

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: 09/05/02
8. DOCKET NO: F-01161069	:	9. EFFECTIVE DATE: 00/00/00

PARTY/COMPLAINANT: LISS, INA S.

RESPONDENT/APPLICANT: PHILADELPHIA GAS WORKS

CCMP/APP COUNTY:

UTILITY CODE: 125042

ALLEGATION OR SUBJECT

COMPLAINANT STATES SHE IS COMPLAINING ABOUT HIGH BILLS. PHILA GAS WORKS CHANGED THE METER AFTER MANY COMPLAINTS. SHE HAS BEEN TRYING TO STRAIGHTEN THIS OUT FOR THREE YEARS. SHE WANTS THE BILLS BETWEEN 1931-1933 RHAWN TO BE REVIEWED AND COMPARED.

DOCUMENT
FOLDER

DOCKETED
SEP 11 2002

ORIGINAL

FORMAL COMPLAINT FORM
Pennsylvania Public Utility Commission

9/19/02

Please Print: ...:16

F-01161069

RES 114/1069

1. Your Name, Mailing Address and Telephone Number.

Name INA S. LISS

Street/P.O. Box 2018 BERGEN ST Apt.#

City PHILA State PA Zip 19152

County Home Telephone-Area Code (215) 722-2018
Work Telephone-Area Code ()

PGW

2. Name of Company your complaint concerns: EXCESSIVE CHARGES
ON 1931 RHAWN ST.

3. What is your complaint?

I occupied 1931-1933 RHAWN ST. FOR
ALMOST 10 YRS. THE OFFICES ARE IDENTICAL
IN SIZE, AND THERE WAS A LARGE OPENING
IN THE WALL BETWEEN THEM SO AIR FLOWED
EASILY.

THERE WAS NO REASON FOR BILLS AT 1931
RHAWN TO BE ALMOST \$100 - MORE PER
MONTH.

THEY CHANGED THE METER AFTER MANY
COMPLAINTS.

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

I HAVE BEEN TRYING TO STRAIGHTEN
THIS OUT FOR THREE YEARS. THIS MATTER
HAS BEEN DRAGGING ON BECAUSE OF
PGW AND THE PUC, NOT RESPONDING
TO MY MANY, MANY CALLS. EVEN VISITED
PHILADELPHIA TWO TIMES.

(20)

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

I WANT THE BILLS BETWEEN
1931-1933 RHAUN REVIEWED AND COMPARED.
THE PROBLEM WAS IN THE METER BEFORE
IT WAS REPLACED. I WOULD BE WILLING
TO PAY AN AMOUNT COMPARABLE TO 1933
RHAUN. Thank you!

(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.

Paul Shio
Original Signature of complaining person

9/2/02
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: August 9, 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:

Ms. Ina S. Liss
2018 Bergen Street
Philadelphia, PA. 19152

(Please correct any mistakes.)

215-722-2018
(Area Code) Telephone Number

Ina S. Liss
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: 1141069	Date of mailing: August 9, 2002
Company: Philadelphia Gas Works	

REVISED 1/97

SECRETARY'S BUREAU

2002 AUG 28 AM 8:40

FILE

11



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

9/19/02

IN REPLY PLEASE
REFER TO OUR FILE

August 30, 2002

BCS 1141069

MS INA S. LISS
2018 BERGEN STREET
PHILADELPHIA PA 19158

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 September 19, 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:

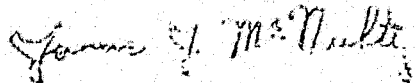
Office of Administrative Law Judge
Public Utility Commission
P.O. Box 3265
Harrisburg, PA 17105-3265

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: PHILADELPHIA GAS WORKS

BEFORE THE PENNSYLVANIA PUBLIC UTILITY COMMISSION

DATE SERVED: SEPTEMBER 11, 2002

INA S. LISS
Complainant

VS.

PHILADELPHIA GAS WORKS
Respondent

Complaint Docket
No. F-01161069

DOCUMENT
FOLDER

DOCKETED
SEP 11 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,

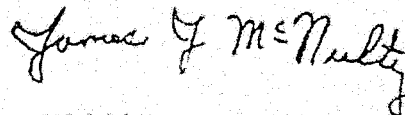
1. You have twenty (20) days from the date on which this complaint is served to either satisfy this complaint or to file with the Secretary of the Pennsylvania Public Utility Commission, P. O. Box 3265, Harrisburg, PA 17120, an answer (original and two copies), in writing, under oath, which, as required 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: SEPTEMBER 11, 2002

F-01161069

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

Dear Sir/Madam:

A complaint has been filed against you before the Pennsylvania Public Utility Commission by INA S. LISS. 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.

