

CAPTION SHEET

CASE MANAGEMENT SYSTEM

1. REPORT DATE: 00/00/00	:	
2. BUREAU: ALJ	:	
3. SECTION(S):	:	
5. APPROVED BY:	:	4. PUBLIC MEETING DATE:
DIRECTOR:	:	00/00/00
SUPERVISOR:	:	
6. PERSON IN CHARGE:	:	7. DATE FILED: 05/19/05
8. DOCKET NO: Z-01651513	:	9. EFFECTIVE DATE: 00/00/00

PARTY/COMPLAINANT: BRANCH, JACQUELINE

RESPONDENT/APPLICANT: PHILADELPHIA GAS WORKS

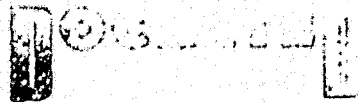
COMP/APP COUNTY: PHILADELPHIA

UTILITY CODE: 125042

ALLEGATION OR SUBJECT

COMPLAINANT STATES THAT SHE WANTS REIMBURSED FOR THE OVERCHARGES.

DOCUMENT
FOLDER



AUG 16 2005

Must be returned by MAY 31, 2005

PENNSYLVANIA PUBLIC UTILITY COMMISSION

Formal Complaint Form

Please print or type.

Z-01651513

1. CUSTOMER NAME (COMPLAINANT)

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

Name Jacqueline Branch

Street/P.O. Box 1015 East Clivedon St. Apt # 2ND FLOOR

City Philadelphia State PA Zip 19119

County _____

Area Code/HOME Phone 215-927-3050

Area Code/WORK Phone _____

Utility Account Number 1117331298
(from your bill)

RECEIVED

MAY 19 2005

PA PUBLIC UTILITY COMMISSION
SECRETARY'S BUREAU

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

Name _____

Street/P.O. Box _____

City _____ State _____ Zip _____

2. UTILITY NAME (RESPONDENT)

Name of utility company your complaint concerns: Philadelphia Gas Works

4 ORIGINAL

Facts of my complaint:

My complaint started when the gas rate went up and seems everyone was complaining about the cost. I had been paying my bill each month (on budget) I had paid through the summer which brought my bill down. However when the gas rate came in the next bill was for 800.00 some were around there.

RECEIVED

My first call to the gas company:

MAY 19 2005

On my first call I stated that my bill is very large and this had to be a mistake. A woman said no that is your charge for the month, I then said oh no you are not going to tell me that I used 800.00 worth of gas in a month. I live in a two family house I reside on the second floor the owner lives on the first floor. Beside I live alone and when I got to work I turn my heat down to 65". The person I spoke with continued to say well that is what you were charged. I then said well who can I speak with concerning the over charge on my bill. I was given a number to call to make a complaint.

PUBLIC UTILITY COMMISSION
SECRETARY'S BUREAU

At that time I believe I spoke with a Ms. Jones I was told by Mr. Jones that she looked into my account and seems someone came out and did some work on the gas line. I said what, what kind of work I don't own this building. She then said no one informed you of them coming out, I said no I don't own the building. She then said well someone would look into this and get back to you. For months no one called me so I called them again and was told again that is your bill and what is cost (not the same person). Seeing that my bill was getting higher due to the \$600.00 that added on it I was given a shut off notice, I called tried to explain the reason for the bill being so high. I was told well we will look into in and get back to you, however you will need to pay \$330.00 to keep your gas from being turned off. So I paid the money required. During the time allotted for them to look into checking to see where the over charge came from I was ask again to pay an amount to avoid shut off and again I paid. Hoping they would find that reason and get back to me. No one every got back to me I would have to call and always got the same answer we are looking into your complaint. **Just to name a few of the persons I spoke with and not a one could help me. Ms. McCoy Ms. Jones & Ms. Burton.**

After a number of calls to the gas company I was given a number to call to make a consumers complaint and I did - I spoke with someone at consumers complaint and he did look into my account and said I see where you did call a number of times. Has any one gotten back to you I said no. I was then told that there will be no shut off (during all this I had gotten another notice which I was to pay again) I will record in here they are not to shut off your gas until this is worked out, however you will have to pay your bill each month as required. (I was on a budget and was paying \$100.00 per month at that time my balance minus the \$600.00 was about \$500.00. After making the consumers complaint I did get a call from a Mr. Estwick supervisor on 4/29/04 he said Ma this is your charge, ask what is it for he could not give me a correct answer. I said well I would like to know how you could just place \$600.00 on my bill with out a reason. He then said I would look further into this and get back to you. I then said to Mr. Estwick that a Ms. Jones had told me that someone came out and did some work and billed me. He still said I would look into this and get back to me. I did not get a return call from Mr. Estwick. So

I call the gas company again and was told that they are looking to my complaint. Next thing I know I received a letter from commonwealth of Pennsylvania Public Utility Commission Bureau of Consumer Services. To this date no one has shown me or told me the reason for the \$600.00 added to my bill.

3. TYPE OF UTILITY (check one)

ELECTRIC

STEAM HEAT

GAS

WASTE WATER

WATER

MOTOR CARRIER

(taxi, moving company, limousine)

TELEPHONE

(local, long distance)

4. COMPLAINT (check one)

A. In general, what is your complaint?

I want to oppose the company's proposed rate increase.

There are incorrect charges on my bill.

There is a reliability, safety or quality problem with my utility service.

I received a notice that my utility service is being terminated.

I would like a payment agreement.

Other.
(explain)

B. State the facts of your complaint.

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

There is a \$600.00 charge that was placed on my bill during the time when the gas rate went up. This is not correct. I was complaining about their bill. I called the gas company to see what was the reason for the large cost on my bill (which was a \$600.00 added to my normal bill). I was told at first that it was what I used that month. I say that is impossible. I then call again and was told that the gas company had come out and did some work and that was the reason for the cost of \$600.00. I said I do not own the building. I was then told we will look into it and get back to you. (see attached

5. RELIEF

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

Seeing that there is no valid reason for the over charge - I would like for it to be removed.

6. PROTECTION FROM ABUSE

Answer the following question if your complaint is against a natural gas distribution company, an electric distribution company or a water company AND your complaint is about a billing problem, an application for service problem, a termination of service problem or a request for a payment agreement.

Has a court granted a "Protection from Abuse" order for your personal safety?

YES

NO

RECEIVED

MAY 19 2005

PA PUBLIC UTILITY COMMISSION
SECRETARY'S OFFICE

7. PRIOR UTILITY CONTACT

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

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

YES
(includes appeals of BCS determinations)

NO

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

8. VERIFICATION AND SIGNATURE

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

Verification: I Jacqueline Brand, hereby state that the facts above set forth are true and correct (or are true and correct to the best of my knowledge, information and belief) and that I expect to be able to prove the same at a hearing held in this matter. I understand that the statements herein are made subject to the penalties of 18 Pa. C.S. § 4904 (relating to unsworn falsification to authorities).

Jacqueline Brand (Signature) 5/17/05 (Date)

9. LEGAL REPRESENTATION (IF ANY)

If you are represented by a lawyer in this matter you must provide your lawyer's name, address and telephone number.

Lawyer's Name _____
Street _____
City _____ State _____ Zip _____
Area Code/Phone Number _____

10. FILING

Please return the completed form to one of the addresses listed below:

If using U.S. Postal Service:

If using overnight delivery service:

Secretary Pennsylvania Public Utility Commission P.O. Box 3265 Harrisburg, PA 17105	Secretary Pennsylvania Public Utility Commission 400 North Street Commonwealth Keystone Building, 2 nd Floor Harrisburg, Pennsylvania 17120
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Facsimiles and/or electronic filings of the complaint form will not be accepted.

If you have any questions about filling out this form, please contact the Secretary's Bureau at 717-772-7777.

Keep a copy of your complaint for your records.



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

IN REPLY PLEASE
REFER TO OUR FILE

MAY 9, 2005

ST1651513

JACQUELINE BRANCH
1015 EAST CLIVEDEN STREET 2ND FL
PHILADELPHIA PA 19119

Dear Sir/Madam:

We have received your request to appeal the decision of the Bureau of Consumer Services.

We have enclosed one complaint form for you to complete. Please read carefully the instructions to help you complete the form.

**** Please make sure you sign the form. We must receive your original signature in order for us to process your complaint. Your form will be returned to you if an original signature is not received.**

Return the form to us on or before MAY 31, 2005 to the address listed below:

James J. McNulty, Secretary
Pennsylvania Public Utility Commission
P.O. Box 3265
Harrisburg, PA 17105-3265

While you wait for us to reach a decision on your complaint, you must pay all undisputed bills (ones that are not a part of your complaint). As long as you pay all undisputed bills and return these formal complaint forms to us on time, the company is not permitted to terminate your service.

Commission Procedures for Formal Complaints

- We send a copy of this letter to the company so they know you are appealing the Bureau of Consumer Services' decision;
- We also send the company a copy of your completed formal complaint forms. Once they receive it, they have 20 days to send us an answer to your complaint. The company will send you a copy of their answer.

- Once we receive all the paperwork, we usually will schedule your hearing before an Administrative Law Judge.
- We will notify both you and the company by mail when the hearing date is set.
- If you cannot travel to your hearing, you can request that the hearing be held by phone. This is called a telephonic hearing. If we can, we will schedule a telephonic hearing for you.
- We will most likely schedule your hearing sometime within three months after you file your complaint forms. If you know of certain dates when you will not be available for a hearing, let us know when you file your forms. We will try to work around your schedule.
- If you cannot attend the hearing on the scheduled date, you must request a different time or date. You should request the change at least 5 days before your hearing by writing to:

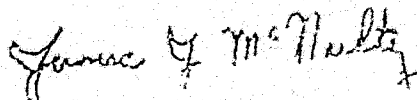
Office of Administrative Law Judge
Public Utility Commission
P.O. Box 3265
Harrisburg, PA 17105-3265

YOU SHOULD INCLUDE YOUR DAYTIME TELEPHONE NUMBER IN YOUR LETTER. DEPENDING ON YOUR REASON FOR NOT BEING ABLE TO ATTEND THE SCHEDULED HEARING, YOUR REQUEST TO CHANGE THE HEARING MAY OR MAY NOT BE APPROVED. WE WILL LET YOU KNOW OUR DECISION ON YOUR REQUEST FOR CHANGING THE HEARING DATE BEFORE THE DATE OF THE HEARING.

YOU MUST ATTEND SCHEDULED HEARINGS IN PERSON OR BY PHONE. IF YOU DO NOT ATTEND, YOUR COMPLAINT MAY BE DISMISSED (THROWN OUT).

If you have any questions about the complaint process, please call the Bureau of Consumer Services, toll free, at 1-800-782-1110.

Very truly yours,



James J. McNulty
Secretary

NVL

cc: Philadelphia Gas Works

NOTIFICATION OF INTENT TO APPEAL
(Request For Formal Complaint Forms)

Timely

Notice to Customer:

If you sign and return this form, you are notifying the Public Utility Commission that you intend to appeal this informal complaint decision. Do not return this form unless you want to appeal this decision.

If you want to appeal this decision, you must return this Notification of Intent to Appeal form within 20 days of 4/22/2005. The Commission will send you formal complaint forms.

You must comply with the terms of this decision until the Public Utility Commission completes the formal complaint process. You must make all of the required payments or the utility company may pursue the termination of your service.

