

CAPTION SHEET

CASE MANAGEMENT SYSTEM

- 1. REPORT DATE: 00/00/00
- 2. BUREAU: ALJ
- 3. SECTION(S):
- 5. APPROVED BY:  
DIRECTOR:  
SUPERVISOR:
- 6. PERSON IN CHARGE:
- 8. DOCKET NO: F-01021885
- 4. PUBLIC MEETING DATE:  
00/00/00
- 7. DATE FILED: 05/06/03
- 9. EFFECTIVE DATE: 00/00/00

PARTY/COMPLAINANT: D'ALESSANDRO, ANTHONY

RESPONDENT/APPLICANT: PHILADELPHIA GAS WORKS

COMP/APP COUNTY: DELAWARE

UTILITY CODE: 125042

ALLEGATION OR SUBJECT

COMPLAINANT STATES HE WAS OVERCHARGED AT ONE ADDRESS AND THE OTHER ADDRESS HE NEVER LIVED AT. HE IS REQUESTING A HEARING IN ORDER TO EXPLAIN BOTH PROBLEMS IN DETAIL.

DOCUMENT  
FOLDER

**DOCKETED**  
JUN 09 2003

FORMAL COMPLAINT FORM  
Pennsylvania Public Utility Commission

5/6/03

Please Print:

F-01021885

RES 1021885

1. Your Name, Mailing Address and Telephone Number.

Name Anthony D'Alessandro  
Street/P.O. Box 105 Hunt Club Lane Apt.#           
City Newtown Square State PA Zip 19073  
County Delaware Home Telephone-Area Code (610) 356-5101  
Work Telephone-Area Code (215) 669-9944

ORIGINAL

2. Name of Company your complaint concerns: Philadelphia Gas Works

3. What is your complaint?

Involves 2 different addresses:  
1013 Latona Street: overcharged  
1329 Hollywood Street: never lived at the property; however  
was charged for<sup>about</sup> the last 3 years

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

(-over-)

RECEIVED

MAY 06 2003

PA PUBLIC UTILITY COMMISSION  
SECRETARY'S BUREAU

92

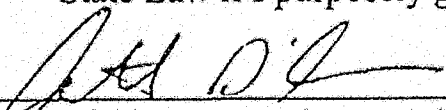
4. What do you want the Public Utility Commission to do about your complaint?

Request a hearing in order to explain both problems in detail.

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

5. You must sign and date your complaint below.

The information I have placed on this form is true and correct to the best of my knowledge. I understand that I could be punished under Pennsylvania State Law if I purposely give false information.

  
Original Signature of complaining person

5-1-03  
Date

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

Lawyer's Name \_\_\_\_\_

Street \_\_\_\_\_

City \_\_\_\_\_ State \_\_\_\_\_ Zip \_\_\_\_\_

Telephone Number-Area Code ( \_\_\_\_\_ ) \_\_\_\_\_

NOTIFICATION OF INTENT TO APPEAL  
(Request For Formal Complaint Forms)

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Notice to Customer

APR 01 2003

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 3/11/03. 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)

ANTHONY DELESSANDRO  
1013 LATONA ST  
PHILADELPHIA PA 19147  
*105 Hunt Club Ln  
Newtown SQ PA 19073*

*(215) 69-9944*  
(Area Code) Telephone Number

*[Handwritten Signature]*  
Signature

Mail this completed form to

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

FOR OFFICE USE ONLY	
BCS Number	1021885
Date of mailing	3/11/03
Company	Philadelphia Gas Works

4/13/03

*79*  
*[Handwritten initials]*

BEFORE THE PENNSYLVANIA PUBLIC UTILITY COMMISSION

ANTHONY DELESSANDRO  
1013 LATONA ST  
PHILADELPHIA PA 19147

PHILADELPHIA GAS WORKS  
v  
PHILADELPHIA PA

Case Number 1021885

Account Number: 3112594431

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

**Statement Of Complaint:**

A summary of the customer's complaint is as follows

Customer has received estimated bills for an extended period of time Philadelphia Gas Works (PGW) identified this error and rebilled the customer for previously unbilled service The customer disputes this rebilling because of PGW's failure to read the customer's meter

