

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: 12/19/05
8. DOCKET NO: F 01947887	:	9. EFFECTIVE DATE: 00/00/00

PARTY/COMPLAINANT: AUSTIN, ANICE

RESPONDENT/APPLICANT: PHILADELPHIA GAS WORKS

COMP/APP COUNTY: PHILADELPHIA UTILITY CODE: 125042

ALLEGATION OR SUBJECT

COMPLAINANT STATES SHE WANTS A ADJUSTMENT TO HER CURRENT BILL AND ORDER THAT THE GAS BE TURNED BACK ON AT NO EXPENSE TO HER.

**DOCKETED**

DEC 28 2005

01 DEC

Must be returned by December 27, 2005

PENNSYLVANIA PUBLIC UTILITY COMMISSION

Formal Complaint Form

Please print or type.

F 01947887

1. CUSTOMER NAME (COMPLAINANT)

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

Name Alice Austin

Street/P.O. Box 2515 Natrons ST Apt # —

City Philadelphia State Pa Zip 19132-2921

County Philadelphia

Area Code/HOME Phone 215-876-7930

Area CodeWORK Phone \_\_\_\_\_

Utility Account Number \_\_\_\_\_  
(from your bill)

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

Name \_\_\_\_\_

Street/P.O. Box \_\_\_\_\_

City \_\_\_\_\_ State \_\_\_\_\_ Zip \_\_\_\_\_

2. UTILITY NAME (RESPONDENT)

Name of utility company your complaint concerns: Phila Gas Works

**DOCKETED**

DEC 28 2005

4

PA P.U.C. BUREAU  
SECRETARY'S BUREAU

2005 DEC 19 AM 11:49

RECEIVED

01

3. TYPE OF UTILITY (check one)

- |  |   |
|--|---|
| <input type="checkbox"/> ELECTRIC                            | <input type="checkbox"/> STEAM HEAT   |
| <input checked="" type="checkbox"/> GAS                      | <input type="checkbox"/> WASTE WATER  |
| <input type="checkbox"/> WATER                               | <input type="checkbox"/> MOTOR CARRIER<br>(taxi, moving company, limousine) |
| <input type="checkbox"/> TELEPHONE<br>(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.

On Dec. 1, 2002 a phone call & a letter was sent  
To all utility services involved at Residence 2515 N. National  
St. Requesting suspension of service. Phila Gas works  
Kept Utility service "Gas" Running Until June 2005  
ENClosed please find copies of said letter and  
sentence structure sheet, Release Papers and  
since it has already been sent. These copies will stay in  
my file. I am a handicapped person with a young child  
living in the home, with No Heat, THE Gas is off  
I am low income so I can not afford to buy  
electric heaters

5

5. RELIEF

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

Adjust the current Bill and order that the Gas be turned back on with no expense to me.

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

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 Anice Austin, 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).

Anice Austin (Signature) 12/10/05 (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 <sup>nd</sup> Floor Harrisburg, Pennsylvania 17120
---	--

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.

**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. 11/17/05. 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.)

ANICE AUSTIN  
2515 NATRONA STREET PHILADLEPHIA PA  
19132-2921

215-263-4575  
(Area Code) Telephone Number

Anice Austin  
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: 1947887

Date of mailing: 11/17/05

Company: PHILADELPHIA GAS WORKS

RECEIVED  
2005 NOV 28 AM 11:13  
PA.P.U.C.  
SECRETARY'S BUREAU

13



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

DOCUMENT  
FOLDER

IN REPLY PLEASE  
REFER TO OUR FILE

December 7, 2005

BCS1947887

ANICE AUSTIN  
2515 NATRONA STREET  
PHILADELPHIA PA 19132-2921

F-01947887

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 December 27, 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:

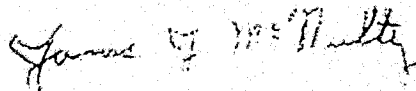
Office of Administrative Law Judge  
Public Utility Commission  
P.O. Box 3265  
Harrisburg, PA 17105-3265

**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

DDI  
cc: PHILADELPHIA GAS WORKS

BEFORE THE PENNSYLVANIA PUBLIC UTILITY COMMISSION

DATE SERVED: December 28, 2005

ANICE AUSTIN

Complainant

v.

PHILADELPHIA GAS WORKS

Respondent

Complaint Docket

No: BCS1947887

---

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

IN REPLY PLEASE  
REFER TO OUR FILE

DATE SERVED: December 28, 2005

F-01947887

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

Dear Mr. Farinas:

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

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

CUSTOMER OF A UTILITY

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

COMPANY/UTILITY

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

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

**DOCKETED**

DEC 28 2005

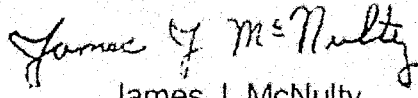
Lf

December 28, 2005

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

ddi



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

**ORIGINAL**

January 17, 2006

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

RECEIVED

JAN 17 2006

F-01947887 PA PUBLIC UTILITY COMMISSION  
CLERK/REGISTRATION DIVISION

**RE: Anice Austin vs. PGW, Docket No.: BCS1947887**

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,

**DOCUMENT  
FOLDER**

Enclosure

cc: Anice Austin  
Susan Kelly

9/6

BEFORE THE  
PENNSYLVANIA PUBLIC UTILITY COMMISSION JAN 17 2006

RECEIVED

Anice Austin

PA PUBLIC UTILITY COMMISSION  
BUREAU OF CONSUMER SERVICES

v.

Docket No.: ~~BGS1947887~~

F-01947887

Philadelphia Gas Works

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.
4. (a-b) Denied. PGW denies the averments contained in Paragraph 4 of the Complaint concerning the inaccuracy of the Complainant's bills, and all other averments that are conclusions. PGW records indicate that the Complainant established gas service to 2515 Natrona Street, Philadelphia PA (Service Address) on September 18, 1994. The Complainant did not contact PGW to request a termination of gas service. PGW has attempted to gain access to the Service Address on three (3) occasions-to install an Automatic Meter Reading ("AMR") device. The Complainant's current total arrearage is \$3,542.35 as shown on the statements of accounts which is attached hereto as Exhibit "A".

