

CAPTION SHEET

CASE MANAGEMENT SYSTEM

1. REPORT DATE: 06/06/00 :  
 2. BUREAU: ALJ :  
 3. SECTION(S): :  
 5. APPROVED BY: : 4. PUBLIC MEETING DATE:  
 DIRECTOR: : 06/00/00  
 SUPERVISOR: :  
 6. PERSON IN CHARGE: : 7. DATE FILED: 02/25/04  
 8. DOCKET NO: F-01476934 : 9. EFFECTIVE DATE: 06/00/00

PARTY/COMPLAINANT: SHARP, JEFFREY R.

RESPONDENT/APPLICANT: PHILADELPHIA GAS WORKS (COMP. APPELLANT

COMP/APP COUNTY: PHILADELPHIA

UTILITY CODE: 125042

ALLEGATION OR SUBJECT

PHILADELPHIA GAS WORKS WISHES TO APPEAL THE BCS DECISION RENDERED 12/22/03 IN THE ABOVE REFERENCED CASE. PGW STATES SERVICE WAS SHUT OFF ON 8/26/03. BCS ORDERED CUSTOMER TO PAY ONLY \$200 TO RESTORE SERVICE AND PAYMENT OF THE BUDGET PLAN PLUS \$15 TOWARDS ARREARS. THE DECISION FAILED TO MAKE ANY FINDING OF A CHANGE IN CUSTOMERS INCOME. BECAUSE OF POOR PAYMENT HABITS WITH TWO BROKEN PAYMENT AGREEMENTS, AND THE SIZE OF THE OUTSTANDING BALANCE, PGW REQUESTS THAT THE COMMISSION REQUIRE THE CUSTOMER TO PAY THE BALANCE IN FULL.

**DOCKETED**  
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BEFORE THE  
PENNSYLVANIA PUBLIC UTILITY COMMISSION

PA PUBLIC UTILITY COMMISSION  
SECRETARY'S BUREAU

Philadelphia Gas Works

v.

Jeffrey R. Sharp

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Docket No. F-01476934

**Philadelphia Gas Works' Appeal of the  
Decision of the Bureau of Consumer Services  
Dated, December 22, 2003 of BCS No. 1476934**

Pursuant to 52 Pa. Code §5.61, the Philadelphia Gas Works ("PGW") hereby files this appeal of the decision of the Bureau of Consumer Services ("BCS") the Complaint filed in the above captioned matter. PGW hereby avers the following:

1. Philadelphia Gas Works, located at 800 W. Montgomery Avenue, Philadelphia, Pennsylvania 19122, Legal Department, Laureto Farinas, Senior Attorney, 215-682-6982
2. Jeffrey R. Sharp (the "Customer") of 2335 Duncan Street, Philadelphia, Pennsylvania 19124 ("Service Address"), PGW Account Number 129161912
3. Mr Sharp has been a PGW customer at the Service Address since March 5, 1994. The current balance for gas usage at the Service Address is \$10,392.37. The Customer filed an informal complaint with the Bureau of Consumer Services ("BCS") under Complaint #849522. On July 28, 2001, the BCS directed the Customer to pay the PGW Budget Plan plus \$75 or \$226 per month beginning with the September 2001 PGW bill due date. The Customer paid nothing. On March 18, 2002, the Customer filed an informal complaint with the BCS under Complaint #1101483 alleging a misapplication of payment on his account from a settlement company. On April 30, 2002, the BCS issued a decision, which is attached hereto as Exhibit "A", stating that the Customer's dispute on the misapplication of payment issues was with the settlement-company and not PGW. That decision instructed the Customer to pay \$800 by May 10, 2003, then the current bills plus \$100 beginning with the bill due May 19, 2003. The Customer paid the \$800 and made a partial payment of \$208 for the bill due in

May 19, 2003 as shown on the Customer's statement of account, bills and payments which is attached hereto as Exhibit "B".

Gas Service at the Service Address was shut off for non-payment on August 26, 2003. This prompted the Customer to file an informal complaint with the BCS on September 2, 2003 under Complaint #1476934.

PGW submitted a utility report that requesting, pursuant to 52 Pa. Code §56.191(2) that the BCS require the Customer be required to pay the balance in full.

According to all known income information, the Customer is a "Level 3" Customer under the BCS guidelines on payment arrangements. This is a monthly income of \$2740 for two adults and two children.

On 12/22/03, the BCS issued a decision that required the Customer to pay only \$200 to restore service and created a payment arrangement consisting of the payment of the Budget Plan plus \$15 toward arrears.


That Decision failed make any finding of a change in the Customers income circumstances in the warranting a reclassification as a "Level 1" Customer.

4. Because of the Customer's poor payment habits with two broken payment agreements, and the size of the of the outstanding balance, PGW requests that pursuant to 52 Pa. Code §56.191(2) that this Commission require the Customer be required to pay the balance in full.

**Wherefore**, PGW respectfully requests that this Commission find in favor of the Philadelphia Gas Works in this matter.

Respectfully submitted,

February 3, 2004



Laureto A. Farinas, Esq.  
Philadelphia Gas Works  
800 W. Montgomery Avenue  
Philadelphia, PA 19122  
215-684-6982

# EXHIBIT A



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

April 30, 2003

BCS No: 1101483

JEFFREY R SHARP  
2335 DUNCAN STREET  
PHILADELPHIA PA 19124

The Bureau of Consumer Services (BCS) has completed its investigation into your complaint. Attached is the Bureau decision resulting from that investigation. Unless you appeal this decision, you are obligated to keep the terms of the decision.

Anyone involved with this complaint may appeal this decision. If you want to appeal you must request a formal hearing. You can do this by filling in the Request for Appeal form on the last page of this letter. You must return this form to the Public Utility Commission by the appeal dates shown on the Request for Appeal form. If you return this form after the appeal date, your appeal may be dismissed by the Commission unless you can demonstrate a good cause for filing late.

**You do not need a lawyer to file this appeal.**

Please remember that you must pay your current bills for utility service even if you file an appeal.

Very truly yours,

Matthew Hrivnak  
Utility Complaint Investigator

PHILADELPHIA GAS WORKS  
800 W MONTGOMERY AVENUE  
PHILADELPHIA PA 19122

BEFORE THE PENNSYLVANIA PUBLIC UTILITY COMMISSION

JEFFREY R SHARP  
2335 DUNCAN STREET  
PHILADELPHIA PA 19124

Date: APRIL 30, 2003

BCS No: 1101483

V.

Acct. No. 129161912

PHILADELPHIA GAS WORKS  
800 W MONTGOMERY AVENUE  
PHILADELPHIA PA 19122

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**DECISION ON INFORMAL COMPLAINT BY THE BUREAU OF  
CONSUMER SERVICES:**

The above-captioned informal complaint was received by the Bureau of Consumer Services on March 18, 2002 from Jeffrey Sharp. The customer stated that the settlement company was required to take a payment of \$4,186.47 out of the seller's money to pay for the gas bill. The payment was not applied and now the customer is being billed for this bill.

