

COMMONWEALTH OF PENNSYLVANIA

PUBLIC UTILITY COMMISSION

ORIGINAL

-----X  
Janette Lee Curry v. Philadelphia Gas Works. :  
 Billing dispute. :  
 :  
 Further hearing. :  
 -----X

Docket No.  
F-01994525

**DOCUMENT  
FOLDER**

Pages 73 through 158

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

Wednesday, October 17, 2007

Met, pursuant to notice, at 10:00 a.m.

BEFORE:

CHARLES E. RAINEY, Jr., Administrative Law Judge

APPEARANCES:

JANETTE LEE CURRY  
305-A East Walnut Lane  
Philadelphia, Pennsylvania 19144  
(Pro Se)

LAURETO FARINAS, Esquire  
800 West Montgomery Avenue  
Philadelphia, Pennsylvania 19122  
(For Philadelphia Gas Works)

*JSM*  
 RECEIVED  
 2008 JAN 22 PM 1:33  
 PA P.U.C.  
 SECRETARY'S BUREAU

Commonwealth Reporting Company, Inc.

700 Lisburn Road  
Camp Hill, Pennsylvania 17011

B2957

WITNESS INDEX

	<u>WITNESSES</u>	<u>DIRECT</u>	<u>CROSS</u>	<u>REDIRECT</u>	<u>RECROSS</u>
1					
2					
3	Ann Marie Cromley (By Mr. Farinas)	82	--	122	--
4	(By Ms. Curry)	--	107	--	127
5	Jennifer Rayznis (By Mr. Farinas)	128	--	--	--
6	(By Ms. Curry)	--	140	--	--
7	Janette Lee Curry (By the Judge)	149	--	--	--
8					
9					
10					
11					
12					
13					
14					
15					
16					
17					
18					
19					
20					
21					
22					
23					
24					
25					

EXHIBIT INDEX

<u>NUMBER</u>	<u>FOR IDENTIFICATION</u>	<u>IN EVIDENCE</u>
<u>Complainant's</u>		
No. 1-21 (Documents previously marked and submitted)	157	157
No. 22 (Receipt)	157	157
No. 23 (Billing information)	157	157
No. 24 (Billing information)	157	157
No. 25 (Billing information)	157	157
No. 27 (Contacts for account)	157	157
No. 28 (Billing information)	157	157
No. 29 (Contacts for Premise)	157	157
No. 30 (Billing information)	157	157
<u>PGW</u>		
No. 1-9 (Documents previously marked and submitted)	149	149
No. 10 (Account Information)	89	149
No. 11 (Contacts for account)	102	149
No. 12 (Service agreement)	149	149
No. 12-a (Meter readings)	129	149
No. 12-b (Contacts for account)	129	149
No. 12-c (Contacts for account)	129	149
No. 12-d (Service order)	129	149

Any reproduction of this transcript  
is prohibited without authorization  
by the certifying reporter.

P R O C E E D I N G S

ADMINISTRATIVE LAW JUDGE CHARLES E. RAINEY: Good

morning. My name is Charles E. Rainey and I am the Administrative Law Judge who has been assigned to this case.

First, let me welcome Mr. Coleman from Community College who is here and we welcome him and look forward to his students in the future. Let me also recognize Judge Guy Koster who is also in the hearing room with us today.

This is a further hearing in the matter of Janette Lee Curry versus Philadelphia Gas Works at Docket No. F-01994525. I note the appearance of Janette Lee Curry who is appearing pro se or in her own behalf and also the appearance of Laureto Farinas, Esquire, who is appearing on behalf of Philadelphia Gas Works.

This is a further hearing from an initial hearing that was held on June 4, 2007. At that time, it was determined that a further hearing would be held and in the interim, Ms. Curry was to allow PGW access to all of the apartment units in all three apartments buildings, so that PGW could determine whether PGW's records reflect the correct or actual gas meter serving a particular apartment unit, and or whether a gas meter assigned to a particular unit was only registering gas from that particular apartment unit. In other words, a determination of whether there was foreign load on any of the meters.

Ms. Curry was to allow PGW access to all of the apartment units on July 18, 2007. The three apartment buildings are 5908 Old York Road, 301 Walnut Lane and 5906 Old York Road, all in the City of Philadelphia.

1 Mr. Farinas, was PGW able to access all of the apartment units of  
2 each of the three apartment buildings?

3 MR. FARINAS: Of the apartment units that are the subject of this  
4 complaint, yes, we were after much effort and my witnesses are here to  
5 testify to that.

6 JUDGE RAINEY: Okay. There was substantial testimony taken  
7 from Ms. Curry at the June 4, 2007 hearing and as I stated prior to our  
8 going on the record, the transcript reflects that testimony as well as reflect  
9 the exhibits that were handed up or submitted by the parties at that  
10 particular time. However, those exhibits were not moved into evidence  
11 and will need to be taken up at some point here today. In addition, let me  
12 note that the parties prior to our going on the record this morning, handed  
13 up certain additional exhibits which also will needs to be addressed.

14 MR. FARINAS: Your Honor, if I may, at this point having a few  
15 minutes to review the new exhibits that were provided by Ms. Curry, I want  
16 to bring something to your attention. Exhibit 24 and Exhibit 26 which is  
17 now the new two page exhibit which was formerly Exhibits 26 and 27, they  
18 concern the address of 6510 North 8<sup>th</sup> Street which is not among the three  
19 addresses that are the subject of this dispute. I believe Ms. Curry intends  
20 to throw another property in. I think we are already overburdened. This  
21 was not a part of our original dispute and I would ask as a preliminary  
22 matter, that she not be permitted to bring in yet another property which  
23 we are not prepared to discuss today anyway.

24 JUDGE RAINEY: Ms. Curry, how do you respond?

25 MS. CURRY: I present that exhibit to demonstrate that PGW has

1 been taking retaliatory strikes against me. They appeared at my door on  
2 Columbus Day, which was a holiday, and collected \$175.00 on my account,  
3 which was the total balance on the account and I had an agreement for  
4 \$220.00 a month.

5 JUDGE RAINEY: Ms. Curry, it sounds like this may be the subject  
6 of a new complaint - a separate complaint against PGW.

7 MS. CURRY: Okay.

8 JUDGE RAINEY: Your complaint that is the subject of this further  
9 hearing as well as the initial hearing were in regard to the three properties;  
10 is that correct?

11 MS. CURRY: Yes.

12 JUDGE RAINEY: Okay. So we will then not take up this particular  
13 document which is PGW Exhibit No. 26, which is referring to a property at  
14 6510 North 8<sup>th</sup> Street in Philadelphia.

15 MR. FARINAS: That is Complainant's Exhibit?

16 JUDGE RAINEY: I am sorry. Complainant's Exhibit No. 26, and  
17 was there another exhibit also?

18 MR. FARINAS: Exhibit No. 24.

19 JUDGE RAINEY: And Exhibit No. 24 as well?

20 MR. FARINAS: Yes, Your Honor.

21 MS. CURRY: You are speaking of Exhibit No. 24, one through 19?

22 MR. FARINAS: Right. They are bills for 6510 North 8<sup>th</sup> Street.

23 MS. CURRY: What number page is that?

24 JUDGE RAINEY: Okay. I am looking at - the cover page has  
25 information that you typed?

1 MS. CURRY: Correct.

2 JUDGE RAINEY: And then the following page has "account for  
3 Janette Curry, 6510 North 8<sup>th</sup> Street."

4 MS. CURRY: Your Honor, that is my address and if you look on the  
5 second page which is page number 24-3, you will see the current basic  
6 charges that this is 5906 Old York Road.

7 JUDGE RAINEY: Okay. Do you see that now?

8 MR. FARINAS: Yes.

9 MS. CURRY: This is some of the stuff that PGW does to keep you  
10 confused.

11 JUDGE RAINEY: Okay.

12 MR. FARINAS: I object to that characterization.

13 JUDGE RAINEY: Okay. We will not go back and forth in argument  
14 here today. I do see that it does refer to one of the addresses which is at  
15 issue in this case, and so you are saying Ms. Curry, that the 6510 North 8<sup>th</sup>  
16 Street is your billing address?

17 MS. CURRY: It is not suppose to be a billing address. It is suppose  
18 to be 305 East Walnut Lane but I had had a lot of problems in getting them  
19 to send me bills, especially the 5908 location.

20 MR. FARINAS: Your Honor -

21 MS. CURRY: They send them to the building and they put them in  
22 the thrash.

23 JUDGE RAINEY: Okay. The bottom line is, Mr. Farinas, you agree  
24 that these bills refers to one of the properties that is at issue in this case?

25 MR. FARINAS: I do so.

1 JUDGE RAINEY: Okay. So we are going to disallow or we will not  
2 admit into evidence Complainant's Exhibit No. 26.

3 MR. FARINAS: Okay.

4 JUDGE RAINEY: Let me just point out to the parties where my  
5 focus is going to be here today because I do want us to have an efficient  
6 hearing. My focus is going to be with regard to PGW Exhibit No. 1, which  
7 was a letter that PGW had submitted at the hearing on June 4<sup>th</sup>. That  
8 letter capitalizes, at least from PGW's point of view, where matters stood  
9 and where the issues are with regard to the three properties.

10 Ms. Curry, you were questioned in regard to that letter and your  
11 position with regard to the three properties, and I think that Mr. Farinas  
12 had some opportunity for cross examination at the June 4<sup>th</sup> hearing in  
13 regard to the letter that is marked as PGW Exhibit No. 1. So there was  
14 some clarification as to the position of the two parties with regard to these  
15 three properties and that is where my focus is going to be today.

16 For example, with regard to the property that is 5908 Old York  
17 Road, it is my understanding that it was PGW's position that as of February  
18 14, 2007, that Ms. Curry owed \$4,521.00 with regard to that property and  
19 that it was Ms. Curry's belief that she owed \$3,876.58 as of May 21, 2007,  
20 pursuant to PGW's letter dated May 21, 2007, which is Complainant's  
21 Exhibit No. 1, at 1. One of the things that I am going to require PGW to do  
22 is to explain the discrepancy between that letter dated May 21, 2007 and  
23 Complainant's Exhibit 1 at 1, and PGW's belief that Ms. Curry owed a  
24 higher amount of money with regard to that property.

25 Now, with regard to the property at 301 Walnut Lane, it was PGW's

1 position that the outstanding balance as of February 6, 2007 was \$553.29.  
2 PGW transferred \$292.45 of that amount to the 5908 Old York Road  
3 service address, at least according to Ms. Curry. PGW has stated that it  
4 would investigate why the transfer was made. PGW additionally said that it  
5 was crediting 301 Walnut Lane service address \$100.00, leaving a balance  
6 of \$160.84. PGW actually says that, at least as of the June 4<sup>th</sup> hearing,  
7 that Ms. Curry owed \$157.85 and PGW said that Ms. Curry was to have  
8 paid that amount by March 16<sup>th</sup>. Ms. Curry stated that she never received  
9 a bill for the \$157.85 and that if she had, she would have paid it

10 Now, lets move on to the 5906 Old York Road property. PGW's  
11 position at the June 4<sup>th</sup> hearing, was that the balance owed by Ms. Curry as  
12 of the beginning of May of 2007, was \$4,699.85 based on a meter reading.  
13 It was Ms. Curry's position that as of the February 4, 2007 hearing, she  
14 should have had a zero balance. She also stated that on March 15, 2007,  
15 \$3,242.50 was transferred from the 5908 account to the 5906 account.  
16 Ms. Curry believes that she only owes for the usage from February 2007 to  
17 whatever it is to date and as of the June 4<sup>th</sup> hearing, she believes she owes  
18 about \$460.32.

19 One of the questions that I have for PGW is, did PGW on March 15,  
20 2006 or any time transferred \$3,242.50 from the 5908 Old York Road  
21 account to 5906 Old York Road account and if so, why? Those are my  
22 capsules of the issues as of the last hearing and so I am going to look  
23 forward to some testimony with regard to that as well as any testimony  
24 regarding any discrepancies regarding the meter at the properties, and so  
25 at this time I am going to take some testimony from PGW.

1 Mr. Farinas, would you call your first witness?

2 MR. FARINAS: Yes, Your Honor. At this time I would like to call

3 Ms. Ann Marie Cromley.

4 JUDGE RAINEY: Ms. Cromley, if you would take the witness stand  
5 so I can better see you and please raise your right hand.

6 Whereupon,

7 ANN MARIE CROMLEY

8 having been duly sworn, testified as follows:

9 JUDGE RAINEY: Please provide your full name for the record and  
10 spell your last name please.

11 THE WITNESS: Ann Marie Cromley. C-R-O-M-L-E-Y.

12 JUDGE RAINEY: And by whom are you employed?

13 THE WITNESS: Philadelphia Gas Works.

14 JUDGE RAINEY: And what is your business title?

15 THE WITNESS: Senior customer review unit officer.

16 JUDGE RAINEY: And what is your business address?

17 THE WITNESS: 800 North 9<sup>th</sup> Street, Philadelphia, PA, 19122.

18 JUDGE RAINEY: Please proceed, Mr. Farinas.

19 MR. FARINAS: Thank you, Your Honor.

20 DIRECT EXAMINATION

21 BY MR. FARINAS:

22 Q. Ms. Cromley, I would like for you to address some of the  
23 prelliminary questions that Judge Rainey pointed out. If I can refer your  
24 attention to PGW Exhibit No. 1, which is the letter that was as a result of a  
25 partial settlement dated February 14<sup>th</sup>, and if I can direct your attention

1 further to paragraph 3 which addresses the service address of 5908 Old  
2 York Road?

3 A. Yes.

4 Q. One of the preliminary questions from the Judge was that there  
5 was a difference in the amount owed according to the exhibit that was  
6 provided by the Complainant. The exhibit was a lien letter from PGW. Can  
7 you tell us what would be the difference from the balance quoted in the lien  
8 letter than the balance that you quoted as of the date of the partial  
9 settlement agreement?

10 A. Yes. When PGW picks an account for lien, it will be taken as  
11 the account balance at the time. The process and the time the customer is  
12 getting the lien letter and the process of the lien letter going to court and  
13 by the time a new bill arrives, that account may vary. If the account was  
14 shut off and you had an actual balance at that time, the lien amount would  
15 not change but the lien is subject to change if the property stays active and  
16 so that balance can continue to accrue. At the time she sent the letter, it  
17 was a certain balance. If her account is on, it is going to add her next bill,  
18 her next bill and so on.

19 Q. Okay. The second preliminary question is -

20 JUDGE RAINEY: Let me just ask a question with regard to that.  
21 Are you referring to Complainant's Exhibit No. 1 when you are talking  
22 about the lien letter? Is that correct, Ms. Cromley?

23 MR. FARINAS: Your Honor, I believe that was what the reference  
24 was to.

25 THE WITNESS: Yes.

1 JUDGE RAINEY: You have that, Ms. Cromley?

2 THE WITNESS: Yes.

3 JUDGE RAINEY: I just want to be clear with regard to your  
4 testimony. Your testimony is that even though that letter is dated May 21,  
5 2007, that it contains an incorrect amount that was owed at that time by  
6 Ms. Curry?

7 THE WITNESS: No, I am not saying that it is an incorrect amount,  
8 Your Honor. That is not my testimony. What I am saying is – Your Honor,  
9 do you have the letter readily available?

10 JUDGE RAINEY: I am looking at the letter right now. It is  
11 Complainant's Exhibit No. 1.

12 MR. FARINAS: Your Honor, may we see it?

13 JUDGE RAINEY: You don't have it?

14 MR. FARINAS: I think it may be in an additional packet.

15 JUDGE RAINEY: Okay.

16 MR. FARINAS: Thank you, Your Honor.

17 THE WITNESS: Okay. It would be my same testimony, Your  
18 Honor. This is a delinquent balance due and owing \$3,876.58. The date  
19 on this particular letter is May 21, 2007. From this one letter, I can't tell if  
20 there were previous letters submitted. Your Honor, at this point she may  
21 have received other letters but also, any account balance at the time a lien  
22 is chosen is taken from the system – the computer system. That balance  
23 is subject to change as the month goes on, Your Honor. If it is an on  
24 account, the new bill will continue to accrue and the amount will be higher.

25 JUDGE RAINEY: My question to you is, because in your February

1 2007 letter which is PGW Exhibit No. 1, you stated that as of that date, for  
2 the 5908 Old York Road address, that Ms. Curry owed \$4,521.00; is that  
3 correct?

4 THE WITNESS: That is correct, Your Honor.

5 JUDGE RAINEY: Okay. And then that May 21, 2007 lien letter,  
6 which is after the February 14, 2007 letter, states that she owed  
7 \$3,876.58. That is a \$644.42 difference.

8 THE WITNESS: What I am going to say again Your Honor, if I may  
9 be permitted, I would have to find out the exact date that the lien was  
10 filed. I believe that the customer received more than one notice, Your  
11 Honor. I don't believe that they receive just one lien letter. So similar  
12 notices and maybe even a notice at the time the lien was filed and the  
13 balance would have been correct at that time. This may have been filed in  
14 January or February, Your Honor. It does say "delinquent balance due and  
15 owing."

16 JUDGE RAINEY: That's a letter from Philadelphia Gas Works; is  
17 that correct?

18 THE WITNESS: Yes, it is, Your Honor, and I am not saying that  
19 there weren't similar letters sent prior to this. There could be a letter  
20 dated March; there could be a letter dated February and there -

21 JUDGE RAINEY: Okay. My question to you is, would there be any  
22 reason for that amount that shows in the February 14<sup>th</sup> letter? The  
23 \$4,521.00 to have been reduced to \$3,876.58 by May 21, 2007?

24 THE WITNESS: No.

25 JUDGE RAINEY: Okay. So that letter does not reflect a correct

1 amount as of May 21, 2007, as far as Ms. Curry's balance on that property  
2 is concerned?

3 THE WITNESS: That is correct, Your Honor. Let me see if I can  
4 clarify. There may be one other reason. PGW does file high bill disputes  
5 and when we do a high bill dispute, the money is put in a one-time invoice  
6 so that the account is separated. You may have a balance of \$6,000.00  
7 but if you are disputing a percentage, that could be sitting in what we call a  
8 one-time invoice. Now, I would have to do a thorough review of this letter  
9 to actually clarify where this exact balance came from but I do believe in  
10 my testimony in February, that the account balance at the time was  
11 \$4,521.00. This here, \$3,876.00 may only be a part of her balance at that  
12 particular address at the time. If there were monies in a high bill dispute  
13 and if there was an off-account that was not transferred, that was actually  
14 a part of her balance at that property.

15 JUDGE RAINEY: Mr. Farinas, would you have her hand that back to  
16 me?

17 MR. FARINAS: Sure.

18 JUDGE RAINEY: I am sorry. Was there something additional that  
19 you wanted to say Ms. Cromley?

20 THE WITNESS: Yes. Mr. Farinas may correct me if I am wrong,  
21 but I believe the way the lien process works at PGW is, if there were some  
22 type of settlement - if the property were to be sold and the Company was  
23 called and they ask what do they owe, any previous lien Your Honor,  
24 whether it was 2005, would have been picked up at that point and any  
25 additional monies. So we do have what we call a current standing with

1 the lien. So the balance can change at any moment but we can still collect  
2 that at the time the money is due.

3 MR. FARINAS: Your Honor, can I ask her a question?

4 JUDGE RAINEY: Yes.

5 BY MR. FARINAS:

6 Q. Ms. Cromley, when an account is selected for a lien, the time  
7 that it is selected to be given the lien treatment, does that have anything  
8 to do with the actual amount that is put on the letter?

9 A. No.

10 Q. Is that the point that you were trying to make before?

11 A. Yes, it was.

12 Q. And so the amount that is quoted on the letter, does it  
13 represent the amount that is owed as of the date of the letter or the  
14 amount that is owed as of some earlier date?

15 A. Some earlier date.

16 Q. Can you explain how the lien process is separate from the  
17 billing process?

18 A. PGW has a lien unit which files a lien. It is a separate lien unit.

19 Q. At the time a property is selected for a lien, every time a letter  
20 is sent out, does the new balance gets put on the letter?

21 A. No, it does not.

22 Q. And is the lien letter an actual bill for usage?

23 A. No.

24 Q. Where should a customer go to find out what the actual amount  
25 of what is owed on the account for gas usage? Where would they find that

1 information?

2 A. It is on their current bill.

3 Q. And in light of the fact that there is a separate lien process, is it  
4 reasonable to believe that what you receive on a lien letter represents your  
5 current bill?

6 A. No, it does not.

7 MR. FARINAS: If I may, Your Honor?

8 JUDGE RAINEY: Go right ahead, Mr. Farinas.

9 MR. FARINAS: Thank you, Your Honor.

10 BY MR. FARINAS:

11 Q. Ms. Cromley, the next issue is the transfer of balances.

12 JUDGE RAINEY: Okay. What property are you talking about,  
13 Mr. Farinas?

14 MR. FARINAS: We were talking about the transfer to 5908.

15 JUDGE RAINEY: The transfer from the 5908 property to the 5906  
16 property? Is that what you are addressing?

17 MR. FARINAS: Yes, Your Honor.

18 JUDGE RAINEY: Okay.

19 BY MR. FARINAS:

20 Q. The main crux of that letter – the partial agreement of February  
21 14<sup>th</sup> was to give PGW an opportunity to inspect the properties and review  
22 the bill and make sure everything was sorted out and in order. Can you  
23 tell us about PGW's efforts in that regard?

24 A. PGW made numerous efforts to attempt to get into the property  
25 even prior to our last hearing. PGW finally did gain access to all the

1 properties and all the apartments on July 20<sup>th</sup>. PGW does have records  
2 now and have matched up that all meter numbers and all designations are  
3 correct, except we have found one discrepancy. The one discrepancy deals  
4 with 301 East Walnut Street.

5 MR. FARINAS: Your Honor, at this time I would like to have  
6 marked and I have previously distributed a six page document which  
7 should be PGW Exhibit No. 10.

8 JUDGE RAINEY: It is so marked for identification.

9 (Whereupon, the documents were  
10 marked as PGW Exhibit No. 10 for  
11 identification.)

12 BY MR. FARINAS:

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

14 A. Yes.

15 Q. The pages that compiles PGW Exhibit No. 10, where does this  
16 information come from?

17 A. From PGW's computer system.

18 Q. All six pages?

19 A. Yes.

20 Q. What is the purpose of the computer system?

21 A. The purpose of the computer system is to keep records of each  
22 and every account, along with contacts and any billing information and any  
23 information pertinent to that account.

24 Q. Including bills as well as payments?

25 A. That is correct.

FORM 1

1 Q. Does PGW keep this information system in the normal course of  
2 it's business?

3 A. Yes, it does.

4 Q. Who puts the information in the system?

5 A. The customer service representatives.

6 Q. And is it the customer service representative's job to put the  
7 information into the billing system?

8 A. Yes, it is.

9 Q. When the various customer service representatives put the  
10 information into the billing system, do they do it at or near the time of the  
11 event that occurred that they are recording?

12 A. Yes, they do.

13 Q. Can you tell us what the first page of PGW Exhibit No. 10 has to  
14 show us?

15 A. The first page of PGW Exhibit No. 10 has a heading at the top  
16 call account Jet Search and it has the name Janette Curry.

17 JUDGE RAINEY: I am sorry. Ms. Cromley, can you tell us what you  
18 call this document?

19 THE WITNESS: This would be the account information, Your Honor.

20 JUDGE RAINEY: Account information is what the document name  
21 has?

22 THE WITNESS: In the left hand corner at the top of the document  
23 you will see the word account, Your Honor.

24 JUDGE RAINEY: Okay. I see account.

25 THE WITNESS: And the customer's name, Janette Lee.

1 JUDGE RAINEY: Okay. Go right ahead, Mr. Farinas.

2 BY MR. FARINAS:

3 Q. Ms. Cromley, can you tell us what the first page of PGW Exhibit  
4 No. 10 tells us?

5 A Yes. PGW Exhibit No. 10 gives us the customer's name, the  
6 address, the account, phone information and gives information regarding  
7 the note on the account and also current bill but not the current account  
8 balance.

9 Q. With respect to the investigation that you were doing in  
10 connection with PGW investigating the configuration to the Walnut Lane  
11 address, can you show us from PGW Exhibit 10 the information that we  
12 found?

13 A. Yes. I would like to turn your attention to page 2 of PGW 10.

14 JUDGE RAINEY: I would like to ask you to keep your voice up,  
15 Ms. Cromley.

16 THE WITNESS: Okay. Could you turn your attention to page 2 of  
17 PGW Exhibit 10 and up in the left hand corner you will see contacts for  
18 account. I would like to refer your attention to the contact dated 7/23/07.  
19 That would be the larger contact and I would like to read that to Your  
20 Honor.

21 JUDGE RAINEY: Go right ahead.

22 THE WITNESS: "Dispute received on 7/23/07. Closed on  
23 7/23/07." This is the Dispute Resolution Unit going out to do the  
24 investigation. The Dispute Resolution Unit - the Customer Review Unit  
25 closed our investigation.

1 JUDGE RAINEY: And this is all within PGW's operation?

2 THE WITNESS: Yes. I just wanted to clarify so that it is  
3 understood.

4 JUDGE RAINEY: Okay.

5 THE WITNESS: "Per field visit on 7/20/07, Meter No. 1973858,  
6 meter reading 05 is for office at rear of premise on ground level. Gas  
7 appliance is space heater only. BTU maximum, 30,000. BTU minimum,  
8 7,000. No hot water in office/bathroom. Referring to AMD which is our  
9 account department to change designation to the 3R account to office. The  
10 3R account is all electric and I must ask you to continue on the next page  
11 because I had to expand this contact, Your Honor. The next page contains  
12 the rest of the information. Each contact only has a certain amount of  
13 space.

14 JUDGE RAINEY: Okay.

15 THE WITNESS: The 3R apartment is all electric. Heater only. The  
16 BTU maximum is 30,000 and the BTU minimum is 7,000. No hot water in  
17 office. Referred to AMD to change designation from 3R to office. The 3R  
18 apartment is all electric.

19 My whole purpose of showing this Your Honor, is that when he  
20 visited the 301 East Walnut, there are six apartments in 301 East Walnut.  
21 Ms. Curry, her account that listed the 301 East Walnut is showing 3R,  
22 which would indicate the third floor rear. We visited each and every  
23 apartment. However, when we got to the 3R account, the third floor rear  
24 apartment is all electric. The meter and usage that Ms. Curry has for her  
25 account is actually in an office on the third floor, Your Honor, and she has

1 one space heater. So this was what I wanted to clarify because I couldn't  
2 understand. Her usage was low. What was happening with that third floor  
3 apartment? Did she have hot water? Did she have heat? It looked too  
4 low for regular house heat and too low for regular hot water, so that does  
5 clarify and we will have the designation changed. There is nothing wrong  
6 with her bill. She was being billed for the space heater usage and like I  
7 said Your Honor, I have the reports and contacts for each and every other  
8 account but I did not supply them because I thought that it was not  
9 necessary at this point in time to get the additional paperwork.

10 Each additional apartment has the contact stating what the  
11 investigator found, the meter number and index so that we were able to  
12 match each and every apartment up. On this particular account - this 301  
13 Walnut Lane, at the time I made the agreement with Ms. Curry, when the  
14 bill was in the amount of \$553.29, there was \$292.45 which was  
15 transferred from another account. I would like to explain that at times and  
16 in the past, PGW will, if an account is off and have an outstanding balance  
17 and the customer is on another property, we will - if it was shut off -  
18 transfer it to the active account and it is PGW's practice. So you will see  
19 that some of the information that the other witness will testify to and some  
20 of the information in so far as the account, you will see transferred Your  
21 Honor, back and forth. In this particular case, I transferred that \$292.45  
22 back.

23 JUDGE RAINEY: Okay. Why don't you go back Ms. Cromley, and  
24 explain when the 301 Walnut Lane property was terminated - when service  
25 was terminated and you transferred a certain amount; where you

1 transferred that to when service was restored to 301 Walnut Lane and  
2 when you transferred it back, because it is my understanding from the  
3 February 14, 2007 letter that you had actually transferred \$292.45 to the  
4 5908 Old York Road service address and now that was actually being  
5 subtracted from the \$553.29 that you said was owed as of February 6,  
6 2007, which actually left \$260.84, from which a credit of \$100.00 was  
7 taken and then PGW came up with \$157.00 which you had said was then  
8 owed by Ms. Curry. Now I hear you saying something else, so I need you  
9 to explain that.

10 THE WITNESS: Okay. I think you misunderstood me, Your Honor.  
11 The \$292.45 was transferred into Walnut from 5908 Old York Road. I  
12 transferred it back out.

13 JUDGE RAINEY: You transferred it back out of?

14 THE WITNESS: To bring that account balance down so that the  
15 account balance from Walnut was the Walnut Street account balance. It  
16 reduced the bill. It not only reduced the bill but I also had agreed to give  
17 her an additional \$100.00 off her bill.

18 JUDGE RAINEY: Okay, let me just get this clear. You are saying  
19 that the \$292.45 you had actually transferred from the 5908 property?

20 THE WITNESS: At one point in time that was transferred.

21 JUDGE RAINEY: Okay. So you transferred the \$292.45 from the  
22 5908 property and then you credited that amount to the 301 Walnut Lane  
23 property? Did you credit that amount?

24 THE WITNESS: Okay, I will not call it credit. I am going to say  
25 transferred it back so her actual account balance became less.

1 JUDGE RAINEY: Transferred it back where?

2 THE WITNESS: Back to 5908.

3 JUDGE RAINEY: You transferred it back? That's what I said.

4 MR. FARINAS: At one time in the past PGW had transferred it from  
5 5908 to the Walnut Lane and Ms. Cromley had agreed to transfer it back.

6 JUDGE RAINEY: Transfer it back to 5908?

7 MR. FARINAS: And gave her an additional \$100.00 credit too.

8 JUDGE RAINEY: So the \$292.00 didn't go away? You just  
9 transferred it to another service account; is that correct?

10 THE WITNESS: Yes.

11 JUDGE RAINEY: But you did then give her a \$100.00 credit for the  
12 301 Walnut Lane address?

13 THE WITNESS: Yes, and reduced her balance like I said I would.

14 JUDGE RAINEY: Right, and you reduced the balance and the  
15 balance then from the letter is \$157.85. So if my understanding is correct,  
16 Ms. Curry's testimony is that she never received a bill for that amount and  
17 if she had, she would have paid that and what is your response to that?

18 THE WITNESS: Okay, Your Honor. What I believe happened is, in  
19 the middle of those transactions of me crediting the account and also  
20 transferring the account, a few other things were happening with the  
21 account. The new bill came in which would increase her account balance.  
22 Also from what I can see here, she had made a payment by check and the  
23 check did not clear.

24 JUDGE RAINEY: When you say "from what I can see here," what  
25 are you referring to?

1 THE WITNESS: I am sorry, Your Honor. Referring to the last page  
2 of PGW Exhibit 10 has a heading of the Account Financial History. I would  
3 like to start up from there.

4 JUDGE RAINEY: Okay, go right ahead.

5 THE WITNESS: I would like for you to look at the first line, Your  
6 Honor, and it has a date of 9/20/2007. The type is a bill and it has an  
7 account balance of \$12.00 and the actual balance in the account is \$224.20  
8 and this would be as of the last bill date. I would like to just run down that  
9 account balance column Your Honor, which shows the difference in the  
10 transactions occurring. \$212; \$209; \$197; \$194; \$206; \$218; \$206;  
11 \$203; \$215; \$215; \$203; \$191; \$241; \$229; \$299 and \$249.67. I would  
12 like to call your attention to the \$249.67 and to the left of that, the  
13 transaction date is 3/2/07. There is ALLOWS, which is listed in our system  
14 as an allowance and you will see that there is an allowance of \$100.00 and  
15 there is a dash which indicates that there is a credit. So at this time  
16 \$100.00 came off the account Your Honor, and the account balance was  
17 \$249.00.

18 In my letter, I stated that it would be reduced to \$157.00, but if  
19 you look at the other transactions that occurred in and around the time,  
20 the date under that is 2/22/07 and it was a new bill that came through  
21 Your Honor, of \$69.38. If we look under that for 2/22/07, you see  
22 NSFCHA. It is an insufficient check and an additional \$20.00 was added to  
23 the account. If you look further down, you also see a bill for 2/22/07 in  
24 the amount of \$69.38. Like I said to you Your Honor, it was reduced but a  
25 number of other things occurred and additional monies were put on it.

1 JUDGE RAINEY: Was there ever a time Ms. Cromley, when  
2 Ms. Curry just owed \$157.85?

3 THE WITNESS: Well, it didn't occur because of other transactions  
4 occurring on this account.

5 JUDGE RAINEY: So the letter was inaccurate with regard to  
6 showing that amount?

7 THE WITNESS: Yes, Your Honor. I have to apologize for that.

8 MR. FARINAS: Your Honor, if I may?

9 JUDGE RAINEY: Yes, Mr. Farinas.

10 BY MR. FARINAS:

11 Q. Was the letter accurate on the date that it was written on  
12 February 14<sup>th</sup>?

13 A. Yes, it was.

14 Q. Did it reflect the balance that would have been owed given the  
15 information that you had accessible to you on the date that you made the  
16 agreement?

17 A. Yes, it was.

18 Q. February 6<sup>th</sup>?

19 A. Yes, it was.

20 JUDGE RAINEY: But she never received a bill?

21 THE WITNESS: No.

22 BY MR. FARINAS:

23 Q. Do you have any control over the other transactions that occurs  
24 on the account?

25 A. No, I do not.

1 Q. Ms. Cromley, can you tell me what the NSFCHA stands for?

2 A. Yes. It is a none sufficient funded check.

3 Q. And what does that mean with respect to the account?

4 A. That means that the check came in, it was not enough money  
5 in the bank to cover the bill, and PGW also charges a \$20.00 service  
6 charge for a none sufficient funded check.

7 Q. What was the amount of payment that the check was  
8 insufficient for?

9 A. I believe the payment amount was \$12.00.

10 Q. Just to make sure that we have all the information covered,  
11 what PGW agreed to in the partial settlement agreement, from the letter  
12 dated February 14<sup>th</sup>, did PGW transferred the amount of \$292.45 back to -  
13 out of the account that we are currently looking at back to the account to  
14 the service address at 5908?

15 A. Yes, we did.

16 Q. Can you show us where that credit is?

17 A. Yes. If you look at the bottom of the page to the second line, it  
18 does have a date of 2/22/07. It shows XFER, which is a transfer of  
19 \$292.84. After additional transfers, late payment charges, check charges,  
20 it finally does get reduced further up.

21 Q. And did PGW provide the \$100.00 credit?

22 A. Yes. PGW did provide the credit.

23 Q. And the bill dated March 22, 2007, would that have been the  
24 next opportunity that Ms. Curry had to pay what the balance was as of  
25 February 6<sup>th</sup>? You sent the letter on February 14<sup>th</sup>.

1 A. Yes, she would have.

2 Q. What bill did she receive? What was the bill amount?

3 A. The bill amount was \$299.16.

4 Q. And that represents what was left from the partial settlement  
5 agreement? The additional monthly bill amount?

6 A. That is correct.

7 Q. And what was that additional monthly bill amount?

8 A. The March bill is \$49.49 and the February bill was \$69.38.

9 Q. Did you receive any phone calls or does the record reflect that  
10 Ms. Curry called to question the additional amount above the \$157.00?

11 JUDGE RAINEY: You are referring to the \$157.85, referring to the  
12 February 14<sup>th</sup>?

13 MR. FARINAS: Yes, I am.

14 THE WITNESS: Based on the contacts, I see no calls pertaining to  
15 that, that she called to question the bill and said that she never received  
16 the \$157.00 bill.

17 JUDGE RAINEY: Let me ask you this, Ms. Cromley. The \$4,521.00  
18 as stated in the February 14, 2007 letter which PGW stated that Ms. Curry  
19 owes that property at 5908 as of that February 14, 2007 date, does that  
20 amount include the \$292.00?

21 THE WITNESS: No, it does not, Your Honor. That \$292.00 was  
22 actually in it's own account. It had two late payment charges and a  
23 payment was made towards that but my original transactions here and if I  
24 may refer you back to the account financial history that I just referred you  
25 to, as you can see -

1 JUDGE RAINEY: Okay. We are still on PGW Exhibit No. 10, the last  
2 page?

3 THE WITNESS: Yes, Your Honor.

4 THE WITNESS: When the \$292.00 was transferred from 5908 York  
5 Road, it was an off account. The gas was shut off and it was a one or two  
6 month's bill which had sat there. It was transferred over. I transferred  
7 that back. A partial payment had been paid towards that.

8 JUDGE RAINEY: Do you have any records to reflect when the  
9 \$292.00 was transferred back to the 5908 property? When was that done?

10 THE WITNESS: 2/22/07, Your Honor. I have an indication here  
11 that it was transferred back.

12 JUDGE RAINEY: Okay.

13 THE WITNESS: But it was not a part of -

14 JUDGE RAINEY: Okay, wait a minute. It was not a part of what?

15 THE WITNESS: The account balance, \$4,521.00 that I gave you on  
16 February 6<sup>th</sup>.

17 JUDGE RAINEY: Because that came afterwards?

18 THE WITNESS: Yes.

19 JUDGE RAINEY: Okay. And I guess you are going to do this at  
20 some point, Mr. Farinas? Go back and update all of these accounts with  
21 regard to the amounts?

22 MR. FARINAS: Yes, Your Honor.

23 JUDGE RAINEY: Okay, go right ahead.

24 THE WITNESS: Getting back to Exhibit 10, Your Honor, I would like  
25 to call your attention to the account balance of \$224.20. That's what it is

1 as of today.

2 JUDGE RAINEY: I am sorry, Ms. Cromley. What are we looking at?

3 THE WITNESS: It's five lines over.

4 JUDGE RAINEY: The first screen that appears at the top and it says  
5 Actual balance and it says September?

6 THE WITNESS: Yes.

7 JUDGE RAINEY: Okay, I see it.

8 THE WITNESS: On 7/24/07, you will see a payment in the amount  
9 of \$12.00. 6/22/07, a payment in the amount of \$12.00. On 5/21/07, a  
10 payment in the amount of \$50.00; on 4/19/07, a payment in the amount  
11 of \$50.00. So the bills continued to accrue, Your Honor, and late payment  
12 charges will continue to accrue if the bill is not caught up.

13 BY MR. FARINAS:

14 Q. Ms. Cromley, is the bill for this address correct as rendered?

15 A. Yes, it is.

16 Q. Does it reflect PGW's correct implementation of the partial  
17 settlement agreement?

18 A. Yes, it does.

19 MR. FARINAS: Your Honor, I would like to move to the next  
20 property if you are finish.

21 JUDGE RAINEY: Yes, Mr. Farinas.

22 BY MR. FARINAS:

23 Q. Ms. Cromley, what was the next property in which you  
24 spearheaded the investigation?

25 A. 5908 Old York Road.

1 Q. Ms. Cromley, I would like to direct your attention to the next  
2 packet in the document which is PGW Exhibit No. 11.

3 JUDGE RAINEY: It will be so marked.

4 (Whereupon, the document was  
5 marked as PGW Exhibit No. 11  
6 for identification.)

7 BY MR. FARINAS:

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

9 A. Yes, I do.

10 Q. The information that appears in PGW Exhibit No. 11, where  
11 does that information come from?

12 A. PGW's computer system.

13 Q. And what is the function of the computer?

14 A. To keep records of the account and billing information.

15 Q. Does that include bill payments as well?

16 A. Yes, it does.

17 Q. And does PGW keep these information in the normal course of  
18 it's business?

19 A. Yes, it does.

20 Q. And who makes the entries on the various sheets in this  
21 document?

22 A. PGW's customer service representatives.

23 Q. And are these entries made at or near the time of the event  
24 occurring that you are describing?

25 A. Yes.

1 Q. And can you tell us about the investigation of 5908?

2 A. Yes, I can. PGW made numerous attempts to get into the  
3 property. When we did finally get in on our field visit on July 20, 2007, we  
4 did find that there was one account that supplied water heater to the whole  
5 property. Within the property was two additional apartments and each  
6 apartment has their own range and so we were looking to see what was  
7 being supplied by Ms. Curry's particular account.

8 JUDGE RAINEY: So it is your testimony Ms. Cromley, that there is  
9 one meter that is supplying for the heat and the hot water to the building?

