

DOCKET NO. : C-20016328
RESPONDENT OR APPLICANT: PHILADELPHIA GAS WORKS
PARTY OR COMPLAINANT: COATES SANDRA

ENTRY	TYPE	DATE	BUREAU	PERSONNEL
1	N	10/22/01	SEC	IMES
FORMAL COMPLAINT OF SANDRA COATES V. PHILA. GAS WORKS				
2	N	10/30/01	SEC	IMES
NOTICE OF COMPLAINT SERVED ON RESPONDENT TO ANSWER IN 20 DAYS				
3	N	11/29/01	SEC	FRISCIA
RESPONDENT FILED ANSWER TO COMPLAINT WITH CERTIFICATE OF SERVICE				
4	N	02/22/02	ALJ	RAINEY
INITIAL HEARING SCHEDULED FOR 4/25/02 CANCELLED				
5	N	02/08/02	SEC	FRISCIA
ALJ RAINEY PREHRG ORDER ISSUED-COMPLY W/PROCEDURAL RULES & REGULATIONS ETC				
6	N	02/13/02	SEC	FRISCIA
RESPONDENT FILED SATISFACTION OF COMPLAINT & CERTIFIES COMPLAINANT ACK SAME				
7	N	03/04/02	SEC	FRISCIA
CALJ MEMO ACKNOWLEDGING WITHDRAWAL & CLOSING IN 10 DAYS				
8	N	03/21/02	SEC	FRISCIA
SEC LETTER ADVISING COMMISSION HAS MARKED THE PROCEEDING CLOSED				

1. REPORT DATE: 00/00/00 :
 2. BUREAU: ALJ :
 3. SECTION(S): : 4. PUBLIC MEETING DATE:
 5. APPROVED BY: : 00/00/00
 DIRECTOR: :
 SUPERVISOR: :
 6. PERSON IN CHARGE: : 7. DATE FILED: 10/22/01
 8. DOCKET NO: C-20016328 : 9. EFFECTIVE DATE: 00/00/00

PARTY/COMPLAINANT: COATES SANDRA

RESPONDENT/APPLICANT: PHILADELPHIA GAS WORKS

COMP/APP COUNTY: PHILADELPHIA

UTILITY CODE: 110052

ALLEGATION OR SUBJECT

COMPLAINANT STATES SHE IS ON A FIXED INCOME AND CAN NOT AFFORD \$800.00 DOWN PAYMENT. SHE WOULD LIKE TO BE PUT ON A BUDGET OF \$200.00 A MONTH.

DOCUMENT
FOLDER

DOCKETED
OCT 30 2001

110052 C-20016328

#0963054
10/3/01

Formal Complaint Form
Pennsylvania Public Utility Commission

Please Print. (you may also type your answers directly onto the form as it appears on your screen)

028116

OCT 22 AM 9:40

1. Your name, mailing address and telephone number:

RECEIVED
SECRETARY'S BUREAU

Name Sandra Coates

Street/P.O. Box 1550 Wynsam St Apt # 2

City Philadelphia State PA Zip 19138-1628

County Phila. Area Code/Home Phone (215) 549-3986

Area Code/Work Phone (215) 560-1012

2. Name of company your complaint concerns: Phila. Gas Works

3. What is your complaint? (Use additional paper if need more space).

My complaint is that I'm on a fixed income, and I don't qualify for any low income programs. My income is \$23,000. per yr. I can't afford to pay the P&W \$800. I don't have that kind of money. I don't have a problem paying the arrangement of \$200. per mo.

4. What do you want the Public Utility Commission to do about your complaint? (Use additional paper if need more space).

I would like my case, and complaint to be looked over again, and a reasonable agreement that I can afford. I don't have a problem paying the P&W a payment every month, but it has to be within what I can afford according to my current financial situation.

I just can't put down \$800. And, they won't make a payment arrangement with me, where, do they expect the working poor to get that kind of money from. I have no resources available to help

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.

