

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: 03/22/07
8. DOCKET NO: C-20077503	:	9. EFFECTIVE DATE: 00/00/00

PARTY/COMPLAINANT: BURKE, MICHAEL

RESPONDENT/APPLICANT: PHILADELPHIA GAS WORKS

COMP/APP COUNTY: PHILADELPHIA

UTILITY CODE: 125042

ALLEGATION OR SUBJECT

COMPLAINANT STATES THAT THERE ARE INCORRECT CHARGES ON HIS BILL.

DOCKETED
MAR 30 2007

DOCUMENT
FOLDER

Intimacy

Must be returned by MARCH 15, 2007

PENNSYLVANIA PUBLIC UTILITY COMMISSION

Formal Complaint Form

2007 MAR 22 9:11
PHILADELPHIA GAS WORKS
BUREAU

Please print or type.

C-20077503

1. CUSTOMER NAME (COMPLAINANT)

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

Name MICHAEL BURKE

Street/P.O. Box 6316 MAGNOLIA ST Apt # _____

City PHILA. State PA. Zip 19144

County PHILA.

Area Code/HOME Phone 215 848-3530

Area Code/WORK Phone 215 685-6121

Utility Account Number 0972524677
(from your bill)

DOCKETED
MAR 30 2007

If your complaint involves utility service provided to a different address than your mailing address, please list this information below.

Name _____

Street/P.O. Box _____

City _____ State _____ Zip _____

2. UTILITY NAME (RESPONDENT)

Name of utility company your complaint concerns: PHILA. GAS WORKS

ORIGINAL

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15

OF UTILITY (check one)

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

4. COMPLAINT (check one)

A. In general, what is your complaint?

- I want to oppose the company's proposed rate increase.
- There are incorrect charges on my bill.
- There is a reliability, safety or quality problem with my utility service.
- I received a notice that my utility service is being terminated.
- I would like a payment agreement.
- Other.
(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.

I VACATED THE PROPERTY AT 1315 W. SEROME ST AND REQUESTED THAT THE GAS AND ELECTRIC SERVICES BE TERMINATED ON 10/11/05 ~~THE ELEC~~ AND THAT A FINAL BILL BE SENT TO ME AT 6316 MAGNOLIA ST, THE ELECTRIC COMPANY COMPLIED AND I RECEIVED THEIR FINAL BILL BUT THE GAS COMPANY (PGW) DID NOT AND CONTINUED SERVICE AT 1315 W. SEROME ST. FOR ~~ADDITION~~ ADDITIONAL MONTHS WHICH I WAS BILLED FOR ~~APPROX \$5100.00~~ APPROXIMATELY \$5100.00

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

RELEASE ME FROM THE RESPONSIBILITY OF PAYING THE APPROXIMATELY \$5100.00 THAT PGW IS CHARGING ME BECAUSE OF THEIR TARDINESS IN SHUTTING OFF THE SERVICE

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.

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 MICHAEL BURKE, 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).

Michael Burke
(Signature)

3/7/07
(Date)

9. LEGAL REPRESENTATION (IF ANY)

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

Lawyer's Name _____

Street _____

City _____ State _____ Zip _____

Area Code/Phone Number _____

10. FILING

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

If using U.S. Postal Service:

If using overnight delivery service:

Secretary Pennsylvania Public Utility Commission P.O. Box 3265 Harrisburg, PA 17105	Secretary Pennsylvania Public Utility Commission 400 North Street Commonwealth Keystone Building, 2 nd Floor Harrisburg, Pennsylvania 17120
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Facsimiles and/or electronic filings of the complaint form will not be accepted.

If you have any questions about filling out this form, please contact the Secretary's Bureau at 717-772-7777.

Keep a copy of your complaint for your records.



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

IN REPLY PLEASE
REFER TO OUR FILE

February 23, 2007

BCS2082578

MICHAEL BURKE
6316 MAGNOLIA STREET
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 MARCH 15, 2007 to the address listed below:

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

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

Commission Procedures for Formal Complaints

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

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

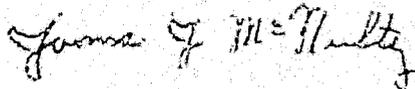
Office of Administrative Law Judge
Public Utility Commission
P.O. Box 3265
Harrisburg, PA 17105-3265

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

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

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

Very truly yours,



James J. McNulty
Secretary

ane

cc: PHILADELPHIA GAS WORKS

Request for Formal Complaint Forms
(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 2/5/2007. 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.

