

CAPTION SHEET

CASE MANAGEMENT SYSTEM

- 1. REPORT DATE: 00/00/00
- 2. BUREAU: ALJ
- 3. SECTION(S):
- 5. APPROVED BY: DIRECTOR: SUPERVISOR:
- 6. PERSON IN CHARGE:
- 8. DOCKET NO: F-01012835
- 4. PUBLIC MEETING DATE: 00/00/00
- 7. DATE FILED: 05/05/03
- 9. EFFECTIVE DATE: 00/00/00

PARTY/COMPLAINANT: KING, CHARLES

RESPONDENT/APPLICANT: PHILADELPHIA GAS WORKS

COMP/APP COUNTY: MONTGOMERY

UTILITY CODE: 125042

ALLEGATION OR SUBJECT

COMPLAINANT STATES FIRST BILL RECEIVED WAS APPROXIMATELY APRIL 2000 FOR \$12,000, WHICH HE FOUND TO BE OUTRAGEOUS SINCE THERE WAS NO ONE LIVING IN THE HOUSE. HE IS REQUESTING PGW TO THOROUGHLY INVESTIGATE THIS MATTER AS TO THE ACTUAL DATE SERVICE WAS TURNED ON.

DOCUMENT
FOLDER

DOCKETED
JUN 09 2003

FORMAL COMPLAINT FORM
Pennsylvania Public Utility Commission

5/6/03

RES 1012835

Please Print:

F-01012835

ORIGINAL

1. Your Name, Mailing Address and Telephone Number.

Name Charles KING

Street/P.O. Box 9801 GERMAN TOWN PIKE Apt.# 903

City LAFAYETTE HILL State PA Zip 19444

County MONTGOMERY Home Telephone-Area Code (215) 233-1166
Work Telephone-Area Code ()

2. Name of Company your complaint concerns:

PGW (Philadelphia Gas Works)

3. What is your complaint?

attached

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MAY 05 2003

PA PUBLIC UTILITY COMMISSION
SECRETARY'S BUREAU

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

(-over-)

167

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

attached

(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.

Charles King / Maria Bell
Original Signature of complaining person

5-3-03
Date

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

Lawyer's Name _____

Street _____

City _____ State _____ Zip _____

Telephone Number-Area Code (_____) _____

3. What is your complaint?

This property was purchased in February 1996. From 1996 to present, this property has been under construction. No one has lived in the property from then to now. There is no kitchen installed so no gas has been used for cooking, etc. Nor are there any bedrooms

This property has been and continues to be under construction. An application for PGW service was applied for in February of 1996; however, after considerable problems with various heating contractors I requested PGW to inspect. It was at this time that I was advised that there was no record of service actually being turned on. He inquired further if I had received any bills, to which I replied No. The timeline for this interchange was in approximately March of 2000. The first bill received was approximately April 2000 for \$12,000, which I found to be outrageous especially since there was no one living in the house. This bill pushed a button which said that something was radically wrong here.

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

I am requesting PGW to thoroughly investigate this matter as to the actual date service was turned on, why no monthly bills prior to the April-May billing of 2000 were issued, therefore, where and how PGW arrived at the \$12,000 amount. Furthermore, if PGW did not send a bill notwithstanding it was correct or not, how can late penalties and finance charges be applied to the account? Since this matter has not been resolved, it continues to hemorrhage and is now over \$21,000. This matter must be brought under control.

CC PUC, PGW, Aaron Pogach

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: March 14, 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 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.)

CHARLES KING
5916 PULSKI AVENUE
PHILADELPHIA PA 19144

(215) 843-2593
(Area Code) Telephone Number

Charles King
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: 1012835

Date of mailing: March 14, 2003

Company: PHILADELPHIA GAS WORKS

REVISED 11/97

SECRETARY'S BUREAU
PA PUC

2003 APR -7 AM 9:28

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

5/6/03

IN REPLY PLEASE
REFER TO OUR FILE

April 16, 2003

BCS 1012835

CHARLES KING
5916 PULSKI AVENUE
PHILADELPHIA PA 19144

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 May 6, 2003 to the address listed below:

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

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

Commission Procedures for Formal Complaints

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

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

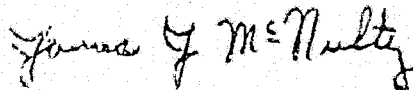
Office of Administrative Law Judge
Public Utility Commission
P.O. Box 3265
Harrisburg, PA 17105-3265

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

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

If you have any questions about the complaint process, please call the Bureau of Consumer Services, toll free, at 1-800 782-1116.

Very truly yours,



James J. McNulty
Secretary

nvl

CC PHILADELPHIA GAS WORKS

BEFORE THE PENNSYLVANIA PUBLIC UTILITY COMMISSION

DATE SERVED: JUNE 9, 2003

CHARLES KING
Complainant

VS.