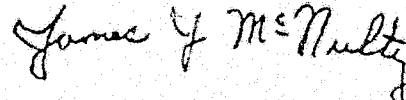
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Detailed instructions on how to proceed are contained in the attached pages. You are advised to read them carefully.

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

JH

Philadelphia Gas Works
Legal Department



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

Laureto A. Farinas
Senior Attorney
Legal Department

Direct Dial 215-684-6982
FAX 215-684-6798

E-mail: laureto.farinas@pgworks.com

ORIGINAL

SRB

October 1, 2002

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

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OCT 01 2002

PA PUBLIC UTILITY COMMISSION
SECRETARY'S BUREAU

RE: Ina Liss v. PGW, Docket No. F - 01161069

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.

If additional information is needed about this matter, please contact me at my direct-dial number above. Thank you for your assistance.

Sincerely,

Enclosures

cc Ina Liss
Anne Marie Cromley

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63

BEFORE THE
PENNSYLVANIA PUBLIC UTILITY COMMISSION

ORIGINAL

Ina S. Liss

v.

Philadelphia Gas Works

:
:
:
:
:

Docket No. F - 01161069

Answer Of Philadelphia Gas Works

Pursuant to 52 Pa Code §5 61, the Philadelphia Gas Works ("PGW") hereby answers the Complaint filed in the above captioned matter. PGW hereby avers the following:

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1. Admitted.
2. Admitted.
3. Denied in part. PGW denies that averments contained in Paragraph 3 of the Complainant concerning an error in the billing and all other averments in Paragraph 3 that are conclusions. PGW has recorded an actual meter read from June 1997 through March 2000 except for on six occasions when an estimate was taken. The Complainant's billings are attached hereto as Exhibit "A". A gas usage analysis, which is attached hereto as Exhibit "B" shows that the Complainant's gas consumption is higher over the current period with her new meter.
A decision of the Bureau of Consumer Services ("BCS") found that the Complainant is responsible for the bill and provided relief to the Complainant in the form of a waiver of late payment fees in the amount of \$200.97.
4. Denied. The averments in Paragraph 4 of the Complaint are requests for relief to which no response is required. PGW therefore denies the averments in Paragraph 4.

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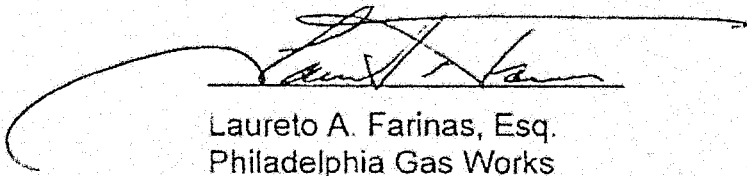
PA PUBLIC UTILITY COMMISSION
SECRETARY'S BUREAU

DOCKETED
OCT 04 2002

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

Respectfully submitted,

October 1, 2002

A handwritten signature in black ink, appearing to read 'Laureto A. Farinas', is written over a horizontal line. A large, sweeping flourish extends from the left side of the signature.

