

DOCUMENT
FOLDER

ORIGINAL

ORIGINAL

COMMONWEALTH OF PENNSYLVANIA
PUBLIC UTILITY COMMISSION

Kenneth Murphy :
: Docket F-01027415

- vs -

Philadelphia Gas Works :

Initial Hearing
Pages 1 through 11

DOCKETED
DEC 15 2003

Room 1302
State Office Building
Spring Garden Street
Philadelphia, Pennsylvania
Tuesday, November 18, 2003
Commencing at 10:00 a.m.

Before:

Ky Van Nguyen, Administrative Law Judge

APPEARANCES:

Laureto A. Farinas, Esquire
Philadelphia Gas Works
800 W. Montgomery Avenue
Philadelphia, Pennsylvania 19122

PRECISION REPORTING, INC.
230 South Broad Street - 11th Floor
Philadelphia PA 19102
(215) 731-9847
1-800-528-3060

RECEIVED
2003 DEC -8 PM 11:08
SECRETARY'S BUREAU

1
2
3
4
5
6
7
8
9
10
11
12
13
14
15
16
17
18
19
20
21
22
23
24

111

INDEX TO WITNESS

- 1
- 2
- 3
- 4
- 5
- 6
- 7
- 8
- 9
- 10
- 11
- 12
- 13
- 14
- 15
- 16
- 17
- 18
- 19
- 20
- 21
- 22
- 23
- 24

| WITNESS | DIRECT | CROSS | REDIRECT | RECROSS |
|---------|--------|-------|----------|---------|
|---------|--------|-------|----------|---------|

| | | | | |
|---------------|---|----|----|----|
| Linda Pereira | 5 | -- | -- | -- |
|---------------|---|----|----|----|

INDEX TO EXHIBIT

1
2
3
4
5
6
7
8
9
10
11
12
13
14
15
16
17
18
19
20
21
22
23
24

For the Respondent Identification Evidence

PGW-1 7
PGW-2

For the Complainant Identification Evidence

(No Exhibits)

1 * * *

2 PROCEEDINGS

3 * * *

4 THE COURT: We open the
5 record for a hearing in the complaint
6 of Kenneth Murphy against Philadelphia
7 Gas Works at docket number
8 F-01027415. My name is Ky Van
9 Nguyen. I am the administrative law
10 judge proceeding at this hearing.

11 It is noted for the record
12 that this hearing was scheduled for
13 10:00 a.m. this morning, but the
14 complainant was not here at that
15 time. I delayed the hearing until
16 10:45 to allow for a late arrival by
17 the complainant. Still he did not
18 appear. I will conduct the hearing
19 without him.

20 Mr. Farinas?

21 MR. FARINAS: If I may,
22 unless I'm mistaken, my watch reads
23 10:25.

24 THE COURT: Yes, 10:25.

1 MR. FARINAS: Your Honor, at
2 this time I would like to move to
3 dismiss this complaint for
4 nonprosecution. I do have, for
5 completeness of the record, two
6 exhibits and a witness to testify
7 briefly. So if we could just get
8 started, I've marked and have
9 distributed two documents. The first
10 one being a Statement of Account or a
11 document called a History of Request
12 Report for the account, and it gives
13 the complainant's account number.

14 THE COURT: You'll give two
15 copies to the court reporter?

16 MR. FARINAS: Yes. I've
17 already distributed them.

18 And the second document is
19 the BCS decision in the complainant's
20 informal complaint. This decision was
21 issued March 6th, 2003.

22 At this time I would like to
23 call Ms. Linda Pereira.

24 THE COURT: Please raise

1 your right hand.

2 (Witness complies.)

3 THE COURT: Do you swear
4 that the testimony you're about to
5 give is the truth, the whole truth,
6 and nothing but the truth?

7 THE WITNESS: Yes, I do.

8 THE COURT: Thank you.

9 * * *

10 DIRECT EXAMINATION

11 * * *

12 BY MR. FARINAS:

13 Q. Ms. Pereira, do you work at PGW?

14 A. Yes, I do.

15 Q. What is your job title?

16 A. Customer review officer.

17 Q. What does that entail?

18 A. Handling informal and formal
19 complaints that the customer files with the
20 Public Utility Commission.

21 Q. When you say "handle," does that mean
22 you investigate the complaints?

23 A. Yes.

24 Q. Did you investigate the complaint that

1 was filed by Mr. Murphy?

2 A. Yes, I did.

3 Q. Can you give us a report on the
4 complaint, on your investigation? If I can
5 point out to you PGW Exhibit-1. Did you prepare
6 this report?

7 A. Yes, I did.

8 Q. Can you explain your investigation on
9 the account using PGW-1?

10 A. Mr. Murphy had several
11 estimated bills. Then in 2001 we actually went
12 out, it was August of 2001, we went out there
13 and changed his meter and installed an AMR.

14 At that time, Mr. Murphy was given a
15 makeup bill. We went in and we adjusted that
16 makeup bill according to the rates.

17 Q. Can you show us where on PGW Exhibit-1
18 is the makeup bill?

19 A. It's page five, and it's
20 approximately, I would say, halfway down the
21 page. It's noted 9-12-2001. It says "bill" and
22 then it says "\$1,110.96."

23 THE COURT: How much?

24 THE WITNESS: \$1,110.96.

1 BY MR. FARINAS:

2 Q. Did PGW adjust this bill?

3 A. Yes, we did. We went back
4 and readjusted the bill based on the rates
5 during that estimated period. And on page six,
6 the line that says 12-11-01, after we did the
7 adjustment that actually lowered Mr. Murphy's
8 account balance to offset for the rates.

9 THE COURT: So basically
10 what was he complaining about?

11 THE WITNESS: He was
12 complaining about the makeup bill.

13 BY MR. FARINAS:

14 Q. And what occurred then on the account?

15 A. After that we continued to
16 bill based on actual readings. Then in August
17 of 2002 Mr. Murphy paid the account balance in
18 full and has paid each month based on what he
19 was actually using. And on page seven when the
20 decision came in from the informal,
21 Mr. Murphy was allowed \$139.83 off the bill, and
22 we also waived the late payment charges. And at
23 that time he ended up with a credit of \$14.67.

24 Q. Can you -- what you just testified to,

1 the credit provided by the BCS decision, what
2 date does that appear on PGW-1?

