

CAPTION SHEET

CASE MANAGEMENT SYSTEM

1. REPORT DATE: 00/00/00 :
2. BUREAU: ALJ :
3. SECTION(S) : 4. PUBLIC MEETING DATE:
5. APPROVED BY: : 00/00/00
DIRECTOR: :
SUPERVISOR: :
6. PERSON IN CHARGE: : 7. DATE FILED: 01/02/02
8. DOCKET NO. F 01026870 : 9. EFFECTIVE DATE. 00/00/00

PARTY/COMPLAINANT: MIONE STEPHEN

RESPONDENT/APPLICANT: PHILADELPHIA GAS WORKS

COMP/APP COUNTY: PHILADELPHIA

UTILITY CODE: 125042

ALLEGATION OR SUBJECT

COMPLAINANT STATES HE FEELS THAT THERE HAS BEEN OVERCHARGES BY PGW. HE ALSO STATES THE LEVEL OF SERVICE HE FEELS IS BELOW THE LEVEL REQUIRED BY LAW.

DOCUMENT
FOLDER**DOCKETED**
JAN 16 2002

E-01026870
FORMAL COMPLAINT FORM
Pennsylvania Public Utility Commission

BCS1026870

1-08-02
RECEIVED
2002 JAN - 2 AM 9:55
SECRETARY'S BUREAU

Please Print:

1. Your Name, Mailing Address and Telephone Number.

Name Stephen MIONE

Street/P.O. Box 1822 Pine ST. Apt.# NA

City Phila. State PA Zip 19103

County Phila. Home Telephone-Area Code (215) 735-1016
Work Telephone-Area Code () NA

2. Name of Company your complaint concerns: PGW

Acct # 3120217468

3. What is your complaint?

• I believe that I have been overbilled by PGW.

• I believe the level of service by PGW is below the level required by law.

I purchased and moved into 1822 Pine St.; Phila, PA 19103 at the end of October²⁶, 1999.

My previous address was 315 S 16th ST, Phila, PA 19102 (Acct # 3120217468) I sold 16th ST and bought 1822 Pine on the same day PGW was called at the settlement table for any amount due and

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

any monies due were (-over-) paid ~~from~~^{by} the settlement clerk. However, I was sent bills from 315 S. 16th ST to 1822 Pine ST starting with my first bill for \$333.85 The serial covered 9/21/99 to 11/27/99: one month from 16th ST and one month for Pine ST yet I'd paid the 16th ST bill at settlement I called a Mr Burns who said he'd

#3 continued

12-30-01 Moore 192

Correct the problem but he never did. Instead, I kept receiving estimated bills which I have paid each month since 10/99, never missing a payment.

When I called P&W to complain I was spoken to rudely and when I asked for a supervisor I was hung up on. When I called back to get the phone number for P&W's Executive administrative offices, I was told I could not have that phone # and when I complained I was hung up on again. To get through to P&W, there were extremely lengthy hold times (sometimes up to 30 to 45 minutes) or a recording would say we can't take calls at this time, call back at some other time or leave a message. I would leave a message and no one would ever call back. This has gone on for 2 years.

Finally, ^{some time} in ~~October~~ August of 2001 I saw a P&W truck parked on my street. I asked the driver if he'd check my meter and told him about the trouble I was having. He checked the meter and said the meter was broken and he would order a new one (his name was STAN). A new meter was installed and in Sept. 2001 I was sent a bill for \$3,349.01. Keep in mind I have been at 1822 PINE ST FOR only 2 heating seasons: 1999 and 2000. I called P&W and complained that this was an impossible charge. I spoke to a Joe Johnson and a Joe Welte in the Customer Service Unit who said this was the correct amount. I then filed a complaint in Oct 2000 with the FIC Informal Complaints Division.

Stephen Moore

12/30/01

Phone pg 3

I was assigned a Don Angelucci as an investigator who was as obnoxious as the POW people. He told me he was very busy. He didn't know when he'd get to my complaint. He was overworked and had hundreds of complaints to do. I then called POW to ask for an accounting of all the monies I'd paid them because I believed it totaled at least \$3,000.00, an amount that certainly should cover 2 heating seasons. They refused paying since I complained to the POC. They couldn't give me any information. I called Mr. Angelucci and he said that he would get me the amount of money I'd paid but he never did.

Finally, I received another bill in Nov, 2001 with a bill due of 3,960.31 I called Mr. Angelucci and left a message asking him to call me to explain the new bill amount but he never returned my call. Then in December I got through to him after he sent me a determined letter and I ~~paid~~ paid "how could I have paid 3,000 or more and there still be a 3,960 bill due?" He said the figured the bill wrong previously by using an wrong rate.

