

1. REPORT DATE: 00/00/00 :
 2. BUREAU: ALJ :
 3. SECTION(S): : 4. PUBLIC MEETING DATE:
 5. APPROVED BY: : 00/00/00
 DIRECTOR: :
 SUPERVISOR: :
 6. PERSON IN CHARGE: : 7. DATE FILED: 04/23/03
 8. DOCKET NO: P-01027415 : 9. EFFECTIVE DATE: 00/00/00

PARTY/COMPLAINANT: MURPHY, KENNETH

RESPONDENT/APPLICANT: PHILADELPHIA GAS WORKS

COMP/APP COUNTY: PHILADELPHIA

UTILITY CODE: 125042

ALLEGATION OR SUBJECT

COMPLAINANT STATES HE FEELS THAT HE IS BEING OVERCHARGED AND HE WANTS THE PUC TO REASSURE HIM THAT HE IS NOT BEING OVERCHARGED.

DOCUMENT
FOLDER

MAY 13 2003

FORMAL COMPLAINT FORM
Pennsylvania Public Utility Commission

4/28/03

Please Print:

F-0103 7415

mes 1027415

1. Your Name, Mailing Address and Telephone Number.

Name KENNETH Murphy
Street/P.O. Box 1006 TOTTA AVE Apt.#
City PAILA State PA Zip 19126
County Home Telephone-Area Code 815924-1516
Work Telephone-Area Code 867980-1150

ORIGINAL

2. Name of Company your complaint concerns: PG&W-PAILA GAS WORKS

3. What is your complaint?

My initial complaint had to deal with how my gas bill nearly
double. I felt that my gas bills were high due to the
amount of gas I was using while I was home. Also, it
has taken the PA. Public Utility Commission over 2 years
to respond to my initial complaint.
Furthermore, to ensure that I'm not being
charged late amounts for the number figures
that I have challenged.

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

(-over-)

2003 APR 23 AM 9:10

RECEIVED

16

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

TO ENSURE ME THAT I AM NOT BEING OVER-BILLED
FOR MY GAS USAGE. ALSO, TO ENSURE THAT OVER
THE 2 YEARS WHILE THIS COMPLAINT WAS BEING
INVESTIGATED, THAT I AM NOT BEING CHARGED
LATE FEES.

IF I HAVE BEEN OVER-BILLED AND CHARGED FOR
LATE FEES, PLEASE RETURN THOSE FUNDS TO
ME.

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

5. You must sign and date your complaint below.

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

[Handwritten Signature]
Original Signature of complaining person

4.19.03
Date

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

Lawyer's Name _____

Street _____

City _____ State _____ Zip _____

Telephone Number-Area Code (_____) _____

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

Notice to Customer

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

If you want to appeal this decision, you must return this Notification of Intent to Appeal form within twenty days of this date 3/6/03. The Commission will send you formal complaint forms

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

Thank You
Pennsylvania Public Utility Commission

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

Customer name and address
(Please correct any mistakes)

KENNETH MURPHY
1006 70TH AVENUE
PHILADELPHIA PA 19126

215-924-1516
(Area Code) Telephone Number

Kenneth A. Murphy 3.10.03
Signature

Mail this completed form to

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

FOR OFFICE USE ONLY		
BCS Number	1027415	Date of mailing 3/6/03
Company	Philadelphia Gas Works	

REVISED 10/97

SECRETARY'S BUREAU
PA PUC
2003 MAR 13 AM 9:08

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

4/28/03

IN REPLY PLEASE
REFER TO OUR FILE

April 8, 2003

BCS 1027415

KENNETH MURPHY
1006 70TH AVENUE
PHILADELPHIA PA 19126

Dear Sir/Madam:

We have received your request to appeal the decision of the Bureau of Consumer Services.

We have enclosed one complaint form for you to complete. Please read carefully the instructions to help you complete the form.

** Please make sure you sign the form. We must receive your original signature in order for us to process your complaint. Your form will be returned to you if an original signature is not received.

Return the form to us on or before April 28, 2003 to the address listed below:

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

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

Commission Procedures for Formal Complaints

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

Once we receive all the paperwork, we usually will schedule your hearing before an Administrative Law Judge.

