

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: 12/22/06
8. DOCKET NO: C-20067234	:	9. EFFECTIVE DATE: 00/00/00

PARTY/COMPLAINANT: SHANDS, TONYA

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**  
DEC 03 2007

DOCUMENT  
FOLDER

RECEIVED

DEC 2 2006

Untimely

BCS2016417

PHILADELPHIA GAS WORKS

Must be returned by

PA PUBLIC UTILITY COMMISSION  
SECRETARY'S BUREAU

PENNSYLVANIA PUBLIC UTILITY COMMISSION

Formal Complaint Form

Please print or type.

C-20067234

1. CUSTOMER NAME (COMPLAINANT)

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

Name Tonya Shands

Street/P.O. Box (23) Lindbergh BLVD Apt # \_\_\_\_\_

City Phila State Pa Zip 19142

County \_\_\_\_\_

Area Code/HOME Phone (215) 724-1921

Area Code/WORK Phone (215) 724-3711 - (215) 409-5122

Utility Account Number 0630159646  
(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: PGW

3. TYPE OF UTILITY (check one)

ELECTRIC

STEAM HEAT

GAS

WASTE WATER

WATER

MOTOR CARRIER

(taxi, moving company, limousine)

TELEPHONE

(local, long distance)

**DOCKETED**  
DEC 03 2007

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FOLDER

**ORIGINAL**

78

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.

Frusco Heating + Oil Dred work for the neighbor, 6232 Lindbergh BLVD with a two ton JACK Hammer crushing my Gas pipes at 6230 Lindbergh BLVD, during the month of April 2005. Gas was escaping from our Gas line, because Frusco crushed the pipes while working next store. GAS company was called for Emergency help, next thing I knew they were repairing the pipes.

5. RELIEF

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

We need PUC to look further into our investigation to find a solution to help us with this matter, I feel although Frusco Heating Company is responsible for the Bill, they were at fault.

I had know knowledge of the work that was being done, I now have a lawyer who has my case for this matter.

Please Consider this matter and give time for the matter to be resolved. Thank you <sup>5</sup> over  
Mrs Shaud

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. *know one is answering phone.*

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: Tomya Shands, 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).

Tomya Shands  
(Signature)

12-10-06  
(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 Ronald Smith

Street 17th JFK

City Phila State Pa Zip 19142

Area Code/Phone Number (215) 569-1200

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 <sup>nd</sup> Floor Harrisburg, Pennsylvania 17120
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Facsimiles and/or electronic filings of the complaint form will not be accepted.

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

**Keep a copy of your complaint for your records.**



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

IN REPLY PLEASE  
REFER TO OUR FILE

December 11, 2006

BCS2016417

TANYA SHANDS  
6230 LINDBERGH BOULEVARD  
PHILADELPHIA PA 19142

Dear Sir/Madam:

In response to your request to appeal the Decision of The Bureau of Consumer Services, we sent you a form to file a formal complaint with the Public Utility Commission. We gave you a date to return the completed form to us. We did not receive a formal complaint from you by that date. Therefore, the Decision of the Bureau of Consumer Services is now final. You must make payments to the utility company according to the terms of that Decision.

If you do not pay according to the Decision, the company has the right to terminate your utility service. Of course, the company must follow the Commission's rules and regulations before it terminates your service.

You still have the right to file a formal complaint with the Public utility Commission but that will not stop the termination of your service. You must pay according to the terms of the Bureau of Consumer Services' Decision until the Commission makes a decision on your formal complaint. If you do not pay, the company can terminate your service.

Sincerely,

James J. McNulty  
Secretary

ane

cc: PHILADELPHIA GAS WORKS



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

*Due 10/25/06*

IN REPLY PLEASE  
REFER TO OUR FILE

OCTOBER 5, 2006

BCS2016417

TANYA SHANDS  
6230 LINDBERGH BLVD  
PHILADELPHIA PA 19142

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 OCTOBER 25, 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:

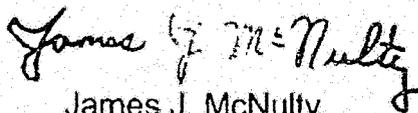
Office of Administrative Law Judge  
Public Utility Commission  
P.O. Box 3265  
Harrisburg, PA 17105-3265

**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

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

*Timely*

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 30, 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.)