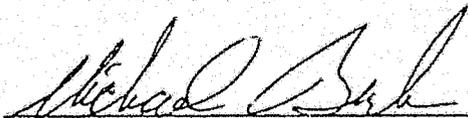
Sincerely,
Pennsylvania Public Utility Commission

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.)

MICHAEL BURKE
6316 MAGNOLIA ST
PHILADELPHIA PA 19144

215 848-3530
(Area Code) Telephone Number
BCS: 2082578
Company: PHILADELPHIA GAS
WORKS



Signature
Date of Mailing: 2/5/2007

Mail this completed form to:

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

RECEIVED
2007 FEB 15 11:19:10
GENERAL INVESTIGATIVE BUREAU



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

IN REPLY PLEASE
REFER TO OUR FILE

DATE SERVED: MARCH 30, 2007

C-20077503

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

Dear Mr. Farinas:

A complaint has been filed against you before the Pennsylvania Public Utility Commission by MICHAEL BURKE. 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.

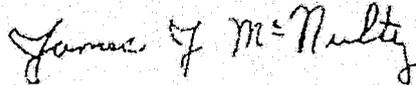
DOCUMENT
FOLDER

MARCH 30, 2007

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

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

Very truly yours,

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

James J. McNulty
Secretary

ddi

BEFORE THE PENNSYLVANIA PUBLIC UTILITY COMMISSION

DATE SERVED: MARCH 30, 2007

MICHAEL BURKE
Complainant

v.

PHILADELPHIA GAS WORKS
Respondent

Complaint Docket
No: C-20077503

DOCUMENT
FOLDER

DOCKETED
MAR 30 2007

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 17105-3265**, an answer (original and three copies), in writing, under oath, which, as required by Section 5.61 of the Commission's Rules of Practice and Procedure, 52 Pa. Code Section 5.61, either affirms or specifically denies the allegations in this complaint. You must also serve a copy of the answer upon the complainant. The date of service is the mailing date as indicated by the date at the top of this Notice. Section 1.56(a) of the Commission's Rules of Practice and Procedure, 52 Pa. Code Section 1.56(a).

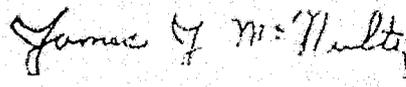
2. If you fail to either satisfy this complaint or to file answer or other responsive pleading within twenty (20) days, you will be deemed to have admitted all the allegations in this complaint in accordance with Section 5.61 of the Commission's Rules of Administrative Practice and Procedure, 52 Pa.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

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

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

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

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



James J. McNulty
Secretary

(SEAL)

Certified Mail
Return Receipt Requested

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

PGW

Mary M. Chan, Paralegal
Legal Department
Direct Dial: (215) 684-6830
Fax: (215) 684-4798
E-mail: mary.chan@pgworks.com

ORIGINAL

April 18, 2007

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

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APR 19 2007

PA PUBLIC UTILITY COMMISSION
SECRETARY'S BUHLAU

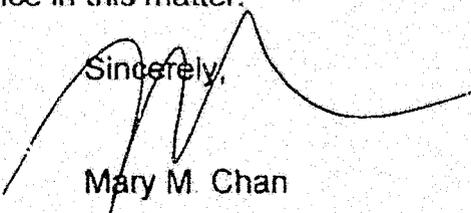
RE: Michael Burke v. PGW, Docket No. C-20077503

Dear Secretary McNulty:

Pursuant to 52 Pa. Code §5.61, the Philadelphia Gas Works ("PGW") hereby files the original and three (3) copies of its Answer to the Complaint in the above captioned matter.

If additional information is required, please do not hesitate to contact the undersigned. Thank you for your assistance in this matter.

Sincerely,


Mary M. Chan

**DOCUMENT
FOLDER**

Enclosure

cc: Michael Burke
Anne Marie Cromley

BTL

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BEFORE THE
PENNSYLVANIA PUBLIC UTILITY COMMISSION

APR 19 2007

PA PUBLIC UTILITY COMMISSION
SECRETARY'S BUREAU

Michael Burke

v.

Philadelphia Gas Works

:
:
:
:
:

Docket No. C-20077503

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.

