

CAPTION SHEET

CASE MANAGEMENT SYSTEM

1. REPORT DATE: 00/00/00	:	
2. BUREAU: ALJ	:	
3. SECTION(S):	:	
5. APPROVED BY:	:	4. PUBLIC MEETING DATE:
DIRECTOR:	:	00/00/00
SUPERVISOR:	:	
6. PERSON IN CHARGE:	:	7. DATE FILED: 07/31/06
8. DOCKET NO: F-02030201	:	9. EFFECTIVE DATE: 00/00/00

PARTY/COMPLAINANT: SERRANO, MARIA C.

RESPONDENT/APPLICANT: PHILADELPHIA GAS WORKS

COMP/APP COUNTY: PHILADELPHIA

UTILITY CODE: 125042

ALLEGATION OR SUBJECT

COMPLAINANT STATES SHE WOULD LIKE A PAYMENT AGREEMENT.

DOCUMENT
FOLDER

DOCKETED

AUG - 1 2006

Must be returned by AUGUST 9, 2006

PENNSYLVANIA PUBLIC UTILITY COMMISSION

125042

Formal Complaint Form

ORIGINAL

Please print or type.

F-02030201

1. CUSTOMER NAME (COMPLAINANT)

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

Name Maria C Serrano

Street/P.O. Box 2116 E Somerset st Apt # _____

City Phila State Pa Zip 19134

County _____

Area Code/HOME Phone (215) 425-0846

Area Code/WORK Phone _____

Utility Account Number _____
(from your bill)

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

Name _____

Street/P.O. Box _____

City _____ State _____ Zip _____

2. UTILITY NAME (RESPONDENT)

Name of utility company your complaint concerns: Gas Works

RECEIVED
2006 JUL 31 AM 9:44
PA P.U.C.
SECRETARY'S BUREAU

SEARCHED INDEXED
SERIALIZED FILED

JUL 31 2006
FBI - PHILADELPHIA

65

3. TYPE OF UTILITY (check one)

ELECTRIC

STEAM HEAT

GAS

WASTE WATER

WATER

MOTOR CARRIER

(taxi, moving company, limousine)

TELEPHONE

(local, long distance)

4. COMPLAINT (check one)

A. In general, what is your complaint?

I want to oppose the company's proposed rate increase.

There are incorrect charges on my bill.

There is a reliability, safety or quality problem with my utility service.

I received a notice that my utility service is being terminated.

I would like a payment agreement.

Other.
(explain)

B. State the facts of your complaint.

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

The payment amount was beyond my range. I don't believe that bill is accurate for my monthly usage. I never had a bill for one month for \$137.00 in my entire life time. I need a more accurate payment plan I can afford to pay. Based on my current bill \$52.00 is my usage amount. However I still find that is high for usage.

5. RELIEF

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

Please Let PGW know that I can not afford the amount they requested, That I don't use that amount of GAS on a day to day basis, or monthly basis. I CAN pay \$30.00 A month For my current bill and \$20.00 towards my past due amount and I think that is fair, however if my monthly use is higher I will work with them. Summer months I don't cook at all, or once in 24 hrs. so \$30.00 should be fine.

6. PROTECTION FROM ABUSE

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

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

YES

NO

7. PRIOR UTILITY CONTACT

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

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

YES

(includes appeals of BCS determinations)

NO



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

8. VERIFICATION AND SIGNATURE

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

Verification:

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

Maria Serrano
(Signature)

7-25-06
(Date)

9. LEGAL REPRESENTATION (IF ANY)

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

Lawyer's Name _____

Street _____

City _____ State _____ Zip _____

Area Code/Phone Number _____

10. FILING

Please return the completed form to one of the addresses listed below:

If using U.S. Postal Service:

If using overnight delivery service:

Secretary Pennsylvania Public Utility Commission P.O. Box 3265 Harrisburg, PA 17105	Secretary Pennsylvania Public Utility Commission 400 North Street Commonwealth Keystone Building, 2 nd Floor Harrisburg, Pennsylvania 17120
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Facsimiles and/or electronic filings of the complaint form will not be accepted.

If you have any questions about filling out this form, please contact the Secretary's Bureau at 717-772-7777.

Keep a copy of your complaint for your records.