10 THE WITNESS: Yes.

11 JUDGE RAINEY: Go right ahead.

12 THE WITNESS: I would like to refer your attention to the second  
13 contact from the top, 7/23/2007. "Dispute received on 7/23/2007; closed  
14 on 7/23/2007. Per field visit on 7/20/07 for meter Number 495459, meter  
15 reading 2420 is for house heater and water heater." Your Honor, this is  
16 just the contact for this one particular account.

17 I would also like to call your attention Your Honor, to the check  
18 marks that I have on the contacts. These are different check marks where  
19 I tried to set up a field visits to get this matter established and try to find  
20 out exactly what was in the property, so I would just like to call your  
21 attention to that, Your Honor.

22 I would also like to refer your attention - if you go through this  
23 packet Your Honor, you will come to a page which is the Account Jet screen  
24 which shows the customer's name.

25 MR. FARINAS: Your Honor, it is page 4 of PGW Exhibit No. 11.

1 THE WITNESS: Okay. The second page underneath that actually  
2 shows the actual contact, which is the contact that I just read, Your Honor.  
3 7/23/2007 in reference to the meter number, the house heater and the  
4 water heater. Next, I would like to call your attention to the contact  
5 7/23/07. Meter Number 1506240 meter reading. The gas meter was off  
6 and there is a gas range in the second floor apartment. The second floor  
7 apartment gas is off. The customer could apply but they do not.

8 JUDGE RAINEY: Off the record.

9 (Discussion off the record.)

10 JUDGE RAINEY: We are back on the record.

11 Ms. Cromley, I believe you were talking about the 5908 Old York  
12 Road property; is that correct?

13 THE WITNESS: That is correct.

14 JUDGE RAINEY: Go right ahead, Mr. Farinas.

15 BY MR. FARINAS:

16 Q. Ms. Cromley, we were discussing the results of the  
17 investigation and I believe you were at?

18 A. Starting at page 7.

19 JUDGE RAINEY: Page 7 of PGW Exhibit 11, which is the Account Jet  
20 Search for one of the tenants in the property?

21 THE WITNESS: Yes, Your Honor.

22 JUDGE RAINEY: And it says "Scott Michele?"

23 THE WITNESS: Yes, Your Honor, and I would like to turn your  
24 attention to the next page which is the contact, which shows what the  
25 investigator found when he was out there. 7/23/07, per field visit on 7/20,

1 gas appliance is range only and the next page is to show that this  
2 particular account, all meter numbers have been matched up and it shows  
3 that that particular apartment is on, Your Honor.

4 JUDGE RAINEY: And that is the third apartment?

5 THE WITNESS: Yes, Your Honor. The next page of this exhibit is  
6 to show the current account balance and then to discuss the arrival at that  
7 account balance. This particular screen shows effective period 9/7/08,  
8 total amount due, \$7,084.62. If you will turn to the next page, we have  
9 the document listed as a Specific Service Agreement Statement of Account  
10 and this is a routine account balance. This is a running account balance,  
11 this is actually numbered page one of two, and I would like to call your  
12 attention to page two.

13 JUDGE RAINEY: Okay.

14 THE WITNESS: The last line on page two is dated 10/12/07 and if  
15 you follow that to the right, you will see \$7,084.62. I would like to refer  
16 you back to our original letter and what we are talking about at 5908 Old  
17 York Road. I did speak with Ms. Curry when we met that day and we did  
18 reach an agreement. I agreed to turn the gas service back on. It was off  
19 at 5908 Old York Road. I agreed to turn the gas back on and Ms. Curry  
20 agreed to enter into a payment arrangement. Our payment arrangement  
21 consisted of \$251.00, which was \$251.00 towards the arrears, plus current  
22 bill because at that point she said that it was too much for her. Ms. Curry  
23 did not keep this agreement and did not make the payments and the  
24 agreement broke.

25 JUDGE RAINEY: Go right ahead, Mr. Farinas.

1 BY MR. FARINAS:

2 Q. Were there any payments made?

3 A. Yes, and I will go over the payments made. I will refer your  
4 attention to page one of two in this particular document and refer your  
5 attention to the Type column, which is the second column. If you look  
6 down to 1/18/2007, a payment was made and to the right of that you will  
7 see the amount of \$12.44. If you look down this column, you will not see  
8 another payment or anything listed as a payment until you get to page two  
9 of two. We have a payment listed from 6/1/2007 and if you look over to  
10 the right, that payment is \$755.38, and then if you look at 9/28/2007, we  
11 have a payment of \$100.00.

12 The payments are sporadic and I would like to call your attention to  
13 what the actual bills are running in this property. If you look at page one, I  
14 will just call your attention to the January and February bill. January 17,  
15 2007, the bill was in the amount of \$651.97. That is a one-month bill.  
16 February 14, 2007, the bill was in the amount of \$1,040.81. March, the bill  
17 was in the amount of \$860.73. April, the bill was in the amount of  
18 \$504.38. That is over \$3,000.00 and there are no payments that are even  
19 close.

20 JUDGE RAINEY: And these are all based on actual reads?

21 THE WITNESS: Yes, they are, Your Honor. PGW has confirmed  
22 that every property we are discussing here today, every apartment, what  
23 meter is in there and what index and all bills are correct.

24 JUDGE RAINEY: And we are talking specifically now with regard to  
25 Ms. Curry's responsibility with regard to these bills; is that correct?

1 THE WITNESS: That is correct, Your Honor.

2 JUDGE RAINEY: That she is responsible for?

3 THE WITNESS: That is correct, Your Honor.

4 JUDGE RAINEY: Okay.

5 MR. FARINAS: I think in regard to 5908, we have covered  
6 everything, Your Honor.

7 JUDGE RAINEY: Okay.

8 MR. FARINAS: Your Honor, I have no further questions at this  
9 time. This witness is available for cross-examination. If you would like to  
10 do it a different way, my second witness will discuss the other property. It  
11 is your pleasure if you want to do all the properties first and then do cross.

12 JUDGE RAINEY: Why don't we take up cross while Ms. Cromley is  
13 still sitting there so that no questions are forgotten.

14 Ms. Curry, do you have any questions for Ms. Cromley?

15 MS. CURRY: Yes, I do.

16 CROSS EXAMINATION

17 BY MS. CURRY:

18 Q. I guess I will go back to --

19 JUDGE RAINEY: Okay. Ms. Curry, I am going to ask you to keep  
20 your voice up because I can hardly hear you.

21 MS. CURRY: Okay.

22 BY MS. CURRY:

23 Q. I will go back to 301 R Walnut Lane and on your Exhibit 1 or  
24 my Exhibit 1 that we are talking about -- the delinquent lien letter, could  
25 the amount of accrued late charges be the difference between the four

1 thousand and some odd dollars?

2 THE WITNESS: Your Honor, I am sorry but may I see that lien  
3 letter again?

4 JUDGE RAINEY: Yes, you may.

5 THE WITNESS: Thank you, Your Honor.

6 (Witness perusing document.)

7 THE WITNESS: Ms. Curry, your question was regarding the  
8 \$3,876.58, which was the lien for 5908 Old York Road?

9 BY MS. CURRY:

10 Q. Yes.

11 A. And your question is, could the bill accrue to four thousand and  
12 some odd dollars in late payment charges and that is what the bill was  
13 when we started our transaction. Is that your question? Can you explain  
14 to me why you have that? What do you mean by that question?

15 Q. Well, was it not our prior agreement for the property that you  
16 would research and find out what late fees needed to be reduced off of this  
17 account?

18 MR. FARINAS: Your Honor, I believe she is asking several  
19 questions. The first question was about the lien letter which was about  
20 5908, and now you are talking about were there late payment charges in  
21 that amount and now you have asked her about the Walnut Street address.

22 JUDGE RAINEY: Ms. Curry, are we still talking about 5908?

23 MS. CURRY: Yes. Exhibit 1. Right.

24 MR. FARINAS: Is your question, does Complainant's Exhibit 1, the  
25 amount requested in the letter contains late payment charges? Is that

1 your question?

2 BY MS. CURRY:

3 Q. Could that make a difference between the four thousand and  
4 some odd dollars?

5 A. It could be late payment charges; it could be another bill; it  
6 could be a number of things.

7 Q. On the 301 Walnut Lane account, a balance of \$292.84 was  
8 transferred into this account; is that correct?

9 JUDGE RAINAY: Transferred to 5908, just so the record is clear.

10 THE WITNESS: Transferred to 301.

11 JUDGE RAINEY: Okay. Initially and then transferred back out  
12 again. Okay, go ahead.

13 BY MS. CURRY:

14 Q. May I ask which account that amount was taken from?

15 A. 5908?

16 Q. The \$292.84 was taken from which account?

17 A. It was in the account itself at 5908 Old York Road.

18 Q. Under whose name?

19 A. Under your name.

20 Q. And do you have printouts to show that?

21 A. I didn't bring printouts for that particular bill. If that is a  
22 question Your Honor, that could be submitted at a later time.

23 JUDGE RAINEY: Well, let me be clear. The \$292.45 was in the  
24 5908 Old York Road account; is that correct?

25 THE WITNESS: Yes.

1 JUDGE RAINEY: And do you know when this amount was  
2 transferred from the 5908 service account to the 301 Walnut Lane  
3 account?

4 THE WITNESS: I didn't bring the exact date with me, Your Honor  
5 but I did research it.

6 JUDGE RAINEY: Okay, and I am just going to be clear. You said  
7 that it was transferred out of 5908 service account when service was  
8 terminated to the property; is that correct?

9 THE WITNESS: That is correct, Your Honor.

10 JUDGE RAINEY: So at the time when service was terminated at the  
11 5908 account, you transferred the \$292.45 and was that the outstanding  
12 balance on that account at the time of the termination?

13 THE WITNESS: That particular account but I do believe at that  
14 time at 5908 Old York Road account, there were a number of balances,  
15 Your Honor.

16 JUDGE RAINEY: A number of balances associated with 5908?

17 THE WITNESS: Yes, and that happened to be one of the account  
18 balances that were transferred. We have what is called - when the  
19 account is on and it gets shut off for none-payment, just like when I just  
20 turn the account on at 5908. It has a new SA number. It starts with an  
21 account number. When an account is shut off and the service gets turned  
22 back on.

23 JUDGE RAINEY: A new SA; new service account number?

24 THE WITNESS: Yes. A person can have multiple SA's with  
25 different balances on them. Say the account is shut off for \$2,000.00

1 and the customer gets turned back on, the new account starts with a new  
2 SA. That particular amount is transferred over or sits there on that  
3 particular SA. This amount that was transferred was sitting there on that  
4 particular SA was transferred over to her on account at Walnut Street. Like  
5 I said, there may have been other SA's that weren't transferred. I didn't  
6 look at that but she has been off and on a number of times. Three or four  
7 times at each particular property except for Walnut Street.

8 I think a lot of her misunderstanding with the bill is that when she  
9 gets shut off at a property, they would send this bill amount to her and at  
10 one or two points in time, they attach that to the on-account but because  
11 of having so many SA's, it gets very confusing, Your Honor. However, on  
12 the accounts financial when you are on, it is a part of the money that you  
13 owe. When you do make an agreement, those particular amounts would  
14 be transferred forward, so that your whole balance is within one and the  
15 agreement is a part of all that monies.

16 This particular amount that was transferred to Walnut was for a  
17 one or two months period of time - a bill for a one or two months period of  
18 time.

19 JUDGE RAINEY: For \$292.00?

20 THE WITNESS: Yes, and I believe, Your Honor, like I said, I didn't  
21 bring the copy with me but I believe the gas was shut off and turned back  
22 on right away, so I believe it was actually billed as a self turn-on bill.  
23 There were other bills at the property but that particular bill was a separate  
24 bill because it was a theft bill, if that helps to clear it up, Your Honor.  
25 There were quite a few accounts that we are talking about and quite a few

1 SA's at one point in time. It is not like I can just give you a printout of one  
2 account since 1999 and do an actual running account balance. I have to  
3 stop and start and stop and start for the times the account was shut off.

4 JUDGE RAINEY: Okay, but for the purposes of our discussion here  
5 with regard to the \$292.00 that was transferred initially -

6 THE WITNESS: Ms. Curry probably has the bill there and probably  
7 knows the date it was transferred over. Do you know the date it was  
8 transferred?

9 MS. CURRY: It was transferred on October 28, 2005.

10 THE WITNESS: So there is the answer to our question.

11 JUDGE RAINEY: Ms. Curry, you will have an opportunity to go back  
12 and provide some testimony but it is your opportunity now to ask some  
13 questions of Ms. Cromley. Did you have any other questions with regard to  
14 this \$292.00?

15 MS. CURRY: Yes, Your Honor.

16 BY MS. CURRY:

17 Q. In regard to the \$292.84, the additional question is, which floor  
18 does it mention that it was transferred from?

19 A. Which floor at 5908 Old York Road?

20 Q. Yes.

21 A. I would have to look at that particular bill.

22 MR. FARINAS: Since the transfer and transfer back was part of the  
23 settlement agreement, I thought that issue was rested. We thought the  
24 correctness of the bill was what is at stake. Where it was transferred to  
25 and the details, I thought that matter was settled.

1 JUDGE RAINEY: I still had it as an outstanding question as of the  
2 last hearing. PGW did state that it would investigate why the transfer was  
3 made. That was not settled.

4 BY MS. CURRY:

5 Q. And one last question on the 301 account for the \$292.84 that  
6 was transferred. Were the associated late fees that accumulated because  
7 of this reduced from the account?

8 A. They may have been reduced from the account. The payments  
9 may have been ended on that account.

10 Q. In your research for the last agreement that you made, where  
11 it was suppose to balance out to \$257.00, did you discount any of the late  
12 payments that you agreed to?

13 A. Yes.

14 JUDGE RAINEY: The answer is yes, that you did eliminate the late  
15 fees?

16 THE WITNESS: Yes.

17 BY MS. CURRY:

18 Q. Is there anywhere on your documents that you could show us  
19 that?

20 A. Yes. If you turn to PGW Exhibit 10 for the 301 East Walnut  
21 Street and turn to the last page for 301 East Walnut Street, I would like to  
22 draw your attention to the bottom. If you look at the date for 2/22/07,  
23 just about the middle of that document, you will see LPCWVE and if you  
24 look to the left of that, you will see that the amount is \$29.31 and the  
25 other one is \$60.24. Those are all late payment charges. So anything that

1 was connected with that account, plus on your account, they were waived.

2 Q. On my Exhibit 23 and lets go with page 13.

3 JUDGE RAINEY: Okay. It has a bill date at the top of May 22,  
4 2006?

5 MS. CURRY: Correct.

6 JUDGE RAINEY: Okay.

7 BY MS. CURRY:

8 Q. I would like to draw your attention to the adjustment details  
9 and here it is listed SA ID Number 2988602531 and a late charge?

10 A. Yes.

11 Q. And a second ID Number of 5874333973?

12 A. Yes.

13 Q. Would you tell me what that is?

14 A. That could be the late payment charges associated with the  
15 \$292.00.

16 Q. In billing practice, is it general to associate two late payment  
17 charges with one bill?

18 A. It was a transferred bill that was never paid, so it is still late  
19 payment charges.

20 Q. So that is the general practice to give two late payment  
21 charges?

22 A. To separate bills.

23 Q. What do you mean by separate bills?

24 A. It was a different bill.

25 Q. Different than what?

1 A. Different from the bill from the 305 East Walnut Lane.

2 Q. I see what you are saying. So I was paying late charges for  
3 5908 and a late charge for 301 at the same time?

4 A. If you were paying the bills they would have been paid.

5 Q. But that is what this bill reflects?

6 A. Yes.

7 Q. And you say that is customary?

8 A. We do associate late payment charges with bills, yes.

9 Q. How would a customer know that these are associated late fees  
10 that they should pay?

11 A. I believe that the customer should pick up the telephone and  
12 call PGW with what is on their bill.

13 Q. But from reading the bill that you get every month, what would  
14 tell the customer that these are two different accounts associated with  
15 this?

16 A. Normally, there would be an indication that you have a different  
17 SA number and there would have been an indication that you probably  
18 received a final billing notice regarding the other bills.

19 Q. But on a general basis every month, there is no way for the  
20 customer to know that that would be two late fees associated with this  
21 account?

22 A. Yes. There is two different SA Numbers associated with it.

23 Q. Would you agree that a layperson wouldn't know what is a SA  
24 Number?

25 A. I would call if I had a question.

1 Q. Moving on to 5908 and the investigation of 5908, in your  
2 findings it was found that the landlord supplied the heat and hot water for  
3 this building; is that correct?

4 A. That is correct.

5 Q. In the case of a shut-off for this account, what would happen  
6 with the tenants?

7 A Okay. This was one of the purposes of our investigation was to  
8 have these accounts listed as Tenants or Landlords.

9 Q. And how is that related?

10 A. PGW gives the tenants warning if the landlord is not paying the  
11 bill.

12 Q. So are you agreeing that this was not prior done?

13 A. We had no way of knowing whether there were tenants in there  
14 or not and whether they were responsible for that bill. Now we have them  
15 listed, so the tenants can get their fair warning.

16 Q. I would like to draw your attention to your Exhibits No. 11,  
17 page 6, and you agree that this is your document?

18 A. Yes.

19 Q. Can I draw your attention to 10/25/05.

20 A. Wait a minute. Your Honor, this exhibit is 5908 Old York Road,  
21 Apartment 2. These are the tenant's accounts, so I would rather not  
22 discuss any of the tenants account. This Exhibit was submitted for the  
23 purpose of showing that a field visit occurred at the property. I do not at  
24 this point wish to involve the tenants unless the tenants are here to  
25 represent themselves.

1 JUDGE RAINEY: Well, you have your Counsel to make an objection  
2 for you but Ms. Curry, what is the purpose?

3 MS. CURRY: She is saying that she had no way of knowing that the  
4 tenants were in the building.

5 JUDGE RAINEY: Okay, but let me ask you about your complaint.  
6 Your complaint wasn't with regard to notice provided to your tenants or not  
7 provided to your tenants with regard to termination; is that correct? It is  
8 my understanding that this was a billing complaint?

9 MS. CURRY: It was a billing complaint, Your Honor. In addition to  
10 that, I have alleged that PGW has violated the Utra Act at three different  
11 locations.

12 JUDGE RAINEY: Was that a part of your complaint in this case?

13 THE WITNESS: Yes, Your Honor.

14 JUDGE RAINEY: Mr. Farinas.

15 MR. FARINAS: Your Honor, I believe that the question has been  
16 asked and answered. Ms. Cromley stated that it is the obligation of the  
17 Landlord to state what are considered as tenants inhabiting the property  
18 and have them classified as such. We cannot know who is occupying the  
19 building unless the Landlord tells us or unless we do a physical  
20 investigation, which we were forced to do.

21 THE WITNESS: Your Honor, I agreed to turn these tenants on and  
22 Ms. Curry agreed to enter into a payment agreement also.

23 MS. CURRY: Your Honor, my objection is they are saying that they  
24 did not know prior to any of the shut-offs that there were tenants in the  
25 building that needed to be notified. This paragraph is dated 10/25/05 and

1 it clearly states that the tenant is upset that she has no heat.

2 THE WITNESS: Okay. Is it the responsibility of the tenant to tell  
3 us or is it the responsibility of the landlord?

4 BY MS. CURRY:

5 Q. But you are saying that you didn't know that the tenants were  
6 in there and --

7 JUDGE RAINEY: Okay, let me do this because I don't want to go  
8 into an argument. PGW did include this as part of their exhibit in this  
9 particular case and it is so noted in terms of how it reads. If PGW wants to  
10 dispute or if there is any further clarification with regard to what it says,  
11 and Ms. Curry is indicating that it is saying that there was a customer  
12 contact. She contacted PGW and she was upset and Ms. Curry is saying  
13 that as a result of this customer contact, PGW did know that there was at  
14 least this tenant that was occupying this property at the time. Is that what  
15 you are attempting to state here, Ms. Curry?

16 MS. CURRY: Yes, Your Honor. In addition to that, the tenants did  
17 ask for the bill to be placed in their name so they could be turned back on  
18 and she was refused.

19 JUDGE RAINEY: The tenant is not here and I don't know that we  
20 need to go any further with regard to that, so then lets move on.

21 MS. CURRY: Okay.

22 BY MS. CURRY:

23 Q. In your investigation of 5908, you said that there was a theft  
24 bill. Can you explain to me what that means?

25 A. A theft bill is when PGW finds the gas on after PGW shuts it off.

1 Q. And can you tell me when that theft bill occurred?

2 A. I did not bring all the details of that particular bill because it  
3 was not the subject that we were talking about at the time.

4 JUDGE RAINEY: Ms. Cromley, do you have any documentations or  
5 any allegations of theft of service by Ms. Curry?

6 THE WITNESS: No, I do not. I did not bring the documentations  
7 with me.

8 JUDGE RAINEY: Okay, lets move on.

9 BY MS. CURRY:

10 Q. With regard to the sporadic payment for 5908, can you tell me  
11 if you have any documents that relates to payments prior to the time that  
12 trouble occurred on this account? Do you have any documentations  
13 showing what the bill frequency was at that time and payments thereof?

14 A. With regard to 5908, I believe you and I discussed that  
15 extensively when we came to the prior agreement, which was to enter into  
16 a payment arrangement. What we do have here is the listing of bills and  
17 payments, so I don't know if you are looking for a specific date of payment.

18 Q. Yes. I would like to know if you have the way the bill was  
19 being paid prior to problems arising on the 5908 account, which in my  
20 records is indicated as 4/14/05?

21 MR. FARINAS: Your Honor, we have brought the information as far  
22 back as we believe includes the dispute, so I am not sure if my witness - I  
23 am not sure if I understand the question.

24 JUDGE RAINEY: You are asking for information prior to 2005?

25 MS. CURRY: Right. In so far as it relates to her saying that the

1 payments are sporadically paid on this account.

2 MR. FARINAS: We will stipulate that prior to 2005 when there was  
3 no dispute, maybe they weren't sporadic but Ms. Cromley is addressing  
4 sporadic payments from the information that she has.

5 JUDGE RAINEY: I am not sure where that gets us prior to 2005  
6 and what your payment history was.

7 MS. CURRY: Well, I take offence to her saying that it was sporadic.

8 JUDGE RAINEY: For the time that she stated. That was her  
9 assessment for the time that she alluded to and reflected in her  
10 documents, Ms. Curry. Okay, lets move on.

11 BY MS. CURRY:

12 Q. I would like to ask one last question with regard to 5908. Do  
13 you have any documentations pertaining to the original bill for this under  
14 my name?

15 MR. FARINAS: Your Honor, again, I am not -

16 JUDGE RAINEY: What is the purpose of this question?

17 MS. CURRY: Your Honor, this bill - this has been broken into two  
18 accounts and I believe that is some of the problem with the bill. Prior to  
19 the shut-off of September 17, 2005, it was a different account and that is  
20 when most of the trouble began. After that time they initiated a new  
21 account for this old bill.

22 MR. FARINAS: Your Honor, we are dealing with the current usage  
23 at the property and the correctness of the bill. We didn't expect to go back  
24 to 2005 and prior.

25 JUDGE RAINEY: Let me deal with the question here. I am not sure

1 if Mr. Farinas made an objection or not.

2 MR. FARINAS: Your Honor, I object to the question as irrelevant to  
3 this complaint.

4 JUDGE RAINEY: Ms. Curry, are you currently being billed under a  
5 different account than what Ms. Cromley has alluded here today? Are you  
6 currently being billed for 5908 under two different accounts?

7 MS. CURRY: I have previously been billed under a different  
8 account.

9 JUDGE RAINEY: When was the last time?

10 MS. CURRY: To my knowledge, 9/17/05 is when they shut off the  
11 gas.

12 JUDGE RAINEY: So 2005 is the last time that you can recall?

13 MS. CURRY: Yes.

14 JUDGE RAINEY: Do you have any evidence of that with you here  
15 today?

16 MS. CURRY: No.

17 JUDGE RAINEY: Okay. I am going to sustain Mr. Farinas's  
18 objection. If you have any evidence of that to show -

19 MS. CURRY: I do.

20 JUDGE RAINEY: Okay. You will have an opportunity to put that on  
21 yourself and PGW will be given an opportunity to respond if there is any  
22 lingering problem with your being billed twice for this particular 5908  
23 account. Having said that, do you have any other questions for  
24 Ms. Cromley?

25 MS. CURRY: Yes.

1 JUDGE RAINEY: Okay. Go ahead.

2 BY MS. CURRY:

3 Q. My last question would be, is it normal to split the account into  
4 two accounts like that?

5 A. As I explained before Your Honor, when an account is shut off  
6 and turned back on, we do receive a new SA Number. In some cases, you  
7 could receive a new account number if you still have the previous bill. Just  
8 because you were shut off and you get back on again it doesn't mean you  
9 are not responsible and it doesn't mean that PGW can't bill you for that  
10 similar account. Does that answer your question?

11 Q. No.

12 JUDGE RAINEY: Well, I think it sounds like a previous answer that  
13 you had given to a previous question that you had asked Ms. Cromley, and  
14 it is not like you are going to get any different answer to that. Let me  
15 remind you that you have the burden of proving that the bills that were  
16 provided to you are inaccurate, so if you have any evidence to show that  
17 you have been billed incorrectly at a number of different SA numbers for  
18 the same account, then you can put that evidence on and PGW will have an  
19 opportunity to respond. Is that your last question?

20 MS. CURRY: Yes, Your Honor.

21 JUDGE RAINEY: Redirect, Mr. Farinas?

22 MR. FARINAS: Yes. Thank you, Your Honor.

23 REDIRECT EXAMINATION

24 BY MR. FARINAS:

25 Q. Ms. Cromley, referring to your question previously about late

1 payment charges for multiple SA's added to the bill and looking through  
2 the exhibit for Ms. Curry's current proposition about a different account  
3 number, I would like to now refer you to the Complainant's Exhibit No. 25,  
4 page 11. This is another bill which contains not two but three multiple late  
5 payment charges assessed and I would just like to ask you -

6 JUDGE RAINEY: Lets just make sure that we are all there. This is  
7 a letter dated June 11, 2004?

8 MR. FARINAS: No, Your Honor. It is Complainant's Exhibit No. 25,  
9 page 11.

10 JUDGE RAINEY: Okay. So this is page two of a bill dated January  
11 17, 2007?

12 MR. FARINAS: Yes, Your Honor, and Your Honor, I am not so much  
13 discussing the particulars of this bill but the presentation of the adjustment  
14 details on that bill.

15 JUDGE RAINEY: Okay.

16 BY MR. FARINAS:

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

18 A. Yes.

19 Q. Can you describe how this adjustment details is laid out? The  
20 first line of the adjustment details gives what information?

21 A. The service ID number and the address that is associated with  
22 that account number.

23 Q. And the next line, what does it say?

24 A. It says "late payment charges."

25 Q. And is that abbreviated?

1 A. No, it is not abbreviated. It says the words "late payment  
2 charges."

3 Q. And across from that there is an amount associated. Can you  
4 tell us what that amount is?

5 A. \$45.74.

6 Q. And the next line gives you what?

7 A. The adjustment SA ID number.

8 Q. Which is different from the first one?

9 A. Yes.

10 Q. And the next line after that, what appears?

11 A. Late payment charges.

12 Q. And the amount associated with that is how much?

13 A. \$5.48.

14 Q. And the next line after that, what appears?

15 A. The SA ID number.

16 Q. And what does it say after that?

17 A. Late payment charges.

18 Q. And what is the amount associated with that?

19 A. \$12.88.

20 Q. Does it tell the amount at the end for the customer?

21 A. Yes, it does.

22 Q. In your previous discussion you were asked do lay people  
23 understand that late payment charges for three accounts is broken down.  
24 Is this three different accounts?

25 A. It is one account with three different SA ID numbers.

1 Q. And so does this adjustment detail break down what late  
2 payment charges are associated with a service agreement?

3 A. Yes, it does.

4 Q. And having had all that information, a customer that had a  
5 question about why do I have three different sets of payments, what would  
6 be the normal thing to do?

7 A. Call the Company and question the bill.

8 Q. Does PGW charge multiple late payment charges for the same  
9 money?

10 A. No. PGW does not charge multiple late payment charges for  
11 the same money.

12 JUDGE RAINEY: Let me see if I can get some understanding of  
13 this, Ms. Cromley. I am looking at Exhibit No. 25, page 11, which is the  
14 same exhibit that Mr. Farinas was referring to, and I am looking in the  
15 section entitled Adjustment Detail.

16 THE WITNESS: Yes, Your Honor.

17 JUDGE RAINEY: I am looking at the third adjustment for SA ID  
18 Number 3758197745. Do you see that?

19 THE WITNESS: Yes, Your Honor.

20 JUDGE RAINEY: And that SA ID Number matches the SA ID  
21 number under current basic charges. Is that correct?

22 THE WITNESS: That is correct, Your Honor.

23 JUDGE RAINEY: So that SA ID number is the current SA ID  
24 number for this account; is that correct?

25 THE WITNESS: That is correct, Your Honor.

1 JUDGE RAINEY: Now, moving above that where it says Adjustment  
2 for SA ID Number 4114434841, is it your testimony that that represents a  
3 prior SA ID Number for the same account at 5908 Old York Road?

4 THE WITNESS: Yes.

5 JUDGE RAINEY: And also looking at the third adjustment for SA ID  
6 Number 1367675854, does that represent an even earlier SA ID Number  
7 for the same account at 5908 Old York Road?

8 THE WITNESS: Yes, Your Honor.

9 JUDGE RAINEY: Why didn't PGW just combine - so PGW at times  
10 kept various accounts open with regard to this one service address, so it  
11 would be three different service account ID Numbers for this one account  
12 and so you were keeping three separate accounts for this one account and  
13 charging each a late payment charge; is that your testimony?

14 THE WITNESS: They are off accounts, so yes, they were being  
15 charged late payment charges. If the customer were on an agreement for  
16 her total account balance and all monies is encompassed in that  
17 agreement, then no late payment charges would incur.

18 MS. CURRY: Your Honor, if I may?

19 JUDGE RAINEY: You will have an opportunity, Ms. Curry.

20 JUDGE RAINEY: So at any time does PGW transfer late payment  
21 charges into one current SA ID Number - into one account or do they - are  
22 you going to continue to keep these three SA ID Numbers for this one  
23 service address or do you keep these going?

24 THE WITNESS: No, Your Honor. They can be transferred forward  
25 so that all monies can be transferred forward, so that there is one late

1 payment charge and one bill associated with that particular SA.

2 JUDGE RAINEY: When does that occur and has that ever occurred  
3 with regard to this 5908 Old York Road address?

4 THE WITNESS: When I entered Ms. Curry into a payment  
5 arrangement when we were in here in February, all bills were transferred  
6 forward so that the agreement would encompass any monies owed at the  
7 property. Once the agreement broke, then there would be late payment  
8 charges but they are one now because they are all combined.

9 JUDGE RAINEY: So as of February of this year, there is just one SA  
10 ID number for the 5908 Old York Road address?

11 THE WITNESS: Yes.

12 JUDGE RAINEY: So it took her entering into a payment  
13 arrangement for that to occur?

14 THE WITNESS: Yes. At the time we entered into the payment  
15 arrangement, Your Honor, prior to that the gas was off.

16 JUDGE RAINEY: Now, re-cross Ms. Curry, base on my questions  
17 and Mr. Farinas's questions.

18 MS. CURRY: Thank you.

19 RE-CROSS EXAMINATION

20 BY MS. CURRY:

21 Q. With regard to the same exhibit you were just talking about  
22 with the three SA ID Numbers in front of you now, where is the balance  
23 that would be associated with each one of the bills?

24 A. The customer can look on the previous bill. You will not see  
25 that on this bill.

1 Q. Okay.

2 JUDGE RAINEY: Okay. You may stand down, Ms. Cromley.

3 THE WITNESS: Thank you, Your Honor.

4 (Witness excused.)

5 MR. FARINAS: Your Honor, at this time I would like to call  
6 Ms. Jennifer Rayznis.

7 JUDGE RAINEY: Okay, let me swear you in first. Please stand and  
8 raise your right hand.

9 Whereupon,

10 JENNIFER RAYZNIS

11 having been duly sworn, testified as follows:

12 JUDGE RAINEY: Please be seated and provide your full name for  
13 the record.

14 THE WITNESS: My name is Jennifer Rayznis.

15 JUDGE RAINEY: And Ms. Rayznis, by whom are you employed?

16 THE WITNESS: The Philadelphia Gas Works.

17 JUDGE RAINEY: And what is your business title?

18 THE WITNESS: I am a Customer Review Unit Officer.

19 JUDGE RAINEY: And what is your business address?

20 THE WITNESS: 800 North 9<sup>th</sup> Street, Third Floor, Philadelphia,  
21 Pennsylvania, 19122.

22 JUDGE RAINEY: Thank you. Please proceed, Mr. Farinas.

23 DIRECT EXAMINATION

24 BY MR. FARINAS:

25 Q. What is your title at PGW?

1 A. I am a Customer Review Unit Officer.

2 Q. As a Customer Review Unit Officer, what does your duties  
3 entail?

4 A. To investigate informal and formal complaints.

5 Q. Did you investigate the complaint that we are discussing today?

6 A. Yes.

7 Q. And pursuant to the previous hearing held in this matter, I  
8 believe you just got on when we ended, so I am going to ask you which  
9 address you spearheaded the investigation of?

10 A. 5906 Old York Road.

11 MR. FARINAS: Your Honor, I previously distributed a packet of  
12 documents which I would like to have marked as 12, 12-a, 12-b, 12-c and  
13 12-d.

14 JUDGE RAINEY: They shall be so marked for identification.

15 (Whereupon, the documents were  
16 marked as PGW Exhibits Nos. 12,  
17 12-a, 12-b, 12-c and 12-d for  
18 identification.)

19 BY MR. FARINAS:

20 Q. Ms. Rayznis, do you have PGW Exhibit No. 12 in front of you?

21 A. Yes.

22 Q. Can you please tell us what PGW has learnt about 5906 Old  
23 York Road?

24 A. If I can start with when I became involved with the case.  
25 During my conversation with Ms. Curry, it was my understanding that the

1 bills prior to were not in dispute but the bills were substantially higher after  
2 the meter exchange took place at this property, so what I have here in the  
3 first exhibit is actually a statement of her account from the disputed period,  
4 which my understanding was from 2005 forward. If you look at the first  
5 page of PGW Exhibit 12, what this is, as we discussed the service  
6 agreement earlier, this has the customer's name, Janette Curry, and the  
7 date that this particular service agreement started was 11/3/2005. The  
8 property address is 5906 Old York Road and the Account Number is  
9 3113668289.

10 The next thing we have is the Service Agreement Number. The  
11 Philadelphia Gas Works associates a persons Social Security Number with  
12 an account number. A customer can have multiple service agreements  
13 which represents a different kind of service. Page one of this is for a  
14 specific service agreement that lasted from 11/3/05 to 5/12/06. What you  
15 have here is, if you look at the transaction date, the date the bill or the late  
16 payment charges accrued on the account, there was an Automatic Meter  
17 Reader installed in the property for all these bills that are in dispute.

18 JUDGE RAINEY: So the R Code represents actual reads?

19 THE WITNESS: That is correct. What you are seeing over to the  
20 right of the actual balance is the balance of accumulation which included  
21 the late payment charges on the account. On 3/2/07, all of the late  
22 payment charges that were billed under this service agreement which  
23 totaled \$173.35 were waived.

24 JUDGE RAINEY: Were there a waiver of all the late payment  
25 charges?

1 THE WITNESS: If you add all of the late payment charges, the  
2 \$9.94, \$23.17, \$36.74, \$47.58, \$55.92, if you add them all together, it  
3 comes to \$173.35 that was waived. On 3/2/07, there was a transfer and I  
4 believe there was some dispute about a transfer previously. This transfer  
5 appears in parenthesis with a credit of \$92.46. So that is actually a credit  
6 that is transferred to this specific service agreement. This credit was from  
7 a prior service agreement for the same property address at 5906 Old York  
8 Road. The service was disconnected for non-payment and there is a  
9 credit of \$92.46 after the service was restored, which was transferred over  
10 to this utility service agreement.

11 This utility service agreement still has a balance which I have not  
12 transferred so we could actually see where it came from. There is a  
13 balance of \$3,160.07 remaining on this service agreement under this  
14 account. If you go to page two, page two represents from when the  
15 service was restored at 5906 Old York Road from 2/8/2007 forward and  
16 this has a different SA ID Number. Even though the bill is not being paid,  
17 there were no late payment charges because that was done in the interest  
18 of good customer relations. There is an accrued balance for unpaid bills  
19 from 2/8/2007 until now with a balance of \$2,433.66.

20 If Ms. Curry reviews her current billing statement, her bill is  
21 actually going to appear with a total of the two utility service agreement  
22 under that account number. Her total account balance minus \$5,593.73.  
23 All this is, is the total amount of the actual balance on page one, \$3,160.07  
24 added to the actual balance of \$2,433.66.

25 JUDGE RAINEY: Okay. And your testimony was that that

1 \$3,160.07 that appears at the March 2, 2007 date was not transferred and  
2 you said it wasn't transferred because of the pending dispute?

3 THE WITNESS: No. What I am saying is - yes, as far as you could  
4 see where it came from. We have the money underneath that. Basically,  
5 it is one agreement account number to make it simple and that main  
6 account number is 3113668289 and underneath of that you have your sub-  
7 account numbers, so right now there is a balance of \$3,160.07 sitting  
8 under that sub account number from the period of 11/30/05.

9 JUDGE RAINEY: That sub account number, is that similar to what  
10 you were referring to earlier as the SA ID Number?

11 THE WITNESS: Yes. The utility service agreement.

12 JUDGE RAINEY: So you are saying then Ms. Rayznis that when you  
13 add that \$3,160.70 that appears on the first page of PGW Exhibit 12 at the  
14 date of March 2, 2007, you add that then to the \$2,433.66 that appears on  
15 the second page at the October 12, 2007 date and then you get \$5,593.73;  
16 is that correct?

17 THE WITNESS: That is correct.

18 JUDGE RAINEY: And you are saying then because they were under  
19 - because those two separate amounts were under two separate service  
20 agreement numbers which represents different periods of time, that the  
21 customer had service and then there was a termination of service at some  
22 point?

23 THE WITNESS: Yes.

24 JUDGE RAINEY: And then a restoration of service?

25 THE WITNESS: Yes.

1 JUDGE RAINEY: And a different service agreement number was  
2 given at that point?

3 THE WITNESS: Yes.

4 JUDGE RAINEY: For that first service agreement, what was the  
5 period of service again? That is that 2378988187.

6 THE WITNESS: That was from 11/3/2005 to 5/12/2006.

7 JUDGE RAINEY: And then the second service agreement number  
8 reflected on the second page starts when?

9 THE WITNESS: 2/8/2007 and that is still current. It is an active  
10 account.

11 JUDGE RAINEY: To present?

12 THE WITNESS: Yes, Your Honor. Your Honor, if I can comment on  
13 something as well. It doesn't really impact the bill if the money is sitting  
14 underneath one service agreement for one portion and one service  
15 agreement for another portion. The only difference that will occur on the  
16 bill is that it provides a breakdown because we are only charging a certain  
17 percentage on the \$3,160.70 charges and a certain percentage on the  
18 \$2,000.00 charges. If they were under one SA and one account number,  
19 the balance - the bill and the late payment charges would still be the  
20 same. The total would still be the same whether it was under one service  
21 agreement or not.

22 JUDGE RAINEY: That is my understanding of exactly what is going  
23 on. It is easier if you had one.

24 THE WITNESS: It is definitely easier and I do agree with that, Your  
25 Honor, and I would like to transfer the money over to one account so that

1 it will be easier to follow.

2 JUDGE RAINEY: Will that be done?

3 THE WITNESS: Yes. Absolutely.

4 JUDGE RAINEY: When will that be done?

5 THE WITNESS: Well, I will do that after today but I was trying to  
6 keep things straight because of the different issues involved here but that  
7 is something that has been known to happen.

8 JUDGE RAINEY: Okay. Let me ask you about an issue that came  
9 up at the June 4<sup>th</sup> hearing. There was a question that was raised by  
10 Ms. Curry where an amount of \$2,242.40 was transferred on March 15,  
11 2006 from the 5908 Old York Road account to the 5906 Old York Road  
12 account. Did that ever occur?

