

CAPTION SHEET

CASE MANAGEMENT SYSTEM

1. REPORT DATE: 00/00/00	:	
2. BUREAU: ALJ	:	
3. SECTION(S):	:	4. PUBLIC MEETING DATE:
5. APPROVED BY:	:	00/00/00
DIRECTOR:	:	
SUPERVISOR:	:	
6. PERSON IN CHARGE:	:	7. DATE FILED: 06/17/02
8. DOCKET NO: F-01086521	:	9. EFFECTIVE DATE: 00/00/00

PARTY/COMPLAINANT: DONNER, HENRY J.

RESPONDENT/APPLICANT: PHILADELPHIA GAS WORKS

COMF/APP COUNTY: PHILADELPHIA

UTILITY CODE: 125042

ALLEGATION OR SUBJECT

COMPLAINANT STATES THAT PGW OVERCHARGES FOR SERVICE, RECORD-KEEPING IS INEXPLICABLE, REFERENCE ANALYSIS WAS NEVER ATTACHED, NO ACTUAL METER READING WAS DONE BETWEEN SEPTEMBER 1999 AND JUNE 2001, AND AUTOMATIC METER READING DEVICE WAS NOT INSTALLED IN TIMELY MANNER. THEY WANT IT TO BE INVESTIGATED AND ACCURATE BILLING PROVIDED.

DOCUMENT
FOLDER

DOCKETED
JUN 25 2002

ORIGINAL

FORMAL COMPLAINT FORM
Pennsylvania Public Utility Commission

6/19/02

Please Print:

F - 01086521

125042

421 1086521

1. Your Name, Mailing Address and Telephone Number.

Name Henry J. Donner

Street/P.O. Box 4161 Apalogen Road Apt.#

City Philadelphia State PA Zip 19144

County Philadelphia Home Telephone-Area Code ()

Work Telephone-Area Code (215) 563-2400

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

3. What is your complaint?

Consistent overcharge for gas service. No correlation between charges and budget plan furnished in January, 2000 by Philadelphia Gas Works to customer. (See Exhibit "A".) Virtually inexplicable record-keeping by PGW regarding service and charges and explanation thereof. Decision On Informal Complaint By Bureau Of Consumer Services rendered May 9, 2002 references analysis that was never attached to the decision (see Exhibit "B").

PGW failed to obtain actual meter reading from September 30, 1999 to June 25, 2001.

PGW failed to install an AMR automatic meter reading device in a timely manner.

RECEIVED

JUN 17 2002

(If you need more space, use additional paper and attach to this form)
PA PUBLIC UTILITY COMMISSION
SECRETARY'S BUREAU

(-over-)

142

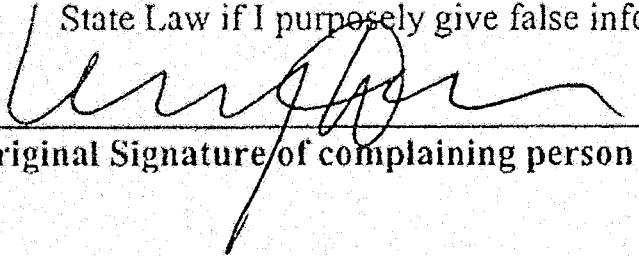
4. What do you want the Public Utility Commission to do about your complaint?

Investigate circumstances, provide accurate accounting of usage and charges,
arrange for issuance of credit.

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

5. You must sign and date your complaint below.

The information I have placed on this form is true and correct to the best of my knowledge. I understand that I could be punished under Pennsylvania State Law if I purposely give false information.



Original Signature of complaining person

6/17/02

Date

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

Lawyer's Name _____

Street _____

City _____ State _____ Zip _____

Telephone Number-Area Code () _____

Philadelphia Gas Works



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

*FILE AT
1/2000*

HENRY DONNER
4161 APALOGEN RD
PHILADELPHIA, PA 19144-5403

PGW IS RESTORING YOUR ACCOUNT TO AN ANNUAL BUDGET PLAN. IF YOU DO NOT WISH TO PAY ACCORDING TO A BUDGET, PLEASE CALL 215-235-1000 AND LET US KNOW. THE FOLLOWING LETTER CONTAINS INFORMATION TO HELP YOU MAKE A DECISION.

