

AA 00106.00000 (40/40)

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: 06/27/05
8. DOCKET NO: F-01632134	:	9. EFFECTIVE DATE: 00/00/00

PARTY/COMPLAINANT: SERVANCE, DARLENE G.  
 RESPONDENT/APPLICANT: PHILADELPHIA GAS WORKS  
 COME/APP COUNTY: PHILADELPHIA UTILITY CODE: 125042

ALLEGATION OR SUBJECT

COMPLAINANT STATES THERE ARE INCORRECT CHARGES ON HER BILL.

RECEIVED  
 AUG 1 2 25 PM

DOCUMENT  
 FOLDER

ORIGINAL

BCS 1632134

Must be returned by July 5, 2005

PENNSYLVANIA PUBLIC UTILITY COMMISSION

Formal Complaint Form

Please print or type.

F-01632134

1. CUSTOMER NAME (COMPLAINANT)

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

Name DARLENE G. SERVANCE

Street/P.O. Box 6834 N. 9<sup>th</sup> St. Apt # \_\_\_\_\_

City PHILA State PA Zip 19126

County PHILA

Area Code/HOME Phone 215-276-8445

Area Code/WORK Phone 215-686-4023

Utility Account Number 7114022836  
(from your bill)

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: PHILA. GAS WORKS

RECEIVED  
JUN 27 AM 9:41  
PENNSYLVANIA PUBLIC UTILITY COMMISSION SECRETARY'S BUREAU

43

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. *Disputed amount, \$1,647.05*

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.

*(See Attached)*

5. RELIEF

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

Justify (prove) that I used this much gas., i.e. By way of "Meter Test" Results. Write Letter to Credit Bureau, re: "PAY Payment" on my report. Letter of Explanation with copy to me. Remove from credit report  
NOTE: IF JUSTIFICATION CANNOT BE MADE; (ASIDE FROM) "RATE INCREASE". THAT MY ACCOUNT BE CREDITED.

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 SARLENE G. SERVANCE, 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).

Sarlene G. Servance (Signature) 6-22-05 (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 <sup>nd</sup> 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.

Re: BC 50632134 - Darlene Sehnave

Page 1 of 4

PGW AC# 7114/022836

"2004"

4-7-04 - I telephoned the PUC to file a complaint against PGW re: HIGH BILLS.

4-12-04 - I telephoned PGW and spoke to Mike, Operator #47 to advise him of specifically three bills, Jan. 04- \$206.58, Feb. 04- \$310.57 and March 04 - \$506.86 (it would seem that Jan. and Feb. would be Higher than March) TOTAL: \$1,078.01

BUT IN JANUARY, 05 MY BILLS DID INCREASE and I  
NOTE: Jan. 05- \$309.76, Feb.05 - \$343.46

He suggested that I get a "Meter Test" for my old Meter #1789777

4-12-04 - Wrote letter to City Meter Test along with check in the amount of \$10.00 (see attach)

4-13-04 - Old Meter #1789777 removed from my home to conduct Test and Investigation

4-22-04 - Telephoned PGW re: my bill is NOW \$1,817.40 even though I have been current with my payments in the amount of \$170.00 (Payment arrangement). She advised that gas prices has gone up, she also stated that there is a notation in my file re: my filing a complaint against PGW, I further explained that this bill still does not explain the discrepancies of my gas bills from from month to month; questioned how long will it take for "Meter Test" she stated 4-6 weeks.

5-24-04 - Per PGW MY DISPUTED AMOUNT IS \$1,647.05 not \$506.86 as stated by PUC in their decision

7-6-04 - Telephoned PGW to question as to why I have to continue to pay \$170.00 month, hence my current charges for the month of JULY, 04 was only \$28.76, AUGUST, 04 - \$27.36.

