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COMMONWEALTH OF PENNSYLVANIA  
PUBLIC UTILITY COMMISSION

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Cynthia Robinson,  
v.  
Philadelphia Gas Works  
Initial Hearing  
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Docket No.: F-01039065

**ORIGINAL**

Philadelphia State Office  
Building  
Spring Garden Street  
Philadelphia, PA

Wednesday, January 15, 2003  
Commencing at 10:00 a.m.

BEFORE:

CHARLES RAINEY, JR., Administrative Law Judge

APPEARANCES:

CYNTHIA ROBINSON, Pro Se  
For the Complainant

LAURETO A. FARINAS, Esquire  
Philadelphia Gas Works  
800 W. Montgomery Avenue  
Philadelphia, PA 19102  
For the Respondent

**DOCKETED**

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REPORTER: BERNADETTE M. BLACK

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## P R O C E E D I N G S

JUDGE RAINEY:

1  
2 -----  
3  
4 Good morning. My name is Charles Rainey  
5 and I am the Administrative Law Judge who has been  
6 assigned to this case. And this is the case of  
7 Cynthia Robinson versus Philadelphia Gas Works at  
8 Docket number F-01039065. I note the appearances of  
9 Laureto Farinas, Esquire on behalf of Philadelphia Gas  
10 Works and also the appearance of Cynthia Robinson, who  
11 is appearing pro se on her own behalf.

12 Ms. Robinson, as the Complainant in the  
13 case, you have the burden of proving that you are  
14 entitled to the relief that you have requested. The  
15 procedure which we will follow this morning will be  
16 that you will first be given an opportunity to give  
17 testimony with regard to your complaint. Your  
18 testimony will be subject to any questions which I  
19 might have, as well as any questions that Counsel for  
20 PGW might have.

21 PGW, in turn, will be given an  
22 opportunity to put on any witnesses in regards to its  
23 defense. That testimony provided by PGW's witness  
24 likewise will be subject to Cross Examination. Do you  
25 have any questions, Ms. Robinson, with regard to

1 either the burden of proof or the procedure which  
2 we'll follow this morning?

3 MS. ROBINSON:

4 No.

5 JUDGE:

6 No. Please stand and raise your right  
7 hand so I can swear you in.

8 CYNTHIA ROBINSON, CALLED AND SWORN TO TESTIFY

9 JUDGE:

10 Please be seated and give your first name  
11 and last name. And I'll ask that you keep your voice  
12 up.

13 A. My name is Cynthia Robinson.

14 JUDGE:

15 And would you provide your address?

16 A. My address is 5983 North Opal, O-P-A-L, Street,  
17 Philadelphia, 19141.

18 JUDGE:

19 I'm going to start by asking you some  
20 questions, Ms. Robinson. Would you briefly describe  
21 your complaint?

22 A. Briefly, well, 1988, the day that company sent a  
23 letter to our neighborhood saying that they were going  
24 to come in and put automatic metering in and they  
25 wouldn't have to come in your home to read the meters.

1 So in '88, they did that. That's what I thought they  
2 did. They came in my home, they went down in the  
3 basement, they put in a meter. They said that it was  
4 for automatic meter reading.

5 So I'm continually looking for this automatic  
6 meter reading on all my bills. It never showed that  
7 they were doing --- that they were automatically read,  
8 so I continued to call the gas company, found out at  
9 the time what's my reading, and they said, well ---  
10 and I asked them why weren't they reading the meters  
11 because they put in these meters to automatically read  
12 it. And I don't remember exactly what they said  
13 because that was years ago, but basically, they were  
14 saying that it wasn't operating yet for some reason,  
15 but that's what was supposed to happen as far as my  
16 understanding. It was that they were supposed to  
17 automatically read the meters.

18 So anyway, in 2001 or a couple years ago, one year  
19 ago, I can't remember exactly when, they came in ---  
20 yeah, July of 2001. They came in and they said ---  
21 they sent something out saying they were going to put  
22 automatic meter readers in again. So when the guy  
23 came in to do whatever he had to do, I don't remember  
24 if I called the gas company asking why they did that.  
25 That's not what in my mind, but I honestly don't

1 remember. But anyway, they were going to do it again.  
 2 But when the guy came in to do the meter, I said,  
 3 well, I already have an automatic meter reader. They  
 4 put it in in I thought like --- I knew it was around  
 5 '90 or something like that.

6 And so anyway, he said --- when he went down in  
 7 the basement, he said, yeah, they did put it in. So  
 8 now you're going to have to pay back money because you  
 9 didn't get your meter read. And I said it's not my  
 10 fault they put in the meter and for years I had been  
 11 reading the meter if they couldn't get in my home.  
 12 But at a point, I mean, you don't continue to do  
 13 somebody else's job. You're kind of like, okay, well  
 14 ---. So anyway I read up until I guess '96. And so  
 15 they ---.

16 So anyway, he said, well, now I have to tag the  
 17 meter because that wasn't what he was going to do. He  
 18 was just going to take the meter out, put another  
 19 meter in, but I'm thinking I'm saving the gas company.  
 20 You don't have to put a meter in, I already have one.  
 21 You came in my neighborhood and you did that for  
 22 myself and my neighbors, because I had family that  
 23 lived in that neighborhood. So we were all expecting  
 24 that. So anyway, he said, well, now I have to get  
 25 this meter and I have to tag it and you have to pay

1 back money.

2       So I guess the next month or so, the bill came  
3 \$2,600 more. Now, my bill, at that time at Opal  
4 Street, it was like \$314 or something like that. But  
5 when they added that on, I was unable to keep it up.  
6 Now for 20 --- I've been a customer of the gas company  
7 since 1980. That's when I moved in that house. And  
8 19 ----.

9                   JUDGE:

10                I'm sorry. When you say you moved into  
11 that house, is that the Opal Street address?

12 A. Yeah. So 1980 until 2000, whenever they came in  
13 to put that meter in, I had been paying my bills,  
14 never late. I mean, up until about 2000. That's when  
15 I started having problems because I had moved to --- I  
16 had the 1733 23<sup>rd</sup> Street address. And so that's when  
17 the gas company went up astronomically as far as the  
18 increase in --- I think that was like 2000 and 1999 or  
19 something like that when they went up extremely high.  
20 Like our bill went from say if it was \$100, it went  
21 three times as much.

22                   JUDGE:

23                Let me ask you this, Ms. Robinson. Let  
24 me back you up. Your complaint is just in regard to  
25 your Opal Street address; is that correct?

1 A. Yeah.

2 JUDGE:

3 Okay. Now, you say that service was  
4 initiated at that address when you moved in in 1980?

5 A. 1980, yeah. I moved in in 1980.

6 JUDGE:

7 Did PGW then install a new meter in 1988?

8 A. What do you mean a new meter?

9 JUDGE:

10 A meter different from the one that was  
11 there in 1980?

12 A. Yes, yes. It was supposed to be the automatic  
13 meter reader from my understanding.

14 JUDGE:

15 So then from 1980 to 1988, was PGW  
16 reading your meter?

17 A. Yes. They were coming in whenever I was home, and  
18 if I wasn't home, I read my meter and called it in.

19 JUDGE:

20 Okay. And then from 1988 to 2001, it is  
21 your testimony that PGW was not reading your meter?

22 A. Well, they read it from time to time. If they  
23 didn't read it --- and what date did you give me, 1988  
24 until when?

25 JUDGE:

1 Now, was there another meter installed in  
2 2001?

3 A. Yes.

4 JUDGE:

5 Okay. There was another meter installed  
6 in 2001.

7 A. Yes.

8 JUDGE:

9 So for that period then from 1988 to 2001  
10 when that new meter was installed. And the new meter  
11 installed in 2001, was that in July of 2001?

12 A. Yes.

13 JUDGE:

14 So in July of 2001 when that new meter  
15 was installed, but going back to 1988, so that entire  
16 period, did PGW read your meter during that period  
17 from 1988 to July of 2001?

18 A. From 1988, I'm not sure. I have some --- let me  
19 see.

20 JUDGE:

21 What period of time was PGW estimating  
22 your bill?

23 A. Well, let's see. I have --- okay. I'm not  
24 exactly sure. I know that they read --- I think '88,  
25 they, well, I know in '96 ---. See, I was sending in

1 a lot of --- I was calling in my reading. Now here, I  
2 ---.

3 JUDGE:

4 Now, I notice --- maybe this may help. I  
5 notice that PGW in its answer to your complaint  
6 attached a decision of the Bureau of Consumer  
7 Services. Are you familiar with that decision?

8 A. Yes. Uh-huh (yes).

9 JUDGE:

10 And that's a decision that's dated June  
11 the 21<sup>st</sup>, 2002. And that decision states that PG  
12 estimated your bills from September 3<sup>rd</sup>, 1996 to July  
13 16<sup>th</sup>, 2001. Is that the correct period of time?

14 A. That they estimated?

15 JUDGE:

16 That PGW estimated your bill.

17 A. I'm not sure. Now, they estimated also before.  
18 They did some estimations before '96. In' 96. I guess  
19 that's when I stopped giving them readings because  
20 here I have ---.

21 JUDGE:

22 Okay. When you were giving them readings  
23 up until 1996, you were actually calling him your  
24 readings from 1988 to 1996 during various periods of  
25 time?

1 A. Yes. I was calling in readings even before then  
2 if they couldn't get in to read it.

3 JUDGE:

4 Now, during the time period that you were  
5 calling in your readings, were your calls and readings  
6 being reflected on your bills?

7 A. Yes.

8 JUDGE:

9 They were?

10 A. They were.

11 JUDGE:

12 So then you are saying now that in 1996,  
13 you stopped calling in your readings?

14 A. Pretty much because --- yeah. I didn't realize I  
15 just stopped at that time, but yeah, there's evidence  
16 here that I didn't call in any more.

17 JUDGE:

18 And why did you stop calling in your  
19 readings?

20 A. I guess I just got busy with working and said, you  
21 know, whatever. Either they'll get their act together  
22 and automatically read the meter or --- '96, they were  
23 --- when I was at the North Philadelphia 23<sup>rd</sup> Street  
24 address, they were reading by the automatic reader.  
25 So I don't actually know what's in my mind. I

1 thought, okay, they're going to come in our  
2 neighborhood also. I don't know if they were going to  
3 come to the Opal Street. I don't know what I was  
4 thinking. But because I knew they were reading over  
5 in that area, you know, if they can --- and I guess I  
6 wasn't really paying attention. There was other things  
7 at that time, other things took my attention.

8 JUDGE:

9 Now, your meter with regard to the Opal  
10 Street property has that gas meter always been  
11 located inside your home?

12 A. Yes.

13 JUDGE:

14 So it requires then someone to be home to  
15 be able to open the door and to let someone in in  
16 order to read the meter?

17 A. Right. Uh-huh (yes). And that's why when they  
18 said, you know, they were going to put in an automatic  
19 meter reader, that was great because I didn't have to,  
20 you know, either read it myself or I didn't have to  
21 have somebody there if I wasn't home at the time.

22 JUDGE:

23 What explanation did PGW give you with  
24 regard to why they were not reading your meter from  
25 '96 until 2001?

1 A. Automatically?

2 JUDGE:

3 From '96 to 2001. Now, it's my  
4 understanding, and PGW will put on testimony of its  
5 own, I understand from it's answer that the meter  
6 which was installed in 1988 was not an automatic meter  
7 reading device, that that was a meter which required  
8 someone to come into your home to read it. And that  
9 it was not until 2001 that they actually put in an  
10 automatic meter reading device. So my question to you  
11 is whether PGW gave you some explanation with regard  
12 to why your meter was not read during the period from  
13 1988 up to July of 2001 when an automatic meter  
14 reading device was installed.

15 A. I don't recall their specific explanation. But  
16 when I started calling because, like I said, in the  
17 beginning that's what they told us, that we were going  
18 to automatically be read. That was 1988 when they put  
19 the meters in. And I called consistently saying why  
20 aren't my bills reflecting you automatically reading  
21 the meters.

22 JUDGE:

23 You called consistently from what period  
24 of time?

25 A. Well, from the beginning when they first put it in

1 and I didn't see a reflection on my bill, because they  
2 would say at the bottom, we're going to read such and  
3 such a date of whatever. So I'm like, why are you  
4 going to read when you have the automatic meter  
5 readers installed. And they're saying, well, we don't  
6 have whatever. They're not functioning for some  
7 reason.

8 JUDGE:

9 When you say from the beginning, from  
10 1988?

11 A. Right. So that's what the customer service gave  
12 me. For some reason, I can't recall the specifics,  
13 they weren't functioning.

14 JUDGE:

15 Was a postcard left at your house to let  
16 you know that someone was there to read your meter and  
17 was not able to get in?

18 A. Probably, sure, yeah. I don't recall that, but  
19 I'm sure because I think they do leave that. But I  
20 would --- are you talking about the time that I did  
21 not read it? I don't even remember. I'm sure they  
22 did because that's what they do.

23 But as far as --- like I said in '96, they  
24 installed the automatic meter readers over in another  
25 area on 23<sup>rd</sup> Street, so I thought, okay, they're going

1 to automatically start reading all of the city since  
2 they had them. And that's one reason why I guess I  
3 stopped reading the meter, along with other things,  
4 you know, other type of work, jobs, you know, that  
5 took my focus.

6 JUDGE:

7 Was there anyone at your home during that  
8 period from '96 to July of 2001?

9 A. Not during the day, no.

10 JUDGE:

11 No one else at your home?

12 A. No, no.

13 JUDGE:

14 Now, with regard to that Bureau of  
15 Consumer Services that's dated June the 21<sup>st</sup> of 2002,  
16 and you testified that you are familiar with that  
17 decision. And it's my understanding that decision  
18 required PGW to credit your account in the amount of  
19 \$472.

20 A. Uh-huh: (yes).

21 JUDGE:

22 Did they do that?

23 A. Yes, they did.

24 JUDGE:

25 Okay. And it's my understanding that

1 they --- that was required by BCS to in some way  
2 compensate you for the fact that PGW had not read your  
3 meter during the period from '96 to 2001; is that  
4 correct?

5 A. Uh-huh (yes).

6 JUDGE:

7 Now, it's also my understanding that PGW  
8 was required under that BCS decision to waive your  
9 late payment charges for the period from July 16<sup>th</sup>,  
10 2001 to the present, which at that time was about June  
11 21<sup>st</sup>, 2002, which is the date of that decision itself.  
12 Did PGW do that?

13 A. I'm not sure, but I think so. I spoke with Mr.  
14 Farinas and I think that's one of the things that he  
15 said either they did or they were going to do. I'm  
16 not exactly sure.

