

CAPTION SHEET

CASE MANAGEMENT SYSTEM

1. REPORT DATE: 00/00/00	:	
2. BUREAU: ALJ	:	
3. SECTION(S):	:	
5. APPROVED BY:	:	4. PUBLIC MEETING DATE:
DIRECTOR:	:	00/00/00
SUPERVISOR:	:	
6. PERSON IN CHARGE:	:	7. DATE FILED: 07/29/04
8. DCCKET NO: C-20043443	:	9. EFFECTIVE DATE: 00/00/00

PARTY/COMPLAINANT: LUTZ, JOANN

RESPONDENT/APPLICANT: PHILADELPHIA GAS WORKS

COMP/APP COUNTY: PHILADELPHIA

UTILITY CCDE: 125042

ALLEGATION OR SUBJECT

COMPLAINANT STATES THAT THERE HAS BEEN A LOSS OF INCOME IN THEIR HOUSEHOLD AND CAN NO LONGER AFFORD TO PAY THE AMOUNT OF HER PAYMENTS. WOULD LIKE TO PAY A LESSER AMOUNT THAT SHE CAN AFFORD.

DOCKETED
AUG 03 2004

DOCUMENT
FOLDER



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

IN REPLY PLEASE
REFER TO OUR FILE

November 26, 2003

ST1515006

JOANN LUTZ
2441 SOUTH CAMAC STREET
PHILADELPHIA PA 19148

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 December 16, 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

ddi

CC: Philadelphia Gas Works

Urtimely

ST 1515006

FORMAL COMPLAINT FORM
Pennsylvania Public Utility Commission

12-16-03

C-200413443

ORIGINAL

Please Print:

1. Your Name, Mailing Address and Telephone Number

Name Joann Lutz

Street/P.O. Box 2441 S. Camac St. Apt.# _____

City Phila. State PA Zip 19148

County Phila. Home Telephone-Area Code 215-551-7623 (Mon & Thurs)

Work Telephone-Area Code 215-563-7000, ext 10
(Tues. Wed. & Fri.)

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

3. What is your complaint?

My complaint with PGW is that they have not considered accepting the notification which I had sent to them concerning the change in my employment status (on 8/11/03) that caused our family to incur a "great" loss of income.

I had advised PGW that due to this change we could no longer be able to afford the current budget of \$48 (per month) nor the CRP amount (\$147.10) suggested by them on 9/22/04. I have enclosed a copy of all documentation relative to this matter.

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

(-over-)

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

I want PUC to advise PGW that they should take into consideration the change in our household income which unables us to continue with our budget of \$98 or any other program of higher monthly cost.

I also want PUC to let PGW that I could pay a lesser amount based on our loss of income.

(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.

Jane Smith

7/23/04

Original Signature of complaining person

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 () _____

July 23, 2004

James J. McNulty
Secretary
Pennsylvania Public Utility Commission
P.O. Box 3265
Harrisburg, PA 17105-3265

Re: S.T. No: 1515006
Intent to Appeal

This letter will serve as a response to your letter dated 12/29/03 (copy enclosed) regarding the above matter.

First of all, I have received your letter dated 11/26/03 (copy enclosed) concerning the request to appeal that I have submitted to the PA Public Utility Commission on 11/21/03. However at the time I have received your said letter, I did not have the opportunity to complete the Normal Complaint Form by the required date (12/16/03) Pg. 1

because my husband's health
needed our most immediate attention
during that time.

Based on the circumstances that
delayed my response to your letter
dated 11/2/03, I am requesting
your consideration in accepting
my enclosed completed Formal
Complaint Form for further
investigation.

If you have any questions regarding
this matter, please feel free to
contact me at 215-551-7623 on
Mondays and Thursdays.

Thank you for your time in this
matter.

Sincerely,

Josann Tritz

enclosures (3) cc: Philadelphia Gas Works Pg. 2



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

IN REPLY PLEASE
REFER TO OUR FILE

DECEMBER 29, 2003

ST 1515006

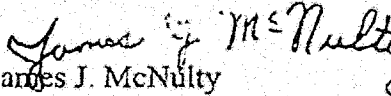
JOANN LUTZ
2441 SOUTH CAMAC STREET
PHILADELPHIA PA 19148

Dear Sir/Madam:

This letter is to inform you that because you did not file a formal complaint with the Commission in the time period given to you, the Decision of the Bureau of Consumer Services has become final. This means you must continue to make payments to the utility company as stated in the Bureau of Consumer Services' decision. This also means that the company now has the right to terminate your utility service in accordance with the Commission's rules and regulations.

