

CAPTION SHEET

CASE MANAGEMENT SYSTEM

1. REPORT DATE: 00/00/00 :
2. BUREAU: ALB :
3. SECTION(S): : 4. PUBLIC MEETING DATE:
5. APPROVED BY: : 00/00/00
DIRECTOR: :
SUPERVISOR: :
6. PERSON IN CHARGE: : 7. DATE FILED: 06/11/03
8. DOCKET NO: F-01225642 : 9. EFFECTIVE DATE: 00/00/00

PARTY/COMPLAINANT: JACKSON, RICHARD

RESPONDENT/APPLICANT: PHILADELPHIA GAS WORKS

COMP/APP COUNTY: PHILADELPHIA

UTILITY CODE: 125042

ALLEGATION OR SUBJECT

COMPLAINANT STATES HIS COMPLAINT IS HIS BILL. HE STATES THE BATTERY IN THE METER DIED 2 YEARS AGO. HE WANTS THE PUC TO CHECK PHILA GAS WORKS FOR OTHER COMPLAINTS LIKE HIS.

DOCKETED

JUN 19 2003

DOCUMENT
FOLDER



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

6/12/03
IN REPLY PLEASE
REFER TO OUR FILE

May 23, 2003

BCS 1225642

RICHARD JACKSON
1905 WEST BERKS STREET
PHILADELPHIA PA 19121

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 June 12, 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

nvl

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: APRIL 17, 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.

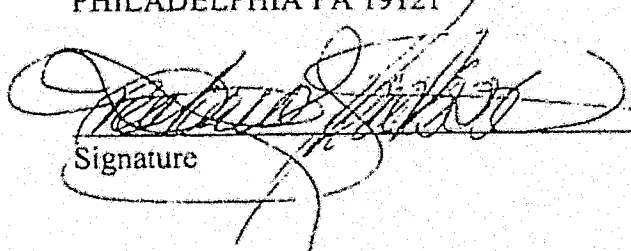
Thank You.
Pennsylvania Public Utility Commission

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.)

RICHARD JACKSON
1905 WEST BERKS STREET
PHILADELPHIA PA 19121

215-765-8733
(Area Code) Telephone Number


Signature

Mail this completed form to:

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

FOR OFFICE USE ONLY	
BCS Number: 1225642	Date of mailing: APRIL 17, 2003
Company: Philadelphia Gas Works	

REVISED 11.97

~~IF MAILED~~

IF MAILED ON THE APRIL 18, 03
HOW CAN I RETURN IT BY THE APRIL 17, 03

RECEIVED
2003 MAY -5 PM 12:32
SECRETARY'S BUREAU

FORMAL COMPLAINT FORM
Pennsylvania Public Utility Commission

6/12/03

Please Print:

1. Your Name, Mailing Address and Telephone Number.

hcs 1225642
F-01225642

Name RICHARD JACKSON

Street/P.O. Box 1905 W BERKS Apt.# _____

City PHILA State PA Zip 19121

County PHILA Home Telephone-Area Code (215) 455-2521
Work Telephone-Area Code () _____

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

3. What is your complaint?

THE BILL. THE BATTERY IN THE
METER DIED TWO YEARS AGO

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JUN 11 2003

PA PUBLIC UTILITY COMMISSION
SECRETARY'S BUREAU

ORIGINAL

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

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JUN 19 2003

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FOLDER

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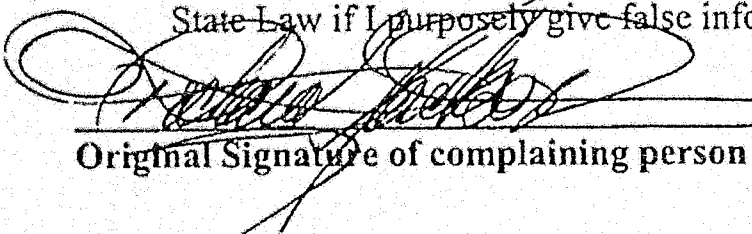
4. What do you want the Public Utility Commission to do about your complaint?

