

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: C-20077488
- 4. PUBLIC MEETING DATE: 00/00/00
- 7. DATE FILED: 03/21/07
- 9. EFFECTIVE DATE: 00/00/00

PARTY/COMPLAINANT: CHAN FUN YUK BY THOMAS CHAN

RESPONDENT/APPLICANT: PHILADELPHIA GAS WORKS

COMP/APP COUNTY: PHILADELPHIA

UTILITY CODE: 125042

ALLEGATION OR SUBJECT

COMPLAINANT STATES COMPANY IS GOING TO TERMINATE SERVICE DUE TO BILLS FROM PREVIOUS TENANTS. HE WANTS SERVICE TO REMAIN ON AND SERVICE PUT IN HIS NAME.

DOCUMENT
FOLDER

DOCKETED
MAR 29 2007

PENNSYLVANIA PUBLIC UTILITY COMMISSION

Formal Complaint Form

C-20077488

Please print or type.

ORIGINAL

1. CUSTOMER NAME (COMPLAINANT)

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

Name FUN YUK CHAN (Deceased), THOMAS CHAN (Complainant)

Street/P.O. Box 1413 APPLE BLOSSOM WAY Apt #

City PHILADELPHIA State PA Zip 19111

County PHILADELPHIA

Area Code/HOME Phone (267) 231-3331 (Cell)

Area Code/WORK Phone

Utility Account Number 9114008182 (from your bill) Fun Yuk Chan (Deceased)

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

Name FUN YUK CHAN (Deceased)

Street/P.O. Box 6120 N. 5TH STREET

City PHILADELPHIA State PA Zip 19120

2. UTILITY NAME (RESPONDENT)

Name of utility company your complaint concerns: PGW

3. TYPE OF UTILITY (check one)

ELECTRIC

STEAM HEAT

GAS

WASTE WATER

WATER

MOTOR CARRIER (taxi, moving company, limousine)

TELEPHONE (local, long distance)

SECRETARY GENERAL JAN 21 11:18:51 AM

13

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. SEE BELOW.
(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. The property at 6120 N. 5th Street, Philadelphia, Pennsylvania was owned by my father Fun Yuk Chan who died on May 13, 1996. The property was occupied and controlled by former tenants of deceased father who vacated the premises in or about November of 2005. I took control of the property shortly thereafter in January of 2006 and have been paying all bills presented by PGW since regaining control of the property. PGW is claiming \$106,964.17 and is going to terminate service as a result of bills arising after my father's death while third parties possessed the premises.

5. RELIEF

What do you want the Public Utility Commission to do about your complaint? Use additional paper if you need more space. I request that PGW open an account in my name as of November 2005 and be ordered not to terminate service. I have paid all bills since the property is now owned by 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

~~XXX~~

(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 THOMAS CHAN, 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).

T. Chan
(Signature)

3/1/07
(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 N/A

Street _____

City _____ State _____ Zip _____

Area Code/Phone Number _____

10. FILING

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

If using U.S. Postal Service:

If using overnight delivery service:

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

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

Keep a copy of your complaint for your records.



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

IN REPLY PLEASE
REFER TO OUR FILE

DATE SERVED: March 29, 2007

C-20077488

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

DOCUMENT
FOLDER

Dear Mr. Farinas:

A complaint has been filed against you before the Pennsylvania Public Utility Commission by Thomas Chan for Fun Yuk Chan. 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.

March 29, 2007

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

ksb

BEFORE THE PENNSYLVANIA PUBLIC UTILITY COMMISSION

DATE SERVED: March 29, 2007

Thomas Chan for Fun Yuk Chan
Complainant

v.

PHILADELPHIA GAS WORKS
Respondent

Complaint Docket
No: C-20077488

DOCUMENT
FOLDER

DOCKETED
MAR 29 2007

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

Philadelphia Gas Works
600 West Montgomery Avenue, Philadelphia, PA 19122



ORIGINAL

Laureto A. Farinas, Esq.
Legal Department
Direct Dial: (215) 604-8983
Fax: (215) 604-8798
E-mail: laureto.farinas@pgworks.com

April 17, 2007

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

RECEIVED

APR 17 2007

PA PUBLIC UTILITY COMMISSION
SECRETARY'S BUREAU

RE: Thomas Chan for Fun Yuk Chan v. PGW, Docket No. C-20077488

Dear Secretary McNulty:

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

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

Sincerely,

A handwritten signature in black ink, appearing to read "Laureto A. Farinas", is written over a large, sweeping, circular flourish that extends to the left and then curves back under the signature.

Laureto A. Farinas

DOCKETED

APR 18 2007

DOCUMENT
FOLDER

Enclosure

cc: Thomas Chan, (Overnight Mail)
Anne Cromley, (CRU, Interoffice Mail)

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ORIGINAL RECEIVED

APR 17 2007

BEFORE THE
PENNSYLVANIA PUBLIC UTILITY COMMISSION
PUBLIC UTILITY COMMISSION
SECRETARY'S BUREAU

Thomas Chan for
Fun Yuk Chan

Docket No. C - 20077488

v.

