

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: 10/02/06
8. DOCKET NO: C-20066959	:	9. EFFECTIVE DATE: 00/00/00

PARTY/COMPLAINANT: BAYNES, BRUCE K. JR

RESPONDENT/APPLICANT: PHILADELPHIA GAS WORKS

COMP/APP COUNTY: PHILADELPHIA

UTILITY CODE: 125042

ALLEGATION OR SUBJECT

COMPLAINANT STATES INCORRECT CHARGES ON BILL. HE WOULD LIKE THE PUC TO INVESTIGATE AND HAVE BILL FOR AMOUNT USED.

**DOCUMENT
FOLDER**

DOCKETED
OCT 19 2006

**DOCUMENT
FOLDER**

**NOTIFICATION OF INTENT TO APPEAL
(Request For Formal Complaint Forms)**

untimely

C-20066959

Notice to Customer:

If you sign and return this form you are notifying the Public Utility Commission that you intend to appeal this informal complaint decision. Do not return this form unless you want to appeal this decision.

If you want to appeal this decision, you must return this Notification of Intent to Appeal form within twenty days of this date: July 11, 2006. The Commission will send you formal complaint forms.

You must comply with the terms of this decision until the Public Utility Commission completes the formal complaint process. You must make all of the required payments, or the utility company may pursue the termination of your service.

Thank You.
Pennsylvania Public Utility Commission

Yes, I want to appeal the decision of the Bureau of Consumer Services. Please send formal complaint forms to me at the following address:

Customer name and address:
(Please correct any mistakes)

BRUCE BAYNES
4937 CATHERINE ST
PHILADELPHIA PA 19143

(215) 474-4989
(Area Code) Telephone Number

Bruce Baynes
Signature

Mail this completed form to:

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

FOR OFFICE USE ONLY	
BCS Number: 2088893	Date of mailing: July 11, 2006
Company: PHILADELPHIA GAS WORKS	

RJP

REVISED 11/97

PENNSYLVANIA PUBLIC UTILITY COMMISSION

Formal Complaint Form

Please print or type.

C-20066959

ORIGINAL

1. CUSTOMER NAME (COMPLAINANT)

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

Name BRUCE K BAYNES JR

Street/P.O. Box 4937 CATHERINE ST Apt #

City PHILA State PA Zip 19143

County PHILA

Area Code/HOME Phone (215) 474-4989

Area Code/WORK Phone (267) 278-3390

Utility Account Number (from your bill)

RECEIVED - 2 OCT 2006 10:07 AM

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

Name BRUCE K. BAYNES JR

Street/P.O. Box 5325 LINDBERG BLVD

City PHILA State PA Zip 19143

2. UTILITY NAME (RESPONDENT)

Name of utility company your complaint concerns: PGW

3. TYPE OF UTILITY (check one)

- ELECTRIC
- GAS
- WATER
- TELEPHONE (local, long distance)
- STEAM HEAT
- WASTE WATER
- MOTOR CARRIER (taxi, moving company, limousine)

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.
(explain)

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.

WHEN I MOVED FROM THE LINDBERG BLVD ADDRESS MY LAST BILL WAS ABOUT \$500. THIS BILL FROM PG&W HAS BEEN HIKED UP WITH CHARGES UNKNOWN TO ME. I RESIDED AT THIS RESIDENCE FOR ABOUT ONE YEAR & PAID MY BILL EVERY MONTH. THE FINAL BILL AMOUNT IS IN CORRECT.

5. RELIEF

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

PLEASE INVESTIGATE THIS BILL & HAVE THEM BILL ME FOR THE CORRECT AMOUNT OWED.

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 BRUCE K. BAYARD JR, 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).

Bruce K Bayard Jr (Signature) 9/14/06 (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 nd Floor Harrisburg, Pennsylvania 17120
--

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.



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

IN REPLY PLEASE
REFER TO OUR FILE

DATE SERVED: OCTOBER 19, 2006

C-20066959

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 BRUCE BAYNES 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.

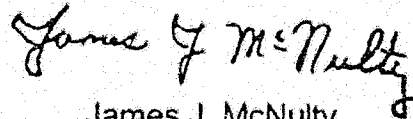
Detailed instructions on how to proceed are contained in the attached pages. You are advised to read them carefully

OCTOBER 19, 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,

A handwritten signature in cursive script that reads "James J. McNulty". The signature is written in black ink and is positioned above the printed name and title.

James J. McNulty
Secretary

SS

BEFORE THE PENNSYLVANIA PUBLIC UTILITY COMMISSION

DATE SERVED: OCTOBER 19, 2006

BRUCE BAYNES JR
Complainant

v.

PHILADELPHIA GAS WORKS
Respondent

Complaint Docket
No: C-20066959

DOCKETED

OCT 19 2006

FORMAL COMPLAINT NOTICE TO RESPONDENT TO ANSWER OR SATISFY

TO: PHILADELPHIA GAS WORKS

**DOCUMENT
FOLDER**

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).