Even though the company may now terminate your service, you still have the right to file a formal complaint with the Commission.

Sincerely,


James J. McNulty
Secretary

jih

cc: PHILA. GAS WORKS

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

DATE SERVED: 08/04/04

C-20043443

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

DOCUMENT
FOLDED

Dear Sir/Madam:

A complaint has been filed against you before the Pennsylvania Public Utility Commission by Joanne Lutz. 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.

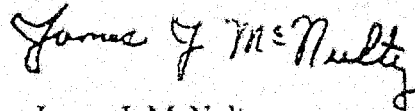
08/04/04

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

es

BEFORE THE PENNSYLVANIA PUBLIC UTILITY COMMISSION

DATE SERVED: 08/04/04

DOCKETED

AUG 03 2004

Joanne Lutz
Complainant

VS.

PHILADELPHIA GAS WORKS
Respondent

Complaint Docket
No: C-20043443

DOCUMENT
FOLDED

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,

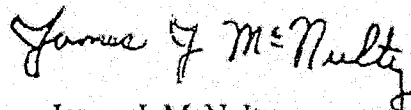
1. You have twenty (20) days from the date on which this complaint is served to either satisfy this complaint or to file with the Secretary of the Pennsylvania Public Utility Commission, P. O. Box 3265, Harrisburg, PA 17105-3265, an answer (original and three copies), in writing, under oath, which, as 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 West Montgomery Avenue, Philadelphia, PA 19122
Telephone: (215) 684-6533
Fax (215) 684-6978
E-mail: hector.ferrer@pgworks.com

ORIGINAL

August 25, 2004

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

RE: Joanne M Lutz v. PGW, Docket No. C - 20043443

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,

A handwritten signature in cursive script that reads "Hector Ferrer".

Hector Ferrer

Enclosures

cc Joanne M Lutz
Jack Irizarry
Laureto Farinas, Esq.

RECEIVED

AUG 26 2004

PA PUBLIC UTILITY COMMISSION
SECRETARY'S BUREAU

DOCUMENT
FOLDER

109

BEFORE THE
PENNSYLVANIA PUBLIC UTILITY COMMISSION

Joanne M Lutz

v.

Philadelphia Gas Works

Docket No. C - 20043443

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 Complainant concerning an error in the billing and all other averments in Paragraph 3 that are conclusions.

PGW records indicate that an automated meter reading device ("AMR") is installed at the service address and all bills are based on actual usage. A listing of the Complainant billings is attached hereto as Exhibit "A."

The Complainant did file an Informal Complaint with the Bureau of Consumer Services ("BCS"), but the matter was closed before a decision could be rendered because she filed a Formal Complaint.

PGW has no other knowledge of the Complainant's ability to make payment on her account. Strict proof of income and any other relevant documentation is demanded at a hearing in this matter.

The Complainant's current balance of \$686.46 represents gas service to August 24, 2004.

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.

RECEIVED

AUG 25 2004

DOCUMENT
FOLDER

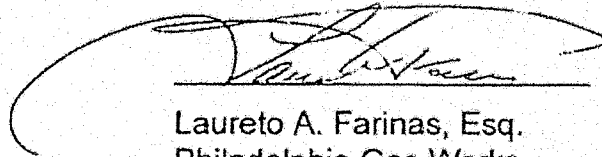
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PA PUBLIC UTILITY COMMISSION
SECRETARY'S BUREAU

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

Respectfully submitted,

August 25, 2004

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 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 08/25/2004

