

SUPERVISOR
6. PERSON IN CHARGE:
DOCKET NO: C-20077504

: 7. DATE FILED: 03/22/07
: 9. EFFECTIVE DATE: 00/00/00

PARTY/COMPLAINANT: COLLIER, SHIRLEY
RESPONDENT/APPLICANT: PHILADELPHIA GAS WORKS
COMP/APP COUNTY: PHILADELPHIA UTILITY CODE: 125042

ALLEGATION OR SUBJECT

COMPLAINANT STATES SHE WOULD LIKE A PAYMENT AGREEMENT. SHE WAS TOLD TO PAY 181.00 MONTHLY WHICH SHE CAN'T AFFORD BEING HER SOLE INCOME IS \$623.00 MONTHLY.

DOCUMENT
FOLDER

DOCKETED
MAR 30 2007

Request for Formal Complaint Form
(Notification of Intent to Appeal)

Unfiled

Notice to Customer:

C-20077504

If you sign and return this form, you are telling the Public Utility Commission that you want to appeal this decision. Do not return this form unless you want to appeal this decision.

If you want to appeal, you must return this form within 20 days of 10/20/2006. The Commission will send you formal complaint forms if you return this form.

You must comply with 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 shut off your service.

Sincerely,
Pennsylvania Public Utility Commission

Yes, I want to appeal this decision. Please send formal complaint forms to me at the following address:

Customer name and address:
(Please correct any mistakes)

SHIRLEY COLLIER
1242 S 51ST STREET
PHILADELPHIA PA 19143

Shirley Collier

DOCUMENT
FOLDER

215-729-5717
(Area Code) Telephone Number
BCS: 2133992
Company: PHILADELPHIA GAS
WORKS

Signature
Date of Mailing: 10/20/2006

Mail this completed form to:

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

2006 DEC 15 11:09:15
SECRETARY'S BUREAU

BTL

7

To whom it may concern;

I'm writing this letter because a few months ago, I filed a Complaint with PEW Regarding the Phil Gas Work Decision was sent back stating that I paid \$180.00 monthly, and ~~beginning~~ ^{December} they also stated that I should inquire with PEW about getting on the CRP program
① I Recieve \$603 monthly which is my sole income. I had to pay Rent, Phone, Electricity and the medicine my HMO does not cover

I suffer with colony heart disease, also Emphysema and Aids and I can't afford to pay \$800.00 to get back on the CRP program. The Reason this letter is late I have Surg. on my left eye and about to have another on my right eye. I need Gas to survive, Pls Respond ASAP.

Thank you for your time and
Shirley Collier, Complainant over 7

PENNSYLVANIA PUBLIC UTILITY COMMISSION

Formal Complaint Form

Please print or type.

C-20077504

2007 MAR 22 11:09:10

1. CUSTOMER NAME (COMPLAINANT)

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

ORIGINAL

Name Shirley Collier

Street/P.O. Box 1242 S. 51 ST. Apt # 2

City Phila State Pa Zip 19143

County Philadelphia

Area Code/HOME Phone 215-729-5717

Area Code/WORK Phone

Utility Account Number 2952626398 (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: Phila. Gas work

3. TYPE OF UTILITY (check one)

- ELECTRIC
- GAS
- WATER
- TELEPHONE (local, long distance)
- STEAM HEAT
- WASTE WATER
- MOTOR CARRIER (taxi, moving company, limousine)

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 *on paper - 1 -*
(explain)

B. State the facts of your complaint.

on paper - 1 -

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.

5. RELIEF *on paper - 1 -*

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

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 Shirley Collier, 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).

Shirley Collier
(Signature)

3/10/07
(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 Pennsylvania Public Utility Commission P.O. Box 3265 Harrisburg, PA 17105 | Secretary Pennsylvania Public Utility Commission 400 North Street Commonwealth Keystone Building, 2 nd Floor Harrisburg, Pennsylvania 17120 |
|--|--|

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.

The Pua wrote back to me, stating
I'm Shirley Collier to Paid \$101.00
monthly, which I can not afford, being
that my sole income is \$623.00 monthly.
I have Rent, Elec. Phone and medication
that the state doesn't cover (I have
Coronary heart disease, Emphesema and
Aid. I need my gas, if I can get
a payment of 50-60 dollar monthly
I can manage that; also I would
like to get back on the crop program
which they telling me I will need
excess of \$800.00 to do so. It took
so long for me to respond because I
just went for my second eye surgery
and waiting to have the third one. I
have to wait until I get someone to
read and answer all my mail and important
matter.