Dear Customer;

In July 1999, the Philadelphia Gas Works (PGW) converted all of our budget customers to our new billing system. After conversion, many of our customers continued with their original budget plans. However, a number of the converted budget plans expired prematurely during the budget season. PGW worked aggressively to determine why this occurred and to correct the problem before again offering a budget plan to those customers. We are in the process of restoring the accounts that expired prematurely back to budget plans. As part of this process, your account is being placed onto the "Easy Way Budget Plan." However, you may decide that you do not wish to have a budget plan. If this is the case, please notify us by calling 215-235-1000. However, before you make this decision, please consider the following information about our Easy Way Budget Plan.

On November 22, 2000, the Philadelphia Gas Works (PGW) received the approval from the Pennsylvania Public Utility Commission (PUC) to increase its Gas Cost Rate (GCR) by \$96,381,000. This increase is expected to add about \$169.00 over a twelve month period to the bill for a typical PGW residential heating customer.

PGW, like other state utilities, is experiencing record-breaking market prices for purchasing natural gas and this will result in much higher gas bills this winter. While we anticipate that this unprecedented period of high prices should eventually decline, we encourage you to take steps to lower your use of natural gas and, thereby, lower your monthly gas bill. Remember, PGW makes no profit from the natural gas commodity cost and is working hard to keep prices low.

Therefore, we would like to explain the Easy Way Budget Plan. It allows you to pay your gas bill in set monthly payments by averaging the annual amount of your gas bills and spreading that cost over a twelve-month period. The end result is an affordable monthly payment plan that will exempt you from any finance charges on your monthly balance provided your budget payments remain current.

Exhibit "A"

Here is an average billing of a typical residential heating customer (Gas Range, Water Heater and House Heater):

	Sept.	Oct.	Nov.	Dec.	Jan.	Feb.	Mar.	Apr.	May	Jun.	Jul.	Aug.
Billing	\$31	\$49	\$71	\$94	\$163	\$165	\$110	\$80	\$58	\$37	\$34	\$32
Budget	\$77	\$77	\$77	\$77	\$77	\$77	\$77	\$77	\$77	\$77	\$77	\$77

The costs used in this example could vary based on the number of gas appliances and your usage.

Section 3.35 of PGW's Tariff is titled "Budget Billing" and states in part, "Adjustments to the monthly budget amount may be made in the fourth, eighth, and twelfth months of the plan and at the time of a rate change, if necessary to keep monthly payments in line with actual and/or projected charges."

If you still would like us to remove you from the budget plan, you can visit our Customer Service Centers (see back of bill for locations) or call our billing information telephone line at 215-235-1000, which is open seven days a week between the hours of 7 AM to 12 midnight.

Mr. Henry Donner
4161 Apalogen Road
Philadelphia, PA. 19110

Philadelphia Gas Works
v 800 W. Montgomery Avenue
Philadelphia, PA. 19122

Case Number. 1086521

Account Number 8111817607

Decision On Informal Complaint by the Bureau of Consumer Services:

Statement of Complaint:

- (1) The customer requested that the Public Utility Commission investigate his PGW bills and the customer would like copies of his gas usage from February 1, 2000 to the present.

