

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: 01/28/02  
8. DOCKET NO: F-01002223 : 9. EFFECTIVE DATE: 00/00/00

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PARTY/COMPLAINANT: LIPSKI HENRY

RESPONDENT/APPLICANT: PHILADELPHIA GAS WORKS

COMP/APP COUNTY: PHILADELPHIA

UTILITY CODE: 125042

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ALLEGATION OR SUBJECT

COMPLAINANT STATES HE FEELS PGW PAYMENT REQUEST OF \$1351.55 FOR USAGE OF 1000 CCF OF GAS DURING A 62 DAY PERIOD IS OUTRAGOUS.

DOCUMENT  
FOLDER

**DOCKETED**  
FEB 05 2002

F-1002223

RECEIVED FORMAL COMPLAINT FORM  
Pennsylvania Public Utility Commission

2/14/02

2002 JAN 28 AM 9:47  
Please Print:

hes 1002223

1. Your Name, Mailing Address and Telephone Number.

SECRETARY'S BUREAU

Name Henry Lipski

Street/P.O. Box 4528 Aubrey Ave

City Philadelphia State PA Zip 19114

County Philadelphia Home Telephone-Area Code 215 624-3387  
Work Telephone-Area Code ( )

Acc. Nr. 3111532072

2. Name of Company your complaint concerns: PGW

3. What is your complaint? PGW outages payment request of \$1351.55 for usage of 1000 ccf of gas during period of 62 days 03.02.01 to 05.04.01 with overcharges at 47% per CCF (There were 3 price increases 11.20.01 +20% 01.01.01 +24% & 02.01.01 +3% = 47%)

② PGW contractual failure to provide accurate meter reading & charges on monthly basis for 2 consecutive years despite many customer requests.

Actual readings - not valid meter over 19 yrs old defective not calibrated, not certifiable.	Actual readings 02.22.00 (5021) 03.30.01 (6842) 03.02.01 - 05.04.01	1821 CCF
		1000 CCF

Old meter reading + estimated overcharges (14 month) - 2821 ccf  
Avg monthly usage about 200 ccf/month.

New meter installed 05.04.01 - 01.24.02 (almost 9 month) 620 CCF  
Avg monthly usage about 70 ccf/month (1/3 of old)

In spring of 2000 new high efficiency hot water boiler was installed and entire house heating system was upgraded - rated to use around 50% less of gas.

Old meter - period 02.22.00 - 05.04.01 (2821 ccf → AVG 200 ccf/month)  
New meter - period 05.04.01 - 01.24.02 (620 ccf → AVG 70 ccf/month) 1/3

Conclusion → PGW should refund us about (2821 x 0.66) = 1800 ccf of gas usage for period 02.22.00 - 05.04.01 - overcharges.

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

• PG&N should pay for my time to correct PG&N record keeping, their negligence, ignorance & contractual failure.

• PG&N should refund or about  $(2821 \times 0.66) = 1800$  ccf of gas usage for period 02.22.00 - 05.04.01 - overcharges.

• Balance in dispute  $(1000 \text{ ccf} \times \text{price per ccf})$  should be kept separately from current charges & remain the same.

• BTU period 10.02.01 to 10.31.01 - shows prior balance (in dispute) \$1103,76  
• BTU period 11.30.01 to 01.02.02 - shows prior balance (in dispute) \$1137,11

• We need from PG&N accurate meter readings & charges monthly.

• PG&N meter should have valid calibration sticker with expiration date, certified by independent reputable company on regular basis.

(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.

