

CAPTION SHEET

ASF 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: 01/17/06
8. DOCKET NO: C-20065775	:	9. EFFECTIVE DATE: 00/00/00

PARTY/COMPLAINANT: ESKRIDGE, KAREN W.

RESPONDENT/APPLICANT: PHILADELPHIA GAS WORKS

COMP/APP COUNTY: PHILADELPHIA

UTILITY CODE: 125042

ALLEGATION OR SUBJECT

COMPLAINANT STATES THE COMPANY CONTINUES TO BILL HER FOR HER FORMER RESIDENCE AND NEW RESIDENCE. SHE WANTS THE PUC TO HAVE THE COMPANY TERMINATE SERVICE TO 5500 WISSAHICKON RETROACTIVE TO APRIL 1. SHE WANTS ALL CHARGES REMOVED WITH APPROPRIATE TAXES FOR HER FORMER ADDRESS EFFECTIVE APRIL 1. SHE WANTS HER CREDIT RECORD CLEARED OF DELAYED PAYMENT REPORTS MADE BY THE COMPANY AND SHE WANTS REFUNDED \$494.69.

DOCUMENT
FOLDER

DOCKETED

JAN 20 2006

PENNSYLVANIA PUBLIC UTILITY COMMISSION

RECEIVED

Formal Complaint Form

JAN 17 2006

125042

Please print or type.

C-200605775

PA PUBLIC UTILITY COMMISSION
SECRETARY'S BUREAU

1. CUSTOMER NAME (COMPLAINANT)

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

Name KAREN W. ESKRIDGE

Street/P.O. Box 10310 WOODBINE AVENUE Apt # _____

City Phila State Pa Zip 19151

County Philadelphia

Area Code/HOME Phone 215-878-2338

Area Code/WORK Phone 215-291-4401

Utility Account Number 09557 29684
(from your bill)

ORIGINAL

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

Name KAREN W. ESKRIDGE

Street/P.O. Box 5500 WISSAHICKON AVE M302 B

City Phila State Pa Zip 19151

2. UTILITY NAME (RESPONDENT)

Name of utility company your complaint concerns: Philadelphia Gas Works - PGW

3. TYPE OF UTILITY (check one)

ELECTRIC

STEAM HEAT

GAS

WASTE WATER

WATER

MOTOR CARRIER

(taxi, moving company, limousine)

TELEPHONE
(local, long distance)

105

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. continuing to bill me for my former residence and (explain) new residence. FAILURE to make appropriate address changes and terminate old service.

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.

SEE ATTACHED

5. RELIEF

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

I want the PUC to do the following

- have service to 5500 Wissahickon with Billing terminated retroactive to APRIL 1st
- Remove all charges w/ appropriate taxes etc. for 5500 Wissahickon removed from my acct. effective APRIL 1st
- Reflect the appropriate billing information/billing ADDRESS ON MY ACCOUNT
- Clear my credit record of delayed payment reports made by PGW.
- reflect all payments made to PGW (\$457.69) on my account appropriately.

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: 1 KAREN W. ESKRIDGE, 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).

Karen W. Eskridge
(Signature)

1/09/06
(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
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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.

This message has been scanned for known viruses.

From: Eskndge, Karen W.

Subject: CONSUMER COMPLAINTS

Date: Sun, 8 Jan 2006 21:23:45 -0500

Dear Madam/Sir,

I hope that you can assist me, I am at my wits end. In March 2005 I purchased a home in the Overbrook Farms section of the city - 6310 Woodbine Avenue. At the time I resided in Alder Park, 5500 Wissahickon Avenue, Apt M302B. Upon settlement I contacted the Philadelphia Gas Works (PGW) to transfer my service from 5500 Wissahickon to our new family home where the only gas service is for cooking and hot water.

* After moving into 6310 I received my first bill which had final charges from the apartment and new charges (pro-rated) for our new home, April 4 - \$ 50.00, our bill at 5500 averaged \$15-\$16 per month.

* My next payment was made on April 25 - \$104.69. In fact I filed a complaint with the PUC for this bill because the PGW had been out to my house twice and advised I did not have a gas leak only to shut my service off when we contacted them one night because the smell of gas was so strong in our home and the service person making the call that night advised us we were extremely lucky that we had not blown up.

And then, nothing. I would call their office but after holding 30 minutes and many times as long as 45 minutes I would have to hang up. I work in an office and cannot hold indefinitely. And when you call at the end of the day 15-30 minutes prior to their closing time you receive the office is closed message.

