

CAPTION SHEET

CASE MANAGEMENT SYSTEM

1. REPORT DATE: 06/06/	:	
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: 09/08/03
8. DOCKET NO: F-01285214	:	9. EFFECTIVE DATE: 00/00/00

PARTY/COMPLAINANT: FRANKLIN, ANTHONY & JODI

RESPONDENT/APPLICANT: PHILADELPHIA GAS WORKS

COMP/APP COUNTY: PHILADELPHIA

UTILITY CODE: 125042

ALLEGATION OR SUBJECT

COMPLAINANT STATES THERE ARE NUMEROUS DISCREPANCIES CONCERNING THE ACCURACY OF THE DISPUTED AMOUNT. HE WOULD LIKE THE PUC TO REVIEW AND SCHEDULE A HEARING TO ADDRESS HIS CONCERNS.

DOCUMENT
NUMBER

DOCKETED
SEP 22 2003

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: July 23, 2003. The Commission will send you formal complaint forms.

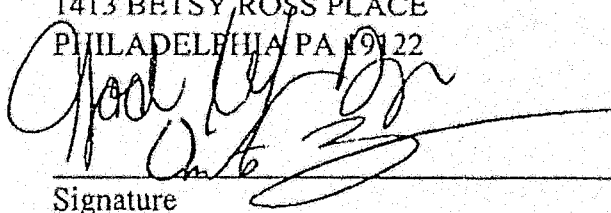
You must comply with the terms of this decision until the Public Utility Commission completes the formal complaint process. You must make all of the required payments, or the utility company may pursue the termination of your service.

Thank You.
Pennsylvania Public Utility Commission

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

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

ANTHONY FRANKLIN
1413 BETSY ROSS PLACE
PHILADELPHIA PA 19122



Signature

(215) 732-5753
(Area Code) Telephone Number
WORK 215 737-2515

Mail this completed form to:

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

FOR OFFICE USE ONLY

BCS Number: 1285214

Date of mailing: July 23, 2003

Company: PHILADELPHIA GAS WORKS

REVISED 11/97

RECEIVED
JUL 28 2003
PA PUBLIC UTILITY COMMISSION
SECRETARY'S BUREAU

253



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

9/8/03

IN REPLY PLEASE
REFER TO OUR FILE

AUGUST 18, 2003

BCS 1285214

ANTHONY FRANKLIN
1413 BETSY ROSS PLACE
PHILADELPHIA PA 19122

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 SEPTEMBER 8, 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:

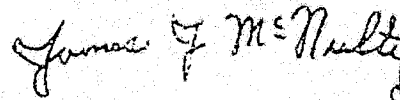
Office of Administrative Law Judge
Public Utility Commission
P.O. Box 3265
Harrisburg, PA 17105-3265

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

JTH

CC: PHILA GAS WORKS

RECEIVED

F- 012852

ORIGINAL

FORMAL COMPLAINT FORM

Pennsylvania Public Utility Commission

SEP 08 2003

125042

BCS 1285214

9/8/03

Please Print:
PA PUBLIC UTILITY COMMISSION
SECRETARY'S BUREAU

1. Your Name, Mailing Address and Telephone Number.

Name Anthony & Jodie Franklin

Street/P.O. Box 1413 Betsy Ross Pl Apt.# _____

City Philadelphia State PA Zip 19122

County _____ Home Telephone-Area Code (215) 232-5753
Work Telephone-Area Code (215) 737-2515 (Jodie Franklin)

2. Name of Company your complaint concerns: PGW

3. What is your complaint?

please see typed attachment

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

(-over-)

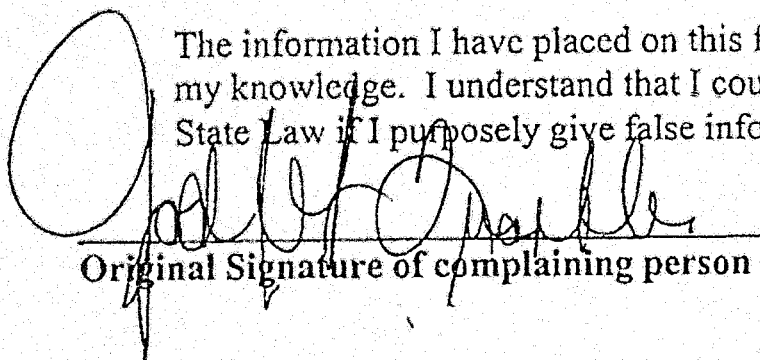
4. What do you want the Public Utility Commission to do about your complaint?

