

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: 04/28/06
8. DOCKET NO: F-01952739	:	9. EFFECTIVE DATE: 00/00/00

PARTY/COMPLAINANT: SIMS, TERESA R

RESPONDENT/APPLICANT: PHILADELPHIA GAS WORKS

COMP/APP COUNTY: PHILADELPHIA

UTILITY CODE: 125042

ALLEGATION OR SUBJECT

COMPLAINANT STATES THAT THERE ARE INCORRECT CHARGES ON HER BILL.

DOCKETED
APR 28 2006

DOCUMENT
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PENNSYLVANIA PUBLIC UTILITY COMMISSION

Formal Complaint Form

F-01952739

Please print or type.

1. CUSTOMER NAME (COMPLAINANT)

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

Name TERESA R. SIMS

Street/P.O. Box 1751 N. BAMBREY ST Apt # HOUSE

City Philadelphia, State Pa. Zip 19121

County PENNSYLVANIA

Area Code/HOME Phone (215) 232-1233

Area Code/WORK Phone _____

Utility Account Number 0120645472
(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. Philadelphia Gas Co.

3. TYPE OF UTILITY (check one)

ELECTRIC

STEAM HEAT

GAS

WASTE WATER

WATER

MOTOR CARRIER

(taxi, moving company, limousine)

TELEPHONE

(local, long distance)

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2006 APR 28 11:09:02
SECRETARY'S OFFICE

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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.

First of all my first gas bill was \$850.00 I had not gas till December. I went back and forth to gas company. Complaining about my bill. Then my landlord knew about my bill. She also knew the heater and thermostat was broken. NEVER fixed it. I called L&I out they would not let them in the basement. ~~REUSE~~ This about Feb or March

5.

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

I (Ms Sims) would like the Utility Com. to judge me fairly. I had a problem with my gas bill from day one, because I had barely any heat in my apartment. And my landlord had control of the heat, the whole time. So why should a new customer be liable for something not in her control. I have went every step of the way. From beginning to the end.

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 TERESA R. SIMS, 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).

Teresa R. Sims
(Signature)

4/25/06
(Date)

9. LEGAL REPRESENTATION (IF ANY)

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

Lawyer's Name _____

Street _____

City _____ State _____ Zip _____

Area Code/Phone Number _____

10. FILING

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

If using U.S. Postal Service:

If using overnight delivery service:

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

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

Keep a copy of your complaint for your records.

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

July

Notice to Customer:

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

If you want to appeal this decision, you must return this Notification of Intent to Appeal form within twenty days of this date: March 20, 2006. 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.)

TERESA SIMS
1751 NORTH BAMBREY ST
PHILADELPHIA PA 19121

(215) 232-1233
(Area Code) Telephone Number

Teresa Sims
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: 1952739

Date of mailing: March 20, 2006

Company: PHILADELPHIA GAS WORKS

REVISED 11/97

RECEIVED

APR - 4 2006

PA PUBLIC UTILITY COMMISSION
SECRETARY'S BUREAU

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

IN REPLY PLEASE
REFER TO OUR FILE

APRIL 12, 2006

BCS1952739

TERESA SIMS
1751 NORTH BAMBREY ST
PHILADELPHIA PA 19121

Dear Sir/Madam:

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

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

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

Return the form to us on or before MAY 2, 2006 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:

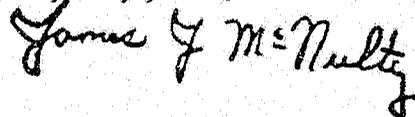
Office of Administrative Law Judge
Public Utility Commission
P.O. Box 3265
Harrisburg, PA 17105-3265

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

SS

cc: PHILADELPHIA GAS WORKS

BEFORE THE PENNSYLVANIA PUBLIC UTILITY COMMISSION

DATE SERVED: APRIL 28, 2006

TERESA R SIMS
Complainant

v.

PHILADELPHIA GAS WORKS
Respondent

Complaint Docket
No: F-01952739

DOCUMENT
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APR 28 2006

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: APRIL 28, 2006

F-01952739

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 TERESA R SIMS. 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.