* In July I received a bill for \$15.68 billed to 5500 Wissahickon. I returned it indicating the service was transferred April 1, 2005 and that I had not been at that address since that date. And then, quite honestly it fell off my radar.

Finally in November I received a bill that was forwarded from my former address. Total Amount of the bill - \$413.98!!

I contacted their office on November 23rd; after holding for 25 minutes I was serviced by "Samantha", Samantha like Cher does not have a last name or at least would not provide one.

* I advised Samantha that I was being billed for 5500 and 6310 and that 5500 should have been terminated April 1 when we moved out, our lease terminated April 15.

* I was informed that they had 6310 as an added service they did not have records of a termination. I don't know if anyone is in my former apartment, I contacted Barbara Thomas (215-844-7905) the property manager at Alder Park (11/23) but she has not returned my call.

* On December 1st I mailed PGW a payment for \$300.00. A breakdown of charges provided by Samantha indicated the 5500 Wissahickon charges were approximately \$116.38 so the \$300 should have covered charges for 6310 to current.

* Checking my account online, I see no change in my billing and no record of my payment (there site is not very user friendly) so until I contact them Monday 1/9 I won't know if they actually posted it to my account or how they applied it.

I asked Samantha to remove 5500 retro to April, she advised she could only make a current change. I asked for a management person and I was told she could not transfer to a manager, that a manager was not available and that managers only handle calls on a call back basis, but she would refer me for a call back. I have yet to hear from anyone. I

have yet to receive a bill. The PGW has reported delinquency ratings to Equifax and I now have payment history indicators of "2 and 3" on my credit history and if you review my account you will see that I am not late in making payments on ANY of my accounts. In fact most of the time with PGW I carried a credit forward. And now they have marred my credit history.

All I want to do is pay for the service I receive at our home 6310 Woodbine and I want to have my credit history cleared.

Please help me as I can get nowhere with PGW.

My PGW account number is 0955729684

My Address: 6310 Woodbine Avenue, Philadelphia PA 19151 (my only residence)

My Full Name: Karen W. Eskridge

Phone Contact Information: 215-241-4401 (W) 8:30 AM to 5:30 PM

484-432-2501 (C) Anytime

215-878-2338 (H) After 8PM

Thank you very much for any assistance you can provide and any action you can prompt.

Karen W. Eskridge

CONFIDENTIALITY NOTICE: This E-Mail is intended only for the use of the individual or entity to which it is addressed and may contain information that is privileged, confidential and exempt from disclosure under applicable law. If you have received this communication in error, please do not distribute and delete the original message. Please notify the sender by E-Mail at the address shown. Thank you for your compliance.



PHILADELPHIA GAS WORKS
800 W. MONTGOMERY AVENUE, PHILADELPHIA, PA 19122-0050

Page: 1 of 3
Billing Date: 07/13/05
Account Number: 0955729684

MONTHLY STATEMENT

From 06/01/05 thru 07/12/05
Billing Cycle Number: 09

Account for:
KAREN W ESKRIDGE
5500 WISSAHICKON AVE, M302B
PHILADELPHIA PA 19144

GENERAL INFORMATION

CONTACT US

Gas Leaks & Emergencies 215 235-1212
Billing & General Information 215 235-1000
Appliance Service 215 235-2050
Theft of Gas 215 684-6383
Foreign Language Assistance 215 235-1000
Hearing impaired TTY Line 215 236-4646
Representantes Que Hablan Espanol 215 235-2175

Web Site - www.pgworks.com

CUSTOMER SERVICE CENTERS

(Hours 9 a.m. - 5 p.m.)

Center City 1137 Chestnut St. (M, T, TH, F)
Germantown 210 W. Chelten Ave. (T, W, F)
S. Philadelphia 1601 S. Broad St. (M, W, TH)
Frankford 4410 Frankford Ave. (T, TH, F)
N. Philadelphia 1337 W. Erie Ave. (M, W, TH)
W. Philadelphia 5230 Chestnut St. (M, T, W, F)

Billing Summary

Past Due Amount \$65.85
Current Charges \$63.32

Total Amount Due By	
Aug 05, 2005	\$15.68

To avoid Finance Charges please pay total amount due by the due date. Finance Charge is calculated at 1.5% monthly. (18% yearly)

Questions or complaints about your bill? Please call us before the Due Date at 215-235-1000.
Or write to PGW P.O. Box 7789, Phila. PA 19101-7789

Please return this portion with your payment.
Write your account number on your check or money order made payable to PGW.