CHECK PGW FOR OTHER COMPLAINTS LIKE
MINE

(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

6/10/03
Date

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

Lawyer's Name _____

Street _____

City _____ State _____ Zip _____

Telephone Number-Area Code (_____) _____

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

DATE SERVED: JUNE 19, 2003

F-01225642

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 RICHARD JACKSON. 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.

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JUN 19 2003

DOCUMENT
FOLDER

JUNE 19, 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

ddi

BEFORE THE PENNSYLVANIA PUBLIC UTILITY COMMISSION

DATE SERVED: JUNE 19, 2003

RICHARD JACKSON
Complainant

VS.

PHILADELPHIA GAS WORKS
Respondent

Complaint Docket
No: F-01225642

DOCUMENT
FOLDER

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

ORIGINAL

Philadelphia Gas Works
Legal Department



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

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

July 31, 2003

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

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JUL 31 2003
PA PUBLIC UTILITY COMMISSION
SECRETARY'S BUREAU

RE: Richard Jackson v. PGW, Docket No. F--01284119

01225642

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,

DOCUMENT
FOLDER

Enclosures

cc: Richard Jackson
Orlando Rosairo
Ann Strishock

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BEFORE THE PENNSYLVANIA PUBLIC UTILITY COMMISSION

PA PUBLIC UTILITY COMMISSION SECRETARY'S BUREAU

Richard Jackson

v.

Philadelphia Gas Works

:
:
:
:
:

Docket No. F - 01284119

01225642

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. Admitted in part. PGW admits that the battery in the Automatic Meter Reading device ("AMR") at the Complainant's service address was run down causing the AMR device to fail to transmit meter readings although the meter was functioning properly. PGW denies that the period of time was two years.

DOCUMENT
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As a result of the battery problem, the Complainant received bills based upon estimated meter readings for the period from 1/23/01 to 6/17/02 (16 months). PGW records indicated that an AMR device was installed at the Complainant's service address on 11/19/91. The Complainant's bills were based upon actual meter readings until 1/23/01.

When an actual meter reading was obtained the Complainant received a bill for previously unbilled services in the amount of \$1928.95 as shown on the statement of bills and payment which is attached hereto as Exhibit "A".

Due to the Complainant's underpayment of the PGW bill the Complainant's outstanding balance as of 4/17/99 was in excess of \$1000. With bill for previously unbilled services, the Complainant's outstanding balance rose to \$5581.88. With continued missed payments the outstanding balance in excess of \$8,000.

The Complainant entered into several payment agreements, the latest of which was entered into on 6/25/01 and, due to missed payments, the agreement broke on 5/22/02.

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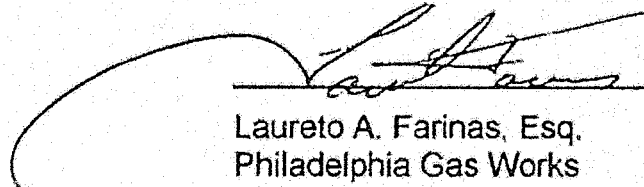
A decision of the Bureau of Consumer Services ("BCS") dated 4/28/03 confirmed that PGW bills were rendered correctly but ordered that the Complainant's account be credited \$385.80 representing 20% of the bill for previously unbilled services. That decision also placed the Complainant on a payment arrangement consisting of the current bill plus \$40 per month on arrears.

- 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 in favor of PGW in this matter.