Philadelphia Gas Works

DOCKETED
APR 18 2007

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:

DOCUMENT
FOLDER

1. Admitted.
2. Admitted.
3. Admitted.
4. (A - B) Denied in part; admitted in part. PGW admits that the property located at 6120 North 5th Street, Philadelphia, Pennsylvania (Service Address) was owed by the Fun Yuk Chan (father of Complainant, Thomas Chan) until his death in 1996. PGW lacks sufficient knowledge to determine the truth of the averment that the Service Address was occupied and controlled by tenants until November 2005. Therefore, PGW denies this averment.

PGW lacks sufficient knowledge to determine the truth of the averment that the Complainant, Thomas Chan took control of the Service Address from the tenants as late as January 2006. Therefore, PGW denies this averment and strict proof of the terms of the leasehold agreement and payment of rents for the Service Address is demanded.

By way of further answer, the Complainant, Thomas Chan has been in control of the Service Address since 1996, as successor in interest and as owner landlord

of the Service Address, during the period of that the tenants are averred to have occupied the Service Address.

PGW admits that the Complainant, Thomas Chan has paid for gas service to the Service Address provided after January 2006. PGW further admits that the amount of \$106,964.17 is charged for service up to October 29, 2005, and represents actual gas usage as recorded by an automatic meter reading device (AMR), as shown on the statement of account which is attached hereto as Exhibit "A."

By way of further answer, Fun Yuk Chan initialed gas service at the Service Address on November 9, 1989.

Currently the Service Address is owned by Su Fong Chan and Complainant, Thomas Ming Chan, who purchased it for \$1 on April 26, 2005.

The Service Address is listed as a commercial property used as a Laundromat and Dry Cleaning establishment.

On October 29, 2005, PGW visited the Service Address, and upon arriving at the found meter #1723976 at index 63935. The transmitting mechanism of the AMR (the "ERT") was found at index 12742. The PGW service person noted that the ERT device was found disconnected from the meter. The PGW service person re-attached the ERT device and re-programmed it, synchronizing it with the meter at the Service Address (meter #1723976)

The Complainant received a make up bill for service up to October 29, 2005, in the amount \$106,964.17.

On December 28, 2005, PGW visited the Service Address and found meter reading at index 67506 and the ERT device to be 67507. PGW sent the Complainant a letter explaining the bill and that it is correct as rendered.

On January 6, 2006, the Revenue Recovery Unit of PGW visited the Service Address for a spot check and found no obvious signs of meter tampering.

On August 1, 2006, the PGW Meter Ship personnel visited the Service Address for normal meter maintenance and found that the meter index read 61517 and the ERT device index read 81517. Consequently and due to the discrepancy in the reading, PGW exchanged the meter on August 9, 2006 a meter exchanged took place and found the manual reading was 61825 and the ERT reading was 81825.

PGW tested the meter, it was found to be within the acceptable parameters pursuant to PGW Gas Tariff §11.7. PGW re-billed the account based upon the manual reading of 61825.

After the re-billing, a further usage analysis indicated that the meter reading of index 61825 was not consistent with prior usage. A further review revealed that the correct remove index was 81825. The PGW Meter Ship personnel concluded that the meter equipment had been tampered with. They found that in October 2005, when the service person found the AMR unplugged and re-programmed it, that those AMR readings obtained from October 2005 to August 2006 were good readings and that the reading of index 81825 was correct.

A decision of the Bureau of Consumer Services (BCS) dated January 12, 2007, which is attached hereto as Exhibit "B," informed the Complainant, *inter alia*, of its limited jurisdiction over commercial accounts.

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

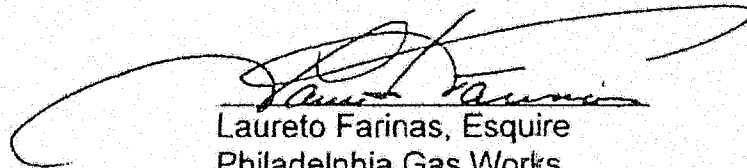
6. Admitted.

7. Admitted.

Wherefore, PGW respectfully requests that this Commission find against the Complainant, and dismiss the Complaint.

