

CAPTION SHEET

USE MANAGEMENT SYSTEM

1. REPORT DATE: 00/00/00	:	
2. BUREAU: ALJ	:	
3. SECTION(S):	:	
5. APPROVED BY:	:	4. PUBLIC MEETING DATE:
DIRECTOR:	:	00/00/00
SUPERVISOR:	:	
6. PERSON IN CHARGE:	:	7. DATE FILED: 10/02/07
8. DOCKET NO: F 02261494	:	9. EFFECTIVE DATE: 00/00/00

PARTY/COMPLAINANT: WIRSZ, JAMES

RESPONDENT/APPLICANT: PHILADELPHIA GAS WORKS

COMP/APP COUNTY: PHILADELPHIA

UTILITY CODE: 125042

ALLEGATION OR SUBJECT

COMPLAINANT STATES THAT HE WANTS THE PUC TO HAVE THE CHARGE OFF REMOVED FROM HIS ACCOUNT WITH PHILADELPHIA GAS WORKS IN LIGHT OF THE ADDRESS PROBLEM.

DOCKETED  
OCT 17 2007

DOCUMENT  
HOLDER

LAW OFFICES OF  
RICHARD J. WEITZMAN, P.C.  
THREE NORTH SECOND STREET, SUITE 200  
PHILADELPHIA, PENNSYLVANIA 19106

RICHARD J WEITZMAN  
MEMBER PA AND NJ BAR

(215) 627-4400  
FAX (215) 627-4700  
EMAIL: rich@rjweitzmanlaw.com  
WEB: www.rjweitzmanlaw.com

October 2, 2007

VIA FEDERAL EXPRESS

Secretary  
Pennsylvania Public Utility Commission  
400 North Street  
Commonwealth Keystone Building; 2<sup>nd</sup> Floor  
Harrisburg, PA 17120

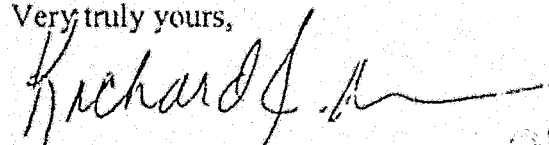
Re: James Wirsz  
BCS 2261494  
Philadelphia Gas Works

Dear Sir/Madam:

Please be advised of my representation of Mr. Wirsz in the above matter. Pursuant to my office's telephone conversation with your office on Friday, September 28, 2007, the October 1, 2007 deadline was extended. As such, enclosed for filing please find an original and copy of the PUC Formal Complaint. Please file the original, time-stamp the copy and return same to me in the enclosed, self-addressed stamped envelope provided for your convenience.

Thank you for your attention to this matter. Should you have any questions please do not hesitate to contact me.

Very truly yours,

  
Richard J. Weitzman

RJW/ad

Enclosure

cc: James Wirsz

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PA PUBLIC UTILITY COMMISSION  
SECRETARY'S BUREAU

OCT 1 2007

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Must be returned by October 1, 2007

PENNSYLVANIA PUBLIC UTILITY COMMISSION

Formal Complaint Form

Please print or type.

F-02261494

1. CUSTOMER NAME (COMPLAINANT)

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

Name JAMES WIRSZ

Street/P.O. Box 309 TYSON AVE Apt # \_\_\_\_\_

City PHILA State PA Zip 19111

County PHILA.

Area Code/HOME Phone 215-971-5831

Area Code/WORK Phone 215-725-0864

Utility Account Number 0068236600  
(from your bill)

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

Name JAMES WIRSZ

Street/P.O. Box 1411 IMOGENE ST.

City PHILA State PA Zip 19124

2. UTILITY NAME (RESPONDENT)

Name of utility company your complaint concerns: PHILA. GAS WORKS (PGW)

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PA PUBLIC UTILITY COMMISSION  
SECRETARY'S BUREAU

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. *BILLING ADDRESS MISTAKE*  
(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.