Shirley Collier



SHIRLEY COLLIER
1242 S 51ST ST, 2F
PHILA PA 19143-4344

Page: 2 of 2
Billing Date: 10/24/06
Account Number: 0896781603

| Account Summary | Previous Balance | Payments Received | Balance Brought Forward | Repairs and Adjustments | Current Charges | Account Balance |
|-----------------|------------------|-------------------|-------------------------|-------------------------|-----------------|-----------------|
| | \$5,076.32 | \$0.00 | \$5,076.32 | \$0.94 | \$61.37 | \$5,138.63 |

Current Basic Charges

SA ID# 2952626398, 1242 S 51ST ST, 2F
Rate Class: General Service Residential

Supply Charges

| | |
|--|----------------|
| Commodity Charge 27 Ccf @ \$1.16786..... | \$31.53 |
| Total Supply Charges | \$31.53 |
| Delivery Charges | |
| Customer Charge @ \$12.00 | \$12.00 |
| Distribution Charge 27 Ccf @ \$0.70294..... | \$18.98 |
| Gas Cost Adjustment @ -\$0.04228 for 31 Days | \$1.14 CR |
| Total Delivery Charges | \$29.84 |
| Total Current Billing Charges | \$61.37 |

Adjustment Detail

Adjustments for SA ID # 2952626398

| | |
|--------------------------------|---------------|
| Late Payment Charge | \$0.94 |
| Total Adjustments | \$0.94 |

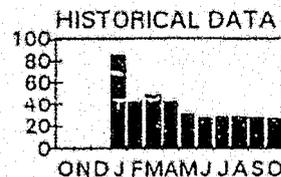
Meter Detail Meter #: 1881770 Service Point: 9972479308 Next Meter Read: Nov 22, 2006

| From | | | To | | | Difference | Usage (Ccf) | Conversion Factor | Total Therms |
|------------|---------|--------|------------|---------|--------|------------|-------------|-------------------|--------------|
| Date | Reading | Type | Date | Reading | Type | | | | |
| 09/22/2006 | 2612 | Actual | 10/23/2006 | 2639 | Actual | 27 | 27.00 | 1.031 | 27.83 |

Energy Usage Information

SA ID# 2952626398, 1242 S 51ST ST, 2F
COMPARATIVE GAS USAGE THIS MONTH

| | This Year | Last Year |
|-----------------------|-----------|-----------|
| Avg Daily Usage (Ccf) | 1.0 | 0.0 |
| Billing Days | 31 | 0 |
| Avg Daily Cost | \$1.98 | \$0.00 |



LAST 12 MONTHS

Total Ccf 397.00
Avg Ccf 33.08

■ Actual
▨ Estimated



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

IN REPLY PLEASE
REFER TO OUR FILE

DATE SERVED: APRIL 2, 2007

C-20077504

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 SHIRLEY COLLIER. 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.

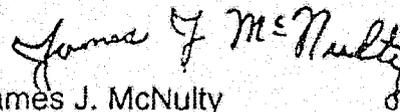
Detailed instructions on how to proceed are contained in the attached pages. You are advised to read them carefully.

APRIL 2, 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

jih

BEFORE THE PENNSYLVANIA PUBLIC UTILITY COMMISSION

DATE SERVED: APRIL 2, 2007

SHIRLEY COLLIER
Complainant

v.

PHILADELPHIA GAS WORKS
Respondent

Complaint Docket
No: C-20077504

DOCUMENT
FOLDER

FORMAL COMPLAINT NOTICE TO RESPONDENT TO ANSWER OR SATISFY

TO: PHILADELPHIA GAS WORKS

DOCKETED
MAR 30 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).

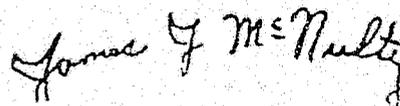
2. If you fail to either satisfy this complaint or to file answer or other responsive pleading within twenty (20) days, you will be deemed to have admitted all the allegations in this complaint in accordance with Section 5.61 of the Commission's Rules of Administrative Practice and Procedure, 52 Pa. 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) 684-8830
Fax: (215) 684-6798
E-mail: mary.chan@pgwworks.com

April 18, 2007

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

ORIGINAL

RE: Shirley Collier v. PGW, Docket No. C-20077504

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

DOCKETED
APR 25 2007

**DOCUMENT
FOLDER**

RECEIVED

APR 23 2007

Enclosure

cc: Shirley Collier
Anne Marie Cromley

PA PUBLIC UTILITY COMMISSION
SECRETARY'S OFFICE

BTL

108

ORIGINAL RECEIVED
BEFORE THE
PENNSYLVANIA PUBLIC UTILITY COMMISSION APR 23 2007

PA PUBLIC UTILITY COMMISSION
SECRETARY'S BUREAU

Shirley Collier

v.