17 JUDGE:

18 Okay. Now, the Bureau of Consumer  
19 Services also established a payment schedule which  
20 required you to pay your monthly budget amount, which  
21 was, at that time, \$240. Plus it was required that  
22 you pay \$80 towards your arrears beginning with your  
23 August 2002 bill due date. Did you do that?

24 A. Yes. And then I think it was in November or  
25 December, whatever payment it was, I have documents.

1 that I paid the gas company also because it's in the  
2 area, so I went and I paid them by check and part by  
3 cash. And the check bounced and it bounced because  
4 another creditor said that they didn't get money that  
5 I had owed them. Now, I had sent them a check, and I  
6 could tell you by name who they were. I sent them a  
7 check, they said they didn't get it and they needed it  
8 by a certain time, so I paid them over the phone  
9 duplicate. You know, and they have one check that I  
10 sent in and I gave them another payment.

11 Now, they said they were going to send me my check  
12 back because they just had to have that payment in by  
13 that particular date.

14 JUDGE:

15 This is PGW?

16 A. No, this isn't PGW. This is the reason why I fell  
17 behind.

18 JUDGE:

19 This is another creditor?

20 A. This is another creditor. And so anyway, the  
21 check bounced because they took out two payments.  
22 They didn't send me my check back, which would have  
23 enabled PGW to get their money, and then I paid them  
24 over the phone. So instead of one \$300 and some, they  
25 took out two, which was allotted for PGW. It was

1 Fairbanks Capitol. And so that's what made me not  
2 keep the agreement. And I went in and I made up for  
3 the agreement when my bank, you know, sent me a  
4 statement saying you have a check that bounced and I  
5 found out it was them. And so I made the payment and  
6 I have the documents.

7 JUDGE:

8 Are you current with regard to the Bureau  
9 of Consumer Service's payment schedule, which was  
10 established?

11 A. Yeah.

12 JUDGE:

13 You have some documents, Ms. Robinson,  
14 that you wanted to introduce into the record?

15 A. Yes. And I wanted to introduce --- let's see.

16 JUDGE:

17 We can do this one by one.

18 A. Okay. These are just documents showing that I, as  
19 a customer, from -- and these are old bills that I  
20 found from '92 all the way up to '96 where I --- not  
21 all of them, but one say for each year where I  
22 consistently called in when they weren't able to come  
23 out. I called in the readings. So it's not like I  
24 ---.

25 JUDGE:

1 And those readings are reflected on those  
2 bills?

3 A. Yes.

4 JUDGE:

5 Okay. Do you want to hand those up as a  
6 group?

7 A. Yes.

8 JUDGE:

9 And they'll be presented to each and  
10 everyone.

11 A. There's like five of each.

12 JUDGE:

13 Why don't you break those up. Give me a  
14 copy, two copies to the court reporter and then one  
15 copy to Mr. Farinas. Why don't we then have it marked  
16 as Complainant's Exhibit Number One.

17 (Complainant's Exhibit Number One marked  
18 for identification.)

19 JUDGE:

20 And Complainant's Exhibit Number One is a  
21 three-page document and it reflects copies of bills.  
22 The first page of the exhibit that I was given is a  
23 copy of a bill which has a pay by date of October 30<sup>th</sup>,  
24 1996. The second page of that document are copies of  
25 bills. One with a pay by date of August the 5<sup>th</sup>, 1996.

1 The other has a pay by date of September 23<sup>rd</sup>, 1996.  
2 And then the third page of that document which I have  
3 has a pay by date of October 29<sup>th</sup>, 1992 and also shows  
4 a copy of a bill with a pay by date of November 18<sup>th</sup>,  
5 1993.

6 And you are presenting these documents,  
7 it's my understanding, Ms. Robinson, to show that you  
8 were calling in your meter reading and that those  
9 called in meter readings were being reflected on the  
10 bills; is that correct?

11 A. Yeah.

12 JUDGE:

13 Okay. Do you have other documents that  
14 you would like to introduce?

15 A. Yeah. These documents show that PGW when they did  
16 put in the automatic meter reader, and this is in the  
17 1733 address in the year 2000, they weren't  
18 consistent. Like one bill I got from them ---.

19 JUDGE:

20 Let me back you up because now you are  
21 referring to another address. And it's my  
22 understanding that your complaint just goes to the  
23 Opal Street address?

24 A. As far as money is concerned, yes.

25 JUDGE:

1                   So I'm not sure why you want to introduce  
2 evidence with regard to ---.

3 A.    To 1733.

4                   JUDGE:

5                   Yes, to the other properties.

6 A.    Well, this just shows that they had a meter reader  
7 in.    It was definitely ---.

8                   JUDGE:

9                   They had a meter reader in ---

10 A.    In this particular one.

11                   JUDGE:

12                   --- in that other property?

13 A.    Yes.

14                   JUDGE:

15                   And what date is that?

16 A.    This is in 2000, like earlier 2001 to five or six.

17                   JUDGE:

18                   Okay.    But how does that then relate to

19 ---?

20 A.    It just shows that PGW was not consistent when  
21 they did have a --- they're saying they didn't have an  
22 automatic meter reader in this Opal Street address.

23                   JUDGE:

24                   In 1988?

25 A.    Yes, or ---.

1                   JUDGE:

2                   And it's my understanding that they  
3 stated that they put that in in 2001?

4 A. Well, here they had one in the 23<sup>rd</sup> Street address  
5 and they put it in in 2000 or '99, whenever they put  
6 that in there. And so they would come around, but  
7 they were not consistent in their readings even though  
8 they had this meter reader in that area.

9                   JUDGE:

10                   What do you mean they weren't consistent?

11 A. They weren't consistent. There were times when it  
12 was like three months where they didn't read. They  
13 gave estimated bills and higher. So the person who  
14 had to pay the bill, it went from \$145 to \$692.75  
15 because they failed to read for three months.

16                   JUDGE:

17                   Yes, but I'm not sure how that helps this  
18 case.

19 A. It says that they weren't consistent when they're  
20 claiming that we weren't ---.

21                   JUDGE:

22                   Let me ask you --- but we're focusing on  
23 the Cpal Street property.

24 A. Right.

25                   JUDGE:

1                   And it's my understanding that your claim  
2 with regard to the Opal Street property is that during  
3 the period, and again, this would have been going back  
4 to the BCS decision, from '96, about September 3<sup>rd</sup>,  
5 1996 to July 16<sup>th</sup>, 2001, your claim is that PGW was not  
6 reading your meter. And in addition to that, during  
7 that particular time, you were not calling in your  
8 meter readings either.

9 A. Uh-huh (yes). Right.

10                   JUDGE:

11                   So I really want to know why ---.

12 A. You want to know why I'm bringing in this one?

13                   JUDGE:

14                   Yes. I want to focus because I don't  
15 want to cloud the record with any grievance that you  
16 have with regard to the other property.

17 A. It's not a grievance.

18                   JUDGE:

19                   Yes. You're trying to show some  
20 inconsistency with regard to they're not even reading  
21 the automatic meter reading.

22 A. Exactly.

23                   JUDGE:

24                   But in this case, that is not the focus.

25 A. It's not relevant.

1                   JUDGE:

2                   Right. To this case because during this  
3 case, you didn't have the automatic meter reader in  
4 your property at that time. And we're focusing just  
5 on what was happening at your Opal Street property.

6 A. Okay. Well, I thought it was in there. I thought  
7 the automatic meter reader was in there.

8                   JUDGE:

9                   Right.

10 A. Because in 1988, that's what they said to my  
11 neighborhood. We're coming in. They sent out a card.  
12 Coming in this day, we're going to put in new meters  
13 that will automatically read so you don't have to be  
14 at home.

15                   JUDGE:

16                   Well, maybe PGW can present some  
17 explanation with regard to that, but it's my  
18 understanding based on his answer that you did not  
19 have an automatic meter reader in the property during  
20 that period of time from September of '96 to July of  
21 2001. And it wasn't until July 16<sup>th</sup> that they  
22 installed the automatic meter reading device at your  
23 property. Let me ask you, and this actually also goes  
24 outside the realm a little bit, but since that  
25 automatic meter reader was installed in July of 2001,

1 has your meter been read on a monthly basis?

2 A. I believe so. I didn't really examine all of the  
3 ---.

4 JUDGE:

5 Okay. All right. So I figure the  
6 documents that you were going to present would not be  
7 relevant for this case.

8 A. Okay.

9 JUDGE:

10 Do you have any other documents relative  
11 to the Opal Street?

12 A. Okay. Can I just say one thing about the Opal  
13 Street address?

14 JUDGE:

15 Yes.

16 A. That in 2001 when they called again and said they  
17 were going to put in another meter and it was going to  
18 be automatic. And when the guy came out and I told  
19 him we already have an automatic meter reader, he  
20 pulled it out and he agreed, oh yeah, well, this is  
21 what we're going to have to do. We're going to have  
22 to tag it and now since you didn't --- it wasn't read.  
23 You know, so to me, he was saying yeah, this is an  
24 automatic meter reader, but because we didn't read it,  
25 we have to tag it and we have to send it back to PGW,

1 which like I said he wasn't going to do. He was just  
2 going to take it out and put the other one in and I  
3 guess trash it. But he led me to believe, this is  
4 what I believed, that this was an automatic meter  
5 reader, but because PGW didn't follow up and read the  
6 meter, then that, you know --- I'm going to be  
7 penalized.

8 JUDGE:

9 Well, you'll certainly be able to ask the  
10 witness for PGW for some explanation with regard to  
11 that. And they're sitting here right now, of course,  
12 hearing this testimony that you are presenting. And  
13 they would then be expected to present whatever  
14 explanation they have. Do you have any other  
15 documentation, Ms. Robinson, that you want to present?

16 A. I just have where --- well, the bills where I ---  
17 the creditor took out or cashed two checks or two  
18 payments. And I just have the document where it shows  
19 that I had paid on time and then I went back when I  
20 realized, or when they let me know that their money  
21 wasn't available to them. Then I went back and I  
22 paid.

23 JUDGE:

24 But you said you have made up for that  
25 bill with PGW?

1 A. Yes, so I have documentation.

2 JUDGE:

3 Is there any controversy with regard to  
4 that, Mr. Farinas?

5 ATTORNEY FARINAS:

6 No. I believe she made a payment as of  
7 yesterday. These aren't the documents to PGW. If I'm  
8 correct in hearing you, these are the documents that  
9 you submitted to that other creditor that you paid  
10 twice, which made that money available?

11 A. No, no. I just have the two payments, one in  
12 November and one in December, where I paid for the ---  
13 I made up for the canceled --- the bounced check.  
14 Yeah, that's what I'm showing. And yesterday, the  
15 payment is due for this month.

16 ATTORNEY FARINAS:

17 We'll stipulate that she made up for it.  
18 However at the time that the check bounced, the  
19 agreement was broken and it's not being reinstated. I  
20 have no objection to the documents.

21 JUDGE:

22 Okay. If you want those documents ---.

23 A. He doesn't need a document?

24 JUDGE:

25 He's saying he's stipulating.

1                   ATTORNEY FARINAS:

2                   We know the payments that you made in  
3 this case.

4 A. All right. Well, it's not a big deal. That's it.  
5 I just had this about this 23<sup>rd</sup> Street address showing  
6 that they just weren't consistent with that.

7                   JUDGE:

8                   Okay. We'll allow that at least ---  
9 actually, we'll allow that in your Direct testimony  
10 that you've made. Mr. Farinas, do you have any Cross  
11 Examination for Ms. Robinson?

12 CROSS EXAMINATION

13 BY ATTORNEY FARINAS:

14 Q. Just a few questions, ma'am. Ms. Robinson, if I  
15 may refer to the meter readings that you said you  
16 called in, or when PGW visited your property, is it  
17 your testimony that from 1998 (sic) to at least 1996,  
18 when you were home and PGW came to the door, you let  
19 them in to read your meter?

20 A. Yes.

21 Q. Okay. Occasionally, you did call in readings or  
22 fill out a card?

23 A. Yes.

24                   JUDGE:

25                   I think you said 1998. You meant 1988?

1 BY ATTORNEY FARINAS:

2 Q. I'm sorry, 1988 through '96?

3 A. Through '96, yeah.

4 Q. Now, you said in 1998 (sic) is when a new meter  
5 was installed and they told you that it was an  
6 automatic meter reading device type meter?

7 A. Yeah.

8 JUDGE:

9 Okay. I think you said 1998. You mean  
10 1988?

11 ATTORNEY FARINAS:

12 Very sorry, Your Honor.

13 BY ATTORNEY FARINAS:

14 Q. 1988.

15 A. Yeah.

16 Q. I know it was a long time ago, but can you think  
17 back, did they just tell you about this or they said  
18 this is it?

19 A. They told us. Well, like I said, we have family  
20 in that area so we all were expecting them to just  
21 come through the area like they're doing now and read  
22 from the outside. That's what they told us. There's  
23 no other way I would have thought that.

24 Q. Are you sure that the meter that you received in  
25 '88 was an automatic meter reader?

1 A. I'm not sure because I just go on with what they  
2 tell me. That's what they said they were going to do,  
3 that's what I expected. When I called because they  
4 hadn't been automatically reading it and I was sending  
5 --- going down, still doing the same thing, sending in  
6 my reading, they said, for some reason, it just ---  
7 you know, they weren't reading it. It wasn't in  
8 operation at that time.

9 Q. Would you be surprised to learn that PGW did not  
10 start installing automatic metering devices until the  
11 1990s?

12 A. Yeah, I would be surprised, yeah. Because that's  
13 what they told us and that's what we thought, you  
14 know.

15 Q. Could it have been just information that was put  
16 out prior to --- because we're talking about 1988.

17 A. Yeah, I know. I know exactly when we're talking.  
18 No, because I expected --- they sent a card saying  
19 that --- and I looked for that card because I keep  
20 everything by appointment. So I write things on  
21 calendars --- not calendars, but I have appointment  
22 books and I just threw them out. But I didn't find  
23 the card that said they're going to come in to install  
24 the meters and they would automatically --- they sent  
25 a letter and then they sent a card saying that they

1 were going to come out and they needed --- they were  
2 going to put the meters in to automatically read the  
3 meters.

4 Q. And you just said you couldn't find the card that  
5 said that?

6 A. No, I wasn't able. This is the documentation that  
7 I found from '92 and I --- because I keep them. I  
8 didn't even think I threw them away. I keep  
9 everything.

10 Q. In 1988, if you know, I'm not sure if you do, did  
11 you have a heating or non-heating customer?

12 A. Well, I should have been a heating customer, but I  
13 know that they have on record that I was a  
14 non-heating. And I just found that out I think it was  
15 last year. And they said something about when I  
16 called to --- I called for some reason. And anyway,  
17 the man was telling me that you're non-heating. And  
18 so I said, what does that mean, and he said, we have  
19 the ability to cut off your gas. I said, this is a  
20 house and it's always been a house. It's a family  
21 dwelling, a single family dwelling.

