

CAPTION SHEET

CASE MANAGEMENT SYSTEM

1. REPORT DATE: 00/00/00	:	
2. BUREAU: ALJ	:	
3. SECTION(S):	:	
5. APPROVED BY:	:	4. PUBLIC MEETING DATE:
DIRECTOR:	:	00/00/00
SUPERVISOR:	:	
6. PERSON IN CHARGE:	:	7. DATE FILED: 10/26/05
8. DOCKET NO: C-20055482	:	9. EFFECTIVE DATE: 00/00/00

PARTY/COMPLAINANT: WATSON, ANTONIO

RESPONDENT/APPLICANT: PHILADELPHIA GAS WORKS

COMP/APP COUNTY: DELAWARE

UTILITY CODE: 125042

ALLEGATION OR SUBJECT

COMPLAINANT STATES THE TENANT PLACED THE BILL IN HIS NAME. HE WOULD LIKE THE PUC TO MAKE PGW CORRECT THE BILL BY PLACING IT BACK IN THE TENANT'S NAME.

DOCUMENT
HOLDER

DOCKETED
OCT 26 2005

PENNSYLVANIA PUBLIC UTILITY COMMISSION

RECEIVED

Formal Complaint Form

2005 OCT 26 AM 9:16

C-20055482

PA P.U.C. SECRETARY'S BUREAU

Please print or type.

1. CUSTOMER NAME (COMPLAINANT)

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

Name Antonio Watson

Street/P.O. Box 708 Yeader Ave. Apt #

City Yeader State PA Zip 19050

County Delaware

Area Code/HOME Phone 610-394-6271

Area Code/WORK Phone 267-259-0430

Utility Account Number 8113605609/account # given to TCCO - #0015091124 (from your bill)

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

Name Antonio Watson

Street/P.O. Box 4140 Parrish Street

City Philadelphia State PA Zip

2. UTILITY NAME (RESPONDENT)

Name of utility company your complaint concerns: Philadelphia Gas Works

3. TYPE OF UTILITY (check one)

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

Handwritten signature

4. COMPLAINT (check one)

A. In general, what is your complaint?

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

B. State the facts of your complaint.

Include any specific dates, times or places that are important. If the complaint is about a bill, tell us about any charges that you believe are not correct. Use additional paper if you need more space. Provide copies of all relevant documents you believe will support your complaint.

None of these charges are mines. I am the landlord of 4140 Parrish. The tenant, Rasheeda Rice, who was residing in the apartment at the time is responsible for these charges. I can not understand why P&W changed the bill from her name into my name. Ms. Rice lived in the apartment until July 18, 2005.

5. RELIEF

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

I would like P&W to correct the bill, by placing it back into the tenants name. I am not responsible for the bill, Ms. Rice was responsible for paying her own gas bill because she was the only one receiving gas services. My first floor apartment is all electric, not gas is used, only on the second floor apartment.

6. PROTECTION FROM ABUSE

Answer the following question if your complaint is against a natural gas distribution company, an electric distribution company or a water company AND your complaint is about a billing problem, an application for service problem, a termination of service problem or a request for a payment agreement.

Has a court granted a "Protection from Abuse" order for your personal safety?

YES

NO

7. PRIOR UTILITY CONTACT

Answer the following question only if you are a residential customer and your complaint is against an electric distribution utility, natural gas distribution utility or a water distribution utility.

Have you spoken to a utility company representative about this complaint?

YES

(includes appeals of BCS determinations)

NO

If you tried to, but could not speak to a utility company representative about your complaint, please explain why.

8. VERIFICATION AND SIGNATURE

You must print or type your name below on the line provided for the verification paragraph, and you must sign and date (in ink) this form on the lines provided.

Verification:

I Antonio Watson, hereby state that the facts above set forth are true and correct (or are true and correct to the best of my knowledge, information and belief) and that I expect to be able to prove the same at a hearing held in this matter. I understand that the statements herein are made subject to the penalties of 18 Pa. C.S. § 4904 (relating to unsworn falsification to authorities).