Investigation by Staff of the Bureau of Consumer Services Revealed:

- (1) The customer's gas service at 4161 Apalogen Road was established on September 8, 1999
- (2) All of the customer's bills from September 30, 1999 to June 25, 2001 were based on estimated usage
- (3) On June 25, 2001 a PGW's service technician went to the customer's residence and exchanged the customer's old meter and installed a new meter with an AMR automatic meter reading device. The service technician obtained an actual meter reading of 4269
- (4) PGW cancelled all estimated bills from November 1, 2000 to November 1, 2001 totaling \$3,620.62, the customer was rebilled using the correct gas cost rates that were in affect during the time the underestimation took place. PGW used three calculated office estimates and they were based on a usage analysis of the customer's property See attached analysis NOT APPROVED
- (5) PGW issued four make up bills for the period from November 1, 2000 to November 1, 2001 totaling \$2,161.05. The rebilling resulted in the customer saving \$745.13.
- (6) PGW failed to obtain actual meter reading from September 30, 1999 to June 25, 2001.
- (7) PGW failed to install an AMR automatic meter reading device in a timely manner
- (8) As of the date of this decision the customer's outstanding balance is \$123.27

Based On These Findings, The Bureau of Consumer Services Concludes:

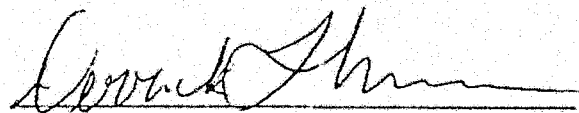
(1) PGW failed to get either an actual reading of the meter or obtain a reading from the automatic meter reading device (AMR) for an extended period of time. As a result, all bills issued during that extended time frame were estimated. Because of PGW's failure to obtain actual meter readings, the customer was unable to judiciously manage gas consumption and exercise conservation measures, as necessary. The customer, therefore, is entitled to a reduction in the rebilled amount which is intended to compensate for this problem that, again, was caused by PGW's failure to obtain an actual meter reading for extended period of time.

Therefore It Is Decided:

- (1) PGW shall reduce all of the customer's bills from September 30, 1999 to June 25, 2001, the customer shall receive a 20% reduction in his make up bill in the amount of \$432.21.
- (2) PGW shall credited the customer gas account at 4161 Apalogen Road \$432.21.

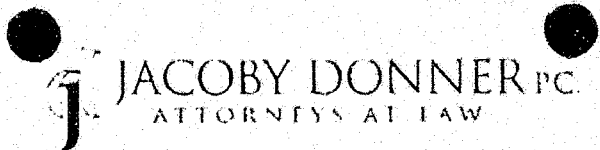
ROBERT
THOMAS
500 + 44443
RM 4-5 143

Date May 9, 2002



Signature

Mr. Derrick Thomas
Utility Complaint Investigator
Bureau of Consumer Services
PA Public Utility Commission



Henry J. Donner, Esquire
hdonner@jacobydonner.com

June 17, 2002

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

Re: Henry J. Donner
4161 Apalogen Road
Philadelphia, PA 19144
Philadelphia Gas Works Complaint
BES 1086521

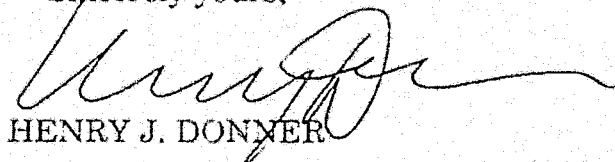
Suite 2000
15 S Market Street
Philadelphia, PA 19102
215 563 2400
Fax: 215 563 2870
HJD,av @jacobydonner.com

Dear Sir/Madam:

With this letter I enclose Formal Complaint Form completed in connection with the above-referenced matter.

Would you kindly acknowledge receipt of the enclosed.

Sincerely yours,



HENRY J. DONNER

Enclosure
HJD/pm

RECEIVED

2002 MAY 20 AM 9:54

Henry J. Donner, Esquire
hdonner@jacobydonner.com

PA PUC
SECRETARY'S BUREAU

May 16, 2002

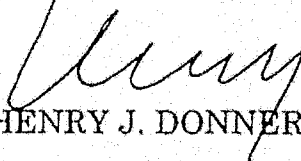
Secretary
Pennsylvania Public Utility Commission
P.O. Box 3265
Harrisburg, PA 17105-3265

Re: Company: Philadelphia Gas Works
BCS No.: 1086521

Dear Madam/Sir:

With this letter I enclose Notification of Intent to Appeal in connection with the above referenced matter.