I own many properties which I hold out for rental, including 1411 Imogene Street, Philadelphia, PA. I established my gas account and provided a billing address to PGW and apparently this was not properly set up in their system. AS a result, the bills were sent to the property rather than my billing address. I do not reside at the property and never received the bill.

In my conversation with PGW, I was advised that this is not uncommon, however, the "charge-off" is prejudicial to my ability to continue to obtain financing for my business properties.

Although the billing charges are not incorrect, the fact that the bill was never received is problematic. But for PGW's improper billing address, this problem would not have resulted.

5. RELIEF

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

I am asking PUC to have the "charge-off" removed from my account with PGW in light of the address problem.

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

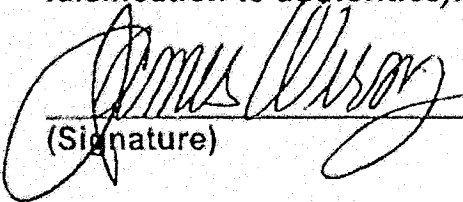


If you tried to, but could not speak to a utility company representative about your complaint, please explain why.

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 JAMES WIPSZ, 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).

  
(Signature)

9-27-07  
(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 <sup>nd</sup> 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.**

Request for Formal Complaint Form  
(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 8/27/2007. 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.

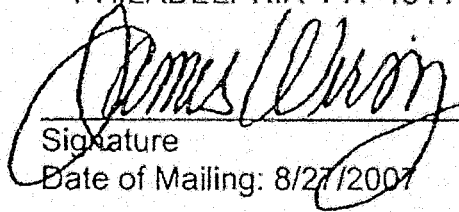
Sincerely,  
Pennsylvania Public Utility Commission

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.)

JAMES WIRSZ  
309 TYSON AVE  
PHILADELPHIA PA 19111 -

215-971-5931  
(Area Code) Telephone Number  
BCS. 2261494  
Company: PHILADELPHIA GAS  
WORKS

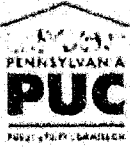
  
\_\_\_\_\_  
Signature  
Date of Mailing: 8/27/2007

Mail this completed form to:

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

RECEIVED  
2007 SEP -4 AM 9:03

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

IN REPLY PLEASE  
REFER TO OUR FILE

September 10, 2007

BCS: 2261494

JAMES WIRSZ  
309 TYSON AVENUE  
PHILADELPHIA PA 19111

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 October 1, 2007 to the address listed below:

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

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

**Commission Procedures for Formal Complaints**

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

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

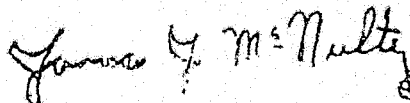
Office of Administrative Law Judge  
Public Utility Commission  
P.O. Box 3265  
Harrisburg, PA 17105-3265

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

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

If you have any questions about the complaint process, please call the Bureau of Consumer Services, toll free, at 1-800-782-1110.

Very truly yours,



James J. McNulty  
Secretary

nvl

cc: PHILADELPHIA GAS WORKS

BEFORE THE PENNSYLVANIA PUBLIC UTILITY COMMISSION

DATE SERVED: October 16, 2007

DOCUMENT  
FOLDER

JAMES WIRSZ  
Complainant

v.

PHILADELPHIA GAS WORKS  
Respondent

Complaint Docket  
No: F-02261494

OCT 17 2007

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FORMAL COMPLAINT NOTICE TO RESPONDENT TO ANSWER OR SATISFY

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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).

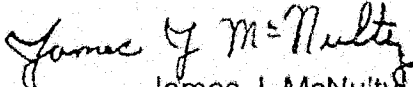
2. If you fail to either satisfy this complaint or to file answer or other responsive pleading within twenty (20) days, you will be deemed to have admitted all the allegations in this complaint in accordance with Section 5.61 of the Commission's Rules of Administrative Practice and Procedure, 52 Pa. 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: October 16, 2007

F-02261494

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

Dear Mr. Farinas:

A complaint has been filed against you before the Pennsylvania Public Utility Commission by JAMES WIRSZ. 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.

