

A.00058.00000 (40/40)

CAPTION SHEET

CASE MANAGEMENT SYSTEM

1. REPORT DATE: 00/00/00 :
2. BUREAU: ALJ :
3. SECTION(S): : 4. PUBLIC MEETING DATE:
5. APPROVED BY: : 00/00/00
DIRECTOR: :
SUPERVISOR: :
6. PERSON IN CHARGE: : 7. DATE FILED: 05/06/02
8. DOCKET NO: F-01075557 : 9. EFFECTIVE DATE: 00/00/00

PARTY/COMPLAINANT: CHILDERS, MARION

RESPONDENT/APPLICANT: PHILADELPHIA GAS WORKS

COMP/APP COUNTY: PHILADELPHIA

UTILITY CODE: 125042

ALLEGATION OR SUBJECT

COMPLAINANT STATES THAT SHE IS BEING OVERCHARGED FOR GAS, ESPECIALLY BECAUSE NO ONE WAS LIVING IN THE RESIDENCE AT THE TIME AND THE THERMOSTAT WAS LOW. SHE ASKS THAT THE BILL BE REDUCED OR DISMISSED.

DOCUMENT
FOLDER

DOCKETED
MAY 09 2002

125042

ORIGINAL

FORMAL COMPLAINT FORM
Pennsylvania Public Utility Commission

PC - 01075597

5/6/02

Please Print:

1. Your Name, Mailing Address and Telephone Number.

BCI 107557

Name Mrs Marion Childers

Street/P.O. Box 41 W. Duval St Apt.# _____

City Phila. State Pa Zip 19144

County Phila. Home Telephone-Area Code 215 843.5365

Work Telephone-Area Code () _____

Please telephone me
at 34 W Duval St.
215 849 0138

(Retired)

2. Name of Company your complaint concerns:

Phila. Gas Works

3. What is your complaint?

My complaint is that I believe that I am being charged
unjustly - asked to pay a bill I did not create. I left
41 W. Duval St to attend to my sister, Mrs Anna Jackson
stroke victim and heart failure. She lived at 34 W Duval St
I, ora member of my family went to "41" to check on my
house. I left "41" in 1994. It was checked, daily.
The thermostat was kept very low.

I am still not living at "41." In 1996 and 1998, I
became a victim of heart failure and a stroke
I am 84 years of age.

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

(-over-)

RECEIVED
2002 MAY -6 AM 9:42
SENIOR'S BUREAU

Penna. Public Utility Commission

I ask that any hearing be done over the phone as I never know how I will feel. I would appreciate telephonic hearings in the mornings and will attempt to make doctors' appointments in the afternoon.

I paid whatever was required of me by the Gas Works.

I feel the gas company owes me money, as was the case before.

Many times I called in readings. I was told there is no record of same. I have found one and will find more as time goes on. This takes time for me.

M. Chulans

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

I feel that my bill should be reduced or be dismissed, I paid my bills on time and paid what was asked of me.

This situation has caused me to have frightening nightmares - sometimes several in one night. Please settle this matter as soon as possible as I do not deserve this treatment

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

5. You must sign and date your complaint below.

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

Mrs. Marva Childers
Original Signature of complaining person

April 29 2002
Date

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

Lawyer's Name _____

Street _____

City _____ State _____ Zip _____

Telephone Number-Area Code (_____) _____

RECEIVED

2002 APR - 8 AM 9:22

PA PUC
SECRETARY'S BUREAU

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

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 twenty days of this date: March 20, 2002. 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.)

MARJON CHILDERS
41 W DUVAL ST
PHILADELPHIA PA 19144

Day 849 - 0138 (215)
night
215 - 843 - 5365
(Area Code) Telephone Number
(Recorder)

Marion Childers
Signature

Mail this completed form to:

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

FOR OFFICE USE ONLY	
BCS Number: 1075557	Date of mailing: March 20, 2002
Company: PHILADELPHIA GAS WORKS	

REVISED 11/97

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

5/6/02

April 16, 2002

BCS 1075557

MARION CHILDERS
41 W DUVAL STREET
PHILADELPHIA PA 19144

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 6, 2002 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.

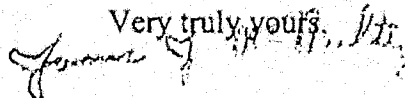
- We will notify both you and the company by mail when the hearing date is set.
- If you cannot travel to your hearing, you can request that the hearing be held by phone. This is called a telephonic hearing. If we can, we will schedule a telephonic hearing for you.
- We will most likely schedule your 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

BEFORE THE PENNSYLVANIA PUBLIC UTILITY COMMISSION

DATE SERVED: MAY 8, 2002

MARION CHILDERS
Complainant

VS.

PHILADELPHIA GAS WORKS
Respondent

Complaint Docket
No: F-01075557

DOCUMENT
FOLDER

DOCKETED
MAY 07 2002

FORMAL COMPLAINT NOTICE TO RESPONDENT TO ANSWER OR SATISFY

TO: PHILADELPHIA GAS WORKS

TAKE NOTICE:

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

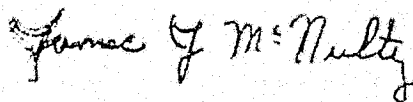
1. You have twenty (20) days from the date on which this complaint is served to either satisfy this complaint or to file with the Secretary of the Pennsylvania Public Utility Commission, P. O. Box 3265, Harrisburg, PA 17120, an answer (original and two copies), in writing, under oath, which, as required by Section 5.61 of the Commission's Rules of Practice and Procedure, 52 Pa. Code Section 5.61, either affirms or specifically denies the allegations in this complaint. You must also serve a copy of the answer upon the complainant. The date of service is the mailing date as indicated by the date at the top of this Notice. Section 1.56(a) of the Commission's Rules of Practice and Procedure, 52 Pa. Code Section 1.56(a).