He said the \$8,349.01 was wrong, but the new amount was correct in his opinion. I asked him how I was going to find out what I'd paid to date and he said "don't bother me, I'm busy. you can subpoena POW" I told him he was rude and that I never had my meter tested as he said POW would and that he never got the total amount I'd paid as he said he would. He then hung up in my face.

Stephen Moore

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

- 1. I want the PUC to order PGW to send me an accounting of what I've paid them to date
- 2. I want to know what the heating bills were for 1822 Pine St. Phila., PA 19103 for 1997 and 1998. This would give a benchmark for my 1999 and 2000 bills. Also, now that we're going deep into the 2001 heating season, I want actual, not estimated bills, to help determine if the bills for 1999 and 2000 could reasonably be more than the

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

- 3. \$3,000 + I've already paid. I want my meter tested.
- 4. I want to know if there was any other meter removed in 1999 or 2000 and I want a tested.

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.

Stephen Moore
Original Signature of complaining person

12-30-01
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 (____) _____

6. I want PGW fined for not providing the level of service required by law.
 P.S. Let's use common sense. How could 2 heating seasons equal \$7,500. ? : the \$3500 I've paid plus \$3,960. ?

arrange-ment
 m
 Angelucci
 unit
 voided
 unit
 my
 official
 complaint
 is
 adjudicated
 because I
 believe I am
 overbilled
 significantly.
 Stephen Moore

Timely

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: December 13, 2001. 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)

Stephen Mione
1822 Pine Street
Phila, Pa 19103

215-735-1016
(Area Code) Telephone Number

Stephen Mione
Signature 12-14-01

Mail this completed form to.

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

FOR OFFICE USE ONLY

BCS Number 1026870
Company PGW
1801 N 9th Street
Phila, Pa. 19122

Date of mailing December 13, 2001

RECEIVED
2001 DEC 17 AM 9:25
PA PUC
SECRETARY'S BUREAU
REVISED 11/97

64



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

1-08-02
IN REPLY PLEASE
REFER TO OUR FILE

DECEMBER 19, 2001

BCS1026870

STEPHEN MIONE
1822 PINE ST
PHILADELPHIA PA 19103

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 JANUARY 8, 2002 to the address listed below:

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

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

Commission Procedures for Formal Complaints

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

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

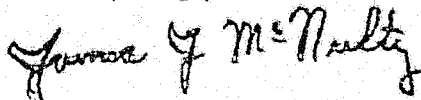
Office of Administrative Law Judge
Public Utility Commission
P.O. Box 3265
Harrisburg, PA 17105-3265

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

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

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

Very truly yours,



James J. McNulty
Secretary

GIR

CC: PGW

BEFORE THE PENNSYLVANIA PUBLIC UTILITY COMMISSION

DATE SERVED: JANUARY 16, 2002

STEPHEN MIONE
Complainant

VS.

PHILADELPHIA GAS WORKS
Respondent

Complaint Docket
No: F-01026870

DOCUMENT
FOLDER

DOCKETED

JAN 16 2002

FORMAL COMPLAINT NOTICE TO RESPONDENT TO ANSWER OR SATISFY

TO: PHILADELPHIA GAS WORKS

TAKE NOTICE:

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

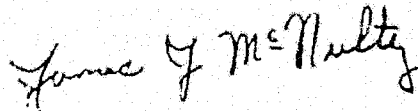
1. You have twenty (20) days from the date on which this complaint is served to either satisfy this complaint or to file with the Secretary of the Pennsylvania Public Utility Commission, P. O. Box 3265, Harrisburg, PA 17120, an answer (original and two copies), in writing, under oath, which, as required by Section 5.61 of the Commission's Rules of Practice and Procedure, 52 Pa. Code Section 5.61, either affirms or specifically denies the allegations in this complaint. You must also serve a copy of the answer upon the complainant. The date of service is the mailing date as indicated by the date at the top of this Notice. Section 1.56(a) of the Commission's Rules of Practice and Procedure, 52 Pa. Code Section 1.56(a).

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

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

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

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



James J. McNulty
Secretary

(SEAL)

Certified Mail
Return Receipt Requested

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

DATE SERVED: JANUARY 16, 2002

F-01026870

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

DOCUMENT
FOLDER

Dear Sir/Madam:

A complaint has been filed against you before the Pennsylvania Public Utility Commission by STEPHEN MIONE. 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.

