

CAPTION SHEET

CASE MANAGEMENT SYSTEM

1. REPORT DATE: 00/00/00 :
2. BUREAU: ALJ :
3. SECTION(S): : 4. PUBLIC MEETING DATE:
5. APPROVED BY: : 00/00/00
DIRECTOR: :
SUPERVISOR: :
6. PERSON IN CHARGE: : 7. DATE FILED: 03/22/02
8. DOCKET NO: F-01035673 : 9. EFFECTIVE DATE: 00/00/00

PARTY/COMPLAINANT: MARSHALL, HEATHER

RESPONDENT/APPLICANT: PHILADELPHIA GAS WORKS

COMP/APP COUNTY: PHILADELPHIA

UTILITY CODE: 125042

ALLEGATION OR SUBJECT

COMPLAINANT STATES THAT SHE WAS OVERCHARGED FOR GAS AT TWO PROPERTIES, INCLUDING WHEN ONE WAS UNOCCUPIED. SHE WANTS CREDIT FOR THE OVERBILLING.

DOCUMENT
FOLDER

DOCKETED
MAR 27 2002

ORIGINAL

FORMAL COMPLAINT FORM
Pennsylvania Public Utility Commission

3/25/02

Please Print:

F-01035673
125042

h/s 1035673

1. Your Name, Mailing Address and Telephone Number.

Name Heather Marshall

Street/P.O. Box 1010 New Market Street Apt.#

City Philadelphia State PA Zip 19123

County Philadelphia Home Telephone-Area Code (215) 923-1207

Work Telephone-Area Code (215) 733-0608

ext. 267

2. Name of Company your complaint concerns: Philadelphia Gas Works

3. What is your complaint?

The PGW has incorrectly charged me ^{exorbitantly} high bills for
2 addresses: 338 Brown Street, Phila 19123 for
the period of November 2000 to January 2001 in
the excess of \$ over \$300.

They have also incorrectly bill me for usage at
1010 New Market St., 19123 from November 2000 to
February, 2001, as more than \$600. This property
was completely unoccupied from November
Feb 15, 2001 and hence there was minimal if no
usage (no utilities except refrigerator was on.)

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

RECEIVED

(-over-)

MAR 22 2002

PA PUBLIC UTILITY COMMISSION
SECRETARY'S BUREAU

87

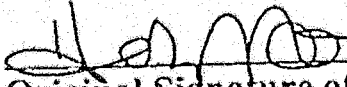
4. What do you want the Public Utility Commission to do about your complaint?

The PUC should decide that I am not responsible for a bill at a property that was completely unoccupied during the period from Nov. to February. (1010 New market)
The PUC should also decide that as a responsible ^{bill} payee, I was ~~not~~ overbilled for 338 Brown property, based on estimated readings.

(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

3-10-2002
Date

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

Lawyer's Name _____

Street _____

City _____ State _____ Zip _____

Telephone Number-Area Code (_____) _____

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: February 13, 2002. The Commission will send you formal complaint forms.

You must comply with the terms of this decision until the Public Utility Commission completes the formal complaint process. You must make all of the required payments, or the utility company may pursue the termination of your service.

Thank You
Pennsylvania Public Utility Commission

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

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

Heather Marshall
1010 New Market Street
Phila., Pa. 19123

215-923-1207
(Area Code) Telephone Number

Heather Marshall
Signature

Mail this completed form to

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

OR
BCS
Com

BCS-1035673

Company Name - POW.

RECEIVED
FEB 27 2002
A PUBLIC UTILITY COMMISSION
SECRETARY'S BUREAU
70

REVISED 11/97

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

3/25/02

March 4, 2002

BCS 1035673

HEATHER MARSHALL
1010 NEW MARKET STREET
PHILADELPHIA PA 19123

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 March 25, 2002 to the address listed below:

James J. McNulty, Secretary
Pennsylvania Public Utility Commission
P.O. Box 3265
Harrisburg, PA 17105-3265

While you wait for us to reach a decision on your complaint, you must pay all undisputed bills (ones that are not a part of your complaint). As long as you pay all undisputed bills and return these formal complaint forms to us on time, the company is not permitted to terminate your service.

