

DOCKET NO.: C-20016624
RESPONDENT OR APPLICANT: PHILADELPHIA GAS WORKS
PARTY OR COMPLAINANT: MANCINELLI, EDMUND J. JR.

ENTRY TYPE	DATE	BUREAU	PERSONNEL
1 N	12/22/01	SEC	HENRY
FORMAL COMPLAINT OF EDMUND J. MANCINELLI, JR. VS. PHILADELPHIA GAS WORKS			
2 N	01/08/02	SEC	HENRY
NOTICE OF COMPLAINT SENT TO RESPONDENT FOR ANSWER IN 20 DAYS			
3 N	02/01/02	SEC	FRISCIA
CALJ CHRISTIANSON INTERIM ORDER SETTING SETTLEMENT CONFERENCE ISSUED			
4 N	02/08/02	SEC	FRISCIA
RESP FILED SATISFACTION OF COMPLAINT & CERTIFIES COMPLAINANT ACK SAME (COPY)			
5 N	02/25/02	SEC	FRISCIA
OALJ MEMO ACKNOWLEDGING WITHDRAWAL & CLOSING IN 10 DAYS			
6 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: 12/22/01
 8. DOCKET NO: C-20016624 : 9. EFFECTIVE DATE: 00/00/00

PARTY/COMPLAINANT: MANCINELLI, EDMUND J. JR.

RESPONDENT/APPLICANT: PHILADELPHIA GAS WORKS

COMP/APP COUNTY: BUCKS

UTILITY CODE: 125042

ALLEGATION OR SUBJECT

COMPLAINANT STATES PHILADELPHIA GAS WORKS INCORRECTLY BILLED HIS ACCOUNT IN THE AMOUNT OF \$4,505.92. HE WANTS THE PUC TO REMOVE THE \$4,505.92 THAT HAS BEEN IN DISPUTE FOR 2001.

DOCUMENT
FOLDER

DOCKETED
JAN 03 2002

C-20016624

RECEIVED

125042

Formal Complaint Form
Pennsylvania Public Utility Commission

PA PUBLIC UTILITY COMMISSION
SECRETARY'S BUREAU
DEC 22 2001

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

ORIGINAL

1. Your name, mailing address and telephone number:

Name Edmund J Mancinelli, Jr

Street/P.O.Box 14 Manor Road Apt # _____

City Newtown State PA Zip 18940

County Bucks Area Code/Home Phone 215-968-3563
Area Code/Work Phone _____

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

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

See attached page 1.

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

See attached page 2.

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.

[Signature] _____ 12-1-01
Signature Date

Continued on next page

1

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 _____

Area Code/Phone Number _____

Mail to:
Secretary
Pennsylvania Public Utility Commission
P. O. Box 3265
Harrisburg, PA 17105-3265

For more information, please contact the Secretary's Bureau at 717-772-7777.

3 Complaint:

PGW incorrectly billed my account (Account No. 8117584080) for 3225 43rd St on Nov 21, 2000 in the amount of \$4,505.92.

I immediately called PGW to dispute the charges since usage was never of this magnitude.

The usage of 5112 ccf is not possible. The actual meter reading on Nov 17, 2000 was reported as 5816. We have in our records the gas meter read 5036 on March 15, 2000.

It appears that PGW did not start with ^{the} correct meter reading which resulted in this large usage of 5112 ccf when the company wanted an actual reading.

~~A new~~

Since the new meter was installed on January 16, 2000, usage has only been 1,199 ccf from January 16, 2000 until November 20, 2001.

As a result of the above, it appears that PGW never began the billed meter reading at the correct number. ~~and~~ when the meter was actually ^{used} the usage was grossly overstated.

4. What to do:

Remove the \$4,505.92 that has been in dispute for 2001. Since the meter was installed early 2001, every bill is for actual usage.