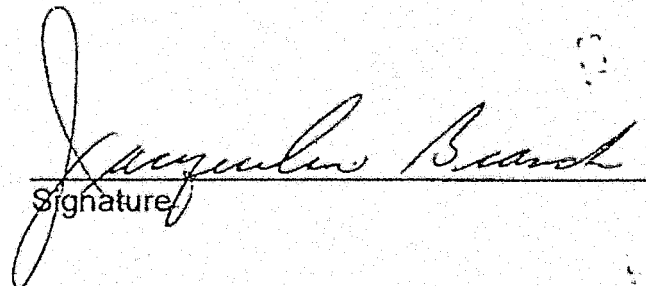
Thank You
Pennsylvania Public Utility Commission

Yes, I want to appeal the decision of the Bureau of Consumer Services. Please send formal complaint forms to me at the following address:

Customer name and address:
(Please correct any mistakes.)

JACQUELINE BRANCH
1015 EAST CLIVEDEN ST 2FL
PHILADELPHIA PA 19119

(Area Code) Telephone Number


Signature

Mail this completed form to:

Secretary
Pennsylvania Public Utility Commission
P. O. Box 3265
Harrisburg, PA 17105-3265

ST Number:	1651513	Date of mailing:	4/22/2005 - <i>Received 4/28/05</i>
Company:	PHILADELPHIA GAS WORKS		

REVISED 12/97

29

BEFORE THE PENNSYLVANIA PUBLIC UTILITY COMMISSION

DATE SERVED: AUGUST 16, 2005

JACQUELINE BRANCH
Complainant

RECEIVED
AUG 16 2005

VS.

PHILADELPHIA GAS WORKS
Respondent

Complaint Docket
No: Z-01651513

FORMAL COMPLAINT NOTICE TO RESPONDENT TO ANSWER OR SATISFY

TO: PHILADELPHIA GAS WORKS

TAKE NOTICE:

That a complaint in the above entitled matter, of which the attached is a true and correct copy, has been presented and filed of record with the Pennsylvania Public Utility Commission. Section 702 of the Public Utility Code, 66 Pa. C.S. Section 702, requires the Commission to serve on each party named in a complaint a copy of the complaint and notice calling upon each party to satisfy the complaint, or to answer the same in writing within a specified time; THEREFORE,

1. You have twenty (20) days from the date on which this complaint is served to either satisfy this complaint or to file with the Secretary of the Pennsylvania Public Utility Commission, P. O. Box 3265, Harrisburg, PA 17105-3265, an answer (original and three copies), in writing, under oath, which, as required by Section 5.61 of the Commission's Rules of Practice and Procedure, 52 Pa. Code Section 5.61, either affirms or specifically denies the allegations in this complaint. You must also serve a copy of the answer upon the complainant. The date of service is the mailing date as indicated by the date at the top of this Notice. Section 1.56(a) of the Commission's Rules of Practice and Procedure, 52 Pa. Code Section 1.56(a).

2. If you fail to either satisfy this complaint or to file answer or other responsive pleading within twenty (20) days, you will be deemed to have admitted all the allegations in this complaint in accordance with Section 5.61 of the Commission's Rules of Administrative Practice and Procedure, 52 Pa. Code Section 5.61. In that event, the Commission may, without hearing, enter an order which either revokes or suspends any certificate or permit held by you or which imposes a fine or any other appropriate penalty or remedy authorized by the Public Utility Code, 66 Pa. C.S. Section 101, et seq., and, if you are a customer of a utility, an order may be entered which prescribes a payment schedule or which authorizes termination of utility services. The Commission is not limited to the relief sought by the complainant in paragraph 4 of the attached complaint.

3. If you elect to satisfy this complaint you must file, within twenty (20) days from the date on which this complaint is served, affidavits executed by each complainant that this complaint has been satisfied. Such affidavits must describe the basis on which this complaint was satisfied; any settlement agreement between the parties must be reduced to writing and attached to the affidavit. Such affidavits are to be filed with the Secretary of the Commission at the address set forth in paragraph 1. Upon receipt of affidavits of satisfaction from all complainants, this complaint may be dismissed by the Commission in accordance with Section 703(a) of the Public Utility Code, 66 Pa. C.S. Section 703(a), unless the Commission determines that such dismissal would be contrary to the public interest, in which event the Commission may direct that hearings be held upon the complaint.

4. If you file an answer which admits the allegations in this complaint, or which fails to specifically deny the allegations in this complaint, the Commission may, without hearing, enter an order which either revokes or suspends any certificate held by you or which imposes a fine or any other appropriate penalty or remedy authorized by the Public Utility Code, 66 Pa. C. S. Section 101, et seq.; and, if you are a customer of a utility, an order may be entered which prescribes a payment schedule or which authorizes termination of utility services. The Commission is not limited to the relief sought by the complainant in paragraph 4 of the attached complaint.

5. If you file a timely answer which specifically denies the allegations in this complaint, or which raises material questions of law or fact, this matter shall be referred to the Office of Administrative Law Judge for hearing and decision. If, after hearing on the issues raised by that answer, you are found to have committed any of the violations alleged in the complaint, the Administrative Law Judge may render a decision which either revokes or suspends any certificate or permit held by you or which imposes a fine or any other appropriate penalty or remedy authorized by the Public Utility Code, 66 Pa. C. S. Section 101, et seq.; and, if you are a customer of a utility, an order may be entered which prescribes a payment schedule or which authorizes termination of utility services. In the imposition of a penalty after a hearing the Administrative Law Judge is not bound by the relief sought by the complainant in paragraph 4 of the attached complaint.

James J. McNulty
Secretary

(SEAL)

Certified Mail
Return Receipt Requested

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

DATE SERVED: AUGUST 16, 2005

Z-01651513

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

Dear Sir/Madam

A complaint has been filed against you before the Pennsylvania Public Utility Commission by JACQUELINE BRANCH. To defend yourself against the claims stated in the following pages, you must act within twenty (20) days by filing in writing with the Commission, either personally or through your attorney, your defenses or objections to the claims stated against you. Or, you may satisfy the complaint by settling the matter with the Complainant and submitting proof of settlement to the Commission within twenty (20) days.

IF YOU FAIL TO RESPOND WITHIN TWENTY (20) DAYS, THE CASE MAY GO FORWARD IN YOUR ABSENCE AND A JUDGEMENT MAY BE ENTERED AGAINST YOU BY THE COMMISSION WITHOUT FURTHER NOTICE.

CUSTOMER OF A UTILITY

A payment schedule may be prescribed or a termination of utility services may be authorized. You may lose money or property or other rights important to you.

COMPANY/UTILITY

An Administrative Law Judge may revoke or suspend any certificate or permit held by you, or impose a fine, or any other appropriate penalty or remedy authorized by the Public Utility Code. You may lose money or property or other rights important to you.

DOCUMENT
FOLDER

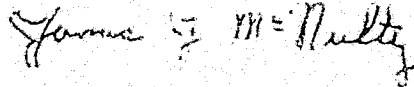
AUGUST 16, 2005

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

Unless you are a corporation or other organization, you may proceed without a lawyer. However, if you want a lawyer and do not have one or cannot afford one, the office listed below can tell you where you can get legal help:

Pennsylvania Lawyer Referral Service
Pennsylvania Bar Association
P.O. Box 186
Harrisburg, PA 17108
(800) 692-7375

Very truly yours,

A handwritten signature in cursive script that reads "James J. McNulty".

James J. McNulty
Secretary

ddi

Philadelphia Gas Works



800 West Montgomery Avenue, Philadelphia, PA 19122

Laureto A. Farinas, Senior Attorney
Legal Department

Direct Dial: 215-684-6982

FAX 215-684-6798

E-mail laureto.farinas@pgworks.com

September 1, 2005

Chief Administrative Law Judge Veronica A. Smith
Pennsylvania Public Utility Commission
Room B-20, North Office Building
Harrisburg, PA 17105-3265

ORIGINAL

Re: Request for Blanket Extension of Time In Which To File Answers to Complaints

2-01651513

Dear Judge Smith:

This is to request an extension of time in which the Philadelphia Gas Works (PGW) may file Answers to formal complaints. We request that you grant to PGW an extension of the time in which to file Answers on all outstanding formal complaints from 20 days to 35 days until October 31, 2005.

The need for this extension of time arises from the increased volume of formal complaints that you have served upon PGW in recent weeks. This increase has created a backlog of pending investigations of formal complaints and places higher demands for PGW resources. The PGW personnel who conduct investigations on formal complaint also investigate the even greater number of informal complaints now pending.

As the complaint numbers increase, PGW is prevented from conducting the requisite investigation and filing an answer to formal complaints within the 20-day period as prescribed in the Commission's procedural rules. Of the approximately 30 Answers due as of the end of this week (9/2/05), only 20 investigations have been completed. Of the 103 Answers that are due by the end of next week (the week of 9/6/05 to 9/9/05), I expect only a small portion of investigations to be completed in sufficient time to file a timely Answer.

As PGW complaint personnel are able to investigate each complaint, the backlog of complaints to be answered will decrease; PGW will be able to return to answering formal complaints within the 20-day period by the end of October 2005.

If additional information is needed about this matter, please contact me at my direct-dial number above. Thank you for your assistance.

DOCUMENT
FOLDER

Sincerely,

54

cc. James McNulty, Secretary
Cherie Pyle
Eric A. Rohrbough
Randy Gyory
Abby Pozefsky, Esq.