Respectfully submitted,

Dated: April 17, 2007



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

EXHIBIT A

RECEIVED

APR 17 2007

PA PUBLIC UTILITY COMMISSION
SECRETARY'S BUREAU

BILLS FROM 01/01/1996 TO 04/03/2007

Account #: 9114008162 Customer Name: CHAN, FUN YUK

Customer Address: 6120 N 5TH ST/PHILA, PA

Bill Cycle: 09

BILLS

Service Agreement ID	Meter #	Bill Start Date	Bill End Date	Bill Due Date	Meter Read Start	Meter Read End	Usage (CCF)	Read Code	Bill Amount	Bill Cancelled	Closing Bill	CRP Monthly Amount	Eway Current Month	Eway Curr Amt	Days
9961317485	2027222	02/14/2007	03/15/2007	04/11/2007	13273	15751	2478	Regular	\$4,680.15	No	No	\$0.00	0	\$0.00	29
9961317485	2027222	01/17/2007	02/14/2007	03/13/2007	10852	13273	2421	Regular	\$4,598.98	No	No	\$0.00	0	\$0.00	28
9961317485	2027222	12/13/2006	01/17/2007	02/12/2007	8072	10852	2780	Regular	\$5,278.07	No	No	\$0.00	0	\$0.00	35
9961317485	2027222	11/13/2006	12/13/2006	01/11/2007	5831	8072	2241	Regular	\$4,353.50	No	No	\$0.00	0	\$0.00	30
9961317485	1723976	10/12/2005	11/10/2005	12/12/2006	12155	63893	51738	Regular	\$106,964.17	No	No	\$0.00	0	\$0.00	29
9961317485	1723976	07/14/2006	08/02/2006	12/12/2006	80580	81517	937	Regular	\$1,862.94	No	No	\$0.00	0	\$0.00	19
9961317485	1723976	11/10/2005	07/14/2006	12/12/2006	63893	80580	16687	Regular	\$34,350.24	No	No	\$0.00	0	\$0.00	246
9961317485	1723976	08/02/2006	11/13/2006	12/12/2006	81517	81517	5809	Regular	\$11,483.02	No	No	\$0.00	0	\$0.00	103
9961317485	2027222	08/02/2006	11/13/2006	12/12/2006	22	5831	5809	Regular	\$11,483.02	No	No	\$0.00	0	\$0.00	103
9961317485	2027222	10/12/2006	11/13/2006	12/07/2006	3488	5831	2343	Regular	\$4,626.75	Yes	No	\$0.00	0	\$0.00	32
9961317485	1723976	08/02/2006	10/12/2006	11/27/2006	61517	61825	3174	Regular	\$7,451.84	Yes	No	\$0.00	0	\$0.00	71
9961317485	1723976	10/12/2005	08/02/2006	11/27/2006	12155	61517	49362	Regular	\$101,174.87	Yes	No	\$0.00	0	\$0.00	294
9961317485	2027222	08/02/2006	10/12/2006	11/27/2006	22	3488	3174	Regular	\$7,451.84	Yes	No	\$0.00	0	\$0.00	71
9961317485	1723976	06/14/2006	07/14/2006	08/09/2006	78003	80580	1577	Regular	\$3,122.25	Yes	No	\$0.00	0	\$0.00	30
9961317485	1723976	05/15/2006	06/14/2006	07/11/2006	77226	79003	1777	Regular	\$3,609.99	Yes	No	\$0.00	0	\$0.00	30
9961317485	1723976	04/13/2006	05/15/2006	06/09/2006	75194	77226	2032	Regular	\$4,219.50	Yes	No	\$0.00	0	\$0.00	32
9961317485	1723976	03/15/2006	04/13/2006	05/10/2006	73145	75194	2049	Regular	\$4,254.54	Yes	No	\$0.00	0	\$0.00	29
9961317485	1723976	02/14/2006	03/15/2006	04/11/2006	70872	73145	2273	Regular	\$4,717.66	Yes	No	\$0.00	0	\$0.00	29
9961317485	1723976	01/13/2006	02/14/2006	03/13/2006	68515	70872	2357	Regular	\$4,891.29	Yes	No	\$0.00	0	\$0.00	32
9961317485	1723976	12/13/2005	01/13/2006	02/09/2006	66255	68515	2260	Regular	\$4,690.78	Yes	No	\$0.00	0	\$0.00	31
9961317485	1723976	11/10/2005	12/13/2005	01/11/2006	63893	66255	2362	Regular	\$4,901.63	Yes	No	\$0.00	0	\$0.00	33
9961317485	1723976	10/12/2005	11/10/2005	12/08/2005	12155	63893	51738	Regular	\$106,964.17	Yes	No	\$0.00	0	\$0.00	29
9961317485	1723976	09/13/2005	10/12/2005	11/07/2005	10984	12155	1171	Regular	\$2,106.76	No	No	\$0.00	0	\$0.00	29
9961317485	1723976	08/11/2005	09/13/2005	10/07/2005	9168	10984	1816	Regular	\$3,027.02	No	No	\$0.00	0	\$0.00	33
9961317485	1723976	07/12/2005	08/11/2005	09/07/2005	8150	9168	1018	Regular	\$1,670.77	No	No	\$0.00	0	\$0.00	30
9961317485	1723976	06/10/2005	07/12/2005	08/05/2005	6812	8150	1338	Regular	\$2,189.92	No	No	\$0.00	0	\$0.00	32
9961317485	1723976	05/11/2005	06/10/2005	07/08/2005	5624	6812	1188	Regular	\$1,847.77	No	No	\$0.00	0	\$0.00	30
9961317485	1723976	05/11/2005	06/10/2005	07/07/2005	5624	5736	112	system Estimati	\$491.65	Yes	No	\$0.00	0	\$0.00	30
9961317485	1723976	04/12/2005	05/11/2005	06/07/2005	3873	5624	1751	Regular	\$2,641.49	No	No	\$0.00	0	\$0.00	29
9961317485	1723976	03/11/2005	04/12/2005	05/06/2005	1228	3873	2645	Regular	\$3,980.30	No	No	\$0.00	0	\$0.00	32