Account # 213854578

Customer Name LUTZ JOANNE M

Customer Address: 2441 S CAMAC ST/PHILA, PA

Bill Cycle: 08

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
9961403668	1690919	07/12/2004	08/10/2004	09/07/2004	2042	2059	17	Regular	\$35.74	No	No	\$0.00	0	\$0.00	29
9961403668	1690919	06/10/2004	07/12/2004	08/06/2004	2020	2042	22	Regular	\$42.71	No	No	\$0.00	0	\$0.00	32
9961403668	1690919	05/11/2004	06/10/2004	07/07/2004	1998	2020	22	Regular	\$42.35	No	No	\$0.00	0	\$0.00	30
9961403668	1690919	04/12/2004	05/11/2004	06/08/2004	1989	1998	29	Regular	\$52.31	No	No	\$0.00	0	\$0.00	29
9961403668	1690919	03/11/2004	04/12/2004	05/07/2004	1893	1969	86	Regular	\$124.31	No	No	\$0.00	0	\$0.00	32
9961403668	1690919	02/10/2004	03/11/2004	04/06/2004	1792	1883	91	Regular	\$135.10	No	No	\$0.00	0	\$0.00	30
9961403668	1690919	01/12/2004	02/10/2004	03/09/2004	1647	1792	145	Regular	\$193.14	No	No	\$0.00	0	\$0.00	29
9961403668	1690919	12/10/2003	01/12/2004	02/09/2004	1533	1647	114	Regular	\$162.11	No	No	\$0.00	2	\$84.00	33
9961403668	1690919	11/07/2003	12/10/2003	01/09/2004	1443	1533	90	Regular	\$130.41	No	No	\$0.00	1	\$84.00	33
9961403668	1690919	10/09/2003	11/07/2003	12/05/2003	1414	1443	29	Regular	\$52.21	No	No	\$0.00	0	\$0.00	29
9961403668	1690919	09/10/2003	10/09/2003	11/04/2003	1393	1414	21	Regular	\$40.13	No	No	\$0.00	0	\$0.00	29
9961403668	1690919	08/08/2003	09/10/2003	10/07/2003	1372	1393	21	Regular	\$39.91	No	No	\$0.00	0	\$0.00	33
9961403668	1690919	07/10/2003	08/08/2003	09/05/2003	1352	1372	20	Regular	\$38.50	No	No	\$0.00	6	\$88.00	29
9961403668	1690919	06/10/2003	07/10/2003	08/05/2003	1330	1352	22	Regular	\$41.14	No	No	\$0.00	5	\$88.00	30
9961403668	1690919	05/12/2003	06/10/2003	07/08/2003	1303	1330	27	Regular	\$46.51	No	No	\$0.00	4	\$71.00	29
9961403668	1690919	04/10/2003	05/12/2003	06/09/2003	1260	1303	43	Regular	\$67.75	No	No	\$0.00	3	\$71.00	32
9961403668	1690919	03/12/2003	04/10/2003	05/07/2003	1186	1260	74	Regular	\$102.18	No	No	\$0.00	2	\$71.00	29
9961403668	1690919	02/10/2003	03/12/2003	04/08/2003	1055	1186	131	Regular	\$151.20	No	No	\$0.00	1	\$71.00	30
9961403668	1690919	01/10/2003	02/10/2003	03/10/2003	899	1055	156	Regular	\$177.94	No	No	\$0.00	0	\$0.00	31
9961403668	1690919	12/10/2002	01/10/2003	02/07/2003	794	899	105	Regular	\$132.24	No	No	\$0.00	0	\$0.00	31
9961403668	1690919	11/07/2002	12/10/2002	01/09/2003	699	794	95	Regular	\$110.19	No	No	\$0.00	0	\$0.00	33
9961403668	1690919	10/08/2002	11/07/2002	12/05/2002	656	699	43	Regular	\$57.23	No	No	\$0.00	0	\$0.00	30
9961403668	1690919	09/09/2002	10/08/2002	11/04/2002	636	656	20	Regular	\$33.04	No	No	\$0.00	0	\$0.00	29
9961403668	1690919	08/08/2002	09/09/2002	10/04/2002	618	636	18	Regular	\$30.38	No	No	\$0.00	0	\$0.00	32
9961403668	1690919	07/10/2002	08/08/2002	09/04/2002	600	618	18	Regular	\$30.16	No	No	\$0.00	6	\$71.00	29
9961403668	1690919	06/10/2002	07/10/2002	08/06/2002	580	600	20	Regular	\$32.18	No	No	\$0.00	5	\$71.00	30
9961403668	1690919	05/09/2002	06/10/2002	07/08/2002	555	580	25	Regular	\$35.89	No	No	\$0.00	4	\$93.00	32
9961403668	1690919	04/10/2002	05/09/2002	06/05/2002	531	555	24	Regular	\$34.30	No	No	\$0.00	3	\$93.00	29
9961403668	1690919	03/12/2002	04/10/2002	05/07/2002	458	531	73	Regular	\$74.87	No	No	\$0.00	2	\$93.00	30
9961403668	1690919	02/08/2002	03/12/2002	04/08/2002	356	458	102	Regular	\$109.25	No	No	\$0.00	1	\$93.00	31

BILLS FROM 01/01/1996 TO 08/25/2004

Account # 2113854578 Customer Name: LUTZ, JOANNE M
 Customer Address 2441 S CAMAC ST/PHILA, PA Bill Cycle: 08