DOCUMENT
FOLDER

APRIL 28, 2006

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

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



Mary M. Chan, Paralegal
Legal Department
Direct Dial: (215) 684-6830
Fax: (215) 684-6790
E-mail mary.chan@pgworks.com

ORIGINAL

May 17, 2006

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MAY 17 2006

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

PA PUBLIC UTILITY COMMISSION
SECRETARIAL BUREAU

RE: Teresa R. Sims vs. PGW, Docket No. F-01952739

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.

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Sincerely,

A handwritten signature in black ink, appearing to read "Mary Chan", is written over the typed name "Mary M. Chan".

Mary M. Chan

Enclosure

cc: Teresa R. Sims
Annemarie Cromley

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BEFORE THE
PENNSYLVANIA PUBLIC UTILITY COMMISSION

MAY 17 2006

Teresa R. Sims

:
:
:
:
:

PA PUBLIC UTILITY COMMISSION
REGULATORY BUREAU

v.

Docket No. F - 01952739

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.

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4. (a) Admitted in part; denied in part. PGW denies the averment that there are incorrect charges on the Complainant's gas bill. The Complainant's gas bills are correct as rendered. It is admitted that the Complainant seeks a payment arrangement.

(b) Admitted in part; denied in part. PGW admits that the Complainant had a high outstanding balance after her first gas bill at 2551 N. 21st Street, Philadelphia, PA ("previous service address") in the approximate amount averred. PGW admits that the Complainant expressed concern about the gas bill. PGW lacks sufficient knowledge regarding the awareness of the Complainant's landlord of the condition of the previous service address and its heating apparatus. PGW lacks sufficient knowledge regarding the activity of the City of Philadelphia, L & I inspectors and the condition of the previous service address and its heating apparatus. Therefore, PGW denies these averments.

By way of further answer, according to PGW records, the Complainant moved into the previous service address in October 2004 and received the first bill for gas service to the previous service address on or about December 29, 2004, in the amount of \$749.43. The bill was based upon

an actual meter reading from an automatic meter reading device for gas usage from the period from October 15, 2004 through December 29, 2004, as shown on the statements of account, which are attached hereto as Exhibit "A."

By way of further answer, on March 16, 2005, PGW conducted an investigation for foreign load at the previous service address and found none.

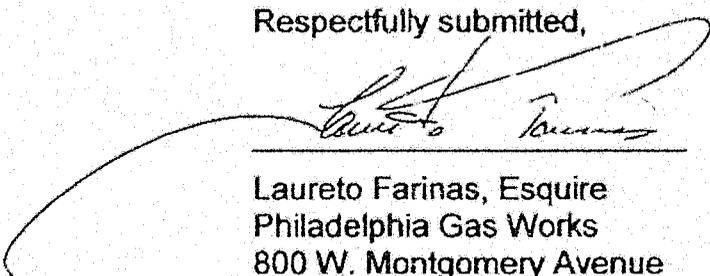
A decision of the Bureau of Consumer Services ("BCS") dated March 20, 2006, which is attached hereto as Exhibit "B," found, *inter alia*, that the Complainant's bills are correct as rendered for the previous service address. The BCS provided a payment arrangement consisting of the payment of \$151 per month. This consists of \$49 budget plan plus \$102 toward arrears.

5. Denied. The averment in Paragraph 5 of the Complaint is a request for relief to which no response is required. PGW therefore denies the averments in this paragraph.
6. Admitted.
7. Admitted.

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

Respectfully submitted,

May 17, 2006



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

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EXHIBIT A

PA PUBLIC UTILITY COMMISSION
SECRETARY OF ENERGY

HISTORY REQUEST REPORT FOR ACCOUNT # 120645472 AND SA # 8050485928 AS OF 05/17/2006

Account # 120645472	SA # 8050485928	Bill Cycle: 14	Rate Class: GS
Name: SIMS, TERESA		Address: 3551 N 21ST ST 2F/PHILA, PA	
Pay Agreement Indicator: Y	Easyway Indicator: B	CRP Status:	
Blocker Start Date: 20060503	Blocker End Date: 20080503	Meter # 1875239	Phone # 9753096(267)

