

CAPTION SHEET

CASE MANAGEMENT SYSTEM

- 1. REPORT DATE: 00/00/00
- 2. BUREAU: ALJ
- 3. SECTION(S):
- 5. APPROVED BY:  
DIRECTOR:  
SUPERVISOR:
- 6. PERSON IN CHARGE:
- 8. DOCKET NO: F-01162790
- 4. PUBLIC MEETING DATE:  
00/00/00
- 7. DATE FILED: 06/06/03
- 9. EFFECTIVE DATE: 00/00/00

PARTY/COMPLAINANT: JOYNER, EMMANUEL

RESPONDENT/APPLICANT: PHILADELPHIA GAS WORKS

COMP/APP COUNTY: PHILADELPHIA

UTILITY CODE: 125042

ALLEGATION OR SUBJECT

COMPLAINANT STATES WHEN SHE MOVED TO HER NEW ADDRESS THEY ADDED THE PREVIOUS OWNERS BALANCE ONTO HIS BILL. HE IS DISPUTING \$1200.00 OF HIS BILL. COMPLAINANT STATES HE TRIED TO GET THE COMPANY TO ADJUST THE BILL AND THEY REFUSED.

DOCUMENT  
FOLDER

**DOCKETED**  
JUN 17 2003

RECEIVED

2003 JUN -6 AM 8:52  
Please Print

SECRETARY BUREAU

FORMAL COMPLAINT FORM  
Pennsylvania Public Utility Commission

6/9/03

bcs 1162790

F-01162790

1. Your Name, Mailing Address and Telephone Number.

Name EMMANUEL Joyner

Street/P.O. Box 7300 N. 21<sup>ST</sup> ST. Apt.# \_\_\_\_\_

City Philadelphia State PA Zip 19138

County Philadelphia Home Telephone-Area Code (215) 548-1687  
Work Telephone-Area Code (215) 685-6555

2. Name of Company your complaint concerns: PGW

3. What is your complaint?

When I moved INTO THE ABOVE ADDRESS  
11/1/99 THERE WAS AN OUTSTANDING BALANCE OWED  
by THE PREVIOUS OWNER. MY ACCOUNT WAS TO  
BEGIN WITH A "0" ZERO BALANCE BUT UPON  
REVIEWING THE 1<sup>ST</sup> MONTH'S BILL, IT IS CLEAR THAT  
THE PREVIOUS balance of 10/99 WAS TRANSFERRED  
TO ME, THE "NEW OWNER" THE DISPUTED PORTION  
IS APPROXIMATELY \$1200=

ORIGINAL

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

DOCKETED

(-over-)  
DOCUMENT  
FOLDER

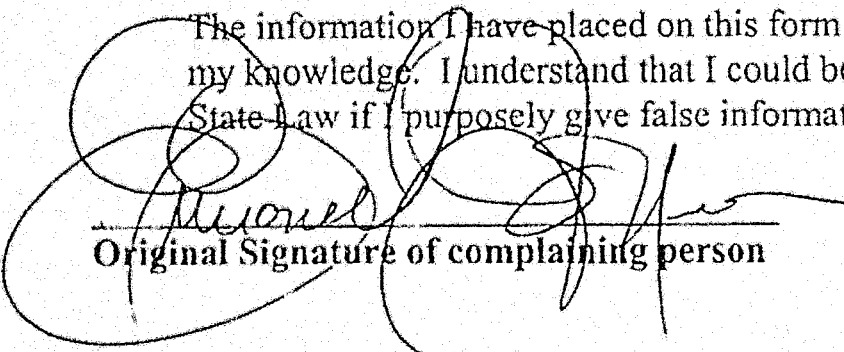
4. What do you want the Public Utility Commission to do about your complaint?

I have attempted to get the bill adjusted but PGW refuses. Will you assist?

(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.

