

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: 01/19/06  
 8. DOCKET NO: C-20065774 : 9. EFFECTIVE DATE: 00/00/00

PARTY/COMPLAINANT: MILLER, TONYA

RESPONDENT/APPLICANT: PHILADELPHIA GAS WORKS

COMP/APP COUNTY: PHILADELPHIA

UTILITY CODE: 125042

ALLEGATION OR SUBJECT

COMPLAINANT STATES SHE WOULD LIKE A PAYMENT AGREEMENT. THE PREVIOUS AGREEMENT THAT WAS REACHED SHE IS NOT ABLE TO AFFORD. SHE WOULD LIKE THE PJC TO ASK THE COMPANY FOR A LOWER MONTHLY PAYMENT.

DOCUMENT  
FOLDER

**DOCKETED**

JAN 20 2006

PENNSYLVANIA PUBLIC UTILITY COMMISSION

Formal Complaint Form

ORIGINAL

125042

Please print or type.

C-200605774

1. CUSTOMER NAME (COMPLAINANT)

Your name, mailing address, county, telephone number, utility account number and service address:

Name TONYA Miller

Street/P.O. Box 2915 Hale street Apt # \_\_\_\_\_

City Philadelphia State PA Zip 19149

County Philadelphia

Area Code/HOME Phone 215-289-6419

Area Code/WORK Phone \_\_\_\_\_

Utility Account Number 0229590761  
(from your bill)

RECEIVED  
2006 JAN 19 AM 9:26  
F.A.P.U.C.  
SECRETARY'S BUREAU

If your complaint involves utility service provided to a different address than your mailing address, please list this information below.

Name Philadelphia Gas Works

Street/P.O. Box P.O. Box 3500

City Philadelphia State PA Zip 19149

2. UTILITY NAME (RESPONDENT)

Name of utility company your complaint concerns: PGW

10

3. TYPE OF UTILITY (check one)

- |  |   |
|--|---|
| <input type="checkbox"/> ELECTRIC                            | <input type="checkbox"/> STEAM HEAT   |
| <input checked="" type="checkbox"/> GAS                      | <input type="checkbox"/> WASTE WATER  |
| <input type="checkbox"/> WATER                               | <input type="checkbox"/> MOTOR CARRIER<br>(taxi, moving company, limousine) |
| <input type="checkbox"/> TELEPHONE<br>(local, long distance) |   |

4. COMPLAINT (check one)

A. In general, what is your complaint?

- I want to oppose the company's proposed rate increase.
- There are incorrect charges on my bill.
- There is a reliability, safety or quality problem with my utility service.
- I received a notice that my utility service is being terminated.
- I would like a payment agreement.
- Other. The agreement that was reached I am not (explain) able to afford that amount monthly.

B. State the facts of your complaint.

Include any specific dates, times or places that are important. If the complaint is about a bill, tell us about any charges that you believe are not correct. Use additional paper if you need more space. Provide copies of all relevant documents you believe will support your complaint.

PGW is Asking for an Amount of money a month that I am not able to afford. I spoke to them, they said I must pay that there is nothing they can do. I did receive a Liheap grant for the month of Nov. That was sent to them in Amount of \$237.00 They will probzly shut me Gas

5. RELIEF

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

I would like the PUC To Ask P.G.W. for a lower monthly payment on my gas bill I am on a budget I recieve OPA \$1316.00 A month and PGW is Asking for \$323.00 A month, I would like to be able to pay something I can afford so I can get my bill down.

6. PROTECTION FROM ABUSE

Answer the following question if your complaint is against a natural gas distribution company, an electric distribution company or a water company AND your complaint is about a billing problem, an application for service problem, a termination of service problem or a request for a payment agreement.

Has a court granted a "Protection from Abuse" order for your personal safety?

YES

NO

7. PRIOR UTILITY CONTACT

Answer the following question only if you are a residential customer and your complaint is against an electric distribution utility, natural gas distribution utility or a water distribution utility.

Have you spoken to a utility company representative about this complaint?

YES

(includes appeals of BCS determinations)

NO



If you tried to, but could not speak to a utility company representative about your complaint, please explain why.

8. VERIFICATION AND SIGNATURE

You must print or type your name below on the line provided for the verification paragraph, and you must sign and date (in ink) this form on the lines provided.

Verification:

I Tonya Miller, hereby state that the facts above set forth are true and correct (or are true and correct to the best of my knowledge, information and belief) and that I expect to be able to prove the same at a hearing held in this matter. I understand that the statements herein are made subject to the penalties of 18 Pa. C.S. § 4904 (relating to unsworn falsification to authorities).

