

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: 04/10/06
8. DOCKET NO: F-01940651	:	9. EFFECTIVE DATE: 00/00/00

PARTY/COMPLAINANT: THOMAS, ROBERT

RESPONDENT/APPLICANT: PHILADELPHIA GAS WORKS

COMP/APP COUNTY: PHILADELPHIA

UTILITY CODE: 125042

ALLEGATION OR SUBJECT

COMPLAINANT STATES THERE ARE INCORRECT CHARGES ON HIS BILL. HE WOULD LIKE TO SEE THE PAPER WORK THAT WAS FILLED OUT BY THE SERVICE MAN WHO CAME TO HIS HOME ON NOVEMBER 13TH. HE ALSO WANTS THE DISPUTED CHARGE REMOVED FROM HIS RECORD.

DOCUMENT  
FOLDER

**DOCKETED**

APR 13 2006

RECEIVED  
2006 APR 10 AM 9:55

PA P.U.C.  
SECRETARY'S BUREAU

BCS1940651  
PHILADELPHIA GAS WORKS  
Must be returned by APRIL 11, 2006

PENNSYLVANIA PUBLIC UTILITY COMMISSION

Formal Complaint Form

125042

F-01940651

ORIGINAL

1. CUSTOMER NAME (COMPLAINANT)

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

Name ROBERT THOMAS

Street/P.O. Box 8543 MICHENER AVE Apt # \_\_\_\_\_

City PHILA State PA Zip 19150

County PHILA

Area Code/HOME Phone 215-242-2318

Area Code/WORK Phone Cell 215-459-4339

Utility Account Number 7119091699  
(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. PHILADELPHIA GAS WORKS

3. TYPE OF UTILITY (check one)

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

12

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.

5. **RELIEF**

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 ROBERT THOMAS, 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).

Robert Thomas  
(Signature)

\_\_\_\_\_  
(Date)

FACTS.

NOV. 9, 2004 I TURNED OFF THE GAS VALVE AT THE GAS METER TO REPLACE A SHUT OFF VALVE FOR MY GAS RANGE, WHEN I ATTEMPTED TO TURN THE GAS BACK ON, HOWEVER THE VALVE SEEMED VERY TIGHT. WE CALLED PGW. THEIR SERVICE DEPT. SAID BECAUSE IT WAS NOT AN EMERGENCY THEY COULD NOT GET A SERVICE-MAN OUT UNTIL SAT. NOV. 13 THEY SUGGESTED THAT WE GET A PRIVATE CONTRACTOR. I CALLED MY SON KEITH WHO IS A LICENSE STEAM FITTER AND HE CAME OVER WITH THE PROPER TOOL AND TURNED THE GAS ON. ON SAT. NOV. 13 A PGW SERVICE REP. SHOWED UP MID MORNING AND I TOLD HIM THAT THE PROBLEM WAS SOLVED, HIS REPLY WELL I HAVE TO READ THE METER, AND HE CAME IN EMPTY HANDED WITHOUT PEN OR PAD, HE PEEPED IN THE METER ROOM FOR ABOUT 5 SECONDS AND HE EXITED OUR RESIDENCE. A FEW WEEKS LATER I RECEIVED A BILL FOR \$55.00 TURNING ON SERVICE. DURING THE MONTHS OF MAY AND JUNE OF 2004 I RECEIVED CALLS FROM PGW COLLECTION DEPT AND I HAD A CONVERSATION WITH MS. RODRIGUEZ AS WE DISCUSSED MY PROBLEM WITH THE UNWARRENTED CHARGE SHE TOLD ME THE \$55.00 WOULD BE REMOVED. THE NEXT BILL THE CHARGE WAS STILL THERE. I CALLED PGW AGAIN AND WAS TOLD THAT MS. RODRIGUEZ HAD NO AUTHORITY TO REMOVE THAT PORTION OF MY BILL, ONLY PUC COULD RECIND IT.