Respectfully submitted,

July 31, 2003



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

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JUL 31 2003

PA PUBLIC UTILITY COMMISSION
SECRETARY'S BUREAU

EXHIBIT A

BILLS FROM 01/01/1996 TO 07/30/2003

Account # 3119209282

Customer Name JACKSON RICHARD

Customer Address 1905 W BERKS ST/PHILA,PA

Bill Cycle 16

BILLS

Service Agreement	Meter #	Bill Start Date	Bill End Date	Bill Due Date	Meter Read Start	Meter Read End	Usage (CCF)	Read Code	Bill Amount	Bill Cancelled	Closing Bill	CRP Monthly Amount	Easyway Current Month	Easyway Curr Amt	Days
8849593022	1549327	06/20/2003	07/22/2003	08/18/2003	1709	1719	10	Regular	\$25 25	No	No	\$0.00	0	\$0.00	32
8849593022	1549327	05/22/2003	06/20/2003	07/18/2003	1667	1709	42	Regular	\$66 71	No	No	\$0.00	0	\$0.00	29
8849593022	1549327	04/23/2003	05/22/2003	06/18/2003	1648	1667	19	Regular	\$35 75	No	No	\$0.00	0	\$0.00	29
8849593022	1549327	03/24/2003	04/23/2003	05/20/2003	1492	1648	156	Regular	\$199.48	No	No	\$0.00	0	\$0.00	30
8849593022	1549327	02/21/2003	03/24/2003	04/21/2003	1269	1492	223	Regular	\$268 69	No	No	\$0.00	0	\$0.00	31
8849593022	1549327	01/23/2003	02/21/2003	03/20/2003	864	1269	405	Regular	\$438.25	No	No	\$0.00	0	\$0.00	29
8849593022	1549327	12/20/2002	01/23/2003	02/19/2003	491	864	373	Regular	\$424.91	No	No	\$0.00	0	\$0.00	34
8849593022	1549327	11/20/2002	12/20/2002	01/21/2003	220	491	271	Regular	\$293.51	No	No	\$0.00	0	\$0.00	30
8849593022	1549327	10/21/2002	11/20/2002	12/18/2002	62	220	158	Regular	\$178 17	No	No	\$0.00	0	\$0.00	30
8849593022	1549327	09/19/2002	10/21/2002	11/18/2002	40	62	22	Regular	\$35 13	No	No	\$0.00	0	\$0.00	32
8849593022	1549327	08/20/2002	09/19/2002	10/15/2002	28	40	12	Regular	\$24 43	No	No	\$0.00	0	\$0.00	30
8849593022	1549327	07/22/2002	08/20/2002	09/17/2002	15	28	13	Regular	\$25 11	No	No	\$0.00	0	\$0.00	29
8849593022	1549327	06/21/2002	07/22/2002	08/16/2002	15	15	4	Regular	\$26 12	No	No	\$0.00	0	\$0.00	31