NOTE: BILL FOR MONTH OF DEC, 04 WAS ONLY \$115.11 AND ALMOST DOUBLED FOR THE MONTH OF JANUARY, 05

AC 5 16 134 - Darlene Servone  
PGW AC# 7114022836

Page 2 of 4

8-3-04 - Telephoned PGW and spoke to Mrs. Farmer re: getting off of payment plan since I have been paid ON TIME CONSECUTIVELY for (4) MONTHS "AS REQUIRED" by PGW, hence I have NEVER BEEN DELINQUENT, also Requested that she check STATUS of my METER TEST, she Stated that she will take me off of payment plan UNTIL MY COMPLAINT WITH PUC HAS BEEN RESOLVED., she further stated that there is NOTHING IN HER SYSTEM RE: RESULTS OF MY METER TEST; SHE STATED THAT THE RESULTS WILL BE MAILED TO MY HOME; I QUESTIONED BECAUSE IT HAS BEEN ALREADY BEEN 4 MONTHS AND MORE IMPORTANTLY MY GAS BILLS WERE GETTING HIGHER AND HIGHER

For your review I have attached copies of my gas bills for the following months: of 2004 & 2005

YEAR 2004

JANUARY, 2004 -	\$260.58
FEBRUARY, 2004 -	\$310.57 (payment plan -\$170.00) - PAID
MARCH, 2004	\$506.86 (payment plan -\$170.44) - PAID
APRIL, 2004	\$181.40 (payment plan - \$170.00) - PAID
MAY, 2004	\$ 67.86 (payment plan- \$170.00) - PAID
JUNE, 2004	\$ 29.62 (payment plan- \$170.00) - PAID
JULY, 2004	\$ 28.76 (payment plan- \$170.00) - PAID
AUGUST, 2004	\$ 27.36
NOVEMBER, 2004	\$115.11
DECEMBER, 2004	\$182.17

YEAR 2005

JANUARY, 2005	\$309.76
FEBRUARY, 2005	\$343.46
APRIL, 2005	\$144.08

It has been approximately ONE YEAR in trying to get this matter resolved.

Re: BCS 1632134 - DARLENE SEKVANCE  
PGW AC# 7114022836

PAGE 3 of 4

4-11-05 - DECISION RENDERED FROM PUC (see attached)

4-11-05 - Returned call of Matthew Hrivnak; PUC, he advised that the PUC has reached a decision re: my complaint against PGW. He briefly stated that he agrees with PGW; that I am liable for the amount; I questioned Mr. Hrivnak about the results of the "Meter Test", he stated that he has no such documentation in his file; I advised him that I paid for and requested a Meter Test in 4-04; re: the meter at my property; he then stated that all he can do is make a notation in the file; then he further stated if I do not AGREE with this decision that I can file an APPEAL; I then stated that I will be filing an APPEAL as soon as possible; and in addition I stated to him; that how could such a decision be rendered without the results of the "METER TEST"; again stated that I could file an APPEAL.

4-18-05 - Received documents re: Decision from PUC (see attached)

4-18-05 - APPEAL FILED WITH PUC re: DECISION WITH COPY TO PGW (see attached)

4-18-05 - Received SHUT-OFF NOTICE FROM PGW; AFTER DECISION WAS RENDERED FROM PUC on 4-11-05 (see attached)

4-26-05 - Telephoned PGW and spoke to "Thomas" (very rude), questioned as to whom I would contact "directly" and a telephone number to the "City Meter Test" department; he rudely stated that they do not have a telephone number; he then blurted out the address of P.O. Box 37019, Phila. PA 19122 (this address is different to the one which was given to me) Before I could finish my sentence he BLURTED OUT TO ME THAT A DECISION HAS BEEN MADE BY PUC; I THEN ADVISED HIM THAT IS NOT THE REASON FOR THIS CALL; I PROCEEDED TO TELL HIM THAT SINCE YOU MENTIONED IT; I AM AWARE OF THE DECISION AND THAT I AM PUTTING PGW ON NOTICE THAT I WILL BE APPEALING THE DECISION. I THEN ADVISED HIM THAT PGW HAS PLACED A NOTATION IN MY CREDIT REPORT OF "120" DAY DELINQUENT" AND THAT THIS IS UNTRUE; HE RUDELY STATED THAT THIS IS SOMETHING THAT I WILL HAVE TO TAKE CARE OF; I ASKED TO SPEAK WITH A SUPERVISOR; HE THEN PLACED ME ON HOLD FOR 15 MINUTES; AND STATED THAT A SUPERVIROR WILL GET BACK TO ME.