Account Number: 0955729684
Due Date: Aug 05, 2005
Please Pay: \$15.68

Place "X" in box for address correction. Print corrections on reverse side

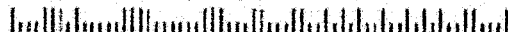
Amount Enclosed:

<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
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25025 1 AT 0.292 *****AUTO**3-DIGIT 191



KAREN W ESKRIDGE
5500 WISSAHICKON AVE, M302B
PHILADELPHIA PA 19144



Philadelphia Gas Works
P.O. Box 7789
Philadelphia, PA 19101-7789

**THIS SERVICE WAS TRANSFERRED APR 1, 2005
I have not been at this APT. SINCE THAT
DATE. ALL CHARGES WERE TRANSF. + PD!**

00095572968480000000000015680



KAREN W ESKRIDGE
 5500 WISSAHICKON AVE, M302B
 PHILADELPHIA PA 19144

Page: 2 of 3
 Billing Date: 07/13/05
 Account Number: 0955729684

Account Summary	Previous Balance	Payments Received	Balance Brought Forward	Repairs and Adjustments	Current Charges	Account Balance
	\$65.85	\$0.00	\$65.85	\$0.00	\$63.32	\$129.17

Current Basic Charges

SA ID# 292566561, 5500 WISSAHICKON AVE, M302B
 Rate Class: General Service Residential

Supply Charges

Commodity Charge 2 Ccf @ \$0.95822	\$1.92
Total Supply Charges	\$1.92
Delivery Charges	
Customer Charge @ \$12.00	\$12.00
Distribution Charge 2 Ccf @ \$0.60688	\$1.21
Gas Cost Adjustment @ -\$0.05824 for 29 Days	\$0.12 CR
Total Delivery Charges	\$13.09
Total Current Billing Charges	\$15.01

SA ID# 7323220897, 6310 WOODBINE AVE
 Rate Class: General Ser Residential Tax

Supply Charges

Commodity Charge 22 Ccf @ \$0.95822.....	\$21.08
Total Supply Charges	\$21.08
Delivery Charges	
Customer Charge @ \$12.00	\$12.00
Distribution Charge 22 Ccf @ \$0.60688.....	\$13.35
Gas Cost Adjustment @ -\$0.05824 for 32 Days	\$1.28 CR
Total Delivery Charges	\$24.07
Pa Sales Tax 7% of \$45.15.....	\$3.16
Total Current Billing Charges	\$48.31
Current Charges For All SAs	\$63.32

Meter Detail Meter #: 1404463 Service Point: 9972015924 Next Meter Read: Aug 02, 2005

From			To			Difference	Usage (Ccf)	Conversion Factor	Total Therms
Date	Reading	Type	Date	Reading	Type				
06/01/2005	6327	Actual	06/30/2005	6329	Actual	2	2.00	1.034	2.06

Meter Detail Meter #: 1445800 Service Point: 9972258901 Next Meter Read: Aug 11, 2005

From			To			Difference	Usage (Ccf)	Conversion Factor	Total Therms
Date	Reading	Type	Date	Reading	Type				
06/10/2005	7283	Actual	07/12/2005	7285	Actual	22	22.00	1.037	22.81



PHILADELPHIA GAS WORKS
 800 W. MONTGOMERY AVENUE, PHILADELPHIA, PA 19122-0050

Page: 1 of 4
 Billing Date: 11/14/05
 Account Number: 0955729684

MONTHLY STATEMENT

From 10/03/05 thru 11/10/05
 Billing Cycle Number: 09

Account for:
KAREN W ESKRIDGE
 5500 WISSAHICKON AVE, M302B
 PHILADELPHIA PA 19144

11/23/05
 8:15
 8:20
 8:25

Billing Summary

Past Due Amount	\$336.58
Adjustments	\$3.28
Current Charges	\$73.72

Total Amount Due By Dec 08, 2005	\$300.09
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to Samantha 6310

879-4950

GENERAL INFORMATION

CONTACT US

Gas Leaks & Emergencies	215 235-121
Billing & General Information	215 235-100
Appliance Service	215 235-205
Theft of Gas	215 684-638
Foreign Language Assistance	215 235-100
Hearing impaired TTY Line	215 236-4646
Representantes Que Hablan Espanol	215 235-2175

Web Site - www.pgworks.com

CUSTOMER SERVICE CENTERS

(Hours 9 a.m. - 5 p.m.)