Sincerely yours,



HENRY J. DONNER

HJD/kh

Enclosure

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

Notice to Customer

If you sign and return this form you are notifying the Public Utility Commission that you intend to appeal this informal complaint decision. Do not return this form unless you want to appeal this decision.

If you want to appeal this decision, you must return this Notification of Intent to Appeal form within twenty days of this date: May 9, 2002. The Commission will send you formal complaint forms.

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

Thank You.
Pennsylvania Public Utility Commission

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

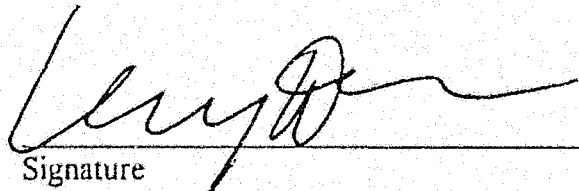
Customer name and address:

Mr. Henry Donner
4161 Apalogen Road
Philadelphia, PA. 19144

(Please correct any mistakes)

(215) 849-9027 - home
(215) 563-2400 - office

(Area Code) Telephone Number


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: 1086521
Company: Philadelphia Gas Works

Date of mailing: May 9, 2002

SECRETARY'S BUREAU

RECEIVED
MAY 20 AM 9:54

REVISED 11/97

2

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

6/19/02

May 30, 2002

BCS 1086521

MR. HENRY DONNER
4161 APALOGEN ROAD
PHILADELPHIA PA 19144

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 June 19, 2002 to the address listed below:

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

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

Commission Procedures for Formal Complaints

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

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

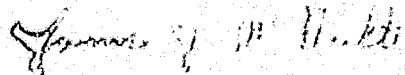
Office of Administrative Law Judge
Public Utility Commission
P.O. Box 3265
Harrisburg, PA 17105-3265

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

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

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

Very truly yours,



James J. McNulty
Secretary

nvl

CC: PHILADELPHIA GAS WORKS

BEFORE THE PENNSYLVANIA PUBLIC UTILITY COMMISSION

DATE SERVED: JUNE 25, 2002

HENRY J. DONNER
Complainant

VS.

PHILADELPHIA GAS WORKS
Respondent

Complaint Docket
No: F-01086521

DOCUMENT
FOLDER

DOCKETED
JUNE 25 2002

FORMAL COMPLAINT NOTICE TO RESPONDENT TO ANSWER OR SATISFY

TO: PHILADELPHIA GAS WORKS

TAKE NOTICE:

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

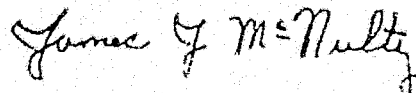
1. You have twenty (20) days from the date on which this complaint is served to either satisfy this complaint or to file with the Secretary of the Pennsylvania Public Utility Commission, P. O. Box 3265, Harrisburg, PA 17120, an answer (original and two copies), in writing, under oath, which, as required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

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

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

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

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



James J. McNulty
Secretary

(SEAL)

Certified Mail
Return Receipt Requested

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

DATE SERVED: JUNE 25, 2002

F-01086521

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

DOCUMENT
FOLDER

Dear Sir/Madam:

A complaint has been filed against you before the Pennsylvania Public Utility Commission by HENRY J. DONNER. 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.

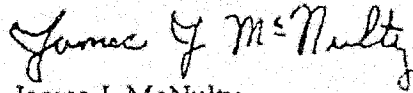
JUNE 25, 2002

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

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

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

Very truly yours,


James J. McNulty
Secretary

dbb

Philadelphia Gas Works



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

ORIGINAL

Laureto A. Farinas
Senior Attorney
Legal Department

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

E-mail: laureto.farinas@pgworks.com

RECEIVED

DOCUMENT
FOLDER

JUL 15 2002

PA PUBLIC UTILITY COMMISSION
SECRETARY'S BUREAU

July 15, 2002

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

RE: Henry Donner v. PGW, Docket No. F - 01086521

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 amended Answer to the Complaint in the above captioned matter.