EXPLANATION OF TERMS

BUDGET PLAN

This plan is available to all residential customers who are not in arrears. It spreads your payments over a 12 month plan. You may start the Budget Plan at any time. To do so, or for more information, call 215 235-1000 or visit any of our Customer Service Centers

PAYMENT AGREEMENT PLANS

If you are behind and cannot pay your full bill, PGW offers special payment plans. Call our Collection Department at 215 235-1777 or visit any of our Customer Service Centers

METER READING INFORMATION

PGW shall use its best effort to obtain an actual meter reading regularly, and at least every six months for customers without automatic meter reading devices. When the meter is not read, we estimate your gas use. To avoid estimates, you may read your own meter and tell us the reading by calling 215 232-2244 at any time. We also offer stamped, pre-addressed post cards, which you can use to send us your meter reading by the specified date. To request a supply of these cards, call 215 235-1000, or write us at P.O. Box 3500, Philadelphia, PA

CUSTOMER CHARGE

A monthly charge to cover NGDC costs such as maintaining the lines, meter reading and billing

DISTRIBUTION CHARGES

The charge for delivery of natural gas from the city gate to the consumer.

COMMODITY CHARGE

The charge for basic gas supply service which is sold either by volume (ccf or mcf) or heating value (dekatherms).

RIGHTS AND OBLIGATIONS

A summary of your rights and obligations as a PGW customer will be made available upon request.

A Rate Schedule and an explanation of how to verify the accuracy of a bill and an explanation of the various charges will be made available upon request.

Electronic Check Recovery Authorization

When you pay by check, preauthorized bank draft, ACH, or by a telephone authorized transaction you expressly authorized PGW, if your check is dishonored or returned for any reason, to electronically debit your account for the amount of the check plus a processing fee not to exceed the state maximum legal limit (plus all applicable sales tax). The use of a check for payment is your acknowledgement of this policy and its terms.

CCF

100 cubic feet of gas. This is a measure of gas usage.

MCF

1000 cubic feet of gas. This is a measure of gas usage.

GAS COST ADJUSTMENT

Amount billed or credited each month to account for differences between projected and actual gas supply costs of the Natural Gas Distribution Company.

DEKATHERMS (DTH)

A measure of the heat content value of gas. Gas usage is determined by multiplying the MCF used by the heat content value of the gas. One DTH equals approximately one hundred seventy cubic feet.

NATURAL GAS DISTRIBUTION COMPANY (NGDC)

A state regulated natural gas utility which owns the gas lines and equipment necessary to deliver natural gas to the consumer.

Weather Normalization Adjustment (WNA)

An adjustment approved by the Pennsylvania Public Utility Commission as a way to help PGW stabilize its income and operate more efficiently within its budget during the heating season.

MIGRATION RIDER

Applies to customers switching to an alternative gas supplier or interruptible service. Credits or surcharges a customer's bill for gas costs that the company paid during the time that the customer bought gas from PGW but which have not yet been fully recovered from or paid back to customers.

NATURAL GAS SUPPLIER

If you have selected a Natural Gas Supplier other than PGW, the Natural Gas Supplier is responsible for the billing of Natural Gas Supplier charges. PGW will bill for gas delivery according to the tariff for your rate class.

Commodity prices and charges are set by the Natural Gas Supplier you have chosen. The Public Utilities Commission regulates the distribution prices and services.

Mailing Address

Name _____
Street _____
City _____ State _____ Zip _____
Telephone \ /

Service Location (Address of Property)

Street _____
City _____ State _____ Zip _____
Telephone \ /



MARIA C S...ANO
2116 E SOMERSET ST
PHILADELPHIA PA 19134-3913

Page: 2 of 3
Billing Date: 06/05/06
Account Number: 0447838519

Account Summary	Previous Balance	Payments Received	Balance Brought Forward	Repairs and Adjustments	Current Charges	Account Balance
	\$1,094.64	\$0.00	\$1,094.64	\$15.55	\$52.25	\$1,162.44