Philadelphia Gas Works

:
:
:
:
:

Docket No. C-20077504

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:

DOCKETED
APR 25 2007
DOCUMENT FOLDER

1. Admitted.
2. Admitted.
3. Admitted.
4. (a) Denied. It is admitted that PGW would like to oppose PGW proposed rate increase. It is admitted that the Complainant received a termination notice at 1242 S. 51st Street, Philadelphia, PA (Service Address). It is further admitted that the Complainant requests a payment agreement.

(b) Admitted in part; denied in part. It is admitted that the Bureau of Consumer Service (BCS) decision dated October 20, 2006, which is attached hereto as Exhibit "A," ordered the Complainant to pay \$181 per month, which consists of \$101 in budget bill plus \$80 towards the arrears per month.

PGW denies the averments concerning the Complainant's affordability of the ordered payment arrangement. The payment arrangement is based on the federal income guidelines.

PGW lacks sufficient knowledge to determine the truth of the averment concerning the Complainant's other utility bills. PGW therefore denies this averment.

The remaining averments are requests for relief to which no response is required. PGW therefore denies the remaining averments in this paragraph.

By way of further answer, the Complainant established gas service at the Service Address on November 12, 2003. The Service Address is equipped with an Automatic Meter Reading (AMR) device. The Complainant's gas bills are based upon actual gas usage.

The Complainant was enrolled into PGW's Customer Responsibility Program (CRP) from September 2, 2003 through December 10, 2004.

On December 10, 2004, the Complainant was suspended from CRP due to failure to recertify. At that time the Complainant's outstanding balance was \$1,865.22. The outstanding balance on the Complainant's account is in the amount of \$5,462.63, as shown on the statement of account, which is attached hereto as Exhibit "B."

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 affirm the decision of the BCS in this matter.

Respectfully submitted,

April 20, 2007

A handwritten signature in black ink, appearing to read "Laureto Farinas", is written over a horizontal line. The signature is stylized and cursive.

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

EXHIBIT A

RECEIVED

APR 23 2007

PA PUBLIC UTILITY COMMISSION
SECRETARY'S BUREAU

<CaseNbr>2133992</CaseNbr>
<CompanyName>PGW (PHILA. GAS WORKS (NGDC))</CompanyName>
<CompanyCode>0766</CompanyCode>
<CompanyType>GAS TRANSPORTER</CompanyType>
- <Customer>
 <CustomerFirstName>SHIRLEY</CustomerFirstName>
 <CustomerLastName>COLLIER</CustomerLastName>
 <AccountNumber>0896781603</AccountNumber>
 - <CustomerServAddress>
 <ServAddress1>1242 S 51ST STREET</ServAddress1>
 <ServCity>PHILADELPHIA</ServCity>
 <ServState>PA</ServState>
 <ServZip5>19143</ServZip5>
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<OralWritten>W</OralWritten>
<Violation>NO</Violation>
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<Resolution>BILLS ARE CORRECT. SEE CS17 FOR TERMS OF PAR.
 ACCORDING TO THE COMPANY`S RECORD, THE CUSTOMER IS
 RESPONSIBLE FOR THE BALANCE OF \$4786.32. SEE CS17 FOR TERMS OF
 PAR.</Resolution>
<BalanceDate>2006-10-17</BalanceDate>
<Terms>DECEMBER 2006 DUE DATE</Terms>
<SpecialBudgetAmount>181.00</SpecialBudgetAmount>
<RegularBudgetAmount>101.00</RegularBudgetAmount>
<ArrearsPaymentPlus>80.00</ArrearsPaymentPlus>
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 AGREEMENT/LEVEL 1</LetterDescription>
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</Paragraphs>
- <OtherInfo>
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 <BCSInvestigatorLName>RIVERA</BCSInvestigatorLName>
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 <NbrOfTimeFaxed>0</NbrOfTimeFaxed>
 <PUCFax FaxAreaCode="215">5602102</PUCFax>
</OtherInfo>
</Case>

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 - <Customer>
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 - <CustomerServAddress>
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 <Resolution>CUSTOMER FILED FORMAL COMPLAINT 3/22/2007 AT CAASE C-
 20077504. CLOSING THIS INFORMAL COMPLAINT AS
 DUPLICATE.</Resolution>
 <BalanceDate />
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 <PayAmount>0</PayAmount>
 - <OtherInfo>
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 <BCSInvestigatorLName>BYNDAS</BCSInvestigatorLName>
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 </Case>