BILLS FROM 01/01/1996 TO 04/03/2007

Account #. 9114008182 Customer Name: CHAN, FUN YUK

Customer Address: 6120 N 5TH ST/PHILA, PA

Bill Cycle: 09

BILLS

Service Agreement ID	Meter #	Bill Start Date	Bill End Date	Bill Due Date	Meter Read Start	Meter Read End	Usage (CCF)	Read Code	Bill Amount	Bill Cancelled	Closing Bill	CRP Monthly Amount	Eway Current Month	Eway Curr Amt	Days
9961317485	1723976	02/10/2005	03/11/2005	04/07/2005	98639	1228	2589	Regular	\$4,203.84	No	No	\$0.00	0	\$0.00	29
9961317485	1723976	01/12/2005	02/10/2005	03/09/2005	96221	98639	2418	Regular	\$4,102.92	No	No	\$0.00	0	\$0.00	29
9961317485	1723976	12/10/2004	01/12/2005	02/08/2005	94199	96221	2022	Regular	\$3,434.13	No	No	\$0.00	0	\$0.00	33
9961317485	1723976	11/10/2004	12/10/2004	01/07/2005	93869	94199	330	Regular	\$539.13	No	No	\$0.00	0	\$0.00	30
9961317485	1723976	10/12/2004	11/10/2004	12/06/2004	93747	93869	122	Regular	\$204.52	No	No	\$0.00	0	\$0.00	29
9961317485	1723976	09/13/2004	10/12/2004	11/08/2004	92729	93747	1018	Regular	\$1,565.19	No	No	\$0.00	0	\$0.00	29
9961317485	1723976	08/11/2004	09/13/2004	10/08/2004	91745	92729	984	Regular	\$1,504.84	No	No	\$0.00	0	\$0.00	33
9961317485	1723976	07/13/2004	08/11/2004	09/08/2004	91012	91745	733	Regular	\$1,121.68	No	No	\$0.00	0	\$0.00	29
9961317485	1723976	06/11/2004	07/13/2004	08/09/2004	89973	91012	1039	Regular	\$1,581.90	No	No	\$0.00	0	\$0.00	32
9961317485	1723976	05/12/2004	06/11/2004	07/09/2004	89140	89973	833	Regular	\$1,235.73	No	No	\$0.00	0	\$0.00	30
9961317485	1723976	04/13/2004	05/12/2004	06/09/2004	88299	89140	841	Regular	\$1,226.17	No	No	\$0.00	0	\$0.00	29
9961317485	1723976	03/12/2004	04/13/2004	05/10/2004	86810	88299	1489	Regular	\$2,156.11	No	No	\$0.00	0	\$0.00	32
9961317485	1723976	02/11/2004	03/12/2004	04/08/2004	85311	86810	1499	Regular	\$2,138.59	No	No	\$0.00	0	\$0.00	30
9961317485	1723976	01/13/2004	02/11/2004	03/10/2004	82784	85311	2527	Regular	\$3,556.19	No	No	\$0.00	0	\$0.00	29
9961317485	1723976	12/11/2003	01/13/2004	02/10/2004	81275	82784	1509	Regular	\$2,131.34	No	No	\$0.00	0	\$0.00	33
9961317485	1723976	11/10/2003	12/11/2003	01/09/2004	80308	81275	967	Regular	\$1,400.47	No	No	\$0.00	0	\$0.00	31
9961317485	1723976	10/10/2003	11/10/2003	12/09/2003	79488	80308	820	Regular	\$1,203.44	No	No	\$0.00	0	\$0.00	31
9961317485	1723976	09/11/2003	10/10/2003	11/06/2003	78259	79488	1229	Regular	\$1,794.09	No	No	\$0.00	0	\$0.00	29
9961317485	1723976	08/11/2003	09/11/2003	10/07/2003	77379	78259	880	Regular	\$1,280.61	No	No	\$0.00	0	\$0.00	31
9961317485	1723976	07/11/2003	08/11/2003	09/08/2003	76558	77379	821	Regular	\$1,191.17	No	No	\$0.00	0	\$0.00	31
9961317485	1723976	06/11/2003	07/11/2003	08/07/2003	75582	76558	976	Regular	\$1,412.42	No	No	\$0.00	0	\$0.00	30
9961317485	1723976	05/13/2003	06/11/2003	07/09/2003	74510	75582	1072	Regular	\$1,499.00	No	No	\$0.00	0	\$0.00	29
9961317485	1723976	04/11/2003	05/13/2003	06/10/2003	73259	74510	1251	Regular	\$1,710.10	No	No	\$0.00	0	\$0.00	32
9961317485	1723976	03/13/2003	04/11/2003	05/09/2003	71929	73259	1330	Regular	\$1,703.51	No	No	\$0.00	0	\$0.00	29
9961317485	1723976	02/11/2003	03/13/2003	04/08/2003	70288	71929	1641	Regular	\$2,028.33	No	No	\$0.00	0	\$0.00	30
9961317485	1723976	01/13/2003	02/11/2003	03/11/2003	69715	70288	573	System Estimat	\$703.69	No	No	\$0.00	0	\$0.00	29
9961317485	1723976	12/11/2002	01/13/2003	02/10/2003	68481	69715	1234	Regular	\$1,493.25	No	No	\$0.00	0	\$0.00	33
9961317485	1723976	11/08/2002	12/11/2002	01/10/2003	67051	68481	1430	Regular	\$1,670.92	No	No	\$0.00	0	\$0.00	33
9961317485	1723976	10/09/2002	11/08/2002	12/09/2002	66397	67051	654	Regular	\$761.73	No	No	\$0.00	0	\$0.00	30
9961317485	1723976	09/10/2002	10/09/2002	11/05/2002	65583	66397	814	Regular	\$943.38	No	No	\$0.00	0	\$0.00	29
9961317485	1723976	08/09/2002	09/10/2002	10/07/2002	64738	65583	845	Regular	\$963.32	No	No	\$0.00	0	\$0.00	32

