04/11/03

To avoid finance charge

## STATEMENT OF ACCOUNT

Previous balance on:	Oct 23 2002	1,730.41
Less payments		.00
Balance Prior to Current Billing		1,730.41
Amount in Dispute:	\$1,528.85	
Adjustments for SA ID # 3399445626		
Late Payment Charge		4.61
Total adjustments		4.61
<b>TOTAL ACCOUNT BALANCE ON:</b>	<b>Mar 19 2003</b>	<b>1,863.12</b>

## FINAL BILL NOTICE

The above statement shows an unpaid final billing. Prompt payment will be appreciated. If payment has been rendered, please accept our thanks.



**PHILADELPHIA GAS WORKS**  
 800 W. MONTGOMERY AVENUE, PHILADELPHIA, PA 19122-0050

GAS LEAKS, EMERGENCIES CALL 215-235-1212  
 INFORMATION: CALL 215-235-1000  
 APPLIANCE SERVICE: CALL 215-235-2050

SERVICE TO: **THOMASINA GOREE**  
**6735 N SYDENHAM ST**

Invoice Number: 22106733301

Account Number: 0404492875  
 Account Type:

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

21

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

**PLEASE PAY**

1,731.10

**PAY BY**

05/13/03

To avoid finance charge

**STATEMENT OF ACCOUNT**

Previous balance on:	Oct 23 2002	1,730.41
Less payments		.00
Balance Prior to Current Billing		1,730.41
Amount in Dispute:	\$1,551.79	
Adjustments for SA ID # 3399445626		
Late Payment Charge		4.61
Total adjustments		4.61
<b>TOTAL ACCOUNT BALANCE ON:</b>	<b>Apr 18 2003</b>	<b>1,890.66</b>

**FINAL BILL NOTICE**

The above statement shows an unpaid final billing. Prompt payment will be appreciated. If payment has been rendered, please accept our thanks.

KEEP TOP PART for your records. Additional information on back of bill.

**PHILADELPHIA GAS WORKS**

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

GAS LEAKS, EMERGENCIES: CALL 215-235-1212  
INFORMATION: CALL 215-235-1000  
APPLIANCE SERVICE: CALL 215-235-2050SERVICE TO: THOMASINA GOREE  
6735 N SYDENHAM ST

Invoice Number: 75515744832

Account Number: 0404492875

Account Type:

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

21

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

**PLEASE PAY**

1,741.71

**PAY BY**

06/13/03

To avoid finance charge

## STATEMENT OF ACCOUNT

Previous balance on:	Oct 23 2002	1,730.41
Less payments		.00
Balance Prior to Current Billing		1,730.41
Amount in Dispute:	\$1,575.06	
Adjustments for SA ID # 3399445626		
Late Payment Charge		4.61
Total adjustments		4.61
<b>TOTAL ACCOUNT BALANCE ON:</b>	<b>May 20 2003</b>	<b>1,918.54</b>

## FINAL BILL NOTICE

The above statement shows an unpaid final billing. Prompt payment will be appreciated. If payment has been rendered, please accept our thanks.

**PHILADELPHIA GAS WORKS**

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

GAS LEAKS, EMERGENCIES: CALL 215-235-1212  
INFORMATION: CALL 215-235-1000  
APPLIANCE SERVICE: CALL 215-235-2050SERVICE TO: THOMASINA GORFE  
6735 N SYDENHAM ST

Invoice Number: 68236272965

Account Number: 0404492875

Account Type:

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

21

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

**PLEASE PAY**

1,721.32

**PAY BY**

07/15/03

To avoid finance charge

## STATEMENT OF ACCOUNT

Previous balance on:	Oct 23 2002	1,730.41
Check	Jun 09 2003 -- Thank you!	25.00 CR
Balance Prior to Current Billing		1,705.41
Amount in Dispute:	\$1,598.68	
Adjustments for SA ID # 3399445626		
Late Payment Charge		4.61
Total adjustments		4.61
<b>TOTAL ACCOUNT BALANCE ON:</b>	<b>Jun 19 2003</b>	<b>1,921.77</b>

## FINAL BILL NOTICE

The above statement shows an unpaid final billing. Prompt payment will be appreciated. If payment has been rendered, please accept our thanks.

KEEP TOP PART for your records. Additional information on back of bill.