TANYA SHANDS  
6230 LINDBERGH BLVD  
PHILADELPHIA PA 19142

215) 724 1921  
(Area Code) Telephone Number

Tanya Shands  
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: 2016417	Date of mailing: August 30, 2006
Company: PHILADELPHIA GAS WORKS	

REVISED 11/97

SEP 13 2006

37



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

IN REPLY PLEASE  
REFER TO OUR FILE

DATE SERVED: January 3, 2007

C-20067234

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 TONYA SHANDS. 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**

January 3, 2007

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

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

Very truly yours,

James J. McNulty  
Secretary

DDI

BEFORE THE PENNSYLVANIA PUBLIC UTILITY COMMISSION

DATE SERVED: January 3, 2007

TONYA SHANDS  
Complainant

v.

PHILADELPHIA GAS WORKS  
Respondent

Complaint Docket  
No: C-20067234

DOCUMENT  
FOLDER

**DOCKETED**  
DEC 03 2007

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FORMAL COMPLAINT NOTICE TO RESPONDENT TO ANSWER OR SATISFY

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TO: PHILADELPHIA GAS WORKS

TAKE NOTICE:

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

1. You have twenty (20) days from the date on which this complaint is served to either satisfy this complaint or to file with the **Secretary of the Pennsylvania Public Utility Commission, P. O. Box 3265, Harrisburg, PA 17105-3265**, an answer (original and three copies), in writing, under oath, which, as required by Section 5.61 of the Commission's Rules of Practice and Procedure, 52 Pa. Code Section 5.61, either affirms or specifically denies the allegations in this complaint. You must also serve a copy of the answer upon the complainant. The date of service is the mailing date as indicated by the date at the top of this Notice. Section 1.56(a) of the Commission's Rules of Practice and Procedure, 52 Pa. Code Section 1.56(a).

2. If you fail to either satisfy this complaint or to file answer or other responsive pleading within twenty (20) days, you will be deemed to have admitted all the allegations in this complaint in accordance with Section 5.61 of the Commission's Rules of Administrative Practice and Procedure, 52 Pa. Code Section 5.61. In that event, the Commission may, without hearing, enter an order which either revokes or suspends any certificate or permit held by you or which imposes a fine or any other appropriate penalty or remedy authorized by the Public Utility Code, 66 Pa. C.S. Section 101, et seq.; and, if

you are a customer of a utility, an order may be entered which prescribes a payment schedule or which authorizes termination of utility services. The Commission is not limited to the relief sought by the complainant in paragraph 4 of the attached complaint.

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

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

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

James J. McNulty  
Secretary

(SEAL)

Certified Mail  
Return Receipt Requested

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



**ORIGINAL**

Mary M. Chan, Paralegal  
Legal Department  
Direct Dial: (215) 684-6330  
Fax: (215) 684-6798  
E-mail: [mary.chan@pgworks.com](mailto:mary.chan@pgworks.com)

January 18, 2007

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

**RE: Tonya Shands v. PGW, Docket No. C-20067234**

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 required, please do not hesitate to contact the undersigned. Thank you for your assistance in this matter.

Sincerely,

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

Mary M. Chan

Enclosure

cc: Tonya Shands  
Anne Marie Cromley

**DOCKETED**  
JAN 22 2007

**DOCUMENT  
FOLDER**

**RECEIVED**

JAN 18 2007

PA PUBLIC UTILITY COMMISSION  
SECRETARY'S BUREAU

69

**ORIGINAL RECEIVED**

**BEFORE THE  
PENNSYLVANIA PUBLIC UTILITY COMMISSION**

JAN 18 2007

PA PUBLIC UTILITY COMMISSION  
SECRETARY'S BUREAU

Tonya Shands

:  
:  
:  
:  
:

v.

Docket No. C-20067234

Philadelphia Gas Works

Answer of the Philadelphia Gas Works

**DOCKETED**  
JAN 22 2007

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.
4. (a) Denied. PGW denies the averment there are incorrect charges on the Complainant's gas bill. The Complainant's re-bill is based upon actual gas usage at 6230 Lindbergh Boulevard, Philadelphia, PA (Service Address).

DOCUMENT  
FOLDER

(b) Admitted. It is admitted that on April 8, 2005, there was a leak on the 6200 block of Lindbergh Boulevard. It is admitted that gas was escaping from the street gas line. It is admitted that PGW was called to repair the pipes.

PGW denies the implication that the Complainant's gas charges are the result of the damaged pipes.