13 THE WITNESS: No, it did not. Again, if you look at page one, the  
14 only thing you see is bills and late payment charges. If there were a  
15 transfer of balances, it would have appeared pretty much under 3/2/07  
16 transaction. As you see from the very first line, these are all bills that were  
17 accumulated on this particular address for this service agreement.

18 JUDGE RAINEY: Okay. Go right ahead, Mr. Farinas.

19 BY MR. FARINAS:

20 Q. Do you have any further comments to make about PGW Exhibit  
21 No. 12?

22 A. No.

23 Q. Okay. I would now like to direct your attention to PGW Exhibit  
24 No. 12-a. Do you have that in front of you?

25 A. Yes.

1 Q. All of PGW Exhibit 12, 12-a, 12-b, 12-c and 12-d, where does  
2 this information come from?

3 A. PGW's billing system.

4 Q. Does PGW keep the billing system in the normal course of it's  
5 business?

6 A. Yes.

7 Q. And who puts the information that is contained in these  
8 documents in PGW's billing system?

9 A. PGW employees.

10 Q. And the various entries that are made in the billing system by  
11 PGW employees, is it their specific job to make those entries?

12 A. Yes.

13 Q. When they make these entries, do they do it at or near the  
14 time of the event occurring that they are describing?

15 A. Yes. Absolutely.

16 Q. Can you tell us what is the purpose of PGW Exhibit 12-a?

17 A. The reason for 12-a, which is a three-page document, as I  
18 stated at the beginning of my testimony, in my conversation with  
19 Ms. Curry, part of the disputed service agreement was the meter exchange  
20 that occurred and now the bills are significantly higher, so the reason for  
21 this actual exhibit is to show the actual bill that was generated in the  
22 amount of \$64.46. This is the way it actually looks on PGW's billing  
23 system. If you look at the top portion, it says 5906 Old York Road and  
24 \$14.46 is the breakdown of the charges from 7/11 to 7/28 and then it has  
25 1.00 CCF or cubic feet and then it says "closing." As I mentioned earlier,

1 the service was disconnected and this was a closing bill for that service  
2 agreement and if you go down further, this is a further breakdown of this  
3 particular bill. If you look at the way down to the third area that is shaded  
4 in, this represents - you can see the meter number of 1621251 which was  
5 removed from the property and an exchange was completed and the  
6 customer was final billed.

7 JUDGE RAINEY: Let me just - Ms. Rayznis, with regard to the  
8 meter exchange, where do we see that on this document?

9 THE WITNESS: If you go to the actual exchange on this document,  
10 what you see is a bill which includes the exchange and it has a start read  
11 date of 9146 and a end read date of 9147 and that becomes relevant later  
12 on.

13 JUDGE RAINEY: Oh, I see and again, that meter was removed on  
14 what date?

15 THE WITNESS: The exchange occurs on 11/3/2005. This  
16 document on page two matches up to page one of Exhibit 12 where it says  
17 that the first bill that was generated was \$663.18. This \$663.18 is an  
18 actual breakdown of that bill and if you go to the second screen check at  
19 the bottom, what this is showing is the same removed meter of 1621251,  
20 and you can see that the start reading is 4334 and the end reading is  
21 4334. Page three is a screen shot of PGW's meter reading and this is  
22 where the meter number and the dates the reading were obtained; any  
23 exchanges and turn off and turn on. On 7/28/05, you will see that a turn  
24 off is in there for an index of 9147. 9147 is an index that is used in the  
25 system when the account is shut off for none AMR complaints.

1 JUDGE RAINEY: None payment?

2 THE WITNESS: None AMR.

3 JUDGE RAINEY: Oh. No automatic meter reading - reader?

4 THE WITNESS: Yes, so the person finalized the account at an index  
5 of 9147, which was only one cubic feet higher than the prior estimated  
6 index number itself. That service was turned on, on 11/3/2005. It was  
7 turned on at the actual index on the meter of 4334 and then the meter was  
8 immediately exchanged out at that same index of 4334 and a new meter  
9 was installed. Basically, the relevance of this whole packet was to indicate  
10 that Ms. Curry had been billed at an estimated index of 9147 and the final  
11 bill should have been billed to an index of 4334. So basically, the account  
12 was under billed and Ms. Curry was never billed for all that consumption.

13 JUDGE RAINEY: You are saying that she was never billed for all  
14 that consumption?

15 THE WITNESS: For all that consumption recorded on the actual  
16 meter.

17 JUDGE RAINEY: Okay, but are you saying that PGW has the  
18 intention to bill her for -

19 THE WITNESS: Not at this time, Your Honor, since it was 2005 and  
20 it wasn't recorded at that time.

21 JUDGE RAINEY: So since the exchange of the meter, all of her bills  
22 that was on November 3, 2005, all of her bills have been based on actual  
23 readings?

24 THE WITNESS: Yes, that is correct.

25 JUDGE RAINEY: And why were the bills estimated?

1 THE WITNESS: It was not a functioning AMR at the property.

2 JUDGE RAINEY: And the termination that occurred on July 11,  
3 2005, was what for reason?

4 THE WITNESS: It was for none AMR installation.

5 JUDGE RAINEY: Okay.

6 BY MR. FARINAS:

7 Q. Ms. Rayznis, I now direct your attention to the next exhibit in  
8 the packet which is PGW Exhibit 12-b. Do you have that in front of you?

9 A. Yes.

10 Q. Can you tell us what this is?

11 A. Yes. Part of the dispute filed was that Ms. Curry indicated that  
12 this was a tenant occupied property, so we did visited the property on July  
13 20, 2007, verifying the meter numbers and what they were actually  
14 supplying. So from this document, the two pages, there are three meters  
15 installed at 5906 Old York Road and if you look at the contact for  
16 7/23/2007 by our Dispute Resolution Unit, they noted that per their field  
17 visit on 7/20/07, meter number 1754198 had a reading of 6712 and the  
18 gas appliances attached were - they had a water heater attached to that.  
19 Also, for 5906 Old York Road, Second Floor, there was a field visit as well  
20 on 7/20/07 and the meter number was 2032877. The gas was off as well  
21 at that meter and there was a gas range attached to that meter on the  
22 second floor.

23 Q. Okay. I would now like to direct your attention to the next  
24 exhibit in the packet, PGW Exhibit 12-c. Can you tell us the purpose of this  
25 document?

1           A. These are records of the customer's contacts that are stored on  
2 the contact for various different reasons. The reason this was submitted is  
3 to show the different dates that none AMR letters were mailed to the  
4 property.

5           Q. Okay. I would now like to direct your attention to PGW Exhibit  
6 12-d, and can you tell us what PGW Exhibit 12-d is?

7           A. This is a copy of our service order that indicates the different  
8 dates that we went out to the property and what occurred. If you go over  
9 the column, it indicates the date, the address which is 5906 Old York Road,  
10 the name and under subtype it says exchange and if you notice the status,  
11 it says void and that is because we weren't able to access the property for  
12 the meter exchange.

13           Q. Does the record reflect PGW's diligent attempts to gain access?

14           A. Absolutely.

15           Q. Okay. If I can refer you back to just the regular PGW Exhibit  
16 12, are these bills correct?

17           A. Yes.

18           Q. And the total amount that you gave, \$5,593.73, is that the  
19 total amount owed on this account for 5906 Old York Road?

20           A. Yes.

21           Q. And can you tell me, what does PGW wish for the Commission  
22 to order the Complainant to do?

23           A. Payment in full.

24           MR. FARINAS: Your Honor, my witness is available for cross.

25           JUDGE RAINEY: Ms. Rayznis, let me refer your attention to PGW

1 Exhibit No. 12, and under the heading Subtype, you were referring to the  
2 attempts for exchange of the meter and you referred to the status as void.  
3 I am looking at June 6, 2004 and I see an abbreviation SIO. What is that?

4 THE WITNESS: That stands for service order.

5 JUDGE RAINEY: And I am looking at the line at the bottom that  
6 says May 12, 2006 and under subtype it says "SIO (Disc none pay" and  
7 under status it says "complete." What does that mean?

8 THE WITNESS: That is when the service was disconnected for  
9 none-payment and that is when the first service agreement, which is  
10 Exhibit 12, page one. That period was from 11/3/05 to 9/10/06.

11 JUDGE RAINEY: Okay. Ms. Curry, do you have any questions for  
12 Ms. Rayznis?

13 MS. CURRY: Yes.

14 CROSS EXAMINATION

15 BY MS. CURRY:

16 Q. I am drawing your attention to PGW Exhibit No. 2, and at the  
17 top it begins with the date 11/24/06. Page one of two.

18 JUDGE RAINEY: I am sorry. The PGW Exhibit No. 2 that I have, it  
19 says page 1 of 7.

20 MS. CURRY: It begins with the date 11/24/06?

21 JUDGE RAINEY: At the top it says "specific service agreement,  
22 statement of account."

23 MR. FARINAS: Let me see what you have, Your Honor.

24 (Counsel perusing documents.)

25 MR. FARINAS: I don't know how this happened, Your Honor.

1 JUDGE RAINEY: So we have two different PGW Exhibit No. 2?

2 MR. FARINAS: It may have happened when we renumbered the  
3 documents and didn't number this one.

4 JUDGE RAINEY: Okay, lets go off the record.

5 (Discussion off the record.)

6 JUDGE RAINEY: Okay, we are back on the record. Mr. Farinas was  
7 kind enough to make copies of what Ms. Curry wants to use as part of her  
8 cross examination of Ms. Rayznis, and we did mark the documents off the  
9 record. We started with Complainant's Exhibit No. 27 and that is because  
10 Complainant's Exhibit No. 26 was not admitted into evidence. We started  
11 with Complainant's Exhibit No. 27, Complainant's Exhibit No. 28,  
12 Complainant's Exhibit No. 29 and Complainant's Exhibit No. 30, and I  
13 would ask you Ms. Curry that when you reference these documentations  
14 during your cross examination today, that you clearly reference the exhibit  
15 number as well as the page number.

16 MS. CURRY: Okay.

17 JUDGE RAINEY: And with that being said, I would like you to go  
18 ahead with your cross examination of Ms. Rayznis.

19 BY MS. CURRY:

20 Q. You have a copy of Exhibit 29, page 1?

21 A. Yes.

22 Q. And I would like to direct your attention to the entry for  
23 10/14/2005, and can you explain that to me?

24 A. When you call and you speak to a Customer Service  
25 Representative, any information that is verbally communicated, the CSR

1 stores that information based on your conversation. The contact was,  
2 "informed owner of boarding house with tenants that she needed a balance  
3 of \$635.97, plus a reconnection fee of \$123.23, plus a deposit of \$246.00  
4 to restore service." So you were informed what the total amount was to  
5 restore service.

6 Q. So do I understand you to say that they are saying that the  
7 building was a boarding house?

8 A. What I am saying is that the CSR stores information at the time  
9 that may have been communicated during the conversation.

10 Q. Do you have anywhere else in your records that the building is  
11 a boarding house?

12 MR. FARINAS: Your Honor, is this really relevant?

13 JUDGE RAINEY: Let me ask Ms. Rayznis. The fact that it is  
14 characterized here as a boarding house, would that make any difference or  
15 would she be incorrectly classified as a result of the words "boarding  
16 house" in this customer contact?

17 THE WITNESS: No, Your Honor. This is just information that the  
18 Customer Service Representative stores during the conversation but it  
19 wouldn't affect the way that she is classified as a customer for billing  
20 purposes.

21 JUDGE RAINEY: Okay.

22 BY MS. CURRY:

23 Q. So do I understand from the entry that PGW was aware that  
24 there were tenants in the building?

25 MR. FARINAS: Your Honor, asked and answered. PGW didn't know

1 the exact configuration. We will admit that we didn't know in the past and  
2 we had to get clarification. All of the contacts may say that they were  
3 tenants but just the word tenant is not enough. We needed to know the  
4 information behind it.

5 JUDGE RAINEY: And is that your stipulation with regard to all of  
6 these three properties, Mr. Farinas?

7 MR. FARINAS: Correct, Your Honor.

8 JUDGE RAINEY: Move on, Ms. Curry.

9 BY MS. CURRY:

10 Q. I would like to bring your attention to my Exhibit 7 and 8. That  
11 would be PGW's bill which was paid as well as a Collection Agency referral  
12 notice dated 8/15/06.

13 MR. FARINAS: Your Honor, I apologize. I left my folder with those  
14 exhibits.

15 JUDGE RAINEY: Okay. Complainant's Exhibit No. 7 that I have is a  
16 receipt dated 8/31/2006.

17 MR. FARINAS: Your Honor, do I make copies or do I show her?

18 JUDGE RAINEY: You can show her and if I need to follow up, I  
19 have to get it back.

20 BY MS. CURRY:

21 Q. The amount of the bill is \$394.04; correct?

22 A. That is what appears on this.

23 Q. Now, I paid that bill when it came because I was trying to get  
24 the service on and -

25 JUDGE RAINEY: Okay, what property are we talking about?

1 BY MS. CURRY:

2 Q. If you can look at the receipt, the bill was paid and it was  
3 applied for 5906 Old York Road?

4 A. Well, as you can see, for the actual receipt, we were provided  
5 with an account number of 3113668289.

6 Q. And that is the bill that I paid.

7 A. Well this account number did receive credit, so apparently you  
8 received a shut-off notice for one account and paid the money to the other  
9 account number.

10 JUDGE RAINEY: Okay. What account did the \$394.04 go to?

11 THE WITNESS: On Complainant's Exhibit No. 1, the proof that she  
12 shows here, it says Account Number 003113668289. That was the account  
13 number that was provided to us to post payment.

14 JUDGE RAINEY: Okay, to post payment to, and what account is  
15 that?

16 THE WITNESS: That is the account for 5906.

17 JUDGE RAINEY: Which is what you are addressing?

18 THE WITNESS: That is correct. The shut-off notice has a different  
19 account number on it. If you go to PGW Exhibit No. 12, on 8/31/2006,  
20 there was a payment posted of \$394.04 posted to this account, which is  
21 also on the receipt that Ms. Curry provided.

22 JUDGE RAINEY: You see that, Ms. Curry?

23 MS. CURRY: Yes, I do, Your Honor, but we have two collection  
24 notices under the same account and one being applied to 5906, which is  
25 not the account on the collection notices.

1 THE WITNESS: When the Company was presented payment, we  
2 posted payment to the account number that was provided.

3 BY MS. CURRY:

4 Q. This is what I provided them. I provided them with the  
5 collection notice that I got in the mail. I went into the office and said I am  
6 going to pay this and you see where they applied it?

7 A. We applied it to the account number that was provided to us.

8 Q. I know what you are saying and that is why I am bringing it to  
9 your attention that this receipt goes to this bill.

10 A. If that was provided, it would have been posted to the correct  
11 account number. We wouldn't have posted it to a different account  
12 number if that account number was provided.

13 Q. So that means that this collection referral is related to 5906?

14 A. No, that is not what I am saying. What I am saying is that the  
15 receipt that I was just shown a copy of indicates that payment was made in  
16 the amount of \$394.04 to the account for 5906 Old York Road.

17 Q. But the bill was for what account?

18 JUDGE RAINEY: The bill was for what, Ms. Curry?

19 MS. CURRY: The account number was for what?

20 JUDGE RAINEY: Let me just be clear as to what is going on here.  
21 Ms. Curry, are you challenging whether or not the \$394.04 payment went  
22 to the account for 5906 Old York Road? Are you questioning that?

23 MS. CURRY: Your Honor, I am saying that it did go there, but I am  
24 saying that this is the notice that I gave them with a different account  
25 number and they applied it to 5906.

1 JUDGE RAINEY: But did they apply it to the right account?  
2 Regardless of whether they applied it to the right account, did they apply it  
3 to the 5906 Old York Road account?

4 THE WITNESS: Yes, Your Honor, but this is for purposes of  
5 demonstrating how things are with PGW trying to straighten things out.

6 MR. FARINAS: Your Honor, I object to Ms. Curry's current  
7 testimony. She is suppose to be asking questions and not giving  
8 testimony.

9 JUDGE RAINEY: Her point is well taken. I guess to the extent that  
10 she is saying and Ms. Rayznis is agreeing that Complainant's Exhibit No. 9  
11 is a collection agency referral that has the incorrect account number on it.  
12 Is that what you are saying, Ms. Rayznis?

13 THE WITNESS: No, that is not what I am saying.

14 JUDGE RAINEY: What are you saying?

15 THE WITNESS: What I am saying is that when Ms. Curry came into  
16 the district office, she provided us with an account number of  
17 003113668289 and we posted payment to that account number. Ms. Curry  
18 was saying that we posted the payment to the wrong account.

19 JUDGE RAINEY: No, I believe she stated that it was posted to the  
20 right account. Is that what you are stating Ms. Curry, that it was posted to  
21 the right account?

22 THE WITNESS: Yes.

23 JUDGE RAINEY: She said it was posted to the right account.

24 THE WITNESS: But the shut-off notice is for a different account  
25 number, so that can't be accurate. My understanding is that she is

1 saying that the Company – she was paying the shut-off notice for that  
2 other account number.

3 JUDGE RAINEY: That is not what I hear her saying.

4 MR. FARINAS: Your Honor, I personally thought she was saying  
5 that she intended the payment to go to the other account number and it  
6 inadvertently ended up on the account that we are discussing now, but I  
7 hear a different response from her now saying that she did intend for it go  
8 on the account number but here is the notice.

9 BY MS. CURRY:

10 Q. That is to show that there is some confusion with PGW, and  
11 here is my further question.

12 MR. FARINAS: Your Honor, I believe she tried to show an error but  
13 I fail to see and I believe my witness's questions were answered. I have  
14 no idea what this shell game is.

15 JUDGE RAINEY: Okay, Ms. Curry. Please move on.

16 BY MS. CURRY:

17 Q. Did you bring with you the AMR letters that you referred to  
18 earlier?

19 A. No, I did not.

20 MS. CURRY: That concludes my questions.

21 JUDGE RAINEY: Any redirect?

22 MR. FARINAS: Your Honor, I have no redirect.

23 JUDGE RAINEY: Thank you, Ms. Rayznis. You may stand down.

24 THE WITNESS: Thank you, Your Honor.

25 (Witness excused.)

1 MR. FARINAS: Not to be a fly in the ointment, Your Honor, but the  
2 documents that I just copied and distributed, we did not use what we  
3 marked as 27, 28 and 30; am I correct?

4 JUDGE RAINEY: Yes.

5 MR. FARINAS: So I would rather not clutter this record anymore  
6 and confuse me anymore.

7 JUDGE RAINEY: Ms. Curry, what was the purpose of you having  
8 those documents?

9 MS. CURRY: The only purpose was, I was trying to ask questions  
10 of what was PGW's exhibits and they didn't have it and they went and  
11 copied everything.

12 MR. FARINAS: Your Honor, I object to that characterization as  
13 well.

14 JUDGE RAINEY: So you didn't have any questions with regard to  
15 27, 28 and 30?

16 MS. CURRY: Not at this time, Your Honor.

17 JUDGE RAINEY: Well, this is the only time you have. This is the  
18 last hearing.

19 MS. CURRY: They didn't know what question I was going to ask  
20 and they are the ones that went and copied everything.

21 JUDGE RAINEY: So we don't need these documents; is that what  
22 you are saying?

23 MS. CURRY: Yes.

24 JUDGE RAINEY: Let me ask you this, Mr. Farinas. Do you have  
25 any objection to these PGW documents coming into evidence?

1 MR. FARINAS: Your Honor, I believe the documents speak for  
2 themselves and to save further time, I don't object to them being admitted  
3 into the record as long as they are not subject to any further spin that  
4 Ms. Curry might have.

5 JUDGE RAINEY: Okay. That having been said and just so we don't  
6 forget, we have PGW Exhibits 1 through 12-d, and are you ready to move  
7 for their admission into evidence?

8 MR. FARINAS: Yes, Your Honor. I move that PGW Exhibits 1  
9 through 12-d be admitted into the record.

10 JUDGE RAINEY: Do you have any objection, Ms. Curry?

11 MS. CURRY: No, Your Honor.

12 JUDGE RAINEY: They are so moved into evidence.

13 (Whereupon, the documents were  
14 marked as PGW Exhibits Nos. 1  
15 through 12-d for identification, and  
16 were received in evidence.)

17 JUDGE RAINEY: Okay, Ms. Curry, let me swear you in for the first  
18 time today. You were sworn in previously for your testimony that was  
19 given on June 4<sup>th</sup>, but let me swear you in again. Please stand and raise  
20 your right hand.

21 Whereupon,

22 JANETTE LEE CURRY

23 having previous been duly sworn, testified further as follows:

24 DIRECT TESTIMONY

25 JUDGE RAINEY: What is your address?

1 THE WITNESS: My address of record is 305-a East Walnut Lane,  
2 Philadelphia, Pennsylvania, 19144.

3 JUDGE RAINEY: I am going to ask you to keep your voice up and I  
4 am going to go through with you a series of questions initially. Ms. Curry,  
5 lets start with 5908 Old York Road and it is PGW's position today that you  
6 owe \$7,084.62. Do you agree with that or not?

7 THE WITNESS: I do not, Your Honor.

8 JUDGE RAINEY: What do you believe that you owe with regard to  
9 5908 Old York Road?

10 THE WITNESS: My belief, Your Honor, is that I may owe PGW in  
11 the range of maybe \$5,000.00.

12 JUDGE RAINEY: And why do you say that?

13 THE WITNESS: Previously, there was a problem for years prior  
14 where PGW was sending the bills to the building despite many request to  
15 send them to 305 at the address of record.

16 JUDGE RAINEY: Okay, lets do this. You have a number of  
17 documents that you have had marked for identification in this case, so I  
18 am going to ask you if you have any documentary support for what you are  
19 saying, to refer to those documents.

20 THE WITNESS: For example, if you can look at Exhibit No. 25,  
21 page 3.

22 JUDGE RAINEY: Okay. Exhibit No. 25, page 3, is a letter from  
23 PGW dated June 11, 2007 and it is addressed to you?

24 THE WITNESS: Correct. As far back as 2004, I have been  
25 requesting PGW not to send documents to the building at 5908 Old York

1 Road. The tenants get them and they throw them in the thrash and I  
2 never know what is going on. You can see that the date of this letter is  
3 June 7, 2007 and you can see that the address is 5908 Old York Road.

4 MR. FARINAS: Your Honor, I question the relevance of this  
5 testimony to your question.

6 THE WITNESS: He asked if I have evidence.

7 MR. FARINAS: Yes, but as to the correctness of the bill; not to any  
8 billing dates or issues that we have already covered.

9 JUDGE RAINEY: My question is in regard to what you believe you  
10 owe in regard to the 5908 Old York Road property and you said you believe  
11 you owe in the range of \$5,000.00, and I asked you to provide support to  
12 prove that you owe in the range of \$5,000.00, as oppose to the \$7,084.62  
13 that PGW says that you owe.

14 THE WITNESS: As regard to the same exhibit that I just spoke of,  
15 you see where it starts with a balance of \$3,876.58, I would be willing to  
16 agree that I owe this amount plus any charges to date.

17 JUDGE RAINEY: So you agree that you owe what appears on the  
18 June 11, 2007 letter and then any other amounts for usage since that  
19 time?

20 THE WITNESS: To date. Correct.

21 JUDGE RAINEY: And are you saying that that is not the \$7,084.62  
22 that PGW says that you owe?

23 THE WITNESS: I don't believe it is, Your Honor.

24 JUDGE RAINEY: You don't believe it is?

25 THE WITNESS: No.

1 JUDGE RAINEY: And on what basis you don't believe it is?

2 THE WITNESS: Because I am looking at some of the charges for  
3 2007 and from what I see here, they range from \$300 and maybe there is  
4 one or two bills a little higher than that and I can't see that those add up to  
5 that amount.

6 JUDGE RAINEY: Okay. Lets turn to the 301 Walnut Lane property  
7 and it is PGW's position that you owe \$224.20 in regard to that property.  
8 What do you believe that you owe?

9 THE WITNESS: Your Honor, I do not have the extensive knowledge  
10 of PGW's billings and things like that. If you can see at Exhibit 23 on the  
11 first page, I kind of went at it a different way. At the bottom, I did an  
12 account of -

13 JUDGE RAINEY: I beg your pardon?

14 THE WITNESS: At the bottom of the page you see an account  
15 reconciliation where \$292.84 was transferred from 5908 and the \$77.00  
16 accumulated fees. That is a total of \$369.84, and so I took that  
17 overcharge and I subtracted the allowances.

18 JUDGE RAINEY: Okay, when you say over-charge, what  
19 overcharge are you talking about?

20 THE WITNESS: I am saying that the transfer to this account of the  
21 \$292.84 and the accumulated late fee charges.

22 JUDGE RAINEY: But I thought that \$292.45 was transferred back  
23 to 5908?

24 THE WITNESS: Exactly, but this was done prior to the hearing  
25 today, so this was my way of showing how to reconcile this account.

1 JUDGE RAINEY: Okay. Based on their testimony today that they  
2 took the \$292.45 and transferred that back to the 5908 Old York Road  
3 address, what do you believe that you owe with regard to 301 Walnut  
4 Lane?

5 THE WITNESS: Well, the previous agreement was for \$157.00  
6 total, which I agreed to last time but I never paid that amount.

7 JUDGE RAINEY: Okay. That appears on PGW Exhibit No. 1, and  
8 are you referring to page 2 of that document and it is my understanding  
9 from your testimony that you said the amount has accumulated since that  
10 time because this was done as of February 12, 2007 and now we are  
11 looking at October 17<sup>th</sup>, so -

12 THE WITNESS: Yes, they have accumulated.

13 JUDGE RAINEY: Let me finish what I am saying, Ms. Curry. Only  
14 one person can talk at a time. We are looking at October 17, 2007, so you  
15 are saying that the amounts have accumulated and have not been paid  
16 since February to date, so what is your testimony with regard to what you  
17 believe you owe on the 301 Walnut Lane address?

18 THE WITNESS: So that is eight additional months Your Honor,  
19 from the \$157.00.

20 JUDGE RAINEY: I am listening.

21 THE WITNESS: That heater is not usually being used, so it is about  
22 \$12.00 a month, so if you add those together, I agree that I owe that  
23 amount.

24 JUDGE RAINEY: What would that amount be?

25 THE WITNESS: \$253.00

1 JUDGE RAINEY: I beg your pardon?

2 THE WITNESS: \$253.00.

3 MR. FARINAS: Your Honor, we accept Ms. Curry's representation  
4 that that is what she owes and we will stipulate to the fact that she owes  
5 that. I apologize. I am not intending to change my witness's testimony,  
6 Your Honor.

7 JUDGE RAINEY: Okay, Mr. Farinas. Lets move on to the 5906 Old  
8 York Road property and it is PGW's position that you owe \$5,593.73 with  
9 regard to that property. What do you believe you owe and why?

10 THE WITNESS: Well, Your Honor, there are several cases in here  
11 of bills where estimation were done.

12 JUDGE RAINEY: Are you referring to a document?

13 THE WITNESS: I am referring to Exhibit 24, page 5. If you look at  
14 the paragraph, it tells you that this is an estimated bill and it is estimated  
15 at \$900.00 roughly speaking. This was not an actual reading and so I  
16 don't know what the true amount is.

17 JUDGE RAINEY: Okay, so your testimony is that that was never  
18 reconciled with an actual reading?

19 THE WITNESS: I have no way of knowing, Your Honor.

20 JUDGE RAINEY: So your testimony is that you were overcharged  
21 with regard to the estimated billings?

22 THE WITNESS: I have no way of knowing, Your Honor. I am  
23 saying that it is an estimated bill, so these high bills, how can we  
24 determine if they are correct or not? I have no way of knowing.

25 JUDGE RAINEY: Do you have a sense of what you would owe if

1 they were all based on actual or if the estimated bills were reconciled with  
2 actual readings?

3 THE WITNESS: By the fact that they have estimated the bills, I  
4 have no way of knowing because I rely on PGW to have accurate bills for  
5 me to pay.

6 JUDGE RAINEY: I beg your pardon?

7 THE WITNESS: I rely on PGW's accuracy and if their bill is not  
8 accurate and they estimate it, there is no way for me to know.

9 JUDGE RAINEY: Okay. Do you have any additional testimony,  
10 Ms. Curry?

11 THE WITNESS: Your Honor, there is one other thing that I wanted  
12 to say in regard to the issue of theft.

13 JUDGE RAINEY: The issue of what?

14 THE WITNESS: Theft of services as PGW has been alleging. I had  
15 a conversation with a PGW representative and -

16 MR. FARINAS: Your Honor, I am going to object at this time. I am  
17 really not - there was mention of the theft amount which we admit that we  
18 are not prepared to deal with today. It is that \$292 amount and  
19 conversations that she would have with anyone is hearsay and we are not  
20 prepared to deal with that today.

21 JUDGE RAINEY: Okay. I thought previously we established that  
22 PGW has no documentary evidence whatever here today to show that  
23 Ms. Curry engaged in theft of service; is that correct?

24 MR. FARINAS: Yes, Your Honor.

25 THE WITNESS: Your Honor, but as a result of their saying that

1 there was theft of service is when the balances were transferred to other  
2 places.

3 JUDGE RAINEY: Do you have any proof that they used an excuse  
4 of theft of service to provide you with inaccurate bills?

5 THE WITNESS: Yes, Your Honor. That was my testimony that I  
6 was giving you about when I talked to the PGW representative.

7 JUDGE RAINEY: Okay. Do you have any documentation to back it  
8 up?

9 THE WITNESS: Yes, I do and that would be Exhibit No. 22, Your  
10 Honor.

11 JUDGE RAINEY: This is a copy of a receipt.

12 THE WITNESS: Yes. They are saying that it was turned off on  
13 4/05.

14 MR. FARINAS: The information that you are about to testify to, is it  
15 written on the paper?

16 THE WITNESS: Yes. I want to testify to my receipt.

17 MR. FARINAS: Your Honor, again, this is a shell game and the  
18 receipt speaks for itself. If she is going to testify to a conversation that  
19 she had while obtaining the receipt, I object.

20 JUDGE RAINEY: Okay. Looking at the receipt, Complainant's  
21 Exhibit No. 22, it doesn't reference any conversations with anyone, nor  
22 does it lend to any understanding of any accusation of theft of service or  
23 how theft of service may have been used to influence your bills that PGW  
24 used in the accusation of theft of service to provide you with an inaccurate  
25 bill, Ms. Curry. All right, do you have any other testimony?

1 THE WITNESS: No, Your Honor.

2 JUDGE RAINEY: All right, lets take up your exhibits. We have  
3 Complainant's Exhibits 1 through 30, with the exception of Exhibit No. 26  
4 which was not admitted into evidence. Mr. Farinas, do you have any  
5 objection?

6 MR. FARINAS: I have no objection, Your Honor.

7 JUDGE RAINEY: All the documents that I have referred to, with the  
8 exception of Complainant's Exhibit No. 26 will be admitted into evidence.

9 (Whereupon, the documents were  
10 marked as Complainant's Exhibits  
11 Nos. 1 through 25 and 27 through  
12 30 for identification, and were  
13 received in evidence.)

14 JUDGE RAINEY: Okay. I would like to thank the parties and the  
15 witnesses for appearing here today and presenting their cases and I will be  
16 rendering a written decision with regard to this matter, and if there is  
17 nothing further, then this hearing is adjourned.

18 MR. FARINAS: Thank you, Your Honor.

19 (Whereupon, at 2:11 p.m., the hearing was adjourned.)  
20  
21  
22  
23  
24  
25

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 directions; 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

RECEIVED

2008 JAN 22 PM 1:33

PA FDU  
SECRETARY'S BUREAU

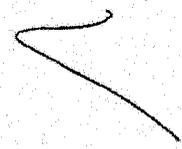
1  
2  
3  
4  
5  
6  
7  
8  
9  
10  
11  
12  
13  
14  
15  
16  
17  
18  
19  
20  
21  
22  
23  
24  
25

73

POOR ORIGINAL

5908  
orig

*Anto*



RECEIVED

JAN 22 2008

PA PUBLIC UTILITY COMMISSION  
SECRETARY'S BUREAU

\*\*\*DUPLICATES\*\*\*  
 PHILA GAS WORKS  
 PD:04/06/2005 CR: 401 LOC#: 0051-008  
 ID:0824 Acct: 000800925513NSF: Y  
 0107 0001 00217432 04/06/2005 1:45PM  
 WI Paid: \$600.00  
 Utility Services \$600.00  
 TV \$600.00  
 CHANGE \$0.00

Thank you

*Ext 22*

*F-01994523*

*C-22-101*

*10/11/07*

*PHILA*

ACCOUNT AT A GLANCE

ACCOUNT 5113668303 301-3R WAL. LN

DATE	BILLING CHARGE	REPAIR ADJ.	LATE FEE	OTHER
6/17/05	\$12.00		\$.18	
10/19/05	\$12.00		\$.18	
10/28/05	\$292.84		0	BAL. TRANFR FR 5908-3RD F
12/20/05	\$19.43	#	\$4.63	
1/23/06	\$26.24	#	\$4.81	
4/22/06	\$12.00	#	\$5.64	
5/22/06	\$12.00	#	\$5.82	
6/21/06	\$12.00	#	\$6.00	
7/21/06	\$12.00	#	\$6.18	
8/21/06	\$12.00	#	\$6.36	
11/20/06	\$12.00	#	\$6.90	
12/20/06	\$19.45	#	\$7.08	
2/22/07	\$69.38	\$57.55CR	0	LATE FEE WAIVED
6/21/07	\$12.00		0	
7/23/07	\$12.00		\$3.04	
8/21/07	\$12.00		\$2.91	
# LT FEES COMBINED WITH SA ID# 5874333973 2988602531				

RECEIVED  
 JAN 22 2008  
 PA PUBLIC UTILITY COMMISSION  
 SECRETARY'S BUREAU

10/17/08  
 C-23  
 F-01994529  
 Phila 9m

Ext 23  
 1-31  
 (23-1)

Acct Reconciliation

\$292.84 - Transf from 5908  
 + 77.00 - accun, lt. fees  
 \$369.84 - overcharge

\$369.84 PGW  
 PGW - 150.00 - Accrd. Acct  
 \$219.84 - Due to  
 MS Curry



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

Page: 1 of 2  
Billing Date: 06/17/05  
Account Number: 5113668303

**MONTHLY STATEMENT**

From 05/17/05 thru 06/16/05  
Billing Cycle Number: 13

Account for:  
Janette Curry  
301 E WALNUT LANE, 3R  
PHILA. PA 19144-1033

Billing Summary  
Past Due Amount \$12.21  
Adjustments \$0.18  
Current Charges \$12.00

Total Amount Due By  
Jul 13, 2005 **\$24.39**

**GENERAL INFORMATION**

CONTACT US

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

Web Site - [www.pgworks.com](http://www.pgworks.com)

CUSTOMER SERVICE CENTERS

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

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

23-2

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

Questions or complaints about your bill? Please call us before the Due Date at 215-235-1000.



janette curry  
301 E WALNUT LANE, 3R  
PHILA. PA 19144-1033

Page: 2 of 2  
Billing Date: 06/17/05  
Account Number: 5113668303

Account Summary	Previous Balance	Payments Received	Balance Brought Forward	Repairs and Adjustments	Current Charges	Account Balance
	\$12.21	\$0.00	\$12.21	\$0.18	\$12.00	\$24.39

**Current Basic Charges**

SA ID# 5874333973, 301 E WALNUT LN, 3R  
Rate Class: General Service Residential

Supply Charges		
Commodity Charge 0 Ccf @ \$0.85292 .....		\$0.00
<b>Total Supply Charges .....</b>		<b>\$0.00</b>
Delivery Charges		
Customer Charge @ \$12.00 .....		\$5.60
Distribution Charge 0 Ccf @ \$0.57905 .....		\$0.00
Gas Cost Adjustment @ -\$0.0417 for 14 Days .....		\$0.00
<b>Total Delivery Charges .....</b>		<b>\$5.60</b>
Supply Charges		
Commodity Charge 0 Ccf @ \$0.95822 .....		\$0.00
<b>Total Supply Charges .....</b>		<b>\$0.00</b>
Delivery Charges		
Customer Charge @ \$12.00 .....		\$6.40
Distribution Charge 0 Ccf @ \$0.60688 .....		\$0.00
Gas Cost Adjustment @ -\$0.05824 for 16 Days .....		\$0.00
<b>Total Delivery Charges .....</b>		<b>\$6.40</b>
<b>Total Current Billing Charges .....</b>		<b>\$12.00</b>

**Adjustment Detail**

Adjustments for SA ID # 5874333973		
Late Payment Charge .....		\$0.18
<b>Total Adjustments .....</b>		<b>\$0.18</b>

**Meter Detail** Meter #: 1973858 Service Point: 9972361418 Next Meter Read: Jul 18, 2005

From			To			Difference	Usage (Ccf)	Conversion Factor	Total Therms
Date	Reading	Type	Date	Reading	Type				
05/17/2005	542	Actual	06/16/2005	542	Actual	0	0.00	1.038	0.00

**Energy Usage Information**

SA ID# 5874333973, 301 E WALNUT LN, 3R  
COMPARATIVE GAS USAGE THIS MONTH

	This Year	Last Year
Avg Daily Usage (Ccf)	0.0	0.0
Billing Days	30	30
Avg Daily Cost	\$0.40	\$0.40

**HISTORICAL DATA**



**LAST 12 MONTHS**

Total Ccf 76.00  
Avg Ccf 6.33

Actual (solid black)  
Estimated (hatched)

**Message Center**

Effective June 1, 2005, PGW rates have changed. Commodity Charge increased to \$0.95822 per CCF. Gas Cost Adjustment decreased to (\$0.05824) per CCF. Distribution Charge increased to \$0.60688 per CCF. The changes will increase the typical residential heating bill by about \$117 a year.

23-3



janette curry  
305 E WALNUT LANE, A  
PHILA, PA 19144-1033

Page: 2 of 2  
Billing Date: 10/19/05  
Account Number: 5113668303

Account Summary	Previous Balance	Payments Received	Balance Brought Forward	Repairs and Adjustments	Current Charges	Account Balance
	\$12.00	\$0.00	\$12.00	\$0.18	\$12.00	\$24.18

**Current Basic Charges**

SA ID# 5874333973, 301 E WALNUT LN, 3R  
Rate Class: General Service Residential

**Supply Charges**

Commodity Charge 0 Ccf @ \$1.02989 .....	\$0.00
Commodity Charge 0 Ccf @ \$1.3119 .....	\$0.00
<b>Total Supply Charges .....</b>	<b>\$0.00</b>

**Delivery Charges**

Customer Charge @ \$12.00 .....	\$12.00
Distribution Charge 0 Ccf @ \$0.61682 .....	\$0.00
Distribution Charge 0 Ccf @ \$0.66618 .....	\$0.00
Gas Cost Adjustment @ -\$0.05933 for 17 Days .....	\$0.00
Gas Cost Adjustment @ \$0.05558 for 12 Days .....	\$0.00
<b>Total Delivery Charges .....</b>	<b>\$12.00</b>
<b>Total Current Billing Charges .....</b>	<b>\$12.00</b>

**Adjustment Detail**

Adjustments for SA ID # 5874333973

Late Payment Charge .....	\$0.18
<b>Total Adjustments .....</b>	<b>\$0.18</b>

**Meter Detail**

Meter #: 1973858

Service Point: 9972361418

Next Meter Read: Nov 17, 2005

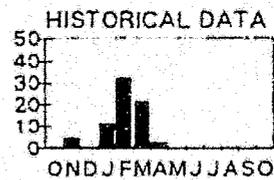
From			To			Difference	Usage (Ccf)	Conversion Factor	Total Therms
Date	Reading	Type	Date	Reading	Type				
09/19/2005	542	Actual	10/18/2005	542	Actual	0	0.00	1.044	0.00

**Energy Usage Information**

SA ID# 5874333973, 301 E WALNUT LN, 3R

COMPARATIVE GAS USAGE THIS MONTH

	This Year	Last Year
Avg Daily Usage (Ccf)	0.0	0.0
Billing Days	29	31
Avg Daily Cost	\$0.41	\$0.43



LAST 12 MONTHS

Total Ccf	75.00
Avg Ccf	6.25

■ Actual  
☒ Estimated

**Message Center**

Effective October 7, 2005 PGW rates have changed. Commodity Charge increased to \$1.31190 per CCF. Gas Cost Adjustment increased to \$(0.05558) per CCF. Distribution Charge increased to \$0.66618 per CCF. The changes will increase the typical residential heating bill by about \$335.12 a year.