please see typed attachment

(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

9/5/03
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 () _____

3. There are numerous discrepancies concerning the accuracy of the disputed amount with our Philadelphia Gas Works bill. On September 26, 2002, Ms. Smith (PGW customer service) referred me to Mr. Langford of the Review Unit. Mr. Langford contacted the meter reading department to make sure the reading was accurate and precise. According to Mr. Langford the meter reading department confirmed the reading to be accurate on my previous meter. Mr. Langford explained another option of having the previous meter examined for mechanical defects for a small fee of \$10.00. The \$10.00 check was hand carried to Mr. Langford to initiate the examination. Mr. Langford informed me on October 08, 2002 that my previous meter was installed in another property on September 20, 2002. My concern is how could an employee verify my reading on September 26, 2002, if the meter was installed in another property on September 20, 2002. On October 09, 2002, Mr. Langford informed me that his manager offered to reduce the bill by fifty percent, when I declined the offer I was referred to Mr. Derrick Thomas, to initiate a formal complaint with the PJC. If additional information is needed to initiate a hearing please contact me at (215) 737-2515 work, 215-232-5753 home.

4. I would like the Public Utility Commission to review and schedule a hearing to address my above-mentioned concerns.

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

DATE SERVED: SEPTEMBER 23, 2003

F-01285214

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

DOCUMENT
FOLDER

Dear Sir/Madam:

A complaint has been filed against you before the Pennsylvania Public Utility Commission by ANTHONY AND JODI FRANKLIN. 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.

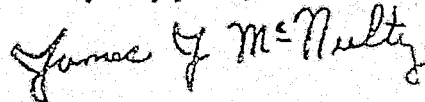
SEPTEMBER 23, 2003

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 J. McNulty
Secretary

KSB

BEFORE THE PENNSYLVANIA PUBLIC UTILITY COMMISSION

DATE SERVED: SEPTEMBER 23, 2003

ANTHONY AND JODI FRANKLIN
Complainant

VS.

PHILADELPHIA GAS WORKS
Respondent

Complaint Docket
No: F-01285214

DOCUMENT
FOLDER

DOCKETED
SEP 22 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,

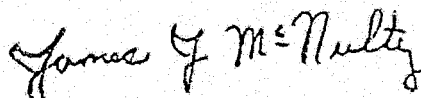
1. You have twenty (20) days from the date on which this complaint is served to either satisfy this complaint or to file with the Secretary of the Pennsylvania Public Utility Commission, P. O. Box 3265, Harrisburg, PA 17105-3265, an answer (original and three copies), in writing, under oath, which, as 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

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

RECEIVED

October 28, 2003

OCT 28 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

DOCUMENT

RE: Anthony & Jody Franklin v. PGW, Docket No. F-01285214

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,

Enclosures

cc: Anthony & Jody Franklin
Anne Marie Cromley

BEFORE THE
PENNSYLVANIA PUBLIC UTILITY COMMISSION

Anthony and Jody Franklin

v.

Philadelphia Gas Works

:
:
:
:
:

Docket No. F - 01285214

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 the averment in Paragraph 3 of the Complaint concerning the accuracy of the Complainant's bill.

PGW records indicate that the Complainant did not have regular meter readings and PGW sent a notice to the Complainant that the meter had to be changed and an automatic meter reading device installed. When PGW did change the meter on August 10, 2003, the Complainant received a bill for previously unbilled services as shown on the billing and payment statements, which are attached hereto as Exhibit "A".

The Complainant requested a meter test, but requested the test after the meter had already been removed.

PGW tested the Complainant's meter (#1586583) and the meter passed the test on August 28, 2002, final index was verified at index 4753. The meter was then reset at a new starting index and used in another property.

A usage analysis, which is attached hereto as Exhibit "B", shows a comparison of the entire usage period for the old meter and current usage period from new set date. It shows old meter was billing properly.

