

CAPTION SHEET

SE 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-01560780
- 4. PUBLIC MEETING DATE:
00/00/00
- 7. DATE FILED: 05/31/05
- 9. EFFECTIVE DATE: 00/00/00

PARTY/COMPLAINANT: SMITH, FLOYD

RESPONDENT/APPLICANT: PHILADELPHIA GAS WORKS

COMP/APP COUNTY: LYCOMING

UTILITY CODE: 125042

ALLEGATION OR SUBJECT

COMPLAINANT STATES THAT HE MOVED FROM THE PREVIOUS ADDRESS IN NOV 2000 AND NOTIFIED THE COMPANY TO SHUT THE GAS OFF. COMPLAINANT STATES THE GAS WAS NEVER TURNED OFF FOR APPROX. 2 YEARS AND THEY BILLED HIM FOR THIS AMOUNT. HE WANTS THIS AMOUNT REMOVED FROM HIS BILL AND ORDER THE COMPANY TO REMOVE THIS FROM HIS CREDIT REPORT.

DOCUMENT
FOLDER

DOCUMENTED

AUG 16 2005

Must be returned by JUNE 13, 2005

PENNSYLVANIA PUBLIC UTILITY COMMISSION

Formal Complaint Form

Please print or type.

F-01560780

1. CUSTOMER NAME (COMPLAINANT)

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

Name FLOYD SMITH

Street/P.O. Box 700 W EDWIN ST Apt # 1K

City WILLIAMSPORT State PA Zip 17701

County LYCOMING

Area Code/HOME Phone 570 777 4159

Area Code/WORK Phone 570 321 7262

Utility Account Number _____
(from your bill)

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

Name FLOYD SMITH

Street/P.O. Box 110 W. 49 ST

City PHILA. State PA Zip 19139

2. UTILITY NAME (RESPONDENT)

Name of utility company your complaint concerns: PHILA GAS WORK

RECEIVED
05 MAY 21 AM 9:18
PA P.U.C. BUREAU
SECRETARY'S BUREAU

ORIGINAL

3. TYPE OF UTILITY (check one)

ELECTRIC

STEAM HEAT

GAS

WASTE WATER

WATER

MOTOR CARRIER

(taxi, moving company, limousine)

TELEPHONE

(local, long distance)

4. COMPLAINT (check one)

A. In general, what is your complaint?

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

There are incorrect charges on my bill.

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

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

I would like a payment agreement.

Other.
(explain)

B. State the facts of your complaint.

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

CO. Oct 22, 2000, I moved from 110 N 49. ST. My GAS BILL AT THE TIME WAS ESTIMATED TO BE ABOUT \$300.00 (GAS WAS ONLY NEEDED TO supply the stove, Hot water was supplied by Oil furnace). After moving, (NOV. 2000) I notify the GAS company to turn off the GAS, But the GAS would not turn off the SERVICE for about another two year & then added addition cost to my bill.

5. RELIEF

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

To AMENDED My Bill, which is also giving bad credit
because of this bills

6. PROTECTION FROM ABUSE

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

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

YES

NO

7. PRIOR UTILITY CONTACT

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

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

YES

(includes appeals of BCS determinations)

NO



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

8. VERIFICATION AND SIGNATURE

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

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

Floyd Smith
(Signature)

6-27-05
(Date)

9. LEGAL REPRESENTATION (IF ANY)

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

Lawyer's Name _____

Street _____

City _____ State _____ Zip _____

Area Code/Phone Number _____

10. FILING

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

If using U.S. Postal Service:

If using overnight delivery service:

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

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

Keep a copy of your complaint for your records.

BEFORE THE PENNSYLVANIA PUBLIC UTILITY COMMISSION

FLOYD SMITH PHILADELPHIA GAS WORKS
516 W EDWIN ST v.
WILLIAMSPORT PA 17701

Case Number: 1560780

Account Number:3112313360

Decision On Informal Complaint By The Bureau Of Consumer Services:

Statement Of Complaint:

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

Customer states he requested gas service be turned off November 9, 2000. Customer states PGW continued to bill him for service until September 2004.

Investigation By Staff Of The Bureau Of Consumer Services Revealed:

1. That Floyd Smith established service on October 16, 1997 at 110 North 49th St 1F, Philadelphia, PA.
2. That the customer received estimated meter readings from December 1997- November 2000.
3. That on November 9, 2000 the customer called PGW and requested gas service be turned off.
4. That PGW could not gain access to the meter or obtained a meter reading and continued to bill the customer based on estimated meter readings from November 2000- September 2004.
5. That on September 24, 2004 PGW gained access to the meter and obtained an actual meter reading.
6. That PGW cancelled the bills from November 2, 2000- September 24, 2004.
7. That PGW billed the customer a final bill for the period of November 2, 2000- November 9, 2000 for \$2,119.81 and 2749 ccfs, which adjusted for estimated meter readings dating back to December 1997.
8. That on September 27, 2004 PGW waived \$877.11 in late payment charges.
9. That the customer has a final balance of \$2,604.97 owing to the Philadelphia Gas Works.

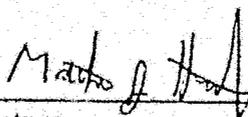
Based On These Findings, The Bureau Of Consumer Services Concludes:

1. That because of PGW's failure to obtain actual meter readings, 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 obtain an actual meter reading for an extended period of time.
2. That the customer is responsible for the balance owing to the Philadelphia Gas Works.

Therefore It Is Decided:

1. That the Philadelphia Gas Works **MUST** credit the customer's account \$425.00.
2. That the customer should contact PGW to make payment on the final balance owing to PGW.

March 16, 2004
Date



Signature
MATTHEW HRIVNAK
Utility Complaint Investigator
Bureau of Consumer Services
PA Public Utility Commission

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: March 16, 2004. 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.)

FLOYD SMITH
516 W EDWIN ST
WILLIAMSPORT PA 17701

570 777-4159
(Area Code) Telephone Number

Floyd Smith
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: 1560780

Date of mailing: March 16, 2004

Company: PHILADELPHIA GAS WORKS

REVISED 11/97

SECRETARY'S BUREAU
MARCH 23 11:09:27
RECEIVED

38



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

IN REPLY PLEASE
REFER TO OUR FILE

MAY 23, 2005

BCS1560780

FLOYD SMITH
516 W EDWIN STREET
WILLIAMSPORT PA 17701

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 June 13, 2005 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:

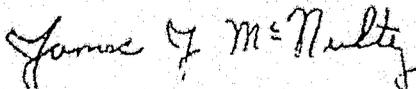
Office of Administrative Law Judge
Public Utility Commission
P.O. Box 3265
Harrisburg, PA 17105-3265

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

ddi

cc. Philadelphia Gas Works

BEFORE THE PENNSYLVANIA PUBLIC UTILITY COMMISSION

DATE SERVED: AUGUST 16, 2005

FLOYD SMITH
Complainant

VS.

PHILADELPHIA GAS WORKS
Respondent

Complaint Docket
No: F-01560780

DOCUMENT
FOLDER



AUG 16 2005

FORMAL COMPLAINT NOTICE TO RESPONDENT TO ANSWER OR SATISFY

TO: PHILADELPHIA GAS WORKS

TAKE NOTICE:

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

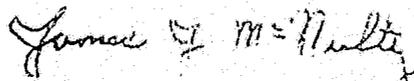
1. You have twenty (20) days from the date on which this complaint is served to either satisfy this complaint or to file with the Secretary of the Pennsylvania Public Utility Commission, P. O. Box 3265, Harrisburg, PA 17105-3265, an answer (original and three copies), in writing, under oath, which, as required by Section 5.61 of the Commission's Rules of Practice and Procedure, 52 Pa. Code Section 5.61, either affirms or specifically denies the allegations in this complaint. You must also serve a copy of the answer upon the complainant. The date of service is the mailing date as indicated by the date at the top of this Notice. Section 1.56(a) of the Commission's Rules of Practice and Procedure, 52 Pa. Code Section 1.56(a).

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

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

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

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



James J. McNulty
Secretary

(SEAL)

Certified Mail
Return Receipt Requested

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

DATE SERVED: AUGUST 16, 2005

F-01560780

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 FLOYD SMITH. 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

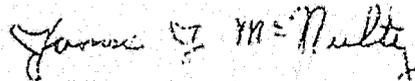
AUGUST 16, 2005

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,

A handwritten signature in cursive script that reads "James J. McNulty".