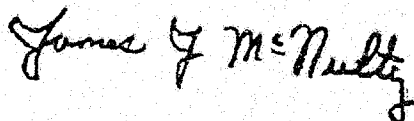
2. If you fail to either satisfy this complaint or to file answer or other responsive pleading within twenty (20) days, you will be deemed to have admitted all the allegations in this complaint in accordance with Section 5.61 of the Commission's Rules of Administrative Practice and Procedure, 52 Pa.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



Mary M. Chan, Paralegal
Legal Department
Direct Dial: (215) 684-6630
Fax: (215) 684-6798
E-mail: mary.chan@pgworks.com

ORIGINAL

November 8, 2006

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

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PA PUBLIC UTILITY COMMISSION
SECRETARY'S BUREAU

RE: Bruce Baynes, Jr vs PGW, Docket No. F-04954407

C-200606959

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 required, please do not hesitate to contact the undersigned. Thank you for your assistance in this matter.

Sincerely,

A handwritten signature in black ink, appearing to be "M. Chan", written over the typed name "Mary M. Chan".

Mary M. Chan

Enclosure

cc: Bruce Baynes, Jr
Anne Marie Cromley

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FOLDER

BTL

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BEFORE THE
PENNSYLVANIA PUBLIC UTILITY COMMISSION

NOV 08 2006

PA PUBLIC UTILITY COMMISSION
SECRETARY'S BUREAU

Bruce Baynes, Jr

v.

Philadelphia Gas Works

:
:
:
:
:
:

Docket No. C-20066959

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:

1. Admitted.
2. Admitted.
3. Admitted.
4. (a) Denied. PGW denies the averment that there are incorrect charges on the Complainant's gas bills. The Complainant's gas bills are correct as rendered.

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(b) Admitted in part; denied in part. PGW denies the averment that at the Complainant moved from 5325 Lindbergh Boulevard, Philadelphia, PA (Service Address) the Complainant's account balance was in the amount of \$500.

The Complainant's gas bills are based upon actual gas usage. PGW therefore denies the averment that the Complainant's gas bills was escalated due to unknown charges.

PGW records indicate that the Complainant's gas service was terminated on August 25, 2003 due to non-payment on the Complainant's gas account. At that time, the Complainant's account balance was in the

DOCUMENT
FOLDER

amount of \$5,627.50, as shown on the statement of account, which is attached hereto as Exhibit "A." Therefore, PGW denies the averment that the Complainant paid his monthly bills at the Service Address.

By way of further answer, PGW records indicate that the Complainant established gas service at 4937 Catharine Street, Philadelphia, PA (Prior Address) for the period from October 15, 1999 through May 2, 2000. The final balance for the Previous Address was in the amount of \$305.51. This balance was transferred to the Service Address on May 2, 2000, when the Complainant established gas service.

The Service Address is equipped with an Automatic Meter Reading ("AMR") device. PGW records indicate that sometime after September 20, 2000, the AMR device failed to record actual meter readings.

By way of further answer, PGW records indicate that the Complainant requested termination of gas service on two occasions, on February 15, 2002 and on May 22, 2002. Records indicate that on both occasions, PGW could not gain access to the Service Address to disconnect the gas service, as requested. On August 25, 2003, PGW terminated gas service by digging up the street due to non-payment on the account. The Complainant's account was finalized on an estimated index because the AMR had failed to record actual readings. At this point, PGW needed to gain access to the Service Address to record an actual meter reading.

On January 24, 2004, PGW gained access to the Service Address and obtained an actual meter reading. PGW finalized the Complainant's gas bill based on an actual read and pro rated the account back to the original request of termination on February 17, 2002 along with waived late payment charges. The Complainant's correct and final bill was in the

amount of \$2,003.96 based on an actual meter reading. Therefore, PGW denies the averment that the Complainant's final bill is incorrect.

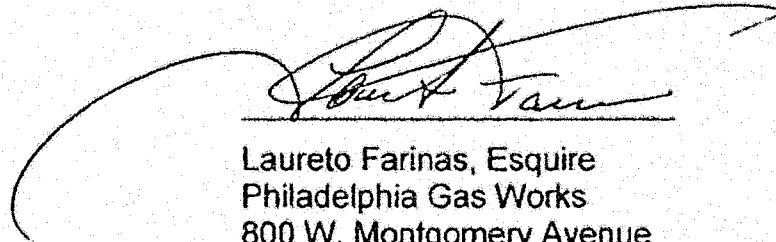
By way of further answer, the Bureau of Consumer Service ("BCS") decision dated July 11, 2006, which is attached hereto as Exhibit "B," concluded that the Complainant is responsible for the final account balance.

5. Denied. The averment in Paragraph 5 of the Complaint is a request for relief to which no response is required. PGW therefore denies the averments in this paragraph.
6. Admitted.
7. Admitted.