**Investigation By Staff Of The Bureau Of Consumer Services Revealed:**

That PGW rebilled the customer in the amount of \$870 21 due to long-term estimates

That the customer's total outstanding balance existing on this account is \$5,484 01

**Based On These Findings, The Bureau of Consumer Services Concludes:**

PGW failed to get an actual meter reading on this account for an extended period of time As a result of PGW's failure to read the customer's meter, thereby basing usage on estimates, the customer was unable to judiciously manage gas consumption and exercise conservation measures, as necessary The customer, therefore, is entitled to a reduction in the re-billed amount which is intended to compensate for this problem that, again, was caused by PGW's failure to issue bills monthly

**Therefore It Is Decided:**

- (1) That the informal complaint of ANTHONY DELESSANDRO is sustained.
- (2) That PGW reduce the rebilled amount by 20%, or \$174 04.
- (3) That the customer must pay the remaining balance at a rate of \$40 00 per month toward the arrearage plus current bills (or budget billing) as they come due

(4) That PGW is prohibited from assessing late payment charges on the rebilled amount.

3/11/03

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



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

5/6/03

IN REPLY PLEASE  
REFER TO OUR FILE

April 16, 2003

BCS 1021885

ANTHONY DELESSANDRO  
105 HUNT CLUB LANE  
HARRISBURG PA 17112

Dear Sir/Madam:

We have received your request to appeal the decision of the Bureau of Consumer Services.

We have enclosed one complaint form for you to complete. Please read carefully the instructions to help you complete the form.

\*\* Please make sure you sign the form. We must receive your original signature in order for us to process your complaint. Your form will be returned to you if an original signature is not received.

Return the form to us on or before May 6, 2003 to the address listed below:

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

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

Commission Procedures for Formal Complaints

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

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

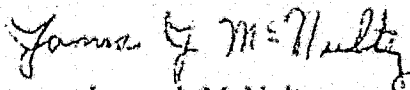
Office of Administrative Law Judge  
Public Utility Commission  
P.O. Box 3265  
Harrisburg, PA 17105-3265

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

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

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

Very truly yours,

  
James J. McNulty  
Secretary

nvl

CC: PHILADELPHIA GAS WORKS

BEFORE THE PENNSYLVANIA PUBLIC UTILITY COMMISSION

DATE SERVED: JUNE 9, 2003

ANTHONY D'ALESSANDRO  
Complainant

VS.

PHILADELPHIA GAS WORKS  
Respondent

Complaint Docket  
No: F-01021885

DOCUMENT  
FOLDER  
**DOCKETED**  
JUN 09 2003

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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,

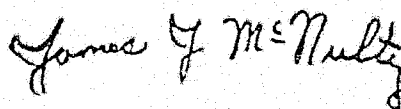
1. You have twenty (20) days from the date on which this complaint is served to either satisfy this complaint or to file with the Secretary of the Pennsylvania Public Utility Commission, P. O. Box 3265, Harrisburg, PA 17105-3265, an answer (original and three copies), in writing, under oath, which, as 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

DATE SERVED: JUNE 9, 2003

F-01021885

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

Dear Sir/Madam:

A complaint has been filed against you before the Pennsylvania Public Utility Commission by ANTHONY D'ALESSANDRO. 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.

DOCUMENT  
FOLDER

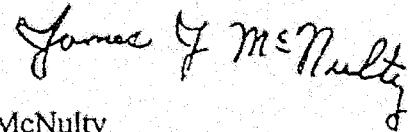
JUNE 9, 2003

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

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

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

Very truly yours,



James J. McNulty  
Secretary

JH

**Philadelphia Gas Works**  
Legal Department



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

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

DOCUMENT  
FOLDER

ORIGINAL

July 3, 2003

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

RE: Anthony D'Alessandro v. Philadelphia Gas Works, Docket No. F - 01021885

Dear Secretary McNulty:

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

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

Sincerely,

*Hector Ferrer*

Enclosures

cc: Anthony D'Alessandro  
Linda Pereira  
Laureto Farinas, Esq.