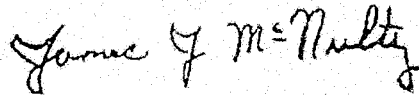
OCT 17 2007

October 16, 2007

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

ddi



Mary M. Chan, Paralegal  
Legal Department  
Direct Dial: (215) 684-6630  
Fax: (215) 684-4798  
E-mail: [mary.chan@pgworks.com](mailto:mary.chan@pgworks.com)

November 2, 2007

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

 ORIGINAL

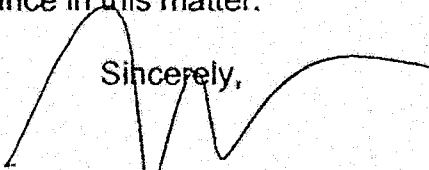
**RE: James Wrisz vs. PGW, Docket No. F-02261494**

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,

  
Mary M. Chan

Enclosure

cc: James Wrisz (Regular Mail)  
Anne Marie Cromley (PGW Mail)  
Linda Pereira (PGW Mail)

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NOV 02 2007

PA PUBLIC UTILITY COMMISSION  
SECRETARY'S BUREAU

DOCUMENT  
FOLDER

DOCKETED  
NOV - 6 2007

DA

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BEFORE THE  
PENNSYLVANIA PUBLIC UTILITY COMMISSION

James Wrisz

v.

Philadelphia Gas Works

:  
:  
:  
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:  
:  
:

Docket No. F-02261494

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) Denied. PGW denies the averment that there is a billing mistake on the Complainant's gas account. The Complainant's gas bills are correct as rendered to 1411 Imogene Street, Philadelphia, PA (Service Address).

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PA PUBLIC UTILITY COMMISSION  
SECRETARY'S OFFICE

(B) Admitted in part; denied in part. It is admitted that the Complainant is the owner of many properties, including the Service Address. It is admitted that the Complainant established gas service at the Service Address. PGW denies the averment that PGW did not properly set up the account into PGW system. It is admitted that the Complainant's gas bills were sent to the Service Address.

PGW records do not indicate that the bill should have been sent to another address until June 6, 2007. PGW lacks sufficient knowledge to determine the truth of the averment that the Complainant did not reside at the Service Address. PGW therefore denies this averment.

PGW records do not indicate that PGW advised the Complainant that the billing address issue was not uncommon. PGW therefore denies this averment.

It is admitted that the Complainant's gas bills are correct as rendered. PGW admits that the Complainant is disputing the mail bill address issue.

By way of further answer, the Complainant established gas service at the Service Address on September 14, 2006 through October 28, 2006. The Complainant's gas bills were mailed to the Service Address.

On March 12, 2007, the Complainant's account was finalized in the amount of \$56.23 and went into "write off" status.

On June 4, 2007, PGW updated the Complainant's credit to Trans Union.

On June 6, 2007, the Complainant contacted PGW to inquire about the gas bill. The Complainant was advised that the gas bills for the Service Address were mailed to the Service Address and not a P.O. Box address.

On June 6, 2007, the Complainant registered P.O. Box 11481 on the account as the mail bill address. PGW re-sent the bill to the registered mail bill P.O. Box address. See Customer Contact Screen, which is attached hereto as Exhibit "A."

On June 14, 2007, the Complainant made the payment on his account in full.

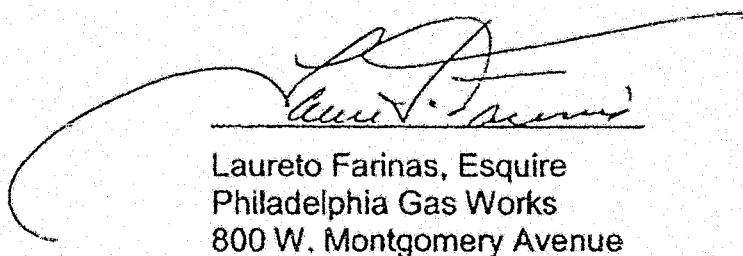
The Bureau of Consumer Service (BCS) decision dated August 27, 2007, which is attached hereto as Exhibit "B," ordered the Complainant to file a dispute with the credit bureau.