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

Respectfully submitted,

November 8, 2006



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

EXHIBIT A

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**PA PUBLIC UTILITY COMMISSION
SECRETARY'S BUREAU**

HISTORY REQUEST REPORT FOR ACCOUNT # 458719510 AND SA # 6475322216 AS OF 11/07/2006

Account # 458719510	SA # 6475322216	Bill Cycle 14	Rate Class GS	Phone # 4744989(215)
Name: BAYNES, BRUCE				
Address: 5325 LINDBERGH BLVD/PHILA, PA				
Easyway Indicator: [CRP Status]				
Blocker Start Date 20061025				
Blocker End Date: 20081025				
Meter # 2033458				

Tran Date	Tran Type	Current Amt.	Total Amt.	Adjust Amt.	Segment Start Date	Segment End Date	Read Code	End Read	Current Balance	Usage	Meter #
05/22/2000	BILL	\$24.97	\$24.97	\$0.00	05/02/2000	05/22/2000	R	7430	\$305.51	22	1455734
06/20/2000	BILL	\$22.65	\$22.65	\$0.00	05/22/2000	06/20/2000	R	7449	\$305.42	19	1455734
06/22/2000	LPC	\$0.31	\$0.31	\$0.31							
07/21/2000	BILL	\$23.43	\$23.43	\$0.00	06/20/2000	07/21/2000	R	7469	\$332.61	20	1455734
07/26/2000	LPC	\$0.59	\$0.59	\$0.59							
08/21/2000	BILL	\$24.97	\$24.97	\$0.00	07/21/2000	08/21/2000	R	7491	\$285.78	22	1455734
08/23/2000	LPC	\$0.88	\$0.88	\$0.88							
09/11/2000	PAY	(\$9.13)	(\$9.13)	\$0.00							
09/20/2000	BILL	\$24.97	\$24.97	\$0.00	08/21/2000	09/20/2000	R	7513	\$238.69	22	1455734
09/22/2000	LPC	\$1.10	\$1.10	\$1.10							
10/20/2000	BILL	\$54.27	\$54.27	\$0.00	09/20/2000	10/20/2000	Y	7573	\$295.91	60	1455734
10/24/2000	LPC	\$1.42	\$1.42	\$1.42							
10/30/2000	PAY	(\$35.81)	(\$35.81)	\$0.00							
11/20/2000	BILL	\$83.57	\$83.57	\$0.00	10/20/2000	11/20/2000	Y	7571	\$277.60	98	1455734
11/22/2000	LPC	\$1.68	\$1.68	\$1.68							
12/20/2000	BILL	\$183.55	\$183.55	\$0.00	11/20/2000	12/20/2000	Y	7854	\$464.58	183	1455734
12/22/2000	LPC	\$2.72	\$2.72	\$2.72							
01/23/2001	BILL	\$319.28	\$319.28	\$0.00	12/20/2000	01/23/2001	Y	8116	\$790.59	264	1455734
01/25/2001	LPC	\$6.02	\$6.02	\$6.02							
02/21/2001	BILL	\$234.76	\$234.76	\$0.00	01/23/2001	02/21/2001	Y	8295	\$1,036.87	177	1455734
02/23/2001	LPC	\$10.81	\$10.81	\$10.81							
03/22/2001	BILL	\$224.00	\$224.00	\$0.00	02/21/2001	03/22/2001	Y	8456	\$1,275.91	161	1455734
03/24/2001	LPC	\$14.33	\$14.33	\$14.33							
04/24/2001	BILL	\$364.34	\$364.34	\$0.00	03/22/2001	04/24/2001	C	8721	\$1,640.25	265	1455734
04/26/2001	PAY	(\$303.46)	(\$303.46)	\$0.00							
05/22/2001	BILL	\$62.23	\$62.23	\$0.00	04/24/2001	05/22/2001	Y	8759	\$1,974.48	38	1455734
06/22/2001	BILL	\$55.58	\$55.58	\$0.00	05/22/2001	06/22/2001	Y	8792	\$1,430.06	33	1455734
07/24/2001	BILL	\$50.26	\$50.26	\$0.00	06/22/2001	07/24/2001	Y	8821	\$1,501.68	29	1455734