Commission Procedures for Formal Complaints

- We send a copy of this letter to the company so they know you are appealing the Bureau of Consumer Services' decision;
- We also send the company a copy of your completed formal complaint forms. Once they receive it, they have 20 days to send us an answer to your complaint. The company will send you a copy of their answer.
- Once we receive all the paperwork, we usually will schedule your hearing before an Administrative Law Judge.

- We will notify both you and the company by mail when the hearing date is set.
- If you cannot travel to your hearing, you can request that the hearing be held by phone. This is called a telephonic hearing. If we can, we will schedule a telephonic hearing for you.
- We will most likely schedule your hearing sometime within three months after you file your complaint forms. If you know of certain dates when you will not be available for a hearing, let us know when you file your forms. We will try to work around your schedule.
- If you cannot attend the hearing on the scheduled date, you must request a different time or date. You should request the change at least 5 days before your hearing by writing to:

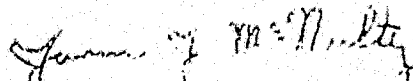
Office of Administrative Law Judge
Public Utility Commission
P.O. Box 3265
Harrisburg, PA 17105-3265

YOU SHOULD INCLUDE YOUR DAYTIME TELEPHONE NUMBER IN YOUR LETTER. DEPENDING ON YOUR REASON FOR NOT BEING ABLE TO ATTEND THE SCHEDULED HEARING, YOUR REQUEST TO CHANGE THE HEARING MAY OR MAY NOT BE APPROVED. WE WILL LET YOU KNOW OUR DECISION ON YOUR REQUEST FOR CHANGING THE HEARING DATE BEFORE THE DATE OF THE HEARING.

YOU MUST ATTEND SCHEDULED HEARINGS IN PERSON OR BY PHONE. IF YOU DO NOT ATTEND, YOUR COMPLAINT MAY BE DISMISSED (THROWN OUT).

If you have any questions about the complaint process, please call the Bureau of Consumer Services, toll free, at 1-800-782-1110.

Very truly yours,


James J. McNulty
Secretary

nvl

CC: PGW

DATE SERVED: MARCH 28, 2002

HEATHER MARSHALL
Complainant

VS.

PHILADELPHIA GAS WORKS
Respondent

Complaint Docket
No F-01035673

DOCUMENT
FOLDER

DOCKETED
MAR 28 2002

FORMAL COMPLAINT NOTICE TO RESPONDENT TO ANSWER OR SATISFY

TO: PHILADELPHIA GAS WORKS

TAKE NOTICE:

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

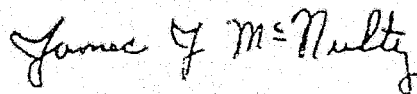
1. You have twenty (20) days from the date on which this complaint is served to either satisfy this complaint or to file with the Secretary of the Pennsylvania Public Utility Commission, P. O. Box 3265, Harrisburg, PA 17120, an answer (original and two copies), in writing, under oath, which, as required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

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

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

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

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



James J. McNulty
Secretary

(SEAL)

Certified Mail
Return Receipt Requested

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

DATE SERVED: MARCH 28, 2002

F-01035673

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

DOCUMENT
FOLDER

Dear Sir/Madam:

A complaint has been filed against you before the Pennsylvania Public Utility Commission by HEATHER MARSHALL. 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.