RELIEF:

- 1 I WOULD LIKE TO SEE THE PAPER WORK THAT WAS FILLED OUT BY THE SERVICE MAN WHO CAME TO MY RESIDENT ON SAT NOV 13.
- 2 THE DISPUTED CHARGE REMOVED FROM MY RECORD

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

*Timely*

Notice to Customer:

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 3/7/2006. 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.)

ROBERT THOMAS  
8543 MICHENER AVE  
PHILADELPHIA PA 19150

215-242-2318  
(Area Code) Telephone Number  
BCS: 1940651  
Company: PHILADELPHIA GAS  
WORKS

Robert Thomas  
Signature  
Date of Mailing: 3/7/2006

Mail this completed form to:

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

PA P.U.C.  
SECRETARY'S BUREAU

2006 MAR 20 AM 10:56

RECEIVED

61



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

4/11/06

IN REPLY PLEASE  
REFER TO OUR FILE

MARCH 22, 2006

BCS1940651

ROBERT THOMAS  
8543 MICHENER AVE  
PHILADELPHIA PA 19150

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 APRIL 11, 2006 to the address listed below:

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

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

**Commission Procedures for Formal Complaints**

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

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

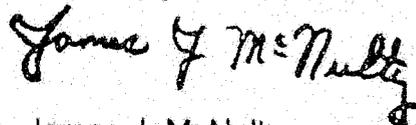
Office of Administrative Law Judge  
Public Utility Commission  
P.O. Box 3265  
Harrisburg, PA 17105-3265

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

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

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

Very truly yours,



James J. McNulty  
Secretary

SS

cc: PHILADELPHIA GAS WORKS

BEFORE THE PENNSYLVANIA PUBLIC UTILITY COMMISSION

DATE SERVED: April 14, 2006

DOCUMENT  
FOLDER

ROBERT THOMAS  
Complainant

v.

PHILADELPHIA GAS WORKS  
Respondent

Complaint Docket  
No: F-01940651

**DOCKETED**

APR 13 2006

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FORMAL COMPLAINT NOTICE TO RESPONDENT TO ANSWER OR SATISFY

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TO: PHILADELPHIA GAS WORKS

TAKE NOTICE:

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

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

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

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

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

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

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

James J. McNulty  
Secretary

(SEAL)

Certified Mail  
Return Receipt Requested



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 14, 2006

F-01940651

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 ROBERT THOMAS. 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 14, 2006

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

ane

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



Vaggelia Missos, Paralegal  
Legal Department  
Direct Dial: (215) 684-6528  
Fax: (215) 684-8798  
E-mail: vaggelia.missos@pgworks.com

May 2, 2006

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

ORIGINAL

RE: Robert Thomas v. PGW, Docket No.: F01940651

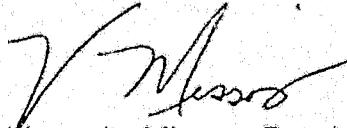
Dear Secretary McNulty:

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 needed about this matter, please do not hesitate to contact me at my direct-dial number above. Thank you for your assistance in this matter.

Sincerely,

DOCUMENT  
FOLDER

  
Vaggelia Missos, Paralegal

LF/lm

Enclosure  
cc: Robert Thomas

RECEIVED

MAY 02 2006

PA PUBLIC UTILITY COMMISSION  
CONSUMER SERVICE

57

BEFORE THE  
PENNSYLVANIA PUBLIC UTILITY COMMISSION

ORIGINAL

Robert Thomas

v.

Philadelphia Gas Works

Docket No. F – 01940651

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 bill. The Complainant's gas bills are correct as rendered. By way of further answer, on November 10, 2004, the Complainant's wife contacted PGW, and indicated that the Complainant turned gas off at 8543 Michener Avenue, Philadelphia, PA (Service Address) to install a range, and that the gas would not come back on. A PGW Customer Service Representative advised the Complainant's wife to hire a private contractor as the Complainant did not have the Parts and Labor Plan on his account. PGW provides repair service for those enrolled in that plan.

On this same day, the Complainant's wife made another contact to PGW, and indicated as above. A Senior Customer Service Representative advised the Complainant's wife that there will be \$55 charge to have a PGW Technician restore gas service, as shown on the PGW Customer Contact Screens, which are attached hereto as Exhibit "A."