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

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

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

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



James J. McNulty
Secretary

(SEAL)

Certified Mail
Return Receipt Requested

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

DATE SERVED: MAY 8, 2002

F-01075557

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

DOCUMENT
FOLDER

Dear Sir/Madam:

A complaint has been filed against you before the Pennsylvania Public Utility Commission by MARION CHILDERS. 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.

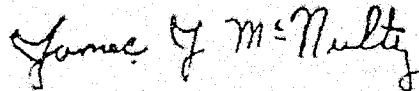
MAY 8, 2002

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

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

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

Very truly yours,



James J. McNulty
Secretary

dbs

Philadelphia Gas Works



800 W. Montgomery Avenue, Philadelphia, PA 19122
Telephone: (215) 238-6500

ORIGINAL

Laureto A. Farinas, Esq.
Senior Attorney
Legal Department

Direct Dial: 215-684-6982

FAX: 215-684-6798

E-mail: laureto.farinas@pgworks.com

RECEIVED

JUN 07 2002

June 7, 2002

PA PUBLIC UTILITY COMMISSION
SECRETARY'S BUREAU

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

RE: Marion Childers v. PGW, Docket No. F-01075557

Dear Secretary McNulty:

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

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

Sincerely,

Enclosures

cc: Marion Childers
Orlando Rosario
Les Fyock

DOCUMENT
FOLDER

63

BEFORE THE
PENNSYLVANIA PUBLIC UTILITY COMMISSION

ORIGINAL

Marion Childers

v.

Philadelphia Gas Works

:
:
:
:
:

Docket No. F - 01075557

Answer Of Philadelphia Gas Works

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

1. Admitted.

2. Admitted.

3. Denied. PGW denies that averments contained in Paragraph 3 of the Complainant concerning the accuracy of the bill. The Complainant did received bills based upon estimated meter readings most recently from 1996, then received a make up bill for previous under estimated periods of gas use. PGW records reflect that in 1996, PGW changed the estimation factors. Since then, the Complainant's account was underestimated. The last reading received on the account was March 3, 1997. From March 1997 until the meter was changed to install an automatic meter reading device ("AMR") in August 2001, PGW provided bills based upon estimated meter readings as shown in the statement of bills and payments which is attached hereto as Exhibit "A".

After the extended period of estimate bills, PGW issued the Complainant a make up bill based in the amount of \$3,081.02. As that make up bill was calculated at the rates in effect at the time of the billing, it had to be recalculated under the proper rates (Gas Cost Rate) that were in place at the time the gas was used. The recalculated bill was \$1,938.60.

The Gas Usage Analysis, which is attached hereto as Exhibit "B" shows that the Complainant's gas consumption from April 30, 1991 through March 3, 1997 was an average of 30.5 Cubic Feet per Degree Day ("CFDD"). For the Complainant's

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JUN 11 2002

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JUN 07 2002

PA PUBLIC UTILITY COMMISSION
SECRET OF THE BUREAU

gas usage from March 3, 1997 through March 28, 2001, PGW estimated an average of 10.8 CFDD, almost 20 CFDD per day less than the actual usage. Exhibit "B" also shows that after the AMR was installed, the account has been billed based on actual monthly readings at an average of 22.2 CFDD.

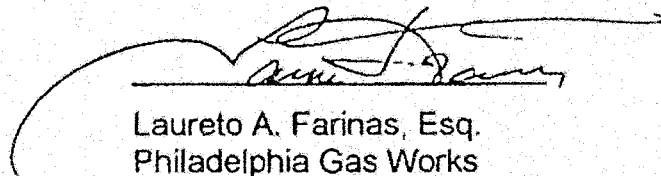
A decision of the Bureau of Consumer Services ("BCS") dated March 13, 2002, which is attached hereto as Exhibit "C", provided relief for the Complainant in the form of a \$590 credit to the Complainant's account. That decision also placed the account under an agreement to pay \$15.00 on the arrears plus a \$140.00 budget (\$155.00 total).

4. Denied. The averment in Paragraph 4 of the Complaint is a request for relief to which no response is required. PGW therefore denies the averments in Paragraph 4.

Wherefore, PGW respectfully requests that this Commission find against the Complainant, and affirm the decision of the BCS in this matter.