Center City	1137 Chestnut St. (M, T, TH, F)
Germantown	210 W. Chelton Ave. (T, W, F)
S. Philadelphia	1601 S. Broad St. (M, W, TH)
Frankford	4410 Frankford Ave. (T, TH, F)
N. Philadelphia	1337 W. Erie Ave. (M, W, TH)
W. Philadelphia	5230 Chestnut St. (M, T, W, F)

To avoid Finance Charges please pay total amount due by the due date. Finance Charge is calculated at 1.5% monthly. (18% yearly)

Questions or complaints about your bill? Please call us before the Due Date at 215-235-1000.
 Or write to: PGW P.O. Box 2500, Phila., PA 19122-0050



KAREN W ESKRIDGE
 5500 WISSAHICKON AVE, M302B
 PHILADELPHIA PA 19144

Page: 2 of 4
 Billing Date: 11/14/05
 Account Number: 0955729684

Account Summary	Previous Balance	Payments Received	Balance Brought Forward	Repairs and Adjustments	Current Charges	Account Balance
	\$336.58	\$0.00	\$336.58	\$3.28	\$73.72	\$413.58

Current Basic Charges

SA ID# 292566561, 5500 WISSAHICKON AVE, M302B
 Rate Class: General Service Residential

Supply Charges

Commodity Charge 0.31 Ccf @ \$1.02989 \$0.32
 Commodity Charge 2.48 Ccf @ \$1.3119 \$3.26

Total Supply Charges \$3.58

Delivery Charges

Customer Charge @ \$12.00 \$11.17
 Distribution Charge 0.31 Ccf @ \$0.61682 \$0.19
 Distribution Charge 2.48 Ccf @ \$0.66618 \$1.66
 Gas Cost Adjustment @ -\$0.05933 for 3 Days \$0.02 CR
 Gas Cost Adjustment @ -\$0.05558 for 24 Days \$0.14 CR

Total Delivery Charges \$12.86

Supply Charges

Commodity Charge 0.21 Ccf @ \$1.3119 \$0.27

Total Supply Charges \$0.27

Delivery Charges

Customer Charge @ \$12.00 \$0.83
 Distribution Charge 0.21 Ccf @ \$0.66618 \$0.14
 Gas Cost Adjustment @ -\$0.05558 for 2 Days \$0.01 CR

Total Delivery Charges \$0.96

Total Current Billing Charges \$17.67

SA ID# 7323220897, 6310 WOODBINE AVE
 Rate Class: General Ser Residential Tax

Supply Charges

Commodity Charge 13.03 Ccf @ \$1.3119 \$17.10

Total Supply Charges \$17.10

Delivery Charges

Customer Charge @ \$12.00 \$7.45
 Distribution Charge 13.03 Ccf @ \$0.66618 \$8.68
 Gas Cost Adjustment @ -\$0.05558 for 18 Days \$0.72 CR

Total Delivery Charges \$15.41

Supply Charges

Commodity Charge 7.97 Ccf @ \$1.3119 \$10.45

Total Supply Charges \$10.45

Delivery Charges

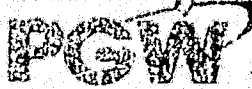
Customer Charge @ \$12.00 \$4.55
 Distribution Charge 7.97 Ccf @ \$0.66618 \$5.31
 Gas Cost Adjustment @ -\$0.05558 for 11 Days \$0.44 CR

KAREN W ESKRIDGE
5500 WISSANICKON AVE, M302B
PHILADELPHIA PA 19144

Page: 3 of 4
Billing Date: 11/14/05
Account Number: 0955729684

Total Delivery Charges	\$9.42
Pa Sales Tax 7% of \$52.38	\$3.67
Total Current Billing Charges	\$56.05
Current Charges For All SAs	\$73.72

Adjustment Detail	Adjustments for SA ID # 292566561	
	Late Payment Charge	\$0.74
	Adjustments for SA ID # 7323220897	
	Late Payment Charge	\$2.54
	Total Adjustments	\$3.28



KAREN W ESKRIDGE
5500 WISSAHICKON AVE, M302B
PHILADELPHIA PA 19144

Page: 4 of 4
Billing Date: 11/14/05
Account Number: 0955729684

*November 23rd
5500 Wissahickon
Per Samantha
Removed from
my bill*

Meter Detail Meter #: 1404463 Service Point: 9972015924 Next Meter Read: Dec 02, 2005