22 Q. Did you get a new heater installed during 1990?

23 A. No, no. I had a heater installed when I moved in  
24 the property in 1980 when I became a PGW customer.

25 Q. Was there a heater in the house prior to that, if

1 you know?

2 A. I don't know. Yeah, I'm sure there was. I think  
3 it was oil heat before then because we went through a  
4 process.

5 Q. Was there a gas heater in the house prior to this?

6 A. Prior to 1980?

7 Q. Yes.

8 A. 1980, prior, I wasn't there. I didn't live in  
9 that property.

10 Q. And when you moved in, it's your testimony that  
11 there was oil heat in the house?

12 A. I can't even say because the house was totally  
13 renovated. But from what I was told, it was an oil  
14 heater. I didn't see it. I didn't know anything  
15 about it because we renovated the property. So I'm  
16 only going on --- and I'm sure that was true that it  
17 was oil heat before we went in and renovated the  
18 property. I honestly didn't see it and I don't know  
19 myself.

20 ATTORNEY FARINAS:

21 Your Honor, I heard the earlier dialogue  
22 that you had with Ms. Robinson concerning 23<sup>rd</sup> Street.  
23 I do have the meter readings from that. I don't know  
24 if you could consider it relevant.

25 JUDGE:

1 I just don't want the water to be  
2 muddied.

3 ATTORNEY FARINAS:

4 That's fine.

5 JUDGE:

6 Okay. Are you finished with your Cross  
7 Examination?

8 ATTORNEY FARINAS:

9 I am.

10 JUDGE:

11 Very good. Okay. Why don't we then take  
12 testimony from the witness for PGW? Mr. Farinas,  
13 would you call your witness, please?

14 ATTORNEY FARINAS:

15 Your Honor, before we do, I need to make  
16 one copy of this.

17 JUDGE:

18 Sure. Before you leave, Mr. Farinas, do  
19 you have any objection to the admission into evidence  
20 of Complainant Exhibit Number One?

21 ATTORNEY FARINAS:

22 I do not.

23 JUDGE:

24 So admitted into evidence then.

25 SHORT RECESS TAKEN

1 LINDA PERERIA, CALLED AND SWORN TO TESTIFY

2 JUDGE:

3 Please be seated. Provide your full name  
4 and spell your last name, please.

5 A. Sure. Linda Pereria, P-E-R-E-R-I-A.

6 JUDGE:

7 And Ms. Pereria, by whom are you  
8 employed?

9 A. Philadelphia Gas Works.

10 JUDGE:

11 And what is your business title?

12 A. I am a customer review officer.

13 JUDGE:

14 And would you provide your business  
15 address?

16 A. Sure. It's 1800 North Night Street, Sixth Floor,  
17 Philadelphia, PA 19122.

18 JUDGE:

19 Thank you. Please be seated. Mr.  
20 Farinas?

21 ATTORNEY FARINAS:

22 Thank you, Your Honor.

23 DIRECT EXAMINATION

24 BY ATTORNEY FARINAS:

25 Q. Ms. Pereria, what is your title and your

1 responsibilities at PGW?

2 A. I am a customer review officer. I handle informal  
3 and formal complaints that customers file with the  
4 Public Utility Commission.

5 Q. By handling them, do you mean you conduct an  
6 investigation?

7 A. Yes, I do.

8 Q. Did you conduct an investigation on the formal  
9 complaint that was filed by Ms. Robinson?

10 A. Yes, I did.

11 Q. Can you give us the results of your investigation?

12 A. Okay. What I found was first of all, the meter  
13 itself was installed in that property in March of  
14 1988. There was no AMR installed in that property at  
15 the time that the meter was installed.

16 ATTORNEY FARINAS:

17 Your Honor, if I may?

18 JUDGE:

19 Yes.

20 ATTORNEY FARINAS:

21 I'd like to mark this as PGW Exhibit One.

22 JUDGE:

23 So marked for identification.

24 (PGW Exhibit One marked for  
25 identification.)

1 BY ATTORNEY FARINAS:

2 Q. Ms. Pereria, can you describe what Exhibit One is?

3 A. Sure. This is a record of the meter number which  
4 is located in the property at 5983 North Opal Street.  
5 The meter number is 1701482. It's showing that, it  
6 would be about the third line down, fourth line down,  
7 it says set and it gives a date of March 25<sup>th</sup>, 1988.  
8 This is when this particular meter number was set at  
9 that property on Opal Street.

10 And a little bit further down, which would be the  
11 first line on your left, it says, device, it says, no  
12 AMR. That indicates to me that when this meter was  
13 installed at the property in 1988, an AMR device was  
14 not installed.

15 Q. The document, which is Exhibit One, where does  
16 this information come from?

17 A. It came from our old system, our legacy system,  
18 prior to conversion of 1999.

19 Q. And the data of that system is just historical?

20 A. It's all historical up until June of '99.

21 Q. Can it be changed?

22 A. No, it cannot.

23 JUDGE:

24 Ms. Pereria, I'm sorry, was another meter  
25 replaced when this one was installed?

1 A. Back in 1988, yes, it was.

2 JUDGE:

3 Okay. Thank you.

4 ATTORNEY FARINAS:

5 What I'd like to do now, Your Honor, is

6 mark what will now be identified as PGW Exhibit Two.

7 This document is a history request report for account

8 and it provides the accounts of Ms. Robinson.

9 JUDGE:

10 So marked for identification.

11 (PGW Exhibit Two marked for

12 identification.)

13 BY ATTORNEY FARINAS:

14 Q. Do you have a copy of PGW Exhibit Two?

15 A. I do.

16 Q. Can you tell us what the purpose of the document

17 is and what does it show about the accounts?

18 A. Okay. This is actually a statement of account.

19 It's a history and request that we can print out from

20 the system that gives us a history of the account.

21 The first page says page one of six. It goes all the

22 way back to page six, which started --- because when

23 we did conversion in June of '99, we only went back

24 two years for information. So this document starts as

25 of June of 1997 on forward. It is all the information

1 with the billing and history of the account for Opal  
2 Street.

3 Q. Can you review the area which indicates what  
4 months were estimated and what months were actual?

5 A. Sure. At the top of the document, actually a  
6 little bit --- at the top, it gives you transaction,  
7 trans date, current amount, total amount, amount  
8 adjusted. Then there's a column that says read code.  
9 R means that it's an actual reading, that that came  
10 from the AMR, and Y is a system estimate. There is  
11 actual --- I see some Vs in there, which is verified.  
12 That was done when the make-up bill was adjusted  
13 because of the rates.

14 Q. Can you tell us what the current outstanding  
15 balance is?

16 A. On her account, because both addresses are  
17 attached to the one address, her total account balance  
18 at this present time is, after the payment was made  
19 yesterday, is .

20 JUDGE:

21 Why don't you do this first because it's  
22 my understanding that the Bureau of Consumer Service's  
23 decision just dealt with the Opal Street matter; is  
24 that correct?

25 ATTORNEY FARINAS:

1 That's correct.

2 JUDGE:

3 And Ms. Robinson has stated today that  
4 her complaint is just in regard to the Opal Street  
5 address. And it's my understanding that the payment  
6 schedule that was established by BCS was in regard to  
7 the Opal Street property; is that correct?

8 A. Yes, it was.

9 JUDGE:

10 Okay. So I just want to know what it is  
11 that her outstanding balance is with regard to the  
12 Opal Street property.

13 A. Okay. The current ---.

14 BY ATTORNEY FARINAS:

15 Q. Is there a document that is the last page of PGW  
16 Exhibit Two --- just break that figure down?

17 A. Yes. The total account balance just for Opal  
18 Street as ---.

19 JUDGE:

20 I'm sorry, it's the last page of ---?

21 ATTORNEY FARINAS:

22 PGW Exhibit Two.

23 JUDGE:

24 Okay.

25 A. Okay. As of this morning, because she made a

1 payment yesterday which was posted to the account, it  
2 shows \$2,329.05 as the total outstanding balance here.

3 MS. ROBINSON:

4 Excuse me? Where ---?

5 JUDGE:

6 I'm sorry. You'll have an opportunity.

7 MS. ROBINSON:

8 I just want to know where we are.

9 JUDGE:

10 I'm sorry. The last page.

11 MS. ROBINSON:

12 Oh, okay. It's in there. Okay.

13 JUDGE:

14 Do you see that Ms. Robinson? It's total  
15 amount due?

16 MS. ROBINSON:

17 Uh-huh (yes).

18 JUDGE:

19 Let me ask you this, Ms. Pereria. In  
20 terms of --- when was the make-up bill issued?

21 A. The make-up was issued July 16<sup>th</sup>, 2001.

22 JUDGE:

23 And when was the automatic meter reading  
24 device installed?

25 A. What I'm showing is when it went through our

1 records, the first reading that occurred from the AMR  
2 was July 16<sup>th</sup>. I have documents stating that it  
3 occurred in June of 2001.

4 JUDGE:

5 And also, Ms. Pereria, what period of  
6 time does the make-up bill encompass?

7 A. The last actual company reading was September 3<sup>rd</sup>,  
8 1996. So that adjusted bill was adjusting estimated  
9 bills going back to 1996.

10 JUDGE:

11 And Ms. Pereria, why were the bills  
12 estimated during that period of September 3<sup>rd</sup>, 1996 to  
13 July 16<sup>th</sup>, 2001?

14 A. '96 to '99 we were reading meters quite  
15 frequently. When we went to the new system, most of  
16 our areas were installed with AMRs, so they had less  
17 and less men out there reading the meters. Prior to  
18 June of '99, it was on the bills once the old system  
19 hit a number of months that it wasn't read, it would  
20 be noted on the bill for the customer to pull for a  
21 special meter reading. I believe he might have added  
22 it in a new system, but I know when conversion  
23 occurred in June of '99, it was not noted on the  
24 bills.

25 JUDGE:

1                    Looking particularly at the statement of  
2 account that is part of PGW Exhibit Number Two, during  
3 that period from September 3<sup>rd</sup>, 1996 to July 16<sup>th</sup>,  
4 2001, were there any actual meter readings during that  
5 time?

6 A.    I could not find any readings during that period  
7 of time even as an unbilled reading. Now, either was  
8 a service call in 1998 for a heater call in November  
9 of '98. I didn't pull the service order, but in the  
10 older system, they used to read the meters when they  
11 were out on the service call. And if the serviceman  
12 did not read the meter when he was out there on a  
13 service call, then it would not have billed. But in  
14 the old system when the serviceman was out there, it  
15 read the meter, the system would be billed to that  
16 serviceman's read. So from what I can gather here,  
17 there was no meter reading on that service call.  
18 Therefore, it didn't bill.

19                    JUDGE:

20                    I'm sorry. And when you say it didn't  
21 bill, I'm not quite sure what you mean.

22 A.    Meaning that the serviceman did not put a reading  
23 on his service order.

24                    JUDGE:

25                    Okay. So you don't have any record of

1 any meter readings during that period from September  
2 3<sup>rd</sup>, 1996 to July 16<sup>th</sup>, 2001?

3 A. I could not locate it.

4 JUDGE:

5 Is Ms. Robinson current with regard to  
6 the BCS decision?

7 A. Yes, she is. I see the payment was posted  
8 yesterday. What happened was unfortunately when the  
9 check came back and it didn't clear the bank, the  
10 agreement itself broke. That is precisely what  
11 happens in our computer system. When she made the  
12 payment yesterday, she is current. However, if she  
13 didn't see a representative in the office --- I did  
14 not see the agreement going back in as the original  
15 BCS decision.

16 JUDGE:

17 I'd like to go back for a moment.

18 A. I have no problems when I go back to compare.

19 JUDGE:

20 What is a customer's current monthly  
21 budget amount?

22 A. \$221 is the budget.

23 JUDGE:

24 And Ms. Pereria, based on the BCS payment  
25 schedule, what is the amount of time of the payback

1 period or period in which the arrears would be  
2 extended?

3 A. Okay. When the payment arrangement was put in,  
4 it's going for \$80 towards the balance of the account.  
5 When it was originally put in, I can't say how many  
6 months. I did not look at that.

7 JUDGE:

8 And Ms. Pereria, what would PGW like the  
9 Commission to do with regard to that?

10 A. At this point, that balance is correct as rendered  
11 and we will continue with the payment arrangement that  
12 the BCS imposed.

13 JUDGE:

14 Ms. Robinson, do you have any questions  
15 for Ms. Pereria?

16 CROSS EXAMINATION

17 BY MS. ROBINSON:

18 Q. She said something about a symbol of V. What does  
19 that represent?

20 A. It means verified. In other words, when you filed  
21 your informal complaint, the make-up bill that was  
22 sent out to you was based on the current rates that  
23 were in effect at the time that the make-up bill was  
24 in effect. We, in turn, went in and adjusted the  
25 make-up bill to reflect the rates that were in effect

1 during the time that this make-up bill was for.  
2 Therefore, reducing your bill. So that's our way of  
3 adjusting the reads in the system to bill based on a  
4 usage analysis.

5 JUDGE:

6 I'm sorry, Mr. Farinas. Did you have any  
7 additional questions for Ms. Pereria?

8 ATTORNEY FARINAS:

9 Yes, I do.

10 REDIRECT EXAMINATION

11 BY ATTORNEY FARINAS:

12 Q. There are additional documents in PGW Exhibit Two  
13 beyond the statement of time and history of account  
14 documented. There is the usage analysis, which is  
15 four pages from the end. Can you explain what the  
16 purpose of this document is and what this tells us  
17 about the usage of Ms. Robinson's account?

18 A. Okay. The purpose of the usage analysis is to  
19 determine if the reading that was obtained on July 16<sup>th</sup>  
20 is in line with the history of the account. I went  
21 from the last actual reading, which was September 3<sup>rd</sup>  
22 of 1996 to the reading that occurred on July 16<sup>th</sup>,  
23 2001.

24 Based on that, I put that in the information along  
25 with the degree days for that period of time. I came

1 up with a 19.4 cubic feet per degree day. Since the  
2 AMR has been installed, all bills rendered since July  
3 6<sup>th</sup> have been based on actual readings. So I went from  
4 July 6<sup>th</sup>, 2001 to the most current reading that  
5 occurred on December 12<sup>th</sup> of 2002, did a usage analysis  
6 for that period of time. That came out with 19.5,  
7 therefore, showing that the reading that occurred on  
8 July 16<sup>th</sup> is in line with what she is currently using.

9 Q. Now, Ms. Pereria, I noticed in the history request  
10 report document of PGW Exhibit Two, there are what  
11 appear to be late payments. Is that indicated by LPC?