James J. McNulty
Secretary

ddi

Philadelphia Gas Works



800 West Montgomery Avenue, Philadelphia, PA 19122

Laureto A. Farinas, Senior Attorney
Legal Department

Direct Dial: 215-684-6982

FAX: 215-684-6798

E-mail: laureto.farinas@pgworks.com

September 1, 2005

Chief Administrative Law Judge Veronica A. Smith
Pennsylvania Public Utility Commission
Room B-20, North Office Building
Harrisburg, PA 17105-3265

ORIGINAL

Re: Request for Blanket Extension of Time In Which To File Answers to Complaints

Dear Judge Smith:

f-01560780

This is to request an extension of time in which the Philadelphia Gas Works (PGW) may file Answers to formal complaints. We request that you grant to PGW an extension of the time in which to file Answers on all outstanding formal complaints from 20 days to 35 days until October 31, 2005.

The need for this extension of time arises from the increased volume of formal complaints that you have served upon PGW in recent weeks. This increase has created a backlog of pending investigations of formal complaints and places higher demands for PGW resources. The PGW personnel who conduct investigations on formal complaint also investigate the even greater number of informal complaints now pending.

As the complaint numbers increase, PGW is prevented from conducting the requisite investigation and filing an answer to formal complaints within the 20-day period as prescribed in the Commission's procedural rules. Of the approximately 30 Answers due as of the end of this week (9/2/05), only 20 investigations have been completed. Of the 103 Answers that are due by the end of next week (the week of 9/6/05 to 9/9/05), I expect only a small portion of investigations to be completed in sufficient time to file a timely Answer.

As PGW complaint personnel are able to investigate each complaint, the backlog of complaints to be answered will decrease; PGW will be able to return to answering formal complaints within the 20-day period by the end of October 2005.

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

Sincerely,

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

RJP

54

RECEIVED

**DOCUMENT
FOLDER**

cc: James McNulty, Secretary
Cherie Pyle
Eric A. Rohrbough
Randy Gyory
Abby Pozefsky, Esq.

DOCKETED
NOV 01 2005

SEP 01 2005

PA PUBLIC UTILITY COMMISSION
SECRETARY'S BUREAU

FORMAL COMPLAINTS WHERE RESPONSE DUE DATE IS DUE BETWEEN 0 AND 5 DAYS AS OF 09/10/2005

Account #	SA #	Customer Name	Active	DATES			Docket #	Comptrol	PGW		All Assigned	Resp. Due	DATES	
				Settled	Closed	Witness			Heard	Resp. File			Heard	
1	213689205	9783544405	FERRELL, GLADYS T	08/12/2005			Z01780206	Adamucci	Langford		09/01/2005			
2	817256320	8735101677	TUCKER, ROMEE N	08/12/2005			Z01772816	Fairnas			09/01/2005			
3	7116440988	9961495827	JWANIER, CAROLA	08/12/2005			Z01787443	Fairnas			09/01/2005			
4	8116048322	9961480010	PRESTON, JOAN	08/12/2005			F01625760	Fairnas			09/01/2005			
5	9119694874	9961735960	JOHNSON, WILLIE MAE	08/12/2005			Z01741834	Fairnas			09/01/2005			
6	380141131	754090960	PORTER, DAVID C	08/12/2005			Z01798369	Fairnas			09/01/2005			
7	301355129	7835156038	KRR INC	08/12/2005			C20054861	Fairnas			09/01/2005			
8	8117558340	9961591513	COLANCECCO, PASQUALE	08/12/2005			C20054862	Fairnas			09/01/2005			
9	9112633198	9961299163	MYRICK, ROSALIND & S	08/12/2005			F01610214	Fairnas			09/01/2005			
10	4113667682	9961312061	REID, RONALD	08/12/2005			Z01703736	Adamucci			09/01/2005			
11	343725008	1648313891	MITCHELL, TERESA D	08/18/2005			Z0181367	Fairnas	Vacca		09/05/2005			
12	473879172	1717036746	JONES, RONALD L	08/18/2005			Z01599873	Fairnas	Coleman		09/05/2005			
13	4113063403	9961320563	CARDE, BETSAIDA	08/15/2005			Z01746909	Fairnas	Rakansis		09/05/2005			
14	552852973	2563041772	WHITE, EDWARD	08/16/2005			Fairnas	Fairnas	Itzany		09/05/2005			
15	3112313360	9961286722	SMITH, FLOYD	08/18/2005			F01560780	Fairnas	Rosario		09/05/2005			
16	4119250699	9961708911	DIANO, VINCENT	08/18/2005			C20054873	Fairnas	Kelly		09/05/2005			
17	51193866537	9961630447	ALLEN, REGINALD	08/19/2005			Z01613889	Fairnas	Vacca		09/05/2005			
18	870454285	1119980586	JAMES, GALLAGHER	08/18/2005			F01603719	Fairnas	Itzany		09/05/2005			
19	4116289049	7890118689	WILLIAMS, R CARDO	08/16/2005			Z01777259	Fairnas	Rakansis		09/05/2005			
20	3118659441	7879995710	JOHNSON, CHERYL	08/19/2005			F01593262	Fairnas	Camall		09/05/2005			
21	1117331298	9961477559	BRANCH, JACQUELINE	08/19/2005			Z01651513	Fairnas	Rosario		09/05/2005			
22	4114290013	8843007661	BACKMAN ADZJA AWURA, AZ	08/19/2005			F01581327	Fairnas	Langford		09/05/2005			
23	2117179112	1072393421	ADAMS, CLAUDE	08/19/2005			C20054871	Fairnas	Camall		09/05/2005			
24	502573253	5522968704	MATTHEWS, SHIRLEY A	08/18/2005			C20054875	Fairnas	Rakansis		09/05/2005			
25	195780585	2786755995	GLOVER, LILLIAN E	08/17/2005			C20054878	Fairnas	Kelly		09/06/2005			
26	456552499	7105244440	GILLARY, JASOM A	08/17/2005			Z01821106	Fairnas	Kelly		09/06/2005			
27	930479821	8910571815	JOHNSON, ANITA R	08/17/2005			C20054884	Fairnas	Rakansis		09/06/2005			
28	6117130553	9961530705	SAULSBERRY, DAVID	08/17/2005			Z01773607	Fairnas			09/06/2005			
29	7117323880	2774042980	CARTER, THOMAS F	08/17/2005			C20054882	Fairnas			09/06/2005			
30	3116747571	9961485761	POWELL, EDWIN S	08/17/2005			Z01864537	Adamucci	Kelly		09/06/2005			
31	7117532324	9961577699	BLASZCZYK, JESSIE	08/17/2005			Z01718128	Adamucci	Itzany		09/06/2005			
32	650040433	271078261	BRINSON, ELAINE B	08/17/2005			Z01787176	Fairnas	Coleman		09/06/2005			
33	8119351719	9961628963	SHAFFMASTER, F H	08/17/2005			Z01740344	Fairnas	Langford		09/06/2005			
34	2112470465	2724443014	DELEMINIGUE, ELISA L	08/17/2005			Z01782543	Adamucci	Itzany		09/06/2005			
35	262110753	1373144497	MCGREGOR, HELENE	08/17/2005			Z01737665	Fairnas	Vacca		09/06/2005			
36	427325780	919786233	ATKINS, CELESTE	08/17/2005			Z01778433	Fairnas	Rosario		09/06/2005			
37	411502567	9240888929	MILLS, CHARLES E JR	08/17/2005			F01669480	Fairnas	Itzany		09/06/2005			
38	2116891499	917132543	BASHIR, ALI	08/17/2005			Z01696299	Fairnas	Langford		09/06/2005			
39	5116285808	9961594056	COSBY, ANGELIQUE D	08/17/2005			Z01709834	Fairnas	Rosario		09/06/2005			
40	993127610	4904739478	KINNEY, BARBARA	08/17/2005			Z01765236	Fairnas	Itzany		09/06/2005			

FORMAL COMPLAINTS WHERE RESPONSE DUE DATE IS DUE BETWEEN 0 AND 5 DAYS AS OF 09/01/2005

Account #	SA #	Customer Name	DATES				Docket #	PGW			DATES		
			Active	Settled	Closed	Response Due		Witness	All Assigned	Resp. Due	Resp. File	Heard	
41	238387054	GOANUE, PETER	08/17/2005			C20054883	Farnas	Carnall			09/08/2005		
42	4113633011	GRAY-HARMON, ROSELYN	08/17/2005			Z01674945	Farnas	Langford			09/08/2005		
43	4111496538	TEMPLE, ARMINA R	08/17/2005			Z01692269	Adarnucci	Kelly			09/08/2005		
44	219147616	CUNNINGHAM, BARBARA	08/17/2005			C20054891	Farnas				09/08/2005		
45	514852697	COKER, BLANCHE	08/17/2005			Z01705301	Farnas				09/08/2005		
46	996137648	COIT, ROSE M	08/17/2005			Z01792986	Farnas	Rosario			09/08/2005		
47	672891008	SOFT OFF, 1024	08/17/2005			F01616284	Farnas	Coleman			09/08/2005		
48	672891008	SOFT OFF, 1024	08/17/2005			F0161264	Farnas				09/08/2005		
49	4113964652	BROWN, MILDRED	08/17/2005			Z01777100	Farnas	Langford			09/08/2005		
50	5113036306	JACKS CAMERA INC	08/17/2005			C20054890	Adarnucci	Coleman			09/08/2005		
51	9112007427	GRIGGS, SHEENA	08/17/2005			Z01694429	Farnas	Kelly			09/08/2005		

