

COMMONWEALTH OF PENNSYLVANIA
PUBLIC UTILITY COMMISSION

JAN 06 2004 1

Celestine Ransome,
v.
Philadelphia Gas Company

Docket No.: F-01121088

State Office Building
1400 Spring Garden Street
Philadelphia, PA

DOCUMENT

January 6, 2004
Commencing at 10:01 - 10:40

BEFORE:

HERBERT SMOLEN, Administrative Law Judge

APPEARANCES:

Celestine Ransome, Pro Se
For the Complainant

LAURETO FARINAS, Esquire
800 W. Montgomery Avenue
Philadelphia, PA 19122
For the Respondent

DOCKETED
JAN 30 2004

Clonithica W. Payne

REPORTER: CLONTHICA W. PAYNE

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INDEX TO WITNESSES

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WITNESS

DIRECT

CROSS

REDIRECT

RECROSS

Pereria

7

P R O C E E D I N G S

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JUDGE HERBERT SMOLEN:

This is the matter of Celestine Ransome versus Philadelphia Gas Works, Docket F-01121088. My name is Herbert Smolen Administrative Law Judge assigned by the Commission to hear the evidence in this case and to render a judicial decision in writing in due course. I note from the appearance sheet that an appearance has been entered on behalf on the Respondent by the Laureto Farinas, Esquire and that he has one witness. Let the record show that no appearance has been entered either by person or by Counsel by the Complainant, Celestine Ransome. According to the customary procedure, I'm going to declare a brief recess to afford the Complainant some additional time to arrive at the hearing or otherwise explain her absence. Let's stand in brief recess.

BRIEF RECESS

ATTORNEY FARINAS:

Thank you.

JUDGE:

Do you have a telephone for us?

ATTORNEY FARINAS:

Yes, but it's not in service. I sent her

1 on the 11th of October.

2 JUDGE:

3 There's no telephone number listed.

4 ATTORNEY FARINAS:

5 The number that's on her account is not
6 in service.

7 JUDGE:

8 Say again?

9 ATTORNEY FARINAS:

10 The one that's on her account.

11 JUDGE:

12 What number is that?

13 ATTORNEY FARINAS:

14 It's 215-234-5678.

15 JUDGE:

16 Let me just try it. We're going to give
17 her some more time.

18 SHORT BREAK TAKEN

19 JUDGE:

20 Now, it's approximately 10:30 a.m. on
21 January 6th, 2004 and the Claimant, Celestine Ransome,
22 has not yet appeared in the hearing or otherwise
23 communicated with the Administrative Law Judge to
24 explain her absence. Having placed that on the record
25 and in addition the record should show that Counsel

1 for the Respondent has supplied with Administrative
2 Law Judge with a telephone number for the Complainant,
3 that telephone number being contained in the account
4 records of the Respondent. The Administrative Law
5 Judge placed a call to that number and it was reported
6 by the automated operator that the telephone was no
7 longer in service.

8 Let the record further show that the
9 complaint itself has no telephone number for the
10 Complainant either at her home or at work. Having
11 placed the forgoing on the record, I'll ask Counsel
12 for the PGW if he has any comments or anything else
13 that he wants to state on the record.

14 ATTORNEY FARINAS:

15 Yes, Your Honor. May I also add that on
16 October 29th of 2003 I sent her a letter, not being
17 able to reach her by telephone, asking her to contact
18 me in order to discuss settlement. I never received a
19 response to that letter. I do have a witness that can
20 provide additional testimony, Your Honor. I would
21 like ---.

22 JUDGE:

23 Testimony to what effect?

24 ATTORNEY FARINAS:

25 Testimony to the activities on her

1 account since the filing of her complaint.

2 JUDGE:

3 All right. If you want to put it on,
4 let's put it on.

5 ATTORNEY FARINAS:

6 I would like to move at this time that
7 this matter be dismissed but for completeness of the
8 record I would like to provide some additional
9 testimony.

10 JUDGE:

11 All right, I'll take your motion under
12 advisement. Raise your right hand.

13 -----

14 LINDA PERERIA, HAVING BEEN FIRST DULY SWORN, TESTIFIED
15 AS FOLLOWS:

16 -----

17 JUDGE:

18 Please state your full name and business
19 address.

20 A. Sure. Linda Pereria, it's spelled P-E-R-E-R-I-A.
21 Business address is 1800 North Ninth Street,
22 Philadelphia, PA 19122.