  
Original Signature of complaining person

5/27/03  
Date

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

Lawyer's Name NA

Street \_\_\_\_\_

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

Telephone Number-Area Code ( \_\_\_\_\_ ) \_\_\_\_\_

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: APRIL 17, 2003. 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

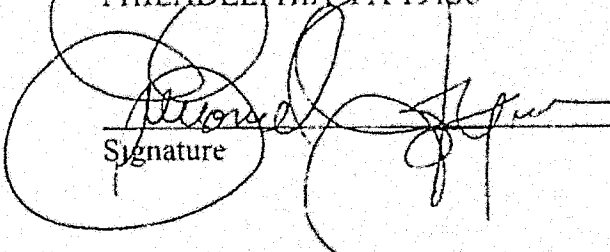
**Yes, I want to appeal the decision of the Bureau of Consumer Services. Please send formal complaint forms to me at the following address:**

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

EMMANUEL JOYNER  
7300 N 21<sup>ST</sup> STREET  
PHILADELPHIA PA 19138

(Area Code) Telephone Number

Signature

 4/21/03

Mail this completed form to:

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

FOR OFFICE USE ONLY

BCS Number: 1162790

Date of mailing: APRIL 17, 2003

Company: PHILADELPHIA GAS WORKS

SECRETARY'S BUREAU

REVISED 11/97

2003 APR 23 AM 8:49

RECEIVED

0



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

6/9/03

IN REPLY PLEASE  
REFER TO OUR FILE

May 19, 2003

BSC 1162790

EMMANUEL JOYNER  
7300 N 21ST STREET  
PHILADELPHIA PA 19138

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 June 9, 2003 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:

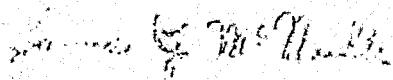
Office of Administrative Law Judge  
Public Utility Commission  
P.O. Box 3265  
Harrisburg, PA 17105-3265

**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: JUNE 12, 2003

Emmanuel Joyner  
Complainant

VS.

PHILADELPHIA GAS WORKS  
Respondent

Complaint Docket  
No: F-01162790

DOCUMENT  
FOLDER

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FORMAL COMPLAINT NOTICE TO RESPONDENT TO ANSWER OR SATISFY

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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: JUNE 12, 2003

F-01162790

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 Emmanuel Joyner. 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.

**DOCKETED**  
JUN 17 2003

DOCUMENT  
FOLDER

JUNE 12, 2003

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

ddi

ORIGINAL

**Philadelphia Gas Works**  
Legal Department



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

Laureto A. Fannas, Esq.  
Senior Attorney  
Legal Department  
Direct Dial: 215-684-6982  
FAX: 215-684-6798  
E-mail: laureto.fannas@pgworks.com

July 31, 2003

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

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JUL 31 2003

PA PUBLIC UTILITY COMMISSION  
SECRETARY'S BUREAU

RE: Emmanuel Joyner v. PGW, Docket No. F--01162790

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: Emmanuel Joyner  
Orlando Rosano  
Ann Strishock

DOCUMENT  
FOLDER

1/66

ORIGINAL

BEFORE THE PENNSYLVANIA PUBLIC UTILITY COMMISSION

RECEIVED

JUL 31 2003

Emmanuel Joyner :  
v. :  
Philadelphia Gas Works :

PA PUBLIC UTILITY COMMISSION  
SECRETARY'S BUREAU  
Docket No. F - 01162790

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 avers the following

- 1. Admitted DOCUMENT
- 2. Admitted FOLDER
- 3. Denied. PGW denies that averments contained in Paragraph 3 of the Complainant concerning an error in the billing and all other averments in Paragraph 3 that are conclusions.

PGW records show that gas service began on 11/10/00 (A mortgage, dated November 10, 2000, for the service address of 7300 N. 21<sup>st</sup> Street was presented to PGW as the verification of the move-in date).

PGW has no other knowledge of the Complainant's whereabouts during the period in question. Strict proof is requested at a hearing in this matter.

PGW prorated the Complainant's account at 7216 Briar Road from August 26, 1996 to November 9, 2000, generating an account balance of \$45.51. This account balance was transferred to the Complainant's account at 7300 N. 21<sup>st</sup> Street.

PGW records indicate that an automated meter reading device ("AMR") is installed at the current service address of 7200 N. 21<sup>st</sup> Street and all bills are based upon actual usage. The Complainant's current balance on the account in the amount of \$2703.86 represents service at 7300 N. 21<sup>st</sup> Street from November 10, 2000 through the present. Listings of the Complainant billings for both service addresses are attached hereto as Exhibit "A."