A decision of the Bureau of Consumer Service dated July 23, 2003, which is attached hereto as Exhibit "C", ordered that PGW credit the Complainant's

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DOCUMENT

account \$327.67 because PGW did not give the Complainant an opportunity to judiciously manage consumption by failing to read the Complainant's meter. The BCS also ordered that PGW waive late payment charges from November 23, 2002 to the date of the order. Finally the BCS ordered a payment arrangement consisting of the payment of the current bill plus \$40.00 to arrears.

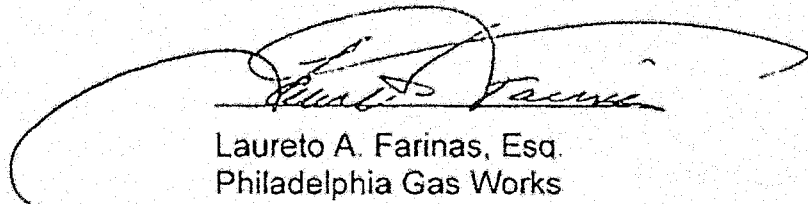
The Complainant has not made regular payments. Total account balance as of 10/7/03 is in the amount of \$1904.17.

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 for the Respondent, PGW in this matter.

Respectfully submitted,

October 27, 2003



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

Exhibit A

BILLS FROM 01/01/1996 TO 10/14/2003

Account # 9113197737

Customer Name FRANKLIN, ANTHONY A

Customer Address 1413 BETSY ROSS PL/PHILA, PA

Bill Cycle 06

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	Eway Current Month	Eway Curr Amt	Days
9961391036	1645773	09/08/2003	10/07/2003	11/03/2003	2795	2831	36	Regular	\$60.23	No	No	\$0.00	0	\$0.00	29
9961391036	1645773	08/06/2003	09/08/2003	10/03/2003	2753	2795	42	Regular	\$67.81	No	No	\$0.00	0	\$0.00	33
9961391036	1645773	07/08/2003	08/06/2003	09/03/2003	2720	2753	33	Regular	\$55.72	No	No	\$0.00	0	\$0.00	29
9961391036	1645773	06/06/2003	07/08/2003	08/04/2003	2678	2720	42	Regular	\$67.64	No	No	\$0.00	0	\$0.00	32
9961391036	1645773	05/08/2003	06/06/2003	07/03/2003	2623	2678	55	Regular	\$81.76	No	No	\$0.00	0	\$0.00	29
9961391036	1645773	04/08/2003	05/08/2003	06/04/2003	2549	2623	74	Regular	\$106.73	No	No	\$0.00	0	\$0.00	30
9961391036	1645773	03/10/2003	04/08/2003	05/06/2003	2451	2549	98	Regular	\$131.96	No	No	\$0.00	0	\$0.00	29
9961391036	1645773	02/06/2003	03/10/2003	04/04/2003	2240	2451	211	Regular	\$235.35	No	No	\$0.00	0	\$0.00	32
9961391036	1645773	01/08/2003	02/06/2003	03/05/2003	2023	2240	217	Regular	\$243.95	No	No	\$0.00	0	\$0.00	29
9961391036	1645773	12/06/2002	01/08/2003	02/05/2003	1829	2023	194	Regular	\$228.77	No	No	\$0.00	0	\$0.00	33