23 JUDGE:

24 Counsel.

25 ATTORNEY FARINAS:

1 Thank you, Your Honor.

2 DIRECT EXAMINATION

3 BY ATTORNEY FARINAS:

4 Q. Ms. Pereria, are you employed by PGW?

5 A. Yes, I am.

6 Q. What is your title at PGW?

7 A. I'm a customer review offer.

8 Q. What does that entail?

9 A. It entails viewing and researching informal and
10 formal complaints filed by the customers.

11 Q. Did you research the formal complaint filed by Ms.
12 Ransome?

13 A. Yes, I did.

14 Q. Ms. Pereria, I show you a document.

15 ATTORNEY FARINAS:

16 Your Honor, I marked and distributed ---I
17 would like to have marked a document which has as a
18 heading, Bills from 1/1/1996 to 1/6/2004. It is a
19 multi-page document. I'd like to have that marked as
20 PGW Exhibit One.

21 JUDGE:

22 So marked.

23 (Exhibit PGW Number One marked for
24 identification.)

25 BY ATTORNEY FARINAS:

1 Q. Ms. Pereria, did you prepare this document?

2 A. Yes, I did.

3 Q. Would you review very briefly your investigation
4 that relates to the state of the --- Ms. Ransome's
5 account?

6 A. Sure. This shows that Ms. Ransome has had several
7 accounts prior to her current address at 2230 S.
8 Hobson Street and that she is currently on the CRP.

9 JUDGE:

10 Now, for the record. CRP is?

11 A. Customer Responsibility Program.

12 BY ATTORNEY FARINAS:

13 Q. Can you give us a brief history of Ms. Ransome's
14 activities on her account with regard to being on the
15 customer responsibility program?

16 A. Sure. Ms. Ransome was and is currently still on
17 the customer responsibility program. She was in
18 default, in fact, of September 1st, PGW went to new
19 guidelines under the customer responsibility program,
20 which is now based on income. All money that was in
21 default, okay, was currently placed in her account and
22 she owed us nothing at the time. She did not owe us
23 anything on CRP once we went to the new guidelines as
24 of September 1st and her payments were adjusted and
25 actually they were lower. She was paying \$30 per

1 month prior to September 1st and they were lowered to
2 \$28.28 as of September 1st based on her income.

3 JUDGE:

4 All right. Let me ask you a question.
5 On this PGW Exhibit One, does it show current balance
6 on this or the current statement?

7 A. It shows just the list of bills and the payments.

8 JUDGE:

9 Well, the first --- okay. Does it show
10 anything for the year 2003 or 2004?

11 A. That would be page five.

12 JUDGE:

13 Page five.

14 BY ATTORNEY FARINAS:

15 I believe that's the fifth page of PGW
16 Exhibit One, Your Honor. Actually, 2002 it indicates
17 at the top the customer address is her current address
18 is 2610 Hobson Street.

19 JUDGE:

20 Now, the last entry here is November 25,
21 2003; is that correct?

22 A. Yes, that's correct. That's her current billing.

23 JUDGE:

24 And bill amount there is \$25.28?

25 A. \$25.28 and her CRF monthly amount is \$25.28

1 however, there's \$3 towards her arrears so the bills
2 actually \$28.28.

3 JUDGE:

4 Does it show an outstanding past due
5 bills?

6 A. No, this does not. This is just a list of bills
7 and payments.

8 JUDGE:

9 Is there an outstanding arrears?

10 A. Yes there is.

11 JUDGE:

12 That's what I'm after. What's the
13 balance on the account as of what date?

14 A. Her total account balance as of December 31st of
15 '03 is \$3,713.73.

16 JUDGE:

17 Repeat that for me.

18 A. \$3,713.73.

19 JUDGE:

20 All right now. But she's on this CRP
21 program?

22 A. That is correct.

23 JUDGE:

24 And what happens to that balance? Is
25 that set aside?

1 A. That's set aside and each month if she makes her
2 payment on time, PGW does forgive \$136 of that balance
3 each month.