BILLS FROM 01/01/1996 TO 04/03/2007

Account #: 9114008182 Customer Name: CHAN,FUN YUK

Customer Address: 6120 N 5TH ST/PHILA,PA

Bill Cycle: 09

BILLS

Service Agreement ID	Meter #	Bill Start Date	Bill End Date	Bill Due Date	Meter Read Start	Meter Read End	Usage (CCF)	Read Code	Bill Amount	Bill Cancelled	Closing Bill	CRP Monthly Amount	Eway Current Month	Eway Curr Amt	Days
9961317485	1723976	07/11/2002	08/09/2002	09/06/2002	64221	64738	517	Regular	\$592.63	No	No	\$0.00	0	\$0.00	29
9961317485	1723976	06/11/2002	07/11/2002	08/06/2002	63465	64221	756	Regular	\$857.69	No	No	\$0.00	0	\$0.00	30
9961317485	1723976	05/10/2002	06/11/2002	07/09/2002	62686	63465	779	Regular	\$840.92	No	No	\$0.00	0	\$0.00	32
9961317485	1723976	04/11/2002	05/10/2002	06/07/2002	61873	62686	813	Regular	\$853.67	No	No	\$0.00	0	\$0.00	29
9961317485	1723976	03/12/2002	04/11/2002	05/07/2002	60777	61873	1096	Regular	\$1,091.15	No	No	\$0.00	0	\$0.00	30
9961317485	1723976	02/11/2002	03/12/2002	04/09/2002	59525	60777	1252	Regular	\$1,330.92	No	No	\$0.00	0	\$0.00	29
9961317485	1723976	01/11/2002	02/11/2002	03/11/2002	58353	59525	1172	Regular	\$1,304.74	No	No	\$0.00	0	\$0.00	31
9961317485	1723976	12/11/2001	01/11/2002	02/08/2002	57224	58353	1129	Regular	\$1,257.58	No	No	\$0.00	0	\$0.00	31
9961317485	1723976	11/09/2001	12/11/2001	01/10/2002	56022	57224	1202	Regular	\$1,442.45	No	No	\$0.00	0	\$0.00	32
9961317485	1723976	10/12/2001	11/09/2001	12/10/2001	54818	56022	1204	Regular	\$1,499.81	No	No	\$0.00	0	\$0.00	28
9961317485	1723976	09/12/2001	10/12/2001	11/08/2001	54009	54818	809	Regular	\$1,014.08	No	No	\$0.00	0	\$0.00	30
9961317485	1723976	08/13/2001	09/12/2001	10/10/2001	53618	54009	391	Regular	\$554.72	No	No	\$0.00	0	\$0.00	30
9961317485	1723976	07/13/2001	08/13/2001	09/10/2001	52974	53618	644	Regular	\$967.62	No	No	\$0.00	0	\$0.00	31
9961317485	1723976	06/12/2001	07/13/2001	08/09/2001	52311	52974	663	Regular	\$985.71	No	No	\$0.00	0	\$0.00	31
9961317485	1723976	05/11/2001	06/12/2001	07/10/2001	51532	52311	779	Regular	\$1,167.19	No	No	\$0.00	0	\$0.00	32
9961317485	1723976	04/11/2001	05/11/2001	06/08/2001	50845	51532	887	Regular	\$1,326.84	No	No	\$0.00	0	\$0.00	30
9961317485	1723976	03/13/2001	04/11/2001	05/08/2001	49559	50845	1086	Regular	\$1,621.02	No	No	\$0.00	0	\$0.00	29
9961317485	1723976	02/09/2001	03/13/2001	04/09/2001	48575	49559	984	Regular	\$1,439.15	No	No	\$0.00	0	\$0.00	32
9961317485	1723976	01/11/2001	02/09/2001	03/09/2001	47494	48575	1081	Regular	\$1,551.21	No	No	\$0.00	0	\$0.00	29
9961317485	1723976	12/11/2000	01/11/2001	02/07/2001	46169	47494	1325	Regular	\$1,610.45	No	No	\$0.00	0	\$0.00	31
9961317485	1723976	11/09/2000	12/11/2000	01/10/2001	45058	46169	1111	Regular	\$1,132.25	No	No	\$0.00	0	\$0.00	32
9961317485	1723976	10/11/2000	11/09/2000	12/06/2000	44046	45058	1012	Regular	\$900.60	No	No	\$0.00	0	\$0.00	29
9961317485	1723976	09/11/2000	10/11/2000	11/07/2000	43153	44046	893	Regular	\$795.96	No	No	\$0.00	0	\$0.00	30
9961317485	1723976	08/10/2000	09/11/2000	10/08/2000	42211	43153	942	Regular	\$839.04	No	No	\$0.00	0	\$0.00	32
9961317485	1723976	07/12/2000	08/10/2000	09/06/2000	41367	42211	844	Regular	\$752.87	No	No	\$0.00	0	\$0.00	29
9961317485	1723976	06/08/2000	07/12/2000	08/08/2000	40277	41367	1090	Regular	\$969.18	No	No	\$0.00	0	\$0.00	34
9961317485	1723976	05/11/2000	06/08/2000	07/07/2000	39361	40277	916	Regular	\$816.19	No	No	\$0.00	0	\$0.00	28
9961317485	1723976	04/13/2000	05/11/2000	06/09/2000	38279	39361	1082	Regular	\$962.15	No	No	\$0.00	0	\$0.00	28
9961317485	1723976	03/15/2000	04/13/2000	05/10/2000	36731	38279	1548	Regular	\$1,371.93	No	No	\$0.00	0	\$0.00	29
9961317485	1723976	02/14/2000	03/15/2000	04/11/2000	35258	36731	1473	Regular	\$1,305.98	No	No	\$0.00	0	\$0.00	30
9961317485	1723976	01/13/2000	02/14/2000	03/13/2000	33859	35258	592	System Estimati	\$531.27	Yes	No	\$0.00	0	\$0.00	30