Antonio Watson
(Signature)

11-20-05
(Date)



ANTON WATSON
P.O. 23756
PHILADELPHIA PA 19143

Page: 2 of 2
Billing Date: 06/09/05
Account Number: 8113605609

Account Summary	Previous Balance	Payments Received	Balance Brought Forward	Repairs and Adjustments	Current Charges	Account Balance
	\$382.74	\$0.00	\$382.74	\$5.68	\$83.42	\$471.84

Current Basic Charges

SA ID# 9961429766, 4938 LANCASTER AVE
Rate Class: General Service Residential

Supply Charges

Commodity Charge 38.13 Ccf @ \$0.85292 \$32.52

Total Supply Charges \$32.52

Delivery Charges

Customer Charge @ \$12.00 \$9.80

Distribution Charge 38.13 Ccf @ \$0.57905 \$22.08

Gas Cost Adjustment @ -\$0.0417 for 22 Days \$1.59 CR

Weather Normalization Adjustment \$2.49 CR

Total Delivery Charges \$26.80

Supply Charges

Commodity Charge 13.87 Ccf @ \$0.95822 \$13.29

Total Supply Charges \$13.29

Delivery Charges

Customer Charge @ \$12.00 \$3.20

Distribution Charge 13.87 Ccf @ \$0.60688 \$8.42

Gas Cost Adjustment @ -\$0.05824 for 8 Days \$0.31 CR

Total Delivery Charges \$10.31

Total Current Billing Charges \$83.42

Adjustment Detail

Adjustments for SA ID # 9961429766

Late Payment Charge \$5.68

Total Adjustments \$5.68

Meter Detail

Meter #: 1840339

Service Point 9972195219

Next Meter Read: Jul 08, 2005

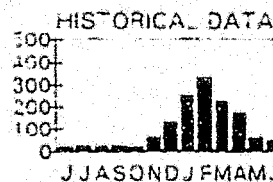
From			To			Difference	Usage [Ccf]	Conversion Factor	Total Therms
Date	Reading	Type	Date	Reading	Type				
05/09/2005	9290	Actual	06/08/2005	9342	Actual	52	52.00	1.033	53.71

Energy Usage Information

SA ID# 9961429766, 4938 LANCASTER AVE

COMPARATIVE GAS USAGE THIS MONTH

	This Year	Last Year
Avg Daily Usage (Ccf)	2.0	1.0
Billing Days	30	30
Avg Daily Cost	\$2.78	\$1.57



LAST 12 MONTHS

Total Ccf 1447.00
Avg Ccf 120.58

Actual (solid bar)
Estimated (hatched bar)

Message Center

Effective June 1, 2005, PGW rates have changed. Commodity Charge increased to \$0.95822 per CCF. Gas Cost Adjustment decreased to (\$0.05824) per CCF. Distribution Charge increased to \$0.60688 per CCF. The changes will increase the typical residential heating bill by about \$117 a year.

P O BOX 41417
DEPT 99
PHILADELPHIA PA 19101



NCO FINANCIAL SYSTEMS INC

FORMERLY FINANCIAL COLLECTION AGENCIES
507 Prudential Road, Horsham, PA 19044

800-822-1699
OFFICE HOURS
8AM-9PM MON THRU THURSDAY
8AM-5PM FRIDAY
8AM-12PM SATURDAY
Oct 3, 2005

Calls to or from NCO Financial Systems, Inc. may
be monitored or recorded for quality assurance

59BQU9
ANTONIO WATSON
4240 PARRISH ST
PHILADELPHIA PA 19104-4834

Creditor	Account #	Regarding	Principal	Interest	Int. Rate	Checks	Mail Pymt	Am. Used
NCO	59BQU9	Inst. Due Balance	5495.74	0.00	0.00	0.00	0.00	5495.74

If you have applied for a loan, new job, credit card, insurance or an apartment, your credit bureau report may be reviewed.
Now is the time to improve your credit report.