PHILADELPHIA GAS WORKS
Respondent

Complaint Docket
No: F-01012835

DOCUMENT
FOLDER
DOCKETED
JUN 09 2003

FORMAL COMPLAINT NOTICE TO RESPONDENT TO ANSWER OR SATISFY

TO: PHILADELPHIA GAS WORKS

TAKE NOTICE:

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

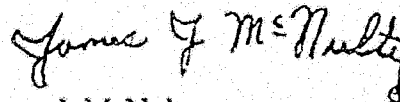
1. You have twenty (20) days from the date on which this complaint is served to either satisfy this complaint or to file with the Secretary of the Pennsylvania Public Utility Commission, P. O. Box 3265, Harrisburg, PA 17105-3265, an answer (original and three copies), in writing, under oath, which, as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

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

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

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

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



James J. McNulty
Secretary

(SEAL)

Certified Mail
Return Receipt Requested

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

DATE SERVED: JUNE 9, 2003

F-01012835

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

Dear Sir/Madam:

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

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

CUSTOMER OF A UTILITY

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

COMPANY/UTILITY

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

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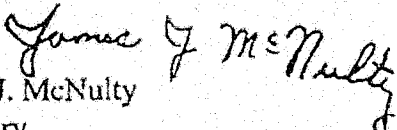
JUNE 9, 2003

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

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

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

Very truly yours,


James J. McNulty
Secretary

JIH

ORIGINAL

Philadelphia Gas Works
Legal Department



800 W. Montgomery Avenue, Philadelphia, PA 19122
Fax: (215) 684-6788

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

July 24, 2003

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

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PA PUBLIC UTILITY COMMISSION
SECRETARY'S BUREAU

RE: Charles King v. Philadelphia Gas Works, Docket No. F - 01012835

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.

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

Sincerely,

Hector Ferrer

Enclosures

cc: Charles King
Zayda Santiago
Laureto Farinas, Esq

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JUL 24 2003

BEFORE THE
PENNSYLVANIA PUBLIC UTILITY COMMISSION

PA PUBLIC UTILITY COMMISSION
SECRETARY'S BUREAU

Charles King

v.

Philadelphia Gas Works

:
:
:
:
:
:

Docket No. F - 01012835

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. Strict proof of income is demanded at a hearing of this matter.

PGW records indicate that the Complainant purchased property 5619 Pulaski Avenue on 02/16/96. The previous customer of record requested that service be taken out of her name on 02/16/96. Although the previous customer's service ended on 2/16/96, gas was still flowing at the service address. It was not charged to any person but rather (a "Soft-Off" account). The meter index as of 02/16/96 was 2256.

On 2/22/96, the Complainant visited a PGW District Office on 02/22/96 to have services transferred into his name. Due to an error the Complainant's application process was never causing the Complainant not to receive bills. Gas service at the property was billed under "Soft-Off" account status as shown that the statement of billings and payments that are attached hereto as Exhibit "A".

On 10/16/97 the Complainant requested service on his heater, whereupon a PGW service person visited the property and read the meter at an ending index for that period was 9713.

The property is equipped with and automatic meter reading device ("AMR") and it recorded meter readings monthly. The final bill including finance charges were \$9061.60. This amount was transferred to the Complainant's account on

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07/16/01. The Complainant was billed for the period from 09/27/00 to 06/20/01 under the rates in effect during that period resulting in a bill for \$3437.27.

Since then, the customer has only made one payment in the amount of \$200 in April 2003.

A decision from the Bureau of Consumer Services ("BCS") issued on or about 4/13/03, which is attached hereto as Exhibit "B", provided the Complainant with a credit in the amount of \$2400. PGW has waived late payment charges in the amount of \$4453.54.

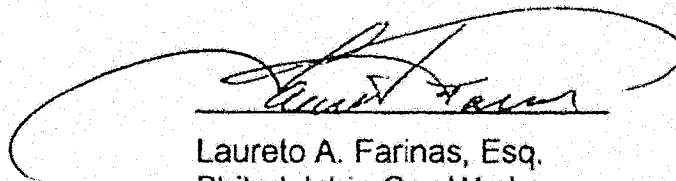
The total balance on the account is \$14639.25. The BCS decision also ordered that the Complainant be placed on a payment agreement consisting of current bills plus \$150 per month toward arrears.

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 BCS decision in this matter.

Respectfully submitted,

July 24, 2003



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

EXHIBIT A

HISTORY REQUEST REPORT FOR ACCOUNT # 951415138 AND SA # 9131066370 AS OF 06/19/2003

| | | | |
|------------------------------|-----------------|-------------------------------------|---------------|
| Account # 951415138 | SA # 9131066370 | Bill Cycle 14 | Rate Class GS |
| Name KING, CHARLES | | Address: 5916 PULASKI AVE/PHILA, PA | |
| Pay Agreement Indicator | | CRP Status | |
| Blocker Start Date: 20020213 | | Blocker End Date: 20030414 | |
| | | Meter # 1883899 | |
| Easyway Indicator | | Phone # 8432893(215) | |