SERVICE TO: THOMASINA GOREE  
6735 N SYDENHAM ST

Invoice Number: 50046879390

Account Number: 0404492875  
Account Type:

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

21

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

**PLEASE PAY**

1,725.93

**PAY BY**

08/12/03

To avoid finance charge

**STATEMENT OF ACCOUNT**

Previous balance on:	Oct 23 2002	1,730.41
Less payments		.00
Balance Prior to Current Billing		1,730.41
Amount in Dispute:	\$1,622.66	
Adjustments for SA ID # 3399445626		
Late Payment Charge		4.61
Total adjustments		4.61
<b>TOTAL ACCOUNT BALANCE ON:</b>	<b>Jul 18 2003</b>	<b>1,950.36</b>

**FINAL BILL NOTICE**

The above statement shows an unpaid final billing. Prompt payment will be appreciated. If payment has been rendered, please accept our thanks.



**PHILADELPHIA GAS WORKS**

800 W MONTGOMERY AVENUE PHILADELPHIA, PA 19122-0050

GAS LEAKS, EMERGENCIES: CALL 215-235-1212  
INFORMATION: CALL 215-235-1000  
APPLIANCE SERVICE: CALL 215-235-2050

SERVICE TO: THOMASINA GOREE  
6735 N SYDENHAM ST

Invoice Number: 35580649563

Account Number: 0404492875

Account Type:

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

21

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

**PLEASE PAY**

1,730.54

**PAY BY**

09/12/03

To avoid finance charge

**STATEMENT OF ACCOUNT**

Previous balance on:	Oct 23 2002	1,730.41
Less payments		.00
Balance Prior to Current Billing		1,730.41
Amount in Dispute:	\$1,646.99	
Adjustments for SA ID # 3399445626		
Late Payment Charge		4.61
Total adjustments		4.61
<b>TOTAL ACCOUNT BALANCE ON:</b>	<b>Aug 19 2003</b>	<b>1,979.30</b>

**FINAL BILL NOTICE**

The above statement shows an unpaid final billing. Prompt payment will be appreciated. If payment has been rendered, please accept our thanks.

293  
1730.41  
1646.99

83.42

1730.41

82  
1979.30  
1730.41  
248.89

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

DATE SERVED: DECEMBER 2, 2003

F-01206992

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 THOMASINA GOREE. 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

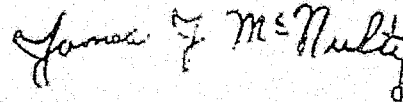
DECEMBER 2, 2003

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

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

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

Very truly yours,

A handwritten signature in cursive script that reads "James J. McNulty".

James J. McNulty  
Secretary

JH

BEFORE THE PENNSYLVANIA PUBLIC UTILITY COMMISSION

DATE SERVED: DECEMBER 2, 2003

THOMASINA GOREE  
Complainant

VS.

PHILADELPHIA GAS WORKS  
Respondent

Complaint Docket  
No: F-01206992

DOCUMENT  
FOLDER

DOCKETED  
DEC 02 2003

---

FORMAL COMPLAINT NOTICE TO RESPONDENT TO ANSWER OR SATISFY

---

TO: PHILADELPHIA GAS WORKS

TAKE NOTICE:

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

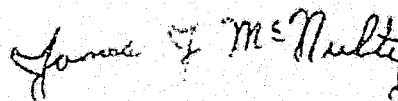
1. You have twenty (20) days from the date on which this complaint is served to either satisfy this complaint or to file with the Secretary of the Pennsylvania Public Utility Commission, P. O. Box 3265, Harrisburg, PA 17105-3265, an answer (original and three copies), in writing, under oath, which, as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

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

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

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

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



James J. McNulty  
Secretary

(SEAL)

Certified Mail  
Return Receipt Requested

**Philadelphia Gas Works**



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

Laureto A. Farinas, Senior Attorney  
Legal Department  
Direct Dial: 215-684-6982  
FAX: 215-684-6798  
E mail: laureto.farinas@pgworks.com

F-01206992

December 17, 2003

RECEIVED

DEL 16 2003

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

PA PUBLIC UTILITY COMMISSION  
SECRETARY'S BUREAU

Re: Request For Extension Of Time In Which To File Answers To Complaints

Dear Secretary McNulty:

This is to confirm that pursuant to 52 Pa. Code §1.15, Chief Administrative Law Judge Robert Christianson and Eric A. Rohrbough has approved the Philadelphia Gas Works' request for an extension of time in which to file Answers to the formal complaints that appear on the attached listing. The Answers to the Complaints appearing on the attached list are now due by **January 16, 2004**.

The need for this extension of time arose after the volume of informal and formal complaints during the Fall of 2003 involving the Philadelphia Gas Works (PGW), created demands for research and resources that made answering Complaints impossible within the 20 day time period permitted under the Commission rules.

