

ORIGINAL

COMMONWEALTH OF PENNSYLVANIA

PUBLIC UTILITY COMMISSION

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Gail S. Robertson v. Philadelphia Gas Works. :
 Billing Dispute. : Docket No.
 : C-20067170
 :
 Initial Hearing. :
 -----X

Pages 1 through 46

Hearing Room 1301
State Office Building
Broad and Spring Garden Streets
Philadelphia, Pennsylvania

**DOCUMENT
FOLDER**

Tuesday, March 20, 2007

Met, pursuant to notice, at 1:30 p.m.

BEFORE:

KY VAN NGUYEN, Administrative Law Judge

APPEARANCES:

GAIL ROBERTSON
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Philadelphia, Pennsylvania 19146
(Pro Se)

LAURETO FARINAS, Esquire
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P R O C E E D I N G S

1
2 ADMINISTRATIVE LAW JUDGE KY VAN NGUYEN: Good afternoon
3 everyone. We open the record for a hearing on the complaint of Gayle
4 Robertson against Philadelphia Gas Works at Docket C-20067170.

5 My name is Ky Van Nguyen and I am the Administrative Law Judge
6 presiding at this hearing. I would ask the parties to identify themselves for
7 the record. Ms. Robertson, can you identify yourself for the record?

8 MS. ROBERTSON: Yes. My name is Gayle Robertson.

9 JUDGE NGUYEN: Where do you reside?

10 MS. ROBERTSON: 1819 West Venango Street, Philadelphia,
11 Pennsylvania, 19146.

12 JUDGE NGUYEN: Okay. Before you testify, I have to swear you in
13 first.

14 MR. FARINAS: Good afternoon, Your Honor. Laureto Farinas here
15 and I am Counsel for PGW and I have one preliminary matter that I would
16 like to alert you to.

17 JUDGE NGUYEN: Okay. I am sorry.

18 MR. FARINAS: This matter concerns Ms. Robertson's objection to
19 the amount of bill for gas service to the property involving a previous
20 tenant. Although PGW is not holding Ms. Robertson personally responsible,
21 it is involved with the sale of her property, which is why she brings this
22 matter to the PUC.

23 Your Honor, I am sure you understand that PGW has objections
24 regarding the jurisdiction of the PUC over matters involving liens placed on
25 the property. However, it is Ms. Robertson's intentions to dispute the

1 actual amounts of the billing. In order to dispute the amounts of the
2 billing, PGW has to provide information regarding the gas usage of a
3 previous tenant, which is a different customer of record from
4 Ms. Robertson. Of necessity, I ask your indulgence to allow PGW to discuss
5 this information on the record.

6 JUDGE NGUYEN: Okay. I want to be clear about everything.

7 MR. FARINAS: Sure.

8 JUDGE NGUYEN: Ms. Robertson, please stand and raise your right
9 hand.

10 Whereupon,

11 GAIL ROBERTSON

12 having been duly sworn, testified as follows:

13 DIRECT TESTIMONY

14 JUDGE NGUYEN: Please testify.

15 THE WITNESS: I purchased the property at 1819 West Venango
16 Street in December of 2005. After purchasing the property, I left the
17 property and went back to Baltimore, Maryland, at 5508 Cedilla Avenue. I
18 allowed a friend to move up here from Atlanta, Georgia, to reside in the
19 property and the agreement was - there was not a lease. The agreement
20 was that she paid for the gas bill and paid for the groceries and for the
21 upkeep of the property while I was away because I had not fully relocated.

22 She finally drove up here from Atlanta and she was residing at the
23 property. During the time of residing at the property, she had obtained
24 gas service from PGW in her name. The gas bill that she obtained ended
25 up escalating to \$3,000.00. In the meantime, I had not been notified

1 once that the gas bill was due because I didn't go and applied for the gas
2 bill. Secondly, I did not get a shutoff notice. PGW consistently ran the gas
3 without notifying me.

4 JUDGE NGUYEN: Can you tell me the name of your friend?

5 THE WITNESS: Gardenia Jackson.

6 JUDGE NGUYEN: And when did she begin living at your property?

7 THE WITNESS: In December of 2005.

8 JUDGE NGUYEN: And she applied for gas?

9 THE WITNESS: Yes.

10 JUDGE NGUYEN: Okay. Then what else?

11 THE WITNESS: PGW never notified or even ask Ms. Jackson for a
12 lease or any proof.

13 JUDGE NGUYEN: Why?

14 THE WITNESS: I have no idea. They don't have a copy of a lease
15 from me for Gardenia Jackson but they allowed her to obtain gas service
16 on my property. With them doing that, I did not have any privy to the gas
17 bills that were coming to the office - I mean coming to the residence
18 because of the Privacy Act. I couldn't open her mails, so I did not know
19 that the gas service that she had acquired was escalating and building up
20 to a total amount of \$3,000.00.

21 This went on for several months and I was assuming that the bill
22 was being paid because there was no tags that were hanging on the door
23 and there was no indication from PGW that there was a red flag, that there
24 was a problem. If PGW had asked me for a lease or anything of that
25 nature, I would have provided that, but they never asked me. They just

1 turned it on without my permission and I am the owner of the home. If
2 that was the case, they should have notified me and let me know
3 something. So now they are holding me responsible for this and I can't -
4 at one point I was going to sell my property and now I can't sell it.

5 MR. FARINAS: Your Honor, I object to the witness's
6 characterization of PGW's actions. We are not holding Ms. Robertson
7 responsible for the gas service to her tenant or however she wants to
8 characterize the relationship.

9 THE WITNESS: Objection, and the reason why I have to object to
10 that is because they are holding me responsible because they are placing a
11 lien on my property for the \$3,000. They are holding me responsible and
12 that means you are telling me that I have to pay a bill that someone else
13 has made, so they are holding me responsible.

14 JUDGE NGUYEN: The lien is still there?

15 THE WITNESS: No, she is gone. I have her new address now.

16 MR. FARINAS: He is asking you if the lien is still there.

17 THE WITNESS: Oh, the lien is still there. I would assume so.

18 This is their plan is to lien the property. Well, when I went to go try to sell
19 the property, I went to -

20 JUDGE NGUYEN: When did she leave the property?

21 THE WITNESS: In maybe June or July of 2006.

22 JUDGE NGUYEN: And the bill at that time was more than
23 \$3,000.00?

24 THE WITNESS: Yes. Well, at that time I assume that it was
25 \$2,600.00 and something. When I went into the office, they told me that

1 it has not escalated to \$3,024.00. This is the total now with interest and all
2 the other things associated with it I guess. Now, when PGW says that they
3 are not holding me responsible for the bill, I can't understand that and the
4 reason being is because they are putting a lien on my property and that is
5 my property, so that is holding me responsible because any transaction
6 that I make -

7 MR. FARINAS: I object on the grounds that she is introducing
8 testimony regarding the Municipal Lien Act in which the Commission has no
9 jurisdiction.

10 JUDGE NGUYEN: Why?

11 MR. FARINAS: On the grounds that this is testimony regarding her
12 opinion as to whether or not PGW is not holding her responsible is
13 irrelevant to this matter.

14 JUDGE NGUYEN: Okay. Testify.

15 THE WITNESS: I have supplied PGW with the current address for
16 Ms. Gardenia Jackson; I have supplied them with her Social Security
17 Number to take the proper credit channels; I have supplied them with her
18 -she went to an agency on Tloga Avenue to obtain government assistance
19 and I have supplied them with that information, so they have plenty of
20 options and opportunity to pursue Ms. Jackson because she is still in the
21 City of Philadelphia and the State of Pennsylvania.

22 In the meantime, I can't do anything because I am being held
23 responsible. I have so far obtained new service with PGW in my own name
24 and with my own Social Security Number.

25 JUDGE NGUYEN: When did you obtain service?

1 THE WITNESS: I obtained new service with them on December 22,
2 2006, and I have paid my PGW bill on time and I have no debt with PGW at
3 this time under my current Social Security Number and my current name
4 and address. I have not acquired any debt with PGW, so it makes no sense
5 to me to tell me that I have no financial commitment to PGW when it
6 shows that I do because you are putting a lien on my property, because I
7 can't do anything with a lien on my property.

8 I can't sell my property and I now have a lawsuit that has been
9 presented to me by Williams and Davidson saying "breach of contract for
10 the sale of my property" because I did not know that PGW had put a lien
11 on my property. PGW demanded that I sign -

12 JUDGE NGUYEN: When did you sell your property?

13 THE WITNESS: I didn't. I couldn't sell it, sir.

14 JUDGE NGUYEN: Why did you receive that?

15 THE WITNESS: When?

16 JUDGE NGUYEN: Why did you receive that?

17 THE WITNESS: I received this because when they made the
18 attempt to make the purchase of the property, PGW stepped in and said
19 they needed to have the lien taken care of before Karen Williams was able
20 to buy the property. The \$3,000.00 needed to be paid in order for me to
21 sell the property.

22 JUDGE NGUYEN: When did you sell the property?

23 THE WITNESS: I didn't sell the property. That took place in
24 October of 2006 and it says that both parties were willing and able.

25 JUDGE NGUYEN: Let me see it.

1 THE WITNESS: Sure.

2 (Judge perusing document.)

3 THE WITNESS: Excuse me, Your Honor. Can I say something
4 else?

5 JUDGE NGUYEN: Wait.

6 THE WITNESS: Okay.

7 JUDGE NGUYEN: You can say something else now.

8 THE WITNESS: At this point, I don't consider myself a landlord and
9 I never have. That is why I can't take on the responsibility of taking on
10 someone else, you know, bill. If that was truly the legal matter, they
11 should have requested and required from Ms. Jackson a lease stating that
12 she was a tenant in my property and then therefore, they possibly would
13 have the jurisdiction to be able to lien the property. They never got a lease
14 and they never notified me in any way, sir.

