

CAPTION SHEET

CASE MANAGEMENT SYSTEM

1. REPORT DATE: 00/00/00	:	
2. BUREAU: ALJ	:	
3. SECTION(S):	:	
5. APPROVED BY:	:	4. PUBLIC MEETING DATE:
DIRECTOR:	:	00/00/00
SUPERVISOR:	:	
6. PERSON IN CHARGE:	:	7. DATE FILED: 08/23/06
8. DOCKET NO: F-02014514	:	9. EFFECTIVE DATE: 00/00/00

PARTY/COMPLAINANT: ROACH, MELANIE ELLISON

RESPONDENT/APPLICANT: PHILADELPHIA GAS WORKS

COMP/APP COUNTY: PHILADELPHIA

UTILITY CODE: 125042

ALLEGATION OR SUBJECT

COMPLAINANT STATES SHE IS DISPUTING THE BACK CHARGES AND USAGE CALCULATIONS.

DOCUMENT  
FILED

**DOCKETED**  
AUG 28 2006

PENNSYLVANIA PUBLIC UTILITY COMMISSION

Formal Complaint Form

Please print or type.

F-02014514

ORIGINAL

1. CUSTOMER NAME (COMPLAINANT)

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

Name McLanie Ellison Roach

Street/P.O. Box 6305 Sherwood Road Apt # \_\_\_\_\_

City Philadelphia State PA Zip 19151-2635

County Philadelphia

Area Code/HOME Phone 215.878.6332

Area Code/WORK Phone 215.204.2049

Utility Account Number 4114244387  
(from your bill)

DOCKETED

AUG 28 2006

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

Name \_\_\_\_\_

Street/P.O. Box \_\_\_\_\_

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

2. UTILITY NAME (RESPONDENT)

Name of utility company your complaint concerns. Philadelphia Gas Works (PGW)

3. TYPE OF UTILITY (check one)

ELECTRIC

GAS

WATER

TELEPHONE

(local, long distance)

STEAM HEAT

WASTE WATER

MOTOR CARRIER

(taxi, moving company, limousine)

DOCUMENT  
FOLIO 11

RECEIVED

AUG 28 2006

541

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. Dispute of back charges and usage calculations.  
(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.

In October 2005 our bill from PGW was accompanied by a letter stating that our bill for service to 10/12/2005 was reviewed for accuracy culminating in a "make-up" bill for \$2027.98 over a period of 13 months with a net charge to our account in the amount of \$1,481.74. According to the PGW, this amount was adjusted to "exclude usage greater than 48 months."

Though PGW claimed that for 48 months of service prior to October 2005 they were only able to report estimated gas usage calculations, it was not until September of 2005, that a PGW representative phoned our home and informed us that for the past single month the utility company had been unable to access a reading from our meter. On October 10th a representative replaced the defective meter.

Our Complaints:

- PGW should have had some duty to spot check in a time frame that was shorter than 12 months to confirm that the meter was not working to avoid this kind of occurrence.
- PGW's failure to correct the meter problem in a reasonable time frame and a "let the buyer beware" long term estimated billing approach eliminated our right to adjust gas usage based on actual costs and what we could afford.
- By filing an informal complaint we were excluded from the right to participate in the budget plan during the full eight months that it took the PUC to respond to this complaint.
- Recent budget plan estimates calculate an inflated monthly scheme based on a 12 month usage analysis that is skewed by a steep spike from inclusion of the 13+ month back usage adjustment.

5. RELIEF

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

- We want PUC to have the PGW establish a budget plan for our account that is based on actual usage over a 12 month period and excludes the back usage charge applied in October 2005.
- We want the PUC to instruct PGW to credit our account in the amount of \$740.87 (50% of the original net charge for back usage) to compensate for eliminating our right over many months to regulate our usage based on actual costs.

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 MELANIE ELLISON ROACH 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).

Melanie Ellison Roach  
(Signature)

8/21/2006  
(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 <sup>nd</sup> Floor Harrisburg, Pennsylvania 17120
--	--

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.**

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: July 28, 2006. 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.

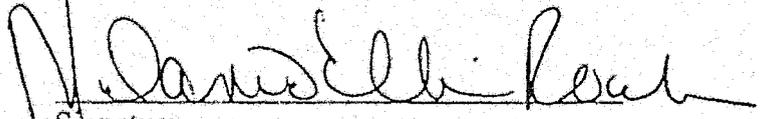
Thank You.  
Pennsylvania Public Utility Commission

**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.)

MELANIE ROACH  
6305 SHERWOOD ROAD  
PHILADELPHIA PA 19151

215-878-6332  
(Area Code) Telephone Number

  
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: 2014514

Date of mailing: July 28, 2006

Company: PHILADELPHIA GAS WORKS

REVISED 11/97

RECEIVED

AUG 4 2006

PA PUBLIC UTILITY COMMISSION  
SECRETARY'S BUREAU

72



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

IN REPLY PLEASE  
REFER TO OUR FILE

AUGUST 10, 2006

BCS2014514

MELANIE ROACH  
6305 SHERWOOD ROAD  
PHILADELPHIA PA 19151

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 AUGUST 30, 2006 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:

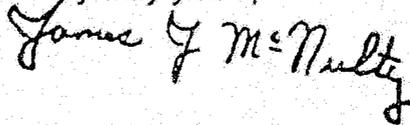
Office of Administrative Law Judge  
Public Utility Commission  
P.O. Box 3265  
Harrisburg, PA 17105-3265

**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

SS

cc: PHILADELPHIA GAS WORKS

BEFORE THE PENNSYLVANIA PUBLIC UTILITY COMMISSION

DATE SERVED: AUGUST 28, 2006

DOCUMENT  
FILED

MELANIE ELLISON ROACH  
Complainant

v.

PHILADELPHIA GAS WORKS  
Respondent

Complaint Docket  
No: F-02014514

**DOCKETED**

AUG 28 2006

---

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).

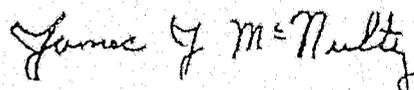
2. If you fail to either satisfy this complaint or to file answer or other responsive pleading within twenty (20) days, you will be deemed to have admitted all the allegations in this complaint in accordance with Section 5.61 of the Commission's Rules of Administrative Practice and Procedure, 52 Pa.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

IN REPLY PLEASE  
REFER TO OUR FILE

DATE SERVED: AUGUST 28, 2006

F-02014514

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

Dear Mr. Farinas:

A complaint has been filed against you before the Pennsylvania Public Utility Commission by MELANIE ELLISON ROACH. 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.

