

CAPTION SHEET

CASE MANAGEMENT SYSTEM

1. REPORT DATE: 00/00/00 :
2. BUREAU: ALJ :
3. SECTION(S) :
4. PUBLIC MEETING DATE:
5. APPROVED BY: : 00/00/00
DIRECTOR: :
SUPERVISOR: :
6. PERSON IN CHARGE: : 7. DATE FILED: 01/08/04
8. DOCKET NO: F 01489023 : 9. EFFECTIVE DATE: 00/00/00

PARTY/COMPLAINANT: COSCIA, SERGIO AND GABRIELLA

RESPONDENT/APPLICANT: PHILADELPHIA GAS WORKS

COMP/APP COUNTY: PHILADELPHIA

UTILITY CODE: 125042

ALLEGATION OR SUBJECT

COMPLAINANT STATES THAT AFTER THEIR METER WAS REPLACED, THEY WERE BILLED FOR \$9,254.50. PRIOR TO THAT, THEY ONLY WERE RECEIVING ESTIMATED BILLS. PGW ADJUSTED THE BILL TO \$2,617.89, BUT COMPLAINANT DOES NOT FEEL THAT IS LOWERED ENOUGH. THEY WANT TO PAY CURRENT USAGE PLUS A SMALL AMOUNT TOWARD THAT BILL.

DOCUMENT
FOLDER**DOCKETED**

JAN 13 2004

ORIGINAL

FORMAL COMPLAINT FORM
Pennsylvania Public Utility Commission

F - 01489023

BCS 1489023

125042

1/8/04

RECEIVED
2004 JAN 08 AM 9:28
SECRETARY'S BUREAU

Please Print:

Name, Mailing Address and Telephone Number.

SERGIO & Gabriella COSCIA

P.O. Box 626 W. CLIVEDALE ST Apt.#

City PHILA. State PA. Zip 19119

County PHILA. Home Telephone-Area Code 215-844-9767

Work Telephone-Area Code 215-292-4812

2. Name of Company your complaint concerns: PGW

3. What is your complaint?

PGW REPLACED OUR GAS METER LAST AUGUST. WE SUBSEQUENTLY RECEIVED A BILL FOR \$9,254.00. IT TURNS OUT THAT WE HAVE BEEN PAYING ESTIMATED BILLS FOR OVER FIVE YEARS. PGW HAS NEVER ATTEMPTED TO READ OUR METER IN PERSON. IN FACT, WE WERE TOLD THAT THEY STOPPED USING METER READERS OVER A YEAR AGO, YET THEY WERE STILL SENDING US ESTIMATED BILLS. MY WIFE WORKS AT HOME, AND IS ALWAYS AVAILABLE FOR METER READINGS. WE FEEL THAT THEY SHOULD HAVE MADE SOME ATTEMPT DURING THOSE 5 YEARS TO READ THE METER SO THAT WE COULD ADJUST OUR USAGE ACCORDINGLY. NOW WE ARE EXPECTED TO PAY THOUSANDS OF

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

DOLLARS TO "CATCH-UP"

(-over-)

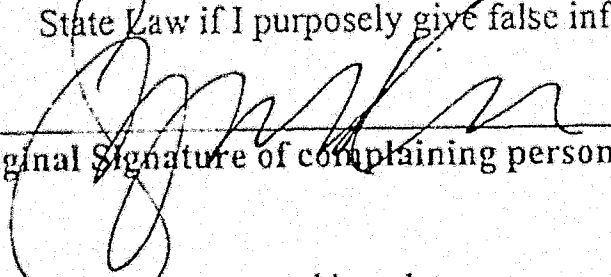
4. What do you want the Public Utility Commission to do about your complaint?