Sandra Coates
Signature

10/18/01
Date

Sandra Coates Continued on next page

I currently have the financial difficulties.

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

DATE SERVED: OCTOBER 30, 2001

C-20016328

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 SANDRA COATES. 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.

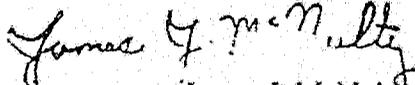
OCTOBER 30, 2001

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: OCTOBER 30, 2001

SANDRA COATES
Complainant

VS.

PHILADELPHIA GAS WORKS
Respondent

Complaint Docket
No: C-20016328

DOCUMENT
FOLDER
DOCKETED

OCT 30 2001

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 17120, an answer (original and two copies), in writing, under oath, which, as required by Section 5.61 of the Commission's Rules of Practice and Procedure, 52 Pa. Code Section 5.61, either affirms or specifically denies the allegations in this complaint. You must also serve a copy of the answer upon the complainant. The date of service is the mailing date as indicated by the date at the top of this Notice. Section 1.56(a) of the Commission's Rules of Practice and Procedure, 52 Pa. Code Section 1.56(a).

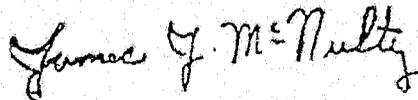
2. If you fail to either satisfy this complaint or to file answer or other responsive pleading within twenty (20) days, you will be deemed to have admitted all the allegations in this complaint in accordance with Section 5.61 of the Commission's Rules of Administrative Practice and Procedure, 52 Pa. Code Section 5.61. In that event, the Commission may, without hearing, enter an order which either revokes or suspends any certificate or permit held by you or which imposes a fine or any other appropriate penalty or remedy authorized by the Public Utility Code, 66 Pa. C.S. Section 101, et seq.; and, if you are a customer of a utility, an order may be entered which prescribes

a payment schedule or which authorizes termination of utility services. The Commission is not limited to the relief sought by the complainant in paragraph 4 of the attached complaint.

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

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

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



James J. McNulty
Secretary

(SEAL)

Certified Mail
Return Receipt Requested

Philadelphia Gas Works



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

Laureto A. Egnas, Esq.
Regulatory Affairs
Direct Dial: 215-684-6982
Fax: 215-684-6600

E-mail: laureto.egnas@pgworks.com

RECEIVED
NOV 29 AM 8:43
SECRETARY'S BUREAU
PA PUC

DOCUMENT
FOLDER

November 19, 2001

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

RE: Sandra Coates v. PGW, Docket No. C - 20016328

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,

A handwritten signature in black ink, appearing to read "Laureto Egnas", is written over a horizontal line.

Enclosures

cc: Sandra Coates
Les Fyock
Linda Pereira

39

ORIGINAL

BEFORE THE
PENNSYLVANIA PUBLIC UTILITY COMMISSION

SECRETARY'S BUREAU

2001 NOV 29 AM 8:43

RECEIVED

Sandra Coates

v.

Philadelphia Gas Works

Docket No. C - 20016028

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. PGW has no knowledge of the Complainant's inability to make an initial payment of a payment arrangement and further proof thereof is demanded at a hearing of this matter. PGW records show that meter readings are generated from automatic meter reading device and bills are based upon actual readings as shown in Exhibit, "A" which is attached hereto. A decision of the Bureau of Consumer Services ("BCS") on or about October 16, 2001, provided a payment arrangement in the form of a down payment of \$800 plus a special budget of \$200 per month.
4. Denied. The averments in Paragraph 4 of the Complaint are conclusions or requests for relief to which no response is required. PGW therefore denies the averments in Paragraph 4.

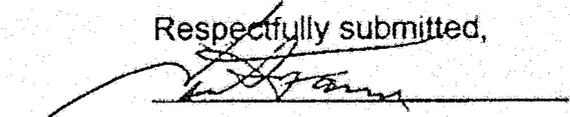
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NOV 29 2001

Wherefore, PGW respectfully requests that this Commission find against the Complainant and for PGW in this matter.