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

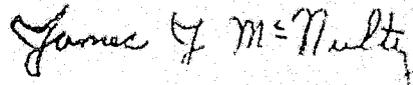
DOCUMENT  
F-02014514

AUGUST 28, 2006

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



Mary M. Chan, Paralegal  
Legal Department  
Direct Dial: (215) 684-6830  
Fax: (215) 684-4798  
E-mail: [mary.chan@pgworks.com](mailto:mary.chan@pgworks.com)

**ORIGINAL**

September 15, 2006

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

**RE: Melanie Ellison Roach vs. PGW, Docket No. F-02014514**

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 required, please do not hesitate to contact the undersigned. Thank you for your assistance in this matter.

Sincerely,

A handwritten signature in black ink, appearing to be "M. Chan", is written over the word "Sincerely,".

Mary M. Chan

**DOCUMENT  
FOLDER**

Enclosure

cc: Melanie Roach  
Anne Marie Cromley

**RECEIVED**

SEP 15 2006

PA PUBLIC UTILITY COMMISSION  
SECRETARY'S BUREAU

RECEIVED

SEP 15 2006

BEFORE THE  
PENNSYLVANIA PUBLIC UTILITY COMMISSION

PA PUBLIC UTILITY COMMISSION  
SECRETARY'S BUREAU

Melanie Ellison Roach

v.

Philadelphia Gas Works

:  
:  
:  
:  
:

Docket No. F-02014514

DOCUMENT  
FOLDER

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. Admitted. It is admitted that the Complainant disputes his arrearages and usage calculations.

(b) Admitted in part; denied in part. It admitted that in October 2005, the Complainant received a letter stating that she was re-billed in the amount of \$2,027.98 due to the Automatic Meter Reading ("AMR") device that ceased to record gas consumption at 6305 Sherwood Road, Philadelphia, PA (Service Address).

It is admitted that the Complainant's re-bill was reduced to \$1,481.74 because the Complainant received a gas cost rate adjustment in the amount of \$546.26, as shown on the statement of account which is attached hereto as Exhibit "A."

PGW denies that the re-bill was adjusted to exclude usage greater than 48 months. The Complainant's re-bill is based upon actual gas usage at the

SEP 19 2006

Service Address for a period of thirteen (13) months. The Complainant's re-bill was from September 13, 2004 through October 12, 2005.

PGW denies the averment that PGW claimed that for 48 months of service prior to October 2005, PGW was only able to report estimated gas usage calculations. As averred above, the Complainant's re-bill was based upon actual gas consumption for 13 months for the period from September 13, 2004 through October 12, 2005. PGW was unable to obtain an actual meter reading for 13 months.

It is admitted that in September 2005, a PGW representative contacted the Complainant and advised the Complainant of the AMR device that ceased to transmit readings. PGW records do not indicate that the Complainant was advised that PGW was unable to obtain a reading for one month; therefore, PGW denies this averment.

It is admitted that on October 10, 2005, PGW replaced the meter at the Service Address.

It is denied that PGW corrected the meter problem in an unreasonable time period. By way of further answer, PGW has implemented procedure that will alert the Customer Service Department when reading shows zero gas consumption after 3 months. This will allow PGW to investigate.

It is admitted that the time period it took PGW to correct this problem, hampered that period the Complainant's ability to adjust gas usage for that period.

PGW denies the averment that the Complainant's filing of an informal complaint with the Bureau of Consumer Service ("BCS"), prevents the Complainant to participate in the budget plan. PGW's customers are

RECEIVED

SEP 15 2006

PA PUBLIC UTILITY COMMISSION  
SECRETARY'S BUREAU

Complainant to participate in the budget plan. PGW's customers are entitled to the budget plan. By way of further answer, the BCS decision dated July 28, 2006, which is attached hereto as Exhibit "B," concluded that the Complainant's re-bill is correct as rendered; therefore, the Complainant was ordered that she is responsible for the remaining balance owed to PGW.

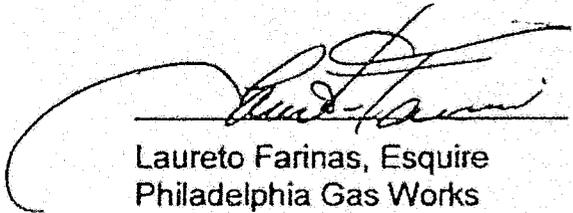
PGW denies that the Complainant's recent budget plan is based upon estimates on inflated monthly scheme and the Complainant's arrearages. The Complainant's monthly budget plan is calculated based upon 11 months of prior gas usage. Further, the Complainant's current balance is in the amount of \$75.43. The Complainant paid the arrearage of \$1,370.98 in full on April 10, 2006. By way of further answer, the Complainant's monthly budget plan is in the amount of \$150.

5. Denied. The averment in Paragraph 5 of the Complaint is a request for relief to which no response is required. PGW therefore denies the averments in this paragraph.
6. Admitted.
7. Admitted.

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

Respectfully submitted,

Date: September 15, 2006



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

RECEIVED

SEP 15 2006

PA PUBLIC UTILITY COMMISSION  
SECRETARY'S BUREAU

EXHIBIT A

# HISTORY REQUEST REPORT FOR ACCOUNT # 4114244387 AND SA # 9961437705 AS OF 09/08/2006

Account #: 4114244387	SA #: 9961437705	Bill Cycle: 09	Rate Class: GS	Phone #: 8786332(215)
Name: ROACH, MELANIE T				
Address: 6305 SHERWOOD RD/PHILA, PA				
Pay Agreement Indicator: N	Easyway Indicator	CRP Status:		
Blocker Start Date: 20060831	Blocker End Date: 20080831	Meter #: 1659457		