4 JUDGE:

5 So the CRP payment is what?

6 A. \$28.28.

7 JUDGE:

8 \$28.28 and which means that \$25.28 is the
9 current CRP payment; is that what you said?

10 A. That is correct. That's for her current charges.

11 JUDGE:

12 And \$3 is for what?

13 A. For the arrears.

14 JUDGE:

15 All right. And she's current?

16 A. No, she's not. Currently --- to bring her current
17 on her CRP she owes \$127.04.

18 JUDGE:

19 She's not current and the arrears on CRP
20 is what?

21 A. \$127.04.

22 JUDGE:

23 All right. Counsel, do you have any
24 other questions?

25 ATTORNEY FARINAS:

1 Yes, I do.

2 BY ATTORNEY FARINAS:

3 Q. Ms. Pereria ---.

4 ATTORNEY FARINAS:

5 And Your Honor, I've marked and
6 distributed document. It's marked as PGW Exhibit Two.
7 It is a two-page document which is the decision of the
8 Bureau of Consumer Services.

9 JUDGE:

10 Okay. And that's marked for
11 identification as PGW Number Two.

12 (PGW Exhibit Number Two marked for
13 identification.)

14 BY ATTORNEY FARINAS:

15 Q. Ms. Pereria, have you reviewed the decision of BCS
16 with regard to Ms. Ransome's matter?

17 A. Sure. One, they had determined the customer bills
18 were correct as rendered and two, they asked her to
19 come in and recertify on the customer responsibility
20 program. And at that time she had paid \$576.68
21 because her customer responsibility program was in
22 default and they request this to be completed by June
23 2nd, 2003.

24 Q. According to your testimony earlier, was this
25 necessary for her to do?

1 A. Yes.

2 Q. Did PGW do anything to her account in the meantime
3 that made it unnecessary for her to pay \$576.68?

4 A. We changed the program as of September 1st and
5 then would put that money that she was in default into
6 her arrears.

7 Q. Ms. Pereria, ---.

8 JUDGE:

9 That program was changed when?

10 A. September 1st, 2003.

11 JUDGE:

12 All right.

13 BY ATTORNEY FARINAS:

14 Q. PGW's position in this matter is they would like
15 Ms. Ransome to pay how much?

16 A. \$127.40 to her customer responsibility program, to
17 bring it up to date.

18 Q. And then after that?

19 A. After that it would be \$28.28 her monthly payments
20 each month.

21 JUDGE:

22 So what you're saying is then that you're
23 not seeking a catch-up payment based on the BCS
24 decision and that's because your CRP program changed?

25 A. Changed effective September 1st, 2003, yes.

1 JUDGE:

2 Now, if once again, even though this is
3 repetition, how did it change that your CRP program so
4 that you're not seeking the catch-up payment?

5 A. They took --- it was under the guidelines of PUC.

6 JUDGE:

7 That may be, but how did it change?

8 A. Oh, how did it change?

9 JUDGE:

10 Yes.

11 A. It went from a 7.35 percent program.

12 JUDGE:

13 A 7.35 percent is just a number in the
14 air. What does that mean?

15 A. Right. That's on their income. So the customer
16 responsibility program prior to September 1st was
17 based on 7.35 percent of their income.

18 JUDGE:

19 Wait, let me mark it down. Prior to
20 9/1/03, CRP payment was based on 7.35 percent of ---?

21 A. The customer's income.

22 JUDGE:

23 What income, annual or monthly or?

24 A. I believe it was monthly income.

25 JUDGE:

1 What is it?

2 A. Use monthly income.

3 JUDGE:

4 As of 9/1/03, what did they change to?

5 A. It went to eight, nine, or ten percent of the
6 customer's income --- monthly income based on federal
7 guidelines.

8 JUDGE:

9 I think it was the CRP payment is ---
10 what did you say, eight?

11 A. Eight, nine or ten percent of the customer's
12 income.

13 JUDGE:

14 Nine or ---?

15 A. Ten percent of their monthly income.

16 JUDGE:

17 --- ten percent of monthly income based
18 on ---?