Respectfully submitted,

June 6, 2002



Laureto A. Farinas, Esq.
Philadelphia Gas Works
800 W. Montgomery Avenue
Philadelphia, PA 19122

EXHIBIT A

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JUN 07 2002

PA PUBLIC UTILITY COMMISSION
SECRETARY'S BUREAU

BILLS FROM 01/01/1996 TO 06/03/2002

Account #: 4122014716

Customer Name: CHILDERS, MARION E

Customer Address: 41 W DUVAL ST/PHILA, PA

Bill Cycle: 20

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	Easyway Current Month	Easyway Curr Amt	Days
9961756226	1644161	04/26/2002	05/28/2002	06/24/2002	9716	9736	20	Regular	\$24.50	No	No	\$0.00	0	\$0.00	32
9961756226	1644161	03/27/2002	04/26/2002	05/23/2002	9647	9716	69	Regular	\$59.07	No	No	\$0.00	0	\$0.00	30
9961756226	1644161	02/27/2002	03/27/2002	04/23/2002	9483	9647	164	Regular	\$123.26	No	No	\$0.00	0	\$0.00	28
9961756226	1644161	01/29/2002	02/27/2002	03/26/2002	9289	9483	194	Regular	\$165.46	No	No	\$0.00	0	\$0.00	29
9961756226	1644161	12/28/2001	01/29/2002	02/26/2002	9016	9289	273	Regular	\$228.93	No	No	\$0.00	0	\$0.00	32
9961756226	1372935	09/26/2000	11/01/2000	01/30/2002	9754	2317	2563	Office Estimate	\$1,587.50	No	No	\$0.00	0	\$0.00	36
9961756226	1372935	11/01/2000	04/27/2001	01/30/2002	2317	3727	1410	Regular	\$1,364.35	No	No	\$0.00	0	\$0.00	177
9961756226	1644161	11/28/2001	12/28/2001	01/25/2002	8870	9016	146	Regular	\$127.85	No	No	\$0.00	0	\$0.00	30
9961756226	1644161	10/29/2001	11/28/2001	12/27/2001	8787	8870	83	Regular	\$84.53	No	No	\$0.00	0	\$0.00	30
9961756226	1644161	09/27/2001	10/29/2001	11/27/2001	8752	8787	35	Regular	\$40.80	No	No	\$0.00	0	\$0.00	32
9961756226	1644161	08/30/2001	09/27/2001	10/24/2001	8741	8752	11	Regular	\$19.06	No	No	\$0.00	0	\$0.00	28
9961756226	1644161	06/28/2001	08/30/2001	10/18/2001	8740	8741	9		\$28.24	No	No	\$0.00	6	\$670.00	63
9961756226	1372935	06/28/2001	08/30/2001	10/16/2001	3803	3811	9		\$28.24	No	No	\$0.00	6	\$670.00	63
9961756226	1372935	06/28/2001	07/30/2001	08/24/2001	3803	3839	36	System Estimate	\$47.66	Yes	No	\$0.00	5	\$670.00	32
9961756226	1372935	05/29/2001	06/28/2001	07/25/2001	3770	3803	33	System Estimate	\$44.46	No	No	\$0.00	4	\$50.00	30
9961756226	1372935	04/27/2001	05/29/2001	06/26/2001	3727	3770	43	System Estimate	\$55.11	No	No	\$0.00	3	\$50.00	32
9961756226	1372935	03/28/2001	04/27/2001	05/24/2001	842	3727	2885	System Estimate	\$3,081.02	Yes	No	\$0.00	2	\$50.00	30
9961756226	1372935	02/27/2001	03/28/2001	04/25/2001	679	842	163	System Estimate	\$182.65	Yes	No	\$0.00	1	\$50.00	29
9961756226	1372935	01/29/2001	02/27/2001	03/26/2001	493	679	186	System Estimate	\$197.03	Yes	No	\$0.00	11	\$49.00	29
9961756226	1372935	12/28/2000	01/29/2001	02/26/2001	209	493	284	System Estimate	\$290.77	Yes	No	\$0.00	10	\$49.00	32
9961756226	1372935	11/27/2000	12/28/2000	01/26/2001	9961	209	248	System Estimate	\$198.00	Yes	No	\$0.00	9	\$42.00	31
9961756226	1372935	09/26/2000	11/27/2000	12/26/2000	9814	9961	147	System Estimate	\$101.38	Yes	No	\$0.00	8	\$35.00	32
9961756226	1372935	08/25/2000	10/26/2000	11/22/2000	9754	9814	60	System Estimate	\$43.42	Yes	No	\$0.00	7	\$35.00	30
9961756226	1372935	07/27/2000	09/26/2000	10/23/2000	9754	9754	0	System Estimate	\$6.40	No	No	\$0.00	6	\$35.00	32
9961756226	1372935	06/28/2000	08/25/2000	09/22/2000	9754	9754	0	System Estimate	\$6.40	No	No	\$0.00	5	\$35.00	29
9961756226	1372935	05/26/2000	07/27/2000	08/24/2000	9751	9754	3	System Estimate	\$8.25	No	No	\$0.00	4	\$35.00	31
9961756226	1372935	04/28/2000	06/26/2000	07/21/2000	9727	9751	24	System Estimate	\$21.21	No	No	\$0.00	3	\$35.00	31
9961756226	1372935	04/28/2000	05/26/2000	06/27/2000	9640	9727	87	System Estimate	\$60.06	No	No	\$0.00	2	\$35.00	28
9961756226	1372935	03/29/2000	04/28/2000	05/26/2000	9565	9640	75	System Estimate	\$52.67	No	No	\$0.00	1	\$35.00	30
9961756226	1372935	03/01/2000	03/29/2000	04/26/2000	9472	9565	93	System Estimate	\$63.77	No	No	\$0.00	11	\$46.00	28