EXHIBIT B

RECEIVED

APR 23 2007

**PA PUBLIC UTILITY COMMISSION
SECRETARY'S OFFICE**

HISTORY REQUEST REPORT FOR ACCOUNT # 896781603 AND SA # 1550860267 AS OF 04/16/2007

Account # 896781603 SA #: 1550860267 Bill Cycle: 16 Rate Class: GS Phone #: 7295717(215)

Name: COLLIER, SHIRLEY Address: 1242 S 51ST ST, 2/FIPHILA, PA

Pay Agreement Indicator: N Easyway Indicator: CRP Status: S

Blocker Start Date: 20070323 Blocker End Date: 20080323 Meter #: 1881770

| Tran Date | Tran Type | Current Amt. | Total Amt. | Adjust Amt. | Segment Start Date | Segment End Date | Read Code | End Read | Current Balance | Usage | Meter # |
|------------|-----------|--------------|------------|-------------|--------------------|------------------|-----------|----------|-----------------|-------|---------|
| 12/22/2003 | BILL | \$52.11 | \$52.11 | \$0.00 | 11/12/2003 | 12/22/2003 | R | 1124 | \$104.32 | 24 | 1881770 |
| 01/12/2004 | CRPXF | \$52.21 | \$52.21 | \$52.21 | 12/22/2003 | 01/12/2004 | R | 1151 | \$156.43 | 27 | 1881770 |
| 02/03/2004 | PAY | (\$104.32) | (\$104.32) | \$0.00 | 01/23/2004 | 02/03/2004 | R | 1186 | \$104.22 | 35 | 1881770 |
| 02/23/2004 | BILL | \$52.11 | \$52.11 | \$0.00 | 02/23/2004 | 03/23/2004 | R | 1226 | \$156.33 | 40 | 1881770 |
| 03/23/2004 | BILL | \$52.11 | \$52.11 | \$0.00 | 03/23/2004 | 04/22/2004 | R | 1268 | \$104.43 | 42 | 1881770 |
| 04/06/2004 | PAY | (\$104.01) | (\$104.01) | \$0.00 | 04/22/2004 | 05/21/2004 | R | 1300 | \$156.54 | 32 | 1881770 |
| 04/22/2004 | BILL | \$52.11 | \$52.11 | \$0.00 | 05/21/2004 | 06/22/2004 | R | 1327 | \$156.64 | 27 | 1881770 |
| 05/21/2004 | BILL | \$52.11 | \$52.11 | \$0.00 | 06/22/2004 | 07/22/2004 | R | 1344 | \$137.83 | 17 | 1881770 |
| 06/03/2004 | PAY | (\$52.01) | (\$52.01) | \$0.00 | 07/22/2004 | 08/20/2004 | R | 1378 | \$189.94 | 34 | 1881770 |
| 06/22/2004 | BILL | \$52.11 | \$52.11 | \$0.00 | 08/20/2004 | 09/22/2004 | R | 1406 | \$52.11 | 28 | 1881770 |
| 07/06/2004 | PAY | (\$70.92) | (\$70.92) | \$0.00 | 09/22/2004 | 10/21/2004 | R | 1444 | \$104.22 | 38 | 1881770 |
| 07/22/2004 | BILL | \$52.11 | \$52.11 | \$0.00 | 10/21/2004 | 11/22/2004 | R | 1481 | \$82.00 | 37 | 1881770 |
| 08/20/2004 | BILL | \$52.11 | \$52.11 | \$0.00 | 11/22/2004 | 12/21/2004 | R | 1549 | \$1,982.30 | 68 | 1881770 |
| 09/03/2004 | CRPRI | (\$141.83) | (\$141.83) | \$0.00 | 12/21/2004 | 01/24/2005 | R | 1622 | \$2,138.56 | 73 | 1881770 |
| 09/03/2004 | CRPRI | (\$48.11) | (\$48.11) | (\$48.11) | 01/24/2005 | 02/22/2005 | R | 1690 | \$2,288.86 | 68 | 1881770 |
| 09/22/2004 | BILL | \$52.11 | \$52.11 | \$0.00 | 02/22/2005 | 03/23/2005 | R | | | | |
| 10/21/2004 | BILL | \$52.11 | \$52.11 | \$0.00 | | | | | | | |
| 11/03/2004 | PAY | (\$74.33) | (\$74.33) | \$0.00 | | | | | | | |
| 11/22/2004 | BILL | \$52.11 | \$52.11 | \$0.00 | | | | | | | |
| 12/10/2004 | CRPRI | \$29.49 | \$29.49 | \$29.49 | | | | | | | |
| 12/10/2004 | CRPRZ | \$1,753.73 | \$1,753.73 | \$1,753.73 | | | | | | | |
| 12/21/2004 | BILL | \$115.70 | \$115.70 | \$0.00 | | | | | | | |
| 12/22/2004 | LPC | \$1.38 | \$1.38 | \$1.38 | | | | | | | |
| 01/24/2005 | BILL | \$126.55 | \$126.55 | \$0.00 | | | | | | | |
| 01/25/2005 | LPC | \$29.71 | \$29.71 | \$29.71 | | | | | | | |
| 02/22/2005 | BILL | \$118.69 | \$118.69 | \$0.00 | | | | | | | |
| 02/23/2005 | LPC | \$31.61 | \$31.61 | \$31.61 | | | | | | | |