12 A. Yes, it is.

13 Q. Can you show us where, consistent with the BCS  
14 decision, late payment charges were removed?

15 A. It would be on the first page of the document  
16 about halfway, it says August 5<sup>th</sup>, 2002. It says,  
17 L-P-C-W-V-E, which means late payment charges have  
18 been waived in the amount of \$449.41.

19 Q. Ms. Pereria, the entry below that also for August  
20 5<sup>th</sup>, A-L-L-C-W-S, what does that stand for?

21 A. That's the special allowance, which is from the  
22 BCS decision telling us to credit the customer account  
23 \$472 because of the make-up bill.

24 Q. And Ms. Pereria, do you know how the BCS came up  
25 with that \$472 figure?

1 A. It would be 20 percent. And if you take on the  
2 BCS decision number three, it tells you after we did  
3 the adjustment, it reduced it to \$2,360.03. If you  
4 take 20 percent of that, you should come up with a  
5 round figure of \$472.

6 Q. Okay. Thank you. Is there any other information  
7 that you'd like to point out on PGW Exhibit Two?

8 A. Well, just the third page from the bottom. It  
9 just gives you the customer's date that the customer  
10 became a customer of record. And Ms. Robinson,  
11 according to our records, became a customer of record  
12 February 6<sup>th</sup>, 1981. It shows that this meter was set  
13 at that property on March 25<sup>th</sup>, 1988. Now, what you  
14 don't see unfortunately because of the stapler, but in  
15 the right-hand very top, if an AMR had been installed  
16 in the property, it would indicate there.

17 JUDGE:

18 I'm sorry. What page are you referring  
19 to, Ms. Pereria?

20 A. The third page from the last page.

21 JUDGE:

22 Okay. And you're saying in the top  
23 left-hand corner would show ---?

24 A. Would show that an AMR has been installed in that  
25 property. In this particular case, it just says on,

1 which indicates that the gas service is on at that  
2 property.

3 JUDGE:

4 I'm sorry, I'm looking at ---.

5 ATTORNEY FARINAS:

6 I believe, Your Honor, it's the top  
7 right-hand corner under the stapled portion.

8 A. Yeah, you might have to move the staple a little  
9 bit.

10 ATTORNEY FARINAS:

11 Under the staple.

12 JUDGE:

13 Okay. I see that now, thank you.

14 A. Uh-huh (yes).

15 JUDGE:

16 And it was your testimony that service  
17 was initiated in Ms. Robinson's name on February the  
18 6<sup>th</sup>, 1981?

19 A. That is correct.

20 JUDGE:

21 And that's also shown on this balance  
22 statement?

23 A. Yes.

24 JUDGE:

25 Okay.

1 BY ATTORNEY FARINAS:

2 Q. Arcund where?

3 A. It would be almost towards the third row from the  
4 bottom, fourth row. It says customer date.

5 JUDGE:

6 Okay. I see that now, thank you. It's  
7 in the middle.

8 A. Now, right underneath that customer date is also,  
9 this was in our old system, number of months no read.  
10 That would indicate that it was 34 months since the  
11 last company reading.

12 JUDGE:

13 Thirty-four (34) months prior to the  
14 February 6<sup>th</sup>, 1981 date?

15 A. No, prior to the June 10<sup>th</sup>, 1999 date when  
16 conversion occurred. This document was prepared right  
17 before --- well, it was prepared today, but I'm saying  
18 this document on legacy is only information up to June  
19 of 1999.

20 BY ATTORNEY FARINAS:

21 Q. Ms. Pereria, earlier there was a discussion about  
22 whether the account was heat or no heat.

23 JUDGE:

24 I'm sorry, I didn't hear that question.

25 BY ATTORNEY FARINAS:

1 Q. There was a discussion concerning --- Ms.  
2 Robinson's testimony concerning whether the account  
3 was indicated as a heating account or a no-heating  
4 account. If the account was, in fact, classified as  
5 no heat and there was, in fact, a heater in the  
6 property, a gas heater in the property, what effect  
7 would that have on estimates?

8 A. It has a lot to do with estimates. If we didn't  
9 know there was gas heat in the property, okay, our  
10 estimates then are based on a non-heating factor,  
11 which means that's just used for domestic cooking and  
12 hot water, which means that the estimated bills would  
13 be lower than if it was correctly addressed as a  
14 heating account.

15 JUDGE:

16 So for what period of time was this  
17 considered a non-heating account?

18 A. I looked on our new system and I could not find a  
19 date when it went from a non heating account to a  
20 heating account. It is currently now listed as a  
21 heating account. So if it would estimate now, if the  
22 AMR then was unable to get around, it would now  
23 estimate more in line with what she's using with the  
24 gas heat than prior.

25 JUDGE:

1                   So you don't know when it became a  
2 heating account?

3 A. I could not locate that date on the system.  
4 Somebody changed it and I just can't locate it.

5                   JUDGE:

6                   Ms. Pereria, at this time, if you can  
7 state, how does a company estimate bills? On what  
8 basis does it make estimations?

9 A. Okay. Estimated bills currently in our new system  
10 is based on the rate. They take whatever last month  
11 was and --- it's not like it used to be. It's more  
12 difficult now to understand how they estimate bills.  
13 I know it's in the background --- it has something to  
14 do with the property and all non-heating accounts to  
15 estimate it for the following month, even with heating  
16 accounts. In the old system, if it was a non-heating  
17 account, it was based on factors. The same way with  
18 heating accounts. In the old system, it was factors.

19                   JUDGE:

20                   Do you know what those factors were?

21 A. In this particular case, if you look at the third  
22 page again from the bottom. You'll see on the  
23 left-hand side about halfway down, you see a CFDD and  
24 a DOM factor. Okay. In that system, that would be  
25 our estimating factors. So that if we didn't read the

1 meter, they would take the DOM and the CFDD and  
2 generate an estimated bill.

3 JUDGE:

4 Okay. The CFDD, is that cubic feet per  
5 degree day?

6 A. That is correct.

7 JUDGE:

8 And the DOM is what?

9 A. DOM would be the domestic which would only be used  
10 for cooking and hot water or fire.

11 JUDGE:

12 And that is some kind of a usual  
13 household kind of figure?

14 A. The domestic would change, just like the CFDD  
15 would change, once we got a company reading. Every  
16 time we had a company reading, those factors would  
17 change because it would be based on what that  
18 particular property was using.

19 JUDGE:

20 Do you know what the average monthly bill  
21 that Ms. Robinson pays is?

22 A. Would that be prior to the make-up bill or after  
23 the make up bill?

24 JUDGE:

25 Well, this would be after the make-up

1 bill.

2 A. Now, it looks like in the summertime, her bills  
3 were averaging about \$40, maybe a little bit less than  
4 that.

5 JUDGE:

6 Well, actually, let me ask you, prior to  
7 the make-up bill, or for the period that's encompassed  
8 by that make-up bill, what were those bills?

9 A. Okay. The estimated bills were --- there were  
10 some estimated bills for \$36, some bills estimated for  
11 \$33. I do see that on page four of this document,  
12 roughly around January 14<sup>th</sup> of 2000, it looked like it  
13 started estimating it based on gas heat because at  
14 that particular time, the bills were \$150, \$113.

15 JUDGE:

16 So a rough estimate of her average bills,  
17 what would that be?

18 A. Okay. Prior to that, they were averaging about  
19 \$35. After that, it would be hard to say. On the  
20 estimates, I'd say probably about \$150 in the winter  
21 months when that started in that January of 2000.

22 JUDGE:

23 And the reason I'm asking that is because  
24 with regard to the Commission's regulations, it does  
25 give the customer, actually with regard to make-up

1 bills, two options. One is that the period for the  
2 payback be at least as long as the period in which the  
3 excess amount accrued. And then the other is that the  
4 payback period extend at least as long as necessary so  
5 that the quantity of service billed in any one billing  
6 period is not greater than the normal estimated  
7 quantity with that period plus 50 percent. Does PGW  
8 calculate both of those types of paybacks?

9 A. Not that I'm aware of. I went according to the  
10 BCS decision that was put in. But because this is a  
11 make-up bill, okay, and I know what our tariff says,  
12 that she should have been given the amount of time  
13 from '96 to 2001, which is five years, to pay that  
14 make-up bill.

15 JUDGE:

16 Now, you said your tariff, which is  
17 different from the PUC's regulations?

18 ATTORNEY FARINAS:

19 Yes, Your Honor. If I can, we do have an  
20 initial exhibit for that.

21 JUDGE:

22 Okay.

23 ATTORNEY FARINAS:

24 I'll mention it now and submit it at the  
25 end. It is PGW Gas Works tariff regulation 4.54, it

1 states that if a residential customer receives a  
2 make-up bill for previously unbilled service, the  
3 customer may enter into an affordable payment  
4 arrangement which, at the option of the customer, may  
5 extend at least as long as the period during which the  
6 excess billing accrued consistent with, and it goes  
7 on.

8 JUDGE:

9 And that's a tariff that was approved by  
10 the PUC?

11 ATTORNEY FARINAS:

12 Yes. Yes, it is.

13 JUDGE:

14 Effective what date?

15 ATTORNEY FARINAS:

16 Effective July 3<sup>rd</sup>, 2000. This has not  
17 been altered as of yet. I believe by 2003, we are  
18 under mandate to come into full compliance with the  
19 Public Utility Code and include that other part of the  
20 Public Utility Code which dictates any bill plus 50  
21 percent.

22 JUDGE:

23 Do you know by when in 2003?

24 ATTORNEY FARINAS:

25 I believe that the Natural Gas Choice

1 Action says by September of 2003.

2 JUDGE:

3 Okay. Go ahead, Mr. Farinas.

4 ATTORNEY FARINAS:

5 Your Honor, I do have, if I may, have  
6 marked PGW Exhibit Three, but we've covered some of  
7 this in everyone's testimony. PGW Exhibit Three is  
8 the note screens, the contact screens that PGW has had  
9 with Ms. Robinson.

10 (PGW Exhibit Three marked for  
11 identification.)

12 BY ATTORNEY FARINAS:

13 Q. Ms. Pereria, could you simply review --- we have  
14 covered some of this information before, but again,  
15 would you review, for the record, the information  
16 contained on it?

17 A. Sure. Our note screen, which they actually go to  
18 page two, actually starts as of August of 1999. It  
19 just gives us a brief history every time --- it was  
20 documented when Ms. Robinson called and what  
21 conversation occurred. It even includes in there when  
22 we received the original informal complaint from the  
23 BCS and what their decision and everything was and  
24 when it was entered into the system. And just every  
25 time she contacted us, it should be noted.

1 Q. For example, Ms. Pereria, that contact contained  
2 the conversation between PGW and Ms. Robinson  
3 concerning the bounced check?

4 A. Yes, it does, on December 4<sup>th</sup>, which is the very  
5 top and last entry that was on the note screen.

6 Q. And the amount of the bounced check?

7 A. It's showing here \$320.

8 JUDGE:

9 And that's page one of PGW Exhibit Three?

10 A. That is correct.

11 ATTORNEY FARINAS:

12 Also, Your Honor, we've discussed this  
13 somewhat and I don't think it's been marked. It's PGW  
14 Exhibit Four, which is the BCS decision itself.

15 JUDGE:

16 So marked for identification.  
17 (PGW Exhibit Four marked for  
18 identification.)

19 ATTORNEY FARINAS:

20 Your Honor, do you have any additional  
21 questions about that?

22 JUDGE:

23 Mr. Farinas, I don't have any additional  
24 questions about PGW Exhibit Number Four, which is the  
25 BCS decision, which is dated June 21<sup>st</sup>, 2002.

1                    ATTORNEY FARINAS:

2                    And finally, Your Honor, I have PGW  
3 Exhibit Five, which is two pages from the PGW tariff  
4 that we just discussed.

5                    JUDGE:

6                    So marked for identification.  
7                    (PGW Exhibit Five marked for  
8 identification.)

9                    ATTORNEY FARINAS:

10                   That is a set parameter for which PGW may  
11 issue estimated bills and correct them, and also  
12 contains the section which I read previously into the  
13 record.

14                   JUDGE:

15                   Okay. Thank you.

16                   ATTORNEY FARINAS:

17                   At this time, I have no further  
18 questions. I move PGW Exhibits One through Five into  
19 the record.

20                   JUDGE:

21                   Ms. Robinson, do you have any objections  
22 to the admission of PGW Exhibits One through Five?

23                   MS. ROBINSON:

24                   No.

25                   JUDGE:

1 So admitted into evidence. Do you have  
2 any additional questions for Ms. Pereria at this time?

3 MS. ROBINSON:

4 Yes, I do. I have a question.

5 RECROSS EXAMINATION

6 BY MS. ROBINSON:

7 Q. Why wouldn't PGW know if the Opal Street property  
8 wasn't a non-heating when they came in from when I  
9 became a customer in February of '81?

10 A. Okay. If you had gas heat installed at the  
11 property, whoever installed the heater was supposed to  
12 notify us. And at that point, once we're notified  
13 that there's gas heat in the property, back in the  
14 '80s and the '90s, we used to inspect the heater. And  
15 we'd go out to inspect the heater, that's when it  
16 comes back and it changes the rate from a non-heating  
17 account to the heating account. So if you're  
18 installer never notified us, we would have never known  
19 that there was gas heat at the property.

20 Q. Okay. Even though you had your people coming in  
21 that they're going in the basement and there's this  
22 heating, so they wouldn't recognize or they ---?

23 A. They don't deal with anything on the computer  
24 system. Right. They're only out there to turn the  
25 service on for you, shut it off, read the meter and

1 turn it in.

2 Q. Okay. And also, you said you have documented  
3 calls of every time that I since '99, I believe, since  
4 --- yeah, since August of '99 until now, 1/9/2002  
5 actually. So you have documented calls that I've  
6 called and ---?

7 A. That is correct. The customer service rep,  
8 whoever you speak to, every time you call in, should  
9 be noting on the customer contact screen that you  
10 called, whether it was just a little petty thing about  
11 asking about a late payment charge, service order,  
12 whatever. It should be noted.

13 Q. Okay. Well, here you said that no one --- well,  
14 anyway, let me just get to my question. Now, I spoke  
15 to someone, I don't know whether it was last year or  
16 the year before. Whenever this situation started  
17 occurring, I guess two years ago, and you all sent me  
18 something that said we're going to shut off your gas.  
19 And so I immediately called PGW saying, why are you  
20 going to shut off my gas, how can you shut off my gas  
21 or whatever. And they said, well, you're a  
22 non-heating person, so --- and it was wintertime and  
23 that's when I fell behind in paying the gas bill or  
24 whatever.

25 So it should be documented that I spoke to

1 someone, and this is my point. That I spoke to  
2 someone, they, in turn, told me that I was listed as  
3 non-heating and when, they said, if you're  
4 non-heating, we can shut your gas off. I said, well,  
5 this is a house. Oh, it's not a house. It's always  
6 been heating. And so at that time, they --- I guess  
7 they changed, because they said they would, they  
8 changed the service from non-heating to heating. So  
9 that should be documented on here as well, which is  
10 not.