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

EXHIBIT A

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OCT 01 2002

PA PUBLIC UTILITY COMMISSION
SECRETARY'S BUREAU

BILLS FROM 01/01/1996 TO 10/01/2002

Account # 5112391327

Customer Name INA S LISS

Customer Address 1931 RHAWN ST.OFF/PHILA,PA

Bill Cycle 05

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 Cancelled	Closing Bill	CRP Monthly Amount	Easyway Current Month	Easyway Curr Amt	Days
9961162954	1463969	03/08/2000	03/31/2000	05/04/2000	886	923	37	Regular	\$43.23	No	Yes	\$0.00	0	\$0.00	23
9961162954	1463969	02/07/2000	03/08/2000	04/04/2000	807	886	79	Regular	\$80.18	No	No	\$0.00	0	\$0.00	30
9961162954	1463969	01/07/2000	02/07/2000	03/07/2000	649	807	158	Regular	\$149.64	No	No	\$0.00	0	\$0.00	31
9961162954	1463969	12/03/1999	01/07/2000	02/04/2000	517	649	132	Regular	\$128.37	No	No	\$0.00	0	\$0.00	35
9961162954	1463969	11/03/1999	12/03/1999	01/04/2000	457	517	60	Regular	\$63.04	No	No	\$0.00	0	\$0.00	30
9961162954	1463969	10/05/1999	11/03/1999	12/03/1999	449	457	8	Regular	\$7.67	No	No	\$0.00	0	\$0.00	29
9961162954	1463969	09/03/1999	10/05/1999	11/03/1999	442	449	7	Regular	\$6.79	No	No	\$0.00	0	\$0.00	32
9961162954	1463969	08/05/1999	09/03/1999	10/05/1999	434	442	8	Regular	\$7.67	No	No	\$0.00	0	\$0.00	29
9961162954	1463969	07/09/1999	08/05/1999	09/02/1999	426	434	8	Regular	\$7.67	No	No	\$0.00	0	\$0.00	27
9961162954	1463969	06/03/1999	07/09/1999	08/04/1999	408	426	18	Regular	\$26.36	No	No	\$0.00	0	\$0.00	36
9961162954	1463969	04/27/1999	06/03/1999	07/06/1999	408	408	0	System Estimate	\$10.70	No	No	\$0.00	0	\$0.00	38
9961162954	1463969	03/30/1999	04/27/1999	05/25/1999	375	408	33	Regular	\$39.42	No	No	\$0.00	0	\$0.00	29
9961162954	1463969	02/23/1999	03/30/1999	04/26/1999	270	375	105	Regular	\$102.06	No	No	\$0.00	0	\$0.00	36
9961162954	1463969	02/05/1999	02/23/1999	03/21/1999	209	270	61	Regular	\$63.78	No	No	\$0.00	0	\$0.00	19
9961162954	1463969	01/06/1999	02/05/1999	03/04/1999	78	209	131	Regular	\$127.22	No	No	\$0.00	0	\$0.00	31
9961162954	1463969	12/03/1998	01/06/1999	02/02/1999	70	78	8	Regular	\$18.02	No	No	\$0.00	0	\$0.00	35
9961162954	1463969	11/03/1998	12/03/1998	01/02/1999	63	70	7	Regular	\$17.10	No	No	\$0.00	0	\$0.00	31
9961162954	1463969	10/02/1998	11/03/1998	11/30/1998	56	63	7	Regular	\$17.10	No	No	\$0.00	0	\$0.00	33
9961162954	1463969	09/03/1998	10/02/1998	11/01/1998	49	56	7	Regular	\$17.10	No	No	\$0.00	0	\$0.00	30
9961162954	1463969	08/06/1998	09/03/1998	09/30/1998	43	49	6	Regular	\$16.19	No	No	\$0.00	0	\$0.00	29
9961162954	1463969	07/08/1998	08/06/1998	09/02/1998	33	43	10	Regular	\$19.85	No	No	\$0.00	0	\$0.00	30
9961162954	1463969	06/05/1998	07/08/1998	08/04/1998	21	33	12	Regular	\$21.67	No	No	\$0.00	0	\$0.00	34
9961162954	1463969	05/07/1998	06/05/1998	07/05/1998	9	21	12	Regular	\$21.67	No	No	\$0.00	0	\$0.00	30
9961162954	1463969	04/07/1998	05/07/1998	06/03/1998	9997	9	12	Regular	\$21.67	No	No	\$0.00	0	\$0.00	31
9961162954	1388766	03/17/1998	04/07/1998	05/05/1998	9877	9997	120	Regular	\$120.45	No	No	\$0.00	0	\$0.00	22
9961162954	1388766	02/06/1998	03/17/1998	04/12/1998	9829	9877	48	Regular	\$54.60	No	No	\$0.00	0	\$0.00	40
9961162954	1388766	01/07/1998	02/06/1998	03/06/1998	9800	9829	29	System Estimate	\$37.23	No	No	\$0.00	0	\$0.00	31
9961162954	1388766	12/04/1997	01/07/1998	02/02/1998	9766	9800	34	System Estimate	\$41.79	No	No	\$0.00	0	\$0.00	35
9961162954	1388766	11/01/1997	12/04/1997	12/31/1997	9686	9766	80	Regular	\$83.87	No	No	\$0.00	0	\$0.00	34
9961162954	1388766	10/03/1997	11/01/1997	11/30/1997	9681	9686	5	System Estimate	\$15.27	No	No	\$0.00	0	\$0.00	30