FORMAL COMPLAINTS WHERE RESPONSE DUE DATE IS DUE BETWEEN 6 and 10 DAYS AS OF 09/10/2005

Account #	SA #	Customer Name	Active	DATES			Docket #	Course#	PGW	Witness	All Assigned	Resp. Date	DATES	
				Settled	Closed								Resp. File	Hear#
5119339531	9961744850	BROWN, MATTIE	08/18/2005			C20054911	Fainas					09/07/2005		
2117097488	3458434323	WASHINGTON, KATHLEEN	08/18/2005			Z01869754	Adamucci					09/07/2005		
3006360033	1460930629	THOMAS, PAULETTE L	08/18/2005			Z01800409	Fainas					09/07/2005		
425046292	2336447981	RODRIGUEZ, MARGARITA	08/18/2005			F01578200	Fainas					09/07/2005		
628715638	594788297	BETHEL ALFONSO	08/18/2005			I01879920	Fainas					09/07/2005		
9114306172	1358930268	TATE, CHARLOTTE S	08/18/2005			Z01877579	Fainas					09/07/2005		
566606142	1855708000	HENRY, JOAN C	08/18/2005			Z01874716	Adamucci					09/07/2005		
3116972032	4602636472	ROWELL, MARGARET	08/18/2005			Z01785183	Fainas					09/07/2005		
112547887	9961253256	MCALLEY, ELIZABETH	08/18/2005			Z01795401	Adamucci					09/07/2005		
3113069337	2871788275	RAMOS, MARIE	08/18/2005			Z01647474	Fainas					09/07/2005		
1119472514	9961691962	MCQUILLA, JAMES	08/18/2005			C20054934	Adamucci					09/07/2005		
48850280	4346688400	GAMBLE, LYNN	08/18/2005			C20054912	Fainas					09/07/2005		
433255149	9924704683	WANAMAKER, MARY A	08/18/2005			C20054913	Fainas					09/07/2005		
9114375560	5005537736	ESCALERA, NORMA I	08/18/2005			C20054914	Adamucci					09/07/2005		
1113852312	9961403441	ANDREW, ANNA W	08/18/2005			C20054915	Fainas					09/07/2005		
8111431239	9961280150	WILSON, CAROLYN M	08/18/2005			C20054937	Fainas					09/07/2005		
6112329591	1786215251	HINTON, MARVELLA	08/18/2005			C20054936	Fainas					09/07/2005		
730689233	2369554412	CUNNINGHAM, EUGENE	08/18/2005			C20054935	Fainas					09/07/2005		
3111225984	9191195648	TOLER, JOCINDA	08/18/2005			Z01728718	Adamucci					09/07/2005		
6116730951	9961469723	RAGLAND, SYLVIA	08/18/2005			C20054869	Adamucci					09/07/2005		
7117351331	3323155987	ELLIS, RHONDA	08/18/2005			Z01743010	Adamucci					09/07/2005		
1112094287	8051580046	REGAN, WILLIAM M	08/18/2005			Z01702885	Fainas					09/07/2005		
372520969	9898890895	GRANT, DESIREA T	08/18/2005			Z01792624	Fainas					09/07/2005		
634351074	5724845743	LELAND, DONALD C	08/18/2005			F01690882	Fainas					09/07/2005		
8111322963	9961231678	TAYLOR, ALAN	08/18/2005			F01691880	Fainas					09/07/2005		
7114022836	9961340150	SERVANCE, DARLENE	08/18/2005			F01632134	Adamucci					09/07/2005		
3120177411	9961706373	FOWLER, ANNETTE	08/18/2005			F01768947	Fainas					09/07/2005		
7112546886	4955715896	LYNCH, FRANCES A	08/18/2005			C20054888	Fainas					09/07/2005		
283153800	3367578022	CUSTUS, MELINDA	08/18/2005			C20054887	Fainas					09/07/2005		
6411929	6335037845	EASLEY, JUANITA	08/18/2005			F01899255	Fainas					09/07/2005		
9113328864	9961309246	SMITH, ENID J	08/18/2005			F01830920	Fainas					09/07/2005		
9116283860	9961583862	GWEN LECH	08/18/2005			C2005486	Fainas					09/07/2005		
2116388736	4074806558	LEROY FREEMAN	08/18/2005			F01795811	Fainas					09/07/2005		
1117279639	9961818524	BYRD, WILLIAM	08/18/2005			Z01706665	Fainas					09/07/2005		
3113018213	9961307824	JONES, BRIAN S	08/18/2005			C20054819	Fainas					09/07/2005		
8122184672	9961773222	CONNELLY, MIRIAM I	08/18/2005			C20054820	Fainas					09/07/2005		
7116130126	2235239927	MONTGOMERY, SHYRL	08/09/2005			C20054842	Fainas					09/07/2005		
963441541	9396876161	RILEY, LORETTA	08/18/2005			C20054846	Fainas					09/07/2005		
2114077862	6733455314	DEGRASSE, ANNE T	08/18/2005			C20054836	Fainas					09/07/2005		
3119038733	9961628894	TALLEY, ERRICK	08/18/2005			F01858922	Fainas					09/07/2005		

FORMAL COMPLAINTS WHERE RESPONSE DUE DATE IS DUE BETWEEN 6 and 10 DAYS AS OF 09/01/2005

Account #	SA #	Customer Name	DATES			PGW			DATES					
			Active	Settled	Closed	Docket #	Counsel	Witness	ALL Assigned	Resp. Due	Resp. File	Hearth		
41	9116983434	9354493105	O'REILLY, MICHAEL	08/18/2005	08/29/2005		C20054844	Farnas				09/07/2005		
42	278784295	1553529012	WALLACE, MARITTHA	08/18/2005	08/30/2005		C20054837	Farnas				09/07/2005		
43	2117613009	9981622415	DENNIS, PHYLLIS	08/18/2005			F01633827	Farnas				09/07/2005	08/30/2005	
44	476973363	463120307	GARCIA, WILNELIA	08/18/2005			C20054848	Farnas				09/07/2005		
45	8113502738	9961369285	CREAMER, ROY	08/18/2005			Z01768119	Farnas				09/07/2005		
46	693655925	4507653375	ALMOND, ETHEL	08/18/2005			C20054855	Farnas				09/07/2005		
47	824280512	5707625277	LATIMORE, SHARON	08/19/2005			C20054973	Adannucci				09/08/2005		
48	1116693559	3391190020	CARMICHAEL, CYNTHIA	08/19/2005			C20054970	Adannucci				09/08/2005		
49	1113352549	8178860043	ZESZUI, JOHN	08/19/2005			C20054971	Farnas				09/08/2005		
50	450016571	1176844550	HARRIS, CHARLES M	08/19/2005			Z01877517	Farnas				09/08/2005		
51	240735296	2911690806	BURNO, STEVEN	08/19/2005			F01880101	Farnas				09/08/2005		
52	422575010	5867459980	BURNETTE, JAIME	08/19/2005			C20054925	Farnas				09/08/2005		
53	33474687	221182168	BAERGA, ESPERANZA	08/19/2005			Z01873155	Farnas				09/08/2005		
54	6113454202	6344770943	HENDERSON, CRYSTAL L	08/19/2005			C20054926	Farnas				09/08/2005		
55	3117264825	3880544328	HANCOX, PATRELL R	08/19/2005			Z01877557	Adannucci				09/08/2005		
56	809622889	1478242624	NICHOLS, CYNTHIA D	08/19/2005			C20054972	Farnas				09/08/2005		
57	1114457836	9961409421	MAGGIOLINI, PETER	08/19/2005			C20054974	Farnas				09/08/2005		
58	689090637	3845991521	SMITH, KAREN	08/19/2005			Z01719581	Adannucci				09/08/2005		
59	986451530	2910697312	FONTANA, CHRISTOPHER	08/19/2005			Z01665078	Adannucci				09/08/2005		
60	3111625766	4002978805	GUERRERO, ESTABAN	08/19/2005			Z01609884	Adannucci				09/08/2005		
61	673089455	3004425483	CASTILLO, ISMAEL	08/19/2005			C20054924	Adannucci				09/08/2005		
62	4116206770	1440692481	HIRST, LINDA	08/19/2005			C20054928	Adannucci				09/08/2005		