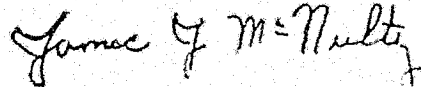
MARCH 28, 2002

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

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

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

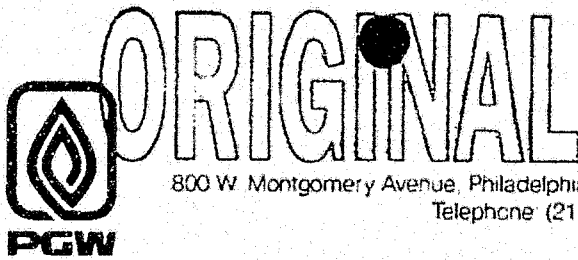
Very truly yours,



James J. McNulty
Secretary

db

Philadelphia Gas Works



800 W. Montgomery Avenue, Philadelphia, PA 19122
Telephone (215) 236-0500

Laureto A. Farinas, Esq.
Legal Department
Direct Dial: 215-684-6982
FAX: 215-684-6798
E-mail: laureto.farinas@pgworks.com

April 26, 2002

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

RE Heather Marshall v. PGW, Docket No.

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,

Laureto Farinas ⁵⁰

Enclosures

cc: Heather Marshall
Orlando Rosario
Linda Pereira
Les Fyock

DOCUMENT
FOLDER

RECEIVED

APR 26 2002

PA PUBLIC UTILITY COMMISSION
SECRETARY'S BUREAU

E-01635673

94

ORIGINAL

BEFORE THE
PENNSYLVANIA PUBLIC UTILITY COMMISSION

Heather Marshall

v.

Philadelphia Gas Works

:
:
:
:
:

Docket No. F - 01035673

RECEIVED

Answer Of Philadelphia Gas Works

APR 26 2002

Pursuant to 52 Pa. Code §5.61, the Philadelphia Gas Works ("PGW") hereby answers the Complaint filed in the above captioned matter. PGW hereby ~~answers the~~ ^{PA PUBLIC UTILITY COMMISSION} ^{SECRETARY'S BUREAU} following:

1. Admitted.
2. Admitted.
3. Denied. PGW denies that averments contained in Paragraph 3 of the Complainant concerning the inaccuracy for billing of the Complainant's account at two service addresses. PGW records reflect that the Complainant moved into 1010 New Market on 11/17/00 and generated usage from that point. Bills were rendered for gas use for the period from 11/17/00 to 12/18/00 for \$177.31 and for the period from 12/18/00 to 01/19/01 for \$139.44. The Complainant also had active service at 338 Brown Street at the same time. During the period 11/16/00 to 12/18/00, usage for the Brown Street service address was \$115.56. For the period from 12/18/00-01/19/01 usage for the Brown Street service address was \$172.89-bills. The statements of billing and payments for the two service address is attached hereto as Exhibit "A".

The charges for service to both properties were added together totaling \$605.20. The only service order in PGW records for turn off of service at 338 Brown St. was on 02/01/01. Service was turned off at meter on that date.

A decision of the Bureau of Consumer Services on or about February 13, 2002 upheld the correctness of the billing and placed the account on a payment

DOCUMENT
FOLDER

DOCKETED
MAY 02 2002

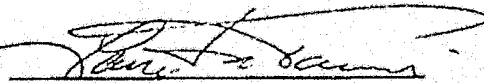
arrangement at \$91 70 plus current bills for 12 months at 338 Brown Street. (See Exhibit "B")

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

April 26, 2002



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

EXHIBIT A

BILLS FROM 01/01/15 TO 11/16/2001

Account # 1117051848
 Customer Name MARSHALL, HEATHER
 Customer Address 338 BROWN ST 2F/PHILA, PA
 Bill Cycle 14