By way of further answer, after the gas leak from the street was repaired, PGW entered into the Service Address to relight the Complainant's appliances and discovered that Electronic Reading Device (ERT) was not registering correctly. The index from the meter and the ERT was not in

line. As a result, PGW exchanged the meter. Meter# 1447864 was removed at an index of 4264 and meter# 1686408 was installed at an index of 7496.

On April 26, 2005, PGW re-billed the Complainant in the amount of \$3,213.01 for the period from September 2, 2003 through April 26, 2005.

On September 2, 2005, PGW's Dispute Resolution Unit completed a high bill investigation and found the bill to be correct as rendered. The investigation concluded that the ERT was set on a one foot drive; therefore, the ERT was only registering ½ of the gas usage at the Service Address.

The investigation also concluded that the Complainant was entitled to a revenue credit adjustment in the amount of \$116.64.

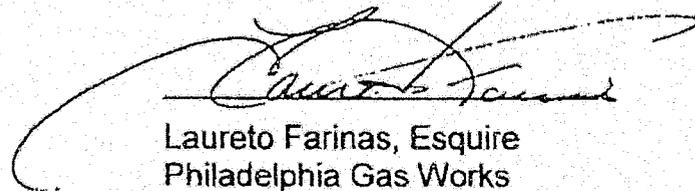
Pursuant to the Bureau of Consumer Service (BCS) decision dated August 30, 2006, which is attached hereto as Exhibit "A," PGW credited the Complainant's account in the amount of \$500, as shown on the statement of account history, which is attached hereto as Exhibit "B." The BCS decision also ordered the Complainant to pay \$390 per month, which consists of \$255 in budget bill plus \$135 towards the arrears per month.

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. By way of further answer, the lien on the Service Address has been satisfied.
6. Admitted.
7. Admitted.

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

Respectfully submitted,

January 18, 2007

A handwritten signature in black ink, appearing to read "Laureto Farinas", written over a horizontal line. The signature is stylized with a large, sweeping flourish that extends to the left and then loops back to the right.

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

# EXHIBIT A

RECEIVED

JAN 18 2007

PA PUBLIC UTILITY COMMISSION  
SECRETARY'S OFFICE

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    <CreatedDateTime>8/30/2006 1:50:13 PM</CreatedDateTime>
    <PUCAAddress>P O Box 3265, Harrisburg, PA 17105</PUCAAddress>
  - <Case>
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  </Customer>
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  <Chapter>TARIFF</Chapter>
  <SectionRule>7.3; 56.163(1)</SectionRule>
  <TotalBalance>3746.73</TotalBalance>
  <DateClosed>2006-08-30</DateClosed>
  <Resolution>DECISION ISSUED- PGW BILLED CUST FOR 1/2 USAGE.
    OBTAINED ACTUAL READ-BILLED CUST FOR $3,213.01. PGW CREDITED
    CUST $116.64 AND WAIVED LPCS= $571.69. PGW MUST CREDIT CUST
    $500- CUST RESPONSIBLE FOR BALANCE OWING TO PGW. BEGINNING
    BILL DUE OCT 2006 CUST TO PAY BUDGET $255 PLUS $135= $390.00 PER
    MONTH. WAIVE LPCS. BASED ON THESE FINDINGS, THE BUREAU OF
    CONSUMER SERVICES CONCLUDES: 1. THAT BECAUSE THE REMOTE
    DEVICE WAS NOT PROGRAMMED CORRECTLY, THE CUSTOMER WAS
    UNABLE TO JUDICIOUSLY MANAGE GAS CONSUMPTION AND EXERCISE
    CONSERVATION MEASURES, AS NECESSARY. THE CUSTOMER, THEREFORE,
    IS ENTITLED TO A REDUCTION IN THE RE-BILLED AMOUNT WHICH IS
    INTENDED TO COMPENSATE FOR THIS PROBLEM THAT, AGAIN, WAS
    CAUSED BY PGW'S FAILURE TO OBTAIN AN ACTUAL METER READING FOR
    AN EXTENDED PERIOD OF TIME. 2. THAT THE CUSTOMER IS RESPONSIBLE
    FOR THE BALANCE OWING TO THE PHILADELPHIA GAS WORKS.
    THEREFORE IT IS DECIDED: 1. THAT THE PHILADELPHIA GAS WORKS
    MUST CREDIT THE CUSTOMER'S ACCOUNT $500.00. 2. THAT BEGINNING
    WITH THE BILL DUE IN OCTOBER 2006 THE CUSTOMER SHALL PAY THE
    SPECIAL PAYMENT ARRANGEMENT AMOUNT OF $390.00 PER MONTH.
    THIS AMOUNT INCLUDES THE CUSTOMER'S REGULAR BUDGET BILL OF
    $255.00 PER MONTH PLUS AN ADDITIONAL $135.00 PER MONTH TO BE
    APPLIED TOWARD THE CUSTOMER'S REMAINING UNPAID BALANCE. 3.
    ALL PAYMENTS MUST BE MADE BY THE DUE DATE OF EACH MONTH'S BILL.
    4. PAYMENTS SHALL CONTINUE IN THIS MANNER UNTIL THE BILL IS
  