FORMAL COMPLAINTS WHERE RESPONSE DUE DATE IS DUE BETWEEN 11 and 15 DAYS AS OF 09/01/2005

Account #	SA #	Customer Name	DATES			Docket #	Counsel	PGW			DATES		
			Active	Satled	Closed			Witness	ALL Assigned	Resp. Due	Resp. File	Heard	
1	519845375	6632618799	WILLIAMS-MIMMS, RHONDA	08/23/2005		Z01896409	Fairnas				09/1/2/2005		
2	811752891	2827004190	GREEN, ROLANDA	08/23/2005		Z01890551	Fairnas				09/1/2/2005		
3	598666758	2651040209	KUMMERLEN, KRISTINE M	08/23/2005		F01877895	Fairnas				09/1/2/2005		
4	413628697	9961447345	BUSH, STEPHANIE J	08/23/2005		Z01841154	Fairnas				09/1/2/2005		
5	513994371	9961318104	JACKSON, LORINDA	08/23/2005		F01778294	Fairnas				09/1/2/2005		
6	812080400	4533786972	HOUSE, MAURICE R	08/23/2005		F01848627	Fairnas				09/1/2/2005		
7	982112291	3905549748	BAKER, BEVERLY R	08/23/2005		F01911274	Adammucci				09/1/2/2005		
8	117567818	7117014267	YANCHIS, JOSEPH	08/22/2005		C20054976	Fairnas				09/1/2/2005		
9	499916855	2131309188	PARKER, KEISHA S	08/24/2005		C20055075	Fairnas				09/1/3/2005		
10	217454065	1482099548	DOHERTY, GINA M	08/24/2005		C20055043	Adammucci				09/1/3/2005		
11	2122013167	5170795526	CHAMBERS, MICHELE	08/24/2005		C20055081	Fairnas				09/1/3/2005		
12	916746647	3017894443	GROCE, DAVITA	08/24/2005		C20055038	Fairnas				09/1/3/2005		
13	211146507	358277738	FINKELMAN, CINDY	08/24/2005		C20055044	Fairnas				09/1/3/2005		
14	879357818	3828469833	MC CARTHY, DENNIS	08/24/2005		C20055042	Fairnas				09/1/3/2005		
15	504353503	1931920659	GREENE, FRANCIS P	08/24/2005		C20055046	Fairnas				09/1/3/2005		
16	728807229	5861448312	BURNETT, VERA	08/24/2005		C20055045	Fairnas				09/1/3/2005		
17	2116388736	718753752	LEROY FREEMAN	08/24/2005		C20055082	Adammucci				09/1/3/2005		



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

MESSAGE DOCKET

IN REPLY PLEASE
REFER TO OUR FILE

September 7, 2005

In Re: Various Complaints

7-01560780

Laureto A. Farinas, Esquire
800 West Montgomery Avenue
Philadelphia, PA 19122

Request for Blanket Extension of Time in Which to File Answers
to Complaints

NOTICE

Please be advised that your request for a blanket extension of time to file answers on the complaints on the attached list has been granted. The extension is approved for 30 days.

Answers must be filed on or before the date indicated on the attached list for each case. Failure to submit answers by that date may result in the scheduling of a hearing.

If you have any questions regarding this response, please contact the scheduling office at (717) 787-1399.

Enclosure

pc: Scheduling (w/enc.)
Beth Plantz (w/enc.)
~~Docket Section (w/enc.)~~

DOCUMENT
FOR FILE

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COMMONWEALTH OF PENNSYLVANIA

OFFICE OF ADMINISTRATIVE
LAW JUDGE

PUBLIC UTILITY COMMISSION

TIME EXTENSIONS

COMPLAINTS
FOR
PHILADELPHIA GAS WORKS

DOCKET NO.	RESP. DUE DATE	30-DAY TIME EXTENSION DUE DATE	COMMENTS
F-01606310	08/31/2005	09/31/2005	
Z-01812022	08/31/2005	09/31/2005	
Z-01783490	08/31/2005	09/31/2005	
C-20054858	08/31/2005	09/31/2005	
Z-01703352	08/31/2005	09/31/2005	
Z-01802069	08/31/2005	09/31/2005	
Z-01781897	08/31/2005	09/31/2005	
C-20054853	08/31/2005	09/31/2005	
Z-01777820	08/31/2005	09/31/2005	
Z-01758609	08/31/2005	09/31/2005	
Z-01781359	08/31/2005	09/31/2005	
Z-01775134	08/31/2005	09/31/2005	
Z-01757981	08/31/2005	09/31/2005	
Z-01780206	09/01/2005	10/01/2005	
Z-01772816	09/01/2005	10/01/2005	
Z-01787443	09/01/2005	10/01/2005	
F-01625760	09/01/2005	10/01/2005	
Z-01741834	09/01/2005	10/01/2005	
Z-01798369	09/01/2005	10/01/2005	
C-20054861	09/01/2005	10/01/2005	
C-20054862	09/01/2005	10/01/2005	
F-01610214	09/01/2005	10/01/2005	
Z-01703736	09/01/2005	10/01/2005	
Z-01818367	09/05/2005	10/05/2005	
Z-01599873	09/05/2005	10/05/2005	
Z-01746909	09/05/2005	10/05/2005	
F-01578155	09/05/2005	10/05/2005	
F-01560780	09/05/2005	10/05/2005	
C-20054873	09/05/2005	10/05/2005	
Z-01613899	09/05/200	10/05/2005	
F-01603719	09/05/2005	10/05/2005	
Z-01777259	09/05/2005	10/05/2005	Correct Docket No is Z-01772594
F-01593262	09/05/2005	10/05/2005	
Z-01651513	09/05/2005	10/05/2005	
F-01581327	09/05/2005	10/05/2005	
C-20054871	09/05/2005	10/05/2005	
C-20054875	09/05/2005	10/05/2005	
C-20054878	09/06/2005	10/06/2005	

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for
Philadelphia Gas Works (Cont'd)

DOCKET NO.	RESP. DUE DATE	30-DAY TIME EXTENSION DUE DATE	COMMENTS
Z-01821106	09/06/2005	10/06/2005	
C-20054884	09/06/2005	10/06/2005	
Z-01773607	09/06/2005	10/06/2005	
C-20054882	09/06/2005	10/06/2005	
Z-01864537	09/06/2005	10/06/2005	
Z-01718126	09/06/2005	10/06/2005	
Z-01767176	09/06/2005	10/06/2005	
Z-01740344	09/06/2005	10/06/2005	
Z-01782543	09/06/2005	10/06/2005	
Z-01737655	09/06/2005	10/06/2005	
Z-01778493	09/06/2005	10/06/2005	
F-01669480	09/06/2005	10/06/2005	
Z-01696299	09/06/2005	10/06/2005	
Z-01709854	09/06/2005	10/06/2005	Complainant for this Docket No. is Francis Scarborough and not Angelique D. Cosby. Cosby's Docket No. is Z-01851953
Z-01765296	09/06/2005	10/06/2005	
C-20054883	09/06/2005	10/06/2005	
Z-01674945	09/06/2005	10/06/2005	
Z-01682269	09/06/2005	10/06/2005	
C-20054881	09/06/2005	10/06/2005	
Z-01705301	09/06/2005	10/06/2005	
Z-01792986	09/06/2005	10/06/2005	
F-01616264	09/06/2005	10/06/2005	
Z-01777100	09/06/2005	10/06/2005	
C-20054880	09/06/2005	10/06/2005	
Z-01694429	09/06/2005	10/06/2005	
C-20054911	09/07/2005	10/07/2005	
Z-01868754	09/07/2005	10/07/2005	
Z-01800409	09/07/2005	10/07/2005	
F-01578200	09/07/2005	10/07/2005	
F-01679920	09/07/2005	10/07/2005	
Z-01877579	09/07/2005	10/07/2005	
Z-01874716	09/07/2005	10/07/2005	
Z-01786183	09/07/2005	10/07/2005	
Z-01796401	09/07/2005	10/07/2005	
Z-01647474	09/07/2005	10/07/2005	
C-20054934	09/07/2005	10/07/2005	
C-20054912	09/07/2005	10/07/2005	
C-20054913	09/07/2005	10/07/2005	
C-20054914	09/07/2005	10/07/2005	
C-20054915	09/07/2005	10/07/2005	
C-20054937	09/07/2005	10/07/2005	
C-20054936	09/07/2005	10/07/2005	
C-20054935	09/07/2005	10/07/2005	
Z-01728718	09/07/2005	10/07/2005	
C-20054889	09/07/2005	10/07/2005	