3 A. Page seven, and the date is
4 March 13, 2003. That would be the allowance,
5 and then the late payment charges are right
6 after that on seven.

7 Q. As a result of the credit and the
8 waiver of the late payment charges what was
9 Mr. Murphy's balance?

10 A. At that time it came to a
11 \$14.67 credit.

12 Q. Was there a need -- did the BCS put
13 the claimant on a payment arrangement?

14 A. Yes, they did. But at the
15 time that the adjustments were in there was no
16 need for the payment arrangement, due to the
17 fact that the customer had a credit after the
18 adjustments.

19 THE COURT: So he did not
20 owe you anything?

21 THE WITNESS: That's
22 correct.

23 THE COURT: Why do we have
24 this hearing?

1 MR. FARINAS: Because he
2 won't return my phone calls and would
3 not discuss anything with me.

4 By the way, your Honor, my
5 office did try to contact him on
6 several occasions. He did agree to a
7 telephone conference on October 27th
8 at 9:00 a.m. But when I called the
9 number, there was no answer. We did
10 send him a letter during the month of
11 October to ask him to call my office.
12 And as recently as yesterday we left a
13 message on his cell phone to return
14 the call. He did not return the
15 call.

16 THE COURT: Thank you very
17 much. We are adjourned.

18 (Whereupon, the hearing was
19 adjourned at 10:30 p.m.)
20
21
22
23
24

C E R T I F I C A T I O N

I, DONNA O'CONNOR,
hereby certify that the foregoing is a
true and correct transcript of the
proceedings held in this matter, as
transcribed by the stenographic notes
taken by me on Wednesday, November 18,
2003.

Donna O'Connor

DONNA O'CONNOR

(This certification does not
apply to any reproduction of this
transcript, unless under the direct
supervision of the certifying
reporter.)

HISTORY REQUEST REPORT FOR ACCOUNT # 4114025774 AND SA # 9961340444 AS OF 11/18/2003

2003 DEC -8 PM 11:08

P.U.C. BUREAU
SECRETARY'S BUREAU

PGW Exhibit - 1

Account # 4114025774 SA # 9961340444 Bill Cycle 09 Rate Class GS Phone # 9241516(215)

Name: MURPHY, KENNETH A Address: 1006 70TH AVE/PHILA, PA

Pay Agreement Indicator: N Easyway Indicator: CRP Status:

Blocker Start Date: 20030529 Blocker End Date: 20030331 Blocker Reason: # 2006632

FOLDER

| Tran Date | Tran Type | Current Amt | Total Amt | Adjust Amt | Segment Start Date | Segment End Date | Read Code | End Read | Current Balance | Usage | Meter # |
|------------|-----------|-------------|------------|------------|--------------------|------------------|-----------|----------|-----------------|-------|---------|
| 01/01/1996 | CONVRC | \$501.58 | \$501.58 | \$501.58 | | | | | | | |
| 06/16/1997 | PAY | (\$104.00) | (\$104.00) | \$0.00 | | | | | | | |
| 07/14/1997 | BILL | \$26.22 | \$26.22 | \$0.00 | 06/12/1997 | 07/14/1997 | Y | 9456 | \$26.22 | 26 | 1186187 |
| 08/12/1997 | BILL | \$23.66 | \$23.66 | \$0.00 | 07/14/1997 | 08/12/1997 | Y | 9479 | \$23.66 | 23 | 1186187 |
| 08/25/1997 | PAY | (\$208.00) | (\$208.00) | \$0.00 | | | | | | | |
| 09/10/1997 | BILL | \$24.52 | \$24.52 | \$0.00 | 08/12/1997 | 09/10/1997 | Y | 9503 | \$24.52 | 24 | 1186187 |
| 09/11/1997 | LPC | \$2.85 | \$2.85 | \$2.85 | | | | | | | |
| 10/09/1997 | BILL | \$35.92 | \$35.92 | \$35.92 | | | | | | | |
| 10/10/1997 | LPC | \$2.85 | \$2.85 | \$2.85 | | | | | | | |
| 11/04/1997 | PAY | (\$256.00) | (\$256.00) | \$0.00 | | | | | | | |
| 11/07/1997 | BILL | \$93.75 | \$93.75 | \$93.75 | 10/09/1997 | 11/07/1997 | Y | 9645 | \$93.75 | 105 | 1186187 |
| 11/10/1997 | LPC | \$2.40 | \$2.40 | \$2.40 | | | | | | | |
| 12/10/1997 | BILL | \$186.06 | \$186.06 | \$0.00 | 11/07/1997 | 12/10/1997 | Y | 9658 | \$186.06 | 213 | 1186187 |
| 12/11/1997 | LPC | \$2.73 | \$2.73 | \$2.73 | | | | | | | |
| 12/29/1997 | PAY | (\$255.00) | (\$255.00) | \$0.00 | | | | | | | |
| 01/13/1998 | BILL | \$192.89 | \$192.89 | \$0.00 | 12/10/1997 | 01/13/1998 | Y | 79 | \$192.89 | 221 | 1186187 |
| 01/14/1998 | LPC | \$2.27 | \$2.27 | \$2.27 | | | | | | | |
| 02/12/1998 | BILL | \$180.07 | \$180.07 | \$0.00 | 01/13/1998 | 02/12/1998 | Y | 285 | \$180.07 | 266 | 1186187 |
| 02/13/1998 | LPC | \$2.00 | \$2.00 | \$2.00 | | | | | | | |
| 03/09/1998 | PAY | (\$139.00) | (\$139.00) | \$0.00 | | | | | | | |
| 03/14/1998 | BILL | \$157.85 | \$157.85 | \$0.00 | 02/12/1998 | 03/14/1998 | Y | 465 | \$157.85 | 180 | 1186187 |
| 03/17/1998 | LPC | \$1.76 | \$1.76 | \$1.76 | | | | | | | |
| 04/08/1998 | PAY | (\$139.00) | (\$139.00) | \$0.00 | | | | | | | |
| 04/15/1998 | BILL | \$110.84 | \$110.84 | \$0.00 | 03/14/1998 | 04/15/1998 | Y | 590 | \$110.84 | 125 | 1186187 |
| 04/18/1998 | LPC | \$1.61 | \$1.61 | \$1.61 | | | | | | | |
| 05/13/1998 | BILL | \$53.58 | \$53.58 | \$0.00 | 04/15/1998 | 05/13/1998 | Y | 648 | \$53.58 | 58 | 1186187 |
| 05/14/1998 | LPC | \$6.18 | \$6.18 | \$6.18 | | | | | | | |
| 05/26/1998 | PAY | (\$139.00) | (\$139.00) | \$0.00 | | | | | | | |