DOCKETED
NOV 01 2005

RECEIVED

SEP 01 2005

PA PUBLIC UTILITY COMMISSION
SECRETARY'S BUREAU

FORMAL COMPLAINTS WHERE RESPONSE DUE DATE IS DUE BETWEEN 0 AND 5 DAYS AS OF 09/01/2005

Account #	SA #	Customer Name	Active	DATES			Docket #	Courtset	PGW		Resp. Date	DATES	
				Satfiled	Closed	Witness			ALL Assigned	Resp. File		Hear	
1	213669305	9783544405 FERRELL, GLADYS T	08/12/2005			201780206	Admucci	Langford			09/01/2005		
2	817256220	8736101677 TUCKER, ROMEEN	08/12/2005			201772816	Farnas				09/01/2005		
3	7116440988	9961495927 JWANIER, CAROLA	08/12/2005			201787443	Farnas				09/01/2005		
4	8116048322	9961480010 PRESTON, JOAN	08/12/2005			201741834	Farnas				09/01/2005		
5	9119894874	9961735560 JOHNSON, WILLIE MAE	08/12/2005			201798369	Farnas				09/01/2005		
6	380141131	754309060 PORTER, DAVID C	08/12/2005			200054861	Farnas				09/01/2005		
7	301355129	7636156038 KRR INC	08/12/2005			200054862	Farnas				09/01/2005		
8	8117558340	9961591513 COLANCECCO, PASQUALE	08/12/2005			201610214	Farnas				09/01/2005		
9	9112633198	9961299163 MYRICK, ROSALIND & S	08/12/2005			201703736	Admucci				09/01/2005		
10	4113567662	9961312061 REID, RONALD	08/12/2005			20181367	Farnas	Vacca			09/01/2005		
11	343725008	1648313891 MITCHELL, TERESA D	08/16/2005			201599873	Farnas	Coleman			09/05/2005		
12	47367972	1717036746 JONES, RONALD L	08/16/2005			201746809	Farnas	Raknsis			09/05/2005		
13	4113063403	9961320663 CARDE, BETSAIDA	08/16/2005			201578155	Farnas	Inzary			09/05/2005		
14	552852973	2563041772 WHITE, EDWARD	08/16/2005			201560780	Farnas	Rosario			09/05/2005		
15	3112313360	9961286722 SMITH, FLOYD	08/16/2005			200054873	Farnas	Kelly			09/05/2005		
16	4119250699	9961708311 DIANO, VINCENT	08/16/2005			201613899	Farnas	Vacca			09/05/2005		
17	5119366537	9961630447 ALLEN, REGINA/LD	08/16/2005			201603719	Farnas	Inzary			09/05/2005		
18	870454285	1199960586 JAMES, GALLAGHER	08/16/2005			201777259	Farnas	Raknsis			09/05/2005		
19	4116288049	7690118689 WILLIAMS, RICARDO	08/16/2005			201593262	Farnas	Carnall			09/05/2005		
20	3116859441	78789995710 JOHNSON, CHERYL	08/16/2005			201651513	Farnas	Rosario			09/05/2005		
21	1117331298	9961477559 BRANCH, JACQUELINE	08/16/2005			201581327	Farnas	Langford			09/05/2005		
22	4114290013	8843007661 BACKMAN ADZUA AWURA A Z	08/16/2005			200054871	Farnas	Carnall			09/05/2005		
23	2117179112	1072393421 ADAMS, CLAUDE	08/16/2005			200054875	Farnas	Raknsis			09/05/2005		
24	502573253	5522968704 MATTHEWS, SHIRLEY A	08/16/2005			201821108	Farnas	Kelly			09/06/2005		
25	195780585	2776675995 GLOVER, LILLIAN E	08/17/2005			200054884	Farnas	Raknsis			09/06/2005		
26	456552499	7105244440 GILLARY, JASON A	08/17/2005			201773607	Farnas	Kelly			09/06/2005		
27	930479821	8910571815 JOHNSON, ANITA R	08/17/2005			201864537	Admucci	Kelly			09/06/2005		
28	5117130553	9961530705 SAULSBERRY, DAVID	08/17/2005			201718126	Admucci	Inzary			09/06/2005		
29	7117323880	2774042980 CARTER, THOMAS F	08/17/2005			201864537	Admucci	Inzary			09/06/2005		
30	3116747571	9961485761 POWELL, EDWINS	08/17/2005			201767178	Farnas	Coleman			09/06/2005		
31	7117532224	9961577699 BLASZCZYK, JESSIE	08/17/2005			201740344	Farnas	Langford			09/06/2005		
32	650040433	271078261 BRINSON, ELAINE B	08/17/2005			201782543	Admucci	Inzary			09/06/2005		
33	8119351719	9961628963 SHAFMASTER, F H	08/17/2005			201737655	Farnas	Vacca			09/06/2005		
34	2112470495	2724443014 DEFLEMINGUE, ELISAL	08/17/2005			201778493	Farnas	Rosario			09/06/2005		
35	262110753	137314497 MCGREGOR, HELENE	08/17/2005			201569480	Farnas	Inzary			09/06/2005		
36	427325780	819788233 ATKINS, CELESTE	08/17/2005			201696299	Farnas	Langford			09/06/2005		
37	411502567	9240888929 MILLS, CHARLES E JR	08/17/2005			201709854	Farnas	Rosario			09/06/2005		
38	2116891499	917182543 BASHIR, AL	08/17/2005			201765296	Farnas	Inzary			09/06/2005		
39	5116785808	9961594056 COSBY, ANGELIQUE D	08/17/2005				Farnas				09/06/2005		
40	993127610	4904755478 KINNEY, BARBARA	08/17/2005				Farnas				09/06/2005		

FORMAL COMPLAINTS WHERE RESPONSE DUE DATE IS DUE BETWEEN 0 AND 5 DAYS AS OF 09/01/2005

Account #	SA #	Customer Name	DATES			PGW			DATES					
			Active	Satisfied	Closed	Docket #	Counsel	Witness	All Assigned	Resp. Due	Resp. File	Heard		
41	238387054	955559000	GOANUE, PETER	08/17/2005			C20054883	Farnas	Carnali			09/06/2005		
42	4113633011	9961447778	GRAY-HARMON, ROSELYN	08/17/2005			Z01674945	Farnas	Langford			09/08/2005		
43	411496538	2628021120	TEMPLE, ARMINA R	08/17/2005			Z01682269	Adamucci	Kelly			09/08/2005		
44	219147616	8225704368	CUNNINGHAM BARBARA	08/17/2005			c20054881	Farnas				09/08/2005		
45	514852697	5835803056	COKER, BLANCHE	08/17/2005			Z01705301	Farnas				09/06/2005		
46	996137648	3728798858	COIT, ROSE M	08/17/2005			Z01792986	Farnas	Rosario			09/06/2005		
47	672891008	3299102686	SOFT OFF, 1024	08/17/2005			F01616764	Farnas	Coleman			09/06/2005		
48	672891008	3299102686	SOFT OFF, 1024	08/17/2005			F0161284	Farnas				09/06/2005		
49	4113864662	1485977874	BROWN, MILDRED	08/17/2005			Z01777100	Farnas	Langford			09/06/2005		
50	5113038306	9961304832	JACKS CAMERA INC	08/17/2005			C20054880	Adamucci	Coleman			09/06/2005		
	9112007427	6383404510	GRIGGS, SHEENA	08/17/2005			Z01694429	Farnas	Kelly			09/06/2005		

FORMAL COMPLAINTS WHERE RESPONSE DUE DATE IS DUE BETWEEN 6 and 10 DAYS AS OF 09/01/2005

Account #	SA #	Customer Name	Active	DATES			Docket #	Counsel	PGW			Resp. Due	DATES	
				Settled	Closed				Witness	All Assigned	Resp. File		Hearst	
1	5119339531	9961744850 BROWN, MATTIE	08/18/2005			C20054911	Farnas					09/07/2005		
2	2117097488	3458434323 WASHINGTON, KATHLEEN	08/18/2005			Z01988754	Admucci					09/07/2005		
3	300636033	1460930629 THOMAS, PAULETTE L	08/18/2005			Z01800409	Farnas					09/07/2005		
4	425046292	2336447981 RODRIQUEZ, MARGARITA	08/18/2005			F01578200	Farnas					09/07/2005		
5	628715638	594786297 BETHEL, ALFONSO	08/18/2005			101879920	Farnas					09/07/2005		
6	9114306172	1358930288 TATE, CHARLOTTE S	08/18/2005			Z01877579	Farnas					09/07/2005		
7	568606142	1855708000 HENRY, JOAN C	08/18/2005			Z01874716	Admucci					09/07/2005		
8	3118972032	4602536472 ROWELL, MARGARET	08/18/2005			Z01786183	Farnas					09/07/2005		
9	1112547887	9961253256 MCALILEY, ELIZABETH	08/18/2005			Z01796401	Admucci					09/07/2005		
10	3113069337	2871788275 RAMOS, MARIE	08/18/2005			Z01647474	Farnas					09/07/2005		
11	1119472514	9961691962 MCOULLA, JAMES	08/18/2005			C20054934	Admucci					09/07/2005		
12	48650280	4346888400 GAMBLE, LYNN	08/18/2005			C20054912	Farnas					09/07/2005		
13	433255149	9924704683 WANAMAKER, MARY A	08/18/2005			C20054913	Farnas					09/07/2005		
14	9114375560	5005537736 ESCALERA, NORMA I	08/18/2005			C20054914	Admucci					09/07/2005		
15	11138852312	9961403441 ANDREW, ANNA W	08/18/2005			C20054915	Farnas					09/07/2005		
16	8111431239	9961280150 WILSON, CAROLYN M	08/18/2005			C20054937	Farnas					09/07/2005		
17	6115329591	1786215251 HINTON, MARVELLA	08/18/2005			C20054936	Farnas					09/07/2005		
18	730689233	2369554412 CUNNINGHAM, EUGENE	08/18/2005			C20054935	Farnas					09/07/2005		
19	3111225884	9191195548 TOLER, JOCINDA	08/18/2005			Z01728718	Admucci					09/07/2005		
20	6116730951	9961469723 RAGLAND, SYLVIA	08/18/2005			C20054889	Admucci					09/07/2005		
21	7117351331	3323155987 ELLIS, RHONDA	08/18/2005			Z01743010	Admucci					09/07/2005		
22	1112094287	8051580046 REGAN, WILLIAM M	08/18/2005			Z01732885	Farnas					09/07/2005		
23	372520969	9898889089 GRANT, DESIREA T	08/18/2005			Z01792624	Farnas					09/07/2005		
24	634351074	5724845743 LELAND, DONALD C	08/18/2005			F01690882	Farnas					09/07/2005		
25	8111322963	9961231678 TAYLOR, ALAN	08/18/2005			F01691890	Farnas					09/07/2005		
26	7114022836	9961340150 SERVANCE, DARLENE	08/18/2005			F01632134	Admucci					09/07/2005		
27	3120177411	9961706373 FOWLER, ANNETTE	08/18/2005			F01766847	Farnas					09/07/2005		
28	7112546886	4955715898 LYNCH, FRANCES A	08/18/2005			C20054888	Farnas					09/07/2005		
29	283153800	3367579022 CUSTUS, MELINDA	08/18/2005			C20054887	Farnas					09/07/2005		
30	6411929	6335037845 EASLEY, JUANITA	08/18/2005			F01899255	Farnas					09/07/2005		
31	9113328864	9961309246 SMITH, END J	08/18/2005			F01830920	Farnas					09/07/2005		
32	9118283860	9961583862 GWENLECH	08/18/2005			C2005486	Farnas					09/07/2005		
33	2116388736	4024806556 LEROY FREEMAN	08/18/2005			F01795811	Farnas					09/07/2005		
34	1117279639	9961818524 BYRD, WILLIAM	08/18/2005			Z01706665	Farnas					09/07/2005		
35	3113018213	9961307824 JONES, BRAN S	08/18/2005			C20054819	Farnas					09/07/2005		
36	8122184672	9961773222 CONNELLY, MIRIAM I	08/18/2005			C20054820	Farnas					09/07/2005		
37	7116130726	2235239927 MONTGOMERY SHYRL	08/09/2005			C20054842	Farnas					09/07/2005		
38	963441541	9395876161 RILEY, LORETTA	09/18/2005			C20054846	Farnas					09/07/2005		
39	2114077882	6733455314 DEGRASSE, ANNE J	08/18/2005			C20054836	Farnas					09/07/2005		
40	3119038733	9961528894 TALLEY, ERICK	08/18/2005			F01855822	Farnas					09/07/2005		