Tonya Miller (Signature) 12/28/05 (Date)

9. LEGAL REPRESENTATION (IF ANY)

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

Lawyer's Name \_\_\_\_\_

Street \_\_\_\_\_

City \_\_\_\_\_ State \_\_\_\_\_ Zip \_\_\_\_\_

Area Code/Phone Number \_\_\_\_\_

10. FILING

Please return the completed form to one of the addresses listed below:

If using U.S. Postal Service:

If using overnight delivery service:

Secretary Pennsylvania Public Utility Commission P.O. Box 3265 Harrisburg, PA 17105	Secretary Pennsylvania Public Utility Commission 400 North Street Commonwealth Keystone Building, 2 <sup>nd</sup> Floor Harrisburg, Pennsylvania 17120
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Facsimiles and/or electronic filings of the complaint form will not be accepted.

If you have any questions about filling out this form, please contact the Secretary's Bureau at 717-772-7777.

Keep a copy of your complaint for your records.

**Request for Formal Complaint Forms  
(Notification of Intent to Appeal)**

**Notice to Customer:**

If you sign and return this form, you are telling the Public Utility Commission that you want to appeal this decision. Do not return this form unless you want to appeal this decision.

If you want to appeal, you must return this form within 20 days of 10/26/2005. The Commission will send you formal complaint forms if you return this form.

You must comply with 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 shut off your service.

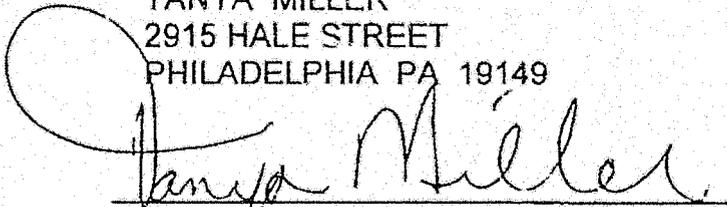
Sincerely,  
Pennsylvania Public Utility Commission

**Yes, I want to appeal this decision. Please send formal complaint forms to me at the following address:**

Customer name and address:  
(Please correct any mistakes.)

TANYA MILLER  
2915 HALE STREET  
PHILADELPHIA PA 19149

215-289-6419  
(Area Code) Telephone Number  
BCS: 1996339  
Company: PHILADELPHIA GAS  
WORKS

  
Signature  
Date of Mailing: 10/26/2005

Mail this completed form to:

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

DOCUMENT  
FOLDER

C-2006 5774

RECEIVED

NOV 23 2005

PA PUBLIC UTILITY COMMISSION  
SECRETARY'S BUREAU

164

**Pennsylvania Public Utility Commission  
Formal Complaint Form  
Instructions**

These instructions will help you fill out each section of the complaint form. Please print or type your answers. Make sure you sign the form and mail it to the address shown in Section 10. Facsimiles and/or electronic filings of the complaint form will not be accepted.

1. Your name, mailing address, county, telephone number, utility account number and service address.

Print or type your name, mailing address (this must be the address where you receive your mail), county, phone number, utility account number and service address. Complete the next section if your mailing address is different from the address where you receive utility service. If more than one person is filing the formal complaint, use the name, address, phone number and utility account number of the person who will speak for the group. Also, print "et al." after the name. Attach a sheet of paper with the name, address and signature of any others who are part of the formal complaint.

If the Commission schedules a telephone hearing and we are unable to reach you at your home telephone number, the Commission will call you at work if you list a work telephone number.

2. Name of utility company your complaint concerns.

Print the name of the utility company that is the subject of your complaint. This is usually the company that bills you for service. The name of your company is located on your bill.

3. Type of utility.

Check the type of utility service listed in Section Three (3) of the form.

4. What is your complaint?

A. What kind of problem are you having with the company? Check the box that most accurately describes your complaint. For example, are you filing a complaint about a proposed rate increase? Does your problem involve incorrect charges on your bill? A physical problem with the utility service itself? Did you receive a termination of service notice? Do you want to make a payment agreement?

B. State the facts of your complaint. Try to be "to the point" when describing your complaint. Include any specific dates, times or places that are important to understanding your complaint. If the complaint is about a bill, tell us about any charges you believe are not correct.

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

Some examples of relief that you might request are:

"I want the PUC to order the company to give me a payment agreement where I will pay my budget amount plus \$50.00 each month until my balance is paid in full."