PG&W HAS PRO-RATED THE BILL FOR 63 MONTHS TO ACCOUNT FOR RATE INCREASES THIS TOTALS \$2,617.98. WE DO NOT THINK THIS IS FAIR ENOUGH. WE WOULD LIKE A SUBSTANTIAL REDUCTION OF THE REMAINING AMOUNT (7,003.34) WE SHOULD NOT BE EXPECTED TO PAY FOR THEIR FAILURE TO ACCURATELY READ OUR METER ON A TIMELY BASIS AND GIVE US AN ACCURATE ACCOUNTING OF OUR USAGE. WE ARE WILLING TO PAY FOR OUR CURRENT USAGE AND SMALL AMOUNT TO COVER A PORTION OF THE PREVIOUS BILL.

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

5. You must sign and date your complaint below.

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


Original Signature of complaining person

Jan. 4, 2004
Date

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

Lawyer's Name _____

Street _____

City _____ State _____ Zip _____

Telephone Number-Area Code () _____

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

Notice to Customer

If you sign and return this form you are notifying the Public Utility Commission that you intend to appeal this informal complaint decision. Do not return this form unless you want to appeal this decision.

If you want to appeal this decision, you must return this Notification of Intent to Appeal form within twenty days of this date: DECEMBER 2, 2003. 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.

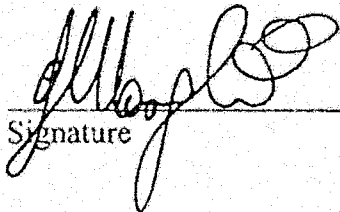
Thank You.
Pennsylvania Public Utility Commission

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.)

GABRIELLA MASSAGLIA
626 W CLIVEDEN STREET
PHILADELPHIA PA 19119

(215) 844-9767
(Area Code) Telephone Number

 11-14-03
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: 1489023	Date of mailing: DECEMBER 2, 2003
Company: Philadelphia Gas Works	

RECEIVED
2003 DEC 18 AM 10:07
SECRETARY'S BUREAU
REVISED 11-97



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

1/8/04

IN REPLY PLEASE
REFER TO OUR FILE

DECEMBER 19, 2003

BCS 1489023

GABRIELLA MASSAGLIA
626 WEST CLIVEDEN STREET
PHILADELPHIA PA 19119

Dear Sir/Madam:

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

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

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

Return the form to us on or before JANUARY 8, 2004 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:

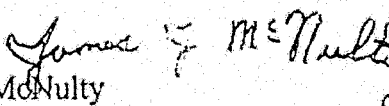
Office of Administrative Law Judge
Public Utility Commission
P.O. Box 3265
Harrisburg, PA 17105-3265

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

gjh

CC: PHILA GAS WORKS

BEFORE THE PENNSYLVANIA PUBLIC UTILITY COMMISSION

DATE SERVED: JANUARY 13, 2004

SERGIO AND GABRIELLA
COSCIA

Complainant

VS.

PHILADELPHIA GAS WORKS
Respondent

Complaint Docket
No: F-01489023

DOCUMENT
FOLDER

DOCKETED
JAN 13 2004

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).

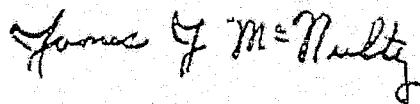
2. If you fail to either satisfy this complaint or to file answer or other responsive pleading within twenty (20) days, you will be deemed to have admitted all the allegations in this complaint in accordance with Section 5.61 of the Commission's Rules of Administrative Practice and Procedure, 52 Pa. 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: JANUARY 13, 2004

F-01489023

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

DOCUMENT
FOLDER

Dear Sir/Madam.

A complaint has been filed against you before the Pennsylvania Public Utility Commission by SERGIO AND GABRIELLA COSCIA. To defend yourself against the claims stated in the following pages, you must act within twenty (20) days by filing in writing with the Commission, either personally or through your attorney, your defenses or objections to the claims stated against you. Or, you may satisfy the complaint by settling the matter with the Complainant and submitting proof of settlement to the Commission within twenty (20) days.

IF YOU FAIL TO RESPOND WITHIN TWENTY (20) DAYS, THE CASE MAY GO FORWARD IN YOUR ABSENCE AND A JUDGEMENT MAY BE ENTERED AGAINST YOU BY THE COMMISSION WITHOUT FURTHER NOTICE.