7. Admitted.

**Wherefore**, PGW respectfully requests that this Commission find against the Complainant, and dismiss the Complaint.

Respectfully submitted,

November 2, 2007

A handwritten signature in black ink, appearing to read "Laureto Farinas", is written over a horizontal line. A large, sweeping flourish extends from the left side of the signature.

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

EXHIBIT A

RECEIVED

NOV 02 2007

PA PUBLIC UTILITY COMMISSION  
SECRETARY'S BUREAU

Complaints for Account: Wirsz, James J

Account: 0000 6823 6600

Wirsz, James J

Transaction History

Full Comments

Date	Type	Comment	Person
10/19/2007	CRU	PUC Formal Docket HF-02261494 filed on 10/17/2007 12:00:00 AM	Wirsz, James J
08/24/2007	CRU	Received Closing/Decision from of PUC/BLS regarding BCS # 2261494 on 08/27/2007. The BCS stated the following: JAMES WIRSZ WAS THE RP OF RECORD FROM 9/11/06 TO 10/28/06 AND CURRENTLY IS THE PROPERTY OWNER AT THE 1411 IMOGENE STREET RENTAL PROPERTY. THE CUSTOMER WAS ISSUED TWO BILLS BEFORE THE SERVICE WAS FINALIZED IN HIS NAME. THE BILLS WERE MAILED TO THE SERVICE ADDRESS BECAUSE THE COMPANY DID NOT HAVE RECORD OF A DIFFERENT MAILING ADDRESS. THE TWO BILLS WERE NOT PAID BY THE	
08/24/2007	CRU	HE DUE DATE AND ACCORDINGLY REPORTED TO THE CREDIT BUREAU BECAUSE THE BILLS WERE NOT PAID BY THE DUE DATES. THE ACCOUNT REFLECTED A NEGATIVE RATING FOR THE CUSTOMER'S CREDIT REPORT HISTORY. THE \$56.23 FINAL BILL BALANCE WAS PAID IN FULL ON 6/14/07. THE COMPANY HAS NO RECORD THE CUSTOMER PROVIDED A DIFFERENT MAILING ADDRESS UNTIL 6/6/07. THE CUSTOMER FAILED TO PROVIDE PROOF HE MADE A REQUEST TO HAVE THE BILLS MAILED TO HIS POST OFFICE BOX NUMBER PRIOR TO 6/6/07. THEREFORE,	
08/24/2007	CRU	THE COMPANY REPORTED THE PAYMENT HISTORY ACCORDING TO THE DATE THE PAYMENT WAS RECEIVED MR WIRSZ WAS REFERRED TO THE CREDIT BUREAU TO FILE HIS DISPUTE AND INFORMED OF HIS PUC APPEAL RIGHTS. THE CUSTOMER REQUESTED TO PURSUE HIS COMPLAINT FORMALLY THROUGH THE PUC.	
08/02/2007	DRU	Correspondence received on 07/19/2007 closed on 8/2/2007 12:54:48 PM. Resolution: MAILED OUT LETTER TO CUSTOMER STATING ACCOUNT HAS BEEN FINALIZED AS OF 10/28/06 WITH A ZERO BALANCE. ALSO SENT OUT COPY OF RECEIPT FOR FINAL PAYMENT OF \$56.23.	No Name
08/02/2007	DRU	Dispute received on 07/09/2007 closed on 8/2/2007 9:17:42 AM. Resolution: The High Bill dispute was previously completed by CRU on 7/10/07. The prerrise reference is 1411 Imogene St / SA #5609688298.	
08/01/2007	BILL	returned cal to cust, told him check with puc	Wirsz, James J