15 JUDGE NGUYEN: Did you authorize Ms. Jackson to live in your
16 property?

17 THE WITNESS: Yes, I did, sir.

18 JUDGE NGUYEN: Did you expect her to apply for gas and electricity
19 when she lived there?

20 THE WITNESS: Just gas only, sir.

21 JUDGE NGUYEN: How about electric and water?

22 THE WITNESS: Electric and water is in my name.

23 JUDGE NGUYEN: Did you expect her to do that?

24 THE WITNESS: Yes, I did, sir.

25 JUDGE NGUYEN: Do you have anything else?

1 THE WITNESS: No. I basically know that it is a breach on PGW's
2 part due to the fact that if they had certain standards of turning on gas
3 service, then they should require certain documentations to verify and
4 have the customer submit to them so they won't be put into these type of
5 positions.

6 I was already new to the City of Philadelphia and I had no idea
7 about this certain type of Act they were trying to pass, which is Act 201. I
8 had no indication of that and number two, I never characterized myself like
9 a tenant - like a landlord.

10 JUDGE NGUYEN: What is Act 201? What does that Act say?

11 THE WITNESS: That they have a right to file a lien on the
12 landlord's property to secure the unpaid bills of the tenants who occupy the
13 property. Well, that wasn't a tenant of mine that that is why that Act is -

14 JUDGE NGUYEN: How do you characterize Ms. Jackson?

15 THE WITNESS: A friend. A friend that I had entrusted to come in
16 and take care of my property while I traveled. I am an artist and I go
17 around different cities and set up and do shows and she was to maintain
18 the property and keep the property in good repair and also, the one bill I
19 asked her to pay was the one utility, which was the gas bill and that was it.

20 JUDGE NGUYEN: What did you expect Ms. Jackson to do when she
21 lived in your property from December of 2005 to July of 2006?

22 THE WITNESS: What did I expect her to do?

23 JUDGE NGUYEN: Yes.

24 THE WITNESS: To upkeep - keep the house clean; make sure the
25 yard was maintained; make sure the mail was collected on a daily basis;

1 keep a living body in the house so that the house looked lived in for
2 security purposes and basically just to maintain and upkeep the house
3 while I was constantly out of town.

4 JUDGE NGUYEN: How about her necessity?

5 THE WITNESS: Her personally necessity?

6 JUDGE NGUYEN: Yes.

7 THE WITNESS: Ms. Jackson worked a part-time job at Maryland's
8 Seafood in Northeast Philadelphia.

9 JUDGE NGUYEN: What else?

10 THE WITNESS: She worked a part-time job there as a waitress and
11 therefore she made enough money to be able to handle her personal
12 needs, as well as she applied for Public Assistance with the Tioga Branch on
13 Sedgley Avenue in Northeast Philadelphia.

14 JUDGE NGUYEN: Do you know the address?

15 THE WITNESS: Yes, I do. The address is 1348 West Sedgley
16 Avenue, 19132.

17 JUDGE NGUYEN: What else?

18 THE WITNESS: At the time when I went to inquire about this
19 matter because I didn't know anything about it until the sale of my
20 property, when I went to PGW to sit down and talk to them, they tried to
21 force me to sign a document stating that it was my financial responsibility
22 to handle this \$3,000.00 excessive gross bill that Ms. Jackson had made
23 that I am not responsible for.

24 JUDGE NGUYEN: Did you sue Ms. Jackson for this bill?

25 THE WITNESS: Did I so far?

1 JUDGE NGUYEN: Yes.

2 THE WITNESS: No, because I just found out where she was
3 residing this week due to my own investigations.

4 JUDGE NGUYEN: Do you have anything else to testify to?

5 THE WITNESS: No, sir.

6 JUDGE NGUYEN: Okay. Mr. Farinas, do you have questions?

7 MR. FARINAS: Yes. I have a few questions in cross-examination.

8 CROSS EXAMINATION

9 BY MR. FARINAS:

10 Q. Good afternoon, Ms. Robertson.

11 A. Good afternoon.

12 Q. I just want to go over a couple of things for clarity. The
13 Administrative Law Judge asked you whether you had sued Ms. Jackson
14 and your answer was no, you had not?

15 A. My answer was no.

16 Q. Do you believe that she broke an agreement with you?

17 A. No, I don't.

18 Q. So if you are found to be - as the property owner, if the lien
19 causes you to have to pay money on this bill, would you then feel injured
20 by Ms. Jackson?

21 A. No. I would feel injured by PGW; not Ms. Jackson.

22 Q. Going back to your relationship with Ms. Jackson, you said she
23 was not a tenant?

24 A. I wouldn't use that terminology, no.

25 Q. But you allowed her to live in your property and she didn't pay

1 you money but it was in exchange for?

2 A. Services.

3 Q. Did she own the property in any way?

4 A. No, I owned it.

5 Q. So by your permission, she was on one hand a tenant or maybe

6 a guest - in whatever respect, but did she break promises to you which

7 were a condition of her living at the property?

8 A. No, she didn't break any promises to me.

9 Q. Did she promise you that she would get the gas service in her name
10 and pay the bill?

11 A. Yes, she did.

12 Q. Did she do that?

13 A. Well, I am just finding out that apparently she didn't.

14 Q. She got the gas in her name but she didn't pay the bill?

15 A. She didn't pay the bill.

16 Q. But it was your expectation though that she would pay the bill?

17 A. Oh, definitely.

18 Q. So she did break a promise to you?

19 A. Yes.

20 JUDGE NGUYEN: So when Ms. Jackson applied for gas, were you
21 aware of that?

22 THE WITNESS: Yes.

23 JUDGE NGUYEN: When?

24 THE WITNESS: I didn't know exactly what day she was going but
25 she said she was going to go and apply for gas, so I wasn't in town then,

1 sir, I don't know the exact day that she went.

2 JUDGE NGUYEN: But she went and applied for the gas?

3 THE WITNESS: Absolutely, sir.

4 BY MR. FARINAS:

5 Q. She did apply for the gas with your permission at the property;
6 correct?

7 A. Yes.

8 Q. The letter that you showed to the Judge and I got an
9 opportunity to review it, does it set out the situation in which the sale could
10 not go through because you - because there was money owed in the form
11 of a lien to PGW on the property?

12 A. Correct.

13 Q. Could you have simply made the sale go through - agreed to
14 the sale had the money been paid and then the sale could have been
15 completed?

16 A. No, and the reason why is because PGW, the way they handled
17 it, they said to me that the only way they would release it is if I assumed
18 full responsibility on a statement saying that I take full responsibility for
19 Ms. Jackson's bill and that is the only way they would lift the lien long
20 enough to be able to create the sale to happen. I would still be responsible
21 for the bill, so therefore I chose not to sell the property because I did not
22 feel as though I should have been responsible for Ms. Jackson's bill. It
23 should not have even been intermingled at all.

24 Q. You could have paid the bill from the proceeds of the sale and
25 then gone elsewhere to try to recollect your money from PGW or

1 elsewhere? You could have gone forward with the sale; correct?

2 A. Yes, I think so.

3 Q. So it was your choice not to have this lien satisfied on the
4 property which was not your bill? It was Ms. Jackson's bill but it was a lien
5 on your property, so you chose to halt the sale of the property rather than
6 have PGW paid?

7 A. Definitely. I wanted to have this cleared first before I chose to
8 sell.

9 Q. It was your choice?

10 A. Yes, it was.

11 Q. You mentioned that during the time that Ms. Jackson was a
12 tenant or a guest or an occupant of the Venango Street address which is
13 your property, you said there were never any tags on the door. Were you
14 there everyday to see whether or not that was the case?

15 A. I was in and out of town and Ms. Jackson would leave all of my
16 mails in a wicker basket on the radiator as soon as you come in the door
17 and I never received notification once from PGW about anything about a
18 gas bill being in discrepancy.

19 Q. But you had authorized her to get gas in her name; correct?

20 A. Correct.

21 Q. And all the mails would have gone to Ms. Jackson; is that
22 correct?

23 A. Correct.

24 Q. Did she share her mails with you?

25 A. No, she didn't but if they had the tag which they claim is

1 suppose to be this loud, red or orange tag that supposedly hangs on your
2 door, that would have been to let you know that they are getting ready to
3 shut you off.

4 Q. Does PGW do that as a matter of course?

5 A. I don't know. That is the thing. I don't know what they do.

6 Q. Do you know whether or not Ms. Jackson received shut-off
7 notices in her mail?

8 A. I don't know because I did not open Ms. Jackson's mails and I
9 only found this out when I got to PGW, so I don't know. I didn't open her
10 mails.

11 Q. Did you ever ask Ms. Jackson if everything was going okay and
12 was she keeping up on all of her bills?

13 A. Well, what happened was, I didn't say to her was everything
14 going okay but when I came there on occasions, the lights were on, the
15 heat was on, the water was on and so I saw no room for any discrepancies
16 or problems because everything was in operating order.

17 Q. And just for completeness, you allowed her to move into your
18 property in December of 2005; is that correct?

19 A. Yes.

20 Q. And when did she leave?

21 A. Either June or July.

22 Q. Of 2006?

23 A. 2006.

24 Q. So she spent one winter in the property?

25 A. Yes.

1 Q. Did you ever visit there in the winter?

2 A. Yes, I did two times.

3 Q. Do you remember what months?

4 A. In January I am sure, and in February.

5 Q. And you mentioned before that everything seem to be in
6 working order?

7 A. Yes. The lights and everything were operating and I never saw
8 anything that gave me a red flag to know that anything was wrong.

