

53.00000 (40/40)

1. REPORT DATE: 00/00/00 :
 2. BUREAU: ALC :
 3. SECTION(S): :
 5. APPROVED BY: :
 DIRECTOR: :
 SUPERVISOR: :
 6. PERSON IN CHARGE: :
 8. DOCKET NO: C-20077304 :
 4. PUBLIC MEETING DATE: :
 00/00/00 :
 7. DATE FILED: 01/22/07 :
 9. EFFECTIVE DATE: 00/00/00 :

PARTY/COMPLAINANT: SCHEID, ROBERT & BETH
 RESPONDENT/APPLICANT: PHILADELPHIA GAS WORKS
 COMP/APP COUNTY: PHILADELPHIA UTILITY CODE: 125042

ALLEGATION OR SUBJECT

COMPLAINANT STATES THEY FEEL THEY SHOULD NOT BE CHARGED FOR THINGS BEYOND THEIR CONTROL LIKE THE WEATHER FLUCTUATIONS. THEY WANT THE PUC TO EITHER REFUND THEIR MONEY OR CREDIT IT BACK TO THEIR ACCOUNT.

DOCUMENT
FOLDER

DOCKETED
JAN 25 2007

AA

ORIGINAL PENNSYLVANIA PUBLIC UTILITY COMMISSION

Formal Complaint Form

2007 JUN 22 11:30 AM
SECRETARY'S OFFICE

C - 20077304

Please print or type.

1. CUSTOMER NAME (COMPLAINANT)

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

Name Robert + Beth Scheid

Street/P.O. Box 717 IVINS RD Apt # _____

City Phila State PA Zip 19128

County Phila

Area Code/HOME Phone (215) 483-6454

Area Code/WORK Phone Home office 483-6454

Utility Account Number 3122044132
(from your bill)

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

Name _____

Street/P.O. Box _____

City _____ State _____ Zip _____

2. UTILITY NAME (RESPONDENT)

Name of utility company your complaint concerns: Phila Gas Work

3. TYPE OF UTILITY (check one)

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

9

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. *Weather Normalization Adjustment*
(explain)

B. State the facts of your complaint.

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

I do not believe I should be charged for things beyond my control like weather fluctuations

5. RELIEF

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

Refund my money or credit it back to my acct.

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

N/A

7. PRIOR UTILITY CONTACT

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

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

- YES
(includes appeals of BCS determinations)
- NO

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

8. VERIFICATION AND SIGNATURE

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

Verification: I Beth Scheid Robert ^{Scheid} 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).

Beth Scheid Robert
 (Signature) _____ (Date) 1/19/07

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 PA 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.



ROBERT S. WEID *Beth*
 717 IVINS RD
 PHILADELPHIA PA 19128-1906

Page: 2 of 2
 Billing Date: 01/03/07
 Account Number: 3122044132

Account Summary	Previous Balance	Payments Received	Balance Brought Forward	Repairs and Adjustments	Current Charges	Account Balance
	\$186.82	\$186.12	\$0.70	\$0.01	\$251.61	\$252.32

Current Basic Charges

SA ID# 9961759168, 717 IVINS RD
 Rate Class: General Service Residential

Supply Charges	
Commodity Charge 3.79 Ccf @ \$1.16786	\$4.43
Commodity Charge 125.21 Ccf @ \$1.08207	\$135.48
Total Supply Charges	\$139.91
Delivery Charges	
Customer Charge @ \$12.00	\$12.00
Distribution Charge 3.79 Ccf @ \$0.70294	\$2.67
Distribution Charge 125.21 Ccf @ \$0.6674	\$83.56
Gas Cost Adjustment @ -\$0.04228 for 1 Days	\$0.16 CR
Gas Cost Adjustment @ \$0.00912 for 33 Days	\$1.15
Weather Normalization Adjustment	\$12.48
Total Delivery Charges	\$111.70
Total Current Billing Charges	\$251.61

Adjustment Detail

Adjustments for SA ID # 9961759168	
Late Payment Charge	\$0.01
Total Adjustments	\$0.01

Meter Detail

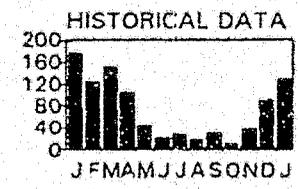
Meter #: 1906527 Service Point: 9972582006 Next Meter Read: Feb 01, 2007

From			To			Difference	Usage (Ccf)	Conversion Factor	Total Therms
Date	Reading	Type	Date	Reading	Type				
11/29/2006	9262	Actual	01/02/2007	9391	Actual	129	129.00	1.032	133.08

Energy Usage Information

SA ID# 9961759168, 717 IVINS RD
 COMPARATIVE GAS USAGE THIS MONTH

	This Year	Last Year
Avg Daily Usage (Ccf)	4.0	6.0
Billing Days	34	31
Avg Daily Cost	\$7.40	\$11.15



LAST 12 MONTHS
 Total Ccf 800.00
 Avg Ccf 66.67

■ Actual
 □ Estimated

Message Center

Effective December 1, 2006 PGW rates have changed. Commodity Charge decreased to \$1.08207 per CCF. Gas Cost Rate Adjustment increased to \$0.00912 per CCF. Distribution Charge decreased to \$0.66740 per CCF. The changes will decrease the typical residential heating bill by about \$62.24 a year.