FORMAL COMPLAINTS WHERE RESPONSE DUE DATE IS DUE BETWEEN 6 and 10 DAYS AS OF 09/01/2005

Account #	SA #	Customer Name	Active	DATES			Docket #	Counsel	PGW			DATES		
				Settled	Closed				Witness	All Assigned	Resp. Due	Resp. File	Hearth	
41	9116893434	9354493105	O'REILLY, MICHAEL	08/19/2005	08/29/2005		C20054944	Farnas				09/07/2005		
42	278764295	1553528012	WALLACE, MARITTHA	08/18/2005	08/30/2005		C20054937	Farnas				09/07/2005	08/30/2005	
43	211613009	9981622415	DENNIS, PHYLLIS	08/18/2005			F01633827	Farnas				09/07/2005	08/30/2005	
44	476973363	463120307	GARCIA, WILNELIA	08/18/2005			C20054848	Farnas				09/07/2005		
45	8113502738	9961369295	CREAMER, ROY	08/18/2005			Z01768119	Farnas				09/07/2005		
46	693065925	4507653375	ALMOND, ETHEL	08/18/2005			C20054855	Farnas				09/07/2005		
47	824280512	5707625277	LATIMORE, SHARON	08/19/2005			C20054973	Admucci				09/08/2005		
48	1116893559	3391190020	CARMICHAEL, CYNTHIA	08/19/2005			C20054970	Admucci				09/08/2005		
49	1113352549	8178880043	ZESZUT, JOHN	08/19/2005			C20054971	Farnas				09/08/2005		
50	450016571	1176844550	HARRIS, CHARLES M	08/19/2005			Z01877517	Farnas				09/08/2005		
51	240236296	2911690806	BURNO, STEVEN	08/19/2005			F01880101	Farnas				09/08/2005		
52	422575010	5867459980	BURNETTE, JAMIE	08/19/2005			C20054925	Farnas				09/08/2005		
53	33474687	2211182168	BAERGA, ESPERANZA	08/19/2005			Z01873155	Farnas				09/08/2005		
54	6113454702	6344770943	HENDERSON, CRYSTAL L	08/19/2005			C20054926	Farnas				09/08/2005		
55	3117264625	3890544328	HANCOX, PATRELL R	08/19/2005			Z01877557	Admucci				09/08/2005		
56	808622889	1478242624	NICHOLS, CYNTHIA D	08/19/2005			C20054972	Farnas				09/08/2005		
57	1114457836	9951409421	MAGGIOLINI, PETER	08/19/2005			C20054974	Farnas				09/08/2005		
58	669090637	3845991521	SMITH, KAREN	08/19/2005			Z01719581	Admucci				09/08/2005		
59	986451530	2910697312	FONTANA, CHRISTOPHER	08/19/2005			Z01665078	Admucci				09/08/2005		
60	3111625766	4002978805	GUERRERO, ESTABAN	08/19/2005			Z01609884	Admucci				09/08/2005		
61	673089455	3004425483	CASTILLO, ISMAEL	08/19/2005			C20054924	Admucci				09/08/2005		
62	4116206770	1440692481	HIRST, LINDA	08/19/2005			C20054928	Admucci				09/08/2005		

FORMAL COMPLAINTS WHERE RESPONSE DUE DATE IS DUE BETWEEN 11 and 15 DAYS AS OF 09/01/2005

Account #	SA #	Customer Name	Active	DATES			Docket #	Complainant	Witness	All Assigned	DATES		
				Satified	Closed						Resp. Due	Resp. File	Heard
1	519846375	6832618799	WILLIAMS-MIMMS, RHONDA	08/23/2005			Z01896409	Farras			09/12/2005		
2	811752891	2827004190	GREEN, ROLANDA	08/23/2005			Z01896551	Farras			09/12/2005		
3	598666758	2651040209	KUMMERLEN, KRISTINE M	08/23/2005			F01877895	Farras			09/12/2005		
4	4113629692	9961447345	BUSH, STEPHANIE J	08/23/2005			Z01841154	Farras			09/12/2005		
5	5113994371	9961316104	JACKSON, LORINDA	08/23/2005			F01778294	Farras			09/12/2005		
6	8112080400	4593780972	HOUSE MAURICE R	08/23/2005			F01848627	Farras			09/12/2005		
7	982112291	3905549748	BAKER BEVERLY R	08/23/2005			F01911274	Adamucci			09/12/2005		
8	1117567818	7117014287	YANCHIS, JOSEPH	08/22/2005			C20054976	Farras			09/12/2005		
9	499916855	2131309188	PARKER, KEISHA S	08/24/2005			C20055075	Farras			09/13/2005		
10	2117454085	1482099548	DOHERTY, GINA M	08/24/2005			C20055043	Adamucci			09/13/2005		
11	2122013167	5170795528	CHAMBERS, MICHELE	08/24/2005			C20055081	Farras			09/13/2005		
12	9116746847	3017894443	GROCE, DAVITA	08/24/2005			C20055038	Farras			09/13/2005		
13	2111146507	368277738	FINKELMAN CINDY	08/24/2005			C20055044	Farras			09/13/2005		
14	879357818	3828469833	MC CARTHY, DENNIS	08/24/2005			C20055042	Farras			09/13/2005		
15	504353503	1931920659	GREENE, FRANCIS P	08/24/2005			C20055046	Farras			09/13/2005		
16	728807229	5861448312	BURNETT, VERA	08/24/2005			C20055045	Farras			09/13/2005		
17	2116538736	716753752	LEROY FREEMAN	08/24/2005			C20055082	Adamucci			09/13/2005		



COMMONWEALTH OF PENNSYLVANIA
PENNSYLVANIA PUBLIC UTILITY COMMISSION
Office of Administrative Law Judge
P.O. BOX 3265, HARRISBURG, PA 17105-3265

DOCKET

IN REPLY PLEASE
REFER TO OUR FILE

September 7, 2005

In Re: Various Complaints

2-01651513

Laureto A. Farinas, Esquire
800 West Montgomery Avenue
Philadelphia, PA 19122

Request for Blanket Extension of Time in Which to File Answers
to Complaints

NOTICE

Please be advised that your request for a blanket extension of time to file answers on the complaints on the attached list has been granted. The extension is approved for 30 days.

Answers must be filed on or before the date indicated on the attached list for each case. Failure to submit answers by that date may result in the scheduling of a hearing.

If you have any questions regarding this response, please contact the scheduling office at (717) 787-1399.

Enclosure

pc: Scheduling (w/enc.)
~~Both Plantz (w/enc.)~~
~~Docket Section (w/enc.)~~

DOCKETED
NOV 04 2005

RJP

COMMONWEALTH OF PENNSYLVANIA

OFFICE OF ADMINISTRATIVE
LAW JUDGE

PUBLIC UTILITY COMMISSION

TIME EXTENSIONS

COMPLAINTS
FOR
PHILADELPHIA GAS WORKS

DOCKET NO.	RESP. DUE DATE	30-DAY TIME EXTENSION DUE DATE	COMMENTS
F-01606310	08/31/2005	09/31/2005	
Z-01812022	08/31/2005	09/31/2005	
Z-01783490	08/31/2005	09/31/2005	
C-20054858	08/31/2005	09/31/2005	
Z-01703352	08/31/2005	09/31/2005	
Z-01802069	08/31/2005	09/31/2005	
Z-01781897	08/31/2005	09/31/2005	
C-20054853	08/31/2005	09/31/2005	
Z-01777820	08/31/2005	09/31/2005	
Z-01758609	08/31/2005	09/31/2005	
Z-01781359	08/31/2005	09/31/2005	
Z-01775134	08/31/2005	09/31/2005	
Z-01757981	08/31/2005	09/31/2005	
Z-01780206	09/01/2005	10/01/2005	
Z-01772816	09/01/2005	10/01/2005	
Z-01787443	09/01/2005	10/01/2005	
F-01625760	09/01/2005	10/01/2005	
Z-01741834	09/01/2005	10/01/2005	
Z-01798369	09/01/2005	10/01/2005	
C-20054861	09/01/2005	10/01/2005	
C-20054862	09/01/2005	10/01/2005	
F-01610214	09/01/2005	10/01/2005	
Z-01703736	09/01/2005	10/01/2005	
Z-01818367	09/05/2005	10/05/2005	
Z-01599873	09/05/2005	10/05/2005	
Z-01746909	09/05/2005	10/05/2005	
F-01578155	09/05/2005	10/05/2005	
F-01560780	09/05/2005	10/05/2005	
C-20054873	09/05/2005	10/05/2005	
Z-01613899	09/05/2005	10/05/2005	
F-01603719	09/05/2005	10/05/2005	
Z-01777259	09/05/2005	10/05/2005	Correct Docket No. is Z-01772594
F-01593262	09/05/2005	10/05/2005	
Z-01651513	09/05/2005	10/05/2005	
F-01581327	09/05/2005	10/05/2005	
C-20054871	09/05/2005	10/05/2005	
C-20054875	09/05/2005	10/05/2005	
C-20054878	09/06/2005	10/06/2005	

Complaints
for
Philadelphia Gas Works (Cont'd)

DOCKET NO.	RESP. DUE DATE	30-DAY TIME EXTENSION DUE DATE	COMMENTS
Z-01821106	09/06/2005	10/06/2005	
C-20054884	09/06/2005	10/06/2005	
Z-01773607	09/06/2005	10/06/2005	
C-20054882	09/06/2005	10/06/2005	
Z-01864537	09/06/2005	10/06/2005	
Z-01718126	09/06/2005	10/06/2005	
Z-01767176	09/06/2005	10/06/2005	
Z-01740344	09/06/2005	10/06/2005	
Z-01782543	09/06/2005	10/06/2005	
Z-01737655	09/06/2005	10/06/2005	
Z-01778493	09/06/2005	10/06/2005	
F 01669480	09/06/2005	10/06/2005	
Z 01696299	09/06/2005	10/06/2005	
Z-01709854	09/06/2005	10/06/2005	Complainant for this Docket No. is Francis Scarborough and net Angelique D. Cosby. Cosby's Docket No. is Z-01851953
Z-01765296	09/06/2005	10/06/2005	
C-20054883	09/06/2005	10/06/2005	
Z-01674945	09/06/2005	10/06/2005	
Z-01682269	09/06/2005	10/06/2005	
C-20054881	09/06/2005	10/06/2005	
Z-01705301	09/06/2005	10/06/2005	
Z-01792986	09/06/2005	10/06/2005	
F-01616264	09/06/2005	10/06/2005	
Z-01777100	09/06/2005	10/06/2005	
C-20054880	09/06/2005	10/06/2005	
Z-01694429	09/06/2005	10/06/2005	
C-20054911	09/07/2005	10/07/2005	
Z-01868754	09/07/2005	10/07/2005	
Z-01800409	09/07/2005	10/07/2005	
F-01578200	09/07/2005	10/07/2005	
F-01679920	09/07/2005	10/07/2005	
Z-01877579	09/07/2005	10/07/2005	
Z-01874716	09/07/2005	10/07/2005	
Z-01786183	09/07/2005	10/07/2005	
Z-01796401	09/07/2005	10/07/2005	
Z-01647474	09/07/2005	10/07/2005	
C-20054934	09/07/2005	10/07/2005	
C-20054912	09/07/2005	10/07/2005	
C-20054913	09/07/2005	10/07/2005	
C-20054914	09/07/2005	10/07/2005	
C-20054915	09/07/2005	10/07/2005	
C-20054937	09/07/2005	10/07/2005	
C-20054936	09/07/2005	10/07/2005	
C-20054935	09/07/2005	10/07/2005	
Z-01728718	09/07/2005	10/07/2005	
C-20054889	09/07/2005	10/07/2005	

