

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: 11/01/04
8. DOCKET NO: C-20043937	:	9. EFFECTIVE DATE: 00/00/00

PARTY/COMPLAINANT: WISNIEWSKI, REGINA AND CHARLES

RESPONDENT/APPLICANT: PHILADELPHIA GAS WORKS

COMP/APP COUNTY:

UTILITY CODE: 125042

ALLEGATION OR SUBJECT

COMPLAINANT STATES THAT THEY RECEIVED A BILL FOR \$2700, SUPPOSEDLY BECAUSE THE METER READINGS WERE WRONG FOR FOUR YEARS. THEY HAVE NOT BEEN ABLE TO GET A REASONABLE EXPLANATION AND FIGURES VARY. THEY WANT AN INVESTIGATION OR THE BILL TO BE CLEARED.

DOCUMENT
FOLDER

DOCKETED

NOV 18 2004

C-20043937

Pennsylvania Public Utility Commission

Formal Complaint Form

125042

RECEIVED
2005 NOV -1 10:10:10
SECRET... AREA

Please Print.

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

Name Regina / Charles Wisniewski

Street/P.O.Box 1120 Meadowsbrook Rd Apt # _____

City Southampton State PA Zip 18966

Area Code/HOME Phone 215 953-1950 Area Code/WORK Phone 215 533-4132

Utility Account Number ~~5116759299~~ 5116759299

If the above mailing address differs from the address where the utility service is provided, list this information below.

Name Charles Wisniewski

Street/P.O. Box 5301 Large St.

City Philadelphia State PA Zip 19124

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

3. Type of Utility (circle one):

- GAS
- WATER
- MOTOR CARRIER
- STEAM HEAT
- ELECTRIC
- SEWER
- TELEPHONE - (LOCAL OR LONG DISTANCE)

4. What is your complaint? (Use additional paper if you need more space and provide copies of any relevant documentation you believe will support your complaint).

Please refer to yellow paper.

(3)

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

Please refer to yellow paper.

6. 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.

Charles W. Wierwille 9-04
Signature Date

7. 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 _____

8. Mail to:

Secretary _____
P. O. Box 3265
Harrisburg, PA 17105-3265

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

Question
4

To Whom it may Concern:

I would like to file a complaint concerning a gas bill I received for \$2700.00. I called the gas company for an explanation and was told that their meter readers (all of them for four (4) years read my meter wrong!

I spoke since then with three representatives from the gas company & P.U.C, each one came up with a different total as to what I owed, each total figure as far apart as a thousand dollars! The only thing they all agreed on was how complicated my account was & how difficult it is to figure it out.

To this day I still have not received any paperwork to prove I owe this astronomical figure. My point is if they made such a huge mistake reading the meter then, how do I know they aren't making a huge error with this \$2700.00 total as well!

This is such a hardship on me, I have been paying extra money above my gas usage (the gas co. said they would shut my gas off if I didn't). They have been investigating, ~~been paying extra on my bills. I need help!~~ I have been paying extra on my bills. I need help! Please have someone give this attention & straighten it out.

I have been a responsible business woman at this address for 27 years and have always paid my bills in full, on time, no problem until now.

Resolution:
5

I would like an end to this - either investigate over billing or eliminate the bill, clear the slate. It's been long enough!

If you would like me to come in with my bills, I could make an appointment & we could work through this together. I need help with this, please try to resolve this issue soon.

Thank you,

Jean Wisniewski

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

DATE SERVED: NOVEMBER 19, 2004

C-20043937

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

DOCUMENT
FOLDER

Dear Sir/Madam:

A complaint has been filed against you before the Pennsylvania Public Utility Commission by REGINA AND CHARLES WISNIEWSKI. 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.

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

dbb

BEFORE THE PENNSYLVANIA PUBLIC UTILITY COMMISSION

DATE SERVED: NOVEMBER 19, 2004

REGINA AND CHARLES
WISNIEWSKI

Complainant

VS.

PHILADELPHIA GAS WORKS

Respondent

Complaint Docket

No: C-20043937

DOCUMENT
FOLDER

DOCKETED

NOV 18 2004

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

2. Article Number



7160 3901 9843 0007 1933

3. Service Type **CERTIFIED MAIL**

4. Restricted Delivery? (Extra Fee) Yes

Article Addressed to:

C-20043937
LAURETO FARINAS ESQUIRE
PHILADELPHIA GAS WORKS
800 W-MONTGOMERY AVE
PHILADELPHIA PA 19122-2898

COMPLETE THIS SECTION ON DELIVERY

A. Received by (Please Print Clearly)

B. Date of Delivery

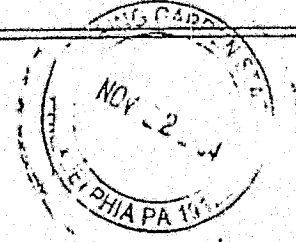
C. Signature

x *J. O'Kane*

Agent
 Addressee

D. Is delivery address different from item 1? Yes, enter delivery address below

Yes
 No



Philadelphia Gas Works



800 West Montgomery Avenue, Philadelphia, PA 19122

Mary M. Chan, Paralegal
Legal Department
Direct Dial: (215) 684-6830
Fax: (215) 604-6798
E-mail: mary.chan@pgworks.com

December 10, 2004

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

RE: Regina and Charles Wisniewski vs. PGW, Docket No.: C-20043937

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,

Enclosure

cc: Regina and Charles Wisniewski
Jennifer Raskins

**DOCUMENT
FOLDER**

BEFORE THE
PENNSYLVANIA PUBLIC UTILITY COMMISSION

Regina and Charles Wisniewski

v.