Change Customer Contact

Launch Related Transactions

← Contacts for Account: Wirsz, James J

Account.. 0000 6823 6600

Wirsz, James J

Transaction History

Full Comments

Date	Type	Comment	Person
10/19/2007	CRU	PUC Formal Docket # F-02361494 filed on 10/17/2007 12:00:00 AM	Wirsz, James J
08/24/2007	CRU	Received Closing/Decision from of PUC/BCS regarding BCS # 2261494 on 08/27/2007. The BCS stated the following: JAMES WIRSZ WAS THE RP OF RECORD FROM 9/1/06 TO 10/28/06 AND CURRENTLY IS THE PROPERTY OWNER AT THE 1411 IMOGENE STREET RENTAL PROPERTY. THE CUSTOMER WAS ISSUED TWO BILLS BEFORE THE SERVICE WAS FINALIZED IN HIS NAME. THE BILLS WERE MAILED TO THE SERVICE ADDRESS BECAUSE THE COMPANY DID NOT HAVE RECORD OF A DIFFERENT MAILING ADDRESS. THE TWO BILLS WERE NOT PAID BY T	
08/24/2007	CRU	HE DUE DATE AND ACCORDINGLY REPORTED TO THE CREDIT BUREAU. BECAUSE THE BILLS WERE NOT PAID BY THE DUE DATES, THE ACCOUNT REFLECTED A NEGATIVE RATING FOR THE CUSTOMER'S CREDIT REPORT HISTORY. THE \$56.23 FINAL BILL BALANCE WAS PAID IN FULL ON 6/14/07. THE COMPANY HAS NO RECORD THE CUSTOMER PROVIDED A DIFFERENT MAILING ADDRESS UNTIL 6/6/07. THE CUSTOMER FAILED TO PROVIDE PROOF HE MADE A REQUEST TO HAVE THE BILLS MAILED TO HIS POST OFFICE BOX NUMBER PRIOR TO 6/6/07. THEREFORE,	
08/24/2007	CRU	THE COMPANY REPORTED THE PAYMENT HISTORY ACCORDING TO THE DATE THE PAYMENT WAS RECEIVED. MR WIRSZ WAS REFERRED TO THE CREDIT BUREAU TO FILE HIS DISPUTE AND INFORMED OF HIS PUC APPEAL RIGHTS. THE CUSTOMER REQUESTED TO PURSUE HIS COMPLAINT FORMALLY THROUGH THE PUC.	
08/02/2007	DRU	Correspondence received on: 07/19/2007 closed on 8/2/2007 12:54:48 PM. Resolution: MAILED OUT LETTER TO CUSTOMER STATING ACCOUNT HAS BEEN FINALIZED AS OF 10/28/06 WITH A ZERO BALANCE. ALSO SENT OUT COPY OF RECEIPT FOR FINAL PAYMENT OF \$56.23.	No Name
08/02/2007	DRU	Dispute received on 07/09/2007 closed on 8/2/2007 9:17:42 AM. Resolution: The High Bill dispute was previously completed by CPU on 7/10/07. The premise reference is 1411 Imogene St / SA #5609888298.	
08/01/2007	BILL	returned call to cust., told him check with puc	Wirsz, James J

Change Customer Contact

Account Related Transactions

Account: 0000 6823 5600      Wirsz, James J       Transaction History       Full Comments