**Investigation by Staff of the Bureau of Consumer Services revealed:**

1. That a prior PUC decision was issued on this account on July 28, 2001.
2. That according to PGW records, there has been no payments made on this account since at least April of 2001.
3. That according to PGW records, the sale date of the property is unknown. However, the dispute is with the settlement company and must be resolved with that company.
4. That according to PGW records, the customer now has a total outstanding balance owing in the amount of \$10,650.95.

**Based on these findings, the Bureau of Consumer Services concludes:**

That the customer's bills are correct as rendered. The customer's dispute is with the settlement company and must be resolved with that company.

**THEREFORE, IT IS DECIDED:**

1. That the customer is responsible for the total outstanding balance owing in the amount of \$10,650.95.
2. That the customer must pay \$800 within 10 days of the date of this decision, then pay current bills plus \$100 per month toward the outstanding balance beginning with the bill due around May 19, 2003.
3. That PGW must remove all late payment charges that accumulated on this account during the disputed period.
4. That if the customer fails to make payments as established above, the Company may begin termination proceedings, in accordance with the applicable regulations.

**Copies of this decision will be issued to all participants in the complaint. Any questions concerning the terms of this decision or concerning the Public Utility Commission's appeal procedures may be directed to the Bureau of Consumer Services at 1-800-782-1110.**

Matthew Hrivnak  
Utility Complaint Investigator  
Bureau of Consumer Services  
PA Public Utility Commission

# EXHIBIT B

# HISTORY REQUEST REPORT FOR ACCOUNT # 129161912 AND SA # 2600220572 AS OF 02/03/2004

Account # 129161912      SA # 2600220572      Bill Cycle 17      Rate Class GS      Phone # 7443893(215)  
 Name: SHARP, JEFFERY R      Address: 2335 DUNCAN ST/PHILA, PA  
 Pay Agreement Indicator Y      Easyway Indicator B      CRP Status  
 Blocker Start Date: 20030902      Blocker End Date: 20040122      Meter # 1738420

Train Date	Train Type	Current Amt.	Total Amt.	Adjust Amt.	Segment Start Date	Segment End Date	Read Code	End Read	Current Balance	Usage	Meter #
08/20/2001	XFER	\$5,685.70	\$5,685.70	\$5,685.70							
04/20/2001	BILL	\$196.65	\$196.65	\$0.00	03/23/2001	04/24/2001	R	1186	\$5,882.35	139	1738420
05/23/2001	BILL	\$78.21	\$78.21	\$0.00	04/24/2001	05/23/2001	R	1238	\$6,048.79	50	1738420
05/25/2001	LPC	\$88.23	\$88.23	\$88.23							
08/25/2001	BILL	\$72.88	\$72.88	\$0.00	05/23/2001	08/25/2001	R	1284	\$6,211.07	46	1738420
08/27/2001	LPC	\$89.40	\$89.40	\$89.40							
07/25/2001	BILL	\$39.61	\$39.61	\$0.00	08/25/2001	07/25/2001	R	1305	\$6,341.18	21	1738420
07/27/2001	LPC	\$90.50	\$90.50	\$90.50							
08/22/2001	PAY	(\$228.00)	(\$228.00)	\$0.00							
08/23/2001	BILL	\$50.26	\$50.26	\$0.00	07/25/2001	08/23/2001	R	1334	\$6,165.44	29	1738420
09/24/2001	BILL	\$54.46	\$54.46	\$0.00	08/23/2001	09/24/2001	R	1371	\$6,219.90	37	1738420
10/24/2001	BILL	\$73.08	\$73.08	\$0.00	09/24/2001	10/24/2001	R	1428	\$6,292.98	55	1738420
11/23/2001	BILL	\$140.65	\$140.65	\$0.00	10/24/2001	11/23/2001	R	1540	\$6,433.63	114	1738420
12/21/2001	BILL	\$128.91	\$128.91	\$0.00	11/23/2001	12/21/2001	R	1651	\$6,560.54	111	1738420
01/24/2002	BILL	\$291.18	\$291.18	\$0.00	12/21/2001	01/24/2002	R	1929	\$6,851.72	278	1738420
02/22/2002	BILL	\$218.87	\$218.87	\$0.00	01/24/2002	02/22/2002	R	2133	\$7,170.73	204	1738420
02/26/2002	LPC	\$102.14	\$102.14	\$102.14							
02/22/2002	BILL	\$161.83	\$161.83	\$0.00	02/22/2002	03/22/2002	R	2301	\$7,437.95	188	1738420
03/28/2002	LPC	\$105.39	\$105.39	\$105.39							
04/23/2002	BILL	\$122.85	\$122.85	\$0.00	03/22/2002	04/23/2002	R	2426	\$7,668.72	125	1738420
04/25/2002	LPC	\$107.82	\$107.82	\$107.82							
05/22/2002	BILL	\$79.08	\$79.08	\$0.00	04/23/2002	05/22/2002	R	2498	\$7,857.44	72	1738420
05/24/2002	LPC	\$109.68	\$109.68	\$109.68							
06/24/2002	BILL	\$59.41	\$59.41	\$0.00	05/22/2002	06/24/2002	R	2646	\$8,027.70	48	1738420
06/28/2002	LPC	\$110.85	\$110.85	\$110.85							
07/23/2002	BILL	\$41.25	\$41.25	\$0.00	06/24/2002	07/23/2002	R	2675	\$8,180.69	29	1738420
07/25/2002	LPC	\$111.74	\$111.74	\$111.74							
08/21/2002	BILL	\$41.25	\$41.25	\$0.00	07/23/2002	08/21/2002	R	2804	\$8,334.30	29	1738420

Account # 129161912

SA # 2600220572

Bill Cycle 17

Rate Class: GS

Phone # 7443893(215)