Philadelphia Gas Works

:
:
:
:
:

Docket No.: C-20043937

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. Denied. PGW denies the averments contained in Paragraph 4 of the Complaint concerning the Complainant's bill and all other averments that are conclusions.

PGW records indicate that the Complainant's bills are based upon actual meter readings for service address 5301 Large Street, Philadelphia, PA 19124 as shown on the statement of accounts, which is attached hereto as Exhibit "A".

PGW records indicate that the Complainant's current total bill is \$2489.98. This high current total bill is due to underpayments or non payments by the Complainant as shown on the Payment statement, which is attached hereto as Exhibit "B".

DOCKETED
DEC 23 2004

**DOCUMENT
FOLDER**

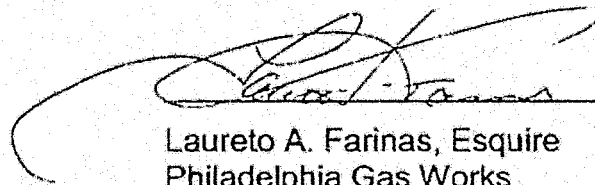
Pursuant to a decision of the Bureau of Consumer Services ("BCS") dated July 8, 2004, the Complainant must pay \$275 down payment by August 13, 2004. The Complainant must also pay \$210 in budget billing plus \$15 towards the arrears per month, beginning September, 2004 due date. PGW must waive late payment charges, which is attached hereto as Exhibit "C".

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.

Wherefore, PGW respectfully requests that this Commission finds in favor of Philadelphia Gas Works and against the Complainant.

Respectfully submitted,

December 9, 2004



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

(215) 684-6982

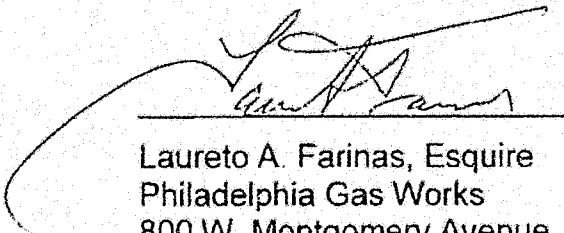
Pursuant to a decision of the Bureau of Consumer Services ("BCS") dated July 8, 2004, the Complainant must pay \$275 down payment by August 13, 2004. The Complainant must also pay \$210 in budget billing plus \$15 towards the arrears per month, beginning September, 2004 due date. PGW must waive late payment charges, which is attached hereto as Exhibit "C".

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.

Wherefore, PGW respectfully requests that this Commission finds in favor of Philadelphia Gas Works and against the Complainant.

Respectfully submitted,

December 9, 2004



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

(215) 684-6982

EXHIBIT A

HISTORY REQUEST REPORT FOR ACCOUNT # 5116759299 AND SA # 9961501128 AS OF 12/06/2004

Account # 5116759299	SA # 9961501128	Bill Cycle 13	Rate Class GS	Phone # 9531980(215)
Name: WISNIEWSKI, CHARLES				
Address: 5301 LARGE ST/PHILA, PA				
Pay Agreement Indicator				
Easyway Indicator B				
CRP Status				
Blocker Start Date: 20041129				
Blocker End Date: 20061129				
Meter # 2003747				

Iron Date	Iron Type	Current Amt.	Total Amt.	Adjust Amt.	Segment Start Date	Segment End Date	Regd Code	End Read	Current Balance	Usage	Meter #
01/01/1996	CONVRC	\$793.67	\$689.69	\$689.69							
06/05/1997	PAY	(\$140.00)	(\$140.00)	\$0.00							
07/18/1997	BILL	\$28.96	\$28.96	\$0.00	06/19/1997	07/18/1997	Y	6583	\$28.96	27	1240041
07/25/1997	PAY	(\$140.00)	(\$140.00)	\$0.00							
08/18/1997	BILL	\$30.81	\$30.81	\$0.00	07/18/1997	08/18/1997	Y	6612	\$30.81	29	1240041
09/16/1997	BILL	\$29.90	\$29.90	\$0.00	08/18/1997	09/16/1997	Y	6640	\$29.90	28	1240041
10/08/1997	PAY	(\$280.00)	(\$280.00)	\$0.00							
10/16/1997	BILL	\$71.96	\$71.96	\$0.00	09/16/1997	10/16/1997	R	6714	\$71.96	74	1240041
10/17/1997	LPC	\$2.70	\$2.70	\$2.70							
10/27/1997	PAY	(\$222.06)	(\$222.06)	\$0.00							
11/04/1997	PAY	(\$71.96)	(\$71.96)	\$0.00							
11/14/1997	BILL	\$146.95	\$146.95	\$0.00	10/16/1997	11/14/1997	Y	6870	\$146.95	156	1240041
12/15/1997	PAY	(\$146.95)	(\$146.95)	\$0.00							
12/16/1997	BILL	\$232.92	\$232.92	\$0.00	11/14/1997	12/16/1997	Y	7120	\$232.92	250	1240041
01/12/1998	PAY	(\$232.92)	(\$232.92)	\$0.00							
01/17/1998	BILL	\$271.32	\$271.32	\$0.00	12/16/1997	01/17/1998	Y	7412	\$271.32	292	1240041
02/19/1998	BILL	\$99.40	\$99.40	\$0.00	01/17/1998	02/19/1998	R	7516	\$99.40	104	1240041
02/20/1998	LPC	\$3.68	\$3.68	\$3.68							
02/25/1998	PAY	(\$271.32)	(\$271.32)	\$0.00							
03/16/1998	PAY	(\$374.40)	(\$374.40)	\$0.00							
03/20/1998	BILL	\$180.79	\$180.79	\$0.00	02/19/1998	03/20/1998	R	7709	\$180.79	193	1240041
04/21/1998	BILL	\$115.85	\$115.85	\$0.00	03/20/1998	04/21/1998	Y	7831	\$115.85	122	1240041
05/19/1998	BILL	\$61.90	\$61.90	\$0.00	04/21/1998	05/19/1998	Y	7894	\$61.90	63	1240041
05/20/1998	LPC	\$0.29	\$0.29	\$0.29							
06/08/1998	PAY	(\$87.51)	(\$87.51)	\$0.00							
06/19/1998	BILL	\$8.85	\$8.85	\$0.00	05/19/1998	06/19/1998	R	7899	\$8.85	5	1240041
07/20/1998	BILL	\$30.81	\$30.81	\$0.00	06/19/1998	07/20/1998	Y	7928	\$30.81	29	1240041
07/21/1998	LPC	\$0.11	\$0.11	\$0.11							