DOCKETED  
AUG 14 2003

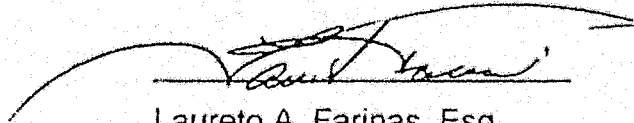
A decision of the Bureau of Consumer Services ("BCS") dated April 17, 2003, provided relief to the Complainant in the form of a waiver of late payment fees in the amount of \$366.41. The decision also provided for repayment agreement consisting of the payment of the current bill plus \$75.00 per month on the arrears.

4. Denied. The averments in Paragraph 4 of the Complaint are requests 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,

July 31, 2003



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

# EXHIBIT A

RECEIVED

JUL 8 1 2003

PA PUBLIC UTILITY COMMISSION  
SECRETARY'S BUREAU

# BILLS FROM 01/01/1996 TO 07/30/2003

Account #: 3116372369      Customer Name: JOYNER, EMMANUEL  
 Customer Address: 7300 N 21ST ST/PHILA, PA      Bill Cycle: 12

## BILLS

Service	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
4871507000	1764543	06/18/2003	07/16/2003	06/12/2003	8537	6558	21	Regular	\$39.81	No	No	\$0.00	0	\$0.00	30
4871507000	1764543	05/16/2003	06/16/2003	07/14/2003	6492	6537	45	Regular	\$70.07	No	No	\$0.00	0	\$0.00	31
4871507000	1764543	04/16/2003	05/16/2003	06/13/2003	6414	8492	78	Regular	\$110.07	No	No	\$0.00	0	\$0.00	30
4871507000	1764543	03/18/2003	04/16/2003	05/13/2003	6269	6414	145	Regular	\$191.92	No	No	\$0.00	0	\$0.00	29
4871507000	1764543	02/14/2003	03/18/2003	04/14/2003	5966	6269	303	Regular	\$342.14	No	No	\$0.00	0	\$0.00	32
4871507000	1764543	01/16/2003	02/14/2003	03/14/2003	5592	5966	374	Regular	\$405.88	No	No	\$0.00	0	\$0.00	29
4871507000	1764543	12/16/2002	01/16/2003	02/12/2003	5289	5592	303	Regular	\$355.58	No	No	\$0.00	0	\$0.00	31
4871507000	1764543	11/14/2002	12/16/2002	01/15/2003	5012	5289	277	Regular	\$295.89	No	No	\$0.00	0	\$0.00	32
4871507000	1764543	10/15/2002	11/14/2002	12/11/2002	4910	5012	102	Regular	\$119.27	No	No	\$0.00	0	\$0.00	30
4871507000	1764543	09/13/2002	10/15/2002	11/12/2002	4884	4910	26	Regular	\$39.34	No	No	\$0.00	0	\$0.00	32
4871507000	1764543	08/14/2002	09/13/2002	10/10/2002	4863	4884	21	Regular	\$33.57	No	No	\$0.00	0	\$0.00	30
4871507000	1764543	07/16/2002	08/14/2002	09/11/2002	4847	4863	16	Regular	\$28.14	No	No	\$0.00	0	\$0.00	29
4871507000	1764543	06/17/2002	07/16/2002	08/12/2002	4829	4847	18	Regular	\$30.16	No	No	\$0.00	0	\$0.00	29
4871507000	1764543	05/15/2002	06/17/2002	07/15/2002	4783	4829	46	Regular	\$56.67	No	No	\$0.00	0	\$0.00	33
4871507000	1764543	04/16/2002	05/15/2002	06/12/2002	4693	4783	90	Regular	\$95.82	No	No	\$0.00	0	\$0.00	29
4871507000	1764543	03/15/2002	04/16/2002	05/13/2002	4513	4693	180	Regular	\$169.00	No	No	\$0.00	0	\$0.00	32
4871507000	1764543	02/14/2002	03/15/2002	04/12/2002	4299	4513	214	Regular	\$211.07	No	No	\$0.00	0	\$0.00	29
4871507000	1764543	01/16/2002	02/14/2002	03/13/2002	4046	4299	253	Regular	\$266.08	No	No	\$0.00	0	\$0.00	29
4871507000	1764543	12/14/2001	01/16/2002	02/13/2002	3731	4046	315	Regular	\$328.34	No	No	\$0.00	0	\$0.00	33
4871507000	1764543	11/15/2001	12/14/2001	01/15/2002	3601	3731	130	Regular	\$150.90	No	No	\$0.00	0	\$0.00	29
4871507000	1764543	10/17/2001	11/15/2001	12/12/2001	3477	3601	124	Regular	\$151.93	No	No	\$0.00	0	\$0.00	29
4871507000	1764543	09/17/2001	10/17/2001	11/14/2001	3411	3477	66	Regular	\$94.84	No	No	\$0.00	0	\$0.00	30
4871507000	1764543	08/16/2001	09/17/2001	10/15/2001	3385	3411	26	Regular	\$43.05	No	No	\$0.00	0	\$0.00	32
4871507000	1764543	07/18/2001	08/16/2001	09/20/2001	3364	3385	21	Regular	\$39.61	No	No	\$0.00	0	\$0.00	29
4871507000	1764543	06/18/2001	07/18/2001	08/14/2001	3342	3364	22	Regular	\$40.94	No	No	\$0.00	0	\$0.00	30
4871507000	1764543	05/16/2001	06/18/2001	07/16/2001	3286	3342	58	Regular	\$86.19	No	No	\$0.00	0	\$0.00	33
4871507000	1764543	04/17/2001	05/16/2001	06/13/2001	3212	3286	74	Regular	\$110.15	No	No	\$0.00	2	\$250.00	29
4871507000	1764543	11/10/2000	04/17/2001	05/05/2001	1929	3212	1283	Regular	\$1,563.11	No	No	\$0.00	0	\$0.00	158