19 A. Okay. The federal program that they have on the
20 standards.

21 JUDGE:

22 Can you use the terms before, federal
23 what --- federal guidelines?

24 A. Income guidelines.

25 JUDGE:

1 All right. Now, if a person was behind
2 as of September 1, '03, what happened to that
3 arrearage?

4 A. We took all that money, put it in arrears. So
5 they start off with a zero balance on their CRP.

6 JUDGE:

7 So any arrears in the prior CRP program
8 as of 9/1/03 was placed in arrears and customer
9 started out with zero balance in new CRP program.

10 A. That's correct.

11 JUDGE:

12 Therefore, PGW's not seeking the BCS
13 catch-up?

14 ATTORNEY FARINAS:

15 That is correct.

16 JUDGE:

17 Okay. Anything else?

18 ATTORNEY FARINAS:

19 I have nothing further, Your Honor. And
20 I'd just like to move PGW Exhibits One and Two be
21 admitted into the record.

22 JUDGE:

23 All right, then those exhibits are
24 received as record. And when I review the evidence,
25 then I'll issue an initial decision and consider your

1 motion to dismiss.

2 ATTORNEY FARINAS:

3 Thank you, Your Honor.

4 JUDGE:

5 Okay? Thanks very much. Hearing is
6 adjourned.

7 * * * * *

8 HEARING CONCLUDED AT 10:40 A.M.

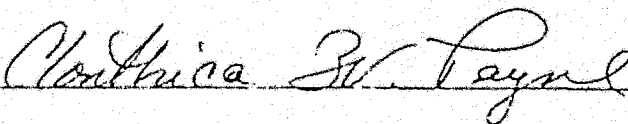
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C E R T I F I C A T E

1
2 I HEREBY CERTIFY THAT THE FOREGOING
3 PROCEEDINGS WERE REPORTED BY ME AND THEREAFTER
4 REDUCED TO TYPEWRITING AND THAT THIS TRANSCRIPT IS A
5 TRUE AND ACCURATE RECORD THEREOF.
6
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8 SARGENT'S COURT REPORTING SERVICE, INC.

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11 COURT REPORTER
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BILLS FROM 01/01/1996 TO 01/06/2004