Date	Type	Comment	Person
08/01/2007	BILL	returned call to cust, i told him check with puc	Wirsz, James J
07/19/2007	DRU	Correspondence received on 07/19/2007 regarding credit report dispute received	
07/10/2007	BILL	explained to cust, about high bill dept	Wirsz, James J
07/10/2007	CRU	Response sent to BCS on 7/10/2007 8:52:15 AM for Case # 2261494. It is PGW's final position that A review of the account indicates that the bills for this account number have been mailed to the property addresses being billed and also the property address at 309 Tyson Avenue. The company has no record of bills being mailed continuously to an alternate address. The company is not making an error by mailing the bill for service to the property address receiving the service.	No Name
07/10/2007	CRU	The company will only mail the bill to an alternate location if the customer makes this request. The company has received late payment on this account and therefore would reported the account adversely.	
07/09/2007	BILL	left message on 2157226383	Wirsz, James J
07/09/2007	CRU	PUC Informal Complaint BCS# 2261494 filed on 7/9/2007 * 2:00:00 AM (CRU 787-1250) regarding BILLING DISPUTES (# 18), by James Wirsz	
07/09/2007	DRU	Dispute received on 07/09/2007 regarding Cust claim final gas bill was mailed to the wrong mailing address and claim, as a result he received a neg. credit rating can you correct this matter with credit agency. Thank you.	
07/09/2007	BILL	Cor called we mailed gas bill to the wrong address, and as a result the account was sent to the credit agency negative credit rating. I sent information to high bill dept. and wrote up for a supervisor call back. Cust satisfied.	Wirsz, James J
06/07/2007	COLL	UPDATE EXPERIAN CREDIT BUREAU ACCOUNT CODE 97 CHARGE OF UNPAID BALANCE REPORTED AS A LOSS	Wirsz, James J
06/06/2007	BILL	Spoke w/Mr Wirsz. bill was sent to site address, not to PO Box mailing address (as it is registered on all his other accounts). Reprinted bill and sent to PO Box for him, also amended mailing address records for this account. He will dispute report with TU. Satisfied with call.	Wirsz, James J
06/04/2007	COLL	UPDATE TRANS UNION CREDIT BUREAU ACCOUNT CODE 97 CHARGE OFF	Wirsz, James J
09/21/2005	BILL	this is a gas acct---per tax/rate audit	Wirsz, James J

Transaction History  
 Full Comments

Date	Type	Comment	Person
		mating address (as it is registered on all his other accounts) Reprinted bill and sent to PO Box for him, also amended mating address records for this account. He wil dispute report with TU Satisfied with call	
06/03/2007	COLL	UPDATE TRANS UNION CREDIT BUREAU ACCOUNT CODE 97 CHARGE OFF	Wirsz, James J
09/21/2006	BILL	this is a gas acct--per tax/rate audit	Wirsz, James J
09/14/2006	SERO	Turn On, 09/14/2006, 1200 - 1600 REQ	Wirsz, James J
09/14/2006	SERV	supervisor will have order updated for today wrong order was put in	Wirsz, James J
09/14/2006	SERO	added instruction to use lock box code 1-2-0-9	Wirsz, James J
09/14/2006	SERO	Turn On need better date	Wirsz, James J
09/14/2006	SERO	Turn On, 09/18/2006, 800 - * 200 resched t/cn for field cust states: gas is off	Wirsz, James J
09/14/2006	SERV	AIMS Order# 412926 Canceled -wrong order type customer states: gas off	Wirsz, James J
09/14/2006	SERV	pe: Aims gas is on-cust says having trouble lighting his pilot. Referred to contractor	Wirsz, James J
09/11/2006	SERO	Turn On (AMR) turn on	Wirsz, James J
07/12/2005	BILL	t/cn in owner name billed, from 11/04 to 1/05 closed and rebilled tenant from 1/05 to 6/13/05	Wirsz, James J
05/24/2004	BILL	explained fnl bill to cus:	Wirsz, James J
01/22/2004	BILL	wil call back after system bills account for 01/22/04, but tenants lease began 01/01/04 james is the owner	Wirsz, James J
01/21/2004	SERV	issued name change as of 01/21/04--shut off read james j wirsz.	Wirsz, James J
10/30/2003	SERO		Wirsz, James J
09/04/2003	COLL	co called for act bal.	Wirsz, James J
05/28/2003	BILL	bill error listing check meter read query to make sure read was accurate and billed to current date and froze bil	Wirsz, James J
04/22/2003	NWSV	ISSUED S/O AND T/O READ FOR 4/25/03	Wirsz, James J
03/25/2003	SERV	ISS A TURN OFF READ AMR	Wirsz, James J
11/05/2002	SERO		Wirsz, James J
09/29/2001	SERO	customer called to have service turn-on/claims made settlement yesterday//scheduled turn-on for 8/28/01/	Wirsz, James J
07/18/2001	SERV	completed turn off read & finalized bill	Wirsz, James J
07/12/2001	SERV	owner of the prop is renting it out/ new tenant will be calling / owner will call in meter reading on sat when the tenants move in	Wirsz, James J
07/11/2001	BILL	ing of bill	Wirsz, James J
03/05/2001	SERV	resched Von for 03/13/2001 am req at: cust req	Wirsz, James J