Tran Date	Tran Type	Current Amt.	Total Amt.	Adjust Amt.	Segment Start Date	Segment End Date	Read Code	End Read	Current Balance	Usage	Meter #
12/29/2004	BILL	\$749.43	\$749.43	\$0.00	10/15/2004	12/29/2004	R	8685	\$749.43	493	1875239
01/28/2005	BILL	\$513.51	\$513.51	\$0.00	12/29/2004	01/28/2005	R	8903	\$1,262.94	318	1875239
02/28/2005	BILL	\$542.59	\$542.59	\$0.00	01/28/2005	02/28/2005	R	9240	\$1,824.47	337	1875239
03/01/2005	LPC	\$18.94	\$18.94	\$18.94							
03/28/2005	BILL	\$417.08	\$417.08	\$0.00	02/28/2005	03/28/2005	R	9543	\$2,268.63	303	1875239
03/30/2005	LPC	\$27.08	\$27.08	\$27.08							
04/02/2005	BILL	\$9.74	\$9.74	\$0.00	03/29/2005	04/02/2005	R	9550	\$2,319.21	7	1875239
04/20/2005	LPC	\$33.33	\$33.33	\$33.33							
04/27/2005	PAY	(\$88.00)	(\$88.00)	\$0.00							
07/20/2005	LPC	\$33.35	\$33.35	\$33.35							
08/01/2005	XFER	(\$2,257.05)	(\$2,257.05)	(\$2,257.05)							

HISTORY REQUEST REPORT FOR ACCOUNT # 120645472 AND SA # 5281197720 AS OF 05/16/2006

Account #: 120645472	SA #: 5281197720	Bill Cycle: 14	Rate Class: GS
Phone #: 9753096(267)			
Name: SIMS, TERESA			
Address: 1751 N BAMBREY ST/PHILA, PA			
Pay Agreement Indicator: Y	Easyway Indicator: B	CRP Status:	
Blocker Start Date: 20060503	Blocker End Date: 20080503	Meter #: 1695664	

Tran Date	Tran Type	Current Amt.	Total Amt.	Adjust. Amt.	Segment Start Date	Segment End Date	Read Code	End Read	Current Balance	Usage	Meter #
05/18/2005	BILL	\$58.76	\$58.76	\$0.00	03/28/2005	05/18/2005	R	2860	\$2,272.72	25	1695664
06/17/2005	BILL	\$36.75	\$36.75	\$0.00	05/18/2005	06/17/2005	R	2877	\$2,319.21	17	1695664
07/19/2005	BILL	\$34.60	\$34.60	\$0.00	06/17/2005	07/19/2005	R	2892	\$2,388.59	15	1695664
07/20/2005	LPC	\$1.43	\$1.43	\$1.43							
08/01/2005	XFER	(\$2,388.59)	(\$2,388.59)	(\$2,388.59)							
08/01/2005	XFER	\$2,257.05	\$2,257.05	\$2,257.05							
08/18/2005	BILL	\$31.59	\$31.59	\$0.00	07/19/2005	08/18/2005	R	2905	\$31.59	13	1695664
09/07/2005	PAY	(\$32.00)	(\$32.00)	\$0.00							
09/20/2005	BILL	\$35.33	\$35.33	\$0.00	08/18/2005	09/20/2005	R	2920	\$34.92	15	1695664
10/17/2005	PAY	(\$35.00)	(\$35.00)	\$0.00							
10/19/2005	BILL	\$39.81	\$39.81	\$0.00	09/20/2005	10/19/2005	R	2936	\$39.73	16	1695664
11/18/2005	BILL	\$54.30	\$54.30	\$0.00	10/19/2005	11/18/2005	R	2958	\$94.62	22	1695664
11/21/2005	LPC	\$0.59	\$0.59	\$0.59							
11/23/2005	PAY	(\$40.00)	(\$40.00)	\$0.00							
12/20/2005	BILL	\$81.98	\$81.98	\$0.00	11/18/2005	12/20/2005	R	2984	\$117.41	26	1695664
12/21/2005	LPC	\$0.81	\$0.81	\$0.81							
12/27/2005	PAY	(\$55.00)	(\$55.00)	\$0.00							
01/19/2006	PAY	(\$62.41)	(\$62.41)	\$0.00							
01/23/2006	BILL	\$65.82	\$65.82	\$0.00	12/20/2005	01/23/2006	R	3012	\$65.82	28	1695664
02/21/2006	PAY	(\$66.00)	(\$66.00)	\$0.00							
02/22/2006	BILL	\$52.37	\$52.37	\$0.00	01/23/2006	02/22/2006	R	3033	\$52.19	21	1695664
03/20/2006	PAY	(\$53.00)	(\$53.00)	\$0.00							
03/22/2006	BILL	\$48.53	\$48.53	\$0.00	02/22/2006	03/22/2006	R	3052	\$47.72	19	1695664
03/24/2006	XFER	\$2,388.59	\$2,388.59	\$2,388.59							
04/19/2006	PAY	(\$47.72)	(\$47.72)	\$0.00							
04/21/2006	BILL	\$54.30	\$54.30	\$0.00	03/22/2006	04/21/2006	R	3074	\$2,442.89	22	1695664