**DOCUMENT
FOLDER**

DOCKETED
APR 23 2007

- 4. (a) Denied. PGW denies the averment that there are incorrect charges on the Complainant's gas account for gas service rendered to 1315 Jerome Street, Philadelphia, PA (Previous Address) and 6316 Magnolia Street, Philadelphia, PA (Service Address).

(b) Denied. PGW denies the averments that the Complainant requested gas service termination on October 11, 2005 at the Previous Address. PGW records do not indicate that the Complainant requested gas service termination. See Customer Contact, which is attached hereto as Exhibit "A."

PGW lacks sufficient information concerning the contact between the Electric Company and the Complainant. PGW therefore denies this averment.

ORIGINAL

PGW denies the averment that it did not comply with the Complainant's request. As averred above, PGW records do not indicate that the Complainant requested gas service termination.

By way of further answer, the final account balance to the Previous Address was in the amount of \$4,737.74 for gas service up until December 9, 2005, as shown on the statement of account, which is attached hereto as Exhibit "B."

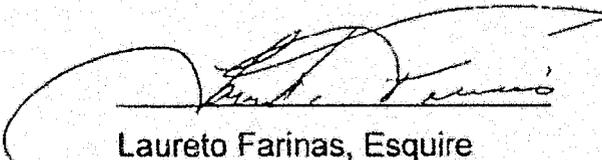
The Bureau of Consumer Service (BCS) decision dated January 11, 2007, which is attached hereto as Exhibit "C," ordered the Complainant to pay \$79 in budget bill plus \$227 towards the arrearage per month.

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. By way of further answer, the meter test is done by PGW, and the Complainant may request a meter test by sending a request along with a check or money order in the amount \$10 to P.O. Box 37019, Philadelphia, PA 19122, pursuant to PGW Gas Tariff § 11.6.
6. Admitted.
7. Admitted.

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

Respectfully submitted,

April 19, 2007



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

EXHIBIT A

ORIGINAL

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APR 19 2007

PA PUBLIC UTILITY COMMISSION
SECRETARY'S OFFICE

Premise: 1315 Jerome St/Philadelphia, Pa

Transaction History

Full Comments

Date	Type	Comment	Person	Follow Up
04/12/2006	SER1	Turn Off, 04/18/2006, 1200 - 1600 SHUT OFF OR OK TO CURB 72 HR NOTICE LEFT	F Arms Sit B	
04/12/2006	SER1	Turn Off, 04/15/2006, 800 - 1200 72 hr notice left OK to Curb	F Arms Sit B	
04/07/2006	SERV	Leave 72 Hour Notice, 04/08/2006, 1200 - 1600 72	F Arms Sit B	
02/10/2006	SFTL	SOFT OFF LETTER MAILED ON 2/10/06	F Arms Sit B	
12/09/2005	BANK	XFER THE AMT OF \$4 400 92 FROM BKTCY ACCT TO CLOSED ACCT	Burke, Michael N	
12/09/2005	BANK	finalized bill	Burke, Michael N	
10/11/2005	SER1	Turn Off (AMR), 10/11/2005 us Loff 10/11/05	Burke, Michael N	
10/03/2005	COLL	melita ans mach	Burke, Michael N	
09/13/2005	COLL	cor agreed with PAR of \$271 00 catch up, \$20 00 towards arrears and \$271 00 budget cor has income of \$24201 00 for 5 persons	Burke, Michael N	
09/09/2005	COLL	melita ans answering machine	Burke, Michael N	
08/23/2005	COLL	cor plp full bill 8/31/05	Burke, Michael N	
08/18/2005	COLL	MELITA ANS MC	Burke, Michael N	
05/17/2005	COL2	explained all	Burke, Michael N	
05/16/2005	BILL	need to show household income to determine agreement amount	Burke, Michael N	
05/10/2005	COLL	CCR STATE GO INTO OFFICE ON 05/12/05	Burke, Michael N	
05/03/2005	COLL	CCR SAID HE IS GOING TO THE DO BY MONDAY FOR CRP TOLD HIM WHAT HE NEEDED TO APPLY	Burke, Michael N	
05/03/2005	COLL	Melita will enter PAR	Burke, Michael N	
04/25/2005	COL2	par for 200 00 dp 250 00 a month bud	Burke, Michael N	
04/04/2005	PAYM	Pay Amount: 1291 90 Authorization Code: 0805534656 Credit Card Number: *****9378E	Burke, Michael N	
04/04/2005	COLL	REFERRED CUST TO D O FOR CRP \$*9400 00 INCOME, 6 PEOPLE	Burke, Michael N	
03/18/2005	COLL	cor paid \$200 00 conf #146452	Burke, Michael N	
03/18/2005	COLL	cor called for per income stated income \$1600 00 a month with 6 people in hh refer into do with ss cards, proof of income, and \$405 00 for crp or par	Burke, Michael N	
03/14/2005	COLL	Melita LAM	Burke, Michael N	
02/16/2005	COLL	MELITA - CUST WILL MAKE PAYMENT ON 2/18/05	Burke, Michael N	
11/23/2004	BANK	PROOF CLAIM ALIEN TYPED FOR 04-15943 \$4,400 92 FILED 4/26/04	Burke, Michael N	
07/01/2004	PAY	APPLD 2 PYMNTS FRM 1-9363 3008 PER CONTACT FRM S DAVIS, COLL. OTD 6/30/4	Burke, Michael N	
07/01/2004	PAY	APPLD 2 PYMNTS FRM 1-9363 3008 PER CONTACT FRM S DAVIS, COLL. OTD 6/30/4	Burke, Michael N	