**Complaints
for
Philadelphia Gas Works (Cont'd)**

DOCKET NO.	RESP. DUE DATE	30-DAY TIME EXTENSION DUE DATE	COMMENTS
Z-01743010	09/07/2005	10/07/2005	
Z-01702885	09/07/2005	10/07/2005	
Z-01792624	09/07/2005	10/07/2005	Complainant for this Docket No. is Cynthia Smith and not Desirea T. Grant. Desirea T. Grant is not in our system.
F-01690882	09/07/2005	10/07/2005	
F-01691880	09/07/2005	10/07/2005	
F-01632134	09/07/2005	10/07/2005	
F-01766847	09/07/2005	10/07/2005	
C-20054888	09/07/2005	10/07/2005	
C-20054887	09/07/2005	10/07/2005	
F-01899255	09/07/2005	10/07/2005	
F-01830920	09/07/2005	10/07/2005	
C-20054886	09/07/2005	10/07/2005	
F-01795811	09/07/2005	10/07/2005	
C-20054842	09/07/2005	10/07/2005	
C-20054846	09/07/2005	10/07/2005	This complaint is not in our system
C-20054836	09/07/2005	10/07/2005	
C-20054844	09/07/2005	10/07/2005	
C-20054837	09/07/2005	10/07/2005	Certificate of Satisfaction issued 9/02/05
Z-01768119	09/07/2005	10/07/2005	Duplicate Listing - Due Dates of 8/31/05 and 09/07/05
C-20054855	09/07/2005	10/07/2005	Duplicate Listing - Dues Dates of 8/31/05 and 09/07/05
C-20054973	09/08/2005	10/08/2005	
C-20054970	09/08/2005	10/08/2005	
C-20054971	09/08/2005	10/08/2005	
Z-01877517	09/08/2005	10/08/2005	
F-01880101	09/08/2005	10/08/2005	
C-20054925	09/08/2005	10/08/2005	
Z-01873155	09/08/2005	10/08/2005	
C-20054926	09/08/2005	10/08/2005	
Z-01877557	09/08/2005	10/08/2005	
C-20054972	09/08/2005	10/08/2005	
C-20054974	09/08/2005	10/08/2005	
Z-01719581	09/08/2005	10/08/2005	
Z-01665078	09/08/2005	10/08/2005	
Z-01609884	09/08/2005	10/08/2005	
C-20054924	09/08/2005	10/08/2005	
C-20054928	09/08/2005	10/08/2005	
Z-01896409	09/12/2005	10/12/2005	
Z-01880551	09/12/2005	10/12/2005	
F-01877895	09/12/2005	10/12/2005	Duplicate Listing - Due Dates of 09/12/05 and after 09/20/05
Z-01841154	09/12/2005	10/12/2005	
F-01778294	09/12/2005	10/12/2005	
F-01848627	09/12/2005	10/12/2005	Duplicate Listing - Due Dates of

Complaints
for
Philadelphia Gas Works (Cont'd)

DOCKET NO.	RESP. DUE DATE	30-DAY TIME EXTENSION DUE DATE	COMMENTS
			09/12/05 and after 09/20/05
F-01911274	09/12/2005	10/12/2005	Duplicate Listing - Due Dates of 09/12/05 and after 9/20/05
C-20054976	09/12/2005	10/12/2005	
C-20055075	09/13/2005	10/13/2005	
C-20055043	09/13/2005	10/13/2005	Duplicate Listing - Due Dates of 09/13/05 and after 09/20/05
C-20055081	09/13/2005	10/13/2005	Duplicate Listing - Due Dates of 09/13/05 and after 09/20/05
C-20055038	09/13/2005	10/13/2005	Duplicate Listing - Due Dates of 09/13/05 and after 09/20/05
C-20055044	09/13/2005	10/13/2005	Duplicate Listing - Due Dates of 09/13/05 and after 09/20/05
C-20055042	09/13/2005	10/13/2005	Duplicate Listing - Due Dates of 09/13/05 and after 09/20/05
C-20055046	09/13/2005	10/13/2005	Duplicate Listing - Due Dates of 09/13/05 and after 09/20/05
C-20055045	09/13/2005	10/13/2005	Duplicate Listing - Due Dates of 09/13/05 and after 09/20/05
C-20055082	09/13/2005	10/13/2005	Duplicate Listing - Due Dates of 09/13/05 and after 09/20/05
F-01878100	09/20/2005	10/20/2005	
Z-01777135	09/20/2005	10/20/2005	
C-20055075	09/20/2005	10/20/2005	
C-20055019	09/20/2005	10/20/2005	
C-20055033	09/20/2005	10/20/2005	
C-20055032	09/20/2005	10/20/2005	
C-20055035	09/20/2005	10/20/2005	
F-01778294	09/20/2005	10/20/2005	
F-01859980	09/20/2005	10/20/2005	
Z-01896409	09/20/2005	10/20/2005	
C-20055037	09/20/2005	10/20/2005	
Z-01841154	09/20/2005	10/20/2005	
C-20055036	09/20/2005	10/20/2005	
C-20055034	09/20/2005	10/20/2005	
Z-01886551	09/20/2005	10/20/2005	
F-01677174	09/20/2005	10/20/2005	
C-20055031	09/20/2005	10/20/2005	
C-20055039	09/20/2005	10/20/2005	



Mary M. Chan, Paralegal
Legal Department
Direct Dial: (215) 684-6830
Fax: (215) 684-6798
E-mail: mary.chan@pgwworks.com

ORIGINAL

October 5, 2005

RECEIVED

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

OCT 0 6 2005

PA PUBLIC UTILITY COMMISSION
SECRETARY'S BUREAU

RE: Jacqueline Branch vs. PGW, Docket No.: Z-01651513

Dear Secretary McNulty:

Pursuant to 52 Pa. Code §5.61, the Philadelphia Gas Works ("PGW") hereby files the original and three (3) copies of its Answer to the Complaint in the above captioned matter.

If additional information is needed about this matter, please do not hesitate to contact me at my direct-dial number above. Thank you for your assistance in this matter.

Sincerely,

A handwritten signature in black ink, appearing to be the initials "M" and "C" joined together, written over the word "Sincerely,".

Enclosure

cc: Jacqueline Branch
Orlando Rosario

**DOCUMENT
FOLDER**

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BEFORE THE
PENNSYLVANIA PUBLIC UTILITY COMMISSION

OCT 0 5 2005

PA PUBLIC UTILITY COMMISSION
SECRETARY'S BUREAU

Jacqueline Branch

v.

Philadelphia Gas Works

:
:
:
:
:

Docket No.: Z-01651513

DOCUMENT
FOLDER

Answer of the Philadelphia Gas Works

Pursuant to 52 Pa. Code §5.61, the Philadelphia Gas Works ("PGW") hereby answers the Complaint filed in the above captioned matter. PGW hereby avers the following:

- 1. Admitted.
- 2. Admitted.
- 3. Admitted.

DOCKETED
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4. (a-b) Denied. PGW denies the averments contained in this paragraph concerning the Complainant's bills, and all other averments that are conclusions. The bills are correct as rendered. The Complainant's bills are based on actual gas usage to 1015 E. Cleveland Street, Apt 2F (Service Address). The current total arrearage on the Complainant's gas account is \$857.26 as shown on the statement of accounts, which is attached hereto as Exhibit "A".

Pursuant to the Bureau of Consumer Services (BCS) decision dated April 22, 2005, the Complainant must pay \$141 a month, which consists of \$88 in budget bill plus \$53 towards the arrears. A copy of the BCS decision is attached hereto as Exhibit "B".

5. Denied. The averments in Paragraph 5 of the Complaint are requests for relief to which no response is required. PGW therefore denies the averments in this paragraph.

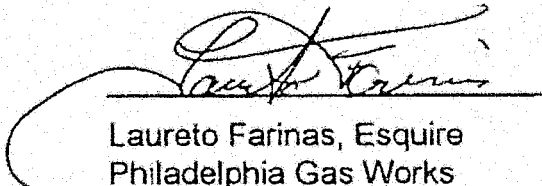
6. Admitted.

7. Admitted.

Wherefore, PGW respectfully requests that this Commission find against the Complainant. PGW requests that, the Commission enter an Interim Order directing the Complainant to make payment of the current bill during the pendency of the hearing in this matter. PGW further requests that the Interim Order directing payment authorize PGW to terminate service if the Complainant fails to comply with that Interim Order.

Respectfully submitted,

October 5, 2005



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

EXHIBIT A

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PA PUBLIC UTILITY COMMISSION
SECRETARY'S BUREAU

HISTORY REQUEST REPORT FOR ACCOUNT # 1117331298 AND SA # 9961477559 AS OF 10/05/2005

Account # 1117331298	SA # 9961477559	Bill Cycle 15	Rate Class GS	Phone # 9273050215
Name BRANCH, JACQUELINE		Address 1015 E CLIVEDEN ST 2F/PHILA, PA		
Pay Agreement Indicator	Easyway Indicator	CRP Status		
Blocker Start Date 20050721	Blocker End Date 20070731	Meter # 1858457		

Tran Date	Tran Type	Current Amt	Total Amt	Adjust Amt	Segment Start Date	Segment End Date	Read Code	End Read	Current Balance	Usage	Meter #
01/01/1996	CONVRC	\$74.00	\$0.00	\$0.00							
09/18/1997	BILL	\$8.27	\$8.27	\$0.00	09/01/1997	09/18/1997	Y	256	\$8.27	5	1858457
10/14/1997	PAY	(\$8.27)	(\$8.27)	\$0.00							
10/17/1997	BILL	\$27.07	\$27.07	\$0.00	09/18/1997	10/17/1997	R	283	\$27.07	27	1858457
11/17/1997	BILL	\$74.08	\$74.08	\$0.00	10/17/1997	11/17/1997	R	365	\$74.08	82	1858457
11/19/1997	PAY	(\$27.07)	(\$27.07)	\$0.00							
12/16/1997	BILL	\$104.00	\$104.00	\$0.00	11/17/1997	12/16/1997	R	482	\$104.00	117	1858457
12/19/1997	LPC	\$0.88	\$0.88	\$0.88							
12/31/1997	PAY	(\$74.08)	(\$74.08)	\$0.00							
01/12/1998	PAY	(\$50.00)	(\$50.00)	\$0.00							
01/21/1998	BILL	\$107.42	\$107.42	\$0.00	12/16/1997	01/21/1998	R	603	\$107.42	121	1858457
01/23/1998	LPC	\$0.81	\$0.81	\$0.81							
02/10/1998	PAY	(\$163.11)	(\$163.11)	\$0.00							
02/23/1998	BILL	\$80.07	\$80.07	\$0.00	01/21/1998	02/23/1998	R	692	\$80.07	89	1858457
03/23/1998	BILL	\$77.50	\$77.50	\$0.00	02/23/1998	03/23/1998	R	778	\$77.50	86	1858457
03/23/1998	PAY	(\$80.07)	(\$80.07)	\$0.00							
04/14/1998	PAY	(\$77.50)	(\$77.50)	\$0.00							
04/22/1998	BILL	\$28.79	\$28.79	\$0.00	03/23/1998	04/22/1998	R	807	\$28.79	29	1858457
05/21/1998	BILL	\$19.39	\$19.39	\$0.00	04/22/1998	05/21/1998	R	825	\$19.39	18	1858457
05/21/1998	PAY	(\$28.79)	(\$28.79)	\$0.00							
06/19/1998	PAY	(\$19.39)	(\$19.39)	\$0.00							
06/22/1998	BILL	\$17.67	\$17.67	\$0.00	05/21/1998	06/22/1998	R	841	\$17.67	16	1858457
07/15/1998	PAY	(\$17.67)	(\$17.67)	\$0.00							
07/22/1998	BILL	\$15.97	\$15.97	\$0.00	06/22/1998	07/22/1998	R	855	\$15.97	14	1858457
08/19/1998	BILL	\$15.97	\$15.97	\$0.00	07/22/1998	08/19/1998	R	869	\$15.97	14	1858457
08/21/1998	LPC	\$0.18	\$0.18	\$0.18							
09/17/1998	BILL	\$16.82	\$16.82	\$0.00	08/19/1998	09/17/1998	R	884	\$16.82	15	1858457
09/18/1998	PAY	(\$15.97)	(\$15.97)	\$0.00							