9 Q. The house was warm and everything was okay?

10 A. Yes, everything was fine.

11 MR. FARINAS: I have no further questions at this time, Your
12 Honor.

13 JUDGE NGUYEN: Okay, thank you. You can go back to your seat.

14 THE WITNESS: Thank you, sir.

15 (Witness excused.)

16 JUDGE NGUYEN: Mr. Farinas, do you have a witness?

17 MR. FARINAS: Yes, Your Honor. At this time, I would like to call
18 Ms. Ann Marie Cromley.

19 JUDGE NGUYEN: Okay. Ms. Cromley, please stand and raise your
20 right hand.

21 Whereupon,

22 ANNMARIE CROMLEY

23 having been duly sworn, testified as follows:

24 JUDGE NGUYEN: You can proceed.

25 MR. FARINAS: Thank you, Your Honor.

DIRECT EXAMINATION

1
2 BY MR. FARINAS:

3 Q. Good afternoon, Ms. Cromley.

4 A. Good afternoon.

5 Q. Can you please give your name and address for the record?

6 A. Ann Marie Cromley, Philadelphia Gas Works, 800 North 9th
7 Street, Philadelphia, Pennsylvania, 19122.

8 Q. And you are employed by PGW?

9 A. Yes, I am.

10 Q. And what is your title?

11 A. Senior Customer Review Unit Officer.

12 Q. As a Senior Customer Review Unit Officer, what does your
13 duties entail?

14 A. To investigate and resolve informal and formal complaints from
15 the Bureau of Consumer Services and from the customer to PGW.

16 Q. Did you investigate the complaint that we are considering here
17 today which was filed by Ms. Robertson?

18 A. Yes, I did.

19 Q. Can you give us a brief overview of your investigation?

20 A. Yes. Based on my investigation, PGW did have a tenant at the
21 property by the name of Gardenia Jackson. Ms. Jackson lived there from
22 December of 2005 to June or July of 2006. She did make two payments on
23 her gas bill and PGW gave her notice and PGW did end up digging up the
24 property in the street.

25 Q. Did PGW file a lien on the property for the gas service?

1 A. There may not be no lien notation but it would be assumed that
2 there would be a lien on the property.

3 Q. Can you give us a brief explanation of the process?

4 A. Yes. Based on PGW's position, PGW is entitled to file a
5 municipal lien or have a lien placed on the property without even filing, so
6 that when the property goes to be sold, PGW is allowed to collect what is
7 owed on the property.

8 Q. And is this the amount that is the subject of a lien that is the
9 subject of this dispute?

10 A. Yes.

11 MR. FARINAS: Your Honor, what I would like to do for the clarity of
12 the record, I have previously distributed a packet of information. The first
13 document is a four-page document that I would like to have marked as
14 PGW Exhibit No. 1.

15 JUDGE NGUYEN: It is so marked.

16 (Whereupon, the document was
17 marked as PGW Exhibit No. 1 for
18 identification.)

19 BY MR. FARINAS:

20 Q. Ms. Cromley, do you have that?

21 A. Yes, I do.

22 Q. Can you tell us what these pages represent?

23 A. Yes. PGW Exhibit 1 is a printout of the account from the
24 system for Gail Robertson who is the current customer of record at 1819
25 West Venango Street.

1 Q. Let me stop you there. The information contained on all four
2 pages of PGW Exhibit No. 1, where does it come from?

3 A. From PGW's computer system.

4 Q. What does the system do? What is the name of it?

5 A. The BCCS.

6 Q. And what does that computer system do?

7 A. It keeps track of all the gas account.

8 Q. And what does the B stand for?

9 A. I can't think of the word.

10 Q. Could it be billing?

11 A. Yes.

12 Q. Does PGW keep this system in the normal course of it's
13 business?

14 A. Yes, it does.

15 Q. And the information that is contained on all four pages of PGW
16 Exhibit No. 1, who places that information there?

17 A. The PGW service representative.

18 Q. And is it the PGW service representative's job to place the
19 information on the computer system?

20 A. Yes, it is.

21 Q. And when they do place it on the billing system, does each
22 entry gets entered at or near the time of the event that is described?

23 A. Yes, it does.

24 Q. Just to be clear, on PGW Exhibit No. 1, you mentioned the
25 account of Ms. Robertson. Can you just give us a brief overview of her

1 account and if I am not mistaken, is her account in dispute?

2 A. No, her account is not in dispute.

3 Q. Can you give us a brief overview of what is going on with her
4 account?

5 A. Yes. PGW Exhibit No 1, page 1 of 4, is a listing of the bills for
6 the account and if you actually come down to the column, you will see the
7 service agreement number, the meter number, the bill start date and end
8 date and the due date of the amount of the bill. In this particular case, it
9 states in the second line here that the bill start date is 12/16/06. The first
10 month's bill was for usage for 217 CCF, which is a winter month. Her bill
11 amount was \$96.30 and -

12 Q. Why was it that amount?

13 A. Because she is on the CRP agreement.

14 Q. Can you give us a brief description of what that is?

15 A. Yes.

16 Q. What does CRP stand for?

17 A. It is the Customer Responsibility Program, which is a low
18 income agreement and the customer when they receive a bill, does get
19 forgiveness. A percentage of the bill is forgiven when they make a
20 payment. In this particular case, the customer did make her CRP payment.

21 Q. And what is the amount of payment that she made?

22 A. The amount of payment was \$90.00. Actually, it's \$96.30 but
23 you don't see it there. It is the additional CRP.

24 Q. Does this amount cover the amount of gas that was used
25 during that time period?

1 A. Yes, it does.

2 Q. Does it pay for -- how much gas did she use?

3 A. For 217 CCF, the gas bill would have been four hundred and
4 something dollars.

5 Q. So is this part of the CRP agreement responsibility?

6 A. Yes. They get forgiveness.

7 Q. And what is the basis on which she is charged the \$96.00?

8 A. That is based on her income.

9 Q. So it doesn't matter how much gas she uses in a particular
10 month, she pays that amount?

11 A. That is correct.

12 Q. Did you hear Ms. Robertson's testimony previously regarding
13 the payment of her account?

14 A. Yes.

15 Q. Please comment on how she pays on her account.

16 A. She has had two bills so far and she paid both of her bills on
17 time.

18 MR. FARINAS: Your Honor, next I would like to go to the next
19 packet in the packet of documents which I would like to have marked as
20 PGW Exhibit No. 2. Your Honor, at the beginning of this hearing, I did
21 request that PGW be allowed to enter that information on the record as it is
22 a part of the Complainant's dispute.

23 JUDGE NGUYEN: This is the account of Ms. Jackson?

24 MR. FARINAS: Yes, Your Honor.

25 JUDGE NGUYEN: It will be so marked.

1 (Whereupon, the document was
2 marked as PGW Exhibit No. 2
3 for identification.)

4 BY MR. FARINAS:

5 Q. Ms. Cromley, do you have that document in front of you?

6 A. Yes, I do.

7 Q. Can you describe what that is?

8 A. Yes. This is a copy of the bill for the tenant, Gardenia Jackson.

9 Q. And if I can back up and ask you, the three pages that
10 encompass PGW Exhibit No. 2, where does this information come from?

11 A. From PGW's computer system.

12 Q. Does it keep this information on the computer system in the
13 normal course of it's business?

14 A. Yes, it does.

15 Q. And who puts this information on the computer system?

16 A. A PGW customer service representative.

17 Q. And is it their job to put this information on the computer's
18 billing system?

19 A. Yes, it is.

20 Q. Briefly going through PGW Exhibit No. 2, can you tell us what
21 this tells us about the gas usage at the service address at Venango Street?

22 A. Yes. If you look at the bottom line, it starts at 12/10/2005
23 through 1/18/2006. This would have been the first bill for Ms. Jackson and
24 that bill was in the amount of \$1,146.29. The usage for this particular bill
25 was 536 CCF for that time period. If you follow that column all the way

1 over to the left, you will also see that that bill was for a 39 days billing
2 period. The property does have an AMR meter, so that bill was based on
3 actual reading.

4 Q. If I could direct your attention to page 3 of 3 of PGW Exhibit
5 No. 2, can you please tell us what this document is?

6 A. Yes. This is titled history request report for the account and
7 this document gives us everything on the account. It gives the bill; it gives
8 the payment and any other charges connected with the account. It also
9 gives a running balance so we can see what the total balance is.

10 Q. I want to take you back to that first bill that you mentioned.

11 A. Yes. That was 1/18/2006 for the amount of \$1,146.29.

12 Q. And what was the amount of gas usage for that bill?

13 A. 536 CCF.

14 Q. Can you cover the subsequent bills?

15 A. Read them?

16 Q. Yes.

17 A. The next bill for \$568.21 was from 1/18/2006 to 5/11/2006
18 and the usage was 256 CCF of gas. The next bill was in the amount of
19 \$537.40 from February 16, 2006 to March 17, 2006 and that was for 255
20 CCF of gas. The next subsequent bill was for \$267.77 from March 17,
21 2006 to April 18, 2006 and this was for 121 CCF.

22 Q. Let me stop you there. The previous three bills, can you
23 comment on that? Would you consider that adequate usage for the winter
24 months?