Change Customer Contact

Launch Related Transaction

Premise: 1315 Jerome St/Philadelphia, Pa

Transaction History

Full Comments

Date	Type	Comment	Person	Follow Up
07/01/2004	PAY	APPLD 2 PYMNTS FRM 1-9363-3008 PER CONTACT FRM S DAVIS, COLL, DTD 6/30/4	Burke, Michael N	
07/01/2004	PAY	XFERED 2 PYMNTS MD AFTR BKTCY PER CONTACT FRM S DAVIS, COLL, DTD 6/30/4	Burke, Michael N	
05/13/2004	BANK	PRD RATE COMPLETED	Burke, Michael N	
03/18/2004	COLL	par is 0 down and pay 305.00 monthly . 1st pay is due 5/6/04 . may be aware that pay has to post to acct ontime and full required dollar amount of 305.00 . if not per will break . so noted	Burke, Michael N	
12/15/2003	COL2	put cor on per for \$289 cor offered \$312	Burke, Michael N	
09/22/2003	COL2	RESTORED	Burke, Michael N	
09/20/2003	COLL	media issue	Burke, Michael N	
09/15/2003	COLL	CCR TO CURE PAR. TLD NEEDED \$400 - \$93 X 3 BILLS, \$220 TCTAL. MISSED BILLS MINUS \$100 PAYMENT TO GO TO DD FOR PAYMENT	Burke, Michael N	
09/15/2003	COLL	TLD COR NEEDED \$500 TO CURE PAR AND HAVE REINSTATED. WILL GO TO DD	Burke, Michael N	
04/07/2003	COL2	new eq	Burke, Michael N	
03/24/2003	CRP	cust will visit do to apply for crp	Burke, Michael N	
02/06/2003	COL2	Easy Way revision from 68.00 to 143.00 is correct based on premise usage	Burke, Michael N	
01/29/2003	SER2	HH-NO PLP	Burke, Michael N	
12/13/2001	PLP	mailed appl for plp	Burke, Michael N	
12/12/2001	TO	Trouble Order 20619220 added for account 193633008	Burke, Michael N	
12/11/2001	SER0	cust still waiting, order is dispatched, cust has to step out, unable to update order, told cust to leave note on door	Burke, Michael N	
12/11/2001	SER0	sis shows unassigned	Burke, Michael N	
12/10/2001	SER5	Customer called back per Rebuild/Reflight Order. Job is in Unassigned Status. Customer becoming very impatient.	Burke, Michael N	
12/10/2001	SER0	per Q & A(washington)someone will be out today	Burke, Michael N	
12/05/2001	DIST	I CALLED CUST, NO ANSWER OR MACHINE TO LEAVE MESSAGE. DIST TO COME OUT ON 12/6 BET 11-3 TO RENEW SERVICE.	Burke, Michael N	
12/05/2001	DIST	ISS 6690 RECD FROM FSD DISP.	Burke, Michael N	
11/19/2001	MISC	customer call for an earlier appointment	Burke, Michael N	
11/15/2001	THFT	Spoke with Michael Burke the owner of this property who resides at 6316 Magnolia St Apt. A. who stated that he was going to apply for	Sorella, Gc	

Change Customer Contact...