Account # 458719510

SA # 6475322216

Bill Cycle 14

Rate Class GS

Phone # 47449891215

Name: BAYNES, BRUCE

Address: 5325 LINDBERGH BLYD/PHILA, PA

Easyway Indicator

CRP Status

Blocker Start Date: 20051025

Blocker End Date: 20081025

Meter # 2033458

Tran Date	Tran Type	Current Amt	Total Amt	Adjust Amt	Segment Start Date	Segment End Date	Read Code	End Read	Current Balance	Usage	Meter #
07/26/2001	LPC	\$20.91	\$20.91	\$20.91	07/24/2001	08/22/2001	Y	8845	\$1,567.39	24	1455734
08/22/2001	BILL	\$43.60	\$43.60	\$0.00							
08/24/2001	LPC	\$21.66	\$21.66	\$21.66							
09/15/2001	COLFEE	\$10.00	\$10.00	\$10.00							
09/21/2001	BILL	\$42.03	\$42.03	\$0.00	08/22/2001	09/21/2001	Y	8871	\$1,642.18	26	1455734
09/25/2001	LPC	\$22.31	\$22.31	\$22.31							
10/23/2001	BILL	\$64.12	\$64.12	\$0.00	09/21/2001	10/23/2001	Y	8918	\$1,729.84	47	1455734
10/25/2001	LPC	\$23.09	\$23.09	\$23.09							
11/20/2001	PAY	(\$97.57)	(\$97.57)	\$0.00							
11/21/2001	BILL	\$102.28	\$102.28	\$0.00	10/23/2001	11/21/2001	Y	8998	\$1,756.47	80	1455734
11/24/2001	LPC	\$23.91	\$23.91	\$23.91							
12/20/2001	BILL	\$113.15	\$113.15	\$0.00	11/21/2001	12/20/2001	Y	9095	\$1,895.51	97	1455734
12/22/2001	LPC	\$25.45	\$25.45	\$25.45							
01/23/2002	BILL	\$246.00	\$246.00	\$0.00	12/20/2001	01/23/2002	Y	9328	\$2,169.09	233	1455734
01/25/2002	LPC	\$27.14	\$27.14	\$27.14							
02/17/2002	BILL	\$97.01	\$97.01	\$0.00	11/21/2001	02/17/2002	R	9058	\$0.00	60	1455734
02/21/2002	BILL	\$180.72	\$180.72	\$0.00	01/23/2002	02/21/2002	Y	9496	\$2,381.08	168	1455734
02/23/2002	LPC	\$30.83	\$30.83	\$30.83							
03/21/2002	BILL	\$130.41	\$130.41	\$0.00	02/21/2002	03/21/2002	Y	9628	\$2,545.47	132	1455734
03/23/2002	LPC	\$33.54	\$33.54	\$33.54							
04/22/2002	BILL	\$107.61	\$107.61	\$0.00	03/21/2002	04/22/2002	Y	9738	\$2,689.02	108	1455734
04/24/2002	LPC	\$35.50	\$35.50	\$35.50							
05/21/2002	BILL	\$54.84	\$54.84	\$0.00	04/22/2002	05/21/2002	Y	9782	\$2,781.41	46	1455734
05/23/2002	LPC	\$37.11	\$37.11	\$37.11							
06/17/2002	COLFEE	\$10.00	\$10.00	\$10.00							
06/21/2002	BILL	\$43.48	\$43.48	\$0.00	05/21/2002	06/21/2002	Y	9814	\$2,883.27	32	1455734
06/21/2002	COLFEE	\$10.00	\$10.00	\$10.00							
06/25/2002	LPC	\$37.94	\$37.94	\$37.94							
07/10/2002	COLFEE	\$10.00	\$10.00	\$10.00							
07/22/2002	BILL	\$35.19	\$35.19	\$0.00	06/21/2002	07/22/2002	Y	9837	\$2,967.79	23	1455734
07/24/2002	LPC	\$38.89	\$38.89	\$38.89							
08/20/2002	BILL	\$33.18	\$33.18	\$0.00	07/22/2002	08/20/2002	Y	9858	\$3,040.98	21	1455734
08/22/2002	LPC	\$39.57	\$39.57	\$39.57							

Account # 458719510

SA # 6475322216

Bill Cycle 14

Rate Class. GS

Phone # 4744989(215)