DOCUMENT  
FOLDER

MAY 6 2 2006

PENNSYLVANIA PUBLIC UTILITY COMMISSION  
PHILADELPHIA

DOCKETED  
MAY 08 2006

On November 13, 2004, PGW Technician restored gas service at the Service Address.

On November 15, 2004, the Complainant's account was billed \$55 for restoration of gas service at the Service Address.

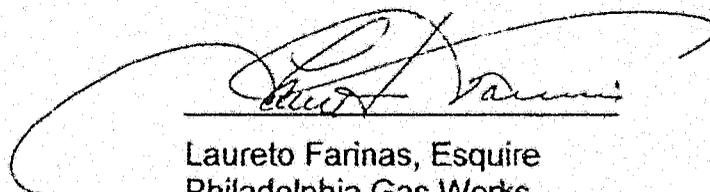
A decision of the Bureau of Consumer Services (BCA) dated March 17, 2006, which is attached hereto as Exhibit "B," dismissed the Complainant's informal complaint as unsubstantiated.

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. PGW requests that, the Commission enter an Interim Order directing the Complainant to make payment of the current bill during the pendency of the hearing in this matter. PGW further requests that the Interim Order directing payment authorize PGW to terminate service if the Complainant fails to comply with that Interim Order.

Respectfully submitted,

May 2, 2006



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

# EXHIBIT A

RECEIVED  
MAY 03 2006  
FEDERAL BUREAU OF INVESTIGATION  
U.S. DEPARTMENT OF JUSTICE

Contacts for Account: Thomas, Robert

Account: 0071 1909 1699      Thomas, Robert       Transaction History       Full Comments

Date	Type	Comment	Person
08/04/2005	CRU	CRU-BCS#1940651-ANSWER TO PUC COMPLAINT--SERVICE PERSON RESTORED SERVICE AFTER CUSTOMER TURNED OFF TO INSTALL NEW RANGE--NOTED BY A SENIOR CSR THAT IT WAS AN ALL DAY APPT AND THERE WOULD BE A \$55.00 CHARGE--BASED ON THE GAS TARIFF SECTION 9.2B THE CUSTOMER SHALL BE CHARGED A FEE FOR	Thomas, Robert
08/01/2005	BILL	21 DAY REVIEW OF HIGH BILL THIS IS PUC INQUIRY LEFT DISPUTE ON ACCOUNT	Thomas, Robert
07/13/2005	CRU	puc faxed 7/13/05 bcs1940651 cru 787-1250	Thomas, Robert
07/08/2005	BILL	REVIEW ACCOUNT W M CHAVARRIA IN RELATION TO \$ 55 SERVICE CHARGE FOR SUSPENDED SERVICE TURNON CHARGE IS VALID PER REVIEW AND SERVICEPERSON'S REPORT AS GAS WAS TURNED BACK ON AFTER CUST SHUT OFF GAS TO PROPERTY. LTR TO CUST ADVISING CHARGE VALID PEF REVIEW, ENTER 21 DAY REVIEW FOR PUC INQUIRY, CLOSED HIGH BILL.	Thomas, Robert
06/27/2005	BILL	put in high bill for the 55.00 charge.	Thomas, Robert
06/01/2005	COLL	MELTA ..... CCOR	Thomas, Robert
05/25/2005	MISC	customer inquired about 55 dollar service charge referred call to supervisor to remove charge for cust. ... JR	Thomas, Robert
05/24/2005	COLL	left phone number called from melita	Thomas, Robert
03/31/2005	COLL	MELITA HUNG UP	Thomas, Robert
12/21/2004	BILL	CHARGES REMAIN, TECH STATED CUSTOMER SHUT HIS DOWN GAS OFF TO INSTALLED NEW AGR AND WANTED PGW TO TURN GAS ON, PER T. KENNY (FSD)	Thomas, Robert
12/03/2004	BILL	sant email to have monies removed: \$55.00 charge	Thomas, Robert
11/10/2004	SERV	referred to last contact ..per QA MR BENNS PLACED A ORDER FOR SERV TO BE RESTORED ORDER SCH 11/13/2004	Thomas, Robert
11/10/2004	SERV	cust turned gas off to entire house to install range, sch turn-on date for next avail date of 11/13/2004 all day appointment, will also be charged 55.00 suspended service charge	Thomas, Robert
11/10/2004	SERV	WIFE CALLED STATES HUSBAND SHUT OFF GAS TO INSTALL PART ON RANGE AND AFTER TRIED TO TURN RANGE BACK ON AND WILL NOT COME BACK ON TOLD TO CALL A CONTRACTOR NO PLP	Thomas, Robert
12/30/1999	BILL		Thomas, Robert

