

CAPTION SHEET

CASE MANAGEMENT SYSTEM

- 1. REPORT DATE: 00/00/00
- 2. BUREAU: ALJ
- 3. SECTION(S):
- 5. APPROVED BY:
DIRECTOR:
SUPERVISOR:
- 6. PERSON IN CHARGE:
- 8. DOCKET NO: F-01270829
- 4. PUBLIC MEETING DATE:
00/00/00
- 7. DATE FILED: 09/26/03
- 9. EFFECTIVE DATE: 00/00/00

PARTY/COMPLAINANT: JOHNSON, MARTHA A

RESPONDENT/APPLICANT: PHILADELPHIA GAS WORKS

CCMP/APP COUNTY: PHILADELPHIA

UTILITY CODE: 125042

ALLEGATION OR SUBJECT

COMPLAINANT STATES COMPANY ESTIMATED BILLS FOR 4 YEARS AND THEN GAVE HER AN ACTUAL BILL WITH AN ADJUSTMENT FOR ESTIMATED READINGS. SHE WANTS PUC TO ASSESS PGW 70% OF THE BILL, HAVE PGW ASSUME ALL LATE AND FINANCE CHARGES, AND MAKE SURE ALL NEGATIVE COMMENTS ON CREDIT RECORD ARE EXPUNGED.

DOCKETED
OCT 09 2003

DOCUMENT



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

7/28/03
IN REPLY PLEASE
REFER TO OUR FILE

August 19, 2003

BCS 1270829

MARTHA JOHNSON
1002 EAST MOUNT PLEASANT AVENUE
PHILADELPHIA PA 19150

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 28, 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:**

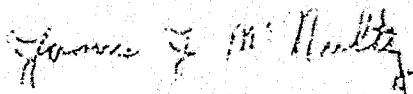
Office of Administrative Law Judge
Public Utility Commission
P.O. Box 3265
Harrisburg, PA 17105-3265

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: July 11, 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.)

MARTHA JOHNSON
1002 EAST MOUNT PLEASANT AVE
PHILADELPHIA PA 19150

215-877-7720(W)
215-249-3149(H)
(Area Code) Telephone Number

Martha A. Johnson
Signature July 29, 2003

Mail this completed form to:

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

FOR OFFICE USE ONLY

BCS Number: 1270829

Date of mailing: July 11, 2003

Company: PHILADELPHIA GAS WORKS

REVISED 11/97

7/30/03
RECEIVED

AUG 01 2003

PA PUBLIC UTILITY COMMISSION
SECRETARY'S BUREAU

27

ORIGINAL

F-01270829

FORMAL COMPLAINT FORM
Pennsylvania Public Utility Commission

9/28/03

RECEIVED

03 SEP 26 AM 9:20

Please Print:

125042

BCS 1270829

P.P.U.C.
SECRETARY'S BUREAU

1. Your Name, Mailing Address and Telephone Number.

Name Marsha A. Johnson

Street/P.O. Box 1002 E. Mt Pleasant Ave Apt.#

City Philadelphia State PA Zip 19150

County Philadelphia Home Telephone-Area Code (215) 248-3149
Work Telephone-Area Code (215) 877-7720

2. Name of Company your complaint concerns: P. Helw. Gas Works

3. What is your complaint?

I received estimated readings from 6/25/98 to 9/20/2002. On 9/28/2002 P.G.W. installed electronic meter & billed me \$1,440 which was an adjustment for the estimated readings back to May 1998. During the period 5/98 to 9/2002 I paid all estimated bills in full & on time. I believed that P.G.W. would come out to read the meter when they said they would, or when I called to schedule a reading -- they did not. Since I paid in good faith, I do not believe I should be responsible for the entire bill, less late payment charges assessed. I am

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

willing to pay 30% of the 1440, less late payment/finance charges. But P.G.W. should bear the major responsibility & presume the major portion of the bill. 4 years is a long time not to read a meter!!! I have paid all bills since 9/28/02 in full & on time for actual meter readings.

4. What do you want the Public Utility Commission to do about your complaint? ^{I want PUC to}
cancel PGW 7070 of the bill, assume all late /
penalty charges. Make sure any negative comments
on my credit record because of this bill is expunged.

(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.