| Iron Date | Iron Type | Current Amt. | Total Amt. | Adjust. Amt. | Segment Start Date | Segment End Date | Reou. Code | End Read | Current Balance | Usage | Meter # |
|------------|-----------|--------------|--------------|--------------|--------------------|------------------|------------|----------|-----------------|-------|---------|
| 05/23/2003 | ALLOWS | (\$2,400.00) | (\$2,400.00) | (\$2,400.00) | | | | | | | |
| 05/22/2003 | LPCWVE | (\$4,265.67) | (\$4,265.67) | (\$4,265.67) | | | | | | | |
| 05/20/2003 | BILL | \$142.75 | \$142.75 | \$0.00 | 04/21/2003 | 05/20/2003 | R | 6903 | \$21,358.92 | 104 | 1883899 |
| 04/30/2003 | PAY | (\$200.00) | (\$200.00) | \$0.00 | | | | | | | |
| 04/23/2003 | LPC | \$251.92 | \$251.92 | \$251.92 | | | | | | | |
| 04/21/2003 | BILL | \$355.56 | \$355.56 | \$0.00 | 03/20/2003 | 04/21/2003 | R | 6799 | \$21,416.17 | 281 | 1883899 |
| 03/22/2003 | LPC | \$245.27 | \$245.27 | \$245.27 | | | | | | | |
| 03/20/2003 | BILL | \$443.50 | \$443.50 | \$0.00 | 02/19/2003 | 03/20/2003 | R | 6518 | \$20,809.69 | 355 | 1883899 |
| 02/21/2003 | LPC | \$236.78 | \$236.78 | \$236.78 | | | | | | | |
| 02/19/2003 | BILL | \$565.52 | \$565.52 | \$0.00 | 01/21/2003 | 02/19/2003 | R | 6133 | \$20,119.92 | 530 | 1883899 |
| 01/23/2003 | LPC | \$228.29 | \$228.29 | \$228.29 | | | | | | | |
| 01/21/2003 | BILL | \$566.35 | \$566.35 | \$0.00 | 12/18/2002 | 01/21/2003 | R | 5603 | \$19,317.62 | 495 | 1883899 |
| 12/20/2002 | LPC | \$221.58 | \$221.58 | \$221.58 | | | | | | | |
| 12/18/2002 | BILL | \$447.08 | \$447.08 | \$0.00 | 11/18/2002 | 12/18/2002 | R | 5108 | \$18,522.98 | 426 | 1883899 |
| 11/20/2002 | LPC | \$217.13 | \$217.13 | \$217.13 | | | | | | | |
| 11/18/2002 | BILL | \$297.00 | \$297.00 | \$0.00 | 10/17/2002 | 11/18/2002 | R | 4682 | \$17,854.32 | 271 | 1883899 |
| 10/19/2002 | LPC | \$216.17 | \$216.17 | \$216.17 | | | | | | | |
| 10/17/2002 | BILL | \$63.53 | \$63.53 | \$0.00 | 09/17/2002 | 10/17/2002 | R | 4411 | \$17,340.19 | 49 | 1883899 |
| 09/19/2002 | LPC | \$215.79 | \$215.79 | \$215.79 | | | | | | | |
| 09/17/2002 | BILL | \$25.42 | \$25.42 | \$0.00 | 08/16/2002 | 09/17/2002 | R | 4362 | \$17,060.49 | 13 | 1883899 |
| 08/20/2002 | LPC | \$215.46 | \$215.46 | \$215.46 | | | | | | | |
| 08/16/2002 | BILL | \$22.08 | \$22.08 | \$0.00 | 07/18/2002 | 08/16/2002 | R | 4349 | \$16,819.28 | 10 | 1883899 |
| 07/20/2002 | LPC | \$215.13 | \$215.13 | \$215.13 | | | | | | | |
| 07/18/2002 | BILL | \$22.08 | \$22.08 | \$0.00 | 06/19/2002 | 07/18/2002 | R | 4339 | \$16,581.74 | 10 | 1883899 |
| 06/21/2002 | LPC | \$214.39 | \$214.39 | \$214.39 | | | | | | | |
| 06/19/2002 | BILL | \$49.09 | \$49.09 | \$0.00 | 05/17/2002 | 06/19/2002 | R | 4329 | \$16,344.53 | 38 | 1883899 |
| 05/21/2002 | LPC | \$213.12 | \$213.12 | \$213.12 | | | | | | | |
| 05/17/2002 | BILL | \$84.65 | \$84.65 | \$0.00 | 04/18/2002 | 05/17/2002 | R | 4291 | \$16,081.05 | 78 | 1883899 |

Account # 951415138

SA # 913106637C

Bill Cycle 14

Rate Class GS

Phone # 8432593(215)