DOCUMENT  
FOLDER

Pursuant to the Bureau of Consumer Services ("BCS") decision dated November 17, 2005, the burden of proof is upon the Complainant. The Complainant was ordered to apply for PGW's Customer Responsibility Program ("CRP"), if qualified.

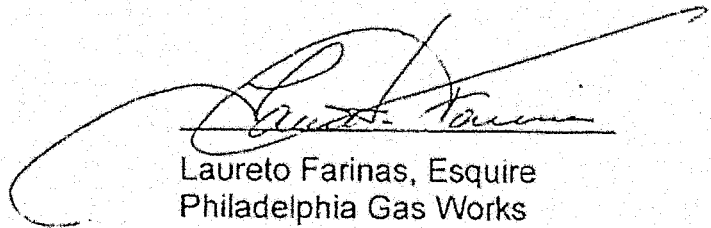
DOCKETED  
JAN 23 2006

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.
8. n/a
9. n/a
10. n/a

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

Respectfully submitted,

January 17, 2006



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

RECEIVED

JAN 17 2006

PA PUBLIC UTILITY COMMISSION  
Geographic Information Systems

**EXHIBIT A**

# HISTORY REQUEST REPORT FOR ACCOUNT # 1119798227 AND SA # 9961702717 AS OF 01/09/2006

Account # 1119798227	SA # 9961702717	Bill Cycle 12	Rate Class GS	Phone # 6258036(215)
Name: AUSTIN, ANICE		Address: 2515 N NATRONA ST/PHILA, PA		
Pay Agreement Indicator N	Easyway Indicator	CRP Status: B		
Blocker Start Date: 20051207	Blocker End Date: 20080131	Meter # 1191701		

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	(\$251.87)	\$150.66	\$150.66							
06/10/1997	PAY	(\$30.00)	(\$30.00)	\$0.00							
06/10/1997	CRPCR	\$0.00	(\$22.72)	(\$22.72)							
07/07/1997	CRPCR	\$0.00	(\$3.06)	(\$3.06)							
07/07/1997	PAY	(\$30.00)	(\$30.00)	\$0.00							
07/25/1997	BILL	\$28.79	\$28.79	\$0.00	06/26/1997	07/25/1997	Y	4714	\$28.79	29	1191701
08/04/1997	PAY	(\$30.00)	(\$30.00)	\$0.00							
08/04/1997	CRPDB	\$0.00	\$1.21	\$1.21							
08/25/1997	BILL	\$30.49	\$30.49	\$0.00	07/25/1997	08/25/1997	Y	4745	\$30.49	31	1191701
09/02/1997	PAY	(\$30.00)	(\$30.00)	\$0.00							
09/02/1997	CRPCR	\$0.00	(\$0.49)	(\$0.49)							
09/23/1997	BILL	\$33.06	\$33.06	\$0.00	08/25/1997	09/23/1997	Y	4779	\$33.06	34	1191701
09/30/1997	PAY	(\$30.00)	(\$30.00)	\$0.00							
10/23/1997	BILL	\$68.96	\$68.96	\$0.00	09/23/1997	10/23/1997	Y	4855	\$68.96	76	1191701
10/31/1997	CRPCR	\$0.00	(\$3.06)	(\$3.06)							
10/31/1997	PAY	(\$30.00)	(\$30.00)	\$0.00							
11/21/1997	BILL	\$143.32	\$143.32	\$0.00	10/23/1997	11/21/1997	Y	5018	\$143.32	163	1191701
12/09/1997	PAY	(\$30.00)	(\$30.00)	\$0.00							
12/09/1997	CRPCR	\$0.00	(\$38.96)	(\$38.96)							
12/19/1997	PAY	(\$359.00)	(\$359.00)	\$0.00							
12/26/1997	BILL	\$216.83	\$216.83	\$0.00	11/21/1997	12/26/1997	Y	5267	\$216.83	249	1191701
01/08/1998	PAY	(\$30.00)	(\$30.00)	\$0.00							
01/08/1998	CRPCR	\$0.00	(\$186.83)	(\$186.83)							
01/09/1998	BOLHP	\$0.00	\$359.00	\$359.00							
01/27/1998	BILL	\$199.73	\$199.73	\$0.00	12/26/1997	01/27/1998	Y	5496	\$199.73	229	1191701
02/04/1998	PAY	(\$30.00)	(\$30.00)	\$0.00							
02/04/1998	CRPCR	\$0.00	(\$169.73)	(\$169.73)							
02/26/1998	BILL	\$172.38	\$172.38	\$0.00	01/27/1998	02/26/1998	Y	5693	\$172.38	197	1191701

Account # 119798227 SA # 996170217 Bill Cycle 12 Rate Class GS Phone # 6258035(215)