11 A. Again, Ms. Robinson, it should have been. As I  
12 indicated earlier, I could not find the date exactly  
13 when it went from a non-heating account to a heating  
14 account on our system. So somebody did change it, I  
15 just cannot give you a specific date.

16 Q. Okay.

17 A. But that customer service rep should have noted it  
18 on the customer contact what they were doing.

19 Q. So another question, would that have to do with  
20 --- and from what you said earlier, it seems as though  
21 since this would have to do with the way you estimated  
22 my bills and how you overestimated them in order to  
23 bring me up to \$2,600. Because if the estimations  
24 were close to what they should have been because you  
25 gave record that now it's 9.4 and 9.5, so the

1 estimation is almost perfect as to what I'm using in  
2 gas. At that time, if the property, had it been  
3 heating instead of non-heating, then the estimations  
4 would have been closer and I wouldn't have owed you as  
5 much money as \$2,600?

6 A. That's correct. If the estimates were in line  
7 with what you were using, then it would have not  
8 created this make-up bill, I should say.

9 Q. Right.

10 A. But if you look on the history request, again, as  
11 I indicted back somewhere in January of 2000, December  
12 of '99, you will see that that is where your estimated  
13 bills started to increase. So I am assuming, looking  
14 at that, that is about the period of time that they  
15 changed your account from a non-heating account to a  
16 heating account because the estimated bills that were  
17 issued during that period, right, went up.

18 Q. And that's where I couldn't have ---.

19 JUDGE:

20 You said that was in the period of  
21 January of 1999?

22 A. December of '99, between December of '99 and  
23 January of 2000. That would be on page four.

24 JUDGE:

25 Thank you. And Ms. Robinson, when you

1 initiated service with PGW on February 6<sup>th</sup>, 1981, did  
2 you have a gas heater? Had a gas heater been  
3 installed in the property at that time?

4 MS. ROBINSON:

5 Yes.

6 JUDGE:

7 Go right ahead with your questions.

8 MS. ROBINSON:

9 That's it.

10 JUDGE:

11 Okay, very good. All right. Do we have  
12 --- thank you very much, Ms. Pereria. You may stand  
13 down. The Exhibits have been admitted into evidence  
14 for both parties. Do you have anything further which  
15 we need to take up here today? I'll first ask Mr.  
16 Farinas.

17 ATTORNEY FARINAS:

18 I have nothing.

19 JUDGE:

20 Okay. Ms. Robinson, do you have anything  
21 further that you want to add to the record at this  
22 time?

23 MS. ROBINSON:

24 No.

25 JUDGE:

1                   Okay. I want to thank both the parties  
2 and the witness for their appearance here today. I  
3 will be rendering a written decision with regard to  
4 this case. And if there's nothing further which we  
5 need to take up this morning, then this hearing is  
6 adjourned.

7                   ATTORNEY FARINAS:

8                   Thank you.

9                   JUDGE:

10                  Thank you.

11                  MS. ROBINSON:

12                  Thank you.

13                                 \* \* \* \* \*

14                                 HEARING CONCLUDED AT 11:50 A.M.

15                                 \* \* \* \* \*

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C E R T I F I C A T E

I HEREBY CERTIFY THAT THE FOREGOING PROCEEDINGS  
WERE REPORTED STENOGRAPHICALLY BY ME AND THEREAFTER  
REDUCED TO TYPEWRITING AND THAT THIS TRANSCRIPT  
IS A TRUE AND ACCURATE RECORD THEREOF.

SARGENT'S COURT REPORTING SERVICE, INC.

*Bernadette M. Bluh*

COURT REPORTER



SERVICE TO: **CYNTHIA ROBINSON**  
**5983 N OPAL ST**

Account Number: 010/06/3410/340  
 Account Type: Residential no heat

Questions about your bill? Please call us before the Pay By date at 235-1000  
 Or write to: PGW P.O. Box 3500, Phila., PA 19122-0050

TIENE PROBLEMAS CON SU FACTURA DE GAS? LLAME AL 235-2175

**PLEASE PAY 24.66 PAY BY 10/30/96 To avoid finance charge**

METER READING INFORMATION

NEXT SCHEDULED METER READING Dec 11 1996

Meter #1701482 To	Oct 09 1996	Estimated	8595
	From Sep 03 1996	Actual	8557
Current Bill Usage	In hundred cubic feet		38 ccf

STATEMENT OF ACCOUNT

Previous balance on:	Sep 03 1996	9.88 credit
Less payments		.00
Balance Prior to Current Billing		9.88 credit

CURRENT BILLING CHARGES -- Sep 03 1996 to Oct 09 1996

General Service		
Customer Charge for 1 month(s) @	4.00	4.00
Bill usage		
38 ccf x .7120 cost		27.06
10 ccf X gcr .16517	1.65	
28 ccf X gcr .06540	1.83	
38 ccf net gas cost adjustment		3.48
Current Billing Charges		34.54
TOTAL ACCOUNT BALANCE ON:	Oct 10 1996	24.66

DOCUMENT  
FOLDER

DOCKETED  
FEB 11 2003

PA PUBLIC UTILITY COMMISSION  
SECRETARY'S BUREAU

FEB 05 2003

RECEIVED

F-01039065

Complaint  
#1



SERVICE TO: CYNTHIA ROBINSON  
5983 N OPAL ST

Account Number: 010/06/3410/340  
Account Type: Residential no heat

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TIENE PROBLEMAS CON SU FACTURA DE GAS? LLAME AL 235-2175

PLEASE PAY

24.66

PAY BY

10/30/96

To avoid finance charge

METER READING INFORMATION

NEXT SCHEDULED METER READING Dec 11 1996

Meter #1701482 To	Oct 09 1996	Estimated	8595
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STATEMENT OF ACCOUNT

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38 ccf net gas cost adjustment		3.48
Current Billing Charges		34.54
TOTAL ACCOUNT BALANCE ON:	Oct 10 1996	24.66

#1



**PHILADELPHIA GAS WORKS**  
800 W MONTGOMERY AVENUE, PHILADELPHIA, PA 19122-0050

GAS LEAK EMERGENCIES: CALL 235-1212  
INFORMATION: CALL 235-1000  
APPLIANCE SERVICE: CALL 235-2050

SERVICE TO: **CYNTHIA ROBINSON**  
**5983 N OPAL ST**

Account Number: 010/06/3410/340  
Account Type: Residential no heat

Questions about your bill? Please call us before the Pay By date at 235-1000.  
Or write to: PGW P.O. Box 3500, Phila., PA 19122-0050

TIENE PROBLEMAS CON SU FACTURA DE GAS? LLAME AL 235-2175

**PLEASE PAY**

**80.19 PAY BY 08/05/96** To avoid finance charge

**METER READING INFORMATION**

NEXT SCHEDULED METER READING Aug 13 1996

Meter #1701482 To Jul 15 1996 Estimated 8580  
From Jun 19 1996 Customer 8482  
Current Bill Usage in hundred cubic feet 98 ccf

**STATEMENT OF ACCOUNT**

Previous balance on: Jun 19 1996 77.08  
Cash Payment Jul 09 1996 -- Thank you! 77.08 credit  
Balance Prior to Current Billing .00

**CURRENT BILLING CHARGES -- Jun 19 1996 to Jul 15 1996**

General Service  
Customer Charge for 1 month(s) @ 4.00 4.00  
Bill usage  
98 ccf x .7120 cost 69.78  
98 ccf X .06540 gas cost adjustment 6.41  
Current Billing Charges 80.19

**TOTAL ACCOUNT BALANCE ON: Jul 16 1996 80.19**

**YOUR ENERGY USE**

Billed Average Daily

Account Number: 010/06/3410/340  
Account Type: Residential no heat  
Questions about your bill? Please call us before the Pay By date at 235-1000.  
Or write to: PGW P.O. Box 3500, Phila., PA 19122-0050  
TIENE PROBLEMAS CON SU FACTURA DE GAS? LLAME AL 235-2175

**PLEASE PAY**

**.00 PAY BY 09/23/96**

**METER READING INFORMATION**

NEXT SCHEDULED METER READING Oct 09 1996

Meter #1701482 To Sep 03 1996 Actual 8557  
From Jun 19 1996 Customer 8482  
Current Bill Usage in hundred cubic feet 75 ccf

**STATEMENT OF ACCOUNT**

Previous balance on: Aug 14 1996 89.51  
Less payments .00  
Bill Adj 06/19/96-08/13/96 169.70 credit  
Balance Prior to Current Billing 80.19 credit

**CURRENT BILLING CHARGES -- Jun 19 1996 to Sep 03 1996**

General Service  
Customer Charge for 3 month(s) @ 4.00 12.00  
Bill usage  
75 ccf x .7120 cost 53.40  
75 ccf X .06540 gas cost adjustment 4.91  
Current Billing Charges 70.31

**TOTAL ACCOUNT BALANCE ON: Sep 03 1996 9.88 credit**

**YOUR ENERGY USE**

Billed Average Daily  
usage days usage temp cost



SERVICE TO: **CYNTHIA ROBINSON**  
**5983 N OPAL ST**

Account Number: 010/06/3410/340  
Account Type: Residential no heat  
Questions about your bill? Please call us before the Pay By date at 235-1000  
Or write to: PGW P.O. Box 3500, Phila., PA 19122-0050  
TIENE PROBLEMAS CON SU FACTURA DE GAS? LLAME AL 235-2175

**PLEASE PAY 80.19 PAY BY 08/05/96 To avoid finance charge**

**METER READING INFORMATION**

NEXT SCHEDULED METER READING Aug 13 1996

Meter #1701482 To Jul 15 1996 Estimated 8580  
From Jun 19 1996 Customer 8482  
Current Bill Usage in hundred cubic feet 98 ccf

**STATEMENT OF ACCOUNT**

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Customer Charge for 1 month(s) @ 4.00 4.00  
Bill usage  
98 ccf x .7120 cost 69.78  
98 ccf X .06540 gas cost adjustment 6.41  
Current Billing Charges 80.19  
TOTAL ACCOUNT BALANCE ON: Jul 16 1996 80.19

**YOUR ENERGY USE**

Billed Average Daily

Account Number: 010/06/3410/340  
Account Type: Residential no heat  
Questions about your bill? Please call us before the Pay By date at 235-1000.  
Or write to: PGW P.O. Box 3500, Phila., PA 19122-0050  
TIENE PROBLEMAS CON SU FACTURA DE GAS? LLAME AL 235-2175

**PLEASE PAY .00 PAY BY 09/23/96**

**METER READING INFORMATION**

NEXT SCHEDULED METER READING Oct 09 1996

Meter #1701482 To Sep 03 1996 Actual 8557  
From Jun 19 1996 Customer 8482  
Current Bill Usage in hundred cubic feet 75 ccf

**STATEMENT OF ACCOUNT**

Previous balance on: Aug 14 1996 89.51  
Less payments .00  
Bill Adj 06/19/96-08/13/96 169.70 credit  
Balance Prior to Current Billing 80.19 credit

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General Service  
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Bill usage  
75 ccf x .7120 cost 53.40  
75 ccf X .06540 gas cost adjustment 4.91  
Current Billing Charges 70.31  
TOTAL ACCOUNT BALANCE ON: Sep 03 1996 9.88 credit

**YOUR ENERGY USE**

Billed Average Daily  
usage days usage temp cost

SERVICE TO: CYNTHIA ROBINSON  
 5983 N OPAL ST

Account Number: 010/06/3410/340  
 Account Type: Residential no heat

Questions about your bill? Please call us before the Pay By date at 235-1000.  
 Or write to: PGW P.O. Box 3500, Phila., PA 19122-0050

TIENE PROBLEMAS CON SU FACTURA DE GAS? LLAME AL 235-2175

**PLEASE PAY 50.61 PAY BY 10/29/92** To avoid finance charge

METER READING INFORMATION

YOUR NEXT SCHEDULED METER READING IS Oct 14 1992

Meter #1701482 To Oct 05 1992 Actual reading 3789  
 From Aug 20 1992 Customer read 3932  
 Current Bill Usage in ccf (hundred cubic feet) 57 ccf

STATEMENT OF ACCOUNT

Previous balance as of: Sep 15 1992 66.80  
 Less payment(s) .00  
 Credit Adjustment 66.80 credit  
 Balance Prior to Current Billing .00

CURRENT BILLING CHARGES -- Aug 20 1992 to Oct 05 1992

Rate (General Service) -- Multiple month bill  
 Basic Customer Charge @ 4.00 month 8.00  
 Bill usage  
 57 ccf x ccf cost .7120 40.58  
 57 ccf X gas cost adjustment .03565 2.03  
 Total Current Billing Charges 50.61

TOTAL ACCOUNT BALANCE AS OF: Oct 05 1992 50.61

YOUR ENERGY USE

bill billed average average average  
 daily temp daily cost



SERVICE TO: CYNTHIA ROBINSON  
 5983 N OPAL ST

Account Number: 010/06/3410/340  
 Account Type: Residential no heat

Questions about your bill? Please call us before the Pay By date at 235-1000.  
 Or write to: PGW P.O. Box 3500, Phila., PA 19122-0050

TIENE PROBLEMAS CON SU FACTURA DE GAS? LLAME AL 235-2175

PA  
 11-2-93

**PLEASE PAY 62.72 PAY BY 11/18/93** To avoid finance charge

METER READING INFORMATION

YOUR NEXT SCHEDULED METER READING IS Dec 11 1993

Meter #1701482 To Oct 23 1993 Customer read 5217  
 From Sep 14 1993 Estimated read 5139  
 Current Bill Usage in ccf (hundred cubic feet) 78 ccf

STATEMENT OF ACCOUNT

Previous balance as of: Oct 15 1993 79.28  
 Less payment(s) .00  
 Credit Adjustment 79.28 credit  
 Balance Prior to Current Billing .00

CURRENT BILLING CHARGES -- Sep 14 1993 to Oct 23 1993

Rate (General Service)  
 Basic Customer Charge @ 4.00 month 4.00  
 Bill usage  
 78 ccf x ccf cost .7120 55.54  
 78 ccf X gas cost adjustment .04075 3.18  
 Total Current Billing Charges 62.72

TOTAL ACCOUNT BALANCE AS OF: Oct 25 1993 62.72

YOUR ENERGY USE

bill billed average average average  
 daily temp daily cost

**PHILADELPHIA GAS WORKS**

300 W. MONTGOMERY AVENUE, PHILADELPHIA, PA 19122-0050

GAS LEAKS, EMERGENCIES: CALL 235-1212

INFORMATION: CALL 235-1000

APPLIANCE SERVICE: CALL 235-2050

SERVICE TO: CYNTHIA ROBINSON  
5983 N OPAL ST

Account Number: 010/06/3410/340  
Account Type: Residential no heat

Questions about your bill? Please call us before the Pay By date at 235-1000.  
Or write to: PGW P.O. Box 3500, Phila., PA 19122-0050