25 A. Yes.

1 Q. The tenant or occupant of the Venango Street address, did she
2 make any payments during the winter months?

3 A. No.

4 Q. Did PGW try to shut them off for none-payment?

5 A. No, because that would have been during the winter period.

6 Q. Can you explain what that means?

7 A. PGW has a certain period of time during the winter months
8 where they cannot shut off gas to a property.

9 Q. What payments and when did the tenant or occupant of 1819
10 West Venango Street make a payment?

11 A. On 5/23/2006, PGW received a payment of \$20.00 and on
12 6/15/2006, PGW received a payment of \$20.00.

13 Q. Can you tell us what occurred on the account in the months
14 following?

15 A. Yes. Once the moratorium ended, PGW started sending
16 collection notices and the notice would have been attached to her bill that
17 she would have received. On 6/15/06, PGW sent what is called a PAY30
18 and she was already over 30 days late. On 7/6, PGW sent a 5691
19 indicating that we were getting ready to shut the gas off. On July 13th,
20 PGW issued a 5693 D, which is a daytime notification that they would have
21 tried to contact the customer. On 7/14, a 5693N, indicating that they tried
22 to contact the customer in the evening and on 7/19/2006, we sent another
23 notice. On 7/22/2006, we issued a 5696, and indicate that the gas would
24 be shut off. On 7/26/2006, we sent the final notice and PGW did dig up
25 the property.

1 Q. You mentioned several notices and you gave the numbers,
2 and what is the reason for those classifications of notices?

3 A. It is the process that PGW has to follow before we finally shut
4 the gas off.

5 Q. And the numbers, what do they stand for?

6 A. 5691 would be a 60-day notice.

7 Q. If I could ask you, what tells PGW that they have to give out
8 these notices?

9 A. Under PGW's tariff and under Chapter 14.

10 Q. And any other part of the Public Utility Code?

11 A. Chapter 56.

12 MR. FARINAS: Your Honor, I would like to have marked as PGW
13 Exhibit No. 6, a different exhibit, Your Honor. I had not previously
14 submitted it and this is only because the question of notice came into
15 question. I am circulating the document now and I would like to have that
16 marked as PGW Exhibit No. 6.

17 JUDGE NGUYEN: Okay. We will mark it as PGW Exhibit No. 6.

18 (Whereupon, the document was
19 marked as PGW Exhibit No. 6
20 for identification.)

21 BY MR. FARINAS:

22 Q. Ms. Cromley, do you have that document in front of you?

23 A. Yes, I do.

24 Q. Can you direct us to the place on the document where you
25 obtained the information about which you just testified?

1 A. Yes. In the center of the document, you will see a square block
2 and there is a heading on that block, "Credit, Collection Event." It gives
3 the account number and it gives the name Gardenia Jackson.

4 Q. Let me just ask you, where does this information come from?

5 A. PGW's computer system.

6 Q. And what is the name of the collection system?

7 A. The BCCS.

8 Q. Does PGW keep this information in the normal course of it's
9 business?

10 A. Yes, we do.

11 Q. Who puts this information on the billing system?

12 A. The Customer Service Representative.

13 Q. And when they put it on the billing system, for example the
14 notice sent on July 6, 2006, notice number 5691, is that information put on
15 the system at or near the time of July 6, 2006?

16 A. Yes, it was.

17 Q. Is it the job of the people that put it on there to put this
18 information in the computer system?

19 A. Yes, it is.

20 Q. And is it your testimony that these notices were sent to the
21 customer of record at the Venango Street address?

22 A. Yes, they were.

23 MR. FARINAS: Your Honor, I would like to move to the next packet
24 in the document and I would like to have that marked as PGW Exhibit No.
25 3.

1 JUDGE NGUYEN: Okay. We will mark it for identification as PGW
2 Exhibit No. 3.

3 (Whereupon, the document was
4 marked as PGW Exhibit No. 3 for
5 identification.)

6 BY MR. FARINAS:

7 Q. Ms. Cromley, do you have that document in front of you?

8 A. Yes, I do.

9 Q. Can you describe what PGW Exhibit No. 3 is?

10 A. PGW Exhibit No. 3 is a list of contacts at the top of the heading
11 on this particular document. It is contacts for the premises at 1819 West
12 Venango Street.

13 Q. And just to get through all of this, where is this information
14 kept?

15 A. On PGW's billing system.

16 Q. And who puts this information on there?

17 A. The customer service representative.

18 Q. And when they put it on there, is it their job to put information
19 regarding contacts on the billing system?

20 A. Yes, it is.

21 Q. And when they do put the information on, do they put it on at
22 or near the time the contact is made?

23 A. Yes, they do.

24 Q. And when you say "contact for the premises," is there another
25 kind of contact?

1 A. Yes. There is also contacts for the customer.

2 Q. Can you explain the relevance for the contacts that occurred on
3 PGW Exhibit No. 3?

4 A. Yes, I can. If I could turn your attention to PGW Exhibit 3,
5 page 3, if you look over to the fourth column where it says "person" at the
6 top heading, it gives the name of the people on the account or other
7 customer and things that were happening on the account. I would like to
8 call your attention to a date of 12/21/2005, it says "Melita. Woman that
9 answered said the customer went to make the payment." At this point,
10 you see to the right, Henry Gray. That is also the previous customer to
11 Ms. Gardenia. I will tell you the relevance of that contact in a minute. The
12 next contact is 12/27/05. Turn off AMR and 12/9/05, to turn off reading.
13 The next contact is 1/2/06, Chase Abstract Company calling to find out the
14 final bill for Mr. Henry Gray.

15 The next contact is 1/27/2007. It says 72 hours. PGW left a 72
16 hours notice at this property for someone to apply for the gas. Since the
17 previous customer was selling the property, the Abstract Company called to
18 get the final bill.

19 Q. So if I can stop you there for a moment, we are talking about
20 Ms. Robertson's tenant or guest, Ms. Jackson. How did she come to have
21 gas service in her name?

22 A. The gas was on when she moved in and PGW left a notice for
23 her to call. Finally, on April 18, 2006, she finally called and told us that a
24 settlement was made on the property and she had been in there since
25 12/9/2005, so PGW put the gas on in her name.

1 Q. So she didn't actually applied in December of 2005?

2 A. No, she did not.

3 JUDGE NGUYEN: So April 18, 2006, the gas was in her name?

4 THE WITNESS: Yes, it was, Your Honor. It was prorated back to
5 her date. December. I would just like to say that at subsequent times,
6 Ms. Gardenia did call at different times to try to see if she could get on the
7 payment arrangement.

8 BY MR. FARINAS:

9 Q. That is Ms. Jackson?

10 A. Yes, Ms. Jackson. If you look at the date of 7/17/2006, it says,
11 "customer has no income. Called for payment arrangement. Informed her
12 that she can't set up payment arrangement without income. Customer
13 says that she will try to get the bill paid." The next contact was on
14 7/25/06 and it was on the street with the dig crew.

15 MR. FARINAS: Your Honor, just to complete the information that
16 we have, I would like to mark as PGW Exhibit No. 4 a single page
17 document with the title, Board of Revision of Taxes. It is just simply a
18 record kept on the internet by the BRT.

19 JUDGE NGUYEN: We will mark it as PGW Exhibit No. 4.

20 (Whereupon, the document was
21 marked as PGW Exhibit No. 4
22 for identification.)

23 BY MR. FARINAS:

24 Q. Ms. Cromley, do you have that document in front of you?

25 A. Yes, I do.

1 Q. Can you tell us what this document is?

2 A. Yes. This document is just to show that 1819 West Venango is
3 owned by Gail Robertson and the actual sale date is 12/9/2005.

4 JUDGE NGUYEN: How much is the lien?

5 THE WITNESS: The total account balance on Gardenia Jackson's
6 account is \$3,046.12.

7 JUDGE NGUYEN: How about Exhibit 4?

8 THE WITNESS: Exhibit 4 is from the Board of Revision of Taxes.
9 That doesn't show the lien, Your Honor. That just shows who owns the
10 property.

11 JUDGE NGUYEN: Where do I find the amount of the lien?

12 THE WITNESS: You can find the total account owed by the tenant
13 on PGW Exhibit 2, page 3 of 3.

14 JUDGE NGUYEN: \$3,046.12?

15 THE WITNESS: Yes.

16 JUDGE NGUYEN: Okay.

17 MR. FARINAS: Finally, Your Honor, I would like to have marked as
18 PGW Exhibit No. 5 a single page document which is a printout of the
19 electronic representation of the decision of the Bureau of Consumer
20 Services.

21 JUDGE NGUYEN: We will mark that as PGW Exhibit No. 5.

22 (Whereupon, the document was
23 marked as PGW Exhibit No. 5
24 for identification.

25 JUDGE NGUYEN: Okay.

1 BY MR. FARINAS:

2 Q. Ms. Cromley, do you have that document in front of you?

3 A. Yes.

4 Q. Can you briefly summarize what the BCS decision was?

5 A. Actually, they consider this a verbal close. Actually, they talked
6 to Ms. Robertson and she advised them that she wasn't selling the property
7 at that time.

8 JUDGE NGUYEN: When was that?

9 THE WITNESS: That was 11/7/2006.

10 BY MR. FARINAS:

11 Q. Ms. Cromley, I would like to ask you a couple questions just for
12 clarification now. Is PGW holding Ms. Robertson, the complainant,
13 responsible for the bill of Ms. Jackson?