If you contact us at our toll free number, or by mail, we can assist you in resolving this account.

This is an attempt to collect a debt. Any information obtained will be used for that purpose. This is a communication from a debt collector.

PLEASE RETURN THIS PORTION WITH YOUR PAYMENT (MAKE SURE ADDRESS SHOWS THROUGH WINDOW)

Account #	Total Balance
59BQU9	\$ 5495.74

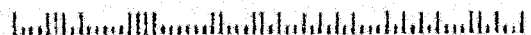
ANTONIO WATSON
Payment Amount



\$

Check here if your address or phone number has
changed and provide the new information below.

Make Payment To:



NCO FINANCIAL SYSTEMS

P O BOX 41417

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

DATE SERVED: OCTOBER 27, 2005

C-20055482

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

DOCUMENT
FOLDER

Dear Sir/Madam:

A complaint has been filed against you before the Pennsylvania Public Utility Commission by ANTONIO WATSON. 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.

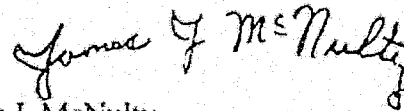
OCTOBER 27, 2005

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,



James J. McNulty
Secretary

JHH

BEFORE THE PENNSYLVANIA PUBLIC UTILITY COMMISSION

DATE SERVED: OCTOBER 27, 2005

ANTONIO WATSON
Complainant

VS.

PHILADELPHIA GAS WORKS
Respondent

Complaint Docket
No. C-20055482

DOCUMENT
FOLDER

DOCKETED
OCT 26 2005

FORMAL COMPLAINT NOTICE TO RESPONDENT TO ANSWER OR SATISFY

TO: PHILADELPHIA GAS WORKS

TAKE NOTICE:

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

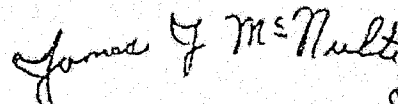
1. You have twenty (20) days from the date on which this complaint is served to either satisfy this complaint or to file with the Secretary of the Pennsylvania Public Utility Commission, P. O. Box 3265, Harrisburg, PA 17105-3265, an answer (original and three copies), in writing, under oath, which, as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

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

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

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

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



James J. McNulty
Secretary

(SEAL)

Certified Mail
Return Receipt Requested

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



Mary M. Chan, Paralegal
Legal Department
Direct Dial: (215) 684-6830
Fax: (215) 684-6798
E-mail: mary.chan@gasworks.com

ORIGINAL

November 16, 2005

RECEIVED

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

NOV 16 2005

PA PUBLIC UTILITY COMMISSION
SECRETARY'S BUREAU

RE: Antonio Watson vs. PGW, Docket No.: C-20055482

Dear Secretary McNulty:

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

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

Sincerely,

A handwritten signature in black ink, consisting of several fluid, overlapping strokes that form a stylized representation of the name.

Enclosure

cc: Antonio Watson
Orlando Rosario

DOCUMENT
FOLDER

13

BEFORE THE
PENNSYLVANIA PUBLIC UTILITY COMMISSION

RECEIVED

NOV 16 2005

Antonio Watson

PA PUBLIC UTILITY COMMISSION
SECRETARY'S BUREAU

v.