23-4



janette curry  
305 E WALNUT LANE, A  
PHILA. PA 19144-1033

Page: 2 of 2  
Billing Date: 01/23/06  
Account Number: 5113668303

Account Summary	Previous Balance	Payments Received	Balance Brought Forward	Repairs and Adjustments	Current Charges	Account Balance
	\$333.47	\$12.18	\$321.29	\$4.81	\$26.24	\$352.34

**Current Basic Charges**

SA ID# 5874333973, 301 E WALNUT LN, 3R  
Rate Class: General Service Residential

Supply Charges	
Commodity Charge 7 Ccf @ \$1.3119 .....	\$9.18
Total Supply Charges .....	\$9.18
Delivery Charges	
Customer Charge @ \$12.00 .....	\$12.00
Distribution Charge 7 Ccf @ \$0.66618 .....	\$4.66
Gas Cost Adjustment @ -\$0.05558 for 32 Days .....	\$0.39 CR
Weather Normalization Adjustment .....	\$0.79
Total Delivery Charges .....	\$17.06
Total Current Billing Charges .....	\$26.24

**Adjustment Detail**

Adjustments for SA ID # 2988602531	
Late Payment Charge .....	\$4.17
Adjustments for SA ID # 5874333973	
Late Payment Charge .....	\$0.64
Total Adjustments .....	\$4.81

**Meter Detail**

Meter #: 1973858

Service Point: 9972361418

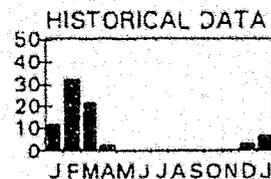
Next Meter Read: Feb 21, 2006

From			To			Difference	Usage (Ccf)	Conversion Factor	Total Therms
Date	Reading	Type	Date	Reading	Type				
12/19/2005	546	Actual	01/20/2006	553	Actual	7	7.00	1.052	7.36

**Energy Usage Information**

SA ID# 5874333973, 301 E WALNUT LN, 3R  
COMPARATIVE GAS USAGE THIS MONTH

	This Year	Last Year
Avg Daily Usage (Ccf)	0.0	0.0
Billing Days	32	34
Avg Daily Cost	\$0.82	\$0.92



LAST 12 MONTHS  
Total Ccf 68.00  
Avg Ccf 5.67

■ Actual  
□ Estimated

23-9



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

Page: 1 of 2  
Billing Date: 04/22/06  
Account Number: 5113668303

**MONTHLY STATEMENT**

From 03/21/06 thru 04/20/06  
Billing Cycle Number: 13

Account for:  
jenette curry  
305 E WALNUT LANE, A  
PHILA. PA 19144-1033

*Wal 9  
3R*

Billing Summary

Past Due Amount	\$382.29
Adjustments	\$5.64
Current Charges	\$12.00

Total Amount Due By May 16, 2006	<b>\$399.93</b>
-------------------------------------	-----------------

*Call PUC*

**GENERAL INFORMATION**

CONTACT US

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

Web Site - [www.pgworks.com](http://www.pgworks.com)

CUSTOMER SERVICE CENTERS

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

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

*23-10*

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

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



janette curry  
 305 E WALNUT LANE, A  
 PHILA. PA 19144-1033

Page: 2 of 2  
 Billing Date: 04/22/06  
 Account Number: 5113668303

Account Summary	Previous Balance	Payments Received	Balance Brought Forward	Repairs and Adjustments	Current Charges	Account Balance
	\$382.29	\$0.00	\$382.29	\$5.64	\$12.00	\$399.93

**Current Basic Charges**

SA ID# 5874333973, 301 E WALNUT LN, 3R  
 Rate Class: General Service Residential

Supply Charges

Commodity Charge 0 Ccf @ \$1.3119 .....	\$0.00
<b>Total Supply Charges .....</b>	<b>\$0.00</b>
Delivery Charges	
Customer Charge @ \$12.00 .....	\$12.00
Distribution Charge 0 Ccf @ \$0.66618 .....	\$0.00
Gas Cost Adjustment @ -\$0.05558 for 30 Days .....	\$0.00
<b>Total Delivery Charges .....</b>	<b>\$12.00</b>
<b>Total Current Billing Charges .....</b>	<b>\$12.00</b>

**Adjustment Detail**

Adjustments for SA ID # 2988602531	
Late Payment Charge .....	\$3.93
Adjustments for SA ID # 5874333973	
Late Payment Charge .....	\$1.71
<b>Total Adjustments .....</b>	<b>\$5.64</b>

**Meter Detail**

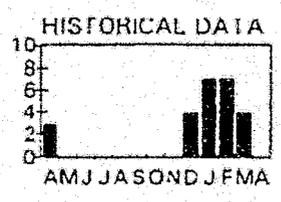
Meter #: 1973858 Service Point: 9972361418 Next Meter Read: May 19, 2006

From			To			Difference	Usage (Ccf)	Conversion Factor	Total Therms
Date	Reading	Type	Date	Reading	Type				
03/21/2006	564	Actual	04/20/2006	564	Actual	0	0.00	1.036	0.00

**Energy Usage Information**

SA ID# 5874333973, 301 E WALNUT LN, 3R  
 COMPARATIVE GAS USAGE THIS MONTH

	This Year	Last Year
Avg Daily Usage (Ccf)	0.0	0.0
Billing Days	30	32
Avg Daily Cost	\$0.40	\$0.51



LAST 12 MONTHS  
 Total Ccf 22.00  
 Avg Ccf 1.83

■ Actual  
 □ Estimated

23-11



**PHILADELPHIA GAS WORKS**  
 800 W MONTGOMERY AVENUE PHILADELPHIA, PA 19122 0350

Page: 1 of 2  
 Billing Date: 05/22/06  
 Account Number: 5113668303

**MONTHLY STATEMENT**

From 04/20/06 thru 05/19/06  
 Billing Cycle Number. 13

Account for:  
 janette curry  
 305 E WALNUT LANE, A  
 PHILA. PA 19144-1033

Billing Summary

Past Due Amount	\$399.93
Adjustments	\$5.82
Current Charges	\$12.00

Total Amount Due By Jun 15, 2006	<b>\$417.75</b>
-------------------------------------	-----------------

**GENERAL INFORMATION**

CONTACT US

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

Web Site - [www.pgworks.com](http://www.pgworks.com)

CUSTOMER SERVICE CENTERS

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

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

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

23-12

Questions or complaints about your bill? Please call us before the Due Date at 215 235-1000.



janette curry  
305 E WALNUT LANE, A  
PHILA. PA 19144-1033

Page: 2 of 2  
Billing Date: 05/22/06  
Account Number: 5113668303

Account Summary	Previous Balance	Payments Received	Balance Brought Forward	Repairs and Adjustments	Current Charges	Account Balance
	\$399.93	\$0.00	\$399.93	\$5.82	\$12.00	\$417.75

**Current Basic Charges**

SA ID# 5874333973, 301 E WALNUT LN, 3R  
Rate Class: General Service Residential

**Supply Charges**

Commodity Charge 0 Ccf @ \$1.3119 .....	\$0.00
<b>Total Supply Charges .....</b>	<b>\$0.00</b>

**Delivery Charges**

Customer Charge @ \$12.00 .....	\$12.00
Distribution Charge 0 Ccf @ \$0.66618 .....	\$0.00
Gas Cost Adjustment @ -\$0.05558 for 29 Days .....	\$0.00
<b>Total Delivery Charges .....</b>	<b>\$12.00</b>
<b>Total Current Billing Charges .....</b>	<b>\$12.00</b>

**Adjustment Detail**

Adjustments for SA ID # 2988602531	
Late Payment Charge .....	\$3.93
Adjustments for SA ID # 5874333973	
Late Payment Charge .....	\$1.89
<b>Total Adjustments .....</b>	<b>\$5.82</b>

**Meter Detail**

Meter #: 1973858

Service Point: 9972361418

Next Meter Read: Jun 20, 2006

From			To			Difference	Usage (Ccf)	Conversion Factor	Total Therms
Date	Reading	Type	Date	Reading	Type				
04/20/2006	564	Actual	05/19/2006	564	Actual	0	0.00	1.036	0.00

**Energy Usage Information**

SA ID# 5874333973, 301 E WALNUT LN, 3R

**COMPARATIVE GAS USAGE THIS MONTH**

	This Year	Last Year
Avg Daily Usage (Ccf)	0.0	0.0
Billing Days	29	29
Avg Daily Cost	\$0.41	\$0.41

**HISTORICAL DATA**



**LAST 12 MONTHS**

Total Ccf	22.00
Avg Ccf	1.83

■ Actual  
□ Estimated

**Message Center**

PGW has initiated account status reporting with Trans Union. This will allow other creditors to view your credit experience with PGW. It is important for you to keep your PGW account current and in good standing. Your PGW payment records will be incorporated into your personal credit rating.

23-13





janette curry  
305 E WALNUT LANE, A  
PHILA. PA 19144-1033

Page: 2 of 3  
Billing Date: 06/21/06  
Account Number: 5113668303

Account Summary	Previous Balance	Payments Received	Balance Brought Forward	Repairs and Adjustments	Current Charges	Account Balance
	\$417.75	\$0.00	\$417.75	\$6.00	\$12.00	\$435.75

**Current Basic Charges**

SA ID# 5874333973, 301 E WALNUT LN, 3R  
Rate Class: General Service Residential

<b>Supply Charges</b>		
Commodity Charge 0 Ccf @ \$1.3119		\$0.00
<b>Total Supply Charges</b>		<u>\$0.00</u>
<b>Delivery Charges</b>		
Customer Charge @ \$12.00		\$4.50
Distribution Charge 0 Ccf @ \$0.66618		\$0.00
Gas Cost Adjustment @ -\$0.05558 for 12 Days		\$0.00
<b>Total Delivery Charges</b>		<u>\$4.50</u>
<b>Supply Charges</b>		
Commodity Charge 0 Ccf @ \$1.16786		\$0.00
<b>Total Supply Charges</b>		<u>\$0.00</u>
<b>Delivery Charges</b>		
Customer Charge @ \$12.00		\$7.50
Distribution Charge 0 Ccf @ \$0.70403		\$0.00
Gas Cost Adjustment @ -\$0.04228 for 20 Days		\$0.00
<b>Total Delivery Charges</b>		<u>\$7.50</u>
<b>Total Current Billing Charges</b>		<u>\$12.00</u>

**Adjustment Detail**

Adjustments for SA ID # 2988602531		
Late Payment Charge		\$3.93
Adjustments for SA ID # 5874333973		
Late Payment Charge		\$2.07
<b>Total Adjustments</b>		<u>\$6.00</u>

**Meter Detail**

Meter #: 1973858

Service Point 9972361418

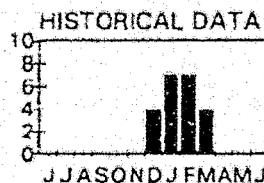
Next Meter Read: Jul 20, 2006

From			To			Difference	Usage (Ccf)	Conversion Factor	Total Therms
Date	Reading	Type	Date	Reading	Type				
05/19/2006	564	Actual	06/20/2006	564	Actual	0	0.00	1.035	0.00

**Energy Usage Information**

SA ID# 5874333973, 301 E WALNUT LN, 3R  
COMPARATIVE GAS USAGE THIS MONTH

	This Year	Last Year
Avg Daily Usage (Ccf)	0.0	0.0
Billing Days	32	30
Avg Daily Cost	\$0.38	\$0.40



LAST 12 MONTHS  
Total Ccf 22.00  
Avg Ccf 1.83

■ Actual  
□ Estimated

23-15





janette curry  
 305 E WALNUT LANE, A  
 PHILA. PA 19144-1033

Page: 2 of 2  
 Billing Date: 07/21/06  
 Account Number: 5113668303

Account Summary	Previous Balance	Payments Received	Balance Brought Forward	Repairs and Adjustments	Current Charges	Account Balance
	\$435.75	\$0.00	\$435.75	\$6.18	\$12.00	\$453.93

**Current Basic Charges**

SA ID# 5874333973, 301 E WALNUT LN, 3R  
 Rate Class: General Service Residential

Supply Charges

Commodity Charge 0 Ccf @ \$1.16786 .....	\$0.00
<b>Total Supply Charges</b> .....	<b>\$0.00</b>

Delivery Charges

Customer Charge @ \$12.00 .....	\$12.00
Distribution Charge 0 Ccf @ \$0.70403 .....	\$0.00
Gas Cost Adjustment @ -\$0.04228 for 30 Days .....	\$0.00
<b>Total Delivery Charges</b> .....	<b>\$12.00</b>
<b>Total Current Billing Charges</b> .....	<b>\$12.00</b>

**Adjustment Detail**

Adjustments for SA ID # 2988602531	
Late Payment Charge .....	\$3.93
Adjustments for SA ID # 5874333973	
Late Payment Charge .....	\$2.25
<b>Total Adjustments</b> .....	<b>\$6.18</b>

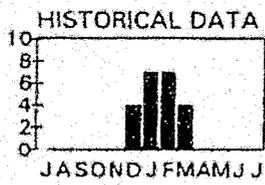
**Meter Detail**    Meter #: 1973858    Service Point: 9972361418    Next Meter Read: Aug 18, 2006

From			To			Difference	Usage (Ccf)	Conversion Factor	Total Therms
Date	Reading	Type	Date	Reading	Type				
06/20/2006	564	Actual	07/20/2006	564	Actual	0	0.00	1.043	0.00

**Energy Usage Information**

SA ID# 5874333973, 301 E WALNUT LN, 3R  
 COMPARATIVE GAS USAGE THIS MONTH

	This Year	Last Year
Avg Daily Usage (Ccf)	0.0	0.0
Billing Days	30	32
Avg Daily Cost	\$0.40	\$0.38



LAST 12 MONTHS  
 Total Ccf 22.00  
 Avg Ccf 1.83

■ Actual  
 □ Estimated

23-17





Janette Curry  
 305 E WALNUT LANE, A  
 PHILA. PA 19144-1033

Page: 2 of 2  
 Billing Date: 08/21/06  
 Account Number: 5113668303

Account Summary	Previous Balance	Payments Received	Balance Brought Forward	Repairs and Adjustments	Current Charges	Account Balance
	\$453.93	\$12.00	\$441.93	\$6.36	\$12.00	\$460.29

**Current Basic Charges**

SA ID# 5874333973, 301 E WALNUT LN, 3R  
 Rate Class: General Service Residential

**Supply Charges**

Commodity Charge 0 Ccf @ \$1.16786 .....	\$0.00
<b>Total Supply Charges .....</b>	<b>\$0.00</b>
<b>Delivery Charges</b>	
Customer Charge @ \$12.00 .....	\$12.00
Distribution Charge 0 Ccf @ \$0.70403 .....	\$0.00
Gas Cost Adjustment @ -\$0.04228 for 29 Days .....	\$0.00
<b>Total Delivery Charges .....</b>	<b>\$12.00</b>
<b>Total Current Billing Charges .....</b>	<b>\$12.00</b>

**Adjustment Detail**

Adjustments for SA ID # 2988602531	
Late Payment Charge .....	\$3.93
Adjustments for SA ID # 5874333973	
Late Payment Charge .....	\$2.43
<b>Total Adjustments .....</b>	<b>\$6.36</b>

**Meter Detail**

Meter #: 1973858

Service Point: 9972361418

Next Meter Read: Sep 19, 2006

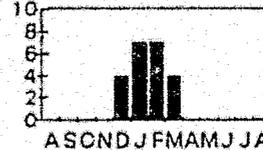
From			To			Difference	Usage (Ccf)	Conversion Factor	Total Therms
Date	Reading	Type	Date	Reading	Type				
07/20/2006	564	Actual	08/18/2006	564	Actual	0	0.00	1.037	0.00

**Energy Usage Information**

SA ID# 5874333973, 301 E WALNUT LN, 3R  
 COMPARATIVE GAS USAGE THIS MONTH

	This Year	Last Year
Avg Daily Usage (Ccf)	0.0	0.0
Billing Days	29	30
Avg Daily Cost	\$0.41	\$0.40

**HISTORICAL DATA**



**LAST 12 MONTHS**

Total Ccf	22.00
Avg Ccf	1.83

Actual  
 Estimated

23-19



**10-DAY SHUT OFF NOTICE**  
Your Gas Service May be Shut Off !

Because your bill is past due, we will shut off the gas to 301 E WALNUT LN 3R on or after 8:00 AM on 10/05/06. This notice will remain effective for 60 days. To talk about your bill or this notice, please call our office at 215-235-1777.

We will not shut off the gas if you do ONE of the following:

- Arrange to pay your past due amount of \$182.53
- Pay the amount you owe on your payment plan
- Show us a paid receipt for the past due amount
- Make a payment arrangement or you may be eligible for a special assistance program
- Contact us to dispute the bill.

If we shut off your gas service, you may have to pay all of the following before we turn your service on:

Past Due Amount	\$182.53
Security Deposit	\$300.00
Turn On Charge	\$123.23
Total	\$605.76

(Plus \$372.00 if we must dig up the street to shut off the gas).

**MEDICAL EMERGENCY NOTICE**

Let us know if someone living in your home is seriously ill or has a medical condition. **WE WILL NOT SHUT OFF YOUR SERVICE** provided you:

1. Have your licensed physician or nurse practitioner certify by phone or in writing that such an illness exists and that it may be aggravated if your service is shut off. Written certification is needed within 7 days; and
2. Make arrangements to pay this bill. You must provide us with household income and occupant information to determine your payment terms while protected under the medical certification.

**IMPORTANT TO KNOW - BEFORE WE SHUT OFF YOUR GAS SERVICE**

- If you have questions or need more information, please call us today at 215-235-1777. After you talk with us, if you are not satisfied, you may file a complaint with the Public Utility Commission (PUC). The PUC may delay the shutoff if you file the complaint before the shut off date. To contact them call 1 (800) 692-7380 or write to: Pennsylvania Public Utility Commission, Box 3265, Harrisburg, PA 17105-3265.
- If you have a valid Protection From Abuse order from a court, there are additional protections available to you. Call us immediately at 215-235-1777. You will be required to provide us with a copy of the order.

- You may be eligible for a payment agreement or special assistance programs. Call 215-235-1777 right away to provide us with household income and occupant information. Documentation of your income may be required, such as pay stubs or tax documents.
- Call us if your landlord pays your utility bill. You have certain legal protections.
- If you have trouble understanding or speaking English call us for free interpretation.
- If your service is shut off, you may be required to pay any additional bills that have become past due to restore your service.
- All adult occupants of the premise whose names are on the mortgage, deed or lease are considered the "customer" and are responsible for payment of the bill.
- If service is shut off ANY adult occupant who has been living at the premise may have to pay all or portions of this bill to have service restored.
- If your service is shut off, you must contact us after your payment has been made to be sure you have met all conditions to have the service turned back on and to arrange access to your premises. It may take up to seven days to have your service restored.

**WINTER SHUT OFF PROVISIONS Dec. 1-March 31**

- Contact us before the shut off date to give us household and occupant information to see if you qualify for any assistance programs.
- If you are low income there are special rules about whether we may shut off your gas in the winter. Add together the monthly income in your household. Look at the chart below to determine your group. You may need to provide us with proof of income.
- If your income is 150% of the federal poverty guidelines or below, we must first ask the PUC for permission to shut off your service. We will notify you prior to shutting off service if we ask the PUC for permission to terminate your gas service.
- If your income is above 150% but does not exceed 250% of the federal poverty guidelines, we will not shut off your service if one of these conditions apply to you:
  1. Someone in your household is 12 or younger or 65 or older; or
  2. You have paid at least one-half of your last two monthly gas bills; or
  3. If over the last two months you have paid at least 15% of your household income toward the gas bills.

Federal Poverty Guidelines (FPG) 2006		
Household Size including children	Your household income is 150% of the FPG or below if it is:	Your household income is 151% - 250% of the FPG if it is:
1	\$1,225 or less	\$1,226 - \$2,042
2	\$1,650 or less	\$1,651 - \$2,750
3	\$2,075 or less	\$2,076 - \$3,458
4	\$2,500 or less	\$2,501 - \$4,167
Each additional person	Add \$425	Add \$426-\$708

832 1 AV 0 293 \*\*\*\*AUTO\*\*5-DIGIT 19144  
JANETTE CURRY  
305 E WALNUT LANE A  
PHILA., PA 19144

- If we shut off your service during the winter months (between December 1 and March 31) we will restore your service within 24 hours of your meeting all requirements to have service reconnected. Where street digging is required, it may take up to 7 days.

23-20



**PHILADELPHIA GAS WORKS**  
 800 W MONTGOMERY AVENUE, PHILADELPHIA PA 19122 0050

Page: 1 of 2  
 Billing Date: 11/20/06  
 Account Number: 5113668303

**MONTHLY STATEMENT**

From 10/18/06 thru 11/17/06  
 Billing Cycle Number: 13

Account for:  
 Janette Curry  
 305 E WALNUT LANE, A  
 PHILA. PA 19144-1033

Payments Summary

11/09/06 Check	\$12.00
<u>Billing Summary</u>	
Past Due Amount	\$485.55
Adjustments	\$6.90
Current Charges	\$12.00

Total Amount Due By	
Dec 13, 2006	<b>\$504.45</b>

**GENERAL INFORMATION**

CONTACT US

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

Web Site - [www.pgworks.com](http://www.pgworks.com)

CUSTOMER SERVICE CENTERS

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

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

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

23-21

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



janette curry  
305 E WALNUT LANE. A  
PHILA PA 19144-1033

Page: 2 of 2  
Billing Date: 11/20/06  
Account Number: 5113668303

Account Summary	Previous Balance	Payments Received	Balance Brought Forward	Repairs and Adjustments	Current Charges	Account Balance
	\$497.55	\$12.00	\$485.55	\$6.90	\$12.00	\$504.45

**Current Basic Charges**

SA ID# 5874333973, 301 E WALNUT LN, 3R  
Rate Class: General Service Residential

<b>Supply Charges</b>		
Commodity Charge 0 Ccf @ \$1.16786 .....		\$0.00
<b>Total Supply Charges</b> .....		<u>\$0.00</u>
<b>Delivery Charges</b>		
Customer Charge @ \$12.00 .....		\$12.00
Distribution Charge 0 Ccf @ \$0.70294 .....		\$0.00
Gas Cost Adjustment @ -\$0.04228 for 30 Days .....		\$0.00
<b>Total Delivery Charges</b> .....		<u>\$12.00</u>
<b>Total Current Billing Charges</b> .....		<u>\$12.00</u>

**Adjustment Detail**

Adjustments for SA ID # 2988602531		
Late Payment Charge .....		\$3.93
Adjustments for SA ID # 5874333973		
Late Payment Charge .....		\$2.97
<b>Total Adjustments</b> .....		<u>\$6.90</u>

**Meter Detail**

Meter # 1973858

Service Point: 9972361418

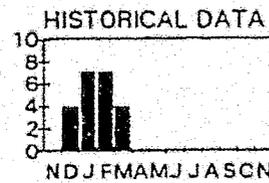
Next Meter Read: Dec 19, 2006

From			To			Difference	Usage (Ccf)	Conversion Factor	Total Therms
Date	Reading	Type	Date	Reading	Type				
10/18/2006	564	Actual	11/17/2006	564	Actual	0	0.00	1.034	0.00

**Energy Usage Information**

SA ID# 5874333973, 301 E WALNUT LN, 3R  
COMPARATIVE GAS USAGE THIS MONTH

	This Year	Last Year
Avg Daily Usage (Ccf)	0.0	0.0
Billing Days	30	30
Avg Daily Cost	\$0.40	\$0.40



LAST 12 MONTHS

Total Ccf	22.00
Avg Ccf	1.83

Actual  
 Estimated

23-22

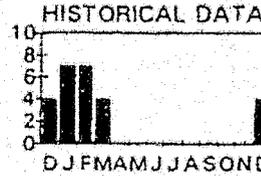
janette curry  
 305 E WALNUT LANE, A  
 PHILA. PA 19144-1033

Page: 3 of 3  
 Billing Date: 12/20/06  
 Account Number: 5113668303

**Energy Usage Information**

SA ID# 5874333973, 301 E WALNUT LN, 3R  
 COMPARATIVE GAS USAGE THIS MONTH

	This Year	Last Year
Avg Daily Usage (Ccf)	0.0	0.0
Billing Days	32	32
Avg Daily Cost	\$0.61	\$0.61



**LAST 12 MONTHS**

Total Ccf 22.00  
 Avg Ccf 1.83

■ 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.



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

Page: 1 of 3  
 Billing Date: 12/20/06  
 Account Number: 5113668303

**MONTHLY STATEMENT**

From 11/17/06 thru 12/19/06  
 Billing Cycle Number: 13

Account for:  
 janette curry  
 305 E WALNUT LANE, A  
 PHILA. PA 19144-1033

Payments Summary

12/20/06 Check \$12.00

Billing Summary

Past Due Amount \$492.45  
 Adjustments \$7.08  
 Current Charges \$19.45

<b>Total Amount Due By</b>	
Jan 18, 2007	<b>\$518.98</b>

**GENERAL INFORMATION**

CONTACT US

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

Web Site - [www.pgworks.com](http://www.pgworks.com)

CUSTOMER SERVICE CENTERS

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

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

23-23

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



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

Page: 1 of 2  
Billing Date: 02/22/07  
Account Number: 5113668303

**MONTHLY STATEMENT**

From 01/23/07 thru 02/21/07  
Billing Cycle Number: 13

Account for:  
Janette Curry  
305 E WALNUT LANE, A  
PHILA. PA 19144-1033

*Handwritten:* DUC  
Adjustment

Billing Summary	\$553.29
Past Due Amount	\$57.55 CR
Adjustments	\$69.38
Current Charges	

Total Amount Due By Mar 19, 2007	<b>\$349.67</b>
-------------------------------------	-----------------

**GENERAL INFORMATION**

CONTACT US

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

Web Site - [www.pgworks.com](http://www.pgworks.com)

CUSTOMER SERVICE CENTERS

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

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

*Handwritten:* 23-24

Your bank has returned a payment. Your account remains past due. Personal checks are no longer accepted for a period of 12 months.  
To avoid Finance Charges please pay total amount due by the due date. Finance Charge is calculated at 1.5% monthly. (18% yearly)



janette curry  
305 E WALNUT LANE, A  
PHILA. PA 19144-1033

Page: 2 of 2  
Billing Date: 02/22/07  
Account Number: 5113668303

Account Summary	Previous Balance	Payments Received	Balance Brought Forward	Repairs and Adjustments	Current Charges	Account Balance
	\$553.29	\$0.00	\$553.29	\$57.55 CR	\$69.38	\$349.67

**Current Basic Charges**

SA ID# 5874333973, 301 E WALNUT LN, 3R  
Rate Class: General Service Residential

Supply Charges		
Commodity Charge 34 Ccf @ \$1.08207 .....		\$36.79
<b>Total Supply Charges .....</b>		<b>\$36.79</b>
Delivery Charges		
Customer Charge @ \$12.00 .....		\$12.00
Distribution Charge 34 Ccf @ \$0.6674 .....		\$22.69
Gas Cost Adjustment @ \$0.00912 for 29 Days .....		\$0.31
Weather Normalization Adjustment .....		\$2.41 CR
<b>Total Delivery Charges .....</b>		<b>\$32.59</b>
<b>Total Current Billing Charges .....</b>		<b>\$69.38</b>

**Adjustment Detail**

Adjustments for SA ID # 2988602531		
Late Payment Charge Waive.....		\$60.24 CR
Adjustments for SA ID # 5874333973		
Late Payment Charge Waive.....		\$29.31 CR
BAD Check.....		\$12.00
Bad Check Charge \$20.00.....		\$20.00
<b>Total Adjustments.....</b>		<b>\$57.55 CR</b>

**Meter Detail**

Meter #: 1973858

Service Point: 9972361418

Next Meter Read: Mar 21, 2007

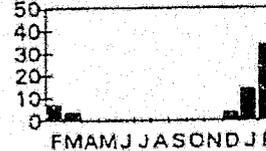
From			To			Difference	Usage (Ccf)	Conversion Factor	Total Therms
Date	Reading	Type	Date	Reading	Type				
01/23/2007	582	Actual	02/21/2007	616	Actual	34	34.00	1.036	35.20

**Energy Usage Information**

SA ID# 5874333973, 301 E WALNUT LN, 3R  
COMPARATIVE GAS USAGE THIS MONTH

	This Year	Last Year
Avg Daily Usage (Ccf)	1.0	0.0
Billing Days	29	32
Avg Daily Cost	\$2.39	\$0.81

HISTORICAL DATA



LAST 12 MONTHS

Total Ccf	56.00
Avg Ccf	4.67

Actual  
 Estimated

*23-25*



**PHILADELPHIA GAS WORKS**  
 800 W MONTGOMERY AVENUE PHILADELPHIA PA 19122 0050

Page: 1 of 2  
 Billing Date: 06/21/07  
 Account Number: 5113668303

**MONTHLY STATEMENT**

From 05/21/07 thru 06/20/07  
 Billing Cycle Number: 13

Account for:  
 janette curry  
 305 E WALNUT LANE. A  
 PHILA. PA 19144-1033

Billing Summary  
 Past Due Amount \$203.16  
 Current Charges \$12.00

Total Amount Due By Jul 17, 2007	<b>\$215.16</b>
-------------------------------------	-----------------

**GENERAL INFORMATION**

CONTACT US

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

Web Site - [www.pgworks.com](http://www.pgworks.com)

CUSTOMER SERVICE CENTERS

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

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

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

23-26

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



janette curry  
305 E WALNUT LANE, A  
PHILA. PA 19144-1033

Page 2 of 2  
Billing Date 06 21 07  
Account Number 5115668305

Account Summary	Previous Balance	Payments Received	Balance Brought Forward	Repairs and Adjustments	Current Charges	Account Balance
	\$203.16	\$0.00	\$203.16	\$0.00	\$12.00	\$215.16

**Current Basic Charges**

SA ID# 5874333973, 301 E WALNUT LN, 3R  
Rate Class: General Service Residential

Supply Charges

Commodity Charge 0 Ccf @ \$1.06668 ..... \$0.00  
Commodity Charge 0 Ccf @ \$1.14318 ..... \$0.00

Total Supply Charges ..... \$0.00

Delivery Charges

Customer Charge @ \$12.00 ..... \$5.20  
Distribution Charge 0 Ccf @ \$0.69579 ..... \$0.00  
Distribution Charge 0 Ccf @ \$0.6931 ..... \$0.00  
Gas Cost Adjustment @ -\$0.0233 for 10 Days ..... \$0.00  
Gas Cost Adjustment @ -\$0.07067 for 3 Days ..... \$0.00

Total Delivery Charges ..... \$5.20

Supply Charges

Commodity Charge 0 Ccf @ \$1.14318 ..... \$0.00

Total Supply Charges ..... \$0.00

Delivery Charges

Customer Charge @ \$12.00 ..... \$6.80  
Distribution Charge 0 Ccf @ \$0.6931 ..... \$0.00  
Gas Cost Adjustment @ -\$0.07067 for 17 Days ..... \$0.00

Total Delivery Charges ..... \$6.80

Total Current Billing Charges ..... \$12.00

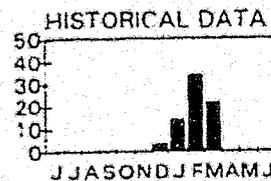
Meter Detail Meter #: 1973858 Service Point: 9972361418 Next Meter Read: Jul 20, 2007

From		To			Difference	Usage (Ccf)	Conversion Factor	Total Therms	
Date	Reading	Type	Date	Reading					Type
05/21/2007	638	Actual	06/20/2007	638	Actual	0	0.00	1.038	0.00

**Energy Usage Information**

SA ID# 5874333973, 301 E WALNUT LN, 3R  
COMPARATIVE GAS USAGE THIS MONTH

	This Year	Last Year
Avg Daily Usage (Ccf)	0.0	0.0
Billing Days	30	32
Avg Daily Cost	\$0.40	\$0.38



LAST 12 MONTHS  
Total Ccf 74.00  
Avg Ccf 6.17

■ Actual  
□ Estimated

**Message Center**

Effective June 1, 2007 PGW rates have changed. Commodity Charge increased to \$1.14318 per CCF. Gas Cost Adjustment decreased to \$(0.07067) per CCF. Distribution Charge decreased to \$0.69310 per CCF. The changes will increase the typical residential heating bill by about \$24.06 a year.

23-27



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

Page: 1 of 2  
Billing Date: 07/23/07  
Account Number: 5113668303

**MONTHLY STATEMENT**

From 06/20/07 thru 07/20/07  
Billing Cycle Number: 13

Account for:  
Janette Curry  
305 E WALNUT LANE. A  
PHILA. PA 19144-1033

<u>Payments Summary</u>	\$12.00
06/22/07 Cash	
<u>Billing Summary</u>	\$203.16
Past Due Amount	\$3.04
Adjustments	\$12.00
Current Charges	

<b>Total Amount Due By</b>	<b>\$218.20</b>
<b>Aug 15, 2007</b>	

**GENERAL INFORMATION**

CONTACT US

Gas Leaks & Emergencies	215 235-121
Billing & General Information	215 235-1001
Appliance Service	215 235-205
Theft of Gas	215 684-638
Foreign Language Assistance	215 235-100
Hearing impaired TTY Line	215 236-46
Representantes Que Hablan Espanol	215 235-21

Web Site - [www.pgworks.com](http://www.pgworks.com)

CUSTOMER SERVICE CENTERS

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

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

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

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

*23-07*





janette curry  
 305 E WALNUT LANE, A  
 PHILA. PA 19144-1033

Page: of 2  
 Billing Date: 8/21/07  
 Account Number: 511568303

Account Summary	Previous Balance	Payments Received	Balance Brought Forward	Repairs and Adjustments	Current Charges	Account Balance
	\$218.20	\$24.00	\$194.20	\$2.91	\$12.00	\$20.11

**Current Basic Charges**

SA ID# 5874333973, 301 E WALNUT LN, 3R  
 Rate Class: General Service Residential

**Supply Charges**

Commodity Charge 0 Ccf @ \$1.14318 .....	0.00
Total Supply Charges .....	0.00
<b>Delivery Charges</b>	
Customer Charge @ \$12.00 .....	12.00
Distribution Charge 0 Ccf @ \$0.6931 .....	0.00
Gas Cost Adjustment @ -\$0.07067 for 31 Days .....	0.00
Total Delivery Charges .....	12.00
Total Current Billing Charges .....	12.00

**Adjustment Detail**

Adjustments for SA ID # 5874333973

Late Payment Charge .....	91
Total Adjustments .....	91

**Meter Detail**

Meter #: 1973858

Service Point: 9972361418

Next Meter Read: Sep 2007

From			To			Difference	Usage (Ccf)	Conversion Factor	Total Therms
Date	Reading	Type	Date	Reading	Type				
07/20/2007	638	Actual	08/20/2007	638	Actual	0	0.00	1.038	0.00

**Energy Usage Information**

SA ID# 5874333973, 301 E WALNUT LN, 3R  
 COMPARATIVE GAS USAGE THIS MONTH

	This Year	Last Year
Avg Daily Usage (Ccf)	0.0	0.0
Billing Days	31	29
Avg Daily Cost	\$0.39	\$0.41

HISTORICAL DATA



LAST 12 MONTHS

Total Ccf 74.00  
 Avg Ccf 6.17

■ Actual  
 ▨ Estimate

23-31





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

Page: 1 of 3  
Billing Date: 03/14/05  
Account Number: 3113668289

**MONTHLY STATEMENT**

From 02/09/05 thru 03/10/05  
Billing Cycle Number: 09

Account for:  
**JANETTE CURRY**  
6510 N 8 ST  
PHILADELPHIA PA 19126

Billing Summary

Past Due Amount	\$869.57
Adjustments	\$12.63
Current Charges	\$230.76

Total Amount Due By Apr 07, 2005	<del>\$1,112.96</del>
-------------------------------------	-----------------------

912.96

200. Pd 5/3/05

**GENERAL INFORMATION**

CONTACT US

Gas Leaks & Emergencies	215 235-121
Billing & General Information	215 235-100
Appliance Service	215 235-205
Theft of Gas	215 684-635
Foreign Language Assistance	215 235-100
Hearing impaired TTY Line	215 236-464
Representantes Que Hablan Espanol	215 235-217

Web Site - [www.pgworks.com](http://www.pgworks.com)

CUSTOMER SERVICE CENTERS

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

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

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

24-2

Please call us before the Due Date at 215-235-1000



JANETTE CURRY  
6510 N 8 ST  
PHILADELPHIA PA 19126

Page: 2 of 3  
Billing Date: 03/14/05  
Account Number: 3113668289

Account Summary	Previous Balance	Payments Received	Balance Brought Forward	Repairs and Adjustments	Current Charges	Account Balance
	\$869.57	\$0.00	\$869.57	\$12.63	\$230.76	\$1,112.96

**Current Basic Charges**

SA ID# 9961312123, 5906 OLD YORK RD  
Rate Class: General Ser Residential Tax

Supply Charges

Commodity Charge 85.66 Ccf @ \$0.95639 ..... \$81.92

Total Supply Charges ..... \$81.92

Delivery Charges

Customer Charge @ \$12.00 ..... \$7.45

Distribution Charge 85.66 Ccf @ \$0.58048 ..... \$49.72

Gas Cost Adjustment @ \$0.03218 for 18 Days ..... \$2.76

Weather Normalization Adjustment ..... \$2.71 CR

Total Delivery Charges ..... \$57.22

Supply Charges

Commodity Charge 4.76 Ccf @ \$0.95639 ..... \$4.55

Commodity Charge 47.59 Ccf @ \$0.85292 ..... \$40.59

Total Supply Charges ..... \$45.14

Delivery Charges

Customer Charge @ \$12.00 ..... \$4.55

Distribution Charge 4.76 Ccf @ \$0.58048 ..... \$2.76

Distribution Charge 47.59 Ccf @ \$0.57905 ..... \$27.56

Gas Cost Adjustment @ \$0.03218 for 1 Days ..... \$0.15

Gas Cost Adjustment @ -\$0.0417 for 10 Days ..... \$1.98 CR

Weather Normalization Adjustment ..... \$1.66 CR

Total Delivery Charges ..... \$31.38

Pa Sales Tax 7% of \$215.66 ..... \$15.10

Total Current Billing Charges ..... \$230.76

**Adjustment Detail**

Adjustments for SA ID # 9961312123

Late Payment Charge ..... \$12.63

Total Adjustments ..... \$12.63

**Meter Detail**

Meter #: 1621251

Service Point: 9972202010

Next Meter Read: Apr 11, 2005

From			To			Difference	Usage (Ccf)	Conversion Factor	Total Therms
Date	Reading	Type	Date	Reading	Type				
02/09/2005	8823	Estimated	03/10/2005	8961	Estimated	138	138.00	1.040	143.45

24-3



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

Page: 1 of 2  
 Billing Date: 05/12/05  
 Account Number: 3113668289

**MONTHLY STATEMENT**

From 04/11/05 thru 05/10/05  
 Billing Cycle Number: 09

Account for:  
**JANETTE CURRY**  
 6510 N 8 ST  
 PHILADELPHIA PA 19126

Payments Summary

05/11/05 Check \$200.00

Billing Summary

Past Due Amount \$992.70  
 Adjustments \$13.39  
 Current Charges \$71.40

Total Amount Due By	
Jun 07, 2005	<b>\$977.49</b>

**GENERAL INFORMATION**

CONTACT US

Gas Leaks & Emergencies 215 235-1211  
 Billing & General Information 215 235-1000  
 Appliance Service 215 235-2050  
 Theft of Gas 215 684-6381  
 Foreign Language Assistance 215 235-1000  
 Hearing impaired TTY Line 215 236-4646  
 Representantes Que Hablan Espanol 215 235-2171

Web Site - [www.pgworks.com](http://www.pgworks.com)