Current Basic Charges

SA ID# 881951984, 2116 E SOMERSET ST
Rate Class: General Service Residential

Supply Charges

Commodity Charge 19.6 Ccf @ \$1.3119	\$25.71
Total Supply Charges	\$25.71
Delivery Charges	
Customer Charge @ \$12.00	\$11.20
Distribution Charge 19.6 Ccf @ \$0.66618	\$13.06
Gas Cost Adjustment @ \$0.05558 for 28 Days	\$1.09 CR
Total Delivery Charges	\$23.17
Supply Charges	
Commodity Charge 1.4 Ccf @ \$1.16786	\$1.64
Total Supply Charges	\$1.64
Delivery Charges	
Customer Charge @ \$12.00	\$0.80
Distribution Charge 1.4 Ccf @ \$0.70403	\$0.99
Gas Cost Adjustment @ -\$0.04228 for 2 Days	\$0.06 CR
Total Delivery Charges	\$1.73
Total Current Billing Charges	\$52.25

Adjustment Detail

Adjustments for SA ID # 881951984

Late Payment Charge	\$15.55
Total Adjustments	\$15.55

Meter Detail

Meter #: 1463223

Service Point: 9971988367

Next Meter Read: Jul 03, 2006

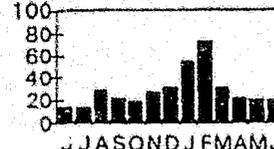
From			To			Difference	Usage (Ccf)	Conversion Factor	Total Therms
Date	Reading	Type	Date	Reading	Type				
05/03/2006	1319	Actual	06/02/2006	1340	Actual	21	21.00	1.038	21.79

Energy Usage Information

SA ID# 881951984, 2116 E SOMERSET ST
COMPARATIVE GAS USAGE THIS MONTH

	This Year	Last Year
Avg Daily Usage (Ccf)	1.0	1.0
Billing Days	30	15
Avg Daily Cost	\$1.74	\$0.00

HISTORICAL DATA



LAST 12 MONTHS

Total Ccf 371.00
Avg Ccf 30.92

■ Actual
▨ Estimated

Message Center

PGW has initiated account status reporting with Trans Union. This will allow other creditors to view your credit experience with PGW. It is important for you to keep your PGW account current and in good standing. Your PGW payment records will be incorporated into your personal credit rating.

Request for Formal Complaint Forms
(Notification of Intent to Appeal)

Timely

Notice to Customer:

If you sign and return this form, you are telling the Public Utility Commission that you want to appeal this decision. Do not return this form unless you want to appeal this decision.

If you want to appeal, you must return this form within 20 days of 7/7/2006. The Commission will send you formal complaint forms if you return this form.

You must comply with 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 shut off your service.

Sincerely,
Pennsylvania Public Utility Commission

Yes, I want to appeal this decision. Please send formal complaint forms to me at the following address:

Customer name and address:
(Please correct any mistakes.)

MARIA SERRANO
2116 E SOMERSET ST
PHILADELPHIA PA 19134

(215) 425-0846
(Area Code) Telephone Number
BCS: 2030201
Company: PHILADELPHIA GAS
WORKS

Maria Serrano
Signature
Date of Mailing: 7/7/2006

Mail this completed form to:

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

SECRETARY'S BUREAU

2006 JUL 14 AM 9:07

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~~X~~



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

IN REPLY PLEASE
REFER TO OUR FILE

July 20, 2006

BCS2030201

MARIA SERRANO
2116 E SOMERSET STREET
PHILADELPHIA PA 19134

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 AUGUST 9, 2006 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:**

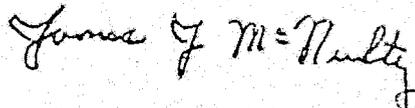
Office of Administrative Law Judge
Public Utility Commission
P.O. Box 3265
Harrisburg, PA 17105-3265

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

ane

cc: PHILADELPHIA GAS WORKS

BEFORE THE PENNSYLVANIA PUBLIC UTILITY COMMISSION

DATE SERVED: August 1, 2006

DOCUMENT
FOLDER

MARIA C SERRANO
Complainant

v.

PHILADELPHIA GAS WORKS
Respondent

Complaint Docket
No: F-02030201

DOCKETED

AUG - 1 2006

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).