RECEIVED

JUL - 3 2003

PA PUBLIC UTILITY COMMISSION  
SECRETARY'S BUREAU

RJP

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BEFORE THE  
PENNSYLVANIA PUBLIC UTILITY COMMISSION

ORIGINAL

Anthony D' Alessandro

v.

Philadelphia Gas Works

:  
:  
:  
:  
:

Docket No. F - 01021885

DOCUMENT  
FOLDER

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 denies that averments contained in Paragraph 3 of the Complainant concerning an error in the billing and all other averments in Paragraph 3 that are conclusions. The Complainant is the Customer-of-Record for 1013 Latona Street and 1329 Hollywood Street.

DOCKETED

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1013 Latona Street

PGW records show service at 1013 Latona Street covers two different periods. For the first period (Acct #3112594431), from September 10, 1999 through September 18 2001, PGW admits it was not able to read the Complainant's meter until the meter exchange on September 11, 2001.

PGW records show that the meter index on September 10, 1999 was #8695. When PGW representatives returned to the property on September 16, 1999, another meter index was taken off the meter - #7595. The meter reading index used as the initial index, however, became the index #8695 (the index taken on September 10), not the index of #7595 taken on September 16, 1999.

On November 15, 2000, PGW obtained a special meter read at index #8652, which was less than the index used as the initial setting. PGW did not rebill the account at this time.

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PA PUBLIC UTILITY COMMISSION  
SECRETARY'S BUREAU

When a new meter was installed on September 11, 2001, PGW representatives recorded a meter index of #9556. Thereafter, the Complainant received an adjustment bill for previously unbilled for gas usage in the amount of \$1740.42. The account was rebilled in November 2001, leaving an outstanding account balance of \$2059.07.

The most recent period of service at 1013 Latona (Acct. #0117465689) is from November 2002 through the present. An automatic meter reading device ("AMR") is active at 1013 Latona Street and the Complainant's bills are generated using actual meter reads. Since service was initiated under the new account in November 2002, PGW has received no payment on this account. A listing of the Complainant billings and payments for 1013 Latona Street is attached hereto as Exhibit "A."

A decision of the Bureau of Consumer Services ("BCS") dated March 11, 2003, provided relief to the Complainant in the form of a credit for \$174.04. The decision also provided for repayment agreement consisting of the payment of the current bill plus \$40.00 per month on the arrears.

#### 1329 Hollywood Street

PGW has been providing gas service to 1329 Hollywood Street under the Complainant's name since October 2000. PGW records show that an initial turn on service order was placed for October 23, 2000, PGW was unable to gain access to the property to complete the turn on. PGW completed the turn-on on January 16, 2002.

The Complainant was billed from the original date of the application (October 17, 2000).

The Complainant has been the owner of the property since August 3, 1999. A listing of the Complainant billings is attached hereto as Exhibit "B."

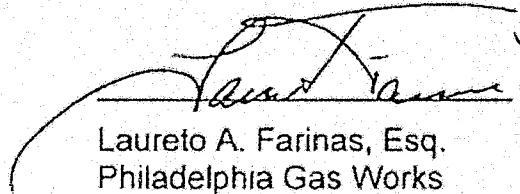
PGW has no knowledge of tenant occupation at the service address. Therefore, PGW denies the averment and strict proof of tenancy is requested at a hearing in this matter.

4. Denied. The averments in Paragraph 4 of the Complaint are 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,

July 3, 2003

A handwritten signature in black ink, appearing to read "Laureto A. Farinas", is written over a horizontal line. The signature is stylized and cursive.