BILLS FROM 01/01/1996 TO 06/03/2002

Account # 4122014716

Customer Name: CHILDERS, MARION E

Customer Address: 41 W DUVAL ST/PHILA, PA

Bill Cycle: 20

BILLS

Service Agreement ID	Meter #	Bill Start Date	Bill End Date	Bill Due Date	Meter Read Start	Meter Read End	Usage (CCF)	Road Code	Bill Amount	Bill Cancelled	Closing Bill	CRP Monthly Amount	Easyway Current Month	Easyway Curr Amt	Days
9961756226	1372935	01/29/2000	03/01/2000	03/28/2000	9366	9472	106	System Estimate	\$71.79	No	No	\$0.00	11	\$46.00	32
9961756226	1372935	12/28/1999	01/29/2000	02/29/2000	9309	9366	57	System Estimate	\$41.62	No	No	\$0.00	10	\$46.00	32
9961756226	1372935	12/03/1999	12/28/1999	01/26/2000	9283	9309	26	System Estimate	\$22.73	No	No	\$0.00	8	\$46.00	25
9961756226	1372935	10/26/1999	12/03/1999	12/30/1999	9244	9283	39	System Estimate	\$30.24	No	No	\$0.00	8	\$46.00	38
9961756226	1372935	10/26/1999	11/24/1999	12/28/1999	9244	9317	73	System Estimate	\$50.92	Yes	No	\$0.00	0	\$0.00	29
9961756226	1372935	09/27/1999	10/26/1999	11/29/1999	9202	9244	42	System Estimate	\$32.02	No	No	\$0.00	7	\$46.00	29
9961756226	1372935	08/27/1999	09/27/1999	10/27/1999	9168	9202	34	System Estimate	\$29.04	No	No	\$0.00	6	\$46.00	31
9961756226	1372935	07/29/1999	08/27/1999	09/28/1999	9146	9168	22	System Estimate	\$21.21	No	No	\$0.00	5	\$46.00	29
9961756226	1372935	06/22/1999	07/29/1999	08/27/1999	9113	9146	33	System Estimate	\$26.39	No	No	\$0.00	4	\$46.00	37
9961756226	1372935	05/27/1999	06/22/1999	07/22/1999	9097	9113	16	System Estimate	\$15.74	No	No	\$0.00	0	\$0.00	27
9961756226	1372935	04/20/1999	05/27/1999	06/23/1999	9054	9097	43	System Estimate	\$31.18	No	No	\$0.00	0	\$0.00	38
9961756226	1372935	03/23/1999	04/20/1999	05/16/1999	9003	9054	51	System Estimate	\$36.38	No	No	\$0.00	0	\$0.00	29
9961756226	1372935	02/23/1999	03/23/1999	04/19/1999	8906	9003	97	System Estimate	\$66.30	No	No	\$0.00	0	\$0.00	29
9961756226	1372935	01/30/1999	02/23/1999	03/21/1999	8817	8906	89	System Estimate	\$61.10	No	No	\$0.00	0	\$0.00	25
9961756226	1372935	12/30/1998	01/30/1999	02/27/1999	8691	8817	126	System Estimate	\$97.86	No	No	\$0.00	0	\$0.00	32
9961756226	1372935	11/25/1998	12/30/1998	01/26/1999	8591	8691	100	System Estimate	\$71.59	No	No	\$0.00	0	\$0.00	36
9961756226	1372935	10/27/1998	11/25/1998	12/23/1998	8520	8591	71	System Estimate	\$51.74	No	No	\$0.00	0	\$0.00	30
9961756226	1372935	09/25/1998	10/27/1998	11/23/1998	8483	8520	37	System Estimate	\$28.50	No	No	\$0.00	0	\$0.00	33
9961756226	1372935	08/27/1998	09/25/1998	10/24/1998	8465	8483	18	System Estimate	\$15.51	No	No	\$0.00	0	\$0.00	30
9961756226	1372935	07/30/1998	08/27/1998	09/23/1998	8447	8465	18	System Estimate	\$15.51	No	No	\$0.00	0	\$0.00	29
9961756226	1372935	06/30/1998	07/30/1998	08/26/1998	8408	8447	19	System Estimate	\$16.19	No	No	\$0.00	0	\$0.00	31
9961756226	1372935	05/29/1998	06/30/1998	07/27/1998	8383	8408	20	System Estimate	\$16.87	No	No	\$0.00	0	\$0.00	33
9961756226	1372935	04/30/1998	05/29/1998	06/27/1998	8337	8383	25	System Estimate	\$20.30	No	No	\$0.00	0	\$0.00	30
9961756226	1372935	04/01/1998	04/30/1998	05/27/1998	8256	8337	46	System Estimate	\$34.66	No	No	\$0.00	0	\$0.00	30
9961756226	1372935	03/03/1998	04/01/1998	04/28/1998	8150	8256	81	System Estimate	\$58.58	No	No	\$0.00	0	\$0.00	30
9961756226	1372935	01/29/1998	03/03/1998	03/30/1998	8046	8150	106	System Estimate	\$75.68	No	No	\$0.00	0	\$0.00	34
9961756226	1372935	12/30/1997	01/29/1998	02/24/1998	7919	8046	104	System Estimate	\$74.31	No	No	\$0.00	0	\$0.00	31
9961756226	1372935	11/25/1997	12/30/1997	01/26/1998	7828	7919	127	System Estimate	\$90.04	No	No	\$0.00	0	\$0.00	36
9961756226	1372935	10/27/1997	11/25/1997	12/22/1997	7785	7828	91	System Estimate	\$65.42	No	No	\$0.00	0	\$0.00	30
9961756226	1372935	09/25/1997	10/27/1997	11/23/1997	7756	7785	43	System Estimate	\$32.61	No	No	\$0.00	0	\$0.00	33
9961756226	1372935	08/27/1997	09/25/1997	10/22/1997		7756	29	System Estimate	\$23.03	No	No	\$0.00	0	\$0.00	30