Account # 5116759299

SA # 9961501128

Bill Cycle 13

Rate Class GS

Phone # 9531983(215)

Name: WISNIEWSKI, CHARLES

Address: 5301 LARGE ST/PHILA, PA

Easyway Indicator B

CRP Status

Blocker Start Date 20041129

Blocker End Date 20051129

Meter # 2003747

Tran Date	Tran Type	Current Amt	Total Amt	Adjust Amt	Segment Start Date	Segment End Date	Read Code	End Read	Current Balance	Usage	Meter #
08/18/1998	BILL	\$28.96	\$28.96	\$0.00	07/20/1998	08/18/1998	Y	7955	\$28.96	27	1240041
08/19/1998	LPC	\$0.47	\$0.47	\$0.47							
08/27/1998	PAY	(\$39.77)	(\$39.77)	\$0.00							
09/16/1998	BILL	\$28.96	\$28.96	\$0.00	08/18/1998	09/16/1998	Y	7982	\$28.96	27	1240041
09/17/1998	LPC	\$0.35	\$0.35	\$0.35							
09/28/1998	PAY	(\$69.20)	(\$69.20)	\$0.00							
10/16/1998	BILL	\$48.18	\$48.18	\$0.00	09/16/1998	10/16/1998	Y	8030	\$48.18	48	1240041
11/10/1998	PAY	(\$37.72)	(\$37.72)	\$0.00							
11/14/1998	BILL	\$103.96	\$103.96	\$0.00	10/16/1998	11/14/1998	Y	8139	\$103.96	109	1240041
12/16/1998	BILL	\$133.23	\$133.23	\$0.00	11/14/1998	12/16/1998	Y	8280	\$133.23	141	1240041
12/17/1998	LPC	\$1.37	\$1.37	\$1.37							
12/22/1998	PAY	(\$103.98)	(\$103.98)	\$0.00							
01/08/1999	PAY	(\$103.98)	(\$103.98)	\$0.00							
01/13/1999	MISCOB	\$0.00	\$103.98	\$103.98							
01/20/1999	PAY	(\$133.23)	(\$133.23)	\$0.00							
01/21/1999	BILL	\$280.64	\$280.64	\$0.00	12/16/1998	01/21/1999	Y	8583	\$280.64	303	1240041
02/11/1999	BILL	\$122.62	\$122.62	\$0.00	01/21/1999	02/11/1999	Y	8719	\$122.62	136	1240041
02/16/1999	PAY	(\$282.01)	(\$282.01)	\$0.00							
03/12/1999	BILL	\$200.05	\$200.05	\$0.00	02/11/1999	03/12/1999	Y	8944	\$200.05	225	1240041
03/16/1999	PAY	(\$122.62)	(\$122.62)	\$0.00							
04/09/1999	BILL	\$107.83	\$107.83	\$0.00	03/12/1999	04/09/1999	Y	9063	\$107.83	119	1240041
04/19/1999	PAY	(\$200.05)	(\$200.05)	\$0.00							
05/14/1999	BILL	\$93.03	\$93.03	\$0.00	04/09/1999	05/14/1999	Y	9165	\$93.03	102	1240041
05/17/1999	LPC	\$1.55	\$1.55	\$1.55							
05/27/1999	PAY	(\$307.88)	(\$307.88)	\$0.00							
06/11/1999	BILL	\$29.73	\$29.73	\$0.00	05/14/1999	06/11/1999	Y	9193	\$29.73	28	1240041
07/20/1999	BILL	\$66.61	\$66.61	\$0.00	06/11/1999	07/20/1999	Y	9261	(\$9.13)	68	1240041
08/17/1999	BILL	\$19.99	\$19.99	\$0.00	07/20/1999	08/17/1999	Y	9275	\$8.46	14	1240041
08/22/1999	CS/CH2	(\$2.40)	(\$2.40)	(\$2.40)							
09/13/1999	PAY	(\$8.46)	(\$8.46)	\$0.00							
09/16/1999	BILL	\$13.46	\$13.46	\$0.00	08/17/1999	09/16/1999	Y	9281	\$13.46	6	1240041
10/08/1999	PAY	(\$13.46)	(\$13.46)	\$0.00							
10/16/1999	BILL	\$19.16	\$19.16	\$0.00	09/16/1999	10/16/1999	Y	9294	\$19.16	13	1240041