"I want the PUC to order the company to fix the water leak at the corner of Main and First Streets."

**NOTE:** The PUC can decide that a customer was over billed and can order billing refunds. The PUC can also fine a company for not providing the level of service required by law. You may also file a formal complaint to seek a refund for an over billing or to request that the company be ordered to correct a physical problem with your service.

However, if you want money for injuries or damages to your property, you should file a complaint with your local district justice or the local court of common pleas. Under state law, the PUC cannot decide whether or not companies should pay customers' damage claims.

6. Has a court granted a "Protection from Abuse" order for your personal safety?

Answer this question by checking "yes" or "no". You are required to answer this question **ONLY** if your complaint is against a natural gas distribution utility, an electric distribution utility or a water distribution utility **AND** your complaint is about a billing problem, an application for service problem, a termination of service problem or a request for a payment agreement. The Commission needs this information to determine how to process your complaint.

7. Have you spoken to a representative from the utility company about your complaint?

Answer by checking "yes" or "no".

Check "yes" if you are appealing from a BCS determination.

You are required to speak to a company representative about your problem before you file a complaint **ONLY** if your complaint is against a natural gas distribution company, an electric distribution company or a water company **AND** your complaint is about a billing problem, an application for service problem, a termination of service problem or a request for a payment agreement. If your complaint is about other utility service (telephone service, steam heat or waste water) it is recommended that you call the utility about your problem first, but it is not required.

If you check "no" and your complaint is against a natural gas distribution utility, an electric distribution utility or a water distribution utility and your complaint is about a billing problem, an application for service problem, a termination of service problem or

a request for a payment agreement, the Commission cannot accept your complaint and you will be directed to speak to a company representative about your problem before the Commission can accept a complaint from you regarding the same problem.

You do not need to contact the company if your complaint is against a proposed utility rate increase or if you are not a residential service account customer. You do not need to contact the company again if you are filing an appeal from a Bureau of Consumer Services (BCS) determination on an informal complaint.

If you tried to, but could not speak to a utility company representative, please explain why.

**8. You must sign your complaint.**

In Section Eight (8) of the formal complaint, you **must** print or type your name in the space provided in the verification paragraph and you **must** sign and date your formal complaint form on the lines in this Section. If you do not sign the formal complaint form the Commission will not accept it.

**9. If you are represented by a lawyer in this matter, you must provide your lawyer's name, address and telephone number.**

If your complaint is about your residential service, you do not need a lawyer. You may represent yourself at the hearing. If naming a lawyer, please make sure the lawyer is aware of your complaint and is representing you in this matter. If you have a lawyer representing you in this matter, you and your lawyer must be present at your hearing.

The Commission requires corporations, associations, partnerships and political subdivisions to have a lawyer at hearing and to file any motions, answers, briefs or other legal pleadings.

**10. Please return the completed form to one of the addresses listed below:**

If using U.S. Postal Service:

If using overnight delivery service:

Secretary Pennsylvania Public Utility Commission P.O. Box 3265 Harrisburg, PA 17105	Secretary Pennsylvania Public Utility Commission 400 North Street Commonwealth Keystone Building, 2 <sup>nd</sup> Floor Harrisburg, Pennsylvania 17120
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Keep a copy of your complaint for your records.

Facsimiles and/or electronic filings of the complaint form will not be accepted.

BEFORE THE PENNSYLVANIA PUBLIC UTILITY COMMISSION

DATE SERVED: January 20, 2006

DOCUMENT  
FOLDER

TONYA MILLER  
Complainant

v.

PHILADELPHIA GAS WORKS  
Respondent

Complaint Docket  
No: C-20065774

DOCKETED

JAN 20 2006

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FORMAL COMPLAINT NOTICE TO RESPONDENT TO ANSWER OR SATISFY

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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



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

IN REPLY PLEASE  
REFER TO OUR FILE

DATE SERVED: January 20, 2006

C-20065774

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

DOCUMENT  
FOLDER

Dear Mr. Farinas:

A complaint has been filed against you before the Pennsylvania Public Utility Commission by TONYA MILLER. 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.

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

January 20, 2006

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

ane



Mary M. Chan, Paralegal  
Legal Department  
Direct Dial: (215) 684-6830  
Fax: (215) 684-6798  
E-mail: [mary.chan@pgworks.com](mailto:mary.chan@pgworks.com)

ORIGINAL

February 2, 2006

RECEIVED

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

FEB 2 2006

PA PUBLIC UTILITY COMMISSION  
SECRETARY'S OFFICE

RE: Tonya Miller vs. PGW, Docket No.: C-20065774

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 do not hesitate to contact me at my direct-dial number above. Thank you for your assistance in this matter.