BILLS FROM 01/01/1996 TO 04/03/2007

Account #: 9114008182 Customer Name: CHAN,FUN YUK

Customer Address: 6120 N 5TH ST/PHILA,PA

Bill Cycle: 09

BILLS

Service Agreement ID	Meter #	Bill Start Date	Bill End Date	Bill Due Date	Meter Read Start	Meter Read End	Usage (CCF)	Read Code	Bill Amount	Bill Cancelled	Closing Bill	CRP Monthly Amount	Eway Current Month	Eway Curr Amt	Days
9961317485	1723976	01/13/2000	02/14/2000	03/13/2000	33859	35258	1399	Regular	\$1,240.91	No	No	\$0.00	0	\$0.00	32
9961317485	1723976	12/09/1999	01/13/2000	02/10/2000	32119	33859	1740	Regular	\$1,557.30	No	No	\$0.00	0	\$0.00	35
9961317485	1723976	11/08/1999	12/09/1999	01/10/2000	30867	32119	1252	Regular	\$1,108.88	No	No	\$0.00	0	\$0.00	31
9961317485	1723976	10/12/1999	11/08/1999	12/08/1999	29739	30867	1128	Regular	\$992.14	No	No	\$0.00	0	\$0.00	27
9961317485	1723976	09/10/1999	10/12/1999	11/08/1999	28630	29739	1109	Regular	\$975.59	No	No	\$0.00	0	\$0.00	32
9961317485	1723976	08/01/1999	09/10/1999	10/12/1999	27384	28630	1246	Regular	\$1,084.79	No	No	\$0.00	0	\$0.00	40
9961317485	1723976	06/09/1999	08/01/1999	08/26/1999	26649	27384	735	Regular	\$660.90	No	No	\$0.00	0	\$0.00	53
9961317485	1723976	06/09/1999	07/14/1999	08/10/1999	26649	29551	2902	System Estim	\$2,535.61	Yes	No	\$0.00	0	\$0.00	35
9961317485	1723976	05/04/1999	06/09/1999	07/09/1999	23913	26649	2736	System Estim	\$2,391.19	No	No	\$0.00	0	\$0.00	37
9961317485	1723976	03/29/1999	05/04/1999	06/02/1999	21339	23913	2574	Regular	\$2,250.23	No	No	\$0.00	0	\$0.00	37
9961317485	1723976	01/14/1999	03/29/1999	04/24/1999	19352	21339	1987	Regular	\$1,756.17	No	No	\$0.00	0	\$0.00	75
9961317485	1723976	11/09/1998	01/14/1999	02/09/1999	17158	19352	2194	Regular	\$2,027.93	No	No	\$0.00	0	\$0.00	67
9961317485	1723976	09/11/1998	11/09/1998	12/06/1998	15544	17158	1614	Regular	\$1,497.49	No	No	\$0.00	0	\$0.00	60
9961317485	1723976	07/21/1998	09/11/1998	10/10/1998	14311	15544	1233	Regular	\$1,149.05	No	No	\$0.00	0	\$0.00	53
9961317485	1723976	05/29/1998	07/21/1998	08/17/1998	12723	14311	1588	Regular	\$1,473.72	No	No	\$0.00	0	\$0.00	54
9961317485	1723976	04/15/1998	05/29/1998	06/24/1998	10499	12723	2224	Regular	\$2,044.67	No	No	\$0.00	0	\$0.00	45
9961317485	1723976	03/02/1998	04/15/1998	05/13/1998	9094	10499	1405	Regular	\$1,295.65	No	No	\$0.00	0	\$0.00	45
9961317485	1723976	01/18/1998	03/02/1998	03/28/1998	7695	9094	1399	Regular	\$1,290.17	No	No	\$0.00	0	\$0.00	43
9961317485	1723976	12/10/1997	01/18/1998	02/14/1998	6163	7695	1532	Regular	\$1,411.79	No	No	\$0.00	0	\$0.00	41
9961317485	1723976	11/11/1997	12/10/1997	01/26/1998	5021	6163	1142	Regular	\$1,055.11	No	No	\$0.00	0	\$0.00	30