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

# EXHIBIT A

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PA PUBLIC UTILITY COMMISSION  
SECRETARY'S BUREAU

BILLS FROM 01/01/1996 TO 07/03/2003

Account # 3112594431

Customer Name DALESSANDRO, ANTHONY

Customer Address 1013 LATONA ST/PHILA, PA

Bill Cycle: 04

**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
9587814648	1195203	11/15/2000	09/8/2001	12/05/2001	8552	9556	905	Regular	\$1,237.20	No	Yes	\$0.00	0	\$0.00	307
9587814648	1195203	09/10/1999	11/5/2000	12/05/2001	7595	8552	1057	Special	\$926.42	No	No	\$0.00	0	\$0.00	432
9587814648	2009033	11/15/2000	09/8/2001	12/05/2001	0	1	905	Regular	\$1,237.20	No	Yes	\$0.00	0	\$0.00	307
9587814648	1195203	09/10/1999	12/4/1999	11/15/2001	7595	8700	1105	Office Estimate	\$870.21	Yes	No	\$0.00	0	\$0.00	95
9587814648	1195203	09/10/1999	12/4/1999	11/15/2001	7595	8700	1105	Office Estimate	\$870.21	Yes	No	\$0.00	0	\$0.00	95
9587814648	1195203	08/16/2001	09/8/2001	10/18/2001	9445	9556	112	Regular	\$146.53	Yes	Yes	\$0.00	0	\$0.00	33
9587814648	2009033	08/16/2001	09/8/2001	10/18/2001	0	1	112	Regular	\$146.53	Yes	Yes	\$0.00	0	\$0.00	33
9587814648	1195203	07/18/2001	08/6/2001	10/02/2001	9430	9445	15	System Estimate	\$31.62	Yes	No	\$0.00	0	\$0.00	29
9587814648	1195203	06/18/2001	07/8/2001	09/04/2001	9417	9430	13	System Estimate	\$28.96	Yes	No	\$0.00	0	\$0.00	30
9587814648	1195203	05/16/2001	06/8/2001	08/03/2001	9395	9417	22	System Estimate	\$40.94	Yes	No	\$0.00	0	\$0.00	33
9587814648	1195203	04/17/2001	05/6/2001	07/05/2001	9370	9395	25	System Estimate	\$44.93	Yes	No	\$0.00	0	\$0.00	29
9587814648	1195203	03/15/2001	04/17/2001	06/04/2001	9287	9370	83	System Estimate	\$122.13	Yes	No	\$0.00	0	\$0.00	32
9587814648	1195203	02/14/2001	03/6/2001	05/02/2001	9164	9287	123	System Estimate	\$172.51	Yes	No	\$0.00	0	\$0.00	30
9587814648	1195203	01/17/2001	02/14/2001	04/03/2001	9020	9164	144	System Estimate	\$192.49	Yes	No	\$0.00	0	\$0.00	28
9587814648	1195203	12/14/2000	01/17/2001	03/05/2001	8899	9020	211	System Estimate	\$245.05	Yes	No	\$0.00	0	\$0.00	34
9587814648	1195203	09/14/2000	12/14/2000	02/02/2001	8721	8899	88	System Estimate	\$96.18	Yes	No	\$0.00	0	\$0.00	91
9587814648	1195203	08/15/2000	09/14/2000	10/11/2000	8721	8721	0	System Estimate	\$8.00	Yes	No	\$0.00	0	\$0.00	30
9587814648	1195203	07/17/2000	08/15/2000	09/12/2000	8721	8721	0	System Estimate	\$8.00	Yes	No	\$0.00	0	\$0.00	29
9587814648	1195203	06/13/2000	07/17/2000	08/11/2000	8721	8721	0	System Estimate	\$8.00	Yes	No	\$0.00	0	\$0.00	34
9587814648	1195203	05/16/2000	06/13/2000	07/12/2000	8719	8721	2	System Estimate	\$9.54	Yes	No	\$0.00	0	\$0.00	28
9587814648	1195203	04/17/2000	05/16/2000	06/13/2000	8715	8719	4	System Estimate	\$11.09	Yes	No	\$0.00	0	\$0.00	29
9587814648	1195203	03/17/2000	04/17/2000	05/15/2000	8709	8715	6	System Estimate	\$12.63	Yes	No	\$0.00	0	\$0.00	31
9587814648	1195203	02/17/2000	03/17/2000	04/14/2000	8707	8709	2	System Estimate	\$9.54	Yes	No	\$0.00	0	\$0.00	29
9587814648	1195203	12/14/1999	02/17/2000	03/17/2000	8700	8707	7	System Estimate	\$21.43	Yes	No	\$0.00	0	\$0.00	65
9587814648	1195203	09/10/1999	12/14/1999	03/01/2000	8695	8700	5	Office Estimate	\$27.83	Yes	No	\$0.00	0	\$0.00	95