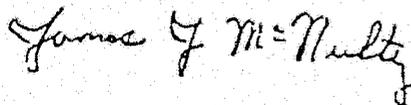
2. If you fail to either satisfy this complaint or to file answer or other responsive pleading within twenty (20) days, you will be deemed to have admitted all the allegations in this complaint in accordance with Section 5.61 of the Commission's Rules of Administrative Practice and Procedure, 52 Pa.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

IN REPLY PLEASE
REFER TO OUR FILE

DATE SERVED: August 1, 2006

F-02030201

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

DOCUMENT
FOLDER

Dear Mr. Farinas:

A complaint has been filed against you before the Pennsylvania Public Utility Commission by MARIA C SERRANO. 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.

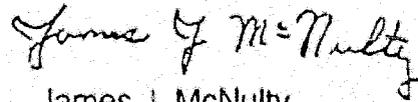
Detailed instructions on how to proceed are contained in the attached pages. You are advised to read them carefully.

August 1, 2006

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

ane

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



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

DOCKETED

August 21, 2006

AUG 22 2006

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

ORIGINAL

RE: Maria C. Serrano vs. PGW, Docket No. F-02030201

Dear Secretary McNulty:

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

If additional information is required, please do not hesitate to contact the undersigned. Thank you for your assistance in this matter.

Sincerely,

A handwritten signature in black ink, appearing to be "M. Chan", written over the word "Sincerely".

Mary M. Chan

Enclosure

cc: Maria C. Serrano
Anne Marie Cromley

**DOCUMENT
FOLDER
RECEIVED**

AUG 21 2006

PA PUBLIC UTILITY COMMISSION
SECRETARY'S BUREAU

113

BEFORE THE
PENNSYLVANIA PUBLIC UTILITY COMMISSION

ORIGINAL

Maria C. Serrano

v.

Philadelphia Gas Works

Docket No. F-02030201

DOCKETED

AUG 22 2006

Answer of the Philadelphia Gas Works

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

1. Admitted.
2. Admitted.
3. Admitted.
4. (a) Admitted. It is admitted that the Complainant would like a payment arrangement. By way of further averment, the Complainant is currently enrolled into a payment arrangement, pursuant to the Bureau of Consumer Services ("BCS") decision dated July 7, 2006, which is attached hereto as Exhibit "A." The BCS ordered the Complainant to pay \$92 per month, which consists of \$72 in budget bill plus \$20 towards the arrears.
 (b) Admitted in part; denied in part. PGW denies the averment that her payment is beyond her gas usage. PGW further denies that the Complainant's gas bills are not accurate. The Complainant's gas bills are based upon actual gas usage at 2116 E. Summerset Street, Philadelphia, PA (Service Address). PGW denies that the Complainant never received a bill for \$137 in her life time. By way of further answer, the Complainant's gas bill for the winter months range around \$100 to \$140, as shown on her statement of account history, which is attached hereto as Exhibit B.

DOCUMENT
FOLDER

RECEIVED

AUG 21 2006

PA PUBLIC UTILITY COMMISSION
SECRETARY'S BUREAU

PGW denies that that the Complainant needs a more accurate payment arrangement than the one that she is currently enrolled in, pursuant to the BCS decision.

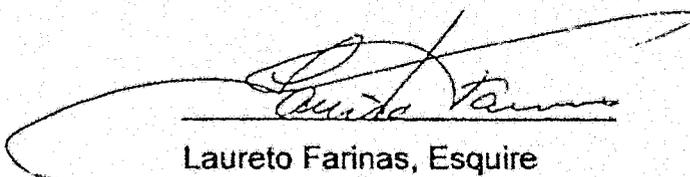
PGW denies that her current bill of \$52 is too high. The Complainant's gas bills are based upon actual gas usage at the Service Address.

5. Denied. The averment in Paragraph 5 of the Complaint is a request for relief to which no response is required. PGW therefore denies the averments in this paragraph.
6. Admitted.
7. Admitted.

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

Respectfully submitted,

August 21, 2006



Laureto Farinas, Esquire
Philadelphia Gas Works
800 W. Montgomery Avenue
Philadelphia, PA 19122
(215) 684-6982