BILLS

Service Agreement	Meter #	Bill Start Date	Bill End Date	Bill Due Date	Meter Read Start	Meter Read End	Usage (CCF)	React Code	Bill Amount	Cancelled	Closing Bill	CRP Monthly Amount	Easyway Current Month	Easyway Curr Amt	Days
9961488420	1691521	01/15/2001	02/01/2001	04/17/2001	2261	2315	55	Regular	\$70.46	No	Yes	\$0.00	0	\$0.00	13
9961488420	1691521	12/18/2000	01/19/2001	02/15/2001	2118	2261	143	Regular	\$72.89	No	No	\$0.00	0	\$0.00	32
9961488420	1691521	11/16/2000	12/18/2000	01/17/2001	2003	2118	115	Regular	\$15.58	No	No	\$0.00	0	\$0.00	32
9961488420	1691521	10/18/2000	11/16/2000	01/05/2001	1947	2003	56	Regular	\$51.19	No	No	\$0.00	0	\$0.00	29
9961488420	1691521	09/18/2000	10/18/2000	11/14/2000	1930	1947	17	Regular	\$21.11	No	No	\$0.00	0	\$0.00	30
9961488420	1691521	08/17/2000	09/18/2000	10/13/2000	1923	1930	7	Regular	\$13.40	No	No	\$0.00	0	\$0.00	32
9961488420	1691521	07/19/2000	08/17/2000	09/13/2000	1916	1923	7	Regular	\$13.40	No	No	\$0.00	0	\$0.00	29
9961488420	1691521	06/16/2000	07/19/2000	08/15/2000	1908	1916	8	Regular	\$14.17	No	No	\$0.00	0	\$0.00	33
9961488420	1691521	05/19/2000	06/16/2000	07/14/2000	1901	1908	7	Regular	\$13.40	No	No	\$0.00	0	\$0.00	28
9961488420	1691521	04/19/2000	05/19/2000	06/16/2000	1890	1901	11	Regular	\$16.48	No	No	\$0.00	0	\$0.00	30
9961488420	1691521	03/21/2000	04/19/2000	05/18/2000	1880	1890	10	Regular	\$15.71	No	No	\$0.00	0	\$0.00	29
9961488420	1691521	02/22/2000	03/21/2000	04/17/2000	1844	1880	36	Regular	\$35.76	No	No	\$0.00	0	\$0.00	28
9961488420	1691521	01/24/2000	02/22/2000	03/20/2000	1768	1844	76	Regular	\$56.51	No	No	\$0.00	0	\$0.00	29
9961488420	1691521	12/17/1999	01/24/2000	02/17/2000	1728	1768	40	Regular	\$39.05	No	No	\$0.00	0	\$0.00	38
9961488420	1691521	11/17/1999	12/17/1999	01/19/2000	1705	1728	23	Regular	\$25.84	No	No	\$0.00	0	\$0.00	30
9961488420	1691521	10/18/1999	11/17/1999	12/14/1999	1697	1705	8	Regular	\$14.10	No	No	\$0.00	0	\$0.00	30
9961488420	1691521	09/17/1999	10/18/1999	11/17/1999	1684	1697	13	Regular	\$17.91	No	No	\$0.00	0	\$0.00	31
9961488420	1691521	08/18/1999	09/17/1999	10/18/1999	1682	1684	2	System Estimate	\$9.52	No	No	\$0.00	0	\$0.00	30
9961488420	1691521	07/12/1999	08/18/1999	09/17/1999	1675	1682	7	Regular	\$12.34	No	No	\$0.00	0	\$0.00	28
9961488420	1691521	06/14/1999	07/12/1999	08/19/1999	1660	1675	15	Regular	\$19.44	No	No	\$0.00	0	\$0.00	37
9961488420	1691521	05/17/1999	06/14/1999	07/14/1999	1660	1660	0	System Estimate	\$6.03	No	No	\$0.00	0	\$0.00	29
9961488420	1691521	04/08/1999	05/17/1999	06/14/1999	1644	1660	16	Regular	\$17.01	No	No	\$0.00	0	\$0.00	40
9961488420	1691521	03/15/1999	04/08/1999	05/08/1999	1623	1644	21	Regular	\$21.07	No	No	\$0.00	0	\$0.00	25
9961488420	1691521	02/16/1999	03/15/1999	04/11/1999	1574	1623	49	Regular	\$43.85	No	No	\$0.00	0	\$0.00	28
9961488420	1691521	01/20/1999	02/16/1999	03/13/1999	1553	1574	21	Regular	\$21.07	No	No	\$0.00	0	\$0.00	28
9961488420	1691521	12/16/1998	01/20/1999	02/19/1999	1495	1553	58	Regular	\$53.49	No	No	\$0.00	0	\$0.00	36
9961488420	1691521	11/17/1998	12/16/1998	01/13/1999	1482	1495	13	Regular	\$15.12	No	No	\$0.00	0	\$0.00	30
9961488420	1691521	10/16/1998	11/17/1998	12/14/1998	1470	1482	12	Regular	\$14.25	No	No	\$0.00	0	\$0.00	33
9961488420	1691521	09/17/1998	10/16/1998	11/15/1998	1462	1470	8	Regular	\$10.84	No	No	\$0.00	0	\$0.00	30
9961488420	1691521	08/18/1998	09/17/1998	10/14/1998	1455	1462	7	Regular	\$9.98	No	No	\$0.00	0	\$0.00	31