Henry Lipski  
Original Signature of complaining person

01.24.02  
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 (\_\_\_\_\_) \_\_\_\_\_

**Notice**

could you please schedule telephone hearing.  
would it be possible to do it on Friday?  
(I keep full time job & usually have every other Friday off)

Available Fridays:	03.01	03.15	03.29	04.12	04.26
	05.03	05.17	05.31	06.07	06.21

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 January 03, 2002. 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

0509068

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)

Henry Lipski  
4528 Aubrey Ave  
Phila, Pa 19114

(215) 624-3387  
(Area Code) Telephone Number

Henry Lipski  
Signature

RECEIVED  
02 JAN -9 AM 11:23  
01.07.02

Mail this completed form to

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

FOR OFFICE USE ONLY	
BCS Number	1C02223
Date of mailing	January 03, 2002
Company	PGW
	1801 N. 9th Street
	Phila, Pa 19122

REVISED 11/97

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

2/4/02

January 14, 2002

BCS 1002223

HENRY LIPSKI  
4528 AUBREY AVENUE  
PHIADELPHIA PA 19114

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 <sup>Feb</sup> March 4, 2002 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:

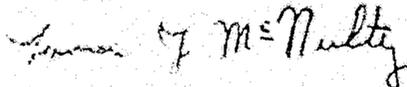
Office of Administrative Law Judge  
Public Utility Commission  
P.O. Box 3265  
Harrisburg, PA 17105-3265

**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: PGW

BEFORE THE PENNSYLVANIA PUBLIC UTILITY COMMISSION

DATE SERVED: FEBRUARY 5, 2002

HENRY LIPSKI  
Complainant

VS.

PHILADELPHIA GAS WORKS  
Respondent

Complaint Docket  
No: F-01002223

DOCUMENT  
FOLDER

DOCKETED  
FEB 05 2002

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,

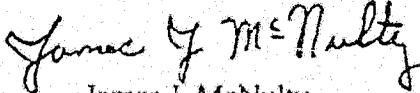
1. You have twenty (20) days from the date on which this complaint is served to either satisfy this complaint or to file with the Secretary of the Pennsylvania Public Utility Commission, P. O. Box 3265, Harrisburg, PA 17120, an answer (original and two copies), in writing, under oath, which, as required 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: FEBRUARY 5, 2002

F-01002223

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 HENRY LIPSKI. 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.

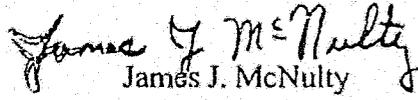
FEBRUARY 5, 2002

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

ddi

**Philadelphia Gas Works**  
Legal Department



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

**ORIGINAL**  
Laureto A. Farinas, Esq.  
Regulatory Affairs  
Direct Dial: 215-684-6982  
Fax: 215-684-6602  
E-mail: laureto.farnas@pgworks.com

February 25, 2002

**DOCUMENT  
FOLDER**

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

RE: Henry Lipski v. PGW, Docket No. F-01002223

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 contact me at my direct-dial number above. Thank you for your assistance.

Sincerely,

*Laureto Farinas* (SU)

Enclosures

cc: Henry Lipski  
Les Fyock  
Michael Selzle

**RECEIVED**

FEB 25 2002

PHILADELPHIA GAS WORKS  
LEGAL DEPARTMENT

90

BEFORE THE  
PENNSYLVANIA PUBLIC UTILITY COMMISSION

ORIGINAL

Henry Lipski

v.

Philadelphia Gas Works

:  
:  
:  
:  
:  
:

Docket No. F - 01002223

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:

1. Admitted.
2. Admitted.
3. Denied. PGW denies that averments contained in Paragraph 3 of the Complainant concerning the inaccuracy of the bill. PGW records reflect that Records indicate that an automated meter was installed on May 4, 2001 and an index on the meter removed was 6950. PGW's meter testing unit verified the removed index of 6950 to be correct tested the meter and found it to be recording properly

The Complainant received a make up billing of \$1351.55 for service to May 2, 2001 as shown on the statement of billings and payments which is attached hereto as Exhibit "A". On August 6, 2001, the account was re-billed to accommodate rate changes. This resulted in a reduction of \$262.97. This reduced the make up bill to \$1088.58. PGW has also waived late payment charges of \$44.47.