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 Canceled	Closing Bill	CRP Monthly Amount	Easyway Current Month	Easyway Curr Amt	Days
9961403668	1690919	01/10/2002	02/08/2002	03/08/2002	255	356	101	Regular	\$113.43	No	No	\$0.00	12	\$26.00	29
9961403668	1690919	12/10/2001	01/10/2002	02/06/2002	138	255	117	Regular	\$129.50	No	No	\$0.00	11	\$26.00	31
9961403668	1690919	11/08/2001	12/10/2001	01/09/2002	75	138	63	Regular	\$80.64	No	No	\$0.00	10	\$26.00	32
9961403668	1690919	10/11/2001	11/08/2001	12/06/2001	37	75	38	Regular	\$54.85	No	No	\$0.00	9	\$98.00	28
9961403668	1690919	09/11/2001	10/11/2001	11/06/2001	15	37	22	Regular	\$35.83	No	No	\$0.00	8	\$86.00	30
9961403668	1690919	08/10/2001	09/11/2001	10/09/2001	0	15	36	Regular	\$59.58	No	No	\$0.00	7	\$86.00	32
9961403668	1690919	08/10/2001	09/11/2001	10/09/2001	9046	9067	36	Regular	\$59.58	No	No	\$0.00	7	\$86.00	32
9961403668	1690919	07/12/2001	08/10/2001	09/07/2001	9033	9046	13	System Estimate	\$28.96	No	No	\$0.00	6	\$86.00	29
9961403668	1690919	06/11/2001	07/12/2001	08/07/2001	9018	9033	15	System Estimate	\$31.62	No	No	\$0.00	5	\$86.00	31
9961403668	1690919	05/10/2001	06/11/2001	07/10/2001	9000	9018	16	System Estimate	\$35.61	No	No	\$0.00	4	\$86.00	32
9961403668	1690919	04/10/2001	05/10/2001	06/06/2001	8972	9000	28	Regular	\$48.93	No	No	\$0.00	3	\$86.00	30
9961403668	1690919	03/12/2001	04/10/2001	05/08/2001	8894	8972	78	Regular	\$115.47	No	No	\$0.00	2	\$86.00	29
9961403668	1690919	02/08/2001	03/12/2001	04/09/2001	8773	8894	121	Regular	\$168.94	No	No	\$0.00	1	\$86.00	32
9961403668	1690919	01/10/2001	02/08/2001	03/07/2001	8644	8773	129	Regular	\$166.66	Yes	No	\$0.00	1	\$86.00	32
9961403668	1690919	12/08/2000	01/10/2001	02/07/2001	8502	8644	142	Regular	\$173.27	No	No	\$0.00	10	\$84.00	29
9961403668	1690919	11/08/2000	12/08/2000	01/09/2001	8417	8502	85	Regular	\$158.70	No	No	\$0.00	10	\$84.00	33
9961403668	1690919	10/10/2000	11/08/2000	12/06/2000	8387	8417	30	Regular	\$82.92	No	No	\$0.00	9	\$71.00	30
9961403668	1690919	09/08/2000	10/10/2000	11/06/2000	8366	8387	21	Regular	\$31.13	No	No	\$0.00	8	\$59.00	29
9961403668	1690919	08/09/2000	09/08/2000	10/04/2000	8344	8366	22	Regular	\$24.20	No	No	\$0.00	7	\$59.00	32
9961403668	1690919	07/11/2000	08/09/2000	09/05/2000	8324	8344	20	Regular	\$24.97	No	No	\$0.00	6	\$59.00	30
9961403668	1690919	06/07/2000	07/11/2000	08/07/2000	8301	8324	23	Regular	\$23.43	No	No	\$0.00	5	\$59.00	29
9961403668	1690919	05/10/2000	06/07/2000	07/06/2000	8278	8301	23	Regular	\$25.74	No	No	\$0.00	4	\$59.00	34
9961403668	1690919	04/12/2000	05/10/2000	06/07/2000	8245	8278	33	Regular	\$25.74	No	No	\$0.00	3	\$59.00	28
9961403668	1690919	03/14/2000	04/12/2000	05/09/2000	8202	8245	43	Regular	\$33.44	No	No	\$0.00	2	\$59.00	28
9961403668	1690919	02/11/2000	03/14/2000	04/10/2000	8109	8202	93	Regular	\$41.16	No	No	\$0.00	1	\$59.00	29
9961403668	1690919	01/12/2000	02/11/2000	03/10/2000	7955	8109	154	Regular	\$79.71	No	No	\$0.00	0	\$0.00	32
9961403668	1690919	12/08/1999	01/12/2000	02/09/2000	7843	7955	112	Regular	\$126.75	No	No	\$0.00	0	\$0.00	30
9961403668	1690919	11/08/1999	12/08/1999	01/07/2000	7779	7843	64	Regular	\$95.41	No	No	\$0.00	0	\$0.00	35
9961403668	1690919	10/07/1999	11/08/1999	12/07/1999	7740	7779	39	Regular	\$57.17	No	No	\$0.00	0	\$0.00	30
9961403668	1690919	09/09/1999	10/07/1999	11/05/1999	7719	7740	21	Regular	\$37.73	No	No	\$0.00	0	\$0.00	32
9961403668	1690919	08/25/2004	09/09/1999	10/07/1999	7719	7740	21	Regular	\$24.01	No	No	\$0.00	0	\$0.00	26