Name: KING, CHARLES

Address: 5916 PULASKI AVE/PHILA,PA

Easyway Indicator

Blocker End Date 20030414

Meter # 1883899

Pay Agreement Indicator

Blocker End Date 20030414

Blocker End Date 20030414

Blocker End Date 20030414

Meter # 1883899

| Tran Date | Tran Type | Current Amt | Total Amt | Adjust Amt | Segment Start Date | Segment End Date | Read Code | End Read | Current Balance | Usage | Meter # |
|------------|-----------|-------------|------------|------------|--------------------|------------------|-----------|----------|-----------------|-------|---------|
| 04/20/2002 | LPC | \$210.83 | \$210.83 | \$210.83 | 03/19/2002 | 04/18/2002 | R | 4213 | \$15,783.28 | 161 | 1883899 |
| 04/16/2002 | BILL | \$153.29 | \$153.29 | \$0.00 | | | | | | | |
| 03/21/2002 | LPC | \$207.26 | \$207.28 | \$207.23 | 02/19/2002 | 03/19/2002 | R | 4052 | \$15,419.16 | 247 | 1883899 |
| 03/19/2002 | BILL | \$236.07 | \$236.07 | \$0.00 | | | | | | | |
| 02/21/2002 | LPC | \$201.61 | \$201.61 | \$201.61 | 01/18/2002 | 02/19/2002 | R | 3805 | \$14,975.81 | 365 | 1883899 |
| 02/19/2002 | BILL | \$378.55 | \$378.55 | \$0.00 | | | | | | | |
| 01/23/2002 | LPC | \$195.20 | \$195.20 | \$195.20 | 12/18/2001 | 01/18/2002 | R | 3440 | \$14,395.65 | 413 | 1883899 |
| 01/18/2002 | BILL | \$426.76 | \$426.76 | \$0.00 | | | | | | | |
| 12/20/2001 | LPC | \$192.83 | \$192.83 | \$192.83 | 11/19/2001 | 12/18/2001 | R | 3027 | \$13,773.69 | 39 | 1883899 |
| 12/18/2001 | BILL | \$158.14 | \$158.14 | \$0.00 | | | | | | | |
| 11/21/2001 | LPC | \$189.98 | \$189.98 | \$189.98 | 10/19/2001 | 11/19/2001 | R | 2888 | \$13,422.72 | 158 | 1883899 |
| 11/19/2001 | BILL | \$190.29 | \$190.29 | \$0.00 | | | | | | | |
| 10/23/2001 | LPC | \$188.64 | \$188.64 | \$188.64 | 09/19/2001 | 10/19/2001 | R | 2730 | \$13,042.45 | 70 | 1883899 |
| 10/19/2001 | BILL | \$89.39 | \$89.39 | \$0.00 | | | | | | | |
| 09/21/2001 | LPC | \$188.27 | \$188.27 | \$188.27 | 08/20/2001 | 09/19/2001 | R | 2660 | \$12,764.42 | 11 | 1883899 |
| 09/19/2001 | BILL | \$24.68 | \$24.68 | \$0.00 | | | | | | | |
| 09/13/2001 | LPCWVE | (\$187.87) | (\$187.87) | (\$187.87) | | | | | | | |
| 08/21/2001 | LPC | \$187.87 | \$187.87 | \$187.87 | 07/20/2001 | 08/20/2001 | R | 2649 | \$12,739.34 | 11 | 1883899 |
| 08/20/2001 | BILL | \$26.30 | \$26.30 | \$0.00 | | | | | | | |
| 07/20/2001 | BILL | \$26.30 | \$26.30 | \$0.00 | 06/20/2001 | 07/20/2001 | R | 2638 | \$12,525.17 | 11 | 1883899 |
| 07/16/2001 | XFER | \$9,061.60 | \$9,061.60 | \$9,061.60 | | | | | | | |
| 06/20/2001 | BILL | \$3,437.27 | \$3,437.27 | \$0.00 | 09/27/2000 | 06/20/2001 | R | 2627 | \$12,498.87 | 2914 | 1883899 |