The make up billing was adjusting previously underestimated billings from February 22, 2000. The gas usage analysis, which is attached hereto as Exhibit "B", indicates the consumption is in line with the customers usage at the property. A decision of the Bureau of Consumer Services on or about January 13, 2002, which is attached hereto as Exhibit "C" found that bill is correct however provided relief in the form of a credit of \$270.31. The decision also placed the

DOCKETED  
INDEXED

DOCKETED

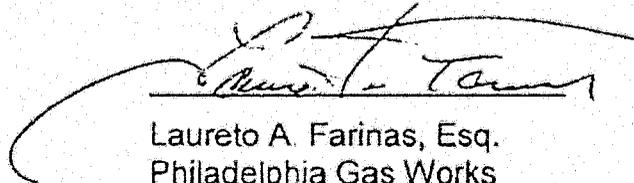
FEB 27 2002

- Complainant on an agreement consisting of current bills plus \$15.00 per month on the outstanding balance.
4. Denied. The averment in Paragraph 4 of the Complaint is a request 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,

February 25, 2002



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

# EXHIBIT A

RECEIVED

FEB 25 2002

PUBLIC UTILITY COMMISSION  
SECRETARY'S BUREAU

BILLS FROM 01/01/1995 TO 09/13/2001

Account # 311532072

Customer Name LIPSKI, HENRY

Customer Address: 4528 AUBREY AVE/PHILA, PA

Bill Cycle 02

**BILLS**

Service Agreement	Meter #	B.I 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	Easway Current Month	Eway Curr Amt	Days
9961173183	1629234	08/02/2001	08/31/2001	09/28/2001	50	65	15	Regular	\$31.62	No	No	\$0.00	0	\$0.00	29
9961173183	1629234	12/31/2000	05/02/2001	08/29/2001	6074	6949	875	Special	\$1,185.56	No	No	\$0.00	0	\$0.00	122
9961173183	1629234	10/31/2000	11/21/2000	08/29/2001	5191	5664	473	Office Estimate	\$372.73	No	No	\$0.00	0	\$0.00	21
9961173183	1629234	11/21/2000	12/31/2000	08/29/2001	5664	6074	410	Office Estimate	\$403.95	No	No	\$0.00	0	\$0.00	40
9961173183	1629234	07/03/2001	08/02/2001	08/28/2001	35	50	15	Regular	\$31.62	No	No	\$0.00	0	\$0.00	30
9961173183	1629234	06/01/2001	07/03/2001	07/31/2001	15	35	20	Regular	\$38.28	No	No	\$0.00	0	\$0.00	32
9961173183	1629234	03/02/2001	05/02/2001	07/05/2001	5951	6949	998	Special	\$1,351.55	Yes	No	\$0.00	0	\$0.00	61
9961173183	1629234	05/02/2001	06/01/2001	06/29/2001	0	15	16	Regular	\$32.95	No	No	\$0.00	0	\$0.00	30
9961173183	1629234	05/02/2001	06/01/2001	06/29/2001	6949	6950	16	Regular	\$32.95	No	No	\$0.00	0	\$0.00	30
9961173183	1629234	04/02/2001	05/02/2001	05/30/2001	6922	6949	27	Special	\$47.60	Yes	No	\$0.00	0	\$0.00	30