Account #: 895781603 SA #: 1550860267 Bill Cycle: 16 Rate Class: GS Phone #: 7295717(215)

Name: COLLIER, SHIRLEY Address: 1242 S 51ST ST, FIFPHILA, PA

Pay Agreement Indicator: N Easyway Indicator: CRP Status: S

Blocker Start Date: 20070323 Blocker End Date: 20080323 Meter #: 1881770

| Tran Date | Tran Type | Current Amt. | Total Amt. | Adjust Amt. | Segment Start Date | Segment End Date | Read Code | End Read | Current Balance | Usage | Meter # |
|------------|-----------|--------------|--------------|--------------|--------------------|------------------|-----------|----------|-----------------|-------|---------|
| 03/22/2005 | BILL | \$126.27 | \$126.27 | \$0.00 | 02/22/2005 | 03/22/2005 | R | 1770 | \$2,448.52 | 80 | 1881770 |
| 03/23/2005 | LPC | \$33.39 | \$33.39 | \$33.39 | | | | | | | |
| 04/21/2005 | BILL | \$134.35 | \$134.35 | \$0.00 | 03/22/2005 | 04/21/2005 | R | 1858 | \$2,618.15 | 88 | 1881770 |
| 04/22/2005 | LPC | \$35.28 | \$35.28 | \$35.28 | | | | | | | |
| 05/20/2005 | BILL | \$137.12 | \$137.12 | \$0.00 | 04/21/2005 | 05/20/2005 | R | 1948 | \$2,792.57 | 90 | 1881770 |
| 05/23/2005 | LPC | \$37.30 | \$37.30 | \$37.30 | | | | | | | |
| 06/21/2005 | BILL | \$127.88 | \$127.88 | \$0.00 | 05/20/2005 | 06/21/2005 | R | 2027 | \$2,959.80 | 79 | 1881770 |
| 06/22/2005 | LPC | \$39.35 | \$39.35 | \$39.35 | | | | | | | |
| 07/21/2005 | BILL | \$131.04 | \$131.04 | \$0.00 | 06/21/2005 | 07/21/2005 | R | 2106 | \$3,132.11 | 79 | 1881770 |
| 07/22/2005 | LPC | \$41.27 | \$41.27 | \$41.27 | | | | | | | |
| 08/22/2005 | BILL | \$153.65 | \$153.65 | \$0.00 | 07/21/2005 | 08/22/2005 | R | 2200 | \$3,329.00 | 94 | 1881770 |
| 08/23/2005 | LPC | \$43.24 | \$43.24 | \$43.24 | | | | | | | |
| 09/08/2005 | BILL | \$76.88 | \$76.88 | \$0.00 | 08/22/2005 | 09/08/2005 | R | 2242 | \$3,451.42 | 42 | 1881770 |
| 09/23/2005 | LPC | \$45.54 | \$45.54 | \$45.54 | | | | | | | |
| 10/26/2005 | LPC | \$46.70 | \$46.70 | \$46.70 | | | | | | | |
| 11/28/2005 | LPC | \$45.99 | \$45.99 | \$45.99 | | | | | | | |
| 01/26/2006 | LPC | \$45.30 | \$45.30 | \$45.30 | | | | | | | |
| 02/27/2006 | LPC | \$46.70 | \$46.70 | \$46.70 | | | | | | | |
| 03/27/2006 | LPC | \$46.70 | \$46.70 | \$46.70 | | | | | | | |
| 04/26/2006 | LPC | \$46.70 | \$46.70 | \$46.70 | | | | | | | |
| 05/26/2006 | LPC | \$46.70 | \$46.70 | \$46.70 | | | | | | | |
| 06/26/2006 | LPC | \$46.70 | \$46.70 | \$46.70 | | | | | | | |
| 07/26/2006 | LPC | \$46.70 | \$46.70 | \$46.70 | | | | | | | |
| 08/24/2006 | LPC | \$46.70 | \$46.70 | \$46.70 | | | | | | | |
| 08/30/2006 | XFER | (\$3,916.31) | (\$3,916.31) | (\$3,916.31) | | | | | | | |