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

Sincerely,

Enclosures

cc:

Prunette Brown
Linda Pereira

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BEFORE THE
PENNSYLVANIA PUBLIC UTILITY COMMISSION

ORIGINAL

Henry Donner

v.

Philadelphia Gas Works

Docket No. F 81086524 RECEIVED

JUL 15 2002

Answer Of Philadelphia Gas Works PA PUBLIC UTILITY COMMISSION
SECRETARY'S BUREAU

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. Denied in part. PGW denies the averments in Paragraph concerning the accuracy of the Complainant's bill and the correlation between charges, budget plan as billed and usage at the service address. PGW admits that the Complainant's meter was not read for a period of 21 months, which resulted in the Complainant's receipt of a make up bill under estimated usage while on the budget plan.

PGW records indicate that PGW read the meter on 9/8/99, with an initial turn on read of 304. The meter was next read on 6/25/01 at index 4269. On 6/25/01, the meter was also changed and an automatic meter reading device (AMR") PGW has read the meter every month since as shown on the Statement of Account, which is attached hereto as Exhibit "A".

The Complainant was billed at \$3,620.57, initially. After the account was reviewed and re-billed at the rates in effect during the period of estimations, the re-bill was reduced to \$2,875.99.

A gas usage analysis, which is attached hereto as Exhibit "B" shows that the Complainant's usage is in line with usage history at the service address.

DOCUMENT
FOLDER

DOCKETED

JUL 17 2002

A decision of the Bureau of Consumer Services ("BCS") dated May 9, 2002, which is attached hereto as Exhibit "C", provided relief in the form of a credit of \$423.21, for failure to read the meter.

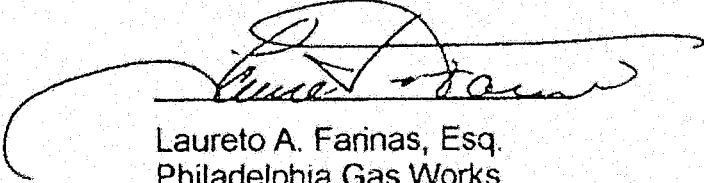
As of the due date of the July billing, 7/29/02, there will be a credit balance on the account in the amount of \$380.95.

4. The averments in Paragraph 4 of the Complaint are requests for relief to which no response is required. PGW therefore denies the averments in Paragraph 4.

Wherefore, PGW respectfully requests that this Commission find in favor of PGW and dismiss the instant complaint.

Respectfully submitted,

July 15, 2002



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

EXHIBIT A

RECEIVED

JUL 15 2002

PA PUBLIC UTILITY COMMISSION
SECRETARY'S BUREAU

6/3/02	7/2/02	1702	1732	Z	30	42 26			87 10	\$	(380)
										\$	(380)
										\$	(380)
										\$	(380)
9/4/01	10/3/01									\$	(380)
						\$ 9,533.94	\$ 5.04	-\$4,043.78	\$ 5,876.15	\$	(380)

BALANCE	\$	9,533.94
FINANCE CHARGES +	\$	5 04
TOTAL BILLED	\$	9,538.98
CANCELED BILLINGS & CREDIT ADJUSTMENTS +	\$	(4,043.78)
	\$	5,495 20
PAYMENTS -	\$	5,876.15
CURRENT BALANCE	\$	(380.95)

*- credit allowance per puc

- A-Actual Meter Reading
- E-Estimated Meter Reading
- C-Customer Meter Reading
- S-Special Meter Reading
- Z-AMR Meter Reading
- F-Final Meter Reading
- Can.-Cancelled Meter Reading
- P-Post Card / Customer Reading