Account # 5116759299

SA # 9961501128

Bill Cycle 13

Rate Class GS

Phone # 9531980(215)

Name: WISNIEWSKI, CHARLES

Address: 5301 LARGE ST/PHILA, PA

Easyway Indicator B

CRP Status

Blocker Start Date: 20041129

Blocker End Date: 20061129

Meter # 2003747

Iron Date	Iron Type	Current Amt.	Total Amt.	Adjust Amt.	Segment Start Date	Segment End Date	Read Code	End Read	Current Balance	Usage	Meter #
11/13/1999	BILL	\$24.88	\$24.88	\$0.00	10/16/1999	11/13/1999	Y	9314	\$25.11	20	1240041
11/13/1999	BILL	\$31.40	\$31.40	\$0.00	10/16/1999	11/13/1999	Y	9322	\$0.00	28	1240041
11/17/1999	LPC	\$0.23	\$0.23	\$0.23							
11/19/1999	CANB	(\$31.40)	(\$31.40)	\$0.00							
11/19/1999	PAY	(\$19.16)	(\$19.16)	\$0.00							
12/09/1999	PAY	(\$25.11)	(\$25.11)	\$0.00							
12/15/1999	BILL	\$37.51	\$37.51	\$0.00	11/13/1999	12/15/1999	Y	9349	\$37.51	35	1240041
01/06/2000	PAY	(\$37.51)	(\$37.51)	\$0.00							
01/20/2000	BILL	\$63.47	\$63.47	\$0.00	12/15/1999	01/20/2000	Y	9415	\$63.47	66	1240041
02/18/2000	PAY	(\$63.47)	(\$63.47)	\$0.00							
02/18/2000	BILL	\$66.32	\$66.32	\$0.00	01/20/2000	02/18/2000	Y	9485	\$66.32	70	1240041
03/09/2000	PAY	(\$66.32)	(\$66.32)	\$0.00							
03/20/2000	BILL	\$40.73	\$40.73	\$0.00	02/18/2000	03/20/2000	Y	9524	\$40.73	39	1240041
04/10/2000	PAY	(\$40.73)	(\$40.73)	\$0.00							
04/18/2000	BILL	\$31.66	\$31.66	\$0.00	03/20/2000	04/18/2000	Y	9552	\$31.66	28	1240041
05/15/2000	PAY	(\$31.66)	(\$31.66)	\$0.00							
05/17/2000	BILL	\$22.59	\$22.59	\$0.00	04/18/2000	05/17/2000	Y	9569	\$22.59	17	1240041
06/15/2000	BILL	\$26.72	\$26.72	\$0.00	05/17/2000	06/15/2000	Y	9591	\$49.59	22	1240041
06/16/2000	LPC	\$0.28	\$0.28	\$0.28							
06/30/2000	PAY	(\$49.59)	(\$49.59)	\$0.00							
07/18/2000	BILL	\$11.03	\$11.03	\$0.00	06/15/2000	07/18/2000	Y	9594	\$11.03	3	1240041
08/16/2000	BILL	\$8.56	\$8.56	\$0.00	07/18/2000	08/16/2000	Y	9594	\$19.72	0	1240041
08/17/2000	LPC	\$0.13	\$0.13	\$0.13							
08/23/2000	PAY	(\$11.03)	(\$11.03)	\$0.00							
09/11/2000	PAY	(\$19.72)	(\$19.72)	\$0.00							
09/15/2000	BILL	\$8.56	\$8.56	\$0.00	08/16/2000	09/15/2000	Y	9594	(\$2.47)	0	1240041
10/17/2000	BILL	\$61.36	\$61.36	\$0.00	09/15/2000	10/17/2000	Y	9658	\$58.89	64	1240041
11/15/2000	BILL	\$81.16	\$81.16	\$0.00	10/17/2000	11/15/2000	Y	9746	\$140.78	88	1240041
11/17/2000	LPC	\$0.73	\$0.73	\$0.73							
11/20/2000	PAY	(\$58.89)	(\$58.89)	\$0.00							
11/29/2000	PAY	(\$81.89)	(\$81.89)	\$0.00							
12/15/2000	BILL	\$248.55	\$248.55	\$0.00	11/15/2000	12/15/2000	Y	9988	\$248.55	242	1240041
01/18/2001	BILL	\$432.78	\$432.78	\$0.00	12/15/2000	01/18/2001	Y	336	\$681.33	350	1240041

Account # 5116759299

SA # 9961501128

Bill Cycle 13

Rate Class GS

Phone # 9531986(215)