Sincerely,

A handwritten signature in black ink, appearing to be the initials "M" followed by a stylized flourish.

Enclosure

DOCUMENT  
FOLDER

cc: Tonya Miller  
Orlando Rosario

RECEIVED

BEFORE THE  
PENNSYLVANIA PUBLIC UTILITY COMMISSION

FEB 2 2006

PA PUBLIC UTILITY COMMISSION  
SECRETARY'S BUREAU

Tonya Miller

:

:

v.

:

Docket No.: C-20065774

:

Philadelphia Gas Works

:

Answer of the 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:

DOCUMENT  
FOLDER

- 1. Admitted.
- 2. Admitted.
- 3. Admitted.

4. (a-b) Denied. PGW denies the averments contained in this paragraph concerning the Complainant's request for a payment arrangement, and all other averments that are conclusions. PGW records indicate that the Complainant has three (3) broken payment arrangements in the year 2005. The last payment made by the Complainant on her account is May 2, 2003 in the amount of \$115 as shown on the statement of accounts which is attached hereto as Exhibit "A".

Pursuant to the Bureau of Consumer Services (BCS) decision dated October 26, 2005, the Complainant must pay \$335 a month, which consists of \$222 in budget bill plus \$113 towards the arrears. A copy of the BCS decision is attached hereto as Exhibit "B".

- 5. Denied. The averments in Paragraph 5 of the Complaint are requests for relief to which no response is required. PGW therefore denies the averments in this paragraph.

DOCKETED  
FEB 6 2006

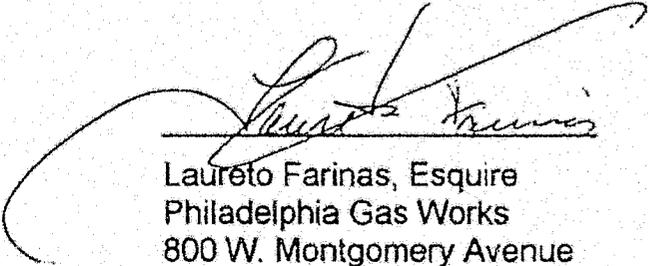
6. Admitted

7. Admitted

**Wherefore**, PGW respectfully requests that this Commission find against the Complainant, and affirm the BCS decision. PGW requests that, the Commission enter an Interim Order directing the Complainant to make payment of the current bill during the pendency of the hearing in this matter. PGW further requests that the Interim Order directing payment authorize PGW to terminate service if the Complainant fails to comply with that Interim Order.

Respectfully submitted,

February 2, 2006



Laureto Farinas, Esquire  
Philadelphia Gas Works  
800 W. Montgomery Avenue  
Philadelphia, PA 19122  
(215) 684-6982

EXHIBIT A

RECEIVED

FEB 2 2006

PA PUBLIC UTILITY COMMISSION  
SECRETARY'S BUREAU

# HISTORY REQUEST REPORT FOR ACCOUNT # 228592751 AND SA # 3376463042 AS OF 02/02/2006

Account # 228592751	SA # 3376463042	Bill Cycle 08	Rate Class GS
Name: MILLER, TONYA		Address: 2915 HALE STPHILA, PA	
Pay Agreement Indicator N	Easyway Indicator	CRP Status B	
Blocker Start Date 20060126	Blocker End Date 20080126	Meter # 1652562	
Phone # 2896419(215)			