EXHIBIT B

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APR 17 2007

PA PUBLIC UTILITY COMMISSION
SECRETARY'S BUREAU

- <Case>

<CaseNbr>2036020</CaseNbr>

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

<CompanyCode>0766</CompanyCode>

<CompanyType>GAS TRANSPORTER</CompanyType>

- <Customer>

<CustomerFirstName>FUNYUK</CustomerFirstName>

<CustomerLastName>CHAN</CustomerLastName>

<AccountNumber>9114008182</AccountNumber>

- <CustomerServAddress>

<ServAddress1>6120 N 5TH ST</ServAddress1>

<ServCity>PHILADELPHIA</ServCity>

<ServState>PA</ServState>

<ServZip5>19120</ServZip5>

</CustomerServAddress>

</Customer>

<DecisionIssue>N</DecisionIssue>

<Violation>NO</Violation>

<TotalBalance>99999.99</TotalBalance>

<DateClosed>2007-01-12</DateClosed>

<Resolution>SENT CLOSING LETTER TO CUST- COMMERCIAL ACCOUNT. AMR
IN PROPERTY, ACTUAL READS OBTAINED. IN OCT 2005 PGW FOUND ERT
DISCONNECTED FROM AMR. REBILLED CUST FOR \$106,964.17. IN AUG
2006 PGW FOUND METER DIGITS HAD BEEN TAMPERED WITH. PGW IS
REQUESTING BALANCE TO BE PAID IN FULL WITH BILL DUE FEB 2007=
\$113,055.33. DEAR MR CHAN: THIS IS IN REFERENCE TO THE RECENT
INFORMAL COMPLAINT YOU FILED WITH THE PENNSYLVANIA PUBLIC
UTILITY COMMISSION AGAINST PHILADELPHIA GAS WORKS FOR
SERVICE AT 6120 N 5TH ST, PHILADELPHIA, PA. THE BUREAU OF
CONSUMER SERVICES HAS BEEN DELEGATED LIMITED AUTHORITY TO
HANDLE COMPLAINTS REGARDING COMMERCIAL ACCOUNTS. WE DID
FORWARD YOUR COMPLAINT TO PGW WITH A REQUEST THAT IT
RECONSIDER THE INFORMATION YOU PRESENTED ON YOUR COMPLAINT
AND TO MAKE ANY CHANGES TO YOUR ACCOUNT THAT MAY BE
APPROPRIATE BASED ON YOUR COMPLAINT. WE HAVE COMPLETED OUR
DISCUSSIONS WITH THE COMPANY, AND THE FOLLOWING TERMS
REPRESENT THE FAIREST PAYMENT ARRANGEMENT WE COULD MAKE ON
YOUR BEHALF. THAT YOU HAVE BEEN A CUSTOMER AT 6120 N 5TH ST,
PHILADELPHIA, PA SINCE AT LEAST MAY 9, 1997. THAT THERE IS AN AMR
METER AT THE PROPERTY AND ACTUAL METER READINGS WERE
OBTAINED. THAT ON OCTOBER 29, 2005 PGW VISITED THE PROPERTY
AND OBTAINED AN ACTUAL METER READING. THAT PGW FOUND THE
METER RECORDED A READ OF '63935' AND THE ERT DEVICE READ WAS
'12742'. THAT PGW FOUND THAT THE ERT DEVICE WAS DISCONNECTED