9961173183	1629234	03/02/2001	04/02/2001	04/30/2001	5951	6922	971	System Estimate	\$1,303.95	Yes	No	\$0.00	0	\$0.00	31
9961173183	1629234	01/31/2001	03/02/2001	03/29/2001	5777	5951	174	System Estimate	\$231.75	Yes	No	\$0.00	0	\$0.00	30
9961173183	1629234	01/02/2001	01/31/2001	02/28/2001	5577	5777	200	System Estimate	\$264.23	Yes	No	\$0.00	0	\$0.00	29
9961173183	1629234	11/30/2000	01/02/2001	01/30/2001	5310	5577	267	System Estimate	\$270.96	Yes	No	\$0.00	0	\$0.00	33
9961173183	1629234	10/31/2000	11/30/2000	12/28/2000	5191	5310	119	System Estimate	\$106.71	Yes	No	\$0.00	0	\$0.00	30
9961173183	1629234	09/29/2000	10/31/2000	11/29/2000	5127	5191	64	System Estimate	\$57.35	No	No	\$0.00	0	\$0.00	32
9961173183	1629234	08/30/2000	09/29/2000	10/27/2000	5127	5127	0	System Estimate	\$8.00	No	No	\$0.00	0	\$0.00	30
9961173183	1629234	08/01/2000	08/30/2000	09/27/2000	5127	5127	0	System Estimate	\$8.00	No	No	\$0.00	0	\$0.00	29
9961173183	1629234	06/30/2000	08/01/2000	08/28/2000	5127	5127	0	System Estimate	\$8.00	No	No	\$0.00	0	\$0.00	32
9961173183	1629234	06/01/2000	06/30/2000	07/31/2000	5127	5127	0	System Estimate	\$8.00	No	No	\$0.00	0	\$0.00	29
9961173183	1629234	05/02/2000	06/01/2000	06/28/2000	5127	5127	0	System Estimate	\$8.00	No	No	\$0.00	0	\$0.00	30
9961173183	1629234	04/03/2000	05/02/2000	05/30/2000	5127	5127	0	System Estimate	\$8.00	No	No	\$0.00	0	\$0.00	29
9961173183	1629234	02/22/2000	04/03/2000	05/01/2000	5022	5127	105	System Estimate	\$88.97	No	No	\$0.00	0	\$0.00	41
9961173183	1629234	02/03/2000	02/22/2000	03/20/2000	4703	5022	319	Regular	\$253.98	No	No	\$0.00	0	\$0.00	19
9961173183	1629234	01/04/2000	02/03/2000	03/01/2000	4448	4703	255	System Estimate	\$204.63	No	No	\$0.00	0	\$0.00	30
9961173183	1629234	11/30/1999	01/04/2000	02/01/2000	4231	4448	217	System Estimate	\$178.04	No	No	\$0.00	0	\$0.00	35
9961173183	1629234	10/28/1999	11/30/1999	12/30/1999	4156	4231	65	System Estimate	\$57.55	No	No	\$0.00	0	\$0.00	33
9961173183	1629234	09/29/1999	10/28/1999	12/15/1999	4085	4156	81	System Estimate	\$69.76	No	No	\$0.00	0	\$0.00	29
9961173183	1629234	09/29/1999	10/28/1999	12/02/1999	4085	4771	686	System Estimate	\$531.03	Yes	No	\$0.00	0	\$0.00	29
9961173183	1629234	09/29/1999	10/28/1999	12/01/1999	4085	4805	720	System Estimate	\$556.96	Yes	No	\$0.00	0	\$0.00	29