CUSTOMER OF A UTILITY

A payment schedule may be prescribed or a termination of utility services may be authorized. You may lose money or property or other rights important to you.

COMPANY/UTILITY

An Administrative Law Judge may revoke or suspend any certificate or permit held by you, or impose a fine, or any other appropriate penalty or remedy authorized by the Public Utility Code. You may lose money or property or other rights important to you.

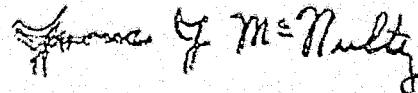
JANUARY 13, 2004

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". The signature is written in dark ink and is positioned above the typed name.

James J. McNulty
Secretary

dbs

Philadelphia Gas Works



800 W. Montgomery Avenue, Philadelphia, PA 19122
Telephone (215) 236-0500

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

ORIGINAL RECEIVED

FEB 23 2004

February 23, 2004

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

PA PUBLIC UTILITY COMMISSION
SECRETARY'S BUREAU

RE: Sergio and Gabriella Coscia v. PGW, Docket No. F - 01489023

Dear Secretary McNulty:

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

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

Sincerely,

Enclosures

cc: Sergio and Gabriella Coscia
Annmarie Nagle
Laureto Farinas, Esq.

RJP

DOCUMENT
FOLDER

115

RECEIVED BEFORE THE
PENNSYLVANIA PUBLIC UTILITY COMMISSION

ORIGINAL

FEB 23 2004
Sergio and Gabriella Coscia

v. PA PUBLIC UTILITY COMMISSION
SECRETARY'S BUREAU

Docket No. F - 01489023

Philadelphia Gas Works

DOCKETED
MAR 2 2004

Answer Of Philadelphia Gas Works

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

1. Admitted.
2. Admitted.
3. Denied in part. PGW denies that averments contained in Paragraph 3 of the Complainant concerning an error in the billing and all other averments in Paragraph 3 that are conclusions. PGW admits that it was not able to read the Complainant's meter for the period between May 1998 and August 2003 as shown in the listing of the Complainant billings which is attached hereto as Exhibit "A."

PGW records indicate that an automated meter reading device ("AMR") was installed on August 5, 2003 at which time a removed index of 3047 was obtained. Thereafter, Complainant received an adjustment bill for previously unbilled for service in the amount of \$9,254.50.

On September 9, 2003, the account was re-billed to reflect rate changes occurring during the period of estimated meter readings. This resulted in a reduction in the amount of \$2,617.98, lowering the adjustment bill to \$6,636.52. A decision of the Bureau of Consumer Services ("BCS") dated November 29, 2003, provided relief to the Complainant in the form of a credit for \$1,327.20, representing 20% of the adjustment bill. This reduction lowered the remaining amount of the adjustment bill to \$5,309.22. The decision also provided for

DOCUMENT
FOLDER

repayment agreement consisting of the payment of the current bill plus \$40 00 per month on the arrears.

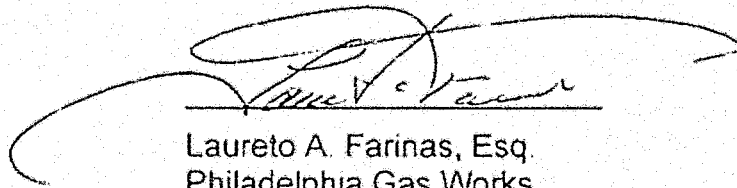
The Complainant's current balance of \$6,261 19 represents gas service to February 20, 2004.

4. Denied The averments in Paragraph 4 of the Complaint are requests for relief to which no response is required. PGW therefore denies the averments in Paragraph 4.