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

DATE SERVED: JANUARY 8, 2002

C-20016624

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 EDMUND J. MANCINELLI, JR.. To defend yourself against the claims stated in the following pages, you must act within twenty (20) days by filing in writing with the Commission, either personally or through your attorney, your defenses or objections to the claims stated against you. Or, you may satisfy the complaint by settling the matter with the Complainant and submitting proof of settlement to the Commission within twenty (20) days.

IF YOU FAIL TO RESPOND WITHIN TWENTY (20) DAYS, THE CASE MAY GO FORWARD IN YOUR ABSENCE AND A JUDGEMENT MAY BE ENTERED AGAINST YOU BY THE COMMISSION WITHOUT FURTHER NOTICE.

CUSTOMER OF A UTILITY

A payment schedule may be prescribed or a termination of utility services may be authorized. You may lose money or property or other rights important to you.

COMPANY/UTILITY

An Administrative Law Judge may revoke or suspend any certificate or permit held by you, or impose a fine, or any other appropriate penalty or remedy authorized by the Public Utility Code. You may lose money or property or other rights important to you.

DOCUMENT
FOLDER

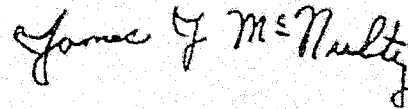
JANUARY 8, 2002

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

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

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

Very truly yours,

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

James J. McNulty
Secretary

JH

BEFORE THE PENNSYLVANIA PUBLIC UTILITY COMMISSION

DATE SERVED: JANUARY 8, 2002

DOCUMENT
FOLDER

EDMUND J. MANCINELLI, JR.
Complainant

VS.

PHILADELPHIA GAS WORKS
Respondent

Complaint Docket
No: C-20016624

DOCKETED
JAN 08 2002

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).

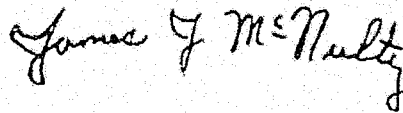
2. If you fail to either satisfy this complaint or to file answer or other responsive pleading within twenty (20) days, you will be deemed to have admitted all the allegations in this complaint in accordance with Section 5.61 of the Commission's Rules of Administrative Practice and Procedure, 52 Pa. 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

ORIGINAL

Philadelphia Gas Works



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

C-20016624

Laureto A. Fannas, Esq.
Regulatory Affairs
Direct Dial: 215-684-6982
FAX: 215-684-6602

E-mail: laureto.fannas@pgworks.com

DOCUMENT
FOLDER

RECEIVED

January 28, 2002

JAN 28 2002
PA PUBLIC UTILITY COMMISSION
SECRETARY'S BUREAU

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

RE: Edmund Mancinelli, Jr. v. PGW, Docket No. C-20016626

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 mater.

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: Edmund Mancinelli, Jr.
Les Fyock
Linda Pereira

154

ORIGINAL

RECEIVED

BEFORE THE
PENNSYLVANIA PUBLIC UTILITY COMMISSION

JAN 28 2002

PA PUBLIC UTILITY COMMISSION
SECRETARY'S BUREAU

Edmund Mancinelli, Jr.

v.

Docket No. C - 20016626

Philadelphia Gas Works

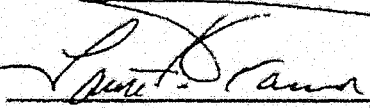
Answer of Philadelphia Gas Works

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 denies that averments contained in Paragraph 3 of the Complaint concerning the accuracy of the meter reading and bill for the service address of 322 S. 43rd Street, Philadelphia, PA 19140. PGW records indicate that the meter at the service address on December 4, 1996 at index 7580 and again on November 17, 2000, at index 5816 from which the bill in dispute was generated. The Complainant received a "make-up" bill after approximately 48 months of estimated bills pursuant to the Statements of Complainant's bills and payments are attached hereto as Exhibit "A". A usage analysis that is attached hereto as Exhibit "B" shows that usage at the service address was higher in prior periods. The Complainant filed an informal complaint with the Bureau of Consumer Services ("BCS") on or about November 2, 2001. The BCS did not issue an informal decision as the Complainant has a commercial account with PGW. See Exhibit "C", which is attached hereto.
4. Denied. The averments in Paragraph 4 of the Complaint are conclusions and 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 Respondent PGW in this matter.