Name WISNIEWSKI, CHARLES

Address 5301 LARGE ST/PHILA, PA

Pay Agreement Indicator

Easyway Indicator B

CRP Status

Blocker Start Date 20041129

Blocker End Date 20061129

Meter # 2003747

Iron Date	Iron Type	Current Amt.	Initial Amt.	Adjust Amt.	Segment Start Date	Segment End Date	Read Code	End Read	Current Balance	Usage	Meter #
01/22/2001	PAY	(\$248.55)	(\$248.55)	\$0.00	01/18/2001	02/15/2001	Y	570	\$759.38	232	1240041
02/15/2001	BILL	\$326.60	\$326.60	\$0.00	02/15/2001	03/19/2001	Y	798	\$1,085.63	228	1240041
03/02/2001	PAY	(\$6.00)	(\$6.00)	\$0.00	03/19/2001	04/18/2001	Y	937	\$1,229.05	139	1240041
03/19/2001	BILL	\$332.25	\$332.25	\$0.00	04/18/2001	05/17/2001	>	2155	\$2,977.44	1219	1240041
03/30/2001	PAY	(\$67.00)	(\$67.00)	\$0.00	04/18/2001	05/17/2001	>	1	\$2,977.44	1219	2003747
04/18/2001	BILL	\$210.42	\$210.42	\$0.00	05/17/2001	06/19/2001	R	52	\$2,829.55	51	2003747
05/17/2001	BILL	\$1,748.39	\$1,748.39	\$0.00	06/19/2001	07/19/2001	R	88	\$2,660.30	36	2003747
05/17/2001	BILL	\$1,748.39	\$1,748.39	\$0.00	07/19/2001	08/17/2001	R	121	\$2,759.67	33	2003747
05/29/2001	PAY	(\$233.00)	(\$233.00)	\$0.00	08/17/2001	09/18/2001	R	160	\$2,627.12	39	2003747
06/19/2001	BILL	\$85.11	\$85.11	\$0.00	09/18/2001	10/18/2001	R	207	\$1,844.75	47	2003747
06/25/2001	PAY	(\$233.00)	(\$233.00)	\$0.00	10/18/2001	11/16/2001	R	287	\$1,809.81	80	2003747
07/19/2001	BILL	\$63.75	\$63.75	\$0.00	11/16/2001	12/17/2001	R	389	\$1,768.74	102	2003747
08/17/2001	BILL	\$89.47	\$89.47	\$0.00	12/17/2001	01/17/2002	R	663	\$2,076.01	214	2003747
08/21/2001	LPC	\$39.90	\$39.90	\$39.90	01/17/2002	02/15/2002	R	1088	\$2,376.97	216	2003747
08/27/2001	PAY	(\$233.00)	(\$233.00)	\$0.00	02/15/2002	03/18/2002	R	1218	\$2,546.71	130	2003747
09/18/2001	BILL	\$62.55	\$62.55	\$0.00	03/18/2002	04/17/2002	R	1218	\$2,546.71	130	2003747
09/20/2001	LPC	\$37.90	\$37.90	\$37.90	04/17/2002	05/07/2002	PAY				
10/02/2001	PAY	(\$877.00)	(\$877.00)	\$0.00	05/07/2002		PAY				
10/18/2001	BILL	\$68.38	\$68.38	\$0.00							
10/20/2001	LPC	\$26.25	\$26.25	\$26.25							
11/14/2001	PAY	(\$144.38)	(\$144.38)	\$0.00							
11/16/2001	BILL	\$109.44	\$109.44	\$0.00							
12/05/2001	PAY	(\$169.63)	(\$169.63)	\$0.00							
12/17/2001	BILL	\$128.56	\$128.56	\$0.00							
01/17/2002	BILL	\$307.27	\$307.27	\$0.00							
01/24/2002	PAY	(\$194.00)	(\$194.00)	\$0.00							
02/15/2002	BILL	\$237.42	\$237.42	\$0.00							
03/18/2002	BILL	\$225.75	\$225.75	\$0.00							
03/20/2002	LPC	\$31.79	\$31.79	\$31.79							
04/17/2002	BILL	\$134.57	\$134.57	\$0.00							
04/19/2002	LPC	\$35.17	\$35.17	\$35.17							
04/22/2002	PAY	(\$300.00)	(\$300.00)	\$0.00							
05/07/2002	PAY	(\$500.00)	(\$500.00)	\$0.00							

Account # 5116759299

SA # 9961501128

Bill Cycle 13

Rate Class GS

Phone # 9531980(215)