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

Respectfully submitted,

February 23, 2004

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

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

EXHIBIT A

BILLS FROM 01/01/1996 TO 02/23/2004

Account # 61220C8525

Customer Name MASSAGLIA, GABRIELLA

Customer Address 626 W CLIVEDEN ST/PHILA,PA

Bill Cycle: 20

BILLS

Service Agreement	Meter #	Bill Start Date	Bill End Date	Bill Due Date	Meter Read		Usage (CCF)	Read Ccde	Bill Amount	Bill Canceled	Closing Bill	CRP		Easyway Curr Amt	Days
					Start	End						Monthly Amount	Current Month		
9951755608	1989749	12/30/2003	01/29/2004	02/25/2004	1012	1805	787	Regular	\$991.97	No	No	\$0.00	0	\$0.00	30
9951755608	1989749	11/26/2003	12/30/2003	01/27/2004	470	1018	548	Regular	\$726.41	No	No	\$0.00	0	\$0.00	34
9951755608	1989749	10/27/2003	11/26/2003	12/23/2003	274	470	246	Regular	\$366.82	No	No	\$0.00	0	\$0.00	30
9951755608	1989749	09/29/2003	10/27/2003	11/24/2003	62	224	162	Regular	\$222.13	No	No	\$0.00	0	\$0.00	28
9951755608	1989749	08/26/2003	09/29/2003	10/23/2003	23	62	39	Regular	\$64.19	No	No	\$0.00	0	\$0.00	34
9951755608	1989749	07/24/2003	08/26/2003	09/23/2003	1	23	6977	Regular	\$9,254.50	No	No	\$0.00	0	\$0.00	29
9951755608	1725036	07/28/2003	08/26/2003	09/23/2003	6092	3047	6977	Regular	\$9,254.50	No	No	\$0.00	0	\$0.00	29
9951755608	1725036	06/26/2003	07/28/2003	08/22/2003	6074	6092	18	System Estimate	\$35.84	No	No	\$0.00	0	\$0.00	32
9951755608	1725036	05/29/2003	06/26/2003	07/23/2003	6054	6074	20	System Estimate	\$38.40	No	No	\$0.00	0	\$0.00	28
9951755608	1725036	04/29/2003	05/29/2003	06/24/2003	6024	6054	30	System Estimate	\$48.24	No	No	\$0.00	0	\$0.00	30
9951755608	1725036	03/28/2003	04/29/2003	05/27/2003	5958	6024	66	System Estimate	\$91.60	No	No	\$0.00	0	\$0.00	32
9951755608	1725036	02/27/2003	03/28/2003	04/25/2003	5865	5958	93	System Estimate	\$123.39	No	No	\$0.00	0	\$0.00	29
9951755608	1725036	01/29/2003	02/27/2003	03/25/2003	5722	5865	143	System Estimate	\$163.84	No	No	\$0.00	0	\$0.00	29
9951755608	1725036	12/30/2002	01/29/2003	02/26/2003	5577	5722	145	System Estimate	\$168.08	No	No	\$0.00	0	\$0.00	30
9951755608	1725036	11/26/2002	12/30/2002	01/27/2003	5327	5577	250	System Estimate	\$279.51	No	No	\$0.00	0	\$0.00	34
9951755608	1725036	10/25/2002	11/26/2002	12/23/2002	5195	5327	132	System Estimate	\$150.82	No	No	\$0.00	0	\$0.00	32
9951755608	1725036	09/25/2002	10/25/2002	11/22/2002	5149	5195	46	System Estimate	\$60.38	No	No	\$0.00	0	\$0.00	30
9951755608	1725036	08/26/2002	09/25/2002	10/22/2002	5124	5149	25	System Estimate	\$38.11	No	No	\$0.00	0	\$0.00	30
9951755608	1725036	07/26/2002	08/26/2002	09/23/2002	5101	5124	23	System Estimate	\$35.19	No	No	\$0.00	0	\$0.00	31
9951755608	1725036	06/27/2002	07/26/2002	08/22/2002	5075	5101	22	System Estimate	\$34.19	No	No	\$0.00	0	\$0.00	29
9951755608	1725036	05/28/2002	06/27/2002	07/24/2002	5052	5075	27	System Estimate	\$39.03	No	No	\$0.00	0	\$0.00	30
9951755608	1725036	04/26/2002	05/28/2002	06/24/2002	5002	5052	50	System Estimate	\$68.56	No	No	\$0.00	0	\$0.00	32
9951755608	1725036	03/27/2002	04/26/2002	05/23/2002	4937	5002	65	System Estimate	\$70.27	No	No	\$0.00	0	\$0.00	30
9951755608	1725036	02/27/2002	03/27/2002	04/23/2002	4827	4937	110	System Estimate	\$107.31	No	No	\$0.00	0	\$0.00	28
9951755608	1725036	01/29/2002	02/27/2002	03/26/2002	4695	4827	128	System Estimate	\$140.54	No	No	\$0.00	0	\$0.00	29
9951755608	1725036	12/28/2001	01/29/2002	02/26/2002	4521	4695	176	System Estimate	\$190.76	No	No	\$0.00	0	\$0.00	32
9951755608	1725036	11/28/2001	12/28/2001	01/25/2002	4423	4521	98	System Estimate	\$111.23	No	No	\$0.00	0	\$0.00	30
9951755608	1725036	10/29/2001	11/28/2001	12/27/2001	4322	4423	101	System Estimate	\$125.97	No	No	\$0.00	0	\$0.00	30
9951755608	1725036	09/27/2001	10/29/2001	11/27/2001	4265	4322	57	System Estimate	\$75.52	No	No	\$0.00	0	\$0.00	32
9951755608	1725036	08/28/2001	09/27/2001	10/24/2001	4235	4265	30	System Estimate	\$45.32	No	No	\$0.00	0	\$0.00	30