Account # 1117331298

SA # 9961477559

Bill Cycle 15

Rate Class GS

Phone # 92739502151

Name: BRANCH, JACQUELINE

Address: 1015 E CLIVEDEN ST.2/F/PHILA,PA

Easyway Indicator

CRF Status

Blocker Start Date 2005072

Blocker End Date 20070731

Meter # 1858457

Tran Date	Tran Type	Current Amt	Total Amt	Adjust Amt	Segment Start Date	Segment End Date	Read Code	End Read	Current Balance	Usage	Meter #
09/21/1998	LPC	\$0.19	\$0.19	\$0.19							
10/19/1998	PAY	(\$33.16)	(\$33.16)	\$0.00							
10/20/1998	BILL	\$17.67	\$17.67	\$0.00	09/17/1998	10/20/1998	R	900	\$17.67	16	1858457
11/18/1998	BILL	\$48.44	\$48.44	\$0.00	10/20/1998	11/18/1998	R	952	\$48.44	52	1858457
11/19/1998	LPC	\$0.21	\$0.21	\$0.21							
12/17/1998	BILL	\$68.10	\$68.10	\$0.00	11/18/1998	12/17/1998	R	1027	\$68.10	75	1858457
12/21/1998	LPC	\$0.79	\$0.79	\$0.79							
01/07/1999	LPCWVE	\$0.00	(\$1.00)	(\$1.00)							
01/08/1999	PAY	(\$66.32)	(\$66.32)	\$0.00							
01/12/1999	PAY	(\$67.11)	(\$67.11)	\$0.00							
01/21/1999	BILL	\$136.11	\$136.11	\$0.00	12/17/1998	01/21/1999	R	1182	\$136.11	155	1858457
01/25/1999	LPC	\$0.01	\$0.01	\$0.01							
02/11/1999	PAY	(\$75.00)	(\$75.00)	\$0.00							
02/12/1999	PAY	(\$75.00)	(\$75.00)	\$0.00							
02/17/1999	BILL	\$57.67	\$57.67	\$0.00	01/21/1999	02/17/1999	R	1248	\$57.67	66	1858457
02/19/1999	MISCDB	\$0.00	\$0.00	\$0.00							
03/10/1999	PAY	(\$44.57)	(\$44.57)	\$75.00							
03/16/1999	BILL	\$82.87	\$82.87	\$0.00	02/17/1999	03/16/1999	R	1345	\$82.87	97	1858457
04/09/1999	BILL	\$24.33	\$24.33	\$0.00	03/16/1999	04/09/1999	R	1370	\$24.33	25	1858457
04/13/1999	LPC	\$0.74	\$0.74	\$0.74							
05/06/1999	PAY	(\$37.00)	(\$37.00)	\$0.00							
05/20/1999	BILL	\$45.47	\$45.47	\$0.00	04/09/1999	05/20/1999	Y	1421	\$45.47	51	1858457
05/21/1999	LPC	\$2.46	\$2.46	\$2.46							
06/15/1999	LPC	\$1.07	\$1.07	\$1.07							
06/15/1999	BILL	\$16.52	\$16.52	\$0.00	05/20/1999	06/15/1999	Y	1434	\$16.52	13	1858457
06/21/1999	PAY	(\$55.00)	(\$55.00)	\$0.00							
07/08/1999	PAY	(\$55.00)	(\$55.00)	\$0.00							
07/22/1999	BILL	\$26.30	\$26.30	\$0.00	06/15/1999	07/22/1999	Y	1458	\$26.30	24	1858457
08/19/1999	BILL	\$18.68	\$18.68	\$0.00	07/22/1999	08/19/1999	Y	1472	\$18.68	14	1858457
08/23/1999	PAY	(\$55.00)	(\$55.00)	\$0.00							
09/20/1999	PAY	(\$55.00)	(\$55.00)	\$0.00							
09/20/1999	BILL	\$12.58	\$12.58	\$0.00	08/19/1999	09/20/1999	Y	1478	\$12.58	6	1858457
10/19/1999	PAY	(\$55.00)	(\$55.00)	\$0.00							

Account # 1117331298

SA # 995147559

Rate Class GS

Bill Cycle 15

Phone # 9173050215

Name BRANCH, JACQUELINE

Address 1015 E CLIVEDEN ST,2/FPHILA,PA

Pay Agreement Indicator

Easyway indicator

CRP Status

Blocker Start Date 20050721

Blocker End Date 20070731

Meter # 1858457

Tran Date	Tran Type	Current Amt	Total Amt	Adjust Amt	Segment Start Date	Segment End Date	Read Code	End Read	Current Balance	Usage	Meter #
10/19/1999	BILL	\$17.91	\$17.91	\$0.00	09/20/1999	10/19/1999	Y	1491	\$11.93	13	1858457
11/17/1999	BILL	\$30.11	\$30.11	\$0.00	10/19/1999	11/17/1999	Y	1520	\$0.00	29	1858457
11/17/1999	BILL	\$23.25	\$23.25	\$0.00	10/19/1999	11/17/1999	Y	1511	\$35.18	20	1858457
11/20/1999	CANB	(\$30.11)	(\$30.11)	\$0.00							
11/24/1999	PAY	(\$55.00)	(\$55.00)	\$0.00							
12/17/1999	BILL	\$32.04	\$32.04	\$0.00	11/17/1999	12/17/1999	Y	1542	\$12.22	31	1858457
01/12/2000	PAY	(\$55.00)	(\$55.00)	\$0.00							
01/22/2000	BILL	\$57.70	\$57.70	\$0.00	12/17/1999	01/22/2000	Y	1606	\$14.92	64	1858457
02/08/2000	PAY	(\$14.92)	(\$14.92)	\$0.00							
02/23/2000	BILL	\$60.44	\$60.44	\$0.00	01/22/2000	02/23/2000	Y	1674	\$60.44	68	1858457
03/10/2000	PAY	(\$60.44)	(\$60.44)	\$0.00							
03/22/2000	BILL	\$32.67	\$32.67	\$0.00	02/23/2000	03/22/2000	Y	1706	\$32.67	32	1858457
04/18/2000	PAY	(\$32.67)	(\$32.67)	\$0.00							
04/24/2000	BILL	\$28.83	\$28.83	\$0.00	03/22/2000	04/24/2000	Y	1733	\$28.83	27	1858457
05/19/2000	BILL	\$18.03	\$18.03	\$0.00	04/24/2000	05/19/2000	Y	1746	\$47.22	13	1858457
05/24/2000	LPC	\$0.36	\$0.36	\$0.36							
06/12/2000	PAY	(\$47.22)	(\$47.22)	\$0.00							
06/19/2000	BILL	\$16.48	\$16.48	\$0.00	05/19/2000	06/19/2000	Y	1757	\$16.48	11	1858457
07/20/2000	BILL	\$8.77	\$8.77	\$0.00	06/19/2000	07/20/2000	Y	1758	\$25.45	1	1858457
07/25/2000	LPC	\$0.20	\$0.20	\$0.20							
08/10/2000	PAY	(\$25.45)	(\$25.45)	\$0.00							
08/18/2000	BILL	\$8.00	\$8.00	\$0.00	07/20/2000	08/18/2000	Y	1758	\$8.00	0	1858457
09/19/2000	BILL	\$8.00	\$8.00	\$0.00	08/18/2000	09/19/2000	Y	1758	\$16.10	0	1858457
09/20/2000	LPC	\$0.10	\$0.10	\$0.10							
10/16/2000	PAY	(\$16.10)	(\$16.10)	\$0.00							
10/19/2000	BILL	\$54.27	\$54.27	\$0.00	09/19/2000	10/19/2000	Y	1818	\$54.27	60	1858457
11/17/2000	BILL	\$77.40	\$77.40	\$0.00	10/19/2000	11/17/2000	Y	1908	\$132.34	90	1858457
11/21/2000	LPC	\$0.67	\$0.67	\$0.67							
12/11/2000	PAY	(\$54.27)	(\$54.27)	\$0.00							
12/19/2000	BILL	\$208.52	\$208.52	\$0.00	11/17/2000	12/19/2000	Y	2121	\$287.56	213	1858457
12/21/2000	LPC	\$0.97	\$0.97	\$0.97							
01/22/2001	BILL	\$612.80	\$612.80	\$0.00	12/19/2000	01/22/2001	R	2638	\$845.36	517	1858457
01/22/2001	PAY	(\$55.00)	(\$55.00)	\$0.00							

Account # 117331286 SA # 956147559 Bill Cycle 15 Rate Class GS Phone # 927305012151
 Name BRANCH, JACQUELINE Address: 1015 E CLIVEDEN ST./PHILA.PA.
 Pay Agreement Indicator Easyway Indicator CRP Status
 Blocker Start Date: 20C50721 Blocker End Date: 20070731 Meter #: 1858457

Tran Date	Tran Type	Current Amt	Total Amt	Adjust Amt	Segment Start Date	Segment End Date	Read Code	End Read	Current Balance	Usage	Meter #
02/14/2001	XFER	(\$612.80)	(\$612.80)	(\$612.80)	01/22/2001	02/20/2001	R	2736	\$301.12	98	1858457
02/16/2001	PAY	(\$65.00)	(\$65.00)	\$0.00							
02/20/2001	BILL	\$133.56	\$133.56	\$0.00	02/20/2001	03/21/2001	R	2805	\$338.67	69	1858457
03/21/2001	PAY	(\$65.00)	(\$65.00)	\$0.00							
03/21/2001	BILL	\$102.55	\$102.55	\$0.00	03/21/2001	04/20/2001	R	2845	\$403.56	40	1858457
04/20/2001	BILL	\$64.89	\$64.89	\$0.00							
05/07/2001	PAY	(\$65.00)	(\$65.00)	\$0.00							
05/21/2001	BILL	\$32.95	\$32.95	\$0.00	04/20/2001	05/21/2001	R	2861	\$376.58	16	1858457
05/23/2001	LPC	\$5.07	\$5.07	\$5.07							
05/08/2001	PAY	(\$65.00)	(\$65.00)	\$0.00							
06/21/2001	BILL	\$31.62	\$31.62	\$0.00	05/21/2001	06/21/2001	R	2876	\$347.87	15	1858457
06/23/2001	LPC	\$4.67	\$4.67	\$4.67							
07/10/2001	PAY	(\$65.00)	(\$65.00)	\$0.00							
07/23/2001	BILL	\$30.29	\$30.29	\$0.00	06/21/2001	07/23/2001	R	2890	\$316.69	14	1858457
07/25/2001	LPC	\$3.53	\$3.53	\$3.53							
08/21/2001	BILL	\$27.64	\$27.64	\$0.00	07/23/2001	08/21/2001	R	2902	\$282.47	12	1858457
08/21/2001	PAY	(\$65.00)	(\$65.00)	\$0.00							
08/23/2001	LPC	\$3.14	\$3.14	\$3.14							
09/20/2001	BILL	\$28.12	\$28.12	\$0.00	08/21/2001	09/20/2001	R	2916	\$246.30	14	1858457
09/20/2001	PAY	(\$65.00)	(\$65.00)	\$0.00							
09/22/2001	LPC	\$2.71	\$2.71	\$2.71							
10/17/2001	PAY	(\$65.00)	(\$65.00)	\$0.00							
10/22/2001	BILL	\$36.37	\$36.37	\$0.00	09/20/2001	10/22/2001	R	2938	\$221.96	22	1858457
10/24/2001	LPC	\$2.29	\$2.29	\$2.29							
11/15/2001	PAY	(\$65.00)	(\$65.00)	\$0.00							
11/20/2001	BILL	\$61.65	\$61.65	\$0.00	10/22/2001	11/20/2001	R	2982	\$220.57	44	1858457
11/22/2001	LPC	\$1.96	\$1.96	\$1.96							
12/13/2001	PAY	(\$65.00)	(\$65.00)	\$0.00							
12/19/2001	BILL	\$71.68	\$71.68	\$0.00	11/20/2001	12/19/2001	R	3039	\$229.19	57	1858457
12/21/2001	LPC	\$1.94	\$1.94	\$1.94							
01/11/2002	PAY	(\$65.00)	(\$65.00)	\$0.00							
01/22/2002	BILL	\$169.67	\$169.67	\$0.00	12/19/2001	01/22/2002	R	3196	\$335.91	157	1858457
01/24/2002	LPC	\$2.05	\$2.05	\$2.05							