9961391036	1645773	11/05/2002	12/06/2002	01/07/2003	1691	1829	138	Regular	\$155.35	No	No	\$0.00	0	\$0.00	31
9961391036	1645773	10/04/2002	11/05/2002	12/04/2002	1596	1691	95	Regular	\$111.91	No	No	\$0.00	0	\$0.00	32
9961391036	1645773	09/05/2002	10/04/2002	10/31/2002	1560	1596	36	Regular	\$49.86	No	No	\$0.00	0	\$0.00	29
9961391036	1586583	05/01/2001	09/05/2002	10/16/2002	2510	4753	2269	Regular	\$2,657.74	No	No	\$0.00	0	\$0.00	492
9961391036	1645773	05/01/2001	09/05/2002	10/16/2002	1534	1560	2269	Regular	\$2,657.74	No	No	\$0.00	0	\$0.00	492
9961391036	1645773	08/06/2002	09/05/2002	10/01/2002	1534	1560	1601	Regular	\$1,638.35	Yes	No	\$0.00	0	\$0.00	30
9961391036	1586583	08/06/2002	09/05/2002	10/01/2002	3178	4753	1601	Regular	\$1,638.35	Yes	No	\$0.00	0	\$0.00	30
9961391036	1586583	07/08/2002	08/06/2002	09/03/2002	3168	3178	10	System Estimate	\$22.08	Yes	No	\$0.00	0	\$0.00	29
9961391036	1586583	06/06/2002	07/08/2002	08/02/2002	3154	3168	14	System Estimate	\$26.12	Yes	No	\$0.00	0	\$0.00	32
9961391036	1586583	05/07/2002	06/06/2002	07/02/2002	3133	3154	21	System Estimate	\$31.87	Yes	No	\$0.00	0	\$0.00	30
9961391036	1586583	04/08/2002	05/07/2002	06/04/2002	3093	3133	40	System Estimate	\$48.96	Yes	No	\$0.00	0	\$0.00	29
9961391036	1586583	03/07/2002	04/08/2002	05/03/2002	3009	3093	84	System Estimate	\$84.35	Yes	No	\$0.00	0	\$0.00	32
9961391036	1586583	02/06/2002	03/07/2002	04/03/2002	2914	3009	95	System Estimate	\$104.12	Yes	No	\$0.00	0	\$0.00	29
9961391036	1586583	01/08/2002	02/06/2002	03/06/2002	2811	2914	103	System Estimate	\$115.44	Yes	No	\$0.00	0	\$0.00	29
9961391036	1586583	12/08/2001	01/08/2002	02/05/2002	2695	2811	116	System Estimate	\$128.50	Yes	No	\$0.00	0	\$0.00	33
9961391036	1586583	11/06/2001	12/06/2001	01/04/2002	2640	2695	55	System Estimate	\$72.70	Yes	No	\$0.00	0	\$0.00	30
9961391036	1586583	10/09/2001	11/06/2001	12/05/2001	2607	2640	33	System Estimate	\$49.14	Yes	No	\$0.00	0	\$0.00	28
9961391036	1586583	09/07/2001	10/09/2001	11/05/2001	2587	2607	20	System Estimate	\$33.63	Yes	No	\$0.00	0	\$0.00	32
9961391036	1586583	08/08/2001	09/07/2001	10/04/2001	2572	2587	15	System Estimate	\$31.62	Yes	No	\$0.00	0	\$0.00	30
9961391036	1586583	07/10/2001	08/08/2001	09/05/2001	2557	2572	15	System Estimate	\$31.62	Yes	No	\$0.00	0	\$0.00	29