BILLS FROM 01/01/1996 TO 02/23/2004

Account # 6122008625 Customer Name MASSAGLIA, GABRIELLA

Customer Address 626 W CLIVEDEN ST/PHILA,PA

Bill Cycle 20

BILLS

Service Agreement	Meter #	Bill Start Date	Bill End Date	Bill Due Date	Meter Read Start	Meter Read End	Usage (CCF)	Read Code	Bill Amount	Bill Cancelled	Closing Bill	CRP Monthly Amount	Easyway Current Month	Easyway Curr Art	Days
9961755608	1725036	07/30/2001	08/28/2001	09/25/2001	4207	4235	28	System Estimate	\$48.93	No	No	\$0.00	0	\$0.00	29
9961755608	1725036	06/28/2001	07/30/2001	08/24/2001	4169	4207	38	System Estimate	\$62.33	No	No	\$0.00	0	\$0.00	32
9961755608	1725036	05/29/2001	06/28/2001	07/25/2001	4134	4169	35	System Estimate	\$58.25	No	No	\$0.00	0	\$0.00	30
9961755608	1725036	04/27/2001	05/29/2001	06/26/2001	4089	4134	45	System Estimate	\$71.55	No	No	\$0.00	0	\$0.00	32
9961755608	1725036	03/28/2001	04/27/2001	05/24/2001	3991	4089	98	System Estimate	\$142.09	No	No	\$0.00	0	\$0.00	30
9961755608	1725036	02/27/2001	03/28/2001	04/25/2001	3828	3991	163	System Estimate	\$228.31	No	No	\$0.00	0	\$0.00	29
9961755608	1725036	01/29/2001	02/27/2001	03/26/2001	3642	3828	185	System Estimate	\$246.29	No	No	\$0.00	0	\$0.00	29
9961755608	1725036	12/28/2000	01/29/2001	02/26/2001	3358	3642	284	System Estimate	\$363.46	No	No	\$0.00	0	\$0.00	32
9961755608	1725036	11/27/2000	12/28/2000	01/25/2001	3110	3358	248	System Estimate	\$247.50	No	No	\$0.00	0	\$0.00	31
9961755608	1725036	10/26/2000	11/27/2000	12/26/2000	2963	3110	147	System Estimate	\$126.72	No	No	\$0.00	0	\$0.00	32
9961755608	1725036	09/26/2000	10/26/2000	11/22/2000	2903	2963	60	System Estimate	\$54.27	No	No	\$0.00	0	\$0.00	30
9961755608	1725036	08/25/2000	09/26/2000	10/23/2000	2903	2903	0	System Estimate	\$8.00	No	No	\$0.00	0	\$0.00	32
9961755608	1725036	07/27/2000	08/25/2000	09/22/2000	2903	2903	0	System Estimate	\$8.00	No	No	\$0.00	0	\$0.00	29
9961755608	1725036	06/26/2000	07/27/2000	08/24/2000	2900	2903	3	System Estimate	\$10.31	No	No	\$0.00	0	\$0.00	31