BILLS FROM 01/01/1996 TO 07/30/2003

Account # 3119209282

Customer Name JACKSON, RICHARD

Customer Address 1905 W BERKS ST/PHILA, PA

Bill Cycle 16

BILLS

Service Agreement	Meter #	Bill Start Date	Bill End Date	Bill Due Date	Meter Read Start	Meter Read End	Usage (CCF)	Read Code	Bill Amount	Bill Cancelled	Closing Bill	CRP Monthly Amount	Easyway Current Month	Easyway Curr Amt	Days
9961690937	*549327	05/21/2002	06/17/2002	08/16/2002	0	1688	1956	Regular	\$1,928.95	No	No	\$0.00	0	\$0.00	27
9961690937	*673765	05/21/2002	06/17/2002	08/16/2002	1420	1688	1956	Regular	\$1,928.95	No	No	\$0.00	0	\$0.00	27
9961690937	*673765	04/22/2002	05/21/2002	06/18/2002	1374	1420	46	System Estimate	\$54.84	No	No	\$0.00	0	\$0.00	29
9961690937	*673765	03/21/2002	04/22/2002	05/17/2002	1266	1374	108	System Estimate	\$107.61	No	No	\$0.00	0	\$0.00	32
9961690937	*673765	02/21/2002	03/21/2002	04/17/2002	1134	1266	132	System Estimate	\$130.41	No	No	\$0.00	0	\$0.00	28
9961690937	*673765	01/23/2002	02/21/2002	03/19/2002	966	1134	168	System Estimate	\$180.72	No	No	\$0.00	0	\$0.00	29
9961690937	*673765	12/20/2001	01/23/2002	02/20/2002	733	966	233	System Estimate	\$246.00	No	No	\$0.00	0	\$0.00	34
9961690937	*673765	11/21/2001	12/20/2001	01/18/2002	636	733	97	System Estimate	\$113.15	No	No	\$0.00	0	\$0.00	29
9961690937	*673765	10/23/2001	11/21/2001	12/18/2001	556	636	80	System Estimate	\$102.28	No	No	\$0.00	0	\$0.00	29
9961690937	*673765	09/21/2001	10/23/2001	11/20/2001	509	556	47	System Estimate	\$64.12	No	No	\$0.00	0	\$0.00	32
9961690937	*673765	08/22/2001	09/21/2001	10/19/2001	483	509	26	System Estimate	\$42.03	No	No	\$0.00	0	\$0.00	30
9961690937	*673765	07/24/2001	08/22/2001	09/19/2001	459	483	24	System Estimate	\$43.60	No	No	\$0.00	0	\$0.00	29
9961690937	*673765	06/22/2001	07/24/2001	08/20/2001	431	459	28	System Estimate	\$48.93	No	No	\$0.00	0	\$0.00	32
9961690937	*673765	05/22/2001	06/22/2001	07/20/2001	399	431	32	System Estimate	\$54.25	No	No	\$0.00	0	\$0.00	31
9961690937	*673765	04/23/2001	05/22/2001	06/20/2001	360	399	39	System Estimate	\$63.56	No	No	\$0.00	0	\$0.00	29
9961690937	*673765	03/22/2001	04/23/2001	05/18/2001	167	360	193	System Estimate	\$268.52	No	No	\$0.00	0	\$0.00	32
9961690937	*673765	02/21/2001	03/22/2001	04/18/2001	9904	167	263	System Estimate	\$358.52	No	No	\$0.00	0	\$0.00	29
9961690937	*673765	01/23/2001	02/21/2001	03/20/2001	9615	9904	289	System Estimate	\$378.26	No	No	\$0.00	0	\$0.00	29
9961690937	*673765	12/20/2000	01/23/2001	02/20/2001	9184	9615	431	Regular	\$516.20	No	No	\$0.00	0	\$0.00	34
9961690937	*673765	11/20/2000	12/20/2000	01/19/2001	8865	9184	319	Regular	\$314.00	No	No	\$0.00	0	\$0.00	30
9961690937	*673765	10/20/2000	11/20/2000	12/18/2000	8703	8865	162	Regular	\$132.92	No	No	\$0.00	0	\$0.00	31
9961690937	*673765	09/20/2000	10/20/2000	11/17/2000	8638	8703	65	Regular	\$58.12	No	No	\$0.00	0	\$0.00	30
9961690937	*673765	08/21/2000	09/20/2000	10/18/2000	8614	8638	24	Regular	\$26.51	No	No	\$0.00	0	\$0.00	30
9961690937	*673765	07/21/2000	08/21/2000	09/18/2000	8589	8614	25	Regular	\$27.28	No	No	\$0.00	0	\$0.00	31
9961690937	*673765	06/20/2000	07/21/2000	08/17/2000	8567	8589	22	Regular	\$24.97	No	No	\$0.00	0	\$0.00	31
9961690937	*673765	05/22/2000	06/20/2000	07/17/2000	8528	8567	39	Regular	\$38.07	No	No	\$0.00	0	\$0.00	29
9961690937	*673765	04/24/2000	05/22/2000	06/21/2000	8456	8528	72	Regular	\$63.52	No	No	\$0.00	0	\$0.00	28
9961690937	*673765	03/23/2000	04/24/2000	05/19/2000	8310	8456	146	Regular	\$120.58	No	No	\$0.00	0	\$0.00	32
9961690937	*673765	02/25/2000	03/23/2000	04/19/2000	8116	8310	194	Regular	\$157.60	No	No	\$0.00	0	\$0.00	27
9961690937	*673765	01/26/2000	02/25/2000	03/22/2000	7773	8116	343	Regular	\$272.50	No	No	\$0.00	0	\$0.00	30