Launch Related Transaction

Premise: 1315 Jerome St/Philadelphia, Pa

- Transaction History
- Full Comments

Date	Type	Comment	Person	Follow Up
11/15/2001	THFT	Spoke with Michael Burke the owner of this property who resides at 6315 Magnolia St Apt A. who stated that he was going to apply for gas service in his name today. Mr. Burke also has an active account at his present address.	Sorells, Oc	
11/09/2001	THFT	OLIVER BURKE IN OFFICE FOR TURN ON HE IS THE BROTHER OF MICHAEL BURKE THE OWNER OF PROPERTY I TALK TO MS CANTY GAVE CUST MR FIGUEROA PHONE NUMBER	Sorells, Oc	
11/02/2001	THFT	To have gas service restored at this location this customer needs the following: \$581.00 which is 20% of the total USA and make payment arrangements on the balance: \$241.00 Dep \$45.00 Reconnection Fee: \$372.00 Dig Charge. TOTAL NEEDED FOR TURN ON is \$ 1,239.00. Also this SERVICE is ABANDON.	Sorells, Oc	
11/02/2001	THFT	Spoke with Mr. Sorells on 10/30/01. Mr. Sorells stated that he was responsible for this usage. I completed office turn on and turn off and billed this customer.	Sorells, Oc	
10/30/2001	MISC	Mr Burke said he will contact carlos figeroa for further instructions to have service restored.	Burke, Michael N	
10/15/2001	THFT	Spoke with Mr. Burke who claims he rented this property to his brother OC Sorells on 5/00. This property is being used as a rooming house therefore the gas should be in the owners name. Also Mr. Sorells (acct 000886396530) has a large outstanding bill at 1817 Christian st. Mr Burke stated that he would contact his brother and try to work something out so gas service can be restored.	Burke, Michael N	
10/02/2001	THFT	Tried to call customer but was told he was not available.	Burke, Michael N	
10/02/2001	THFT	This owner is responsible for the total gas usage fro 5/8/00 to 6/13/01. Also this property is being used as a rooming house.	Burke, Michael N	
10/01/2001	BLI	notified carlos f owner of property since 1993 per deed mr michael burke s#R 193-46-8810 in do to turn on ser. advised cust gas should have been off and 2491.00 bill at property. cust will be billed for usage per miu, also was dug up and being used as rooming house.	40, Unknown	
09/01/2001	THFT	Charged unknown per MIU	40, Unknown	
07/30/2001	THFT	I VOIDED This Turn On. I also tried to call the customer but received no ans. to the phone.	T.S.F Co Incorporated	
07/30/2001	THFT	Do Not Issue any turn on ors Per Figueroa. Please contact the Revenue Protection Dept. Possible FRAUD.	T.S.F Co Incorporated	
07/27/2001	SEFO	cust called to check status of order... shows dispatched.	T.S.F Co Incorporated	
07/25/2001	SEFO	cust called to check status of order... shows dispatched.	T.S.F Co Incorporated	

Change Customer Contact

Launch Related Transaction...