Re: BCS 1632134. DARLENE SERVANO  
PGW AC # 7114022336

Page 4 of 4

- 4-26-05- Letter to PGW re: my Intent to APPEAL decision of PUC( see attach)
- 4-26-06- Complaint letter to PGW RE: 120-day DELINQUENT NOTATION THAT WAS PLACED IN MY CREDIT REPORT
- 4-26-05 - Telephoned Mayor's complaint office to obtain telephone number of "City Meter Test"; they do not have a number; referred me to Consumer Advocate Office, 686-7598.
- 4-26-05 - Telephoned Consumer Advocate office to obtain telephone number and spoke to Pat, she does not have number either.
- 4-26-05 - Telephoned Directory Assistance; they do not have a listing of "City Meter Test"
- 4-26-05- Letter to "City Meter Test" at BOTH ADDRESSES requesting copy of "Report" of findings and investigation performed on 4-13-04

Mr. Evans to say the least I am appalled, disgusted, frustrated and disappointed with regards to PGW and PUC in the manner that my case has been handled.

I would like to re-iterate my concerns and conversations with Mr. Hrivnak at PUC and with "Thomas" at PGW. I feel that PGW is winning the WAR now; my Gas bills are increasing every month; they are reporting incorrect information to Credit bureaus when there is a dispute. I work full time, attend school at night, I have a son in college there IS NO ONE IN MY HOME ALL DAY. My heat never goes above 67 degrees and at night it is reduced to 65 degrees. It is my intention to get electric heaters or kerosene heaters because I cannot continue to pay these outrageous prices, especially when my heat it NEVER ABOVE 70 degrees. My son and I suffer with allergies and asthma so it is conducive to us not to have our heat on HIGH.

In speaking with my friends, families and co-workers this is still a growing concern among us all. I have also spoken to friends etc. who live in different parts of the city, i.e. South Philly, Northeast there bills are not as outrageous and the majority of these people are home ALL DAY. It would be interesting to do a survey of the entire metropolitan city and do an assessment of what people are paying.

DARLENE SERVANCE  
 6834 N 9TH ST  
 PHILADELPHIA PA 19126-2903

Page: 2 of 2  
 Billing Date: 01/15/04  
 Account Number: 7114022836

Account Summary	Previous Balance	Payments Received	Balance Brought Forward	Repairs and Adjustments	Current Charges	Account Balance
	\$859.28	\$100.00	\$759.28	\$11.38	\$260.58	\$1,031.24

Current Basic Charges

SA ID# 9961340150, 6834 N 9TH ST  
 Rate Class: General Service Residential

Supply Charges	
Commodity Charge 189 Ccf @ \$0.71697	\$135.51
Total Supply Charges	\$135.51
Delivery Charges	
Customer Charge @ \$2.00	\$12.00
Distribution Charge 189 Ccf @ \$0.53564	\$101.24
Gas Cost Adjustment 189 Ccf @ \$0.04616	\$8.72
Weather Normalization Adjustment	\$3.11
Total Delivery Charges	\$125.07
Total Current Billing Charges	\$260.58

Adjustment Detail

Adjustments for SA ID # 9961340150

Late Payment Charge	\$11.38
Total Adjustments	\$11.38

*Carol Chang*  
*for Agreement*

Meter Detail

Meter #: 1789777 Service Point: 9972236517 Next Meter Read: Feb 11, 2004

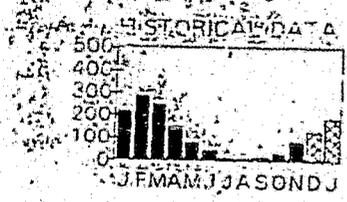
Date	Reading	Type	Date	Reading	Type	Difference	Usage (Ccf)	Conversion Factor	Total Therms
01/11/2004	1394	Estimated	01/13/2004	1589	Estimated	189	189.00	1.041	196.82

Energy Usage Information

SA ID# 9961340150, 6834 N 9TH ST

COMPARATIVE GAS USAGE THIS MONTH

	This Year	Last Year
Avg Daily Usage (Ccf)	6.0	7.0
Billing Days	33	32
Avg Daily Cost	\$7.90	\$8.29