BILLS FROM 01/01/1996 TO 06/03/2002

Account #: 4122014716	Customer Name: CHILDERS, MARION E
Customer Address: 41 W DUVAL ST/PHILA, PA	Bill Cycle: 20

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	Easyway Current Month	Easyway Curt Amt	Days
9961756226	1372935	07/30/1997	08/27/1997	09/23/1997	7738	7756	18	System Estimate	\$15.51	No	No	\$0.00	0	\$0.00	29
9961756226	1372935	06/30/1997	07/30/1997	08/26/1997	7719	7738	19	System Estimate	\$16.19	No	No	\$0.00	0	\$0.00	31

PAYMENTS FROM 01/01/1996 TO 06/03/2002

Account #: 4122014716

Customer Name: CHILDERS, MARION E

Customer Address: 41 W DUVAL ST/PHILA,PA

Bill Cycle: 20

PAYMENTS

Service Agreement ID	Pay Amount	Pay Date	Pay Status	Late Pay Charge	Utility Type	Grant Type	Pay Source Code
9961756226	\$140.00	05/09/2002	F	\$0.00	G		REM
9961756226	\$15.00	05/09/2002	F	\$0.00	G		REM
9961756226	\$15.00	04/15/2002	F	\$0.00	G		REM
9961756226	\$140.00	04/15/2002	F	\$0.00	G		REM
9961756226	\$165.46	03/18/2002	F	\$0.00	G		REM
9961756226	\$228.93	02/13/2002	F	\$0.00	G		REM
9961756226	\$50.00	12/11/2001	F	\$0.00	G		REM
9961756226	\$50.00	10/18/2001	F	\$0.00	G		REM
9961756226	\$50.00	07/18/2001	F	\$0.00	G		REM
9961756226	\$50.00	08/20/2001	F	\$0.00	G		REM
9961756226	\$50.00	05/11/2001	F	\$0.00	G		REM
9961756226	\$50.00	04/25/2001	F	\$0.00	G		REM
9961756226	\$49.00	03/13/2001	F	\$0.00	G		REM
9961756226	\$41.00	02/14/2001	F	\$0.00	G		REM
9961756226	\$8.51	01/19/2001	F	\$0.00	G		REM
9961756226	\$42.00	01/19/2001	F	\$0.00	G		REM
9961756226	\$35.00	12/07/2000	F	\$0.00	G		REM
9961756226	\$35.00	11/07/2000	F	\$0.00	G		REM
9961756226	\$35.00	10/20/2000	F	\$0.00	G		REM
9961756226	\$35.00	09/08/2000	F	\$0.00	G		REM
9961756226	\$35.00	08/08/2000	F	\$0.00	G		REM
9961756226	\$35.00	07/05/2000	F	\$0.00	G		REM
9961756226	\$62.00	06/12/2000	F	\$0.00	G		REM
9961756226	\$8.25	05/12/2000	F	\$0.00	G		REM
9961756226	\$46.00	03/14/2000	F	\$0.00	G		REM
9961756226	\$92.00	02/23/2000	F	\$0.00	G		REM
9961756226	\$46.00	12/15/1999	F	\$0.00	G		REM
9961756226	\$46.00	11/09/1999	F	\$0.00	G		REM
9961756226	\$46.00	10/19/1999	F	\$0.00	G		REM
9961756226	\$46.00	09/21/1999	F	\$0.00	G		REM
9961756226	\$53.00	08/18/1999	F	\$0.00	G		REM
9961756226	\$39.00	07/12/1999	F	\$0.00	G		REM
9961756226	\$39.00	06/08/1999	F	\$0.00	G		REM
9961756226	\$39.00	05/18/1999	F	\$0.00	G		REM
9961756226	\$39.00	04/23/1999	F	\$0.00	G		REM
9961756226	\$39.00	02/16/1999	F	\$0.00	G		REM
9961756226	\$73.00	01/29/1999	F	\$0.00	G		REM
9961756226	\$49.00	12/11/1998	F	\$0.00	G		REM
9961756226	\$44.00	10/14/1998	F	\$0.00	G		REM
9961756226	\$44.00	09/16/1998	F	\$0.00	G		REM
9961756226	\$44.00	08/10/1998	F	\$0.00	G		REM
9961756226	\$54.00	07/15/1998	F	\$0.00	G		REM
9961756226	\$54.00	06/10/1998	F	\$0.00	G		REM
9961756226	\$54.00	05/13/1998	F	\$0.00	G		REM
9961756226	\$54.00	04/22/1998	F	\$0.00	G		REM