BILLS FROM 01/01/1998 TO 09/13/2001

Account # 3111532072	Customer Name LIPSKI, HENRY
Customer Address 4528 AUBREY AVE/PHILA, PA	Bill Cycle 02

**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 Bill	CRP Monthly Amount	Easyway Current Month	Easyway Curr Amt	Days
9961173183	1629234	08/31/1999	09/29/1999	11/03/1999	4050	4085	35	System Estimate	\$34.69	No	No	\$0.00	0	\$0.00	29
9961173183	1629234	08/03/1999	08/31/1999	10/01/1999	4021	4050	29	System Estimate	\$30.11	No	No	\$0.00	0	\$0.00	28
9961173183	1629234	06/01/1999	07/06/1999	08/03/1999	4123	4207	84	System Estimate	\$72.05	Yes	No	\$0.00	0	\$0.00	35
9961173183	1629234	04/22/1999	06/01/1999	07/02/1999	4025	4123	98	System Estimate	\$83.68	Yes	No	\$0.00	0	\$0.00	41
9961173183	1629234	03/25/1999	08/03/1999	08/26/1999	3884	4021	137	Regular	\$132.01	No	No	\$0.00	0	\$0.00	131
9961173183	1629234	03/25/1999	04/22/1999	08/26/1999	3884	4025	141	System Estimate	\$118.65	Yes	No	\$0.00	0	\$0.00	29
9961173183	1629234	02/25/1999	03/25/1999	04/21/1999	3648	3884	236	System Estimate	\$195.90	No	No	\$0.00	0	\$0.00	29
9961173183	1629234	02/03/1999	02/25/1999	03/23/1999	3435	3648	213	System Estimate	\$177.20	No	No	\$0.00	0	\$0.00	23
9961173183	1629234	01/02/1999	02/03/1999	03/01/1999	3230	3435	205	Regular	\$175.23	No	No	\$0.00	0	\$0.00	33
9961173183	1629234	12/01/1998	01/02/1999	01/30/1999	2957	3230	273	System Estimate	\$237.34	No	No	\$0.00	0	\$0.00	33
9961173183	1629234	10/29/1998	12/01/1998	12/28/1998	2759	2957	198	System Estimate	\$173.24	No	No	\$0.00	0	\$0.00	34
9961173183	1629234	10/08/1998	10/29/1998	11/25/1998	2692	2759	67	System Estimate	\$61.26	No	No	\$0.00	0	\$0.00	22
9961173183	1629234	07/02/1998	10/08/1998	11/08/1998	2645	2692	47	Regular	\$52.17	No	No	\$0.00	0	\$0.00	99
9961173183	1629234	05/22/1998	07/02/1998	08/01/1998	2581	2645	64	System Estimate	\$58.70	No	No	\$0.00	0	\$0.00	42
9961173183	1629234	04/03/1998	05/22/1998	06/17/1998	2511	2581	70	Regular	\$67.83	No	No	\$0.00	0	\$0.00	50
9961173183	1629234	03/05/1998	04/03/1998	05/02/1998	2314	2511	197	System Estimate	\$172.38	No	No	\$0.00	0	\$0.00	30
9961173183	1629234	02/03/1998	03/05/1998	04/01/1998	2162	2314	152	Regular	\$133.91	No	No	\$0.00	0	\$0.00	31
9961173183	1629234	01/02/1998	02/03/1998	03/01/1998	1890	2162	272	System Estimate	\$235.48	No	No	\$0.00	0	\$0.00	33
9961173183	1629234	11/28/1997	01/02/1998	01/30/1998	1556	1890	334	System Estimate	\$289.48	No	No	\$0.00	0	\$0.00	36
9961173183	1629234	10/29/1997	11/28/1997	12/27/1997	1374	1556	182	System Estimate	\$159.56	No	No	\$0.00	0	\$0.00	31
9961173183	1629234	09/30/1997	10/29/1997	11/25/1997	1276	1374	98	System Estimate	\$87.77	No	No	\$0.00	0	\$0.00	30
9961173183	1629234	08/29/1997	09/30/1997	10/27/1997	1222	1276	54	System Estimate	\$50.16	No	No	\$0.00	0	\$0.00	33
9961173183	1629234	07/31/1997	08/29/1997	09/28/1997	1181	1222	41	System Estimate	\$39.04	No	No	\$0.00	0	\$0.00	30
9961173183	1629234	07/02/1997	07/31/1997	09/01/1997	1138	1181	43	Regular	\$40.76	No	No	\$0.00	0	\$0.00	30