PAYMENTS FROM 01/01/1996 TO 07/03/2003

Account # 3112594431	Customer Name DALESSANDRO, ANTHONY
Customer Address 1013 LATONA ST/PHILA,PA	Bill Cycle 04

**PAYMENTS**

Service Agreement ID	Pay Amount	Pay Date	Pay Status	Late Pay Charge	Utility Type	Grant Type	Pay Source Code
9587814648	\$8.00	10/10/2000	F	\$0.00	G		REM
9587814648	\$8.00	09/12/2000	F	\$0.00	G		REM
9587814648	\$8.00	08/14/2000	F	\$0.00	G		REM
9587814648	\$9.54	07/05/2000	F	\$0.00	G		REM
9587814648	\$11.09	06/05/2000	F	\$0.00	G		REM
9587814648	\$12.63	05/05/2000	F	\$0.00	G		REM
9587814648	\$9.54	04/17/2000	F	\$0.00	G		REM
9587814648	\$49.26	03/08/2000	F	\$0.00	G		REM

BILLS FROM 01/01/1996 TO 07/03/2003

Account # 117465689	Customer Name DELESSANDRO, ANTHONY SR
Customer Address 1013 LATONA ST PHILA PA	Bill Cycle 12

**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
3964669277	2009033	05/16/2003	05/16/2003	07/14/2003	770	784	14	Regular	\$30.07	No	No	\$0.00	0	\$0.00
3964669277	2009033	04/16/2003	05/15/2003	06/13/2003	756	770	14	Regular	\$29.55	No	No	\$0.00	0	\$0.00
3964669277	2009033	03/18/2003	04/16/2003	05/13/2003	718	756	38	Regular	\$58.31	No	No	\$0.00	0	\$0.00
3964669277	2009033	02/14/2003	03/18/2003	04/14/2003	609	718	109	Regular	\$131.55	No	No	\$0.00	0	\$0.00
3964669277	2009033	01/16/2003	02/14/2003	03/14/2003	488	609	121	Regular	\$140.16	No	No	\$0.00	0	\$0.00
3964669277	2009033	12/16/2002	01/16/2003	02/12/2003	384	488	104	Regular	\$129.54	No	No	\$0.00	0	\$0.00
3964669277	2009033	11/15/2002	12/16/2002	01/15/2003	311	384	73	Regular	\$87.55	No	No	\$0.00	0	\$0.00

PAYMENTS FROM 01/01/1996 TO 07/03/2003

Account # 117465689	Customer Name DELESSANDRO, ANTHONY SR.
Customer Address 1013 LATONA ST/PHILA,PA	Bill Cycle 12

**PAYMENTS**

Service Agreement ID	Pay Amount	Pay Date	Pay Status	Late Pay Charge	Utility Type	Grant Type	Pay Source Code
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# EXHIBIT B

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BILLS FROM 01/01/1996 TO 07/03/2003

Account # 3112594431	Customer Name DALESSANDRO, ANTHONY
Customer Address 1329 S HOLLYWOOD ST/PHILA, PA	Bill Cycle 04