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

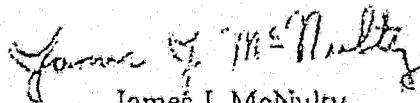
Office of Administrative Law Judge
Public Utility Commission
P.O. Box 3265
Harrisburg, PA 17105-3265

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

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

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

Very truly yours,


James J. McNulty
Secretary

nvl

CC PHILADELPHIA GAS WORKS

BEFORE THE PENNSYLVANIA PUBLIC UTILITY COMMISSION

DATE SERVED: MAY 14, 2003

KENNETH MURPHY
Complainant

VS.

PHILADELPHIA GAS WORKS
Respondent

Complaint Docket
No: F-01027415

DOCUMENT
FOLDER

FORMAL COMPLAINT NOTICE TO RESPONDENT TO ANSWER OR SATISFY

TO: PHILADELPHIA GAS WORKS

MAY 1. 2003

TAKE NOTICE:

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

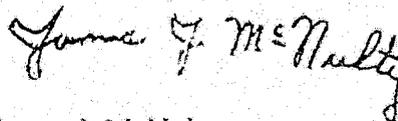
1. You have twenty (20) days from the date on which this complaint is served to either satisfy this complaint or to file with the Secretary of the Pennsylvania Public Utility Commission, P. O. Box 3265, Harrisburg, PA 17105-3265, an answer (original and two copies), in writing, under oath, which, as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

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

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

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

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



James J. McNulty
Secretary

(SEAL)

Certified Mail
Return Receipt Requested

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

DATE SERVED: MAY 14, 2003

F-01027415

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

Dear Sir/Madam:

A complaint has been filed against you before the Pennsylvania Public Utility Commission by KENNETH MURPHY. To defend yourself against the claims stated in the following pages, you must act within twenty (20) days by filing in writing with the Commission, either personally or through your attorney, your defenses or objections to the claims stated against you. Or, you may satisfy the complaint by settling the matter with the Complainant and submitting proof of settlement to the Commission within twenty (20) days.

IF YOU FAIL TO RESPOND WITHIN TWENTY (20) DAYS, THE CASE MAY GO FORWARD IN YOUR ABSENCE AND A JUDGEMENT MAY BE ENTERED AGAINST YOU BY THE COMMISSION WITHOUT FURTHER NOTICE.

CUSTOMER OF A UTILITY

A payment schedule may be prescribed or a termination of utility services may be authorized. You may lose money or property or other rights important to you.

COMPANY/UTILITY

An Administrative Law Judge may revoke or suspend any certificate or permit held by you, or impose a fine, or any other appropriate penalty or remedy authorized by the Public Utility Code. You may lose money or property or other rights important to you.

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FOLDER

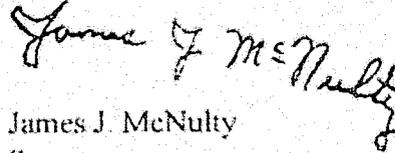
MAY 14, 2003

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

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

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

Very truly yours,

A handwritten signature in cursive script that reads "James J. McNulty". The signature is written in dark ink and is positioned above the typed name and title.

James J. McNulty
Secretary

JH

ORIGINAL

Philadelphia Gas Works
Legal Department



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

Hector Ferrer
Legal Assistant
Legal Department
Direct Dial: 215-684-6533
FAX: 215-684-6798
E-mail: hector.ferrer@pgworks.com

RECEIVED

June 3, 2003

JUN 03 2003

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

PA PUBLIC UTILITY COMMISSION
SECRETARY'S BUREAU

RE: Kenneth Murphy v. PGW, Docket No. F-01027415

Dear Secretary McNulty:

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

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

Sincerely,

Hector Ferrer

DOCUMENT
FOLDER

BTL

Enclosures

cc: Kenneth Murphy
Linda Pereira
Laureto Farinas, Esq.

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BEFORE THE
PENNSYLVANIA PUBLIC UTILITY COMMISSION

JUN 6 3 2003

PA PUBLIC UTILITY COMMISSION
SECRETARY'S BUREAU

Kenneth Murphy

v.