- OE-Office Estimate (Prorate/Calculated Reading)
- V-Verified Reading

=====
=====

EXHIBIT B

RECEIVED

JUL 15 2002

PA PUBLIC UTILITY COMMISSION
SECRETARY'S BUREAU

Heat & Domestic

GAS USAGE ANALYSIS OF ACCOUNT		NON-HEATING DAILY USAGE		ACCOUNT #		HEAT USAGE		C.F.D.D.***	
		0 93		8111817607		(non heating usage / number of days in period)			
HENRY DONNER 4161 APALOGEN RD PHILA, PA 19144-0000									
DATES		METER READINGS		NUMBER OF DAYS		DOMESTIC USAGE CCF*		HEAT USAGE	
FROM	TO	FROM	TO	DAYS	CCF*	USAGE CCF*	USAGE	NUMBER DEG.DAYS**	C.F.D.D.***
9/8/99	6/25/01	304	4269	656	3965	610	3355	8488	39.5
7/5/01	7/2/02	9	1732	362	1723	337	1386	3470	40.0

* CCF = hundred Cubic feet

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

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

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

Handwritten signatures and initials at the bottom of the page.

EXHIBIT C

RECEIVED

JUL 15 2002

PA PUBLIC UTILITY COMMISSION
SECRETARY'S BUREAU

BEFORE THE PENNSYLVANIA PUBLIC UTILITY COMMISSION

Mr. Henry Donner
4161 Apalogen Road
Philadelphia, PA 19110

Philadelphia Gas Works
v. 800 W Montgomery Avenue
Philadelphia, PA 19122

Case Number 1086521

Account Number 8111817607

Decision On Informal Complaint by the Bureau of Consumer Services:

Statement of Complaint:

- (1) The customer requested that the Public Utility Commission investigate his PGW bills and the customer would like copies of his gas usage from February 1, 2000 to the present.

Investigation by Staff of the Bureau of Consumer Services Revealed:

- (1) The customer's gas service at 4161 Apalogen Road was established on September 8, 1999.
- (2) All of the customer's bills from September 30, 1999 to June 25, 2001 were based on estimated usage.
- (3) On June 25, 2001 a PGW's service technician went to the customer's residence and exchanged the customer's old meter and installed a new meter with an AMR automatic meter reading device. The service technician obtained an actual meter reading of 4269.
- (4) PGW cancelled all estimated bills from November 1, 2000 to November 1, 2001 totaling \$3,620.62, the customer was rebilled using the correct gas cost rates that were in affect during the time the underestimation took place. PGW used three calculated office estimates and they were based on a usage analysis of the customer's property. See attached analysis NOT ATTACHED
- (5) PGW issued four make up bills for the period from November 1, 2000 to November 1, 2001 totaling \$2,161.05. The rebilling resulted in the customer saving \$745.13.
- (6) PGW failed to obtain actual meter reading from September 30, 1999 to June 25, 2001.
- (7) PGW failed to install an AMR automatic meter reading device in a timely manner.
- (8) As of the date of this decision the customer's outstanding balance is \$123.27.

Exhibit "B"

Based On These Findings, The Bureau of Consumer Services Concludes:

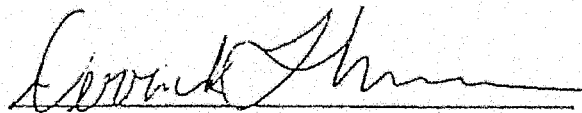
(1) PGW failed to get either an actual reading of the meter or obtain a reading from the automatic meter reading device (AMR) for an extended period of time. As a result, all bills issued during that extended time frame were estimated. Because of PGW's failure to obtain actual meter readings, the customer was unable to judiciously manage gas consumption and exercise conservation measures, as necessary. The customer, therefore, is entitled to a reduction in the rebilled amount which is intended to compensate for this problem that, again was caused by PGW's failure to obtain an actual meter reading for extended period of time.