# PAYMENTS FROM 01/01/1996 TO 07/30/2003

Account #: 3118372369

Customer Name: JOYNER, EMMANUEL

Customer Address: 7300 N 21ST ST/PHILA, PA

Bill Cycle: 12

## PAYMENTS

Service Agreement ID	Pay Amount	Pay Date	Pay Status	Late Pay Charge	Utility Type	Grant Type	Pay Source Code
4871507000	\$145.07	07/14/2003	F	\$0.00	G		REM
4871507000	\$100.00	08/18/2003	F	\$0.00	G		REM
4871507000	\$100.00	05/30/2003	F	\$0.00	G		REM
4871507000	\$100.00	03/25/2003	F	\$40.73	G		REM
4871507000	\$50.00	02/27/2003	F	\$34.87	G		REM
4871507000	\$100.00	02/12/2003	F	\$55.96	G		REM
4871507000	\$100.00	12/11/2002	F	\$0.00	G		REM
4871507000	\$100.00	11/18/2002	F	\$51.81	G		REM
4871507000	\$100.00	10/11/2002	F	\$28.21	G		REM
4871507000	\$100.00	09/11/2002	F	\$26.88	G		REM
4871507000	\$100.00	08/12/2002	F	\$27.52	G		REM
4871507000	\$100.00	07/12/2002	F	\$27.75	G		REM
4871507000	\$150.00	08/14/2002	F	\$0.00	G		REM
4871507000	\$100.43	05/20/2002	F	\$29.63	G		REM
4871507000	\$100.00	04/24/2002	F	\$28.17	G		REM
4871507000	\$100.00	04/01/2002	F	\$28.11	G		REM
4871507000	\$100.00	03/18/2002	F	\$0.00	G		REM
4871507000	\$100.00	02/13/2002	F	\$0.00	G		REM
4871507000	\$200.00	01/17/2002	F	\$0.00	G		REM
4871507000	\$251.93	12/20/2001	F	\$0.00	G		REM
4871507000	\$228.00	10/02/2001	F	\$2.38	G		PPC
4871507000	\$100.00	09/25/2001	F	\$100.00	G		REM