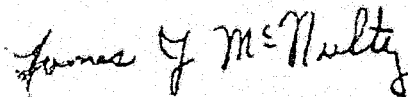
JANUARY 16, 2002

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

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

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

Very truly yours,



James J. McNulty
Secretary

ddi

Philadelphia Gas Works
Legal Department



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

Laureto A. Farnas, Esq.
Regulatory Affairs
Direct Dial 215-684-5982
FAX 215-684-6602
E-mail: laureto.farnas@pgworks.com

DOCUMENT
FOLDER

RECEIVED

January 5, 2002

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

FEB 05 2002
PA PUBLIC UTILITY COMMISSION
SECRETARY'S BUREAU

RE: Stephen Mione v. PGW, Docket No. F-01026870

Dear Secretary McNulty:

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

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

Sincerely,

Laureto Farnas

Enclosures

cc Annmarie Nagle
Les Fyock
Linda Pereira

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BEFORE THE
PENNSYLVANIA PUBLIC UTILITY COMMISSION

ORIGINAL

Stephen Mione

v.

Philadelphia Gas Works

Docket No. F - 01026870

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 in part. PGW has no knowledge of the averments contained in

Paragraph 3 concerning the activities of the Bureau of Consumer Services ("BCS") investigator in the disposition of the Complainant's informal complaint and therefore denies the averments. Further, PGW has no knowledge of the particulars of the sale and purchase of the Complainant's property. PGW did bill the Complainant for usage at the two properties 315 S. 16th Street and 1822 Pine Street. According to PGW records, usage on the account had been estimated for a period of approximately 18 months at the Pine Street service address. A make-up bill was produced. Listings of the billings and payments at both service addresses are attached hereto as Exhibit "A" A Gas Usage Analysis, which is attached hereto as Exhibit "B" shows that usage is in line with degree-days. A decision of the BCS dated December 13, 2001, which is attached hereto as Exhibit "C", found the Complainant's make up bill was corrected after the account was pro-rated to reflected the correct application of the Gas Cost Rates in effect. Further, the decision provided for a payment arrangement on the outstanding balance consisting of a budget of \$265 per month plus \$165 per month for 24 months to commence in January 2002.

- 4. Denied. The averments in Paragraph 4 of the Complaint are conclusions

DOCUMENT
FOLDER

RECEIVED
FEB 05 2002
PA PUBLIC UTILITY COMMISSION
SECRETARY'S BUREAU

DOCKETED

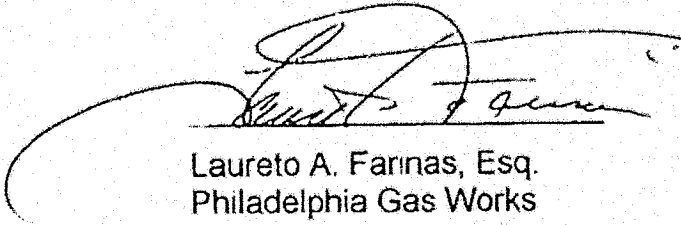
FEB 07 2002

or requests for relief to which no response is required. PGW therefore denies the averments in Paragraph 4.

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

Respectfully submitted,

February 5, 2002

A handwritten signature in black ink, appearing to read "Laureto A. Farinas", is written over a horizontal line. The signature is stylized and includes a large, sweeping flourish that extends to the left and then curves back under the line.

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

EXHIBIT A
RECEIVED

FEB 05 2002
PA PUBLIC UTILITY COMMISSION
SECRETARY'S BUREAU

BILLS FROM 01/01/1996 TO 02/04/2002

Account # 3120217468 Customer Name: MIONE, STEPHEN A Bill Cycle: 19
 Customer Address: 315 S 16TH ST PHILA, PA