BILLS FROM 01/01/1996 TO 06/19/2003

Account #: 951415138

Customer Name: KING, CHARLES

Customer Address: 5916 PULASKI AVE/PHILA, PA

Bill Cycle: 14

BILLS

| Service Agreement | Meter # | Bill Start Date | Bill End Date | Bill Due Date | Meter Read Start | Meter Read End | Usage (CCF) | Read Code | Bill Amount | Bill Canceled | Closing Bill | CRF Monthly Amount | Easyway Current Month | Easyway Curr Amt | Days |
|-------------------|---------|-----------------|---------------|---------------|------------------|----------------|-------------|-----------|-------------|---------------|--------------|--------------------|-----------------------|------------------|------|
| 9131066370 | 1883899 | 04/21/2003 | 05/23/2003 | 06/17/2003 | 6799 | 6903 | 104 | Regular | \$142.75 | No | No | \$0.00 | C | \$0.00 | 29 |
| 9131066370 | 1883899 | 03/20/2003 | 04/21/2003 | 05/16/2003 | 6518 | 6799 | 281 | Regular | \$355.56 | No | No | \$0.00 | C | \$0.00 | 32 |
| 9131066370 | 1883899 | 02/19/2003 | 03/20/2003 | 04/15/2003 | 6133 | 6518 | 385 | Regular | \$443.50 | No | No | \$0.00 | C | \$0.00 | 29 |
| 9131066370 | 1883899 | 01/21/2003 | 02/19/2003 | 03/18/2003 | 5603 | 6133 | 530 | Regular | \$565.52 | No | No | \$0.00 | C | \$0.00 | 29 |
| 9131066370 | 1883899 | 12/18/2002 | 01/21/2003 | 02/18/2003 | 5108 | 5603 | 495 | Regular | \$566.35 | No | No | \$0.00 | C | \$0.00 | 34 |
| 9131066370 | 1883899 | 11/18/2002 | 12/18/2002 | 01/17/2003 | 4682 | 5108 | 426 | Regular | \$447.08 | No | No | \$0.00 | C | \$0.00 | 30 |
| 9131066370 | 1883899 | 10/17/2002 | 11/18/2002 | 12/16/2002 | 4411 | 4682 | 271 | Regular | \$297.00 | No | No | \$0.00 | C | \$0.00 | 32 |
| 9131066370 | 1883899 | 09/17/2002 | 10/17/2002 | 11/13/2002 | 4362 | 4411 | 49 | Regular | \$63.53 | No | No | \$0.00 | C | \$0.00 | 30 |
| 9131066370 | 1883899 | 08/16/2002 | 09/17/2002 | 10/14/2002 | 4349 | 4362 | 13 | Regular | \$25.42 | No | No | \$0.00 | C | \$0.00 | 32 |
| 9131066370 | 1883899 | 07/18/2002 | 08/16/2002 | 09/13/2002 | 4339 | 4349 | 10 | Regular | \$22.06 | No | No | \$0.00 | C | \$0.00 | 29 |
| 9131066370 | 1883899 | 06/19/2002 | 07/18/2002 | 08/13/2002 | 4329 | 4339 | 10 | Regular | \$22.08 | No | No | \$0.00 | C | \$0.00 | 29 |
| 9131066370 | 1883899 | 05/17/2002 | 06/19/2002 | 07/17/2002 | 4291 | 4329 | 38 | Regular | \$49.07 | No | No | \$0.00 | C | \$0.00 | 33 |
| 9131066370 | 1883899 | 04/18/2002 | 05/17/2002 | 06/14/2002 | 4213 | 4291 | 78 | Regular | \$84.65 | No | No | \$0.00 | C | \$0.00 | 29 |
| 9131066370 | 1883899 | 03/19/2002 | 04/18/2002 | 06/14/2002 | 4052 | 4213 | 161 | Regular | \$153.29 | No | No | \$0.00 | C | \$0.00 | 30 |
| 9131066370 | 1883899 | 02/19/2002 | 03/19/2002 | 04/16/2002 | 3805 | 4052 | 247 | Regular | \$236.07 | No | No | \$0.00 | C | \$0.00 | 28 |
| 9131066370 | 1883899 | 01/18/2002 | 02/19/2002 | 03/18/2002 | 3440 | 3805 | 365 | Regular | \$378.55 | No | No | \$0.00 | C | \$0.00 | 32 |
| 9131066370 | 1883899 | 12/18/2001 | 01/18/2002 | 02/15/2002 | 3027 | 3440 | 413 | Regular | \$426.76 | No | No | \$0.00 | C | \$0.00 | 31 |
| 9131066370 | 1883899 | 11/19/2001 | 12/18/2001 | 01/17/2002 | 2888 | 3027 | 139 | Regular | \$158.14 | No | No | \$0.00 | C | \$0.00 | 29 |
| 9131066370 | 1883899 | 10/19/2001 | 11/19/2001 | 12/17/2001 | 2730 | 2888 | 158 | Regular | \$190.29 | No | No | \$0.00 | C | \$0.00 | 31 |
| 9131066370 | 1883899 | 09/19/2001 | 10/19/2001 | 11/16/2001 | 2660 | 2730 | 70 | Regular | \$89.39 | No | No | \$0.00 | C | \$0.00 | 30 |
| 9131066370 | 1883899 | 08/20/2001 | 09/19/2001 | 10/17/2001 | 2649 | 2660 | 11 | Regular | \$24.68 | No | No | \$0.00 | C | \$0.00 | 30 |
| 9131066370 | 1883899 | 07/20/2001 | 08/20/2001 | 09/14/2001 | 2638 | 2649 | 11 | Regular | \$26.30 | No | No | \$0.00 | C | \$0.00 | 31 |
| 9131066370 | 1883899 | 06/20/2001 | 07/20/2001 | 08/16/2001 | 2627 | 2638 | 11 | Regular | \$26.30 | No | No | \$0.00 | C | \$0.00 | 30 |
| 9131066370 | 1883899 | 05/27/2000 | 06/23/2001 | 08/08/2001 | 9713 | 2627 | 2914 | Regular | \$3,437.27 | No | No | \$0.00 | C | \$0.00 | 266 |