BILLS FROM 01/01/1996 TO 08/25/2004

Account # 2113854578	Customer Name LUTZ, JOANNE M
Customer Address: 2441 S CAMAC ST/PHILA, PA	Bill Cycle: 08

BILLS

Service Agreement	Meter #	Bill Start Date	Bill End Date	Bill Due Date	Meter Read Start	Meter Read End	Usage (CCF)	Road Code	Bill Amount	Bill Cancelled	Closing Bill	CRP Monthly Amount	Easyway Current Month	Easyway Curr Amt	Days
9961403668	1690919	08/10/1999	09/09/1999	10/06/1999	7700	7719	19	Regular	\$22.48	No	No	\$0.00	0	\$0.00	30
9961403668	1690919	06/08/1999	08/10/1999	09/27/1999	7657	7700	43	Regular	\$48.79	No	No	\$0.00	0	\$0.00	63
9961403668	1690919	04/29/1999	06/08/1999	07/05/1999	7625	7657	32	Regular	\$30.82	No	No	\$0.00	0	\$0.00	41
9961403668	1690919	04/01/1999	04/29/1999	05/31/1999	7583	7625	42	Regular	\$38.15	No	No	\$0.00	0	\$0.00	29
9961403668	1690919	03/05/1999	04/01/1999	04/29/1999	7507	7583	76	System Estimate	\$65.80	No	No	\$0.00	0	\$0.00	28
9961403668	1690919	02/09/1999	03/05/1999	04/03/1999	7424	7507	83	Regular	\$71.49	No	No	\$0.00	0	\$0.00	25
9961403668	1690919	01/12/1999	02/09/1999	03/07/1999	7306	7424	118	Regular	\$101.16	No	No	\$0.00	0	\$0.00	29
9961403668	1690919	12/08/1998	01/12/1999	02/07/1999	7135	7306	171	Regular	\$150.16	No	No	\$0.00	0	\$0.00	36
9961403668	1690919	11/06/1998	12/08/1998	01/05/1999	7044	7135	91	Regular	\$81.76	No	No	\$0.00	0	\$0.00	33
9961403668	1690919	10/02/1998	11/06/1998	12/05/1998	6989	7044	55	Regular	\$51.01	No	No	\$0.00	0	\$0.00	36
9961403668	1690919	09/09/1998	10/02/1998	10/28/1998	6970	6989	19	Regular	\$20.24	No	No	\$0.00	0	\$0.00	24
9961403668	1690919	08/10/1998	09/09/1998	10/06/1998	6948	6970	22	Regular	\$22.80	No	No	\$0.00	0	\$0.00	31
9961403668	1690919	07/13/1998	08/10/1998	09/07/1998	6927	6948	21	Regular	\$21.95	No	No	\$0.00	0	\$0.00	29
9961403668	1690919	06/10/1998	07/13/1998	08/09/1998	6902	6927	25	Regular	\$25.37	No	No	\$0.00	0	\$0.00	34
9961403668	1690919	04/22/1998	06/10/1998	07/20/1998	6851	6902	51	Regular	\$51.59	No	No	\$0.00	0	\$0.00	50

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: August 25, 2004



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:

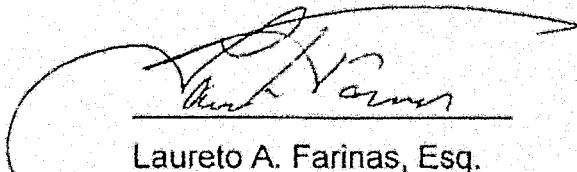
Joanne M Lutz
2441 S Camac Street
Philadelphia, PA 19148

August 25, 2004

RECEIVED

AUG 25 2004

PA PUBLIC UTILITY COMMISSION
SECRETARY'S BUREAU



Laureto A. Farinas, Esq.

Philadelphia Gas Works
800 W. Montgomery Avenue
Philadelphia, PA 19122