Change Customer Contact      Launch Related Transaction...

Contacts for Account: Thomas, Robert

- | @ | X |

Account: 0071 1909 1639

Thomas, Robert

Transaction History

Full Comments

Date	Type	Comment	Person
04/18/2006	CRU	ciu- customer filed formal complaint - docket I-01940651 - assigned to cru officer for response back to legal (jr)	Thomas, Robert
04/11/2006	COLL	customer said he's not going to pay the bill said pgw charged him told customer the PUC made their decision he is responsible for bill	Thomas, Robert
03/15/2006	CRU	BCS #1940551 case closed decision rec'd 3/7/06 that dispute not substantiated. Co restored svc at this location on 11/13/04 due to being shut off by cu when new range was installed. Per tariff section 9.2A b, A charge shall be assessed for temporary discontinuance of gas svc. Cust responsible for charge	Thomas, Robert
08/04/2005	CRU	CRU-CONT1--TEMP SHUT OFF OR TURN ON OF SERVICE--SENT REPORT TO THE PUC--WAITING ON DECISION	Thomas, Robert
08/04/2005	CRU	CRU-BCS#1940651-ANSWER TO PUC COMPLAINT--SERVICE PERSON RESTORED SERVICE AFTER CUSTOMER TURNED OFF TO INSTALL NEW RANGE--NOTED BY A SENIOR CSR THAT IT WAS AN ALL DAY APPT AND THERE WOULD BE A \$55.00 CHARGE--BASED ON THE GAS TARIFF SECTION 9.2E THE CUSTOMER SHALL BE CHARGED A FEE FOR	Thomas, Robert
08/01/2005	BILL	21 DAY REVIEW OF HIGH BILL THIS IS PUC INQUIRY LEFT DISPUTE ON ACCOUNT	Thomas, Robert
07/13/2005	CRU	puc faxed 7/13/05 bcs1940651 cru 787-1253	Thomas, Robert
07/08/2005	BILL	REVIEW ACCOUNT W M CHAVARRIA IN RELATION TO \$ 55 SERVICE CHARGE FOR SUSPENDED SERVICE TURNON CHARGE IS VALID PER REVIEW AND SERVICEPERSON'S REPORT AS GAS WAS TURNED BACK ON AFTER CUST SHUT OFF GAS TO PROPERTY LTR TO CUST ADVISING CHARGE VALID PFR REVIEW, ENTER 21 DAY REVIEW FOR PUC INQUIRY CLOSED HIGH BILL.	Thomas, Robert
06/27/2005	BILL	put in high bill for the 55.00 charge.	Thomas, Robert
06/01/2005	COLL	MELITA CCOR	Thomas, Robert
05/25/2005	MISC	customer inquired about 55 dollar service charge referred call to supervisor to remove charge for cust. JR	Thomas, Robert
05/24/2005	COLL	left phone number called from melita	Thomas, Robert
03/31/2005	COLL	MELITA HLNG UP	Thomas, Robert
12/21/2004	BILL	CHARGES REMAIN, TECH STATED CUSTOMER SHUT HIS OWN GAS OFF TO INSTALLED NEW AGR AND WANTED PGW TO TURN GAS ON, PER T KENNY (FSD).	Thomas, Robert
12/02/2004	BILL	customer to have meter removed \$55.00 charge	Thomas, Robert