BILLS FROM 01/01/1996 TO 04/16/2007

| | |
|---|---------------------------------|
| Account #. 896781603 | Customer Name: COLLIER, SHIRLEY |
| Customer Address: 1242 S 51ST ST 2F/PHILA, PA | Bill Cycle: 16 |

BILLS

| Service Agreement ID | 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 | Eway Current Month | Eway Curr Amt | Days |
|----------------------|---------|-----------------|---------------|---------------|------------------|----------------|-------------|-----------|-------------|----------------|--------------|--------------------|--------------------|---------------|------|
| 2952626398 | 1881770 | 02/26/2007 | 03/26/2007 | 04/20/2007 | 2765 | 2824 | 59 | Regular | \$114.69 | No | No | \$52.11 | 0 | \$0.00 | 26 |
| 2952626398 | 1881770 | 01/26/2007 | 02/26/2007 | 03/22/2007 | 2733 | 2765 | 32 | Regular | \$68.28 | No | No | \$52.11 | 0 | \$0.00 | 31 |
| 2952626398 | 1881770 | 12/26/2006 | 01/26/2007 | 02/22/2007 | 2699 | 2733 | 34 | Regular | \$71.79 | No | No | \$52.11 | 0 | \$0.00 | 31 |
| 2952626398 | 1881770 | 11/22/2006 | 12/26/2006 | 01/23/2007 | 2667 | 2699 | 32 | Regular | \$68.79 | No | No | \$52.11 | 2 | \$146.00 | 34 |
| 2952626398 | 1881770 | 10/23/2006 | 11/22/2006 | 12/19/2006 | 2639 | 2667 | 28 | Regular | \$63.20 | No | No | \$52.11 | 1 | \$101.00 | 30 |
| 2952626398 | 1881770 | 09/22/2006 | 10/23/2006 | 11/16/2006 | 2612 | 2639 | 27 | Regular | \$61.37 | No | No | \$52.11 | 0 | \$0.00 | 31 |
| 2952626398 | 1881770 | 08/23/2006 | 09/22/2006 | 10/18/2006 | 2584 | 2612 | 28 | Regular | \$63.20 | No | No | \$52.11 | 0 | \$0.00 | 30 |
| 2952626398 | 1881770 | 07/25/2006 | 08/23/2006 | 09/19/2006 | 2555 | 2584 | 29 | Regular | \$65.06 | No | No | \$52.11 | 0 | \$0.00 | 29 |
| 2952626398 | 1881770 | 06/23/2006 | 07/25/2006 | 08/18/2006 | 2526 | 2555 | 29 | Regular | \$65.06 | No | No | \$52.11 | 0 | \$0.00 | 32 |
| 2952626398 | 1881770 | 05/24/2006 | 06/23/2006 | 07/20/2006 | 2498 | 2526 | 28 | Regular | \$63.83 | No | No | \$52.11 | 0 | \$0.00 | 30 |
| 2952626398 | 1881770 | 04/25/2006 | 05/24/2006 | 06/21/2006 | 2466 | 2498 | 32 | Regular | \$73.52 | No | No | \$52.11 | 0 | \$0.00 | 29 |
| 2952626398 | 1881770 | 03/24/2006 | 04/25/2006 | 05/19/2006 | 2423 | 2466 | 43 | Regular | \$94.67 | No | No | \$52.11 | 0 | \$0.00 | 32 |
| 2952626398 | 1881770 | 02/24/2006 | 03/24/2006 | 04/20/2006 | 2374 | 2423 | 49 | Regular | \$106.20 | No | No | \$52.11 | 0 | \$0.00 | 28 |
| 2952626398 | 1881770 | 01/25/2006 | 02/24/2006 | 03/22/2006 | 2328 | 2374 | 46 | Regular | \$100.43 | No | No | \$52.11 | 0 | \$0.00 | 30 |
| 2952626398 | 1881770 | 12/07/2005 | 01/25/2006 | 02/21/2006 | 2242 | 2328 | 86 | Regular | \$189.33 | No | No | \$52.11 | 0 | \$0.00 | 49 |

PAYMENTS FROM 01/01/1996 TO 04/16/2007

Account #: 896781603

Customer Name: COLLIER, SHIRLEY

Customer Address: 1242 S 51ST ST, 2F/PHILA, PA

Bill Cycle: 16

PAYMENTS

| Service Agreement ID | Pay Amount | Pay Date | Pay Status | Late Pay Charge | Utility Type | Grant Type | Pay Source Code |
|----------------------|------------|----------|------------|-----------------|--------------|------------|-----------------|
|----------------------|------------|----------|------------|-----------------|--------------|------------|-----------------|