EXHIBIT A

RECEIVED

AUG 21 2006

PA PUBLIC UTILITY COMMISSION
SECRETARY'S BUREAU

- <Case>
<CaseNbr>2030201</CaseNbr>
<CompanyName>PGW (PHILA. GAS WORKS (NGDC))</CompanyName>
<CompanyCode>0766</CompanyCode>
<CompanyType>GAS TRANSPORTER</CompanyType>
<Customer>
<CustomerFirstName>MARIA</CustomerFirstName>
<CustomerLastName>SERRANO</CustomerLastName>
<AccountNumber>0447838519</AccountNumber>
- <CustomerServAddress>
<ServAddress1>2116 E SOMERSET ST</ServAddress1>
<ServCity>PHILADELPHIA</ServCity>
<ServState>PA</ServState>
<ServZip5>19134</ServZip5>
</CustomerServAddress>
</Customer>
<DecisionIssue>Y</DecisionIssue>

file://C:\WINNT\Temporary%20Internet%20Files\OLK35\PGW CL 07072006 155020.... 07/07/2006

Page 3 of 3

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<Violation>ACTUAL</Violation>
<Chapter>TARIFF</Chapter>
<SectionRule>7.3 56.163</SectionRule>
<TotalBalance>1227.36</TotalBalance>
<DateClosed>2006-07-07</DateClosed>
<Resolution>SEE CS17 FOR TERMS OF PAR. BILLS ARE
CORRECT.</Resolution>
<BalanceDate>2006-07-06</BalanceDate>
<Terms>AUGUST 2006 DUE DATE</Terms>
<SpecialBudgetAmount>92.00</SpecialBudgetAmount>
<RegularBudgetAmount>72.00</RegularBudgetAmount>
<ArrearsPaymentPlus>20.00</ArrearsPaymentPlus>
<LetterDescription>EGW STRAIGHT PAR/NO LPCS/BUDGET + FOR LEVEL 1
HOUSEHOLDS</LetterDescription>
<HeadDate>2006-07-07</HeadDate>
- <Paragraphs>
<ParDescr>THE CUSTOMER'S BILLS ARE CORRECT AS
RENDERED.</ParDescr>
</Paragraphs>
<OtherInfo>
<BCSInvestigatorFName>MIKOLE</BCSInvestigatorFName>
<BCSInvestigatorLName>RIVERA</BCSInvestigatorLName>
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EXHIBIT B

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FA PUBLIC UTILITY COMMISSION
SECRETARY'S BUREAU

HISTORY REQUEST REPORT FOR ACCOUNT # 447838519 AND SA # 881951984 AS OF 08/07/2006

Account #: 447838519	SA # 881951984	Bill Cycle: 01	Rate Class: GS
Phone #: 4250846(215)			
Name: SERRANO, MARIA C			
Address: 2116 E SOMERSET STIPHILA, PA			
Pay Agreement Indicator: Y	Easyway Indicator: B	CRP Status	
Blocker Start Date: 20060807	Blocker End Date: 20060807	Meter # 1463223	