PAYMENTS FROM 01/01/1996 TO 06/03/2002

Account #: 4122014716

Customer Name: CHILDERS, MARION E

Customer Address: 41 W DUVAL ST/PHILA,PA

Bill Cycle: 20

PAYMENTS

Service Agreement ID	Pay Amount	Pay Date	Pay Status	Late Pay Charge	Utility Type	Grant Type	Pay Source Code
9961756226	\$39.00	02/18/1998	F	\$0.00	G		REM
9961756226	\$39.00	01/15/1998	F	\$0.00	G		REM
9981758226	\$39.00	12/15/1997	F	\$0.00	G		REM
9981758226	\$47.00	11/12/1997	F	\$0.00	G		REM
9931758226	\$34.00	10/21/1997	F	\$0.00	G		REM
9981758226	\$47.00	10/15/1997	F	\$0.00	G		REM
9981758226	\$47.00	09/08/1997	F	\$0.00	G		REM
9961758226	\$47.00	09/29/1997	F	\$0.00	G		REM
9961756226	\$55.00	07/21/1997	F	\$0.00	G		REM
9961756226	\$110.00	06/19/1997	F	\$0.00	G		REM

EXHIBIT B RECEIVED

JUN 07 2002

PA PUBLIC UTILITY COMMISSION
SECRETARY'S OFFICE



GAS USAGE
ANALYSIS OF ACCOUNT
HEAT AND DOMESTIC

MARION E. CHILDERS
41 W. DUVAL STREET
PHILA. PA 19144

NON-HEATING
DAILY USAGE

1.00 CCF PER DAY (non heating usage / number of days in period)

ACCOUNT # 0041-2201-4716

DATES		METER READINGS		NUMBER OF DAYS		USAGE IN CCF*		DOMESTIC USAGE CCF*		HEAT USAGE		NUMBER DEGREE DAYS**		CFDD***	
FROM	TO	FROM	TO	FROM	TO	FROM	TO	FROM	TO	FROM	TO	FROM	TO	FROM	TO
07/30/1991	08/28/1992	7151	9028	395	1877	395	1482	395	1482	4617	32.1	4617	32.1	4617	32.1
08/28/1992	05/10/1996	9028	6027	1351	6998	1351	5648	1351	5648	19016	29.7	19016	29.7	19016	29.7
05/10/1996	03/03/1997	6027	7493	297	1466	297	1169	297	1169	3596	32.5	3596	32.5	3596	32.5
07/30/1991	03/03/1997	7151	7493	2043	10342	2043	8299	2043	8299	27227	30.5	27227	30.5	27227	30.5
BASED ON ESTIMATED READS															
03/03/1997	03/28/2001	7493	842	1486	3349	1486	1863	1486	1863	17212	10.8	17212	10.8	17212	10.8
BASED ON ACTUAL READINGS															
03/03/1997	08/29/2001	7493	3811	1640	6318	1640	4678	1640	4678	17627	26.5	17627	26.5	17627	26.5
BASED ON AMR READINGS FROM NEW METER INSTALLED 8/29/01															
08/29/2001	04/26/2002	8740	9716	240	976	240	736	240	736	3322	22.2	3322	22.2	3322	22.2

* CCF = hundred Cubic feet

** DEGREE DAYS AN INDEX OF ENERGY CONSUMPTION FOR HEATING

IT INDICATES THE NUMBER OF DEGREES THE AVERAGE TEMPERATURE DROPS BELOW 65' F.

***CFDD EQUALS CUBIC FEET OF GAS USED PER DEGREE DAY

RECEIVED

JUN 07 2002

PA PUBLIC UTILITY COMMISSION
SECRETARY'S BUREAU

EXHIBIT C

MARION CHILDERS
41 W DUVAL ST
PHILADELPHIA PA 19144

PHILADELPHIA GAS WORKS

v.

Case Number: 1075557

Account Number: 4122014716

Decision On Informal Complaint By The Bureau Of Consumer Services:

Statement Of Complaint:

A summary of the customer's complaint is as follows:

The customer received a bill for \$3700 plus and PGW said its because the meter had not been read in 4 years. The customer said she pays her bills and PGW owes her money.

Investigation By Staff Of The Bureau Of Consumer Services Revealed:

1. That the customer's bills were estimated from March 1997 to April 2001.
2. That the Philadelphia Gas Works installed an Automatic Meter Reader on April 27, 2001.
3. That the Philadelphia Gas Works billed the customer a make-up bill in the amount of \$2951.85, which adjusted for under-estimated meter readings dating back to March 1997.

Based On These Findings, The Bureau of Consumer Services Concludes:

PGW failed to get either an actual reading of the meter or obtain a reading from the automatic meter reading device (AMR) for an extended period of time. As a result, all bills issued during that extended timeframe were estimated. Because of PGW's failure to obtain actual meter readings, the customer was unable to judiciously manage gas consumption and exercise conservation measures, as necessary. The customer, therefore, is entitled to a reduction in the re-billed amount which is intended to compensate for this problem that, again, was caused by PGW's failure to obtain an actual meter reading for an extended period of time. Additionally, it is noted that PGW's tariff requires that it get an actual meter reading every six (6) months.

Therefore It Is Decided:

1. That the Philadelphia Gas Works must credit the customer's account in the amount of \$590.00.
2. That the Philadelphia Gas Works will waive all late payment charges that may have been charged to the customer from April 2001 to the present.
3. That the customer must pay the monthly budget amount of \$140.00, which is subject to change, plus \$15.00 toward the past due balance by the due date each month beginning with the April 2002 due date.
4. That the customer must make these payments each month until the account is paid in full.

5. That the company will not charge late payment fees to your account as long as you pay according to this decision. However, the company may apply late payment fees if you do not pay on time or you do not keep this agreement.

