

DOCKET NO.: C-20016627
RESPONDENT OR APPLICANT: PHILADELPHIA GAS WORKS
PARTY OR COMPLAINANT: GAGLIARDI, ROBERT T/A BOBBY G'S

ENTRY TYPE	DATE	BUREAU	PERSONNEL
1 N	12/26/01	SEC	HENRY
FORMAL COMPLAINT OF ROBERT GAGLIARDI, T/A BOBBY G'S VS. PHILA GAS WORKS			
2 N	01/08/02	SEC	HENRY
NOTICE OF COMPLAINT SENT TO RESPONDENT FOR ANSWER IN 20 DAYS			
3 N	01/25/02	SEC	FRISCIA
RESPONDENT FILED ANSWER TO COMPLAINT WITH CERTIFICATE OF SERVICE			
4 N	02/01/02	SEC	FRISCIA
CALJ CHRISTIANSON INTERIM ORDER SETTING SETTLEMENT CONFERENCE ISSUED			
5 N	04/01/02	SEC	FRISCIA
ATT ROBERT MEINGOSSNER FLD NOT OF APPEARANCE FOR COMPLNT/WDRWL OF ATT PATETE			
6 N	04/17/02	SEC	BENJAMIN
OALJ MEMO TO SEC-RPT SUBMITTED TO MEDIATION UNIT PER CALJ 2/1/02 INTERIM ORDER			
7 N	09/11/02	ALJ	MOTTER
INITIAL HEARING FOR 8/28/02 WITH ALJ SMOLEN CANCELLED			
8 N	06/24/02	SEC	TFRISCIA
INITIAL HEARING OF 6/24/02 CHANGED TO 8/28/02			
9 N	08/27/02	SEC	FRISCIA
RESPONDENT FILED SATISFACTION OF COMPLAINT & CERTIFIES COMPLAINANT ACK SAME			
10 N	10/01/02	SEC	FRISCIA
OALJ MEMO ACKNOWLEDGING WITHDRAWAL & CLOSING IN 10 DAYS			
11 N	10/07/02	SEC	FRISCIA
SEC LETTER ADVISING COMMISSION HAS MARKED THE PROCEEDING CLOSED			

1. REPORT DATE: 00/00/00 :
2. BUREAU: ALJ :
3. SECTION(S): : 4. PUBLIC MEETING DATE:
5. APPROVED BY: : 00/00/00
DIRECTOR: :
SUPERVISOR: :
6. PERSON IN CHARGE: : 7. DATE FILED: 12/26/01
8. DOCKET NO: C-20016627 : 9. EFFECTIVE DATE: 00/00/00

PARTY/COMPLAINANT: GAGLIARDI, ROBERT T/A BOBBY G'S

RESPONDENT/APPLICANT: PHILADELPHIA GAS WORKS

COMP/APP COUNTY: PHILADELPHIA

UTILITY CODE: 125042

ALLEGATION OR SUBJECT

COMPLAINANT STATES ON 7/25/01, PHILADELPHIA GAS WORKS SENT A BILL IN THE AMOUNT OF \$24,513.34 AND CONTINUES TO BILL THIS AMOUNT. THE CURRENT BILLING CYCLE FOR THAT BILLING TIME WAS \$858.23. IN THE PAST, THE CORPORATION ALWAYS PAID ITS BILLS AND IS NOT AWARE OF THESE CHARGES. THEY WANT THE PUC TO HAVE PHILA GAS WORKS CORRECT THE ADDRESS ON THE BILLING AND INCLUDE SPECIFIC USAGE FOR THE BUSINESS OPERATED AT 6800 RIDGE AVENUE, INVESTIGATE WHAT THE BILLING IS FOR AND IF THE BILLING IS PROPER. ALSO, ORDER PHILA GAS WORKS TO PUT THE BUSINESS ON A PAYMENT PLAN WITHOUT INTEREST, ALSO PHILA GAS WORKS TO INVESTIGATE THIS MATTER FURTHER TO CORRECT ANY OVER BILLING THAT MAY BE THE CAUSE OF THE OVER BILLING, WAIVE ALL INTEREST, PENALTIES, AND LATE CHARGES FOR THE FELONIOUS BILLING.