Marcella G. Johnson
Original Signature of complaining person

9/22/03
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: OCTOBER 9, 2003

F-01270829

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

DOCUMENT
OCT 10 2003

Dear Sir/Madam:

A complaint has been filed against you before the Pennsylvania Public Utility Commission by MARTHA A. JOHNSON. 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.

OCTOBER 9, 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: OCTOBER 9, 2003

MARTHA A. JOHNSON
Complainant

VS.

PHILADELPHIA GAS WORKS
Respondent

Complaint Docket
No: F-01270829

DOCUMENT
FOLDER

DOCKETED
OCT 09 2003

FORMAL COMPLAINT NOTICE TO RESPONDENT TO ANSWER OR SATISFY

TO: PHILADELPHIA GAS WORKS

TAKE NOTICE:

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

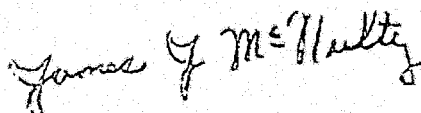
1. You have twenty (20) days from the date on which this complaint is served to either satisfy this complaint or to file with the Secretary of the Pennsylvania Public Utility Commission, P. O. Box 3265, Harrisburg, PA 17105-3265, an answer (original and three copies), in writing, under oath, which, as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

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

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

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

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



James J. McNulty
Secretary

(SEAL)

Certified Mail
Return Receipt Requested

Philadelphia Gas Works



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

ORIGINAL

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

RECEIVED

NOV 03 2003

November 3, 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: Martha Johnson v. PGW, Docket No. F - 01270829

Dear Secretary McNulty:

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

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

Sincerely,

Hector Ferrer

Enclosures

cc: Martha Johnson
Anne Cromley
Laureto Farinas, Esq.

**DOCUMENT
FOLDER**

RJP

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BEFORE THE
PENNSYLVANIA PUBLIC UTILITY COMMISSION

NOV 03 2003

Martha Johnson

v.

Philadelphia Gas Works

:
:
:
:
:

PA PUBLIC UTILITY COMMISSION
SECRETARY'S BUREAU

Docket No. F - 01270829

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

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Complainant concerning an error in the billing "with no discernable justification" and all other averments in Paragraph 3 that are conclusions. PGW admits that it was not able to read the Complainant's meter for the period between June 1998 and September 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 September 28, 2002. Thereafter, Complainant received a make up billing for \$1,440.00. The make up billing was reduced by \$209.75 in December 2002.

A decision of the Bureau of Consumer Services ("BCS") dated July 11, 2003, which is attached hereto as Exhibit "B," provided relief to the Complainant in the form of a credit for \$246.93 and a waiver of late payment fees from November 4, 2002 through the present. The decision also provided for repayment agreement consisting of the payment of the current bill plus \$25.00 per month on the arrears.

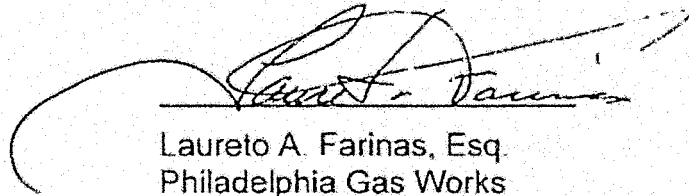
The Complainant's current balance of \$947.98 represents gas service to November 3, 2003.