BILLS FROM 01/01/19 TO 11/16/2001

Account # 1117051848	Customer Name MARSHALL, HEATHER
Customer Address: 338 BROWN ST 2F/PHILA, PA	Bill Cycle 14

BILLS

Service Agreement	Meter #	Bill Start Date	Bill End Date	Bill Due Date	Meter Read Start	Meter Read End	Usage (CCF)	Read Code	Bill Amount	Bill Canceled	Closing Bill	CRP Monthly Amount	Easyway Current Month	Easyway Curr Amt	Days
9961488420	1691521	07/21/1998	08/18/1998	09/15/1998	1448	1455	7	Regular	\$9.98	No	No	\$0.00	0	\$0.00	29
9961488420	1691521	06/19/1998	07/21/1998	08/17/1998	1441	1448	7	Regular	\$9.98	No	No	\$0.00	0	\$0.00	33
9961488420	1691521	05/20/1998	06/19/1998	07/19/1998	1433	1441	8	Regular	\$10.84	No	No	\$0.00	0	\$0.00	31
9961488420	1691521	04/21/1998	05/20/1998	06/16/1998	1425	1433	8	Regular	\$10.84	No	No	\$0.00	0	\$0.00	30
9961488420	1691521	03/20/1998	04/21/1998	05/19/1998	1401	1425	24	Regular	\$24.52	No	No	\$0.00	0	\$0.00	33
9961488420	1691521	02/20/1998	03/20/1998	04/19/1998	1358	1401	43	Regular	\$40.76	No	No	\$0.00	0	\$0.00	29
9961488420	1691521	01/21/1998	02/20/1998	03/20/1998	1309	1358	49	Regular	\$45.88	No	No	\$0.00	0	\$0.00	31
9961488420	1691521	12/17/1997	01/21/1998	02/16/1998	1249	1309	60	System Estimate	\$55.28	No	No	\$0.00	0	\$0.00	36
9961488420	1691521	11/29/1997	12/17/1997	01/13/1998	1222	1249	27	Regular	\$27.07	No	No	\$0.00	0	\$0.00	19

PAYMENTS FROM 01/01/1996 TO 11/16/2001

Account # 1117051848	Customer Name MARSHALL, HEATHER
Customer Address 338 BROWN ST,2F/PHILA,PA	Bill Cycle 14