9961755608	1725036	05/26/2000	06/26/2000	07/21/2000	2876	2900	24	System Estimate	\$26.51	No	No	\$0.00	0	\$0.00	31
9961755608	1725036	04/28/2000	05/26/2000	06/27/2000	2724	2876	152	System Estimate	\$125.21	No	No	\$0.00	0	\$0.00	28
9961755608	1725036	03/29/2000	04/28/2000	05/26/2000	2593	2724	131	System Estimate	\$109.02	No	No	\$0.00	0	\$0.00	30
9961755608	1725036	03/01/2000	03/29/2000	04/26/2000	2431	2593	162	System Estimate	\$132.92	No	No	\$0.00	0	\$0.00	28
9961755608	1725036	01/29/2000	03/01/2000	03/28/2000	2246	2431	185	System Estimate	\$150.66	No	No	\$0.00	0	\$0.00	32
9961755608	1725036	12/28/1999	01/29/2000	02/29/2000	2147	2246	99	System Estimate	\$84.47	No	No	\$0.00	0	\$0.00	32
9961755608	1725036	12/03/1999	12/28/1999	01/26/2000	2102	2147	45	System Estimate	\$43.34	No	No	\$0.00	0	\$0.00	25
9961755608	1725036	10/26/1999	12/03/1999	12/30/1999	2034	2102	68	System Estimate	\$59.98	No	No	\$0.00	0	\$0.00	38
9961755608	1725036	10/26/1999	11/24/1999	12/28/1999	2034	2162	128	System Estimate	\$105.60	Yes	No	\$0.00	0	\$0.00	29
9961755608	1725036	09/27/1999	10/26/1999	11/29/1999	1961	2034	73	System Estimate	\$63.65	No	No	\$0.00	0	\$0.00	29
9961755608	1725036	08/27/1999	09/27/1999	10/27/1999	1902	1961	59	System Estimate	\$62.99	No	No	\$0.00	0	\$0.00	31
9961755608	1725036	07/29/1999	08/27/1999	09/28/1999	1864	1902	38	System Estimate	\$36.97	No	No	\$0.00	0	\$0.00	29
9961755608	1725036	06/22/1999	07/29/1999	08/27/1999	1808	1864	56	System Estimate	\$50.69	No	No	\$0.00	0	\$0.00	37
9961755608	1725036	05/27/1999	06/22/1999	07/23/1999	1781	1808	27	System Estimate	\$28.17	No	No	\$0.00	0	\$0.00	27
9961755608	1725036	04/20/1999	05/27/1999	06/23/1999	1666	1781	115	System Estimate	\$97.51	No	No	\$0.00	0	\$0.00	38
9961755608	1725036	03/23/1999	04/20/1999	05/16/1999	1514	1666	152	System Estimate	\$127.59	No	No	\$0.00	0	\$0.00	29
9961755608	1725036	02/23/1999	03/23/1999	04/19/1999	1187	1514	327	System Estimate	\$269.89	No	No	\$0.00	0	\$0.00	29