Name: AUSTIN, ANICE Address: 2515 N NATRONA ST/PHILA, PA

Pay Agreement Indicator: N Easyway Indicator CRP Status B

Blocker Start Date: 20051207 Blocker End Date: 20080131 Meter # 1191701

Tran Date	Tran Type	Current Amt	Total Amt	Adjust Amt	Segment Start Date	Segment End Date	Read Code	End Read	Current Balance	Usage	Meter #
03/09/1998	PAY	(\$30.00)	(\$30.00)	\$0.00							
03/09/1998	CRPCR	\$0.00	(\$142.38)	(\$142.38)							
03/27/1998	BILL	\$161.27	\$161.27	\$0.00	02/26/1998	03/27/1998	Y	5877	\$161.27	184	1191701
04/06/1998	CRPCR	\$0.00	(\$131.27)	(\$131.27)							
04/06/1998	PAY	(\$30.00)	(\$30.00)	\$0.00							
04/28/1998	BILL	\$82.63	\$82.63	\$0.00	03/27/1998	04/28/1998	Y	5969	\$82.63	92	1191701
05/08/1998	PAY	(\$30.00)	(\$30.00)	\$0.00							
05/08/1998	CRPCR	\$0.00	(\$52.63)	(\$52.63)							
05/27/1998	BILL	\$41.61	\$41.61	\$0.00	04/28/1998	05/27/1998	Y	6013	\$41.61	44	1191701
06/22/1998	PAY	(\$30.00)	(\$30.00)	\$0.00							
06/22/1998	CRPCR	\$0.00	(\$11.61)	(\$11.61)							
06/26/1998	BILL	\$30.49	\$30.49	\$0.00	05/27/1998	06/26/1998	Y	6044	\$30.49	31	1191701
07/28/1998	BILL	\$31.35	\$31.35	\$0.00	06/26/1998	07/28/1998	Y	6076	\$31.35	32	1191701
08/25/1998	BILL	\$27.94	\$27.94	\$0.00	07/28/1998	08/25/1998	Y	6104	\$27.94	28	1191701
09/23/1998	BILL	\$28.79	\$28.79	\$0.00	08/25/1998	09/23/1998	Y	6133	\$28.79	29	1191701
10/23/1998	BILL	\$56.99	\$56.99	\$0.00	09/23/1998	10/23/1998	Y	6195	\$56.99	62	1191701
10/26/1998	LPC	\$3.66	\$3.66	\$3.66							
11/21/1998	BILL	\$111.69	\$111.69	\$0.00	10/23/1998	11/21/1998	Y	6321	\$111.69	126	1191701
11/24/1998	LPC	\$5.06	\$5.06	\$5.06							
12/23/1998	BILL	\$154.43	\$154.43	\$0.00	11/21/1998	12/23/1998	Y	6497	\$154.43	176	1191701
12/28/1998	LPC	\$7.35	\$7.35	\$7.35							
01/28/1999	BILL	\$239.56	\$239.56	\$0.00	12/23/1998	01/28/1999	Y	6776	\$239.56	279	1191701
01/29/1999	LPC	\$11.00	\$11.00	\$11.00							
02/19/1999	BILL	\$130.85	\$130.85	\$0.00	01/28/1999	02/19/1999	Y	6932	\$130.85	156	1191701
02/22/1999	LPC	\$6.73	\$6.73	\$6.73							
03/19/1999	BILL	\$176.38	\$176.38	\$0.00	02/19/1999	03/19/1999	Y	7144	\$176.38	212	1191701
03/22/1999	LPC	\$11.87	\$11.87	\$11.87							
04/16/1999	LPC	\$13.67	\$13.67	\$13.67							
04/16/1999	BILL	\$92.63	\$92.63	\$0.00	03/19/1999	04/16/1999	Y	7253	\$92.63	109	1191701
05/25/1999	BILL	\$76.37	\$76.37	\$0.00	04/16/1999	05/25/1999	Y	7342	\$76.37	89	1191701
05/26/1999	LPC	\$24.22	\$24.22	\$24.22							
06/18/1999	LPC	\$14.90	\$14.90	\$14.90							
06/18/1999	BILL	\$25.60	\$25.60	\$0.00	05/25/1999	06/18/1999	Y	7366	\$25.60	24	1191701

Account # 1119298227

SA #: 9961702717

Bill Cycle: 12

Rate Class: GS

Phone #: 6258036215

Name: AUSTIN, ANICE

Address: 2515 N NATRONA ST/PHILA, PA

Play Agreement Indicator: N

Easyway Indicator:

CRP Status: B

Blocker Start Date: 20051207

Blocker End Date: 20080131

Meter #: 1191701

Tran Date	Tran Type	Current Amt	Total Amt	Adjust Amt	Segment Start Date	Segment End Date	Read Code	End Read	Current Balance	Usage	Meter #
07/27/1999	BILL	\$37.73	\$37.73	\$0.00	06/18/1999	07/27/1999	Y	7405	\$1,517.65	39	1191701
07/30/1999	LPC	\$20.19	\$20.19	\$20.19							
08/25/1999	BILL	\$21.72	\$21.72	\$0.00	07/27/1999	08/25/1999	Y	7423	\$1,560.35	18	1191701
08/28/1999	LPC	\$20.98	\$20.98	\$20.98							
09/23/1999	BILL	\$20.96	\$20.96	\$0.00	08/25/1999	09/23/1999	Y	7440	\$1,602.62	17	1191701
09/28/1999	LPC	\$21.31	\$21.31	\$21.31							
10/22/1999	BILL	\$31.64	\$31.64	\$0.00	09/23/1999	10/22/1999	Y	7471	\$1,655.88	31	1191701
10/30/1999	LPC	\$21.62	\$21.62	\$21.62							
11/05/1999	CRPFRZ	(\$1,655.88)	(\$1,655.88)	(\$1,655.88)							
11/20/1999	BILL	\$30.00	\$30.00	\$0.00	10/22/1999	11/20/1999	Y	7530	\$30.00	59	1191701
12/09/1999	PAY	(\$30.00)	(\$30.00)	\$0.00							
12/22/1999	BILL	\$30.00	\$30.00	\$0.00	11/20/1999	12/22/1999	Y	7611	\$30.00	81	1191701
01/04/2000	PAY	(\$30.00)	(\$30.00)	\$0.00							
01/27/2000	BILL	\$30.00	\$30.00	\$0.00	12/22/1999	01/27/2000	Y	7769	\$30.00	158	1191701
02/22/2000	PAY	(\$30.00)	(\$30.00)	\$0.00							
02/28/2000	BILL	\$30.00	\$30.00	\$0.00	01/27/2000	02/28/2000	Y	7909	\$30.00	140	1191701
03/13/2000	PAY	(\$30.00)	(\$30.00)	\$0.00							
03/27/2000	BILL	\$30.00	\$30.00	\$0.00	02/28/2000	03/27/2000	Y	8238	\$30.00	329	1191701
03/27/2000	BILL	\$32.00	\$32.00	\$0.00	02/28/2000	03/27/2000	E	7921	\$0.00	12	1191701
04/05/2000	PAY	(\$30.00)	(\$30.00)	\$0.00							
04/26/2000	BILL	\$32.00	\$32.00	\$0.00	03/27/2000	04/26/2000	F	7933	\$0.00	12	1191701
04/26/2000	BILL	\$30.00	\$30.00	\$0.00	03/27/2000	04/26/2000	Y	8314	\$30.00	76	1191701
05/08/2000	PAY	(\$30.00)	(\$30.00)	\$0.00							
05/24/2000	BILL	\$30.00	\$30.00	\$0.00	04/26/2000	05/24/2000	Y	8361	\$30.00	47	1191701
05/24/2000	BILL	\$32.00	\$32.00	\$0.00	04/26/2000	05/24/2000	E	7945	\$0.00	12	1191701
06/06/2000	PAY	(\$30.00)	(\$30.00)	\$0.00							
06/22/2000	BILL	\$32.00	\$32.00	\$0.00	05/24/2000	06/22/2000	E	7957	\$0.00	12	1191701
06/22/2000	BILL	\$30.00	\$30.00	\$0.00	05/24/2000	06/22/2000	Y	8377	\$30.00	16	1191701
07/03/2000	PAY	(\$30.00)	(\$30.00)	\$0.00							
07/25/2000	BILL	\$30.00	\$30.00	\$0.00	06/22/2000	07/25/2000	Y	8379	\$30.00	2	1191701
07/25/2000	BILL	\$32.00	\$32.00	\$0.00	06/22/2000	07/25/2000	E	7969	\$0.00	12	1191701
08/04/2000	PAY	(\$30.00)	(\$30.00)	\$0.00							
08/23/2000	BILL	\$30.00	\$30.00	\$0.00	07/25/2000	08/23/2000	Y	8379	\$30.00	0	1191701