Philadelphia Gas Works

:
:
:
:
:

Docket No. F-01027415

Answer Of Philadelphia Gas Works

Pursuant to 52 Pa. Code §5.61, the Philadelphia Gas Works ("PGW") hereby answers the Complaint filed in the above captioned matter. PGW hereby avers the following:

DOCUMENT
FOLDER

1. Admitted.
2. Admitted.
3. Denied in part. PGW denies that averments contained in Paragraph 3 of the Complainant concerning an error in the billing and all other averments in Paragraph 3 that are conclusions. PGW admits that it was not able to read the Complainant's meter for the period between June 1998 and August 2001 as shown in the listing of the Complainant billings which is attached hereto as Exhibit "A." During this time, the Complainant received estimated billings. PGW records indicate that an automated meter reading device ("AMR") was installed on August 27, 2001 at which time a removed index of 5209 was obtained. Thereafter, Complainant received an adjustment billing for previously unbilled for gas usage in the amount of \$1261.29. Since the installation of the AMR, the Complainant's bills have been based on actual reads. A review by the Bureau of Consumer Services ("BCS"), closed March 6, 2003, provided relief to the Complainant in the form of a credit for \$139.83. The decision also provided for a repayment agreement consisting of the payment of the current bill plus \$40.00 per month on the arrears. On April 7, 2003, PGW also waived late payment charges stemming from October 2001 through April 2003 in the amount of \$193.41.

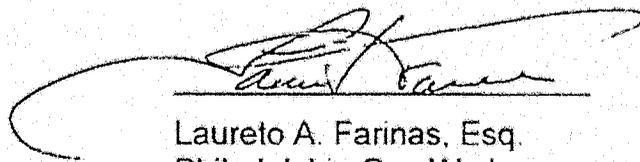
DOCKETED
JUN 06 2003

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

Wherefore, PGW respectfully requests that this Commission find against the Complainant, and affirm the decision of the BCS in this matter.

Respectfully submitted,

June 3, 2003

A handwritten signature in black ink, appearing to read "Laureto A. Farinas", is written over a horizontal line. The signature is stylized and includes a large, sweeping flourish that extends to the left and then curves back under the line.