Account # 7120293915

Customer Name RANSON, CELESTINE T

Customer Address 2230 S HOBSON ST/PHILA, PA

Bill Cycle 19

PGW Exhibit - /

DOCUMENT

BILLS

Service Agreement	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 Cur Amt	Days
9961752398	1883028	05/26/1999	06/21/1999	07/21/1999	2724	2746	22	Regular	\$4.21	No	Yes	\$0.00	0	\$0.00	27
9961752398	1883028	04/15/1999	05/26/1999	06/22/1999	2617	2724	107	Regular	\$91.00	No	No	\$0.00	0	\$0.00	42
9961752398	1883028	03/22/1999	04/15/1999	05/15/1999	2513	2617	104	Regular	\$88.57	No	No	\$0.00	0	\$0.00	25
9961752398	1883028	02/22/1999	03/22/1999	04/18/1999	2314	2513	199	Regular	\$165.82	No	No	\$0.00	0	\$0.00	29
9961752398	1883028	01/28/1999	02/22/1999	03/20/1999	2158	2314	156	Regular	\$130.85	No	No	\$0.00	0	\$0.00	26
9961752398	1883028	12/26/1998	01/28/1999	02/26/1999	1929	2158	229	Regular	\$197.15	No	No	\$0.00	0	\$0.00	34
9961752398	1883028	11/23/1998	12/26/1998	01/25/1999	1731	1929	198	Regular	\$173.24	No	No	\$0.00	0	\$0.00	34
9961752398	1883028	10/23/1998	11/23/1998	12/21/1998	1571	1731	160	Regular	\$140.76	No	No	\$0.00	0	\$0.00	32
9961752398	1883028	09/23/1998	10/23/1998	11/22/1998	1526	1571	45	Regular	\$42.46	No	No	\$0.00	0	\$0.00	31
9961752398	1883028	08/26/1998	09/23/1998	10/21/1998	1499	1526	27	Regular	\$27.07	No	No	\$0.00	0	\$0.00	29
9961752398	1883028	07/29/1998	08/26/1998	09/22/1998	1478	1499	21	Regular	\$21.95	No	No	\$0.00	0	\$0.00	29
9961752398	1883028	06/29/1998	07/29/1998	08/25/1998	1438	1478	40	Regular	\$38.19	No	No	\$0.00	0	\$0.00	31
9961752398	1883028	05/29/1998	06/29/1998	07/26/1998	1424	1438	14	System Estimate	\$15.97	No	No	\$0.00	0	\$0.00	32
9961752398	1883028	04/29/1998	05/29/1998	06/24/1998	1375	1424	49	Regular	\$45.88	No	No	\$0.00	0	\$0.00	31
9961752398	1883028	03/30/1998	04/29/1998	05/26/1998	1311	1375	64	Regular	\$58.70	No	No	\$0.00	0	\$0.00	31
9961752398	1883028	02/26/1998	03/30/1998	04/27/1998	1123	1311	188	Regular	\$164.69	No	No	\$0.00	0	\$0.00	33
9961752398	1883028	01/27/1998	02/26/1998	03/28/1998	515	1123	208	Regular	\$181.79	No	No	\$0.00	0	\$0.00	31
9961752398	1883028	12/26/1997	01/27/1998	02/23/1998	642	915	273	Regular	\$237.34	No	No	\$0.00	0	\$0.00	33
9961752398	1883028	11/21/1997	12/26/1997	01/25/1998	416	642	226	Regular	\$197.16	No	No	\$0.00	0	\$0.00	36
9961752398	1883028	10/23/1997	11/21/1997	12/21/1997	391	416	25	Regular	\$25.37	No	No	\$0.00	0	\$0.00	30
9961752398	1883028	09/24/1997	10/23/1997	11/22/1997	380	391	11	Regular	\$13.40	No	No	\$0.00	0	\$0.00	30
9961752398	1883028	08/26/1997	09/24/1997	10/21/1997	361	380	19	Regular	\$20.24	No	No	\$0.00	0	\$0.00	30
9961752398	1883028	08/05/1997	08/26/1997	09/22/1997	349	361	12	Regular	\$14.25	No	No	\$0.00	0	\$0.00	22

JAN 20 2004

F-01121088

PAYMENTS FROM 01/01/1996 TO 01/06/2004

Account # 7120293915

Customer Name RANSON, CELESTINE T

Customer Address 2230 S HOBSON ST/PHILA,PA

Bill Cycle 19

PAYMENTS

Service Agreement ID	Pay Amount	Pay Date	Pay Status	Late Pay Charge	Utility Type	Grant Type	Pay Source Code
9961752398	\$19.36	07/19/2001	F	\$19.36	G		REM
9961752398	\$207.43	03/16/2001	F	\$81.93	G	LIHE	GRN
9961752398	\$174.70	03/02/2001	F	\$174.70	G		PPC
9961752398	\$300.00	04/07/2000	F	\$254.13	G	CRIS	GRN
9961752398	\$305.00	03/11/2000	F	\$254.13	G	LIHE	GRN
9961752398	\$42.00	04/20/1999	F	\$0.00	G		REM
9961752398	\$407.00	01/15/1999	F	\$0.00	G	LIHE	REM
9961752398	\$11.00	04/20/1998	F	\$0.00	G		REM
9961752398	\$30.00	02/17/1998	F	\$0.00	G		REM
9961752398	\$21.00	02/03/1998	F	\$0.00	G		REM
9961752398	\$18.26	12/01/1997	F	\$0.00	G		REM
9961752398	\$40.71	09/09/1997	F	\$0.00	G		REM
9961752398	\$250.00	09/09/1997	F	\$0.00	G	UESF	REM

BILLS FROM 01/01/1996 TO 01/06/2004

Account # 7120293915	Customer Name RANSON, CELESTINE T
Customer Address: 6335 REEDLAND ST/PHILA PA	Bill Cycle 19