Premise: 1315 Jerome St/Philadelphia, Pa

Transaction History

Full Comments

Date	Type	Comment	Person	Follow Up
10/01/2001	BILL	notified carlos / owner of property since 1993 per deed mr michael burke ss# 193-46-8810 in do to turn on ser advised cust gas should have been off and 2491 00 bill at property cust will be billed for usage per miu, also was dug up and being used as rooming house	40, Unknown	
09/01/2001	THFT	Charged unknown per MIU	40, Unknown	
07/30/2001	THFT	VOIDED This Turn On. I also tried to call the customer but received no ans to the phone	T.S.F.Co.Incorporated	
07/30/2001	THFT	Do Not Issue any turn on ons Per Figueroa. Please contact the Revenue Protection Dept. Possible FRAUD	T.S.F.Co.Incorporated	
07/27/2001	SERV	cust called to check status of order.. shows dispatched	T.S.F.Co.Incorporated	
07/25/2001	SERV	mr michael taylor called for 851 schude 07/27/01	T.S.F.Co.Incorporated	
07/25/2001	MISC	mr soret's o.c. called to have gas turn on here at 1315 jerome st, he claims he was schude for service, explain to him that we could not schude service, because he has a pass bill of 1,159.39 plus bankruptcy-the address 1817 christian st		
07/18/2001	DISP	read memo from ed harris & deleted account // didn't know about my problem	Terrell, Oc	
07/18/2001	DISP	inst cust st work 7-24-01 pm call	Terrell, Oc	
07/17/2001	THFT	I CANCEL SERVICE ORDER TURN ON PER CARLOS FIGUEROA THIS CUST HAS ANOTHER ACTIVE ACCT. AND OWES US MONEY AND ALSO THIS CUST HAS BEEN A LOT LONGER AND IS RESP FOR MONIES AT ACCT. ISSUE NO TURN ONS AT THIS TIME. MR FIGUEROA IS INVESTIGATING TO ACCT	Terrell, Oc	
07/17/2001	SERV	6630 to dist 7-17-01 per fcd-dsp	Terrell, Oc	
07/16/2001	THFT	THIS SERVICE WAS ABANDON BY DISTRIBUTION 7-3-01	Terrell, Oc	
07/03/2001	THFT	THIS ACCOUNT * 315 JEROME ST. WAS RECEIVED AS A TIP. IT IS NOT A SELF TURN ON. THIS IS A UA-U ACCOLNT PGW ISSUED A TURN OFF READ ONLY. WE NEVER PHYSICALLY WENT OUT TO THE PROPERTY AND TURNED THIS ACCOUNT OFF.		
06/25/2001	THFT	1315 W JEROME ST WITH DISTRIBUTION TO BE ABANDON -- REFER ALL CALLS TO MIU.		
06/09/2000	SERV	sche s/o for 6/12/2000-cust move out in may	Wilson, Karen	
05/04/2000	SERV	turn-off: 5/4/00	Wilson, Karen	
03/15/2000	COLL	customer will come in for cip-agr. by 3/30/2000, will bring in \$100 only needs \$50	Wilson, Karen	

Change Customer Contact

Launch Related Transaction

EXHIBIT B

HISTORY REQUEST REPORT FOR ACCOUNT # 865945264 AND SA # 7102943450 AS OF 04/19/2007

Account #: 865945264

SA #: 7102943450

Bill Cycle: 06

Rate Class: GS

Phone #: 8483530(215)

Name: BURKE, MICHAEL N

Address: 1315 JEROME STIPHILA, PA

Easyway Indicator:

CRP Status:

Blocker Start Date: 20050823

Blocker End Date: 20050831

Meter #: 1805574

Tran Date	Tran Type	Current Amt.	Total Amt.	Adjust Amt.	Segment Start Date	Segment End Date	Read Code	End Read	Current Balance	Usage	Meter #
05/21/2004	PAY	(\$305.00)	(\$305.00)	\$0.00							
06/04/2004	PAY	(\$305.00)	(\$305.00)	\$0.00							
06/07/2004	BILL	\$118.27	\$118.27	\$0.00	04/26/2004	06/07/2004	R	8837	\$118.27	72	1805574
07/07/2004	PAY	(\$118.27)	(\$118.27)	\$0.00							
07/07/2004	BILL	\$83.20	\$83.20	\$0.00	06/07/2004	07/07/2004	R	8888	(\$526.80)	51	1805574
08/05/2004	BILL	\$69.25	\$69.25	\$0.00	07/07/2004	08/05/2004	R	8929	(\$457.55)	41	1805574
09/07/2004	BILL	\$77.77	\$77.77	\$0.00	08/05/2004	09/07/2004	R	8576	(\$379.78)	47	1805574
10/06/2004	BILL	\$69.81	\$69.81	\$0.00	09/07/2004	10/06/2004	R	9017	(\$309.97)	41	1805574
11/04/2004	BILL	\$208.67	\$208.67	\$0.00	10/06/2004	11/04/2004	R	9157	(\$101.30)	140	1805574
12/06/2004	BILL	\$421.07	\$421.07	\$0.00	11/04/2004	12/06/2004	R	9438	\$319.77	281	1805574
01/04/2005	PAY	(\$100.00)	(\$100.00)	\$0.00							
01/06/2005	BILL	\$610.44	\$610.44	\$0.00	12/06/2004	01/06/2005	R	9811	\$833.50	373	1805574
01/07/2005	LPC	\$3.29	\$3.29	\$3.29							
02/04/2005	BILL	\$745.95	\$745.95	\$0.00	01/06/2005	02/04/2005	R	287	\$1,591.90	476	1805574
02/04/2005	BILL	\$199.58	\$199.58	\$0.00	01/06/2005	02/04/2005	Y	8932	\$0.00	121	1805574
02/07/2005	CANB	(\$199.58)	(\$199.58)	\$0.00							
02/07/2005	LPC	\$12.45	\$12.45	\$12.45							
02/22/2005	PAY	(\$100.00)	(\$100.00)	\$0.00							
03/07/2005	BILL	\$518.00	\$518.00	\$0.00	02/04/2005	03/07/2005	R	618	\$2,032.27	331	1805574
03/08/2005	LPC	\$22.37	\$22.37	\$22.37							
03/18/2005	PAY	(\$200.00)	(\$200.00)	\$0.00							
04/04/2005	PAY	(\$1,291.80)	(\$1,291.80)	\$0.00							
04/06/2005	BILL	\$322.36	\$322.36	\$0.00	03/07/2005	04/06/2005	R	846	\$870.83	228	1805574
04/07/2005	LPC	\$8.10	\$8.10	\$8.10							
05/02/2005	PAY	(\$150.00)	(\$150.00)	\$0.00							
05/05/2005	BILL	\$84.40	\$84.40	\$0.00	04/06/2005	05/05/2005	R	898	\$816.04	52	1805574
05/06/2005	LPC	\$10.81	\$10.81	\$10.81							
05/17/2005	PAY	(\$220.00)	(\$220.00)	\$0.00							