LAST 12 MONTHS

Total Ccf	1325.00
Avg Ccf	110.42

■ Actual  
 □ Estimated

POOR ORIGINAL

**MONTHLY STATEMENT**

From 12/11/03 thru 01/13/04

Account for  
**DARLENE SERVANCE**  
6834 N 9TH ST  
PHILADELPHIA PA 19126 2903

**Payments Summary**

12/19/03 Check \$100.00

Billing Summary  
Past Due Amount \$759.28

Adjustments \$11.38

Current Charges \$260.58

Total Amount Due-By  
Feb 10, 2004 \$1,031.24

**GENERAL INFORMATION**

CONTACT US

Gas Leaks & Emergencies 215 235-1212  
Billing & General Information 215 235-1000  
Appliance Service 215 235-2050  
Theft of Gas 215 684-6383  
Foreign Language Assistance 215 235-1000  
Hearing impaired TTY Line 215 236-4646  
Representantes Que Hablan Espanol 215 235-2175

Web Site - [www.pgworks.com](http://www.pgworks.com)

CUSTOMER SERVICE CENTERS

(Hours 9 a.m. - 5 p.m.)

Center City 1137 Chestnut St. (M, T, TH, F)  
Germantown 210 W. Chelton Ave. (T, W, F)  
S. Philadelphia 1601 S. Broad St. (M, W, TH)  
Frankford 4410 Frankford Ave. (T, TH, F)  
N. Philadelphia 1337 W. Erie Ave. (M, W, TH)  
W. Philadelphia 5230 Chestnut St. (M, T, W, F)

To avoid Finance Charges please pay total amount due by the due date. Finance Charge is calculated at 1.5% monthly. (18% yearly)

Questions or complaints about your bill? Please call us before the Due Date at 215-235-1000.  
Or write to: PGW P.O. Box 3500, Phila., PA 19122-0050

**POOR ORIGINAL**

PHILADELPHIA GAS WORKS  
800 W. MONTGOMERY AVENUE PHILADELPHIA PA 19122-0050

Notice Date: 01/15/04

Account Number: 7114022836

Telephone: 215-235-1000  
Fax Number: 215-584-6996

DARLENE SERVANCE  
6834 NORTH ST  
PHILADELPHIA PA 19126-2903

Dear Customer:

The enclosed gas bill is based on an estimated meter reading because we have been unable to obtain a valid meter reading at your property for one or more months.

Please call our offices between 8:00 AM & 4:30 PM Monday through Friday 215-235-1000 with your current meter reading.

Thank you for your cooperation in this matter. We look forward to hearing from you soon.

Sincerely,  
PGW Customer Service Department

POOR ORIGINAL

**PHILADELPHIA GAS WORKS**  
800 W. MONTGOMERY AVENUE, PHILADELPHIA, PA 19122 3050

**MONTHLY STATEMENT**

From: 01/13/04 thru 02/11/04  
Account for: DARLENE SERVANCE  
6834 N. 9TH ST.  
PHILADELPHIA, PA 19126-2903

Payments Summary

02/02/04 Check \$170.44

Billing Summary

Past Due Amount \$860.80  
Adjustments \$12.91  
Current Charges \$310.57

Total Amount Due By  
Mar 10, 2004 \$1,184.28

**GENERAL INFORMATION**

CONTACT US

- Gas Leaks & Emergencies 215 235-1211
- Billing & General Information 215 235-1000
- Appliance Service 215 235-2051
- Theft of Gas 215 684-6381
- Foreign Language Assistance 215 235-1000
- Hearing impaired TTY Line 215 236-4641
- Representantes Que Hablan Espanol 215 235-2171

Web Site - [www.pgworks.com](http://www.pgworks.com)

CUSTOMER SERVICE CENTERS

(Hours 9 a.m. - 5 p.m.)