BILLS FROM 01/01/1996 TO 02/23/2004

Account # 6122009525 Customer Name MASSAGLIA, GABRIELLA

Customer Address 626 W CLIVEDEN ST PHILA, PA

Bill Cycle 20

BILLS

Service Agreement	Meter #	Bill Start Date	Bill End Date	Bill Due Date	Meter Read Start	Meter Read End	Usage (CCF)	Read Code	Bill Amount	Cancelled	Closing Bill	CRP Monthly Amount	Easyway Current Month	Eway Curr Amt	Days
9961755608	1725036	01/30/1999	02/23/1999	03/21/1999	886	1187	301	System Estimate	\$248.75	No	No	\$0.00	0	\$0.00	25
9961755608	1725036	12/30/1998	01/30/1999	02/27/1999	455	886	431	System Estimate	\$366.02	No	No	\$0.00	0	\$0.00	32
9961755608	1725036	11/25/1998	12/30/1998	01/26/1999	124	455	331	System Estimate	\$286.91	No	No	\$0.00	0	\$0.00	36
9961755608	1725036	10/27/1998	11/25/1998	12/23/1998	9896	124	226	System Estimate	\$198.86	No	No	\$0.00	0	\$0.00	30
9961755608	1725036	09/25/1998	10/27/1998	11/23/1998	9800	9896	96	System Estimate	\$86.95	No	No	\$0.00	0	\$0.00	33
9961755608	1725036	08/27/1998	09/25/1998	10/24/1998	9771	9800	29	System Estimate	\$28.79	No	No	\$0.00	0	\$0.00	30
9961755608	1725036	07/30/1998	08/27/1998	09/23/1998	9743	9771	28	System Estimate	\$27.94	No	No	\$0.00	0	\$0.00	29
9961755608	1725036	06/30/1998	07/30/1998	08/26/1998	9713	9743	30	System Estimate	\$29.64	No	No	\$0.00	0	\$0.00	31
9961755608	1725036	05/29/1998	06/30/1998	07/27/1998	9679	9713	34	System Estimate	\$33.05	No	No	\$0.00	0	\$0.00	33
9961755608	1725036	05/01/1998	05/29/1998	06/27/1998	9624	9679	55	System Estimate	\$61.01	No	No	\$0.00	0	\$0.00	29
9961755608	1725036	04/01/1998	05/01/1998	05/27/1998	9256	9624	368	Regular	\$318.54	No	No	\$0.00	0	\$0.00	31
9961755608	1725036	03/03/1998	04/01/1998	04/28/1998	8989	9256	267	System Estimate	\$237.21	No	No	\$0.00	0	\$0.00	30
9961755608	1725036	01/29/1998	03/03/1998	03/30/1998	8636	8989	353	System Estimate	\$305.72	No	No	\$0.00	0	\$0.00	34
9961755608	1725036	12/30/1997	01/29/1998	02/24/1998	8287	8636	349	System Estimate	\$302.30	No	No	\$0.00	0	\$0.00	31
9961755608	1725036	11/10/1997	12/30/1997	01/26/1998	7713	8287	574	System Estimate	\$498.61	No	No	\$0.00	0	\$0.00	51
9961755608	1725036	09/25/1997	11/10/1997	12/08/1997	7628	7713	85	Regular	\$80.55	No	No	\$0.00	0	\$0.00	47
9961755608	1725036	08/27/1997	09/25/1997	10/22/1997	7510	7628	118	System Estimate	\$104.86	No	No	\$0.00	0	\$0.00	30
9961755608	1725036	07/30/1997	08/27/1997	09/23/1997	7482	7510	28	System Estimate	\$27.94	No	No	\$0.00	0	\$0.00	29
9961755608	1725036	07/01/1997	07/30/1997	08/26/1997	7451	7482	31	System Estimate	\$30.49	No	No	\$0.00	0	\$0.00	30

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: February 23, 2004



Laureto Farinas

CERTIFICATE OF SERVICE

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

Service List:

For Complainant:

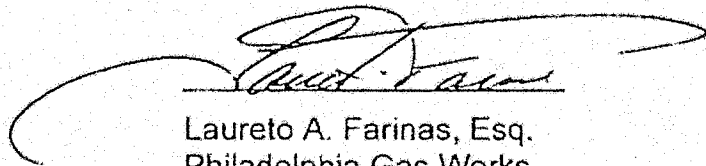
Sergio & Gabriella Coscia
626 West Cliveden Street
Philadelphia, PA 19119

RECEIVED

FEB 23 2004

PA PUBLIC UTILITY COMMISSION
SECRETARY'S BUREAU

February 23, 2004



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