**Complaints
for
Philadelphia Gas Works (Cont'd)**

DOCKET NO.	RESP. DUE DATE	30-DAY TIME EXTENSION DUE DATE	COMMENTS
Z-01743010	09/07/2005	10/07/2005	
Z-01702885	09/07/2005	10/07/2005	
Z-01792624	09/07/2005	10/07/2005	Complainant for this Docket No is Cynthia Smith and not Desirea T. Grant. Desirea T. Grant is not in our system.
F-01690882	09/07/2005	10/07/2005	
F-01691880	09/07/2005	10/07/2005	
F-01632134	09/07/2005	10/07/2005	
F-01766847	09/07/2005	10/07/2005	
C-20054888	09/07/2005	10/07/2005	
C-20054887	09/07/2005	10/07/2005	
F-01899255	09/07/2005	10/07/2005	
F-01830920	09/07/2005	10/07/2005	
C-20054886	09/07/2005	10/07/2005	
F-01795811	09/07/2005	10/07/2005	
C-20054842	09/07/2005	10/07/2005	
C-20054846	09/07/2005	10/07/2005	This complaint is not in our system
C-20054836	09/07/2005	10/07/2005	
C-20054844	09/07/2005	10/07/2005	
C-20054837	09/07/2005	10/07/2005	Certificate of Satisfaction issued 9/02/05
Z-01768119	09/07/2005	10/07/2005	Duplicate Listing - Due Dates of 8/31/05 and 09/07/05
C-20054855	09/07/2005	10/07/2005	Duplicate Listing - Dues Dates of 8/31/05 and 09/07/05
C-20054973	09/08/2005	10/08/2005	
C-20054970	09/08/2005	10/08/2005	
C-20054971	09/08/2005	10/08/2005	
Z-01877517	09/08/2005	10/08/2005	
F-01880101	09/08/2005	10/08/2005	
C-20054925	09/08/2005	10/08/2005	
Z-01873155	09/08/2005	10/08/2005	
C-20054926	09/08/2005	10/08/2005	
Z-01877557	09/08/2005	10/08/2005	
C-20054972	09/08/2005	10/08/2005	
C-20054974	09/08/2005	10/08/2005	
Z-01719581	09/08/2005	10/08/2005	
Z-01665078	09/08/2005	10/08/2005	
Z-01609884	09/08/2005	10/08/2005	
C-20054924	09/08/2005	10/08/2005	
C-20054928	09/08/2005	10/08/2005	
Z-01896409	09/12/2005	10/12/2005	
Z-01880551	09/12/2005	10/12/2005	
F-01877895	09/12/2005	10/12/2005	Duplicate Listing - Due Dates of 09/12/05 and after 09/20/05
Z-01841154	09/12/2005	10/12/2005	
F-01778294	09/12/2005	10/12/2005	
F-01848627	09/12/2005	10/12/2005	Duplicate Listing - Due Dates of

Complaints
for
Philadelphia Gas Works (Cont'd)

DOCKET NO.	RESP. DUE DATE	30-DAY TIME EXTENSION DUE DATE	COMMENTS
			09/12/05 and after 09/20/05
F-01911274	09/12/2005	10/12/2005	Duplicate Listing - Due Dates of 09/12/05 and after 9/20/05
C-20054976	09/12/2005	10/12/2005	
C-20055075	09/13/2005	10/13/2005	
C-20055043	09/13/2005	10/13/2005	Duplicate Listing - Due Dates of 09/13/05 and after 09/20/05
C-20055081	09/13/2005	10/13/2005	Duplicate Listing - Due Dates of 09/13/05 and after 09/20/05
C-20055038	09/13/2005	10/13/2005	Duplicate Listing - Due Dates of 09/13/05 and after 09/20/05
C-20055044	09/13/2005	10/13/2005	Duplicate Listing - Due Dates of 09/13/05 and after 09/20/05
C-20055042	09/13/2005	10/13/2005	Duplicate Listing - Due Dates of 09/13/05 and after 09/20/05
C-20055046	09/13/2005	10/13/2005	Duplicate Listing - Due Dates of 09/13/05 and after 09/20/05
C-20055045	09/13/2005	10/13/2005	Duplicate Listing - Due Dates of 09/13/05 and after 09/20/05
C-20055082	09/13/2005	10/13/2005	Duplicate Listing - Due Dates of 09/13/05 and after 09/20/05
F-01878100	09/20/2005	10/20/2005	
Z-01777135	09/20/2005	10/20/2005	
C-20055075	09/20/2005	10/20/2005	
C-20055019	09/20/2005	10/20/2005	
C-20055033	09/20/2005	10/20/2005	
C-20055032	09/20/2005	10/20/2005	
C-20055035	09/20/2005	10/20/2005	
F-01778294	09/20/2005	10/20/2005	
F-01859980	09/20/2005	10/20/2005	
Z-01896409	09/20/2005	10/20/2005	
C-20055037	09/20/2005	10/20/2005	
Z-01841154	09/20/2005	10/20/2005	
C-20055036	09/20/2005	10/20/2005	
C-20055034	09/20/2005	10/20/2005	
Z-01880551	09/20/2005	10/20/2005	
F-01677174	09/20/2005	10/20/2005	
C-20055031	09/20/2005	10/20/2005	
C-20055039	09/20/2005	10/20/2005	



Sharon L. Banton, Paralegal
Legal Department
Direct Dial: (215) 624-6862
Fax: (215) 624-6786
E-mail: sharon.banton@pgworks.com

October 4, 2005

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

**DOCUMENT
FOLDER**

ORIGINAL

RE: Floyd Smith v. PGW, Docket No.: F-01560780

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 do not hesitate to contact me at my direct-dial number above. Thank you for your assistance in this matter.

Sincerely,

A handwritten signature in cursive script that reads "Sharon L. Banton".

Sharon L. Banton, Paralegal

Enclosure

cc: Floyd Smith
Orlando Rosario, (CRU)

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47

BEFORE THE
PENNSYLVANIA PUBLIC UTILITY COMMISSION

ORIGINAL

Floyd Smith

v.

Philadelphia Gas Works

Docket No.: F - 01560780

Answer of the Philadelphia Gas Works

DOCUMENT
FOLDER

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

1. Admitted.
2. Admitted.
3. Admitted.
4. Denied. PGW denies the averments contained in this paragraph of the Complaint concerning the accuracy of the Complainant's bill for gas service at 110 N. 49th Street, Philadelphia ("Service Address") According to PGW records the Complainant established gas service at the Service Address on October 16, 1997. The Service Address was not equipped with and automatic meter reading device ("AMR"). PGW issued bills based upon estimated meter readings when it could not get access to the Service Address as shown on the statement of bills and payments which is attached hereto as Exhibit "A".

On November 9, 2000, the Complainant requested that the service be discontinued. PGW could not gain access to the Service Address to obtain a final actual meter reading and terminate service. PGW made ten (10) attempts to gain access to the Service Address.

On September 24, 2005, PGW was able to obtain a final actual meter reading. PGW pro-rated the Complainant's bill to reflect the

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termination date that the Complainant had originally requested November 9, 2000.

The Complainant's final bill included an amount previously unbilled of \$2,119.81 to create a final balance of \$2,604.97.

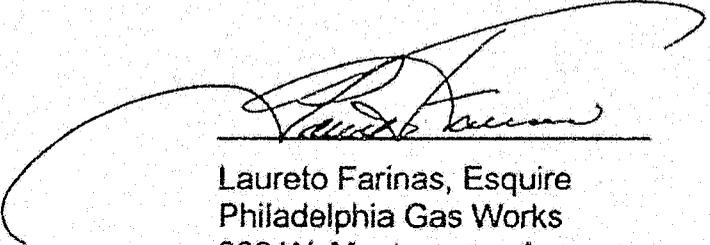
A decision of the Bureau of consumer Services ("BCS") rendered March 16, 2005, which is attached hereto as Exhibit "B", found that the bills are correct as rendered but provided relief in the form of a discount in the amount of \$450, representing 20% of the bill for previously unbilled services.

5. Denied. The averments in Paragraph 5 of the Complaint are requests for relief to which no response is required. PGW therefore denies the averments in this paragraph.
6. Admitted.
7. Denied. The Complainant has contacted PGW concerning this matter.

Wherefore, PGW respectfully requests that this Commission find against the Complainant, and affirm the decision of the BCS in this matter. PGW requests that, the Commission enter an Interim Order directing the Complainant to make payment of the current bill during the pendency of the hearing in this matter. PGW further requests that the Interim Order directing payment authorize PGW to terminate service if the Complainant fails to comply with that Interim Order.