Name: SHARP, JEFFERY R

Address: 2336 DUNCAN ST/PHILA, PA

Pay Agreement Indicator: Y

Easyway Indicator: B

CRP Status

Blocker Start Date 20030902

Blocker End Date 20040122

Meter # 1738420

Tran Date	Tran Type	Current Amt	Total Amt	Adjust Amt	Segment Start Date	Segment End Date	Read Code	End Read	Current Balance	Usage	Meter #
08/23/2002	LPC	\$112.36	\$112.36	\$112.36							
09/20/2002	BILL	\$51.43	\$51.43	\$0.00	08/21/2002	09/20/2002	R	2642	\$8,498.71	38	1738420
09/24/2002	LPC	\$112.98	\$112.98	\$112.98							
10/22/2002	BILL	\$81.41	\$81.41	\$0.00	09/20/2002	10/22/2002	R	2708	\$8,693.87	88	1738420
10/24/2002	LPC	\$113.75	\$113.75	\$113.75							
11/20/2002	BILL	\$167.65	\$167.65	\$0.00	10/22/2002	11/21/2002	R	2856	\$8,878.49	148	1738420
12/23/2002	LPC	\$114.97	\$114.97	\$114.97							
12/28/2002	BILL	\$270.97	\$270.97	\$0.00	11/21/2002	12/23/2002	R	3101	\$9,384.95	245	1738420
01/24/2003	LPC	\$117.49	\$117.49	\$117.49							
01/28/2003	BILL	\$337.32	\$337.32	\$0.00	12/23/2002	01/24/2003	R	3398	\$9,823.82	297	1738420
01/28/2003	LPC	\$121.55	\$121.55	\$121.55							
02/24/2003	BILL	\$328.12	\$328.12	\$0.00	01/24/2003	02/24/2003	R	3697	\$10,278.55	299	1738420
02/26/2003	LPC	\$128.61	\$128.61	\$128.61							
03/25/2003	BILL	\$239.85	\$239.85	\$0.00	02/24/2003	03/25/2003	R	3693	\$10,650.95	198	1738420
03/27/2003	LPC	\$131.55	\$131.55	\$131.55							
04/24/2003	BILL	\$178.31	\$178.31	\$0.00	03/25/2003	04/24/2003	R	4032	\$10,984.40	139	1738420
04/28/2003	LPC	\$135.14	\$135.14	\$135.14							
05/13/2003	PAY	(\$800.00)	(\$800.00)	\$0.00							
05/23/2003	BILL	\$107.37	\$107.37	\$0.00	04/24/2003	05/23/2003	R	4109	\$10,271.77	77	1738420
05/23/2003	BILL	\$74.71	\$74.71	\$0.00	05/23/2003	06/23/2003	R	4157	\$10,348.48	48	1738420
06/30/2003	PAY	(\$208.00)	(\$208.00)	\$0.00							
07/23/2003	BILL	\$55.72	\$55.72	\$0.00	06/23/2003	07/23/2003	R	4190	\$10,334.75	33	1738420
07/25/2003	LPC	\$140.55	\$140.55	\$140.55							
08/21/2003	BILL	\$53.06	\$53.06	\$0.00	07/23/2003	08/21/2003	R	4221	\$10,529.20	31	1738420
08/23/2003	LPC	\$141.39	\$141.39	\$141.39							
08/28/2003	BILL	\$7.95	\$7.95	\$0.00	08/21/2003	08/28/2003	R	4227	\$7.95	8	1738420
08/28/2003	COLFEE	\$10.00	\$10.00	\$10.00							
09/04/2003	XFER	(\$10,539.20)	(\$10,539.20)	(\$10,539.20)							
09/23/2003	BILL	\$20.01	\$20.01	\$0.00	08/21/2003	09/23/2003	R	4227	\$20.01	6	1738420
09/27/2003	CANB	(\$20.01)	(\$20.01)	\$0.00							
09/27/2003	AUTO CN	\$0.00	\$0.00	(\$20.01)							
10/28/2003	LPC	\$0.11	\$0.11	\$0.11							
11/27/2003	LPC	\$0.11	\$0.11	\$0.11							

Account # 129161912 SA # 2600220572 Bill Cycle 17 Rate Class: GS Phone # 7443893(215)

Name: SHARP, JEFFERY R Address: 2336 DUNCAN ST/PHILA,PA

Pay Agreement Indicator: Y Easyway Indicator: B CRP Status:

Blocker Start Date: 20030802 Blocker End Date: 20040122 Meter #: 1738420

Tran Date	Tran Type	Current Amt.	Total Amt.	Adjust Amt.	Segment Start Date	Segment End Date	Read Code	End Read	Current Balance	Usage	Meter #
12/30/2003	8PTDCG	\$45.00	\$45.00	\$45.00							
12/30/2003	PAY	(\$200.00)	(\$200.00)	\$0.00							
01/05/2004	XFER	\$10,539.20	\$10,539.20	\$10,539.20							
01/22/2004	XFER	(\$10,392.37)	(\$10,392.37)	(\$10,392.37)							

**HISTORY REQUEST REPORT FOR ACCOUNT # 129161912 AND SA # 5002309143 AS OF  
02/03/2004**

Account # 129161912	SA # 5002309143	Bill Cycle 17	Rate Class GS	Phone # 7443893(215)
Name: SHARP, JEFFERY R	Address: 2336 DUNCAN ST/PHILA, PA			
Pay Agreement Indicator Y	Easyway Indicator B	CRP Status		
Blocker Start Date 20030902	Blocker End Date 20040122	Meter # 1738420		

Tran Date	Tran Type	Current Amt.	Total Amt.	Adjust Amt.	Segment Start Date	Segment End Date	Read Code	End Read	Current Balance	Usage	Meter #
2/2/2004	XFER	\$10,392.37	\$10,392.37	\$10,392.37	01/06/2004	01/25/2004	R	4445	\$10,870.96	219	1738420
5/2004	BILL	\$278.59	\$278.59	\$0.00							

PAYMENTS FROM 01/01/1996 TO 02/01/2004

Account #: 129161912

Customer Name: SHARP, JEFFERY R

Customer Address: 2335 DUNCAN ST/PHILA,PA

Bill Cycle: 17

**PAYMENTS**

Service Agreement ID	Pay Amount	Pay Date	Pay Status	Late Pay Charge	Utility Type	Grant Type	Pay Source Code
2600220572	\$200.00	12/30/2003	F	\$0.22	G		PPC
2600220572	\$208.00	06/30/2003	F	\$208.00	G		REM
2600220572	\$800.00	05/13/2003	F	\$800.00	G		PPC
2600220572	\$226.00	08/22/2001	F	\$226.00	G		PPC

# BILLS FROM 01/01/1996 TO 02/03/2004

Account #: 129161912      Customer Name: SHARP, JEFFERY R  
 Customer Address: 2335 DUNCAN ST/PHILA, PA      Bill Cycle: 17