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

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

Respectfully submitted,

November 3, 2003

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

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

EXHIBIT A

BILLS FROM 01/01/1996 TO 10/28/2003

Account #: 9119414456

Customer Name: JOHNSON, MARTHA A

Customer Address: 1002 E MOUNT PLEASANT AVE/PHILA, PA

Bill Cycle: 17

BILLS

Service Agreement	Meter #	Bill Start Date	Bill End Date	Bill Due Date	Meter Read Start	Meter Read End	Usage (CCF)	Read Code	Bill Amount	Bill Cancelled	Closing Bill	CRP Monthly Amount	Eway Current Month	Eway Curr Amt	Days
9961644444	1746101	09/23/2003	10/22/2003	11/19/2003	1167	1212	45	Regular	\$71.57	No	No	\$0.00	0	\$0.00	29
9961644444	1746101	08/21/2003	09/23/2003	10/20/2003	1143	1167	24	Regular	\$44.05	No	No	\$0.00	0	\$0.00	33
9961644444	1746101	07/23/2003	08/21/2003	09/17/2003	1124	1143	19	Regular	\$37.17	No	No	\$0.00	0	\$0.00	29
9961644444	1746101	06/23/2003	07/23/2003	08/19/2003	1102	1124	22	Regular	\$41.14	No	No	\$0.00	0	\$0.00	30
9961644444	1746101	05/23/2003	06/23/2003	07/21/2003	1059	1102	33	Regular	\$55.12	No	No	\$0.00	0	\$0.00	31
9961644444	1746101	04/24/2003	05/23/2003	06/20/2003	1023	1059	46	Regular	\$69.01	No	No	\$0.00	0	\$0.00	29
9961644444	1746101	03/25/2003	04/24/2003	05/20/2003	921	1023	102	Regular	\$133.99	No	No	\$0.00	0	\$0.00	30
9961644444	1746101	02/24/2003	03/25/2003	04/22/2003	775	921	146	Regular	\$181.71	No	No	\$0.00	0	\$0.00	29
9961644444	1746101	01/24/2003	02/24/2003	03/21/2003	548	775	227	Regular	\$252.57	No	No	\$0.00	0	\$0.00	31
9961644444	1746101	12/23/2002	01/24/2003	02/21/2003	323	548	225	Regular	\$258.40	No	No	\$0.00	0	\$0.00	32
9961644444	1746101	11/21/2002	12/23/2002	01/23/2003	142	323	181	Regular	\$203.20	No	No	\$0.00	0	\$0.00	32
9961644444	1746101	10/22/2002	11/21/2002	12/18/2002	33	142	109	Regular	\$126.63	No	No	\$0.00	0	\$0.00	30
9961644444	1746101	09/20/2002	10/22/2002	11/19/2002	0	33	1362	Regular	\$1,444.40	No	No	\$0.00	0	\$0.00	32
9961644444	1341894	09/20/2002	10/22/2002	11/19/2002	1214	2543	1362	Regular	\$1,444.40	No	No	\$0.00	0	\$0.00	32
9961644444	1341894	08/21/2002	09/20/2002	10/17/2002	1196	1214	18	System Estimate	\$30.68	No	No	\$0.00	0	\$0.00	30
9961644444	1341894	07/23/2002	08/21/2002	09/18/2002	1180	1196	16	System Estimate	\$28.14	No	No	\$0.00	0	\$0.00	29
9961644444	1341894	06/24/2002	07/23/2002	08/19/2002	1163	1180	17	System Estimate	\$29.15	No	No	\$0.00	0	\$0.00	29
9961644444	1341894	05/22/2002	06/24/2002	07/22/2002	1137	1163	26	System Estimate	\$37.67	No	No	\$0.00	0	\$0.00	33
9961644444	1341894	04/23/2002	05/22/2002	06/20/2002	1086	1137	41	System Estimate	\$50.18	No	No	\$0.00	0	\$0.00	29
9961644444	1341894	03/22/2002	04/23/2002	05/20/2002	1018	1086	78	System Estimate	\$81.23	No	No	\$0.00	0	\$0.00	32
9961644444	1341894	02/22/2002	03/22/2002	04/19/2002	919	1018	99	System Estimate	\$100.29	No	No	\$0.00	0	\$0.00	28
9961644444	1341894	01/24/2002	02/22/2002	03/21/2002	800	919	119	System Estimate	\$131.51	No	No	\$0.00	0	\$0.00	29
9961644444	1341894	12/21/2001	01/24/2002	02/20/2002	612	800	188	System Estimate	\$200.80	No	No	\$0.00	0	\$0.00	34
9961644444	1341894	11/23/2001	12/21/2001	01/23/2002	536	612	76	System Estimate	\$90.68	No	No	\$0.00	0	\$0.00	28
9961644444	1341894	10/24/2001	11/23/2001	12/20/2001	467	536	69	System Estimate	\$89.86	No	No	\$0.00	0	\$0.00	30
9961644444	1341894	09/24/2001	10/24/2001	11/21/2001	430	467	37	System Estimate	\$53.09	No	No	\$0.00	0	\$0.00	30
9961644444	1341894	08/23/2001	09/24/2001	10/22/2001	405	430	25	System Estimate	\$40.58	No	No	\$0.00	0	\$0.00	32
9961644444	1341894	07/25/2001	08/23/2001	09/19/2001	383	405	22	System Estimate	\$40.94	No	No	\$0.00	0	\$0.00	29
9961644444	1341894	06/25/2001	07/25/2001	08/21/2001	358	383	25	System Estimate	\$44.93	No	No	\$0.00	0	\$0.00	30
9961644444	1341894	05/23/2001	06/25/2001	07/23/2001	325	358	33	System Estimate	\$55.58	No	No	\$0.00	0	\$0.00	33