Name: BAYNES, BRUCE

Address: 5325 LINDBERGH BLYD/PHILA, PA

Easyway Indicator

CRP Status

Blocker Start Date: 20061025

Blocker End Date: 20081025

Meter #: 2033458

Tran Date	Tran Type	Current Amt.	Total Amt.	Adjust. Amt.	Segment Start Date	Segment End Date	Read Code	End Read	Current Balance	Usage	Meter #
09/19/2002	BILL	\$39.98	\$39.98	\$0.00	08/20/2002	09/19/2002	Y	9885	\$3,121.46	27	1455734
09/21/2002	LPC	\$40.06	\$40.06	\$40.06							
10/21/2002	BILL	\$47.76	\$47.76	\$0.00	09/19/2002	10/21/2002	Y	9919	\$3,210.32	34	1455734
10/23/2002	LPC	\$40.66	\$40.66	\$40.66							
11/20/2002	BILL	\$127.68	\$127.68	\$0.00	10/21/2002	11/20/2002	Y	29	\$3,379.82	110	1455734
11/22/2002	LPC	\$41.38	\$41.38	\$41.38							
12/20/2002	BILL	\$220.25	\$220.25	\$0.00	11/20/2002	12/20/2002	Y	229	\$3,643.81	200	1455734
12/24/2002	LPC	\$43.30	\$43.30	\$43.30							
01/23/2003	BILL	\$302.03	\$302.03	\$0.00	12/20/2002	01/23/2003	Y	491	\$3,992.88	262	1455734
01/25/2003	LPC	\$46.60	\$46.60	\$46.60							
02/21/2003	BILL	\$305.13	\$305.13	\$0.00	01/23/2003	02/21/2003	Y	769	\$4,349.58	278	1455734
02/25/2003	LPC	\$51.13	\$51.13	\$51.13							
03/24/2003	BILL	\$262.98	\$262.98	\$0.00	02/21/2003	03/24/2003	Y	987	\$4,668.71	218	1455734
03/26/2003	LPC	\$55.71	\$55.71	\$55.71							
04/16/2003	COLFEE	\$10.00	\$10.00	\$10.00							
04/23/2003	BILL	\$152.66	\$152.66	\$0.00	03/24/2003	04/23/2003	Y	1104	\$4,891.46	117	1455734
04/25/2003	LPC	\$59.65	\$59.65	\$59.65							
05/22/2003	BILL	\$84.22	\$84.22	\$0.00	04/23/2003	05/22/2003	Y	1162	\$5,038.21	58	1455734
05/24/2003	LPC	\$82.09	\$82.09	\$82.09							
06/18/2003	COLFEE	\$10.00	\$10.00	\$10.00							
06/20/2003	BILL	\$89.31	\$89.31	\$0.00	05/22/2003	06/20/2003	Y	1206	\$5,181.31	44	1455734
06/24/2003	LPC	\$83.35	\$83.35	\$83.35							
06/25/2003	COLFEE	\$10.00	\$10.00	\$10.00							
07/15/2003	COLFEE	\$10.00	\$10.00	\$10.00							
07/22/2003	BILL	\$37.17	\$37.17	\$0.00	06/20/2003	07/22/2003	Y	1225	\$5,303.46	19	1455734
07/24/2003	LPC	\$84.54	\$84.54	\$84.54							
07/25/2003	COLFEE	\$10.00	\$10.00	\$10.00							
08/20/2003	BILL	\$34.52	\$34.52	\$0.00	07/22/2003	08/20/2003	Y	1242	\$5,413.97	17	1455734
08/22/2003	LPC	\$85.55	\$85.55	\$85.55							
08/25/2003	COLFEE	\$10.00	\$10.00	\$10.00							
08/25/2003	BILL	\$1.33	\$1.33	\$0.00	08/20/2003	08/25/2003	E	1243	\$5,627.50	1	1455734
09/22/2003	BILL	\$44.04	\$44.04	\$0.00	08/20/2003	09/22/2003	Y	1266	\$5,534.61	24	1455734
09/24/2003	LPC	\$66.07	\$66.07	\$66.07							

Account # 458719510

SA # 6475322216

Bill Cycle 14

Rate Class. GS

Phone # 4744989(215)

Name: BAYNES, BRUCE

Address: 5325 LINDBERGH BLVD/PHILA, PA

Pay Agreement Indicator: N

Easyway Indicator

CRP Status

Blocker Start Date: 20061025

Blocker End Date: 20081025

Meter # 2033458

Tran Date	Tran Type	Current Amt	Total Amt	Adjust Amt	Segment Start Date	Segment End Date	Read Code	End Read	Current Balance	Usage	Meter #
10/21/2003	BILL	\$51.96	\$51.96	\$0.00	09/22/2003	10/21/2003	Y	1296	\$5,653.98	30	1455734
10/23/2003	LPC	\$66.88	\$66.88	\$66.88							
11/20/2003	BILL	\$97.74	\$97.74	\$0.00	10/21/2003	11/20/2003	Y	1358	\$5,819.91	62	1455734
11/22/2003	LPC	\$67.66	\$67.66	\$67.66							
12/04/2003	AUTO CN	\$0.00	\$0.00	(\$51.96)							
12/04/2003	CANB	(\$44.04)	(\$44.04)	\$0.00							
12/04/2003	AUTO CN	\$0.00	\$0.00	(\$44.04)							
12/04/2003	AUTO CN	\$0.00	\$0.00	(\$97.74)							
12/04/2003	CANB	(\$51.96)	(\$51.96)	\$0.00							
12/04/2003	CANB	(\$97.74)	(\$97.74)	\$0.00							
01/06/2004	LPC	\$66.24	\$66.24	\$66.24							
02/21/2004	LPC	\$65.25	\$65.25	\$65.25							
03/23/2004	LPC	\$64.27	\$64.27	\$64.27							
04/22/2004	LPC	\$63.30	\$63.30	\$63.30							
05/21/2004	LPC	\$62.35	\$62.35	\$62.35							
06/22/2004	LPC	\$61.42	\$61.42	\$61.42							
07/22/2004	LPC	\$60.50	\$60.50	\$60.50							
08/20/2004	LPC	\$59.59	\$59.59	\$59.59							
09/22/2004	LPC	\$58.70	\$58.70	\$58.70							
10/21/2004	LPC	\$57.82	\$57.82	\$57.82							
11/20/2004	LPC	\$56.95	\$56.95	\$56.95							
12/20/2004	LPC	\$56.09	\$56.09	\$56.09							
01/21/2005	LPC	\$55.25	\$55.25	\$55.25							
02/18/2005	LPC	\$54.42	\$54.42	\$54.42							
03/21/2005	LPC	\$53.61	\$53.61	\$53.61							
04/20/2005	LPC	\$52.80	\$52.80	\$52.80							
05/18/2005	LPC	\$52.01	\$52.01	\$52.01							
06/20/2005	LPC	\$51.23	\$51.23	\$51.23							
07/20/2005	LPC	\$50.46	\$50.46	\$50.46							
08/19/2005	LPC	\$49.71	\$49.71	\$49.71							
08/28/2005	WO	(\$6,732.80)	(\$6,732.80)	(\$6,732.80)							
05/31/2006	AUTO CN	\$0.00	\$0.00	(\$37.17)							
05/31/2006	LPCWVE	(\$25.45)	(\$25.45)	(\$25.45)							