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 Cancelled	Closing Bill	CRP Monthly Amount	Easymay Current Month	Eway Curr Amt	Days
9961727287	1786988	09/24/1999	10/27/1999	12/21/1999	7698	7782	84	Regular	\$72.05	No	Yes	\$0.00	6	\$129.00	33
9961727287	1786988	08/27/1999	09/24/1999	10/27/1999	7671	7698	27	Regular	\$28.59	No	No	\$0.00	7	\$129.00	28
9961727287	1786988	07/28/1999	08/27/1999	09/24/1999	7678	7671	23	Regular	\$25.54	No	No	\$0.00	6	\$129.00	30
9961727287	1786988	06/21/1999	07/28/1999	08/26/1999	7618	7648	30	Regular	\$30.87	No	No	\$0.00	5	\$129.00	37
9961727287	1786988	05/28/1999	06/21/1999	07/21/1999	7597	7618	21	Regular	\$23.44	No	No	\$0.00	0	\$0.00	27
9961727287	1786988	04/15/1999	05/28/1999	06/23/1999	7464	7597	133	Regular	\$112.15	No	No	\$0.00	0	\$0.00	42
9961727287	1786988	03/22/1999	04/15/1999	05/13/1999	7345	7464	119	Regular	\$100.77	No	No	\$0.00	0	\$0.00	25
9961727287	1786988	02/22/1999	03/22/1999	04/19/1999	7050	7345	295	Regular	\$243.88	No	No	\$0.00	0	\$0.00	29
9961727287	1786988	01/28/1999	02/22/1999	03/20/1999	6793	7050	257	Regular	\$212.97	No	No	\$0.00	0	\$0.00	28
9961727287	1786988	12/28/1998	01/28/1999	02/26/1999	6426	6793	367	Regular	\$313.92	No	No	\$9.00	0	\$0.00	34
9961727287	1786988	11/23/1998	12/26/1998	01/23/1999	6234	6426	192	Regular	\$168.10	No	No	\$0.00	0	\$0.00	34
9961727287	1786988	10/23/1998	11/23/1998	12/21/1998	6048	6234	186	Regular	\$162.98	No	No	\$0.00	0	\$0.00	32
9961727287	1786988	09/23/1998	10/23/1998	11/22/1998	5969	6048	59	Regular	\$54.43	No	No	\$0.00	0	\$0.00	31
9961727287	1786988	08/28/1998	09/23/1998	10/21/1998	5967	5989	22	Regular	\$22.80	No	No	\$0.00	0	\$0.00	29
9961727287	1786988	07/29/1998	08/26/1998	09/22/1998	5949	5967	18	Regular	\$19.39	No	No	\$0.00	0	\$0.00	29
9961727287	1786988	06/30/1998	07/25/1998	08/29/1998	5927	5949	22	Regular	\$22.80	No	No	\$0.00	0	\$0.00	30
9961727287	1786988	05/29/1998	06/30/1998	07/26/1998	5903	5927	24	Regular	\$24.52	No	No	\$0.00	0	\$0.00	33
9961727287	1786988	04/29/1998	05/29/1998	06/24/1998	5860	5903	43	Regular	\$40.76	No	No	\$0.00	0	\$0.00	31
9961727287	1786988	03/30/1998	04/29/1998	05/26/1998	5787	5860	73	Regular	\$66.40	No	No	\$0.00	0	\$0.00	31
9961727287	1786988	02/26/1998	03/30/1998	04/27/1998	5527	5787	260	Regular	\$226.23	No	No	\$0.00	0	\$0.00	33
9961727287	1786988	01/27/1998	02/26/1998	03/23/1998	5285	5527	242	Regular	\$210.84	No	No	\$0.00	0	\$0.00	31
9961727287	1786988	12/28/1997	01/27/1998	02/23/1998	5014	5285	271	Regular	\$235.63	No	No	\$0.00	0	\$0.00	33
9961727287	1786988	11/21/1997	12/28/1997	01/23/1998	4755	5014	259	Regular	\$225.37	No	No	\$0.00	0	\$0.00	36
9961727287	1786988	10/23/1997	11/21/1997	12/21/1997	4681	4755	184	Regular	\$169.82	No	No	\$0.00	0	\$0.00	30
9961727287	1786988	09/24/1997	10/23/1997	11/22/1997	4495	4681	68	Regular	\$66.41	No	No	\$0.00	0	\$0.00	30
9961727287	1786988	08/26/1997	09/24/1997	10/21/1997	4476	4495	19	Regular	\$20.24	No	No	\$0.00	0	\$0.00	30
9961727287	1786988	07/26/1997	08/26/1997	09/22/1997	4457	4476	19	Regular	\$20.24	No	No	\$0.00	0	\$0.00	32
9961727287	1786988	06/26/1997	07/26/1997	08/23/1997	4438	4457	19	Regular	\$20.24	No	No	\$0.00	0	\$0.00	31

BILLS FROM 01/01/1996 TO 02/04/2002

Account #: 3120217458 Customer Name: MIONE, STEPHENA Bill Cycle: 19
 Customer Address: 1822 PINE STPHILA, PA