Tran Date	Tran Type	Current Amt.	Total Amt.	Adjust Amt.	Segment Start Date	Segment End Date	Read Code	End Read	Current Balance	Usage	Meter #
01/01/1996	CONVRC	\$139.59	\$139.59	\$139.59							
06/03/1997	PAY	(\$107.00)	(\$107.00)	\$0.00							
07/01/1997	PAY	(\$33.00)	(\$33.00)	\$0.00							
07/11/1997	BILL	\$21.95	\$21.95	\$0.00	06/11/1997	07/11/1997	R	4011	\$21.95	21	1808545
08/11/1997	BILL	\$21.09	\$21.09	\$0.00	07/11/1997	08/11/1997	R	4031	\$21.09	20	1808545
08/13/1997	LPC	\$0.27	\$0.27	\$0.27							
08/19/1997	PAY	(\$21.54)	(\$21.54)	\$0.00							
09/08/1997	BILL	\$19.39	\$19.39	\$0.00	08/11/1997	09/08/1997	R	4049	\$19.39	18	1808545
09/11/1997	LPC	\$0.25	\$0.25	\$0.25							
09/23/1997	PAY	(\$21.90)	(\$21.90)	\$0.00							
10/07/1997	BILL	\$33.06	\$33.06	\$0.00	09/08/1997	10/07/1997	R	4083	\$33.06	14	1808545
10/10/1997	LPC	\$0.23	\$0.23	\$0.23							
11/06/1997	BILL	\$107.42	\$107.42	\$0.00	10/07/1997	11/06/1997	R	4204	\$107.42	121	1808545
11/10/1997	LPC	\$0.64	\$0.64	\$0.64							
11/24/1997	PAY	(\$160.45)	(\$160.45)	\$0.00							
12/08/1997	BILL	\$246.74	\$246.74	\$0.00	11/06/1997	12/08/1997	R	4188	\$246.74	284	1808545
01/12/1998	BILL	\$277.51	\$277.51	\$0.00	12/08/1997	01/12/1998	R	4808	\$277.51	320	1808545
01/14/1998	LPC	\$3.55	\$3.55	\$3.55							
01/16/1998	PAY	(\$250.00)	(\$250.00)	\$0.00							
02/10/1998	BILL	\$270.67	\$270.67	\$0.00	01/12/1998	02/10/1998	R	5120	\$270.67	312	1808545
02/13/1998	LPC	\$3.31	\$3.31	\$3.31							
02/23/1998	PAY	(\$271.00)	(\$271.00)	\$0.00							
03/13/1998	BILL	\$251.87	\$251.87	\$0.00	02/10/1998	03/13/1998	R	5410	\$251.87	290	1808545
03/17/1998	LPC	\$3.58	\$3.58	\$3.58							
04/01/1998	PAY	(\$285.00)	(\$285.00)	\$0.00							
04/13/1998	BILL	\$143.32	\$143.32	\$0.00	03/13/1998	04/13/1998	R	5573	\$143.32	163	1808545
04/16/1998	LPC	\$3.20	\$3.20	\$3.20							
05/04/1998	PAY	(\$254.43)	(\$254.43)	\$0.00							

Account #: 4114244387

SA #: 9961437705

Bill Cycle: 09

Rate Class: GS

Phone #: 8786332(215)

Name: ROACH, MELANIE T

Address: 6305 SHERWOOD RD/PHILA, PA

Easyway ind calor.

CRP Status.

Blocker Start Date: 20060831

Blocker End Date: 20080831

Meter #: 1659457

Tran Date	Tran Type	Current Amt.	Total Amt.	Adjust. Amt.	Segment Start Date	Segment End Date	Read Code	End Read	Current Balance	Usage	Meter #
05/12/1998	BILL	\$53.58	\$53.58	\$0.00	04/31/1998	05/12/1998	R	5631	\$53.58	58	1808545
05/14/1998	LPC	\$1.71	\$1.71	\$1.71							
06/08/1998	PAY	(\$145.03)	(\$145.03)	\$0.00							
06/11/1998	BILL	\$28.79	\$28.79	\$0.00	05/21/1998	06/11/1998	R	5660	\$28.79	29	1808545
06/16/1998	LPC	\$0.66	\$0.66	\$0.66							
07/02/1998	PAY	(\$83.03)	(\$83.03)	\$0.00							
07/14/1998	BILL	\$21.95	\$21.95	\$0.00	06/11/1998	07/14/1998	R	5681	\$21.95	21	1808545
08/11/1998	BILL	\$19.39	\$19.39	\$0.00	07/14/1998	08/11/1998	R	5699	\$19.39	18	1808545
08/13/1998	LPC	\$0.25	\$0.25	\$0.25							
09/08/1998	PAY	(\$41.59)	(\$41.59)	\$0.00							
09/09/1998	BILL	\$16.82	\$16.82	\$0.00	08/11/1998	09/09/1998	R	5714	\$16.82	15	1808545
10/08/1998	BILL	\$26.22	\$26.22	\$0.00	09/09/1998	10/08/1998	R	5740	\$26.22	26	1808545
10/13/1998	LPC	\$0.20	\$0.20	\$0.20							
11/06/1998	BILL	\$104.00	\$104.00	\$0.00	10/08/1998	11/06/1998	R	5857	\$104.00	117	1808545
11/10/1998	LPC	\$0.51	\$0.51	\$0.51							
11/17/1998	PAY	(\$45.00)	(\$45.00)	\$0.00							
12/09/1998	BILL	\$145.03	\$145.03	\$0.00	11/06/1998	12/09/1998	R	6022	\$145.03	165	1808545
12/11/1998	LPC	\$1.39	\$1.39	\$1.39							
01/12/1999	BILL	\$350.16	\$350.16	\$0.00	12/09/1998	01/12/1999	R	6427	\$350.16	405	1808545
01/14/1999	LPC	\$3.46	\$3.46	\$3.46							
02/09/1999	PAY	(\$150.00)	(\$150.00)	\$0.00							
02/10/1999	BILL	\$232.84	\$232.84	\$0.00	01/12/1999	02/10/1999	R	6705	\$232.84	278	1808545
03/08/1999	BILL	\$229.24	\$229.24	\$0.00	02/10/1999	03/08/1999	R	6962	\$229.24	277	1808545
03/09/1999	LPC	\$5.81	\$5.81	\$5.81							
03/22/1999	PAY	(\$150.00)	(\$150.00)	\$0.00							
04/05/1999	LPC	\$7.48	\$7.48	\$7.48							
04/05/1999	BILL	\$165.01	\$165.01	\$0.00	03/08/1999	04/05/1999	R	7180	\$165.01	198	1808545
04/21/1999	PAY	(\$150.00)	(\$150.00)	\$0.00							
04/30/1999	BILL	\$95.07	\$95.07	\$0.00	04/05/1999	04/30/1999	R	7292	\$95.07	112	1808545
05/07/1999	LPC	\$7.08	\$7.08	\$7.08							
06/02/1999	PAY	(\$150.00)	(\$150.00)	\$0.00							
06/09/1999	BILL	\$31.38	\$31.38	\$0.00	04/30/1999	06/09/1999	R	7325	\$31.38	33	1808545
06/09/1999	LPC	\$13.95	\$13.95	\$13.95							

Account # 411424387

SA # 996143705

Bill Cycle 09

Rate Class GS

Phone # 8786332(215)

Name: ROACH, MELANIE T

Address: 6305 SHERWOOD RD/PHILA,PA

Easyway Indicator

CRP Status:

Blocker Start Date: 20080831

Blocker End Date: 20080831

Meter # 1659457

Tran Date	Tran Type	Current Amt.	Total Amt.	Adjust Amt.	Segment Start Date	Segment End Date	Read Code	End Read	Current Balance	Usage	Meter #
07/08/1999	PAY	(\$150.00)	(\$150.00)	\$0.00	06/09/1999	07/14/1999	R	7351	\$677.87	26	1808545
07/14/1999	BILL	\$27.82	\$27.82	\$0.00							
07/17/1999	LPC	\$9.40	\$9.40	\$9.40							
08/06/1999	PAY	(\$150.00)	(\$150.00)	\$0.00	07/14/1999	08/10/1999	R	7367	\$555.98	16	1808545
08/10/1999	BILL	\$20.20	\$20.20	\$0.00							
08/17/1999	LPC	\$7.91	\$7.91	\$7.91							
09/03/1999	PAY	(\$150.00)	(\$150.00)	\$0.00	08/10/1999	09/10/1999	R	7384	\$433.02	17	1808545
09/10/1999	BILL	\$20.96	\$20.96	\$0.00							
09/16/1999	LPC	\$6.08	\$6.08	\$6.08							
10/12/1999	BILL	\$40.02	\$40.02	\$0.00	09/10/1999	10/12/1999	R	7426	\$479.44	42	1808545
10/14/1999	LPC	\$6.40	\$6.40	\$6.40							
11/01/1999	PAY	(\$150.00)	(\$150.00)	\$0.00	10/12/1999	11/08/1999	R	7559	\$443.78	133	1808545
11/08/1999	BILL	\$109.40	\$109.40	\$0.00							
11/12/1999	LPC	\$4.94	\$4.94	\$4.94							
12/07/1999	PAY	(\$150.00)	(\$150.00)	\$0.00	11/08/1999	12/09/1999	R	7780	\$475.41	221	1808545
12/09/1999	BILL	\$177.96	\$177.96	\$0.00							
12/13/1999	LPC	\$3.67	\$3.67	\$3.67							
12/15/1999	PAY	(\$150.00)	(\$150.00)	\$0.00	12/09/1999	01/13/2000	R	8113	\$445.33	333	1808545
12/20/1999	PAY	(\$150.00)	(\$150.00)	\$0.00							
01/13/2000	BILL	\$267.73	\$267.73	\$0.00							
01/18/2000	LPC	\$2.19	\$2.19	\$2.19							
02/12/2000	BILL	\$142.18	\$142.18	\$0.00	01/13/2000	02/12/2000	Y	8287	\$0.00	174	1808545
02/14/2000	BILL	\$353.46	\$353.46	\$0.00							
02/16/2000	CANB	(\$142.18)	(\$142.18)	\$0.00	01/13/2000	02/14/2000	R	8561	\$788.79	448	1808545
03/15/2000	BILL	\$167.62	\$167.62	\$0.00							
04/05/2000	PAY	(\$100.00)	(\$100.00)	\$0.00	02/14/2000	03/15/2000	R	8768	\$966.41	207	1808545
04/13/2000	BILL	\$105.94	\$105.94	\$0.00							
05/01/2000	PAY	(\$400.00)	(\$400.00)	\$0.00	03/15/2000	04/13/2000	R	8895	\$972.35	127	1808545
05/11/2000	BILL	\$80.48	\$80.48	\$0.00							
06/08/2000	BILL	\$15.71	\$15.71	\$0.00	04/13/2000	05/11/2000	Y	8989	\$652.83	94	1808545
07/12/2000	BILL	\$24.97	\$24.97	\$0.00	05/11/2000	06/08/2000	R	8999	\$668.54	10	1808545
07/18/2000	PAY	(\$330.00)	(\$330.00)	\$0.00	06/08/2000	07/12/2000	R	9021	\$693.51	22	1808545
08/10/2000	BILL	\$23.43	\$23.43	\$0.00							
					07/12/2000	08/10/2000	R	9041	\$386.94	20	1808545

Account #: 4114244367 SA # 9961437705 Bill Cycle: 09 Rate Class: GS Phone #: 8786332(215)  
 Name: ROACH, MELANIE T Address: 6305 SHERWOOD RD/PHILA, PA  
 Pay Agreement Indicator: N Easyway Indicator: CRP Status:  
 Blocker Start Date: 20060831 Blocker End Date: 20080831 Meter #: 1659457

Tran Date	Tran Type	Current Amt.	Total Amt.	Adjust Amt.	Segment Start Date	Segment End Date	Read Code	End Read	Current Balance	Usage	Meter #
09/11/2000	BILL	\$23.43	\$23.43	\$0.00	08/10/2000	09/11/2000	R	9061	\$416.17	20	1808545
09/13/2000	LPC	\$5.80	\$5.80	\$5.80							
10/11/2000	BILL	\$45.78	\$45.78	\$0.00	09/11/2000	10/11/2000	R	9110	\$468.10	49	1808545
10/13/2000	LPC	\$6.15	\$6.15	\$6.15							
11/09/2000	BILL	\$91.28	\$91.28	\$0.00	10/11/2000	11/09/2000	R	9218	\$566.22	106	1808545
11/11/2000	LPC	\$6.84	\$6.84	\$6.84							
12/11/2000	BILL	\$277.61	\$277.61	\$0.00	11/09/2000	12/11/2000	R	9520	\$852.04	302	1808545
12/13/2000	LPC	\$8.21	\$8.21	\$8.21							
01/11/2001	BILL	\$470.32	\$470.32	\$0.00	12/11/2000	01/11/2001	R	9949	\$1,334.73	429	1808545
01/13/2001	LPC	\$12.37	\$12.37	\$12.37							
02/09/2001	BILL	\$428.22	\$428.22	\$0.00	01/11/2001	02/09/2001	R	277	\$1,782.38	328	1808545
02/13/2001	LPC	\$19.43	\$19.43	\$19.43							
02/28/2001	PAY	(\$530.00)	(\$530.00)	\$0.00							
03/13/2001	BILL	\$428.10	\$428.10	\$0.00	02/09/2001	03/13/2001	R	597	\$1,680.48	320	1808545
04/11/2001	BILL	\$304.46	\$304.46	\$0.00	03/13/2001	04/11/2001	R	817	\$1,984.94	220	1808545
05/11/2001	BILL	\$100.83	\$100.83	\$0.00	04/11/2001	05/11/2001	R	884	\$2,085.77	67	1808545
06/12/2001	BILL	\$56.91	\$56.91	\$0.00	05/11/2001	06/12/2001	R	918	\$2,142.68	34	1808545
07/02/2001	PAY	(\$309.00)	(\$309.00)	\$0.00							
07/09/2001	PAY	(\$434.00)	(\$434.00)	\$0.00							
07/13/2001	BILL	\$38.28	\$38.28	\$0.00	06/12/2001	07/13/2001	R	938	\$1,437.96	20	1808545
08/13/2001	BILL	\$36.94	\$36.94	\$0.00	07/13/2001	08/13/2001	R	957	\$1,474.90	19	1808545
09/11/2001	PAY	(\$137.00)	(\$137.00)	\$0.00							
09/12/2001	BILL	\$33.94	\$33.94	\$0.00	08/13/2001	09/12/2001	R	975	\$1,371.84	18	1808545
10/12/2001	BILL	\$49.35	\$49.35	\$0.00	09/12/2001	10/12/2001	R	1009	\$1,421.19	34	1808545
10/30/2001	PAY	(\$147.00)	(\$147.00)	\$0.00							
11/09/2001	BILL	\$95.51	\$95.51	\$0.00	10/12/2001	11/09/2001	R	1083	\$1,369.70	74	1808545
11/20/2001	PAY	(\$1,274.19)	(\$1,274.19)	\$0.00							
12/06/2001	PAY	(\$96.00)	(\$96.00)	\$0.00							
12/11/2001	BILL	\$192.23	\$192.23	\$0.00	11/09/2001	12/11/2001	R	1249	\$191.74	166	1808545
01/03/2002	PAY	(\$192.00)	(\$192.00)	\$0.00							
01/11/2002	BILL	\$348.43	\$348.43	\$0.00	12/11/2001	01/11/2002	R	1584	\$348.17	335	1808545
02/11/2002	BILL	\$293.19	\$293.19	\$0.00	01/11/2002	02/11/2002	R	1864	\$646.58	280	1808545
02/13/2002	LPC	\$5.22	\$5.22	\$5.22							