Account # 458719510

SA # 6475322216

Bill Cycle: 14

Rate Class: GS

Phone # 4744989(215)

Name: BAYNES, BRUCE

Address: 5325 LINDBERGH BLYD/PHILA.PA

Pay Agreement Indicator: N

Easyway Indicator:

CRP Status:

Blocker Start Date: 20061025

Blocker End Date: 20081025

Meter # 2033458

Tran Date	Tran Type	Current Amt	Total Amt	Adjust Amt	Segment Start Date	Segment End Date	Read Code	End Read	Current Balance	Usage	Meter #
05/31/2006	AUTOCN	\$0.00	\$0.00	(\$54.84)							
05/31/2006	CANB	(\$1.33)	(\$1.33)	\$0.00							
05/31/2006	AUTOCN	\$0.00	\$0.00	(\$1.33)							
05/31/2006	CANB	(\$34.52)	(\$34.52)	\$0.00							
05/31/2006	AUTOCN	\$0.00	\$0.00	(\$34.52)							
05/31/2006	CANB	(\$54.84)	(\$54.84)	\$0.00							
05/31/2006	CANB	(\$37.17)	(\$37.17)	\$0.00							
05/31/2006	LPCWVE	(\$27.14)	(\$27.14)	(\$27.14)							
05/31/2006	LPCWVE	(\$64.54)	(\$64.54)	(\$64.54)							
05/31/2006	CANB	(\$69.31)	(\$69.31)	\$0.00							
05/31/2006	AUTOCN	\$0.00	\$0.00	(\$69.31)							
05/31/2006	CANB	(\$84.22)	(\$84.22)	\$0.00							
05/31/2006	LPCWVE	(\$65.55)	(\$65.55)	(\$65.55)							
05/31/2006	LPCWVE	(\$35.50)	(\$35.50)	(\$35.50)							
05/31/2006	REACT	\$3,472.58	\$3,472.58	\$3,472.58							
05/31/2006	LPCWVE	(\$30.83)	(\$30.83)	(\$30.83)							
05/31/2006	AUTOCN	\$0.00	\$0.00	(\$180.72)							
05/31/2006	CANB	(\$180.72)	(\$180.72)	\$0.00							
05/31/2006	LPCWVE	(\$33.54)	(\$33.54)	(\$33.54)							
05/31/2006	BSEGCN	\$0.00	\$0.00	(\$113.15)							
05/31/2006	CANB	(\$130.41)	(\$130.41)	\$0.00							
05/31/2006	CANB	(\$113.15)	(\$113.15)	\$0.00							
05/31/2006	AUTOCN	\$0.00	\$0.00	(\$107.61)							
05/31/2006	CANB	(\$107.61)	(\$107.61)	\$0.00							
05/31/2006	LPCWVE	(\$37.11)	(\$37.11)	(\$37.11)							
05/31/2006	CANB	(\$246.00)	(\$246.00)	\$0.00							
05/31/2006	BSEGCN	\$0.00	\$0.00	(\$246.00)							
05/31/2006	AUTOCN	\$0.00	\$0.00	(\$84.22)							
05/31/2006	AUTOCN	\$0.00	\$0.00	(\$130.41)							
05/31/2006	LPCWVE	(\$39.57)	(\$39.57)	(\$39.57)							
05/31/2006	CANB	(\$47.76)	(\$47.76)	\$0.00							
05/31/2006	LPCWVE	(\$63.35)	(\$63.35)	(\$63.35)							
05/31/2006	LPCWVE	(\$40.66)	(\$40.66)	(\$40.66)							

Account # 458719510

SA # 6475322216

Bill Cycle 14

Rate Class. GS

Phone # 4744989(216)