BILLS FROM 01/01/1996 TO 10/28/2003

Account # 9119414456

Customer Name JOHNSON, MARTHA A

Customer Address: 1002 E MOUNT PLEASANT AVE/PHILA, PA

Bill Cycle: 17

BILLS

Service Agreement	Meter #	Bill Start Date	Bill End Date	Bill Due Date	Meter Read Start	Meter Read End	Usage (CCF)	Read Code	Bill Amount	Bill Cancelled	Closing Bill	CRP Monthly Amount	Eway Current Month	Eway Curr Amt	Days
9961644444	1341894	04/24/2001	05/23/2001	06/21/2001	291	325	34	System Estimate	\$56.91	No	No	\$0.00	0	\$0.00	29
9961644444	1341894	03/23/2001	04/24/2001	05/21/2001	189	291	102	System Estimate	\$147.41	No	No	\$0.00	0	\$0.00	32
9961644444	1341894	02/22/2001	03/23/2001	04/20/2001	45	189	144	System Estimate	\$201.83	No	No	\$0.00	0	\$0.00	29
9961644444	1341894	01/24/2001	02/22/2001	03/20/2001	9889	45	156	System Estimate	\$207.85	No	No	\$0.00	0	\$0.00	29
9961644444	1341894	12/21/2000	01/24/2001	02/21/2001	9655	9889	234	System Estimate	\$286.07	No	No	\$0.00	0	\$0.00	34
9961644444	1341894	11/21/2000	12/21/2000	01/22/2001	9489	9655	166	System Estimate	\$168.32	No	No	\$0.00	0	\$0.00	30
9961644444	1341894	10/23/2000	11/21/2000	12/18/2000	9405	9489	84	System Estimate	\$72.77	No	No	\$0.00	0	\$0.00	29
9961644444	1341894	09/21/2000	10/23/2000	11/20/2000	9341	9405	64	System Estimate	\$57.35	No	No	\$0.00	0	\$0.00	32
9961644444	1341894	08/22/2000	09/21/2000	10/18/2000	9341	9341	0	System Estimate	\$6.00	No	No	\$0.00	0	\$0.00	30
9961644444	1341894	07/24/2000	08/22/2000	09/19/2000	9341	9341	0	System Estimate	\$6.00	No	No	\$0.00	0	\$0.00	29
9961644444	1341894	06/21/2000	07/24/2000	08/18/2000	9337	9341	4	System Estimate	\$11.09	No	No	\$0.00	0	\$0.00	33
9961644444	1341894	05/23/2000	06/21/2000	07/18/2000	9307	9337	30	System Estimate	\$31.13	No	No	\$0.00	0	\$0.00	29
9961644444	1341894	04/25/2000	05/23/2000	06/22/2000	9267	9307	40	System Estimate	\$38.84	No	No	\$0.00	0	\$0.00	28
9961644444	1341894	04/25/2000	05/23/2000	06/21/2000	9267	9486	219	System Estimate	\$176.87	Yes	No	\$0.00	0	\$0.00	28
9961644444	1341894	03/24/2000	04/25/2000	05/22/2000	9203	9267	64	System Estimate	\$57.35	No	No	\$0.00	0	\$0.00	32
9961644444	1341894	02/25/2000	03/24/2000	04/20/2000	9123	9203	80	System Estimate	\$69.69	No	No	\$0.00	0	\$0.00	28
9961644444	1341894	01/26/2000	02/25/2000	03/24/2000	8992	9123	131	System Estimate	\$109.02	No	No	\$0.00	0	\$0.00	30
9961644444	1341894	12/21/1999	01/26/2000	02/23/2000	8849	8992	143	System Estimate	\$118.83	No	No	\$0.00	0	\$0.00	36
9961644444	1341894	11/19/1999	12/21/1999	01/20/2000	8778	8849	71	System Estimate	\$63.20	No	No	\$0.00	0	\$0.00	32
9961644444	1341894	10/21/1999	11/19/1999	12/20/1999	8727	8778	51	System Estimate	\$46.89	No	No	\$0.00	0	\$0.00	29
9961644444	1341894	09/22/1999	10/21/1999	11/24/1999	8700	8727	27	System Estimate	\$28.59	No	No	\$0.00	0	\$0.00	29
9961644444	1341894	08/24/1999	09/22/1999	10/20/1999	8689	8700	11	System Estimate	\$16.38	No	No	\$0.00	0	\$0.00	29
9961644444	1341894	07/26/1999	08/24/1999	09/22/1999	8671	8689	18	System Estimate	\$21.72	No	No	\$0.00	0	\$0.00	29
9961644444	1341894	06/17/1999	07/26/1999	08/30/1999	8632	8671	39	System Estimate	\$37.73	No	No	\$0.00	0	\$0.00	39
9961644444	1341894	06/17/1999	07/26/1999	08/24/1999	8632	8671	39	System Estimate	\$40.13	Yes	No	\$0.00	0	\$0.00	39
9961644444	1341894	05/24/1999	06/17/1999	07/19/1999	8610	8632	22	System Estimate	\$23.92	No	No	\$0.00	0	\$0.00	25
9961644444	1341894	04/15/1999	05/24/1999	06/20/1999	8537	8610	73	System Estimate	\$63.36	No	No	\$0.00	0	\$0.00	40
9961644444	1341894	03/18/1999	04/15/1999	05/11/1999	8451	8537	86	System Estimate	\$73.93	No	No	\$0.00	0	\$0.00	29
9961644444	1341894	02/18/1999	03/18/1999	04/14/1999	8292	8451	159	System Estimate	\$133.29	No	No	\$0.00	0	\$0.00	29
9961644444	1341894	01/27/1999	02/18/1999	03/6/1999	8176	8292	116	System Estimate	\$98.32	No	No	\$0.00	0	\$0.00	23
9961644444	1341894	12/22/1998	01/27/1999	02/22/1999	7952	8176	224	System Estimate	\$193.38	No	No	\$0.00	0	\$0.00	37