Respectfully submitted,


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

January 28, 2002

DOCUMENT
FOLDER

JAN 31 2002

EXHIBIT A

BILLS FROM 01/01/1996 TO 01/11/2002

Account #: 8117584080
 Customer Name: MANCINELLI, EDMUND JR
 Customer Address: 322 S 43RD ST/PHILA PA
 Bill Cycle: 15

BILLS

*11/17/00 - 5816
 12/1/00 - 6075 - out
 1/16/01 - 6786 - Remmie
 REAR
 LAST regular bill 12/1/96*

Service Agreement	Meter #	Bill Start Date	Bill End Date	Bill Due Date	Meter Read Start	Meter Read End	Usage (CCF)	Need Code	Bill Amount	Bill Cancelled	Closing Bill	GRP Monthly Amount	Easyway Current Month	Easyway Curr Amt	Days
9961607157	1985792	11/20/2001	12/19/2001	01/18/2002	1199	1289	90	Regular	\$122.10	No	No	\$0.00	0	\$0.00	29
9961607157	1985792	10/22/2001	11/20/2001	12/17/2001	1142	1199	57	Regular	\$89.35	No	No	\$0.00	0	\$0.00	29
9961607157	1985792	09/20/2001	10/22/2001	11/19/2001	1107	1142	35	Regular	\$62.30	No	No	\$0.00	0	\$0.00	32
9961607157	1985792	08/21/2001	09/20/2001	10/17/2001	1092	1107	15	Regular	\$35.28	No	No	\$0.00	0	\$0.00	30
9961607157	1985792	07/23/2001	08/21/2001	09/18/2001	1078	1092	14	Regular	\$36.28	No	No	\$0.00	0	\$0.00	29
9961607157	1985792	06/21/2001	07/23/2001	08/17/2001	1051	1078	17	Regular	\$40.71	No	No	\$0.00	0	\$0.00	32
9961607157	1985792	05/21/2001	06/21/2001	07/18/2001	1046	1051	15	Regular	\$37.76	No	No	\$0.00	0	\$0.00	31
9961607157	1985792	04/20/2001	05/21/2001	06/19/2001	1026	1046	20	Regular	\$45.15	No	No	\$0.00	0	\$0.00	31
9961607157	1985792	03/21/2001	04/20/2001	05/17/2001	899	1028	137	Regular	\$218.11	No	No	\$0.00	0	\$0.00	30
9961607157	1985792	02/20/2001	03/21/2001	04/17/2001	508	899	383	Regular	\$576.16	No	No	\$0.00	0	\$0.00	29
9961607157	1985792	01/22/2001	02/20/2001	03/19/2001	128	508	380	Regular	\$552.23	No	No	\$0.00	0	\$0.00	29
9961607157	1985792	12/19/2000	01/22/2001	02/16/2001	0	128	501		\$664.98	No	No	\$0.00	0	\$0.00	34
9961607157	1985792	11/17/2000	12/19/2000	01/18/2001	5816	6411	595	System Estimate	\$842.35	No	No	\$0.00	0	\$0.00	32
9961607157	2013076	11/17/2000	12/19/2000	01/18/2001	704	5816	5112	Verified	\$4,505.92	No	No	\$0.00	0	\$0.00	29
9961607157	2013076	10/19/2000	11/17/2000	12/15/2000	473	704	231	System Estimate	\$213.83	No	No	\$0.00	0	\$0.00	30
9961607157	2013076	09/19/2000	10/19/2000	10/16/2000	473	473	0	System Estimate	\$10.70	No	No	\$0.00	0	\$0.00	32
9961607157	2013076	08/18/2000	09/19/2000	09/14/2000	473	473	0	System Estimate	\$10.70	No	No	\$0.00	0	\$0.00	29
9961607157	2013076	07/20/2000	08/18/2000	08/16/2000	469	473	4	System Estimate	\$14.22	No	No	\$0.00	0	\$0.00	31
9961607157	2013076	06/19/2000	07/20/2000	07/14/2000	447	469	22	System Estimate	\$30.05	No	No	\$0.00	0	\$0.00	31
9961607157	2013076	05/19/2000	06/19/2000	06/19/2000	438	447	9	System Estimate	\$18.62	No	No	\$0.00	0	\$0.00	25
9961607157	2013076	04/24/2000	05/19/2000	05/18/2000	420	438	18	System Estimate	\$26.54	No	No	\$0.00	0	\$0.00	33
9961607157	2013076	03/22/2000	04/24/2000	04/18/2000	392	420	28	System Estimate	\$35.32	No	No	\$0.00	0	\$0.00	28
9961607157	2013076	02/22/2000	03/22/2000	03/21/2000	289	392	103	System Estimate	\$101.28	No	No	\$0.00	0	\$0.00	32
9961607157	2013076	01/22/2000	02/22/2000	02/22/2000	224	289	65	System Estimate	\$68.17	No	No	\$0.00	0	\$0.00	32
9961607157	2013076	06/05/1999	12/21/1999	02/16/2000	17	224	207	Office Estimate	\$244.86	No	No	\$0.00	0	\$0.00	189
9961607157	2013076	06/20/1999	06/15/1999	07/15/1999	17	17	0	System Estimate	\$10.70	No	No	\$0.00	0	\$0.00	27
9961607157	2013076	04/13/1999	06/15/1999	06/15/1999	9861	17	56	System Estimate	\$59.42	No	No	\$0.00	0	\$0.00	38
9961607157	2013076	03/16/1999	04/13/1999	04/09/1999	8894	9861	67	System Estimate	\$69.00	No	No	\$0.00	0	\$0.00	29
9961607157	2013076	02/16/1999	03/16/1999	04/12/1999	9713	9894	161	System Estimate	\$169.19	No	No	\$0.00	0	\$0.00	29