Tran Date	Tran Type	Current Amt	Total Amt	Adjust Amt	Segment Start Date	Segment End Date	Read Code	End Read	Current Balance	Usage	Meter #
10/11/2004	BILL	\$34.56	\$34.56	\$0.00	09/17/2004	10/11/2004	R	3898	\$4,154.13	16	1652562
10/22/2004	PAY	(\$195.00)	(\$195.00)	\$0.00							
11/08/2004	XFER	\$4,119.57	\$4,119.57	\$4,119.57							
11/09/2004	BILL	\$89.55	\$89.55	\$0.00	10/11/2004	11/09/2004	R	3953	\$4,108.06	55	1652562
11/11/2004	LPC	\$59.38	\$59.38	\$59.38							
12/09/2004	BILL	\$188.84	\$188.84	\$0.00	11/09/2004	12/09/2004	R	4075	\$4,358.63	122	1652562
12/10/2004	LPC	\$60.73	\$60.73	\$60.73							
01/11/2005	BILL	\$377.59	\$377.59	\$0.00	12/09/2004	01/11/2005	R	4308	\$4,799.79	233	1652562
01/12/2005	LPC	\$63.57	\$63.57	\$63.57							
02/09/2005	BILL	\$466.75	\$466.75	\$0.00	01/11/2005	02/09/2005	R	4594	\$5,329.78	286	1652562
02/11/2005	LPC	\$69.24	\$69.24	\$69.24							
03/10/2005	BILL	\$400.90	\$400.90	\$0.00	02/09/2005	03/10/2005	R	4852	\$5,806.83	258	1652562
03/11/2005	LPC	\$76.15	\$76.15	\$76.15							
04/11/2005	BILL	\$253.90	\$253.90	\$0.00	03/10/2005	04/11/2005	R	5026	\$6,142.89	174	1652562
04/12/2005	LPC	\$82.16	\$82.16	\$82.16							
04/15/2005	PAY	(\$300.00)	(\$300.00)	\$0.00							
05/10/2005	BILL	\$96.81	\$96.81	\$0.00	04/11/2005	05/10/2005	R	5087	\$6,025.67	61	1652562
05/11/2005	LPC	\$85.97	\$85.97	\$85.97							
06/07/2005	BPTOCG	\$123.23	\$123.23	\$123.23							
06/09/2005	BILL	\$80.41	\$80.41	\$0.00	05/10/2005	06/09/2005	R	5135	\$6,229.31	48	1652562
07/11/2005	BILL	\$51.18	\$51.18	\$0.00	06/09/2005	07/11/2005	R	5161	\$6,370.97	26	1652562
07/12/2005	LPC	\$90.48	\$90.48	\$90.48							
07/27/2005	BPTOCG	\$123.23	\$123.23	\$123.23							
08/10/2005	BILL	\$31.59	\$31.59	\$0.00	07/11/2005	08/10/2005	Y	5174	\$6,525.79	13	1652562
08/10/2005	BILL	\$36.11	\$36.11	\$0.00	07/11/2005	08/10/2005	R	5177	\$6,530.31	16	1652562
08/12/2005	CANB	(\$31.59)	(\$31.59)	\$0.00							
09/12/2005	BILL	\$39.65	\$39.65	\$0.00	08/10/2005	09/12/2005	R	5195	\$6,663.59	18	1652562
09/13/2005	LPC	\$93.63	\$93.63	\$93.63							

Account # 22852751 SA # 3376453042 Bill Cycle 08 Rate Class GS Phone # 2896419(215)  
 Name: MILLER, TONYA Address: 2915 HALE ST/PHILA, PA  
 Pay Agreement Indicator N Easyway Indicator CRP Status B  
 Blocker Start Date: 20060126 Blocker End Date: 20080126 Meter # 1652562

Tran Date	Tran Type	Current Amt	Total Amt	Adjust Amt	Segment Start Date	Segment End Date	Read Code	End Read	Current Balance	Usage	Meter #
10/11/2005	BILL	\$35.04	\$35.04	\$0.00	09/12/2005	10/11/2005	R	5209	\$6,792.86	14	1652562
10/12/2005	LPC	\$94.23	\$94.23	\$94.23							
10/17/2005	XFER	(\$6,792.86)	(\$6,792.86)	(\$6,792.86)							
11/03/2005	XFER	\$6,792.86	\$6,792.86	\$6,792.86							
11/04/2005	PAY	(\$273.00)	(\$273.00)	\$0.00							
11/09/2005	BILL	\$81.21	\$81.21	\$0.00	10/11/2005	11/09/2005	R	5245	\$6,874.07	36	1652562
12/12/2005	BILL	\$402.27	\$402.27	\$0.00	11/09/2005	12/12/2005	R	5448	\$7,003.34	203	1652562
01/12/2006	BILL	\$377.27	\$377.27	\$0.00	12/12/2005	01/12/2006	R	5638	\$7,485.66	190	1652562
01/13/2006	LPC	\$105.05	\$105.05	\$105.05							