Respectfully submitted,

October 4, 2005



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

EXHIBIT A

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PA PUBLIC UTILITY COMMISSION
SECRETARY'S BUREAU

BILLS FROM 01/01/1996 TO 08/29/2005

Account # 3112313360

Customer Name: SMITH, FLOYD

Customer Address: 110 N 49TH ST, 1F/PHILA, PA

Bill Cycle: 19

BILLS

Service Agreement ID	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	GRP Monthly Amount	Eway Current Month	Eway Curr Amt	Days
9961286722	1314629	11/02/2000	11/09/2000	10/20/2004	7900	649	2749	Regular	\$2,119.81	No	Yes	\$0.00	0	\$0.00	7
9961286722	1314629	08/04/2004	09/03/2004	10/01/2004	9465	9474	9	System Estimate	\$24.57	Yes	No	\$0.00	0	\$0.00	30
9961286722	1314629	07/06/2004	08/04/2004	08/31/2004	9456	9465	9	System Estimate	\$24.56	Yes	No	\$0.00	0	\$0.00	29
9961286722	1314629	06/04/2004	07/06/2004	06/02/2004	9445	9456	11	System Estimate	\$27.36	Yes	No	\$0.00	0	\$0.00	32
9961286722	1314629	05/05/2004	06/04/2004	07/01/2004	9435	9445	10	System Estimate	\$25.40	Yes	No	\$0.00	0	\$0.00	30
9961286722	1314629	04/05/2004	05/05/2004	06/02/2004	9418	9435	17	System Estimate	\$34.65	Yes	No	\$0.00	0	\$0.00	30
9961286722	1314629	03/05/2004	04/05/2004	05/03/2004	9394	9418	24	System Estimate	\$43.96	Yes	No	\$0.00	0	\$0.00	31
9961286722	1314629	02/04/2004	03/05/2004	04/01/2004	9366	9394	28	System Estimate	\$48.53	Yes	No	\$0.00	0	\$0.00	30
9961286722	1314629	01/06/2004	02/04/2004	03/03/2004	9329	9366	37	System Estimate	\$60.06	Yes	No	\$0.00	0	\$0.00	29
9961286722	1314629	12/04/2003	01/06/2004	02/03/2004	9296	9329	33	System Estimate	\$54.86	Yes	No	\$0.00	0	\$0.00	33
9961286722	1314629	11/03/2003	12/04/2003	01/02/2004	9273	9296	23	System Estimate	\$42.70	Yes	No	\$0.00	0	\$0.00	31
9961286722	1314629	10/03/2003	11/03/2003	12/02/2003	9259	9273	14	System Estimate	\$30.76	Yes	No	\$0.00	0	\$0.00	31
9961286722	1314629	09/04/2003	10/03/2003	10/30/2003	9240	9259	19	System Estimate	\$37.46	Yes	No	\$0.00	0	\$0.00	29
9961286722	1314629	08/04/2003	09/04/2003	09/30/2003	9222	9240	18	System Estimate	\$35.89	Yes	No	\$0.00	0	\$0.00	31
9961286722	1314629	07/03/2003	08/04/2003	08/29/2003	9201	9222	21	System Estimate	\$39.81	Yes	No	\$0.00	0	\$0.00	32
9961286722	1314629	06/04/2003	07/03/2003	07/31/2003	9178	9201	23	System Estimate	\$42.47	Yes	No	\$0.00	0	\$0.00	29
9961286722	1314629	05/06/2003	06/04/2003	07/01/2003	9149	9178	29	System Estimate	\$48.65	Yes	No	\$0.00	0	\$0.00	29
9961286722	1314629	04/04/2003	05/06/2003	06/03/2003	9109	9149	40	System Estimate	\$61.54	Yes	No	\$0.00	0	\$0.00	32
9961286722	1314629	03/06/2003	04/04/2003	05/02/2003	9065	9109	44	System Estimate	\$63.53	Yes	No	\$0.00	0	\$0.00	29
9961286722	1314629	02/04/2003	03/06/2003	04/01/2003	8998	9065	69	System Estimate	\$89.26	Yes	No	\$0.00	0	\$0.00	30
9961286722	1314629	01/06/2003	02/04/2003	03/04/2003	8925	8998	71	System Estimate	\$90.60	Yes	No	\$0.00	0	\$0.00	29
9961286722	1314629	12/04/2002	01/06/2003	02/03/2003	8846	8925	79	System Estimate	\$99.45	Yes	No	\$0.00	0	\$0.00	33
9961286722	1314629	11/01/2002	12/04/2002	01/03/2003	8781	8846	65	System Estimate	\$80.80	Yes	No	\$0.00	0	\$0.00	33
9961286722	1314629	10/02/2002	11/01/2002	12/02/2002	8752	8781	29	System Estimate	\$42.50	Yes	No	\$0.00	0	\$0.00	30
9961286722	1314629	09/03/2002	10/02/2002	10/29/2002	8735	8752	17	System Estimate	\$29.88	Yes	No	\$0.00	0	\$0.00	29
9961286722	1314629	08/02/2002	09/03/2002	09/30/2002	8719	8735	16	System Estimate	\$28.22	Yes	No	\$0.00	0	\$0.00	32
9961286722	1314629	07/03/2002	08/02/2002	08/29/2002	8704	8719	15	System Estimate	\$27.13	Yes	No	\$0.00	0	\$0.00	30
9961286722	1314629	06/04/2002	07/03/2002	07/30/2002	8688	8704	16	System Estimate	\$28.14	Yes	No	\$0.00	0	\$0.00	29
9961286722	1314629	05/03/2002	06/04/2002	07/01/2002	8665	8688	23	System Estimate	\$33.64	Yes	No	\$0.00	0	\$0.00	32
9961286722	1314629	04/04/2002	05/03/2002	05/03/2002	8640	8665	25	System Estimate	\$34.87	Yes	No	\$0.00	0	\$0.00	29

BILLS FROM 01/01/1996 TO 08/29/2005

Account #: 3112313360

Customer Name: SMITH, FLOYD

Customer Address: 110 N 49TH ST, 1F/PHILA, PA

Bill Cycle: 19

BILLS

Service Agreement ID	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 Bil.	CRP Monthly Amount	Eway Current Month	Eway Curr Amt	Days
9961286722	1314629	03/05/2002	04/04/2002	04/30/2002	8603	8640	37	System Estimate	\$43.87	Yes	No	\$0.00	0	\$0.00	30
9961286722	1314629	02/04/2002	03/05/2002	04/01/2002	8565	8603	38	System Estimate	\$49.23	Yes	No	\$0.00	0	\$0.00	29
9961286722	1314629	01/04/2002	02/04/2002	03/04/2002	8520	8565	45	System Estimate	\$57.19	Yes	No	\$0.00	0	\$0.00	31
9961286722	1314629	12/04/2001	01/04/2002	02/01/2002	8479	8520	41	System Estimate	\$53.18	Yes	No	\$0.00	0	\$0.00	31
9961286722	1314629	11/02/2001	12/04/2001	01/03/2002	8449	8479	30	System Estimate	\$45.39	Yes	No	\$0.00	0	\$0.00	32
9961286722	1314629	10/04/2001	11/02/2001	12/03/2001	8427	8449	22	System Estimate	\$36.84	Yes	No	\$0.00	0	\$0.00	29
9961286722	1314629	09/05/2001	10/04/2001	10/31/2001	8412	8427	15	System Estimate	\$28.14	Yes	No	\$0.00	0	\$0.00	29
9961286722	1314629	08/06/2001	09/05/2001	10/02/2001	8399	8412	13	System Estimate	\$28.96	Yes	No	\$0.00	0	\$0.00	30
9961286722	1314629	07/06/2001	08/06/2001	08/31/2001	8385	8399	14	System Estimate	\$30.29	Yes	No	\$0.00	0	\$0.00	31
9961286722	1314629	06/05/2001	07/06/2001	08/02/2001	8370	8385	15	System Estimate	\$31.62	Yes	No	\$0.00	0	\$0.00	31
9961286722	1314629	05/04/2001	06/05/2001	07/03/2001	8350	8370	20	System Estimate	\$38.28	Yes	No	\$0.00	0	\$0.00	32
9961286722	1314629	04/04/2001	05/04/2001	06/01/2001	8323	8350	27	System Estimate	\$47.60	Yes	No	\$0.00	0	\$0.00	30
9961286722	1314629	03/06/2001	04/04/2001	05/01/2001	8252	8323	71	System Estimate	\$106.15	Yes	No	\$0.00	0	\$0.00	29
9961286722	1314629	02/02/2001	03/06/2001	04/02/2001	8164	8252	88	System Estimate	\$122.25	Yes	No	\$0.00	0	\$0.00	32
9961286722	1314629	01/04/2001	02/02/2001	03/02/2001	8076	8164	88	System Estimate	\$120.74	Yes	No	\$0.00	0	\$0.00	29
9961286722	1314629	12/04/2000	01/04/2001	01/31/2001	7973	8076	103	System Estimate	\$111.56	Yes	No	\$0.00	0	\$0.00	31
9961286722	1314629	11/02/2000	12/04/2000	01/03/2001	7900	7973	73	System Estimate	\$70.06	Yes	No	\$0.00	0	\$0.00	32
9961286722	1314629	10/03/2000	11/02/2000	11/30/2000	7842	7900	58	System Estimate	\$52.73	No	No	\$0.00	0	\$0.00	30
9961286722	1314629	09/01/2000	10/03/2000	10/31/2000	7841	7842	1	System Estimate	\$8.77	No	No	\$0.00	0	\$0.00	32
9961286722	1314629	08/03/2000	09/01/2000	09/29/2000	7840	7841	1	System Estimate	\$8.77	No	No	\$0.00	0	\$0.00	29
9961286722	1314629	07/05/2000	08/03/2000	08/29/2000	7839	7840	1	System Estimate	\$8.77	No	No	\$0.00	0	\$0.00	29
9961286722	1314629	06/05/2000	07/05/2000	08/01/2000	7836	7839	3	System Estimate	\$10.31	No	No	\$0.00	0	\$0.00	30
9961286722	1314629	05/04/2000	06/05/2000	06/30/2000	7830	7836	6	System Estimate	\$12.63	No	No	\$0.00	0	\$0.00	32
9961286722	1314629	04/05/2000	05/04/2000	06/01/2000	7822	7830	8	System Estimate	\$14.17	No	No	\$0.00	0	\$0.00	29
9961286722	1314629	03/07/2000	04/05/2000	05/03/2000	7813	7822	9	System Estimate	\$14.94	No	No	\$0.00	0	\$0.00	29
9961286722	1314629	02/05/2000	03/07/2000	04/03/2000	7800	7813	13	System Estimate	\$18.03	No	No	\$0.00	0	\$0.00	31
9961286722	1314629	01/06/2000	02/05/2000	03/03/2000	7786	7800	14	System Estimate	\$18.80	No	No	\$0.00	0	\$0.00	30
9961286722	1314629	12/02/1999	01/06/2000	02/04/2000	7772	7786	14	System Estimate	\$18.96	No	No	\$0.00	0	\$0.00	35
9961286722	1314629	10/30/1999	12/02/1999	01/04/2000	7761	7772	11	System Estimate	\$16.39	No	No	\$0.00	0	\$0.00	33
9961286722	1314629	10/01/1999	10/30/1999	12/15/1999	7753	7761	8	System Estimate	\$14.10	No	No	\$0.00	0	\$0.00	29
9961286722	1314629	10/01/1999	10/30/1999	12/03/1999	7753	7761	8	System Estimate	\$14.10	Yes	No	\$0.00	0	\$0.00	29