BILLS FROM 01/01/1996 TO 10/14/2003

Account # 9113197737

Customer Name FRANKLIN, ANTHONY A

Customer Address: 1413 BETSY ROSS PL/PHILA, PA

Bill Cycle: 06

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	Eway Current Month	Eway Curr Amt	Days
9961391036	1586583	06/07/2001	07/10/2001	08/06/2001	2538	2557	19	System Estimate	\$36.94	Yes	No	\$0.00	0	\$0.00	33
9961391036	1586583	05/01/2001	06/07/2001	07/05/2001	2510	2538	28	System Estimate	\$48.93	Yes	No	\$0.00	0	\$0.00	37
9961391036	1586583	03/01/2001	05/01/2001	05/24/2001	2489	2510	21	Customer	\$51.27	No	No	\$0.00	0	\$0.00	61
9961391036	1586583	03/01/2001	04/06/2001	05/04/2001	2489	2581	92	System Estimate	\$134.10	Yes	No	\$0.00	0	\$0.00	36
9961391036	1586583	12/29/2000	03/01/2001	03/26/2001	2349	2489	140	Customer	\$194.16	No	No	\$0.00	0	\$0.00	62
9961391036	1586583	12/29/2000	02/06/2001	03/05/2001	2349	2575	226	System Estimate	\$293.89	Yes	No	\$0.00	0	\$0.00	39
9961391036	1586583	11/06/2000	12/29/2000	01/25/2001	2288	2349	61	Customer	\$71.56	No	No	\$0.00	0	\$0.00	53
9961391036	1586583	11/06/2000	12/05/2000	01/05/2001	2288	2521	233	System Estimate	\$210.34	Yes	No	\$0.00	0	\$0.00	30
9961391036	1586583	10/05/2000	11/06/2000	12/05/2000	2175	2288	113	System Estimate	\$95.14	No	No	\$0.00	0	\$0.00	32
9961391036	1586583	09/06/2000	10/05/2000	11/01/2000	2175	2175	0	System Estimate	\$8.00	No	No	\$0.00	0	\$0.00	29
9961391036	1586583	08/07/2000	09/06/2000	10/02/2000	2175	2175	0	System Estimate	\$8.00	No	No	\$0.00	0	\$0.00	30
9961391036	1586583	07/07/2000	08/07/2000	09/01/2000	2175	2175	0	System Estimate	\$8.00	No	No	\$0.00	0	\$0.00	31
9961391036	1586583	06/06/2000	07/07/2000	08/03/2000	2173	2175	2	System Estimate	\$9.54	No	No	\$0.00	0	\$0.00	31
9961391036	1586583	05/08/2000	06/06/2000	07/05/2000	2160	2173	13	System Estimate	\$18.03	No	No	\$0.00	0	\$0.00	29
9961391036	1586583	04/07/2000	05/08/2000	06/06/2000	2128	2160	32	System Estimate	\$32.67	No	No	\$0.00	0	\$0.00	31
9961391036	1586583	03/09/2000	04/07/2000	05/08/2000	2037	2128	41	System Estimate	\$39.61	No	No	\$0.00	0	\$0.00	29
9961391036	1586583	02/09/2000	03/09/2000	04/06/2000	2024	2087	63	System Estimate	\$56.58	No	No	\$0.00	0	\$0.00	29
9961391036	1586583	01/07/2000	02/09/2000	03/08/2000	1920	2024	104	System Estimate	\$88.20	No	No	\$0.00	0	\$0.00	33
9961391036	1586583	12/04/1999	01/07/2000	02/07/2000	1852	1920	68	System Estimate	\$61.20	No	No	\$0.00	0	\$0.00	34
9961391036	1586583	10/28/1999	12/04/1999	01/05/2000	1799	1852	53	System Estimate	\$48.54	No	No	\$0.00	0	\$0.00	37
9961391036	1586583	09/07/1999	10/28/1999	11/24/1999	1759	1799	40	Customer	\$46.50	No	No	\$0.00	0	\$0.00	51
9961391036	1586583	08/06/1999	09/07/1999	10/05/1999	1759	1923	164	System Estimate	\$133.04	Yes	No	\$0.00	0	\$0.00	28
9961391036	1586583	08/06/1999	09/07/1999	10/05/1999	1719	1759	40	System Estimate	\$41.20	No	No	\$0.00	0	\$0.00	32
9961391036	1586583	07/20/1999	08/06/1999	09/03/1999	1699	1719	51	System Estimate	\$50.17	Yes	No	\$0.00	0	\$0.00	32
9961391036	1586583	06/03/1999	07/20/1999	08/12/1999	1625	1699	74	System Estimate	\$24.88	No	No	\$0.00	0	\$0.00	17
9961391036	1586583	06/03/1999	07/12/1999	08/06/1999	1625	1738	113	Customer	\$73.78	No	No	\$0.00	0	\$0.00	47
9961391036	1586583	04/29/1999	06/03/1999	07/06/1999	1593	1625	32	System Estimate	\$103.32	Yes	No	\$0.00	0	\$0.00	39
9961391036	1586583	03/31/1999	04/29/1999	05/26/1999	1539	1593	54	System Estimate	\$30.35	No	No	\$0.00	0	\$0.00	36
9961391036	1586583	03/03/1999	04/29/1999	04/27/1999	1430	1539	109	System Estimate	\$47.91	No	No	\$0.00	0	\$0.00	30
9961391036	1586583	02/08/1999	03/03/1999	03/30/1999	1326	1430	104	System Estimate	\$92.63	No	No	\$0.00	0	\$0.00	29
9961391036	1586583	02/08/1999	03/03/1999	03/30/1999	1326	1430	104	System Estimate	\$88.57	No	No	\$0.00	0	\$0.00	24

BILLS FROM 01/01/1996 TO 10/14/2003

Account # 9113197737	Customer Name: FRANKLIN, ANTHONY A
Customer Address: 1413 BETSY ROSS PL/PHILA, PA	Bill Cycle: 06