Account #: 865945264

SA # 7102943450

Bill Cycle: 06

Rate Class: GS

Phone #: 8483530(215)

Name: BURKE, MICHAEL N

Address: 1315 JEROME ST/PHILA, PA

Easyway Indicator:

CRP Status:

Blocker Start Date: 20050823

Blocker End Date: 20050831

Meter #: 1805574

Tran Date	Tran Type	Current Amt.	Total Amt.	Adjust Amt.	Segment Start Date	Segment End Date	Read Code	End Read	Current Balance	Usage	Meter #
09/31/2005	PAY	(\$210.00)	(\$210.00)	\$0.00							
06/08/2005	BILL	\$81.18	\$81.18	\$0.00	05/05/2005	06/06/2005	R	947	\$467.22	49	1805574
07/08/2005	BILL	\$64.74	\$84.74	\$0.00	06/06/2005	07/06/2005	R	982	\$531.96	35	1805574
07/29/2005	PAY	(\$271.00)	(\$271.00)	\$0.00							
08/05/2005	BILL	\$63.23	\$63.23	\$0.00	07/06/2005	08/05/2005	R	1016	\$328.10	34	1805574
08/08/2005	LPC	\$3.91	\$3.91	\$3.91							
09/07/2005	BILL	\$62.29	\$62.29	\$0.00	08/05/2005	09/07/2005	R	1048	\$395.25	33	1805574
09/08/2005	LPC	\$4.86	\$4.86	\$4.86							
09/21/2005	PAY	(\$200.00)	(\$200.00)	\$0.00							
10/06/2005	BILL	\$67.93	\$67.93	\$0.00	09/07/2005	10/06/2005	R	1084	\$266.10	35	1805574
10/07/2005	LPC	\$2.92	\$2.92	\$2.92							
10/11/2005	BILL	\$66.78	\$66.78	\$0.00	10/06/2005	10/11/2005	R	1110	\$0.00	26	1805574
11/08/2005	LPC	\$3.94	\$3.94	\$3.94							
12/09/2005	XFER	\$4,400.92	\$4,400.92	\$4,400.92							
12/09/2005	XFER	(\$4,737.74)	(\$4,737.74)	(\$4,737.74)							

EXHIBIT C

- <Case>

<CaseNbr>2082578</CaseNbr>
<CompanyName>PGW (PHILA. GAS WORKS (NGDC))</CompanyName>
<CompanyCode>0766</CompanyCode>
<CompanyType>GAS TRANSPORTER</CompanyType>

<CustomerFirstName>MICHAEL</CustomerFirstName>
<CustomerLastName>BURKE</CustomerLastName>
<AccountNumber>0972524677</AccountNumber>

- <CustomerServAddress>

<ServAddress1>6316 MAGNOLIA ST</ServAddress1>
<ServCity>PHILADELPHIA</ServCity>
<ServState>PA</ServState>
<ServZip5>19144</ServZip5>