Account # 117331268

SA # 996147759

Rate Class GS

Bill Cycle 15

Phone # 9273050215

Name: BRANCH, JACQUELINE

Address: 1015 E CLIVEDEN ST.2F/PHILA, PA

Easyway Indicator

Easyway Indicator

CRP Status

Blocker End Date 20070331

Meter # 1858457

Blocker Start Date 20050721

Blocker End Date 20070331

Meter # 1858457

Tran Date	Tran Type	Current Amt	Total Amt	Adjust Amt	Segment Start Date	Segment End Date	Read Code	End Read	Current Balance	Usage	Meter #
02/15/2002	PAY	(\$65.00)	(\$65.00)	\$0.00	01/22/2002	02/20/2002	R	3305	\$395.75	109	1858457
02/20/2002	BILL	\$121.46	\$121.46	\$0.00							
02/22/2002	LPC	\$3.38	\$3.38	\$3.38							
03/15/2002	PAY	(\$65.00)	(\$65.00)	\$0.00	02/20/2002	03/20/2002	R	3382	\$417.17	77	1858457
03/20/2002	BILL	\$81.46	\$81.46	\$0.00							
03/22/2002	LPC	\$4.96	\$4.96	\$4.96							
04/19/2002	BILL	\$69.19	\$69.19	\$0.00	03/20/2002	04/19/2002	R	3447	\$423.59	65	1858457
04/22/2002	PAY	(\$68.00)	(\$68.00)	\$0.00							
04/23/2002	LPC	\$5.23	\$5.23	\$5.23							
04/30/2002	PAY	(\$50.00)	(\$50.00)	\$0.00	04/19/2002	05/20/2002	R	3477	\$413.53	30	1858457
05/20/2002	BILL	\$39.94	\$39.94	\$0.00							
06/10/2002	PAY	(\$75.00)	(\$75.00)	\$0.00	05/20/2002	05/20/2002	R	3492	\$365.25	15	1858457
06/20/2002	BILL	\$26.72	\$26.72	\$0.00							
07/19/2002	BILL	\$25.11	\$25.11	\$0.00	06/20/2002	07/19/2002	R	3505	\$390.36	13	1858457
07/23/2002	PAY	(\$75.00)	(\$75.00)	\$0.00							
08/15/2002	PAY	(\$75.00)	(\$75.00)	\$0.00							
08/19/2002	BILL	\$25.11	\$25.11	\$0.00	07/19/2002	08/19/2002	R	3518	\$269.47	13	1858457
09/16/2002	PAY	(\$50.00)	(\$50.00)	\$0.00							
09/18/2002	BILL	\$26.48	\$26.48	\$0.00	08/19/2002	09/18/2002	R	3532	\$241.95	14	1858457
10/15/2002	PAY	(\$75.00)	(\$75.00)	\$0.00							
10/18/2002	BILL	\$26.72	\$26.72	\$0.00	09/18/2002	10/18/2002	R	3546	\$192.67	14	1858457
11/19/2002	BILL	\$69.82	\$69.82	\$0.00	10/18/2002	11/19/2002	R	3620	\$283.49	74	1858457
11/21/2002	PAY	(\$75.00)	(\$75.00)	\$0.00							
12/18/2002	PAY	(\$75.00)	(\$75.00)	\$0.00	11/19/2002	12/19/2002	R	3747	\$278.48	127	1858457
12/19/2002	BILL	\$143.34	\$143.34	\$0.00							
12/21/2002	LPC	\$1.66	\$1.66	\$1.66							
01/15/2003	PAY	(\$75.00)	(\$75.00)	\$0.00	12/19/2002	01/22/2003	R	3909	\$198.09	162	1858457
01/22/2003	BILL	\$192.06	\$192.06	\$0.00							
01/24/2003	LPC	\$2.54	\$2.54	\$2.54							
02/19/2003	PAY	(\$75.00)	(\$75.00)	\$0.00	01/22/2003	02/20/2003	R	4037	\$474.62	128	1858457
02/20/2003	BILL	\$146.69	\$146.69	\$0.00							
02/22/2003	LPC	\$4.84	\$4.84	\$4.84							
03/17/2003	PAY	(\$75.00)	(\$75.00)	\$0.00							

Account # 117331298

SA # 986147559

Rate Class GS

Phone # 9273050(215)

Name: BRANCH, JACQUELINE

Address: 1015 E CLIVEDEN ST, PHILA, PA

Bill Cycle 15

Easyway Indicator

CRP Status

Meter # 1858457

Blocker Start Date: 20050721

Blocker End Date: 20070731

Meter # 1858457

Tran Date	Tran Type	Current Amt	Total Amt	Adjust Amt	Segment Start Date	Segment End Date	Read Code	End Read	Current Balance	Usage	Meter #
03/21/2003	BILL	\$12.77	\$121.77	\$0.00	02/20/2003	03/21/2003	R	4134	\$527.38	97	1858457
03/25/2003	LPC	\$5.99	\$5.99	\$5.99							
04/15/2003	PAY	(\$75.00)	(\$75.00)	\$0.00							
04/22/2003	BILL	\$89.82	\$89.82	\$0.00	03/21/2003	04/22/2003	R	4198	\$548.98	64	1858457
04/24/2003	LPC	\$6.78	\$6.78	\$6.78							
05/16/2003	PAY	(\$75.00)	(\$75.00)	\$0.00							
05/21/2003	BILL	\$38.25	\$38.25	\$0.00	04/22/2003	05/21/2003	R	4219	\$519.33	21	1858457
05/23/2003	LPC	\$7.10	\$7.10	\$7.10							
06/19/2003	BILL	\$28.90	\$28.90	\$0.00	05/21/2003	06/19/2003	R	4232	\$479.89	13	1858457
06/20/2003	PAY	(\$75.00)	(\$75.00)	\$0.00							
06/21/2003	LPC	\$6.66	\$6.66	\$6.66							
07/21/2003	BILL	\$29.22	\$29.22	\$0.00	06/19/2003	07/21/2003	R	4245	\$440.18	13	1858457
07/23/2003	PAY	(\$75.00)	(\$75.00)	\$0.00							
07/23/2003	LPC	\$6.07	\$6.07	\$6.07							
08/15/2003	PAY	(\$75.00)	(\$75.00)	\$0.00							
08/19/2003	BILL	\$26.58	\$26.58	\$0.00	07/21/2003	08/19/2003	R	4256	\$397.23	11	1858457
08/21/2003	LPC	\$5.47	\$5.47	\$5.47							
09/19/2003	BILL	\$29.34	\$29.34	\$0.00	08/19/2003	09/19/2003	R	4269	\$432.44	13	1858457
09/23/2003	LPC	\$5.87	\$5.87	\$5.87							
09/23/2003	PAY	(\$75.00)	(\$75.00)	\$0.00							
10/14/2003	PAY	(\$75.00)	(\$75.00)	\$0.00							
10/20/2003	BILL	\$30.68	\$30.68	\$0.00	09/19/2003	10/20/2003	R	4283	\$317.35	14	1858457
10/22/2003	LPC	\$4.23	\$4.23	\$4.23							
11/14/2003	PAY	(\$75.00)	(\$75.00)	\$0.00							
11/19/2003	BILL	\$90.42	\$90.42	\$0.00	10/20/2003	11/19/2003	R	4339	\$332.77	56	1858457
12/19/2003	PAY	(\$101.00)	(\$101.00)	\$0.00							
12/19/2003	BILL	\$175.89	\$175.89	\$0.00	11/19/2003	12/19/2003	R	4465	\$407.66	126	1858457
01/21/2004	PAY	(\$101.00)	(\$101.00)	\$0.00							
01/22/2004	BILL	\$219.81	\$219.81	\$0.00	12/19/2003	01/22/2004	R	4625	\$526.47	160	1858457
02/19/2004	PAY	(\$101.00)	(\$101.00)	\$0.00							
02/20/2004	BILL	\$199.87	\$199.87	\$0.00	01/22/2004	02/20/2004	R	4774	\$625.34	149	1858457
03/22/2004	BILL	\$107.74	\$107.74	\$0.00	02/20/2004	03/22/2004	R	4845	\$639.94	71	1858457
03/23/2004	PAY	(\$101.00)	(\$101.00)	\$0.00							

Account # 111731298 SA # 996*477559 Bill Cycle 15 Rate Class GS Phone # 9273090215
 Name BRANCH, JACQUELINE Address: 1015 E CLIVEDEN ST 2/F PHILA, PA
 Pay Agreement Indicator Easyway Indicator CRP Status
 Blocker Start Date 20060721 Blocker End Date 20070731 Meter # 1858457

Tran Date	Tran Type	Current Amt	Total Amt	Adjust Amt	Segment Start Date	Segment End Date	Read Code	End Read	Current Balance	Usage	Meter #
03/24/2004	LPC	\$7.86	\$7.86	\$7.86							
04/13/2004	PAY	(\$101.00)	(\$101.00)	\$0.00	03/27/2004	04/21/2004	R	4894	\$625.10	49	1858457
04/21/2004	BILL	\$73.08	\$78.08	\$0.00							
04/23/2004	LPC	\$3.08	\$6.08	\$8.08							
04/30/2004	XFER	(\$625.10)	(\$625.10)	(\$625.10)							
05/05/2004	PAY	(\$303.00)	(\$303.00)	\$0.00	04/21/2004	05/20/2004	R	4912	(\$265.13)	18	1858457
05/20/2004	BILL	\$37.87	\$37.87	\$0.00	05/20/2004	06/21/2004	R	4926	(\$333.86)	14	1858457
06/18/2004	PAY	(\$100.00)	(\$100.00)	\$0.00							
06/21/2004	BILL	\$31.27	\$31.27	\$0.00	05/21/2004	07/21/2004	R	4940	(\$402.31)	14	1858457
07/20/2004	PAY	(\$100.00)	(\$100.00)	\$0.00							
07/21/2004	BILL	\$31.55	\$31.55	\$0.00	07/21/2004	08/19/2004	R	4951	(\$474.95)	11	1858457
08/17/2004	PAY	(\$100.00)	(\$100.00)	\$0.00							
08/19/2004	BILL	\$27.36	\$27.36	\$0.00	08/19/2004	09/21/2004	R	4965	(\$543.27)	14	1858457
09/14/2004	PAY	(\$100.00)	(\$100.00)	\$0.00							
09/21/2004	BILL	\$31.68	\$31.68	\$0.00	08/19/2004	09/21/2004	R	4965	(\$543.27)	14	1858457
10/12/2004	PAY	(\$100.00)	(\$100.00)	\$0.00							
10/23/2004	BILL	\$37.28	\$37.28	\$0.00	09/21/2004	10/20/2004	R	4983	(\$605.99)	18	1858457
11/10/2004	XFER	\$605.99	\$605.99	\$605.99							
11/19/2004	PAY	(\$100.00)	(\$100.00)	\$0.00							
11/19/2004	BILL	\$99.01	\$99.01	\$0.00	10/20/2004	11/19/2004	R	5045	(\$0.99)	62	1858457
11/26/2004	XFER	\$0.99	\$0.99	\$0.99							
12/20/2004	BILL	\$137.03	\$137.03	\$0.00	11/19/2004	12/20/2004	R	5126	\$137.03	81	1858457
01/05/2005	PAY	(\$100.00)	(\$100.00)	\$0.00							
01/21/2005	PAY	(\$100.00)	(\$100.00)	\$0.00							
01/21/2005	BILL	\$200.39	\$200.39	\$0.00	12/20/2004	01/21/2005	R	5243	\$137.42	117	1858457
02/16/2005	PAY	(\$100.00)	(\$100.00)	\$0.00							
02/18/2005	BILL	\$192.44	\$192.44	\$0.00	01/21/2005	02/18/2005	R	5358	\$230.42	115	1858457
02/22/2005	LPC	\$0.56	\$0.56	\$0.56							
03/16/2005	PAY	(\$100.00)	(\$100.00)	\$0.00							
03/21/2005	BILL	\$157.23	\$157.23	\$0.00	02/18/2005	03/21/2005	R	5463	\$289.60	105	1858457
03/22/2005	LPC	\$1.95	\$1.95	\$1.95							
04/20/2005	BILL	\$70.51	\$70.51	\$0.00	03/21/2005	04/20/2005	R	5504	\$364.42	41	1858457
04/21/2005	LPC	\$4.31	\$4.31	\$4.31							