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MAY 17 2006

PA PUBLIC UTILITY COMMISSION
OPERATIONS DIVISION

EXHIBIT B

</Case>

-- <Case>

<CaseNbr>1952739</CaseNbr>

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

<CompanyCode>0766</CompanyCode>

<CompanyType>GAS TRANSPORTER</CompanyType>

- <Customer>

<CustomerFirstName>TERESA</CustomerFirstName>

<CustomerLastName>SIMS</CustomerLastName>

<AccountNumber>0120645472</AccountNumber>

- <CustomerServAddress>

<ServAddress1>1751 N BAMBREY ST</ServAddress1>

<ServCity>PHILADELPHIA</ServCity>

<ServState>PA</ServState>

<ServZip5>19121</ServZip5>

<ServZip4>2812</ServZip4>

</CustomerServAddress>

</Customer>

<DecisionIssue>Y</DecisionIssue>

<OralWritten>W</OralWritten>

<Violation>NO</Violation>

<TotalBalance>2440.78</TotalBalance>

<DateClosed>2006-03-20</DateClosed>

<Resolution>DECISION ISSUED- BILLS ARE CORRECT AS RENDED FOR 3551 N 21ST ST 2F. NO FOREIGN LOAD, AMR IN PROPERTY, ACTUAL READS. CUST RESPONSIBLE FOR BALANCE OWING TO PGW. BEGINNING BILL DUE APRIL 2006 CUST TO PAY BUDGET \$49 PLUS \$102= \$151.00 PER MONTH. INVESTIGATION BY STAFF OF THE BUREAU OF CONSUMER SERVICES REVEALED: 1. THAT TERESA SIMS ESTABLISHED GAS SERVICE AT 3551 NORTH 21ST ST 2F, PHILADELPHIA, PA ON OCTOBER 15, 2004. 2. THAT THERE IS AN AMR METER AT THE PROPERTY AND ACTUAL METER READINGS WERE OBTAINED. 3. THAT A USAGE ANALYSIS WAS PERFORMED AND THE CUSTOMER'S USAGE IS IN LINE WITH PRIOR CONSUMPTION AT THIS PROPERTY. 4. THAT ON MARCH 16, 2005 PGW VISITED THE PROPERTY AND FOUND A RANGE, WATER HEATER, AND HOUSE HEATER ATTACHED TO THE CUSTOMER'S METER. 5. THAT ON MARCH 16, 2005 PGW FOUND THAT EACH APARTMENT HAD ITS OWN HEATER AND NO FOREIGN LOAD WAS FOUND. 6. THAT ON MARCH 28, 2005 TERESA SIMS ESTABLISHED GAS SERVICE AT 1751 NORTH BAMBREY ST, PHILADELPHIA, PA. 7. THAT ON APRIL 2, 2005 TERESA SIMS REQUESTED GAS SERVICE BE TURNED OFF AT 3551 NORTH 21ST ST 2F, PHILADELPHIA, PA. 8. THAT ON AUGUST 1, 2005 TERESA SIMS FILED BCS# 1952739 WITH THE PUC. 9. THAT AS OF FEBRUARY 23, 2006 THE

file://C:\WINNT\Temporary%20Internet%20Files\OLK1C\PGW_CL_03202006_174611... 03/21/2006