November 19, 2001

Respectfully submitted,



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

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2001 NOV 29 AM 8:43

PA FUC
SECRETARY'S BUREAU

EXHIBIT A

BILLS FROM 01/01/1996 TO 11/14/2001

Account #: 5117353830	Customer Name: COATES, SANDRA
Customer Address: 1550 WYNSAM ST, 2/F/PHILA, PA	Bill Cycle 15

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	Eway Curr Amt	Days
9961491802	1942801	09/20/2001	10/22/2001	11/19/2001	2928	2980	52	Regular	\$69.61	No	No	\$0.00	0	\$0.00	32
9961491802	1942801	08/21/2001	09/20/2001	10/17/2001	2910	2928	18	Regular	\$32.83	No	No	\$0.00	0	\$0.00	30
9961491802	1942801	07/23/2001	08/21/2001	09/18/2001	2893	2910	17	Regular	\$34.28	No	No	\$0.00	0	\$0.00	29
9961491802	1942801	06/21/2001	07/23/2001	08/17/2001	2874	2893	19	Regular	\$36.94	No	No	\$0.00	0	\$0.00	32
9961491802	1942801	05/21/2001	06/21/2001	07/18/2001	2845	2874	29	Regular	\$50.26	No	No	\$0.00	0	\$0.00	31
9961491802	1942801	04/20/2001	05/21/2001	06/19/2001	2809	2845	36	Regular	\$59.58	No	No	\$0.00	0	\$0.00	31
9961491802	1942801	03/21/2001	04/20/2001	05/17/2001	2711	2809	98	Regular	\$142.09	No	No	\$0.00	0	\$0.00	30
9961491802	1942801	02/20/2001	03/21/2001	04/17/2001	2567	2711	144	Regular	\$201.33	No	No	\$0.00	0	\$0.00	29
9961491802	1942801	01/22/2001	02/20/2001	03/19/2001	2411	2567	156	Regular	\$207.86	No	No	\$0.00	0	\$0.00	29
9961491802	1942801	12/19/2000	01/22/2001	02/16/2001	2198	2411	213	Regular	\$257.18	No	No	\$0.00	0	\$0.00	34
9961491802	1942801	11/17/2000	12/19/2000	01/16/2001	2012	2198	186	Regular	\$183.11	No	No	\$0.00	0	\$0.00	32
9961491802	1942801	10/19/2000	11/17/2000	12/15/2000	1934	2012	78	Regular	\$68.15	No	No	\$0.00	0	\$0.00	29
9961491802	1942801	09/19/2000	10/19/2000	11/15/2000	1890	1934	44	Regular	\$41.93	No	No	\$0.00	0	\$0.00	30
9961491802	1942801	08/18/2000	09/19/2000	10/16/2000	1870	1890	20	Regular	\$23.43	No	No	\$0.00	0	\$0.00	32
9961491802	1942801	07/20/2000	08/18/2000	09/14/2000	1851	1870	19	Regular	\$22.65	No	No	\$0.00	0	\$0.00	29
9961491802	1942801	06/19/2000	07/20/2000	08/16/2000	1834	1851	17	Regular	\$21.11	No	No	\$0.00	0	\$0.00	31
9961491802	1942801	05/19/2000	06/19/2000	07/14/2000	1809	1834	25	Regular	\$27.28	No	No	\$0.00	0	\$0.00	31
9961491802	1942801	04/22/2000	05/19/2000	06/19/2000	1760	1809	49	Regular	\$45.78	No	No	\$0.00	0	\$0.00	27
9961491802	1942801	03/22/2000	04/22/2000	05/18/2000	1679	1760	81	Regular	\$70.47	No	No	\$0.00	0	\$0.00	31
9961491802	1942801	02/23/2000	03/22/2000	04/18/2000	1577	1679	102	Regular	\$86.65	No	No	\$0.00	0	\$0.00	28
9961491802	1942801	01/25/2000	02/23/2000	03/21/2000	1403	1577	174	Regular	\$142.18	No	No	\$0.00	0	\$0.00	29
9961491802	1942801	12/18/1999	01/25/2000	02/22/2000	1165	1403	238	Regular	\$192.68	No	No	\$0.00	0	\$0.00	38
9961491802	1942801	11/17/1999	12/18/1999	01/19/2000	1041	1165	124	Regular	\$104.18	No	No	\$0.00	0	\$0.00	31
9961491802	1942801	10/19/1999	11/17/1999	12/15/1999	944	1041	97	Regular	\$81.96	No	No	\$0.00	0	\$0.00	29
9961491802	1942801	09/20/1999	10/19/1999	11/19/1999	871	944	73	Regular	\$63.65	No	No	\$0.00	0	\$0.00	29
9961491802	1942801	08/19/1999	09/20/1999	10/19/1999	864	871	7	System Estimate	\$13.34	No	No	\$0.00	0	\$0.00	32
9961491802	1942801	07/22/1999	08/19/1999	09/20/1999	847	864	17	Regular	\$20.96	No	No	\$0.00	0	\$0.00	28
9961491802	1942801	06/15/1999	07/22/1999	08/19/1999	822	847	25	Regular	\$27.06	No	No	\$0.00	0	\$0.00	37
9961491802	1942801	05/19/1999	06/15/1999	07/15/1999	802	822	20	Regular	\$21.92	No	No	\$0.00	0	\$0.00	28
9961491802	1942801	04/09/1999	05/19/1999	06/16/1999	714	802	88	Regular	\$75.56	No	No	\$0.00	0	\$0.00	41