BILLS FROM 01/01/1996 TO 10/01/2002

Account # 5112391327

Customer Name: INA S LISS

Customer Address: 1931 RHAWN ST, OFF/PHILA, PA

Bill Cycle 05

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 Cancelled	Closing Bill	GRP Monthly Amount	Easyway Current Month	Easyway Curr Amt	Days
9561162954	1388766	09/04/1997	10/03/1997	11/01/1997	9679	9681	2	System Estimate	\$12.53	No	No	\$0.00	0	\$0.00	30
9561162954	1388766	08/06/1997	09/04/1997	10/01/1997	9677	9679	2	System Estimate	\$12.53	No	No	\$0.00	0	\$0.00	30
9561162954	1388766	06/08/1997	08/06/1997	09/02/1997	9654	9677	23	Regular	\$42.44	No	No	\$0.00	0	\$0.00	60

PAYMENTS FROM 01/01/1996 TO 10/01/2002

Account # 5112391327

Customer Name INA S LISS

Customer Address 1931 RHAWN ST, OFF/PHILA, PA

Bill Cycle 05

PAYMENTS

Service Agreement ID	Pay Amount	Pay Date	Pay Status	Late Pay Charge	Utility Type	Grant Type	Pay Source Code
9961162954	\$17 67	08/31/1999	F	\$1 31	G		REM
9961162954	\$10 70	07/06/1999	F	\$0 00	G		REM
9961162954	\$102 06	05/20/1999	F	\$0 00	G		REM
9961162954	\$191 00	03/19/1999	F	\$0 00	G		REM
9961162954	\$18 02	02/04/1999	F	\$0 00	G		REM
9961162954	\$17 10	12/31/1998	F	\$0 00	G		REM
9961162954	\$17 10	12/01/1998	F	\$0 00	G		REM
9961162954	\$17 10	10/30/1998	F	\$0 00	G		REM
9961162954	\$16 19	10/02/1998	F	\$0 00	G		REM
9961162954	\$19 85	08/28/1998	F	\$0 00	G		REM
9961162954	\$21 67	07/29/1998	F	\$0 00	G		REM
9961162954	\$21 07	06/26/1998	F	\$0 00	G		REM
9961162954	\$21 67	05/28/1998	F	\$0 00	G		REM
9961162954	\$120 45	05/15/1998	F	\$0 00	G		REM
9961162954	\$54 60	03/27/1998	F	\$0 00	G		REM
9961162954	\$37 23	03/06/1998	F	\$0 00	G		REM
9961162954	\$41 79	01/30/1998	F	\$0 00	G		REM
9961162954	\$83 87	12/26/1997	F	\$0 00	G		REM
9961162954	\$15 27	11/21/1997	F	\$0 00	G		REM
9961162954	\$12 53	10/27/1997	F	\$0 00	G		REM
9961162954	\$12 53	09/25/1997	F	\$0 00	G		REM
9961162954	\$31 74	08/29/1997	F	\$0 00	G		REM
9961162954	\$10 70	07/30/1997	F	\$0 00	G		REM
9961162954	\$28 98	06/27/1997	F	\$0 00	G		REM

EXHIBIT B

RECEIVED

OCT 01 2002

PA PUBLIC UTILITY COMMISSION
SECRETARY'S BUREAU

GAS USAGE
ANALYSIS OF ACCOUNT

Ina Liss
1931 Rhawn St.
PHILA. PA 19100-0000

ACCOUNT 5112391327

DATES		NUMBER OF DAYS	METER READINGS		USAGE IN CCF*	NUMBER DEG. DAYS**	CFDD***
FROM	TO		FROM	TO			
8/6/1997	4/7/1998	244	7527	7847	320	3761	8.5
4/7/1998	8/5/1999	485	0	434	434	4171	10.4
8/5/1999	3/31/2000	239	434	923	489	3556	13.8

Old meter 8/6/97 to 4/7/98
New meter 10/02/98 thru 3/31/00

*Hundred Cubic Feet

*** DEGREE DAYS AN INDEX OF ENERGY CONSUMPTION FOR HEATING

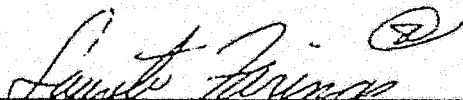
IT INDICATES THE NUMBER OF DEGREES THE AVERAGE TEMPERATURE DROPS BELOW 65° F

****CFDD EQUALS CUBIC FEET OF GAS USED PER DEGREE DAY

VERIFICATION

I, Laureto Farinas, hereby declare that I am Counsel to the Philadelphia Gas Works; that as such, I am authorized to make this verification on its behalf; that the facts set forth in the foregoing 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: October 1, 2002