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 Cancelled	Closing Bill	CRP Monthly Amount	Easyway Current Month	Easyway Curr Amt	Days
1102495250	1724877	12/27/2001	01/28/2002	02/25/2002	756	1352	596	Regular	\$653.28	No	No	\$0.00	0	\$0.00	32
1102495250	1724977	11/27/2001	12/27/2001	01/24/2002	406	756	350	Regular	\$593.58	No	No	\$0.00	0	\$0.00	30
1102495250	1724977	10/26/2001	11/27/2001	12/27/2001	183	406	223	Regular	\$762.09	No	No	\$0.00	12	\$296.00	32
1102495250	1724977	09/26/2001	10/26/2001	11/26/2001	1	183	182	Regular	\$229.49	No	No	\$0.00	11	\$296.00	30
1102495250	1724877	12/31/2000	02/28/2001	11/23/2001	1670	2200	530	Office Estimate	\$746.45	Yes	No	\$0.00	0	\$0.00	59
1102495250	1724977	12/31/2000	09/26/2001	11/27/2001	1670	3092	4510	Regular	\$6,368.96	Yes	No	\$0.00	0	\$0.00	269
1102495250	1724877	02/28/2001	09/26/2001	11/27/2001	2200	3092	3980	Regular	\$5,632.75	Yes	No	\$0.00	0	\$0.00	210
1102495250	1724977	02/28/2001	09/26/2001	11/23/2001	1	1	592	Regular	\$912.35	No	No	\$0.00	0	\$0.00	210
1102495250	1724977	02/28/2001	09/26/2001	11/23/2001	2500	3092	592	Regular	\$912.35	No	No	\$0.00	0	\$0.00	210
1102495250	1724977	12/31/2000	02/28/2001	11/23/2001	1670	2500	830	Office Estimate	\$1,157.71	No	No	\$0.00	0	\$0.00	59
1102495250	1724877	11/21/2000	12/31/2000	11/27/2001	1100	1670	570	Office Estimate	\$597.57	No	No	\$0.00	0	\$0.00	40
1102495250	1724977	02/28/2001	08/26/2001	11/27/2001	1	3089	3980	Regular	\$5,632.75	Yes	No	\$0.00	0	\$0.00	210
1102495250	1724977	12/31/2000	09/26/2001	11/27/2001	1	3089	4510	Regular	\$6,368.96	Yes	No	\$0.00	0	\$0.00	289
1102495250	1724877	10/25/2000	11/21/2000	11/27/2001	9338	1100	1762	Office Estimate	\$1,462.98	No	No	\$0.00	0	\$0.00	27
1102495250	1724877	08/27/2001	09/26/2001	10/24/2001	1	3089	5685	Regular	\$6,883.29	Yes	No	\$0.00	10	\$296.00	30
1102495250	1724877	08/27/2001	09/26/2001	10/24/2001	496	3092	5685	Regular	\$6,883.29	Yes	No	\$0.00	10	\$296.00	30
1102495250	1724977	07/27/2001	08/27/2001	09/24/2001	476	496	19	System Estimate	\$39.53	Yes	No	\$0.00	8	\$296.00	31
1102495250	1724977	06/27/2001	07/27/2001	08/27/2001	454	476	22	System Estimate	\$43.81	Yes	No	\$0.00	6	\$411.00	30
1102495250	1724977	05/25/2001	06/27/2001	07/25/2001	426	454	28	System Estimate	\$52.36	Yes	No	\$0.00	7	\$411.00	30
1102495250	1724977	04/26/2001	05/25/2001	06/25/2001	397	426	29	System Estimate	\$53.78	Yes	No	\$0.00	6	\$411.00	28
1102495250	1724977	03/27/2001	04/26/2001	05/27/2001	320	397	77	System Estimate	\$122.13	Yes	No	\$0.00	5	\$411.00	30
1102495250	1724977	02/26/2001	03/27/2001	04/27/2001	148	320	172	System Estimate	\$256.78	Yes	No	\$0.00	4	\$74.00	28
1102495250	1724877	01/26/2001	02/26/2001	03/27/2001	9956	148	192	System Estimate	\$271.76	Yes	No	\$0.00	3	\$72.00	31
1102495250	1724977	12/27/2000	01/26/2001	02/27/2001	9703	9956	253	System Estimate	\$343.99	Yes	No	\$0.00	2	\$72.00	30
1102495250	1724977	11/24/2000	12/27/2000	01/27/2001	9463	9703	240	System Estimate	\$256.56	Yes	No	\$0.00	1	\$61.00	33
1102495250	1724977	10/25/2000	11/24/2000	12/21/2000	9338	9463	125	System Estimate	\$114.30	Yes	No	\$0.00	11	\$60.00	30
1102495250	1724977	08/25/2000	10/25/2000	11/22/2000	9278	9338	60	System Estimate	\$68.07	No	No	\$0.00	10	\$60.00	30
1102495250	1724977	08/24/2000	09/25/2000	10/23/2000	9278	9278	0	System Estimate	\$8.56	No	No	\$0.00	6	\$50.00	32
1102495250	1724977	07/26/2000	08/24/2000	09/20/2000	9278	9278	0	System Estimate	\$8.56	No	No	\$0.00	6	\$50.00	29
1102495250	1724977	06/23/2000	07/28/2000	08/22/2000	9274	9278	4	System Estimate	\$11.87	No	No	\$0.00	7	\$50.00	33