PAYMENTS FROM 01/01/1996 TO 06/19/2003

| | |
|--|------------------------------|
| Account #: 951415138 | Customer Name: KING, CHARLES |
| Customer Address: 5916 PULASKI AVE/PHILA, PA | Bill Cycle: 14 |

PAYMENTS

| Service Agreement | Pay Amount | Pay Date | Pay Status | Late Pay Charge | Utility Type | Grant Type | Pay Source Code |
|-------------------|------------|------------|------------|-----------------|--------------|------------|-----------------|
| 9131066370 | \$200.00 | 04/30/2003 | F | \$200.00 | G | | PPC |

Contacts for Account: King, Charles

Account: 0009 5141 5138 King, Charles Transaction History Full Comments

| Date | Type | Comment | Person |
|------------|------|--|---------------|
| 05/23/2003 | BILL | entered a special allowance for \$2400.00 per money contact issued by pat backmon in cru dept contact dated 5/22/2003 | King, Charles |
| 05/22/2003 | CRU | per puc decision sp allowance 2400.00 and waived pc 4265.67 from 9/21/00 to present. case closed | King, Charles |
| 04/07/2003 | CRU | PUC DECIS ON THE INFORMAL COMPLAINT OF CHARLES KING IS SUSTAINED. PGW TO REDUCE REBILLED AMOUNT BY \$2,400.00. CUST TO PAY REMAINING BAL AT \$150.00 A MONTH TOWARDS ARREARS PLUS CURRENT BILLING CA BUDGET BILLING. BCS# 1012835. CLOSED 3-14-03 BY MATTHEW HRIVNAK | King, Charles |
| 09/13/2001 | CRU | Faxed report to D. Angelucci/ BCS# 1012835/ Based on information from legacy customer applied for services 2/22/96 / settlement date 2/16/96/ customer requested service on house heater 10/16/97 contact telephone # 843-2593/ gave payment terms/ bill is correct unless customer can provide who is responsible for bill / waiting for decision | King, Charles |
| 09/07/2001 | CRU | bcs 1012835 fax received 9/6/1 | King, Charles |
| 07/16/2001 | MISC | vacant usage list--peco info received from Miu and appl on legacy never completed--transferred Salt Oil 71 1701 5277 and turned on owner for usage never billed for. Need proof to prove not responsible | King, Charles |