DOCUMENT
FOLDER

DOCKETED
JAN 08 2002

FORMAL COMPLAINT FORM
Pennsylvania Public Utility Commission

C-20016627

Please Print:

1. Your Name, Mailing Address and Telephone Number.

Name ROBERT GAGLIARDI, BOBBY G'S

Street/P.O. Box 6800 Ridge Avenue Apt#: _____

City Philadelphia State PA Zip 19128

County Philadelphia Home Telephone-Area Code() _____
Work Telephone-Area Code (215) 482-1877

ORIGINAL RECEIVED
2001-SEP-26 PM 12:05
SECRETARY'S BUREAU
Phila GAS WORKS

2. Name of Company your complaint concerns: ~~Bobby G's~~ Phila GAS WORKS

3. What is your complaint?

On July 25, 2001, Philadelphia Gas Works (PGW) sent a bill in the amount of \$24,513.34 and continues to bill this amount. The current Billing Cycle for that billing time was \$858.23. A copy of July, September and October bills are attached. In the past, the corporation always paid its bills and is not aware of these charges. PGW sent this bill without notice. If you notice, the bill is addressed to an individual at a different address. The location of the business is 6800 Ridge Avenue, Philadelphia, Pennsylvania. The bill was never received for the location of 6800 Ridge Avenue, Philadelphia, Pennsylvania at that location. There is no explanation for the amount or the usage for the bill.

Separate bill for 171 Krams Avenue, Philadelphia, Pennsylvania

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

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

1. Correct the address on the billing and include specific usage for the business operated at 6800 Ridge Avenue.

2. Investigate what the billing is for and if the billing is proper.

3. Order the Philadelphia Gas Works to put the business on a payment plan without interest, if the bills or a portion thereof is determine to be correct.

4. PGW to investigate this matter further to correct any over billing that may be the cause of the over billing.

5. Waive all interest, penalties and late charges for the felonious billing.

(If you need more space, us additional paper and attach it to this form).

5. You must sign and date your complaint below.

The information I have placed on this form is true and correct to the best of my knowledge. I understand that I could be punished under Pennsylvania State Law if I purposely give false information.

R. J. Gagliardi
Signature of complaining person

12-11-01
Date

6. If you are represented by an lawyer, you must provide your lawyer's name, address and telephone number.

Lawyer's Name A. Richard Patete, Jr., Esquire

Street 5 Montgomery Avenue

City Erdenheim State Pennsylvania Zip 19038

Telephone Number-Area Code (2 1 5) 402-0100

SERVICE TO: **JOHN S HINKLE** Invoice Number: 57028872513
6800 RIDGE AVE

Account Number: 9119066064
 Account Type: Page 1 of 2

Questions about your bill? Please call us before the Pay By date at 215-235-1000
 Or write to: PGW P.O. Box 3500, Phila, PA 19122-0050

20 TIENE PROBLEMAS CON SU FACTURA DE GAS? LLAME AL 215-235-2175

PLEASE PAY 25,790.86 **PAY BY** 07/25/01 To avoid finance charge

STATEMENT OF ACCOUNT

Previous balance on: Jun 22 2001 24,513.34
 Less payments .00
 Balance Prior to Current Billing 24,513.34
 Adjustments for SA ID # 4086120643
 Late Payment Charge 367.70
 Total adjustments 367.70
 Current Billing Charges -- SA ID: 9961638313 51.59
 Current Billing Charges -- SA ID: 4086120643 858.23
TOTAL ACCOUNT BALANCE ON: Jun 30 2001 25,790.86

METER READING AND CURRENT BILLING INFORMATION

Old Account Number: 03604532008
 Account Type: GS Residential Heat and Domestic
 171 KRAMS AVE
 NEXT SCHEDULED METER READING Jul 24 2001
 Meter # 1499734 To Jun 22 2001 Estimated 8415
 From May 22 2001 Estimated 8385
 Current Bill Usage in Hundred Cubic Feet 30 CCF

Cost of Service Used
 Customer Charge @ \$11.66 11.66
 Commodity Charge 30 ccf @ \$0.6613 19.84
 Gas Cost Rate 30 ccf @ \$0.66959 20.09
 Total Current Billing Charges 51.59

YOUR ENERGY USAGE

	Billed usage	days	Average Daily usage	temp	cost
This year	30.00 ccf	31	1 ccf		\$1.66
Last year	20.00 ccf	29	1 ccf		\$0.81

Account Type: GS Commercial Heat & Domestic
 6800 RIDGE AVE

PGW'S EZ READER VAN WILL READ YOUR METER Jul 30 2001
 AMR device # 00015950837

Meter # 1921770 To Jun 28 2001 Actual 25275
 From May 29 2001 Actual 24705
 Net Usage 570 CCF
 Multiplier 1.0000
 Gas Pressure Factor 1.000



SERVICE TO: **JOHN S HINKLE**
6800 RIDGE AVE

Invoice Number: 57028872513

Account Number: 9119066064
Account Type:

Page 2 of 2

Questions about your bill? Please call us before the Pay By date at 215-235-1000.
Or write to: PGW P.O. Bcx 3500, Phila., PA 19122-0050

20

TIENE PROBLEMAS CON SU FACTURA DE GAS? LLAME AL 215-235-2175

PLEASE PAY 25,790.86 **PAY BY** 07/25/01 To avoid finance charge

Current Bill Usage in Hundred Cubic Feet 570.00 CCF

Cost of Service Used	
Customer Charge @ \$14.57	14.57
Commodity Charge 570 ccf @ \$0.712	405.84
Gas Cost Rate 570 ccf @ \$0.66959	381.67
Pa Sales Tax 7% of \$802.08	56.15
Total Current Billing Charges	858.23

YOUR ENERGY USAGE

	Billed usage	days	usage	Average Daily temp	cost
This year	570.00 ccf	30	19 ccf		\$28.61

~~1/24 months~~

24 months
New 1,033⁰⁰
2 years
2 months

Mr. Patton 684
2066 6661
+ New bill

ATTN: Mrs Patton

PGW
Credit Collect Dept 3500
800 - W. Montgomery Ave.
Phila PA 19122

~~684~~
~~6022~~
684 Mr. DeLo
6022
684 - 6167
A. Billetti

SERVICE TO **JOHN S HINKLE** Invoice Number: 73215040472
6800 RIDGE AVE
 Account Number: 9119066064
 Account Type: Page 1 of 2
 Questions about your bill? Please call us before the Pay By date at 215-235-1000
 Or write to: PGW P.O. Box 3500, Phila., PA 19122-0050
 20 TIENE PROBLEMAS CON SU FACTURA DE GAS? LLAME AL 215-235-2175

PLEASE PAY 27,274.78 **PAY BY** 09/25/01 To avoid finance charge

STATEMENT OF ACCOUNT

Previous balance on:	Aug 25 2001	26,280.19
Less payments		.00
Balance Prior to Current Billing		26,280.19
Adjustments for SA ID # 4086120643		
Late Payment Charge		392.71
Total adjustments		392.71
Current Billing Charges -- SA ID: 9961638313		42.27
Current Billing Charges -- SA ID: 4086120643		559.61
TOTAL ACCOUNT BALANCE ON:	Aug 30 2001	27,274.78

paid ↓

METER READING AND CURRENT BILLING INFORMATION

Old Account Number: 03604532008
 Account Type: GS Residential Heat and Domestic
 171 KRAMS AVE
 NEXT SCHEDULED METER READING Sep 21 2001
 Meter # 1499734 To Aug 22 2001 Estimated 8465
 From Jul 24 2001 Estimated 8442
 Current Bill Usage in Hundred Cubic Feet 23 CCF

Cost of Service Used	
Customer Charge @ \$11.56	11.56
Commodity Charge 23 ccf @ \$0.6613	15.21
Gas Cost Rate 23 ccf @ \$0.66959	15.40
Total Current Billing Charges	42.27

YOUR ENERGY USAGE

	Billed usage	days	usage	Average Daily temp	cost
This year	23.00 ccf	29	1 ccf	56.3	\$1.46

Account Type: GS Commercial Heat & Domestic
 6800 RIDGE AVE
 PGW'S EZ READER VAN WILL READ YOUR METER Sep 27 2001
 AMR device # 00015950837
 Meter # 1921770 To Aug 28 2001 Actual 26180
 From Jul 30 2001 Actual 25812
 Net Usage 368 CCF
 Multiplier 1.0000
 Gas Pressure Factor 1.000
 Current Bill Usage in Hundred Cubic Feet 368.00 CCF

SERVICE TO: **JOHN S HINKLE**
6800 RIDGE AVE

Invoice Number: **3376587565**

Account Number: **9119066064**

Account Type: _____ Page 1 of 2

Questions about your bill? Please call us before the Pay By date at 215-235-1000.
 Or write to: PGW P.O. Box 3500, Phila., PA 19122-0050

TIENE PROBLEMAS CON SU FACTURA DE GAS? LLAME AL 215-235-2175

PLEASE PAY 28,226.62 **PAY BY** 10/24/01 To avoid finance charge

STATEMENT OF ACCOUNT

Previous balance on:	Aug 30 2001	27,274.78
Less payments		.00
Balance Prior to Current Billing		27,274.78
Adjustments for SA ID # 4086120643		
Late Payment Charge		401.10
Total adjustments		401.10
Current Billing Charges -- SA ID: 9961638313		40.86
Current Billing Charges -- SA ID: 4086120643		<u>509.88</u>
TOTAL ACCOUNT BALANCE ON:	Sep 29 2001	28,226.62