Name: WISNIEWSKI, CHARLES

Address: 5301 LARGE ST/PHILA, PA

Pay Agreement Indicator

Easyway Indicator B

GRP Status

Blocker Start Date: 20041129

Blocker End Date: 20061129

Meter # 2003747

Iron Date	Iron Type	Current Amt.	Total Amt.	Adjust Amt.	Segment Start Date	Segment End Date	Read Code	End Read	Current Balance	Usage	Meter #
05/16/2002	BILL	\$69.66	\$69.66	\$0.00	04/17/2002	05/16/2002	R	1275	\$1,816.37	57	2003747
05/28/2002	PAY	(\$150.00)	(\$150.00)	\$0.00							
06/18/2002	BILL	\$68.05	\$68.05	\$0.00	05/16/2002	06/18/2002	R	1328	\$1,734.42	53	2003747
07/09/2002	PAY	(\$150.00)	(\$150.00)	\$0.00							
07/17/2002	BILL	\$51.69	\$51.69	\$0.00	06/18/2002	07/17/2002	R	1364	\$1,636.11	36	2003747
08/02/2002	PAY	(\$200.00)	(\$200.00)	\$0.00							
08/15/2002	BILL	\$48.46	\$48.46	\$0.00	07/17/2002	08/15/2002	R	1397	\$1,484.57	33	2003747
09/04/2002	PAY	(\$75.00)	(\$75.00)	\$0.00							
09/16/2002	BILL	\$59.15	\$59.15	\$0.00	08/15/2002	09/16/2002	R	1439	\$1,468.72	42	2003747
10/16/2002	BILL	\$63.47	\$63.47	\$0.00	09/16/2002	10/16/2002	R	1484	\$1,532.19	45	2003747
11/04/2002	PAY	(\$136.47)	(\$136.47)	\$0.00							
11/15/2002	BILL	\$146.75	\$146.75	\$0.00	10/16/2002	11/15/2002	R	1603	\$1,542.47	119	2003747
12/05/2002	PAY	(\$219.75)	(\$219.75)	\$0.00							
12/17/2002	BILL	\$324.82	\$324.82	\$0.00	11/15/2002	12/17/2002	R	1887	\$1,647.54	284	2003747
01/17/2003	BILL	\$422.35	\$422.35	\$0.00	12/17/2002	01/17/2003	R	2225	\$1,672.07	338	2003747
01/21/2003	PAY	(\$397.82)	(\$397.82)	\$0.00							
02/07/2003	PAY	(\$495.35)	(\$495.35)	\$0.00							
02/18/2003	BILL	\$546.45	\$546.45	\$0.00	01/17/2003	02/18/2003	R	2701	\$1,723.17	476	2003747
03/17/2003	PAY	(\$400.00)	(\$400.00)	\$0.00							
03/19/2003	BILL	\$370.18	\$370.18	\$0.00	02/18/2003	03/19/2003	R	2999	\$1,693.35	298	2003747
04/11/2003	PAY	(\$443.18)	(\$443.18)	\$0.00							
04/17/2003	BILL	\$207.68	\$207.68	\$0.00	03/19/2003	04/17/2003	R	3148	\$1,457.85	149	2003747
05/09/2003	PAY	(\$280.68)	(\$280.68)	\$0.00							
05/19/2003	BILL	\$111.56	\$111.56	\$0.00	04/17/2003	05/19/2003	R	3222	\$1,286.73	74	2003747
06/16/2003	PAY	(\$184.56)	(\$184.56)	\$0.00							
06/17/2003	BILL	\$77.98	\$77.98	\$0.00	05/19/2003	06/17/2003	R	3269	\$1,182.15	47	2003747
07/17/2003	BILL	\$69.53	\$69.53	\$0.00	06/17/2003	07/17/2003	R	3309	\$1,251.68	40	2003747
07/21/2003	PAY	(\$150.98)	(\$150.98)	\$0.00							
08/15/2003	PAY	(\$215.53)	(\$215.53)	\$0.00							
08/15/2003	BILL	\$78.05	\$78.05	\$0.00	07/17/2003	08/15/2003	R	3355	\$963.22	46	2003747
09/17/2003	BILL	\$71.30	\$71.30	\$0.00	08/15/2003	09/17/2003	R	3396	\$1,034.52	41	2003747
10/15/2003	PAY	(\$151.05)	(\$151.05)	\$0.00							
10/16/2003	BILL	\$80.11	\$80.11	\$0.00	09/17/2003	10/16/2003	R	3443	\$976.93	47	2003747

Account # 5106759299

SA # 9961501125

Bill Cycle 13

Rate Class: GS

Phone # 9531980215

Name: WISNIEWSKI, CHARLES

Address: 5301 LARGE ST/PHILA, PA

Easyway Indicator B

CRP Status

Blocker Start Date: 20041129

Blocker End Date: 20061129

Meter # 2003747

Tran Date	Tran Type	Current Amt	Total Amt	Adjust Amt	Segment Start Date	Segment End Date	Read Code	End Read	Current Balance	Usage	Meter #
10/18/2003	LPC	\$13.25	\$13.25	\$13.25	10/16/2003	11/17/2003	R	3542	\$1,148.17	99	2003747
11/17/2003	BILL	\$156.89	\$156.89	\$0.00	11/17/2003	12/17/2003	R	3769	\$1,497.08	227	2003747
11/19/2003	LPC	\$14.45	\$14.45	\$14.45	12/17/2003	01/29/2004	R	4140	\$2,047.28	371	2003747
12/17/2003	BILL	\$332.11	\$332.11	\$0.00	01/20/2004	02/18/2004	R	4496	\$2,124.03	356	2003747
12/19/2003	LPC	\$16.80	\$16.80	\$16.80	02/18/2004	03/18/2004	R	4694	\$2,424.83	198	2003747
01/20/2004	BILL	\$528.42	\$528.42	\$0.00	03/18/2004	04/19/2004	R	4856	\$2,704.63	162	2003747
01/22/2004	LPC	\$21.78	\$21.78	\$21.78							
02/17/2004	LPCWVF	(\$66.28)	(\$66.28)	(\$66.28)							
02/18/2004	BILL	\$492.71	\$492.71	\$0.00							
02/18/2004	ALLOWS	(\$349.68)	(\$349.68)	(\$349.68)							
03/18/2004	BILL	\$300.80	\$300.80	\$0.00							
04/19/2004	BILL	\$243.43	\$243.43	\$0.00							
04/21/2004	LPC	\$36.37	\$36.37	\$36.37							
05/10/2004	PAY	(\$200.00)	(\$200.00)	\$0.00							
05/18/2004	BILL	\$84.83	\$84.83	\$0.00							
05/20/2004	LPC	\$37.56	\$37.56	\$37.56							
06/11/2004	XFER	(\$2,627.02)	(\$2,627.02)	(\$2,627.02)							
06/17/2004	BILL	\$71.41	\$71.41	\$0.00							
07/19/2004	BILL	\$69.61	\$69.61	\$0.00							
07/21/2004	LPC	\$1.07	\$1.07	\$1.07							
08/13/2004	PAY	(\$150.00)	(\$150.00)	\$0.00							
08/17/2004	BILL	\$54.67	\$54.67	\$0.00							
08/30/2004	PAY	(\$225.00)	(\$225.00)	\$0.00							
09/17/2004	BILL	\$51.91	\$51.91	\$0.00							
09/27/2004	XFER	\$2,627.02	\$2,627.02	\$2,627.02							
10/18/2004	PAY	(\$250.00)	(\$250.00)	\$0.00							
10/18/2004	BILL	\$77.44	\$77.44	\$0.00							
11/17/2004	BILL	\$161.85	\$161.85	\$0.00							