TIENE PROBLEMAS CON SU FACTURA DE GAS? LLAME AL 235-2175

**PLEASE PAY 50.61 PAY BY 10/29/92** To avoid finance charge

**METER READING INFORMATION**

YOUR NEXT SCHEDULED METER READING IS Oct 14 1992

Meter #1701482 To	Oct 05 1992	Actual reading	3789
From	Aug 20 1992	Customer read	3732
Current Bill Usage in ccf (hundred cubic feet)			57 ccf

---

**STATEMENT OF ACCOUNT**

Previous balance as of:	Sep 15 1992	66.80
Less payment(s)		.00
Credit Adjustment		66.80 credit
Balance Prior to Current Billing		.00

---

**CURRENT BILLING CHARGES** -- Aug 20 1992 to Oct 05 1992

Rate (General Service)	-- Multiple month bill	
Basic Customer Charge @	4.00 month	8.00
Bill usage		
57 ccf x ccf cost	.7120	40.58
57 ccf x gas cost adjustment	.03565	2.03
Total Current Billing Charges		50.61

TOTAL ACCOUNT BALANCE AS OF: Oct 05 1992 50.61

---

**YOUR ENERGY USE**

bill billed	average	average	average
		daily temp	daily cost



**PHILADELPHIA GAS WORKS**

800 W MONTGOMERY AVENUE, PHILADELPHIA, PA 19122-0050

GAS LEAKS, EMERGENCIES: CALL 235-1212

INFORMATION: CALL 235-1000

APPLIANCE SERVICE: CALL 235-2050

SERVICE TO: CYNTHIA ROBINSON  
5983 N OPAL ST

Account Number: 010/06/3410/340  
Account Type: Residential no heat

Questions about your bill? Please call us before the Pay By date at 235-1000.  
Or write to: PGW P.O. Box 3500, Phila., PA 19122-0050

TIENE PROBLEMAS CON SU FACTURA DE GAS? LLAME AL 235-2175

**PLEASE PAY 62.72 PAY BY 11/18/93** To avoid finance charge

**METER READING INFORMATION**

YOUR NEXT SCHEDULED METER READING IS Dec 11 1993

Meter #1701482 To	Oct 23 1993	Customer read	5217
From	Sep 14 1993	Estimated read	5139
Current Bill Usage in ccf (hundred cubic feet)			78 ccf

---

**STATEMENT OF ACCOUNT**

Previous balance as of:	Oct 15 1993	79.28
Less payment(s)		.00
Credit Adjustment		79.28 credit
Balance Prior to Current Billing		.00

---

**CURRENT BILLING CHARGES** -- Sep 14 1993 to Oct 23 1993

Rate (General Service)		
Basic Customer Charge @	4.00 month	4.00
Bill usage		
78 ccf x ccf cost	.7120	55.54
78 ccf x gas cost adjustment	.04075	3.18
Total Current Billing Charges		62.72

TOTAL ACCOUNT BALANCE AS OF: Oct 25 1993 62.72

---

**YOUR ENERGY USE**

bill billed	average	average	average
		daily temp	daily cost

PA  
11-2-93

METER-NUMBER= 1701482

LOCATION= 5983 N OPAL ST

SET ..... ACCOUNT= 010-06-3410

METER LOCATION

ICURRENT-INDEX= 009699

SET-INDEX= 000000 SET= 03/25/88

RECEIVED  
FEB 11 2003

PGW #1

F-01639065

RECEIVED

FEB 05 2003

PA PUBLIC UTILITY COMMISSION  
SECRETARY'S BUREAU

DEVICE= NO AMR

POST-TEST-DATE= 00/00/00

ISHOP-INVENTORY-DATE= 12/13/89

SIZE-TYPE= 3-QUART SIZE= 1250

IPOST-TEST-INDEX= 000000

PURCHASED= 03/00/88

IMETER-CODES= 1220110

REQUISITION-NUMBER= 0000000

IPURCHASE#= 0000000, MANUFACT-MTR#= 005558919

INDEX-TYPE= ODOMETER

IMANUFACTURER= AMERICAN

TEST= NO DATA, RESULT=

IREAD-MEDIA= STANDARD COUNTER

DOCUMENT FOLDER

IOPEN= , CHECK= , DIF=0

ENTER=LOCATE-METER PF3=PREVIOUS-METER PF4=NEXT-METER PFB=ALOC CLEAR=EXIT

66-42  
F-01039065

DOCUMENT FOLDER

HISTORY REQUEST REPORT FOR ACCOUNT # 9114313645 AND SA # 9961319162 AS OF 01/15/2003

RECEIVED

FEB 05 2003

PA PUBLIC UTILITY COMMISSION  
SECRETARY'S BUREAU

Account # 9114313645 SA # 9961319162 Bill Cycle 14 Rate Class: GS Phone # 5497181(215)

Name: ROBINSON, CYNTHIA E Address: 5983 N OPAL ST/PHILA, PA

Pay Agreement Indicator: N Easyway Indicator: CRP Status

Blocker Start Date: 20020729 Blocker End Date: 20020918 Meter # 1701482

SOCKET  
2-11-2003

Tran Date	Tran Type	Current Amt	Polat Amt	Adjus Amt	Stamen Date	Stamen Date	Rate Code	End Read	Current Price	Usage	Meter #
01/14/2003	PAY	(\$323.60)	(\$323.60)	\$0.00							
12/20/2002	LPC	\$32.47	\$32.47	\$32.47							
12/19/2002	REOPEN	\$290.00	\$290.00	\$290.00							
12/16/2002	NSFCHA	\$8.00	\$8.00	\$8.00							
12/16/2002	REOPEN	\$0.00	\$0.00	\$0.00							
12/12/2002	BILL	\$157.47	\$157.47	\$0.00	11/12/2002	12/12/2002	R	4810	\$172.43	143	1701482
12/04/2002	PAY	(\$151.17)	(\$151.17)	\$0.00							
11/12/2002	BILL	\$101.40	\$101.40	\$0.00	10/10/2002	11/12/2002	R	4667	\$1631.71	85	1701482
10/16/2002	PAY	(\$158.93)	(\$158.93)	\$0.00							
10/10/2002	BILL	\$38.30	\$38.30	\$0.00	09/11/2002	10/10/2002	R	4582	\$4,688.97	25	1701482
09/17/2002	PAY	(\$135.16)	(\$135.16)	\$0.00							
09/11/2002	BILL	\$32.50	\$32.50	\$0.00	08/12/2002	09/11/2002	R	4557	\$4,969.12	20	1701482
08/16/2002	PAY	(\$135.40)	(\$135.40)	\$0.00							
08/12/2002	BILL	\$31.17	\$31.17	\$0.00	07/12/2002	08/12/2002	R	4537	\$5,214.30	19	1701482
08/05/2002	LPCWVE	(\$449.41)	(\$449.41)	(\$449.41)							
08/05/2002	ALLOWS	(\$472.00)	(\$472.00)	(\$472.00)							
07/23/2002	PAY	(\$37.61)	(\$37.61)	\$0.00							
07/20/2002	LPC	\$49.89	\$49.89	\$49.89							
07/12/2002	BILL	\$42.26	\$42.26	\$0.00	06/12/2002	07/12/2002	R	4518	\$6,457.49	30	1701482
06/21/2002	LPC	\$49.13	\$49.13	\$49.13							
06/12/2002	BILL	\$50.49	\$50.49	\$0.00	05/13/2002	06/12/2002	R	4488	\$6,306.09	40	1701482
06/05/2002	PAY	(\$33.02)	(\$33.02)	\$0.00							
05/21/2002	LPC	\$48.20	\$48.20	\$48.20							
05/13/2002	BILL	\$62.29	\$62.29	\$0.00	04/12/2002	05/13/2002	R	4448	\$5,199.95	54	1701482
04/30/2002	PAY	(\$39.99)	(\$39.99)	\$0.00							
04/20/2002	LPC	\$46.55	\$46.55	\$46.55							
04/17/2002	PAY	(\$44.62)	(\$44.62)	\$0.00							
04/12/2002	BILL	\$109.59	\$109.59	\$0.00	03/13/2002	04/12/2002	R	4394	\$6,083.78	113	1701482

Account #: 9114313645

SA #: 9961319162

Bill Cycle: 14

Rate Class: GS

Phone #: 5497184215

Name: ROBINSON, CYNTHIA E

Address: 5983 N OPAL ST PHILA, PA

Pay Agreement Indicator: N

Easyway Indicator

CRP Status

Blocker Start Date: 20020729

Blocker End Date: 20020918

Meter #: 1701482

Trans Date	Trans Desc	Trans Amt	Contra Amt	Prin Amt	Adj Amt	Start Date	End Date	Read Code	End Read	Credit Balance	Usage	Meter #
03/21/2002	LPC	\$44.54		\$44.54	\$44.54	02/12/2002	03/13/2002	R	4281	\$5,815.52	130	1701482
03/13/2002	BILL	\$134.20		\$134.20	\$0.00							
03/07/2002	PAY	(\$30.53)		(\$30.53)	\$0.00							
02/21/2002	LPC	\$42.39		\$42.39	\$42.39	01/14/2002	02/12/2002	R	4151	\$5,458.95	131	1701482
02/12/2002	BILL	\$143.56		\$143.56	\$0.00							
02/11/2002	PAY	(\$49.62)		(\$49.62)	\$0.00							
01/29/2002	PAY	(\$186.07)		(\$186.07)	\$0.00							
01/23/2002	LPC	\$40.73		\$40.73	\$40.73	12/12/2001	01/14/2002	R	4020	\$5,320.08	165	1701482
01/14/2002	BILL	\$177.71		\$177.71	\$0.00							
12/20/2001	LPC	\$39.24		\$39.24	\$39.24	11/13/2001	12/12/2001	R	3855	\$4,761.66	81	1701482
12/12/2001	BILL	\$99.24		\$99.24	\$0.00							
11/21/2001	LPC	\$37.80		\$37.80	\$37.80	10/15/2001	11/13/2001	R	3774	\$4,424.19	74	1701482
11/13/2001	BILL	\$95.51		\$95.51	\$0.00							
11/09/2001	BSEGCN	\$0.00		\$0.00	(\$144.70)							
11/08/2001	BSEGCN	\$0.00		\$0.00	(\$2,596.24)							
11/08/2001	CANB	(\$2,596.24)		(\$2,596.24)	\$0.00							
11/08/2001	BSEGCN	\$0.00		\$0.00	(\$174.55)							
11/08/2001	BSEGCN	\$0.00		\$0.00	(\$38.28)							
11/08/2001	CANB	(\$38.28)		(\$38.28)	\$0.00							
11/08/2001	CANB	(\$174.55)		(\$174.55)	\$0.00							
11/08/2001	CANB	(\$144.70)		(\$144.70)	\$0.00							
11/08/2001	BSEGCN	\$0.00		\$0.00	(\$73.62)							
11/08/2001	CANB	(\$73.62)		(\$73.62)	\$0.00							
11/08/2001	BSEGCN	\$0.00		\$0.00	(\$96.12)							
11/08/2001	CANB	(\$48.93)		(\$48.93)	\$0.00							
11/08/2001	BSEGCN	\$0.00		\$0.00	(\$48.93)							
11/08/2001	CANB	(\$130.11)		(\$130.11)	\$0.00							
11/08/2001	BSEGCN	\$0.00		\$0.00	(\$130.11)							
11/08/2001	CANB	(\$96.12)		(\$96.12)	\$0.00							
10/23/2001	LPC	\$50.94		\$50.94	\$50.94	09/13/2001	10/15/2001	R	3700	\$5,088.67	50	1701482
10/15/2001	BILL	\$67.07		\$67.07	\$0.00							
09/26/2001	PAY	(\$32.98)		(\$32.98)	\$0.00							
09/13/2001	BILL	\$39.96		\$39.96	\$39.96	08/14/2001	09/13/2001	R	3650	\$5,018.14	23	1701482

Account # 914313645 SA # 9961319162 Bill Cycle 14 Rate Class GS Phone # 5497181(215)

Name: ROBINSON, CYNTHIA E Address: 5983 N OPAL STIPHILA, PA

Pay Agreement Indicator: N Easyway Indicator: CRP Status:

Blocker Start Date: 20020729 Blocker End Date: 20020918 Meter #: 1701482

Current Date	Transaction	Current Amt	Total Amt	Adj Amt	Start Date	Seamless Date	Read Code	End Read	Current Balance	Usage	Meter #
08/14/2001	BILL	\$36.94	\$36.94	\$0.00	07/16/2001	08/14/2001	R	3627	\$4,950.59	19	1701482
08/10/2001	PAY	(\$46.92)	(\$46.92)	\$0.00							
07/16/2001	BILL	\$388.36	\$388.36	\$0.00	02/28/2001	07/16/2001	R	3608	\$0.00	248	1701482
07/16/2001	BILL	\$2,596.24	\$2,596.24	\$0.00	06/13/2001	07/16/2001	R	3608	\$5,056.66	1942	1701482
07/10/2001	PAY	(\$11.92)	(\$11.92)	\$0.00							
07/10/2001	PAY	(\$46.69)	(\$46.69)	\$0.00							
06/22/2001	PAY	(\$15.23)	(\$15.23)	\$0.00							
06/13/2001	BILL	\$38.28	\$38.28	\$0.00	05/14/2001	06/13/2001	Y	1656	\$2,679.31	20	1701482
06/04/2001	PAY	(\$67.62)	(\$67.62)	\$0.00							
05/14/2001	BILL	\$48.93	\$48.93	\$0.00	04/12/2001	05/14/2001	Y	1646	\$2,815.92	28	1701482
05/02/2001	PAY	(\$56.16)	(\$56.16)	\$0.00							
04/12/2001	BILL	\$130.11	\$130.11	\$0.00	03/14/2001	04/12/2001	Y	1618	\$2,873.39	89	1701482
04/02/2001	PAY	(\$68.19)	(\$68.19)	\$0.00							
03/30/2001	PAY	(\$32.73)	(\$32.73)	\$0.00							
03/22/2001	LPC	\$10.92	\$10.92	\$10.92							
03/16/2001	PAY	(\$31.51)	(\$31.51)	\$0.00							
03/14/2001	BILL	\$144.70	\$144.70	\$0.00	02/12/2001	03/14/2001	Y	1529	\$2,651.77	102	1701482
02/28/2001	BILL	\$481.10	\$481.10	\$0.00	12/31/2000	02/28/2001	V	3360	\$0.00	361	1701482
02/21/2001	LPC	\$8.65	\$8.65	\$8.65							
02/12/2001	BILL	\$174.55	\$174.55	\$0.00	01/12/2001	02/12/2001	Y	1427	\$2,072.51	130	1701482
02/12/2001	PAY	(\$94.22)	(\$94.22)	\$0.00							
01/23/2001	LPC	\$8.38	\$8.38	\$8.38							
01/12/2001	BILL	\$96.12	\$96.12	\$0.00	12/12/2000	01/12/2001	Y	1297	\$1,621.52	81	1701482
12/31/2000	BILL	\$262.95	\$262.95	\$0.00	11/21/2000	12/31/2000	V	2999	\$0.00	264	1701482
12/20/2000	LPC	\$7.28	\$7.28	\$7.28							
12/12/2000	BILL	\$73.62	\$73.62	\$0.00	11/10/2000	12/12/2000	Y	1216	\$1,057.94	73	1701482
11/21/2000	BILL	\$1,227.62	\$1,227.62	\$0.00	11/10/2000	11/21/2000	V	2735	\$0.00	1592	1701482
11/21/2000	PAY	(\$22.56)	(\$22.56)	\$0.00							
11/18/2000	LPC	\$6.75	\$6.75	\$6.75							
11/10/2000	BILL	\$51.18	\$51.18	\$0.00	10/12/2000	11/10/2000	Y	1143	\$984.04	56	1701482
10/12/2000	BILL	\$48.87	\$48.87	\$0.00	09/12/2000	10/12/2000	Y	1087	\$911.20	53	1701482
09/29/2000	PAY	(\$21.12)	(\$21.12)	\$0.00							
09/12/2000	BILL	\$19.57	\$19.57	\$0.00	08/11/2000	09/12/2000	Y	1034	\$904.33	15	1701482