BILLS

Service Agreement	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
9851493938	1880842	05/26/2000	05/31/2000	09/10/2002	4139	4141	2	Office Estimate	\$0.00	No	Yes	\$30.00	0	\$0.00	5
9851493938	1880842	01/26/2001	02/09/2001	03/23/2001	4708	4781	73	Regular	\$0.00	Yes	Yes	\$30.00	0	\$0.00	14
9851493938	1880842	12/27/2000	01/26/2001	02/22/2001	4530	4708	178	Regular	\$30.00	Yes	No	\$30.00	0	\$0.00	30
9851493938	1880842	11/24/2000	12/27/2000	01/25/2001	4344	4530	186	Regular	\$30.00	Yes	No	\$30.00	0	\$0.00	33
9851493938	1880842	10/25/2000	11/24/2000	12/21/2000	4237	4344	107	Regular	\$30.02	Yes	No	\$30.00	0	\$0.00	30
9851493938	1880842	09/25/2000	10/25/2000	11/22/2000	4198	4237	39	Regular	\$30.00	Yes	No	\$30.00	0	\$0.00	30
9851493938	1880842	08/24/2000	09/25/2000	10/23/2000	4173	4198	25	Regular	\$31.03	Yes	No	\$30.00	0	\$0.00	32
9851493938	1880842	07/27/2000	08/24/2000	09/20/2000	4162	4173	11	Regular	\$30.00	Yes	No	\$30.00	0	\$0.00	28
9851493938	1880842	06/23/2000	07/27/2000	08/22/2000	4148	4162	14	Regular	\$30.00	Yes	No	\$30.00	0	\$0.00	34
9851493938	1880842	05/26/2000	06/23/2000	07/21/2000	4139	4148	9	Regular	\$30.00	Yes	No	\$30.00	0	\$0.00	28
9851493938	1880842	04/27/2000	05/26/2000	06/26/2000	4124	4139	15	Regular	\$30.00	No	No	\$30.00	0	\$0.00	29
9851493938	1880842	03/29/2000	04/27/2000	05/24/2000	4017	4124	107	Regular	\$37.92	No	No	\$30.00	0	\$0.00	29
9851493938	1880842	02/29/2000	03/29/2000	04/26/2000	3909	4017	108	Regular	\$91.28	No	No	\$0.00	0	\$0.00	29
9851493938	1880842	10/25/1999	02/29/2000	03/28/2000	3137	3909	772	Regular	\$628.05	No	No	\$0.00	0	\$0.00	127
9851493938	1880842	09/28/1999	10/25/1999	11/26/1999	3120	3137	17	Regular	\$20.96	No	No	\$0.00	0	\$0.00	27
9851493938	1880842	09/28/1999	10/25/1999	11/22/1999	3120	3162	42	System Estimate	\$40.02	Yes	No	\$0.00	0	\$0.00	27

PAYMENTS FROM 01/01/1996 TO 01/06/2004

Account # 7120293915

Customer Name RANSON, CELESTINE T

Customer Address 6335 REEDLAND ST/PHILA,PA

Bill Cycle 19

PAYMENTS

Service Agreement ID	Pay Amount	Pay Date	Pay Status	Late Pay Charge	Utility Type	Grant Type	Pay Source Code
9851493938	\$12.29	07/19/200*	F	\$12.29	G		PEM
9851493938	\$131.57	03/16/200*	F	\$15.36	G	LIHE	GRN
9851493938	\$25.30	03/02/200*	F	\$0.51	G		PPC

BILLS FROM 01/01/1996 TO 01/06/2004

Account # 7120293915	Customer Name: RANSON, CELESTINE T
Customer Address: 261C S HOBSON ST/PHILA PA	Bill Cycle 19