# BILLS FROM 01/01/1996 TO 07/30/2003

Account #: 3116372369      Customer Name: JOYNER, EMMANUEL  
 Customer Address: 7300 N 21ST ST/PHILA,PA      Bill Cycle: 12

## 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
4871507000	1764543	06/18/2003	07/16/2003	08/12/2003	6537	6558	21	Regular	\$39.81	No	No	\$0.00	0	\$0.00	30
4871507000	1764543	05/16/2003	06/16/2003	07/14/2003	6492	6537	45	Regular	\$70.97	No	No	\$0.00	0	\$0.00	31
4871507000	1764543	04/18/2003	05/16/2003	06/13/2003	6414	6492	78	Regular	\$110.07	No	No	\$0.00	0	\$0.00	30
4871507000	1764543	03/18/2003	04/18/2003	05/13/2003	6269	6414	145	Regular	\$191.92	No	No	\$0.00	0	\$0.00	29
4871507000	1764543	02/14/2003	03/18/2003	04/14/2003	5968	6269	303	Regular	\$342.14	No	No	\$0.00	0	\$0.00	32
4871507000	1764543	01/16/2003	02/14/2003	03/14/2003	5592	5966	374	Regular	\$405.86	No	No	\$0.00	0	\$0.00	29
4871507000	1764543	12/18/2002	01/16/2003	02/12/2003	5289	5592	303	Regular	\$355.58	No	No	\$0.00	0	\$0.00	31
4871507000	1764543	11/14/2002	12/16/2002	01/15/2003	5012	5289	277	Regular	\$295.89	No	No	\$0.00	0	\$0.00	32
4871507000	1764543	10/15/2002	11/14/2002	12/11/2002	4910	5012	102	Regular	\$119.27	No	No	\$0.00	0	\$0.00	30
4871507000	1764543	09/13/2002	10/15/2002	10/12/2002	4884	4910	26	Regular	\$39.34	No	No	\$0.00	0	\$0.00	32
4871507000	1764543	08/14/2002	09/13/2002	10/10/2002	4863	4884	21	Regular	\$33.57	No	No	\$0.00	0	\$0.00	30
4871507000	1764543	07/16/2002	08/14/2002	09/11/2002	4847	4863	16	Regular	\$28.14	No	No	\$0.00	0	\$0.00	29
4871507000	1764543	06/17/2002	07/16/2002	08/12/2002	4829	4847	18	Regular	\$30.16	No	No	\$0.00	0	\$0.00	29
4871507000	1764543	05/15/2002	06/17/2002	07/15/2002	4783	4829	46	Regular	\$56.67	No	No	\$0.00	0	\$0.00	33
4871507000	1764543	04/16/2002	05/15/2002	06/12/2002	4693	4783	90	Regular	\$65.82	No	No	\$0.00	0	\$0.00	29
4871507000	1764543	03/15/2002	04/16/2002	05/13/2002	4513	4693	180	Regular	\$169.00	No	No	\$0.00	0	\$0.00	32
4871507000	1764543	02/14/2002	03/15/2002	04/12/2002	4299	4513	214	Regular	\$211.07	No	No	\$0.00	0	\$0.00	29
4871507000	1764543	01/16/2002	02/14/2002	03/13/2002	4046	4299	253	Regular	\$266.08	No	No	\$0.00	0	\$0.00	29
4871507000	1764543	12/14/2001	01/16/2002	02/13/2002	3731	4046	315	Regular	\$328.34	No	No	\$0.00	0	\$0.00	33
4871507000	1764543	11/15/2001	12/14/2001	01/15/2002	3601	3731	130	Regular	\$150.90	No	No	\$0.00	0	\$0.00	29
4871507000	1764543	10/17/2001	11/15/2001	12/12/2001	3477	3601	124	Regular	\$151.93	No	No	\$0.00	0	\$0.00	29
4871507000	1764543	09/17/2001	10/17/2001	11/14/2001	3411	3477	66	Regular	\$84.84	No	No	\$0.00	0	\$0.00	30
4871507000	1764543	08/16/2001	09/17/2001	10/15/2001	3385	3411	26	Regular	\$43.05	No	No	\$0.00	0	\$0.00	32
4871507000	1764543	07/18/2001	08/16/2001	09/20/2001	3364	3385	21	Regular	\$39.61	No	No	\$0.00	0	\$0.00	29
4871507000	1764543	06/18/2001	07/18/2001	08/14/2001	3342	3364	22	Regular	\$40.94	No	No	\$0.00	0	\$0.00	30
4871507000	1764543	05/16/2001	06/18/2001	07/16/2001	3286	3342	56	Regular	\$86.19	No	No	\$0.00	0	\$0.00	33
4871507000	1764543	04/17/2001	05/16/2001	06/13/2001	3212	3286	74	Regular	\$110.15	No	No	\$0.00	2	\$250.00	29
4871507000	1764543	11/10/2000	04/17/2001	06/05/2001	1929	3212	1283	Regular	\$1,563.11	No	No	\$0.00	0	\$0.00	158