BILLS FROM 01/01/1996 TO 06/19/2003

Account #: 7117015277

Customer: Name Off. SGT

Customer Address: 5916 PULASKI AVE/PHILA, PA

Bill Cycle: 14

BILLS

| Service Agreement | Meter # | Bill Start Date | Bill End Date | Bill Due Date | Meter Read Start | Meter Read End | Usage (CCF) | Read Code | Bill Amount | Bill Canceled | Closing Bill | CRP Monthly Amount | Easyway Current Month | Easyway Curr Amt | Days |
|-------------------|---------|-----------------|---------------|---------------|------------------|----------------|-------------|-----------------|-------------|---------------|--------------|--------------------|-----------------------|------------------|------|
| 9961471414 | 1883899 | 08/17/2000 | 09/27/2000 | 12/06/2000 | 9713 | 9713 | 0 | Regular | \$8.00 | No | Yes | \$0.00 | C | \$0.00 | 41 |
| 9961471414 | 1883899 | 08/17/2000 | 09/18/2000 | 10/13/2000 | 9713 | 9718 | 5 | Regular | \$11.86 | Yes | No | \$0.00 | C | \$0.00 | 32 |
| 9961471414 | 1883899 | 07/19/2000 | 08/17/2000 | 09/13/2000 | 9713 | 9713 | 0 | Regular | \$8.00 | No | No | \$0.00 | C | \$0.00 | 29 |
| 9961471414 | 1883899 | 06/16/2000 | 07/19/2000 | 08/15/2000 | 9713 | 9713 | 0 | Regular | \$8.00 | No | No | \$0.00 | C | \$0.00 | 33 |
| 9961471414 | 1883899 | 05/19/2000 | 06/16/2000 | 07/14/2000 | 9713 | 9713 | 0 | Regular | \$8.00 | No | No | \$0.00 | C | \$0.00 | 28 |
| 9961471414 | 1883899 | 04/19/2000 | 05/19/2000 | 06/16/2000 | 9615 | 9713 | 98 | Regular | \$83.57 | No | No | \$0.00 | C | \$0.00 | 30 |
| 9961471414 | 1883899 | 03/21/2000 | 04/19/2000 | 05/18/2000 | 9370 | 9615 | 245 | Regular | \$196.93 | No | No | \$0.00 | C | \$0.00 | 29 |
| 9961471414 | 1883899 | 02/22/2000 | 03/21/2000 | 04/17/2000 | 9047 | 9370 | 323 | Regular | \$257.07 | No | No | \$0.00 | C | \$0.00 | 28 |
| 9961471414 | 1883899 | 01/24/2000 | 02/22/2000 | 03/20/2000 | 8508 | 9047 | 539 | Regular | \$423.63 | No | No | \$0.00 | C | \$0.00 | 29 |
| 9961471414 | 1883899 | 12/17/1999 | 01/24/2000 | 02/17/2000 | 7842 | 8508 | 666 | Regular | \$525.03 | No | No | \$0.00 | C | \$0.00 | 38 |
| 9961471414 | 1883899 | 11/17/1999 | 12/17/1999 | 01/19/2000 | 7556 | 7842 | 296 | Regular | \$237.53 | No | No | \$0.00 | C | \$0.00 | 30 |
| 9961471414 | 1883899 | 10/18/1999 | 11/17/1999 | 12/14/1999 | 7320 | 7546 | 226 | Regular | \$180.31 | No | No | \$0.00 | C | \$0.00 | 30 |
| 9961471414 | 1883899 | 09/17/1999 | 10/18/1999 | 11/17/1999 | 7274 | 7320 | 46 | Regular | \$43.07 | No | No | \$0.00 | C | \$0.00 | 31 |
| 9961471414 | 1883899 | 08/18/1999 | 09/17/1999 | 10/18/1999 | 7264 | 7274 | 10 | Regular | \$15.62 | No | No | \$0.00 | C | \$0.00 | 30 |
| 9961471414 | 1883899 | 07/21/1999 | 08/18/1999 | 09/17/1999 | 7255 | 7264 | 9 | Regular | \$14.86 | No | No | \$0.00 | C | \$0.00 | 28 |
| 9961471414 | 1883899 | 06/14/1999 | 07/21/1999 | 08/19/1999 | 7221 | 7255 | 34 | Regular | \$33.92 | No | No | \$0.00 | C | \$0.00 | 37 |
| 9961471414 | 1883899 | 05/18/1999 | 06/14/1999 | 07/14/1999 | 7208 | 7221 | 13 | System Estimate | \$16.28 | No | No | \$0.00 | C | \$0.00 | 28 |
| 9961471414 | 1883899 | 04/08/1999 | 05/18/1999 | 06/14/1999 | 6957 | 7208 | 211 | Regular | \$175.57 | No | No | \$0.00 | C | \$0.00 | 41 |
| 9961471414 | 1883899 | 03/15/1999 | 04/08/1999 | 05/08/1999 | 6814 | 6957 | 163 | Regular | \$152.81 | No | No | \$0.00 | C | \$0.00 | 25 |
| 9961471414 | 1883899 | 02/16/1999 | 03/15/1999 | 04/11/1999 | 6408 | 6814 | 406 | Regular | \$334.13 | No | No | \$0.00 | C | \$0.00 | 28 |
| 9961471414 | 1883899 | 01/20/1999 | 02/16/1999 | 03/13/1999 | 6048 | 6408 | 360 | Regular | \$296.73 | No | No | \$0.00 | C | \$0.00 | 28 |
| 9961471414 | 1883899 | 12/16/1998 | 01/20/1999 | 02/19/1999 | 5437 | 6048 | 611 | Regular | \$525.53 | No | No | \$0.00 | C | \$0.00 | 36 |
| 9961471414 | 1883899 | 11/16/1998 | 12/16/1998 | 01/13/1999 | 5347 | 5437 | 90 | Regular | \$80.92 | No | No | \$0.00 | C | \$0.00 | 29 |
| 9961471414 | 1883899 | 10/17/1998 | 11/16/1998 | 12/14/1998 | 5206 | 5347 | 141 | Regular | \$124.51 | No | No | \$0.00 | C | \$0.00 | 33 |
| 9961471414 | 1883899 | 09/16/1998 | 10/17/1998 | 11/15/1998 | 5193 | 5206 | 13 | Regular | \$15.12 | No | No | \$0.00 | C | \$0.00 | 32 |
| 9961471414 | 1883899 | 08/18/1998 | 09/16/1998 | 10/14/1998 | 5181 | 5193 | 12 | Regular | \$14.25 | No | No | \$0.00 | C | \$0.00 | 30 |
| 9961471414 | 1883899 | 07/21/1998 | 08/18/1998 | 09/15/1998 | 5171 | 5181 | 10 | Regular | \$12.55 | No | No | \$0.00 | C | \$0.00 | 29 |
| 9961471414 | 1883899 | 06/22/1998 | 07/21/1998 | 08/17/1998 | 5160 | 5171 | 11 | Regular | \$13.40 | No | No | \$0.00 | C | \$0.00 | 30 |
| 9961471414 | 1883899 | 05/20/1998 | 06/22/1998 | 07/19/1998 | 5144 | 5160 | 16 | Regular | \$17.67 | No | No | \$0.00 | C | \$0.00 | 34 |
| 9961471414 | 1883899 | 04/22/1998 | 05/20/1998 | 06/16/1998 | 5080 | 5144 | 64 | Regular | \$68.70 | No | No | \$0.00 | C | \$0.00 | 29 |