BILLS FROM 01/01/1996 TO 10/28/2003

Account # 9119414456

Customer Name: JOHNSON, MARTHA A

Customer Address: 1002 E MOUNT PLEASANT AVE/PHILA, PA

Bill Cycle: 17

BILLS

Service Agreement	Meter #	Bill Start Date	Bill End Date	Bill Due Date	Meter Read Start	Meter Read End	Usage (CCF)	Read Code	Bill Amount	Bill Cancelled	Closing Bill	CRP Monthly Amount	Eway Current Month	Eway Curr Amt	Days
9961644444	1341894	11/20/1998	12/22/1998	01/18/1999	7835	7952	117	System Estimate	\$ 04 00	No	No	\$0.00	0	\$0.00	33
9961644444	1341894	10/22/1998	11/20/1998	12/19/1998	7741	7835	94	System Estimate	\$84 35	No	No	\$0.00	0	\$0.00	30
9961644444	1341894	09/22/1998	10/22/1998	11/18/1998	7692	7741	49	System Estimate	\$45 88	No	No	\$0.00	0	\$0.00	31
9961644444	1341894	08/24/1998	09/22/1998	10/19/1998	7665	7692	27	System Estimate	\$27 07	No	No	\$0.00	0	\$0.00	30
9961644444	1341894	07/24/1998	08/24/1998	09/20/1998	7636	7665	29	System Estimate	\$28 79	No	No	\$0.00	0	\$0.00	32
9961644444	1341894	06/25/1998	07/24/1998	08/22/1998	7609	7636	27	System Estimate	\$27 07	No	No	\$0.00	0	\$0.00	30
9961644444	1341894	05/26/1998	06/25/1998	07/22/1998	7580	7609	29	System Estimate	\$28 79	No	No	\$0.00	0	\$0.00	31
9961644444	1341894	04/25/1998	05/26/1998	06/22/1998	7530	7580	50	Regular	\$46 74	No	No	\$0.00	0	\$0.00	32
9961644444	1341894	03/26/1998	04/25/1998	05/24/1998	7467	7530	63	System Estimate	\$57 85	No	No	\$0.00	0	\$0.00	31
9961644444	1341894	02/25/1998	03/26/1998	04/22/1998	7326	7467	141	System Estimate	\$124 51	No	No	\$0.00	0	\$0.00	30
9961644444	1341894	01/24/1998	02/25/1998	03/23/1998	7164	7326	162	System Estimate	\$142 46	No	No	\$0.00	0	\$0.00	33
9961644444	1341894	12/23/1997	01/24/1998	02/21/1998	7003	7164	161	System Estimate	\$141 61	No	No	\$0.00	0	\$0.00	33
9961644444	1341894	11/20/1997	12/23/1997	01/21/1998	6819	7003	184	System Estimate	\$161 27	No	No	\$0.00	0	\$0.00	34
9961644444	1341894	10/22/1997	11/20/1997	12/17/1997	6695	6819	124	System Estimate	\$109 99	No	No	\$0.00	0	\$0.00	30
9961644444	1341894	09/22/1997	10/22/1997	11/18/1997	6635	6695	60	System Estimate	\$55 28	No	No	\$0.00	0	\$0.00	31
9961644444	1341894	08/22/1997	09/22/1997	10/19/1997	6605	6635	30	System Estimate	\$29 64	No	No	\$0.00	0	\$0.00	32
9961644444	1341894	07/24/1997	08/22/1997	09/20/1997	6578	6605	27	System Estimate	\$27 07	No	No	\$0.00	0	\$0.00	30