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

EXHIBIT A

BILLS FROM 01/01/1996 TO 06/03/2003

Account # 4114025774

Customer Name MURPHY, KENNETH A

Customer Address 1006 70TH AVE/PHILA, PA

Bill Cycle: 09

BILLS

Service Agreement	Meter #	Bill Start Date	Bill End Date	Bill Due Date	Meter Read Start	Meter Read End	Usage (CCF)	Read Code	Bill Amount	Cancelled	Closing Bil	CRP Monthly Amount	Easyway Curr Month	Easyway Curr Amt	Days
9961340444	2006632	04/11/2003	05/13/2003	06/10/2003	2450	2526	76	Regular	\$111.61	No	No	\$0.00	0	\$0.00	32
9961340444	2006632	03/13/2003	04/11/2003	05/09/2003	2313	2450	137	Regular	\$178.74	No	No	\$0.00	0	\$0.00	29
9961340444	2006632	02/11/2003	03/13/2003	04/08/2003	2079	2313	234	Regular	\$261.15	No	No	\$0.00	0	\$0.00	30
9961340444	2006632	01/11/2003	02/11/2003	03/11/2003	1825	2079	254	Regular	\$281.01	No	No	\$0.00	0	\$0.00	29
9961340444	2006632	12/11/2002	01/13/2003	02/10/2003	1598	1825	227	Regular	\$271.43	No	No	\$0.00	0	\$0.00	33
9961340444	2006632	11/08/2002	12/11/2002	01/10/2003	1391	1598	207	Regular	\$225.65	No	No	\$0.00	0	\$0.00	33
9961340444	2006632	10/09/2002	11/08/2002	12/09/2002	1268	1391	123	Regular	\$141.35	No	No	\$0.00	0	\$0.00	30
9961340444	2006632	09/10/2002	10/09/2002	11/05/2002	1240	1268	28	Regular	\$41.45	No	No	\$0.00	0	\$0.00	29
9961340444	2006632	08/09/2002	09/10/2002	10/07/2002	1211	1240	29	Regular	\$41.64	No	No	\$0.00	0	\$0.00	32
9961340444	2006632	07/11/2002	08/09/2002	09/06/2002	1184	1211	27	Regular	\$39.23	No	No	\$0.00	0	\$0.00	29
9961340444	2006632	06/11/2002	07/11/2002	08/06/2002	1156	1184	28	Regular	\$40.24	No	No	\$0.00	0	\$0.00	30
9961340444	2006632	05/10/2002	06/11/2002	07/09/2002	1108	1156	48	Regular	\$57.99	No	No	\$0.00	0	\$0.00	32
9961340444	2006632	04/11/2002	05/10/2002	06/07/2002	1039	1108	69	Regular	\$76.26	No	No	\$0.00	0	\$0.00	29
9961340444	2006632	03/12/2002	04/11/2002	05/01/2002	894	1039	145	Regular	\$136.88	No	No	\$0.00	0	\$0.00	30
9961340444	2006632	02/11/2002	03/12/2002	04/09/2002	728	894	166	Regular	\$168.88	No	No	\$0.00	0	\$0.00	29
9961340444	2006632	01/11/2002	02/11/2002	03/11/2002	514	728	214	Regular	\$226.91	No	No	\$0.00	0	\$0.00	31
9961340444	2006632	12/11/2001	01/11/2002	02/09/2002	282	514	232	Regular	\$244.99	No	No	\$0.00	0	\$0.00	31
9961340444	2006632	11/09/2001	12/11/2001	01/10/2002	150	282	132	Regular	\$155.33	No	No	\$0.00	0	\$0.00	32
9961340444	2006632	10/12/2001	11/09/2001	12/10/2001	65	150	85	Regular	\$107.92	No	No	\$0.00	0	\$0.00	28
9961340444	2006632	09/12/2001	10/12/2001	11/08/2001	15	65	50	Regular	\$66.93	No	No	\$0.00	0	\$0.00	30
9961340444	1186187	11/21/2000	12/31/2000	11/01/2001	3975	4328	353	Regular	\$348.91	No	No	\$0.00	0	\$0.00	40
9961340444	2006632	12/31/2000	09/12/2001	11/01/2001	0	15	896	Regular	\$1,261.29	No	No	\$0.00	0	\$0.00	265
9961340444	1186187	11/09/2000	11/21/2000	11/01/2001	3001	3975	974	Regular	\$751.07	No	No	\$0.00	0	\$0.00	12
9961340444	1186187	12/31/2000	09/12/2001	11/01/2001	4328	5209	896	Regular	\$1,261.29	No	No	\$0.00	0	\$0.00	255
9961340444	2006632	08/13/2001	09/12/2001	10/10/2001	0	15	888	Regular	\$1,110.96	Yes	No	\$0.00	0	\$0.00	30
9961340444	1186187	08/13/2001	09/12/2001	10/10/2001	4336	5209	888	Regular	\$1,110.96	Yes	No	\$0.00	0	\$0.00	30
9961340444	1186187	07/13/2001	08/13/2001	09/10/2001	4318	4336	18	System Estimate	\$35.61	Yes	No	\$0.00	0	\$0.00	31
9961340444	1186187	06/12/2001	07/13/2001	08/09/2001	4298	4318	20	System Estimate	\$38.28	Yes	No	\$0.00	0	\$0.00	31
9961340444	1186187	05/11/2001	06/12/2001	07/10/2001	4272	4298	26	System Estimate	\$46.26	Yes	No	\$0.00	0	\$0.00	32
9961340444	1186187	04/11/2001	05/11/2001	06/08/2001	4231	4272	41	System Estimate	\$66.22	Yes	No	\$0.00	0	\$0.00	30

BILLS FROM 01/01/1996 TO 06/03/2003

Account # 4114025774 Customer Name MURPHY, KENNETH A
 Customer Address 1006 70TH AVE/PHILA.PA Bill Cycle 09