March 20, 2002
Date

Signature
ISAAC R DUNSTAN
Utility Complaint Investigator
Bureau of Consumer Services
PA Public Utility Commission

BCS CASE NUMBER: 1075557

DATE CASE OPENED: 1/15/02

CUSTOMER NAME: MARION CHILDERS
SVC. ADDRESS: 41 WEST DUVAL ST
PHILADELPHIA, PA 19144

COMPANY NAME PGW (Phila. Gas Works (NGDC)

ACCOUNT #: 888888888888888888

TOTAL BALANCE/BASIC: \$2,707.43
PRIOR CASE NO:

RESOLUTION:

EST BILLS.....MAKEUP BILL IS CORRECT.....WILL CREDIT CUST ACCT
590.....STARTING APRIL 2002 CUST TO PAY BB140 PLUS 15

AMOUNT MONEY SAVED: \$590.00

COMPLIANCE

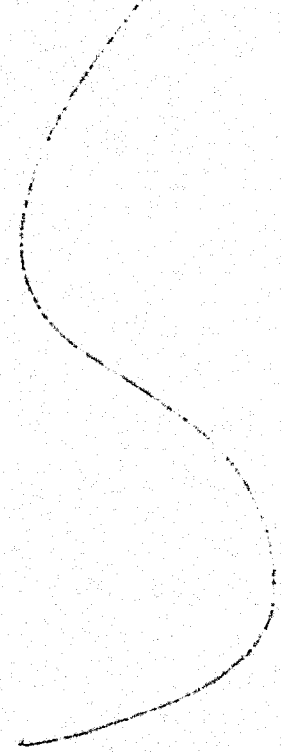
VIOLATION (ALLEGED, ACTUAL, NO): ACTUAL

CHAP 56/64/OTHER: OTHER

SECTION/RULE: 3 21 EST BILLS FOR 4 YEARS

DECISION ISSUED: Y ORAL/WRITTEN: W
INVESTIGATOR: DUNSTAN ISAAC
CLOSING DATE: 3/21/02


C. R. LANDO
Final decision date: 3/20/02



VERIFICATION

I, Orlando Rosario, hereby declare that I am a Customer Review Officer with the Philadelphia Gas Works; that as such, I am authorized to make this verification on its behalf; that the facts set forth in the foregoing Response are true to the best of my knowledge, information and belief, and that I make this verification subject to the penalties of 18. Pa. C.S. §4904, pertaining to false statements to authorities.

Date: June 6, 2002

A handwritten signature in black ink, appearing to read 'Orlando Rosario', is written over a horizontal line. The signature is stylized with large, rounded letters.

Orlando Rosario

CERTIFICATE OF SERVICE

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

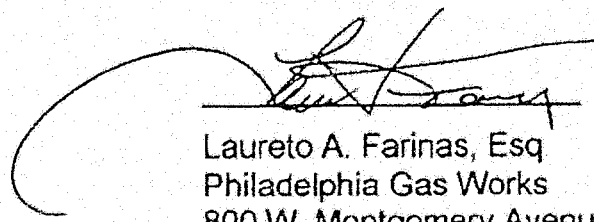
Service List:

For Complainant:

Marion Childers
41 W. Duval Street
Philadelphia, PA 19144

Laureto Farinas, Esq.
Philadelphia Gas Works
800 W. Montgomery Avenue
Philadelphia, PA 19122

June 6, 2002



Laureto A. Farinas, Esq
Philadelphia Gas Works
800 W. Montgomery Avenue
Philadelphia, PA 19122

RECEIVED

JUN 07 2002

PA PUBLIC UTILITY COMMISSION
SECRETARY'S BUREAU



COMMONWEALTH OF PENNSYLVANIA
PENNSYLVANIA PUBLIC UTILITY COMMISSION

Office Of Administrative Law Judge
P.O. Box 3265, Harrisburg, PA 17105-3265

IN REPLY PLEASE
REFER TO OUR FILE

August 7, 2002

In Re: F-01075557

(See attached list)

Marion Childers v. Philadelphia Gas Works

Billing dispute.

Hearing Notice

This is to inform you that a hearing on the above-captioned case will be held as follows:

Type: Initial hearing

Date: Tuesday, October 29, 2002

Time: 10:00 a.m.

Location: In an available hearing room
Philadelphia State Office Building
Broad and Spring Garden Streets
Philadelphia, Pennsylvania

Presiding: Administrative Law Judge Ky Van Nguyen
1302 Philadelphia State Office Building
1400 West Spring Garden Street
Philadelphia, PA 19130
Telephone: (215) 560-2105
Fax: (215) 560-3133

DOCUMENT
FOLDER

DOCKETED
AUG 12 2002

Attention: You may lose the case if you not come to this hearing and present facts on the issues raised.

If you intend to file exhibits, 2 copies of all hearing exhibits to be presented into evidence must be submitted to the reporter. An additional copy must be furnished to the Presiding Officer. A copy must also be provided to each party of record.

Except for those individuals representing themselves, the Commission's rules require that all parties have an attorney; therefore, you should have an attorney of your choice file an entry of appearance before the scheduled hearing.