Tran Date	Trans Type	Current Amt	Total Amt	Adjust Amt	Segment Start Date	Segment End Date	Read Code	End Read	Current Balance	Usage	Meter #
02/25/2003	PAY	(\$245.00)	(\$245.00)	\$0.00							
03/07/2003	BPTCCG	\$45.00	\$45.00	\$45.00	03/05/2003	04/01/2003	R	3614	(\$161.06)	23	1694974
04/01/2003	BILL	\$38.94	\$38.94	\$0.00	04/01/2003	05/01/2003	R	3636	(\$122.02)	22	1694974
05/01/2003	BILL	\$39.04	\$39.04	\$0.00	05/01/2003	05/30/2003	R	3663	(\$76.17)	27	1694974
05/30/2003	BILL	\$45.85	\$45.85	\$0.00	05/30/2003	08/30/2003	R	3696	(\$20.52)	33	1694974
06/30/2003	BILL	\$55.65	\$55.65	\$0.00	06/30/2003	07/30/2003	R	3712	\$12.68	16	1694974
07/30/2003	BILL	\$33.20	\$33.20	\$0.00	07/30/2003	08/29/2003	R	3727	\$44.74	15	1694974
08/29/2003	BILL	\$31.87	\$31.87	\$0.00	08/29/2003	09/30/2003	R	3742	\$77.48	15	1694974
09/30/2003	LPC	\$0.19	\$0.19	\$0.19	08/29/2003	09/30/2003	R	3742			
09/30/2003	BILL	\$32.08	\$32.08	\$0.00	08/29/2003	09/30/2003	R	3742			
10/02/2003	LPC	\$0.66	\$0.66	\$0.66	09/30/2003	10/29/2003	R	3762	\$117.43	20	1694974
10/29/2003	BILL	\$38.81	\$38.81	\$0.00	09/30/2003	10/29/2003	R	3762			
10/31/2003	LPC	\$1.14	\$1.14	\$1.14	10/29/2003	12/01/2003	R	3817	\$204.81	55	1694974
12/01/2003	BILL	\$85.65	\$85.65	\$0.00	10/29/2003	12/01/2003	R	3817			
12/03/2003	LPC	\$1.73	\$1.73	\$1.73	12/01/2003	12/31/2003	R	3846	\$257.48	29	1694974
12/31/2003	BILL	\$49.66	\$49.66	\$0.00	12/01/2003	12/31/2003	R	3846			
01/03/2004	LPC	\$3.01	\$3.01	\$3.01	12/31/2003	01/30/2004	R	3846	\$273.24	0	1694974
01/30/2004	BILL	\$12.00	\$12.00	\$0.00	12/31/2003	01/30/2004	R	3846			
02/03/2004	LPC	\$3.76	\$3.76	\$3.76							
02/19/2004	PAY	(\$50.00)	(\$50.00)	\$0.00							
03/02/2004	BILL	\$12.00	\$12.00	\$0.00	01/30/2004	03/02/2004	R	3846	\$235.24	0	1694974
03/31/2004	BILL	\$12.00	\$12.00	\$0.00	03/02/2004	03/31/2004	R	3846	\$247.24	0	1694974
04/28/2004	PAY	(\$25.00)	(\$25.00)	\$0.00							
04/30/2004	BILL	\$12.00	\$12.00	\$0.00	03/31/2004	04/30/2004	R	3846	\$237.57	0	1694974
05/04/2004	LPC	\$3.33	\$3.33	\$3.33							
06/01/2004	BILL	\$12.00	\$12.00	\$0.00	04/30/2004	06/01/2004	R	3846	\$253.08	0	1694974
06/03/2004	LPC	\$3.51	\$3.51	\$3.51							
06/15/2004	PAY	(\$25.00)	(\$25.00)	\$0.00							

Account # 447838519 SA # 881951984 Bill Cycle 01 Rate Class GS Phone # 4250846(215)
 Name: SERRANO, MARIA C Address: 2116 E SOMERSET ST/PHILA, PA
 Pay Agreement Indicator Y Easyway Indicator B CRF Status
 Blocker Start Date: 20060807 Blocker End Date 20080807 Meter # 1463223