Account # 411424387

SA # 9361437705

Bill Cycle 09

Rate Class GS

Phone # 8786332(215)

Name: ROACH, MELANIE T

Address: 6305 SHERWOOD RD/PHILA PA

Easyway Indicator

CRP Status

Blocker Start Date: 20060831

Blocker End Date: 20080831

Meter #: 1659457

Tran Date	Tran Type	Current Amt.	Total Amt.	Adjust Amt.	Segment Start Date	Segment End Date	Read Code	End Read	Current Balance	Usage	Meter #
03/11/2002	PAY	(\$650.00)	(\$650.00)	\$0.00	02/11/2002	03/12/2002	R	2093	\$225.00	229	1808545
03/12/2002	BILL	\$228.42	\$228.42	\$0.00							
04/04/2002	PAY	(\$225.00)	(\$225.00)	\$0.00	03/12/2002	04/11/2002	R	2271	\$165.30	178	1808545
04/11/2002	BILL	\$165.30	\$165.30	\$0.00							
05/09/2002	PAY	(\$165.30)	(\$165.30)	\$0.00	04/11/2002	05/10/2002	R	2324	\$61.37	53	1808545
05/10/2002	BILL	\$61.37	\$61.37	\$0.00							
06/04/2002	PAY	(\$61.37)	(\$61.37)	\$0.00	05/10/2002	06/11/2002	R	2370	\$56.07	46	1808545
06/11/2002	BILL	\$56.07	\$56.07	\$0.00							
07/09/2002	PAY	(\$100.00)	(\$100.00)	\$0.00	06/11/2002	07/11/2002	R	2406	\$4.38	36	1808545
07/11/2002	BILL	\$48.31	\$48.31	\$0.00							
08/01/2002	PAY	(\$75.00)	(\$75.00)	\$0.00	07/11/2002	08/09/2002	R	2437	(\$27.35)	31	1808545
08/09/2002	BILL	\$43.27	\$43.27	\$0.00							
09/10/2002	BILL	\$39.59	\$39.59	\$0.00	08/09/2002	09/10/2002	R	2464	\$12.24	27	1808545
10/01/2002	PAY	(\$100.00)	(\$100.00)	\$0.00							
10/09/2002	BILL	\$51.97	\$51.97	\$0.00	09/10/2002	10/09/2002	R	2502	(\$35.79)	38	1808545
10/15/2002	PAY	(\$79.00)	(\$79.00)	\$0.00							
10/17/2002	XFER	\$79.00	\$79.00	\$79.00							
11/08/2002	BILL	\$180.27	\$180.27	\$0.00	10/09/2002	11/08/2002	R	2662	\$144.48	160	1808545
11/14/2002	PAY	(\$100.00)	(\$100.00)	\$0.00							
11/27/2002	PAY	(\$50.00)	(\$50.00)	\$0.00							
12/11/2002	BILL	\$306.97	\$306.97	\$0.00	11/08/2002	12/11/2002	R	2948	\$301.45	286	1808545
01/09/2003	PAY	(\$302.00)	(\$302.00)	\$0.00							
01/13/2003	BILL	\$373.37	\$373.37	\$0.00	12/11/2002	01/13/2003	R	3264	\$372.82	316	1808545
02/11/2003	BILL	\$481.48	\$481.48	\$0.00	01/13/2003	02/11/2003	R	3708	\$859.89	444	1808545
02/13/2003	LPC	\$5.58	\$5.59	\$5.59							
03/13/2003	BILL	\$415.72	\$415.72	\$0.00	02/11/2003	03/13/2003	R	4088	\$1,286.42	380	1808545
03/15/2003	LPC	\$12.81	\$12.81	\$12.81							
03/19/2003	PAY	(\$859.89)	(\$859.89)	\$0.00							
03/31/2003	PAY	(\$429.00)	(\$429.00)	\$0.00							
04/11/2003	BILL	\$193.14	\$193.14	\$0.00	03/13/2003	04/11/2003	R	4237	\$192.67	149	1808545
05/13/2003	BILL	\$92.12	\$92.12	\$0.00	04/11/2003	05/13/2003	R	4299	\$287.19	62	1808545
05/15/2003	LPC	\$2.40	\$2.40	\$2.40							
06/09/2003	PAY	(\$287.19)	(\$287.19)	\$0.00							

Account # 4114244397

SA # S961437705

Bill Cycle 09

Rate Class GS

Phone # 8766332(215)

Name: ROACH, MELANIE I

Address: 6305 SHERWOOD RD/PHILA, PA

Pay Agreement Indicator: N

Easyway Indicator:

CRP Status:

Blocker Start Date: 20060831

Blocker End Date: 20080831

Meter #: 1659457

Tran Date	Tran Type	Current Amt	Total Amt	Adjst. Amt.	Segment Start Date	Segment End Date	Read Code	End Read	Current Balance	Usage	Meter #
06/11/2003	BILL	\$59.38	\$59.38	\$0.00	05/13/2003	06/11/2003	R	4336	\$59.38	37	1808545
07/11/2003	BILL	\$45.12	\$45.12	\$0.00	06/11/2003	07/11/2003	R	4361	\$105.24	25	1808545
07/15/2003	LPC	\$0.74	\$0.74	\$0.74							
07/22/2003	PAY	(\$60.00)	(\$60.00)	\$0.00							
08/11/2003	BILL	\$34.52	\$34.52	\$0.00	07/11/2003	08/11/2003	R	4378	\$80.32	17	1808545
08/13/2003	LPC	\$0.56	\$0.56	\$0.56							
09/11/2003	BILL	\$38.61	\$38.61	\$0.00	08/11/2003	09/11/2003	R	4398	\$120.12	20	1808545
09/13/2003	LPC	\$1.19	\$1.19	\$1.19							
09/17/2003	PAY	(\$80.32)	(\$80.32)	\$0.00							
10/10/2003	BILL	\$51.63	\$51.63	\$0.00	09/11/2003	10/10/2003	R	4428	\$92.02	30	1808545
10/14/2003	LPC	\$0.59	\$0.59	\$0.59							
11/10/2003	BILL	\$121.35	\$121.35	\$0.00	10/10/2003	11/10/2003	R	4507	\$214.74	79	1808545
11/13/2003	LPC	\$1.37	\$1.37	\$1.37							
12/11/2003	BILL	\$253.47	\$253.47	\$0.00	11/10/2003	12/11/2003	R	4689	\$471.40	182	1808545
12/13/2003	LPC	\$3.19	\$3.19	\$3.19							
01/13/2004	BILL	\$400.03	\$400.03	\$0.00	12/11/2003	01/13/2004	R	4984	\$878.42	295	1808545
01/15/2004	LPC	\$6.99	\$6.99	\$6.99							
01/30/2004	PAY	(\$235.00)	(\$235.00)	\$0.00							
02/11/2004	BILL	\$500.73	\$500.73	\$0.00	01/13/2004	02/11/2004	R	5377	\$1,144.15	393	1808545
03/12/2004	BILL	\$341.29	\$341.29	\$0.00	02/11/2004	03/12/2004	R	5619	\$1,485.44	242	1808545
03/29/2004	PAY	(\$240.00)	(\$240.00)	\$0.00							
04/13/2004	BILL	\$182.78	\$182.78	\$0.00	03/12/2004	04/13/2004	R	5750	\$1,446.90	131	1808545
04/15/2004	LPC	\$18.68	\$18.68	\$18.68							
05/10/2004	PAY	(\$182.00)	(\$182.00)	\$0.00							
05/12/2004	BILL	\$58.81	\$58.81	\$0.00	04/13/2004	05/12/2004	R	5783	\$1,323.71	33	1808545
06/09/2004	PAY	(\$276.00)	(\$276.00)	\$0.00							
06/11/2004	BILL	\$37.75	\$37.75	\$0.00	05/12/2004	06/11/2004	R	5802	\$1,085.46	19	1808545
07/08/2004	PAY	(\$276.00)	(\$276.00)	\$0.00							
07/13/2004	BILL	\$42.71	\$42.71	\$0.00	06/11/2004	07/13/2004	R	5824	\$852.17	22	1808545
08/03/2004	PAY	(\$276.00)	(\$276.00)	\$0.00							
08/11/2004	BILL	\$42.71	\$42.71	\$0.00	07/13/2004	08/11/2004	R	5846	\$618.88	22	1808545
08/31/2004	PAY	(\$618.88)	(\$618.88)	\$0.00							
09/13/2004	BILL	\$38.63	\$38.63	\$0.00	08/11/2004	09/13/2004	R	5865	\$38.63	19	1808545

Account #: 4114244387    SA #: 9961407705    Bill Cycle 09    Rate Class GS    Phone #: 8786332(215)  
 Name: ROACH, MELANIE T    Address: 6305 SHERWOOD RD/PHILA, PA  
 Easyway Indicator:    CRP Status:  
 Blocker Start Date: 20060631    Blocker End Date: 20080831    Meter #: 1659457

Tran Date	Tran Type	Current Amt.	Total Amt.	Adjust Amt.	Segment Start Date	Segment End Date	Read Code	End Read	Current Balance	Usage	Meter #
10/06/2004	PAY	(\$276.00)	(\$276.00)	\$0.00							
10/12/2004	BILL	\$38.78	\$38.78	\$0.00	09/13/2004	10/12/2004	Y	5884	(\$198.59)	19	1808545
11/10/2004	BILL	\$74.45	\$74.45	\$0.00	10/12/2004	11/10/2004	Y	5929	(\$124.14)	45	1808545
12/10/2004	BILL	\$172.37	\$172.37	\$0.00	11/10/2004	12/10/2004	Y	6035	\$48.23	106	1808545
01/12/2005	BILL	\$322.17	\$322.17	\$0.00	12/10/2004	01/12/2005	Y	6228	\$371.12	193	1808545
01/13/2005	LPC	\$0.72	\$0.72	\$0.72							
02/08/2005	PAY	(\$275.00)	(\$275.00)	\$0.00							
02/10/2005	BILL	\$199.72	\$199.72	\$0.00	01/12/2005	02/10/2005	Y	6349	\$297.28	121	1808545
02/11/2005	LPC	\$1.44	\$1.44	\$1.44							
03/11/2005	BILL	\$163.30	\$163.30	\$0.00	02/10/2005	03/11/2005	Y	6452	\$465.01	103	1808545
03/14/2005	LPC	\$4.43	\$4.43	\$4.43							
03/16/2005	PAY	(\$100.00)	(\$100.00)	\$0.00							
04/12/2005	BILL	\$113.49	\$113.49	\$0.00	03/11/2005	04/12/2005	Y	6525	\$478.50	73	1808545
05/07/2005	PAY	(\$186.00)	(\$186.00)	\$0.00							
05/11/2005	BILL	\$53.39	\$53.39	\$0.00	04/12/2005	05/11/2005	Y	6555	\$345.89	30	1808545
06/07/2005	PAY	(\$186.00)	(\$186.00)	\$0.00							
06/10/2005	BILL	\$37.72	\$37.72	\$0.00	05/11/2005	06/10/2005	Y	6573	\$197.61	18	1808545
06/10/2005	BILL	\$37.72	\$37.72	\$0.00	05/11/2005	06/10/2005	Y	6573	\$197.61	18	1808545
06/14/2005	CANB	(\$37.72)	(\$37.72)	\$0.00							
07/08/2005	PAY	(\$186.00)	(\$186.00)	\$0.00							
07/12/2005	BILL	\$31.59	\$31.59	\$0.00	06/10/2005	07/12/2005	Y	6586	\$43.20	13	1808545
08/11/2005	BILL	\$25.56	\$25.56	\$0.00	07/12/2005	08/11/2005	Y	6595	\$68.76	9	1808545
09/09/2005	PAY	(\$150.00)	(\$150.00)	\$0.00							
09/13/2005	BILL	\$27.40	\$27.40	\$0.00	08/11/2005	09/13/2005	Y	6605	(\$53.84)	10	1808545
10/05/2005	PAY	(\$75.00)	(\$75.00)	\$0.00							
10/12/2005	BILL	\$2,027.98	\$2,027.98	\$0.00	09/13/2005	10/12/2005	R	7642	\$1,899.14	1037	1808545
10/12/2005	BILL	\$2,031.89	\$2,031.89	\$0.00	09/13/2005	10/12/2005	R	7642	(\$857.17)	1039	1808545
10/12/2005	BILL	\$2,027.98	\$2,027.98	\$0.00	09/13/2005	10/12/2005	R	2262	\$1,899.14	1037	1659457
10/12/2005	BILL	\$2,031.89	\$2,031.89	\$0.00	09/13/2005	10/12/2005	R	2262	(\$857.17)	1039	1659457
10/14/2005	XFER	(\$2,027.98)	(\$2,027.98)	(\$2,027.98)							
10/26/2005	REVADJ	(\$546.24)	(\$546.24)	(\$546.24)							
11/07/2005	PAY	(\$186.00)	(\$186.00)	\$0.00							
11/10/2005	BILL	\$90.17	\$90.17	\$0.00	10/12/2005	11/10/2005	R	2302	(\$767.00)	40	1659457