14 A. No, we are not.

15 Q. Have PGW transferred any amount -

16 JUDGE NGUYEN: Why do you say you are not holding her
17 responsible for that amount? Can you tell me why?

18 THE WITNESS: Why we are not holding the owner?

19 JUDGE NGUYEN: Yes.

20 THE WITNESS: It is against the property. The bill is against the
21 property for the tenant, Gardenia Jackson.

22 JUDGE NGUYEN: Not against her?

23 THE WITNESS: No.

24 MR. FARINAS: Your Honor, I have no further questions at this
25 time.

1 JUDGE NGUYEN: I have a few questions for you.

2 THE WITNESS: Okay.

3 JUDGE NGUYEN: When Ms. Jackson applied for gas, do you ask her
4 to supply any documents for the application?

5 THE WITNESS: She did supply her Social Security Number, Your
6 Honor. She did state when she moved in the property; her age; her
7 telephone number at the time and that would have been it. We asked her
8 who the owner was and she would have supplied the name of the owner.

9 JUDGE NGUYEN: Did you ask her about her status as a tenant?

10 THE WITNESS: Yes, they would have asked her.

11 JUDGE NGUYEN: And what did she say?

12 THE WITNESS: This particular contact, the way it is written,
13 customer said she made settlement in January of 2006 and completed turn
14 on 12/9/2005 and the bill was in soft off. Apparently, from what I can see,
15 she would have said the owner took over the property and she was the
16 tenant, Ms. Gardenia. The way it appears, Your Honor, she didn't come
17 walking into the office because she was actually living in the property with
18 the gas on and I think at this point she knew they weren't going to cut the
19 gas off because the moratorium would have started, so she called and said
20 her name and said how long she was in the property. She didn't go into
21 the office and we wouldn't have shut her off at that time either Your Honor,
22 because it was during the moratorium.

23 JUDGE NGUYEN: When is the moratorium?

24 THE WITNESS: It starts in December, Your Honor. They told her
25 they were going to bill her from December and if she wanted to dispute

1 that, she could provide documents to show.

2 JUDGE NGUYEN: Where do I find that?

3 THE WITNESS: PGW Exhibit 3, page 3.

4 JUDGE NGUYEN: What line?

5 THE WITNESS: If you want to look at the contact for 4/18/2006.
6 It says, "customer says she made settlement in 1/2006. Completed turn
7 on 12/9/2005. Account was in soft off. Billed account to current AMR
8 readings. Needs to show proof of settlement for prorate." If she wanted to
9 say that she wasn't responsible from the date of 12/9/05, she would have
10 had to provide proof.

11 JUDGE NGUYEN: So you did not ask her about her status at the
12 property as a occupant or a tenant?

13 THE WITNESS: I believe they would have asked her and that is
14 why it is in her name. If you look at the right of that, you will see her
15 name. At this particular time, she would have explained who she was at
16 the property.

17 JUDGE NGUYEN: But you did not ask for any documents?

18 THE WITNESS: No, at this particular time they didn't.

19 JUDGE NGUYEN: Because the gas was continuing at this time?

20 THE WITNESS: Yes, it was, Your Honor.

21 JUDGE NGUYEN: Ms. Robertson, do you have any questions?

22 MS. ROBERTSON: Yes, sir.

23 CROSS EXAMINATION

24 BY MS. ROBERTSON:

25 Q. At any point in time did PGW request a settlement sheet from

1 Ms. Jackson showing who the property owner was?

2 A. Not that I can see at this point.

3 Q. At any point did PGW request a lease from the owner stating
4 that she was a tenant occupying the property at 1819 West Venango
5 Street?

6 A. No.

7 Q. At any point in time did PGW request that the owner come
8 forward to show proof of ownership?

9 A. No.

10 Q. At any point in time did PGW contact the owner of the property
11 to advise the owner that there was an excessive bill and that the property
12 was due for shut off and dug up?

13 A. No.

14 Q. At any point in time did PGW notify the owner of the public
15 service that you provide where you just keep the service on and running
16 and what is that call? The name of the bill where PGW just keep the
17 service running, you know, past the date. What is that call?

18 A. The soft off?

19 Q. No. I am talking about the name of the service where you keep
20 the gas running?

21 A. Yes. To transfer it over to a new customer.

22 Q. At any point in time did PGW make any attempts once they saw
23 that the bill was escalating to a certain level, did PGW notify anyone in
24 reference to who this property was the owner of?

25 A. PGW did leave notice at the property which is called a 72 hours

1 notice, so that whoever is in that property would call up and come into the
2 office and apply. As was stated before, that was the winter month and
3 PGW is under the moratorium. We cannot cut off the gas during the
4 moratorium if the property is occupied.

5 Q. Did PGW have a regular household phone number to contact
6 the resident to at any time speak to the owner of the property to confirm
7 this gas service?

8 A. Okay. I believe what you are asking is, if when
9 Ms. Gardenia Jackson had called and gave her telephone number and she
10 would have said here is the owner's phone number, I don't know that most
11 tenants do that. It is the owner that gives their own phone number.

12 Q. Does PGW at any point in time require any type of back-up
13 paperwork to secure they being able to obtain the debt which they are
14 trying to obtain now?

15 A. Through collections, yes.

16 Q. That means that PGW is trying to collect from Ms. Jackson;
17 right?

18 A. Yes.

19 Q. So that means that PGW has no way of contacting Ms. Jackson,
20 so PGW has now shifted the weight to the owner of the property?

21 MR. FARINAS: Objection, Your Honor.

22 JUDGE NGUYEN: Why?

23 MR. FARINAS: She is arguing with the witness and she is stating
24 facts, which we have said before, we are not holding Ms. Robertson
25 responsible for the bill.

1 JUDGE NGUYEN: She is responsible. Why do you keep saying you
2 are not holding her responsible? When she sells the property, she must
3 pay you.

4 MR. FARINAS: It is part of the lien process over which the
5 Commission has no jurisdiction.

6 BY MS. ROBERTSON:

7 Q. So then, the finality being that the bill as it stands, it doesn't
8 stand under the collection status of Ms. Jackson, but it stands under the
9 collection status of the said property, 1819 West Venango, which is my
10 property, and PGW is trying to collect from Ms. Jackson as well as lien my
11 property. Therefore, PGW will be put in a position where they are
12 collecting both amounts, which will end up being a total of \$6,000.00. Is
13 that how it is suppose to be?

14 MR. FARINAS: Your Honor, I object. She is testifying.

15 JUDGE NGUYEN: Let her answer the question.

16 THE WITNESS: No. If the payment came in, the payment would
17 come off of that money, so there is no way it would be \$6,00.00. Should
18 the tenant make a payment or decides to pay that money, it goes right to
19 that name and right to that account. It comes off. Should a lien be placed
20 on the property and the property is sold, at settlement the money will be
21 taken out and that check in particular will be sent and clear that title to the
22 property but if one came in to pay the bill, that would be it. We wouldn't
23 take two payments.

24 BY MS. ROBERTSON:

25 Q. This is the last question. So once the property is sold and the

1 money is deducted from the sale of the property to pay PGW for that bill,
2 that means that now Ms. Gardenia Jackson has no responsibility to PGW
3 because it has been paid, although she had full usage, full knowledge and
4 PGW made a full agreement with Ms. Jackson, and now she has no
5 responsibility because that particular debt has been satisfied off of the
6 property?

7 A. That is correct.

8 MS. ROBERTSON: That is all I have.

9 MR. FARINAS: Your Honor, I have a couple questions on redirect.

10 JUDGE NGUYEN: Okay.

11 REDIRECT EXAMINATION

12 BY MR. FARINAS:

13 Q. Ms. Cromley, I would like to pick up on that. Even though the
14 debt may be satisfied by the satisfaction of the lien, what happens to
15 Ms. Jackson - the tenant's credit at that point? Is she marked as having
16 resolved the debt on her account?

17 A. No, she is not.

18 Q. Can you explain - let me switch gears. When we covered the
19 area regarding Ms. Jackson becoming a customer of PGW, the testimony
20 was that PGW left a 72 hours notice. Can you explain what that means?

21 A. Yes. The 72 hours notice is a notice indicating that PGW will
22 shut the gas off if someone doesn't apply for the gas service.

23 Q. When did this occur?

24 A. In January.

25 JUDGE NGUYEN: 2006?

1 THE WITNESS: 2006.

2 BY MR. FARINAS:

3 Q. In January of 2006?

4 A. Yes.

5 Q. And when did Ms. Jackson come forward to put the gas in her
6 name?

7 A. Actually, in April but in March, she also called in a gas leak.
8 She smelled gas in her kitchen.

9 Q. Until that time she had not been a customer of record?

10 A. No.

11 Q. And when someone is at the property using gas but is not a
12 customer of record, what do we call that?

13 A. A user without a contract.

14 Q. And what does users without a contract needs to demonstrate?

15 A. They have to demonstrate - come in and make application for
16 service.

17 Q. You heard the testimony of Ms. Robertson earlier about the
18 relationship between Ms. Jackson and Ms. Robertson?

19 A. Yes.

20 Q. If PGW call to Ms. Jackson saying that I am here as a guest, I
21 am here as a tenant, I am here with the permission of Ms. Robertson,
22 would PGW accept Ms. Robertson's agreement that Ms. Jackson was in the
23 property with her permission by phone?

24 A. Yes. In this particular case, like I said, it's a moratorium.

25 Q. Have you heard any testimony from Ms. Robertson today that

1 would lead you to believe that PGW should have turn down Ms. Jackson's
2 request for gas? Was she at the property without Ms. Robertson's
3 permission?

4 A. No, she was not.

5 Q. Normally, with customers without contract, if there is no written
6 lease provided, does PGW allow the customer to sign up for service?

7 A. If it is during the moratorium, yes, PGW will allow them to sign
8 up for service. They will have to come in a self-certify and bring whatever
9 proof they have and come into the office.

10 Q. So if there is a situation in which due to the inclement weather
11 or whatever, PGW will allow a customer to stay at a property without
12 proving the utmost of documentations during the moratorium?