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# EXHIBIT B

RECEIVED

JAN 18 2007

PA PUBLIC UTILITY COMMISSION  
ELECTRICITY BUREAU

Account # 630159646

SA# 43141986

Bill Cycle: 18

Rate Class: GS

Phone #: 7241921(215)

Name: SHANDS, TANYA

Address: 6230 LINDBERGH BLVD/PHILA, PA

Pay Agreement Indicator: N

Easyway Indicator:

CRP Status:

Blocker Start Date: 20070109

Blocker End Date: 20090109

Meter #: 1686408

Tran Date	Tran Type	Current Amt.	Total Amt.	Adjust Amt.	Segment Start Date	Segment End Date	Read Code	End Read	Current Balance	Usage	Meter #
10/20/2004	PAY	(\$137.00)	(\$137.00)	\$0.00							
10/25/2004	BILL	\$59.18	\$59.18	\$0.00	09/24/2004	10/25/2004	R	1555	\$299.56	34	1447864
11/22/2004	PAY	(\$137.00)	(\$137.00)	\$0.00							
11/24/2004	BILL	\$107.26	\$107.26	\$0.00	10/25/2004	11/24/2004	R	1621	\$269.82	66	1447864
12/23/2004	BILL	\$175.11	\$175.11	\$0.00	11/24/2004	12/23/2004	R	1726	\$444.93	105	1447864
01/05/2005	PAY	(\$137.00)	(\$137.00)	\$0.00							
01/12/2005	PAY	(\$137.00)	(\$137.00)	\$0.00							
01/26/2005	BILL	\$232.60	\$232.60	\$0.00	12/23/2004	01/26/2005	R	1866	\$403.53	140	1447864
02/24/2005	BILL	\$204.00	\$204.00	\$0.00	01/26/2005	02/24/2005	R	1988	\$607.53	122	1447864
03/21/2005	PAY	(\$250.00)	(\$250.00)	\$0.00							
03/24/2005	BILL	\$157.13	\$157.13	\$0.00	02/24/2005	03/24/2005	R	2095	\$520.02	107	1447864
03/28/2005	LPC	\$5.36	\$5.36	\$5.36							
04/08/2005	PAY	(\$118.00)	(\$118.00)	\$0.00							
04/25/2005	BILL	\$3,213.01	\$3,213.01	\$0.00	03/24/2005	04/25/2005	R	7552	\$3,615.03	2225	1686408
04/25/2005	BILL	\$3,213.01	\$3,213.01	\$0.00	03/24/2005	04/25/2005	R	4264	\$3,615.03	2225	1447864
05/11/2005	PAY	(\$118.00)	(\$118.00)	\$0.00							
05/24/2005	BILL	\$106.42	\$106.42	\$0.00	04/25/2005	05/24/2005	R	7625	\$3,603.45	73	1686408
06/09/2005	PAY	(\$118.00)	(\$118.00)	\$0.00							
06/23/2005	BILL	\$74.19	\$74.19	\$0.00	05/24/2005	06/23/2005	R	7668	\$3,559.64	43	1686408
07/18/2005	PAY	(\$118.00)	(\$118.00)	\$0.00							
07/25/2005	BILL	\$84.32	\$84.32	\$0.00	06/23/2005	07/25/2005	R	7716	\$3,525.96	48	1686408
08/02/2005	XFER	(\$3,213.01)	(\$3,213.01)	(\$3,213.01)							
08/17/2005	PAY	(\$118.00)	(\$118.00)	\$0.00							
08/24/2005	BILL	\$70.77	\$70.77	\$0.00	07/25/2005	08/24/2005	R	7755	\$268.64	39	1686408
08/25/2005	LPC	\$2.92	\$2.92	\$2.92							
09/07/2005	REVADJ	(\$116.64)	(\$116.64)	(\$116.64)							
09/14/2005	PAY	(\$118.00)	(\$118.00)	\$0.00							
09/26/2005	BILL	\$85.79	\$85.79	\$0.00	08/24/2005	09/26/2005	R	7802	\$120.30	47	1686408
09/27/2005	LPC	\$0.51	\$0.51	\$0.51							
10/18/2005	PAY	(\$118.00)	(\$118.00)	\$0.00							
10/25/2005	BILL	\$133.27	\$133.27	\$0.00	09/26/2005	10/25/2005	R	7867	\$135.60	65	1686408
10/26/2005	LPC	\$0.03	\$0.03	\$0.03							
11/09/2005	PAY	(\$133.00)	(\$133.00)	\$0.00							