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	GRP Monthly Amount	Eway Current Month	Eway Curr Amt	Days
9961391036	1586583	01/09/1999	02/08/1999	03/05/1999	1195	1326	131	System Estimate	\$112.43	No	No	\$0.00	0	\$0.00	32
9961391036	1586583	12/05/1998	01/08/1999	02/05/1999	1038	1195	157	System Estimate	\$138.19	No	No	\$0.00	0	\$0.00	35
9961391036	1586583	11/04/1998	12/05/1998	01/03/1999	960	1038	78	System Estimate	\$70.67	No	No	\$0.00	0	\$0.00	32
9961391036	1586583	10/06/1998	11/04/1998	12/01/1998	910	960	50	System Estimate	\$46.74	No	No	\$0.00	0	\$0.00	30
9961391036	1586583	09/04/1998	10/06/1998	11/02/1998	885	910	25	System Estimate	\$25.37	No	No	\$0.00	0	\$0.00	33
9961391036	1586583	08/07/1998	09/04/1998	10/04/1998	868	885	17	System Estimate	\$18.53	No	No	\$0.00	0	\$0.00	29
9961391036	1586583	07/09/1998	08/07/1998	09/05/1998	851	868	17	System Estimate	\$18.53	No	No	\$0.00	0	\$0.00	30
9961391036	1586583	06/09/1998	07/09/1998	08/05/1998	833	851	18	System Estimate	\$19.39	No	No	\$0.00	0	\$0.00	31
9961391036	1586583	05/08/1998	06/09/1998	07/06/1998	807	833	26	System Estimate	\$26.22	No	No	\$0.00	0	\$0.00	33
9961391036	1586583	04/09/1998	05/08/1998	06/06/1998	769	807	38	System Estimate	\$36.48	No	No	\$0.00	0	\$0.00	30
9961391036	1586583	03/11/1998	04/09/1998	05/09/1998	682	769	87	System Estimate	\$78.36	No	No	\$0.00	0	\$0.00	30
9961391036	1586583	02/07/1998	03/11/1998	04/07/1998	563	682	119	System Estimate	\$105.71	No	No	\$0.00	0	\$0.00	33
9961391036	1586583	01/08/1998	02/07/1998	03/07/1998	430	563	133	System Estimate	\$117.68	No	No	\$0.00	0	\$0.00	31
9961391036	1586583	12/05/1997	01/08/1998	02/03/1998	287	430	143	System Estimate	\$126.23	No	No	\$0.00	0	\$0.00	35
9961391036	1586583	11/04/1997	12/05/1997	01/03/1998	164	287	123	System Estimate	\$109.13	No	No	\$0.00	0	\$0.00	32
9961391036	1586583	10/06/1997	11/04/1997	12/01/1997	103	164	61	System Estimate	\$56.14	No	No	\$0.00	0	\$0.00	30
9961391036	1586583	09/05/1997	10/06/1997	11/02/1997	75	103	28	System Estimate	\$27.94	No	No	\$0.00	0	\$0.00	32
9961391036	1586583	08/16/1997	09/05/1997	10/04/1997	63	75	12	System Estimate	\$14.25	No	No	\$0.00	0	\$0.00	21