Docket No.: C-20055482

Philadelphia Gas Works

Answer of the Philadelphia Gas Works

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

1. Admitted
2. Admitted
3. Admitted
4. (a-b) Denied. PGW denies the averments contained in Paragraph 4 of the Complaint concerning the tenant's bill being placed in the landlord's name, and all other averments that are conclusions. PGW records indicate that the Complainant is the owner of 4140 Parrish Street, Philadelphia, PA (Service Address). On April 1, 2005, a trace and meter piping was completed on the Service Address, and determined foreign load. Pursuant to 66 Pa. Code § 1529.1, the Complainant was billed for actual gas usage to the Service Address. The Bureau of Consumer Services ("BCS") decision dated October 14, 2005, advised the Complainant of 66 Pa. Code § 1529.1 rules regarding foreign load. A copy of the BCS decision is attached hereto as Exhibit "A".
5. Denied. The averments in Paragraph 5 of the Complaint are requests for relief to which no response is required. PGW therefore denies the averments in this paragraph.

DOCKETED
NOV 18 2005

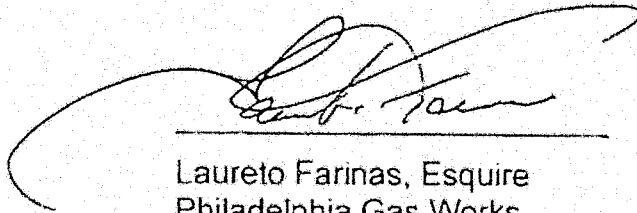
**DOCUMENT
FOLDER**

6. Admitted.
7. Admitted.

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

Respectfully submitted,

November 16, 2005



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

EXHIBIT A

RECEIVED

NOV 16 2005

PA PUBLIC UTILITY COMMISSION
SECRETARY'S BUREAU

14503017
CALLED FOR SERVICE TO HOUSE HEATER.....CO THEN CLEANED PILOT AND
BURNER ON 12/17/04.....CO MUST REMOVE 50 FAST SERVICE CHARGE
FROM BASIC GAS BILL.....CO MAY BILL THE 50 FAST SERVICE CHARGE
SEPARATELY.....SENT LTR TO CUST ADVISING SAME.</Resolution>

<BalanceDate />

- <OtherInfo>

<BCSInvestigatorFName>LISA</BCSInvestigatorFName>

<BCSInvestigatorLName>JENKINS</BCSInvestigatorLName>

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</OtherInfo>

</Case>

- <Case>

<CaseNbr>1926606</CaseNbr>

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<CompanyCode>0766</CompanyCode>

<CompanyType>GAS TRANSPORTER</CompanyType>

- <Customer>

<CustomerFirstName>ANTONIO</CustomerFirstName>

<CustomerLastName>WATSON</CustomerLastName>

<AccountNumber>0015091124</AccountNumber>

- <CustomerServAddress>

<ServAddress1>4140 PARRISH STREET</ServAddress1>

<ServAddress2>2ND & 3RD FLOOR</ServAddress2>

<ServCity>PHILADELPHIA</ServCity>

<ServState>PA</ServState>

<ServZip5>19104</ServZip5>

<ServZip4>4834</ServZip4>

</CustomerServAddress>

</Customer>

<DecisionIssue>N</DecisionIssue>

<OralWritten>0</OralWritten>

<Violation>NO</Violation>

<TotalBalance>5414.61</TotalBalance>

<DateClosed>2005-10-14</DateClosed>

<Resolution>ADVISED CUST FOREIGN LOAD FOUND ON APRIL 1, 2005-
HEATER WAS BEING PROVIDED TO WHOLE BUILDING (BASEMENT, 2ND
AND 3RD FLOORS). THEREFORE SERVICE WAS PLACED IN HER NAME AND
TENANT'S BALANCE WAS TRANSFERRED TO HIM. CORRECTIONS HAVE
NOW BEEN MADE. IF TENANT(S) NOW WANTS GAS SERVICE THEY
SHOULD CONTACT PGW AND MAKE APPLICATION. IF DENIED- THEY
COULD CALL THE PUC. ADVISED CUST HE HAS A FINAL BALANCE OF
\$5414.61 OWING TO PGW (FINAL BALANCE). CUST UNDERSTOOD.
CLOSING CASE WITH NO FURTHER ACTION.</Resolution>

