

## 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: 03/16/07  
8. DOCKET NO: C-20077483 : 9. EFFECTIVE DATE: 00/00/00

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PARTY/COMPLAINANT: SWOPES, LANETTE M.

RESPONDENT/APPLICANT: PHILADELPHIA GAS WORKS

COMP/APP COUNTY: PHILADELPHIA

UTILITY CODE: 125042

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## ALLEGATION OR SUBJECT

COMPLAINANT STATES THERE ARE INCORRECT CHARGES ON THEIR BILL. WHEN SHE RECEIVED HER FIRST GAS BILL IN MAY, SHE WAS SHOCKED TO SEE THE TOTAL COST OF \$393.16. THE MONTHLY STATEMENT REFLECTED THE COST OF ENERGY USED BETWEEN 2/28/06 THRU 4/11/06.

**DOCKETED**  
MAR 28 2007

DOCUMENT  
FOLDER

ORIGINAL

BCS2095610  
PHILADELPHIA GAS WORKS

Must be returned by MARCH 15, 2007

PENNSYLVANIA PUBLIC UTILITY COMMISSION

RECEIVED

Formal Complaint Form

Please print or type.

C-20077483

MAR 16 2007

1. CUSTOMER NAME (COMPLAINANT)

PA PUBLIC UTILITY COMMISSION  
SECRETARY'S BUREAU

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

Name Lanette M. Swopes

Street/P.O. Box 1513 N. 54<sup>th</sup> St. Apt # \_\_\_\_\_

City Philadelphia State PA Zip 19131

County Philadelphia

Area Code/HOME Phone 215. 477. 2091

Area Code/WORK Phone 215. 777. 1822

Utility Account Number 4119 8244 46  
(from your bill)

Cell # 267. 496. 7150

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: P.G.W. (Philadelphia Gas Works)

3. TYPE OF UTILITY (check one)

ELECTRIC

STEAM HEAT

GAS

WASTE WATER

WATER

MOTOR CARRIER

(taxi, moving company, limousine)

TELEPHONE  
(local, long distance)

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.

*See Attached, please.*

5. RELIEF

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

*See Attached, please.*

6. PROTECTION FROM ABUSE

Answer the following question if your complaint is against a natural gas distribution company, an electric distribution company or a water company **AND** your complaint is about a billing problem, an application for service problem, a termination of service problem or a request for a payment agreement.

Has a court granted a "Protection from Abuse" order for your personal safety?

YES

NO

*?*

7. PRIOR UTILITY CONTACT

Answer the following question only if you are a residential customer and your complaint is against an electric distribution utility, natural gas distribution utility or a water distribution utility.

Have you spoken to a utility company representative about this complaint?

YES

(includes appeals of BCS determinations)

NO



If you tried to, but could not speak to a utility company representative about your complaint, please explain why.

**8. VERIFICATION AND SIGNATURE**

You must print or type your name below on the line provided for the verification paragraph, and you must sign and date (in ink) this form on the lines provided.

Verification: I Lanette M. Swopes, 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).

Lanette M. Swopes (Signature) 03/15/07 (Date)

**9. LEGAL REPRESENTATION (IF ANY)**

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

Lawyer's Name \_\_\_\_\_

Street \_\_\_\_\_

City \_\_\_\_\_ State \_\_\_\_\_ Zip \_\_\_\_\_

Area Code/Phone Number \_\_\_\_\_

**10. FILING**

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

If using U.S. Postal Service:

If using overnight delivery service:

|   |  |
|---|--|
| Secretary<br>Pennsylvania Public Utility<br>Commission<br>P.O. Box 3265<br>Harrisburg, PA 17105 | Secretary<br>Pennsylvania Public Utility Commission<br>400 North Street<br>Commonwealth Keystone Building, 2 <sup>nd</sup><br>Floor Harrisburg, Pennsylvania 17120 |
|---|--|

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.**

4.

#### **B. STATE THE FACTS OF YOUR COMPLAINT.**

The settlement date for my new home was February 28, 2006. However, I did not move into the property until April 1, 2006.

When I received my first gas bill in May, I was SHOCKED to see the total cost of \$393.16! The monthly statement reflected the cost of energy used between 02/28/06 (the date of settlement) thru 04/11/06. Considering I did not live in the property for one month, this amount is just simply not possible!