PAYMENT FROM 01/01/1996 TO 10/14/2003

Account #: 9113197737

Customer Name: FRANKLIN, ANTHONY A

Customer Address: 1413 BETSY ROSS PL/PHILA,PA

Bill Cycle: 06

PAYMENTS

Service Agreement ID	Pay Amount	Pay Date	Pay Status	Late Pay	Utility Type	Grant Type	Pay Source Code
				Charge			
9961391036	\$107.81	10/09/2003	F	\$0.00	G		RFM
9961391036	\$55.72	09/03/2003	F	\$0.00	G		REM
9961391036	\$107.05	08/04/2003	F	\$35.62	G		REM
9961391036	\$81.76	07/09/2003	F	\$67.60	G		REM
9961391036	\$300.00	04/10/2003	F	\$91.73	G		REM
9961391036	\$155.00	01/10/2003	F	\$0.00	G		REM
9961391036	\$111.91	12/04/2002	F	\$0.00	G		REM
9961391036	\$117.86	11/08/2002	F	\$0.00	G		RFM
9961391036	\$20.21	08/27/2002	F	\$0.00	G		REM
9961391036	\$29.00	07/31/2002	F	\$1.62	G		REM
9961391036	\$84.35	05/03/2002	F	\$0.00	G		PPC
9961391036	\$222.62	04/03/2002	F	\$1.46	G		PPC
9961391036	\$128.50	02/08/2002	F	\$1.60	G		PPC
9961391036	\$122.87	01/04/2002	F	\$0.61	G		PPC
9961391036	\$33.63	11/09/2001	F	\$0.42	G		PPC
9961391036	\$31.62	10/05/2001	F	\$0.00	G		PPC
9961391036	\$31.62	09/07/2001	F	\$0.00	G		PPC
9961391036	\$86.48	08/06/2001	F	\$0.61	G		PPC
9961391036	\$51.27	05/01/2001	F	\$0.00	G		PPC
9961391036	\$194.16	03/09/2001	F	\$0.00	G		PPC
9961391036	\$71.56	12/29/2000	F	\$0.00	G		PPC
9961391036	\$95.14	12/04/2000	F	\$0.00	G		PPC
9961391036	\$8.00	11/03/2000	F	\$0.00	G		PPC
9961391036	\$16.10	10/02/2000	F	\$0.10	G		PPC
9961391036	\$27.79	08/08/2000	F	\$0.22	G		PPC
9961391036	\$32.67	06/05/2000	F	\$0.00	G		PPC
9961391036	\$39.61	05/10/2000	F	\$0.00	G		PPC
9961391036	\$56.58	03/27/2000	F	\$0.00	G		PPC
9961391036	\$88.20	03/10/2000	F	\$0.00	G		PPC
9961391036	\$61.20	02/09/2000	F	\$0.00	G		PPC
9961391036	\$48.54	01/06/2000	F	\$0.00	G		PPC
9961391036	\$37.34	11/09/1999	F	\$0.00	G		PPC
9961391036	\$41.20	10/08/1999	F	\$0.00	G		PPC
9961391036	\$24.88	09/07/1999	F	\$0.00	G		PPC
9961391036	\$73.63	08/09/1999	F	\$0.00	G		PPC
9961391036	\$30.36	07/02/1999	F	\$0.00	G		PPC
9961391036	\$47.91	06/01/1999	F	\$0.00	G		REM
9961391036	\$92.63	04/23/1999	F	\$0.00	G		REM
9961391036	\$88.57	04/05/1999	F	\$0.00	G		REM
9961391036	\$112.43	03/02/1999	F	\$0.00	G		REM
9961391036	\$138.19	01/25/1999	F	\$0.00	G		REM
9961391036	\$70.67	12/22/1998	F	\$0.00	G		REM
9961391036	\$46.74	11/23/1998	F	\$0.00	G		REM
9961391036	\$25.37	10/23/1998	F	\$0.00	G		REM
9961391036	\$18.53	09/25/1998	F	\$0.00	G		REM
9961391036	\$18.53	08/28/1998	F	\$0.00	G		REM

PAYMENTS FROM 01/01/1996 TO 10/14/2003

Account #: 9113197737

Customer Name: FRANKLIN, ANTHONY A

Customer Address: 1413 BETSY ROSS PL/PHILA,PA

Bill Cycle: 06

PAYMENTS

Service Agreement ID	Pay Amount	Pay Date	Pay Status	Late Pay Charge	Utility Type	Grant Type	Pay Source Code
9961391036	\$19.39	07/31/1998	F	\$0.00	G		REM
9961391036	\$26.22	07/06/1998	F	\$0.00	G		REM
9961391036	\$36.48	05/29/1998	F	\$0.00	G		REM
9961391036	\$78.36	05/06/1998	F	\$0.00	G		REM
9961391036	\$105.71	04/03/1998	F	\$0.00	G		REM
9961391036	\$117.68	03/04/1998	F	\$0.00	G		REM
9961391036	\$126.23	01/27/1998	F	\$0.00	G		REM
9961391036	\$109.13	12/26/1997	F	\$0.00	G		REM
9961391036	\$56.14	11/28/1997	F	\$0.00	G		REM
9961391036	\$27.94	10/31/1997	F	\$0.00	G		REM
9961391036	\$14.25	10/01/1997	F	\$0.00	G		REM