DOCUMENT
FOLDER

F-01627415

Account # 411402574 SA # 996134044 Bill Cycle 09 Rate Class GS Phone # 9241516(215)

Name MURPHY, KENNETH A Address: 1006 70TH AVE/PHILA, PA

Pay Agreement Indicator N Easyway Indicator CRP Status

Blocker Start Date 20030529 Blocker End Date: 20031230 Meter # 2006632

| Tran Date | Tran Type | Current Amt | Total Amt | Adjust Amt | Segment Start Date | Segment End Date | Read Code | End Read | Current Balance | Usage | Meter # |
|------------|-----------|-------------|------------|------------|--------------------|------------------|-----------|----------|-----------------|-------|---------|
| 06/08/1998 | BILL | \$374.10 | \$374.10 | \$0.00 | 05/13/1998 | 05/09/1998 | R | 1081 | \$374.10 | 433 | 1186187 |
| 07/02/1998 | PAY | (\$149.00) | (\$149.00) | \$0.00 | | | | | | | |
| 07/14/1998 | BILL | \$28.79 | \$28.79 | \$0.00 | 06/08/1998 | 07/14/1998 | Y | 1110 | \$28.79 | 29 | 1186187 |
| 07/15/1998 | LPC | \$5.78 | \$5.78 | \$5.78 | | | | | | | |
| 08/12/1998 | BILL | \$23.66 | \$23.66 | \$0.00 | 07/14/1998 | 08/12/1998 | Y | 1133 | \$23.66 | 23 | 1186187 |
| 08/13/1998 | LPC | \$4.65 | \$4.65 | \$4.65 | | | | | | | |
| 09/04/1998 | PAY | (\$149.00) | (\$149.00) | \$0.00 | | | | | | | |
| 09/10/1998 | BILL | \$23.66 | \$23.66 | \$0.00 | 08/12/1998 | 09/10/1998 | Y | 1156 | \$23.66 | 23 | 1186187 |
| 09/11/1998 | LPC | \$3.41 | \$3.41 | \$3.41 | | | | | | | |
| 10/09/1998 | BILL | \$33.06 | \$33.06 | \$0.00 | 09/10/1998 | 10/09/1998 | Y | 1190 | \$33.06 | 34 | 1186187 |
| 10/09/1998 | PAY | (\$149.00) | (\$149.00) | \$0.00 | | | | | | | |
| 10/13/1998 | LPC | \$2.93 | \$2.93 | \$2.93 | | | | | | | |
| 10/21/1998 | PAY | (\$149.00) | (\$149.00) | \$0.00 | | | | | | | |
| 11/07/1998 | BILL | \$78.36 | \$78.36 | \$0.00 | 10/09/1998 | 11/07/1998 | Y | 1277 | \$78.36 | 87 | 1186187 |
| 11/10/1998 | LPC | \$2.43 | \$2.43 | \$2.43 | | | | | | | |
| 12/10/1998 | BILL | \$109.99 | \$109.99 | \$0.00 | 11/07/1998 | 12/10/1998 | Y | 1401 | \$109.99 | 124 | 1186187 |
| 12/11/1998 | LPC | \$5.74 | \$5.74 | \$5.74 | | | | | | | |
| 12/16/1998 | PAY | (\$149.00) | (\$149.00) | \$0.00 | | | | | | | |
| 01/13/1999 | BILL | \$233.07 | \$233.07 | \$0.00 | 12/10/1998 | 01/13/1999 | Y | 1659 | \$233.07 | 268 | 1186187 |
| 01/14/1999 | LPC | \$5.40 | \$5.40 | \$5.40 | | | | | | | |
| 01/15/1999 | PAY | (\$149.00) | (\$149.00) | \$0.00 | | | | | | | |
| 02/11/1999 | BILL | \$154.39 | \$154.39 | \$0.00 | 01/13/1999 | 02/11/1999 | Y | 1852 | \$154.39 | 183 | 1186187 |
| 02/18/1999 | PAY | (\$149.00) | (\$149.00) | \$0.00 | | | | | | | |
| 03/06/1999 | BILL | \$137.36 | \$137.36 | \$0.00 | 02/11/1999 | 03/06/1999 | Y | 2016 | \$137.36 | 164 | 1186187 |
| 03/09/1999 | LPC | \$2.48 | \$2.48 | \$2.48 | | | | | | | |
| 03/18/1999 | PAY | (\$100.00) | (\$100.00) | \$0.00 | | | | | | | |
| 04/05/1999 | LPC | \$4.72 | \$4.72 | \$4.72 | | | | | | | |
| 04/05/1999 | BILL | \$130.85 | \$130.85 | \$0.00 | 03/06/1999 | 04/05/1999 | Y | 2172 | \$130.85 | 156 | 1186187 |
| 04/14/1999 | PAY | (\$137.36) | (\$137.36) | \$0.00 | | | | | | | |
| 05/05/1999 | BILL | \$79.63 | \$79.63 | \$0.00 | 04/05/1999 | 05/06/1999 | Y | 2285 | \$79.63 | 93 | 1186187 |
| 05/07/1999 | LPC | \$6.95 | \$6.95 | \$6.95 | | | | | | | |
| 06/05/1999 | BILL | \$32.25 | \$32.25 | \$0.00 | 05/06/1999 | 06/03/1999 | Y | 2299 | \$32.25 | 34 | 1186187 |
| 06/09/1999 | LPC | \$8.95 | \$8.95 | \$8.95 | | | | | | | |

Account # 411402374 SA # 996134044 Bill Cycle 09 Rate Class GS Phone # 9241516(215)

Name MURPHY, KENNETH A Address: 1006 70TH AVE/PHILA, PA

Pay Agreement Indicator: N Easyway Indicator: CRP Status:

Blocker Start Date 20030529 Blocker End Date 20031230 Meter # 2006632

| Tran Date | Tran Type | Current Amt. | Total Amt. | Adjust Amt. | Segment Start Date | Segment End Date | Read Code | End Read | Current Balance | Usage | Meter # |
|------------|-----------|--------------|------------|-------------|--------------------|------------------|-----------|----------|-----------------|-------|---------|
| 07/14/1999 | BILL | \$63.23 | \$63.23 | \$0.00 | 06/09/1999 | 07/14/1999 | Y | 2566 | \$654.14 | 67 | 1186187 |
| 07/17/1999 | LPC | \$8.36 | \$8.36 | \$8.36 | | | | | | | |
| 08/11/1999 | BILL | \$32.22 | \$32.22 | \$0.00 | 07/14/1999 | 08/11/1999 | Y | 2395 | \$695.80 | 29 | 1186187 |
| 07/17/1999 | LPC | \$9.44 | \$9.44 | \$9.44 | | | | | | | |
| 09/10/1999 | BILL | \$33.85 | \$33.85 | \$0.00 | 08/11/1999 | 09/10/1999 | Y | 2426 | \$739.58 | 31 | 1186187 |
| 09/16/1999 | LPC | \$9.93 | \$9.93 | \$9.93 | | | | | | | |
| 10/04/1999 | PAY | (\$150.00) | (\$150.00) | \$0.00 | | | | | | | |
| 10/08/1999 | BILL | \$35.45 | \$35.45 | \$0.00 | 09/10/1999 | 10/08/1999 | Y | 2462 | \$625.28 | 36 | 1186187 |
| 10/11/1999 | TAXWVE | (\$8.46) | (\$8.46) | (\$8.46) | | | | | | | |
| 10/14/1999 | LPC | \$8.71 | \$8.71 | \$8.71 | | | | | | | |
| 11/06/1999 | BILL | \$24.78 | \$24.78 | \$0.00 | 10/08/1999 | 11/05/1999 | Y | 2484 | \$0.00 | 22 | 1186187 |
| 11/06/1999 | BILL | \$29.35 | \$29.35 | \$0.00 | 10/08/1999 | 11/05/1999 | Y | 2490 | \$592.95 | 28 | 1186187 |
| 11/08/1999 | PAY | (\$70.00) | (\$70.00) | \$0.00 | | | | | | | |
| 11/27/1999 | LPC | \$8.32 | \$8.32 | \$8.32 | | | | | | | |
| 11/15/1999 | CANB | (\$24.78) | (\$24.78) | \$0.00 | | | | | | | |
| 12/09/1999 | BILL | \$47.20 | \$47.20 | \$0.00 | 11/06/1999 | 12/09/1999 | Y | 2541 | \$648.91 | 51 | 1186187 |
| 12/14/1999 | LPC | \$8.76 | \$8.76 | \$8.76 | | | | | | | |
| 12/14/1999 | PAY | (\$80.00) | (\$80.00) | \$0.00 | | | | | | | |
| 01/06/2000 | PAY | (\$100.00) | (\$100.00) | \$0.00 | | | | | | | |
| 01/13/2000 | BILL | \$73.51 | \$73.51 | \$0.00 | 12/09/1999 | 01/13/2000 | Y | 2625 | \$549.45 | 94 | 1186187 |
| 01/19/2000 | LPC | \$7.03 | \$7.03 | \$7.03 | | | | | | | |
| 02/04/2000 | PAY | (\$80.00) | (\$80.00) | \$0.00 | | | | | | | |
| 02/12/2000 | BILL | \$94.37 | \$94.37 | \$0.00 | 01/13/2000 | 02/12/2000 | Y | 2737 | \$0.00 | 112 | 1186187 |
| 02/12/2000 | BILL | \$94.37 | \$94.37 | \$0.00 | 01/13/2000 | 02/12/2000 | Y | 2737 | \$563.82 | 112 | 1186187 |
| 02/16/2000 | CANB | (\$94.37) | (\$94.37) | \$0.00 | | | | | | | |
| 03/10/2000 | PAY | (\$80.00) | (\$80.00) | \$0.00 | | | | | | | |
| 03/14/2000 | BILL | \$51.21 | \$51.21 | \$0.00 | 02/12/2000 | 03/14/2000 | Y | 2806 | \$545.03 | 69 | 1186187 |
| 03/29/2000 | PAY | (\$80.00) | (\$80.00) | \$0.00 | | | | | | | |
| 04/12/2000 | BILL | \$40.38 | \$40.38 | \$0.00 | 03/14/2000 | 04/12/2000 | Y | 2848 | \$505.41 | 42 | 1186187 |
| 04/27/2000 | COLFEE | \$10.00 | \$10.00 | \$10.00 | | | | | | | |
| 05/11/2000 | BILL | \$32.57 | \$32.57 | \$0.00 | 04/12/2000 | 05/11/2000 | Y | 2880 | \$546.08 | 32 | 1186187 |
| 05/08/2000 | BILL | \$20.34 | \$20.34 | \$0.00 | 05/11/2000 | 05/08/2000 | Y | 2896 | \$576.64 | 16 | 1186187 |
| 05/13/2000 | LPC | \$8.22 | \$8.22 | \$8.22 | | | | | | | |

Account # 4114025774 SA # 996134044 Bill Cycle 09 Rate Class GS Phone # 92415161215
 Name: MURPHY, KENNETH A Address: 1006 70TH AVE/PHILA, PA
 Pay Agreement Indicator: N Easyway Indicator CRP Status
 Blocker Start Date 20030529 Blocker End Date 20031230 Meter # 2006632