Account # 119798227

SA # 9961702717

Bill Cycle 12

Rate Class. GS

Phone # 6258036(215)

Name: AUSTIN, ANICE

Address: 2515 N NATRONA ST/PHILA, PA

Easyway Indicator

CRP Status. B

Blocker Start Date: 20051207

Blocker End Date: 20060131

Meter #. 1191701

Tran Date	Tran Type	Current Amt.	Total Amt.	Adjust. Amt.	Segment Start Date	Segment End Date	Read Code	End Read	Current Balance	Usage	Meter #
08/23/2000	BILL	\$32.00	\$32.00	\$0.00	07/25/2000	08/23/2000	E	7981	\$0.00	12	1191701
09/05/2000	PAY	(\$30.00)	(\$30.00)	\$0.00							
09/22/2000	BILL	\$30.00	\$30.00	\$0.00	08/23/2000	09/22/2000	Y	8379	\$30.00	0	1191701
09/22/2000	BILL	\$32.00	\$32.00	\$0.00	08/23/2000	09/22/2000	E	7993	\$0.00	12	1191701
10/05/2000	PAY	(\$30.00)	(\$30.00)	\$0.00							
10/24/2000	BILL	\$32.00	\$32.00	\$0.00	09/22/2000	10/24/2000	E	8005	\$0.00	12	1191701
10/24/2000	BILL	\$30.00	\$30.00	\$0.00	09/22/2000	10/24/2000	Y	8443	\$30.00	64	1191701
11/15/2000	PAY	(\$30.00)	(\$30.00)	\$0.00							
11/22/2000	BILL	\$30.00	\$30.00	\$0.00	10/24/2000	11/22/2000	Y	8551	\$30.00	108	1191701
11/22/2000	BILL	\$32.00	\$32.00	\$0.00	10/24/2000	11/22/2000	E	8017	\$0.00	12	1191701
12/12/2000	PAY	(\$30.00)	(\$30.00)	\$0.00							
12/26/2000	BILL	\$32.00	\$32.00	\$0.00	11/22/2000	12/26/2000	E	8029	\$0.00	12	1191701
12/26/2000	BILL	\$30.00	\$30.00	\$0.00	11/22/2000	12/26/2000	Y	8789	\$30.00	238	1191701
01/12/2001	CRPFRZ	\$1,270.88	\$1,270.88	\$1,270.88							
01/25/2001	BILL	\$32.00	\$32.00	\$0.00	12/26/2000	01/25/2001	E	8041	\$0.00	12	1191701
01/25/2001	BILL	\$316.38	\$316.38	\$0.00	12/26/2000	01/25/2001	Y	9040	\$1,636.77	251	1191701
01/27/2001	LPC	\$19.51	\$19.51	\$19.51							
02/23/2001	BILL	\$32.00	\$32.00	\$0.00	01/25/2001	02/23/2001	E	8053	\$0.00	12	1191701
02/23/2001	BILL	\$250.14	\$250.14	\$0.00	01/25/2001	02/23/2001	Y	9229	\$1,911.16	189	1191701
02/27/2001	LPC	\$24.25	\$24.25	\$24.25							
03/26/2001	BILL	\$260.36	\$260.36	\$0.00	02/23/2001	03/26/2001	Y	9417	\$2,199.53	188	1191701
03/26/2001	BILL	\$32.00	\$32.00	\$0.00	02/23/2001	03/26/2001	E	8065	\$0.00	12	1191701
03/28/2001	LPC	\$28.01	\$28.01	\$28.01							
04/25/2001	BILL	\$164.71	\$164.71	\$0.00	03/26/2001	04/25/2001	Y	9532	\$2,396.15	115	1191701
04/25/2001	BILL	\$32.00	\$32.00	\$0.00	03/26/2001	04/25/2001	E	8077	\$0.00	12	1191701
04/27/2001	LPC	\$31.91	\$31.91	\$31.91							
05/24/2001	BILL	\$32.00	\$32.00	\$0.00	04/25/2001	05/24/2001	R	8089	\$0.00	12	1191701
05/24/2001	BILL	\$62.23	\$62.23	\$0.00	04/25/2001	05/24/2001	Y	9570	\$2,492.76	38	1191701
05/26/2001	LPC	\$34.38	\$34.38	\$34.38							
06/26/2001	BILL	\$32.00	\$32.00	\$0.00	05/24/2001	06/26/2001	E	8096	\$0.00	7	1191701
06/26/2001	BILL	\$60.90	\$60.90	\$0.00	05/24/2001	06/26/2001	Y	9607	\$2,588.98	37	1191701
06/28/2001	LPC	\$35.32	\$35.32	\$35.32							
07/26/2001	BILL	\$32.00	\$32.00	\$0.00	06/26/2001	07/26/2001	E	8103	\$0.00	7	1191701