HISTORY REQUEST REPORT FOR ACCOUNT # 896781603 AND SA # 2952626398 AS OF 04/16/2007

| | | | |
|---|------------------|----------------------------|----------------|
| Account #: 896781603 | SA #: 2952626398 | Bill Cycle: 16 | Rate Class: GS |
| Phone #: 7295717(215) | | | |
| Name: COLLIER, SHIRLEY | | | |
| Address: 1242 S 51ST ST, PHILADELPHIA, PA | | | |
| Pay Agreement Indicator: N | | | |
| Easyway Indicator: | | | |
| CRP Status: S | | | |
| Blocker Start Date: 20070323 | | Blocker End Date: 20080323 | |
| | | Meter #: 1881770 | |

| Tran Date | Tran Type | Current Amt. | Total Amt. | Adjust Amt. | Segment Start Date | Segment End Date | Read Code | End Read | Current Balance | Usage | Meter # |
|------------|-----------|--------------|--------------|--------------|--------------------|------------------|-----------|----------|-----------------|-------|---------|
| 01/25/2006 | BILL | \$189.33 | \$189.33 | \$0.00 | 12/07/2005 | 01/25/2006 | R | 2328 | \$3,778.74 | 86 | 1881770 |
| 02/24/2006 | BILL | \$100.43 | \$100.43 | \$0.00 | 01/25/2006 | 02/24/2006 | R | 2374 | \$3,928.70 | 46 | 1881770 |
| 02/27/2006 | LPC | \$2.83 | \$2.83 | \$2.83 | | | | | | | |
| 03/24/2006 | BILL | \$106.20 | \$106.20 | \$0.00 | 02/24/2006 | 03/24/2006 | R | 2423 | \$4,085.94 | 49 | 1881770 |
| 03/27/2006 | LPC | \$4.34 | \$4.34 | \$4.34 | | | | | | | |
| 04/25/2006 | BILL | \$94.67 | \$94.67 | \$0.00 | 03/24/2006 | 04/25/2006 | R | 2466 | \$4,233.24 | 43 | 1881770 |
| 04/26/2006 | LPC | \$5.93 | \$5.93 | \$5.93 | | | | | | | |
| 05/24/2006 | BILL | \$73.52 | \$73.52 | \$0.00 | 04/25/2006 | 05/24/2006 | R | 2498 | \$4,360.81 | 32 | 1881770 |
| 05/26/2006 | LPC | \$7.35 | \$7.35 | \$7.35 | | | | | | | |
| 06/23/2006 | BILL | \$63.83 | \$63.83 | \$0.00 | 05/24/2006 | 06/23/2006 | R | 2526 | \$4,479.80 | 28 | 1881770 |
| 06/26/2006 | LPC | \$8.46 | \$8.46 | \$8.46 | | | | | | | |
| 07/25/2006 | BILL | \$65.06 | \$65.06 | \$0.00 | 06/23/2006 | 07/25/2006 | R | 2555 | \$4,600.97 | 29 | 1881770 |
| 07/26/2006 | LPC | \$9.41 | \$9.41 | \$9.41 | | | | | | | |
| 08/23/2006 | BILL | \$65.06 | \$65.06 | \$0.00 | 07/25/2006 | 08/23/2006 | R | 2584 | \$4,723.12 | 29 | 1881770 |
| 08/24/2006 | LPC | \$10.39 | \$10.39 | \$10.39 | | | | | | | |
| 08/30/2006 | XFER | \$3,916.31 | \$3,916.31 | \$3,916.31 | | | | | | | |
| 08/30/2006 | XFER | (\$4,723.12) | (\$4,723.12) | (\$4,723.12) | | | | | | | |
| 09/22/2006 | BILL | \$63.20 | \$63.20 | \$0.00 | 08/23/2006 | 09/22/2006 | R | 2612 | \$63.20 | 28 | 1881770 |
| 10/23/2006 | BILL | \$61.37 | \$61.37 | \$0.00 | 09/22/2006 | 10/23/2006 | R | 2639 | \$125.51 | 27 | 1881770 |
| 10/24/2006 | LPC | \$0.94 | \$0.94 | \$0.94 | | | | | | | |
| 11/01/2006 | XFER | \$4,723.12 | \$4,723.12 | \$4,723.12 | | | | | | | |
| 11/22/2006 | BILL | \$63.20 | \$63.20 | \$0.00 | 10/23/2006 | 11/22/2006 | R | 2667 | \$4,911.83 | 28 | 1881770 |
| 12/26/2006 | BILL | \$68.79 | \$68.79 | \$0.00 | 11/22/2006 | 12/26/2006 | R | 2699 | \$4,980.62 | 32 | 1881770 |
| 01/26/2007 | BILL | \$71.79 | \$71.79 | \$0.00 | 12/26/2006 | 01/26/2007 | R | 2733 | \$5,127.10 | 34 | 1881770 |
| 01/29/2007 | LPC | \$74.69 | \$74.69 | \$74.69 | | | | | | | |
| 02/26/2007 | BILL | \$68.28 | \$68.28 | \$0.00 | 01/26/2007 | 02/26/2007 | R | 2765 | \$5,271.15 | 32 | 1881770 |
| 02/27/2007 | LPC | \$75.77 | \$75.77 | \$75.77 | | | | | | | |
| 03/26/2007 | BILL | \$114.69 | \$114.69 | \$0.00 | 02/26/2007 | 03/26/2007 | R | 2824 | \$5,462.63 | 59 | 1881770 |