BILLS FROM 01/01/1996 TO 07/30/2003

Account # 3119209282

Customer Name: JACKSON, RICHARD

Customer Address: 1905 W. BERKS ST/PHILA, PA

Bill Cycle: 16

BILLS

Service Agreement	Meter #	Bill Start Date	Bill End Date	Bill Due Date	Meter Read Start	Meter Read End	Usage (CCF)	Read Code	Bill Amount	Bill Cancelled	Closing Bill	CRP Monthly Amount	Easyway Current Month	Easyway Curr Amt	Days
9961690937	1673765	12/21/1999	01/26/2000	02/22/2000	7368	7773	405	Regular	\$321.89	No	No	\$0.00	0	\$0.00	36
9961690937	1673765	11/18/1999	12/21/1999	01/20/2000	133	7368	235	Regular	\$190.59	No	No	\$0.00	0	\$0.00	33
9961690937	1673765	10/20/1999	11/18/1999	12/16/1999	5979	7133	154	Regular	\$125.42	No	No	\$0.00	0	\$0.00	29
9961690937	1673765	09/21/1999	10/20/1999	11/23/1999	5912	6978	67	Regular	\$59.09	No	No	\$0.00	0	\$0.00	29
9961690937	1673765	09/21/1999	10/20/1999	11/17/1999	6912	6940	28	System Estimate	\$29.35	Yes	No	\$0.00	0	\$0.00	29
9961690937	1673765	07/23/1999	09/21/1999	10/20/1999	6889	6912	23	Regular	\$33.54	No	No	\$0.00	0	\$0.00	60
9961690937	1673765	07/23/1999	08/20/1999	09/21/1999	6889	6917	28	System Estimate	\$29.35	Yes	No	\$0.00	0	\$0.00	28
9961690937	1673765	06/16/1999	07/23/1999	08/20/1999	6835	6889	54	System Estimate	\$49.17	No	No	\$0.00	0	\$0.00	37
9961690937	1673765	05/20/1999	06/16/1999	07/16/1999	6802	6835	33	Regular	\$32.19	No	No	\$0.00	0	\$0.00	28
9961690937	1673765	04/12/1999	05/20/1999	06/19/1999	6672	6802	130	Regular	\$109.71	No	No	\$0.00	0	\$0.00	39
9961690937	1673765	03/17/1999	04/12/1999	05/10/1999	6505	6672	167	Regular	\$139.79	No	No	\$0.00	0	\$0.00	27
9961690937	1673765	02/18/1999	03/17/1999	04/13/1999	6212	6505	293	Regular	\$242.25	No	No	\$0.00	0	\$0.00	28
9961690937	1673765	01/26/1999	02/18/1999	03/15/1999	5983	6212	229	Regular	\$190.21	No	No	\$0.00	0	\$0.00	24
9961690937	1673765	12/18/1998	01/26/1999	02/21/1999	5606	5983	377	System Estimate	\$323.40	No	No	\$0.00	0	\$0.00	40