EXHIBIT B

PAYMENTS FROM 01/01/1996 TO 12/06/2004

Account #: 5116/59299

Customer Name: W SNIOWSKI, CHARLES

Customer Address: 5301 LARGE ST/PHILA,PA

Bill Cycle: 13

PAYMENTS

Service Agreement	Pay Amount	Pay Date	Pay Status	Late Pay Charge	Utility Type	Grant Type	Pay Source Code
9961501128	\$250.00	10/18/2004	F	\$0.00	G		REM
9961501128	\$225.00	08/30/2004	F	\$0.00	G		REM
9961501128	\$150.00	08/13/2004	F	\$1.07	G		REM
9961501128	\$200.00	05/10/2004	F	\$36.37	G		REM
9961501128	\$151.05	10/15/2003	F	\$0.00	G		REM
9961501128	\$215.53	08/15/2003	F	\$0.00	G		REM
9961501128	\$150.98	07/21/2003	F	\$0.00	G		REM
9961501128	\$184.56	06/16/2003	F	\$0.00	G		REM
9961501128	\$280.68	05/09/2003	F	\$0.00	G		REM
9961501128	\$443.18	04/11/2003	F	\$0.00	G		REM
9961501128	\$400.00	03/17/2003	F	\$0.00	G		REM
9961501128	\$495.35	02/07/2003	F	\$0.00	G		REM
9961501128	\$397.82	01/21/2003	F	\$0.00	G		REM
9961501128	\$219.75	12/05/2002	F	\$0.00	G		REM
9961501128	\$136.47	11/04/2002	F	\$0.00	G		REM
9961501128	\$75.00	09/04/2002	F	\$0.00	G		REM
9961501128	\$200.00	08/02/2002	F	\$0.00	G		REM
9961501128	\$150.00	07/08/2002	F	\$0.00	G		REM
9961501128	\$150.00	05/28/2002	F	\$0.00	G		REM
9961501128	\$500.00	05/07/2002	F	\$0.00	G		REM
9961501128	\$300.00	04/22/2002	F	\$66.96	G		REM
9961501128	\$194.00	01/24/2002	F	\$0.00	G		REM
9961501128	\$169.63	12/05/2001	F	\$0.00	G		REM
9961501128	\$144.38	11/14/2001	F	\$26.25	G		REM
9961501128	\$877.00	10/02/2001	F	\$37.90	G		PPC
9961501128	\$233.00	08/27/2001	F	\$39.90	G		REM
9961501128	\$233.00	06/25/2001	F	\$0.00	G		REM
9961501128	\$233.00	05/29/2001	F	\$0.00	G		REM
9961501128	\$67.00	03/30/2001	F	\$0.00	G		REM
9961501128	\$6.00	03/02/2001	F	\$0.00	G		REM
9961501128	\$248.55	01/22/2001	F	\$0.00	G		REM
9961501128	\$81.89	11/29/2000	F	\$0.00	G		REM
9961501128	\$58.89	11/20/2000	F	\$0.73	G		REM
9961501128	\$19.72	09/11/2000	F	\$0.00	G		REM
9961501128	\$11.03	08/23/2000	F	\$0.13	G		REM
9961501128	\$49.59	06/30/2000	F	\$0.28	G		REM
9961501128	\$31.66	05/15/2000	F	\$0.00	G		REM
9961501128	\$40.73	04/10/2000	F	\$0.00	G		REM
9961501128	\$66.32	03/09/2000	F	\$0.00	G		REM
9961501128	\$63.47	02/18/2000	F	\$0.00	G		REM
9961501128	\$37.51	01/06/2000	F	\$0.00	G		REM
9961501128	\$25.11	12/09/1999	F	\$0.00	G		REM
9961501128	\$19.16	11/19/1999	F	\$0.23	G		REM
9961501128	\$13.46	10/08/1999	F	\$0.00	G		REM
9961501128	\$8.46	09/13/1999	F	\$0.00	G		REM
9961501128	\$307.88	05/27/1999	F	\$0.00	G		REM

PAYMENTS FROM 01/01/1996 TO 12/06/2004

Account #: 5116/59299	Customer Name: WISNIEWSKI, CHARLES
Customer Address: 5301 LARGE ST/PH.LA,PA	Bill Cycle: 13