PAYMENTS FROM 01/01/1996 TO 02/04/2002

Account #: 3120217468

Customer Name: MIONE, STEPHEN A

Customer Address: 315 S 16TH ST/PHILA,PA

Bill Cycle: 19

PAYMENTS

Service Agreement ID	Pay Amount	Pay Date	Pay Status	Late Pay Charge	Utility Type	Grant Type	Pay Source Code
9961727287	\$1.54	10/23/2001	F	\$0.00	G		REM
8961727287	\$0.34	08/24/2001	F	\$0.00	G		REM
8961727287	\$0.49	08/22/2001	F	\$0.00	G		REM
9961727287	\$0.52	07/25/2001	F	\$0.00	G		PPC
9961727287	\$0.59	06/22/2001	F	\$0.00	G		REM
9961727287	\$0.68	05/22/2001	F	\$0.00	G		PPC
9961727287	\$0.14	04/18/2001	F	\$0.00	G		REM
9961727287	\$0.15	03/21/2001	F	\$0.00	G		REM
9961727287	\$0.16	02/22/2001	F	\$0.00	G		REM
9961727287	\$0.14	01/17/2001	F	\$0.00	G		REM
9961727287	\$0.11	12/19/2000	F	\$0.00	G		REM
8961727287	\$0.12	11/20/2000	F	\$0.00	G		REM
9961727287	\$0.12	10/19/2000	F	\$0.00	G		REM
9961727287	\$0.12	08/21/2000	F	\$0.00	G		REM
9961727287	\$0.12	07/18/2000	F	\$0.00	G		REM
9961727287	\$0.13	06/26/2000	F	\$0.00	G		REM
9961727287	\$0.45	05/22/2000	F	\$0.00	G		REM
9961727287	\$0.95	04/24/2000	F	\$0.00	G		REM
9961727287	\$50.00	03/23/2000	F	\$0.00	G		REM
9961727287	\$50.00	01/18/2000	F	\$0.00	G		REM
9961727287	\$227.00	12/16/1999	F	\$0.00	G		REM
9961727287	\$31.81	11/08/1999	F	\$0.00	G		REM
9961727287	\$129.00	09/24/1999	F	\$0.00	G		PPC
9961727287	\$129.00	07/20/1999	F	\$0.00	G		REM
9961727287	\$129.00	06/28/1999	F	\$0.00	G		PPC
9961727287	\$102.00	05/17/1999	F	\$0.00	G		REM
9961727287	\$102.00	04/22/1999	F	\$0.00	G		REM
9961727287	\$102.00	03/22/1999	F	\$0.00	G		REM
9961727287	\$102.00	02/23/1999	F	\$0.00	G		REM
9961727287	\$108.00	12/17/1998	F	\$0.00	G		REM
9961727287	\$108.00	11/16/1998	F	\$0.00	G		REM
9961727287	\$108.00	10/13/1998	F	\$0.00	G		REM
9961727287	\$108.00	09/17/1998	F	\$0.00	G		REM
9961727287	\$108.00	08/14/1998	F	\$0.00	G		REM
9961727287	\$108.00	07/15/1998	F	\$0.00	G		REM
9961727287	\$108.00	06/16/1998	F	\$0.00	G		REM
9961727287	\$138.00	05/18/1998	F	\$0.00	G		REM
9961727287	\$138.00	04/20/1998	F	\$0.00	G		REM
9961727287	\$138.00	03/20/1998	F	\$0.00	G		REM
9961727287	\$138.00	02/17/1998	F	\$0.00	G		REM
9961727287	\$128.15	01/23/1998	F	\$0.00	G		REM
9961727287	\$115.00	12/09/1997	F	\$0.00	G		REM
9961727287	\$115.00	11/17/1997	F	\$0.00	G		REM
9961727287	\$115.00	10/08/1997	F	\$0.00	G		REM
9961727287	\$135.00	09/22/1997	F	\$0.00	G		REM
9961727287	\$135.00	08/02/1997	F	\$0.00	G		REM

PAYMENTS FROM 01/01/1996 TO 02/04/2002

Account #: 3120217468	Customer Name: MIONE, STEPHEN A
Customer Address: 315 S 16TH ST/PHILA,PA	Bill Cycle: 19

PAYMENTS

Service Agreement ID	Pay Amount	Pay Date	Pay Status	Late Pay Charge	Utility Type	Grant Type	Pay Source Code
9981727287	\$135.00	07/18/1997	F	\$0.00	G		REM
9981727287	\$135.00	06/30/1997	F	\$0.00	G		REM
9981727287	\$160.00	08/03/1997	F	\$0.00	G		REM

BILLS FROM 01/01/1996 TO 02/04/2002

Account # 3120217458	Customer Name: MIONE, STEPHEN A
Customer Address: 1822 PINE STPH LA, PA	Bill Cycle: 19