## BILLS

Service Agreement ID	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
2600220572	1738420	08/21/2003	08/28/2003	10/21/2003	4221	4227	6	Regular	\$7.95	No	Yes	\$0.00	0	\$0.00	5
2600220572	1738420	08/21/2003	08/29/2003	10/20/2003	4221	4227	6	Regular	\$30.01	Yes	No	\$0.00	0	\$0.00	33
2600220572	1738420	07/23/2003	08/21/2003	09/17/2003	4180	4221	31	Regular	\$53.06	No	No	\$0.00	0	\$0.00	29
2600220572	1738420	08/23/2003	07/23/2003	08/19/2003	4157	4180	33	Regular	\$55.72	No	No	\$0.00	0	\$0.00	30
2600220572	1738420	05/23/2003	08/23/2003	07/21/2003	4109	4157	48	Regular	\$74.71	No	No	\$0.00	0	\$0.00	31
2600220572	1738420	04/24/2003	05/23/2003	06/20/2003	4032	4109	77	Regular	\$107.37	No	No	\$0.00	0	\$0.00	29
2600220572	1738420	03/25/2003	04/24/2003	05/20/2003	3893	4032	139	Regular	\$178.31	No	No	\$0.00	0	\$0.00	30
2600220572	1738420	02/24/2003	03/25/2003	04/22/2003	3697	3893	196	Regular	\$239.85	No	No	\$0.00	0	\$0.00	29
2600220572	1738420	01/24/2003	02/24/2003	03/21/2003	3398	3697	299	Regular	\$329.12	No	No	\$0.00	0	\$0.00	31
2600220572	1738420	12/23/2002	01/24/2003	02/21/2003	3101	3398	297	Regular	\$337.32	No	No	\$0.00	0	\$0.00	32
2600220572	1738420	11/21/2002	12/23/2002	01/23/2003	2858	3101	245	Regular	\$270.97	No	No	\$0.00	0	\$0.00	32
2600220572	1738420	10/22/2002	11/21/2002	12/18/2002	2708	2858	148	Regular	\$187.65	No	No	\$0.00	0	\$0.00	30
2600220572	1738420	09/20/2002	10/22/2002	11/19/2002	2642	2708	66	Regular	\$81.41	No	No	\$0.00	0	\$0.00	32
2600220572	1738420	08/21/2002	09/20/2002	10/17/2002	2604	2642	38	Regular	\$51.43	No	No	\$0.00	0	\$0.00	30
2600220572	1738420	07/23/2002	08/21/2002	09/18/2002	2575	2604	29	Regular	\$41.25	No	No	\$0.00	0	\$0.00	29
2600220572	1738420	06/24/2002	07/23/2002	08/19/2002	2548	2575	28	Regular	\$41.25	No	No	\$0.00	0	\$0.00	29
2600220572	1738420	05/22/2002	06/24/2002	07/22/2002	2498	2548	48	Regular	\$59.41	No	No	\$0.00	0	\$0.00	33
2600220572	1738420	04/23/2002	05/22/2002	06/19/2002	2428	2498	72	Regular	\$79.06	No	No	\$0.00	0	\$0.00	29
2600220572	1738420	03/22/2002	04/23/2002	05/20/2002	2301	2428	125	Regular	\$122.95	No	No	\$0.00	0	\$0.00	32
2600220572	1738420	02/22/2002	03/22/2002	04/19/2002	2133	2301	168	Regular	\$181.83	No	No	\$0.00	0	\$0.00	28
2600220572	1738420	01/24/2002	02/22/2002	03/21/2002	1829	2133	204	Regular	\$216.87	No	No	\$0.00	0	\$0.00	29
2600220572	1738420	12/21/2001	01/24/2002	02/20/2002	1651	1829	278	Regular	\$291.19	No	No	\$0.00	0	\$0.00	34
2600220572	1738420	11/23/2001	12/21/2001	01/23/2002	1540	1651	111	Regular	\$128.91	No	No	\$0.00	0	\$0.00	28
2600220572	1738420	10/24/2001	11/23/2001	12/20/2001	1428	1540	114	Regular	\$140.65	No	No	\$0.00	0	\$0.00	30
2600220572	1738420	09/24/2001	10/24/2001	11/21/2001	1371	1428	55	Regular	\$73.08	No	No	\$0.00	0	\$0.00	30
2600220572	1738420	08/23/2001	09/24/2001	10/22/2001	1334	1371	37	Regular	\$54.46	No	No	\$0.00	0	\$0.00	32
2600220572	1738420	07/25/2001	08/23/2001	09/19/2001	1305	1334	29	Regular	\$50.26	No	No	\$0.00	0	\$0.00	29
2600220572	1738420	06/25/2001	07/25/2001	08/21/2001	1284	1305	21	Regular	\$39.81	No	No	\$0.00	0	\$0.00	30
2600220572	1738420	05/23/2001	06/25/2001	07/23/2001	1238	1284	48	Regular	\$72.88	No	No	\$0.00	0	\$0.00	33
2600220572	1738420	04/24/2001	05/23/2001	06/21/2001	1188	1238	50	Regular	\$78.21	No	No	\$0.00	0	\$0.00	29

**BILLS FROM 01/01/1996 TO 02/03/2004**

Account #: 129161912 Customer Name: SHARP, JEFFERY R

Customer Address: 2335 DUNCAN ST/PHILA, PA Bill Cycle: 17

**BILLS**

Service Agreement ID	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 Curt Amt	Days
2800220572	1738420	03/23/2001	04/24/2001	05/21/2001	1049	1188	139	Regular	\$196.65	No	No	\$0.00	0	\$0.00	32

# EXHIBIT C

INDIVIDUAL COMPLAINT DECISION  
BUREAU OF CONSUMER SERVICES, RESIDENTIAL TERMINATION UNIT  
THE PENNSYLVANIA PUBLIC UTILITY COMMISSION

JEFFREY R SHARP  
2335 DUNCAN STREET  
PHILADELPHIA PA 19124

Date: 12/22/2003

V.

S.T. No: 1476934

PHILADELPHIA GAS WORKS

Acct. No: 129161912

You contacted the Public Utility Commission asking for help in preventing the termination of your utility service. The Residential Termination Unit looked into your records with the company and decided that:

- The company followed the proper procedures before terminating your service.
- Your total account balance is \$10,547.37. This balance does not include any payments or bills sent out on or after 12/12/2003.

The company must restore your service for one of the following:

1) You pay the company \$200.00 toward your account balance,

OR

2) The company is notified of your eligibility for a CRISIS grant.

Once your service is restored, you must pay your regular budget amount, which is based on your usage, plus \$15.00 that will be paid toward the account balance. Payments are to begin with your next bill.

- You must make all payments by the due date of each month's bill and continue making the payments until you pay the account in full.
- The company will not charge late payment fees to your account as long as you pay according to this decision. However, the company may apply late payment fees if you do not pay on time or if you do not keep this agreement.
- The Company has special programs that may help you to pay your bill. If you do qualify for these programs, the Company may lower your monthly bill. If the Company enrolls you in a special program, they will tell you the new amount you need to pay each month. You should pay that amount instead of the amount in this decision.

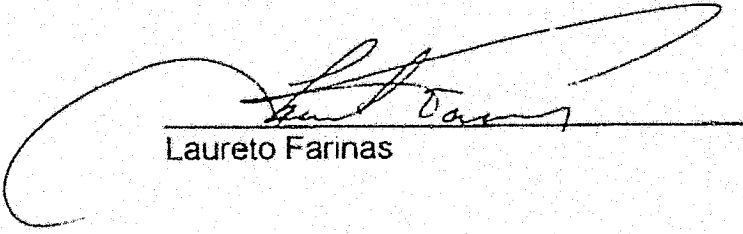
Lack of utility service in the winter is a health and safety risk. To decrease this risk, your company will restore your service after you pay the amount indicated in this decision.