9961690937	1673765	11/19/1998	12/18/1998	01/17/1999	5409	5606	197	Regular	\$172.38	No	No	\$0.00	0	\$0.00	30
9961690937	1673765	10/20/1998	11/19/1998	12/16/1998	5241	5409	168	Regular	\$147.50	No	No	\$0.00	0	\$0.00	31
9961690937	1673765	09/18/1998	10/20/1998	11/17/1998	5190	5241	51	Regular	\$47.59	No	No	\$0.00	0	\$0.00	33
9961690937	1673765	08/21/1998	09/18/1998	10/18/1998	5168	5190	22	Regular	\$22.80	No	No	\$0.00	0	\$0.00	29
9961690937	1673765	07/22/1998	08/21/1998	09/19/1998	5155	5168	13	Regular	\$15.12	No	No	\$0.00	0	\$0.00	31
9961690937	1673765	06/23/1998	07/22/1998	08/19/1998	5138	5155	17	Regular	\$18.53	No	No	\$0.00	0	\$0.00	30
9961690937	1673765	05/22/1998	06/23/1998	07/21/1998	5118	5138	20	Regular	\$21.09	No	No	\$0.00	0	\$0.00	33
9961690937	1673765	04/24/1998	05/22/1998	06/21/1998	5044	5118	74	Regular	\$67.25	No	No	\$0.00	0	\$0.00	29
9961690937	1673765	03/24/1998	04/24/1998	05/23/1998	4933	5044	11	Regular	\$98.87	No	No	\$0.00	0	\$0.00	32
9961690937	1673765	02/23/1998	03/24/1998	04/21/1998	4708	4933	225	Regular	\$195.31	No	No	\$0.00	0	\$0.00	30
9961690937	1673765	01/22/1998	02/23/1998	03/22/1998	4453	4708	255	Regular	\$221.95	No	No	\$0.00	0	\$0.00	33
9961690937	1673765	12/18/1997	01/22/1998	02/20/1998	4177	4453	276	Regular	\$239.90	No	No	\$0.00	0	\$0.00	36
9961690937	1673765	11/19/1997	12/18/1997	01/17/1998	3949	4177	228	Regular	\$198.88	No	No	\$0.00	0	\$0.00	30
9961690937	1673765	10/20/1997	11/19/1997	12/16/1997	3792	3949	157	Regular	\$138.19	No	No	\$0.00	0	\$0.00	31
9961690937	1673765	09/18/1997	10/20/1997	11/17/1997	3759	3792	33	Regular	\$32.21	No	No	\$0.00	0	\$0.00	33
9961690937	1673765	08/20/1997	09/18/1997	10/18/1997	3736	3759	23	Regular	\$23.66	No	No	\$0.00	0	\$0.00	30
9961690937	1673765	07/23/1997	08/20/1997	09/17/1997	3718	3736	18	Regular	\$19.39	No	No	\$0.00	0	\$0.00	29