BILLS FROM 01/01/1996 TO 01/11/2002

Account #: 8117584080

Customer Name: MANCINELLI, EDMUND J JR

Customer Address: 322 S 43RD ST/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 (CCT)	Read Code	Bill Amount	Bill Cancelled	Closing Bill	CRP Monthly Amount	Emergency Current Month	Emergency Curr Amt	Days
9961607157	2013076	01/23/1999	02/16/1999	03/14/1999	9601	9713	112	System Estimate	\$108.14	No	No	\$0.00	0	\$0.00	25
9961607157	2013076	12/18/1998	01/23/1999	02/20/1999	9668	9801	233	System Estimate	\$222.63	No	No	\$0.00	0	\$0.00	37
9961607157	2013076	11/18/1998	12/18/1998	01/16/1999	9272	9368	96	System Estimate	\$98.49	No	No	\$0.00	0	\$0.00	31
9961607157	2013076	10/20/1998	11/18/1998	12/15/1998	9188	9272	84	System Estimate	\$87.53	No	No	\$0.00	0	\$0.00	30
9961607157	2013076	09/18/1998	10/20/1998	11/18/1998	9169	9189	19	System Estimate	\$28.08	No	No	\$0.00	0	\$0.00	33
9961607157	2013076	05/21/1998	09/18/1998	10/17/1998	9161	9169	8	System Estimate	\$50.12	No	No	\$0.00	0	\$0.00	121
9961607157	2013076	04/23/1998	05/21/1998	08/17/1998	9139	9161	22	System Estimate	\$30.82	No	No	\$0.00	0	\$0.00	29
9961607157	2013076	03/24/1998	04/23/1998	05/20/1998	9092	9139	47	System Estimate	\$53.69	No	No	\$0.00	0	\$0.00	31
9961607157	2013076	02/21/1998	03/24/1998	04/20/1998	8940	9092	152	System Estimate	\$149.71	No	No	\$0.00	0	\$0.00	32
9961607157	2013076	01/22/1998	02/21/1998	03/21/1998	8785	8940	155	System Estimate	\$152.46	No	No	\$0.00	0	\$0.00	31
9961607157	2013076	12/18/1997	01/22/1998	02/17/1998	8597	8785	188	System Estimate	\$182.64	No	No	\$0.00	0	\$0.00	36
9961607157	2013076	11/18/1997	12/18/1997	01/14/1998	8438	8597	159	System Estimate	\$156.12	No	No	\$0.00	0	\$0.00	31
9961607157	2013076	10/20/1997	11/18/1997	12/15/1997	8316	8438	122	System Estimate	\$122.27	No	No	\$0.00	0	\$0.00	30
9961607157	2013076	08/18/1997	10/20/1997	11/18/1997	8290	8316	26	System Estimate	\$34.48	No	No	\$0.00	0	\$0.00	33
9961607157	2013076	05/23/1997	08/18/1997	10/15/1997	8282	8290	8	System Estimate	\$50.12	No	No	\$0.00	0	\$0.00	120