# PAYMENTS FROM 01/01/1996 TO 09/13/2001

Account #. 3111532072

Customer Name. LIPSKI, HENRY

Customer Address 4528 AUBREY AVE/PHILA, PA

Bill Cycle. 02

## PAYMENTS

Service Agreement ID	Pay Amount	Pay Date	Pay Status	Late Pay Charge	Utility Type	Grant Type	Pay Source Code
9961173183	\$31.62	08/14/2001	F	\$0.53	G		REM
9961173183	\$72.17	07/20/2001	F	\$0.94	G		REM
9961173183	\$231.75	04/04/2001	F	\$2.89	G		REM
9961173183	\$264.23	02/27/2001	F	\$0.00	G		REM
9961173183	\$270.96	01/31/2001	F	\$0.00	G		REM
9961173183	\$106.71	12/14/2000	F	\$0.00	G		REM
9961173183	\$57.35	11/13/2000	F	\$0.00	G		REM
9961173183	\$16.10	09/19/2000	F	\$0.00	G		REM
9961173183	\$8.00	09/05/2000	F	\$0.10	G		REM
9961173183	\$16.10	07/31/2000	F	\$0.10	G		REM
9961173183	\$8.00	05/23/2000	F	\$0.00	G		REM
9961173183	\$88.97	05/03/2000	F	\$0.00	G		REM
9961173183	\$253.98	03/29/2000	F	\$0.00	G		REM
9961173183	\$204.83	03/01/2000	F	\$0.00	G		REM
9961173183	\$178.04	02/03/2000	F	\$0.00	G		REM
9961173183	\$163.73	12/21/1999	F	\$1.73	G		REM
9961173183	\$44.83	10/05/1999	F	\$1.36	G		REM
9961173183	\$118.65	05/11/1999	F	\$0.00	G		REM
9961173183	\$195.90	04/21/1999	F	\$0.00	G		REM
9961173183	\$180.32	03/25/1999	F	\$0.00	G		REM
9961173183	\$175.23	02/24/1999	F	\$0.00	G		REM
9961173183	\$237.34	02/08/1999	F	\$0.00	G		REM
9961173183	\$235.33	12/29/1998	F	\$0.00	G		REM
9961173183	\$6.29	10/20/1998	F	\$0.00	G		REM
9961173183	\$45.88	08/19/1998	F	\$0.00	G		REM
9961173183	\$64.07	08/04/1998	F	\$0.00	G		REM
9961173183	\$240.03	05/26/1998	F	\$0.00	G		REM
9961173183	\$133.91	04/13/1998	F	\$0.00	G		REM
9961173183	\$236.48	02/24/1998	F	\$0.00	G		REM
9961173183	\$289.48	01/20/1998	F	\$0.00	G		REM
9961173183	\$159.56	12/22/1997	F	\$0.00	G		REM
9961173183	\$87.77	11/07/1997	F	\$0.00	G		REM
9961173183	\$69.71	10/21/1997	F	\$0.00	G		REM
9961173183	\$83.73	08/22/1997	F	\$0.00	G		REM
9961173183	\$212.54	07/01/1997	F	\$0.00	G		REM

# EXHIBIT B

RECEIVED

FEB 25 2002

PUBLIC UTILITY COMMISSION  
SECRETARY'S BUREAU



# EXHIBIT C

RECEIVED

FEB 25 2002

PUBLIC UTILITY COMMISSION  
SECRETARY'S BUREAU



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

January 03, 2002

BCS No: 1002223

HENRY LIPSKI  
4528 AUBREY AVE.  
PHILA., PA. 19114

The Bureau of Consumer Services (BCS) has completed its investigation into your informal complaint. Attached is the decision resulting from that investigation. A copy of this decision has also been sent to your utility company. This decision is binding on all parties, and unless it is appealed will become final 20 days after the date of this letter.

If you do not agree with any part of this decision you may appeal it by filing a formal complaint. You can do this by completing the attached Request for Formal Complaint Forms. Return this form to the Public Utility Commission, and the formal complaint forms will be mailed to you. If you wish to appeal, you must return this form to the Public Utility Commission by the date shown on the form. Your complaint will be assigned to an Administrative Law Judge, and a hearing date will be assigned.

You do not need a lawyer to file an appeal.

You must make all of the payments required by this decision. If you do not make these payments the utility company is permitted to terminate your utility service.

If you have any questions about the terms and conditions of this decision or about the Public Utility Commission's appeal procedures you may call me 215-644-0693.

Sincerely,

Daniel C. Angelucci  
Utility Complaint Investigator

Enclosure

MIKE SELZLE  
PGW  
1801 N. 9TH STREET  
PHILA., PA. 19122

Henry Lipski                      PGW  
4528 Aubrey Ave.                      v.                      1801 N. 9th Street  
Phila., Pa. 19114                      Phila., Pa. 19122

Case Number: 1002223

Account Number:003111532072

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**Decision On Informal Complaint By The Bureau Of Consumer Services:**

**Statement Of Complaint:**

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

THAT, customer received estimated bills for an extended period of time.

**Investigation By Staff Of The Bureau Of Consumer Services Revealed:**

THAT, confirms customer's complaint.

**Based On These Findings, The Bureau Of Consumer Services Concludes:**

THAT, customer is unable to take appropriate action to reduce his fuel consumption.

**Therefore It Is Decided:**

(1) That the informal complaint of Henry Lipski is Sustained.

PGW is to remove \$270.31 from customer's account balance. PGW is to place customer on payment plan of current bill plus \$15.00 towards the arrears. PGW is to waive late fees during the term of the plan. Payment plan to commence February 2002.