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 Cancelled	Closing Bill	CRP Monthly Amount	Esyway Current Month	Esyway Curr Amt	Days
1102495250	1724977	05/25/2000	06/23/2000	07/2/2000	9245	9274	29	System Estimate	\$32.49	No	No	\$0.00	6	\$50.00	29
1102495250	1724977	04/27/2000	05/25/2000	06/26/2000	9160	9245	85	System Estimate	\$78.69	No	No	\$0.00	5	\$50.00	28
1102495250	1724977	03/29/2000	04/27/2000	05/24/2000	9077	9160	83	System Estimate	\$77.05	No	No	\$0.00	4	\$50.00	30
1102495250	1724977	03/09/2000	03/28/2000	04/26/2000	8982	9077	95	System Estimate	\$86.94	No	No	\$0.00	3	\$50.00	20
1102495250	1724977	02/29/2000	03/08/2000	03/31/2000	7496	8982	1496	Customer	\$1,234.34	No	No	\$0.00	2	\$50.00	8
1102495250	1724977	01/28/2000	02/29/2000	03/24/2000	7157	7486	329	System Estimate	\$280.02	No	No	\$0.00	2	\$50.00	32
1102495250	1724977	12/23/1999	01/28/2000	02/22/2000	6753	7157	404	System Estimate	\$343.27	No	No	\$0.00	1	\$50.00	36
1102495250	1724977	10/25/1999	12/23/1999	01/23/2000	6348	6753	407	System Estimate	\$363.01	No	No	\$0.00	0	\$0.00	59

PAYMENTS FROM 01/01/1996 TO 02/04/2002

Account #: 3120217488	Customer Name: MIONE, STEPHEN A
Customer Address: 1822 PINE ST/PHILA,PA	Bill Cycle: 19

PAYMENTS

Service Agreement ID	Pay Amount	Pay Date	Pay Status	Late Pay Charge	Utility Type	Grant Type	Pay Source Code
1102495250	\$393.58	01/22/2002	F	\$0.00	G		REM
1102495250	\$298.00	12/18/2001	F	\$0.00	G		REM
1102495250	\$298.00	11/26/2001	F	\$0.00	G		REM
1102495250	\$294.48	10/23/2001	F	\$0.00	G		REM
1102495250	\$295.88	09/24/2001	F	\$0.00	G		REM
1102495250	\$410.51	08/22/2001	F	\$0.00	G		REM
1102495250	\$410.48	07/25/2001	F	\$0.00	G		PPC
1102495250	\$410.41	06/22/2001	F	\$0.00	G		REM
1102495250	\$410.34	05/22/2001	F	\$0.00	G		PPC
1102495250	\$73.80	04/18/2001	F	\$0.00	G		REM
1102495250	\$71.85	03/21/2001	F	\$0.00	G		REM
1102495250	\$71.84	02/22/2001	F	\$0.00	G		REM
1102495250	\$60.86	01/17/2001	F	\$0.00	G		REM
1102495250	\$49.88	12/19/2000	F	\$0.00	G		REM
1102495250	\$49.88	11/20/2000	F	\$0.00	G		REM
1102495250	\$49.88	10/19/2000	F	\$0.00	G		REM
1102495250	\$50.00	09/21/2000	F	\$0.00	G		PPC
1102495250	\$49.88	08/21/2000	F	\$0.00	G		REM
1102495250	\$49.88	07/18/2000	F	\$0.00	G		REM
1102495250	\$49.87	06/26/2000	F	\$0.00	G		REM
1102495250	\$49.55	05/22/2000	F	\$0.00	G		REM
1102495250	\$49.05	04/24/2000	F	\$0.00	G		REM

EXHIBIT B

RECEIVED

FEB 05 2002

PA PUBLIC UTILITY COMMISSION
SECRETARY'S BUREAU

Heat & Domestic

GAS USAGE		ANALYSIS OF ACCOUNT		METER READINGS		NUMBER OF DAYS		USAGE IN CCF*		DOMESTIC USAGE CCF*		HEAT USAGE		NUMBER DEGREE DAYS**		C.F.D.D.***	
FROM	TO	FROM	TO	FROM	TO	FROM	TO	CCF*	CCF*	USAGE CCF*	USAGE CCF*	USAGE	USAGE	DEG.DAYS**	DEG.DAYS**	C.F.D.D.***	C.F.D.D.***
Stephen A. Milone 1822 Pine Street PHILA. PA 19103																	
NON-HEATING DAILY USAGE																	
0.50 CCF PER DAY (non heating usage / number of days in period)																	
ACCOUNT # 31 2021 7468																	
10/25/1999	3/8/2000	6346	8982	135	2636	68	2569	3004	85.5								
3/8/2000	9/26/2001	8982	13092	567	4110	284	3827	6292	60.8								
9/26/2001	1/28/2002	1	1352	124	1351	62	1289	1849	69.7								
10/25/1999	11/21/2000	6346	9900	393	3554	197	3358	4356	77.1								
11/21/2000	12/31/2000	9900	10875	40	975	20	955	1250	76.4								
12/31/2000	2/28/2001	875	2200	59	1325	30	1296	1690	76.7								
2/28/2001	8/31/2001	2200	3080	184	880	92	788	1084	72.7								
8/31/2001	9/24/2001	3080	3092	24	12	12	0	1	0.0								
* CCF = hundred Cubic feet																	
** DEGREE DAYS AN INDEX OF ENERGY CONSUMPTION FOR HEATING .																	
IT INDICATES THE NUMBER OF DEGREES THE AVERAGE TEMPERATURE DROPS BELOW 65' F.																	
***CFDD EQUALS CUBIC FEET OF GAS USED PER DEGREE DAY																	