CUSTOMER SERVICE CENTERS

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

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

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

24-4

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



JANETTE CURRY  
6510 N 8 ST  
PHILADELPHIA PA 19126

Page 2 of 2  
Billing Date: 05/12/05  
Account Number: 3113668289

Account Summary	Previous Balance	Payments Received	Balance Brought Forward	Repairs and Adjustments	Current Charges	Account Balance
	\$1,092.70	\$200.00	\$892.70	\$13.39	\$71.40	\$977.49

**Current Basic Charges**

SA ID# 9961312123, 5906 OLD YORK RD  
Rate Class: General Ser Residential Tax

**Supply Charges**

Commodity Charge 40 Ccf @ \$0.85292	\$34.12
<b>Total Supply Charges</b>	<b>\$34.12</b>
<b>Delivery Charges</b>	
Customer Charge @ \$12.00	\$12.00
Distribution Charge 40 Ccf @ \$0.57905	\$23.16
Gas Cost Adjustment @ -\$0.0417 for 29 Days	\$1.67 CR
Weather Normalization Adjustment	\$0.88 CR
<b>Total Delivery Charges</b>	<b>\$32.61</b>
Pa Sales Tax 7% of \$66.73	\$4.67
<b>Total Current Billing Charges</b>	<b>\$71.40</b>

**Adjustment Detail**

Adjustments for SA ID # 9961312123

Late Payment Charge	\$13.39
<b>Total Adjustments</b>	<b>\$13.39</b>

**Meter Detail**

Meter #: 1621251

Service Point: 9972202010

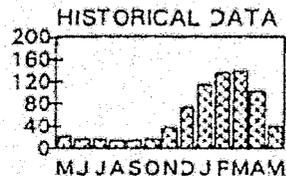
Next Meter Read: Jun 09, 2005

From			To			Difference	Usage (Ccf)	Conversion Factor	Total Therms
Date	Reading	Type	Date	Reading	Type				
04/11/2005	9064	Estimated	05/10/2005	9104	Estimated	40	40.00	1.043	41.70

**Energy Usage Information**

SA ID# 9961312123, 5906 OLD YORK RD  
COMPARATIVE GAS USAGE THIS MONTH

	This Year	Last Year
Avg Daily Usage (Ccf)	1.0	1.0
Billing Days	29	29
Avg Daily Cost	\$2.46	\$1.48



LAST 12 MONTHS  
Total Ccf 722.00  
Avg Ccf 60.17

■ Actual  
□ Estimated

24:5



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

5906  
04R

Page: 1 of 2  
Billing Date: 04/13/06  
Account Number: 3113668289

**MONTHLY STATEMENT**

From 03/14/06 thru 04/12/06  
Billing Cycle Number: 08

Account for:  
JANETTE CURRY  
305 WALNUT LN, A  
Philadelphia PA 19144

Billing Summary

Past Due Amount \$3,242.40  
Adjustments \$47.58  
Current Charges \$555.60

Total Amount Due By  
May 09, 2006 **\$3,845.58**

*5/18/06 - Called PGW  
Miller: Sup. to call  
Spoke to  
back*

**GENERAL INFORMATION**

CONTACT US

Gas Leaks & Emergencies 215 235-121  
Billing & General Information 215 235-100  
Appliance Service 215 235-205  
Theft of Gas 215 684-638  
Foreign Language Assistance 215 235-100  
Hearing impaired TTY Line 215 236-464  
Representantes Que Hablan Espanol 215 235-217

Web Site - [www.pgworks.com](http://www.pgworks.com)

CUSTOMER SERVICE CENTERS

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

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

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

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

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

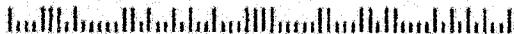


Account Number: 3113668289  
Due Date: May 09, 2006  
Please Pay: \$3,845.58

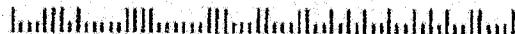
Place "X" in box for address corrections. Print corrections on reverse side

Amount Enclosed:

24947 1 AT 0.308 \*\*AUTO\*\*SCH 3-DIGIT 191



JANETTE CURRY  
305 WALNUT LN, A  
Philadelphia PA 19144



Philadelphia Gas Works  
P.O. Box 17606  
Baltimore, MD 21297-1606

*24-6*



JANETTE CURRY  
305 WALNUT LN, A  
Philadelphia PA 19144

Page: 2 of 2  
Billing Date: 04/13/06  
Account Number: 3113668289

Account Summary	Previous Balance	Payments Received	Balance Brought Forward	Repairs and Adjustments	Current Charges	Account Balance
	\$3,242.40	\$0.00	\$3,242.40	\$47.58	\$555.60	\$3,845.58

**Current Basic Charges**

SA ID# 2378988187, 5906 OLD YORK RD  
Rate Class: General Ser Residential Tax

Supply Charges

Commodity Charge 263 Ccf @ \$1.3119 .....	\$345.03
<b>Total Supply Charges .....</b>	<b>\$345.03</b>
Delivery Charges	
Customer Charge @ \$12.00 .....	\$12.00
Distribution Charge 263 Ccf @ \$0.66618 .....	\$175.21
Gas Cost Adjustment @ -\$0.05558 for 29 Days .....	\$14.62 CR
Weather Normalization Adjustment .....	\$1.63
<b>Total Delivery Charges .....</b>	<b>\$174.22</b>
Pa Sales Tax 7% of \$519.25 .....	\$36.35
<b>Total Current Billing Charges .....</b>	<b>\$555.60</b>

**Adjustment Detail**

Adjustments for SA ID # 2378988187

Late Payment Charge .....	\$47.58
<b>Total Adjustments .....</b>	<b>\$47.58</b>

**Meter Detail**

Meter #: 1754198

Service Point: 9972202010

Next Meter Read: May 12, 2006

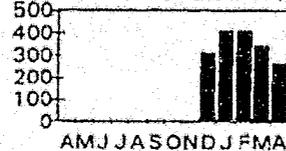
From			To			Difference	Usage (Ccf)	Conversion Factor	Total Therms
Date	Reading	Type	Date	Reading	Type				
03/14/2006	5360	Actual	04/12/2006	5623	Actual	263	263.00	1.036	272.33

**Energy Usage Information**

SA ID# 2378988187, 5906 OLD YORK RD  
COMPARATIVE GAS USAGE THIS MONTH

	This Year	Last Year
Avg Daily Usage (Ccf)	9.0	0.0
Billing Days	29	0
Avg Daily Cost	\$19.16	\$0.00

HISTORICAL DATA



LAST 12 MONTHS

Total Ccf 1745.00  
Avg Ccf 145.42

■ Actual  
□ Estimated

24-7



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

Page: 1 of 2  
Billing Date: 05/17/06  
Account Number: 3113668289

**MONTHLY STATEMENT**

*Final Notice*

**GENERAL INFORMATION**

From 04/12/06 thru 05/12/06  
Billing Cycle Number: 10

CONTACT US

Account for:  
**JANETTE CURRY**  
305 WALNUT LN, A  
Philadelphia PA 19144

Gas Leaks & Emergencies 215 235-121  
Billing & General Information 215 235-1000  
Appliance Service 215 235-2050  
Theft of Gas 215 684-6380  
Foreign Language Assistance 215 235-1000  
Hearing impaired TTY Line 215 236-4640  
Representantes Que Hablan Espanol 215 235-2170

Web Site - [www.pgworks.com](http://www.pgworks.com)

Billing Summary

Past Due Amount \$3,845.58  
Adjustments \$55.92  
Current Charges \$176.31

CUSTOMER SERVICE CENTERS

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

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

Total Amount Due By	
Jun 12, 2006	<b>\$4,077.81</b>

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

The above statement shows an unpaid final billing. Prompt payment will be appreciated. If payment has been rendered, please accept our thanks.

Questions or complaints about your bill? Please call us before the Due Date at 215 235-1000  
Or write to: PGW P.O. Box 3500, Phila., PA 19122-3050

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



Account Number 3113668289  
Due Date Jun 12, 2006  
Please Pay \$4,077.81

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

Amount Enclosed

<input type="checkbox"/>											
--------------------------	--------------------------	--------------------------	--------------------------	--------------------------	--------------------------	--------------------------	--------------------------	--------------------------	--------------------------	--------------------------	--------------------------

21125 1 AT 0.308 \*\*AUTO\*\*SCH 3-DIGIT 191



JANETTE CURRY  
305 WALNUT LN, A  
Philadelphia PA 19144



Philadelphia Gas Works  
P O Box 17606  
Baltimore, MD 21297-1606

24-8

003113668289600000004077811



JANETTE CURRY  
305 WALNUT LN, A  
Philadelphia PA 19144

Page: 2 of 2  
Billing Date: 05/17/06  
Account Number: 3113668289

Account Summary	Previous Balance	Payments Received	Balance Brought Forward	Repairs and Adjustments	Current Charges	Account Balance
	\$3,845.58	\$0.00	\$3,845.58	\$55.92	\$176.31	\$4,077.81

**Current Basic Charges**

SA ID# 2378988187, 5906 OLD YORK RD  
Rate Class: General Ser Residential Tax

*PUC*  
*Walter*

Supply Charges		
Commodity Charge 72 Ccf @ \$1.3119 .....		\$94.46
Total Supply Charges .....		\$94.46
Delivery Charges		
Customer Charge @ \$12.00 .....		\$12.00
Distribution Charge 72 Ccf @ \$0.66618 .....		\$47.96
Gas Cost Adjustment @ -\$0.05558 for 30 Days .....		\$4.00 CR
Weather Normalization Adjustment .....		\$14.36
Total Delivery Charges .....		\$70.32
Pa Sales Tax 7% of \$164.78 .....		\$11.53
Total Current Billing Charges .....		\$176.31

**Adjustment Detail**

Adjustments for SA ID # 2378988187		
Late Payment Charge .....		\$55.92
Total Adjustments .....		\$55.92

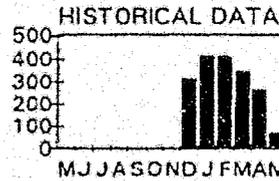
**Meter Detail** Meter #: 1754198 Service Point: 9972202010 Next Meter Read: Jun 13, 2006

From			To			Difference	Usage (Ccf)	Conversion Factor	Total Therms
Date	Reading	Type	Date	Reading	Type				
04/12/2006	5623	Actual	05/12/2006	5695	Actual	72	72.00	1.038	74.75

**Energy Usage Information**

SA ID# 2378988187, 5906 OLD YORK RD  
COMPARATIVE GAS USAGE THIS MONTH

	This Year	Last Year
Avg Daily Usage (Ccf)	2.0	0.0
Billing Days	30	0
Avg Daily Cost	\$5.88	\$0.00



LAST 12 MONTHS  
Total Ccf 1817.00  
Avg Ccf 151.42

■ Actual  
□ Estimated

**Message Center**

PGW has initiated account status reporting with Trans Union. This will allow other creditors to view your credit experience with PGW. It is important for you to keep your PGW account current and in good standing. Your PGW payment records will be incorporated into your personal credit rating.

24-9.



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

Page: 1 of 2  
Billing Date: 05/15/07  
Account Number: 3113668289

**MONTHLY STATEMENT**

From 04/13/07 thru 05/14/07  
Billing Cycle Number: 08

Account for:  
**JANETTE CURRY**  
305 WALNUT LN, A  
Philadelphia PA 19144

*pu*

Billing Summary

Past Due Amount \$4,449.71  
Current Charges \$250.24

Total Amount Due By Jun 08, 2007	<b>\$4,699.95</b>
-------------------------------------	-------------------

**GENERAL INFORMATION**

CONTACT US

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

Web Site - [www.pgworks.com](http://www.pgworks.com)

CUSTOMER SERVICE CENTERS

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

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

*24-10*

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

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



JANETTE CURRY  
 305 WALNUT LN. A  
 Philadelphia PA 19144

Page: 2 of 2  
 Billing Date: 05/15/07  
 Account Number: 3113668289

Account Summary	Previous Balance	Payments Received	Balance Brought Forward	Repairs and Adjustments	Current Charges	Account Balance
	\$4,449.71	\$0.00	\$4,449.71	\$0.00	\$250.24	\$4,699.95

**Current Basic Charges**

SA ID# 8332563714, 5906 OLD YORK RD  
 Rate Class: General Ser Residential Tax

Supply Charges

Commodity Charge 127 Ccf @ \$1.06668 ..... \$135.47  
 Total Supply Charges ..... \$135.47

Delivery Charges

Customer Charge @ \$12.00 ..... \$12.00  
 Distribution Charge 127 Ccf @ \$0.69579 ..... \$88.37  
 Gas Cost Adjustment @ -\$0.0233 for 31 Days ..... \$2.96 CR  
 Weather Normalization Adjustment ..... \$0.99  
 Total Delivery Charges ..... \$98.40  
 Pa Sales Tax 7% of \$233.87 ..... \$16.37  
 Total Current Billing Charges ..... \$250.24

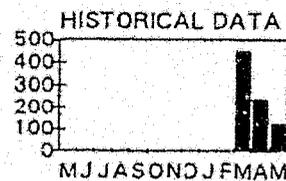
**Meter Detail** Meter #: 1754198 Service Point: 9972202010 Next Meter Read: Jun 13, 2007

From			To			Difference	Usage (Ccf)	Conversion Factor	Total Therms
Date	Reading	Type	Date	Reading	Type				
04/13/2007	6387	Actual	05/14/2007	6514	Actual	127	127.00	1.036	131.62

**Energy Usage Information**

SA ID# 8332563714, 5906 OLD YORK RD  
 COMPARATIVE GAS USAGE THIS MONTH

	This Year	Last Year
Avg Daily Usage (Ccf)	4.0	0.0
Billing Days	31	0
Avg Daily Cost	\$8.07	\$0.00



LAST 12 MONTHS  
 Total Ccf 818.00  
 Avg Ccf 68.17

■ Actual  
 □ Estimated

*24-61*





**Account Summary**

Previous Balance	Payments Received	Balance Brought Forward	Repairs and Adjustments	Current Charges	Account Balance
\$4,699.95	\$0.00	\$4,699.95	\$0.00	\$206.47	\$4,906.42

**Current Basic Charges**

SA ID# 8332563714, 5906 OLD YORK RD  
Rate Class: General Ser Residential Tax

**Supply Charges**

Commodity Charge 53.83 Ccf @ \$1.06668	\$57.42
Commodity Charge 9.5 Ccf @ \$1.14318	\$10.86
<b>Total Supply Charges</b>	<b>\$68.28</b>

**Delivery Charges**

Customer Charge @ \$12.00	\$8.00
Distribution Charge 53.83 Ccf @ \$0.69579	\$37.46
Distribution Charge 9.5 Ccf @ \$0.6931	\$6.58
Gas Cost Adjustment @ -\$0.0233 for 17 Days	\$1.26 CR
Gas Cost Adjustment @ -\$0.07067 for 3 Days	\$0.67 CR
Weather Normalization Adjustment	\$14.66
<b>Total Delivery Charges</b>	<b>\$64.77</b>

**Supply Charges**

Commodity Charge 31.67 Ccf @ \$1.14318	\$36.20
<b>Total Supply Charges</b>	<b>\$36.20</b>

**Delivery Charges**

Customer Charge @ \$12.00	\$4.00
Distribution Charge 31.67 Ccf @ \$0.6931	\$21.95
Gas Cost Adjustment @ -\$0.07067 for 10 Days	\$2.24 CR
<b>Total Delivery Charges</b>	<b>\$23.71</b>

Pa Sales Tax 7% of \$192.96 \$13.51

**Total Current Billing Charges \$206.47**

**Meter Detail**

Meter #: 1754198

Service Point: 9972202010

Next Meter Read: Jul 13, 2007

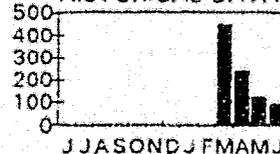
From			To			Difference	Usage (Ccf)	Conversion Factor	Total Therms
Date	Reading	Type	Date	Reading	Type				
05/14/2007	6514	Actual	06/13/2007	6609	Actual	95	95.00	1.041	98.89

**Energy Usage Information**

SA ID# 8332563714, 5906 OLD YORK RD  
COMPARATIVE GAS USAGE THIS MONTH

	This Year	Last Year
Avg Daily Usage (Ccf)	3.0	0.0
Billing Days	30	0
Avg Daily Cost	\$6.88	\$0.00

**HISTORICAL DATA**



**LAST 12 MONTHS**

Total Ccf 913.00  
Avg Ccf 76.08

■ Actual  
□ Estimated

24-13





Account Summary	Previous Balance	Payments Received	Balance Brought Forward	Repairs and Adjustments	Current Charges	Account Balance
	\$5,091.18	\$0.00	\$5,091.18	\$0.00	\$171.53	\$5,262.71

**Current Basic Charges**

SA ID# 8332563714, 5906 OLD YORK RD  
Rate Class: General Ser Residential Tax

**Supply Charges**

Commodity Charge 84 Ccf @ \$1.14318.....	\$96.03
<b>Total Supply Charges .....</b>	<b>\$96.03</b>

**Delivery Charges**

Customer Charge @ \$12.00 .....	\$12.00
Distribution Charge 84 Ccf @ \$0.6931 .....	\$58.22
Gas Cost Adjustment @ -\$0.07067 for 31 Days .....	\$5.94 CR
<b>Total Delivery Charges .....</b>	<b>\$64.28</b>
Pa Sales Tax 7% of \$160.31 .....	\$11.22
<b>Total Current Billing Charges .....</b>	<b>\$171.53</b>

**Meter Detail**    Meter #: 1754198    Service Point: 9972202010    Next Meter Read: Sep 12, 2007

From			To			Difference	Usage (Ccf)	Conversion Factor	Total Therms
Date	Reading	Type	Date	Reading	Type				
07/13/2007	6700	Actual	08/13/2007	6784	Actual	84	84.00	1.037	87.10

**Energy Usage Information**

SA ID# 8332563714, 5906 OLD YORK RD  
COMPARATIVE GAS USAGE THIS MONTH

	This Year	Last Year
Avg Daily Usage (Ccf)	3.0	0.0
Billing Days	31	0
Avg Daily Cost	\$5.53	\$0.00

**HISTORICAL DATA**



**LAST 12 MONTHS**

Total Ccf	1088.00
Avg Ccf	90.67

■ Actual  
□ Estimated

24/15





JANETTE CURRY  
 305 WALNUT LN. A  
 Philadelphia PA 19144

Page: 1 of 2  
 Billing Date: 09/13/07  
 Account Number: 3118668289

**Account Summary**

Previous Balance	Payments Received	Balance Brought Forward	Repairs and Adjustments	Current Charges	Account Balance
\$5,262.71	\$0.00	\$5,262.71	\$0.00	\$232.60	\$5,495.31

**Current Basic Charges**

SA ID# 8332563714, 5906 OLD YORK RD  
 Rate Class: General Ser Residential Tax

**Supply Charges**

Commodity Charge 71.4 Ccf @ \$1.14318 ..... \$81.62  
 Total Supply Charges ..... \$81.62

**Delivery Charges**

Customer Charge @ \$12.00 ..... \$7.20  
 Distribution Charge 71.4 Ccf @ \$0.6931 ..... \$49.49  
 Gas Cost Adjustment @ -\$0.07067 for 18 Days ..... \$5.05 CR  
 Total Delivery Charges ..... \$61.64

**Supply Charges**

Commodity Charge 47.6 Ccf @ \$1.08106 ..... \$51.46  
 Total Supply Charges ..... \$51.46

**Delivery Charges**

Customer Charge @ \$12.00 ..... \$4.80  
 Distribution Charge 47.6 Ccf @ \$0.65527 ..... \$31.19  
 Gas Cost Adjustment @ -\$0.06998 for 12 Days ..... \$3.33 CR  
 Total Delivery Charges ..... \$39.66

Pa Sales Tax 7% of \$217.38 ..... \$15.22

Total Current Billing Charges ..... \$232.60

**Meter Detail**

Meter #: 1754198

Service Point: 9972202010

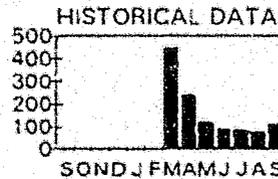
Next Meter Read: Oct 1, 2007

From			To			Difference	Usage (Ccf)	Conversion Factor	Total Therms
Date	Reading	Type	Date	Reading	Type				
08/13/2007	6784	Actual	09/12/2007	6903	Actual	119	119.00	1.048	124.47

**Energy Usage Information**

SA ID# 8332563714, 5906 OLD YORK RD  
 COMPARATIVE GAS USAGE THIS MONTH

	This Year	Last Year
Avg Daily Usage (Ccf)	4.0	0.0
Billing Days	30	0
Avg Daily Cost	\$7.75	\$0.00



**LAST 12 MONTHS**

Total Ccf 1207.00  
 Avg Ccf 100.58

**Message Center**

Effective Sept. 1, 2007 PGW rates have changed. Commodity Charge decreased to \$1.08106 per CCF. Gas Cost Adjustment increased to \$(0.06998) per CCF. Distribution Charge decreased to \$0.65527 per CCF. The changes will decrease the typical residential heating bill by about \$91.32 a year.

24-17



**PHILADELPHIA GAS WORKS**  
800 W MONTGOMERY AVENUE PHILADELPHIA, PA 19122 0050

Page: 1 of 2  
Billing Date: 07/14/04  
Account Number: 0800925513

**MONTHLY STATEMENT**

From 06/10/04 thru 07/12/04  
Billing Cycle Number: 08

Account for:  
**JANETTE L CURRY**  
6510 N 8TH ST.  
PHILA. PA 19126

Billing Summary

Past Due Amount	\$5,232.77
Adjustments	\$76.26
Current Charges	\$48.70

Total Amount Due By Aug 06, 2004	<b>\$5,357.73</b>
-------------------------------------	-------------------

**GENERAL INFORMATION**

CONTACT US

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

Web Site - [www.pgworks.com](http://www.pgworks.com)

CUSTOMER SERVICE CENTERS

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

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

To avoid Finance Charges please pay total amount due by the due date. Finance Charge is calculated at 1 5% monthly. (18% yearly)

A 2395.23

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

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



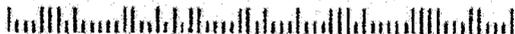
Place "X" in box for address corrections. Print corrections on reverse side

Account Number: 0800925513  
Due Date: Aug 06, 2004  
Please Pay: \$5,357.73

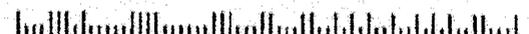
Amount Enclosed:

--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--

26595 1 AT 0 292 \*\*\*\*\*AUTO\*\*3-DIGIT 191



JANETTE L CURRY  
6510 N 8TH ST.  
PHILA. PA 19126



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



24-18





JANETTE LEE CURRY  
 305 E walnut LN. a  
 Philadelphia PA 19144

Page: 2 of 2  
 Billing Date: 02/14/07  
 Account Number: 0258885102

Account Summary	Previous Balance	Payments Received	Balance Brought Forward	Repairs and Adjustments	Current Charges	Account Balance
	\$4,996.04	\$475.00	\$4,521.04	\$67.71	\$1,040.81	\$5,629.56

**Current Basic Charges**

SA ID# 3758197745, 5908 OLD YORK RD  
 Rate Class: General Service Residential

<b>Supply Charges</b>		
Commodity Charge 601 Ccf @ \$1.08207		\$650.32
<b>Total Supply Charges</b>		<b>\$650.32</b>
<b>Delivery Charges</b>		
Customer Charge @ \$12.00		\$12.00
Distribution Charge 601 Ccf @ \$0.6674		\$401.11
Gas Cost Adjustment @ \$0.00912 for 28 Days		\$9.48
Weather Normalization Adjustment		\$28.40
<b>Total Delivery Charges</b>		<b>\$530.99</b>
<b>Total Current Billing Charges</b>		<b>\$1,040.81</b>

**Adjustment Detail**

Adjustments for SA ID # 1367675854		
Late Payment Charge		\$40.23
Adjustments for SA ID # 4114434841		
Late Payment Charge		\$4.82
Adjustments for SA ID # 3758197745		
Late Payment Charge		\$22.66
<b>Total Adjustments</b>		<b>\$67.71</b>

**Meter Detail**

Meter #: 1495459

Service Point: 9972202013

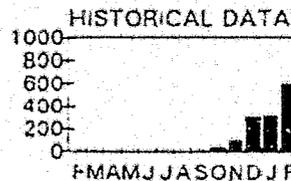
Next Meter Read: Mar 14, 2007

From			To			Difference	Usage (Ccf)	Conversion Factor	Total Therms
Date	Reading	Type	Date	Reading	Type				
01/16/2007	783	Actual	02/13/2007	1364	Actual	601	601.00	1.036	622.51

**Energy Usage Information**

SA ID# 3758197745, 5908 OLD YORK RD  
 COMPARATIVE GAS USAGE THIS MONTH

	This Year	Last Year
Avg Daily Usage (Ccf)	21.0	0.0
Billing Days	28	0
Avg Daily Cost	\$37.17	\$0.00



LAST 12 MONTHS

Total Ccf	1364.00
Avg Ccf	113.67

■ Actual  
 □ Estimated

25-13





JANETTE LEE CURRY  
 305 E walnut LN, a  
 Philadelphia PA 19144

Page: 2 of 2  
 Billing Date: 05/15/07  
 Account Number: 0258885102

Account Summary	Previous Balance	Payments Received	Balance Brought Forward	Repairs and Adjustments	Current Charges	Account Balance
	\$6,789.39	\$0.00	\$6,789.39	\$0.00	\$265.33	\$7,054.72

**Current Basic Charges**

SA ID# 3758197745, 5908 OLD YORK RD  
 Rate Class: General Service Residential

**Supply Charges**

Commodity Charge 145 Ccf @ \$1.06668.....	\$154.67
<b>Total Supply Charges .....</b>	<b>\$154.67</b>
<b>Delivery Charges</b>	
Customer Charge @ \$12.00 .....	\$12.00
Distribution Charge 145 Ccf @ \$0.69579.....	\$100.89
Gas Cost Adjustment @ -\$0.0233 for 31 Days .....	\$3.38 CR
Weather Normalization Adjustment .....	\$1.15
<b>Total Delivery Charges .....</b>	<b>\$110.66</b>
<b>Total Current Billing Charges .....</b>	<b>\$265.33</b>

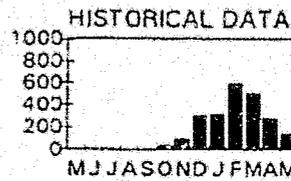
**Meter Detail** Meter #: 1495459 Service Point: 9972202013 Next Meter Read: Jun 13, 2007

From			To			Difference	Usage (Ccf)	Conversion Factor	Total Therms
Date	Reading	Type	Date	Reading	Type				
04/13/2007	2150	Actual	05/14/2007	2295	Actual	145	145.00	1.036	150.27

**Energy Usage Information**

SA ID# 3758197745, 5908 OLD YORK RD  
 COMPARATIVE GAS USAGE THIS MONTH

	This Year	Last Year
Avg Daily Usage (Ccf)	5.0	0.0
Billing Days	31	0
Avg Daily Cost	\$8.56	\$0.00



**LAST 12 MONTHS**  
 Total Ccf 2295.00  
 Avg Ccf 191.25

■ Actual  
 ▨ Estimated

**Agreement Billing Information**

Current Agreement Charges	\$251.00
Current Charges	\$265.33
<b>Total Agreement Charges</b>	<b>\$516.33</b>
Past Due Amount	\$755.38
Deposit Amount	\$0.00
<b>Total Amount Due</b>	<b>\$1,271.71</b>

25-15



J/ NETTE L CURRY  
6510 N 8TH ST.  
PHILA. PA 19126

Page: 2 of 2  
Billing Date: 07/14/04  
Account Number: 0800925513

Account Summary	Previous Balance	Payments Received	Balance Brought Forward	Repairs and Adjustments	Current Charges	Account Balance
	\$5,232.77	\$0.00	\$5,232.77	\$76.26	\$48.70	\$5,357.73

**Current Basic Charges**

SA ID# 1180207046, 5908 OLD YORK RD  
Rate Class: General Ser Residential Tax

Supply Charges	
Commodity Charge 24 Ccf @ \$0.81653.....	\$19.60
<b>Total Supply Charges.....</b>	<b>\$19.60</b>
Delivery Charges	
Customer Charge @ \$12.00.....	\$12.00
Distribution Charge 24 Ccf @ \$0.58928.....	\$14.14
Gas Cost Adjustment @ -\$0.00954 for 32 Days.....	\$0.23 CR
<b>Total Delivery Charges.....</b>	<b>\$25.91</b>
Pa Sales Tax 7% of \$45.51.....	\$3.19
<b>Total Current Billing Charges.....</b>	<b>\$48.70</b>

**Adjustment Detail**

Adjustments for SA ID # 1180207046	
Late Payment Charge.....	\$76.26
<b>Total Adjustments.....</b>	<b>\$76.26</b>

**Meter Detail**

Meter #: 1401556

Service Point: 9972202013

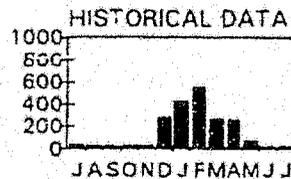
Next Meter Read: Aug 10, 2004

From			To			Difference	Usage (Ccf)	Conversion Factor	Total Therms
Date	Reading	Type	Date	Reading	Type				
08/10/2004	6930	Actual	07/12/2004	6954	Actual	24	24.00	1.040	24.96

**Energy Usage Information**

SA ID# 1180207046, 5908 OLD YORK RD  
COMPARATIVE GAS USAGE THIS MONTH

	This Year	Last Year
Avg Daily Usage (Ccf)	1.0	2.0
Billing Days	32	30
Avg Daily Cost	\$1.52	\$2.60



LAST 12 MONTHS

Total Ccf	2100.00
Avg Ccf	175.00

Actual  
 Estimated

28-19



# ACCOUNT AT A GLANCE

ACCOUNT 0258885102 5908 OYR-ACCT 2

DATE	BILLING CHARGE	REPAIR ADJ.	LATE FEE	OTHER BBF
1/17/06	\$557.87	PG17	0	CRN OF ACCT 2
3/13/06	\$566.23	PG 19		COLLN NOTE
5/15/06	\$212.93	PG 21	\$24.71	\$3245.83
7/14/06	\$81.52		\$51.44	\$3429.98
8/4/06	\$61.40		\$52.66	3562.94
8/15/06	\$3282.96	EXT 9		COLLN NOTE
11/14/06	\$180.12		54.91	3872.32
12/13/06	\$590.01		57.61	\$4107.35
5/15/07	265.33		0	\$6789.39
6/15/07	\$142.54		0	\$6299.34
7/16/07	\$89.69		0	\$6531.57
8/14/07	\$94.99		0	\$6531.57
9/13/07	129.36		0	\$6724.53

25-2





JANETTE L CURRY  
5908 OLD YORK RD  
PHILADELPHIA PA 19141-1806

*Old Bill*

Page: 2 of 2  
Billing Date: 05/13/05  
Account Number: 0800925513

Account Summary	Previous Balance	Payments Received	Balance Brought Forward	Repairs and Adjustments	Current Charges	Account Balance
	\$4,461.04	\$485.00	\$3,976.04	\$69.63	\$143.70	\$4,189.37

**Current Basic Charges**

SA ID# 7628395279, 5908 OLD YORK RD  
Rate Class: General Ser Residential Tax

*PUC #1994525*

Supply Charges		
Commodity Charge 97 Ccf @ \$0.85292.....		\$82.73
<b>Total Supply Charges.....</b>		<b>\$82.73</b>
Delivery Charges		
Customer Charge @ \$12.00 .....		\$0.00
Distribution Charge 97 Ccf @ \$0.57905.....		\$56.17
Gas Cost Adjustment @ -\$0.0417 for 3 Days .....		\$4.04 CR
Weather Normalization Adjustment .....		\$0.56 CR
<b>Total Delivery Charges .....</b>		<b>\$51.57</b>
Pa Sales Tax 7% of \$134.30.....		\$9.40
<b>Total Current Billing Charges .....</b>		<b>\$143.70</b>

**Adjustment Detail**

Adjustments for SA ID # 1180207046	
Late Payment Charge .....	\$20.37
Adjustments for SA ID # 7628395279	
Collection Fee .....	\$10.00
Late Payment Charge .....	\$39.26
<b>Total Adjustments.....</b>	<b>\$69.63</b>

**Meter Detail**

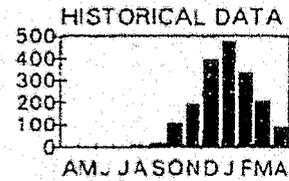
Meter #: 1401556 Service Point: 9972202013 Next Meter Read: Jun 09, 2005

From			To			Difference	Usage (Ccf)	Conversion Factor	Total Therms
Date	Reading	Type	Date	Reading	Type				
04/11/2005	8720	Actual	04/14/2005	8817	Actual	97	97.00	1.043	101.12

**Energy Usage Information**

SA ID# 7628395279, 5908 OLD YORK RD  
COMPARATIVE GAS USAGE THIS MONTH

	This Year	Last Year
Avg Daily Usage (Ccf)	32.0	0.0
Billing Days	3	0
Avg Daily Cost	\$47.90	\$0.00



LAST 12 MONTHS

Total Ccf	1851.00
Avg Ccf	154.25

■ Actual  
□ Estimated

*10/12/05 spoke to Lance about getting gas services restored in this bldg. Can you help me? Janette Lee-Curry*

*3441243*

*25-4*



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

Page: 1 of 2  
Billing Date: 07/14/06  
Account Number: 0258885102

**MONTHLY STATEMENT**

From 06/13/06 thru 07/13/06  
Billing Cycle Number: 08

Account for:  
**JANETTE LEE CURRY**  
305 E walnut LN, a  
Philadelphia PA 19144

Billing Summary  
Past Due Amount \$3,429.98  
Adjustments \$51.44  
Current Charges \$81.52

Total Amount Due By	
Aug 08, 2006	<b>\$3,562.94</b>

**GENERAL INFORMATION**

CONTACT US

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

Web Site - [www.pgworks.com](http://www.pgworks.com)

CUSTOMER SERVICE CENTERS

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

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

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

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

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

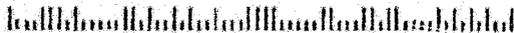


Account Number: 0258885102  
Due Date: Aug 08, 2006  
Please Pay: \$3,562.94

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

Amount Enclosed:

24486 1 AT 0 308 \*\*AUTO\*\*SCH 3-DIGIT 191



JANETTE LEE CURRY  
305 E walnut LN, a  
Philadelphia PA 19144



Philadelphia Gas Works  
P.O. Box 17606  
Baltimore, MD 21297-1606

25-5



JANETTE LEE CURRY  
 305 E walnut LN, a  
 Philadelphia PA 19144

Page: 2 of 2  
 Billing Date: 07/14/06  
 Account Number: 0258885102

Account Summary	Previous Balance	Payments Received	Balance Brought Forward	Repairs and Adjustments	Current Charges	Account Balance
	\$3,429.98	\$0.00	\$3,429.98	\$51.44	\$81.52	\$3,562.94

**Current Basic Charges**

SA ID# 1367675854, 5908 OLD YORK RD  
 Rate Class: General Service Residential

**Supply Charges**

Commodity Charge 38 Ccf @ \$1.16786..... \$44.38  
 Total Supply Charges..... \$44.38

**Delivery Charges**

Customer Charge @ \$12.00 ..... \$12.00  
 Distribution Charge 38 Ccf @ \$0.70403..... \$26.75  
 Gas Cost Adjustment @ -\$0.04228 for 30 Days ..... \$1.61 CR  
 Total Delivery Charges ..... \$37.14  
 Total Current Billing Charges..... \$81.52

**Adjustment Detail**

Adjustments for SA ID # 4114434841  
 Late Payment Charge ..... \$5.73  
 Adjustments for SA ID # 1367675854  
 Late Payment Charge ..... \$45.71  
 Total Adjustments..... \$51.44

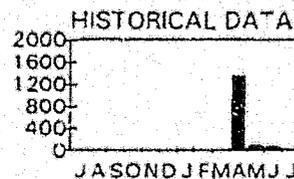
**Meter Detail** Meter #: 1401556 Service Point: 9972202013 Next Meter Read: Aug 11, 2006

From			To			Difference	Usage (Ccf)	Conversion Factor	Total Therms
Date	Reading	Type	Date	Reading	Type				
06/13/2006	735	Actual	07/13/2006	773	Actual	38	38.00	1.044	39.67

**Energy Usage Information**

SA ID# 1367675854, 5908 OLD YORK RD  
 COMPARATIVE GAS USAGE THIS MONTH

	This Year	Last Year
Avg Daily Usage (Ccf)	1.0	0.0
Billing Days	30	0
Avg Daily Cost	\$2.72	\$0.00



LAST 12 MONTHS  
 Total Ccf 1555.00  
 Avg Ccf 129.58

**Message Center**

Your Easy Way budget plan has been canceled. Please pay the full amount of your bill each month. Thank you.

Your Easy Way Budget is past due. Prompt payment will insure the continuation of your budget plan.

25-6



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

Notice Date: 07/17/06

Account Number: 0258885102

**10-DAY SHUT OFF NOTICE**  
Your Gas Service May be Shut Off !

Because your bill is past due, we will shut off the gas to 5908 OLD YORK RD on or after 8:00 AM on 07/27/06. This notice will remain effective for 60 days. To talk about your bill or this notice, please call our office at 215-235-1777.

We will not shut off the gas if you do ONE of the following:

- Arrange to pay your past due amount of \$3,047.40.
- Pay the amount you owe on your payment plan.
- Show us a paid receipt for the past due amount.
- Make a payment arrangement or you may be eligible for a special assistance program.
- Contact us to dispute the bill.

If we shut off your gas service, you may have to pay all of the following before we turn your service on:

Past Due Amount	\$3,047.40
Security Deposit	\$300.00
Turn On Charge	\$123.23
Total	\$3,470.63

(Plus \$372.00 if we must dig up the street to shut off the gas).

**MEDICAL EMERGENCY NOTICE**

Let us know if someone living in your home is seriously ill or has a medical condition. **WE WILL NOT SHUT OFF YOUR SERVICE** provided you:

1. Have your licensed physician or nurse practitioner certify by phone or in writing that such an illness exists and that it may be aggravated if your service is shut off. Written certification is needed within 7 days; and
2. Make arrangements to pay this bill. You must provide us with household income and occupant information to determine your payment terms while protected under the medical certification.

**IMPORTANT TO KNOW BEFORE WE SHUT OFF YOUR GAS SERVICE**

- If you have questions or need more information, please call us today at 215-235-1777. After you talk with us, if you are not satisfied, you may file a complaint with the Public Utility Commission (PUC). The PUC may delay the shutoff if you file the complaint before the shut off date. To contact them call 1 (800) 692-7380 or write to: Pennsylvania Public Utility Commission, Box 3265, Harrisburg, PA 17105 3265.
- If you have a valid Protection From Abuse order from a court, there are additional protections available to you. Call us immediately at 215-235-1777. You will be required to provide us with a copy of the order.

- You may be eligible for a payment agreement or special assistance programs. Call 215-235-1777 right away to provide us with household income and occupant information. Documentation of your income may be required, such as pay stubs or tax documents.
- Call us if your landlord pays your utility bill. You have certain legal protections.
- If you have trouble understanding or speaking English call us for free interpretation.
- If your service is shut off, you may be required to pay any additional bills that have become past due to restore your service.
- All adult occupants of the premise whose names are on the mortgage, deed or lease are considered the 'customer' and are responsible for payment of the bill.
- If service is shut off ANY adult occupant who has been living at the premise may have to pay all or portions of this bill to have service restored.
- If your service is shut off, you must contact us after your payment has been made to be sure you have met all conditions to have the service turned back on and to arrange access to your premises. It may take up to seven days to have your service restored.

**WINTER SHUT OFF PROVISIONS Dec. 1-March 31**

- Contact us before the shut off date to give us household and occupant information to see if you qualify for any assistance programs.
- If you are low income there are special rules about whether we may shut off your gas in the winter. Add together the monthly income in your household. Look at the chart below to determine your group. You may need to provide us with proof of income.
- If your income is 150% of the federal poverty guidelines or below, we must first ask the PUC for permission to shut off your service. We will notify you prior to shutting off service if we ask the PUC for permission to terminate your gas service.
- If your income is above 150% but does not exceed 250% of the federal poverty guidelines, we will not shut off your service if one of these conditions apply to you:
  1. Someone in your household is 12 or younger or 65 or older; or
  2. You have paid at least one-half of your last two monthly gas bills; or
  3. If over the last two months you have paid at least 15% of your household income toward the gas bills.