Account # 1119798227 SA # 9961702717 Bill Cycle 12 Rate Class GS Phone # 6258036(215)  
 Name: AUSTIN, ANICE Address: 2515 N NATRONA ST/PHILA, PA  
 Easyway Indicator CRP Status: B  
 Blocker Start Date 20051207 Blocker End Date: 20080131 Meter # 1191701

Tran Date	Tran Type	Current Amt	Total Amt	Adjust Amt	Segment Start Date	Segment End Date	Read Code	End Read	Current Balance	Usage	Meter #
07/26/2001	BILL	\$44.93	\$44.93	\$0.00	06/26/2001	07/26/2001	Y	9632	\$2,670.14	25	1191701
07/28/2001	LPC	\$36.23	\$36.23	\$36.23							
08/24/2001	BILL	\$40.94	\$40.94	\$0.00	07/26/2001	08/24/2001	Y	9654	\$2,747.98	22	1191701
08/24/2001	BILL	\$32.00	\$32.00	\$0.00	07/26/2001	08/24/2001	E	8115	\$0.00	12	1191701
08/26/2001	LPC	\$36.90	\$36.90	\$36.90							
09/18/2001	COLFEE	\$10.00	\$10.00	\$10.00							
09/25/2001	BILL	\$32.00	\$32.00	\$0.00	08/24/2001	09/25/2001	E	8127	\$0.00	2	1191701
09/25/2001	BILL	\$41.54	\$41.54	\$0.00	08/24/2001	09/25/2001	Y	9680	\$2,837.04	26	1191701
09/27/2001	LPC	\$37.52	\$37.52	\$37.52							
10/08/2001	BILL	\$32.00	\$32.00	\$0.00	09/25/2001	10/08/2001	S	8137	\$0.00	0	1191701
10/08/2001	BILL	\$425.84	\$425.84	\$0.00	02/28/2000	10/08/2001	S	8137	\$0.00	228	1191701
10/22/2001	BSEGCN	\$0.00	\$0.00	(\$30.00)							
10/22/2001	BSEGCN	\$0.00	\$0.00	(\$41.54)							
10/22/2001	CANB	(\$250.14)	(\$250.14)	\$0.00							
10/22/2001	BSEGCN	\$0.00	\$0.00	(\$250.14)							
10/22/2001	CANB	(\$41.54)	(\$41.54)	\$0.00							
10/22/2001	CANB	(\$30.00)	(\$30.00)	\$0.00							
10/22/2001	CANB	(\$60.90)	(\$60.90)	\$0.00							
10/22/2001	BSEGCN	\$0.00	\$0.00	(\$60.90)							
10/22/2001	CANB	(\$30.00)	(\$30.00)	\$0.00							
10/22/2001	CRPFRZ	(\$1,720.75)	(\$1,720.75)	(\$1,720.75)							
10/22/2001	BSEGCN	\$0.00	\$0.00	(\$40.94)							
10/22/2001	BSEGCN	\$0.00	\$0.00	(\$30.00)							
10/22/2001	BSEGCN	\$0.00	\$0.00	(\$30.00)							
10/22/2001	CANB	(\$30.00)	(\$30.00)	\$0.00							
10/22/2001	BSEGCN	\$0.00	\$0.00	(\$30.00)							
10/22/2001	BSEGCN	\$0.00	\$0.00	(\$62.23)							
10/22/2001	CANB	(\$30.00)	(\$30.00)	\$0.00							
10/22/2001	AUTOGN	\$0.00	\$0.00	(\$30.00)							
10/22/2001	CANB	(\$30.00)	(\$30.00)	\$0.00							
10/22/2001	AUTOGN	\$0.00	\$0.00	(\$30.00)							
10/22/2001	CANB	(\$164.71)	(\$164.71)	\$0.00							
10/22/2001	BSEGCN	\$0.00	\$0.00	(\$316.38)							

Account # 119798227

SA # 9961702717

Bill Cycle: 12

Rate Class: GS

Phone # 6258036(215)