PGW is grateful to the Commission and the parties for this extension. We hope that these matters may be resolved amicably.

By copy of this letter, I am notifying the Complainant of this grant of the extension of time for filing answers to complaints. If additional information is needed about this matter, please contact me at my direct-dial number above. Thank you for your assistance.

DOCUMENT  
FOLDER

Sincerely,

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

**DOCKETED**  
FEB 12 2004

57

Listing of Complaints  
(Answers now due on January 16, 2004)

Diane Goldman vs. PGW, F-01361790  
Edward Houze vs. PGW, F-01246569  
Tanya Garnett vs. PGW, Z-01455801  
Bernadette R. Waites vs. PGW, F-01274068  
Jerome Mathews vs. PGW, F-01460003  
Raquel E. Bland vs. PGW, Z-01500015  
Irene & Darlene Nichol vs. PGW, F-01392312  
Juana Vincha vs. PGW, F-01394312  
Thomasina Goree vs. PGW, F-01206992  
Evelyn O. Somerville vs. PGW, F-01430603  
Karen Solebo vs. PGW, Z-01459995  
Natalie Clarke vs. PGW, C-20032051  
Michael J. Rivero vs. PGW, C-20032052  
Dennis Woodall vs. PGW, Z-01481029  
Adam Doherty vs. PGW, C-20032053  
Ruben Carter vs. PGW, F-01350478  
Francesca Zernone vs. PGW, Z-01464494  
Ella L. Coleman Simms vs. PGW, C-20032072  
Almanina Barbour vs. PGW, F-01359358  
Rupert Shaw vs. PGW, F-01344525  
Anne Marlin Brock vs. PGW, Z-01404799  
Augustine Boyd vs. PGW, Z-01452801  
Michael Karff vs. PGW, Z-01467490  
Vanessa Tabb vs. PGW, Z-01494263  
Pamela McDaniels vs. PGW, Z-01513320  
Francine Schwartz vs. PGW, F-01401284

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PA PUBLIC UTILITY COMMISSION  
SECRETARY'S BUREAU

CERTIFICATE OF SERVICE

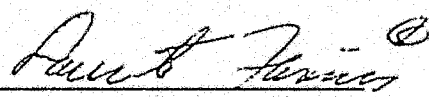
I HEREBY CERTIFY THAT I HAVE THIS DAY SERVED A TRUE COPY OF THE FOREGOING DOCUMENTS UPON THE PARTICIPANTS LISTED BELOW, IN ACCORDANCE WITH THE REQUIREMENTS OF §1.54 (RELATING TO SERVICE BY A PARTICIPANT).

Service List:

For Complainant:

Thomasina Goree  
222 N. King Street  
Gloucester City, NJ 08030

Date: December 17, 2003

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

Philadelphia Gas Works



800 West Montgomery Avenue, Philadelphia, PA 19122

Laureto A. Farinas, Senior Attorney  
Legal Department

Direct Dial 215-684-6982

FAX: 215-684-6798

E-mail: laureto.farinas@pgworks.com

January 16, 2004

ORIGINAL

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

Thomasina Goree v. PGW, Docket No. F - 01206992

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 in the above captioned matter.

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

Sincerely,

*Laureto A. Farinas*  
Sb.

Enclosure

Cc. Anne Marie Cromley

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JAN 16 2004

PA PUBLIC UTILITY COMMISSION  
SECRETARY'S BUREAU

148

Thomasina Goree

v.

Philadelphia Gas Works

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Docket No. F - 01206992

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 records show that the Complainant began service at 6735 N Sydenham Street on October 17, 2001. Her meter index at this time was 4093. PGW admits that it was not able to read the Complainant's meter for the period between October 2001 and May 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 May 12, 2002 at which time a removed index of 6201 was obtained. Thereafter, Complainant received an adjustment billing for \$1,398.23.

On September 27, 2002, the bills on the account between November 2001 and May 2002 were canceled and the account was re-billed to reflect rate changes occurring during the period of estimated meter readings.

A decision of the Bureau of Consumer Services ("BCS") dated September 24, 2003, which is attached hereto as Exhibit "B", provided relief to the Complainant in the form of a credit for \$289.06, representing 20% of the adjustment bill.