Name: BAYNES, BRUCE

Address: 5325 LINDBERGH BLVD/PHILA, PA

Easyway Indicator

CRP Status

Blocker Start Date: 20061025

Blocker End Date: 20081025

Meter # 2033458

Tran Date	Tran Type	Current Amt.	Total Amt.	Adjust Amt	Segment Start Date	Segment End Date	Read Code	End Read	Current Balance	Usage	Meter #
05/31/2006	CANB	(\$39.98)	(\$39.98)	\$0.00							
05/31/2006	AUTOCN	\$0.00	\$0.00	(\$39.98)							
05/31/2006	LPCWVE	(\$40.06)	(\$40.06)	(\$40.06)							
05/31/2006	LPCWVE	(\$62.09)	(\$62.09)	(\$62.09)							
05/31/2006	AUTOCN	\$0.00	\$0.00	(\$33.18)							
05/31/2006	LPCWVE	(\$41.38)	(\$41.38)	(\$41.38)							
05/31/2006	CANB	(\$35.19)	(\$35.19)	\$0.00							
05/31/2006	AUTOCN	\$0.00	\$0.00	(\$35.19)							
05/31/2006	LPCWVE	(\$38.89)	(\$38.89)	(\$38.89)							
05/31/2006	CANB	(\$43.48)	(\$43.48)	\$0.00							
05/31/2006	AUTOCN	\$0.00	\$0.00	(\$43.48)							
05/31/2006	LPCWVE	(\$37.94)	(\$37.94)	(\$37.94)							
05/31/2006	CANB	(\$33.18)	(\$33.18)	\$0.00							
05/31/2006	AUTOCN	\$0.00	\$0.00	(\$305.13)							
05/31/2006	CANB	(\$152.66)	(\$152.66)	\$0.00							
05/31/2006	AUTOCN	\$0.00	\$0.00	(\$152.66)							
05/31/2006	LPCWVE	(\$59.65)	(\$59.65)	(\$59.65)							
05/31/2006	CANB	(\$262.98)	(\$262.98)	\$0.00							
05/31/2006	AUTOCN	\$0.00	\$0.00	(\$262.98)							
05/31/2006	AUTOCN	\$0.00	\$0.00	(\$47.76)							
05/31/2006	CANB	(\$305.13)	(\$305.13)	\$0.00							
05/31/2006	AUTOCN	\$0.00	\$0.00	(\$127.68)							
05/31/2006	LPCWVE	(\$51.13)	(\$51.13)	(\$51.13)							
05/31/2006	CANB	(\$302.03)	(\$302.03)	\$0.00							
05/31/2006	AUTOCN	\$0.00	\$0.00	(\$302.03)							
05/31/2006	LPCWVE	(\$46.60)	(\$46.60)	(\$46.60)							
05/31/2006	CANB	(\$220.25)	(\$220.25)	\$0.00							
05/31/2006	AUTOCN	\$0.00	\$0.00	(\$220.25)							
05/31/2006	LPCWVE	(\$43.30)	(\$43.30)	(\$43.30)							
05/31/2006	CANB	(\$127.68)	(\$127.68)	\$0.00							
05/31/2006	LPCWVE	(\$55.71)	(\$55.71)	(\$55.71)							
06/13/2006	MANLPC	(\$1,203.98)	(\$1,203.98)	(\$1,203.98)							
06/13/2006	COLFEE	(\$120.00)	(\$120.00)	(\$120.00)							

Acc.unt # 468719510 SA # 6475322216 Bill Cycle. 14 Rate Class GS Phone # 4744989(215)
 Name: BAYNES, BRUCE Address: 5325 LINDBERGH BLYDIPHILA,PA
 Pay Agreement Indicator: N Easyway Indicator: CRP Status
 Blocker Start Date: 20061025 Blocker End Date: 20081025 Meter # 2033458

Tran Date	Tran Type	Current Amt	Total Amt	Adjust Amt	Segment Start Date	Segment End Date	Read Code	End Read	Current Balance	Usage	Meter #
06/13/2006	REACT	\$1,323.98	\$1,323.98	\$1,323.96							