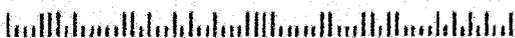
**Federal Poverty Guidelines (FPG) 2006**

Household Size including children	Your household income is 150% of the FPG or below if it is	Your household income is 151% - 250% of the FPG if it is
1	\$1,225 or less	\$1,226 - \$2,042
2	\$1,650 or less	\$1,651 - \$2,750
3	\$2,075 or less	\$2,076 - \$3,458
4	\$2,500 or less	\$2,501 - \$4,167
Each additional person	Add \$425	Add \$426-\$708

- If we shut off your service during the winter months (between December 1 and March 31) we will restore your service within 24 hours of your meeting all requirements to have service reconnected. Where street digging is required, it may take up to 7 days.

*Handwritten signature/initials*

3004 1 AT 0.308 \*\*AUTO\*\*SCH 3-DIGIT 191



JANETTE CURRY  
305 E walnut LN a  
Philadelphia, PA 19144



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

Page: 1 of 2  
 Billing Date: 11/13/06  
 Account Number: 0258885102

**MONTHLY STATEMENT**

From 10/11/06 thru 11/09/06  
 Billing Cycle Number: 08

Account for:  
**JANETTE LEE CURRY**  
 305 E walnut LN. a  
 Philadelphia PA 19144

5908  
 -----  
 PUC

Billing Summary  
 Past Due Amount \$3,872.32  
 Adjustments \$54.91  
 Current Charges \$180.12

<b>Total Amount Due By</b>	<b>\$4,107.35</b>
Dec 06, 2006	

**GENERAL INFORMATION**

CONTACT US

Gas Leaks & Emergencies	215 235-1212
Billing & General Information	215 235-1000
Appliance Service	215 235-2050
Theft of Gas	215 684-6383
Foreign Language Assistance	215 235-1000
Hearing impaired TTY Line	215 236-4646
Representantes Que Hablan Espanol	215 235-2176

Web Site - [www.pgworks.com](http://www.pgworks.com)

CUSTOMER SERVICE CENTERS

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

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

25-8

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



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

Page: 1 of 3  
 Billing Date: 12/13/06  
 Account Number: 0258885102

**MONTHLY STATEMENT**

From 11/09/06 thru 12/12/06  
 Billing Cycle Number: 08

Account for:  
**JANETTE LEE CURRY**  
 305 E walnut LN, a  
 Philadelphia PA 19144

Billing Summary  
 Past Due Amount \$4,107.35  
 Adjustments \$57.61  
 Current Charges \$590.01

Total Amount Due By	\$4,754.97
Jan 10, 2007	

**GENERAL INFORMATION**

CONTACT US

Gas Leaks & Emergencies	215 235-1212
Billing & General Information	215 235-1000
Appliance Service	215 235-2050
Theft of Gas	215 684-6383
Foreign Language Assistance	215 235-1000
Hearing impaired TTY Line	215 236-4644
Representantes Que Hablan Espanol	215 235-2171

Web Site - [www.pgworks.com](http://www.pgworks.com)

CUSTOMER SERVICE CENTERS

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

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

259

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



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

Page: 1 of 2  
Billing Date: 01/17/07  
Account Number: 0258885102

**MONTHLY STATEMENT**

From 12/12/06 thru 01/16/07  
Billing Cycle Number: 08

Account for:  
**JANETTE LEE CURRY**  
305 E walnut LN, a  
Philadelphia PA 19144

*puce*

**GENERAL INFORMATION**

CONTACT US

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

Web Site - [www.pgworks.com](http://www.pgworks.com)

CUSTOMER SERVICE CENTERS

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

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

Payments Summary

12/18/06 Check \$475.00

Billing Summary

Past Due Amount \$4,279.97  
Adjustments \$64.10  
Current Charges \$651.97

Total Amount Due By	
Feb 09, 2007	<b>\$4,996.04</b>

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

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

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

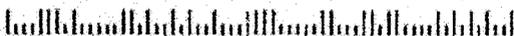


Account Number: 0258885102  
Due Date: Feb 09, 2007  
Please Pay: \$4,996.04

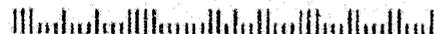
Place "X" in box for address corrections. Print corrections on reverse side.

Amount Enclosed:

24746 1 AT 0.308 \*\*AUTO\*\*SCH 3-DIGIT 191



JANETTE LEE CURRY  
305 E walnut LN, a  
Philadelphia PA 19144



Philadelphia Gas Works  
P.O. Box 11700  
Newark, NJ 07101-4700

*25-10*



JANETTE LEE CURRY  
 305 E walnut LN, a  
 Philadelphia PA 19144

Page: 2 of 2  
 Billing Date: 01/17/07  
 Account Number: 0258885102

Account Summary	Previous Balance	Payments Received	Balance Brought Forward	Repairs and Adjustments	Current Charges	Account Balance
	\$4,754.97	\$475.00	\$4,279.97	\$64.10	\$651.97	\$4,996.04

**Current Basic Charges**

SA ID# 3758197745, 5908 OLD YORK RD  
 Rate Class: General Service Residential

**Supply Charges**

Commodity Charge 322 Ccf @ \$1.08207 .....	\$348.43
<b>Total Supply Charges .....</b>	<b>\$348.43</b>

**Delivery Charges**

Customer Charge @ \$12.00 .....	\$12.00
Distribution Charge 322 Ccf @ \$0.6674 .....	\$214.90
Gas Cost Adjustment @ \$0.00912 for 35 Days .....	\$2.94
Weather Normalization Adjustment .....	\$73.70
<b>Total Delivery Charges .....</b>	<b>\$303.54</b>
<b>Total Current Billing Charges .....</b>	<b>\$651.97</b>

**Adjustment Detail**

Adjustments for SA ID # 1367675854	
Late Payment Charge .....	\$45.74
Adjustments for SA ID # 4114434841	
Late Payment Charge .....	\$5.48
Adjustments for SA ID # 3758197745	
Late Payment Charge .....	\$12.88
<b>Total Adjustments .....</b>	<b>\$64.10</b>

**Meter Detail**

Meter #: 1495459

Service Point: 9972202013

Next Meter Read: Feb 13, 2007

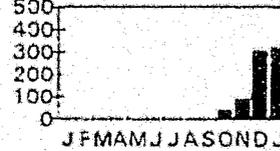
From			To			Difference	Usage (Ccf)	Conversion Factor	Total Therms
Date	Reading	Type	Date	Reading	Type				
12/12/2006	441	Actual	01/16/2007	763	Actual	322	322.00	1.037	333.91

**Energy Usage Information**

SA ID# 3758197745, 5908 OLD YORK RD  
 COMPARATIVE GAS USAGE THIS MONTH

	This Year	Last Year
Avg Daily Usage (Ccf)	9.0	0.0
Billing Days	35	0
Avg Daily Cost	\$18.63	\$0.00

HISTORICAL DATA



LAST 12 MONTHS

Total Ccf	763.00
Avg Ccf	63.58

Actual  
 Estimated

25-11





JANETTE LEE CURRY  
 305 E walnut LN. a  
 Philadelphia PA 19144

Page: 2 of 3  
 Billing Date: 06/15/07  
 Account Number: 0258885102

Account Summary	Previous Balance	Payments Received	Balance Brought Forward	Repairs and Adjustments	Current Charges	Account Balance
	\$7,054.72	\$755.38	\$6,299.34	\$0.00	\$142.54	\$6,441.88

**Current Basic Charges**

SA ID# 3758197745, 5908 OLD YORK RD  
 Rate Class: General Service Residential

**Supply Charges**

Commodity Charge 39.1 Ccf @ \$1.06668	\$41.71
Commodity Charge 6.9 Ccf @ \$1.14318	\$7.89
<b>Total Supply Charges</b>	<b>\$49.60</b>

**Delivery Charges**

Customer Charge @ \$12.00	\$8.00
Distribution Charge 39.1 Ccf @ \$0.69579	\$27.21
Distribution Charge 6.9 Ccf @ \$0.6931	\$4.78
Gas Cost Adjustment @ -\$0.0233 for 17 Days	\$0.91 CR
Gas Cost Adjustment @ -\$0.07067 for 3 Days	\$0.49 CR
Weather Normalization Adjustment	\$9.75
<b>Total Delivery Charges</b>	<b>\$48.34</b>

**Supply Charges**

Commodity Charge 23 Ccf @ \$1.14318	\$26.29
<b>Total Supply Charges</b>	<b>\$26.29</b>

**Delivery Charges**

Customer Charge @ \$12.00	\$4.00
Distribution Charge 23 Ccf @ \$0.6931	\$15.94
Gas Cost Adjustment @ -\$0.07067 for 10 Days	\$1.63 CR
<b>Total Delivery Charges</b>	<b>\$18.31</b>

**Total Current Billing Charges** \$142.54

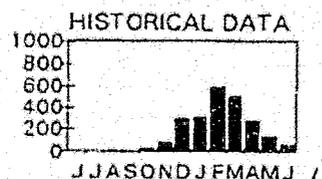
**Meter Detail** Meter #: 1495459 Service Point: 9972202013 Next Meter Read: Jul 13, 2007

From			To			Difference	Usage (Ccf)	Conversion Factor	Total Therms
Date	Reading	Type	Date	Reading	Type				
05/14/2007	2295	Actual	06/13/2007	2364	Actual	69	69.00	1.041	71.82

**Energy Usage Information**

SA ID# 3758197745, 5908 OLD YORK RD  
 COMPARATIVE GAS USAGE THIS MONTH

	This Year	Last Year
Avg Daily Usage (Ccf)	2.0	0.0
Billing Days	30	0
Avg Daily Cost	\$4.75	\$0.00



LAST 12 MONTHS  
 Total Ccf 2364.00  
 Avg Ccf 197.00

■ Actual  
 □ Estimated

**Message Center**

Broken Negotiated Payment Arrangement

25-17



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

**MONTHLY STATEMENT**

From 06/13/07 thru 07/13/07  
 Billing Cycle Number: 08

Account for:  
**JANETTE LEE CURRY**  
 305 E walnut LN, a  
 Philadelphia PA 19144

Billing Summary  
 Past Due Amount  
 Current Charges

\$6,441.88  
 \$89.69

**Total Amount Due By**  
**Aug 08, 2007**

**\$6,531.57**

Page: 1 of 2  
 Billing Date: 07/16/07  
 Account Number: 0258885102

**GENERAL INFORMATION**  
CONTACT US

Gas Leaks & Emergencies 215 235-121  
 Billing & General Information 215 235-100  
 Appliance Service 215 235-205  
 Theft of Gas 215 684-638  
 Foreign Language Assistance 215 235-10  
 Hearing impaired TTY Line 215 236-46  
 Representantes Que Hablan Espanol 215 235-21  
 Web Site - [www.pgworks.com](http://www.pgworks.com)

CUSTOMER SERVICE CENTERS  
 (Hours 9 a.m. - 5 p.m.)

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

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

25



JANETTE LEE CURRY  
 305 E walnut LN. a  
 Philadelphia PA 19144

Page: 2 of 2  
 Billing Date: 07/16/07  
 Account Number: 0258885102

Account Summary	Previous Balance	Payments Received	Balance Brought Forward	Repairs and Adjustments	Current Charges	Account Balance
	\$6,441.88	\$0.00	\$6,441.88	\$0.00	\$89.69	\$6,531.57

**Current Basic Charges**

SA ID# 3758197745, 5908 OLD YORK RD  
 Rate Class: General Service Residential

Supply Charges

Commodity Charge 44 Ccf @ \$1.14318.....	\$50.30
<b>Total Supply Charges .....</b>	<b>\$50.30</b>
Delivery Charges	
Customer Charge @ \$12.00 .....	\$12.00
Distribution Charge 44 Ccf @ \$0.6931 .....	\$30.50
Gas Cost Adjustment @ -\$0.07067 for 30 Days .....	\$3.11 CR
<b>Total Delivery Charges .....</b>	<b>\$39.39</b>
<b>Total Current Billing Charges .....</b>	<b>\$89.69</b>

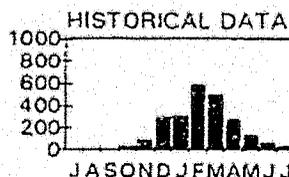
**Meter Detail** Meter #: 1495459 Service Point: 9972202013 Next Meter Read: Aug 13, 2007

From			To			Difference	Usage (Ccf)	Conversion Factor	Total Therms
Date	Reading	Type	Date	Reading	Type				
06/13/2007	2364	Actual	07/13/2007	2408	Actual	44	44.00	1.043	45.89

**Energy Usage Information**

SA ID# 3758197745, 5908 OLD YORK RD  
 COMPARATIVE GAS USAGE THIS MONTH

	This Year	Last Year
Avg Daily Usage (Ccf)	1.0	0.0
Billing Days	30	0
Avg Daily Cost	\$2.99	\$0.00



LAST 12 MONTHS  
 Total Ccf 2408.00  
 Avg Ccf 200.67  
 ■ Actual  
 ▨ Estimated

**Message Center**

Attention Budget customers: This bill may include your Budget True Up amount. Next month, you will be billed for your scheduled budget amount.

25-19





JANETTE LEE CURRY  
 305 E walnut LN, a  
 Philadelphia PA 19144

Page: 2 of 2  
 Billing Date: 07/16/07  
 Account Number: 0258885102

Account Summary	Previous Balance	Payments Received	Balance Brought Forward	Repairs and Adjustments	Current Charges	Account Balance
	\$6,441.88	\$0.00	\$6,441.88	\$0.00	\$89.69	\$6,531.57

**Current Basic Charges**

SA ID# 3758197745, 5908 OLD YORK RD  
 Rate Class: General Service Residential

Supply Charges

Commodity Charge 44 Ccf @ \$1.14318	\$50.30
<b>Total Supply Charges</b>	<b>\$50.30</b>
Delivery Charges	
Customer Charge @ \$12.00	\$12.00
Distribution Charge 44 Ccf @ \$0.6931	\$30.50
Gas Cost Adjustment @ -\$0 07067 for 30 Days	\$3.11 CR
<b>Total Delivery Charges</b>	<b>\$39.39</b>
<b>Total Current Billing Charges</b>	<b>\$89.69</b>

**Meter Detail**

Meter #: 1495459

Service Point: 9972202013

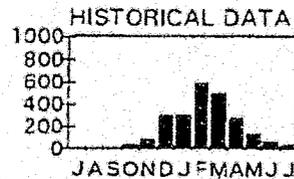
Next Meter Read: Aug 13, 2007

From			To			Difference	Usage (Ccf)	Conversion Factor	Total Therms
Date	Reading	Type	Date	Reading	Type				
08/13/2007	2364	Actual	07/13/2007	2408	Actual	44	44.00	1.043	45.89

**Energy Usage Information**

SA ID# 3758197745, 5908 OLD YORK RD  
 COMPARATIVE GAS USAGE THIS MONTH

	This Year	Last Year
Avg Daily Usage (Ccf)	1.0	0.0
Billing Days	30	0
Avg Daily Cost	\$2.99	\$0.00



LAST 12 MONTHS  
 Total Ccf 2408.00  
 Avg Ccf 200.67

Actual  
 Estimated

**Message Center**

Attention Budget customers. This bill may include your Budget True Up amount. Next month, you will be billed for your scheduled budget amount

25-19



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

Page: 1 of 2  
Billing Date: 08/14/07  
Account Number: 0258885102

**MONTHLY STATEMENT**

From 07/13/07 thru 08/13/07  
Billing Cycle Number: 08

Account for:  
**JANETTE LEE CURRY**  
305 E walnut LN, a  
Philadelphia PA 19144

Billing Summary

Past Due Amount	\$6,531.57
Adjustments	\$97.97
Current Charges	\$94.99

<b>Total Amount Due By</b>	
<b>Sep 07, 2007</b>	<b>\$6,724.53</b>

**GENERAL INFORMATION**

CONTACT US

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

Web Site - [www.pgworks.com](http://www.pgworks.com)

CUSTOMER SERVICE CENTERS

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

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

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

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

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



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

Account Number: 0258885102  
Due Date: Sep 07, 2007  
Please Pay: \$6,724.53

Amount Enclosed:

23630 1 AT 0.334 \*\*AUTO\*\*SCH 3-DIGIT 191



JANETTE LEE CURRY  
305 E walnut LN, a  
Philadelphia, PA 19144



Philadelphia Gas Works  
P.O. Box 11700  
Newark, NJ 07101-4700

25-20

0002588851028000000006724531



JANETTE LEE CURRY  
 305 E walnut LN. a  
 Philadelphia PA 19144

Page: 2 of 2  
 Billing Date: 08/14/07  
 Account Number: 0258885102

Account Summary	Previous Balance	Payments Received	Balance Brought Forward	Repairs and Adjustments	Current Charges	Account Balance
	\$6,531.57	\$0.00	\$6,531.57	\$97.97	\$94.99	\$6,724.53

**Current Basic Charges**

SA ID# 3758197745, 5908 OLD YORK RD  
 Rate Class: General Service Residential

**Supply Charges**

Commodity Charge 47 Ccf @ \$1.14318	\$53.73
<b>Total Supply Charges</b>	<b>\$53.73</b>
<b>Delivery Charges</b>	
Customer Charge @ \$12.00	\$12.00
Distribution Charge 47 Ccf @ \$0.6931	\$32.58
Gas Cost Adjustment @ -\$0.07067 for 31 Days	\$3.32 CR
<b>Total Delivery Charges</b>	<b>\$41.26</b>
<b>Total Current Billing Charges</b>	<b>\$94.99</b>

**Adjustment Detail**

Adjustments for SA ID # 3758197745

Late Payment Charge	\$97.97
<b>Total Adjustments</b>	<b>\$97.97</b>

**Meter Detail**

Meter #: 1495459

Service Point: 9972202013

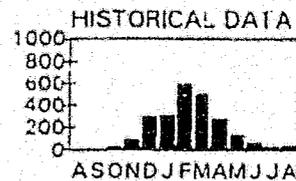
Next Meter Read: Sep 12, 2007

From			To			Difference	Usage (Ccf)	Conversion Factor	Total Therms
Date	Reading	Type	Date	Reading	Type				
07/13/2007	2408	Actual	08/13/2007	2455	Actual	47	47.00	1.037	48.73

**Energy Usage Information**

SA ID# 3758197745, 5908 OLD YORK RD  
 COMPARATIVE GAS USAGE THIS MONTH

	This Year	Last Year
Avg Daily Usage (Ccf)	2.0	0.0
Billing Days	31	0
Avg Daily Cost	\$3.06	\$0.00



**LAST 12 MONTHS**

Total Ccf 2455.00  
 Avg Ccf 204.58

■ Actual  
 □ Estimated

25-21





305 E walnut LN, a  
Philadelphia PA 19144

Billing Date: 09/13/07  
Account Number: 0258885102

**Account Summary**

Previous Balance	Payments Received	Balance Brought Forward	Repairs and Adjustments	Current Charges	Account Balance
\$6,724.53	\$0.00	\$6,724.53	\$99.39	\$129.36	\$6,953.28

**Current Basic Charges**

SA ID# 3758197745, 5908 OLD YORK RD  
Rate Class: General Service Residential

**Supply Charges**

Commodity Charge 40.8 Ccf @ \$1.14318	\$46.64
<b>Total Supply Charges</b>	<b>\$46.64</b>

**Delivery Charges**

Customer Charge @ \$12.00	\$7.20
Distribution Charge 40.8 Ccf @ \$0.6931	\$28.28
Gas Cost Adjustment @ \$0.07067 for 18 Days	\$2.88 CR
<b>Total Delivery Charges</b>	<b>\$32.60</b>

**Supply Charges**

Commodity Charge 27.2 Ccf @ \$1.08106	\$29.40
<b>Total Supply Charges</b>	<b>\$29.40</b>

**Delivery Charges**

Customer Charge @ \$12.00	\$4.80
Distribution Charge 27.2 Ccf @ \$0.65527	\$17.82
Gas Cost Adjustment @ -\$0.06998 for 12 Days	\$1.90 CR
<b>Total Delivery Charges</b>	<b>\$20.72</b>
<b>Total Current Billing Charges</b>	<b>\$129.36</b>

**Adjustment Detail**

Adjustments for SA ID # 3758197745

Late Payment Charge	\$99.39
<b>Total Adjustments</b>	<b>\$99.39</b>

**Meter Detail**

Meter #: 1495459

Service Point: 9972202013

Next Meter Read: Oct 11, 2007

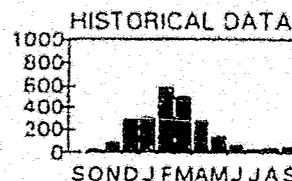
From			To			Difference	Usage (Ccf)	Conversion Factor	Total Therms
Date	Reading	Type	Date	Reading	Type				
08/12/2007	2455	Actual	09/12/2007	2523	Actual	68	68.00	1.046	71.1

**Energy Usage Information**

SA ID# 3758197745, 5908 OLD YORK RD

COMPARATIVE GAS USAGE THIS MONTH

	This Year	Last Year
Avg Daily Usage (Ccf)	2.0	0.0
Billing Days	30	0
Avg Daily Cost	\$4.31	\$0.00



LAST 12 MONTHS  
Total Ccf 2523.0  
Avg Ccf 210.2

■ Actual  
▨ Estimated

**Message Center**

Effective Sept. 1, 2007 PGW rates have changed. Commodity Charge decreased to \$1.08106 per CCF. Gas Cost Adjustment increased to \$(0.06998) per CCF. Distribution Charge decreased to \$0.65527 per CCF. The changes will decrease the typical residential heating bill by about \$91.32 a year.

*Handwritten signature/initials*

*Entire 5906*

Contacts for Account: Curry, Janette Lee			
Account	0051 1366 8303	Curry, Janette Lee	<input type="checkbox"/> Transaction History <input checked="" type="checkbox"/> Full Comments
Date	Type	Comment	Person
11/24/2006	CRU	Formal Complaint filed by owner Janette Curry for 3 address, 5906, and 5908 Old York Rd and 301 E Walnut St, 3R. See 5906 aor at info	Curry, Janette Lee
06/28/2006	COLL	Intc. .... melita	Curry, Janette Lee
11/22/2005	CRU	puc dec. 2001186 rec'd. 11/14/05, closed 11/12/05. Service restored 11/3/05, 0.00 bal. sent a closing letter to cor to explain the same. verbal close. bal. pd.	Curry, Janette Lee
11/15/2005	BILL	Bil error listing corrected error	Curry, Janette Lee
10/28/2005	THFT	turned on 4/14/2005 to 9/19/2005 per miu blocker infor	Curry, Janette Lee
10/28/2005	SERO	bpto	Curry, Janette Lee
10/26/2005	CRU	puc faxed 10/26/05 bcs 2001185 to cru 787-1250 adults 2 income unemply \$400 income ss \$596 (wanda seawright; tenant filed dispute)	Curry, Janette Lee
10/10/2005	THFT	E-MAILED MIU TO CONTACT CUST AT 215-549-1983	Curry, Janette Lee
09/19/2005	THFT	MIU MIG TEAM RENSHAW #7264 & FGAN # 7247 HERE 9/19/05 AT 5908 OLD YORK RD FOUND USAGE AT THE MTR. AFTER THE ORIGINAL DATE SHUT OFF INDEX B962 MTR #1401556 CHARGE UNKNOWN FOR USER. SHUT OFF WITH CAP, HANDCUFF, PIN ON VALVE LEFT PT NOTICE	Curry, Janette Lee
09/16/2005	THFT	ON THE STREET WITH MIU SAFETY CHECK VAC. USAGE LISTNING 09/19/05	Curry, Janette Lee
04/11/2005	LTR	CLEAR TRAN ERROR APRIL 2ND. PAYMENT FILE NOT RECEIVED, POSSIBLE MISSING PAYMENT. 30 DAY HOLD. C+C PATH STOPPED.	Curry, Janette Lee
02/07/2005	COLL	tu cdv e oscor	Curry, Janette Lee
01/13/2005	COLL	MELITA / LMTC	Curry, Janette Lee
08/20/2003	COLL	melita call	Curry, Janette Lee
08/13/2003	COLL	LM/T	Curry, Janette Lee
08/08/2003	CRU	PER PUC DECISION BCS #1124136-CUSTOMER RECEIVED 20% REDUCTION. CUSTOMER BILL ARE PRESENTLY BEING ESTIMATED. PGW MUST GET AN AMR DEVICE AT CUSTOMER RESIDENCE. COMPLAINT CLOSED	Curry, Janette Lee
04/10/2003	BILL	C. McCloskey gave permission to 28.00 in late charges	Curry, Janette Lee
09/20/2002	SER2	c/c for HH service / water temp gauge on side of HH / not covered under PLP / Radiator system	Curry, Janette Lee
08/20/2002	SER1	TURN OFF READ SCHED 8/8/02 TO SEPERATE ACCOUNTS	Curry, Janette Lee
05/16/2002	CPD	2... # 1124136 FAXED, AHS 102	Curry, Janette Lee

*3/21/06*

~~PGW 10/10/07~~

Page 1 of 2

**RECEIVED**

JAN 22 2008

PA PUBLIC UTILITY COMMISSION  
SECRETARY'S BUREAU

C - 27  
F - 01994525  
10/17/07  
Phila

Contacts for Account: Curry, Janette Lee

Account: 0051 1366 8303 Curry, Janette Lee  Transaction History  Full Comments

Date	Type	Comment	Person
		(tenant filed dispute)	
10/10/2005	THFT	E/MAILED MIU TO CONTACT CUST AT 215-549-1983	Curry, Janette Lee
09/19/2005	THFT	MIU MIG TEAM RENSRAW #7264 & EGAN # 7247 HERE 9/19/05 AT 5908 OLD YORK RD FOUND USAGE AT THE MTR. AFTER THE ORIGINAL DATE SHUT OFF INDEX 8952 MTR #1401556 CHARGE UNKNOWN FOR USER. SHUT OFF WITH CAP, HANDCUFF. PIN ON VALVE LEFT PT NOTICE	Curry, Janette Lee
09/16/2005	THFT	ON THE STREET WITH MIU SAFETY CHECK VAC. USAGE LISTING 09/19/05	Curry, Janette Lee
04/11/2005	LTR	CLEAR TRAN ERROR APRIL 2ND. PAYMENT FILE NOT RECEIVED. POSSIBLE MISSING PAYMENT 30 DAY HOLD. C+C PATH STOPPED	Curry, Janette Lee
02/07/2005	COLL	tu cdv e oscar	Curry, Janette Lee
01/13/2005	COLL	MELITA / LMTC	Curry, Janette Lee
08/20/2003	COLL	melta call	Curry, Janette Lee
08/13/2003	COLL	L/M/T	Curry, Janette Lee
08/08/2003	CRU	PER PUC DECISION BCS#1124136-CUSTOMER RECEIVED 20% REDUCTION. CUSTOMER BILL ARE PRESENTLY BEING ESTIMATED. PGW MUST GET AN AMR DEVICE AT CUSTOMER RESIDENCE. COMPLAINT CLOSED	Curry, Janette Lee
04/10/2003	BIL4	C McCloskey gave permission to 28.00 in late charges	Curry, Janette Lee
09/20/2002	SER2	c/c for HH service / water temp gauge on side of HH / not covered under PLP / Radiator system	Curry, Janette Lee
08/20/2002	SER1	TURN OFF READ SCHED 8/8/02 TO SEPERATE ACCOUNTS	Curry, Janette Lee
05/16/2002	CRU	Bcs# 1124136 FAXED 4/16/02	Curry, Janette Lee
04/09/2002	COLL	CUST WILL NEED THE SAME FOR GAS TO BE TND	Curry, Janette Lee
04/09/2002	COLL	landlord needs full bill & \$70.25 turn on chg. for restoration	Curry, Janette Lee
04/05/2002	COLL	on street for shut-off 4/8/02	Curry, Janette Lee
03/05/2002	COLL	posting 3/8/2002 407.15	Curry, Janette Lee
02/26/2002	COLL	MAILED LANDLORD NOTICE	Curry, Janette Lee
02/11/2002	COLL	phone disc / no info	Curry, Janette Lee
12/20/2001	TD	Trouble Order 44033086 added for account 5113668303	Curry, Janette Lee
12/13/2001	COLL	referred to coll dept	Curry, Janette Lee
08/10/2000	HIST	Tran , Person 9000566821 (Name. CURRY, JANETTE LE) changed, person name changed.	Curry, Janette Lee
04/22/2000	LW	LIEN # 030228 JULY 14,1999--PD	Curry, Janette Lee

Change Customer Contact.

Launch Related Transaction.

BILLS FROM 01/01/1996 TO 02/05/2007

Account #: 3113668289 Customer Name: CURRY, JANETTE L  
 Customer Address: 5906 OLD YORK RD/PHILA, PA Bill Cycle: 10

5906

**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
2378988187	1754198	04/12/2006	05/12/2006	06/12/2006	5623	5685	72	Regular	\$176.31	No	Yes	\$0.00	0	\$0.00	30
2378988187	1754198	03/14/2006	04/12/2006	05/09/2006	5360	5623	263	Regular	\$555.60	No	No	\$0.00	0	\$0.00	29
2378988187	1754198	02/13/2006	03/14/2006	04/07/2006	5016	5380	344	Regular	\$722.99	No	No	\$0.00	0	\$0.00	29
2378988187	1754198	01/12/2006	02/13/2006	03/10/2006	4607	5016	409	Regular	\$904.76	No	No	\$0.00	0	\$0.00	32
2378988187	1754198	12/12/2005	01/12/2006	02/07/2006	4195	4607	412	Regular	\$881.62	No	No	\$0.00	0	\$0.00	31
2378988187	1621251	11/03/2005	12/12/2005	01/10/2006	4334	4334	317	Regular	\$663.16	No	No	\$0.00	0	\$0.00	39
2378988187	1754198	11/03/2005	12/12/2005	01/10/2006	3878	4195	317	Regular	\$663.16	No	No	\$0.00	0	\$0.00	39

C-28  
 10/17/07  
 F-01994525  
 Phila GM

  
 PHILA GM

RECEIVED

JAN 22 2008

PA PUBLIC UTILITY COMMISSION  
 SECRETARY'S BUREAU

PAYMENTS FROM 01/01/1996 TO 02/05/2007

Account #: 3113668289	Customer Name: CURRY, JANETTE L
Customer Address: 5906 OLD YORK RD/PHILA,PA	Bill Cycle: 10

**PAYMENTS**

Service Agreement ID	Pay Amount	Pay Date	Pay Status	Late Pay Charge	Utility Type	Grant Type	Pay Source Code
2378988187	\$394.04	08/31/2006	F	\$173.35	G		PPC

# HISTORY REQUEST REPORT FOR ACCOUNT # 3113668289 AND SA # 2378988187 AS OF 02/05/2007

Account #: 3113668289	SA #: 2378988187	Bill Cycle: 10	Rate Class: GS	Phone #: 3411243(216)
Name: CURRY, JANETTE L				
Address: 5908 OLD YORK RD/PHILA, PA				
Pay Agreement Indicator: N	Easyway Indicator:	CRP Status:		
Blocker Start Date: 20061108	Blocker End Date: 20081108	Meter #: 1754198		

Tran Date	Tran Type	Current AMU	Total AMU	Adjustment	Segment Start Date	Segment End Date	Read Code	End Read	Current Balance	Usage	Meter #
12/12/2005	BILL	\$663.18	\$663.18	\$0.00	11/03/2005	12/12/2005	R	4334	\$663.18	317	1621251
12/12/2005	BILL	\$663.18	\$663.18	\$0.00	11/03/2005	12/12/2005	R	4195	\$663.18	317	1754198
01/12/2006	BILL	\$861.62	\$861.62	\$0.00	12/12/2005	01/12/2006	R	4607	\$1,554.74	412	1754198
01/13/2006	LPC	\$9.94	\$9.94	\$9.94							
02/13/2006	BILL	\$904.76	\$904.76	\$0.00	01/12/2006	02/13/2006	R	5016	\$2,482.67	409	1754198
02/14/2006	LPC	\$23.17	\$23.17	\$23.17							
03/14/2006	BILL	\$722.99	\$722.99	\$0.00	02/13/2006	03/14/2006	R	5360	\$3,242.40	344	1754198
03/15/2006	LPC	\$36.74	\$36.74	\$36.74							
04/12/2006	BILL	\$555.60	\$555.60	\$0.00	03/14/2006	04/12/2006	R	5623	\$3,845.58	263	1754198
04/13/2006	LPC	\$47.58	\$47.58	\$47.58							
05/12/2006	BILL	\$176.31	\$176.31	\$0.00	04/12/2006	05/12/2006	R	5695	\$4,077.81	72	1754198
05/16/2006	LPC	\$55.92	\$55.92	\$55.92							
06/17/2006	DEPAPL	(\$246.00)	(\$246.00)	(\$246.00)							
08/17/2006	INTAPL	(\$11.89)	(\$11.89)	(\$11.89)							
08/31/2006	PAY	(\$394.04)	(\$394.04)	\$0.00							

\$ 3425.88

Action

USA... 2376908187

G2-GS, Active, GSRT

SA Savings...

Account: 0031 1366 8289 Curry, Janette L.

Effective Period: 11/03/2005 - 05/12/2006

Rate...: GSRT  General Ser Residential Tax

Territ Map:

CCDB Account:

Customer Class: 2 - Residential Heat and Domestic

Rate Class: GS - General Service

Revenue Code...:

Collection Path: RESIDENT - Residential Collection Path

Areas		Financial Summary	
0 - 30	0.00	Total Amount Due:	3,425.88
31 - 60	0.00	Regular Balance:	3,425.88
61 - 90	0.00	Late Payment Charges:	0.00
91 Up	3,425.88	Current Amount Due:	3,425.88
Total	3,425.88	Budget Enrollment Date:	
		Monthly Budget:	0.00

Premise: 5906 Old York Rd/Philadelphia, Pa

- Main
- Misc 1
- Misc 2
- Tax Exemption
- Service Points
- Contract Riders
- Interruptions
- P&L Plan
- Suppliers

Contacts for Premise: 5906 Old York Rd/Philadelphia, Pa. 19141-1806

Premise: 5906 Old York Rd/Philadelphia, Pa

Transaction History  
 Full Comments

Date	Type	Comment	Person	Follow Up
11/24/2006	CRU	Sent answer to Legal for Formal Docket F-01994525	Cury, Janette L	
11/08/2006	CRU	Customer filed formal complaint F-01994525 assigned to CRU officer for response back to Legal	Cury, Janette L	
10/26/2006	COLL	ROBIN BLACKWELL TENANT IN NORTH PHILA FOR SERVICE WILL RETURN WITH HER METER #	Cury, Janette L	
10/16/2006	COLL	GAVE RCS BASED ON CRU NOTE \$11,786.27 ALL NOTED AMOUNT \$630.00 DEP \$123.23 T/O SHE ONLY WANTS THIS GAS ON	Cury, Janette L	
10/04/2006	CRU	BCS #1994525 decision rec'd from PUC M Hirvnek 10/4/06 To have service restored at 5906 Old York Rd. Ms Cury is responsible for the balances owed at accounts: 8 0092 5513 \$3876.58, 25 6825 102 \$3730.58 and 31 1366 8289 \$3425.88	Cury, Janette L	
08/31/2006	COLL	Barbara Brunson (north philly district) call to inquire terms - needs full dep and rec	Cury, Janette L	
05/16/2006	SERV	owner of property (car) called to verify that service has been shut off; told cust it has been, she states that this acct is under complaint with PUC- nothing on acct to hold acct or shows PUC complaint - wrote up supervisor call back	Cury, Janette L	
01/19/2006	COLL	meter error list - billed to date	Cury, Janette L	
12/14/2005	BILL	CHNG METER CONSTANT TO 1.0	Cury, Janette L	
11/09/2005	BILL	customer called regarding turn/on serviceman next door at 5908 for turn/on wanted to know if this one could be turn/on today also supervisor contacted dispatch serviceman #9339	Cury, Janette L	
11/03/2005	SERV	Turn On, 11/03/2005, 800 - 1200 c	Cury, Janette L	
11/03/2005	SERV	Turn On, 11/10/2005, 800 - 1200 9939	Cury, Janette L	
10/28/2005	SERV	BPTD	Cury, Janette L	11/01/2005
10/28/2005	SERV	Turn On, 11/04/2005, 800 - 1200 TURN ON BPTD	Cury, Janette L	
10/28/2005	METR	Turn On, 11/04/2005, 800 - 1200, 11/04/2005, 800 - 1200 TURN ON BPTD	Cury, Janette L	
10/24/2005	BILL	REPEATED TERMS FOR RESTORATION TO L.A.	Cury, Janette L	
10/14/2005	BILL	INFORMED OWNER OF BOARDING HOUSE WITH TENANTS SHE NEED BALANCE 635.97+ RECONNECT FEE 123.23+ DEPOSIT 246.00 TO RESTORE SERVICE TOTAL 1005.20	Cury, Janette L	
07/28/2005	AMR	Shut off at curb for Non AMR 7-27-2005	Cury, Janette L	
07/27/2005	AMR	On street to be shut off for Non AMR	Cury, Janette L	
07/21/2005	AMR	10 DAY NO AMR CURET DEF NOTICE	Cury, Janette L	

Change Customer Contact? Launch Related Transaction?