EXHIBIT B

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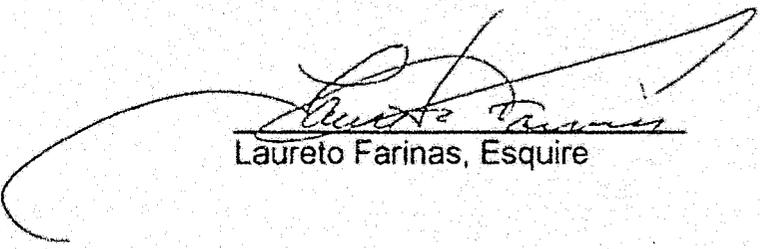
PA PUBLIC UTILITY COMMISSION  
SECRETARY'S BUREAU

<ServAddress1>**754 S 13TH ST**</ServAddress1>  
 <ServCity>**PHILADELPHIA**</ServCity>  
 <ServState>**PA**</ServState>  
 <ServZip5>**19147**</ServZip5>  
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 </CustomerServAddress>  
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 <OralWritten>**O**</OralWritten>  
 <Violation>**NO**</Violation>  
 <TotalBalance>**0.00**</TotalBalance>  
 <DateClosed>**2005-10-26**</DateClosed>  
 <Resolution>**CANNOT SUBSTANTIATE CUSTOMER CLAIM CUSTOMER VISITED  
 CO OFFICE IN JUNE 2005. CUSTOMER MUST GO TO COMPANY OFFICE AND  
 APPLY FOR SERVICE. CUSTOMER NOTIFIED BY LETTER.**</Resolution>  
 <BalanceDate />  
 - <OtherInfo>  
   <BCSInvestigatorFName>**THEODORE**</BCSInvestigatorFName>  
   <BCSInvestigatorLName>**GALACCI**</BCSInvestigatorLName>  
   <NbrOfTimeSend>**1**</NbrOfTimeSend>  
   <NbrOfTimeFaxed>**0**</NbrOfTimeFaxed>  
   <PUCFax FaxAreaCode="717">**7876641**</PUCFax>  
 </OtherInfo>  
 </Case>  
 - <Case>  
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   <CompanyName>**PGW (PHILA. GAS WORKS (NGDC))**</CompanyName>  
   <CompanyCode>**0766**</CompanyCode>  
   <CompanyType>**GAS TRANSPORTER**</CompanyType>  
 - <Customer>  
   <CustomerFirstName>**TANYA**</CustomerFirstName>  
   <CustomerLastName>**MILLER**</CustomerLastName>  
   <AccountNumber>**0228592751**</AccountNumber>  
 - <CustomerServAddress>  
   <ServAddress1>**2915 HALE STREET**</ServAddress1>  
   <ServCity>**PHILADELPHIA**</ServCity>  
   <ServState>**PA**</ServState>  
   <ServZip5>**19149**</ServZip5>  
   </CustomerServAddress>  
 </Customer>  
 <DecisionIssue>**Y**</DecisionIssue>  
 <OralWritten>**W**</OralWritten>  
 <Violation>**NO**</Violation>  
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 <DateClosed>**2005-10-26**</DateClosed>  
 <Resolution>**SEE CS17 FOR TERMS OF PAR.**</Resolution>  
 <BalanceDate>**2005-10-25**</BalanceDate>  
 <Terms>**DECEMBER 2005 DUE DATE**</Terms>  
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 <RegularBudgetAmount>**222.00**</RegularBudgetAmount>  
 <ArrearsPaymentPlus>**113.00**</ArrearsPaymentPlus>  
 <LetterDescription>**EGW STRAIGHT PAR/NO LPCS/BUDGET + FOR LEVEL 1**

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: February 2, 2006



Laureto Farinas, Esquire

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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:

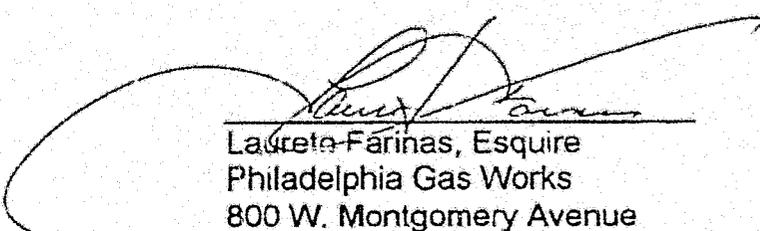
*Tonya Miller*  
2915 Hale Street  
Philadelphia, PA 19149-2006

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SECRETARY'S BUREAU

February 2, 2006



Laurete Farinas, Esquire  
Philadelphia Gas Works  
800 W. Montgomery Avenue  
Philadelphia, PA 19122  
(215) 684-6982