Account # 896781603 SA # 2952626398 Bill Cycle: 16 Rate Class: GS Phone #: 7295717(215)
 Name: COLLIER, SHIRLEY Address: 1242 S 51ST ST, 2/FIPHILA, PA
 Pay Agreement Indicator: N Easyway Indicator: CRP Status: S
 Blocker Start Date: 20070323 Blocker End Date: 20080323 Meter #: 1881770

| Tran Date | Tran Type | Current Amt. | Total Amt. | Adjust Amt. | Segment Start Date | Segment End Date | Read Code | End Read | Current Balance | Usage | Meter # |
|------------|-----------|--------------|------------|-------------|--------------------|------------------|-----------|----------|-----------------|-------|---------|
| 03/27/2007 | LPC | \$76.79 | \$76.79 | \$76.79 | | | | | | | |

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 20, 2007


Laureto Farinas, Esquire

RECEIVED

APR 29 2007

PA PUBLIC UTILITY COMMISSION
SECRETARY'S OFFICE

CERTIFICATE OF SERVICE

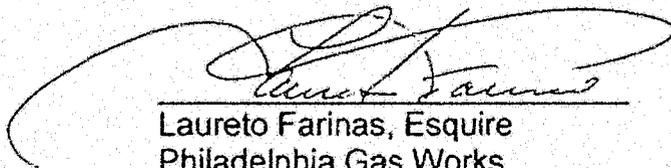
I HEREBY CERTIFY THAT I HAVE THIS DAY SERVED A TRUE COPY OF THE FOREGOING DOCUMENT UPON THE PARTICIPANTS LISTED BELOW, IN ACCORDANCE WITH THE REQUIREMENTS OF 52 PA CODE §1.54 (RELATING TO SERVICE BY A PARTICIPANT).

Service List:

For Complainant:

Shirley Collier
1242 S. 51st Street, 2nd floor
Philadelphia, PA 19143

Dated: April 20, 2007



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

RECEIVED

APR 23 2007

PA PUBLIC UTILITY COMMISSION
SECRETARY'S BUREAU



COMMONWEALTH OF PENNSYLVANIA
PENNSYLVANIA PUBLIC UTILITY COMMISSION
Office of Administrative Law Judge
P.O. BOX 3265, HARRISBURG, PA 17105-3265
May 2, 2007

IN REPLY PLEASE
REFER TO OUR FILE

In Re: C-20077504

(SEE ATTACHED LIST)

Shirley Collier v. Philadelphia Gas Works

Requests Payment Arrangements

**DOCUMENT
FOLDER**

Telephone Hearing Notice

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

Type: Initial Telephonic Hearing
Date: Wednesday, June 20, 2007
Time: 10:00 a.m.
Presiding: Special Agent Amanda N. Rumsey
PO Box 3265
Harrisburg, PA 17105-3265
Phone: 717-783-5452
Fax: 717-787-0481

DOCKETED
MAY 08 2007

The special agent will be presiding as authorized by 52 Pa. Code §56.174.

If you have not provided a current telephone number where you can be reached for participation in the hearing OR YOUR AREA CODE HAS CHANGED, then you must contact the presiding officer at least 7 days before the actual hearing and provide the necessary information.

BTL

At the above date and time, the Presiding Officer will contact the parties as follows:

| | |
|-----------------------------|--------------|
| Shirley Collier | 215-729-5717 |
| Laureto A. Farinas, Esquire | 215-684-6982 |

If you have any hearing exhibits to which you will refer during the hearing, 3 copies must be sent to the Administrative Law Judge and 1 copy each must be sent to every other party. All copies must be received at least 5 days before the hearing.

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

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 at least (2) two business days prior to your hearing:

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

pc: Special Agent Rumsey
Stacy Nolan, Scheduling Officer
Beth Plantz
Docket Section
Calendar File