Account # 630159546

SA # 43141988

Bill Cycle: 18

Rate Class: GS

Phone #: 7241921(215)

Name: SHANDS, TANYA

Address: 6230 LIMBERGH BLYD/PHILA, PA

Easyway Indicator:

CRP Status

Blocker End Date: 20090109

Meter #: 1686408

Blocker Start Date: 20070109

Tran Date	Tran Type	Current Amt.	Total Amt.	Adjust Amt.	Segment Start Date	Segment End Date	Read Code	End Read	Current Balance	Usage	Meter #
11/25/2005	BILL	\$315.41	\$315.41	\$0.00	10/25/2005	11/25/2005	R	8024	\$318.04	157	1686408
11/28/2005	LPC	\$0.03	\$0.03	\$0.03							
12/28/2005	BILL	\$545.72	\$545.72	\$0.00	11/25/2005	12/28/2005	R	8305	\$748.76	281	1686408
12/28/2005	PAY	(\$118.00)	(\$118.00)	\$0.00							
12/29/2005	LPC	\$3.00	\$3.00	\$3.00							
01/26/2006	PAY	(\$118.00)	(\$118.00)	\$0.00							
01/27/2006	BILL	\$439.30	\$439.30	\$0.00	12/28/2005	01/27/2006	R	8516	\$1,079.52	211	1686408
01/30/2006	LPC	\$9.46	\$9.46	\$9.46							
02/16/2006	PAY	(\$120.00)	(\$120.00)	\$0.00							
02/28/2006	BILL	\$563.85	\$563.85	\$0.00	01/27/2006	02/28/2006	R	8799	\$1,537.76	283	1686408
03/01/2006	LPC	\$14.39	\$14.39	\$14.39							
03/28/2006	BILL	\$354.39	\$354.39	\$0.00	02/28/2006	03/28/2006	R	8976	\$1,915.00	177	1686408
03/29/2006	LPC	\$22.85	\$22.85	\$22.85							
04/07/2006	PAY	(\$200.00)	(\$200.00)	\$0.00							
04/27/2006	BILL	\$245.87	\$245.87	\$0.00	03/28/2006	04/27/2006	R	9090	\$1,986.59	114	1686408
04/28/2006	LPC	\$25.72	\$25.72	\$25.72							
05/10/2006	PAY	(\$150.00)	(\$150.00)	\$0.00							
05/26/2006	PAY	(\$150.00)	(\$150.00)	\$0.00							
05/26/2006	BILL	\$125.89	\$125.89	\$0.00	04/27/2006	05/26/2006	R	9149	\$1,837.77	59	1686408
05/30/2006	LPC	\$25.29	\$25.29	\$25.29							
06/26/2006	PAY	(\$150.00)	(\$150.00)	\$0.00							
06/27/2006	BILL	\$105.05	\$105.05	\$0.00	05/26/2006	06/27/2006	R	9199	\$1,818.13	50	1686408
06/27/2006	BILL	\$5,135.70	\$5,135.70	\$0.00	09/25/2004	06/27/2006	R	9199	\$0.00	2925	1686408
06/27/2006	BILL	\$5,135.70	\$5,135.70	\$0.00	09/25/2004	06/27/2006	R	4764	\$0.00	2925	1447864
06/28/2006	LPC	\$25.31	\$25.31	\$25.31							
06/29/2006	BSEGCN	\$0.00	\$0.00	(\$40.39)							
06/29/2006	BSEGCN	\$0.00	\$0.00	(\$99.20)							
06/29/2006	LPCWVE	(\$11.41)	(\$11.41)	(\$11.41)							
06/29/2006	CANB	(\$138.04)	(\$138.04)	\$0.00							
06/29/2006	CANB	(\$99.20)	(\$99.20)	\$0.00							
06/29/2006	CANB	(\$40.39)	(\$40.39)	\$0.00							
06/29/2006	BSEGCN	\$0.00	\$0.00	(\$31.37)							
06/29/2006	CANB	(\$31.37)	(\$31.37)	\$0.00							