9961644444	1341894	06/25/1997	07/24/1997	08/20/1997	6551	6578	27	System Estimate	\$27 07	No	No	\$0.00	0	\$0.00	30

EXHIBIT B

BEFORE THE PENNSYLVANIA PUBLIC UTILITY COMMISSION

MARTHA JOHNSON
1002 EAST MOUNT
PLEASANT AVE
PHILADELPHIA PA 19150

v.

PHILADELPHIA GAS WORKS

Case Number: 1270829

Account Number: 9119414456

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 \$1,444.40 in October 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 June 25, 1998- September 20, 2002.
2. That on September 28, 2002 PGW exchanged meters and installed an AMR device.
3. That the Philadelphia Gas Works billed the customer for the period of September 20, 2002- October 22, 2002 for \$1,444.40, which adjusted for estimated readings dating back to May 1998.
4. That PGW credited the customer \$209.75 for the difference in the gas cost rate for the period of June 1998- October 2002.
5. That as of July 8, 2003 the customer has a balance of \$1,298.08 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 \$246.93.
2. That the Philadelphia Gas Works will waive all late payment charges that were charged to the customer's account from November 4, 2002 to the present.
3. That beginning with the bill due in August 21, 2003, the customer MUST pay the current bills PLUS \$25.00 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 11, 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; that, as such, I am authorized to make this verification on its behalf; that the facts set forth in the foregoing Answer are true to the best of my knowledge, information and belief, and that I expect to be able to prove these at a hearing held in this matter. I make this verification subject to the penalties of 18. Pa. C.S. §4904, pertaining to false statements to authorities.

Date: November 3, 2003



Laureto Farinas

CERTIFICATE OF SERVICE

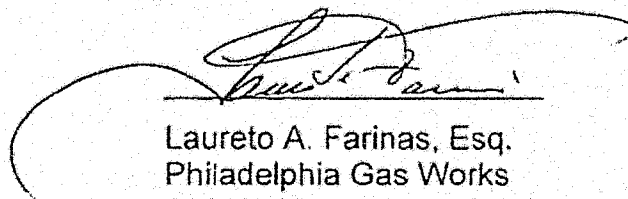
I HEREBY CERTIFY THAT I HAVE THIS DAY SERVED A TRUE COPY OF THE FOREGOING DOCUMENT UPON THE PARTICIPANTS LISTED BELOW, IN ACCORDANCE WITH THE REQUIREMENTS OF §1.54 (RELATING TO SERVICE BY A PARTICIPANT).

Service List:

For Complainant:

Martha Johnson
1002 E. Mt Pleasant Avenue
Philadelphia, PA 19150

November 3, 2003



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