Account # 4114244387

SA # 9961437705

Bill Cycle 09

Rate Class: GS

Phone # 8786332(215)

Name: ROACH, MELANIE T

Address: 6305 SHERWOOD RD/PHILA, PA

Pay Agreement Indicator: N

Easyway Indicator:

CRP Status:

Blocker Start Date: 20060631

Blocker End Date: 20080631

Meter # 1659457

Tran Date	Tran Type	Current Amt.	Total Amt.	Adjust Amt.	Segment Start Date	Segment End Date	Read Code	End Read	Current Balance	Usage	Meter #
11/10/2005	CANB	(\$2,027.98)	(\$2,027.98)	\$0.00							
11/10/2005	BSEGCN	\$0.00	\$0.00	(\$2,027.98)							
12/06/2005	PAY	(\$91.00)	(\$91.00)	\$0.00	11/10/2005	12/13/2005	R	2447	(\$572.40)	145	1659457
12/13/2005	BILL	\$285.60	\$285.60	\$0.00							
01/06/2006	PAY	(\$285.60)	(\$285.60)	\$0.00	12/13/2005	01/13/2006	R	2624	(\$495.03)	177	1659457
01/13/2006	BILL	\$362.97	\$362.97	\$0.00							
02/09/2006	PAY	(\$362.97)	(\$362.97)	\$0.00	01/13/2006	02/14/2006	R	2746	(\$595.97)	124	1659457
02/14/2006	BILL	\$262.03	\$262.03	\$0.00							
03/13/2006	PAY	(\$262.03)	(\$262.03)	\$0.00	02/14/2006	03/15/2006	R	2846	(\$657.00)	98	1659457
03/15/2006	BILL	\$201.00	\$201.00	\$0.00							
04/10/2006	XFER	\$2,027.98	\$2,027.98	\$2,027.98							
04/13/2006	PAY	(\$1,370.98)	(\$1,370.98)	\$0.00							
04/13/2006	BILL	\$159.29	\$159.29	\$0.00	03/15/2006	04/13/2006	R	2922	\$159.29	76	1659457
05/15/2006	BILL	\$116.47	\$116.47	\$0.00	04/13/2006	05/15/2006	R	2973	\$278.14	51	1659457
05/16/2006	LPC	\$2.38	\$2.38	\$2.38							
05/19/2006	PAY	(\$165.00)	(\$165.00)	\$0.00							
06/14/2006	BILL	\$96.14	\$96.14	\$0.00	05/15/2006	06/14/2006	R	3018	\$49.99	45	1659457
06/14/2006	PAY	(\$159.28)	(\$159.28)	\$0.00							
07/14/2006	BILL	\$94.33	\$94.33	\$0.00	06/14/2006	07/14/2006	R	3063	\$145.06	45	1659457
07/17/2006	LPC	\$0.74	\$0.74	\$0.74							
08/01/2006	PAY	(\$100.00)	(\$100.00)	\$0.00							
08/14/2006	BILL	\$79.70	\$79.70	\$0.00	07/14/2006	08/14/2006	R	3100	\$125.43	37	1659457
08/15/2006	LPC	\$0.67	\$0.67	\$0.67							
08/31/2006	XFER	(\$125.43)	(\$125.43)	(\$125.43)							
09/01/2006	PAY	(\$50.00)	(\$50.00)	\$0.00							