Account # 630159646

SA #: 43141988

Bill Cycle: 18

Rate Class: GS

Phone #: 7241921(215)

Name: SHANDS, TANYA

Address: 6230 LINDBERGH BLVD/PHILA, PA

Easyway Indicator:

CRP Status:

Blocker Start Date: 20070109

Blocker End Date: 20090109

Meter #: 1686408

Tran Date	Tran Type	Current Amt.	Total Amt.	Adjust Amt.	Segment Start Date	Segment End Date	Read Code	End Read	Current Balance	Usage	Meter #
06/29/2006	BSEGCN	\$0.00	\$0.00	(\$35.90)							
06/29/2006	XFER	\$3,213.01	\$3,213.01	\$3,213.01							
06/29/2006	LPCWVE	(\$1.21)	(\$1.21)	(\$1.21)							
06/29/2006	BSEGCN	\$0.00	\$0.00	(\$138.04)							
06/29/2006	CANB	(\$35.90)	(\$35.90)	\$0.00							
06/29/2006	CANB	(\$106.42)	(\$106.42)	\$0.00							
06/29/2006	BSEGCN	\$0.00	\$0.00	(\$232.60)							
06/29/2006	CANB	(\$232.60)	(\$232.60)	\$0.00							
06/29/2006	BSEGCN	\$0.00	\$0.00	(\$204.00)							
06/29/2006	CANB	(\$204.00)	(\$204.00)	\$0.00							
06/29/2006	LPCWVE	(\$5.36)	(\$5.36)	(\$5.36)							
06/29/2006	BSEGCN	\$0.00	\$0.00	(\$157.13)							
06/29/2006	LPCWVE	(\$0.51)	(\$0.51)	(\$0.51)							
06/29/2006	BSEGCN	\$0.00	\$0.00	(\$106.42)							
06/29/2006	CANB	(\$107.26)	(\$107.26)	\$0.00							
06/29/2006	BSEGCN	\$0.00	\$0.00	(\$74.19)							
06/29/2006	CANB	(\$117.44)	(\$117.44)	\$0.00							
06/29/2006	BSEGCN	\$0.00	\$0.00	(\$84.32)							
06/29/2006	LPCWVE	(\$9.34)	(\$9.34)	(\$9.34)							
06/29/2006	LPCWVE	(\$2.92)	(\$2.92)	(\$2.92)							
06/29/2006	BSEGCN	\$0.00	\$0.00	(\$70.77)							
06/29/2006	CANB	(\$70.77)	(\$70.77)	\$0.00							
06/29/2006	CANB	(\$157.13)	(\$157.13)	\$0.00							
06/29/2006	BSEGCN	\$0.00	\$0.00	(\$32.95)							
06/29/2006	XFER	(\$3,712.01)	(\$3,712.01)	(\$3,712.01)							
06/29/2006	BSEGCN	\$0.00	\$0.00	(\$81.39)							
06/29/2006	CANB	(\$81.39)	(\$81.39)	\$0.00							
06/29/2006	LPCWVE	(\$3.16)	(\$3.16)	(\$3.16)							
06/29/2006	BSEGCN	\$0.00	\$0.00	(\$227.14)							
06/29/2006	CANB	(\$227.14)	(\$227.14)	\$0.00							
06/29/2006	LPCWVE	(\$6.57)	(\$6.57)	(\$6.57)							
06/29/2006	CANB	(\$175.11)	(\$175.11)	\$0.00							
06/29/2006	CANB	(\$184.84)	(\$184.84)	\$0.00							

Account #: 630159646

SA #: 43141988

Bill Cycle: 16

Rate Class: GS

Phone #: 7241921(215)

Name: SHANDS, TANYA

Address: 6230 LINDBERGH BLYD/PHILA,PA

Easyway Indicator

CRP Status:

Blocker Start Date: 20070109

Blocker End Date: 20090109

Meter #: 1686408

Tran Date	Tran Type	Current Amt.	Total Amt.	Adjust Amt.	Segment Start Date	Segment End Date	Read Code	End Read	Current Balance	Usage	Meter #
06/29/2006	BSEGCN	\$0.00	\$0.00	(\$175.11)							
06/29/2006	CANB	(\$32.95)	(\$32.95)	\$0.00							
06/29/2006	BSEGCN	\$0.00	\$0.00	(\$32.95)							
06/29/2006	CANB	(\$32.95)	(\$32.95)	\$0.00							
06/29/2006	BSEGCN	\$0.00	\$0.00	(\$59.18)							
06/29/2006	CANB	(\$59.18)	(\$59.18)	\$0.00							
06/29/2006	BSEGCN	\$0.00	\$0.00	(\$107.26)							
06/29/2006	CANB	(\$84.32)	(\$84.32)	\$0.00							
06/29/2006	BSEGCN	\$0.00	\$0.00	(\$184.84)							
06/29/2006	BSEGCN	\$0.00	\$0.00	(\$3,213.01)							
06/29/2006	LPCWVE	(\$22.85)	(\$22.85)	(\$22.85)							
06/29/2006	BSEGCN	\$0.00	\$0.00	(\$354.39)							
06/29/2006	BSEGCN	\$0.00	\$0.00	(\$85.79)							
06/29/2006	LPCWVE	(\$25.72)	(\$25.72)	(\$25.72)							
06/29/2006	CANB	(\$74.19)	(\$74.19)	\$0.00							
06/29/2006	CANB	(\$245.87)	(\$245.87)	\$0.00							
06/29/2006	LPCWVE	(\$25.29)	(\$25.29)	(\$25.29)							
06/29/2006	CANB	(\$563.85)	(\$563.85)	\$0.00							
06/29/2006	CANB	(\$125.89)	(\$125.89)	\$0.00							
06/29/2006	CANB	(\$354.39)	(\$354.39)	\$0.00							
06/29/2006	CANB	(\$3,213.01)	(\$3,213.01)	\$0.00							
06/29/2006	LPCWVE	(\$25.31)	(\$25.31)	(\$25.31)							
06/29/2006	BSEGCN	\$0.00	\$0.00	(\$105.05)							
06/29/2006	CANB	(\$105.05)	(\$105.05)	\$0.00							
06/29/2006	BSEGCN	\$0.00	\$0.00	(\$117.44)							
06/29/2006	LPCWVE	(\$1.79)	(\$1.79)	(\$1.79)							
06/29/2006	BSEGCN	\$0.00	\$0.00	(\$208.75)							
06/29/2006	CANB	(\$208.75)	(\$208.75)	\$0.00							
06/29/2006	BSEGCN	\$0.00	\$0.00	(\$125.89)							
06/29/2006	CANB	(\$315.41)	(\$315.41)	\$0.00							
06/29/2006	CANB	(\$85.79)	(\$85.79)	\$0.00							
06/29/2006	LPCWVE	(\$0.03)	(\$0.03)	(\$0.03)							
06/29/2006	BSEGCN	\$0.00	\$0.00	(\$133.27)							

Account #: 63015946

SA #: 43141985

Bill Cycle: 18

Rate Class: GS

Phone #: 7241921(215)