BILLS FROM 01/01/1996 TO 08/29/2005

Account # 3112313360

Customer Name: SMITH, FLOYD

Customer Address: 110 N 49TH ST, F/PHILA, PA

Bill Cycle: 19

BILLS

Service Agreement ID	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	Eway Current Month	Eway Curr Amt	Days
9961286722	1314629	09/02/1999	10/01/1999	11/03/1999	7745	7753	8	System Estimate	\$14.10	No	No	\$0.00	0	\$0.00	29
9961286722	1314829	08/04/1999	09/02/1999	10/01/1999	7739	7745	6	System Estimate	\$12.58	No	No	\$0.00	0	\$0.00	29
9961286722	1314629	07/08/1999	08/04/1999	09/01/1999	7733	7738	6	System Estimate	\$12.58	No	No	\$0.00	0	\$0.00	27
9961286722	1314629	06/03/1999	07/06/1999	08/03/1999	7719	7733	14	System Estimate	\$18.68	No	No	\$0.00	0	\$0.00	35
9961286722	1314629	04/26/1999	06/03/1999	07/06/1999	7708	7719	11	System Estimate	\$13.26	No	No	\$0.00	0	\$0.00	39
9961286722	1314629	03/27/1999	04/26/1999	05/23/1999	7697	7708	11	System Estimate	\$12.94	No	No	\$0.00	0	\$0.00	31
9961286722	1314629	02/27/1999	03/27/1999	04/25/1999	7686	7697	11	System Estimate	\$12.94	No	No	\$0.00	0	\$0.00	29
9961286722	1314629	02/04/1999	02/27/1999	03/28/1999	7675	7686	11	System Estimate	\$12.94	No	No	\$0.00	0	\$0.00	24
9961286722	1314629	01/06/1999	02/04/1999	03/03/1999	7664	7675	11	System Estimate	\$13.15	No	No	\$0.00	0	\$0.00	30
9961286722	1314629	12/03/1998	01/06/1999	02/01/1999	7653	7664	11	System Estimate	\$13.40	No	No	\$0.00	0	\$0.00	35
9961286722	1314629	10/31/1998	12/03/1998	12/30/1998	7642	7653	11	System Estimate	\$13.40	No	No	\$0.00	0	\$0.00	34
9961286722	1314629	10/02/1998	10/31/1998	11/29/1998	7631	7642	11	System Estimate	\$13.40	No	No	\$0.00	0	\$0.00	30
9961286722	1314629	09/02/1998	10/02/1998	10/31/1998	7620	7631	11	System Estimate	\$13.40	No	No	\$0.00	0	\$0.00	31
9961286722	1314629	08/05/1998	09/02/1998	09/29/1998	7609	7620	11	System Estimate	\$13.40	No	No	\$0.00	0	\$0.00	29
9961286722	1314629	07/07/1998	08/05/1998	09/01/1998	7598	7609	11	System Estimate	\$13.40	No	No	\$0.00	0	\$0.00	30
9961286722	1314629	06/05/1998	07/07/1998	08/03/1998	7587	7598	11	System Estimate	\$13.40	No	No	\$0.00	0	\$0.00	33
9961286722	1314629	05/06/1998	06/05/1998	07/04/1998	7578	7587	11	System Estimate	\$13.40	No	No	\$0.00	0	\$0.00	31
9961286722	1314629	04/07/1998	05/06/1998	06/02/1998	7565	7578	11	System Estimate	\$13.40	No	No	\$0.00	0	\$0.00	30
9961286722	1314629	03/07/1998	04/07/1998	05/04/1998	7554	7565	11	System Estimate	\$13.40	No	No	\$0.00	0	\$0.00	32
9961286722	1314629	02/05/1998	03/07/1998	04/05/1998	7543	7554	11	System Estimate	\$13.40	No	No	\$0.00	0	\$0.00	31
9961286722	1314629	01/06/1998	02/05/1998	03/03/1998	7532	7543	11	System Estimate	\$13.40	No	No	\$0.00	0	\$0.00	31
9961286722	1314629	12/03/1997	01/06/1998	02/01/1998	7521	7532	11	System Estimate	\$13.40	No	No	\$0.00	0	\$0.00	35
9961286722	1314629	10/16/1997	12/03/1997	12/30/1997	7505	7521	16	System Estimate	\$21.67	No	No	\$0.00	0	\$0.00	49

PAYMENTS FROM 01/01/1996 TO 08/29/2005

Account #: 3112313360

Customer Name: SMITH, FLOYD

Customer Address: 110 N 49TH ST, 1F/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
9961286722	\$50.00	10/02/1998	F	\$0.00	G		REM
9961286722	\$25.00	06/01/1998	F	\$0.00	G		REM
9961286722	\$25.00	04/06/1998	F	\$0.00	G		REM
9961286722	\$20.00	01/26/1998	F	\$0.00	G		REM

EXHIBIT B

RECEIVED

OCT 4 2005

PA PUBLIC UTILITY COMMISSION
SECRETARY'S BUREAU

BEFORE THE PENNSYLVANIA PUBLIC UTILITY COMMISSION

FLOYD SMITH PHILADELPHIA GAS WORKS
516 W EDWIN ST v.
WILLIAMSPORT PA 17701

Case Number: 1560780

Account Number: 3112313360

Decision On Informal Complaint By The Bureau Of Consumer Services:

Statement Of Complaint:

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

Customer states he requested gas service be turned off November 9, 2000. Customer states PGW continued to bill him for service until September 2004.

Investigation By Staff Of The Bureau Of Consumer Services Revealed:

1. That Floyd Smith established service on October 16, 1997 at 110 North 49th St 1F, Philadelphia, PA.
2. That the customer received estimated meter readings from December 1997- November 2000.
3. That on November 9, 2000 the customer called PGW and requested gas service be turned off.
4. That PGW could not gain access to the meter or obtained a meter reading and continued to bill the customer based on estimated meter readings from November 2000- September 2004.
5. That on September 24, 2004 PGW gained access to the meter and obtained an actual meter reading.
6. That PGW cancelled the bills from November 2, 2000- September 24, 2004.
7. That PGW billed the customer a final bill for the period of November 2, 2000- November 9, 2000 for \$2,119.81 and 2749 ccfs, which adjusted for estimated meter readings dating back to December 1997.
8. That on September 27, 2004 PGW waived \$877.11 in late payment charges.
9. That the customer has a final balance of \$2,604.97 owing to the Philadelphia Gas Works.