GLORIA COOK  
Investigator  
Bureau of Consumer Services  
PA Public Utility Commission

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 February 3, 2004



Laureto Farinas

CERTIFICATE OF SERVICE

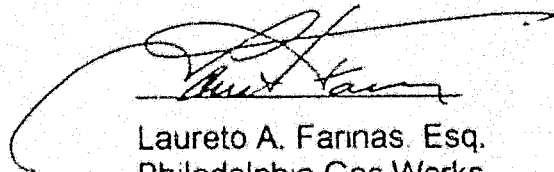
I HEREBY CERTIFY THAT I HAVE THIS DAY SERVED A TRUE COPY OF THE FOREGOING DOCUMENT UPON THE PARTICIPANTS LISTED BELOW, IN ACCORDANCE WITH THE REQUIREMENTS OF §1 54 (RELATING TO SERVICE BY A PARTICIPANT).

Service List:

For Complainant:

Jeffrey R. Sharp  
2335 Duncana Street  
Philadelphia, PA 19124

February 3, 2004



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

Philadelphia Gas Works



800 West Montgomery Avenue, Philadelphia, PA 19122  
Laureto A. Farinas, Senior Attorney  
Legal Department  
Direct Dial: 215-684-6982  
FAX: 215-684-6798  
E-mail: laureto.farinas@pgworks.com

January 12, 2004

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

RECEIVED

JAN 12 2004

PENNSYLVANIA PUBLIC UTILITY COMMISSION  
HARRISBURG, PA

Re: Appeal of BCS Decision of December 22, 2003 in Jeffrey Sharp BCS# 1476934

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 Notification of Intent to Appeal the Decision of the Bureau of Consumer Services in the above referenced matter.

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

Sincerely,

Enclosures

cc. Ann Strishock  
Jack Irizarry

**NOTIFICATION OF INTENT TO APPEAL**  
(Request For Formal Complaint Forms)  
(Re Jeffrey Sharp, BCS # 1476934)

JAN 12 2004  
PENN. PUBLIC UTILITY COMMISSION

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. December 22, 2003. 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 may pursue the termination of your service.

Thank You.  
Pennsylvania Public Utility Commission

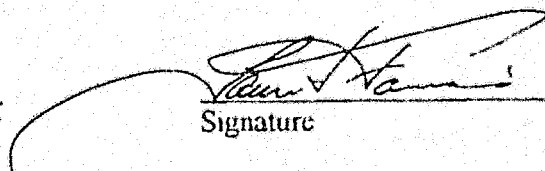
**Yes, I want to appeal the decision of the Bureau of Consumer Services. Please send formal complaint forms to me at the following address:**

Name and address  
(Please correct any mistakes)

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

215-684-6982

(Area Code) Telephone Number



Signature

12/20/01

Mail this completed form to:

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

<b>FOR OFFICE USE ONLY</b>	
BCS Number: BCS # 1476934	Date of mailing: January 12, 2004
Company: PGW	
800 W Montgomery Avenue	
Philadelphia, PA 19122	

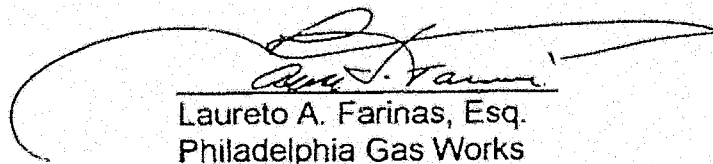
CERTIFICATE OF SERVICE

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)

For Complainant.

Jeffrey Sharp  
2334 Duncan Street  
Philadelphia, PA 19124-4137

January 12, 2004



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



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

2-3-04

IN REPLY PLEASE  
REFER TO OUR FILE

January 14, 2004

BCS1476934

LAURETO FARINAS ESQUIRE  
PHILADELPHIA GAS WORKS  
800 W MONTGOMERY AVENUE  
PHILADELPHIA PA 19122

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 February 3, 2004, 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

ddi

CC: Jeffrey Sharp

**Philadelphia Gas Works**

800 W Montgomery Avenue, Philadelphia, PA 19122  
Telephone: (215) 236-0500

Laureto Farinas  
Senior Attorney  
Direct Dial: 215-684-6987  
E-mail: laureto.farinas@pgworks.com

February 3, 2004

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

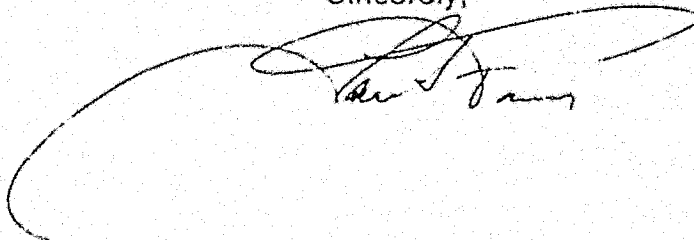
RE: Philadelphia Gas Works' Appeal of the Decision of the Bureau of Consumer Services Dated, December 22, 2003 of BCS No. 1476934

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 Appeal of the Decision of the BCS.

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

Sincerely,



Enclosures

cc. Jeffery Sharpe  
Jack Irizarry



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

IN REPLY PLEASE  
REFER TO OUR FILE

FEBRUARY 17, 2004

BCS 1476934

LAURETO FARINAS, ESQUIRE  
PHILADELPHIA GAS WORKS  
800 WEST MONTGOMERY AVENUE  
PHILADELPHIA PA 19122

Dear Sir/Madam:

This letter is to inform you that because you did not file a formal complaint with the Commission in the time period given to you, the Decision of the Bureau of Consumer Services has become final. This means you must continue to make payments to the utility company as stated in the Bureau of Consumer Services' decision. This also means that the company now has the right to terminate your utility service in accordance with the Commission's rules and regulations.

Even though the company may now terminate your service, you still have the right to file a formal complaint with the Commission.

Sincerely,

James J. McNulty  
Secretary

jih

cc. JEFFREY SHARP

Philadelphia Gas Works



ORIGINAL

800 West Montgomery Avenue, Philadelphia, PA 19122

Laureto A. Farinas, Senior Attorney

Legal Department

Direct Dial: 215-684-6982

FAX: 215-684-6798

E-mail laureto.farinas@pgworks.com

February 25, 2004

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

RECEIVED

FEB 25 2004

PA PUBLIC UTILITY COMMISSION  
SECRETARY'S BUREAU

Re: Jeffrey Sharp BCS 1476934

Dear Secretary McNulty:

On February 3, 2004, pursuant to the instruction of your office, the Philadelphia Gas Works (PGW) filed an appeal to the above referenced decision of the Bureau of Consumer Services decision. Please see the attached filing and correspondence of your office dated January 14, 2004 setting the due date for the filing of an appeal.

On or about February 5, 2004 I received a date stamped partial copy of my filing with a "post-it" note stating "Formal Complaint attached for this case. Also included was copy of blank Formal Complaint forms.