PAYMENTS FROM 01/01/1996 TO 01/11/2002

Account #: 8117584080

Customer Name: MANCINELLI, EDMUND J JR

Customer Address: 322 S 43RD ST/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
8961607157	\$89.35	12/13/2001	F	\$0.00	G		REM
9961607157	\$82.30	11/14/2001	F	\$0.00	G		REM
9961607157	\$35.28	10/10/2001	F	\$0.00	G		REM
8961607157	\$38.26	09/11/2001	F	\$0.00	G		REM
8961607157	\$40.71	08/08/2001	F	\$0.00	G		REM
8961607157	\$37.78	07/13/2001	F	\$0.00	G		REM
9961607157	\$45.15	06/05/2001	F	\$0.00	G		REM
8961607157	\$218.11	05/14/2001	F	\$0.00	G		REM
8961607157	\$576.16	04/18/2001	F	\$0.00	G		REM
9961607157	\$1,859.58	03/18/2001	F	\$0.00	G		REM
9961607157	\$200.00	01/11/2001	F	\$0.00	G		REM
9961607157	\$213.83	11/08/2000	F	\$0.00	G		REM
9961607157	\$9.82	10/02/2000	F	\$0.00	G		REM
9961607157	\$200.78	05/03/2000	F	\$0.00	G		REM
9961607157	\$105.00	03/21/2000	F	\$0.00	G		REM
9961607157	\$148.79	03/02/2000	F	\$0.00	G		REM
9961607157	\$14.56	05/17/1999	F	\$0.00	G		REM
9961607157	\$188.19	04/14/1999	F	\$0.00	G		REM
9961607157	\$330.77	03/19/1999	F	\$0.00	G		REM
9961607157	\$222.83	02/23/1999	F	\$0.00	G		REM
9961607157	\$88.48	01/09/1999	F	\$0.00	G		REM
9961607157	\$87.63	12/14/1998	F	\$0.00	G		REM
9961607157	\$28.08	10/30/1998	F	\$0.00	G		REM
9961607157	\$18.02	10/05/1998	F	\$0.00	G		REM
9961607157	\$10.70	09/14/1998	F	\$0.00	G		REM
9961607157	\$10.70	08/05/1998	F	\$0.00	G		REM
9961607157	\$10.70	07/02/1998	F	\$0.00	G		REM
9961607157	\$30.62	06/08/1998	F	\$0.00	G		REM
9961607157	\$53.69	05/07/1998	F	\$0.00	G		REM
9961607157	\$149.71	04/13/1998	F	\$0.00	G		REM
9961607157	\$162.48	03/10/1998	F	\$0.00	G		REM
9961607157	\$182.64	02/06/1998	F	\$0.00	G		REM
8961607157	\$158.12	12/31/1997	F	\$0.00	G		REM
9961607157	\$122.27	11/28/1997	F	\$0.00	G		REM
9961607157	\$34.48	11/03/1997	F	\$0.00	G		REM
8961607157	\$18.02	10/01/1997	F	\$0.00	G		REM
8961607157	\$10.70	08/04/1997	F	\$0.00	G		REM
9961607157	\$10.70	08/05/1997	F	\$0.00	G		REM
8961607157	\$10.70	07/10/1997	F	\$0.00	G		REM
8961607157	\$28.98	08/17/1997	F	\$0.00	G		REM