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OCT 28 2003

PA PUBLIC UTILITY COMMISSION
SECRETARY'S BUREAU

Exhibit B

Heat & Domestic

GAS USAGE ANALYSIS OF ACCOUNT		NON-HEATING DAILY USAGE		C.F.F PER DAY (non heating usage / number of days in period)		ACCOUNT # 91-1319-7737		DOMESTIC USAGE CCF*		HEAT USAGE		NUMBER DEG.DAYS**		C.F.D D***	
DATES FROM	DATES TO	METER READINGS FROM	METER READINGS TO	NUMBER OF DAYS	USAGE IN CCF*	USAGE CCF*	USAGE CCF*	USAGE CCF*	USAGE CCF*	USAGE	USAGE	NUMBER	DEG.DAYS**	NUMBER	DEG.DAYS**
08/16/1997	08/10/2002	63	4753	1820	4690	2002	2002	2688	19884	13.5					
08/10/2002	10/07/2003	1534	2831	423	1297	465	465	832	5124	16.2					
Old Meter and New Meter Analysis															
* CCF = hundred Cubic feet															
** DEGREE DAYS AN INDEX OF ENERGY CONSUMPTION FOR HEATING. IT INDICATES THE NUMBER OF DEGREES THE AVERAGE TEMPERATURE DROPS BELOW 65° F.															
***CFDD EQUALS CUBIC FEET OF GAS USED PER DEGREE DAY															

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PA PUBLIC UTILITY COMMISSION
SECRETARY'S BUREAU

Exhibit C

ANTHONY FRANKLIN
1413 BETSY ROSS PLACE
PHILADELPHIA PA 19122

v.

PHILADELPHIA GAS WORKS

Case Number: 1285214

Account Number: 9113197737

Decision On Informal Complaint By The Bureau Of Consumer Services:

Statement Of Complaint:

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

Customer received bill for \$1,638.35 in September 2002. Customer is disputing this bill.

Investigation By Staff Of The Bureau Of Consumer Services Revealed:

1. That the customer received estimated meter readings from September 5, 1997- August 6, 2002.
2. That, per the Philadelphia Gas Works, the customer provided meter readings on July 20, 1999; October 28, 1999; December 29, 2000; March 1, 2001; and May 1, 2001.
3. That on August 10, 2002 PGW exchanged meters and installed an AMR meter.
4. That PGW billed the customer for the period of August 6, 2002- September 5, 2002 for \$1,638.35, which adjusted for estimated meter readings dating back to May 1, 2001.
5. That based on a usage analysis, the meter reading provided on May 1, 2001 does not fall in line with the history of the account.
6. That per PGW, the remove index was verified and meter was tested and passed on August 28, 2002.
7. That PGW cancelled the bills from May 1, 2001- September 5, 2002, including the bill for \$1,638.35.
8. That PGW re-billed the customer for the period of May 1, 2001- September 5, 2002 for \$2,657.74.
9. That as of July 10, 2003 the customer has a balance of \$2,478.05 owing to the Philadelphia Gas Works.

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

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

Therefore It Is Decided:

1. That the Philadelphia Gas Works MUST credit the customer's account \$327.67.
2. That the Philadelphia Gas Works will waive all late payment charges that were charged to the customer's account from November 26, 2002 to the present.
3. That beginning with the bill due in September 4, 2003, the customer MUST pay the current bills PLUS \$40.00 towards the past due amount, until the arrearage is paid in full.
4. The company shall not assess any late payment charges on this account as long as the customer makes the required payments in a timely manner.

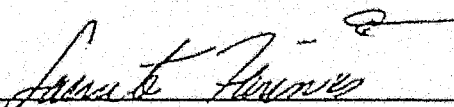
July 23, 2003
Date

Signature
MATTHEW HRIVNAK
Utility Complaint Investigator
Bureau of Consumer Services
PA Public Utility Commission

VERIFICATION

I, Laureto Farinas, hereby declare that I am counsel to the Philadelphia Gas Works; and 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: October 27, 2003



Laureto Farinas

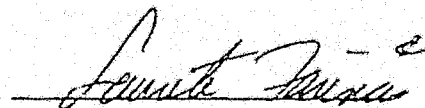
CERTIFICATE OF SERVICE

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).

For Complainant:

Anthony & Jodi Franklin
1413 Betsy Ross Pl.
Philadelphia, PA 19122

October 28, 2003



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