During the time that I did not live in the property, I visited the property many, many times just to "be seen" coming in and out of the property. I visited the property at all hours of the day and night, and the heat WAS NOT ON! I purposely turned the thermostat all the way down, so that the heat would not turn itself on. I also purposely went to the property on some of the "colder" nights and days of the month, to ensure the heat was not coming on.

Although the initial investigation found the amount to be correct (based on the meter readings), this still cannot be possible...I did not live in my new home for one month. Based on the dates of the billing cycle, I was only in my new home for two weeks.

#### **5. RELIEF**

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

I would like the PUC to exonerate me from these charges. I intend to pay the past due amount within the next 6 weeks. However, if the judgment is in my favour, I would like for the monies to be used as a credit for my future gas charges.

I would also like the PUC to request PGW to conduct some type of controlled investigation at my home to establish if there are any problems with my meter, or the way the gas usage is tallied.



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

IN REPLY PLEASE  
REFER TO OUR FILE

February 23, 2007

BCS2095610

LANETTE SWOPES  
1513 NORTH 54TH STREET  
PHILADELPHIA PA 19131

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 15, 2007 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:

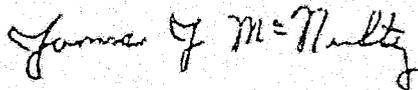
Office of Administrative Law Judge  
Public Utility Commission  
P.O. Box 3265  
Harrisburg, PA 17105-3265

**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

ane

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: February 8, 2007. 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.)

LANETTE SWOPES  
1513 NORTH 54TH ST  
PHILADELPHIA PA 19131

215.477.2091  
(Area Code) Telephone Number

*Lanette M. Swopes*  
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:         | 2095610                | Date of mailing: | February 8, 2007 |
| Company:            | PHILADELPHIA GAS WORKS |                  |                  |

2007 FEB 23 PM 9:22  
RECEIVED 1103

*H*



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

IN REPLY PLEASE  
REFER TO OUR FILE

DATE SERVED: MARCH 29, 2007

C-20077483

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

DOCUMENT  
FOLDER

Dear Mr. Farinas:

A complaint has been filed against you before the Pennsylvania Public Utility Commission by LANETTE M. SWOPES. To defend yourself against the claims stated in the following pages, you must act within twenty (20) days by filing in writing with the Commission, either, personally or through your attorney, your defenses or objections to the claims stated against you. Or, you may satisfy the complaint by settling the matter with the Complainant and submitting proof of settlement to the Commission within twenty (20) days.

IF YOU FAIL TO RESPOND WITHIN TWENTY (20) DAYS, THE CASE MAY GO FORWARD IN YOUR ABSENCE AND A JUDGEMENT MAY BE ENTERED AGAINST YOU BY THE COMMISSION WITHOUT FURTHER NOTICE.

**CUSTOMER OF A UTILITY**

A payment schedule may be prescribed or a termination of utility services may be authorized. You may lose money or property or other rights important to you.

**COMPANY/UTILITY**

An Administrative Law Judge may revoke or suspend any certificate or permit held by you, or impose a fine, or any other appropriate penalty or remedy authorized by the Public Utility Code. You may lose money or property or other rights important to you.

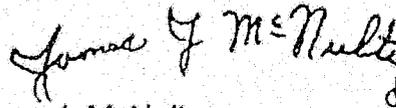
Detailed instructions on how to proceed are contained in the attached pages. You are advised to read them carefully.

MARCH 29, 2007

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

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

Very truly yours,

A handwritten signature in cursive script that reads "James J. McNulty".

James J. McNulty  
Secretary

jih

BEFORE THE PENNSYLVANIA PUBLIC UTILITY COMMISSION

DATE SERVED: MARCH 29, 2007

LANETTE M. SWOPES  
Complainant

v.

PHILADELPHIA GAS WORKS  
Respondent

Complaint Docket  
No: C-20077483

DOCUMENT  
FOLDER

---

FORMAL COMPLAINT NOTICE TO RESPONDENT TO ANSWER OR SATISFY

---

TO: PHILADELPHIA GAS WORKS

**DOCKETED**  
MAR 28 2007

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).