10/17/07  
F-01994525

C-29  
Phila 9m

RECEIVED

JAN 2 2 008

PA PUBLIC UTILITY COMMISSION  
SECRETARY'S BUREAU

~~XXXXXXXXXX~~  
Page 1

Premise: 5906 Old York Rd/Philadelphia, Pa  Transaction History  Full Comments

Date	Type	Comment	Person	Follow Up
07/28/2005	AMR	Shut off at curb for Non AMR 7-27-2005	Cury, Janette L	
07/27/2005	AMR	On street to be shut off for Non AMR	Cury, Janette L	
07/11/2005	1050	10 DAY NO AMR SHUT OFF NOTICE	Cury, Janette L	
06/29/2005	1050	10 DAY NO AMR SHUT OFF NOTICE	Cury, Janette L	
04/19/2005	METR	customer has a meter exchange on 4-20-05 (ok) per JIM J 350 meter here	Cury, Janette L	
03/21/2005	SER3	meter reader here on puc visit cpi left amr notice	Cury, Janette L	
02/07/2005	COLL	tu adv e occur	Cury, Janette L	
01/27/2005	COLL	Melita left message + number	Cury, Janette L	
12/28/2004	COLL	ICDR is the landlord Needs FULL BILL < No arrs.. Melita call	Cury, Janette L	
12/10/2004	COLL	MELITA PTP	Cury, Janette L	
11/03/2004	COLL	MELITA	Cury, Janette L	
09/28/2004	MTRD	meter reader here on puc visit cpi property occupied	Cury, Janette L	
09/17/2004	COLL	MILITA CALL COR HUNG UP	Cury, Janette L	
09/01/2004	NA72	IND AMR 72 HR NOTICE	Cury, Janette L	
09/01/2004	SER3	exchange for 9/03/04	Cury, Janette L	
08/28/2004	COLL	Melita PTP	Cury, Janette L	
08/09/2004	COLL	MELITA PTP-31/60	Cury, Janette L	
07/30/2004	1050	10 DAY NO AMR SHUT OFF NOTICE	Cury, Janette L	
07/14/2004	NAMR15T	NO AMR 72 LETTER	Cury, Janette L	
03/24/2004	COLL	Melita, cus will pay balance this month	Cury, Janette L	
08/27/2003	CRU	Per PUC D. Thomas-BCS #1124136. PGW shall reduce customer's make-up bill from Oct.10,2000 to Nov. 9, 2000; the customer shall receive a 20% reduction in her make-up bill in the amount of \$273.82. Customer is responsible for payment of the outstanding balance of \$445.30, which accrued in her name at 5906 Old York Road Philadelphia, PA. Customer shall pay the outstanding balance of \$445.30 in installments of \$50.00 per month for 8 months & \$45.30 for 1 month toward the	Cury, Janette L	
08/27/2003	CRU	...amount, plus the current bills by each month's due date beginning in July 2003.. PGW shall not assess late payment charges on this outstanding balance, so long as the customer complies with the terms and conditions of this decision. Customer shall schedule an appointment with PGW to read her meter and to install an AMR device..Case Closed	Cury, Janette L	

Contact: for Premise: 5906 Old York Rd/Philadelphia, Pa 19141-1805

Address: 5906 Old York Rd/Philadelphia, Pa

Transaction History  
 Full Comments

Date	Type	Comment	Person	Follow Up
09/01/2004	NA72	NO AMR 72 HR NOTICE	Curry, Janelle L	
09/01/2004	SER3	exchange for 9/03/04	Curry, Janelle L	
08/28/2004	COLL	Media PTP	Curry, Janelle L	
08/09/2004	COLL	MEUTA,PTP,31/60	Curry, Janelle L	
07/30/2004	1050	10 DAY NO AMR SHUT OFF NOTICE	Curry, Janelle L	
07/14/2004	NAMR	15T NO AMR 72 LETTER	Curry, Janelle L	
03/24/2004	COLL	Media; cus will pay balance this month	Curry, Janelle L	
08/27/2003	CRU	Per PUC D Thomas-BCS#1124136, PGW shall reduce customer's make-up bill from Oct.10,2000 to Nov. 9, 2000, the customer shall receive a 20% reduction in her make-up bill in the amount of \$273.82. Customer is responsible for payment of the outstanding balance of \$445.30, which accrued in her name at 5906 Old York Road Philadelphia, PA. Customer shall pay the outstanding balance of \$445.30 in installments of \$50.00 per month for 8 months & \$45.30 for 1 month toward the	Curry, Janelle L	
08/27/2003	CRU	...errors, plus the current bills by each month's due date beginning in July 2003. PGW shall not assess late payment charges on this outstanding balance, so long as the customer complies with the terms and conditions of this decision. Customer shall schedule an appointment with PGW to read her meter and to install an AMR device...Case Closed.	Curry, Janelle L	
07/07/2003	BILL	entered a special allowance for \$273.82 from a money contact issued by Dennis M Pabock in cru dept contact dated 7/3/2003	Curry, Janelle L	
07/03/2003	CRU	bc# 1124136 closed 7/2/03 Thomas - per = 50 + CB for 14 months	Curry, Janelle L	
06/02/2003	COLL	left mess	Curry, Janelle L	
04/30/2002	SER3	s/o for amr install	Curry, Janelle L	
04/30/2002	BILL	cust call about the bill	Curry, Janelle L	
04/19/2002	CRU	INFORMAL COMPLAINT FILED W/PUC ON 04/16/02 - BCS #1124136...HOLD EXTENED UNTIL 04/19/03 OR UNTIL DECISION REACHED BY PUC.	Curry, Janelle L	
02/13/2001	LW	REF-2/8/01	Curry, Janelle L	
10/04/2000	BILL	Michael Holden new 3rd fl tenant in gen d.o. Explained that Owner Janelle Curry is responsible for paying in this apt house. There is a church on 1st fl and 2nd and 3rd floors.	Curry, Janelle L	

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

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

Page: 1 of 2  
Billing Date: 05/17/06  
Account Number: 3113668289

MONTHLY STATEMENT

Final Notice

GENERAL INFORMATION

From 04/12/06 thru 05/12/06  
Billing Cycle Number: 10

Account for:  
JANETTE CURRY  
305 WALNUT LN, A  
Philadelphia PA 19144

Billing Summary  
Past Due Amount \$3,845.58  
Adjustments \$55.92  
Current Charges \$176.31

Total Amount Due By  
Jun 12, 2006 **\$4,077.81**

CONTACT US

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

Web Site - www.pgworks.com

CUSTOMER SERVICE CENTERS

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

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

RECEIVED

JAN 22 2008

PA PUBLIC UTILITY COMMISSION  
SECRETARY'S BUREAU

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

The above statement shows an unpaid final billing. Prompt payment will be appreciated. If payment has been rendered, please accept our thanks.

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

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

Account Number: 3113668289  
Due Date: Jun 12, 2006  
Please Pay: \$4,077.81

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

Amount Enclosed:

JANETTE CURRY  
305 WALNUT LN, A  
Philadelphia PA 19144

C-30  
10/17/07  
F-01994525  
10/17/07 PhilaGM

Philadelphia Gas Works  
P.O. Box 17606  
Baltimore, MD 21297-1606

PGW Exhibit

L36682898000000004077811

JANETTE CURRY  
 305 WALNUT LN, A  
 Philadelphia PA 19144

Page: 2 of 2  
 Billing Date: 05/17/06  
 Account Number: 3113668289

**Account Summary**

Previous Balance	Payments Received	Balance Brought Forward	Repairs and Adjustments	Current Charges	Account Balance
\$3,845.58	\$0.00	\$3,845.58	\$55.92	\$176.31	\$4,077.81

**Current Basic Charges**

SA ID# 2378988187, 5906 OLD YORK RD  
 Rate Class: General Ser Residential Tax

**Supply Charges**

Commodity Charge 72 Ccf @ \$1.3119 .....	\$94.46
<b>Total Supply Charges .....</b>	<b>\$94.46</b>
<b>Delivery Charges</b>	
Customer Charge @ \$12.00 .....	\$12.00
Distribution Charge 72 Ccf @ \$0.66618 .....	\$47.96
Gas Cost Adjustment @ -\$0.05558 for 30 Days .....	\$4.00 CR
Weather Normalization Adjustment .....	\$14.36
<b>Total Delivery Charges .....</b>	<b>\$70.32</b>
Pa Sales Tax 7% of \$164.78 .....	\$11.53
<b>Total Current Billing Charges .....</b>	<b>\$176.31</b>

**Adjustment Detail**

Adjustments for SA ID # 2378988187

Late Payment Charge .....	\$55.92
<b>Total Adjustments .....</b>	<b>\$55.92</b>

**Meter Detail**

Meter #: 1754198

Service Point: 9972202010

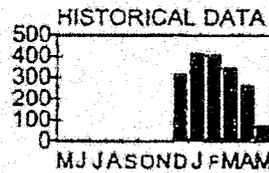
Next Meter Read: Jun 13, 2006

From			To			Difference	Usage (Ccf)	Conversion Factor	Total Therms
Date	Reading	Type	Date	Reading	Type				
04/12/2006	5623	Actual	05/12/2006	5695	Actual	72	72.00	1.038	74.75

**Energy Usage Information**

SA ID# 2378988187, 5906 OLD YORK RD  
 COMPARATIVE GAS USAGE THIS MONTH

	This Year	Last Year
Avg Daily Usage (Ccf)	2.0	0.0
Billing Days	30	0
Avg Daily Cost	\$5.88	\$0.00



**LAST 12 MONTHS**

Total Ccf 1817.00  
 Avg Ccf 151.42

Actual  
 Estimated

**Message Center**

PGW has initiated account status reporting with Trans Union. This will allow other creditors to view your credit experience with PGW. It is important for you to keep your PGW account current and in good standing. Your PGW payment records will be incorporated into your personal credit rating.

PGW Exhibit - 3

Page 2 of 6

**10-DAY SHUT OFF NOTICE**  
Your Gas Service May be Shut Off!

Because your bill is past due, we will shut off the gas to 5906 OLD YORK RD on or after 8:00 AM on 03/27/06. This notice will remain effective for 60 days. To talk about your bill or this notice, please call our office at 215-235-1777.

We will not shut off the gas if you do ONE of the following:

- Arrange to pay your past due amount of \$2,482.67.
- Pay the amount you owe on your payment plan.
- Show us a paid receipt for the past due amount.
- Make a payment arrangement or you may be eligible for a special assistance program.
- Contact us to dispute the bill.

If we shut off your gas service, you may have to pay all of the following before we turn your service on:

Past Due Amount	\$2,482.67
Security Deposit	\$300.00
Turn On Charge	\$123.23
Total	\$2,905.90

(Plus \$372.00 if we must dig up the street to shut off the gas).

**MEDICAL EMERGENCY NOTICE**

Let us know if someone living in your home is seriously ill or has a medical condition. **WE WILL NOT SHUT OFF YOUR SERVICE** provided you:

1. Have your licensed physician or nurse practitioner certify by phone or in writing that such an illness exists and that it may be aggravated if your service is shut off. Written certification is needed within 7 days: and
2. Make arrangements to pay this bill. You must provide us with household income and occupant information to determine your payment terms while protected under the medical certification.

**IMPORTANT TO KNOW - BEFORE WE SHUT OFF YOUR GAS SERVICE**

- If you have questions or need more information, please call us today at 215-235-1777. After you talk with us, if you are not satisfied, you may file a complaint with the Public Utility Commission (PUC). The PUC may delay the shutoff if you file the complaint before the shut-off date. To contact them call 1 (800) 692-7380 or write to: Pennsylvania Public Utility Commission, Box 3265, Harrisburg, PA 17105-3265.
- If you have a valid Protection From Abuse order from a court, there are additional protections available to you. Call us immediately at 215-235-1777. You will be required to provide us with a copy of the order.

- You may be eligible for a payment agreement or special assistance programs. Call 215-235-1777 right away to provide us with household income and occupant information. Documentation of your income may be required, such as pay stubs or tax documents.
- Call us if your landlord pays your utility bill. You have certain legal protections.
- If you have trouble understanding or speaking English call us for free interpretation.
- If your service is shut off, you may be required to pay any additional bills that have become past due to restore your service.
- All adult occupants of the premise whose names are on the mortgage, deed or lease are considered the 'customer' and are responsible for payment of the bill.
- If service is shut off ANY adult occupant who has been living at the premise may have to pay all or portions of this bill to have service restored.
- If your service is shut off, you must contact us after your payment has been made to be sure you have met all conditions to have the service turned back on and to arrange access to your premises. It may take up to seven days to have your service restored.

**WINTER SHUT OFF PROVISIONS Dec. 1-March 31**

- Contact us before the shut off date to give us household and occupant information to see if you qualify for any assistance programs.
- If you are low income there are special rules about whether we may shut off your gas in the winter. Add together the monthly income in your household. Look at the chart below to determine your group. You may need to provide us with proof of income.
- If your income is 150% of the federal poverty guidelines or below, we must first ask the PUC for permission to shut off your service. We will notify you prior to shutting off service if we ask the PUC for permission to terminate your gas service.
- If your income is above 150% but does not exceed 250% of the federal poverty guidelines, we will not shut off your service if one of these conditions apply to you:
  1. Someone in your household is 12 or younger or 65 or older; or
  2. You have paid at least one-half of your last two monthly gas bills; or
  3. If over the last two months you have paid at least 15% of your household income toward the gas bills.

Federal Poverty Guidelines (FPG) 2006		
Household Size including children	Your household income is 150% of the FPG or below if it is:	Your household income is 151%- 250% of the FPG if it is:
1	\$1,225 or less	\$1,226 - \$2,042
2	\$1,650 or less	\$1,651 - \$2,750
3	\$2,075 or less	\$2,076 - \$3,458
4	\$2,500 or less	\$2,501 - \$4,167
Each additional person	Add \$425	Add \$426-\$708



JANETTE CURRY  
305 WALNUT LN A  
Philadelphia, PA 19144

- If we shut off your service during the winter months (between December 1 and March 31) we will restore your service within 24 hours of your meeting all requirements to have service reconnected. Where street digging is required, it may take up to 7 days.

**AVISO DE CORTE DE SERVICIO EN 10 DÍAS**  
¡Podrían cortarle el servicio de gas!

Debido a que su cuenta está retrasada, le vamos a cortar el servicio de gas en la dirección 5906 OLD YORK RD a las 8:00 a.m. o más tarde el día 03/27/06. Este aviso tiene vigencia por 60 días. Para hablar acerca de su cuenta o de este aviso, llame a nuestras oficinas al 215-235-1777.

No le cortaremos el gas si hace UNA de las siguientes cosas:

- Hacer arreglos para pagar la cantidad vencida de \$2,482.67.
- Pague la cantidad que debe en su plan de pagos.
- Mostramos un recibo de que pagó la cantidad vencida.
- Hacer un arreglo de pagos o determinar si califica para inscribirse en un programa de asistencia especial.
- Llámarnos para disputar la cuenta.

Si le cortamos el servicio de gas, es posible que tenga que pagar todo lo siguiente para que se lo reconectemos:

Cantidad que debe	\$2,482.67
Depósito de garantía	\$300.00
Cargo de reconexión	\$123.23
Total	\$2,905.90

(Más \$372.00 si tenemos que hacer alguna excavación en la calle para cortar el servicio de gas)

**AVISO SOBRE EMERGENCIA MÉDICA**

Avísenos si alguien que vive en su casa está gravemente enfermo o padece una enfermedad. **NO LE CORTAREMOS EL SERVICIO** siempre y cuando:

1. Un médico autorizado para ejercer o una enfermera practicante declare por teléfono o por escrito que existe dicha enfermedad y que la misma podría empeorar si le cortan el servicio. La declaración escrita se requiere en un plazo de 7 días; y
2. Haga arreglos para pagar esta cuenta. Deberá proporcionarnos información sobre el ingreso de la familia y los ocupantes de la casa para determinar sus términos de pago mientras esté bajo el amparo de la declaración médica.

**IMPORTANTE - ANTES CORTARLE EL SERVICIO DE GAS**

- Si tiene más preguntas o necesita más información, llámenos hoy mismo al 215-235-1777. Si no queda satisfecho después de hablar con nosotros, puede presentar una queja ante la Comisión de Servicios Públicos (PUC). La PUC puede demorar la fecha del corte si usted presenta la queja antes de ese día. Para comunicarse con ellos llame al 1 (800) 692-7380 o envíe una carta a: Pennsylvania Public Utility Commission, Box 3265, Harrisburg, PA 17105-3265.
- Si actualmente está protegido por una orden de Protección contra abuso emitida por un tribunal, entonces también lo amparan otras protecciones. Llámenos inmediatamente al 215-235-1777. Nos tendrá que proporcionar una copia de la orden.
- Es posible que usted califique para un arreglo de pagos o para programas especiales de asistencia. Llame al 215-235-1777 inmediatamente para proporcionarnos la información sobre el ingreso de la familia y la cantidad de ocupantes. Posiblemente sea necesario que nos proporcione documentación, como por ejemplo, talonarios de pago o documentos de los impuestos.
- Llámenos si su arrendador paga su cuenta de luz y gas pues en ese caso usted tiene ciertos amparos legales.
- Si no entiende bien inglés o no lo habla, llámenos para que le proporcionemos interpretación gratuita.

- Si le cortan el servicio, es posible que tenga que pagar cualquier otra cuenta pendiente que tenga para que le restauren el servicio.
- Todos los ocupantes adultos de la casa cuyo nombre aparece en la escritura o contrato de arrendamiento se consideran como 'cliente' y tienen la obligación de pagar la cuenta.
- Si le cortan el servicio CUALQUIER adulto ocupante que haya vivido en la residencia tendrá que pagar todo o parte de esta cuenta para que le restauren el servicio.
- Si le cortan el servicio, tendrá que contactarnos después de que pague para que podamos asegurarnos de que haya cumplido todos los requisitos para que le restauren el servicio y para hacer una cita con el fin de que tengamos acceso a su residencia. La restauración de su servicio podría tardar hasta siete días.

**DISPOSICIONES PARA EL CORTE DURANTE EL INVIERNO**

- 1 de diciembre al 31 de marzo

- Comuníquese con nosotros antes de la fecha de corte para proporcionarnos la información sobre ingresos de la familia y cantidad de ocupantes para determinar si califica para uno de los programas de asistencia.
- Si su familia percibe pocos ingresos, hay reglas especiales con respecto al corte del servicio de gas durante el invierno. Sume el ingreso mensual de todos los integrantes de su familia. En el cuadro que se presenta a continuación, determine a cuál grupo pertenecen. Es posible que nos tenga que proporcionar comprobantes de ingresos.
- Si su ingreso es el 150% de las pautas federales de pobreza o menos, primero tendremos que pedirle permiso a la PUC para cortarle el servicio. Le avisaremos antes de cortarle el servicio si le pedimos autorización a la PUC para desconectarle su servicio de gas.
- Si su ingreso es más del 150% pero no excede el 250% de las pautas federales de pobreza, no le cortaremos el servicio si en su caso corresponde una de las siguientes situaciones:
  1. Alguien de su casa es menor de 12 años o mayor de 65 años de edad.
  2. Usted ya pagó por lo menos la mitad de sus últimas dos cuentas del gas.
  3. Si a lo largo de los últimos dos meses ha pagado por lo menos el 15% del ingreso de su familia contra las cuentas del gas.

Directrices de Pobreza Federal (DPF) 2005		
Número de integrantes del hogar, incluyendo menores	El ingreso de la familia DPF o menor si es:	El ingreso de la familia es del 151-250% del de las DPF si es:
1	\$1,225 o menos	\$1,226 - \$2,042
2	\$1,650 o menos	\$1,651 - \$2,750
3	\$2,075 o menos	\$2,076 - \$3,458
4	\$2,500 o menos	\$2,501 - \$4,167
Por cada persona adicional	Añádanse \$ 425	Añádanse \$426-\$708

- Si le cortamos el servicio durante los meses de invierno (entre el 1 de diciembre y el 31 de marzo) le restauraremos el servicio en un plazo de 24 horas si satisface todos los requisitos para la reconexión del servicio. Si se requiere excavación de la calle, podría tardar hasta 7 días.

Event: 5596 - 04/01/2006

Action

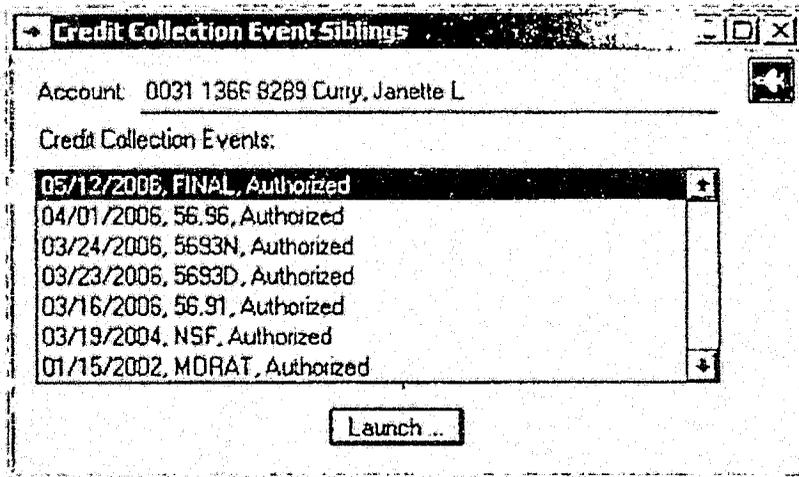
C&C Event: 119182936

C&C Event Settings

Results	
Result	NPSO Disconnect
Status	Authorize
Date	05/12/2006
Time	4:20 pm
Employee ID	7274

Mon

Results



PGW Exhibit - 3

Page 6 of 6

Account JetSearch: Curry, Janette Lee (Old)

Name... Curry, Janette Lee

Address... 301 E Walnut Ln, 3r/Philadelphia, Pa  Street...

Account: 0051 1366 8303

Phone: 215 549 1983

Open JetSons

Potential JetSons

- Account
- Account Financial History
- Account Letters
- Adjustment - Miscellaneous
- Adjustment - Transfer
- Bill Calculation Lines
- Bill Header
- Bill Segments

Alerts

- Lien, Miu S/O (Didyoikrd) Formal
- Cash Only Account
- Person is under Revenue Protection
- Last Contact 09/13/2007
- Mailing address on account
- Person is main customer on 4 accounts
- 3 USAs for account
- Pending fina' payment

Account / Person Information

Description	Value
Total arrears 0-30	15.09
31-60	14.91
61-90	15.04
91+	179.16
Bill cycle	13
Credit rating	20
Deposit current amt	0.00
Next bill date	10/19/2007
Non-utility arrears 0-30	0.00
31-60	0.00

*Exhibit 10*

*6 Pages*

*10/17/07*

*F01994528*

*Phila GM*

**RECEIVED**

JAN 22 2008

PA PUBLIC UTILITY COMMISSION  
SECRETARY'S BUREAU

Contacts for Account: Curry, Janette Lee

Account: 0051 1366 8303 Curry, Janette Lee

Transaction History  
 Full Comments

Date	Type	Comment	Person
08/14/2007	ZUR	zero usage listing. ... minimal usage OK, per field visit, this should be designated Office not 3R, request was sent to AMD per previous contact to change from 3R to Office.	Curry, Janette Lee
07/23/2007	DRU	Dispute received on 07/23/2007 closed on 7/23/2007 10:35:21 AM. Resolution: Per field visit on 07/20/07 meter #1973858 meter reading 0639 is for office at rear of premise on ground level gas appliances is space heater only BTU Max. 30,000 / BTU Minimal 7,000 & no hot water in office bath room / referred to AMD to change designation from 3R to Office / the 3R Apt is all Electric /	
07/23/2007	DRU	Dispute received on 07/23/2007 regarding Trace meter & piping	
07/18/2007	BILL	Field visit schedule for 07/20/2007	Curry, Janette Lee

Change Customer Contact... Launch Related Transactions.

3R Apt. is all Electric

Office is on ground level in rear of building. Only

**Customer Contact: Dru Dispute** X

Date:  Time:  Source: JetSearch Related Tran:  
CC Type:  Created: 07/23/2007 at 10:35:24 am by DMEGILL  
Area:  Changed: at by  
 Surveyable Auto Delete Date:  Class: Inquiry

Comments: heater only BTU Max. 30,000 / BTU Minimal 7,000 & no hot water in office bath room / referred to AMC to change designation from 3R to Office / the 3R Apt is all Electric /

Letter  
Status: Print Date Run Number Reprint   
Template:

Review List Ticker  
Follow Up   to Review Group  to User  
Priority

Account:      
Premise:  
Person:

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

Page: 1 of 2  
Billing Date: 09/20/07  
Account Number: 5113668303

**MONTHLY STATEMENT**

From 08/20/07 thru 09/19/07  
Billing Cycle Number 13

Account for:  
janette curry  
305 E WALNUT LANE, A  
PHILA. PA 19144-1033

Billing Summary

Past Due Amount \$209.11  
Adjustments \$3.09  
Current Charges \$12.00

Total Amount Due By  
Oct 15, 2007 **\$224.20**

**GENERAL INFORMATION**

CONTACT US

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

Web Site - [www.pgworks.com](http://www.pgworks.com)

CUSTOMER SERVICE CENTERS

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

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

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

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

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

Account Number: 5113668303  
Due Date: Oct 15, 2007  
Please Pay: \$224.20

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

Amount Enclosed:

|||||  
janette curry  
305 E WALNUT LANE, A  
PHILA. PA 19144-1033

|||||  
Philadelphia Gas Works  
P.O. Box 11700  
Newark, NJ 07101-4700

janette curry  
 305 E WALNUT LANE, A  
 PHILA. PA 19144-1033

Page: 2 of 2  
 Billing Date: 09/20/07  
 Account Number: 5113668303

Account Summary	Previous Balance	Payments Received	Balance Brought Forward	Repairs and Adjustments	Current Charges	Account Balance
	\$209.11	\$0.00	\$209.11	\$3.09	\$12.00	\$224.20

**Current Basic Charges**

SA ID# 5874333973, 301 E WALNUT LN, 3R  
 Rate Class General Service Residential

Supply Charges

Commodity Charge 0 Ccf @ \$1.14318 .....	\$0.00
<b>Total Supply Charges .....</b>	<b>\$0.00</b>

Delivery Charges

Customer Charge @ \$12.00 .....	\$4.40
Distribution Charge 0 Ccf @ \$0.6931 .....	\$0.00
Gas Cost Adjustment @ -\$0.07067 for 11 Days .....	\$0.00
<b>Total Delivery Charges .....</b>	<b>\$4.40</b>

Supply Charges

Commodity Charge 0 Ccf @ \$1.08106 .....	\$0.00
<b>Total Supply Charges .....</b>	<b>\$0.00</b>

Delivery Charges

Customer Charge @ \$12.00 .....	\$7.60
Distribution Charge 0 Ccf @ \$0.65527 .....	\$0.00
Gas Cost Adjustment @ -\$0.06998 for 19 Days .....	\$0.00
<b>Total Delivery Charges .....</b>	<b>\$7.60</b>

<b>Total Current Billing Charges .....</b>	<b>\$12.00</b>
--------------------------------------------	----------------

**Adjustment Detail**

Adjustments for SA ID # 5874333973

Late Payment Charge .....	\$3.09
<b>Total Adjustments .....</b>	<b>\$3.09</b>

**Meter Detail**

Meter #: 1973858

Service Point: 9972361418

Next Meter Read: Oct 18, 2007

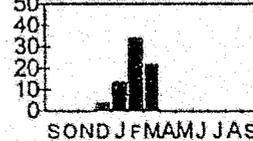
From Date	From Reading	Type	To Date	To Reading	Type	Difference	Usage (Ccf)	Conversion Factor	Total Therms
08/20/2007	638	Actual	09/19/2007	638	Actual	0	0.00	1.034	0.00

**Energy Usage Information**

SA ID# 5874333973, 301 E WALNUT LN, 3R  
 COMPARATIVE GAS USAGE THIS MONTH

	This Year	Last Year
Avg Daily Usage (Ccf)	0.0	0.0
Billing Days	30	32
Avg Daily Cost	\$0.40	\$0.38

HISTORICAL DATA



LAST 12 MONTHS

Total Ccf	74.00
Avg Ccf	6.17

Actual  
 Estimated

**Message Center**

Effective Sept. 1, 2007 PGW rates have changed. Commodity Charge decreased to \$1.08106 per CCF. Gas Cost Adjustment increased to \$(0.06998) per CCF. Distribution Charge decreased to \$0.65527 per CCF. The changes will decrease the typical residential heating bill by about \$91.32 a year.

Account Financial History: Curry, Janette Lee



Help

Account: 0051 1366 8303 Name: Curry, Janette Lee

Trans Date	Type	Service	Actual Amount	Actual Balance	Current Amount	Current Balance	Deposit on Hand
05/20/2007	BILL	IU	12.00	224.20	12.00	224.20	0.00
03/26/2007	LPC	IU	3.05	212.20	3.05	212.20	0.00
03/21/2007	BILL	IU	12.00	209.11	12.00	209.11	0.00
04/23/2007	LPC	IU	2.91	197.11	2.91	197.11	0.00
04/14/2007	PAY	IU	-12.00	194.20	-12.00	194.20	0.00
07/24/2007	PAY	IU	-12.00	206.20	-12.00	206.20	0.00
07/23/2007	BILL	IU	12.00	218.20	12.00	218.20	0.00
06/23/2007	LPC	IU	3.04	206.20	3.04	206.20	0.00
06/22/2007	PAY	IU	-12.00	203.16	-12.00	203.16	0.00
06/21/2007	BILL	IU	12.00	215.16	12.00	215.16	0.00

Financial Details

Account Financial History: Curry, Janette Lee



Help

Account: 0051 1366 8303 Name: Curry, Janette Lee

Trans Date	Type	Service	Actual Amount	Actual Balance	Current Amount	Current Balance	Deposit on Hand
06/21/2007	BILL	IU	12.00	215.16	12.00	215.16	0.00
05/22/2007	BILL	IU	12.00	203.16	12.00	203.16	0.00
05/21/2007	PAY	IU	-50.00	191.16	-50.00	191.16	0.00
04/23/2007	BILL	IU	12.00	241.16	12.00	241.16	0.00
04/19/2007	PAY	IU	-70.00	229.16	-70.00	229.16	0.00
03/22/2007	BILL	IU	49.49	295.16	49.49	295.16	0.00
03/02/2007	ALLOWS	IU	-100.00	249.67	-100.00	249.67	0.00
02/22/2007	BILL	IU	69.38	349.67	69.38	349.67	0.00
02/22/2007	INSFCHA	IU	20.00	260.29	20.00	260.29	0.00
01/24/2007	INSFPAY	ImU	0.00	260.29	0.00	260.29	0.00

Financial Details

Account Financial History: Curry, Janette Lee



Help

Account: 0051 1366 8303 Name: Curry, Janette Lee

Trans Date	Type	Service	Actual Amount	Actual Balance	Current Amount	Current Balance	Deposit on Hand
02/22/2007	BILL	IU	69.38	349.67	69.38	349.67	0.00
01/22/2007	INSFCHA	IU	20.00	280.29	20.00	280.29	0.00
01/22/2007	INSFPAY	ImU	0.00	260.29	0.00	260.29	0.00
01/22/2007	CAMP	IU	12.00	260.29	12.00	260.29	0.00
01/22/2007	XFER	IU	215.45	248.29	215.45	248.29	0.00
01/22/2007	LPCWAVE	IU	29.31	463.74	29.31	463.74	0.00
01/22/2007	LPCWAVE	IU	-60.24	493.05	-60.24	493.05	0.00
01/22/2007	XFER	IU	292.84	553.29	292.84	553.29	0.00
01/22/2007	XFER	IU	-292.84	260.45	-292.84	260.45	0.00
01/24/2007	BILL	IU	39.93	553.29	39.93	553.29	0.00

Financial Details

Contacts for Account: Curry, Janette Lee

Account: 0002 5888 5102

Curry, Janette Lee

Transaction History  
 Full Comments

Date	Type	Comment	Person
07/16/2007	BILL	Hand delivery report to Ann Cromley 07/23/07 & hand delivery report today for the second time to Ann Cromley	Curry, Janette Lee
07/23/2007	IDRU	Dispute received on 07/23/2007 closed on 7/23/2007 11:05 14 AM. Resolution: Per field visit on 07/20/07 for meter #1495459 meter reading 2420 is for HH & AWH.	
07/23/2007	IDRU	Dispute received on 07/23/2007 regarding Trace meter & piping	
07/18/2007	BILL	Field visit schedule for 07/20/2007	Curry, Janette Lee
06/29/2007	BILL	Call COR no answer left message to call back to schedule field visit	Curry, Janette Lee
06/19/2007	BILL	Call Mrs. Curry yesterday to schedule field visit & Mrs. Curry said that she have to call me back to reschedule field visit	Curry, Janette Lee
06/15/2007	CRU	Ms. Curry called me on Tuesday, 6/12/07 to set up the field visit again. I called DRU and spoke to Mike Chavvria and he will assign the job to a rep. I asked him to have the rep get back to me. I called Mike today to see if the job has been assigned. Waiting for a response back.	Curry, Janette Lee
06/15/2007	CRU	REiter to write up at 5906 Old York. A hearing was held on 6/4/07 and Ms. Curry was advised again by the court that PGW must get into the apartments at this property and at 5906 Old York.	Curry, Janette Lee
06/04/2007	CRU	PUC Formal Docket # F 01934525 (2) filed on 11/3/2006 12:00:00 AM	
03/26/2007	BILL	Per field visit on 03/23/07 for meter #1495459 meter read "1972" gas appliances are ( HH 198,000 BTU & AWH 36,000 BTU - 50 gallon AWH) I ask Mrs. Curry could I check the 2F. & 3F Apt. she said no because she never made arrangement with tenant for 2F1 & 3F1 / also meter #1506240 read "5237" was off/	Curry, Janette Lee
03/26/2007	BILL	On 03/23/07 I Call Mrs. Curry at 8AM & instructed her that I will be at premise in about 20 to 30 minute she said OK/arrived at premise at 8:22AM waited for Mrs. Curry from 8:22 AM to 9:20 AM at about 8:45 the tenant for 5908 said Mrs. Curry was there & waited an minute & left I then call Mrs. Curry & she said she was close by & will be right there & then Mrs. Curry call me back about 5 to 10 minute later & said she was having car problem & for me to wait for her	Curry, Janette Lee
03/19/2007	CRU	Ms. Curry did call me in the morning and I contacted DRU to set up field visit. Field visit is set up. I also told Ms. Curry to call me back so we can discuss the bills. Waiting for her call. I did waive tpc and entered the agreement per formal settlement.	Curry, Janette Lee
03/19/2007	BILL	Per field visit on 03/19/2007. Call COR on 02/09/07 & the COR	Curry, Janette Lee

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

*Exhibit # 11*

*10/17/07*

*F-01994525*

*Phila GM*

RECEIVED

JAN 9 2 308

PA PUBLIC UTILITY COMMISSION  
 SECRETARY'S BUREAU

Contacts for Account: Curry, Janette Lee

Account: 0002 5888 5102

Curry, Janette Lee

Transaction History

Full Comments

Date	Type	Comment	Person
03/19/2007	CRU	Ms. Curry did call me in the morning and I contacted DRU to set up field visit. Field visit is set up I also told Ms. Curry to call me back so we can discuss the bills. Waiting for her call. I did waive ipc and entered the agreement per formal settlement.	Curry, Janette Lee
03/19/2007	BILL	Per field visit on 02/08/2007 I call COR on 02/08/07 & the COR cancel the order	Curry, Janette Lee
02/22/2007	PAY	1-16-07/475.00 PYMNT NSF/ NO 20.00 SERVICE FEE CHARGE DUE TO PYMNT MADE WITH MULTI ACCTS ON CHECK # 5715	Curry, Janette Lee
02/22/2007	CRU	Formal Complaint investigation shows a bill from RPU from 5908 Old York Road. 4/14/05 to 9/19/05 was transferred to 301 E Walnut I transferred this bill back to 5908 Old York Road. Waived late payment charges for this bill from 301 E Walnut St	Curry, Janette Lee
02/07/2007	CRU	Spoke to Ms Curry today and we set up a field visit for 5906, 5908 old York and 103 E Walnut Lane, 3F for Friday 2/9/07. Also Attended a hearing on 2/6/07. Per hearing we are in process of investigation. Formal is open	Curry, Janette Lee
02/07/2007	CRU	Formal complaint is open involves 5906 and 5908 both properties. Investigation ongoing.	Curry, Janette Lee
11/29/2006	COLL	melita, answer machine.	Curry, Janette Lee
10/04/2006	CRU	BCS #1994525 decision rec'd from PUC M Hrivnak 10/4/06. To have service restored at 5906 Old York Rd, Ms Curry is responsible for the balances owed at accounts: 8 0092 5513 \$3876.59, 25 8005 102 \$3730.58 and 31 1366 8289 \$3425.88.	Curry, Janette Lee
09/06/2006	SERO	Bill Paid Turn On, 09/07/2006, 1200 - 1600 9/7/06 PM	Curry, Janette Lee
08/31/2006	SERO	Bill Paid Turn On, 09/02/2006, 1200 - 1600 turn on ok'd per Linda Peera CRU	Curry, Janette Lee
08/31/2006	COLL	turn on ok by Linda Peera CRU	Curry, Janette Lee
08/31/2006	CRU	cru- open puc complaint - report sent 6/06 - no decision rendered as of yet - shut off due to no hold on account - okay for turn on for this address only - 5908 old york rd	Curry, Janette Lee
07/26/2006	COLL	MELITA///ANSWERING MACHINE	Curry, Janette Lee
07/20/2006	BILLS	Closed high bill no response for COR	Curry, Janette Lee
07/12/2006	BILL	Call COR left message PGW need to schedule field visit also mailed DRU letter explaining that PGW need to schedule field visit	Curry, Janette Lee
06/13/2006	CRU	BCS #1994525 sent report to PUC for decision,....Ms Curry has	Curry, Janette Lee

Change Customer Contact

Launch Related Transaction

Contacts for Account: Curry, Janette Lee

Account: 0002 5888 5102

Curry, Janette Lee

Transaction History

Full Comments

Date	Type	Comment	Person
		Investigation Formal is open	
02/07/2007	CRU	Formal complaint is open involves 5906 and 5908 both properties. Investigation ongoing	Curry, Janette Lee
11/29/2006	COLL	melita answer machine	Curry, Janette Lee
10/04/2006	CRU	BCS #1994525 decision rec'd from PUC M Hrivnak 10/4/06. To have service restored at 5906 Old York Rd, Ms Curry is responsible for the balances owed at accounts: 8 0092 5513 \$3876 58, 25 8885 102 \$3730 58 and 31 1366 8289 \$3425 88	Curry, Janette Lee
09/06/2006	SERO	Bill Paid Turn On. 09/07/2006, 1200 - 1600 9/7/06 PM	Curry, Janette Lee
08/31/2006	SERO	Bill Paid Turn On. 09/02/2006, 1200 - 1600 turn on ok'd per Linda Peiera CRU	Curry, Janette Lee
08/31/2006	COLL	turn on ok by Linda Peiera CRU	Curry, Janette Lee
08/31/2006	CRU	cru open puc complaint - report sent 6/06 - no decision rendered as of yet - shut off due to no hold on account - okay for turn on for this address only - 5908 old york rd	Curry, Janette Lee
07/26/2006	COLL	MELITA///ANSWERING MACHINE	Curry, Janette Lee
07/20/2006	BLS	Closed high bill no response for COR	Curry, Janette Lee
07/12/2006	BILL	Call COR left message PGW need to schedule field visit also mailed DRU letter explaining that PGW need to schedule field visit	Curry, Janette Lee
06/13/2006	CRU	BCS #1994525 sent report to PUC for decision.....Ms Curry has various accounts with unpaid balances. These are landlord/tenant properties. We recommend that she pay these account balances in full to avoid adverse action on her credit report as well as future collection activity	Curry, Janette Lee
06/13/2006	CRU	cont. service was disconnected for non-payment at the curb, not dug, on 4/14/05. Per her complaint, Ms Curry stated that it was unfair to shut off the service. The balance on 4/14/05 was \$4461.04. Ms Curry received the 56.91 notice as well as the 56.93F notice prior to the shut off. At a safety check performed by MILU on 9/19/05, the service was found on after the original shut off. On that date the service was shut off. Ms Curry had the service restored on 11/23/05.	Curry, Janette Lee
12/01/2005	SERO	Turn Off (AMF), 12/01/2005 scheduled turn off	Curry, Janette Lee
11/03/2005	BILL	cont turn on	Curry, Janette Lee
11/01/2005	SERO	CC TO CONFIRM TURN ON	Curry, Janette Lee
10/28/2005	SERO	Turn On, 11/03/2005, 800 - 1200 bpto	Curry, Janette Lee

Change Customer Contact

Launch Related Transaction...

Name...

Address...   Street...

Account:

Phone:

- Alerts
- ✦ Lien Formal
  - Cash Only Account
  - ✦ Broken negotiated agreement
  - Person is under Revenue Protection
  - ✦ Last Contact 07/23/2007
  - ✦ Mailing address on account
  - ✦ Person is main customer on 4 accounts
  - ✦ 1 USA for account

Open JetSons

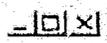
Account / Person Information

Description	Value
Total arrears 0-30	231.34
31-60	228.75
61-90	192.96
91+	6,431.57
Bill cycle	08
Credit rating	24
Deposit current amt	0.00
Next bill date	11/13/2007
Non-utility arrears 0-30	0.00
31-60	0.00

Potential JetSons

- ✦ Account
- ✦ Account Financial History
- ✦ Account Letters
- ✦ Adjustment - Miscellaneous
- ✦ Adjustment - Transfer
- ✦ Bill Calculation Lines
- ✦ Bill Header
- ✦ Bill Segments

Contacts for Account: Curry, Janette Lee



Account: 0002 5898 5102

Curry, Janette Lee

Transaction History

Full Comments



Date	Type	Comment	Person
07/23/2007	DRU	Dispute received on 07/23/2007 closed on 7/23/2007 11:05:14 AM. Resolution: Per field visit on 07/20/07 for meter #1495459 meter reading 2420 is for HH & AWH.	
07/23/2007	DRU	Dispute received on 07/23/2007 regarding Trace meter & piping	
07/18/2007	BILL	Field visit schedule for 07/20/2007	Curry, Janette Lee
06/29/2007	BILL	Call COR no answer left message to call back to schedule field visit	Curry, Janette Lee
06/19/2007	BILL	Call Mrs. Curry yesterday to schedule field visit & Mrs. Curry said that she have to call me back to reschedule field visit	Curry, Janette Lee
06/15/2007	CFU	Ms. Curry called me on Tuesday, 6/12/07 to set up the field visit again. I called DRU and spoke to Mike Chavveria and he will assign the job to a rep I asked him to have the rep get back to me. I called	Curry, Janette Lee

Change Customer Contact...