From			To			Difference	Usage (Ccf)	Conversion Factor	Total Therms
Date	Reading	Type	Date	Reading	Type				
10/03/2005	6338	Actual	11/01/2005	6341	Actual	3	3.00	1.040	3.12

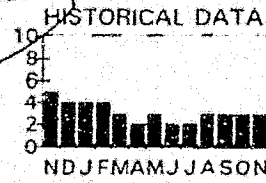
Meter Detail Meter #: 1445800 Service Point: 9972258901 Next Meter Read: Dec 13, 2005

From			To			Difference	Usage (Ccf)	Conversion Factor	Total Therms
Date	Reading	Type	Date	Reading	Type				
10/12/2005	7354	Actual	11/10/2005	7375	Actual	21	21.00	1.046	21.95

Energy Usage Information

SA ID# 292566561, 5500 WISSAHICKON AVE, M302B
COMPARATIVE GAS USAGE THIS MONTH

	This Year	Last Year
Avg Daily Usage (Ccf)	0.0	0.0
Billing Days	29	31
Avg Daily Cost	\$0.61	\$0.62



LAST 12 MONTHS

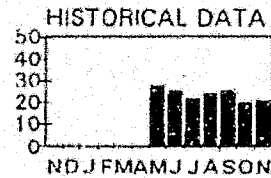
Total Ccf 36.00
Avg Ccf 3.00

Actual
Estimated

Energy Usage Information

SA ID# 7323220897, 6310 WOODBINE AVE
COMPARATIVE GAS USAGE THIS MONTH

	This Year	Last Year
Avg Daily Usage (Ccf)	1.0	0.0
Billing Days	29	0
Avg Daily Cost	\$1.93	\$0.00



LAST 12 MONTHS

Total Ccf 165.00
Avg Ccf 13.75

Actual
Estimated

5500	5500	6310
14.79	16.10	57.48
3-2	4-1	4-12
4-7	5-2	5-11
\$16.77	16.67	13.49
2-1		3-9
3-7		4-12

16.53	51.54	7-12
6-30		8-11
A-2	48.31	6-10
15.01		7-12
6-1 - 30th	51.06	5-11
17.79		6-10
5-2 6-1	6310	
5500	56.05	Oct
17.67		NOV 10
(Oct 3		
NOV 1		
16.76	48.31	9/13
9-1		10/12
10-3		
16.52	53.99	8-11
8-2		9-13
9-1		

Thomas Knudsen
1800 4th 9th Street
Phila Pa 19128

Barbara
thomas-203
215-844-7905
April 15, 05

63.10 - 3/15
55.00
one time
service
charge

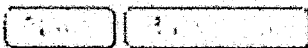
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RIVERSIDE, CA 92505

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DEPOSIT ONLY - PCU
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 BANK OF AMERICA
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This is an image of an item (check, substitute check, or debit memo) which has posted to your account. Items resulting in a non-sufficient funds situation may not have been paid. Unpaid items will show as a credit item in your account history on the business date following the date the item was presented.

BEFORE THE PENNSYLVANIA PUBLIC UTILITY COMMISSION

DATE SERVED: January 20, 2006

DOCUMENT
FOLDER

KAREN W. ESKRIDGE
Complainant

v.

PHILADELPHIA GAS WORKS
Respondent

Complaint Docket
No: C-20065775

DOCKETED

JAN 20 2006

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



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-20065775

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 KAREN W. ESKRIDGE. 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

Philadelphia Gas Works

PGW

ORIGINAL

800 West Montgomery Avenue, Philadelphia, PA 19122

Laureto A. Farinas, Senior Attorney

Legal Department

Direct Dial: 215-684-6982

FAX: 215-684-6798

E-mail: laureto.farinas@pgworks.com

February 17, 2006

RECEIVED

FEB 17 2006

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

PA PUBLIC UTILITY COMMISSION
SECRETARY'S BUREAU

Re: Karen W. Eskridge v. PGW, C – 20065775
Request for Extension of Time in Which to File an Answer Nunc Pro Tunc

Dear Secretary McNulty:

This is to request an extension of time in which the Philadelphia Gas Works (PGW) may file an Answer to the above referenced formal complaint.

PGW requests this extension of time to the end of the business day, today, February 17, 2006. The file of this Complaint was misplaced in our offices, preventing the preparation and filing of the Answer in this matter. We apologize for this delay in the filing of the Answer to this Complaint.