Name: AUSTIN, ANICE

Address: 2515 N NATRONA ST/PHILA,PA

Pay Agreement Indicator: N

Easyway Indicator

CRP Status: B

Blocker Start Date: 20051207

Blocker End Date: 20050131

Meter # 1191701

Tran Date	Tran Type	Current Amt.	Total Amt.	Adjust. Amt.	Segment Start Date	Segment End Date	Read Code	End Read	Current Balance	Usage	Meter #
10/22/2001	CANB	(\$62.23)	(\$62.23)	\$0.00							
10/22/2001	BSEGCN	\$0.00	\$0.00	(\$44.93)							
10/22/2001	CANB	(\$260.36)	(\$260.36)	\$0.00							
10/22/2001	BSEGCN	\$0.00	\$0.00	(\$260.36)							
10/22/2001	CANB	(\$40.94)	(\$40.94)	\$0.00							
10/22/2001	CANB	(\$30.00)	(\$30.00)	\$0.00							
10/22/2001	CANB	(\$316.38)	(\$316.38)	\$0.00							
10/22/2001	CANB	(\$44.93)	(\$44.93)	\$0.00							
10/22/2001	BSEGCN	\$0.00	\$0.00	(\$164.71)							
10/22/2001	AUTOGN	\$0.00	\$0.00	(\$30.00)							
10/22/2001	CANB	(\$30.00)	(\$30.00)	\$0.00							
10/22/2001	AUTOGN	\$0.00	\$0.00	(\$30.00)							
10/22/2001	CANB	\$0.00	\$0.00	(\$30.00)							
10/22/2001	BSEGCN	\$0.00	\$0.00	(\$30.00)							
10/22/2001	AUTOGN	\$0.00	\$0.00	(\$30.00)							
10/22/2001	CANB	(\$30.00)	(\$30.00)	\$0.00							
10/22/2001	CANB	(\$30.00)	(\$30.00)	\$0.00							
10/23/2001	BSEGCN	\$0.00	\$0.00	(\$425.84)							
10/23/2001	CANB	(\$425.84)	(\$425.84)	\$0.00							
10/25/2001	BILL	\$32.00	\$32.00	\$0.00	10/08/2001	10/25/2001	Y	8156	\$246.16	21	1191701
11/26/2001	BILL	\$32.00	\$32.00	\$0.00	10/25/2001	11/26/2001	Y	8249	\$278.16	91	1191701
12/26/2001	BILL	\$32.00	\$32.00	\$0.00	11/26/2001	12/26/2001	Y	8346	\$310.16	99	1191701
01/25/2002	BILL	\$32.00	\$32.00	\$0.00	12/26/2001	01/25/2002	Y	8555	\$342.16	207	1191701
02/13/2002	PAY	(\$50.00)	(\$50.00)	\$0.00							
02/25/2002	BILL	\$32.00	\$32.00	\$0.00	01/25/2002	02/25/2002	Y	8715	\$324.16	160	1191701
03/23/2002	PAY	(\$548.00)	(\$548.00)	\$0.00							
03/25/2002	BILL	\$32.00	\$32.00	\$0.00	02/25/2002	03/25/2002	Y	8843	\$356.16	128	1191701
04/11/2002	BOLHP	\$548.00	\$548.00	\$548.00							
04/24/2002	BILL	\$32.00	\$32.00	\$0.00	03/25/2002	04/24/2002	Y	8939	\$128.00	96	1191701
04/24/2002	GS91LF	(\$260.16)	(\$260.16)	(\$260.16)							
05/13/2002	PAY	(\$128.00)	(\$128.00)	\$0.00							
05/23/2002	BILL	\$32.00	\$32.00	\$0.00	04/24/2002	05/23/2002	Y	8998	\$32.00	59	1191701
06/04/2002	PAY	(\$32.00)	(\$32.00)	\$0.00							

Account # 119798227 SA # 9961702717 Bill Cycle: 12 Rate Class GS Phone # 6258036(215)

Name: AUSTIN, ANICE Address: 2515 N NATRONA ST/PHILA, PA

Play Agreement Indicator: N Easyway Indicator: CRP Status: B

Blocker Start Date: 20051207 Blocker End Date: 20080131 Meter # 1191701

Tran Date	Tran Type	Current Amt	Total Amt	Adjust Amt	Segment Start Date	Segment End Date	Read Code	End Read	Current Balance	Usage	Meter #
06/25/2002	BILL	\$32.00	\$32.00	\$0.00	05/23/2002	06/25/2002	Y	9021	\$32.00	23	1191701
07/03/2002	PAY	(\$32.00)	(\$32.00)	\$0.00							
07/24/2002	BILL	\$32.00	\$32.00	\$0.00	06/25/2002	07/24/2002	Y	9038	\$32.00	17	1191701
08/02/2002	PAY	(\$32.00)	(\$32.00)	\$0.00							
08/22/2002	BILL	\$32.00	\$32.00	\$0.00	07/24/2002	08/22/2002	Y	9055	\$32.00	17	1191701
09/04/2002	PAY	(\$32.00)	(\$32.00)	\$0.00							
09/23/2002	BILL	\$32.00	\$32.00	\$0.00	08/22/2002	09/23/2002	Y	9076	\$32.00	21	1191701
10/03/2002	PAY	(\$32.00)	(\$32.00)	\$0.00							
10/19/2002	CRPCON	(\$40.00)	(\$40.00)	(\$40.00)							
10/23/2002	BILL	\$30.00	\$30.00	\$0.00	09/23/2002	10/23/2002	Y	9109	(\$10.00)	33	1191701
11/22/2002	PAY	(\$337.00)	(\$337.00)	\$0.00							
11/22/2002	BILL	\$30.00	\$30.00	\$0.00	10/23/2002	11/22/2002	Y	9205	\$20.00	96	1191701
12/02/2002	PAY	(\$20.00)	(\$20.00)	\$0.00							
12/12/2002	BOLIMP	\$337.00	\$337.00	\$337.00							
12/26/2002	BILL	\$30.00	\$30.00	\$0.00	11/22/2002	12/26/2002	Y	9397	\$30.00	192	1191701
01/27/2003	BILL	\$30.00	\$30.00	\$0.00	12/26/2002	01/27/2003	Y	9590	\$60.00	193	1191701
02/25/2003	BILL	\$30.00	\$30.00	\$0.00	01/27/2003	02/25/2003	Y	9807	\$90.00	217	1191701
03/26/2003	BILL	\$30.00	\$30.00	\$0.00	02/25/2003	03/26/2003	Y	9950	\$120.00	143	1191701
04/25/2003	BILL	\$95.46	\$95.46	\$0.00	03/26/2003	04/25/2003	Y	20	\$2,110.37	70	1191701
04/25/2003	CRPFRZ	\$1,894.91	\$1,894.91	\$1,894.91							
05/27/2003	BILL	\$53.65	\$53.65	\$0.00	04/25/2003	05/27/2003	Y	54	\$2,164.02	34	1191701
06/24/2003	BILL	\$40.92	\$40.92	\$0.00	05/27/2003	06/24/2003	Y	76	\$2,204.94	22	1191701
07/24/2003	BILL	\$33.20	\$33.20	\$0.00	06/24/2003	07/24/2003	Y	92	\$2,238.14	16	1191701
08/11/2003	PAY	(\$150.00)	(\$150.00)	\$0.00							
08/22/2003	BILL	\$31.87	\$31.87	\$0.00	07/24/2003	08/22/2003	Y	107	\$2,120.01	15	1191701
09/24/2003	BILL	\$37.39	\$37.39	\$0.00	08/22/2003	09/24/2003	Y	126	\$2,157.40	19	1191701
10/23/2003	BILL	\$50.40	\$50.40	\$0.00	09/24/2003	10/23/2003	Y	155	\$2,207.80	29	1191701
11/24/2003	BILL	\$92.61	\$92.61	\$0.00	10/23/2003	11/24/2003	Y	212	\$2,300.41	57	1191701
12/26/2003	BILL	\$159.63	\$159.63	\$0.00	11/24/2003	12/26/2003	Y	326	\$2,460.04	114	1191701
01/27/2004	BILL	\$199.40	\$199.40	\$0.00	12/26/2003	01/27/2004	Y	474	\$2,659.44	148	1191701
02/25/2004	BILL	\$171.94	\$171.94	\$0.00	01/27/2004	02/25/2004	Y	598	\$2,831.38	124	1191701
03/25/2004	BILL	\$120.33	\$120.33	\$0.00	02/25/2004	03/25/2004	Y	678	\$2,951.71	80	1191701
04/26/2004	BILL	\$85.42	\$85.42	\$0.00	03/25/2004	04/26/2004	Y	732	\$3,037.13	54	1191701