BILLS

Service Agreement	Meter #	Bill Start Date	Bill End Date	Bill Due Date	Meter Read Start	Meter Read End	Usage (CCF)	Read Code	Bill Amount	Bill Cancelled	Closing Bill	CRP Monthly Amount	Easyway Current Month	Easyway Curr Amt	Days
9961340444	1186187	03/13/2001	04/11/2001	05/08/2001	4067	4231	164	System Estimate	\$229.92	Yes	No	\$0.00	0	\$0.00	29
9961340444	1186187	02/09/2001	03/13/2001	04/09/2001	3820	4067	247	System Estimate	\$333.09	Yes	No	\$0.00	0	\$0.00	32
9961340444	1186187	01/11/2001	02/09/2001	03/09/2001	3571	3820	249	System Estimate	\$327.00	Yes	No	\$0.00	0	\$0.00	29
9961340444	1186187	12/11/2000	01/11/2001	02/07/2001	3237	3571	334	System Estimate	\$367.94	Yes	No	\$0.00	0	\$0.00	31
9961340444	1186187	11/09/2000	12/11/2000	01/10/2001	3001	3237	236	System Estimate	\$218.70	Yes	No	\$0.00	0	\$0.00	32
9961340444	1186187	10/11/2000	11/09/2000	12/06/2000	2899	3001	102	System Estimate	\$86.65	No	No	\$0.00	0	\$0.00	29
9961340444	1186187	09/11/2000	10/11/2000	11/07/2000	2899	2899	0	System Estimate	\$8.00	No	No	\$0.00	0	\$0.00	30
9961340444	1186187	08/10/2000	09/11/2000	10/06/2000	2899	2899	0	System Estimate	\$8.00	No	No	\$0.00	0	\$0.00	32
9961340444	1186187	07/12/2000	08/10/2000	09/06/2000	2899	2899	0	System Estimate	\$8.00	No	No	\$0.00	0	\$0.00	29
9961340444	1186187	06/08/2000	07/12/2000	08/08/2000	2896	2899	3	System Estimate	\$10.31	No	No	\$0.00	0	\$0.00	34
9961340444	1186187	05/11/2000	06/08/2000	07/07/2000	2880	2896	16	System Estimate	\$20.34	No	No	\$0.00	0	\$0.00	28
9961340444	1186187	04/12/2000	05/11/2000	06/03/2000	2848	2880	32	System Estimate	\$32.67	No	No	\$0.00	0	\$0.00	29
9961340444	1186187	03/14/2000	04/12/2000	05/10/2000	2805	2848	42	System Estimate	\$40.38	No	No	\$0.00	0	\$0.00	29
9961340444	1186187	02/12/2000	03/14/2000	04/11/2000	2737	2805	69	System Estimate	\$61.21	No	No	\$0.00	0	\$0.00	31
9961340444	1186187	01/13/2000	02/12/2000	03/13/2000	2625	2737	112	System Estimate	\$94.37	Yes	No	\$0.00	0	\$0.00	30
9961340444	1186187	12/09/1999	01/13/2000	02/10/2000	2541	2625	84	System Estimate	\$94.37	No	No	\$0.00	0	\$0.00	30
9961340444	1186187	11/05/1999	12/09/1999	01/10/2000	2490	2541	51	System Estimate	\$73.51	No	No	\$0.00	0	\$0.00	35
9961340444	1186187	10/05/1999	11/05/1999	12/15/1999	2462	2490	28	System Estimate	\$47.20	No	No	\$0.00	0	\$0.00	33
9961340444	1186187	09/10/1999	10/05/1999	11/08/1999	2426	2462	22	System Estimate	\$29.35	No	No	\$0.00	0	\$0.00	29
9961340444	1186187	08/11/1999	09/10/1999	10/12/1999	2395	2426	36	System Estimate	\$24.78	Yes	No	\$0.00	0	\$0.00	29
9961340444	1186187	07/14/1999	08/11/1999	09/10/1999	2366	2395	31	System Estimate	\$35.45	No	No	\$0.00	0	\$0.00	28
9961340444	1186187	06/09/1999	07/14/1999	08/10/1999	2299	2366	29	System Estimate	\$32.22	No	No	\$0.00	0	\$0.00	30
9961340444	1186187	05/06/1999	06/09/1999	07/09/1999	2265	2299	67	System Estimate	\$63.23	No	No	\$0.00	0	\$0.00	35
9961340444	1186187	04/05/1999	05/06/1999	06/02/1999	2172	2265	34	System Estimate	\$32.25	No	No	\$0.00	0	\$0.00	35
9961340444	1186187	03/05/1999	04/05/1999	05/01/1999	2015	2172	93	System Estimate	\$79.63	No	No	\$0.00	0	\$0.00	32
9961340444	1186187	02/11/1999	03/06/1999	04/04/1999	1852	2015	156	System Estimate	\$130.85	No	No	\$0.00	0	\$0.00	31
9961340444	1186187	01/13/1999	02/11/1999	03/06/1999	1669	1852	164	System Estimate	\$137.36	No	No	\$0.00	0	\$0.00	24
9961340444	1186187	12/10/1998	01/13/1999	02/08/1999	1401	1669	183	System Estimate	\$154.39	No	No	\$0.00	0	\$0.00	30
9961340444	1186187	11/07/1998	12/10/1998	01/06/1999	1277	1401	268	System Estimate	\$233.07	No	No	\$0.00	0	\$0.00	35
9961340444	1186187						124	System Estimate	\$109.99	No	No	\$0.00	0	\$0.00	34