PAYMENTS

Service Agreement ID	Pay Amount	Pay Date	Pay Status	Late Pay Charge	Utility Type	Grant Type	Pay Source Code
9961488420	\$9.67	10/23/2001	F	\$9.67	G		REM
9961488420	\$29.35	07/26/2001	F	\$9.46	G		REM
9961488420	\$19.51	06/15/2001	F	\$0.00	G		REM
9961488420	\$43.63	05/29/2001	F	\$19.40	G		REM
9961488420	\$51.18	12/26/2000	F	\$0.63	G		REM
9961488420	\$21.11	11/13/2000	F	\$0.00	G		REM
9961488420	\$13.49	10/11/2000	F	\$0.00	G		REM
9961488420	\$27.74	09/15/2000	F	\$0.17	G		REM
9961488420	\$13.49	07/14/2000	F	\$0.00	G		REM
9961488420	\$16.48	05/31/2000	F	\$0.00	G		REM
9961488420	\$15.71	05/09/2000	F	\$0.00	G		REM
9961488420	\$35.75	04/17/2000	F	\$0.00	G		REM
9961488420	\$66.61	03/03/2000	F	\$0.00	G		REM
9961488420	\$39.05	02/17/2000	F	\$0.00	G		REM
9961488420	\$25.84	01/12/2000	F	\$0.00	G		REM
9961488420	\$14.10	12/13/1999	F	\$0.00	G		REM
9961488420	\$17.91	11/15/1999	F	\$0.00	G		REM
9961488420	\$23.02	09/30/1999	F	\$0.16	G		REM
9961488420	\$2.43	08/20/1999	F	\$0.00	G		REM
9961488420	\$23.01	07/08/1999	F	\$0.00	G		REM
9961488420	\$17.01	06/17/1999	F	\$0.00	G		REM
9961488420	\$21.07	05/06/1999	F	\$0.00	G		REM
9961488420	\$43.85	04/01/1999	F	\$0.00	G		REM
9961488420	\$43.85	04/01/1999	F	\$0.00	G		REM
9961488420	\$21.07	03/05/1999	F	\$0.00	G		REM
9961488420	\$53.49	02/16/1999	F	\$0.00	G		REM
9961488420	\$4.28	01/08/1999	F	\$0.00	G		REM
9961488420	\$10.84	12/04/1998	F	\$0.00	G		REM
9961488420	\$25.23	12/01/1998	F	\$0.00	G		REM
9961488420	\$9.98	10/13/1998	F	\$0.00	G		REM
9961488420	\$9.98	09/04/1998	F	\$0.00	G		REM
9961488420	\$9.98	08/13/1998	F	\$0.00	G		REM
9961488420	\$11.69	07/20/1998	F	\$0.00	G		REM
9961488420	\$10.00	06/10/1998	F	\$0.00	G		REM
9961488420	\$24.52	05/04/1998	F	\$0.00	G		REM
9961488420	\$40.75	04/01/1998	F	\$0.00	G		REM
9961488420	\$152.32	03/06/1998	F	\$0.00	G		REM
9961488420	\$27.00	01/29/1998	F	\$0.00	G		REM
9961488420	\$27.00	12/31/1997	F	\$0.00	G		REM

BILLS FROM 01/01/1996 TO 11/16/2001

Account # 117051848	Customer Name MARSHALL, HEATHER
Customer Address 1010 NEW MARKET ST/PHILA, PA	Bill Cycle 14

BILLS

Service Agreement	Meter #	Bill Start Date	Bill End Date	Bill Due Date	Meter		Usage (CCF)	Read Code	Bill Amount	Bill Canceled	Closing Bill	CRP Monthly Amount	Easyway Current Month	Easyway Curr Amt	Days
					Read Start	Read End									
7806559737	1566470	09/19/2001	09/19/2001	11/16/2001	7277	7290	13	Special	\$26.37	No	No	\$0.00	0	\$0.00	30
7806559737	1566470	08/20/2001	09/19/2001	10/17/2001	7270	7277	7	Special	\$19.95	No	No	\$0.00	0	\$0.00	30
7806559737	1566470	07/20/2001	08/20/2001	09/14/2001	7261	7270	9	Regular	\$23.64	No	No	\$0.00	0	\$0.00	31
7806559737	1566470	07/02/2001	07/20/2001	09/16/2001	7247	7261	14	Special	\$30.23	No	No	\$0.00	0	\$0.00	18
7806559737	1566470	04/20/2001	07/02/2001	07/26/2001	7214	7247	33	Customer	\$67.24	No	No	\$0.00	0	\$0.00	73
7806559737	1566470	05/18/2001	05/19/2001	07/18/2001	7236	7252	16	Special	\$32.95	Yes	No	\$0.00	0	\$0.00	32
7806559737	1566470	04/20/2001	05/18/2001	06/18/2001	7214	7236	22	System Estimate	\$40.94	Yes	No	\$0.00	0	\$0.00	28
7806559737	1566470	03/22/2001	04/20/2001	05/15/2001	7154	7214	60	Special	\$91.52	No	No	\$0.00	0	\$0.00	29
7806559737	1566470	01/19/2001	03/22/2001	04/25/2001	7080	7154	74	Special	\$117.19	No	No	\$0.00	0	\$0.00	62
7806559737	1566470	12/18/2000	01/19/2001	02/15/2001	6966	7080	114	System Estimate	\$139.44	No	No	\$0.00	0	\$0.00	32
7806559737	1566470	11/17/2000	12/18/2000	01/17/2001	6786	6966	180	System Estimate	\$177.31	No	No	\$0.00	0	\$0.00	31