Account # 119798227

SA # 9961702717

Bill Cycle 12

Rate Class GS

Phone # 6258036(215)

Name: AUSTIN, ANICE

Address: 2515 N NATRONA ST/PHILA, PA

Easyway Indicator

CRP Status B

Blocker Start Date 20051207

Blocker End Date 20080131

Meter # 1191701

Tran Date	Tran Type	Current Amt	Total Amt	Adjust Amt	Segment Start Date	Segment End Date	Read Code	End Read	Current Balance	Usage	Meter #
05/25/2004	BILL	\$37.31	\$37.31	\$0.00	04/26/2004	05/25/2004	Y	751	\$3,074.44	19	1191701
06/24/2004	BILL	\$31.37	\$31.37	\$0.00	05/25/2004	06/24/2004	Y	765	\$3,105.81	14	1191701
07/26/2004	BILL	\$30.15	\$30.15	\$0.00	06/24/2004	07/26/2004	Y	778	\$3,135.96	13	1191701
08/24/2004	BILL	\$27.36	\$27.36	\$0.00	07/26/2004	08/24/2004	Y	769	\$3,163.32	11	1191701
09/24/2004	BILL	\$30.28	\$30.28	\$0.00	08/24/2004	09/24/2004	Y	802	\$3,193.60	13	1191701
10/25/2004	BILL	\$44.30	\$44.30	\$0.00	09/24/2004	10/25/2004	Y	825	\$3,237.90	23	1191701
11/24/2004	BILL	\$82.36	\$82.36	\$0.00	10/25/2004	11/24/2004	Y	874	\$3,320.26	49	1191701
12/23/2004	BILL	\$154.80	\$154.80	\$0.00	11/24/2004	12/23/2004	Y	966	\$3,475.06	92	1191701
01/26/2005	BILL	\$283.00	\$283.00	\$0.00	12/23/2004	01/26/2005	Y	1138	\$3,758.06	172	1191701
02/24/2005	BILL	\$237.03	\$237.03	\$0.00	01/26/2005	02/24/2005	Y	1261	\$3,995.09	143	1191701
03/24/2005	BILL	\$188.44	\$188.44	\$0.00	02/24/2005	03/24/2005	Y	1411	\$4,183.53	130	1191701
04/22/2005	PAY	(\$762.00)	(\$762.00)	\$0.00							
04/25/2005	BILL	\$107.43	\$107.43	\$0.00	03/24/2005	04/25/2005	Y	1478	\$4,290.96	67	1191701
05/16/2005	BILL	\$13.39	\$13.39	\$0.00	04/25/2005	05/16/2005	R	1479	\$3,542.35	1	1191701
07/25/2005	XFER	(\$3,542.35)	(\$3,542.35)	(\$3,542.35)							

**EXHIBIT B**

RECEIVED

JAN 17 2006

PA PUBLIC UTILITY COMMISSION  
ELECTRICITY DIVISION

<CaseNbr>1947887</CaseNbr>  
 <CompanyName>PGW (PHILA. GAS WORKS (NGDC))</CompanyName> H  
 <CompanyCode>0766</CompanyCode>  
 <CompanyType>GAS TRANSPORTER</CompanyType> Beccs DB  
 - <Customer>  
   <CustomerFirstName>ANICE</CustomerFirstName>  
   <CustomerLastName>AUSTIN</CustomerLastName>  
   <AccountNumber>1119798227</AccountNumber>  
 - <CustomerServAddress>  
   <ServAddress1>2515 N NATRONA ST</ServAddress1>  
   <ServCity>PHILADELPHIA</ServCity>  
   <ServState>PA</ServState>  
   <ServZip5>19132</ServZip5>  
   <ServZip4>2921</ServZip4>  
   </CustomerServAddress>  
 </Customer>  
 <DecisionIssue>Y</DecisionIssue>  
 <OralWritten>W</OralWritten>  
 <Violation>NO</Violation>  
 <TotalBalance>3562.35</TotalBalance>  
 <DateClosed>2005-11-17</DateClosed>  
 <Resolution>TRANS TO IVNES VIA MNG. JEG DEC ISSUED. LIABILITY..CUST  
   **MUST PROVIDE DOCUMENTATION THAT SHE CONTACTED CO TO HAVE  
   SERVICES REMOVED FROM HER NAME....CO REP KELLY DEC ISSUED. JEG  
   DEC BRIEFLY STATED:THEREFORE IT IS DECIDED: 1) THAT THE  
   INFORMAL COMPLAINT OF ANICE AUSTIN IS DISMISSED. 2) THAT THE  
   BURDEN OF PROOF IS ON ANICE AUSTIN TO PROVIDE VALID  
   DOCUMENTATION TO PGW IN REGARDS TO THE CUSTOMERS  
   INCARCERATION. ONCE THE INFORMATION IS PRESENTED TO PGW THE  
   COMPANY WILL REVIEW THE DOCUMENTATIONS AND MAKE ANY  
   CHANGES THAT MAY BE NECESSARY. 3) THAT THE CUSTOMER MAY APPLY  
   FOR THE CUSTOMER RELIABILITY PROGRAM (CRP) AND POSSIBLE  
   ENROLLMENT IF QUALIFIED. 4) THAT TO HAVE SERVICE RESTORED THE  
   CUSTOMER MUST PAY \$712.47 20% OF THE ACCOUNT BALANCE  
   (\$3,562.35), PLUS \$123.23 RECONNECTION CHANGE, AND \$372.00 DIG  
   CHARGE. 5) THAT PGW WILL NEED ACCESS TO THE PROPERTY FOR THE  
   METER EXCHANGE WHEN SERVICE IS RESTORED. 6) THAT THE CUSTOMER  
   MAY CONTACT THE LOCAL DEPARTMENT OF PUBLIC WELFARE FOR ANY  
   POSSIBLE ASSISTANCE THAT MAY BE AVAILABLE.**</Resolution>  
 <BalanceDate />  
 - <OtherInfo>  
   <BCSInvestigatorFName>JOAN</BCSInvestigatorFName>  
   <BCSInvestigatorLName>GORENC</BCSInvestigatorLName>  
   <NbrOfTimeSend>1</NbrOfTimeSend>  
   <NbrOfTimeFaxed>0</NbrOfTimeFaxed>  
   <PUCFax FaxAreaCode="717">7876641</PUCFax>  
   </OtherInfo>  
 </Case>  
 - <Case>  
   <CaseNbr>1923972</CaseNbr>  
   <CompanyName>PGW (PHILA. GAS WORKS (NGDC))</CompanyName>  
   <CompanyCode>0766</CompanyCode>  
   <CompanyType>GAS TRANSPORTER</CompanyType>