13 A. Yes.

14 Q. And why does PGW do that?

15 A. Because like I said, during the moratorium we are not
16 permitted to shut it off knowing that the property is occupied.

17 Q. If PGW did shut it off, what could be the results?

18 A. The possibility of someone freezing to death or a lawsuit
19 because we left them without gas.

20 Q. And it would be for the reason that they didn't have enough
21 papers?

22 A. Yes.

23 MS. ROBERTSON: Objection. I would like to say something here.

24 JUDGE NGUYEN: After his cross-examination.

25 MS. ROBERTSON: All right, I am sorry.

1 BY MR. FARINAS:

2 Q. Normally with tenants, is it PGW's practice to provide the owner
3 with any information regarding bills that might be considered excessive?

4 A. No, it is not.

5 Q. And in fact, if someone runs up a bill for a 39-day period in the
6 amount of \$500.00, would you consider that excessive?

7 A. No.

8 Q. Was there anything out of order about the nature of the gas
9 being consumed at the property on Venango Street during the months of
10 January through March?

11 A. No, there was not.

12 MR. FARINAS: Your Honor, I have no further questions at this
13 time.

14 JUDGE NGUYEN: Mr. Farinas, can you give me a brief on that?

15 MR. FARINAS: On the issue of?

16 JUDGE NGUYEN: On the issue of you providing service to a
17 customer regardless of that customer's status as a tenant or owner or
18 anything. Just the occupant of the property.

19 MR. FARINAS: Yes, Your Honor, we will do that. Your Honor, it is
20 not so much of whether their status is. We know that it is something. It is
21 either tenant or owner or whatever.

22 JUDGE NGUYEN: Occupant.

23 MR. FARINAS: Rather than cut off during the winter, we provide
24 time for the customer to provide adequate information.

25 JUDGE NGUYEN: I need a brief on that.

1 MR. FARINAS: Surely. The record will also reflect that
2 Ms. Robertson has admitted that she gave Ms. Jackson permission to be at
3 the property.

4 JUDGE NGUYEN: We don't talk about that now. We can get that
5 from the notes of testimony.

6 MR. FARINAS: Okay.

7 JUDGE NGUYEN: You may ask the question now.

8 RE CROSS EXAMINATION

9 BY MS. ROBERTSON:

10 Q. The moratorium, I was under the impression that it has to be
11 for the elderly person or a child and resident for them not to cut off the
12 gas?

13 A. No.

14 Q. So it's just above board? Everybody in the City of Philadelphia
15 can keep their gas on regardless of status, regardless of their debt, just
16 because of the moratorium?

17 A. Like I said, it is not our policy to shut people off during the
18 moratorium.

19 MR. FARINAS: Your Honor, if I may, for clarification, the
20 moratorium is from the period of December 1st through March 31st. It is a
21 time in which no Utility can shut off a customer unless it has specific
22 permission from the Commission.

23 JUDGE NGUYEN: You can discuss that in your brief.

24 MR. FARINAS: Thank you, Your Honor.

25 JUDGE NGUYEN: Anything else, Ms. Robertson?

1 BY MS. ROBERTSON:

2 Q. Well, in comparison to the CCF that was used, the usage that I
3 paid and that I am paying for on an average for the months in question, I
4 average at 217 and the reason why I consider Gardenia Jackson's usage
5 excessive is because --

6 MR. FARINAS: Is there a question? I object unless there is a
7 question.

8 JUDGE NGUYEN: What is your question?

9 BY MS. ROBERTSON:

10 Q. The question is, are the per diem numbers the same day as
11 they were when Ms. Jackson resided there?

12 A. Yes, and you are not seeing your bill. That 217 CCF would
13 have actually cost you in the amount of \$430 to \$450 and that is what your
14 bill would be. If you look at your next bill, you used 360 CCF and that bill
15 would have cost you close to six or \$700, but you are not seeing it because
16 you are on the CRP agreement and you are not seeing the exact amount of
17 your own bill.

18 JUDGE NGUYEN: Ms. Jackson was on the CRP?

19 THE WITNESS: No. Ms. Robertson is.

20 JUDGE NGUYEN: Anything else?

21 BY MR. ROBERTSON:

22 Q. Does PGW require an income statement of any kind when a
23 person is applying for gas to make a suggestion that the person is qualified
24 for the CRP?

25 A. We ask you your income and we want to see your income for

1 the CRP, yes.

2 JUDGE NGUYEN: Do you move for the receipt of your exhibits?

3 MR. FARINAS: Yes, Your Honor. I move that PGW Exhibits 1
4 through 6 be admitted into the record.

5 JUDGE NGUYEN: Any objection to Exhibits 1 through 6?

6 MS. ROBERTSON: No.

7 JUDGE NGUYEN: PGW Exhibits 1 through 6 are admitted into the
8 record.

9 (Whereupon, the documents marked
10 as PGW Exhibits Nos. 1 through 6
11 were received in evidence.)

12 JUDGE NGUYEN: Okay, thank you.

13 MR. FARINAS: Thank you, Your Honor.

14 (Whereupon, at 3:10 p.m., the proceedings were concluded.)

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CERTIFICATE

I hereby certify, as the stenographic reporter, that the foregoing proceedings were taken stenographically by me, and thereafter reduced to typewriting by me or under my direction; and that this transcript is a true and accurate record to the best of my ability.

COMMONWEALTH REPORTING COMPANY, INC.

BY: Georgette McEwan
Georgette McEwan

2007 MAR 15 PM 1:12
SECRETARY OF COURTS

BILLS FROM 01/01/1996 TO 03/20/2007

Account #: 68417987	Customer Name: ROBERTSON, GAIL S
Customer Address: 1819 W VENANGO ST/PHILA, PA	Bill Cycle: 11

BILLS

Service Agreement ID	Meter #	Bill Start Date	Bill End Date	Bill Due Date	Meter Read Start	Meter Read End	Usage (CCF)	Read Code	Bill Amount	Bill Cancelled	Closing Bill	CRP Monthly Amount	Eway Current Month	Eway Curr Amt	Days
8239388413	1839674	01/19/2007	02/16/2007	03/15/2007	5171	5531	360	Regular	\$98.30	No	No	\$90.00	0	\$0.00	28
8239388413	1839674	12/16/2006	01/19/2007	02/14/2007	4954	5171	217	Regular	\$96.30	No	No	\$90.00	0	\$0.00	34

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PAYMENTS FROM 01/01/1996 TO 03/20/2007

Account #: 68417987	Customer Name: ROBERTSON, GAIL S
Customer Address: 1819 W VENANGO ST/PHILA,PA	Bill Cycle: 11

PAYMENTS

Service Agreement ID	Pay Amount	Pay Date	Pay Status	Late Pay Charge	Utility Type	Grant Type	Pay Source Code
8239388413	\$96.30	03/09/2007	F	\$0.00	G		REM
8239388413	\$96.30	02/14/2007	F	\$0.00	G		REM

PGW Exhibit - 1
Page 2 of 4

HISTORY REQUEST REPORT FOR ACCOUNT # 68417987 AND SA # 8239388413 AS OF 03/20/2007

Account # 68417987	SA # 8239388413	Bill Cycle 11	Rate Class GS	Phone # 6988038(678)
Name: ROBERTSON, GAIL S	Address: 1819 W VENANGO ST/PHILA, PA	Easyway Indicator	CRP Status: A	
Pay Agreement Indicator: N	Blocker End Date: 20071215	Meter #: 1839674		

Trans. Date	Trans. Type	Current Amt	Total Amt	Adj Amt	Segment Start Date	Segment End Date	Read Code	End Read	Current Balance	Usage	Meter #
01/19/2007	BILL	\$96.30	\$96.30	\$0.00	12/16/2006	01/19/2007	R	5171	\$96.30	217	1839674
02/14/2007	PAY	(\$96.30)	(\$96.30)	\$0.00							
02/16/2007	BILL	\$96.30	\$96.30	\$0.00	01/19/2007	02/16/2007	R	5531	\$96.30	360	1839674
03/09/2007	PAY	(\$96.30)	(\$96.30)	\$0.00							

PGW Exhibit - 1
 Page 3 of 4

Account: Robertson, Gail S Action: Launch ID: 68417997

Account: 0000 6841 7997 Name: Robertson, Gail S ID: 68417997

Agreement Status:	A - Active	Status Date:	12/21/2006
Agreement Type:	10.00 - 10.00% Of Income	Current CRP Start Date:	12/21/2006
Agreement Amount:	90.00	Date Recertified:	
Nbr of Persons in Household:	1	Gender:	Female
Nbr of Persons 18 and under:		Nbr of Persons 62 and over:	
Monthly Household Income:	900.00	105.76%	Source of Income: EMPL - Employment
Previous Status:		Previous Status Date:	
Previous Type:		Previous CRP End Date:	
Previous Source of Income:		Previous Nbr of Persons In Household:	
Curable Amount:	0.00	Nbr of Times Curad:	0
Curable Bills Nbr:	0		

Suggested CRP Agreement Type & Amount

Calculate

Main

Address

Billing

Bill Print

Intercept

Misc Print

Misc

Bankruptcy

CRP Agreement

Blocker Code

BILLS FROM 01/01/1996 TO 03/20/2007

Account #: 801979883	Customer Name: JACKSON, GARDINIA
Customer Address: 1819 W VENANGO ST/PHILA, PA	Bill Cycle: 13