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 26, 2007

C-20077304

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 ROBERT & BETH SCHEID. 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.

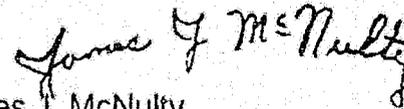
Detailed instructions on how to proceed are contained in the attached pages. You are advised to read them carefully.

JANUARY 26, 2007

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

jih

BEFORE THE PENNSYLVANIA PUBLIC UTILITY COMMISSION

DATE SERVED: JANUARY 26, 2007

ROBERT & BETH SCHEID
Complainant

v.

PHILADELPHIA GAS WORKS
Respondent

Complaint Docket
No: C-20077304

DOCUMENT
FOLDER

FORMAL COMPLAINT NOTICE TO RESPONDENT TO ANSWER OR SATISFY

TO: PHILADELPHIA GAS WORKS

DOCKETED
JAN 25 2007

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).

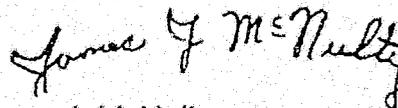
2. If you fail to either satisfy this complaint or to file answer or other responsive pleading within twenty (20) days, you will be deemed to have admitted all the allegations in this complaint in accordance with Section 5.61 of the Commission's Rules of Administrative Practice and Procedure, 52 Pa.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

ORIGINAL

Philadelphia Gas Works



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 13, 2007

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

RECEIVED

FEB 13 2007

PA PUBLIC UTILITY COMMISSION
SECRETARY'S OFFICE

RE: Robert & Beth Scheid v. PGW, Docket No. C - 20077304

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 contact me at my direct-dial number above. Thank you for your assistance.

Sincerely,

A handwritten signature in black ink, appearing to read "Laureto Farinas", is written over a large, stylized white flourish that extends from the left side of the signature area.

Laureto Farinas

DOCKETED
FEB 21 2007

cc: Service List
Anne Marie Cromley

**DOCUMENT
FOLDER**

BA

23

ORIGINAL RECEIVED

**BEFORE THE
PENNSYLVANIA PUBLIC UTILITY COMMISSION**

FEB 19 2007

PA PUBLIC UTILITY COMMISSION
REGULATORY BUREAU

Robert & Beth Scheid

v.

Philadelphia Gas Works

Docket No. C - 20077304

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.

DOCKETED
FEB 21 2007

**DOCUMENT
FOLDER**

4. (a) Admitted. PGW admits that the Complainant disputes the PGW's proposed rate increase and PGW's Weather Normalization Adjustment Clause of the of the Commission approved PGW Tariff, which is attached hereto as Exhibit "A," (WNA)

(b) Denied. PGW denies the averment that the Complainants should not be charged for "things beyond" the Complainants' control such as weather fluctuation. To the contrary, the Complainants are charged for each and every unit of gas consumed. The amount of gas consumed is a function of the intensity and severity of the weather. The weather is beyond the control of both the Complainants and PGW

Under the parameters of the WNA, it will be applied to customer's usage during the period of October 1 through May 31 of each year for each billing cycle. The WNA for a billing cycle will apply only if the actual heating degree days for the billing cycle are lower than 99% or higher than

101% of the normal heating degree days for the billing cycle and will only be applied to the extent that the variation is lower than 99% or higher than 101% of the normal heating degree days for that billing cycle. A new weather adjustment will be calculated for each billing cycle.

As the WNA has been approved previously by this Commission, the Complainants have been correctly charged according to the WNA calculation.

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

Wherefore, PGW respectfully requests that this Commission find that the Complainants are correctly charged the WNA.

Respectfully submitted,

February 13, 2007



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

EXHIBIT A

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FEB 13 2007

PA PUBLIC UTILITY COMMISSION
SECRETARY'S OFFICE

WEATHER NORMALIZATION ADJUSTMENT CLAUSEProvision For Adjustment

The Weather Normalization Adjustment shall be applied to each Mcf (1,000 cubic feet) used for heating purposes under Rate Schedules GS, MS, and PHA ("heating" and "heating only" customers), except for Gas usage under the Special Provisions – Air Conditioning of those rates. The Weather Normalization Adjustment will be applied to customer usage during the period of October 1 through May 31 of each year for each billing cycle (except for the 2002-2003 heating season when the Weather Normalization Adjustment will be applied to customer invoices rendered during the period of December 1 through May 31 of each year for each billing cycle).