Change Customer Contact

Launch Related Transaction

# EXHIBIT B

RECEIVED  
MAY 02 2006  
PACIFIC UNIVERSITY  
ADMINISTRATIVE

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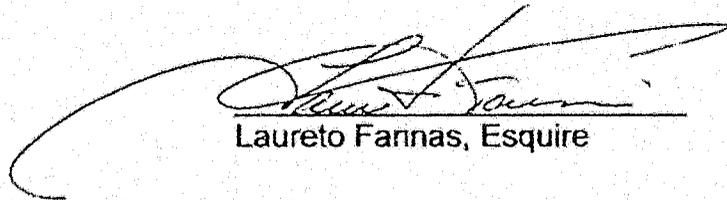
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- <Cases xmlns="x-
  schema:http://pucksi.state.pa.us/DataEx/Schema/ClosingDataSend.xdr">
  <NbrOfCases>1</NbrOfCases>
  <FileType>CLOSING</FileType>
  <CreatedDateTime>3/7/2006 4:50:18 PM</CreatedDateTime>
  <PUCAddress>P O Box 3265, Harrisburg, PA 17105</PUCAddress>
- <Case>
  <CaseNbr>1940651</CaseNbr>
  <CompanyName>PGW (PHILA. GAS WORKS (NGDC))</CompanyName>
  <CompanyCode>0766</CompanyCode>
  <CompanyType>GAS TRANSPORTER</CompanyType>
- <Customer>
  <CustomerFirstName>ROBERT</CustomerFirstName>
  <CustomerLastName>THOMAS</CustomerLastName>
  <AccountNumber>7119091699</AccountNumber>
- <CustomerServAddress>
  <ServAddress1>8543 MICHENER AVE</ServAddress1>
  <ServCity>PHILADELPHIA</ServCity>
  <ServState>PA</ServState>
  <ServZip5>19150</ServZip5>
  </CustomerServAddress>
</Customer>
<DecisionIssue>Y</DecisionIssue>
<OralWritten>W</OralWritten>
<Violation>NO</Violation>
<TotalBalance>259.76</TotalBalance>
<DateClosed>2006-03-07</DateClosed>
<Resolution>DISPUTE NOT SUBSTANTIATED...CO RESTORED SVC AT THIS
  LOCATION ON 11/13/04 DUE TO BEING SHUT OFF BY CU WHEN NEW
  RANGE WAS INSTALLED.....PER TARIFF SECTION 9.2A B, A CHARGE SHALL
  BE ASSESSED FOR TEMPORARY DISCONTINUANCE OF GAS SVC. DEC
  MAILED MAKING CU RESPONSIBLE FOR CHARGE.</Resolution>
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<LetterDescription>EGW PAR W/SIMPLE DISPUTE/PAYMENT
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<HeadDate>2006-03-07</HeadDate>
- <OtherInfo>
  <BCSInvestigatorFName>GLORIA</BCSInvestigatorFName>
  <BCSInvestigatorLName>COOK</BCSInvestigatorLName>
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  </OtherInfo>
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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: May 2, 2006



Laureto Farinas, Esquire

CERTIFICATE OF SERVICE

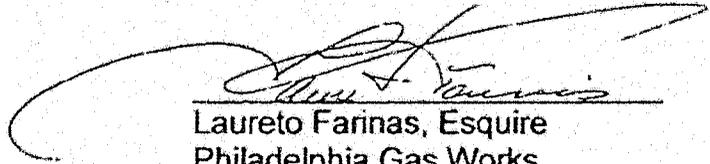
I HEREBY CERTIFY THAT I HAVE THIS DAY SERVED A TRUE COPY OF THE FOREGOING DOCUMENT UPON THE PARTICIPANTS LISTED BELOW, IN ACCORDANCE WITH THE REQUIREMENTS OF 52 PA CODE §1.54 (RELATING TO SERVICE BY A PARTICIPANT).

Service List:

For Complainant:

*Robert Thomas*  
8543 Michener Avenue  
Philadelphia, PA 19150

Dated: May 2, 2006



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

PA PUBLIC UTILITY COMMISSION  
MAY 02 2006