On or about February 20, 2004, I received the form correspondence from your office dated February 17, 2004, stating that I did not timely file the above referenced appeal. I believe that the February 5, 2004 "post-it" was rejecting by filing because it did not appear on the Formal Complaint forms.

I request that my filing be accepted as is and deemed filed timely.

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

Sincerely,

cc: Jeffrey Sharp

104

BEFORE THE PENNSYLVANIA PUBLIC UTILITY COMMISSION

DATE SERVED: March 10, 2004

JEFFREY SHARP  
Complainant

VS.

PHILADELPHIA GAS WORKS  
COMPLAINT APPELLANT  
Respondent

Complaint Docket  
No: F-01476934

DOCUMENT  
FOLDER

**DOCKETED**  
MAR 10 2004

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FORMAL COMPLAINT NOTICE TO RESPONDENT TO ANSWER OR SATISFY

---

TO: JEFFREY SHARP

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)

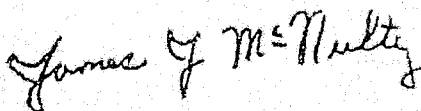
2. If you fail to either satisfy this complaint or to file answer or other responsive pleading within twenty (20) days, you will be deemed to have admitted all the allegations in this complaint in accordance with Section 5.61 of the Commission's Rules of Administrative Practice and Procedure, 52 Pa. 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

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

DATE SERVED: March 10, 2004

F-01476934

JEFFREY SHARP  
2335 DUNCAN STREET  
PHILADELPHIA PA 19124

DOCUMENT  
FOLDER

Dear Sir/Madam:

A complaint has been filed against you before the Pennsylvania Public Utility Commission by PHILADELPHIA GAS WORKS. 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.

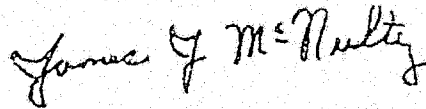
March 10, 2004

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".

James J. McNulty  
Secretary

KSB

PHILADELPHIA OFFICE  
2600 ORTHODOX STREET  
PHILADELPHIA, PA 19137  
TEL: 215-860-8696  
FAX: 215 860-0576

HN T. KALITA, JR. ESQUIRE

BUCKS COUNTY OFFICE  
7 CREST VIEW DRIVE  
HOLLAND, PA 18966  
TEL: 215-860-8696  
FAX: 215-860-0576

March 30, 2004

DOCUMENT  
FOLDER

ORIGINAL

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

E-01476934

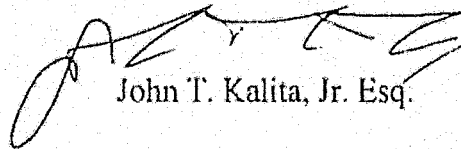
Re: Philadelphia Gas Works's Appeal of the decision of the Bureau of Consumer Services,  
Dated December 22, 2003 of BCS no. 1476934

Dear Secretary McNulty:

Enclosed please find the original and three copies of the Response of the Complainant/ Appellee  
to PGW's Appeal in the above captioned matter.

If any additional information is required, please contact me at my Bucks County number listed  
above. By a copy of this letter, and enclosures I am serving two copies of the response upon the  
Attorney for PGW.

Sincerely,



John T. Kalita, Jr. Esq.

Encls.

cc: Laureto A. Farinas, Esq

RECEIVED

2004 APR -1 AM 10:48

SECRETARY'S BUREAU

RJP

136

RECEIVED

2004 APR -1 AT 10: 48

ORIGINAL

Total Pages \_\_\_\_\_

SECRETARY'S BUREAU

John T. Kalita, Jr. Esquire  
Attorney Id. 17970  
7 Crest View Drive  
Holland, Pa 18966  
Tel. 215-860-8696

Attorney For Appellant

**BEFORE THE PENNSYLVANIA PUBLIC UTILITY COMMISSION**

JEFFERY SHARP :  
Complainant/ Appellee :

vs. :  
:

Complaint Docket  
No. F-01476934

**DOCKETED**  
APR 27 2004

PHILADELPHIA GAS WORKS :  
Complaint Appellant :

**ANSWER OF COMPLAINANT TO FORMAL COMPLAINT NOTICE  
TO RESPONDENT TO ANSWER OR SATISFY**

(Appeal Of Philadelphia Gas Works From The Decision Of The Bureau  
Of Consumer Services Dated December 22, 2003 And Filed To BCS No. 1476934)

- 1. Admitted
- 2. Admitted

**DOCUMENT  
FOLDER**

3. Denied as stated. It is admitted that the Complainant has been a customer of the Philadelphia Gas Works ("PGW") at the subject address for approximately ten years and that the balance due on account appears to be \$10,392.37. It is further admitted that the Bureau of Consumer Services ("BSC") issued a decision on April 30, 2002 where in it concluded that the Complainant assertion that funds for payment of the outstanding account with PGW had been misapplied by a settlement company at the time of purchase of the property at the subject address in September of 2002 was a matter between the Complainant and the settlement company, and not PGW. It is further admitted that the Complainant thereafter made some payments towards the said account and that following his failure to continue to pay off the account at the rate specified in the BSC decision of April 30, 2002 prompted a shut office notice and a further BSC complaint and decision the subject of this appeal by PGW was thereafter issued.

It is denied that the implication that the Complainant has not tried to make payment during the period in question. On the contrary, at the time of purchase of property in question, the Complainant had arranged for a complete or near complete payoff of the then balance due on account to PGW. As PGW has alleged that it has not receive payment of \$4, 186.47 as set forth in the settlement sheet attached hereto as Complainant's exhibit "A", it is clear that the funds provided for payment of this outstanding bill were not paid. The net effect of this apparent misapplication is

to put the Complainant further in arrears then his ability to pay can be maintained. ( The funds borrowed on account to purchase the property had built in to them the pay off of the PGW account. When the account was not then paid off, the complainant was then saddled with a mortgage at a higher amount then would ordinarily be necessary so as to pay off the PGW account and to pay off the mortgage. The net result is that the income to debt / ratio for the complainant's income fell well below his ability to pay the amount set by the BSC's decision of April 30, 2002). Thus it is denied that Mr. Sharpe should be viewed as a "Level 3 customer", but rather should be viewed as a "Level 1" customer.

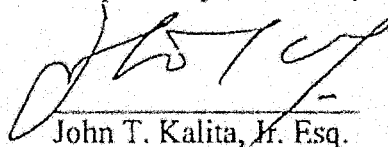
4. It is denied that Mr. Sharpes has demonstrated poor payment habits, and should be required to pay the PGW balance in full. On the contrary, the decision of BCS of December 22, 2003 is appropriate in light of the fact that the Complainant tried to pay off the debt in full, and was thwarted in that attempt by the apparent misapplication of funds set aside for payment at the settlement of the purchase of the property on September of 2002. This misapplication clearly increased Mr Sharpe's debt to the mortgage company, and decreased his ability to pay and should not be deemed to be his fault on result in his being characterized as having poor payment habits.