BILLS FROM 01/01/1996 TO 11/14/2001

Account #: 5117353830	Customer Name: COATES, SANDRA
Customer Address: 1550 WYNSAM ST 2F/PHILA, PA	Bill Cycle 15

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	Eway Curr Amt	Days
9961491802	1942801	03/16/1999	04/09/1999	05/09/1999	650	714	64	Regular	\$56.04	No	No	\$0.00	0	\$0.00	25
9961491802	1942801	02/17/1999	03/16/1999	04/12/1999	494	650	156	Regular	\$130.85	No	No	\$0.00	0	\$0.00	28
9961491802	1942801	01/21/1999	02/17/1999	03/14/1999	378	494	116	Regular	\$98.32	No	No	\$0.00	0	\$0.00	28
9961491802	1942801	12/17/1998	01/21/1999	02/20/1999	175	378	203	Regular	\$77.01	No	No	\$0.00	0	\$0.00	36
9961491802	1942801	11/18/1998	12/17/1998	01/16/1999	89	175	86	Regular	\$77.50	No	No	\$0.00	0	\$0.00	30
9961491802	1942801	10/20/1998	11/18/1998	12/15/1998	0	89	89	Regular	\$80.07	No	No	\$0.00	0	\$0.00	30
9961491802	1015278	09/18/1998	10/20/1998	11/16/1998	988	0	12	Regular	\$14.25	No	No	\$0.00	0	\$0.00	33
9961491802	1015278	08/20/1998	09/16/1998	10/17/1998	9963	988	26	System Estimate	\$25.37	No	No	\$0.00	0	\$0.00	30
9961491802	1015278	07/22/1998	08/20/1998	09/16/1998	9938	9963	25	System Estimate	\$25.37	No	No	\$0.00	0	\$0.00	30
9961491802	1015278	06/04/1998	07/22/1998	08/18/1998	9895	9938	43	System Estimate	\$44.76	No	No	\$0.00	0	\$0.00	49
9961491802	1015278	02/21/1998	06/04/1998	07/01/1998	9767	9895	128	Regular	\$121.41	No	No	\$0.00	0	\$0.00	104
9961491802	1015278	01/22/1998	02/21/1998	03/21/1998	9593	9767	174	System Estimate	\$152.72	No	No	\$0.00	0	\$0.00	31
9961491802	1015278	12/18/1997	01/22/1998	02/17/1998	9383	9593	210	System Estimate	\$183.49	No	No	\$0.00	0	\$0.00	36
9961491802	1015278	11/18/1997	12/18/1997	01/14/1998	9206	9383	177	System Estimate	\$155.28	No	No	\$0.00	0	\$0.00	31
9961491802	1015278	10/20/1997	11/16/1997	12/15/1997	9065	9206	141	System Estimate	\$124.51	No	No	\$0.00	0	\$0.00	30
9961491802	1015278	09/18/1997	10/20/1997	11/16/1997	9013	9065	52	System Estimate	\$48.44	No	No	\$0.00	0	\$0.00	33
9961491802	1015278	08/20/1997	09/18/1997	10/15/1997	8987	9013	26	System Estimate	\$26.22	No	No	\$0.00	0	\$0.00	30
9961491802	1015278	07/22/1997	08/20/1997	09/16/1997	8962	8987	25	System Estimate	\$25.37	No	No	\$0.00	0	\$0.00	30
9961491802	1015278	06/23/1997	07/22/1997	08/18/1997	8937	8962	25	System Estimate	\$25.37	No	No	\$0.00	0	\$0.00	30