- Center City 1137 Chestnut St. (M, T, TH, F)
- Germantown 210 W. Chelton Ave. (T, W, F)
- S. Philadelphia 1601 S Broad St. (M, W, TH)
- Frankford 4410 Frankford Ave. (T, TH, F)
- N. Philadelphia 1337 W. Erie Ave. (M, W, TH)
- W. Philadelphia 5230 Chestnut St. (M, T, W, F)

To avoid finance charges please pay total amount due by the due date. Finance Charge is calculated at 1.5% monthly (18% yearly).

Questions or complaints about our bill? Please call us before the Due Date at 215.235.1000.

**POOR ORIGINAL**

DARLENE SERVANCE  
 6834 N 9TH ST  
 PHILADELPHIA PA 19126-2903

Page: 2 of 2  
 Billing Date: 02/13/04  
 Account Number: 7114022836

Account Summary	Previous Balance	Payments Received	Balance Brought Forward	Repairs and Adjustments	Current Charges	Account Balance
	\$1,031.24	\$170.44	\$860.80	\$12.91	\$310.57	\$1,184.28

**Current Basic Charges**

SA ID# 9961340150, 6834 N 9TH ST  
 Rate Class: General Service Residential

Supply Charges	
Commodity Charge 240 Ccf @ \$0.7169	\$172.07
<b>Total Supply Charges</b>	<b>\$172.07</b>
Delivery Charges	
Customer Charge @ \$12.00	\$12.00
Distribution Charge 240 Ccf @ \$0.53564	\$128.55
Gas Cost Adjustment 240 Ccf @ \$0.04616	\$11.08
Weather Normalization Adjustment	\$13.13 CR
<b>Total Delivery Charges</b>	<b>\$138.50</b>
<b>Total Current Billing Charges</b>	<b>\$310.57</b>

**Adjustment Detail**

Adjustments for SA ID # 9961340150

Late Payment Charge	<i>After Credit</i>	\$12.91
<b>Total Adjustments</b>		<b>\$12.91</b>

**Meter Detail**

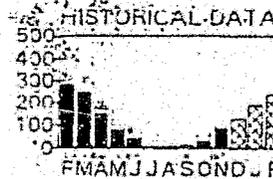
Meter # 1789.777 Service Point 9972236517 Next Meter Read: Mar 12, 2004

From		To		Usage (Ccf)	Conversion Factor	Total Therms
Date	Reading	Date	Reading			
02/13/2004	1587	02/17/2004	1827	240.00	1.038	249.02

**Energy Usage Information**

SA ID# 9961340150, 6834 N 9TH ST  
 COMPARATIVE GAS USAGE THIS MONTH

	This Year	Last Year
Avg Daily Usage (Ccf)	8.0	10.0
Billing Days	29	29
Avg Daily Cost	\$10.71	\$10.93



LAST 12 MONTHS  
 Total Ccf 1276.00  
 Avg Ccf 106.33

■ Actual  
 ▨ Estimated

POOR ORIGINAL

PHILADELPHIA GAS WORKS  
802 W. MONTGOMERY AVENUE, PHILADELPHIA PA 19122-3950

Notice Date: 02/13/04

Account Number: 7114022836

Telephone: 215-235-1000  
Fax Number: 215-684-6996

DARLENE SERVANCE  
6834 N 9TH ST  
PHILADELPHIA PA 19126-2903

Dear Customer:

The enclosed gas bill is based on an estimated meter reading because we have been unable to obtain a valid meter reading at your property for one or more months.

Please call our offices between 8:00 AM & 4:30 PM Monday through Friday  
215-235-1000 with your current meter reading.

Thank you for your cooperation in this matter. We look forward to hearing from you soon.

Sincerely,

PGW Customer Service Department

POOR ORIGINAL

PHILADELPHIA GAS WORKS  
800 W. MONTGOMERY AVENUE, PHILADELPHIA, PA 19122-0950

Page: 1 of 2  
Billing Date: 02/13/04  
Account Number: 7114022836

MONTHLY STATEMENT

GENERAL INFORMATION

From 01/13/04 thru 02/13/04

Account for:  
DARLENE SERVANCE  
6834 N 9TH ST.  
PHILADELPHIA, PA 19126-2903

Payments Summary

02/02/04 Check \$170.44

Billing Summary

Past Due Amount \$860.80  
Adjustments \$12.91  
Current Charges \$310.57

Total Amount Due By  
Mar 10, 2004 \$1,184.28

*"Yes Works"*  
*215-787-1250*

*Payment  
agreement*

- 235-1212
- 235-1000
- 235-2050
- 684-6383
- 235-1000
- 236-4646
- 235-2175

- TH, F)
- W, F)
- TH)
- TH, F)
- W, TH)
- F, W, F)

To avoid finance charges, please pay total amount due by monthly (18% yearly).