<?xml version="1.0" ?>

- <Cases xmlns="x-

schema:http://pucksi.state.pa.us/DataEx/Schema/OpeningDataSend.xdr">

<NbrOfCases>10</NbrOfCases>

<FileType>OPENING</FileType>

<CreatedDateTime>7/25/2005 11:45:26 AM</CreatedDateTime>

<PUCAAddress>P O Box 3265, Harrisburg, PA 17105</PUCAAddress>

- <Case>

<CaseNbr>1947887</CaseNbr>

<CompanyName>PGW (PHILA. GAS WORKS (NGDC))</CompanyName>

<CompanyCode>0766</CompanyCode>

<CompanyType>GAS TRANSPORTER</CompanyType>

- <Customer>

<CustomerFirstName>ANICE</CustomerFirstName>

<CustomerLastName>AUSTIN</CustomerLastName>

<AccountNumber>8888888888</AccountNumber>

<CustHomePhone HomeAreaCode="215">2234075</CustHomePhone>

<CustWorkPhone WorkAreaCode="215">3368080</CustWorkPhone>

<ServiceClass>RESIDENTIAL</ServiceClass>

- <CustomerServAddress>

<ServAddress1>2515 N NATRONA ST</ServAddress1>

<ServCity>PHILADELPHIA</ServCity>

<ServState>PA</ServState>

<ServZip5>19132</ServZip5>

<ServZip4>2921</ServZip4>

</CustomerServAddress>

- <Family>

<Adults>1</Adults>

<Children>1</Children>

<Age>12</Age>

</Family>

- <GrossIncome>

<IncomeAmount Source="DPW">205</IncomeAmount>

</GrossIncome>

</Customer>

<DateOpen>2005-07-25</DateOpen>

<ReasonForContact>OFF - SERVICE IS TERMINATED/SUSPENDED - PAR

NEEDED (# 82)</ReasonForContact>

<BusinessName>SM</BusinessName>

<CompanyPosition>06/24/2005 PGW WANTS \$1400.00 TO RESTORE

SERVICES</CompanyPosition>

<RelatedInformation>OFF WITH DISPUTE CUST STATES THAT IN 2002 THE

CUST WENT TO PRISION.ON 12/10/02 SHE SENT THE UTILITY CO. A

LETTER TO HAVE HER SERVICES TERM UNWARE THAT THE UTILITY CO

HAD NOT TERM THE SERVICES FOR THREE YEARS AND THEUTILITY CO IS

TRYING TO COLLECT FOR ALL THE TIME SHE HAS BEEN

AWAY.</RelatedInformation>

<CaseOrigin>TELEPHONE</CaseOrigin>

<UniversalService>N</UniversalService>

<Arrearage>6000.00</Arrearage>

- <OtherInfo>

<BCSInvestigatorFName>THEODORE</BCSInvestigatorFName>

11-1979-8227

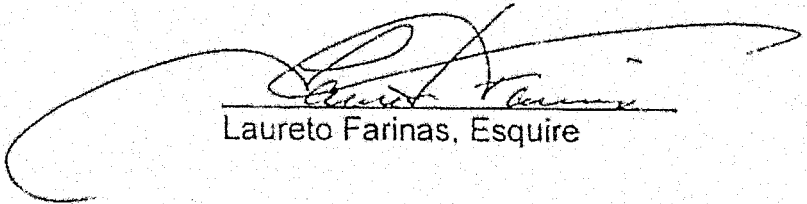
\$ 3542.35

Bus  
cas

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: January 17, 2006

  
Laureto Farinas, Esquire

RECEIVED  
JAN 17 2006  
PA PUBLIC UTILITY COMMISSION  
SECTION OF RECORDS

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:

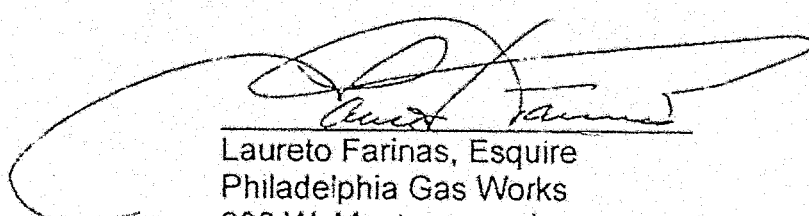
*Anice Austin*  
2515 Natrona Street  
Philadelphia, PA 19132

RECEIVED

JAN 17 2006

PA PUBLIC UTILITY COMMISSION  
SECRETARY GENERAL

January 17, 2006



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