Laureto Farinas

CERTIFICATE OF SERVICE

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

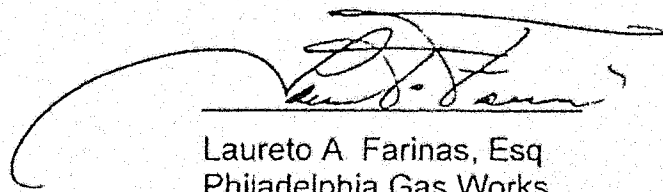
Service List:

For Complainant:

Ina Liss
1933 Rhawn Street, Office
Philadelphia, PA 19111

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

October 1, 2002



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

RECEIVED

OCT 01 2002

PA PUBLIC UTILITY COMMISSION
SECRETARY'S BUREAU

Philadelphia Gas Works
Legal Department



ORIGINAL

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

Laurelo A. Farinas
Senior Attorney

Legal Department

Direct Dial: 215-684-6982

FAX: 215-684-6798

E-mail: laureto.farinas@pgworks.com

DOCUMENT
FOLDER

DOCKETED
OCT 10 2002

October 8, 2002

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

RECEIVED

OCT 08 2002

PA PUBLIC UTILITY COMMISSION
SECRETARY'S BUREAU

Re: Ina Liss v. PGW, Docket No. F - 01161069

Dear Secretary McNulty:

Pursuant to 52 Pa. Code §5.24(b), the Philadelphia Gas Works (PGW) certifies that the above referenced Complaint has been satisfied and the Complainant acknowledges that the Complaint has been satisfied. PGW and the Complainant have discussed the Complainant's concerns with her account and reached a settlement. With this discussion and settlement, the Complainant has indicated that she is satisfied with the resolution of this complaint.

By copy of this letter, I am notifying the Complainant of her right to object to any part of this settlement, in writing to the Public Utility Commission within ten (10) days of the date of this letter.

If additional information is needed about this matter, please contact me at my direct-dial number above. Thank you for your assistance.

Sincerely,

cc: Ina Liss
Anne Marie Cromley

33



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

October 28, 2002

In Re: F-01161069

(See attached list)

Ina S. Liss v. Philadelphia Gas Works

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: Wednesday, March 5, 2003

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 Charles E. Rainey, Jr.
1302 Philadelphia State Office Building
1400 West Spring Garden Street
Philadelphia, PA 19130
Telephone: (215) 560-2105
Fax: (215) 560-3133

DOCUMENT
FOLDER

OCT 1 2002

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 Rainey
Judy Weaver, Scheduling Officer
Beth Plantz
Docket Section
Calendar File

COMMONWEALTH OF
PENNSYLVANIA
PUBLIC UTILITY COMMISSION

DATE: November 1, 2002

SUBJECT: Certification of Satisfaction Filed
F-01161069 Ina S. Liss v. Philadelphia Gas Works

TO: Wanda Zeiders,
Docket Management

FROM: Judy Weaver, Scheduling Officer
Office of Administrative Law Judge

On October 10, 2002, a Certificate of Satisfaction was filed in the above-captioned proceeding by Laureto A. Farinas, Esquire. If no objection is filed to this certificate within 10 days of service, this proceeding will be closed.

All parties should be notified that the case is closed and a copy of that notification placed in the document folder

Attachment

pc: ALJ Charles E. Rainey, Jr.
Elzy Ditzler
Beth Plantz
Case File

DOCUMENT
FOLDER

DOCKETED
NOV 06 2002



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 OJR FILE

November 1, 2002

In Re: F-01161069

(See letter dated 10/28/02)

Ina Liss v. Philadelphia Gas Works

Billing dispute.

Cancellation Notice

DOCKETED
NOV 08 2002

This is to inform you of the following cancellation:

Type: Initial hearing
Date: Wednesday, March 5, 2003
Time: 10:00 a.m.
Location: Philadelphia, Pennsylvania
Presiding: Administrative Law Judge Charles E. Rainey, Jr.

DOCUMENT

Please mark your records accordingly.

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

SRB

RECEIVED
Philadelphia Gas Works
Legal Department

02 OCT 10 AM 11:43

PA PUC



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

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

COPY

October 8, 2002

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

RECEIVED

OCT 08 2002

PA PUBLIC UTILITY COMMISSION
SECRETARY'S BUREAU

Re: Ina Liss v. PGW, Docket No. F - 01161069

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Sincerely,

cc: Ina Liss
Anne Marie Cromley