<BalanceDate />

- <OtherInfo>

<BCSInvestigatorFName>MATTHEW</BCSInvestigatorFName>

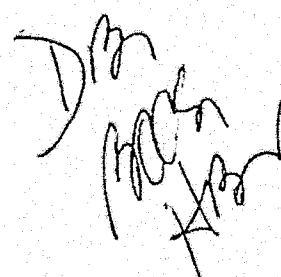
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</GrossIncome>
 </Customer>
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 <TermDate>2005-06-21</TermDate>
 <CompanyPosition>06/21/2005 CO WANTS \$225 TO AVOID
 TERM</CompanyPosition>
 <RelatedInformation>STRAIGHT PAR - CUST SAY SHE IS NOT ON CRP, HAD
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 LEVEL</RelatedInformation>
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 <UniversalService>N</UniversalService>
 <Arrearage>724.00</Arrearage>
 - <OtherInfo>
 <BCSInvestigatorFName>MIKOLE</BCSInvestigatorFName>
 <BCSInvestigatorLName>RIVERA</BCSInvestigatorLName>
 <BCSInvestigatorPhone AreaCode="215">5602101</BCSInvestigatorPhone>
 <BCSIntakerFName>PATRICIA</BCSIntakerFName>
 <BCSIntakerLName>PARKER</BCSIntakerLName>
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 <NbrOffTimeFaxed>0</NbrOffTimeFaxed>
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 </OtherInfo>



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

bus DB

- <Customer>
 <CustomerFirstName>ANTONIO</CustomerFirstName>
 <CustomerLastName>WATSON</CustomerLastName>
 <AccountNumber>15091124</AccountNumber>
 <CustHomePhone HomeAreaCode="610">3946271</CustHomePhone>
 <ServiceClass>RESIDENTIAL</ServiceClass>

*DI assigned
 as of*

- <CustomerServAddress>
 <ServAddress1>4140 PARRISH STREET</ServAddress1>
 <ServAddress2>2ND & 3RD FLOOR</ServAddress2>
 <ServCity>PHILADELPHIA</ServCity>
 <ServState>PA</ServState>
 <ServZip5>19104</ServZip5>
 <ServZip4>4834</ServZip4>
 </CustomerServAddress>

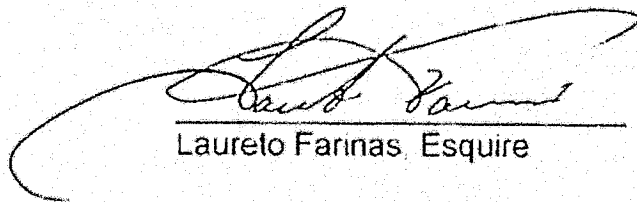
Foreign Land

- <CustomerMallAddress>
 <MailAddress1>708 YEADON AVENUE</MailAddress1>
 <MailCity>YEADON</MailCity>
 <MailState>PA</MailState>
 <MailZip5>19050</MailZip5>
 </CustomerMallAddress>
 </Customer>
 <DateOpen>2005-06-21</DateOpen>
 <ReasonForContact>OFF - SERVICE IS TERMINATED/SUSPENDED - PAR

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: November 16, 2005



Laureto Farinas, Esquire

CERTIFICATE OF SERVICE

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

Service List:

For Complainant:

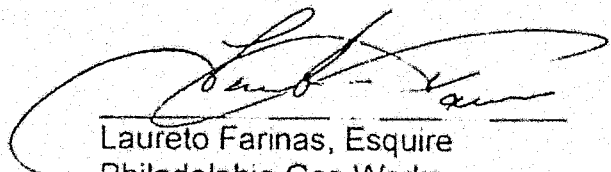
*Antonio Watson
4140 Parrish Street
Philadelphia, PA 19102*

November 16, 2005

RECEIVED

NOV 16 2005

PA PUBLIC UTILITY COMMISSION
SECRETARY'S BUREAU


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