BILLS FROM 01/01/1996 TO 07/30/2003

Account # 3119209282

Customer Name: JACKSON, RICHARD

Customer Address: 1905 W BERKS ST/PHILA, PA

Bill Cycle: 16

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	Easyway Current Month	Easyway Curr Amt	Days
9961690937	1673765	06/23/1997	07/23/1997	08/19/1997	3698	3718	20	Regular	\$21.09	No	No	\$0.00	0	\$0.00	31

PAYMENTS FROM 01/01/1996 TO 07/30/2003

Account # 3119209282

Customer Name JACKSON, RICHARD

Customer Address. 1905 W BERKS ST/PHILA,PA

Bill Cycle. 16

PAYMENTS

Service Agreement ID	Pay Amount	Pay Date	Pay Status	Late Pay Charge	Utility Type	Grant Type	Pay Source Code
8849593022	\$14.97	06/18/2003	F	\$14.97	G		PPC

PAYMENTS FROM 01/01/1996 TO 07/30/2003

Account # 3119209282

Customer Name JACKSON, RICHARD

Customer Address 1905 W BERKS ST/PHILA,PA

Bill Cycle 16

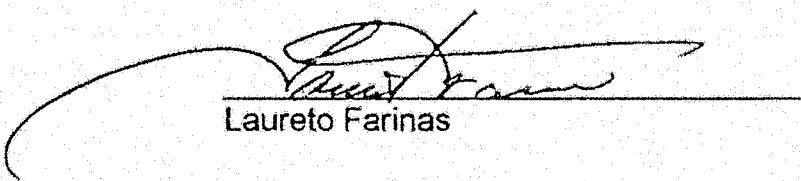
PAYMENTS

Service Agreement ID	Pay Amount	Pay Date	Pay Status	Late Pay Charge	Utility Type	Grant Type	Pay Source Code
9961690937	\$60.78	06/18/2003	F	\$60.78	G		PPC
9961690937	\$244.00	07/10/2001	F	\$0.00	G		PPC
9961690937	\$600.00	06/25/2001	F	\$78.11	G		REM
9961690937	\$500.00	04/02/2001	F	\$143.71	G		REM
9961690937	\$400.00	10/04/2000	F	\$21.30	G		PPC
9961690937	\$180.00	06/05/2000	F	\$0.00	G		REM
9961690937	\$600.00	04/18/2000	F	\$0.00	G		PPC
9961690937	\$200.00	03/17/2000	F	\$0.00	G		REM
9961690937	\$200.00	02/23/2000	F	\$6.83	G		REM
9961690937	\$50.00	02/02/2000	F	\$50.00	G		REM
9961690937	\$200.00	07/16/1999	F	\$34.84	G		REM
9961690937	\$283.00	04/23/1999	F	\$0.00	G		REM
9961690937	\$200.00	11/06/1998	F	\$0.00	G		REM
9961690937	\$95.00	09/08/1998	F	\$0.00	G		REM
9961690937	\$200.00	07/13/1998	F	\$0.00	G		REM
9961690937	\$100.00	06/05/1998	F	\$0.00	G		REM
9961690937	\$100.00	05/26/1998	F	\$0.00	G		REM
9961690937	\$220.00	04/23/1998	F	\$0.00	G		REM
9961690937	\$150.00	02/06/1998	F	\$0.00	G		REM
9961690937	\$105.00	01/07/1998	F	\$0.00	G		REM
9961690937	\$90.00	12/12/1997	F	\$0.00	G		REM
9961690937	\$82.66	11/14/1997	F	\$0.00	G		REM
9961690937	\$17.34	11/14/1997	F	\$0.00	G		REM
9961690937	\$80.26	09/18/1997	F	\$0.00	G		REM
9961690937	\$80.00	08/18/1997	F	\$0.00	G		REM
9961690937	\$102.32	07/14/1997	F	\$0.00	G		REM
9961690937	\$117.70	06/18/1997	F	\$0.00	G		REM

VERIFICATION

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

Date: July 31, 2003



Laureto Farinas

CERTIFICATE OF SERVICE

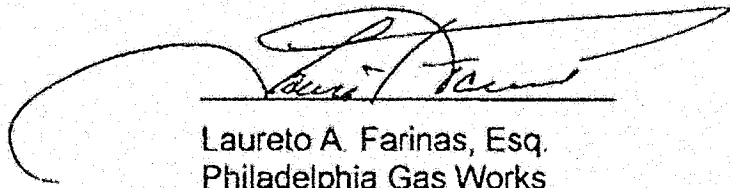
I HEREBY CERTIFY THAT I HAVE THIS DAY SERVED A TRUE COPY OF THE FOREGOING DOCUMENT UPON THE PARTICIPANTS LISTED BELOW, IN ACCORDANCE WITH THE REQUIREMENTS OF §1.54 (RELATING TO SERVICE BY A PARTICIPANT).

Service List:

For Complainant:

Richard Jackson
1905 W. Berks Street
Philadelphia, PA 19119

July 31, 2003



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



COMMONWEALTH OF PENNSYLVANIA
PENNSYLVANIA PUBLIC UTILITY COMMISSION

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

IN REPLY PLEASE
REFER TO OUR FILE

September 9, 2003

In Re: F-01225642

(See attached list)

Richard Jackson v. Philadelphia Gas Works

Billing dispute.

Hearing Notice

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

Type: Initial hearing

Date: Thursday, January 8, 2004

Time: 10:00 a.m.

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

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

DOCKETED

SEP 10 2003

DOCUMENT
FOLDER

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

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

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

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

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

pc: Judge Chestnut
Bruce Bigelow, Mediator
Judy W. Springer
Beth Plantz
Docket Section
Calendar File