BILLS FROM 01/01/1996 TO 06/03/2003

Account # 4114025774	Customer Name MURPHY, KENNETH A
Customer Address: 1006 70TH AVE/PHILA, PA	Bill Cycle 09

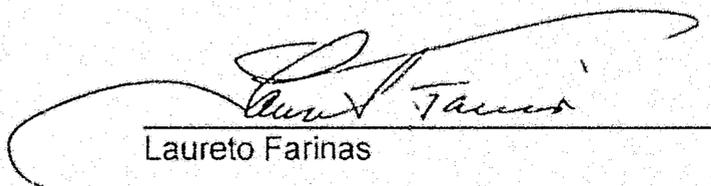
BILLS

Service Agreement	Meter #	Bill Start Date	Bill End Date	Bill Due Date	Meter Read Start	Meter Read End	Usage (CCF)	Read Code	Bill Amount	Bill Cancelled	Closing Bill	CRP Monthly Amount	Easyway Current Month	Easyway Curr Amt	Days
9961340444	1186187	10/09/1998	11/07/1998	12/05/1998	1150	1277	87	System Estimate	\$78.36	No	No	\$0.00	0	\$0.00	30
9961340444	1186187	09/10/1998	10/09/1998	11/03/1998	1156	1190	34	System Estimate	\$33.06	No	No	\$0.00	0	\$0.00	30
9961340444	1186187	08/12/1998	09/10/1998	10/07/1998	1133	1156	23	System Estimate	\$23.66	No	No	\$0.00	0	\$0.00	30
9961340444	1186187	07/14/1998	08/12/1998	09/03/1998	1110	1133	23	System Estimate	\$23.66	No	No	\$0.00	0	\$0.00	30
9961340444	1186187	06/08/1998	07/14/1998	08/10/1998	1081	1110	29	System Estimate	\$28.79	No	No	\$0.00	0	\$0.00	37
9961340444	1186187	05/13/1998	06/08/1998	07/05/1998	648	1081	433	Regula	\$374.10	No	No	\$0.00	0	\$0.00	27
9961340444	1186187	04/15/1998	05/13/1998	06/09/1998	590	648	58	System Estimate	\$53.58	No	No	\$0.00	0	\$0.00	29
9961340444	1186187	03/14/1998	04/15/1998	05/12/1998	455	590	125	System Estimate	\$110.84	No	No	\$0.00	0	\$0.00	33
9961340444	1186187	02/12/1998	03/14/1998	04/12/1998	285	455	180	System Estimate	\$157.85	No	No	\$0.00	0	\$0.00	31
9961340444	1186187	01/13/1998	02/12/1998	03/10/1998	79	285	206	System Estimate	\$180.07	No	No	\$0.00	0	\$0.00	31
9961340444	1186187	12/10/1997	01/13/1998	02/08/1998	9858	79	221	System Estimate	\$192.89	No	No	\$0.00	0	\$0.00	35
9961340444	1186187	11/07/1997	12/10/1997	01/06/1998	9645	9858	213	System Estimate	\$186.06	No	No	\$0.00	0	\$0.00	34
9961340444	1186187	10/09/1997	11/07/1997	12/06/1997	9540	9645	105	System Estimate	\$93.75	No	No	\$0.00	0	\$0.00	30
9961340444	1186187	09/10/1997	10/09/1997	11/05/1997	9503	9540	37	System Estimate	\$35.62	No	No	\$0.00	0	\$0.00	30
9961340444	1186187	08/12/1997	09/10/1997	10/07/1997	9479	9503	24	System Estimate	\$24.52	No	No	\$0.00	0	\$0.00	30
9961340444	1186187	07/14/1997	08/12/1997	09/08/1997	9456	9479	23	System Estimate	\$23.66	No	No	\$0.00	0	\$0.00	30
9961340444	1186187	06/12/1997	07/14/1997	08/10/1997	9430	9456	26	System Estimate	\$26.22	No	No	\$0.00	0	\$0.00	33