# PAYMENTS FROM 01/01/1996 TO 07/30/2003

Account #: 3118372369

Customer Name: JOYNER, EMMANUEL

Customer Address: 7300 N 21ST ST/PHILA, PA

Bill Cycle: 12


## PAYMENTS

Service Agreement ID	Pay Amount	Pay Date	Pay Status	Late	Pay Charge	Utility Type	Grant Type	Pay Source Code
4871507000	\$145.07	07/14/2003	F		\$0.00	G		REM
4871507000	\$100.00	08/18/2003	F		\$0.00	G		REM
4871507000	\$100.00	05/30/2003	F		\$0.00	G		REM
4871507000	\$100.00	03/25/2003	F		\$40.73	G		REM
4871507000	\$50.00	02/27/2003	F		\$34.87	G		REM
4871507000	\$100.00	02/12/2003	F		\$55.98	G		REM
4871507000	\$100.00	12/11/2002	F		\$0.00	G		REM
4871507000	\$100.00	11/18/2002	F		\$51.81	G		REM
4871507000	\$100.00	10/11/2002	F		\$28.21	G		REM
4871507000	\$100.00	09/11/2002	F		\$28.88	G		REM
4871507000	\$100.00	08/12/2002	F		\$27.52	G		REM
4871507000	\$100.00	07/12/2002	F		\$27.75	G		REM
4871507000	\$150.00	06/14/2002	F		\$0.00	G		REM
4871507000	\$100.43	05/20/2002	F		\$29.63	G		REM
4871507000	\$100.00	04/24/2002	F		\$28.17	G		REM
4871507000	\$100.00	04/01/2002	F		\$26.11	G		REM
4871507000	\$100.00	03/18/2002	F		\$0.00	G		REM
4871507000	\$100.00	02/13/2002	F		\$0.00	G		REM
4871507000	\$200.00	01/17/2002	F		\$0.00	G		REM
4871507000	\$251.93	12/20/2001	F		\$0.00	G		REM
4871507000	\$228.00	10/02/2001	F		\$2.38	G		PPC
4871507000	\$100.00	09/25/2001	F		\$100.00	G		REM

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: July 31, 2003

  
\_\_\_\_\_  
Laureto Farinas

CERTIFICATE OF SERVICE

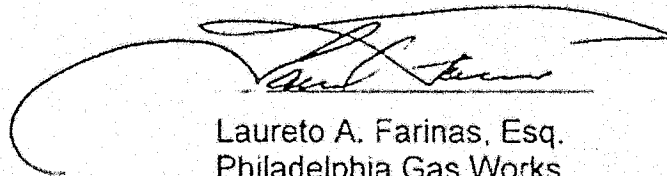
I HEREBY CERTIFY THAT I HAVE THIS DAY SERVED A TRUE COPY OF THE FOREGOING DOCUMENT UPON THE PARTICIPANTS LISTED BELOW, IN ACCORDANCE WITH THE REQUIREMENTS OF §1 54 (RELATING TO SERVICE BY A PARTICIPANT).

Service List:

For Complainant:

Emmanuel Joyner  
7300 N. 21<sup>st</sup> Street  
Philadelphia, PA 19138

July 31, 2003



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