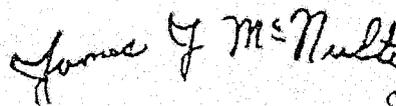
2. If you fail to either satisfy this complaint or to file answer or other responsive pleading within twenty (20) days, you will be deemed to have admitted all the allegations in this complaint in accordance with Section 5.61 of the Commission's Rules of Administrative Practice and Procedure, 52 Pa. 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



Mary M. Chan, Paralegal  
Legal Department  
Direct Dial: (215) 684-6830  
Fax: (215) 684-6798  
E-mail: [mary.chan@pgworks.com](mailto:mary.chan@pgworks.com)

April 18, 2007

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

**ORIGINAL**

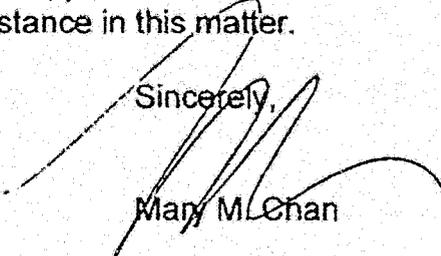
**RE: Lanette M. Swopes v. PGW, Docket No. C-20077483**

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,

  
Mary M. Chan

**DOCUMENT  
FOLDER**

Enclosure

cc: Lanette M. Swopes  
Anne Marie Cromley

**RECEIVED**

APR 18 2007

PA PUBLIC UTILITY COMMISSION  
SECRETARY'S BUREAU

44

BEFORE THE  
PENNSYLVANIA PUBLIC UTILITY COMMISSION

ORIGINAL

Lanette M. Swopes

v.

Philadelphia Gas Works

:  
:  
:  
:  
:

Docket No. C-20077483

DOCUMENT  
FOLDER

Answer of the Philadelphia Gas Works

Pursuant to 52 Pa. Code §5.61, the Philadelphia Gas Works ("PGW") hereby answers the Complaint filed in the above captioned matter. PGW hereby avers the following:

1. Admitted.
2. Admitted.
3. Admitted.
4. (a) Denied. PGW denies the averment that there are incorrect charges on the Complainant's gas account for gas service rendered to 1513 N. 54<sup>th</sup> Street, Philadelphia, PA (Service Address).

**DOCKETED**  
APR 20 2007

(b) Admitted in part; denied in part. It is admitted that the Complainant took possession of the Service Address on February 28, 2006. PGW lacks sufficient information to determine the truth of the averment concerning the date the Complainant moved into the Service Address. PGW therefore denies this averment.

It is admitted that the Complainant's first gas bill was in the amount of \$393.16 for the period from February 28, 2006 through April 11, 2006 (forty-three days), as shown on the statement of account, which is attached hereto as Exhibit "A."

**RECEIVED**

APR 18 2007

PA PUBLIC UTILITY COMMISSION  
SECRETARY'S BUREAU

PGW denies the averment that this bill is incorrect. The Complainant's gas bills are based upon actual gas usage at the Service Address. PGW lacks sufficient knowledge to determine the truth of the averment concerning when the Complainant goes in and out of the Service Address and at what temperature the Complainant sets the thermostat. PGW therefore denies the remaining averments concerning when the Complainant goes in and out of the Service Address and at what temperature the Complainant sets the thermostat.

It is admitted that the Bureau of Consumer Service (BCS) decision dated February 8, 2007 concluded that the Complainant's gas bills are correct as rendered. By way of further answer, the BCS decision, which is attached hereto as Exhibit "A," ordered the Complainant to pay \$136 in budget bill plus \$31 towards the arrears per month, which totals \$167 monthly.

By way of further answer, the Complainant outstanding balance on the gas account is in the amount of \$1,175.03, as shown on the statement account, which is attached hereto as Exhibit "B."

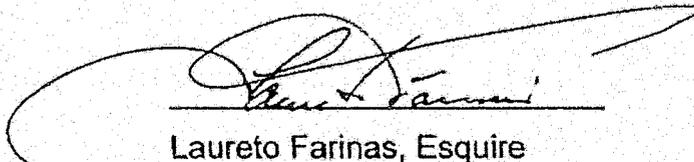
The Service Address was equipped with an Automatic Meter Reading (AMR) device, and the Complainant's gas bills are based upon actual gas usage at the Service Address.