By way of further answer, Mr. Sharpe is ready , willing and able to assign any chose in action concerning the apparent misapplication of the settlement funds to PGW as evidence of his good faith and in lieu of payment of that sum to PGW towards his alleged arrearage.

WHEREFORE Complainant / Appellee respectfully request that the Commission uphold the decision of BCS of December 22, 2003, and find in favor of the Complainant / Appellee and against PGW

Respectfully submitted,

3/30/04 (date)



John T. Kalita, Jr. Esq.

Attorney ID 17970

Attorney for the Complainant/ Appellee

7 Crest View Drive

Holland, PA 18966

Tel : 215-860-8696

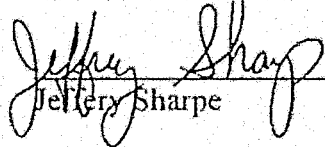
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Commonwealth of Pennsylvania:

SS

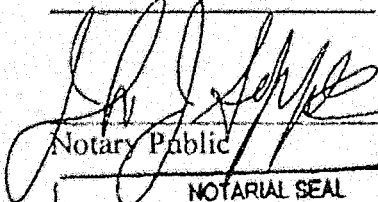
County of Philadelphia :

Before me the undersigned officer, personally appeared Jeffery Sharpe, the Complainant / Appellee in the above captioned matter, and being duly sworn deposes and says that the fact contained in the foregoing answer are true and correct to the best of his knowledge , information and belief.

  
Jeffery Sharpe

Sworn to and subscribed before me this

30 day of March, 2004

  
Notary Public (Seal)

NOTARIAL SEAL  
JOHN J. GAFFNEY, III, Notary Public  
City of Philadelphia, Phila. County  
My Commission expires August 17, 2008

John T. Kalita, Jr. Esquire  
Attorney Id. 17970  
7 Crest View Drive  
Holland, Pa 18966  
Tel: 215-860-8696

Attorney For Appellant

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**BEFORE THE PENNSYLVANIA PUBLIC UTILITY COMMISSION**

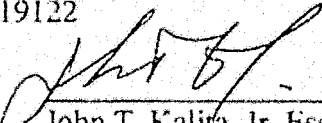
JEFFERY SHARP :  
Complainant/ Appellee :  
 :  
 :  
vs. : Complaint Docket  
 : No. F-01476934  
 :  
PHILADELPHIA GAS WORKS :  
Complaint Appellant :

**CERTIFICATE OF SERVICE**

I, John T. Kalita, Jr. Esquire, am the attorney for the appellant in the above captioned matter, and hereby certify that I have this day mailed a true and correct copy of the foregoing pleading to the following person Service by first class mail postage pre-paid to:

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

3/30/14 (date)

  
\_\_\_\_\_  
John T. Kalita, Jr. Esq.  
Attorney ID 17970  
Attorney for the Appellants

U.S. DEPARTMENT OF HOUSING & URBAN DEVELOPMENT  
SETTLEMENT STATEMENT

1. <input type="checkbox"/> FHA 2. <input type="checkbox"/> FmHA	3. <input checked="" type="checkbox"/> CONV. UNINS. 4. <input type="checkbox"/> VA 5. <input type="checkbox"/> CONV. IN
6. FILE NUMBER 1338	7. LOAN NUMBER 1338124572888
8. MORTGAGE INS CASE NUMBER	

NOTE: This form is furnished to give you a statement of actual settlement costs. Amounts paid by and for the settlement agent are shown in the totals. Items marked "POC" were paid outside the closing, they are shown here for informational purposes only and are not included in the totals.

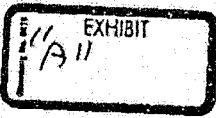
D. NAME AND ADDRESS OF BORROWER JEFFREY SHARP 2335 DUNCAN STREET PHILADELPHIA, PA 19124	E. NAME AND ADDRESS OF SELLER LAWRENCE E. LANDOLF and DONNA M. LANDOLF	F. NAME AND ADDRESS OF LENDER CENTEX HOME EQUITY CORP. 2828 N. HARWOOD CORP. 12TH FL DALLAS, TX 75201
G. PROPERTY LOCATION 2335 DUNCAN STREET PHILADELPHIA, PA 19124 PHILADELPHIA County, Pennsylvania	H. SETTLEMENT AGENT BROKERS SETTLEMENT SERVICES  PLACE OF SETTLEMENT 2335 DUNCAN STREET PHILADELPHIA, PA 19124	I. SETTLEMENT DATE September 27, 2000

J. SUMMARY OF BORROWER'S TRANSACTION		K. SUMMARY OF SELLER'S TRANSACTION	
100. GROSS AMOUNT DUE FROM BORROWER:		400. GROSS AMOUNT DUE TO SELLER:	
101. Contract Sales Price	45,000.00	401. Contract Sales Price	45,000.00
102. Personal Property		402. Personal Property	
103. Settlement Charges to Borrower (Line 1400)	5,070.87	403.	
104.		404.	
105.		405.	
106. City/Town Taxes 08/28/00 to 02/01/01	321.37	406. City/Town Taxes 08/28/00 to 02/01/01	321.37
107. County Taxes to		407. County Taxes to	
108. Assessments to		408. Assessments to	
109.		409.	
110.		410.	
111.		411.	
112.		412.	
120. GROSS AMOUNT DUE FROM BORROWER	50,392.04	420. GROSS AMOUNT DUE TO SELLER	45,321.37
200. AMOUNTS PAID BY OR IN BEHALF OF BORROWER:		500. REDUCTIONS IN AMOUNT DUE TO SELLER:	
201. Deposit of cash or money	1,000.00	501. Excess Deposit (see instructions)	
202. Principal Amount of New Loan(s)	38,435.48	502. Settlement Charges to Seller (Line 1400)	6,931.47
203. Existing loan(s) taken subject to		503. Existing loan(s) taken subject to	
204.		504. Payoff of first Mortgage	
205.		505. Payoff of second Mortgage	
206.		506. Deposit retained by seller	1,000.00
207.		507.	
208. SECOND MORTGAGE	6,750.00	508. SECOND MORTGAGE	6,750.00
209.		509.	
210. City/Town Taxes to		510. City/Town Taxes to	
211. County Taxes to		511. County Taxes to	
212. Assessments to		512. Assessments to	
213.		513.	
214.		514.	
215.		515.	
216.		516.	
217.		517.	
218.		518.	
219.		519.	
220. TOTAL PAID BY/FOR BORROWER	46,185.48	520. TOTAL REDUCT. AMT DUE SELLER	14,681.47
300. CASH AT SETTLEMENT FROM TO BORROWER:		600. CASH AT SETTLEMENT TO/FROM SELLER:	
301. Gross Amount Due From Borrower (Line 120)	50,392.04	601. Gross Amount Due To Seller (Line 420)	45,321.37
302. Less Amount Paid By/For Borrower (Line 220)	(46,185.48)	602. Less Reductions Due Seller (Line 520)	(14,681.47)
303. CASH (X FROM) ( TO ) BORROWER	4,206.56	603. CASH ( X TO ) ( FROM ) SELLER	30,639.90

The undersigned hereby acknowledge receipt of a complete copy of pages 1&2 of this statement & any attachments referred to herein.