PAYMENTS FROM 01/01/1996 TO 11/14/2001

Account #: 5117353830

Customer Name: COATES, SANDRA

Customer Address 1550 WYNSAM ST,2F/PHILA,PA

Bill Cycle: 15

PAYMENTS

Service Agreement ID	Pay Amount	Pay Date	Pay Status	Late Pay Charge	Utility Type	Grant Type	Pay Source Code
9961491802	\$34.28	09/17/2001	F	\$0.00	G		REM
9961491802	\$100.00	04/09/2001	F	\$66.07	G		REM
9961491802	\$50.00	01/16/2001	F	\$16.17	G		REM
9961491802	\$84.32	12/15/2000	F	\$16.17	G		PPC
9961491802	\$41.93	11/14/2000	F	\$15.93	G		REM
9961491802	\$23.43	10/18/2000	F	\$15.70	G		REM
9961491802	\$38.66	09/11/2000	F	\$0.00	G		REM
9961491802	\$36.81	08/23/2000	F	\$31.71	G		REM
9961491802	\$30.00	07/10/2000	F	\$15.51	G		REM
9961491802	\$166.00	06/19/2000	F	\$0.00	G		REM
9961491802	\$256.13	06/05/2000	F	\$73.73	G		REM
9961491802	\$102.00	03/16/1999	F	\$0.00	G		REM
9961491802	\$65.00	02/10/1999	F	\$0.00	G		REM
9961491802	\$100.00	12/31/1998	F	\$0.00	G		REM
9961491802	\$74.00	07/20/1998	F	\$0.00	G		REM
9961491802	\$74.00	06/25/1998	F	\$0.00	G		REM
9961491802	\$107.00	05/13/1998	F	\$0.00	G		REM
9961491802	\$107.00	04/13/1998	F	\$0.00	G		REM
9961491802	\$107.00	03/16/1998	F	\$0.00	G		REM
9961491802	\$107.00	02/13/1998	F	\$0.00	G		REM
9961491802	\$80.00	01/05/1998	F	\$0.00	G		REM
9961491802	\$80.00	12/08/1997	F	\$0.00	G		REM
9961491802	\$80.00	11/12/1997	F	\$0.00	G		REM
9961491802	\$80.00	10/14/1997	F	\$0.00	G		REM
9961491802	\$101.74	09/03/1997	F	\$0.00	G		REM
9961491802	\$258.00	08/13/1997	F	\$0.00	G		REM
9961491802	\$129.00	08/05/1997	F	\$0.00	G		REM
9961491802	\$129.00	08/05/1997	F	\$0.00	G		REM