Tran Date	Tran Type	Current Amt	Total Amt	Adjust Amt	Segment Start Date	Segment End Date	Read Code	End Read	Current Balance	Usage	Meter #
06/28/2004	PAY	(\$20.00)	(\$20.00)	\$0.00	06/01/2004	06/30/2004	R	3846	\$223.20	0	1694974
06/30/2004	BILL	\$12.00	\$12.00	\$0.00							
07/02/2004	LPC	\$3.12	\$3.12	\$3.12							
07/30/2004	BILL	\$14.79	\$14.79	\$0.00	06/30/2004	07/30/2004	R	545	\$192.99	2	1463223
07/30/2004	BILL	\$14.79	\$14.79	\$0.00	06/30/2004	07/30/2004	R	3846	\$192.99	2	1694974
08/02/2004	PAY	(\$45.00)	(\$45.00)	\$0.00							
08/31/2004	BILL	\$44.11	\$44.11	\$0.00	07/30/2004	08/31/2004	R	568	\$237.10	23	1463223
09/30/2004	BILL	\$40.20	\$40.20	\$0.00	08/31/2004	09/30/2004	R	588	\$280.85	20	1463223
10/02/2004	LPC	\$3.55	\$3.55	\$3.55							
10/05/2004	PAY	(\$50.00)	(\$50.00)	\$0.00							
10/21/2004	PAY	(\$50.00)	(\$50.00)	\$0.00							
10/29/2004	BILL	\$44.43	\$44.43	\$0.00	09/30/2004	10/29/2004	R	611	\$225.26	23	1463223
11/29/2004	PAY	(\$47.00)	(\$47.00)	\$0.00							
11/30/2004	BILL	\$59.94	\$59.94	\$0.00	10/29/2004	11/30/2004	R	645	\$238.22	34	1463223
12/30/2004	BILL	\$65.35	\$65.35	\$0.00	11/30/2004	12/30/2004	R	679	\$303.57	34	1463223
01/31/2005	BILL	\$140.66	\$140.66	\$0.00	12/30/2004	01/31/2005	R	761	\$444.23	82	1463223
03/01/2005	BILL	\$126.10	\$126.10	\$0.00	01/31/2005	03/01/2005	R	834	\$576.99	73	1463223
03/02/2005	LPC	\$6.66	\$6.66	\$6.66							
03/31/2005	BILL	\$82.90	\$82.90	\$0.00	03/01/2005	03/31/2005	R	885	\$668.44	51	1463223
04/01/2005	LPC	\$8.55	\$8.55	\$8.55							
04/18/2005	PAY	(\$188.00)	(\$188.00)	\$0.00							
04/29/2005	BILL	\$60.66	\$60.66	\$0.00	03/31/2005	04/29/2005	R	920	\$541.10	35	1463223
05/25/2005	PAY	(\$71.00)	(\$71.00)	\$0.00							
05/31/2005	BILL	\$62.06	\$62.06	\$0.00	04/29/2005	05/31/2005	R	956	\$532.16	36	1463223
06/08/2005	PAY	(\$71.00)	(\$71.00)	\$0.00							
06/29/2005	BILL	\$52.69	\$52.69	\$0.00	05/31/2005	06/29/2005	R	983	\$513.85	27	1463223
08/01/2005	BILL	\$57.21	\$57.21	\$0.00	08/29/2005	08/01/2005	R	1013	\$571.06	30	1463223
08/03/2005	PAY	(\$71.00)	(\$71.00)	\$0.00							
08/26/2005	PAY	(\$71.00)	(\$71.00)	\$0.00							
08/31/2005	BILL	\$45.15	\$45.15	\$0.00	08/01/2005	08/31/2005	R	1035	\$474.21	22	1463223
09/29/2005	PAY	(\$71.00)	(\$71.00)	\$0.00							
09/30/2005	BILL	\$43.75	\$43.75	\$0.00	08/31/2005	09/30/2005	R	1055	\$446.96	20	1463223
10/31/2005	BILL	\$64.00	\$64.00	\$0.00	09/30/2005	10/31/2005	R	1083	\$510.96	28	1463223

Account # 447838519 SA # 881951884 Bill Cycle 0* Rate Class: GS Phone #: 4250846(215)
 Name: SERRANO, MARIA C Address: 2116 E SOMERSET ST/PHILA, PA
 Pay Agreement Indicator: Y Easyway Indicator: B CRF Status
 Blocker Start Date: 20060807 Blocker End Date: 20080807 Meter #: 1463223

Tran Date	Tran Type	Current Amt	Total Amt	Adjust Amt	Segment Start Date	Segment End Date	Read Code	End Read	Client Balance	Usage	Meter #
12/01/2005	BILL	\$73.52	\$73.52	\$0.00	10/31/2005	12/01/2005	R	1115	\$592.14	32	1463223
12/02/2005	LPC	\$7.66	\$7.66	\$7.66							
01/03/2006	BILL	\$117.73	\$117.73	\$0.00	12/01/2005	01/03/2006	R	1170	\$718.63	55	1463223
01/04/2006	LPC	\$8.76	\$8.76	\$8.76							
02/02/2006	BILL	\$154.27	\$154.27	\$0.00	01/03/2006	02/02/2006	R	1244	\$672.90	74	1463223
03/03/2006	BILL	\$73.52	\$73.52	\$0.00	02/02/2006	03/03/2006	R	1276	\$959.26	32	1463223
03/06/2006	LPC	\$12.84	\$12.84	\$12.84							
04/03/2006	BILL	\$54.30	\$54.30	\$0.00	03/03/2006	04/03/2006	R	1298	\$1,027.51	22	1463223
04/05/2006	LPC	\$13.95	\$13.95	\$13.95							
05/03/2006	BILL	\$52.37	\$52.37	\$0.00	04/03/2006	05/03/2006	R	1319	\$1,094.64	21	1463223
05/04/2006	LPC	\$14.76	\$14.76	\$14.76							
06/02/2006	BILL	\$52.25	\$52.25	\$0.00	05/03/2006	06/02/2006	R	1340	\$1,162.44	21	1463223
06/05/2006	LPC	\$15.55	\$15.55	\$15.55							
07/03/2006	BILL	\$48.59	\$48.59	\$0.00	06/02/2006	07/03/2006	R	1360	\$1,227.36	20	1463223
07/06/2006	LPC	\$16.33	\$16.33	\$16.33							
07/14/2006	LPCWVE	(\$73.43)	(\$73.43)	(\$73.43)							
08/02/2006	BILL	\$44.93	\$44.93	\$0.00	07/03/2006	08/02/2006	R	1378	\$1,188.86	18	1463223