BILLS

Service Agreement	Meter #	Bill Start Date	Bill End Date	Bill Due Date	Meter Read Start	Meter Read End	Usage (CCF)	Read Code	Bill Amount	Bill Canceled	Closing Bl	CRP Monthly Amount	Eway Current Month	Eway Curr Amt	Days
1859371540	1511946	11/25/2003	12/29/2003	01/27/2004	5925	6103	178	Regular	\$25.28	No	No	\$25.28	0	\$0.00	34
1859371540	1511946	10/24/2003	11/25/2003	12/22/2003	5836	5925	89	Regular	\$25.28	No	No	\$25.28	0	\$0.00	32
1859371540	1511946	09/25/2003	10/24/2003	11/21/2003	5773	5836	63	Regular	\$32.24	No	No	\$32.24	0	\$0.00	29
1859371540	1511946	08/25/2003	09/25/2003	10/21/2003	5758	5773	15	Regular	\$32.24	No	No	\$32.24	0	\$0.00	31
1859371540	1511946	07/25/2003	08/25/2003	09/22/2003	5747	5758	11	Regular	\$30.00	No	No	\$30.00	0	\$0.00	31
1859371540	1511946	06/25/2003	07/25/2003	08/21/2003	5734	5747	13	Regular	\$30.00	No	No	\$30.00	0	\$0.00	30
1859371540	1511946	05/28/2003	06/25/2003	07/23/2003	5710	5734	24	Regular	\$30.00	No	No	\$30.00	0	\$0.00	28
1859371540	1511946	04/28/2003	05/28/2003	06/24/2003	5656	5710	54	Regular	\$34.40	No	No	\$34.40	0	\$0.00	30
1859371540	1511946	03/27/2003	04/28/2003	05/23/2003	5563	5656	93	Regular	\$30.00	No	No	\$30.00	0	\$0.00	32
1859371540	1511946	02/26/2003	03/27/2003	04/23/2003	5447	5563	116	Regular	\$30.00	No	No	\$30.00	0	\$0.00	29
1859371540	1511946	01/28/2003	02/26/2003	03/25/2003	5246	5447	201	Regular	\$48.36	No	No	\$48.36	0	\$0.00	29
1859371540	1511946	12/27/2002	01/28/2003	02/25/2003	5018	5246	228	Regular	\$44.78	No	No	\$44.78	0	\$0.00	32
1859371540	1511946	11/25/2002	12/27/2002	01/27/2003	4846	5018	172	Regular	\$48.36	No	No	\$48.36	0	\$0.00	32
1859371540	1511946	10/24/2002	11/25/2002	12/23/2002	4759	4846	87	Regular	\$30.00	No	No	\$30.00	0	\$0.00	22
1859371540	1511946	09/24/2002	10/24/2002	11/20/2002	4745	4759	14	Regular	\$30.00	No	No	\$30.00	0	\$0.00	30
1859371540	1511946	08/23/2002	09/24/2002	10/21/2002	4725	4745	20	Regular	\$30.00	No	No	\$30.00	0	\$0.00	32
1859371540	1511946	07/25/2002	08/23/2002	09/20/2002	4709	4725	16	Regular	\$30.00	No	No	\$30.00	0	\$0.00	29
1859371540	1511946	06/26/2002	07/25/2002	08/20/2002	4694	4709	15	Regular	\$30.00	No	No	\$30.00	0	\$0.00	29
1859371540	1511946	05/24/2002	06/26/2002	07/24/2002	4566	4694	28	Regular	\$32.25	No	No	\$32.25	0	\$0.00	33
1859371540	1511946	04/25/2002	05/24/2002	06/21/2002	4514	4566	52	Regular	\$30.00	No	No	\$30.00	0	\$0.00	29
1859371540	1511946	03/26/2002	04/25/2002	05/21/2002	4541	4514	73	Regular	\$30.00	No	No	\$30.00	0	\$0.00	30
1859371540	1511946	02/26/2002	03/26/2002	04/23/2002	4417	4541	124	Regular	\$30.00	No	No	\$30.00	0	\$0.00	28
1859371540	1511946	01/28/2002	02/26/2002	03/25/2002	4269	4417	148	Regular	\$30.00	No	No	\$30.00	0	\$0.00	29
1859371540	1511946	12/27/2001	01/28/2002	02/25/2002	4063	4269	206	Regular	\$30.00	No	No	\$30.00	0	\$0.00	32
1859371540	1511946	11/27/2001	12/27/2001	01/24/2002	3945	4063	118	Regular	\$42.93	No	No	\$42.93	0	\$0.00	30
1859371540	1511946	10/26/2001	11/27/2001	12/21/2001	3864	3945	81	Regular	\$30.00	No	No	\$30.00	0	\$0.00	32
1859371540	1511946	09/26/2001	10/26/2001	11/26/2001	3820	3864	44	Regular	\$30.00	No	No	\$30.00	0	\$0.00	30
1859371540	1511946	08/27/2001	09/26/2001	10/24/2001	3802	3820	18	Regular	\$30.00	No	No	\$30.00	0	\$0.00	30
1859371540	1511946	07/27/2001	08/27/2001	09/24/2001	3784	3802	18	Regular	\$30.00	No	No	\$30.00	0	\$0.00	31
1859371540	1511946	06/27/2001	07/27/2001	06/23/2001	3762	3784	22	Regular	\$33.49	No	No	\$33.49	0	\$0.00	30