BILLS

Service Agreement ID	Meter #	Bill Start Date	Bill End Date	Bill Due Date	Meter Read Start	Meter Read End	Usage (CCF)	Read Code	Bill Amount	Bill Cancelled	Closing Bill	CRP Monthly Amount	Eway Current Month	Eway Curr Amt	Days
881583925	1839674	07/18/2006	07/26/2006	09/14/2006	4952	4954	2	Regular	\$3.93	No	Yes	\$0.00	0	\$0.00	8
881583925	1839674	06/16/2006	07/18/2006	08/11/2006	4945	4952	7	Regular	\$28.55	No	No	\$0.00	0	\$0.00	32
881583925	1839674	05/17/2006	06/16/2006	07/13/2006	4940	4945	5	Regular	\$22.86	No	No	\$0.00	0	\$0.00	30
881583925	1839674	04/18/2006	05/17/2006	06/13/2006	4933	4940	7	Regular	\$27.23	No	No	\$0.00	2	\$190.00	28
881583925	1839674	03/17/2006	04/18/2006	05/12/2006	4812	4933	121	Regular	\$267.77	No	No	\$0.00	0	\$0.00	32
881583925	1839674	01/18/2006	02/16/2006	05/11/2006	4301	4557	256	Regular	\$568.21	No	No	\$0.00	0	\$0.00	29
881583925	1839674	02/16/2006	03/17/2006	05/11/2006	4557	4812	255	Regular	\$537.40	No	No	\$0.00	0	\$0.00	29
881583925	1839674	12/10/2005	01/18/2006	05/11/2006	3765	4301	536	Regular	\$1,146.29	No	No	\$0.00	0	\$0.00	39

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PAYMENTS FROM 01/01/1996 TO 03/20/2007

Account #: 801979883	Customer Name: JACKSON, GARDINIA
Customer Address: 1819 W VENANGO ST/PHILA,PA	Bill Cycle: 13

PAYMENTS

Service Agreement ID	Pay Amount	Pay Date	Pay Status	Late Pay Charge	Utility Type	Grant Type	Pay Source Code
881583925	\$20.00	06/15/2006	F	\$0.00	G		REM
881583925	\$20.00	05/23/2006	F	\$0.00	G		REM

PGW Exhibit - 2

Page 2 of 3

HISTORY REQUEST REPORT FOR ACCOUNT # 801979883 AND SA # 881583925 AS OF 03/20/2007

Account # 801979883 SA # 881583925 Bill Cycle 13 Rate Class: GS Phone #: 3695401(215)

Name: JACKSON, GARDINIA Address: 1819 W VENANGO ST/PHILA, PA

Pay Agreement Indicator: N Easyway Indicator: CRP Status:

Blocker Start Date: 20061030 Blocker End Date: 20071030 Meter #: 1839674

Tran. Date	Trans. Type	Current Amt	Total Amt	Adjust Amt	Segment Start Date	Segment End Date	Road Code	End Read	Current Balance	Usage	Meter #
01/18/2006	BILL	\$1,146.29	\$1,146.29	\$0.00	12/10/2005	01/18/2006	R	4301	\$0.00	536	1839674
02/16/2006	BILL	\$568.21	\$568.21	\$0.00	01/18/2006	02/16/2006	R	4557	\$0.00	256	1839674
03/17/2006	BILL	\$537.40	\$537.40	\$0.00	02/16/2006	03/17/2006	R	4812	\$0.00	255	1839674
04/18/2006	BILL	\$267.77	\$267.77	\$0.00	03/17/2006	04/18/2006	R	4933	\$2,519.87	121	1839674
05/17/2006	BILL	\$27.23	\$27.23	\$0.00	04/18/2006	05/17/2006	R	4940	\$2,546.90	7	1839674
05/23/2006	PAY	(\$20.00)	(\$20.00)	\$0.00							
08/15/2006	PAY	(\$20.00)	(\$20.00)	\$0.00							
08/16/2006	BILL	\$22.86	\$22.86	\$0.00	05/17/2006	06/16/2006	R	4945	\$2,567.36	5	1839674
06/19/2006	LPC	\$37.60	\$37.60	\$37.60							
07/18/2006	BILL	\$26.55	\$26.55	\$0.00	06/16/2006	07/18/2006	R	4852	\$2,631.85	7	1839674
07/19/2006	LPC	\$37.94	\$37.94	\$37.94							
07/26/2006	BILL	\$3.93	\$3.93	\$0.00	07/18/2006	07/26/2006	R	4854	\$3,046.12	2	1839674
07/26/2006	DIGCHG	\$372.00	\$372.00	\$372.00							
08/17/2006	LPC	\$38.34	\$38.34	\$38.34							
12/21/2006	DIGCGW	(\$372.00)	(\$372.00)	(\$372.00)							

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Contacts for Premise: 1819 W Venango St/Philadelphia, Pa 19140-4019

Premise: 1819 W Venango St/Philadelphia, Pa

Transaction History
 Full Comments

Date	Type	Comment	Person	Follow Up
02/02/2007	BILL	balance given	Robertson, Gail S	
12/21/2006	CRU	prepared formal and sent to legal	Robertson, Gail S	
12/21/2006	CRU	waived dig fee	Jackson, Gardine	
12/16/2006	SERV	Rebuild Meter Set, 12/16/2006, 800 - 1200 rel to 9236	Robertson, Gail S	
12/16/2006	SERO	Turn On, 12/16/2006, 800 - 1200 needs rebuild w/ turn on	Robertson, Gail S	
12/15/2006	SERO	Turn On, 12/15/2006, 1200 - 1600 B24 distribution renewed service	Robertson, Gail S	
12/15/2006	CRU	Customer of record filed a formal complaint. Docket# C-2067170. Information is also entered under acct# 0008-0197-9883	Robertson, Gail S	
12/15/2006	CRU	Customer Gail S. Robertson filed a formal complaint. Docket# C-20067170. Also see acct# 6841-7987	Jackson, Gardine	
12/12/2006	DIST	6690 CALL DATE 12/15/PM PHONE DISCONNECTED	Robertson, Gail S	
12/11/2006	DIST	6690M RECEIVED BY DIST BSI	Robertson, Gail S	
12/11/2006	SERO	Turn On, Order Invalid, because service is not active. Source to meter is not connected. owner req U/on will call 6690	Robertson, Gail S	
11/14/2006	CRU	Continued. Gail Robertson doesn't have a lease with Ms. Jackson's name on it. See account # 6841 7987. See also CRU contact dated 10/31/06. The PUC mailed formal complaint forms to the customer	Jackson, Gardine	
11/14/2006	CRU	BCH# 2163249 Closed on 11/7/06 by PUC John Des. Verbal Close. Gail Robertson advised she didn't sell the property as originally planned. She is the owner and her name is on the deed for 1819 S Venango St. She stated she shouldn't be responsible for Gardine Jackson's final bill. Cust. doesn't want to accept the responsibility of the bill according to the law	Jackson, Gardine	
10/31/2006	CRU	2163249 Cont'd. The CRU Dept does request the paperwork again for review on the customer complaint. It is suggested that the customer contact PGW by phone or on line to request a PUP Landlord application to assist her with this matter in the future attachments sent to puc.	Jackson, Gardine	
10/31/2006	CRU	bch#2163249 en'd., budget 300.00. PGW's position is that the CRU Dept, has not had the [documents] information sent to them for review. Ms. Robertson will be held responsible for the full bill \$3,046.12, dig charge \$372.00, security deposit \$300.00 and re-connection fee \$123.23=3 841 35 to have the service restored per Chapter 14, 56 and Tariff. If she cannot provide the proper paperwork to void her claims. Cont'd.	Jackson, Gardine	
10/30/2006	CRU	puc faxed 10/27/06 bch#2163249 (Gail Robertson) filed dispute	Jackson, Gardine	

Change Customer Contact... Launch Related Transaction...

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3/20/07

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Premise: 1819 W Venango St/Philadelphia, Pa

- Transaction History
- Full Comments

Date	Type	Comment	Person	Follow Up
10/30/2006	CALL	pac faxed 10/27/06 bca2163249 (Gail Robertson) filed dispute adults 1 income job \$430	Jackson, Gardina	
10/16/2006	SFFD	c/c same person as below / gave same info as below	Jackson, Gardina	
10/14/2006	CALL	Gold Weather Survey. Cust Not Living At Property	Jackson, Gardina	
10/06/2006	SERO	Gail Robertson is shown in BRT as owner and wants gas cut here as a tenant claiming to have sold the property to Darnell Robinson - 2 months ago // informed Ms Robertson we will need documentation of the sale and eviction of the tenant, or the property may be leased for the balance remaining on this account, also if she wants service on with no documentation provided, then she will need to accept the balance for Ms Jackson and pay all reconnection charges & a deposit	Jackson, Gardina	
10/05/2006	CALL	WILL BRING IN W-2 FOR PAST 2 PREVIOUS YEARS.	Jackson, Gardina	
08/02/2006	BILL	CUST CALLED STATING THAT HER IDENTITY MAY HAVE BEEN STOLEN ,CUST REQUEST CODE JAZZ BE PLACED ON THE ACCOUNT	Jackson, Gardina	
07/28/2006	SER1	confirmed turned off	Jackson, Gardina	
07/26/2006	CALL	DIG CREW ABAND AT THE MAIN FOR N P S D AND NO CONTACT WITH C.O.R CHARGED \$372.00	Jackson, Gardina	
07/25/2006	CALL	ON STREET 07-26-2006 WITH DIG CREW	Jackson, Gardina	
07/17/2006	CALL	car has no income call for per informed her cant set up per without income car says will try to get bill paid	Jackson, Gardina	
07/12/2006	CRP	received mailed in-recent form-07/06/06, car mailed in, returned to car, cust, reported that she has no income, tried to reach her by phone no answer, mail a letter, letting her know, that she needs a income to apply for crp. or any grants	Jackson, Gardina	
06/20/2006	CRPA	car called for the crp program	Jackson, Gardina	
06/02/2006	ITO	c/c gas odor @Range / aware of \$50 service charge	Jackson, Gardina	
05/03/2006	BILL	placed car on easy way for \$190 per her request	Jackson, Gardina	
04/18/2006	SERO	cust says she made settlement in 01/2006, completed turn on 12/09/2005, acct was in soft off ...billed acct to current amr readings ...needs to show proof of settlement for prorata	Jackson, Gardina	
04/18/2006	SER1	completed turn off 12/10/2005, cancelled bills after that date	F Aims Sft 47	
03/20/2006	ITO	SMELL GAS IN KITCHEN	F Aims Sft 47	
01/27/2006	72-HR	144c Vn 1-26-06	F Aims Sft 47	
01/02/2006	SETT	CHASE ABST COMP #60583 \$252.49	Gray, Henry	
12/27/2006	CRPA	Car called 12/27/2006 ...	Gray, Henry	

Change Customer Contact... Search Related Transaction...