| Tran Date | Tran Type | Current Amt. | Total Amt | Adjust Amt. | Segment Start Date | Segment End Date | Read Code | End Read | Current Balance | Usage | Meter # |
|------------|-----------|--------------|------------|-------------|--------------------|------------------|-----------|----------|-----------------|-------|---------|
| 06/24/2000 | COLFEE | \$10.00 | \$10.00 | \$10.00 | | | | | | | |
| 07/12/2000 | BILL | \$10.31 | \$10.31 | \$0.00 | 06/08/2000 | 07/12/2000 | Y | 2899 | \$605.47 | 3 | 1186187 |
| 07/14/2000 | LPC | \$8.52 | \$8.52 | \$8.52 | | | | | | | |
| 08/02/2000 | COLFEE | \$10.00 | \$10.00 | \$10.00 | | | | | | | |
| 08/10/2000 | BILL | \$8.00 | \$8.00 | \$0.00 | 07/12/2000 | 08/10/2000 | Y | 2899 | \$632.30 | 0 | 1186187 |
| 08/12/2000 | LPC | \$8.83 | \$8.83 | \$8.83 | | | | | | | |
| 09/07/2000 | PAY | (\$120.00) | (\$120.00) | \$0.00 | | | | | | | |
| 09/11/2000 | BILL | \$8.00 | \$8.00 | \$0.00 | 08/10/2000 | 09/11/2000 | Y | 2899 | \$527.98 | 0 | 1186187 |
| 09/13/2000 | LPC | \$7.68 | \$7.68 | \$7.68 | | | | | | | |
| 10/03/2000 | PAY | (\$80.00) | (\$80.00) | \$0.00 | | | | | | | |
| 10/11/2000 | BILL | \$8.00 | \$8.00 | \$0.00 | 09/11/2000 | 10/11/2000 | Y | 2899 | \$462.69 | 0 | 1186187 |
| 10/13/2000 | LPC | \$6.71 | \$6.71 | \$6.71 | | | | | | | |
| 10/27/2000 | PAY | (\$50.00) | (\$50.00) | \$0.00 | | | | | | | |
| 11/09/2000 | BILL | \$86.65 | \$86.65 | \$0.00 | 10/11/2000 | 11/09/2000 | Y | 3001 | \$505.53 | 102 | 1186187 |
| 11/11/2000 | LPC | \$8.19 | \$8.19 | \$8.19 | | | | | | | |
| 11/21/2000 | BILL | \$751.07 | \$751.07 | \$0.00 | 11/09/2000 | 11/21/2000 | R | 3975 | \$0.00 | 974 | 1186187 |
| 11/27/2000 | PAY | (\$60.00) | (\$60.00) | \$0.00 | | | | | | | |
| 12/11/2000 | BILL | \$218.70 | \$218.70 | \$0.00 | 11/09/2000 | 12/11/2000 | Y | 3237 | \$670.91 | 236 | 1186187 |
| 12/13/2000 | LPC | \$9.68 | \$9.68 | \$9.68 | | | | | | | |
| 01/03/2000 | BILL | \$348.91 | \$348.91 | \$0.00 | 11/21/2000 | 12/31/2000 | R | 4328 | \$0.00 | 353 | 1186187 |
| 01/04/2001 | PAY | (\$100.00) | (\$100.00) | \$0.00 | | | | | | | |
| 01/11/2001 | BILL | \$357.94 | \$357.94 | \$0.00 | 12/11/2000 | 01/11/2001 | Y | 3571 | \$947.41 | 334 | 1186187 |
| 01/13/2001 | LPC | \$8.56 | \$8.56 | \$8.56 | | | | | | | |
| 02/05/2001 | PAY | (\$120.00) | (\$120.00) | \$0.00 | | | | | | | |
| 02/09/2001 | BILL | \$327.00 | \$327.00 | \$0.00 | 01/11/2001 | 02/09/2001 | Y | 3820 | \$1166.82 | 249 | 1186187 |
| 02/13/2001 | LPC | \$12.41 | \$12.41 | \$12.41 | | | | | | | |
| 03/07/2001 | PAY | (\$140.00) | (\$140.00) | \$0.00 | | | | | | | |
| 03/13/2001 | BILL | \$333.09 | \$333.09 | \$0.00 | 02/09/2001 | 03/13/2001 | Y | 4067 | \$1376.31 | 247 | 1186187 |
| 03/15/2001 | LPC | \$15.40 | \$15.40 | \$15.40 | | | | | | | |
| 04/06/2001 | PAY | (\$20.00) | (\$20.00) | \$0.00 | | | | | | | |
| 04/11/2001 | BILL | \$120.00 | \$120.00 | \$0.00 | | | | | | | |
| 04/13/2001 | LPC | \$229.92 | \$229.92 | \$0.00 | 03/13/2001 | 04/13/2001 | Y | 4231 | \$1483.75 | 154 | 1186187 |
| 04/13/2001 | LPC | \$18.52 | \$18.52 | \$18.52 | | | | | | | |

Account # 4114025774 SA # 9961340444 Bill Cycle 09 Rate Class GS Phone # 9241516(215)

Name: MURPHY, KENNETH A Address: 1006 70TH AVE/PHILA, PA

Pay Agreement Indicator: N Easyway Indicator CRP Status:

Blocker Start Date: 20030529 Blocker End Date: 20031230 Meter # 2006632

| Tran Date | Tran Type | Current Amt. | Total Amt. | Adjust. Amt. | Segment Start Date | Segment End Date | Read Code | End Read | Current Balance | Usage | Meter # |
|------------|-----------|--------------|------------|--------------|--------------------|------------------|-----------|----------|-----------------|-------|---------|
| 05/04/2001 | PAY | (\$100.00) | (\$100.00) | \$0.00 | | | | | | | |
| 05/11/2001 | BILL | \$66.22 | \$66.22 | \$0.00 | 04/11/2001 | 05/11/2001 | Y | 4272 | \$1,470.72 | 41 | 1186187 |
| 05/15/2001 | LPC | \$20.75 | \$20.75 | \$20.75 | | | | | | | |
| 07/2001 | PAY | (\$120.00) | (\$120.00) | \$0.00 | | | | | | | |
| 06/12/2001 | BILL | \$46.26 | \$46.26 | \$0.00 | 05/11/2001 | 06/12/2001 | Y | 4298 | \$1,417.24 | 26 | 1186187 |
| 06/14/2001 | LPC | \$20.26 | \$20.26 | \$20.26 | | | | | | | |
| 07/03/2001 | PAY | (\$125.00) | (\$125.00) | \$0.00 | | | | | | | |
| 07/13/2001 | BILL | \$38.28 | \$38.28 | \$0.00 | 06/12/2001 | 07/13/2001 | Y | 4318 | \$1,349.90 | 20 | 1186187 |
| 07/17/2001 | LPC | \$19.38 | \$19.38 | \$19.38 | | | | | | | |
| 07/31/2001 | PAY | (\$170.00) | (\$170.00) | \$0.00 | | | | | | | |
| 08/13/2001 | BILL | \$35.61 | \$35.61 | \$0.00 | 07/13/2001 | 08/13/2001 | Y | 4336 | \$1,215.51 | 18 | 1186187 |
| 09/07/2001 | PAY | (\$100.00) | (\$100.00) | \$0.00 | | | | | | | |
| 09/12/2001 | BILL | \$1,110.95 | \$1,110.95 | \$0.00 | 08/13/2001 | 09/12/2001 | R | 5209 | \$2,243.20 | 888 | 1186187 |
| 09/12/2001 | BILL | \$1,110.95 | \$1,110.95 | \$0.00 | 06/13/2001 | 09/12/2001 | R | 15 | \$2,243.20 | 888 | 2006632 |
| 09/12/2001 | BILL | \$1,261.29 | \$1,261.29 | \$0.00 | 12/31/2000 | 09/12/2001 | R | 15 | \$0.00 | 896 | 2006632 |
| 09/12/2001 | BILL | \$1,261.29 | \$1,261.29 | \$0.00 | 12/31/2000 | 09/12/2001 | R | 5209 | \$0.00 | 896 | 1186187 |
| 09/14/2001 | LPC | \$16.73 | \$16.73 | \$16.73 | | | | | | | |
| 10/01/2001 | PAY | (\$227.00) | (\$227.00) | \$0.00 | | | | | | | |
| 10/09/2001 | CANB | (\$333.09) | (\$333.09) | \$0.00 | | | | | | | |
| 10/09/2001 | BSEGCN | \$0.00 | \$0.00 | (\$327.00) | | | | | | | |
| 10/09/2001 | CANB | (\$327.00) | (\$327.00) | \$0.00 | | | | | | | |
| 10/09/2001 | BSEGCN | \$0.00 | \$0.00 | (\$38.28) | | | | | | | |
| 10/09/2001 | BSEGCN | \$0.00 | \$0.00 | (\$38.28) | | | | | | | |
| 10/09/2001 | CANB | (\$229.92) | (\$229.92) | \$0.00 | | | | | | | |
| 10/09/2001 | CANB | (\$218.70) | (\$218.70) | \$0.00 | | | | | | | |
| 10/09/2001 | BSEGCN | \$0.00 | \$0.00 | (\$367.94) | | | | | | | |
| 10/09/2001 | CANB | (\$38.28) | (\$38.28) | \$0.00 | | | | | | | |
| 10/09/2001 | BSEGCN | \$0.00 | \$0.00 | \$218.70 | | | | | | | |
| 10/09/2001 | CANB | (\$46.26) | (\$46.26) | \$0.00 | | | | | | | |
| 10/09/2001 | BSEGCN | \$0.00 | \$0.00 | (\$46.26) | | | | | | | |
| 10/09/2001 | CANB | (\$66.22) | (\$66.22) | \$0.00 | | | | | | | |

Account # 411402574 SA # 996134044 Bill Cycle 09 Rate Class GS Phone # 9241516215
 Name: MURPHY, KENNETH A Address: 1006 70TH AVE/PHILA, PA
 Pay Agreement Indicator N Easyway Indicator CRP Status
 Blocker Start Date 20030529 Blocker End Date 20031230 Meter # 2006632

| Tran Date | Tran Type | Current Amt. | Total Amt. | Adjust. Amt. | Segment Start Date | Segment End Date | Read Code | End Read | Current Balance | Usage | Meter # |
|------------|-----------|--------------|--------------|--------------|--------------------|------------------|-----------|----------|-----------------|-------|---------|
| 10/09/2001 | CANB | (\$367.94) | (\$367.94) | \$0.00 | | | | | | | |
| 10/09/2001 | CANB | (\$35.61) | (\$35.61) | \$0.00 | | | | | | | |
| 10/09/2001 | BSEGCN | \$0.00 | \$0.00 | (\$35.61) | | | | | | | |
| 10/09/2001 | BSEGCN | \$0.00 | \$0.00 | (\$229.92) | | | | | | | |
| 10/09/2001 | BSEGCN | \$0.00 | \$0.00 | (\$56.22) | | | | | | | |
| 10/12/2001 | BILL | \$66.93 | \$66.93 | \$0.00 | 09/12/2001 | 10/12/2001 | R | 65 | \$1,670.42 | 50 | 2006632 |
| 11/09/2001 | BILL | \$107.92 | \$107.92 | \$0.00 | 10/12/2001 | 11/09/2001 | R | 150 | \$1,778.34 | 85 | 2006632 |
| 12/11/2001 | BILL | \$155.33 | \$155.33 | \$0.00 | 11/09/2001 | 12/11/2001 | R | 282 | \$1,933.67 | 132 | 2006632 |
| 12/28/2001 | PAY | (\$182.92) | (\$182.92) | \$0.00 | | | | | | | |
| 01/11/2002 | BILL | \$244.99 | \$244.99 | \$0.00 | 12/11/2001 | 01/11/2002 | R | 514 | \$2,022.60 | 232 | 2006632 |
| 01/15/2002 | LPC | \$26.26 | \$26.26 | \$26.26 | | | | | | | |
| 02/04/2002 | PAY | (\$182.92) | (\$182.92) | \$0.00 | | | | | | | |
| 02/11/2002 | BILL | \$226.91 | \$226.91 | \$0.00 | 01/11/2002 | 02/11/2002 | R | 728 | \$2,093.57 | 214 | 2006632 |
| 02/13/2002 | LPC | \$27.58 | \$27.58 | \$27.58 | | | | | | | |
| 02/20/2002 | PAY | (\$182.92) | (\$182.92) | \$0.00 | | | | | | | |
| 03/12/2002 | BILL | \$168.88 | \$168.88 | \$0.00 | 02/11/2002 | 03/12/2002 | R | 894 | \$2,108.18 | 166 | 2006632 |
| 03/14/2002 | LPC | \$28.65 | \$28.65 | \$28.65 | | | | | | | |
| 04/05/2002 | PAY | (\$182.92) | (\$182.92) | \$0.00 | | | | | | | |
| 04/11/2002 | BILL | \$136.88 | \$136.88 | \$0.00 | 03/12/2002 | 04/11/2002 | R | 1039 | \$2,091.01 | 145 | 2006632 |
| 04/13/2002 | LPC | \$28.87 | \$28.87 | \$28.87 | | | | | | | |
| 05/07/2002 | PAY | (\$182.92) | (\$182.92) | \$0.00 | | | | | | | |
| 05/10/2002 | BILL | \$76.26 | \$76.26 | \$0.00 | 04/11/2002 | 05/10/2002 | R | 1108 | \$2,012.97 | 69 | 2006632 |
| 05/14/2002 | LPC | \$28.62 | \$28.62 | \$28.62 | | | | | | | |
| 06/04/2002 | PAY | (\$182.92) | (\$182.92) | \$0.00 | | | | | | | |
| 06/11/2002 | BILL | \$57.99 | \$57.99 | \$0.00 | 05/10/2002 | 06/11/2002 | R | 1156 | \$1,915.49 | 48 | 2006632 |
| 06/13/2002 | LPC | \$27.45 | \$27.45 | \$27.45 | | | | | | | |
| 07/03/2002 | PAY | (\$182.92) | (\$182.92) | \$0.00 | | | | | | | |
| 07/11/2002 | BILL | \$40.24 | \$40.24 | \$0.00 | 06/11/2002 | 07/11/2002 | R | 1184 | \$1,798.79 | 28 | 2006632 |
| 07/13/2002 | LPC | \$25.98 | \$25.98 | \$25.98 | | | | | | | |
| 08/01/2002 | PAY | (\$1,798.79) | (\$1,798.79) | \$0.00 | | | | | | | |
| 08/09/2002 | BILL | \$39.23 | \$39.23 | \$0.00 | 07/11/2002 | 08/09/2002 | R | 1211 | \$39.23 | 27 | 2006632 |
| 08/23/2002 | PAY | (\$39.23) | (\$39.23) | \$0.00 | | | | | | | |
| 09/10/2002 | BILL | \$41.64 | \$41.64 | \$0.00 | 08/09/2002 | 09/10/2002 | R | 1240 | \$41.64 | 29 | 2006632 |