PAYMENTS

Service Agreement	Pay Amount	Pay Date	Pay Status	Late Pay Charge	Utility Type	Grant Type	Pay Source Code
9961501128	\$200.05	04/19/1999	F	\$0.00	G		REM
9961501128	\$122.62	03/16/1999	F	\$0.00	G		REM
9961501128	\$282.01	02/16/1999	F	\$0.00	G		REM
9961501128	\$133.23	01/20/1999	F	\$0.00	G		REM
9961501128	\$103.98	01/08/1999	F	\$0.00	G		REM
9961501128	\$103.98	12/22/1998	F	\$0.00	G		REM
9961501128	\$37.72	11/10/1998	F	\$0.00	G		REM
9961501128	\$69.20	09/28/1998	F	\$0.00	G		REM
9961501128	\$39.77	08/27/1998	F	\$0.00	G		REM
9961501128	\$87.51	06/08/1998	F	\$0.00	G		REM
9961501128	\$374.40	03/16/1998	F	\$0.00	G		REM
9961501128	\$271.32	02/25/1998	F	\$0.00	G		REM
9961501128	\$232.92	01/12/1998	F	\$0.00	G		REM
9961501128	\$146.95	12/15/1997	F	\$0.00	G		REM
9961501128	\$71.96	11/04/1997	F	\$0.00	G		REM
9961501128	\$222.06	10/27/1997	F	\$0.00	G		RFM
9961501128	\$280.00	10/08/1997	F	\$0.00	G		REM
9961501128	\$140.00	07/25/1997	F	\$0.00	G		REM
9961501128	\$140.00	06/05/1997	F	\$0.00	G		REM

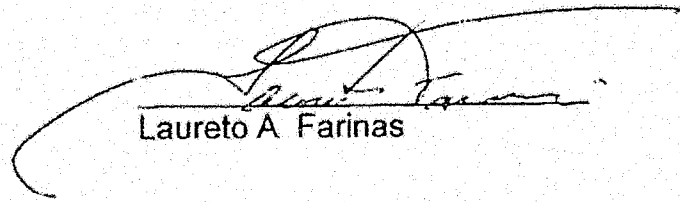
EXHIBIT C

<CaseNbr>1687974</CaseNbr>
<CompanyName>PGW (PHILA. GAS WORKS (NGDC))</CompanyName>
<CompanyCode>0766</CompanyCode>
<CompanyType>GAS TRANSPORTER</CompanyType>
- <Customer>
 <CustomerFirstName>CHARLES</CustomerFirstName>
 <CustomerMiddleInitial>A</CustomerMiddleInitial>
 <CustomerLastName>WISNIEWSKI</CustomerLastName>
 <AccountNumber>5116759299</AccountNumber>
 - <CustomerServAddress>
 <ServAddress1>5301 LARGE STREET</ServAddress1>
 <ServCity>PHILADELPHIA</ServCity>
 <ServState>PA</ServState>
 <ServZip5>19124</ServZip5>
 </CustomerServAddress>
</Customer>
<DecisionIssue>Y</DecisionIssue>
<OralWritten>W</OralWritten>
<Violation>NO</Violation>
<TotalBalance>2748.43</TotalBalance>
<DateClosed>2004-07-13</DateClosed>
<Resolution>SEE CS17 FOR TERMS OF PAR. WAIVE LPC`S CU TO PAY 275 BY
 08/13/04 THAN BB 210 + 15=225 BEGIN 09/04 DD....</Resolution>
<BalanceDate>2004-07-08</BalanceDate>
<ServiceContinueAmount>275.00</ServiceContinueAmount>
<ServiceContinueDate>2004-08-13</ServiceContinueDate>
<Terms>SEPTEMBER 2004</Terms>
<SpecialBudgetAmount>225.00</SpecialBudgetAmount>
<RegularBudgetAmount>210.00</RegularBudgetAmount>
<ArrearsPaymentPlus>15.00</ArrearsPaymentPlus>
<LetterDescription>CHANGE IN CIRCUMSTANCE/DISMISSAL/SPECIAL
 BDGT/NO LPCS</LetterDescription>
<HeadDate>2004-07-15</HeadDate>
- <Paragraphs>
 <ParDescr>YOU ARE ADVISED TO CONTACT THE DEPARTMENT OF
 PUBLIC WELFARE AND OTHER AVAILABLE SOCIAL AGENCIES FOR
 FINANCIAL ENERGY ASSISTANCE.</ParDescr>
</Paragraphs>
- <OtherInfo>
 <BCSInvestigatorFName>HAROLD</BCSInvestigatorFName>
 <BCSInvestigatorLName>WILLIAMS, JR</BCSInvestigatorLName>
 <NbrOfTimeSend>1</NbrOfTimeSend>
 <NbrOfTimeFaxed>0</NbrOfTimeFaxed>
 <PUCFax FaxAreaCode="717">7876641</PUCFax>

VERIFICATION

I, Laureto A. 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: December 9, 2004


Laureto A. Farinas

F.

CERTIFICATE OF SERVICE

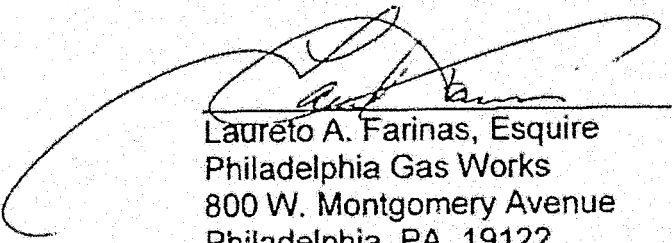
I HEREBY CERTIFY THAT I HAVE THIS DAY SERVED A TRUE COPY
OF THE FOREGOING DOCUMENT UPON THE PARTICIPANTS LISTED
BELOW, IN ACCORDANCE WITH THE REQUIREMENTS OF §1.54
(RELATING TO SERVICE BY A PARTICIPANT).

Service List.

For Complainant:

Regina and Charles Wisniewski
1120 Meadowbrook Road
Southampton, PA 18966

December 9, 2004



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