EXHIBIT C

RECEIVED

FEB 05 2002
PA PUBLIC UTILITY COMMISSION
SECRETARY'S BUREAU



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

December 13, 2001

BCS No: 1026870

STEPHEN MIONE
1822 PINE STREET
PHILA., PA. 19103

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

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

You do not need a lawyer to file an appeal.

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

If you have any questions about the terms and conditions of this decision or about the Public Utility Commission's appeal procedures you may call me toll free at 1-800-782-1110, or you may call me directly at 717-644-0693.

Sincerely,

Daniel C. Angelucci
Utility Complaint Investigator

Enclosure

ANNMARIE NAGLE
PGW
1801 N. 9TH STREET
PHILA., PA. 19122

BEFORE THE PENNSYLVANIA PUBLIC UTILITIES COMMISSION

Stephen Mione
1822 Pine Street
Phila., Pa. 19103

v.

PGW
1801 N. 9th Street
Phila., Pa. 19122

Case Number: 1026870

Account Number:3120217468

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

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

Customer disputes bill in the amount of \$8,349.01.

Investigation By Staff Of The Bureau Of Consumer Services Revealed:

THAT, customer's ERT device attached to his meter stopped transmitting thus causing customer to receive estimated bills for an extended period of time. In addition the first make-up bill was calculated at the incorrect GCR's.

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

THAT, a make-up bill of \$2,575.01 was created do to estimated bills. After account was pro-rated at the correct GCR's.

Therefore It Is Decided:

(1) That the informal complaint of Stephen Mione is Dismissed.

PGW will place customer on budget of \$265.00 per month, plus \$165.00 payment arrangement for 24 months for account balance of \$3960.31 Payment arrangement to commence January 2002.

December 13, 2001

Date

Signature

Daniel C. Angelucci
Utility Complaint Investigator
Bureau of Consumer Services
PA Public Utility Commission

VERIFICATION

I, Annmarie Nagle, hereby declare that I am a Customer Review Officer with the Philadelphia Gas Works; that as such, I am authorized to make this verification on its behalf; that the facts set forth in the foregoing Response are true to the best of my knowledge, information and belief, and that I make this verification subject to the penalties of 18. Pa. C.S. §4904, pertaining to false statements to authorities.

Date: February 5, 2002

Annmarie Nagle

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)

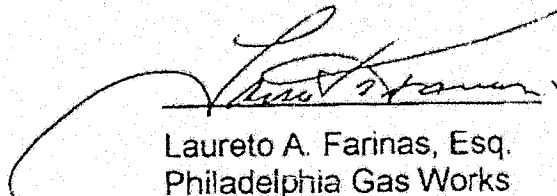
Service List:

For Complainant.

Stephen Mione
1822 Pine Street
Philadelphia, PA 19103

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

February 5, 2002



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

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FEB 05 2002
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

IN REPLY PLEASE
REFER TO OUR FILE

March 5, 2002

In Re: F-01026870

(See attached list)

Stephen Mione v. Philadelphia Gas Works

Billing dispute.

Hearing Notice

This is to inform you that a hearing on the above-captioned case will be held as follows:

Type: Initial hearing

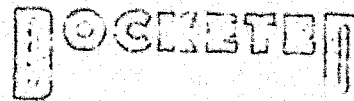
Date: Friday, May 24, 2002

Time: 10:00 a.m.

Location: In an available hearing room
Philadelphia State Office Building
Broad and Spring Garden Streets
Philadelphia, Pennsylvania

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

DOCUMENT
FOLDER



MAR 06 2002

Attention: You may lose the case if you do not come to this hearing and present facts on the issues raised.

If you intend to file exhibits, 2 copies of all hearing exhibits to be presented into evidence must be submitted to the reporter. An additional copy must be furnished to the Presiding Officer. A copy must also be provided to each party of record.

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

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

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

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