**DOCUMENT  
FOLDER**

**DOCKETED**  
JAN 22 2004

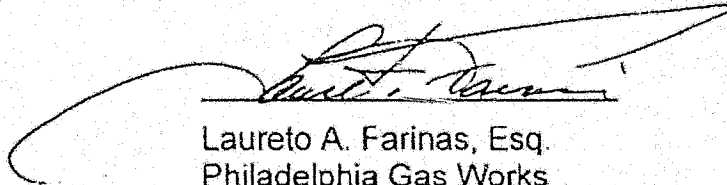
The Complainant's current balance of \$1,719.55 represents gas service to January 15, 2004.

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

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

Respectfully submitted,

January 16, 2004



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

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JAN 16 2004

PA PUBLIC UTILITY COMMISSION  
SECRETARY'S BUREAU

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EXHIBIT A

BILLS FROM 01/01/1996 TO 01/15/2004

Account # 404492875	Customer Name GOREE, THOMASINA
Customer Address 6735 N SYDENHAM ST/PHILA, PA	Bill Cycle 21

**BILLS**

Service Agreement	Meter #	Bill Start Date	Bill End Date	Bill Due Date	Meter Read		Usage (CCF)	Read Code	Bill Amount	Bill Cancelled	Closing Bill	GRP Monthly Amount	Easyway Current Month	Eway Cuir Amt	Days
					Start	End									
3399445626	1736782	10/11/2002	10/17/2002	11/18/2002	55	55	0	Regular	\$0.00	No	Yes	\$0.00	0	\$0.00	6
3399445626	1736782	09/12/2002	10/11/2002	11/08/2002	55	55	0	Regular	\$12.00	No	No	\$0.00	0	\$0.00	29
3399445626	1348348	11/14/2001	11/30/2001	10/27/02	4150	4370	220	Office Estimate	\$260.25	No	No	\$0.00	0	\$0.00	16
3399445626	1736782	05/31/2002	06/13/2002	10/22/02	29	35	6	Regular	\$6.06	No	No	\$0.00	0	\$0.00	13
3399445626	1348348	11/30/2001	01/31/2002	10/22/2002	4370	5225	855	Office Estimate	\$882.64	No	No	\$0.00	0	\$0.00	62
3399445626	1348348	01/31/2002	05/31/2002	10/22/2002	5225	6201	1005		\$976.45	No	No	\$0.00	0	\$0.00	120
3399445626	1736782	01/31/2002	05/31/2002	10/22/2002	0	29	1005		\$976.45	No	No	\$0.00	0	\$0.00	120
3399445626	1736782	08/13/2002	09/12/2002	10/08/2002	55	55	0	Regular	\$12.00	No	No	\$0.00	0	\$0.00	30
3399445626	1736782	07/15/2002	08/13/2002	09/10/2002	35	55	20	Regular	\$32.18	No	No	\$0.00	0	\$0.00	29
3399445626	1736782	06/13/2002	07/15/2002	08/09/2002	35	35	0	Regular	\$12.00	No	No	\$0.00	0	\$0.00	32
3399445626	1736782	04/15/2002	05/13/2002	07/17/2002	0	35	1449	Regular	\$1,398.23	Yes	No	\$0.00	0	\$0.00	59
3399445626	1348348	04/15/2002	06/13/2002	07/17/2002	4787	6201	1449	Regular	\$1,398.23	Yes	No	\$0.00	0	\$0.00	59
3399445626	1348348	03/14/2002	04/15/2002	05/10/2002	4571	4787	116	System Estimate	\$112.91	Yes	No	\$0.00	0	\$0.00	32
3399445626	1348348	02/13/2002	03/14/2002	04/10/2002	4539	4671	132	System Estimate	\$135.45	Yes	No	\$0.00	0	\$0.00	29
3399445626	1348348	01/15/2002	02/13/2002	03/13/2002	4397	4539	142	System Estimate	\$154.61	Yes	No	\$0.00	0	\$0.00	29
3399445626	1348348	12/13/2001	01/15/2002	02/12/2002	4224	4397	173	System Estimate	\$185.74	Yes	No	\$0.00	0	\$0.00	33
3399445626	1348348	11/14/2001	12/13/2001	01/11/2002	4150	4224	74	System Estimate	\$91.39	Yes	No	\$0.00	0	\$0.00	29
3399445626	1348348	10/17/2001	11/14/2001	12/12/2001	4093	4150	57	System Estimate	\$76.32	No	No	\$0.00	0	\$0.00	28

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EXHIBIT B



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

September 24, 2003

BCS No: 1206992

Ms. Thomasina Goree  
6735 N Sydenham Street  
Philadelphia, PA. 19126

Dear Ms. Goree:

The Bureau of Consumer Services (BCS) has completed its investigation into your informal complaint. Attached is the decision resulting from that investigation. A copy of this decision has also been sent to your utility company. This decision is binding on all parties, and unless it is appealed will become final 20 days after the date of this letter.