Account #: 9114313645

SA #: 9961319162

Bill Cycle: 14

Rate Class: GS

Phone #: 549718 (215)

Name: ROBINSON, CYNTHIA E

Address: 5983 N OPAL ST/PHILA, PA

Easyway Indicator:

CRP Status:

Blocker Start Date: 20020729

Blocker End Date: 20020918

Meter #: 1701482

Bill Date	Bill Type	Current Amt	Payment	Advs. Amt	Start Date	End Date	Real Code	End Read	Current Balance	Usage	Meter #
08/17/2000	PAY	(\$20.87)	(\$20.87)	\$0.00	07/13/2000	08/11/2000	Y	1019	\$876.76	29	1701482
08/11/2000	BILL	\$30.36	\$30.36	\$0.00	06/09/2000	07/13/2000	Y	990	\$894.98	63	1701482
07/13/2000	BILL	\$56.58	\$56.58	\$0.00	05/12/2000	06/09/2000	Y	927	\$1,197.11	68	1701482
06/30/2000	PAY	(\$79.52)	(\$79.52)	\$0.00	04/13/2000	05/12/2000	Y	859	\$1,132.98	69	1701482
06/20/2000	LPC	\$5.25	\$5.25	\$0.00	03/15/2000	04/13/2000	Y	790	\$1,099.53	89	1701482
06/09/2000	BILL	\$60.44	\$60.44	\$0.00	02/15/2000	03/15/2000	Y	701	\$953.98	137	1701482
06/02/2000	PAY	(\$10.93)	(\$10.93)	\$0.00	01/14/2000	02/15/2000	Y	564	\$843.41	185	1701482
05/12/2000	BILL	\$61.21	\$61.21	\$0.00	12/10/1999	01/14/2000	Y	379	\$185.16	217	1701482
05/03/2000	PAY	(\$13.69)	(\$13.69)	\$0.00	11/09/1999	12/10/1999	Y	162	\$145.33	168	1701482
04/13/2000	BILL	\$76.63	\$76.63	\$0.00	10/13/1999	11/09/1999	Y	994	\$88.43	95	1701482
03/21/2000	PAY	(\$26.91)	(\$26.91)	\$0.00	10/13/1999	11/09/1999	Y	996	\$0.00	27	1701482
03/15/2000	BILL	\$113.65	\$113.65	\$0.00	09/13/1999	10/13/1999	Y	999	\$62.51	61	1701482
02/22/2000	PAY	(\$177.16)	(\$177.16)	\$0.00	08/12/1999	09/13/1999	Y	988	\$36.97	38	1701482
02/15/2000	BILL	\$150.66	\$150.66	\$0.00	06/10/1999	07/15/1999	Y	9750	\$46.89	51	1701482
01/24/2000	PAY	(\$137.33)	(\$137.33)	\$0.00	05/07/1999	06/10/1999	Y	9699	\$33.89	36	1701482
01/14/2000	BILL	\$177.16	\$177.16	\$0.00	04/06/1999	05/07/1999	Y	9663	\$33.27	36	1701482
12/10/1999	BILL	\$137.33	\$137.33	\$0.00							
12/03/1999	PAY	(\$80.43)	(\$80.43)	\$0.00							
11/20/1999	CANB	(\$28.59)	(\$28.59)	\$0.00							
11/16/1999	PAY	(\$54.51)	(\$54.51)	\$0.00							
11/09/1999	BILL	\$80.43	\$80.43	\$0.00							
11/09/1999	BILL	\$28.59	\$28.59	\$0.00							
10/13/1999	BILL	\$54.51	\$54.51	\$0.00							
10/08/1999	PAY	(\$46.13)	(\$46.13)	\$0.00							
09/13/1999	BILL	\$46.13	\$46.13	\$0.00							
09/08/1999	PAY	(\$36.97)	(\$36.97)	\$0.00							
08/12/1999	BILL	\$36.97	\$36.97	\$0.00							
07/30/1999	PAY	(\$46.89)	(\$46.89)	\$0.00							
07/19/1999	PAY	(\$33.89)	(\$33.89)	\$0.00							
07/15/1999	BILL	\$46.89	\$46.89	\$0.00							
06/10/1999	BILL	\$33.89	\$33.89	\$0.00							
05/21/1999	PAY	(\$33.27)	(\$33.27)	\$0.00							
05/07/1999	BILL	\$33.27	\$33.27	\$0.00							

Account # 914313645

SA # 9961319162

Bill Cycle 14

Rate Class GS

Phone # 5497181(215)

Name: ROBINSON, CYNTHIA E

Address: 5983 N OPAL ST/PHILA, PA

Easyway Indicator

CRP Status

Blocker End Date: 20020918

Meter # 1701482

Blocker Start Date: 20020729

Trans Date	Var Desc	Amount/Am	Rate Code	Stat Date	Stat Desc	Current Balance	Usage	Meter #
04/27/1999	PAY	(\$33.27)						
04/06/1999	BILL	\$33.27		03/09/1999	04/06/1999	\$33.27	36	1701482
03/30/1999	PAY	(\$33.27)						
03/09/1999	BILL	\$33.27		02/11/1999	03/09/1999	\$33.27	36	1701482
03/05/1999	PAY	(\$33.52)						
02/11/1999	BILL	\$33.52		01/14/1999	02/11/1999	\$33.52	36	1701482
01/29/1999	PAY	(\$34.77)						
01/14/1999	BILL	\$34.77		12/11/1998	01/14/1999	\$34.77	36	1701482
01/04/1999	PAY	(\$84.77)						
12/11/1998	BILL	\$34.77		11/10/1998	12/11/1998	\$34.77	36	1701482
12/07/1998	PAY	(\$34.77)						
11/20/1998	SERCHG	\$0.00						
11/10/1998	BILL	\$34.77		10/13/1998	11/10/1998	\$34.77	36	1701482
10/26/1998	PAY	(\$34.77)						
10/13/1998	BILL	\$34.77		09/11/1998	10/13/1998	\$34.77	36	1701482
09/23/1998	PAY	(\$34.77)						
09/11/1998	BILL	\$34.77		08/13/1998	09/11/1998	\$34.77	36	1701482
09/08/1998	PAY	(\$105.55)						
08/14/1998	LPC	\$0.83						
08/13/1998	BILL	\$34.77		07/15/1998	08/13/1998	\$34.77	36	1701482
07/16/1998	LPC	\$0.41						
07/15/1998	BILL	\$34.77		06/16/1998	07/15/1998	\$34.77	36	1701482
06/16/1998	BILL	\$34.77		05/14/1998	06/16/1998	\$34.77	36	1701482
05/26/1998	PAY	(\$34.77)						
05/14/1998	BILL	\$34.77		04/16/1998	05/14/1998	\$34.77	36	1701482
05/12/1998	PAY	(\$69.97)						
04/17/1998	LPC	\$0.43						
04/16/1998	BILL	\$34.77		03/17/1998	04/16/1998	\$34.77	36	1701482
03/17/1998	BILL	\$34.77		02/13/1998	03/17/1998	\$34.77	36	1701482
03/09/1998	PAY	(\$34.77)						
02/13/1998	BILL	\$34.77		01/14/1998	02/13/1998	\$34.77	36	1701482
02/02/1998	PAY	(\$101.63)						
01/15/1998	LPC	\$0.92						

Account # 9114313645      SA # 9961319162      Bill Cycle 14      Rate Class GS      Phone # 5497181(215)  
 Name: ROBINSON, CYNTHIA E      Address: 5983 N OPAL STIPHILA, PA  
 Pay Agreement Indicator: N      Easyway Indicator:      CRP Status:      Meter # 1701482  
 Blocker Start Date: 20020729      Blocker End Date: 20020918

Start Date	End Date	Rate	Usage	Current Balance	Current Reading	End Reading	Segment	Meter #
01/14/1998	12/11/1997	\$34.77	36	\$34.77	9087	9087	Y	1701482
12/12/1997	11/08/1997	\$0.43		\$0.43				
12/11/1997	11/08/1997	\$33.92	35	\$33.92	9051	9051	Y	1701482
11/14/1997		(\$93.35)						
11/12/1997		\$1.10						
11/08/1997	10/10/1997	\$30.49	31	\$30.49	9016	9016	Y	1701482
10/14/1997		\$0.74						
10/10/1997	09/11/1997	\$30.49	31	\$30.49	8985	8985	Y	1701482
09/12/1997		\$0.37						
09/11/1997	08/13/1997	\$30.49	31	\$30.49	8954	8954	Y	1701482
09/02/1997		(\$30.49)						
08/14/1997		\$0.37						
08/13/1997	07/15/1997	\$30.49	31	\$30.49	8923	8923	Y	1701482
07/23/1997		(\$33.92)						
07/16/1997		\$0.40						
07/15/1997	06/16/1997	\$30.49	31	\$30.49	8892	8892	Y	1701482
06/03/1997		(\$63.08)						
01/01/1996		\$147.00		\$97.00				

STATEMENT OF ACCOUNT

January 14, 2003

Cynthia E. Robinson  
5983 N Opal Street  
PHILADELPHIA, PA.

19141-1329

ACCOUNT 9.11E+09

BILLING PERIOD	METER INDICES	CCF	AMOUNT	F/C	ADJ.	PAYMENTS	BALANCE
BALANCE	9/3/06	8557					\$ (9.88)
9/3/06	10/9/96	8557 8595 E	38 \$ 34.54	\$ -		\$ 24.66	\$ -
10/9/96	11/8/96	8595 8627 E	32 \$ 32.07	\$ -		\$ -	\$ 32.07
11/8/96	12/11/96	8627 8662 E	35 \$ 34.43	\$ 0.43		\$ -	\$ 66.93
12/11/96	1/14/97	8662 8698 E	36 \$ 34.77	\$ 0.93		\$ 102.63	\$ -
1/14/97	2/13/97	8698 8730 E	32 \$ 31.35	\$ -		\$ 31.35	\$ -
2/13/97	3/15/97	8730 8762 E	32 \$ 31.35	\$ -		\$ 31.35	\$ -
3/15/97	4/16/97	8762 8796 E	34 \$ 33.06	\$ -		\$ -	\$ 33.06
4/16/97	5/14/97	8796 8826 E	30 \$ 29.64	\$ 0.38		\$ 63.08	\$ -
5/14/97	6/16/97	8826 8861 E	35 \$ 33.92	\$ -		\$ -	\$ 33.92
6/16/97	7/15/97	8861 8892 E	31 \$ 30.49	\$ 0.40		\$ -	\$ 64.81
		0				\$ 33.92	\$ 30.89
			<u>\$ 325.62</u>	<u>\$ 2.14</u>	<u>\$ -</u>	<u>\$ 286.99</u>	<u>\$ 30.89</u>

STARTING BALANCE	\$ (9.88)
BALANCE	\$ 325.62
FINANCE CHARGES +	\$ 2.14
TOTAL BILLED	\$ 317.88
CANCELED BILLINGS & CREDIT ADJUSTMENTS +	\$ -
	\$ 317.88
PAYMENTS -	\$ 286.99
CURRENT BALANCE	\$ 30.89

- A-Actual Meter Reading
- E-Estimated Meter Reading
- C-Customer Meter Reading
- S-Special Meter Reading
- Z-AMR Meter Reading
- F-Final Meter Reading
- Can.-Cancelled Meter Reading
- P-Post Card / Customer Reading
- OE-Office Estimate (Prorate/Calculated Reading)
- V-Verified Reading

Heat & Domestic

GAS USAGE ANALYSIS OF ACCOUNT		NON-HEATING DAILY USAGE		ACCOUNT #		METER READINGS		USAGE IN DOMESTIC USAGE CCF*		HEAT USAGE		NUMBER DEGREE DAYS**		C.F.D.D.***	
DATES	FROM	TO	FROM	TO	ACCOUNT #	FROM	TO	USAGE CCF*	DOMESTIC USAGE CCF*	HEAT USAGE	NUMBER DEGREE DAYS**	C.F.D.D.***	CCF PER DAY	(non heating usage / number of days in period)	
CYNTHIA ROBINSON 5983 N OPAL STREET PHILA. PA 19100-0000															
	09/03/1996	07/16/2001	8557	3608	91-1431-3645	8557	3608	5051	977	4074	21051	19.4			
	07/06/2001	12/12/2002	3608	4810		3608	4810	1202	288	914	4685	19.5			

\* CCF = hundred Cubic feet

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

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

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

T10- 5983 N OPAL ST 010/06/3410/34 CYNTHIA ROBINSON ON  
6/10 33.89 RT 1 RES TAX% BUD 0000

\*\*\*\*\* BILLING INFORMATION \*\*\*\*\*

DATE DUE 7/12/9 \* DATE INDEX USE MOS \* PAYMENTS # ADJUSTMENTS  
CURRENT BILL 33.89 \* 6/10/9 9699 36 01 E \* \*  
ARREARS .00 \* 5/07/9 9663 36 01 E \* 33.27 1  
\* 4/06/9 9627 36 01 E \* 33.27 1  
BUDGET TOTAL \* 3/09/9 9591 36 01 E \* 33.27 1  
CURR BUDGET .00 \* 2/11/9 9555 36 01 E \* 33.52 1  
BUD ARREARS .00 \* 1/14/9 9519 36 01 E \* 34.77 1