FROM THE METER. THAT PGW REPROGRAMMED THE ERT TO BE SYNCHRONIZED WITH THE METER. THAT ON NOVEMBER 14, 2005 PGW BILLED YOU FOR THE PERIOD OF OCTOBER 12, 2005- NOVEMBER 10, 2005 FOR 57,738 CCFS AND \$106,964.17. THAT THE METER WAS TESTED AND IT TESTED WITHIN THE ALLOWABLE GUIDELINES. THAT AS OF JANUARY 9, 2007 YOU HAVE A BALANCE OF \$113,055.33 OWING TO THE PHILADELPHIA GAS WORKS. IN ORDER TO PREVENT THE TERMINATION OF YOUR SERVICE YOU MUST MAKE THE FOLLOWING PAYMENTS: PGW IS REQUESTING THAT WITH THE BILL DUE IN FEBRUARY 2007 THAT THE BALANCE BE PAID IN FULL. IF YOU WISH TO PURSUE THIS MATTER FURTHER, YOU CAN FILE A FORMAL COMPLAINT WITH THE PUBLIC UTILITY COMMISSION. FORMAL COMPLAINT FORMS MAY BE OBTAINED BY WRITING TO THE SECRETARY OF THE COMMISSION AT THE ABOVE ADDRESS OR BY CONTACTING THE BUREAU OF CONSUMER SERVICES AT 1-800-782-1110. SINCERELY, MATTHEW HRIVNAK BUREAU OF CONSUMER SERVICES ACCOUNT NUMBER - 9114008182 CC:

PGW</Resolution>

<BalanceDate />

<ServiceRestoredPay>0</ServiceRestoredPay>

<ServiceContinueAmount>0</ServiceContinueAmount>

<SpecialBudgetAmount>0</SpecialBudgetAmount>

<RegularBudgetAmount>0</RegularBudgetAmount>

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<BCSInvestigatorFName>MATTHEW</BCSInvestigatorFName>

<BCSInvestigatorLName>HRIVNAK</BCSInvestigatorLName>

<NbrOfTimeSend>1</NbrOfTimeSend>

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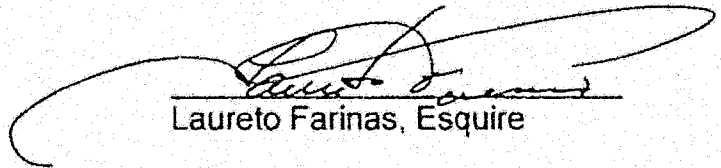
</Case>

</Cases>

VERIFICATION

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

Dated: Dated: April 17, 2007



Laureto Farinas, Esquire

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APR 17 2007
PA PUBLIC UTILITY COMMISSION
SECRETARY'S BUREAU

CERTIFICATE OF SERVICE

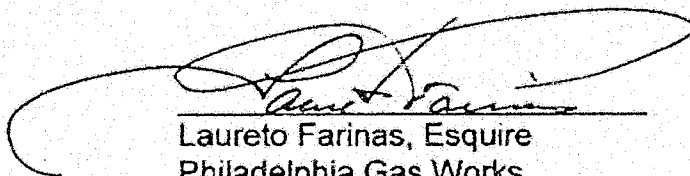
I HEREBY CERTIFY THAT I HAVE THIS DAY SERVED A TRUE COPY
OF THE FOREGOING DOCUMENT UPON THE PARTICIPANTS LISTED
BELOW, IN ACCORDANCE WITH THE REQUIREMENTS OF 52 PA CODE
§1.54 (RELATING TO SERVICE BY A PARTICIPANT).

Service List:

For Complainant:

Mr. Thomas Chan
1413 Apple Blossom Way
Philadelphia, Pennsylvania 19111

Dated: April 17, 2007



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

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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
May 7, 2007

IN REPLY PLEASE
REFER TO OUR FILE

In Re: C-20077488

(SEE ATTACHED LIST)

Chan Fun Yuk by Thomas Chan v. Philadelphia Gas Works
Billing dispute.

Telephone Hearing Notice

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

Type: Initial Telephonic Hearing
Date: Wednesday, June 13, 2007
Time: 10:00 a.m.
Presiding: Administrative Law Judge David A. Salapa
PO Box 3265
Harrisburg, PA 17105-3265
Phone: 717.783.5452
Fax: 717.787.0481

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.

DOCUMENT
FOLDER

DOCKETED
MAY 8 - 2007

BTL

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

Thomas Chan	267.231.3331
Laureto A. Farinas, Esquire	215.684.6892

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 5 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 at least (2) two business days prior to your hearing:

- Scheduling Office: 717.787.1399
- AT&T Relay Service number for persons who are deaf or hearing-impaired: 1.800.654.5988

pc: Judge Salapa
Dawn Reitenbach
Beth Plantz
Docket Section
Calendar File