CUSTOMER HAS A BALANCE OF \$2,440.78 OWING TO THE PHILADELPHIA GAS WORKS. BASED ON THESE FINDINGS, THE BUREAU OF CONSUMER SERVICES CONCLUDES: 1. THAT THE BILLS ARE CORRECT AS RENDERED. 2. THAT THE CUSTOMER IS RESPONSIBLE FOR THE BALANCE OWING TO THE PHILADELPHIA GAS WORKS. THEREFORE IT IS DECIDED: 1. THAT BEGINNING WITH THE BILL DUE ON OR ABOUT APRIL 20, 2006 THE CUSTOMER SHALL PAY THE SPECIAL PAYMENT ARRANGEMENT AMOUNT OF \$151.00 PER MONTH. THIS AMOUNT INCLUDES THE CUSTOMER'S REGULAR BUDGET BILL OF \$49.00 PER MONTH PLUS AN ADDITIONAL \$102.00 PER MONTH TO BE APPLIED TOWARD THE CUSTOMER'S REMAINING UNPAID BALANCE. 2. ALL PAYMENTS MUST BE MADE BY THE DUE DATE OF EACH MONTH'S BILL. 3. PAYMENTS SHALL CONTINUE IN THIS MANNER UNTIL THE BILL IS PAID IN FULL. 4. THE CUSTOMER'S PAYMENT ARRANGEMENT AMOUNT MAY VARY IN ACCORDANCE WITH NORMAL INCREASES OR DECREASES IN THE CUSTOMER'S BUDGET BILL.

MARCH 20, 2006 DATE _____

SIGNATURE MATTHEW HRIVNAK UTILITY COMPLAINT INVESTIGATOR
BUREAU OF CONSUMER SERVICES PA PUBLIC UTILITY
COMMISSION </Resolution>

<BalanceDate />

- <OtherInfo>

<BCSInvestigatorFName>MATTHEW</BCSInvestigatorFName>

<BCSInvestigatorLName>HRIVNAK</BCSInvestigatorLName>

<NbrOfTimeSend>1</NbrOfTimeSend>

<NbrOfTimeFaxed>0</NbrOfTimeFaxed>

<PUCFax FaxAreaCode="717">7876641</PUCFax>

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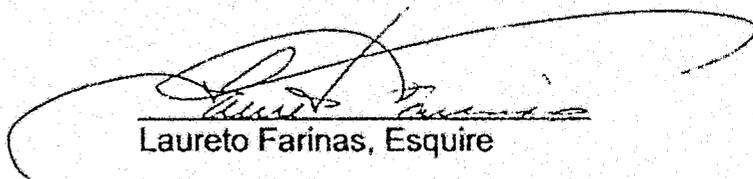
</Case>

</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: May 17, 2006


Laureto Farinas, Esquire

RECEIVED

MAY 17 2006

PAPUBLIC UTILITY COMMISSION
SECRETARY'S OFFICE

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:

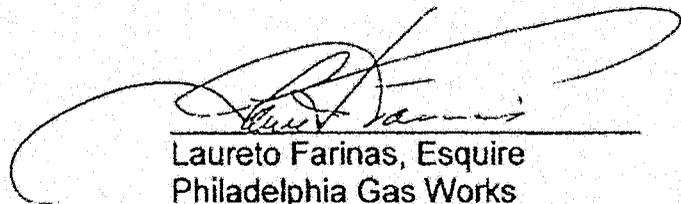
Teresa R. Sims
1751 N. Bambrey Street
Philadelphia, PA 19121 – 2812

Dated: May 17, 2006

RECEIVED

MAY 17 2006

PA PUBLIC UTILITY COMMISSION
CONSULTING BUREAU



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