RECEIVED

SEP 15 2006

PA PUBLIC UTILITY COMMISSION  
SECRETARY'S BUREAU

EXHIBIT B

```

<?xml version="1.0" ?>
- <Cases xmlns="x-
  schema:http://pucksi.state.pa.us/DataEx/Schema/ClosingDataSend.xdr">
  <NbrOfCases>2</NbrOfCases>
  <FileType>CLOSING</FileType>
  <CreatedDateTime>7/28/2006 12:50:17 PM</CreatedDateTime>
  <PUCAAddress>P O Box 3265, Harrisburg, PA 17105</PUCAAddress>
- <Case>
  <CaseNbr>2014514</CaseNbr>
  <CompanyName>PGW (PHILA. GAS WORKS (NGDC))</CompanyName>
  <CompanyCode>0766</CompanyCode>
  <CompanyType>GAS TRANSPORTER</CompanyType>
- <Customer>
  <CustomerFirstName>MELANIE</CustomerFirstName>
  <CustomerLastName>ROACH</CustomerLastName>
  <AccountNumber>4114244387</AccountNumber>
- <CustomerServAddress>
  <ServAddress1>6305 SHERWOOD ROAD</ServAddress1>
  <ServCity>PHILADELPHIA</ServCity>
  <ServState>PA</ServState>
  <ServZip5>19151</ServZip5>
  <ServZip4>2635</ServZip4>
  </CustomerServAddress>
</Customer>
<DecisionIssue>Y</DecisionIssue>
<OralWritten>W</OralWritten>
<Violation>ACTUAL</Violation>
<Chapter>TARIFF</Chapter>
<SectionRule>7.3; 56.163(1); 56.12(4)(II)</SectionRule>
<TotalBalance>145.06</TotalBalance>
<DateClosed>2006-07-28</DateClosed>
<Resolution>DECISION ISSUED- PGW EST BILLS 9/04- 9/05. PGW
OBTAINED READ--BILLED CUST FOR $2031.89. PGW CREDITED CUST
$546.24 DUE TO CHANGES IN GCR. USAGE IN LINE, BILLS ARE CORRECT.
CUST RESPONSIBLE FOR BALANCE OF $145.06 OWING TO PGW.
INVESTIGATION BY STAFF OF THE BUREAU OF CONSUMER SERVICES
REVEALED: 1. THAT MELANIE ROACH ESTABLISHED GAS SERVICE AT 6305
SHERWOOD ROAD, PHILADELPHIA, PA ON MAY 29, 1992. 2. THAT THERE
IS AN AMR METER AT THE PROPERTY AND ACTUAL METER READINGS
HAVE BEEN OBTAINED. 3. THAT FROM SEPTEMBER 13, 2004- SEPTEMBER
13, 2005 THE CUSTOMER WAS BILLED BASED ON ESTIMATED METER
READINGS. 4. THAT ON OCTOBER 12, 2005, PGW VISITED THE PROPERTY
AND OBTAINED AN ACTUAL METER READING. 5. THAT ON OCTOBER 12,
2005 PGW FOUND THE AMR DEVICE HAD STOPPED RECORDING AND
TRANSMITTING THE READINGS AND INSTALLED A NEW AMR DEVICE. 6.
THAT ON OCTOBER 12, 2005 PGW EXCHANGED METERS AND INSTALLED
AN AMR DEVICE. 7. THAT ON OCTOBER 13, 2005, PGW BILLED THE
CUSTOMER FOR THE PERIOD OF SEPTEMBER 13, 2005- OCTOBER 12, 2005
FOR 1,039 CCFS AND $2,031.89, WHICH ADJUSTED FOR PRIOR
ESTIMATED METER READINGS DATING BACK TO SEPTEMBER 2004. 8.
THAT A USAGE ANALYSIS WAS PERFORMED AND THE CUSTOMER'S USAGE
IS IN LINE WITH PRIOR CONSUMPTION AT THIS PROPERTY. 9. THAT ON
OCTOBER 26, 2005 PGW CREDITED THE CUSTOMER'S ACCOUNT $546.24

```

FOR CHANGES IN THE GAS COST ADJUSTMENT. 10. THAT SINCE NOVEMBER 2005 ACTUAL METER READINGS HAVE BEEN OBTAINED. 11. THAT ON APRIL 13, 2006 THE CUSTOMER PAID \$1,370.98 AND REDUCED THE BALANCE TO \$0.00. 12. THAT AS OF JULY 17, 2006 THE CUSTOMER HAS A BALANCE OF \$145.06 OWING TO THE PHILADELPHIA GAS WORKS. BASED ON THESE FINDINGS, THE BUREAU OF CONSUMER SERVICES CONCLUDES: 1. THAT THE BILLS ARE CORRECT AS RENDERED. 2. THAT THE BILL FOR \$2,031.89 WAS BASED ON AN ACTUAL METER READING AND WAS ADJUSTING FOR THE PRIOR BILLS FROM SEPTEMBER 13, 2004-SEPTEMBER 13, 2005 BEING ESTIMATED TOO LOW. THEREFORE IT IS DECIDED: 1. THAT MELANIE ROACH IS RESPONSIBLE FOR THE BALANCE OF \$145.06 OWING TO THE PHILADELPHIA GAS WORKS. JULY 28, 2006  
DATE \_\_\_\_\_ SIGNATURE MATTHEW  
HRIVNAK UTILITY COMPLAINT INVESTIGATOR BUREAU OF CONSUMER  
SERVICES PA PUBLIC UTILITY COMMISSION </Resolution>

<BalanceDate />

- <OtherInfo>

<BCSInvestigatorFName>MATTHEW</BCSInvestigatorFName>

<BCSInvestigatorLName>HRIVNAK</BCSInvestigatorLName>

<NbrOfTimeSend>1</NbrOfTimeSend>

<NbrOfTimeFaxed>0</NbrOfTimeFaxed>

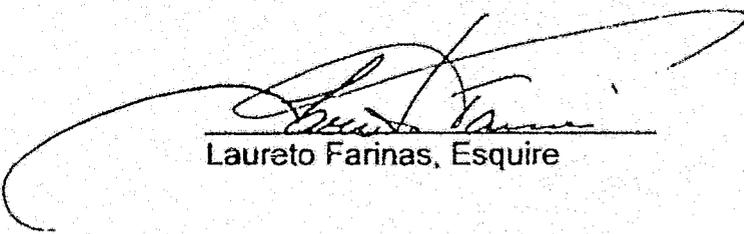
<PUCFax FaxAreaCode="717">7876641</PUCFax>

</OtherInfo>

VERIFICATION

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

Dated: September 15, 2006



Laureto Farinas, Esquire

CERTIFICATE OF SERVICE

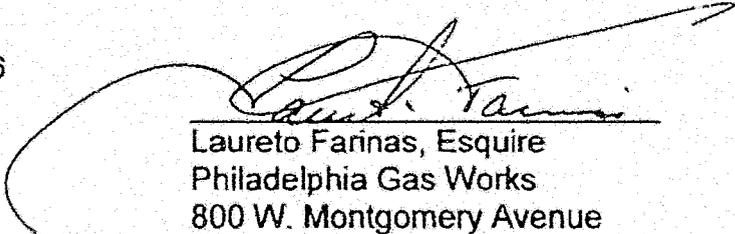
I HEREBY CERTIFY THAT I HAVE THIS DAY SERVED A TRUE COPY OF THE FOREGOING DOCUMENT UPON THE PARTICIPANTS LISTED BELOW, IN ACCORDANCE WITH THE REQUIREMENTS OF 52 PA CODE §1.54 (RELATING TO SERVICE BY A PARTICIPANT).

Service List:

For Complainant:

*Melanie T. Roach*  
6305 Sherwood Road  
Philadelphia, PA 19151

Dated: September 15, 2006



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