15%

Questions or complaints about your bill? Please call us before the due date at 215-787-1000.

POOR ORIGINAL

DARLENE SERVANCE  
 6834 N 9TH ST  
 PHILADELPHIA PA 19126-2903

Page: 2 of 3  
 Billing Date: 03/23/04  
 Account Number: 7114022836

Account Summary

Previous Balance	Payments Received	Balance Brought Forward	Repairs and Adjustments	Current Charges	Account Balance
\$1,184.28	\$0.00	\$1,184.28	\$44.09 CR	\$506.86	\$1,647.05

Current Basic Charges

SA ID# 9961340150, 6834 N 9TH ST  
 Rate Class: General Service Residential

*Estimated Bill to Actual 3/13 meter perked*

Supply Charges

Commodity Charge 211.35 Ccf @ \$0.71697	\$151.54
Commodity Charge 152.65 Ccf @ \$0.76331	\$116.51
<b>Total Supply Charges</b>	<b>\$268.05</b>

Delivery Charges

Customer Charge @ \$12.00	\$12.00
Distribution Charge 211.35 Ccf @ \$0.53564	\$113.21
Distribution Charge 152.65 Ccf @ \$0.53935	\$82.33
Gas Cost Adjustment @ \$0.04616 for 18 Days	\$9.75
Gas Cost Adjustment @ \$0.02923 for 13 Days	\$4.46
Weather Normalization Adjustment	\$17.06
<b>Total Delivery Charges</b>	<b>\$238.81</b>
<b>Total Current Billing Charges</b>	<b>\$506.86</b>

Adjustment Detail

Adjustments for SA ID# 9961340150

PER CRU LPCWVE	\$44.09 CR
<b>Total Adjustments</b>	<b>\$44.09 CR</b>

Meter Detail

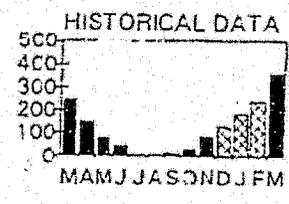
Your meter was changed on  
 Meter # 1731787 Service Point: 9972236517 Next Meter Read: Apr 13, 2004

From			To			Difference	Usage (Ccf)	Conversion Factor	Total Therms
Date	Reading	Type	Date	Reading	Type				
03/13/2004	8958	Installed	03/13/2004	8958	Estimated	0	0.00	1.037	0.00
02/11/2004	1827	Estimated	03/13/2004	2191	Removed	364	364.00	1.042	379.25

Energy Usage Information

SA ID# 9961340150, 6834 N 9TH ST  
 COMPARATIVE GAS USAGE THIS MONTH

	This Year	Last Year
Avg Daily Usage (Ccf)	12.0	8.0
Billing Days	31	30
Avg Daily Cost	\$16.35	\$9.37



LAST 12 MONTHS  
 Total Ccf 1386.00  
 Avg Ccf 115.50

■ Actual  
 ▨ Estimated

Budget Billing Information

Bill # 1

Current Amount	\$145.00
Past Due Amount	\$0.00
Non Basic Charges	\$0.00
<b>TOTAL AMOUNT DUE</b>	<b>\$145.00</b>

**POOR ORIGINAL**

PHILADELPHIA GAS WORKS  
800 W. MONTGOMERY AVENUE PHILADELPHIA, PA 19122-0050

Page: 1 of 3  
Billing Date: 03/23/04  
Account Number: 7114022836

MONTHLY STATEMENT

GENERAL INFORMATION

From 02/11/04 thru 03/13/04

CONTACT US

Account for:  
DARLENE SERVANCE  
6834 N. 9TH ST.  
PHILADELPHIA PA 19126-2903

Gas Leaks & Emergencies 215 235-1212  
Billing & General Information 215 235-1000  
Appliance Service 215 235-2050  
Theft of Gas 215 684-6383  
Foreign Language Assistance 215 235-1000  
Hearing Impaired TTY Line 215 236-4646  
Representantes Que Hablan Español 215 235-2175