January 03, 2002

Date

Signature

Daniel C. Angelucci

Utility Complaint Investigator

Bureau of Consumer Services

PA Public Utility Commission

**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: January 03, 2002. 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.)

Henry Lipski  
4528 Aubrey Ave  
Phila., Pa. 19114

\_\_\_\_\_  
(Area Code) Telephone Number

\_\_\_\_\_  
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: 1002223  
Company: PGW  
1801 N. 9th Street  
Phila., Pa. 19122

Date of mailing: January 03, 2002

VERIFICATION

I, Michael Selzle, hereby declare that I am a Customer Review Officer with 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 Response are true to the best of my knowledge, information and belief, and that I make this verification subject to the penalties of 18. Pa. C.S. §4904, pertaining to false statements to authorities.

Date: February 25, 2002

\_\_\_\_\_  
Michael Selzle

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).

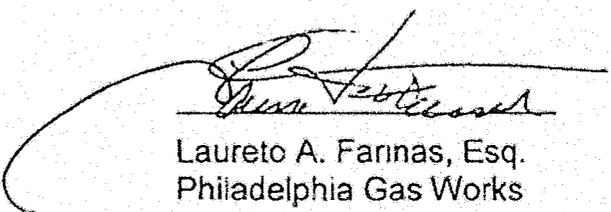
Service List:

For Complainant:

Henry Lipski  
4528 Aubrey Avenue  
Philadelphia, PA 19111

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

February 25, 2002



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

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FEB 25 2002

PUBLIC UTILITY COMMISSION  
SECRETARY'S BUREAU



COMMONWEALTH OF PENNSYLVANIA  
PENNSYLVANIA PUBLIC UTILITY COMMISSION

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

IN REPLY PLEASE  
REFER TO OUR FILE

April 3, 2002

In Re: F-01002223

(See attached list)

Henry Lipski 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, June 25, 2002

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 Herbert Smolen  
1302 Philadelphia State Office Building  
1400 West Spring Garden Street  
Philadelphia, PA 19130  
Telephone: (215) 560-2105  
Fax: (215) 560 3133

DOCUMENT  
FOLDER

DOCKETED

APR 05 2002

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.

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

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

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

pc: Judge Smolen  
Judy Weaver, Scheduling Officer  
Beth Plantz  
Docket Section  
Calendar File

**OALJ Hearing Report**

Please Check Those Blocks Which Apply

Docket No.:	F 01002223		YES	NO
Case Name:	Henry Lipski 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 checked="" type="checkbox"/>	<input type="checkbox"/>
		Hearing Concuded:	<input checked="" type="checkbox"/>	<input type="checkbox"/>
Location:	Philadelphia, PA	Further Hearing Needed:	<input type="checkbox"/>	<input checked="" type="checkbox"/>
Date:	June 25, 2002	Estimated Add'l Days:		
ALJ:	Herbert Smolen	RECORD CLOSED:	<input checked="" type="checkbox"/>	<input type="checkbox"/>
Reporting Firm:	Commonwealth Reporting	DATE:	6-25-02	
		Briefs to be Filed:	<input type="checkbox"/>	<input checked="" type="checkbox"/>
		DATE:		
		Bench Decision:	<input type="checkbox"/>	<input type="checkbox"/>
		REMARKS:		

**DOCUMENT  
FOLDER**

RECEIVED  
 2002 JUL 22 AM 9:48  
 SECRETARY'S BUREAU

**DOCKETED**  
JUL 22 2002

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

Name and Telephone Number	Address	Who are you representing?
Henry Lipski	4528 Aubrey Ave <small>City: Phila State: PA Zip: 19114</small>	myself
Telephone:	E-mail Address:	Fax Number:
Laurito Farinas	800 W. Montgomery Ave. <small>City: Phila State: PA Zip: 19122</small>	PAW
Telephone: 215-684-6982	E-mail Address: Laurito Farinas@psw.com	Fax Number: 215-684-6792
	<small>City State Zip</small>	
Telephone:	E-mail Address:	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.*