Paid →

METER READING AND CURRENT BILLING INFORMATION

Old Account Number: 03604532008
 Account Type: GS Residential Heat and Domestic
 71 KRAMS AVE

NEXT SCHEDULED METER READING Oct 23 2001

Meter # 1499734 To Sep 21 2001	Estimated	8490
From Aug 22 2001	Estimated	8465
Current Bill Usage in Hundred Cubic Feet		25 CCF

Cost of Service Used

Customer Charge @ \$11.66	11.66
Commodity Charge 25 ccf @ \$0.6613	16.53
Gas Cost Rate 25 ccf @ \$0.66959, 9 days	5.02
Gas Cost Rate 25 ccf @ \$0.43724, 21 days	7.65
Total Current Billing Charges	40.86

OUR ENERGY USAGE

	Billed usage	days	usage	Average Daily temp	cost
this year	25.00 ccf	30	1 ccf	75.2	\$1.36

Account Type: GS Commercial Heat & Domestic
 800 RIDGE AVE

PGW'S EZ READER VAN WILL READ YOUR METER Oct 29 2001
 MR device # 00015950837

Meter # 1921770 To Sep 27 2001	Actual	26574
From Aug 28 2001	Actual	26180
Net Usage		394 CCF
Multiplier		1.0000
Gas Pressure Factor		1.000

A. Richard Patete, Jr., P.C.

Attorney and Counselor At Law

5 MONTGOMERY AVENUE

ERDENHEIM, PA 19038

215.402.0100

FAX: 215.402.0610

EMAIL: RICH@PATETE.COM

December 19, 2001

Secretary of the Public Utilities Commission
P.O. 3265
Harrisburg, PA 17105-3265

Re: Bobby G's, 6800 Ridge Avenue, Philadelphia, Penn.

Dear Sir or Madam:

Enclosed herewith please find a formal complaint in the above referenced matter along with Exhibits. Upon receipt, kindly file of record and return a time-stamped copy to my office in the enclosed self-addressed stamped envelope.

Should you have any further questions or concerns in this regard, please feel free to contact me.

Thank you.

Very Truly Yours,

A. RICHARD PATETE, JR.

ARP.bmd
Enclosures
Ref: c:\d2001\0111136.002
cc: Robert Gagliardi(w/encl.)

2001 DEC 26 PM 12: 05
SECRETARY'S BUREAU

RECEIVED

78

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

DATE SERVED: JANUARY 8, 2002

C-20016627

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

Dear Sir/Madam:

A complaint has been filed against you before the Pennsylvania Public Utility Commission by ROBERT GAGLIARDI, T/A BOBBY G'S. 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.

DOCUMENT
FOLDER

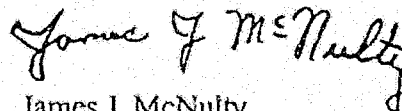
JANUARY 8, 2002

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

JH

BEFORE THE PENNSYLVANIA PUBLIC UTILITY COMMISSION

DATE SERVED: JANUARY 8, 2002

DOCUMENT
FOLDER

ROBERT GAGLIARDI, T/A
BOBBY G'S
Complainant

VS.

Complaint Docket
No: C-20016627

PHILADELPHIA GAS WORKS
Respondent

DOCKETED
JAN 08 2002

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 17120, an answer (original and two 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).

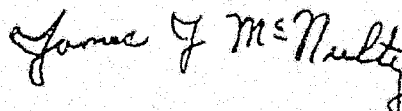
2. If you fail to either satisfy this complaint or to file answer or other responsive pleading within twenty (20) days, you will be deemed to have admitted all the allegations in this complaint in accordance with Section 5.61 of the Commission's Rules of Administrative Practice and Procedure, 52 Pa.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

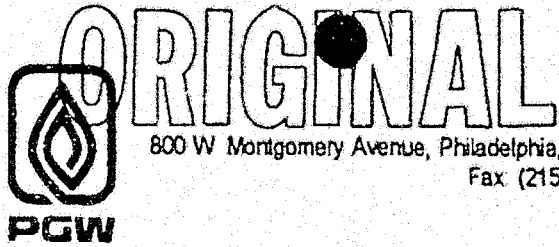


James J. McNulty
Secretary

(SEAL)

Certified Mail
Return Receipt Requested

Philadelphia Gas Works
Legal Department



800 W Montgomery Avenue, Philadelphia, PA 19122
Fax (215) 684-6798

RECEIVED

January 25, 2002

JAN 25 2002

PA PUBLIC UTILITY COMMISSION
SECRETARY'S BUREAU

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

RE: Robert Gagliardi, Bobby G's v. PGW, Docket No. C-20016627

Dear Secretary McNulty:

Pursuant to 52 Pa. Code §5.61, enclosed is the original and three (3) copies of the Answer to the Complaint in the above captioned matter.