EXHIBIT B

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NOV 08 2006

PA PUBLIC UTILITY COMMISSION
SECRETARY'S BUREAU

<CaseNbr>2088893</CaseNbr>
 <CompanyName>PGW PHILA. GAS WORKS (NGDC)</CompanyName>
 <CompanyCode>0766</CompanyCode>
 <CompanyType>GAS TRANSPORTER</CompanyType>
 - <Customer>
 <CustomerFirstName>BRUCE</CustomerFirstName>
 <CustomerMiddleInitial>K</CustomerMiddleInitial>
 <CustomerLastName>BAYNES</CustomerLastName>
 <AccountNumber>0458719510</AccountNumber>
 - <CustomerServAddress>
 <ServAddress1>5325 LINDBERGH BLVD</ServAddress1>
 <ServCity>PHILADELPHIA</ServCity>
 <ServState>PA</ServState>
 <ServZip5>19143</ServZip5>
 </CustomerServAddress>
 </Customer>
 <DecisionIssue>Y</DecisionIssue>
 <OralWritten>W</OralWritten>
 <Violation>ACTUAL</Violation>
 <Chapter>56</Chapter>
 <SectionRule>16(A)</SectionRule>
 <TotalBalance>2003.96</TotalBalance>
 <DateClosed>2006-07-11</DateClosed>
 <Resolution>DECISION ISSUED- PGW CANCELLED BILLS BACK TO FEB 17, 2002. CUST HAS FINAL BALANCE OF \$2003.96 OWING TO PGW. CUST RESPONSIBLE FOR FINAL BALANCE OWING TO PGW. INVESTIGATION BY STAFF OF THE BUREAU OF CONSUMER SERVICES REVEALED: 1. THAT ON MAY 2, 2000 BRUCE BAYNES ESTABLISHED GAS SERVICE AT 5325 LINDBERGH BLVD, PHILADELPHIA, PA. 2. THAT AS OF NOVEMBER 24, 2001 THE CUSTOMER HAD A BALANCE OF \$1,756.47 OWING TO THE PHILADELPHIA GAS WORKS. 3. THAT ON FEBRUARY 15, 2002 THE CUSTOMER CALLED AND REQUESTED THE GAS SERVICE BE TURNED OFF ON FEBRUARY 17, 2002. 4. THAT ON MAY 31, 2006 PGW CANCELLED THE BILLS FROM NOVEMBER 21, 2001- NOVEMBER 20, 2003. 5. THAT ON MAY 31, 2006 PGW ISSUED A FINAL BILL FOR THE PERIOD OF NOVEMBER 21, 2001- FEBRUARY 17, 2002 FOR \$97.01. 6. THAT AS OF MAY 31, 2006 THE

CUSTOMER HAS A FINAL BALANCE OF \$2,003.96 OWING TO THE PHILADELPHIA GAS WORKS. BASED ON THESE FINDINGS, THE BUREAU OF CONSUMER SERVICES CONCLUDES: 1. THAT PGW CANCELLED THE BILLS FOR BRUCE BAYNES AT 5325 LINDBERGH BLVD, PHILADELPHIA, PA BACK TO FEBRUARY 17, 2002 PER THE CUSTOMER'S REQUEST TO HAVE THE GAS SERVICE TURNED OFF ON FEBRUARY 15, 2002. 2. THAT THE BILLS ARE CORRECT AS RENDERED. THEREFORE IT IS DECIDED: 1. THAT BRUCE BAYNES IS RESPONSIBLE FOR THE FINAL BALANCE OF \$2,003.96 OWING TO THE PHILADELPHIA GAS WORKS. JULY 11, 2006 DATE

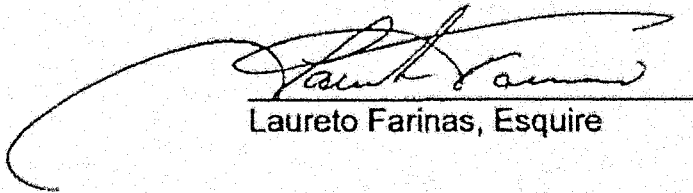
 SIGNATURE MATTHEW HRIVNAK UTILITY COMPLAINT INVESTIGATOR BUREAU OF CONSUMER SERVICES PA PUBLIC UTILITY COMMISSION</Resolution>

<BalanceDate />
 - <OtherInfo>
 <BCSInvestigatorFName>MATTHEW</BCSInvestigatorFName>
 <BCSInvestigatorLName>HRIVNAK</BCSInvestigatorLName>
 <NbrOfTimeSend>1</NbrOfTimeSend>
 <NbrOfTimeFaxed>0</NbrOfTimeFaxed>
 <PUCFax FaxAreaCode="717">7876641</PUCFax>

VERIFICATION

I, Laureto Farinas, hereby declare that I am counsel for the Philadelphia Gas Works. I am authorized to make this verification on its behalf. The facts set forth in the foregoing Answer are true and correct to the best of my knowledge, information and belief. I expect to be able to prove these facts at a hearing held in this matter. This verification is made subject to the penalties of 18. Pa. C.S. §4904, concerning false statements to authorities.

Dated: November 8, 2006


Laureto Farinas, Esquire

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PA PUBLIC UTILITY COMMISSION
SECRETARY'S BUREAU

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 52 PA CODE §1.54 (RELATING TO SERVICE BY A PARTICIPANT).

Service List:

For Complainant:

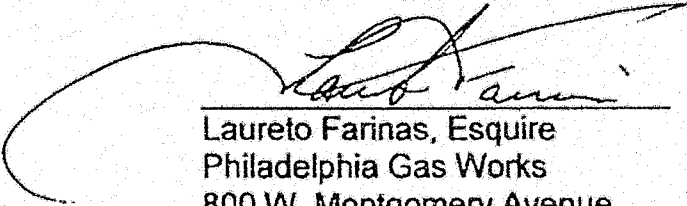
Bruce Baynes
5325 Lindergh Boulevard
Philadelphia, PA 19143

Dated: November 8, 2006

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NOV 08 2006

PA PUBLIC UTILITY COMMISSION
SECRETARY'S BUREAU



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