EXHIBIT B

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```

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  10/28/06 AND CURRENTLY IS THE PROPERTY OWNER AT THE 1411 IMOGENE
  STREET RENTAL PROPERTY. THE CUSTOMER WAS ISSUED TWO BILLS BEFORE
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  THE SERVICE ADDRESS BECAUSE THE COMPANY DID NOT HAVE RECORD OF A
  DIFFERENT MAILING ADDRESS. THE TWO BILLS WERE NOT PAID BY THE DUE
  DATE AND ACCORDINGLY REPORTED TO THE CREDIT BUREAU. BECAUSE THE
  BILLS WERE NOT PAID BY THE DUE DATES, THE ACCOUNT REFLECTED A
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  HAS NO RECORD THE CUSTOMER PROVIDED A DIFFERENT MAILING ADDRESS
  UNTIL 6/6/07. THE CUSTOMER FAILED TO PROVIDE PROOF HE MADE A
  REQUEST TO HAVE THE BILLS MAILED TO HIS POST OFFICE BOX NUMBER
  PRIOR TO 6/6/07. THEREFORE, THE COMPANY REPORTED THE PAYMENT
  HISTORY ACCORDING TO THE DATE THE PAYMENT WAS RECEIVED. MR
  WIRSZ WAS REFERRED TO THE CREDIT BUREAU TO FILE HIS DISPUTE AND
  INFORMED OF HIS PUC APPEAL RIGHTS. THE CUSTOMER REQUESTED TO
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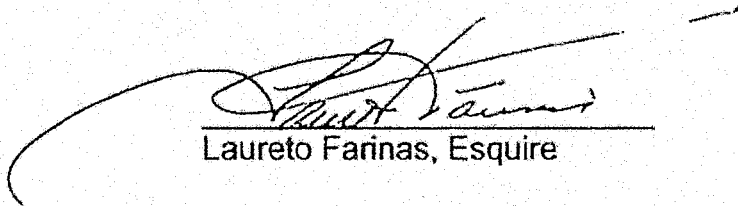
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- <OtherInfo>  
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  <BCSInvestigatorLName>**CLEA**</BCSInvestigatorLName>  
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  <NbrOfTimeFaxed>**0**</NbrOfTimeFaxed>  
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VERIFICATION

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: November 2, 2007

  
Laureto Farinas, Esquire

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CERTIFICATE OF SERVICE

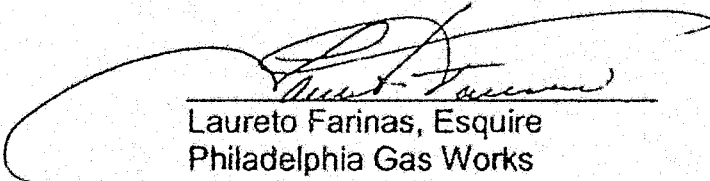
I HEREBY CERTIFY THAT I HAVE THIS DAY SERVED A TRUE COPY OF THE FOREGOING DOCUMENT UPON THE PARTICIPANTS LISTED BELOW, IN ACCORDANCE WITH THE REQUIREMENTS OF 52 PA CODE §1.54 (RELATING TO SERVICE BY A PARTICIPANT).

Service List:

For Complainant:

*James J. Wirsz*  
*1411 Imogene Street*  
*Philadelphia, PA 19124*

Dated: November 2, 2007



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

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