Sincerely,


Laureto Farinas

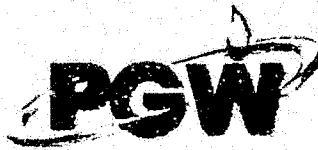
cc: Cherie Pyle (via FAX)
Howard Lebofsky, Esq.
Abby Pozefsky, Esq.

**DOCUMENT
FOLDER**

DOCKETED
FEB 23 2006

101

Philadelphia Gas Works
800 West Montgomery Avenue, Philadelphia, PA 19122



Mary M. Chan, Paralegal
Legal Department
Direct Dial: (215) 694-6800
Fax: (215) 694-6798
E-mail: mary.chan@pgworks.com

February 17, 2006

RECEIVED

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

FEB 17 2006

PA PUBLIC UTILITY COMMISSION
SECRETARY'S BUREAU

RE: Karen W. Eskridge vs. PGW, Docket No.: C-20065775

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 "M. Chan", written over the word "Sincerely".

Mary M. Chan

DOCKETED
FEB 23 2006

**DOCUMENT
FOLDER**

Enclosure

cc: Karen W. Eskridge
Lucille Coleman

BEFORE THE
PENNSYLVANIA PUBLIC UTILITY COMMISSION

RECEIVED

FEB 17 2006

Karen W. Eskridge

:
:
:
:
:

PA PUBLIC UTILITY COMMISSION
SECRETARY'S BUREAU

v.

Docket No.: C-20065775

Philadelphia Gas Works

DOCUMENT
FOLDER

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) Admitted in part and denied in part. PGW admits that the Complainant's account requires adjustment. Late payment charges have been waived. PGW has requested that the Complainant's account be pro-rated for service up to April 1, 2005, as a result of the Complainant's request for discontinuance of gas service and billing error. PGW denies that it continues to bill the Complainant for gas service at her previous service address.
(b) Denied. PGW denies the averments contained in this paragraph of the Complaint concerning the inaccuracy of the Complainant's bills, and all other averments that are conclusions. The Complainant's bills are correct as rendered after adjustments explained above.
PGW records indicate that the Complainant's credit has been updated.

DOCKETED
FEB 23 2006

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.

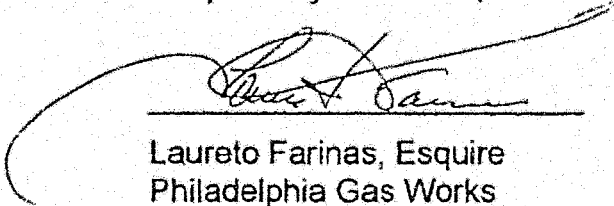
6 Admitted.

7 Admitted.

Wherefore, PGW respectfully requests that this Commission find against the Complainant, and affirm the decision of the BCS in this matter. PGW requests that the Commission enter an Interim Order directing the Complainant to pay 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 the Interim Order.

Respectfully submitted,

Dated February 17, 2006

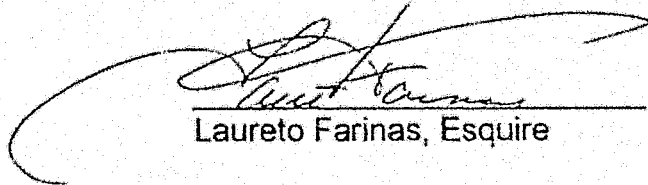


Laureto Farinas, Esquire
Philadelphia Gas Works
800 W. Montgomery Avenue
Philadelphia, PA 19122
(215) 684-6982

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: February 17, 2006


Laureto Farinas, Esquire

RECEIVED

FEB 17 2006

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 §1.54
(RELATING TO SERVICE BY A PARTICIPANT).

Service List.

For Complainant:

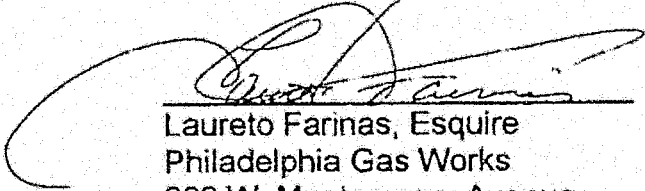
Karen W. Eskridge
6310 Woodbine Avenue
Philadelphia, PA 19151

Dated. February 17, 2006

RECEIVED

FEB 17 2006

PA PUBLIC UTILITY COMMISSION
SECRETARY'S BUREAU



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