If you do not agree with any part of this decision you may appeal it by filing a formal complaint. You can do this by completing the attached Request for Formal Complaint Forms. Return this form to the Public Utility Commission, and the formal complaint forms will be mailed to you. If you wish to appeal, you must return this form to the Public Utility Commission by the date shown on the form. Your complaint will be assigned to an Administrative Law Judge, and a hearing date will be assigned.

You do not need a lawyer to file an appeal.

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

If you have any questions about the terms and conditions of this decision or about the Public Utility Commission's appeal procedures you may call me directly at (215) 644-0692.

Sincerely,

Mr. Derrick Thomas  
Utility Complaint Investigator

Philadelphia Gas Works

**BEFORE THE PENNSYLVANIA PUBLIC UTILITY COMMISSION**

Ms. Thomasina Goree  
6735 N. Sydenham Street  
Philadelphia, PA. 19126

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

Case Number: 1206992

Account Number: 0404492875

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

**Statement of Complaint:**

The customer states that in April her gas service was shut off, the customer also states that she paid PGW \$168.00 to have her service restored. The customer further states that then PGW exchanged her meter and she received a bill for \$1,328.00. The customer disputes her bill for \$1,328.00.

**Investigation By Staff Of The Bureau Of Consumer Services Revealed:**

The gas service at 6735 N. Sydenham Street was established in Thomasina Goree's name on October 17, 2001.

All of the customer's bills at 6735 N. Sydenham Street from October 17, 2001 to May 13, 2002 were based on estimated usage. On May 13, 2002 PGW exchanged the customer's old meter and installed a new meter with an AMR (automatic meter reading device). PGW obtained an actual meter reading of 6201.

PGW issued a make up bill from April 15, 2002 to June 13, 2002 for 1449 CCF's of gas in the amount of \$1,398.23. PGW canceled the customer's estimated bills from November 14, 2001 to June 13, 2002, PGW canceled these bills to accommodate for the rate changes.

The customer was re-billed in 3 steps starting from November 14, 2001 to November 30, 2001 for 220 CCF's of gas in the amount of \$260.25, November 30, 2001 to January 31, 2002 for 855 CCF's of gas in the amount of \$882.64 and January 31, 2002 to May 31, 2002 for 1005 CCF's of gas in the amount of \$976.45. The re-billing was \$47.07 greater than the customer's original make up bill.

On September 27, 2002 PGW adjusted and credited the customer's gas account at 6735 N. Sydenham Street \$47.07.

According to PGW's records the customer's gas service at 6735 N. Sydenham Street was shut on May 13, 2002 for non-payment and on May 15, 2002 the customer paid PGW \$167.00 and her gas service at 6735 N. Sydenham Street was restored. PGW's also indicate that the customer's gas service at 6735 N. Sydenham Street was shut off on October 17, 2002 and finalized.

PGW failed to obtain actual meter reading from October 17, 2001 to May 13, 2002.

PGW failed to install an AMR device in a timely manner.

As of the date of this decision the customer's outstanding balance is \$2,008.61.

**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 time frame 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.

**Therefore It Is Decided:**

PGW shall reduce the customer's make up bill from April 15, 2002 to June 13, 2002; the customer shall receive a 20% reduction on her make up bill in the amount of \$289.06.

The customer is responsible for payment of the outstanding balance of \$1,719.55, which accrued in her name at 6735 N. Sydenham Street Philadelphia, PA.

The customer shall contact PGW and set up a repayment agreement to pay the outstanding balance of \$2,008.61.

The informal complaint of Thomasina Goree is closed.

Date September 24, 2003

\_\_\_\_\_  
Signature

Mr. Derrick Thomas  
Utility Complaint Investigator  
Bureau of Consumer Services  
PA Public Utility Commission

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15.60

VERIFICATION

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

Date: January 16, 2004

  
Laureto Farinas

CERTIFICATE OF SERVICE

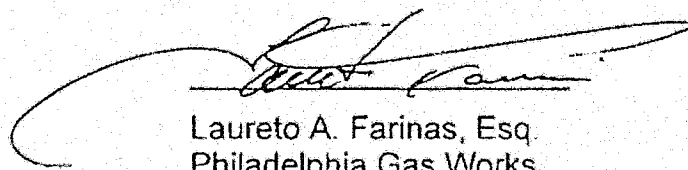
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Service List:

For Complainant:

Thomasina Goree  
222 N King Street  
Gloucester City, NJ 08030

January 16, 2004



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