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

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

Respectfully submitted,

April 18, 2007

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

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

**EXHIBIT A**

**RECEIVED**

APR 1 8 2007

PA PUBLIC UTILITY COMMISSION  
SECRETARY'S BUREAU

<CaseNbr>2095610</CaseNbr>  
 <CompanyName>PGW (PHILA. GAS WORKS (NGDC))</CompanyName>  
 <CompanyCode>0766</CompanyCode>  
 <CompanyType>GAS TRANSPORTER</CompanyType>  
 - <Customer>  
   <CustomerFirstName>LANETTE</CustomerFirstName>  
   <CustomerMiddleInitial>M</CustomerMiddleInitial>  
   <CustomerLastName>SWOPES</CustomerLastName>  
   <AccountNumber>4119824446</AccountNumber>  
 - <CustomerServAddress>  
   <ServAddress1>1513 N 54TH ST</ServAddress1>  
   <ServCity>PHILADELPHIA</ServCity>  
   <ServState>PA</ServState>  
   <ServZip5>19131</ServZip5>  
   </CustomerServAddress>  
 </Customer>  
 <DecisionIssue>Y</DecisionIssue>  
 <OralWritten>W</OralWritten>  
 <Violation>NO</Violation>  
 <TotalBalance>737.84</TotalBalance>  
 <DateClosed>2007-02-08</DateClosed>  
 <Resolution>**DECISION ISSUED- AMR IN PROPERTY, ACTUAL READS OBTAINED. BILLS ARE CORRECT, CUST RESPONSIBLE FOR BALANCE OWING. BEGINNING BILL DUE MAR 5, 2007 CUST TO PAY BUDGET \$136 PLUS \$31= \$167.00 PER MONTH. INVESTIGATION BY STAFF OF THE BUREAU OF CONSUMER SERVICES REVEALED: 1. THAT ON FEBRUARY 28, 2006 LANETTE SWOPES ESTABLISHED GAS SERVICE AT 1513 NORTH 54TH ST, PHILADELPHIA, PA. 2. THAT CUSTOMER BEGAN SERVICE ON FEBRUARY 28, 2006 AT METER READING INDEX □ 9266□ . 3. THAT ON MARCH 13, 2006 PGW OBTAINED AN ACTUAL METER READING OF INDEX □ 9337□ . 4. THAT ON APRIL 11, 2006 PGW OBTAINED AN ACTUAL METER READING OF INDEX □ 9439□ . 5. THAT THERE IS AN AMR METER AT THE PROPERTY AND ACTUAL METER READINGS HAVE BEEN OBTAINED. 6. THAT ON MAY 8, 2006 THE CUSTOMER WAS BILLED FOR THE PERIOD OF FEBRUARY 28, 2006- APRIL 11, 2006 FOR 173 CCFS FOR \$349.86 AND ALSO A CLOSING BILL FOR SERVICE AT 2351 CHRISTIAN ST 1R FOR MARCH 6, 2006- MARCH 31, 2006 FOR 16 CCFS FOR \$43.30, FOR A TOTAL AMOUNT DUE OF \$393.16. 7. THAT A USAGE ANALYSIS WAS PERFORMED AND THE CUSTOMER□ S USAGE IS IN LINE WITH PRIOR CONSUMPTION AT THIS PROPERTY. 8. THAT AS OF FEBRUARY 7, 2007 LANETTE SWOPES HAS A BALANCE OF \$737.84 OWING TO THE PHILADELPHIA GAS WORKS. BASED ON THESE FINDINGS, THE BUREAU OF CONSUMER SERVICES CONCLUDES: 1. THAT THE BILLS ARE CORRECT AS RENDERED. 2. THAT THE CUSTOMER IS RESPONSIBLE FOR THE BALANCE OWING TO THE PHILADELPHIA GAS WORKS. THEREFORE IT IS DECIDED: 1. THAT BEGINNING WITH THE BILL DUE ON MARCH 5, 2007 YOU MUST PAY THE COMPANY A SPECIAL BUDGET AMOUNT OF \$167.00 PER MONTH. THIS AMOUNT MAY CHANGE DEPENDING ON ANY CHANGE IN THE AMOUNT OF SERVICE YOU USE. 2. THIS SPECIAL BUDGET AMOUNT INCLUDES A REGULAR BUDGET AMOUNT OF \$136.00 PER MONTH, WHICH IS BASED ON YOUR MONTHLY USAGE, PLUS \$31.00 THAT WILL BE PAID TOWARD THE ACCOUNT BALANCE. 3. THE CUSTOMER□ S PAYMENT ARRANGEMENT AMOUNT MAY VARY IN ACCORDANCE WITH NORMAL INCREASES OR DECREASES IN THE CUSTOMER□ S BUDGET BILL. 4. ALL PAYMENTS MUST**