Borrower *Jeffrey Sharp*  
JEFFREY SHARP

Seller *Lawrence E Landolf*  
LAWRENCE E. LANDOLF  
*Donna M Landolf*  
DONNA M. LANDOLF



POOR ORIGINAL

L. SETTLEMENT CHARGES

		PAID FROM BORROWER'S FUNDS AT SETTLEMENT	PAID FROM SELLER'S FUNDS AT SETTLEMENT
760	TOTAL COMMISSION Based on Price \$		
770 Division of Commission (Line 760) as Follows:			
771	Commission Paid at Settlement		
800 ITEMS PAID BY CONNECTION			
801	Loan Origination Fee		
802	Loan Processing Fee		
803	BROKER'S FEE - 4% SELLER A to CENTEX HOME EQUITY CORP	120.00	180.00
804	UNDERWRITING FEE to CENTEX HOME EQUITY CORP	298.00	
805	FLOOD CERT FEE to CENTEX HOME EQUITY CORP	17.00	
806	TAX CERT FEE to CENTEX HOME EQUITY CORP	55.00	
807	BROKER'S FEE - 3% SELLER ASST to AMERICAN MORTGAGE NETWORK		2,070.00
808	BROKER SERVICES RENDERED to AMERICAN MORTGAGE NETWORK	POC \$766.71b	
900 ITEMS REQUIRED BY LENDER TO BE PAID IN ADVANCE			
901	Interest from 10/27/00 to 10/01/00 @ \$ 13.268000/day ( 4 days %)	53.07	
902	Mortgage Insurance Premium months to		
903	Hazard Insurance Premium 1.0 years to		
904	CREDIT LIFE INSURANCE 1.0 years to AMERICAN BANKERS ASSURANCE	1,453.74	
905	LI INSURANCE to AMERICAN BANKERS INS CO	981.74	
1000 RESERVES DEPOSITED WITH LENDER			
1001	Hazard Insurance months @ \$ per month		
1002	Mortgage Insurance months @ \$ per month		
1003	City/Town Taxes months @ \$ per month		
1004	County Taxes months @ \$ per month		
1005	Assessments months @ \$ per month		
1006	CREDIT LIFE INSURANCE months @ \$ per month		
1007	months @ \$ per month		
1008	months @ \$ per month		
1100 TITLE CHARGES			
1101	Settlement or Closing Fee to BROKERS SETTLEMENT SERVICES	200.00	
1102	NOTARY FEE to BROKERS SETTLEMENT SERVICES	25.00	
1103	COURIER FEE to BROKERS SETTLEMENT SERVICES	60.00	
1104	DEED PREP FEE to BROKERS SETTLEMENT SERVICES	75.00	
1105	Document Preparation to		
1106	Notary Fees to		
1107	Attorney's Fees to		
(Includes above item numbers: )			
1108	Title Insurance to BROKERS SETTLEMENT SERVICES	898.75	
(Includes above item numbers: )			
1109	Lender's Coverage \$ 38,425.48		
1110	Owner's Coverage \$ 45,000.00		
1111			
1112			
1113			
1200. GOVERNMENT RECORDING AND TRANSFER CHARGES			
1201	Recording Fees: Deed \$ 48.50; Mortgage \$ 87.00; Releases \$		
1202	CITY County Tax/ Stamps: Deed Mortgage	135.50	
1203	State Tax/ Stamps: Revenue Stamps 90.00; Mortgage	830.00	270.00
1204		225.00	225.00
1205			
1300. ADDITIONAL SETTLEMENT CHARGES			
1301	Survey to		
1302	Permit Inspection to		
1303	WATER & SEWER to WATER REVENUE BUREAU		
1304	PHILA GAS ESCROW to PHILA GAS WORKS	45.87	
1305			4,188.47
1400	TOTAL SETTLEMENT CHARGES (Enter on Lines 103, Section J and 502, Section K) by signing page 1 of this statement, the signatories acknowledge receipt of a certified copy of page 2 of this two page statement.	5,070.87	6,931.47

POOR ORIGINAL

Certified to be a true copy.

*[Signature]*  
BROKERS SETTLEMENT SERVICES  
Settlement Agent

# ORIGINAL

**Philadelphia Gas Works**



800 West Montgomery Avenue, Philadelphia, PA 19122

Laureto A. Farinas, Senior Attorney

Legal Department

Direct Dial: 215-684-6982

FAX: 215-684-6798

E-mail: laureto.farinas@pgworks.com

May 19, 2004

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

## RECEIVED

MAY 19 2004

RE: Jeffrey R. Sharp v. PGW, Docket No. F - 01476934

PA PUBLIC UTILITY COMMISSION  
SECRETARY'S BUREAU

Dear Secretary McNulty:

Pursuant to 52 Pa. Code §5.24(b), the Philadelphia Gas Works (PGW) certifies that the above referenced Complaint has been satisfied. PGW and Mr. Sharp, through his counsel, John T. Kalita, Jr. Esq, have discussed the issues arising from Mr. Sharp's account and PGW's appeal of the Bureau of Consumer Services. The parties have reached a settlement. With this discussion and settlement, PGW is satisfied with the resolution of this complaint.

By copy of this letter, I am notifying the parties of their right to object to any part of this settlement, in writing to the Public Utility Commission within ten (10) days of the date of this letter.

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

Sincerely,

A handwritten signature in black ink, appearing to read "Laureto Farinas", written over a large, stylized flourish.

cc: John T. Kalita, Jr., Esq.  
Jeffrey Sharp  
Jack Irizarry

**DOCKETED**  
MAY 24 2004

DOCUMENT  
FOLDER

COMMONWEALTH OF PENNSYLVANIA  
PUBLIC UTILITY COMMISSION

DATE: 05/25/2004  
SUBJECT: F-01476934  
Jeffery R. Sharp v. PGW  
TO: Wanda Zeiders  
Docket Management  
FROM: Jana Miller  
Office of Administrative Law Judge

On 05/19/2004, a Certificate of Satisfaction was filed in the above-captioned proceeding by Laureto Farinas, Esq. If no objection is filed to this certificate within 10 days of service, this proceeding will be closed.

All parties should be notified that the case is closed and a copy of that notification placed in the document folder.

Attachment

pc: ALJ (None Assigned)  
Beth Plantz  
Case File

DOCKETED  
JUN 02 2004

DOCUMENT  
FOLDER