Agreement Billing Summary

Past Due Amount \$0.00  
Adjustments \$44.09 CB  
Current Agreement Charges \$170.00

Web Site - [www.pgworks.com](http://www.pgworks.com)

CUSTOMER SERVICE CENTERS:

(Hours 9 a.m. - 5 p.m.)

Total Amount Due By  
Apr 16, 2004 \$170.00

Center City 1137 Chestnut St. (M, T, TH, F)  
Germantown 210 W. Chelton Ave. (T, W, F)  
S. Philadelphia 1601 S. Broad St. (M, W, TH)  
Frankford 4410 Frankford Ave. (T, TH, F)  
N. Philadelphia 1337 W. Erie Ave. (M, W, TH)  
W. Philadelphia 5230 Chestnut St. (M, T, W, F)

Questions or complaints about your bill? Please call us before the Due Date at 215-235-1000.  
Or write to PGW P.O. Box 3500, Philadelphia, PA 19122-0050

POOR ORIGINAL

PHILADELPHIA GAS WORKS  
853 W. MONROE AVENUE, PHILADELPHIA, PA 19122-0050

Notice Date: 03/23/04

Account Number: 7114022836

Telephone: 215-235-1000

Fax Number: 215-584-6996

DARLENE SERVANCE  
6834 N 9TH ST  
PHILADELPHIA PA 19126-2903

Dear Customer,

Enclosed is a makeup bill that reflects usage not previously billed due to low estimates. PGW would like to offer you an affordable payment arrangement. The arrangement term can be extended at least as long as the time period covered by the make up bill. Also, no additional finance charges will be assessed as long as you keep your payment arrangement terms.

Should you have any questions or wish to make a payment arrangement please call our offices at 215-235-1000 between 8:00 AM and 4:30 PM Monday through Friday.

Kindly accept our apology for any inconvenience this matter may have caused you. Thank you.

Sincerely,  
PGW Customer Service Department

POOR ORIGINAL

Account Summary	Previous Balance	Payments Received	Balance Brought Forward	Repairs and Adjustments	Current Charges	Account Balance
	\$1,647.05	\$170.00	\$1,477.05	\$0.00	\$181.40	\$1,658.45

**Current Basic Charges**

SA ID# 9961340150, 6834 N 9TH ST  
 Rate Class: General Service Residential  
 Supply Charges:

Commodity Charge 130 Ccf @ \$0.76331	\$99.23
<b>Total Supply Charges</b>	<b>\$99.23</b>
Delivery Charges:	
Customer Charge @ \$12.00	\$12.00
Distribution Charge 130 Ccf @ \$0.53935	\$70.12
Gas Cost Adjustment @ \$0.02923 for 31 Days	\$3.80
Weather Normalization Adjustment	\$3.75 CR
<b>Total Delivery Charges</b>	<b>\$82.17</b>
<b>Total Current Billing Charges</b>	<b>\$181.40</b>

**Meter Detail**

Meter #: 173787

Service Point: 9972236517

Next Meter Read: May 12, 2004

From		To		Difference	Usage (Ccf)	Conversion Factor	Total Therms
Date	Reading	Date	Reading				
03/13/2004	8958	02/13/2004	8088	130	130.00	1.037	134.74

**Energy Usage Information**

SA ID# 9961340150, 6834 N 9TH ST  
 COMPARATIVE GAS USAGE THIS MONTH

	This Year	Last Year
Avg Daily Usage (Ccf)	4.0	5.0
Billing Days	31	29
Avg Daily Cost	\$5.85	\$6.91