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</Customer>

<DecisionIssue>Y</DecisionIssue>

<OralWritten>W</OralWritten>

<Violation>NO</Violation>

<TotalBalance>5450.96</TotalBalance>

<DateClosed>2007-02-05</DateClosed>

<Resolution>SEE CS17 FOR TERMS OF PAR.</Resolution>

<BalanceDate>2007-01-11</BalanceDate>

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<ServiceContinueAmount>0.00</ServiceContinueAmount>

<Terms>MARCH 2007 DUE DATE</Terms>

<SpecialBudgetAmount>306.00</SpecialBudgetAmount>

<RegularBudgetAmount>79.00</RegularBudgetAmount>

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<FinalMonthlyPayment>0.00</FinalMonthlyPayment>

<CurrentMonthlyPayment>0.00</CurrentMonthlyPayment>

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HOUSEHOLDS</LetterDescription>

<HeadDate>2007-02-05</HeadDate>

<ReconnectAmount>0</ReconnectAmount>

<PayAmount>0.00</PayAmount>

- <OtherInfo>

<BCSInvestigatorFName>MIKOLE</BCSInvestigatorFName>

<BCSInvestigatorLName>RIVERA</BCSInvestigatorLName>

<NbrOfTimeSend>1</NbrOfTimeSend>

<NbrOfTimeFaxed>0</NbrOfTimeFaxed>

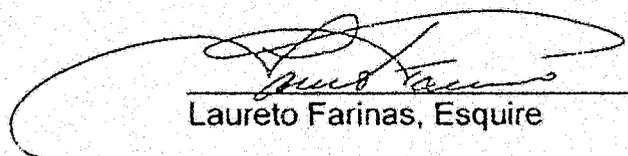
<PUCFax FaxAreaCode="215">5602102</PUCFax>

</OtherInfo>

VERIFICATION

I, Laureto Farinas, hereby declare that I am counsel for the Philadelphia Gas Works. I am authorized to make this verification on its behalf. The facts set forth in the foregoing Answer are true and correct to the best of my knowledge, information and belief. I expect to be able to prove these facts at a hearing held in this matter. This verification is made subject to the penalties of 18 Pa. C.S. §4904, concerning false statements to authorities.

Dated: April 19, 2007


Laureto Farinas, Esquire

RECEIVED

APR 19 2007

PA PUBLIC UTILITY COMMISSION
SECRETARY'S BUREAU

CERTIFICATE OF SERVICE

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

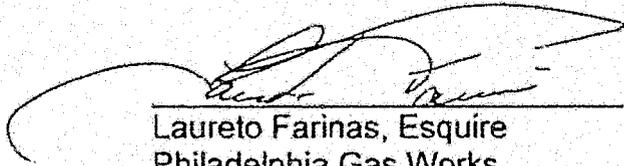
Service List:

For Complainant:

Michael N. Burke
6316 Magnolia Street
Philadelphia, PA 19144

Dated: April 19, 2007

ORIGINAL



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

RECEIVED

APR 19 2007

PA PUBLIC UTILITY COMMISSION
SECRETARY & CLERK



COMMONWEALTH OF PENNSYLVANIA
PENNSYLVANIA PUBLIC UTILITY COMMISSION
Office of Administrative Law Judge
P.O. BOX 3265, HARRISBURG, PA 17105-3265
May 3, 2007

IN REPLY PLEASE
REFER TO OUR FILE

In Re: C-20077503

(SEE ATTACHED LIST)

DOCKETED
MAY 09 2007

Michael Burke v. Philadelphia Gas Works

Billing Dispute

Telephone Hearing Notice

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

Type: Initial Telephonic Hearing

Date: Wednesday, June 27, 2007

Time: 10:00 a. m.

Presiding: Administrative Law Judge Ky Van Nguyen
1302 Philadelphia State Office Building
1400 West Spring Garden Street
Philadelphia, PA 19130
Telephone: 215.560.2105
Fax: 215.560.3133

**DOCUMENT
FOLDER**

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

BTL

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

Michael Burke	215.848.3530
Laureto A. Farinas, Esquire	215.684.6982

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

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

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

If you are a person with a disability, and you wish to attend the hearing, we may be able to make arrangements for your special needs. Please call the scheduling office at the Public Utility Commission at least (2) two business days prior to your hearing:

- Scheduling Office: 717.787.1399
- AT&T Relay Service number for persons who are deaf or hearing-impaired: 1.800.654.5988

pc: Judge Nguyen
Ona Lester
Beth Plantz
Docket Section
Calendar File