Account # 4114025774 SA # 996134044 Bill Cycle: 09 Rate Class: GS Phone #: 92415161215
 Name: MURPHY, KENNETH A Address: 1006 70TH AVE/PHILA, PA
 Pay Agreement Indicator: N Easyway Indicator CRP Status
 Blocker Start Date 20030529 Blocker End Date 20031230 Meter # 2006632

| Tran Date | Tran Type | Current Amt. | Total Amt. | Adjust Amt. | Segment Start Date | Segment End Date | Read Code | End Read | Current Balance | Usage | Meter # |
|------------|-----------|--------------|------------|-------------|--------------------|------------------|-----------|----------|-----------------|-------|---------|
| 09/27/2002 | PAY | (\$41 64) | (\$41 64) | \$0 00 | 09/10/2002 | 10/09/2002 | R | 1268 | \$41 45 | 28 | 2006632 |
| 10/09/2002 | BILL | \$41 45 | \$41 45 | \$0 00 | 09/10/2002 | 10/09/2002 | R | | | | |
| 10/25/2002 | PAY | (\$41 45) | (\$41 45) | \$0 00 | 10/09/2002 | 11/08/2002 | R | 1391 | \$141 35 | 123 | 2006632 |
| 10/28/2002 | BILL | \$141 35 | \$141 35 | \$0 00 | 10/09/2002 | 11/08/2002 | R | | | | |
| 12/06/2002 | PAY | (\$141 35) | (\$141 35) | \$0 00 | 11/08/2002 | 12/11/2002 | R | 1598 | \$225 65 | 207 | 2006632 |
| 12/11/2002 | BILL | \$225 65 | \$225 65 | \$0 00 | 11/08/2002 | 12/11/2002 | R | | | | |
| 01/03/2003 | PAY | (\$225 65) | (\$225 65) | \$0 30 | 12/11/2002 | 01/13/2003 | R | 1825 | \$271 43 | 227 | 2006632 |
| 01/13/2003 | BILL | \$271 43 | \$271 43 | \$0 00 | 12/11/2002 | 01/13/2003 | R | | | | |
| 02/04/2003 | PAY | (\$271 43) | (\$271 43) | \$0 00 | 01/13/2003 | 02/11/2003 | R | 2079 | \$281 01 | 254 | 2006632 |
| 02/11/2003 | BILL | \$281 01 | \$281 01 | \$0 00 | 01/13/2003 | 02/11/2003 | R | | | | |
| 03/04/2003 | PAY | (\$281 01) | (\$281 01) | \$0 00 | 02/11/2003 | 03/13/2003 | R | 2313 | \$121 32 | 234 | 2006632 |
| 03/13/2003 | BILL | \$261 15 | \$261 15 | \$0 00 | 02/11/2003 | 03/13/2003 | R | | | | |
| 03/13/2003 | ALLOWS | (\$139 83) | (\$139 83) | (\$139 83) | | | | | | | |
| 04/07/2003 | LPCWVE | (\$193 41) | (\$193 41) | (\$193 41) | | | | | | | |
| 04/08/2003 | PAY | (\$121 32) | (\$121 32) | \$0 00 | 03/13/2003 | 04/11/2003 | R | 2450 | (\$14 57) | 137 | 2006632 |
| 04/11/2003 | BILL | \$178 74 | \$178 74 | \$0 00 | 03/13/2003 | 04/11/2003 | R | | | | |
| 05/13/2003 | BILL | \$111 61 | \$111 61 | \$0 00 | 04/11/2003 | 05/13/2003 | R | 2526 | \$96 94 | 76 | 2006632 |
| 06/05/2003 | PAY | (\$96 94) | (\$96 94) | \$0 00 | 04/11/2003 | 05/13/2003 | R | | | | |
| 06/11/2003 | BILL | \$101 65 | \$101 65 | \$0 00 | 05/13/2003 | 06/11/2003 | R | 2596 | \$101 65 | 70 | 2006632 |
| 07/03/2003 | PAY | (\$101 65) | (\$101 65) | \$0 00 | 05/13/2003 | 06/11/2003 | R | | | | |
| 07/11/2003 | BILL | \$49 09 | \$49 09 | \$0 00 | 06/11/2003 | 07/11/2003 | R | 2624 | \$49 09 | 28 | 2006632 |
| 08/06/2003 | PAY | (\$49 09) | (\$49 09) | \$0 00 | 06/11/2003 | 07/11/2003 | R | | | | |
| 08/11/2003 | BILL | \$47 77 | \$47 77 | \$0 00 | 07/11/2003 | 08/11/2003 | R | 2651 | \$47 77 | 27 | 2006632 |
| 09/11/2003 | BILL | \$47 91 | \$47 91 | \$0 00 | 08/11/2003 | 09/11/2003 | R | 2678 | \$47 91 | 27 | 2006632 |
| 09/11/2003 | PAY | (\$47 77) | (\$47 77) | \$0 00 | 08/11/2003 | 09/11/2003 | R | | | | |
| 10/03/2003 | PAY | (\$47 91) | (\$47 91) | \$0 00 | 09/11/2003 | 10/10/2003 | R | 2714 | \$59 67 | 36 | 2006632 |
| 10/10/2003 | BILL | \$59 67 | \$59 67 | \$0 00 | 09/11/2003 | 10/10/2003 | R | | | | |
| 11/10/2003 | BILL | \$148 98 | \$148 98 | \$0 00 | 10/10/2003 | 11/10/2003 | R | 2813 | \$209 54 | 99 | 2006632 |
| 11/13/2003 | LPC | \$2 89 | \$0 89 | \$0 89 | | | | | | | |