If you are a person with a disability, and you wish to attend the hearing, we may be able to make arrangements for your special needs. Please call the scheduling office at the Public Utility Commission:

- Scheduling Office: (717) 787-1399.
- AT&T Relay Service number for persons who are deaf or hearing-impaired: 1-800-654-5988.

pc: Judge Nguyen
Judy Weaver, Scheduling Officer
Beth Plantz
Docket Section
Calendar File



COMMONWEALTH OF PENNSYLVANIA
PENNSYLVANIA PUBLIC UTILITY COMMISSION

Office Of Administrative Law Judge
P.O. Box 3265, Harrisburg, PA 17105-3265

IN REPLY PLEASE
REFER TO OUR FILE

September 20, 2002

In Re: F-01075557

(See letter dated 08/07/02)

Marion Childers v. Philadelphia Gas Works

Billing dispute.

Hearing Notice

DOCKETED
OCT 03 2002

This is to inform you that the initial in-person hearing has been changed to a initial hearing by telephone on the above-captioned case as shown below:

Type: Initial telephone hearing
Date: Tuesday, October 29, 2002
Time: 10:00 a.m.
Presiding: Administrative Law Judge Ky Van Nguyen
1302 Philadelphia State Office Building
1400 West Spring Garden Street
Philadelphia, PA 19130
Telephone: (215) 560-2105
Fax: (215) 560-3133

DOCUMENT

If you have not provided a current telephone number where you can be reached for participation in the hearing OR YOUR AREA CODE HAS CHANGED, then you must contact the presiding officer at least 7 days before the actual hearing and provide the necessary information.

SRB

At the above date and time, the Presiding Officer will contact the parties as follows:

Mrs. Marion Childers	(215) 843-5365
Laureto Farinas, Esquire	(215) 684-6982

If you have any hearing exhibits to which you will refer during the hearing, 3 copies must be sent to the Administrative Law Judge and 1 copy each must be sent to every other party. All copies must be received at least 3 days before the hearing.

Attention: You may lose the case if you do not take part in this hearing and present facts on the issues raised.

Except for those individuals representing themselves, the Commission's rules require that all parties have an attorney; therefore, you should have an attorney of your choice file an entry of appearance before the scheduled hearing.

If you are a person with a disability, and you wish to attend the hearing, we may be able to make arrangements for your special needs. Please call the scheduling office at the Public Utility Commission:

- Scheduling Office: (717) 787-1399.
- AT&T Relay Service number for persons who are deaf or hearing-impaired: 1-800-654-5988.

pc: Judge Nguyen
Judy Weaver, Scheduling Officer
Beth Plantz
Docket Section
Calendar File

Philadelphia Gas Works
Legal Department



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

Laureto A. Farinas, Esq.
Senior Attorney
Legal Department
Direct Dial: 215-684-6982
FAX: 215-684-6982
E-mail: laureto.farinas@pgworks.com

DOCUMENT
FOLDER

RECEIVED

October 25, 2002

OCT 25 2002

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

PA PUBLIC UTILITY COMMISSION
SECRETARY'S BUREAU

RE: Marion Childers v. PGW, Docket No. Docket No. F-01075557

Dear Secretary McNulty:

Pursuant to 52 Pa. Code §5.24(b), the Philadelphia Gas Works (PGW) certifies that the above referenced Complaint has been satisfied and Complainant acknowledges that the Complaint has been satisfied. PGW and the Complainant have discussed the Complainant's concerns with her account and reached a settlement. With this discussion the Complainant has indicated that she is satisfied with the resolution of this complaint.

By copy of this letter, I am notifying the Complainant of her right to object to any part of this settlement, in writing to the Public Utility Commission within ten (10) days of the date of this letter.

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

DOCKETED
OCT 31 2002

Sincerely,

cc: Marion Childers
Orlando Rosario
Administrative Law Judge Ky Van Nguyen (via FAX)
Judy Weaver (via FAX)

ORIGINAL

104

COMMONWEALTH OF
PENNSYLVANIA
PUBLIC UTILITY COMMISSION

DATE: October 28, 2002

SUBJECT: Certification of Satisfaction Filed
F-01075557 Marion Childers v. Philadelphia Gas Works

TO: Wanda Zeiders,
Docket Management

FROM: Judy Weaver, Scheduling Officer
Office of Administrative Law Judge

On October 28, 2002, a Certificate of Satisfaction was filed in the above-captioned proceeding by Laureto A. Farinas, Esquire. If no objection is filed to this certificate within 10 days of service, this proceeding will be closed.

All parties should be notified that the case is closed and a copy of that notification placed in the document folder.

Attachment

pc: ALJ Ky Van Nguyen
Elzy Ditzler
Beth Plantz
Case File

DOCUMENT
FOLDER

DOCKETED
OCT 31 2002



COMMONWEALTH OF PENNSYLVANIA
PENNSYLVANIA PUBLIC UTILITY COMMISSION

Office Of Administrative Law Judge
P.O. Box 3265, Harrisburg, PA 17105-3265

IN REPLY PLEASE
REFER TO OUR FILE

October 28, 2002

In Re: F-01075557

(See letter dated 09/20/02)

Marion Childers v. Philadelphia Gas Works

Billing dispute.

Cancellation Notice

This is to inform you of the following cancellation:

Type: Initial telephone hearing
Date: Tuesday, October 29, 2002
Time: 10:00 a.m.
Location: Philadelphia, Pennsylvania
Presiding: Administrative Law Judge Ky Van Nguyen

Please mark your records accordingly.

pc: Judge Nguyen
Judy Weaver, Scheduling Officer
Beth Plantz
Docket Section
Calendar File

DOCUMENT
FOLDER

DOCUMENTS
OCT 31 2002