BE MADE BY THE DUE DATE OF EACH MONTH  S BILL. 5. PAYMENTS SHALL  
 CONTINUE IN THIS MANNER UNTIL THE BILL IS PAID IN FULL. FEBRUARY  
 8, 2007 DATE \_\_\_\_\_ SIGNATURE  
 MATTHEW HRIVNAK UTILITY COMPLAINT INVESTIGATOR BUREAU OF  
 CONSUMER SERVICES PA PUBLIC UTILITY COMMISSION </Resolution>

<BalanceDate />

<ServiceRestoredPay>0</ServiceRestoredPay>

<ServiceContinueAmount>0</ServiceContinueAmount>

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- <OtherInfo>

<BCSInvestigatorFName>MATTHEW</BCSInvestigatorFName>

<BCSInvestigatorLName>HRIVNAK</BCSInvestigatorLName>

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<NbrOfTimeFaxed>0</NbrOfTimeFaxed>

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

</OtherInfo>

</Case>

EXHIBIT B

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APR 1 8 2007

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# HISTORY REQUEST REPORT FOR ACCOUNT # 4119824446 AND SA # 7052225319 AS OF 04/16/2007

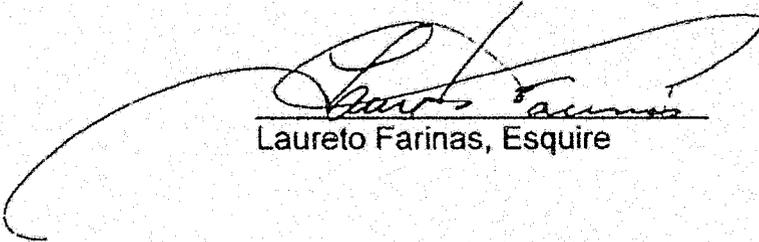
|                                   |                            |                  |                |
|-----------------------------------|----------------------------|------------------|----------------|
| Account # 4119824446              | SA # 7052225319            | Bill Cycle: 03   | Rate Class: GS |
| Phone #: 4772091215               |                            |                  |                |
| Name: SWOPES, LANETTE M           |                            |                  |                |
| Address: 1513 N 54TH ST/PHILA, PA |                            |                  |                |
| Pay Agreement Indicator: Y        | Easyway Indicator: B       | CRP Status:      |                |
| Blocker Start Date: 20060801      | Blocker End Date: 20080801 | Meter #: 1824042 |                |