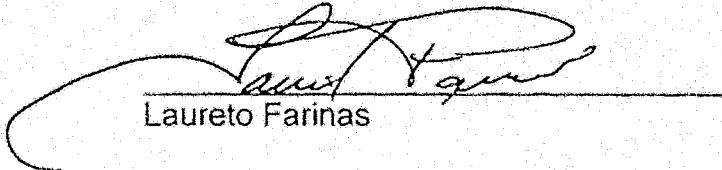
**BILLS**

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
2498185764	1447169	05/05/2003	06/04/2003	07/01/2003	438	454	16	Regular	\$32.22	No	No	\$0.00	0	\$0.00	29
2498185764	1447169	04/04/2003	05/06/2003	06/03/2003	374	438	64	Regular	\$93.69	No	No	\$0.00	0	\$0.00	32
2498185764	1447169	03/05/2003	04/04/2003	05/02/2003	237	374	137	Regular	\$180.28	No	No	\$0.00	0	\$0.00	29
2498185764	1447169	02/04/2003	03/06/2003	04/01/2003	9996	237	241	Regular	\$266.20	No	No	\$0.00	0	\$0.00	30
2498185764	1447169	01/06/2003	02/04/2003	03/04/2003	9748	9996	248	Regular	\$277.43	No	No	\$0.00	0	\$0.00	29
2498185764	1447169	12/04/2002	01/06/2003	02/03/2003	9501	9748	247	Regular	\$285.43	No	No	\$0.00	0	\$0.00	33
2498185764	1447169	11/01/2002	12/04/2002	01/03/2003	9329	9501	172	Regular	\$188.46	No	No	\$0.00	0	\$0.00	33
2498185764	1447169	10/02/2002	11/01/2002	12/02/2002	9249	9329	80	Regular	\$96.14	No	No	\$0.00	0	\$0.00	30
2498185764	1447169	09/03/2002	10/02/2002	10/29/2002	9234	9249	15	Regular	\$27.78	No	No	\$0.00	0	\$0.00	29
2498185764	1447169	08/02/2002	09/03/2002	09/30/2002	9217	9234	17	Regular	\$29.21	No	No	\$0.00	0	\$0.00	32
2498185764	1447169	07/03/2002	08/02/2002	08/29/2002	9201	9217	16	Regular	\$28.14	No	No	\$0.00	0	\$0.00	30
2498185764	1447169	06/04/2002	07/03/2002	07/30/2002	9186	9201	15	Regular	\$27.13	No	No	\$0.00	0	\$0.00	29
2498185764	1447169	05/03/2002	06/04/2002	07/01/2002	9148	9186	38	Regular	\$47.77	No	No	\$0.00	0	\$0.00	32
2498185764	1447169	04/04/2002	05/03/2002	05/31/2002	9077	9148	71	Regular	\$76.93	No	No	\$0.00	0	\$0.00	29
2498185764	1447169	03/05/2002	04/04/2002	04/30/2002	8940	9077	137	Regular	\$129.99	No	No	\$0.00	0	\$0.00	30
2498185764	1447169	02/04/2002	03/05/2002	04/01/2002	8759	8940	181	Regular	\$189.31	No	No	\$0.00	0	\$0.00	29
2498185764	1447169	01/04/2002	02/04/2002	03/04/2002	8551	8759	208	Regular	\$220.89	No	No	\$0.00	0	\$0.00	31
2498185764	1447169	10/17/2000	01/04/2002	02/11/2002	7830	8551	721	Regular	\$1,010.99	No	No	\$0.00	0	\$0.00	444

VERIFICATION

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

Date: July 3, 2003

  
Laureto Farinas

CERTIFICATE OF SERVICE

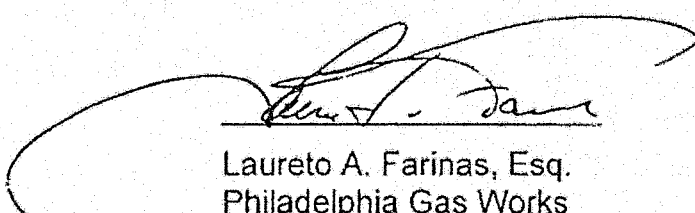
I HEREBY CERTIFY THAT I HAVE THIS DAY SERVED A TRUE COPY OF THE FOREGOING DOCUMENT UPON THE PARTICIPANTS LISTED BELOW, IN ACCORDANCE WITH THE REQUIREMENTS OF §1.54 (RELATING TO SERVICE BY A PARTICIPANT)

Service List:

For Complainant:

Anthony D'Alessandro  
105 Hunt Club Lane  
Newtown Square, PA 19073

July 3, 2003

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

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