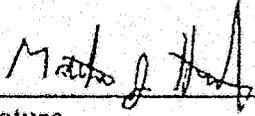
Based On These Findings, The Bureau Of Consumer Services Concludes:

1. That because of PGW's failure to obtain actual meter readings, 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 obtain an actual meter reading for an extended period of time.
2. That the customer is responsible for the balance owing to the Philadelphia Gas Works.

Therefore It Is Decided:

1. That the Philadelphia Gas Works MUST credit the customer's account \$425.00.
2. That the customer should contact PGW to make payment on the final balance owing to PGW.

March 16, 2004
Date

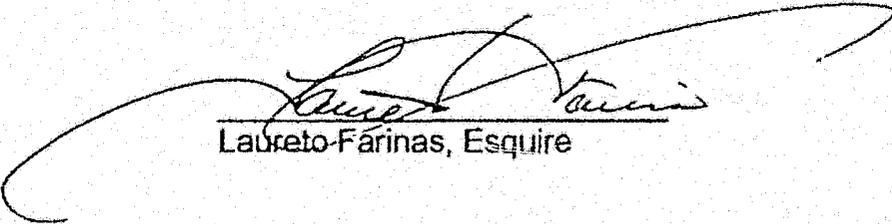


Signature
MATTHEW HRIVNAK
Utility Complaint Investigator
Bureau of Consumer Services
PA Public Utility Commission

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: October 4, 2005


Laureto Farinas, Esquire

CERTIFICATE OF SERVICE

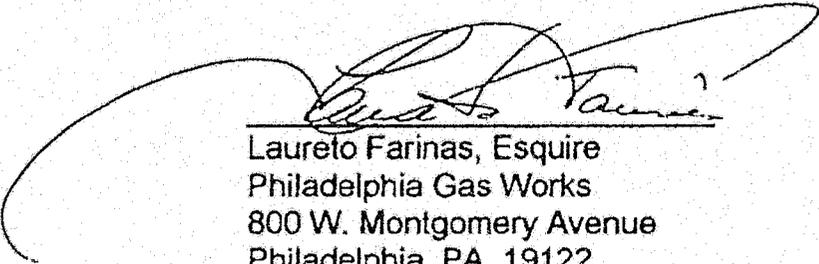
I HEREBY CERTIFY THAT I HAVE THIS DAY SERVED A TRUE COPY
OF THE FOREGOING DOCUMENT UPON THE PARTICIPANTS LISTED
BELOW, IN ACCORDANCE WITH THE REQUIREMENTS OF §1.54
(RELATING TO SERVICE BY A PARTICIPANT).

Service List:

For Complainant:

Mr. Floyd Smith
700 W. Edwin Street
Williamsport, PA 17701

October 4, 2005



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

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PA PUBLIC UTILITY COMMISSION
SECRETARY'S BUREAU

Philadelphia Gas Works



800 West Montgomery Avenue, Philadelphia, PA 19122

Sharon L. Banton, Paralegal
Legal Department

Direct Dial: 215-684-6862

FAX: 215-684-6798

E-mail: Sharon.banton@pgworks.com

October 4, 2005

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

Re: Filings

Dear Secretary McNulty:

Enclosed please find filings for the below listed individuals:

Satisfaction Letter

Dwayne Hundley

Docket No. Z-01620087

Answer

Thomas Carter
Floyd Smith

Docket No. C-20054882
Docket No. F-01560780

Yours truly,

A handwritten signature in cursive script that reads "Sharon L. Banton".

Sharon Banton, Paralegal

Enclosures

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PARALEGAL'S BUREAU

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



Sharon L. Banton, Paralegal
Legal Department
Direct Dial: (215) 684-6882
Fax: (215) 684-4798
E-mail: sharon.banton@gpw.com

ORIGINAL

October 7, 2005

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

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PA PUBLIC UTILITY COMMISSION
SECTION 9

RE: Floyd Smith v. PGW, Docket No.: F-01560780

Dear Secretary McNulty:

It was brought to my attention by Mr. Bigelow that the copies you received regarding the answer that was filed may not have contained the entire answer only the exhibits. Our copier inadvertently did not copy all the pages. Please accept my apology for any inconvenience this may have caused.

Sincerely,

Sharon L. Banton

Sharon L. Banton, Paralegal

DOCUMENT
FOLDER

Enclosure

cc: Floyd Smith
Orlando Rosario, (CRU)

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BEFORE THE
PENNSYLVANIA PUBLIC UTILITY COMMISSION

OCT 07 2005

PA PUBLIC UTILITY COMMISSION
GENERAL COUNSEL'S BUREAU

Floyd Smith

v.

Philadelphia Gas Works

:
:
:
:
:

Docket No.: F-01560780

Answer of the Philadelphia Gas Works

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

1. Admitted.
2. Admitted.
3. Admitted.
4. Denied. PGW denies the averments contained in this paragraph of the

Complaint concerning the accuracy of the Complainant's bill for gas service at 110 N. 49th Street, Philadelphia ('Service Address')

According to PGW records the Complainant established gas service at the Service Address on October 16, 1997. The Service Address was not equipped with and automatic meter reading device (AMR). PGW issued bills based upon estimated meter readings when it could not get access to the Service Address as shown on the statement of bills and payments which is attached hereto as Exhibit A.

On November 9, 2000, the Complainant requested that the service be discontinued. PGW could not gain access to the Service Address to obtain a final actual meter reading and terminate service. PGW made ten (10) attempts to gain access to the Service Address.

On September 24, 2005, PGW was able to obtain a final actual meter reading. PGW pro-rated the Complainant's bill to reflect the

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termination date that the Complainant had originally requested November 9, 2000.

The Complainant's final bill included an amount previously unbilled of \$2,119.81 to create a final balance of \$2,604.97.

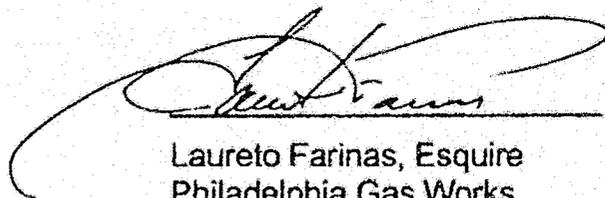
A decision of the Bureau of consumer Services (BCS) rendered March 16, 2005, which is attached hereto as Exhibit "B", found that the bills are correct as rendered but provided relief in the form of a discount in the amount of \$450, representing 20% of the bill for previously unbilled services.

5. Denied. The averments in Paragraph 5 of the Complaint are requests for relief to which no response is required. PGW therefore denies the averments in this paragraph.
6. Admitted.
7. Denied. The Complainant has contacted PGW concerning this matter.

Wherefore, PGW respectfully requests that this Commission find against the Complainant, and affirm the decision of the BCS in this matter. PGW requests that, the Commission enter an Interim Order directing the Complainant to make payment of the current bill during the pendency of the hearing in this matter. PGW further requests that the Interim Order directing payment authorize PGW to terminate service if the Complainant fails to comply with that Interim Order.

Respectfully submitted,

October 4, 2005



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

EXHIBIT A

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EXHIBIT B

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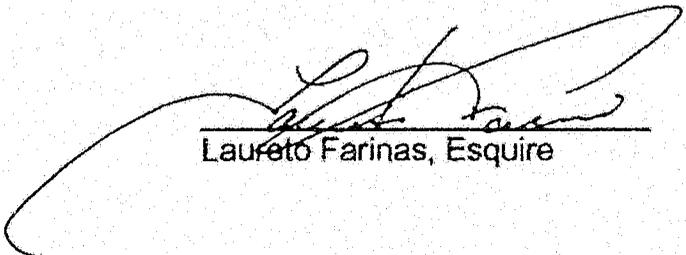
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PA PUBLIC UTILITY COMMISSION
SECRETARY'S OFFICE

VERIFICATION

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Laureto Farinas, Esquire

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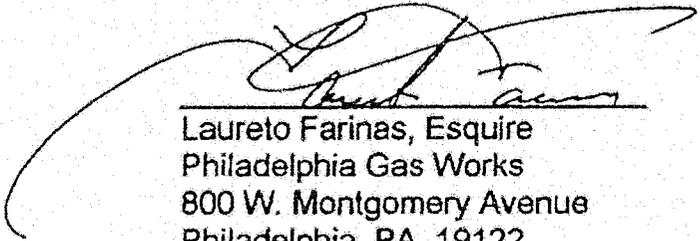
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SECRETARY'S OFFICE

October 4, 2005



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