Contacts for Account: Coates, Sandra

Account: 0051 1735 3830 Coates, Sandra Transaction History Full Comments

Date	Type	Comment	Person
11/14/2001	CRU	DO NOT TAKE ANY ACTION ON THIS ACCOUNT, CUSTOMER HAS FILED A FORMAL COMPLAINT WITH THE PUBLIC UTILITY COMMISSION ON 10/30/01 - C-20016328 . HOLD HAS BEEN EXTENDED ON THE ACCOUNT UNTIL 12/15/01 - ANY QUESTIONS REGARDING THIS ACCOUNT, PLEASE CONTACT THE CRU UNIT AT 787-1250	Coates, Sandra
10/17/2001	CRU	BCSH0963054 - AGREEMENT ENTERED AS PER DECISION RENDERED FROM PUC (SCATTON)	Coates, Sandra
10/17/2001	TO	Trouble Order 83022676 added for account 5117353830	Coates, Sandra
10/16/2001	CRU	Per Scallon, (PUC) Customer must pay \$800.00 upfront by Oct 25th to have service turned on. Customer will have to pay a special budget of \$200.00 per month \$123.00 regular budget and \$77.00 towards arrears. Complaint #963054 was closed on 10/3/01.	Coates, Sandra
10/15/2001	BILL	c/c for statement of account, referred to correspondence.	Coates, Sandra
10/12/2001	COLL	M-1 MEDICAL HOLD 10-12-2001 TO 11-11-2001	Coates, Sandra
10/09/2001	COLL	customer claims not low income, informed her she will need at least \$443.00 down 20% to make an agreement	Coates, Sandra
10/03/2001	CRU	BCSH963054 - FAXED UP TO DATE REPORT TO PUC WAITING FOR ANSWERED BACK FROM PUC	Coates, Sandra
06/08/2001	CRU	BCSH0963054 - REPEAT PAR - FORECASTED BUDGET AMOUNT IS \$132.00 REPORT FAXED TO PUC	Coates, Sandra
06/08/2001	CRU	bcs 963054 fax received 6/6/1	Coates, Sandra
04/12/2001	CRU	Per Scallon, (PUC) Customer has to pay a special budget of \$246.00 \$161.00 regular budget and \$85.00 towards arrears. Complaint #819817 was closed on 10/26/00.	Coates, Sandra

VERIFICATION

I, Linda Pereira, hereby declare that I am a Customer Review Officer with 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 Response are true to the best of my knowledge, information and belief, and that I make this verification subject to the penalties of 18. Pa. C.S. §4904, pertaining to false statements to authorities.

Date. November 19, 2001

Linda Pereira

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)

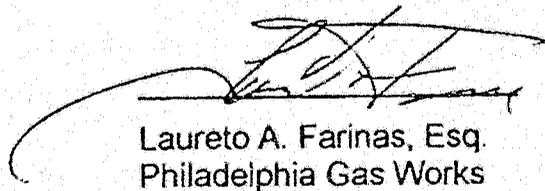
Service List:

For Complainant:

Sandra Coates
1550 Wynsom Street
Philadelphia, PA 19138

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

November 19, 2001



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

2001 NOV 29 AM 8:44
PA PUC
SECRETARY'S BUREAU

RECEIVED



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 O.J.R. FILE

January 29, 2002

In Re: C-20016328

(See attached list)

Sandra Coates v. Philadelphia Gas Works

Requests payment arrangements.

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, April 25, 2002

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 Charles E. Rainey, Jr.
1302 Philadelphia State Office Building
1400 West Spring Garden Street
Philadelphia, PA 19130
Telephone: (215) 560-2105
Fax: (215) 560-3133

DOCUMENT
FOLDER

INDEXED
JAN 30 2002
FILED

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.

Except for those individuals representing themselves, the Commission's rules require that all parties have an attorney; therefore, you should have an attorney of your choice file an entry of appearance before the scheduled hearing.

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 Rainey
Judy Weaver, Scheduling Officer
Beth Plantz
Docket Section
Calendar File