If additional information is needed about this matter, please contact me directly at 215-684-6631. Thank you for your assistance.

DOCUMENT
FOLDER

Sincerely,

A handwritten signature in cursive script that reads "Margaret Flores". The signature is written in dark ink and includes a circular flourish at the end.

Margaret Flores, Esq

Enclosures

cc: A. Richard Patete, Jr., Esq.
Jack Irizzary
Les Fyock

ORIGINAL

RECEIVED

BEFORE THE PENNSYLVANIA PUBLIC UTILITY COMMISSION

JAN 25 2002

PA PUBLIC UTILITY COMMISSION SECRETARY'S BUREAU

Robert Gagliardi, Bobby G's

v.

Philadelphia Gas Works

:
:
:
:
:

Docket No: C-20016627

Answer of Philadelphia Gas Works

Pursuant to 52 Pa. Code §5 61, the Philadelphia Gas Works ("PGW") hereby answers the Complaint filed in the above captioned matter. PGW avers the following:

1. Admitted. The name on the gas account for this business is John Hinkle. According to property records for this location, Mr. Hinkle and Mr. Gagliardi both own this property.
2. Admitted
3. Denied. This is a commercial account. On July 22, 1997, Mr. Hinkle called PGW to have gas service placed in his name. While the company made sure the gas service was on at this location, the account was never placed in Mr. Hinkle's name. From July 22, 1997 until October 1, 1998, gas was used at the property free of charge. PGW has never billed Mr. Hinkle for this gas use. On October 1, 1998, PGW installed an Automatic Meter Reading Device (AMR) at the location. However, Mr. Hinkle still did not receive a bill for this location. Again from October 1, 1998 until June 2001, this business used gas and never received a bill for their gas use. In June 2001, PGW was alerted to the fact that while gas was being used at the above property, no payments were being made for this gas use. On June 22, 2001, the company issued a bill to the customer charging him for the gas used between October 1, 1998 and June 2001. (PGW still has not billed customer for the gas he used between July 22, 1997 and October 1, 1998.) The amount of the June bill was \$24,696.00. This amount was calculated prorating gas use to rates that were in effect at the time the gas was used.
4. Denied. The bill issued by PGW in June 2001 is correct as rendered. The bill covers the time between October 1, 1998 and June 2001 when the company did not issue and the customer did not pay any gas bills. The bill was prorated to reflect the cost of gas at the

DOCUMENT FOLDER

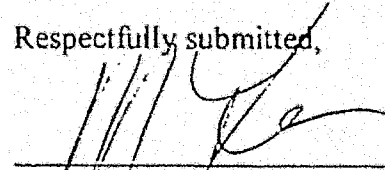
JAN 31 2002

time it was used. The customer is entitled to enter into a reasonable payment arrangement with the company to pay this bill.

Wherefore, PGW respectfully requests that this Commission find in favor of PGW in the instant matter.

January 25, 2002

Respectfully submitted,



Margaret Flores, Esq.
Philadelphia Gas Works
800 W. Montgomery Avenue
Philadelphia, PA 19122

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:

A Richard Patete, Jr., Esq.
5 Montgomery Avenue
Erdenheim, PA 19038

Margaret Flores, Esq.
Philadelphia Gas Works
800 W. Montgomery Avenue
Philadelphia, PA 19122

Date: January 25, 2002

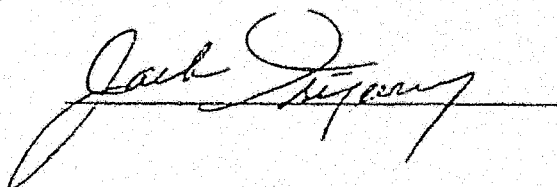


Margaret Flores, Esq.

VERIFICATION

I, Jack Irizarry, hereby declare that I am a Customer Review Officer with 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 make this verification subject to the penalties of 18 Pa. C. S. §4904, pertaining to false statements to authorities.

Date: January 25, 2002

A handwritten signature in cursive script, reading "Jack Irizarry", is written over a horizontal line. The signature is fluid and stylized, with the first name "Jack" being more prominent than the last name "Irizarry".