Launch Related Transaction...

Premise... 5908 Old York Rd,2/Philadelphia,Pa

- Transaction History
- Full Comments

Date	Type	Comment	Person
07/23/2007	BILL	Per field visit on 07/20/07 meter #1506240 meter reading 5237 the gas meter was off & there is an gas range in the 2Fl Apt.	
10/25/2005	SERV	GAVE WANDA SEAWRIGHT ACCT 4113139724 RES LETTER CREDIT FOR THIS APT SHE HAS W/O SHE NEEDS \$50.00 DEPOSIT -- CUST UPSET NO HEAT -- PER HER LEASE LL PAYS FOR HEATING WHICH THAT METER HAS THEFT ON IT -- CUST GOING TO PUC WANTS LETTER TO STATEWE DENYING HEAT AND WE ARE NOT HER LL IS -- SHE HAS TO GO TO TENANTS RIGHTS OR LEGAL AID WITH HER LEASE STATING LL NOT PROVIDING HEAT NOT THAT PGW DENYING HEAT - SHE IS ON 2F AND THAT IS A NON HEAT ACCT -	Soft Off 998

Change Customer Contact... Launch Related Transaction..

Name...

Address...

Account:

Phone:

Alerts

- ★ Last Contact 07/23/2007
- ★ Mailing address on account
- ★ 1 USA for account

Open JetSons

Potential JetSons

- ★ Invoice
- ★ Letter Print
- ★ Loan
- ★ Meter Read Query
- ★ Non Cash Deposit
- ★ Normal Trouble Order Initiation
- ★ Payment
- ★ Payment Arrangement

Account / Person Information

Description	Value
Total arrears 0-30	19.61
31-60	19.54
61-90	17.66
91+	148.12
Bill cycle	08
Credit rating	21
Deposit current amt	0.00
Next bill date	11/13/2007
Non-utility arrears 0-30	0.00
31-60	0.00

Contacts for Account: Scott, Michele L

Account: 000 2712 7367      Scott, Michele L       Transaction History       Full Comments

Date	Type	Comment	Person
07/23/2007	BILL	Per field visit on 07/20/07 gas appliance is range only	Scott, Michele L
05/21/2007	SERV	MELITA AMR//PHONE NOT IN SERVICE	Scott, Michele L
03/26/2007	BILL	Per field visit on 03/23/07 the owner said i can't check the 3FL or 2FL because no attengement were made with tenant/meter # 1492195 read "4432"	Scott, Michele L
12/22/2006	SERV	Turn On. 12/24/2006. 1600 - 2000 cot in gedo issu turn on no deposit needed	Scott, Michele L

Action

Premise 5908 Old York Rd, 3/Philadelphia, Pa

Service Points

SP id	Type	Status
9872202015	G-GS	Conn

Meter.. MTR 1492195  Int 985488 SCHLUMB/L175

SP id	Type	Status
9872202015	G-GS	Conn

Measuring Components

MC id	UCM	HTU	TOD	Register Code
474349	CCF	+		

Add Meter Read...

Meter Read History For SP. Conn On G-GS, GSR, MTR 1492195, 10/11/07 4456.0000 CCF R N

Meter	Read Date/Time	Reading	Low Limit	High Limit	Tp/RC	UOM	TOD	Source
MTR 1492195	10/11/2007 08:59	4456.0000	4450.0000	5044.0000	N / R	CCF		Amr Read
MTR 1492195	09/12/2007 10:24	4453.0000	4448.0000	4943.0000	N / R	CCF		Amr Read
MTR 1492195	08/13/2007 14:05	4450.0000	4448.0000	4732.0000	N / R	CCF		Amr Read
MTR 1492195	07/20/2007 10:42	4448.0000	4444.0000	4539.0000	N / S	CCF		Meter Rd
MTR 1492195	07/13/2007 09:06	4448.0000	4444.0000	4765.0000	N / R	CCF		Amr Read
MTR 1492195	06/13/2007 09:05	4444.0000	4441.0000	4907.0000	N / R	CCF		Amr Read
MTR 1492195	06/14/2007 02:55	4441.0000	4435.0000	4972.0000	N / R	CCF		Amr Read
MTR 1492195	04/13/2007 09:03	4435.0000	4422.0000	5876.0000	N / R	CCF		Amr Read
MTR 1492195	03/23/2007 07:36	4432.0000	4422.0000	4692.0000	N / S	CCF		Meter Rd

Meter Read Maintenance..

Action Launch

USA 3750197745

G2-GS, Active, GSR

Account: 0002 5898 5102 Curry, Janette Lee

Effective Period: 09/07/2006 -

Rate:   General Service Residential

Tariff Map:

CCOB Account:

Customer Class: 2 - Residential Heat and Domestic

Rate Class: GS - General Service

Revenue Code:

Collection Path: T/L PATH - Tenant Landlord Path

Arrears	
0 - 30	231.34
31 - 60	228.75
61 - 90	192.96
91 Up	6,431.57
<b>Total:</b>	<b>6,853.28</b>

Financial Summary	
Total Amount Due	7,084.62
Regular Balance	6,885.93
Late Payment Charges:	198.69
<b>Current Amount Due:</b>	<b>7,084.62</b>
Budget Enrollment Date:	
Monthly Budget:	0.00

Private: 5908 Old York Rd/Philadelphia, Pa

- Main
- Misc 1
- Misc 2
- Tax Exemption
- Service Points
- Contract Riders
- Interruptions
- P&L Plan
- Suppliers

Specific Service Agreement Statement of Account SA- 3758197745

Customer Name	JANETTE CURRY	From Date	11/2005	To Date	10/17/2007
Service address	5908 OLD YORK RD PHIL, PA 191411806	Account Number	258885102	SA Number	3758197745
		Meter	1495459	Rate	GS

STATEMENT

Transaction Date	Type	Reading	Code	Reading	# of Days	CCF Usage	Average CCF/Days	Heating DDD's	Payment Type	Due Date	Transaction Amount	Current Balance	Actual Balance
10/12/2006	BILL	42	R	34	42	1.24	0.00	61		11/06/2006	\$88.96	\$88.96	\$88.96
11/13/2006	LPC					0.00	0.00				\$1.33	\$90.29	\$90.29
11/13/2006	BILL	137	R	29	95	3.28	3.28	388		12/06/2006	\$180.12	\$270.41	\$270.41
12/13/2006	LPC					0.00	0.00				\$4.03	\$274.44	\$274.44
12/13/2006	BILL	441	R	33	304	9.21	9.21	566		01/10/2007	\$590.01	\$864.45	\$864.45
01/17/2007	LPC					0.00	0.00				\$12.88	\$877.33	\$877.33
01/17/2007	BILL	763	R	35	322	9.20	9.20	678	Check	02/09/2007	\$651.97	\$1,529.30	\$1,529.30
01/18/2007	PAY					0.00	0.00				(\$12.44)	\$1,516.86	\$1,516.86
02/14/2007	LPC					0.00	0.00				\$22.66	\$1,539.52	\$1,539.52
02/14/2007	BILL	1364	R	28	601	21.46	21.46	1050		03/12/2007	\$1,040.81	\$2,580.33	\$2,580.33
02/22/2007	XFFR					0.00	0.00				\$292.84	\$2,873.17	\$2,873.17
02/22/2007	XFFR					0.00	0.00				(\$292.84)	\$2,580.33	\$2,580.33
02/22/2007	XFER					0.00	0.00				\$215.45	\$2,795.78	\$2,795.78
02/22/2007	CANP					0.00	0.00				\$12.44	\$2,808.22	\$2,808.22
03/15/2007	LPC					0.00	0.00				\$41.93	\$2,850.15	\$2,850.15
03/15/2007	BILL	1864	R	29	500	17.24	17.24	869		04/10/2007	\$860.73	\$3,710.88	\$3,710.88
03/19/2007	LPCWVE					0.00	0.00				(\$82.83)	\$3,628.05	\$3,628.05
03/19/2007	XFER					0.00	0.00				\$306.97	\$3,935.02	\$3,935.02
03/19/2007	XFER					0.00	0.00				\$2,766.22	\$6,701.24	\$6,701.24
03/19/2007	XFER					0.00	0.00				(\$416.23)	\$6,285.01	\$6,285.01
03/19/2007	XFER					0.00	0.00				\$504.38	\$6,789.39	\$6,789.39
04/16/2007	BILL	2150	R	30	286	9.53	9.53	556		05/09/2007	\$504.38	\$7,293.77	\$7,293.77
05/15/2007	BILL	2295	R	31	145	4.68	4.68	220		06/08/2007	\$265.33	\$7,559.10	\$7,559.10

Transaction Date	Type	Reading	Reading Code	# of Days	CCF Usage	Average CCF/Days	Heating DDD's	Payment Type	Due Date	Transaction Amount	Current Balance	Actual Balance
06/01/2007	PAY					0.00		Check		(\$755.38)	\$6,299.34	\$6,299.34
06/15/2007	BILL	2364	R	30	69	2.30	21		07/10/2007	\$142.54	\$6,441.88	\$6,441.88
07/16/2007	BILL	2408	R	30	44	1.47	4		08/08/2007	\$89.69	\$6,531.57	\$6,531.57
08/14/2007	LPC					0.00				\$97.97	\$6,629.54	\$6,629.54
08/14/2007	BILL	2455	R	31	47	1.52	0		09/07/2007	\$94.99	\$6,724.53	\$6,724.53
09/13/2007	LPC					0.00				\$99.39	\$6,823.92	\$6,823.92
09/13/2007	BILL	2523	R	30	68	2.27	6		10/08/2007	\$129.36	\$6,953.28	\$6,953.28
09/28/2007	PAY					0.00		Cash		(\$100.00)	\$6,853.28	\$6,853.28
10/12/2007	LPC					0.00				\$101.33	\$6,954.61	\$6,954.61
10/12/2007	BILL	2588	R	29	65	2.24	17		11/06/2007	\$130.01	\$7,084.62	\$7,084.62

Account 0002 5888 5102 Curry, Janette Lee

Effective Period 12/01/2005 08/02/2006

Rate... GSR  General Service Residential

Taxi Map

CCOB Account

Customer Class 2 - Residential Heat and Domestic

Rate Class GS - General Service

Revenue Code..

Collection Path RESIDENT - Residential Collection Path

Areas

0 - 30	0.00
31 - 60	0.00
61 - 90	0.00
91 Up	0.00
Total	0.00

Financial Summary

Total Amount Due	0.00
Regular Balance	0.00
Late Payment Charges	0.00
Current Amount Due	0.00
Budget Enrollment Date	
Monthly Budget	0.00

Premise 5908 Old York Rd/Philadelphia Pa

Main

Misc 1

Misc 2

Tax Exemption

Service Points

Contact Orders

Interruptions

P&L Plan

Suppliers

Specific Service Agreement Statement of Account SA- 1367675854

Customer Name	JANETTE CURRY	From Date	1/1/2005	To Date	10/17/2007
Service address	5908 OLD YORK RD PHIL, PA 19141 1806	Account Number	258885102	SA Number	1367675854
		Meter	1495459	Rate	CS

STATEMENT

Transaction Date	Type	Reading	Reading Cbde	# of Days	CCF Usage	Average CCF/Days	Heating DDD's	Payment Type	Due Date	Transaction Amount	Current Balance	Actual Balance
05/05/2006	BILL	569	R	132	1351	10.23	3247		05/31/2006	\$2,687.96	\$2,687.96	\$2,687.96
05/15/2006	BILL	563	R	30	94	3.13	142		06/08/2006	\$212.93	\$2,900.89	\$2,900.89
06/14/2006	BILL	735	R	32	72	2.25	50		07/10/2006	\$146.51	\$3,047.40	\$3,047.40
07/14/2006	LPC	773	R	30	38	0.00	0		08/08/2006	\$45.71	\$3,093.11	\$3,093.11
07/14/2006	BILL	773	R	30	38	1.27	0		08/08/2006	\$81.52	\$3,174.63	\$3,174.63
08/04/2006	LPC	800	R	20	27	0.00	0		08/29/2006	\$46.93	\$3,221.56	\$3,221.56
08/04/2006	BILL	800	R	20	27	1.35	0		08/29/2006	\$61.40	\$3,282.96	\$3,282.96
09/13/2006	LPC					0.00				\$47.85	\$3,330.81	\$3,330.81
10/12/2006	LPC					0.00				\$47.13	\$3,377.94	\$3,377.94
11/13/2006	LPC					0.00				\$47.85	\$3,425.79	\$3,425.79
12/13/2006	LPC					0.00		Check		\$47.85	\$3,473.64	\$3,473.64
12/18/2006	PAY					0.00		Check		(\$424.10)	\$3,049.54	\$3,049.54
01/17/2007	LPC					0.00				\$45.74	\$3,095.28	\$3,095.28
01/18/2007	PAY					0.00		Check		(\$412.99)	\$2,682.29	\$2,682.29
02/14/2007	LPC					0.00				\$40.23	\$2,722.52	\$2,722.52
02/22/2007	CANP					0.00				\$412.99	\$3,135.51	\$3,135.51
02/22/2007	NSFPAY					0.00				\$0.00	\$3,135.51	\$3,135.51
03/15/2007	LPC					0.00				\$45.74	\$3,181.25	\$3,181.25
03/19/2007	LPCWVE					0.00				(\$415.03)	\$2,766.22	\$2,766.22
03/19/2007	XFER					0.00				(\$2,766.22)	\$0.00	\$0.00

Action Launch

USA 4114434841

G2-GS, Closed, GSRT

Account	0002 5888 5102	Cuny, Janette Lee	
Effective Period	11/03/2005	12/01/2005	
Rate	GSRT	<input checked="" type="checkbox"/> General Ser Residential Tax	
Tarif Map			
CSOB Account			
Customer Class	2 - Residential Heat and Domestic	↓	
Rate Class	GS - General Service	↓	
Revenue Code			
Collection Path	RESIDENT - Residential Collection Path	↓	
Arrears		Financial Summary	
0 - 30	0.00	Total Amount Due	0.00
31 - 60	0.00	Regular Balance	0.00
61 - 90	0.00	Late Payment Charges	0.00
91 Up	0.00	Current Amount Due	0.00
Total	0.00	Budget Enrollment Date	
		Monthly Budget	0.00
Premise 5908 Old York Rd/Philadelphia, Pa			

Main

Misc 1

Misc 2

Tax Exemption

Service Points

Contract Riders

Interruptions

P&L Plan

Suppliers

Specific Service Agreement Statement of Account SA- 4114434841

Customer Name: JANETTE CURRY  
 From/Date: 1/10/2005 To/Date: 10/17/2007  
 Account Number: 258885102 SA Number: 4114434841 Meter: 1495459 Rate: GS  
 Service address: 5908 OLD YORK RD PHIL, PA 191411806

STATEMENT

Transaction Date	Type	Reading	Reading Code	# of Days	CCF Usage	Average CCF/Days	Heating DDD's	Payment Type	Due Date	Transaction Amount	Current Balance	Actual Balance
01/17/2006	BILL	9218	R	28	257	9.18	455		02/09/2006	\$557.87	\$557.87	\$557.87
02/15/2006	LPC					0.00				\$8.36	\$566.23	\$566.23
03/17/2006	LPC					0.00				\$8.24	\$574.47	\$574.47
04/17/2006	LPC					0.00				\$8.11	\$582.58	\$582.58
05/05/2006	PAY					0.00		Cash		(\$200.00)	\$382.58	\$382.58
07/14/2006	LPC					0.00				\$5.73	\$388.31	\$388.31
08/04/2006	LPC					0.00				\$5.73	\$394.04	\$394.04
09/13/2006	LPC					0.00				\$5.73	\$399.77	\$399.77
10/12/2006	LPC					0.00				\$5.65	\$405.42	\$405.42
11/13/2006	LPC					0.00				\$5.73	\$411.15	\$411.15
12/13/2006	LPC					0.00				\$5.73	\$416.88	\$416.88
12/18/2006	PAY					0.00		Check		(\$50.90)	\$365.98	\$365.98
01/17/2007	LPC					0.00				\$5.48	\$371.46	\$371.46
01/18/2007	PAY					0.00		Check		(\$49.57)	\$321.89	\$321.89
02/14/2007	LPC					0.00				\$4.82	\$326.71	\$326.71
02/22/2007	CAMP					0.00				\$49.57	\$376.28	\$376.28
03/15/2007	LPC					0.00				\$5.48	\$381.76	\$381.76
03/19/2007	LPCWVE					0.00				(\$74.79)	\$306.97	\$306.97
03/19/2007	XFER					0.00				(\$306.97)	\$0.00	\$0.00

Specific Service Agreement Statement of Account SA- 2378988187

Customer Name: JANETTE CURRY From Date: 1/13/2005 To Date: 10/17/2007  
 Service address: 5906 OLD YORK RD PHIL, PA 191411806 Account Number: 3113668289 SA Number: 2378988187 Meter: 1754198 Rate: GS

STATEMENT

Transaction Date	Type	Reading	Reading Code	Reading # of Days	CCF Usage	Average CCF/Days	Heating DDD's	Payment Type	Due Date	Transaction Amount	Current Balance	Actual Balance
12/14/2005	BILL	4195	R	39	317	8.13	823		01/10/2006	\$663.18	\$663.18	\$663.12
01/13/2006	LPC					0.00				\$9.94	\$673.12	\$673.12
01/13/2006	BILL	4607	R	31	412	13.29	838		02/07/2006	\$881.62	\$1,554.74	\$1,554.74
02/14/2006	LPC					0.00				\$23.17	\$1,577.91	\$1,577.91
02/14/2006	BILL	5016	R	32	409	12.78	811		03/10/2006	\$904.70	\$2,482.67	\$2,482.67
03/15/2006	LPC					0.00				\$36.74	\$2,519.41	\$2,519.41
03/15/2006	BILL	5360	R	29	344	11.86	731		04/07/2006	\$722.99	\$3,242.40	\$3,242.40
04/13/2006	LPC					0.00				\$47.56	\$3,289.98	\$3,289.98
04/13/2006	BILL	5623	R	29	263	9.07	499		05/09/2006	\$555.60	\$3,845.58	\$3,845.58
05/15/2006	LPC					0.00				\$55.92	\$3,901.50	\$3,901.50
05/17/2006	BILL	5695	R	30	72	2.40	142		06/12/2006	\$176.31	\$4,077.81	\$4,077.81
08/17/2006	INTAPL					0.00				(\$11.89)	\$4,065.92	\$4,065.92
08/17/2006	DEPAPL					0.00				(\$246.00)	\$3,819.92	\$3,819.92
08/31/2006	PAY					0.00		Check		(\$394.04)	\$3,425.88	\$3,425.88
03/02/2007	LPCWVE					0.00				(\$173.35)	\$3,252.53	\$3,252.53
03/02/2007	XFER					0.00				(\$92.46)	\$3,160.07	\$3,160.07

RECEIVED

JAN 22 2008

PA PUBLIC UTILITY COMMISSION  
 SECRETARY'S BUREAU

page 1 of 2

PGW Exhibit - 10/17/07

F-01994525

12 Phila GM

Specific Service Agreement Statement of Account SA- 8332563714

Customer Name: JANETTE CURRY From Date: 2/8/2007 To Date: 10/17/2007  
 Service address: 5906 OLD YORK RD PHIL, PA 191411806 Account Number: 3113668289 SA Number: 8332563714  
 Meter: 1754198 Rate: GS

STATEMENT

Transaction Date	Type	Reading	Reading Code	# of Days	CCF Usage	Average CCF/Day	Heating DDD's	Payment Type	Due Date	Transaction Amount	Current Balance	Actual Balance
03/15/2007	BILL	6144	R	34	448	13.18	1053		04/10/2007	\$829.12	\$829.12	\$829.12
04/16/2007	BILL	6387	R	30	243	8.10	556		05/09/2007	\$460.52	\$1,289.64	\$1,289.64
05/15/2007	BILL	6514	R	31	127	4.10	220		06/08/2007	\$250.24	\$1,539.88	\$1,539.88
06/14/2007	BILL	6609	R	30	95	3.17	21		07/10/2007	\$208.47	\$1,746.35	\$1,746.35
07/16/2007	BILL	6700	R	30	91	3.03	4		08/08/2007	\$184.76	\$1,931.11	\$1,931.11
08/14/2007	BILL	6784	R	31	84	2.71	0		09/07/2007	\$171.53	\$2,102.64	\$2,102.64
09/13/2007	BILL	6903	R	30	119	3.97	6		10/08/2007	\$232.60	\$2,335.24	\$2,335.24
10/12/2007	BILL	6951	R	29	48	1.66	17		11/06/2007	\$98.42	\$2,433.66	\$2,433.66

page 2 of 2

Bill Header: 08/12/2005, 154.46

Action Launch

Bill: 13917714052 Account: 0031 1366 8289 Cury, Janette L. Launch Bill Segment Mailing Address...

Amount Due		Dates		Alerts
Total	64.46	Create Date	08/12/2005	Closing
Utility	14.46	Start Date	07/11/2005	
Non-Utility	50.00	End Date	08/12/2005	
Deposit	0.00	Due Date	09/07/2005	
		Print Date	08/12/2005	

Bill Details:  Bill Segments  Adjustments

Premise	SA Type	Total Amount	Bill Period	Consumption	Rate	Alerts
5906 Old York Rd/Philadelphia Pa	G2 GS	14.46	07/11 - 07/28	1.00 CCF	GSRT	Closing

Action Launch

Bill: 13917714052 Account: 0031 1366 8289 Cury, Janette L. Launch Bill Header... Mailing Address...

Premise	SA Type	Total Amount	Bill Period	Consumption	Rate	Alerts
5906 Old York Rd/Philadelphia Pa	G2 GS	14.46	07/11 - 07/28	1.00 CCF	GSRT	Closing

Billing Details:  Lines  Usage  GL Accounts  RT Usage  RT Factors

Utility Usage Components (UUC)

Billing Quantity	UOM	TOD	Measured Quantity	Adjusted Quantity	Power Factor	Excess React Adj	Annual Highest
1.00	CCF		1.00	0.00	0.0000	0.00	0.00
1.03	THM		1.03	0.00	0.0000	0.00	0.00

Meter Reads View Real Time Meter Reads...

UUC Quantity	UOM	TCO	RCL	Meter Number	Start Read	End Read	Raw Usage	Meter Const	Start D
1.00	CCF		GS	MTR 1121151	9146.0000	9147.0000	1.0000	1.0000	07/11/2005

Miscellaneous Rate Units

MRU Id	Number of MRU	Estimated Lamp Usage	UOM
		0.00	

RECEIVED

JAN 22 2008

PA PUBLIC UTILITY COMMISSION  
SECRETARY'S BUREAU

page 1 of 3

PGW Exhibit - 12A  
10/17/07  
F-01994525  
Mila GM

**Bill Header: 12/12/2005, \$663.18**

Action: [Launch](#)

Bill: 9734008400 Account: 0031 1366 8289 Curry, Janette L. [Launch BA Segment](#) [Mailing Address](#)

Amount Due		Dates		Alerts
Total	663.18	Create Date	12/14/2005	Manual Bill
Utility	663.18	Start Date	11/03/2005	
Non-Utility	0.00	End Date	12/12/2005	
Deposit	0.00	Due Date	01/10/2006	
		Print Date	12/15/2005	

Bill Details  Bill Segments  Adjustments

Premise	SA Type	Total Amount	Bill Period	Consumption	Rate	Alerts
9906 Old York Rd/Philadelphia Pa	G2-GS	663.18	11/03-12/12	317.00 CCF	GSRT	Manual Bill

**Bill Segment: 12/12/2005, \$663.18**

Action: [Launch](#)

Bill: 9734008400 Account: 0031 1366 8289 Curry, Janette L. [Launch Bill Header](#) [Mailing Address](#)

Premise	SA Type	Total Amount	Bill Period	Consumption	Rate	Alerts
9906 Old York Rd/Philadelphia Pa	G2-GS	663.18	11/03-12/12	317.00 CCF	GSRT	Manual Bill

Bill Details  Lines  Usage  GL Accounts  R Usage  RT Factors

Utility Usage Components (UUC)

Bill Qty	UOM	TDD	Measured Qty	Adjusted Qty	Power Factor	Excess React Ad	Annual Highest
317.00	CCF		317.00	0.00	0.0000	0.00	0.00
332.15	THM		332.15	0.00	0.0000	0.00	0.00
3.90	WH2		3.90	0.00	0.0000	0.00	0.00

Meter Reads [View Real Time Meter Reads](#)

UUC Quantity	UOM	TDD	RCL	Meter Number	Start Read	End Read	Raw Usage	Meter Const	Start D
0.00	CCF		GS	MTR 182151	4334.0000	4324.0000	0.0000	1.0000	11/03/2005

Miscellaneous Rate Units

MRU Id	Number of MRU	Estimated Lamp Usage	UOM
	0.00		

page 2 of 3

PGW Exhibit - 12A

Action

Premise: 5906 Old York Rd/Philadelphia, Pa

Service Points:

SP Id	Type	Status
597202010	G-GS	Conn

Meter: MTR 1754198  Int: 555205 EQUIMTER/L250

Measuring Components:

MC Id	JOM	HTU	TOD	Register Code
43765	ICCF	+		

Add Meter: Read

Meter Read History For SP Conn Cn G-GS, GSRT, MTR 1754198, 10/11/07 6951 0000 CCF R N

Meter	Read Date/Time	Reading	Low Limit	High Limit	Tp/RC	UOM	TOD	Source
MTR 1754198	11/09/2005 10:25	3883 0000	0 0000	0 0000	N / R	ICCF		Amr Read
MTR 1754198	11/03/2005 12:09	3878 0000	0 0000	0 0000	T / S	ICCF		Exchange
MTR 1621251	11/03/2005 12:18	4334 0000	9147 0000	9 0000	F / R	ICCF		Exchange
MTR 1621251	11/03/2005 12:07	4334 0000	0 0000	0 0000	N / R	ICCF		Turn On
MTR 1621251	10/11/2005 18:05		9147 0000	9147 0000	N / N	ICCF		Reader
MTR 1621251	09/12/2005 12:22		9147 0000	9147 0000	N / N	ICCF		Reader
MTR 1621251	08/10/2005 10:38		9147 0000	9147 0000	N / N	ICCF		Reader
MTR 1621251	07/28/2005 13:11	9147 0000	0 0000	0 0000	N / R	ICCF		Turn Off
MTR 1621251	07/11/2005 21:39	9146 0000	0 0000	0 0000	N / Y	ICCF		Billing

Meter Read Maintenance

**Contacts for Account: Curry, Janette L**

Account: 0031 1366 8289 Curry, Janette L

Transaction History  
 Full Comments

Date	Type	Comment	Person
07/23/2007	DRU	Dispute received on 07/23/2007 closed on 7/23/2007 12:38 22 PM. Resolution: Per field visit on 07/20/07 meter #1754198 meter reading 6712 the gas appliances are HH & AWH	
07/23/2007	DRU	Dispute received on 07/23/2007 regarding Trace meter & piping	
07/18/2007	BILL	Field visit schedule for 07/20/2007	Curry, Janette L
06/29/2007	BILL	Call CDR no answer left message to call back to schedule field visit	Curry, Janette L
06/18/2007	BILL	Call MR. Curry to schedule field visit & she said that she will call me back to schedule the field visit	Curry, Janette L
06/15/2007	CRU	I spoke to Mike Chavvaria/DRU today I called him on 6/12/07 to discuss Ms. Curry I told him she called and is ready to set up the field visit. He asked me to resend the field visit reports and I did.	Curry, Janette L

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

**Contacts for Premise: 5906 Old York Rd, 2/Philadelphia, Pa 19141-1805**

Premise: 5906 Old York Rd, 2/Philadelphia, Pa

Transaction History  
 Full Comments

Date	Type	Comment	Person
07/23/2007	BILL	Per field visit on 07/20/07 meter #2032877 meter reading 0093 the gas meter was off & there was an gas range in Apt. 2FL	
07/29/2005	BILL	Bill error. changed s/o index from zero to 9' and issued closing bill	Soft Off 0910b
08/10/2004	SFR1	soft off	Diallo, Siradio
12/11/2003	SER5	en route	Diallo, Siradio
12/11/2003	SER5	DISPATCHED	Diallo, Siradio

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

**RECEIVED**

JAN 22 2008

PA PUBLIC UTILITY COMMISSION  
 SECRETARY'S BUREAU

page 1 of 2

PGW Exhibit - 126 Phila GM  
 10/17/07  
 F-01994520

Contacts for Premise: 5906 Old York Rd, 3/Philadelphia, Pa 19141-1806

Premise: 5906 Old York Rd, 3/Philadelphia, Pa

- Transaction History
- Full Comments

Date	Type	Comment	Person
07/23/2007	BILL	Per field visit on 07/20/07 meter #1463304 meter reading was 7426 & the meter was off & there was an gas range in Apt. 3FL	
10/29/2003	COLL	S/C GAS ON METER INDEX 7426 10/28/03 UWAC	Long, John E
10/15/2003	SERO	cust must produce the lease to get gas in his name	Long, John E
10/14/2003	72HR	LEFT 72 HR NOTICE	Long, John E
10/13/2003	COLL	field coll Geist #7250 wanted to know if cust changed name over	Long, John E
06/12/2003	L&J	ISC-0305340986 COURT DATE 7/09/03 CJ	Long, John E

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

page 2 of 2

PGW Exhibit - 126

Contacts for Account: Curry, Janette L

Account: 0031 1366 8289 Curry, Janette L  Transaction History  Full Comments

Date	Type	Comment	Person
12/14/2005	BILL	bill error list -----billed to date	Curry, Janette L
11/09/2005	BILL	CHNG METER CONSTANT TO 1 0	Curry, Janette L
11/03/2005	SEPO	customer called regarding turn/on serviceman next door at 5908 for turn/on wanted to know if this one could be turn/on today also supervisor contacted dispatch serviceman #9939	Curry, Janette L
11/03/2005	SEPO	Turn On, 11/03/2005, 800 - 1200 c	Curry, Janette L
11/03/2005	SEPO	Turn On, 11/10/2005, 800 - 1200 9939	Curry, Janette L
10/28/2005	SEPO	BPTD	Curry, Janette L
10/28/2005	SEPO	Turn On, 11/04/2005, 800 - 1200 TURN ON BPTD	Curry, Janette L
10/28/2005	METR	Turn On, 11/04/2005, 800 - 1200, 11/04/2005, 800 - 1200 TURN ON BPTD	Curry, Janette L
10/28/2005	SEPO	BPTD	Curry, Janette L
10/24/2005	BILL	REPEATED TERMS FOR RESTORATION TO LA	Curry, Janette L
10/14/2005	BILL	INFORMED OWNER OF BOARDING HOUSE WITH TENANTS SHE NEED BALANCE 635 97+ RECONNECT FEE 123 23+ DEPOSIT 246 00 TO RESTORE SERVICE TOTAL 1005 20	Curry, Janette L
07/28/2005	AMR	Shot off at curb for Non AMR 7-27-2005	Curry, Janette L
07/27/2005	AMR	On street to be shut off for Non AMR	Curry, Janette L
07/11/2005	1050	10 DAY NO AMR SHUT OFF NOTICE	Curry, Janette L
06/29/2005	1050	10 DAY NO AMR SHUT OFF NOTICE	Curry, Janette L
04/19/2005	METR	customer has a meter exchange on 4-20-05 (ok per JM) 350 meter here	Curry, Janette L
03/21/2005	SER3	meter reader here on puc visit og left amr notice	Curry, Janette L
02/07/2005	COLL	itu adv e pscar	Curry, Janette L
01/27/2005	COLL	metla left message + number	Curry, Janette L
12/28/2004	COLL	COR : is the landford Needs FULL BILL < No ams.. Metla call	Curry, Janette L
12/10/2004	COLL	MELITA PTP	Curry, Janette L
11/03/2004	COLL	MELITA	Curry, Janette L
09/28/2004	MTRD	meter reader here on puc visit og property occupied	Curry, Janette L
09/17/2004	COLL	MILITA CALL COR HUNG UP	Curry, Janette L
09/01/2004	NA72	NO AMR 72 HR NOTICE	Curry, Janette L
09/01/2004	SER3	exchange for 9/03/04	Curry, Janette L
08/28/2004	COLL	Metla PTP	Curry, Janette L
08/09/2004	COLL	MELITA PTP-31/60	Curry, Janette L
07/30/2004	1050	10 DAY NO AMR SHUT OFF NOTICE	Curry, Janette L
07/14/2004	NAMR	1ST NO AMR 72 LETTER	Curry, Janette L
02/04/2004	COLL	Metla call will result before this month	Curry, Janette L

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

RECEIVED

JAN 22 2008

page 1 of 3

PA PUBLIC UTILITY COMMISSION  
SECRETARY'S BUREAU

PGW Exhibit - ~~120~~ 12c Phila  
10117107  
F0199P625 CM

**Contacts for Account: Curry, Janette L**

Account... 0031 1366 8289 Curry, Janette L

Transaction History  
 Full Comments

Date	Type	Comment	Person
03/19/2007	BILL	Per field visit on 02/08/2007 I call COR & the COR cancel the order	Curry, Janette L
03/02/2007	CRU	I worked on this account today. This is part of Formal docket F-01994525. I waived lpc for \$265.81 Billing from 10/31/05 in dispute. I find nothing wrong with bill. Ms Curry is supposed to get back to me and when she does we will discuss agreement for this bill. Took pc indicator off until resolved.	Curry, Janette L
02/22/2007	CRU	PGW was scheduled to visit the property on 2/9/07. Ms Curry called and cancelled. She is supposed to call back and reschedule. If customer calls contact CRU, 6816	Curry, Janette L
02/21/2007	MISC	misc. tax audit. gst ok	Curry, Janette L
02/08/2007	SERO	please call ahead 215-341-1243 to gain access	Curry, Janette L
02/06/2007	SERO	Bill Paid Turn On. 02/08/2007 1200 1500 ok per a promise	Curry, Janette L
02/06/2007	CRU	Attended a hearing with Laureto. Judge Ramey presided. Ms Curry was present. PGW has agreed to turn on this service pending investigation. Ms Curry is coming into the office. This is ok for turn on per CRU. Further investigation is pending. CK FOR T/O NO MONEY DOWN THANK YOU	Curry, Janette L
11/24/2006	CRU	Sent answer to Legal for Formal Docket F-01994525	Curry, Janette L
11/08/2006	CRU	Customer filed formal complaint F-01994525 assigned to CRU officer for response back to Legal.	Curry, Janette L
10/26/2006	COLL	PROB!!! ACKWELL TENANT IN NORTH PHILA FOR SERVICE WILL RETURN WITH HER METER #.	Curry, Janette L
10/16/2006	COLL	GAVE RCS BASED ON CRU NOTE \$11,785.27 ALL NOTED AMOUNT \$630.00 DEP \$123.23 T/O SHE ONLY WANTS THIS GAS ON	Curry, Janette L
10/04/2006	CRU	BCS #1994525 decision rec'd from PUC M Hrivnak 10/4/06. To have service restored at 5905 Old York Rd. Ms Curry is responsible for the balances owed at accounts: 8 0092 5513 \$3876.58, 25 888E 102 \$3730.58 and 31 1366 8289 \$3425.88	Curry, Janette L
08/31/2006	COLL	Barbara Brunson ( north philly district ) call to inq terms needs full dep and rec	Curry, Janette L
05/18/2006	SERV	owner of property (cor) called to verify that service has been shut off. told cust it has been, she states that this acct is under complaint with PUC. nothing on acct to hold acct or shows PUC complaint- wrote up supervisor call back	Curry, Janette L
01/19/2006	ICLL	melita... ans mach	Curry, Janette L

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

Novell iPrint Client   
Document printed successfully

page 2 of 3

Contacts for Account: Curry, Janette L

Account: 0031 1366 8289

Curry, Janette L

Transaction History

Full Comments

Date	Type	Comment	Person
06/18/2007	BILL	Call MR. Curry to schedule field visit & she said that she will call me back to schedule the field visit	Curry, Janette L
06/15/2007	CRU	I spoke to Mike Chavvans/DRU today. I called him on 6/12/07 to discuss Ms. Curry. I told him she called and is ready to set up the field visit. He asked me to resend the field visit reports and I did. I asked him to call me and let me know who was assigned the job. I called Mike today to find out if this was assigned yet. He said he will have Dennis McGill call me. Dennis was reassigned this job.	Curry, Janette L
06/15/2007	CRU	CRU--ATTENDED HEARING FOR CURRY ON 06-04-2007--ARRIVED TO SAME CONCLUSION AFTER CUSTOMER PRESENTED MULTIPLE EXHIBITS--JUDGE AND COMPANY FEEL THAT ACCESS IS NEC. TO ALL THREE OF HER PROPERTIES TO ENSURE THE CORRECT RATE AND COLLECTION PATH--HEARING TO BE CONTINUED	Curry, Janette L
05/17/2007	CRU	PUC Formal Docket # 101994525 filed on 11/3/2006 12:00:00 AM	
03/26/2007	BILL	Per Field visit 03/23/07 for meter #1754198 meter read "6240" gas appliances are ( HH 200,428 BTU & AWH 30,000 BTU-- 40 gallon AWH ); i ask Mrs. Curry could i check the 2Fl & 3Fl Apt she said no because she never made arrangement with the tenant for 2Fl & 3Fl Apt. also said there were gas range in 2Fl & 3Fl Apt	Curry, Janette L
03/26/2007	BILL	03/23/07 i call Mrs. Curry at 8 AM & instr. her that i will be at premise in about 20 to 30 minute & she said OK. Arrived at premise at 8:22 AM wait for Mrs. Curry from 8:22 AM to 9:20 AM at about 8:45 AM the tenant for 5908 Old York Rd. said Mrs. Curry was there & waited a minute & left i then call Mrs. Curry & she said that she was close by & will be right there & then Mrs. Curry call me back about 5 to 10 minute later & said she was having car problem & for me to wait	Curry, Janette L
03/26/2007	CRU	An appointment was set up for a field visit for 3/23/07. This visit is per court order. The visit was to verify the appliances and also to get the property listed as tenant/landlord. DRU did do the visit and a report will be put in system.	Curry, Janette L
03/19/2007	CRU	Ms. Curry called me in the morning and I told her a rep will call her to set up field visit. This has been done. I also told her to call me back so we can discuss the bills for all 3 of her properties. She will call me back on 3/20/07.	Curry, Janette L
03/19/2007	BILL	i Call COR & the field visit is schedule for 3/23/07	Curry, Janette L

Change Customer Contact...

Launch Related Transaction...

Novell iPrint Client

Document printed successfully

page 3 of 3

PGW Exhibit - 12C

**Service Order Search**

Search Criteria

Service Order Status:  Aloc:

By Service Order ID:   
 By Date: Date   
 By Street/City/State:  Street:   
 For Premise: Premise:  5906 Old York Rd/Philadelphia Pa  999498382  
 For Account: Account:  10033 1,656 6289  Curry, Jenette L  Apply Criteria

OK  
Cancel

Date	Address	Name	Phone	SP	Subtype	Status
05/02/2002	15906 Old York Rd/Philadelphia Pa	Curry, Jenette L		IG-GS	Exchange	Void
05/06/2004	15906 Old York Rd/Philadelphia Pa	Curry, Jenette L		IG-GS	SID	Void
09/03/2004	15906 Old York Rd/Philadelphia Pa	Curry, Jenette L		IG-GS	Exchange	Void
04/06/2005	15906 Old York Rd/Philadelphia Pa	Curry, Jenette L		IG-GS	Exchange	Void
04/06/2005	15906 Old York Rd/Philadelphia Pa	Curry, Jenette L		IG-GS	Exchange	Void
05/24/2005	15906 Old York Rd/Philadelphia Pa	Curry, Jenette L		IG-GS	Exchange	Void
06/23/2005	15906 Old York Rd/Philadelphia Pa	Curry, Jenette L		IG-GS	Exchange	Void
05/12/2006	15906 Old York Rd/Philadelphia Pa	Curry, Jenette L		IG-GS	SID (Discontin pay)	Complete

21 record(s) found

PGW Exhibit - ~~001~~ 12d  
 10/17/07 Phila  
 6m  
 F-0 1994 525

**RECEIVED**  
 JAN 9 2 2003  
 PA PUBLIC UTILITY COMMISSION  
 SECRETARY'S BUREAU