Computation of Weather Normalization Adjustment

The Weather Normalization Adjustment surcharge or credit shall be computed to the nearest one-hundredth cent (0.01cent) in accordance with the formulas set forth below:

$$HL = TU - (BL * BC)$$

$$WNA = DC * \left\{ \left(\frac{HL * NHDD +/- (NHDD * 1\%)}{AHDD} \right) - HL \right\}$$

Definitions

TU – Total Usage for the billing cycle. TU measured in Mcf.

BL – base load Mcf per billing day is the number of Mcf per Customer used per day for non-heating purposes based on usage by Customers to which this adjustment applies. It is determined separately for each individual customer and will be revised annually to reflect the non-temperature sensitive usage of Customers to which the adjustment applies reflected in the prior heating season's sales. If an individual customer base load is not available, the base load for the related customer class will be applied.

BC – billing cycle is the actual number of days shown on the bill that the Customer receives for service.

DC – Delivery Charge.

NHDD – normal heating degree days for any given calendar day within a month are based on the thirty year average for the given calendar day based on the thirty year period ended August 31, 2001. The NHDD provided for in the formula are the total number of NHDD for the billing cycle. The degree day data is provided by the National Weather Service and measured at the Philadelphia International Airport.

AHDD – actual experienced heating degree days for the billing cycle. The degree day data is provided by the National Weather Service and measured at the Philadelphia International Airport.

Operation of Weather Normalization Adjustment

The Weather Normalization Adjustment will be applied to a Customer's bill on a cents per Mcf basis when actual heating degree days vary from normal heating degree days during the period for which the Customer is billed. The Weather Normalization Adjustment will be applied to the Customer's space heating consumption except for air conditioning usage billed under the air conditioning rate. The Weather

Normalization Adjustment for a billing cycle will apply only if the actual heating degree days (AHDD) for the billing cycle are lower than 99 percent or higher than 101 percent of the normal heating degree days (NHDD) for the billing cycle and will only apply to the extent that the variation is lower than 99 percent or higher than 101 percent of the normal heating degree days for that billing cycle. A new weather adjustment will be calculated for each billing cycle.

Under the formulas, the Weather Normalization Adjustment surcharge or credit is calculated by:

- 1) Normal HDD are calculated for each day of the fiscal year based upon the thirty year average for the thirty year period ended August 31, 2001.
- 2) At the start of the fiscal year, an average daily base load (non-heating) usage is calculated for each individual customer based upon actual base load usage.
- 3) The average daily base load (non-heating) amount is multiplied by the number of days in the billing cycle.
- 4) The total billing cycle base load amount is subtracted from the actual cycle usage of the customer in order to derive the usage applicable to heating.
- 5) The WNA factor is multiplied times the heating usage in order to derive the normalized heating usage.
 - a) The WNA factor is calculated by first adjusting the Normal HDD (NHDD) for the billing cycle by the deadband percentage (1 %). The deadband percentage is multiplied by the NHDD and then added to NHDD for the billing period when the weather is colder than normal (i.e., AHDD > NHDD) or subtracted from NHDD for the billing period when the weather is warmer than normal (i.e., AHDD < NHDD).
 - b) The adjusted NHDD are then divided by the AHDD.
- 6) The actual heating usage is subtracted from the normalized heating usage and then multiplied by the delivery charge. The result is a surcharge or credit.

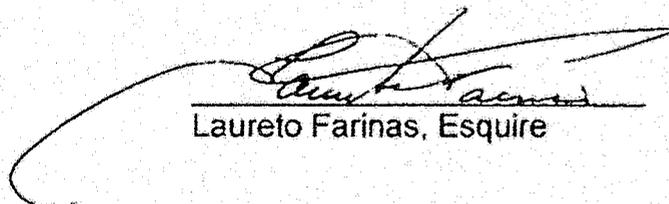
Reporting Requirements

The Company will file all Weather Normalization Adjustments with the Commission on an annual basis.

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 13, 2007


Laureto Farinas, Esquire

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FEB 13 2007
PA PUBLIC UTILITY COMMISSION
BENJAMIN'S BUREAU

CERTIFICATE OF SERVICE

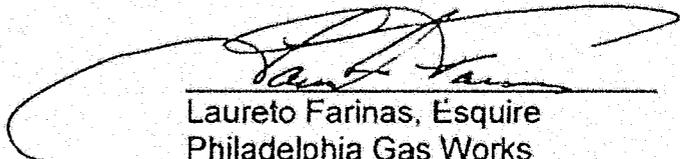
I HEREBY CERTIFY THAT I HAVE THIS DAY SERVED A TRUE COPY OF THE FOREGOING DOCUMENT UPON THE PARTICIPANTS LISTED BELOW, IN ACCORDANCE WITH THE REQUIREMENTS OF 52 PA CODE §1.54 (RELATING TO SERVICE BY A PARTICIPANT).

Service List:

For Complainant:

*Robert and Beth Scheid
717 Ivins Road
Philadelphia, PA 19128 – 1906*

Dated: February 13, 2007



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

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FEB 13 2007

PA PUBLIC UTILITY COMMISSION
SECRETARY'S OFFICE