BILLS FROM 01/01/1996 TO 01/06/2004

Account # 7120293915	Customer Name RANSON CELESTINE T
Customer Address: 261C S HOBSON ST/PHILA PA	Bill Cycle 19

BILLS

Service Agreement	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
1859371540	1511946	05/25/2001	06/27/2001	07/25/2001	3736	3762	26	Regular	\$30.00	No	No	\$30.00	0	\$0.00	33
1859371540	1511946	04/26/2001	05/25/2001	06/25/2001	3717	3736	19	Regular	\$30.00	No	No	\$30.00	0	\$0.00	29
1859371540	1511946	03/27/2001	04/26/2001	05/22/2001	3650	3717	67	Regular	\$30.00	No	No	\$30.00	0	\$0.00	30
1859371540	1511946	03/05/2001	03/27/2001	04/24/2001	3560	3650	90	Regular	\$30.00	No	No	\$30.00	0	\$0.00	22

PAYMENTS FROM 01/01/1996 TO 01/06/2004

Account # 7120293915

Customer Name RANSON, CELESTINE T

Customer Address 2610 S HOBSON ST/PHILA,PA

Bill Cycle 19

PAYMENTS

Service Agreement ID	Pay Amount	Pay Date	Pay Status	Late Pay Charge	Utility Type	Grant Type	Pay Source Code
1859371540	\$89.76	11/21/2003	F	\$0.00	G	LIHE	GRN
1859371540	\$541.00	01/10/2003	F	\$0.00	G	LIHE	GRN
1859371540	\$396.00	11/09/2001	F	\$0.00	G	LIHE	GRN
1859371540	\$0.35	07/19/2001	F	\$0.00	G		REM

BEFORE THE PENNSYLVANIA PUBLIC UTILITY COMMISSION 7 8 2003

CELESTINE T RANSOM
2610 S HOBSON ST v.
PHILADELPHIA PA 19142

PHILADELPHIA GAS WORKS

BCS No: 1121088

Account Number: 7120293915

Decision On Informal Complaint By The Bureau Of Consumer Services:

Statement Of Complaint:

A summary of the customer's complaint is as follows:

The customer states she lived at 2230 S Hobson St and there was a gas leak in 1998. PGW came and worked on the problem. She said in February 2002 she also applied for service at 2610 Hobson St.

Investigation By Staff Of The Bureau Of Consumer Services Revealed:

1. That the customer had gas service at 2230 S Hobson St from August 5, 1997 to June 21, 1999 and the customer's bills are based on actual meter readings. The December to January bill is slightly higher than normal but not substantially.
2. That the customer has gas service at 6335 Reedland St from September 28, 1999 to May 31, 2000 and the bills are based on actual meter reading.
3. That the customer then established service at 2610 S Hobson St on March 5, 2001 to the present and all bills are based on actual meter readings. The customer is enrolled in the Customer Responsibility Program(CRP) with a base CRP amount of \$30.00.
4. That the customer is enrolled in the CRP program but has defaulted in the amount of \$576.68.
5. That as of April 30, 2003 the customer's account balance is in the amount of \$3474.29.

Therefore It Is Decided:

1. That the customer's bills are correct as rendered.
2. That the customer must re-certify for the CRP program and pay \$576.68, and then if eligible the customer will be reinstated into CRP. The re-certification and payment must be completed by June 2, 2003.
3. That failure to re-certify and pay the \$576.68 could result in the termination of the customer's service.

DOCUMENT

DOCKETED

JAN 30 2004

PGW Exhibit - 2

F-01121088

May 5, 2003
Date

Signature

ISAAC R DUNSTAN
Utility Complaint Investigator
Bureau of Consumer Services
PA Public Utility Commission

05/05/2003