VERIFICATION

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

Dated: August 21, 2006



Laureto Farinas, Esquire

CERTIFICATE OF SERVICE

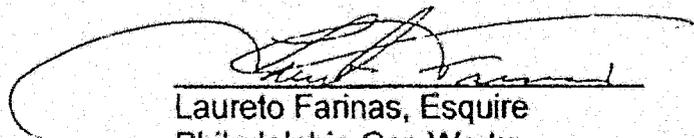
I HEREBY CERTIFY THAT I HAVE THIS DAY SERVED A TRUE COPY
OF THE FOREGOING DOCUMENT UPON THE PARTICIPANTS LISTED
BELOW, IN ACCORDANCE WITH THE REQUIREMENTS OF 52 PA CODE
§1.54 (RELATING TO SERVICE BY A PARTICIPANT).

Service List:

For Complainant:

Maria C. Serrano
2116 E. Somerset Street
Philadelphia, PA 19134

Dated: August 21, 2006



Laureto Farinas, Esquire
Philadelphia Gas Works
800 W. Montgomery Avenue
Philadelphia, PA 19122
(215) 684-6982

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PA PUBLIC UTILITY COMMISSION
SECRETARY'S BUREAU



COMMONWEALTH OF PENNSYLVANIA
PENNSYLVANIA PUBLIC UTILITY COMMISSION
Office of Administrative Law Judge
P.O. BOX 3265, HARRISBURG, PA 17105-3265
August 29, 2006

IN REPLY PLEASE
REFER TO OUR FILE

In Re: F-02030201

(SEE ATTACHED LIST)

Maria C. Serrano v. Philadelphia Gas Works

Requests Payment Arrangement

Hearing Notice

This is to inform you that your case is scheduled for hearing at 9:30 a.m. in Hearing Room 2 in the Philadelphia State Office Building. Your case is one of several cases that have been scheduled at this time in Hearing Room 2. You must be available in the hearing room when your case is called by the presiding Administrative Law Judge. You should arrive at the Hearing Room no later than 9:15 a.m. and wait in the Hearing Room until the presiding Administrative Law Judge calls your case. Your case might not be the first one to be called and you should be prepared to stay in the hearing room all morning, if necessary. If you are not present and prepared to go forward with your case when it is called, your case will be dismissed by the Administrative Law Judge.

Type: Initial Hearing
Date: Tuesday, October 10, 2006
Time: 9:30 a.m.
Location: Hearing Room 2
Philadelphia State Office Building
Broad and Spring Garden Streets
Philadelphia, Pennsylvania

DOCUMENT
FOLDER

DOCKETED
OCT 5 2006

BA

Presiding: Administrative Law Judge Marlane R. Chestnut
1302 Philadelphia State Office Building
1400 West Spring Garden Street
Philadelphia, PA 19130
Telephone: (215) 560-2105
Fax: (215) 560-3133

Attention: You must be available in the hearing room when your case is called by the presiding Administrative Law Judge. If you are not present and prepared to go forward with your case when it is called, your case will be dismissed by the Administrative Law Judge.

If you intend to file exhibits, bring 4 copies with you to the hearing.

Individuals may represent themselves or be represented by an attorney. Individuals representing themselves do not need to be represented by an attorney. If you have an attorney representing you, your attorney should file a Notice of Appearance before the scheduled hearing date.

If you are a person with a disability, and you wish to attend the hearing, we may be able to make arrangements for your special needs. Please call the scheduling office at the Public Utility Commission at least (2) two business days prior to your hearing:

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

pc: Judge Chestnut
Cherie Pyle, Scheduling Officer
Beth Plantz
Docket Section
Calendar File