Contacts for Account: Murphy, Kenneth A

Account: 0041 1402 5774 Murphy, Kenneth A

Transaction History
 Full Comments

| Date | Type | Comment | Person |
|------------|------|---|-------------------|
| 05/29/2003 | CRU | FORMAL COMPLAINT FILED W/PUC F 10127415 F LED 5/14/03 CONTACT CRU AT (215) 787 1250 | Murphy, Kenneth A |
| 04/07/2003 | CRU | CRU BCS #1027415 - REC'D E MAIL FROM PUC HRIVNAK WAIVE LPC CHARGES FROM 10/2001 TO PRESENT \$193.41 TOTAL LPC CHARGES WAIVED ON ACCOUNT AS PER E-MAIL REQUEST | Murphy, Kenneth A |
| 03/13/2003 | BILL | PER PUC DECISION ENTERED SPEC ALLOW \$ 139.83 DUE TO MAKE UP BILL FROM 12/31/00 TO 9/12/01 888 CCF'S PER CONTACT FROM LINDA PEREIRA/CRU | Murphy, Kenneth A |
| 03/12/2003 | CRU | CRU BCS #1027415 - sent contact to amd to credit \$139.83 (spec allowance) per puc decision. | Murphy, Kenneth A |
| 03/12/2003 | CRU | CRU BCS #1027415 - REC'D DECISION FROM PUC HRIVNAK DUE TO MAKE UP BILLING PGW WILL REDUCE THE BILL BY \$139.83 - CUST MUST PAY \$40.00 TOWARDS BALANCE PLUS C/B - CASE CLOSED 3/6/03 (AGREEMENT NOT ENTERED AS CUSTOMER IS PAID UP TO DATE) | Murphy, Kenneth A |
| 08/02/2002 | BILL | baling | Murphy, Kenneth A |
| 08/01/2002 | BILL | NEEDED BAL | Murphy, Kenneth A |
| 07/22/2002 | BILL | c/c to get acct bal. | Murphy, Kenneth A |
| 10/09/2001 | CRU | BCS #1027415 - ANSWERED PUC COMPLAINT - BILL IS CORRECT - LAST ACTUAL READING WAS 6/8/98 - BILL ADJUSTING LOW ESTIMATED BILLINGS - ACCOUNT RE-BILLED TO LOWER GCR RATES - REPORT FAXED TO PUC - WAITING FOR FINAL DECISION FROM PUC | Murphy, Kenneth A |
| 10/03/2001 | CRU | bcS 1027415 fax received 10/3/1 | Murphy, Kenneth A |

Change Customer Contact... Launch Related Transaction...

Contacts for Account: Murphy, Kenneth A

Account: 0041 1402 5774 Murphy, Kenneth A

Transaction History
 Full Comments

| Date | Type | Comment | Person |
|------------|------|---|-------------------|
| 08/02/2002 | BILL | baling | Murphy, Kenneth A |
| 08/01/2002 | BILL | NEEDED BAL | Murphy, Kenneth A |
| 07/22/2002 | BILL | c/c to get acct bal | Murphy, Kenneth A |
| 10/09/2001 | CRU | BCS #1027415 - ANSWERED PUC COMPLAINT - BILL IS CORRECT - LAST ACTUAL READING WAS 6/8/98 - BILL ADJUSTING LOW ESTIMATED BILLINGS - ACCOUNT RE-BILLED TO LOWER GCR RATES - REPORT FAXED TO PUC - WAITING FOR FINAL DECISION FROM PUC | Murphy, Kenneth A |
| 10/03/2001 | CRU | bcS 1027415 fax received 10/3/1 | Murphy, Kenneth A |
| 10/01/2001 | COL2 | made agr. on bal before meter change customer will dispute new bal | Murphy, Kenneth A |

Change Customer Contact... Launch Related Transaction...



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

2001 file

3/6/03

DOCUMENT
 FOLDER

BCS No: 1027415

KENNETH MURPHY
 1006 70TH AVENUE
 PHILADELPHIA PA 19126

PGW Exhibit - 2

F-01027415

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.

RECEIVED
 DEC 15 2003

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 717-705-6903.

Sincerely,
 Matthew J. Hrivnak
 Utility Complaint Investigator

MJH

Enclosure
 PHILADELPHIA GAS WORKS

John MA

BEFORE THE PENNSYLVANIA PUBLIC UTILITY COMMISSION

KENNETH MURPHY
1006 70TH AVENUE
PHILADELPHIA PA 19126

PHILADELPHIA GAS WORKS
v.
PHILADELPHIA PA

Case Number: 1027415

Account Number: 4114025774

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 \$ 699.15 due to long-term estimates.

That the customer's total outstanding balance existing on this account is \$281.01.

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 KENNETH MURPHY is sustained.
- (2) That PGW reduce the rebilled amount by 20%, or \$139.83.
- (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 become due, beginning with the first bill received after this decision has been rendered and continuing until all outstanding charges are paid in full.

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

3/6/03

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