| Tran Date  | Tran Type | Current Amt. | Total Amt. | Adjust Amt. | Segment Start Date | Segment End Date | Read Code | End Read | Current Balance | Usage | Meter # |
|------------|-----------|--------------|------------|-------------|--------------------|------------------|-----------|----------|-----------------|-------|---------|
| 04/11/2006 | BILL      | \$349.86     | \$349.86   | \$0.00      | 02/28/2006         | 04/11/2006       | R         | 9439     | \$393.16        | 173   | 1824042 |
| 05/11/2006 | BILL      | \$35.06      | \$35.06    | \$0.00      | 04/11/2006         | 05/11/2006       | R         | 9451     | \$363.36        | 12    | 1824042 |
| 06/06/2006 | PAY       | (\$44.49)    | (\$44.49)  | \$0.00      |                    |                  |           |          |                 |       |         |
| 06/07/2006 | LPC       | \$4.58       | \$4.58     | \$4.58      |                    |                  |           |          |                 |       |         |
| 06/12/2006 | BILL      | \$32.77      | \$32.77    | \$0.00      | 05/11/2006         | 06/12/2006       | R         | 9462     | \$32.77         | 11    | 1824042 |
| 06/20/2006 | XFER      | \$38.35      | \$38.35    | \$38.35     |                    |                  |           |          |                 |       |         |
| 06/20/2006 | XFER      | (\$383.36)   | (\$383.36) | (\$383.36)  |                    |                  |           |          |                 |       |         |
| 07/12/2006 | BILL      | \$32.12      | \$32.12    | \$0.00      | 06/12/2006         | 07/12/2006       | R         | 9473     | \$14.89         | 11    | 1824042 |
| 07/20/2006 | PAY       | (\$50.00)    | (\$50.00)  | \$0.00      |                    |                  |           |          |                 |       |         |
| 08/10/2006 | BILL      | \$28.47      | \$28.47    | \$0.00      | 07/12/2006         | 08/10/2006       | R         | 9482     | (\$6.64)        | 9     | 1824042 |
| 08/29/2006 | PAY       | (\$50.00)    | (\$50.00)  | \$0.00      |                    |                  |           |          |                 |       |         |
| 09/11/2006 | BILL      | \$28.47      | \$28.47    | \$0.00      | 08/10/2006         | 09/11/2006       | R         | 9491     | (\$78.17)       | 9     | 1824042 |
| 09/14/2006 | PAY       | (\$100.00)   | (\$100.00) | \$0.00      |                    |                  |           |          |                 |       |         |
| 10/10/2006 | BILL      | \$28.46      | \$28.46    | \$0.00      | 09/11/2006         | 10/10/2006       | R         | 9500     | (\$49.71)       | 9     | 1824042 |
| 11/08/2006 | BILL      | \$97.42      | \$97.42    | \$0.00      | 10/10/2006         | 11/08/2006       | R         | 9548     | (\$52.29)       | 48    | 1824042 |
| 11/27/2006 | PAY       | (\$100.00)   | (\$100.00) | \$0.00      |                    |                  |           |          |                 |       |         |
| 12/11/2006 | BILL      | \$211.11     | \$211.11   | \$0.00      | 11/08/2006         | 12/11/2006       | R         | 9653     | \$158.82        | 105   | 1824042 |
| 01/12/2007 | BILL      | \$193.28     | \$193.28   | \$0.00      | 12/11/2006         | 01/12/2007       | R         | 9747     | \$354.48        | 94    | 1824042 |
| 02/07/2007 | LPC       | \$2.38       | \$2.38     | \$2.38      |                    |                  |           |          |                 |       |         |
| 02/12/2007 | BILL      | \$353.98     | \$353.98   | \$0.00      | 01/12/2007         | 02/12/2007       | R         | 9943     | \$1,091.82      | 196   | 1824042 |
| 02/13/2007 | XFER      | \$383.36     | \$383.36   | \$383.36    |                    |                  |           |          |                 |       |         |
| 03/13/2007 | BILL      | \$283.21     | \$283.21   | \$0.00      | 02/12/2007         | 03/13/2007       | R         | 103      | \$1,175.03      | 160   | 1824042 |
| 03/23/2007 | PAY       | (\$200.00)   | (\$200.00) | \$0.00      |                    |                  |           |          |                 |       |         |

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: April 18, 2007

  
Laureto Farinas, Esquire

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SECRETARY'S BUREAU

CERTIFICATE OF SERVICE

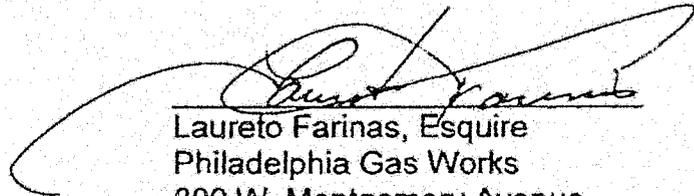
I HEREBY CERTIFY THAT I HAVE THIS DAY SERVED A TRUE COPY  
OF THE FOREGOING DOCUMENT UPON THE PARTICIPANTS LISTED  
BELOW, IN ACCORDANCE WITH THE REQUIREMENTS OF 52 PA CODE  
§1.54 (RELATING TO SERVICE BY A PARTICIPANT).

Service List:

For Complainant:

Lanette M. Swopes  
1513 N. 54<sup>th</sup> Street  
Philadelphia, PA 19131

Dated: April 18, 2007



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

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