EXHIBIT B

DATES		NUMBER OF DAYS	METER READINGS		USAGE IN CCF*	NUMBER DEG.DAYS***	C.F.D.D.***
FROM	TO		FROM	TO			
12/04/1996	11/17/2000	1444	7580	15816	8236	17982	45.8
11/17/2000	01/18/2001	60	5816	6786	970	1838	52.8
NEW METER INSTALLED 1/16/01							
01/16/2001	02/20/2001	35	0	506	506	970	52.2
02/20/2001	04/20/2001	59	506	1026	520	1179	44.1
01/16/2001	12/19/2001	337	0	1289	1289	3071	42.0
Billed Prior to the reading of 11/17/00 - estimated reading							
12/04/1996	10/18/2000	1415	7580	10704	3124	15684	19.9
IN CUSTOMER'S COMPLAINT - BUT NOT ON RECORDS							
12/04/1996	03/15/2000	1197	7580	15036	7456	14818	50.3
*Hundred Cubic Feet							
*** DEGREE DAYS AN INDEX OF ENERGY CONSUMPTION FOR HEATING							
****CFDD EQUALS CUBIC FEET OF GAS USED PER DEGREE DAY							

GAS USAGE
ANALYSIS OF ACCOUNT

ACCOUNT 81-1758-4080

EDMUND J MANINELLI
322 S 43RD STREET
PHILA. PA 19100-0000

EXHIBIT C

CSS03101

10/10/01

PA. PUBLIC UTILITY COMMISSION
BUREAU OF CONSUMER SERVICES
CLOSING DATA

BCS CASE NUMBER: 0877656

DATE CASE OPENED: 12/01/00

CUSTOMER NAME: EDMUND MANCINELLI JR
SVC. ADDRESS: 322 S 43RD ST
PHILADELPHIA PA 19104
MAILING ADDRESS: 14 MANOR RD
NEW TOWN, PA 18940
COMPANY NAME: PHILA GAS WORKS

ACCOUNT #: 8117584080

INCOME LEVEL : 8
TOTAL BALANCE/BASIC: 88,888.88
PRIOR CASE NO:

RESOLUTION: COMMERCIAL ACCOUNT- EST READS FROM 1996- OCT 2000. OCT
2000- NOV 2000 \$4500+. ADVISED CUST TO FILE FORMAL SINCE
THIS IS A COMMERCIAL ACCOUNT. EXPLAINED TO CUST I CAN
NOT ISSUE DECISION ON COMMERCIAL ACCOUNT. CUST UNDERSTOOD,
PROBLEM RESOLVED. VERBAL CLOSE.
AMOUNT MONEY SAVED: 88,888.88

COMPLIANCE
VIOLATION (ALLEGED, ACTUAL, NO): NO
CHAP 56/64/OTHER: SECTION/RULE:

DECISION ISSUED (N) ORAL/WITTEN: [0]
INVESTIGATOR: HRIVNAK
CLOSING DATE 10/10/01

1/24/01
61

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: January 28, 2002

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).

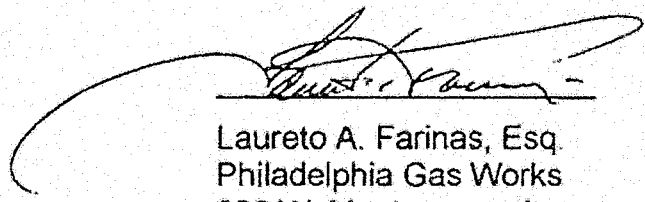
Service List:

For Complainant:

Edmund Mancinelli, Jr.
14 Manor Road
Newtown, PA 18940

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

January 28, 2002



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