VERIFICATION

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

Date. June 3, 2003


Laureto Farinas

RECEIVED

JUN 03 2003

PA PUBLIC UTILITY COMMISSION
SECRETARY'S OFFICE

CERTIFICATE OF SERVICE

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

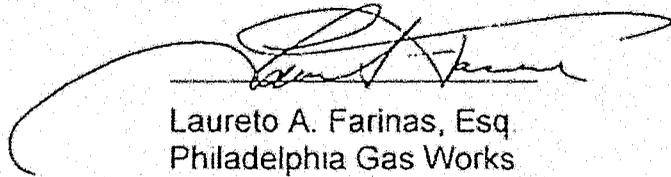
Service List:

For Complainant:

Kenneth Murphy
1006 70th Avenue
Philadelphia, PA 19126

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

June 3, 2003



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

RECEIVED

JUN 03 2003

PA PUBLIC UTILITY COMMISSION
SECRETARY'S OFFICE



COMMONWEALTH OF PENNSYLVANIA
PENNSYLVANIA PUBLIC UTILITY COMMISSION

BT6

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

IN REPLY PLEASE
REFER TO OUR FILE

August 7, 2003

In Re: F-01027415

(See attached list)

DOCUMENT
FOLDER

Kenneth Murphy v. Philadelphia Gas Works

Billing dispute.

Hearing Notice

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

Type: Initial hearing

Date: Tuesday, November 18, 2003

Time: 10:00 a.m.

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

Presiding: Administrative Law Judge Ky Van Nguyen
1302 Philadelphia State Office Building
1400 West Spring Garden Street
Philadelphia, PA 19130
Telephone: (215) 560-2105
Fax: (215) 560-3133

DOCKETED

AUG 11 2003

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

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

Individuals representing themselves do not need to be represented by an attorney. All others (corporation, partnership, association, trust or governmental agency or subdivision) must be represented by an attorney. An attorney representing you should file a Notice of Appearance before the scheduled hearing date.

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

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

pc: Judge Nguyen
Judy W. Springer
Beth Plantz
Docket Section
Calendar File

OALJ Hearing Report

Please Check Those Blocks Which Apply

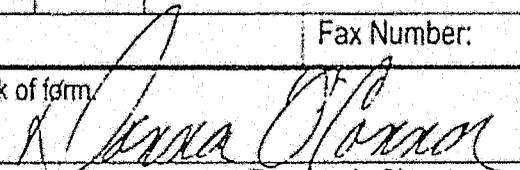
Docket No:	F-01027415		YES	NO
Case Name:	Kenneth Murphy v. Philadelphia Gas Works	Prehearing Held:	<input type="checkbox"/>	<input type="checkbox"/>
		Hearing Held:	<input checked="" type="checkbox"/>	<input type="checkbox"/>
		Testimony Taken:	<input checked="" type="checkbox"/>	<input type="checkbox"/>
		Transcript Due:	<input type="checkbox"/>	<input type="checkbox"/>
		Hearing Concluded:	<input checked="" type="checkbox"/>	<input type="checkbox"/>
Location:	Philadelphia, PA	Further Hearing Needed:	<input type="checkbox"/>	<input checked="" type="checkbox"/>
Date:	November 18, 2003	Estimated Add'l Days:		
ALJ:	Ky Van Nguyen	RECORD CLOSED:	<input checked="" type="checkbox"/>	<input type="checkbox"/>
Reporting Firm:	Precision Reporting, Inc.	DATE:	Nov. 18, 03	
		Briefs to be Filed:	<input type="checkbox"/>	<input type="checkbox"/>
		DATE:		
		Bench Decision:	<input type="checkbox"/>	<input type="checkbox"/>
		REMARKS		

DOCUMENT
FOLDER

PLEASE PRINT CLEARLY - Incomplete Information may result in delay of processing.

Name and Telephone Number	Address	Who are you representing?
Laureto Farinas 215-684-6982	800 W. Montgomery Ave Phila Pa 19122 <small>City State Zip</small>	Phila Gas Works
Telephone:	E-mail Address: laureto.farinas@pgworks.com	Fax Number: 215-684-6798
Telephone:	<small>City State Zip</small>	Fax Number:
Telephone:	<small>City State Zip</small>	Fax Number:
Telephone:	<small>City State Zip</small>	Fax Number:

Check this box if additional parties or attendees appear on back of form.


 Reporter's Signature

Note: Completion of this form does not constitute an entry of appearance, see 52 Pa. Code §§1.24 and 1.25.