Therefore It Is Decided:

- (1) PGW shall reduce all of the customer's bills from September 30, 1999 to June 25, 2001, the customer shall receive a 20% reduction in his make up bill in the amount of \$432.21.
- (2) PGW shall credited the customer gas account at 4161 Apalogen Road \$432.21

DOES NOT
APPLY
500 + 1446
PER 4-5 MW

Date May 9, 2002



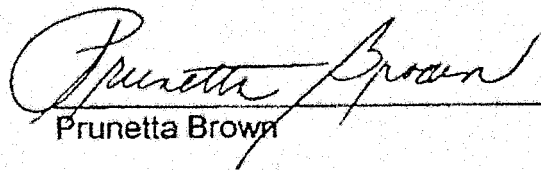
Signature

Mr Derrick Thomas
Utility Complaint Investigator
Bureau of Consumer Services
PA Public Utility Commission

VERIFICATION

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

Date: July 15, 2002


Prunetta Brown

CERTIFICATE OF SERVICE

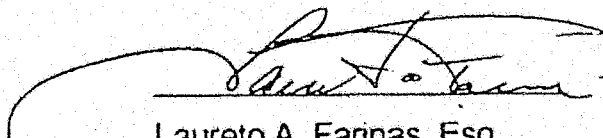
I HEREBY CERTIFY THAT I HAVE THIS DAY SERVED A TRUE COPY OF THE FOREGOING DOCUMENT UPON THE PARTICIPANTS LISTED BELOW, IN ACCORDANCE WITH THE REQUIREMENTS OF §1.54 (RELATING TO SERVICE BY A PARTICIPANT)

Service List:

Henry Donner
4161 Apalogen Road
Philadelphia, PA 19110

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

July 15, 2002



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

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JUL 15 2002
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

IN REPLY PLEASE
REFER TO OUR FILE

August 21, 2002

In Re: F-01086521

(See attached list)

Henry J. Donner v. Philadelphia Gas Works

Billing dispute.

Hearing Notice

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

Type: Initial hearing

Date: Monday, November 25, 2002

Time: 10:00 a.m.

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

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

SRB

DOCUMENT
FOLDER

DOCKETED
AUG 23 2002

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

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

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

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

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

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

Philadelphia Gas Works
Legal Department



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

Laureto A. Farinas
Senior Attorney
Legal Department

Direct Dial: 215-684-6982
FAX: 215-684-6798
E-mail: laureto.farinas@pgworks.com

ORIGINAL

October 7, 2002

RECEIVED

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

SRB OCT 07 2002
PA PUBLIC UTILITY COMMISSION
SECRETARY'S BUREAU

Re: Henry Donner PGW, Docket No. F - 01086521

Dear Secretary McNulty.

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

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

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

DOCUMENT
FOLDER

Sincerely,

cc: Henry Donner
Prunetta Brown

OCT 09 2002

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COMMONWEALTH OF
PENNSYLVANIA
PUBLIC UTILITY COMMISSION

DATE: November 1, 2002

SUBJECT: Certification of Satisfaction Filed
F-01086521 Henry J. Donner v. Philadelphia Gas Works

TO: Wanda Zeiders,
Docket Management

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

On October 9, 2002, a Certificate of Satisfaction was filed in the above-captioned proceeding by Laureto A. Farinas, Esquire. If no objection is filed to this certificate within 10 days of service, this proceeding will be closed.

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

Attachment

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

DOCUMENT
FOLDER

DOCKETED
NOV 06 2002



COMMONWEALTH OF PENNSYLVANIA
PENNSYLVANIA PUBLIC UTILITY COMMISSION

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

IN REPLY PLEASE
REFER TO OUR FILE

November 1, 2002

In Re: F-01086521

(See letter dated 08/21/02)

Henry J. Donner v. Philadelphia Gas Works

Billing dispute.

Cancellation Notice

DOCKETED
NOV 08 2002

This is to inform you of the following cancellation:

Type: Initial hearing
Date: Monday, November 25, 2002
Time: 10:00 a.m.
Location: Philadelphia, Pennsylvania
Presiding: Administrative Law Judge Charles E. Rainey, Jr.

DOCUMENT

Please mark your records accordingly.

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

SRB