PAYMENTS FROM 01/01/1996 TO 11/16/2001

Account # 1117051848	Customer Name MARSHALL, HEATHER
Customer Address 1010 NEW MARKET ST/PHILA, PA	Bill Cycle 14

PAYMENTS

Service Agreement ID	Pay Amount	Pay Date	Pay Status	Late Pay Charge	Utility Type	Grant Type	Pay Source Code
7E06569737	\$19.00	10/23/2001	F	\$19.00	G		REM
7E06569737	\$37.88	07/26/2001	F	\$16.08	G		REM
7E06569737	\$21.43	06/15/2001	F	\$0.00	G		RFM
7E06569737	\$47.89	04/29/2001	F	\$26.02	G		REM

EXHIBIT B

[CS27] [] CASE NUMBER ^1035673}

CLOSING SCREEN

ACT/LAST NAME : MARSHALL FIRST NAME: HEATHER MI
 SVC ADDRESS 1010 NEW MARKET ST ACT NO. 1117051848
 CITY : PHILADELPHIA STATE : PA ZIP : 19123
 COMPANY NAME : PGW

***** FOR ICU/TCU AND RTU FORMS *****

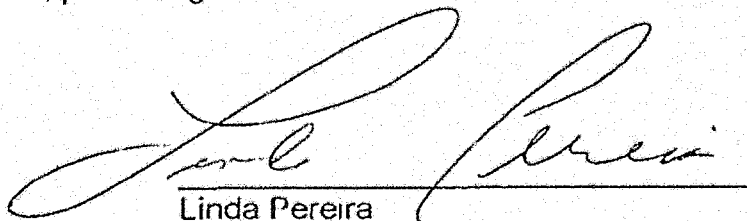
INCOME LEVEL 8 OLD CASE
 DECISION ISSUE (Y/N) .. Y INVESTIGATOR ANGELUCCI
 OPENING DATE 10/17/01 CLOSING DATE 02/13/02
 RESOLUTION PGW is to place customer on payment arrangement of \$91.
 70 plus current bill for 12 months, to commence March 2
 002.

LANGFORD

VERIFICATION

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

DATE: April 26, 2002


Linda Pereira

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).

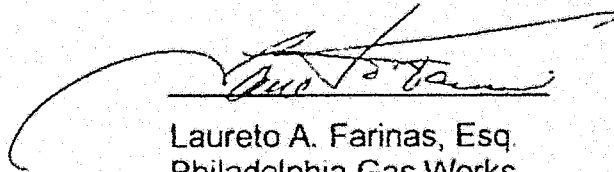
Service List:

For Complainant:

Heather Marshall
1010 New Market Street
Philadelphia, PA 19123

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

April 26, 2002



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



COMMONWEALTH OF PENNSYLVANIA
PENNSYLVANIA PUBLIC UTILITY COMMISSION

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

IN REPLY PLEASE
REFER TO OUR FILE

June 28, 2002

In Re: F-01035673

(See attached list)

Heather Marshall v. Philadelphia Gas Works

BTL

Billing dispute.

Hearing Notice

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

Type: Initial hearing

Date: Thursday, August 22, 2002

Time: 10:00 a.m.

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

Presiding: Administrative Law Judge Marlane R. Chestnut
1302 Philadelphia State Office Building
1400 West Spring Garden Street
Philadelphia, PA 19130
Telephone: (215) 560-2105
Fax: (215) 560-3133

DOCKETED

JUL 10 2002

DOCUMENT
FOLDER

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

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

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

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

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

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