Account # 1117331298 SA # 596147559 Bill Cycle 15 Rate Class GS Phone # 9273950215

Name BRANCH, JACQUELINE Address 1015 E CLIVEDEN ST. 2/FIPHILA, PA

Pay Agreement Indicator Easyway indicator CRP Status

Blocker Start Date 2005072 Blocker End Date 2007031 Meter # 1858457

Tran Date	Tran Type	Current Amt	Total Amt	Adjust Amt	Segment Start Date	Segment End Date	Read Code	End Read	Current Balance	Usage	Meter #
04/25/2005	PAY	(\$100.00)	(\$100.00)	\$0.00							
04/27/2005	XFER	\$907.11	\$907.11	\$907.11							
05/19/2005	BILL	\$37.89	\$37.89	\$0.00	04/20/2005	05/19/2005	R	5573	\$1,209.42	19	1858457
05/23/2005	PAY	(\$141.00)	(\$141.00)	\$0.00							
06/20/2005	BILL	\$32.43	\$32.43	\$0.00	05/19/2005	06/20/2005	R	5537	\$1,100.85	14	1858457
07/05/2005	PAY	(\$141.00)	(\$141.00)	\$0.00							
07/18/2005	PAY	(\$139.00)	(\$139.00)	\$0.00							
07/20/2005	BILL	\$28.58	\$28.58	\$0.00	06/20/2005	07/20/2005	R	5548	\$849.43	11	1858457
08/18/2005	PAY	(\$53.00)	(\$53.00)	\$0.00							
08/19/2005	BILL	\$28.58	\$28.58	\$0.00	07/20/2005	08/19/2005	R	5559	\$625.01	11	1858457
09/21/2005	BILL	\$32.25	\$32.25	\$0.00	08/19/2005	09/21/2005	R	5572	\$657.26	13	1858457
09/30/2005	PAY	(\$139.00)	(\$139.00)	\$0.00							

EXHIBIT B

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OCT 05 2005

PA PUBLIC UTILITY COMMISSION
SECRETARY'S BUREAU

BS# 165045

<AccountNumber>117420237</AccountNumber>
 - <CustomerServAddress>
 <ServAddress1>2213 LONGSHORE AVE</ServAddress1>
 <ServCity>PHILA</ServCity>
 <ServState>PA</ServState>
 <ServZip5>19149</ServZip5>
 </CustomerServAddress>
 </Customer>
 <DecisionIssue>N</DecisionIssue>
 <OralWritten>O</OralWritten>
 <Violation>ACTUAL</Violation>
 <Chapter>56</Chapter>
 <SectionRule>56.163(1)(L)</SectionRule>
 <TotalBalance>483.73</TotalBalance>
 <DateClosed>2005-04-22</DateClosed>
 <Resolution>FOUR PMTS FOR 45.00 HAVE BEEN POSTED TO CUSTOMER'S
 ACCT (2/12/04, 3/29/04, 3/29/04, 5/3/04.....THIS REDUCED WRITE
 OFF BAL TO 483.73.....ACCT IS ONLY LISTED WITH ONE AGENCY, ST
 HILL AND ASSOCIATES.....CUST MUST CONTACT COLLECTION AGENCY IF
 OTHER PMTS MADE.....SENT LTR TO CUST ADVISING SAME.</Resolution>
 <BalanceDate>2005-04-22</BalanceDate>
 <LetterDescription>NO LONGER ACTIVE CUSTOMER</LetterDescription>
 <HeadDate>2005-04-22</HeadDate>
 - <OtherInfo>
 <BCSInvestigatorFName>LISA</BCSInvestigatorFName>
 <BCSInvestigatorLName>JENKINS</BCSInvestigatorLName>
 <NbrOfTimeSend>1</NbrOfTimeSend>
 <NbrOfTimeFaxed>0</NbrOfTimeFaxed>
 <PUCFax FaxAreaCode="717">7876641</PUCFax>
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13

JF

</Case>

- <Case>
 <CaseNbr>1651513</CaseNbr>
 <CompanyName>PGW (PHILA. GAS WORKS (NGDC))</CompanyName>
 <CompanyCode>0766</CompanyCode>
 <CompanyType>GAS TRANSPORTER</CompanyType>
 - <Customer>
 <CustomerFirstName>JACQUELINE</CustomerFirstName>
 <CustomerLastName>BRANCH</CustomerLastName>
 <AccountNumber>1117331298</AccountNumber>
 - <CustomerServAddress>
 <ServAddress1>1015 EAST CLIVEDEN ST 2FL</ServAddress1>
 <ServCity>PHILADELPHIA</ServCity>
 <ServState>PA</ServState>
 <ServZip5>19119</ServZip5>
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 </Customer>
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 <Violation>NO</Violation>
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13

JF

PGW # 1051503

<Resolution>**DISPUTE UNSUBSTANTIATED/DISMISSED, BILLS CORRECT AS RENDERED.....AMT OF 612.80 MENTIONED IN COMPLAINT IS BILL FOR PREVIOUSLY UNDERESTIMATED READINGS DUE TO AMR NOT WORKING.....IT WAS NOT TRANSFERRED FROM ANYWHERE.....ISSUED PAR ON BAL.....BEG MAY 2005 PAY 141/MO (BUDGET 88 + 53).....APPLY LPCS.**</Resolution>

<BalanceDate>**2005-04-22**</BalanceDate>
<Terms>**MAY 2005**</Terms>
<SpecialBudgetAmount>**141.00**</SpecialBudgetAmount>
<RegularBudgetAmount>**88.00**</RegularBudgetAmount>
<ArrearsPaymentPlus>**53.00**</ArrearsPaymentPlus>
<LetterDescription>**EGW STRAIGHT PAR/BUDGET +**</LetterDescription>
<HeadDate>**2005-04-22**</HeadDate>

- <Paragraphs>

<ParDescr>**YOUR DISPUTE HAS BEEN REVIEWED. THE BILLS ARE CORRECT AS RENDERED. YOU ARE RESPONSIBLE FOR THE BALANCE OWED TO THE COMPANY.**</ParDescr>

</Paragraphs>

<OtherInfo>

<BCSInvestigatorFName>**LISA**</BCSInvestigatorFName>
<BCSInvestigatorLName>**JENKINS**</BCSInvestigatorLName>
<NbrOffTimeSend>**1**</NbrOffTimeSend>
<NbrOffTimeFaxed>**0**</NbrOffTimeFaxed>
<PUCFax FaxAreaCode="717">**7876641**</PUCFax>

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</Case>

- <Case>

<CaseNbr>**1674844**</CaseNbr>
<CompanyName>**PGW (PHILA. GAS WORKS (NGDC)**</CompanyName>
<CompanyCode>**0766**</CompanyCode>
<CompanyType>**GAS TRANSPORTER**</CompanyType>

<Customer>

<CustomerFirstName>**JACQUELINE**</CustomerFirstName>
<CustomerLastName>**PORTLOCK**</CustomerLastName>
<AccountNumber>**6114309564**</AccountNumber>

- <CustomerServAddress>

<ServAddress1>**1611 CHURCH LANE**</ServAddress1>
<ServCity>**PHILADELPHIA**</ServCity>
<ServState>**PA**</ServState>
<ServZip5>**19141**</ServZip5>

</CustomerServAddress>

</Customer>

<DecisionIssue>**N**</DecisionIssue>

<OralWritten>**O**</OralWritten>

<Violation>**NO**</Violation>

<TotalBalance>**0.00**</TotalBalance>

<DateClosed>**2005-04-22**</DateClosed>

<Resolution>**CO REMOVED 50 SEVICE FEE.....ACCT IS CURRENT.....SENT LTR TO CUST ADVISING SAME.**</Resolution>

<BalanceDate />

- <OtherInfo>

<BCSInvestigatorFName>**LISA**</BCSInvestigatorFName>

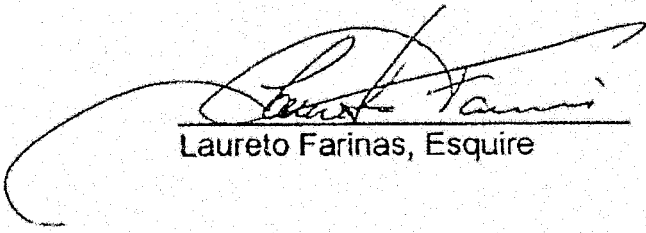
Handwritten initials/signature on the right side of the page.

Handwritten initials/signature on the right side of the page.

VERIFICATION

I, Laureto Farinas, hereby declare that I am counsel to the Philadelphia Gas Works; that, as such, I am authorized to make this verification on its behalf: that the facts set forth in the foregoing Answer are true to the best of my knowledge, information and belief, and that I expect to be able to prove these at a hearing held in this matter. I make this verification subject to the penalties of 18 Pa. C.S. §4904, pertaining to false statements to authorities.

Date. October 5, 2005


Laureto Farinas, Esquire

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OCT 05 2005

CERTIFICATE OF SERVICE

PA PUBLIC UTILITY COMMISSION
SECRETARY'S BUREAU

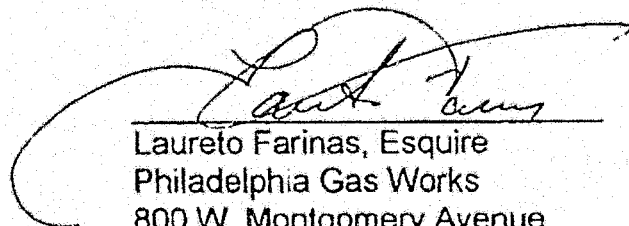
I HEREBY CERTIFY THAT I HAVE THIS DAY SERVED A TRUE COPY
OF THE FOREGOING DOCUMENT UPON THE PARTICIPANTS LISTED
BELOW, IN ACCORDANCE WITH THE REQUIREMENTS OF §1.54
(RELATING TO SERVICE BY A PARTICIPANT)

Service List:

For Complainant:

Jacqueline Branch
1015 E Cliveden Street
Apt 2F
Philadelphia, PA 19119

October 5, 2005


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