Date	Type	Comment	Person	Follow Up
		ACCOUNT		
07/28/2006	SER1	confirmed turned off	Jackson, Gardina	
07/26/2006	COLL	DIG CREW ABAND AT THE MAIN FOR N.P.S.D. AND NO CONTACT WITH C.O.R. CHARGED \$372.00	Jackson, Gardina	
07/25/2006	COLL	DN STREET 07/26/2006 WITH DIG CREW	Jackson, Gardina	
07/17/2006	COLL	cor has no income call for per informed her cent not up per without income cor says will try to get bill paid	Jackson, Gardina	
07/12/2006	CRP	received mailed in recent form-07/06/06, cor mailed in, returned to cor. cust, reported that she has no income, tried to reach her by phone no answer, mail a letter, letting her know, that she needs a income to apply for crp, or any grants.	Jackson, Gardina	
06/20/2006	CRPA	cor called for the crp program	Jackson, Gardina	
06/02/2006	TO	w/c gas odor @R brings / errors of \$50 service charge	Jackson, Gardina	
05/03/2006	BILL	placed cor on easy way for \$1.90 per her request	Jackson, Gardina	
04/18/2006	SERO	cust says she made settlement in 01/2006, completed turn on 12/03/2005 acct was in soft off ...billed acct to current amr readings ...needs to show proof of settlement for prorate	Jackson, Gardina	
04/18/2006	SER1	completed turn off 12/10/2005, cancelled bills after that date	IF Aims Sft 47	
03/29/2006	TO	SMELL GAS IN KITCHEN	IF Aims Sft 47	
01/27/2006	72-H	44c /h 1-26-06	IF Aims Sft 47	
01/02/2006	SETT	CHASE ABST. COMP. #60583 \$252.49	Gray, Henry	
12/27/2005	SER1	turn Off (AMR), 12/09/2005 put V off read in as of 12/9/05	Gray, Henry	
12/21/2005	COLL	metta woman that answered said the cor went to make the payment	Gray, Henry	
11/30/2005	SETT	REQUEST FROM ABSTRACT COMP \$252.49	Gray, Henry	
11/30/2005	SETT	CONFIRMED PAYOFF TO ASSURANCE ABSTRACT \$252.49	Gray, Henry	
08/03/2005	PAY	Paid in full	Gray, Henry	
06/28/2004	PAY	payment inquiry	Gray, Henry	
06/30/2003	COL2	cust in office to entered level agr payment was paid on time	Gray, Henry	
07/11/2002	BILL	in office make payment on gas bill	Gray, Henry	
05/04/2002	AMR	schedule amr maintenance	Gray, Henry	
02/22/2002	AMR	PER MARK PROCKNOW SCHEDULED AMR MAINTENANCE FOR TUES 02/26/2002 BET 8AM-12NOON // AMR NOT RECORDING //	Gray, Henry	
02/09/2001	BILL	bill	Gray, Henry	
03/14/2000	BILL	in office to shut gas off here 3/16/2000	Gray, Henry	

Change Customer Contact... Launch Related Transaction...



The Board of Revision of Taxes

Property Location	
Address:	1819 W VENANGO ST
Unit Number:	
Zip Code:	19140-4019

Owner Information	
Owner (s)	ROBERTSON GAIL S
Account Number	131009400
Mailing Address	ROBERTSON GAIL S, 1819 W VENANGO ST
	Philadelphia PA 19140-4019

Property Characteristics	
Land Area	1840 SqFt
Improvement Description	APT 2-4 UNTS 3STY MASONR
Improvement Area	2694 SqFt
Beginning Point	144'4" W OF 18TH ST
Exterior Condition	Average

Certified Values for 2007	
Market Value	\$20,600
Assessed Land (Taxable)	\$1,349
Assessed Improvement (Taxable)	\$5,243
Assessed Land (Exempt)	\$0
Assessed Improvement (Exempt)	\$0
Total Assessment	\$6,592

Sales Information	
Sale Date	12/09/2005
Sales Price	\$45,000
Tax Information	
Real Estate Tax	\$ 544.76

Proposed Values
Proposed Values Not Available for 2008

Certified Values							
Year	Market Value	Assessed Land (Taxable)	Assessed Land (Exempt)	Assessed Improvement (Taxable)	Assessed Improvement (Exempt)	Total Assessment	Gross Tax
2007	\$20,600	\$1,349	\$0	\$5,243	\$0	\$6,592	\$544.76
2006	\$14,000	\$917	\$0	\$3,563	\$0	\$4,480	\$370.23
2005	\$14,000	\$917	\$0	\$3,563	\$0	\$4,480	\$370.23
2004	\$14,000	\$917	\$0	\$3,563	\$0	\$4,480	\$370.23
2003	\$14,000	\$917	\$0	\$3,563	\$0	\$4,480	\$370.23
2002	\$14,000	\$917	\$0	\$3,563	\$0	\$4,480	\$370.23
2001	\$14,000	\$917	\$0	\$3,563	\$0	\$4,480	\$370.23

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PGW Exhibit - 4

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- <Customer>
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 <CustomerLastName>ROBERTSON</CustomerLastName>
 <AccountNumber>0801979883</AccountNumber>
 - <CustomerServAddress>
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 <ServCity>PHILADELPHIA</ServCity>
 <ServState>PA</ServState>
 <ServZip5>19140</ServZip5>
 </CustomerServAddress>

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 <Violation>NO</Violation>
 <TotalBalance>3046.12</TotalBalance>
 <DateClosed>2006-11-07</DateClosed>

<Resolution>VERBAL CLOSE - GAIL ROBERTSON ADVISED SHE DID NOT SALE THE PROPERTY AS ORIGINALLY PLANNED. SHE IS THE OWNER AND HER NAME IS ON THE DEED FOR THE 1819 W. VENANGO STREET DWELLING. SHE STATED SHE FEELS SHE SHOULD NOT BE RESPONSIBLE FOR GARDENIA JACKSON `S \$3046.12 FINAL BILL. SHE ADVISED SHE DIDS NOT HAVE A LEASE WITH MS JACKSON BUT BOTH AGREED MS JACKSON WOULD BE RESPONSIBLE TO PAY THE GAS BILL AND TAKE CARE OF THE PROPERTY WHEN SHE ASKED MS JACKSON TO MOVE TO PHILADELPHIA, PA FROM ATLANTA, GA. SHE ADVISED MS JACKSON NO LONGER RESIDES AT THE PROPERTY AND LAST SHE HEARD, MS JACKSON WAS LIVING IN A SHELTER SOMEWHERE IN PHILADELPHIA. CUSTOMER WAS MAILED THE FORMAL COMPLAINT FORMS BECAUSE SHE DID NOT WANT TO ACCEPT RESPONSIBILITY OF THE BILL ACCORDING TO THE LAW AND SHE FELT THE LAW WAS NOT CONSIDERING HER RIGHTS AS THE PROPERTY OWNER.</Resolution>

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</Case>
 </Cases>

PGW Exhibit - 5

6

BCCS

CISPlus+ / Phila Gas Works Production

System CustomerInfo Financial ServiceOrder TroubleOrder Meter C&C JetSearch Window Help

C & C Event: W0002 - 12/10/2006

Action

C&C Event... 82694135

Status	Canceled	Status	Date	By
Trigger Date:	12/10/2006	Created	10/11/2006	Syst
Due Date:	12/11/2006	Auto Auth Date:	12/10/2006	Canceled
			10/30/2006	Han

Event Type... W0002 Write Off Utility Office Sets WO REF

Premise... 1819 W Ver **Credit Collection Event Sitings**

Account 0008 0197 9 Account 0008 0197 9883 Jackson, Gardina

Print at Area Office

Mark Easy Way Budget Plt

Break CRP Agreement

Adj Code...

Service Agreements

SA Type	Description
G2-GS	881583925, No

Credit Collection Events:

07/26/2006, FINAL, Authorized
07/22/2006, 56.96, Authorized
07/19/2006, PAY60, Canceled
07/14/2006, 5693N, Authorized
07/13/2006, 5693D, Authorized
07/06/2006, 56.91, Authorized
06/16/2006, PAY30, Authorized

Launch...

Insert Remove Clear

SA...

Activity Result:

Req'd Dep Amt: _____

Orig 5691 Arrears: 0.00 CC Balance Amt: 0.00 Total Past Due Amt: _____

Pay Arrangements:
No arrangements for the ac
Permanent Info.
No person info

DOCUMENT FOLDER

PGW NO-6
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