BILLS FROM 01/01/1996 TO 06/19/2003

| | |
|--|--------------------------|
| Account # 7117015277 | Customer Name: OFF. SOFT |
| Customer Address: 5916 PULASKI AVE/PHILA, PA | Bill Cycle: 14 |

BILLS

| Service Agreement | Meter # | Bill Start Date | Bill End Date | Bill Due Date | Meter Read Start | Meter Read End | Usage (CCF) | Read Code | Bill Amount | Bill Canceled | Closing Bill | CRP Monthly Amount | Easyway Current Month | Easyway Curr Amt | Days |
|-------------------|---------|-----------------|---------------|---------------|------------------|----------------|-------------|-----------------|-------------|---------------|--------------|--------------------|-----------------------|------------------|------|
| 9961471414 | 1883899 | 03/23/1998 | 04/22/1998 | 05/19/1998 | 4977 | 5080 | 103 | Regular | \$92.04 | No | No | \$0.00 | 0 | \$0.00 | 31 |
| 9961471414 | 1883899 | 02/19/1998 | 03/23/1998 | 04/19/1998 | 4653 | 4977 | 324 | Regular | \$280.93 | No | No | \$0.00 | 0 | \$0.00 | 33 |
| 9961471414 | 1883899 | 01/21/1998 | 02/19/1998 | 03/20/1998 | 4385 | 4653 | 268 | Regular | \$233.07 | No | No | \$0.00 | 0 | \$0.00 | 30 |
| 9961471414 | 1883899 | 12/15/1997 | 01/21/1998 | 02/16/1998 | 4116 | 4385 | 269 | System Estimate | \$233.92 | No | No | \$0.00 | 0 | \$0.00 | 38 |
| 9961471414 | 1883899 | 11/14/1997 | 12/15/1997 | 01/13/1998 | 3901 | 4116 | 215 | Regular | \$187.76 | No | No | \$0.00 | 0 | \$0.00 | 32 |
| 9961471414 | 1883899 | 10/16/1997 | 11/14/1997 | 12/14/1997 | 3764 | 3901 | 117 | Regular | \$104.00 | No | No | \$0.00 | 0 | \$0.00 | 30 |
| 9961471414 | 1883899 | 09/16/1997 | 10/16/1997 | 11/15/1997 | 3765 | 3784 | 19 | Regular | \$20.24 | No | No | \$0.00 | 0 | \$0.00 | 31 |
| 9961471414 | 1883899 | 08/18/1997 | 09/16/1997 | 10/14/1997 | 3753 | 3765 | 12 | Regular | \$14.25 | No | No | \$0.00 | 0 | \$0.00 | 30 |
| 9961471414 | 1883899 | 07/18/1997 | 08/18/1997 | 09/15/1997 | 3740 | 3753 | 13 | Regular | \$15.12 | No | No | \$0.00 | 0 | \$0.00 | 32 |
| 9961471414 | 1883899 | 06/19/1997 | 07/18/1997 | 08/17/1997 | 3729 | 3740 | 11 | Regular | \$13.40 | No | No | \$0.00 | 0 | \$0.00 | 30 |

PAYMENTS FROM 01/01/1996 TO 06/19/2003

| | |
|---|--------------------------|
| Account #: 7117015277 | Customer Name: OFF, SOFT |
| Customer Address: 5916 PULASKI AVE/PHILA,PA | Bill Cycle: 14 |

PAYMENTS

| Service Agreement | Pay Amount | Pay Date | Pay Status | Late Pay Charge | Utility Type | Grant Type | Pay Source Code |
|-------------------|------------|----------|------------|-----------------|--------------|------------|-----------------|
|-------------------|------------|----------|------------|-----------------|--------------|------------|-----------------|

EXHIBIT B

CSS03101

PA. PUBLIC UTILITY COMMISSION
BUREAU OF CONSUMER SERVICES
CLOSING DATA

6/20/2003

BCS CASE NUMBER: 1012835

DATE CASE OPENED: 9/6/2001

CUSTOMER NAME CHARLES KING
SVC ADDRESS 5916 PULSKI AVENUE
PHILADELPHIA, PA 19144

COMPANY NAME: PGW (Phila Gas Works (NGDC))

ACCOUNT # 0951415138

TOTAL BALANCE/BASIC: \$20,119.92
PRIOR CASE NO:

RESOLUTION: CO MUST GIVE CUSTOMER A 20% ADJUSTMENT RE: EXTENDED PERIOD OF NO BILL.

AMOUNT MONEY SAVED: \$2,400.00

COMPLIANCE
VIOLATION (ALLEGED, ACTUAL, NO): NO
CHAP 56/64/OTHER SECTION/RULE:

DECISION ISSUED: Y ORAL/WRITTEN: W
INVESTIGATOR: BENTZ DIANNA
CLOSING DATE: 3/13/2003

VERIFICATION

I, Laureto Farinas, hereby declare that I am counsel to the Philadelphia Gas Works; and 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: July 24, 2003

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:

Charles King
9801 Germantown Pike, Apt. 903
Layfayette Hill, PA 19444

July 24, 2003

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