Name: SHANDS, TANYA

Address: 6230 LINDBERGH BLVD/PHILA, PA

Pay Agreement Indicator: N

Easyway Indicator

CRP Status

Blocker Start Date: 20070109

Blocker End Date: 20090109

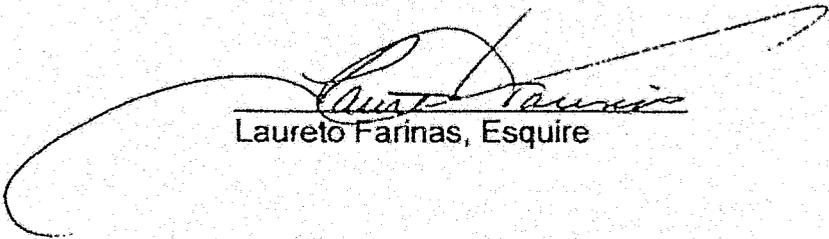
Meter #: 1686408

Tran Date	Tran Type	Current Amt.	Total Amt.	Adjust Amt.	Segment Start Date	Segment End Date	Read Code	End Read	Current Balance	Usage	Meter #
06/29/2006	CANB	(\$133.27)	(\$133.27)	\$0.00							
06/29/2006	BSEGCN	\$0.00	\$0.00	(\$245.87)							
06/29/2006	BSEGCN	\$0.00	\$0.00	(\$315.41)							
06/29/2006	BSEGCN	\$0.00	\$0.00	(\$563.85)							
06/29/2006	LPCWVE	(\$3.00)	(\$3.00)	(\$3.00)							
06/29/2006	BSEGCN	\$0.00	\$0.00	(\$545.72)							
06/29/2006	CANB	(\$439.30)	(\$439.30)	\$0.00							
06/29/2006	LPCWVE	(\$14.39)	(\$14.39)	(\$14.39)							
06/29/2006	LPCWVE	(\$0.03)	(\$0.03)	(\$0.03)							
06/29/2006	CANB	(\$545.72)	(\$545.72)	\$0.00							
06/29/2006	LPCWVE	(\$9.46)	(\$9.46)	(\$9.46)							
06/29/2006	BSEGCN	\$0.00	\$0.00	(\$439.30)							
07/18/2006	PAY	(\$132.00)	(\$132.00)	\$0.00							
07/27/2006	BILL	\$87.02	\$87.02	\$0.00	06/27/2006	07/27/2006	R	9240	(\$44.98)	41	1686408
08/25/2006	BILL	\$79.70	\$79.70	\$0.00	07/27/2006	08/25/2006	R	9277	\$34.72	37	1686408
09/06/2006	XFER	\$3,712.01	\$3,712.01	\$3,712.01							
09/06/2006	REVADJ	(\$500.00)	(\$500.00)	(\$500.00)							
09/15/2006	PAY	(\$35.00)	(\$35.00)	\$0.00							
09/26/2006	BILL	\$90.65	\$90.65	\$0.00	08/25/2006	09/26/2006	R	9320	\$3,302.38	43	1686408
10/23/2006	PAY	(\$90.00)	(\$90.00)	\$0.00							
10/25/2006	BILL	\$133.81	\$133.81	\$0.00	09/26/2006	10/25/2006	R	9387	\$3,346.19	67	1686408
11/17/2006	PAY	(\$134.00)	(\$134.00)	\$0.00							
11/27/2006	BILL	\$228.79	\$228.79	\$0.00	10/25/2006	11/27/2006	R	9503	\$3,489.16	116	1686408
11/28/2006	LPC	\$48.18	\$48.18	\$48.18							
12/28/2006	BILL	\$325.93	\$325.93	\$0.00	11/27/2006	12/28/2006	R	9672	\$3,866.70	169	1686408
12/29/2006	LPC	\$51.61	\$51.61	\$51.61							

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: January 18, 2007

  
Laureto Farinas, Esquire

RECEIVED

JAN 18 2007

PA PUBLIC UTILITY COMMISSION  
650 N. 3RD ST. PHILADELPHIA, PA 19106

CERTIFICATE OF SERVICE

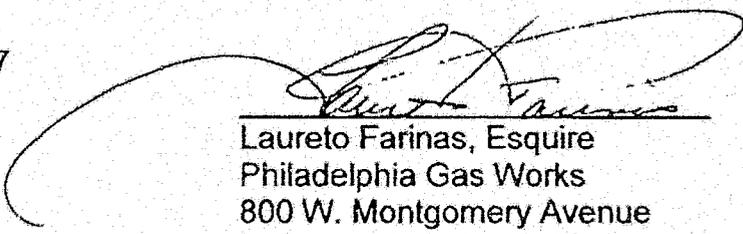
I HEREBY CERTIFY THAT I HAVE THIS DAY SERVED A TRUE COPY OF THE FOREGOING DOCUMENT UPON THE PARTICIPANTS LISTED BELOW, IN ACCORDANCE WITH THE REQUIREMENTS OF 52 PA CODE §1.54 (RELATING TO SERVICE BY A PARTICIPANT).

Service List:

For Complainant:

*Tanya Shands*  
6230 Lindbergh Boulevard  
Philadelphia, PA 19142

Dated: January 18, 2007



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

RECEIVED

JAN 18 2007

PA PUBLIC UTILITY COMMISSION  
REGULATORY DIVISION