DATE 0/00/0 AMT \* LAST PAYMT 5/21/9 33.27 \* LAST TRANS 6/10/9 9200  
SUGG 33 PREV \* 6/16/8 9267 36 01 E \*

BUDGET MONTH \* LAST BILLED 6/10/99 9699 \* LAST USE DATE 6/10/99  
\*\*\*\*\* METER INFORMATION \*\* \* FURTHER INFORMATION \*\*\*\*\*

CFDD DOM 108 METER NO 1701482 DEPOSIT DISPLAY  
EXPECTED WINTER USE METER SIZE L250 REF ACCT DISPLAY  
CUST MOS 224 RATE MOS 270 METER SET 3/25/88 - 1 MAIL BILL DISPLAY  
CSD DISPATCH ZONE 081 INDX 00000 TEST 0 OLD METER DISPLAY

ZIP 19141-1329 C024 CUST DATE 2/06/81  
MAIL NO READ 034 NO AMR INSTALLATION

OT RETURN SIC 00001 NEXT MR DTE 08/12/99 INFORMATION AT THIS TIME  
CHECK DIGIT- 0

T34- 5983 N OPAL ST      010/06/3410/34 CYNTHIA ROBINSON      ON:  
6/10      33.89 RT 1 REG      TAX%      BUD 0000

\* \* \* \* \* T34 - CSD SERVICE HISTORY \* \* \* \* \*  
DTE.COMP ST NAT RTN.DTE SEQ.# MAN# WORK TIME AMT.RCVD REP SNF HAZ ERR/PAYROLL \* \* \* \* \*  
12/23/98 7 472 12/23/98 55555  
11/20/98 9 436 11/20/98 55555 9272 4118 40 50.00

Utility Service Agreement: G2-GS, Active, GSR

USA: 9961319102 G2-GS, Active, GSR USA Settings

Account: 0091 1431 3645 Robinson, Cynthia E

Effective Period: 02/06/1981 -

Rate: GSR  General Service Residential

Bill Map:

USD Account:

Customer Class: 2 - Residential Heat and Domestic

Rate Class: GS General Service

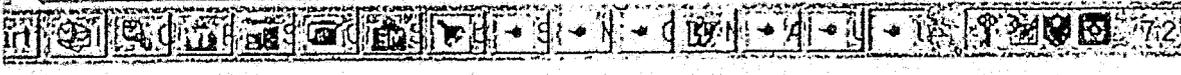
Revenue Code:

Collection Path: RESIDENT - Residential Collection P

- Main
- Misc 1
- Misc 2
- Tax Exemption
- Service Points
- Contract Riders
- Interruptions
- P&L Plan
- Suppliers

Areas		Financial Summary	
0 - 30	487.94	Total Amount Due	2,329.05
31 - 60	101.40	Regular Balance	2,329.05
61 - 90	38.30	Late Payment Charges	0.00
91 Up	1,701.41	Current Amount Due	2,329.05
Total	1,841.11	Budget Enrollment Date	
		Monthly Budget	0.00

Premise: 5983 N Opel St/Philadelphia, Pa



F-61039005

P60-3

**Contacts for Account: Robinson, Cynthia E**

Account: 0091 1431 3645      Robinson, Cynthia E       Transaction History  
 Full Comments

Date	Type	Comment	Person
12/04/2002	BILL	customer states she will come and pay us today @ chelton ave for the bounced check of \$320	Robinson, Cynthia E
11/20/2002	PAY	POSTED PAY IN ERROR	Robinson, Cynthia E
08/22/2002	BILL	DUPLICATE BILL REQUEST	Robinson, Cynthia E
08/07/2002	BILL	cust wanted more time to make payment on the bill. her letter stated that payment was due on 08/08/02. i told her that she would have to contact the puc on longer time	Robinson, Cynthia E
08/05/2002	BILL	ENTERED SPEC ALLOW'S \$ 472.00 PER PUC TO SATISFY COMPLAINT PER ZAYDA /CRU	Robinson, Cynthia E
08/05/2002	CRU	FORMAL REPORT WRITEN AND GIVEN TO LAURETO FARINAS TO ANSWER	Robinson, Cynthia E
08/05/2002	CRU	SENT EMAIL TO CAD FOR SPECIAL ALLOWANCE OF \$472.00 ON BCS # 1039055	Robinson, Cynthia E
08/01/2002	CRU	PUC DECISION ISSUED - EST BILLS 2 SERVICE ADDRESSES UNDER ONE ACCOUNT. 1 IS A RENTAL PROPERTY. THE CREDIT AND WAVING OF LPC'S IS FOR THE OPAL ST ADDRESS. STARTING AUG 2002 PAY 88240 + 80 BCS CASE # 1039055. CLOSING DATE 6-21-02	Robinson, Cynthia E
07/29/2002	CRU	CUSTOMER HAS FILED A FORMAL COMPLAINT WITH THE PUC ON 07/23/02. F-01038065. HOLD PLACED ON THE ACCOUNT UNTIL 07/29/03 OR UNTIL PUC RENDERS A DECISION. CONTACT CRU AT (215) 787-1250. DO NOT TAKE ANY ACTION ON THIS ACCOUNT	Robinson, Cynthia E
01/09/2002	CRU	I SPOKE WITH MS ROBINSON EXPLAINING THE BILL TO HER. THE BILL IS CORRECT AND I AM WAITING FOR DECISION	Robinson, Cynthia E

**SECRETED**  
FEB 11 2003

Change Customer Contact      Financial Related Transaction

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FEB 05 2003

PA PUBLIC UTILITY COMMISSION SECRETARY'S BUREAU

RECEIVED

FEB 06 2003

PA PUBLIC UTILITY COMMISSION SECRETARY'S BUREAU

**Contacts for Account: Robinson, Cynthia E**

Account: 0091 1431 3645 Robinson, Cynthia E  Transaction History  Full Comments

Date	Type	Comment	Person
07/29/2002	CRU	ADDRESS STARTING AUG 2002 PAY 88240 + 80 BCS CASE # 1039055, CLOSING DATE 6-21-02 CUSTOMER HAS FILED A FORMAL COMPLAINT WITH THE PUC ON 07/23/02... F-01038065...HOLD PLACED ON THE ACCOUNT UNTIL 07/29/03 OR UNTIL PUC RENDERS A DECISION... CONTACT CRU AT (215) 787-1250. DO NOT TAKE ANY ACTION ON THIS ACCOUNT.	Robinson, Cynthia E
01/09/2002	CRU	I SPOKE WITH MS. ROBINSON EXPLAINING THE BILL TO HER. THE BILL IS CORRECT AND I AM WAITING FOR DECISION. FROM THE PUC/ DUNSTAN/ BCS# 1039055	Robinson, Cynthia E
11/08/2001	CRU	faxed report to puc Dunstan/ BCS# 1039055/ rebilled account to proper get total balance/ gave payment terms. / waiting for decision	Robinson, Cynthia E
10/23/2001	CRU	bc# 1039055 tax received 10/23/1	Robinson, Cynthia E
10/23/2001	COLL	customer is a landlord she needs 1/2 of bill for agreement has property on opal street also	Robinson, Cynthia E
06/29/2000	COLL	ACCOUNT ON STREET EXPLAIN TO CUSTOMER ABOUT WHAT SHE NEED NO AGREEMENT TODAY REFER IN OFFICE TOMMORROW CUSTOMER NEED 50% OF THE BILL AND 90 DAYS ON THE BALANCE CUSTOMER HAS A RENTAL PROPERTY	Robinson, Cynthia E
05/09/2000	COLL	entered 12 month budget agr. - \$204 down, \$101 per month	Robinson, Cynthia E
11/11/1999	BILL	billing inquiry about two 2 accnts.	Robinson, Cynthia E
08/18/1999	HIST	Trans. Person 9000731351 (Name: ROBINSON, CYNTHIA) changed, person name changed.	Robinson, Cynthia E
08/18/1999	NWSY	ent l/o for 8-23-99 pm, never trans over from old system since 4-99	Robinson, Cynthia E

Change Customer Contact: Launch Related Transactions:

F-01039055

BEFORE THE PENNSYLVANIA PUBLIC UTILITY COMMISSION

CYNTHIA E ROBINSON  
5983 N OPAL ST v.  
PHILADELPHIA PA 19141

PHILADELPHIA GAS WORKS

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PA PUBLIC UTILITY COMMISSION  
SECRETARY'S BUREAU

BCS No: 1039065

Account Number: 9114313645

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 her bills are too high. PGW is making her pay \$4918.00 from 1988 because of estimated bills.

DOCUMENTED  
FEB 11 2003

Investigation By Staff Of The Bureau Of Consumer Services Revealed:

1. That this account has two service addresses. The one at 1733 N 23rd St is a rental property. The 23rd St property's gas usage is based on actual meter reads.
2. That the Philadelphia Gas Works estimated the bills from 9/3/96 to 7/16/01 at 5983 N Opal St.
3. That when PGW read the meter on 7/16/01 the customer received a make-up bill in the amount of \$3302.55. The make-up bill was then re-billed using the rates in affect when the gas was used resulting in a make-up bill in the amount of \$2360.03. This make-up bill adjusted for under-estimated meter readings dating back to September 3, 1996.
4. That the customer's total account balance for both service addresses is in the amount of \$6306.09 as of June 21, 2002.

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

PGW failed to get either an actual reading of the meter or obtain a reading from the automatic meter reading device (AMR) for an extended period of time. As a result, all bills issued during that extended timeframe were estimated. Because of PGW's failure to obtain actual meter readings, the customer was unable to judiciously manage gas consumption and exercise conservation measures, as necessary. The customer, therefore, is entitled to a reduction in the re-billed amount which is intended to compensate for this problem that, again, was caused by PGW's failure to obtain an actual meter reading for an extended period of time. Additionally, it is noted that PGW's tariff requires that it get an actual meter reading every six (6) months.

Therefore It Is Decided:

1. That the Philadelphia Gas Works must credit the customer's account in the amount of \$472.00 for the Opal St service address.
2. That the Philadelphia Gas Works will waive all late payment charges that were charged to the customer from July 16, 2001 to the present for the Opal St address.

3. That the customer must pay the monthly budget amount of \$240.00 which is subject to change, plus \$80.00 toward the past due balance by the due date each month beginning with the August 2002 due date.

4. That the customer must make these payments each month until the account is paid in full.

5. That the company will not charge late payment fees to your account as long as you pay according to this decision. However, the company may apply late payment fees if you do not pay on time or you do not keep this agreement.

June 21, 2002  
Date

\_\_\_\_\_  
Signature

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

f When a Customer unreasonably refuses to provide access to the meter for a period in excess of six months, PGW may commence termination proceedings. The "unreasonable refusal to provide access" does NOT include situations where the Customer is a lessee who is unable to provide access to the meter.

**DOCKETED**

FEB 11 2003

3.22 CUSTOMER READINGS

PGW will provide a telephone number which may be used by Customers, on a 24-hour basis, to report their meter readings. PGW will also provide, at the Customer's request, postage paid, pre-addressed postcards on which the Customer may note the reading of his/her meter. PGW will use the Customer's reading for billing purposes whenever said readings are appropriate. PGW may establish due dates by which such postcards or telephone calls must be received in order for a bill to be based upon the meter reading of the Customer or occupant. If the reading of a Customer is not received by that due date, PGW will estimate the quantity of usage.

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3.23 SUBSTITUTION OF ESTIMATED READINGS

PGW may estimate gas consumption if extreme weather conditions, emergencies, equipment failure, work stoppage or other circumstances prevent actual meter readings. Estimates may also be rendered if PGW personnel are unable to obtain access to the meter.

3.24 ESTIMATED BILLING

Estimated bills are to be paid in accordance with standard payment terms of this Tariff. They are subject to revision when the meter reading of the Customer's actual use, later secured, discloses any difference from the estimate.

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3.25 - 3.30 (Reserved for future use).

FEB 05 2003

3.31 BILLING PRACTICES

PA PUBLIC UTILITY COMMISSION  
SECRETARY'S BUREAU

- a. Except as otherwise provided in the Tariff, PGW shall render bills based on actual meter readings.
- b. PGW shall generally render a bill once every month for all residential Customers receiving gas service under the General Service rate and shall generally render a bill once every month to Customers receiving gas service under Rates MS, PHA, BPS, LBS, CG, GTS, and NGVS. PGW shall mail or deliver bills, whichever is more economical in PGW's judgment, provided that where it appears likely that a Customer will not receive a delivered bill, such bill shall be mailed.

- f If a non-low-income Residential Customer has failed to comply with a previous payment agreement and has not cured the default pursuant to Regulation 4.53(a), and if PGW has determined that the Customer is able to pay bills for service, PGW may -- with the approval of the Vice President in charge of collections or his/her supervisor -- deny the Customer the opportunity to enter into a new payment agreement. PGW shall notify the Customer of his/her right to dispute its decision pursuant to Regulation 5.1(c)(4). Should the Customer exercise his/her right to appeal PGW's decision to the Commission pursuant to Regulation 5.2, PGW shall have the burden of proof before the Commission. (C)

#### 4.54 PAYMENT AGREEMENTS - MAKE-UP BILLS

If a residential Customer receives a "make-up" bill for previously unbilled service, the Customer may enter into an affordable payment agreement which, at the option of the Customer, shall extend at least as long as the period during which the excess billing accrued. Consistent with the provisions of Regulation 3.43(b), no finance charges shall be imposed so long as the Customer complies with the terms of the payment agreement.

4.55 -4.60 (Reserved for future use).

#### 4.61 TERMINATION PROCEDURES AND NOTICES TO TENANTS

Subject to Regulation 2.1, where the mailing or billing address or apartment designation of a Customer with residential service is different from the service address or apartment designation, PGW shall assume that such Customer is a landlord-customer and that the residents at the service address or apartment designation are tenants unless PGW has actual knowledge to the contrary.

4.62 (Reserved for future use).

#### 4.63 EFFORTS TO COLLECT FROM LANDLORDS

Before terminating service to residential dwelling in which the Customer billed is a landlord-customer, but the gas has been or is being delivered to and used by a tenant, PGW shall make reasonable efforts to seek collection from the landlord up to and including termination of gas service at the landlord's residence and at the landlord's places of business located in the City of Philadelphia.

4.64 (Reserved for future use).

#### 4.65 PRE-TERMINATION NOTICE TO TENANT

Prior to termination of any tenant-occupied property with residential service, PGW shall comply with the provisions of the Pa. Utility Services Tenants Rights Act.

(C) - Change