**HISTORICAL DATA**



**LAST 12 MONTHS**

Total Ccf 1362.00  
 Avg Ccf 113.50

**Budget Billing Information**

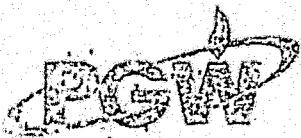
Bill # 2

Current Amount	\$145.00
Past Due Amount	\$0.00
Non Basic Charges	\$0.00
<b>TOTAL AMOUNT DUE</b>	<b>\$145.00</b>

**Agreement Billing Information**

Current Agreement Charges	\$25.00
Budget Amount	\$145.00
<b>Total Agreement Charges</b>	<b>\$170.00</b>
Past Due Amount	\$0.00
<b>Total Amount Due</b>	<b>\$1,817.05</b>

**POOR ORIGINAL**



**PHILADELPHIA GAS WORKS**  
800 W. MONTGOMERY AVENUE PHILADELPHIA PA 19122-0050

Page: 1 of 2  
Billing Date: 04/15/04  
Account Number: 7114022836

**MONTHLY STATEMENT**

From 03/13/04 thru 04/13/04  
Billing Cycle Number: 09

Account for:

DARLENE SERVANCE  
6834 N 9TH ST  
PHILADELPHIA PA 19126-2903

Payments Summary

04/13/04 Check	\$170.00
Agreement Billing Summary	
Past Due Amount	\$0.00
Current Agreement Charges	\$170.00

Total Amount Due-By	May 10, 2004	\$1,817.05
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**GENERAL INFORMATION**

CONTACT US

Gas Leaks & Emergencies	215 235-1212
Billing & General Information	215 235-1000
Appliance Service	215 235-2050
Theft of Gas	215 684-6383
Foreign Language Assistance	215 235-1000
Hearing impaired TTY Line	215 236-4646
Representantes Que Hablan Espanol	215 235-2175

Web Site - [www.pgworks.com](http://www.pgworks.com)

CUSTOMER SERVICE CENTERS

(Hours 9 a.m. - 5 p.m.)

Center City	1137 Chestnut St. (M, T, TH, F)
Germantown	210 W. Chelton Ave. (T, W, F)
S. Philadelphia	1601 S Broad St. (M, W, TH)
Frankford	4410 Frankford Ave. (T, TH, F)
N. Philadelphia	1337 W Erie Ave. (M, W, TH)
W. Philadelphia	5230 Chestnut St. (M, T, W, F)

Questions or complaints about your bill? Please call us before the Due Date at 215-235-1000.  
Or write to: PGW P.O. Box 3500, Phila., PA 19122-0050

**POOR ORIGINAL**

DARLENE SERVANCE  
 6834 N 9TH ST  
 PHILADELPHIA PA 19126-2903

Page: 2 of 2  
 Billing Date: 05/14/04  
 Account Number: 7114022836

Account Summary	Previous Balance	Payments Received	Balance Brought Forward	Repairs and Adjustments	Current Charges	Account Balance
	\$1,658.45	\$170.00	\$1,488.45	\$0.00	\$67.86	\$1,556.31

Current Basic Charges  
 SA ID# 9961340150, 6834 N 9TH ST  
 Rate Class: General Service Residential

Supply Charges	
Commodity Charge 38 Ccf @ \$0.76331	\$29.01
<b>Total Supply Charges</b>	<b>\$29.01</b>
Delivery Charges	
Customer Charge @ \$12.00	\$17.00
Distribution Charge 38 Ccf @ \$0.53935	\$20.50
Gas Cost Adjustment @ \$0.02923 for 29 Days	\$1.11
Weather Normalization Adjustment	\$5.24
<b>Total Delivery Charges</b>	<b>\$38.85</b>
<b>Total Current Billing Charges</b>	<b>\$67.86</b>

Meter Detail Meter # 1731787 Service Point: 9972236517 Next Meter Read: Jun 11, 2004

From	To	Usage	Conversion	Total					
Date	Reading	Type	Date	Heading	Type	Difference	(Ccf)	Factor	Therms
04/13/2004	9088	Actual	05/12/2004	9126	Actual	38	38.00	1.041	39.54

Energy Usage Information  
 SA ID# 9961340150, 6834 N 9TH ST  
 COMPARATIVE GAS USAGE THIS MONTH

	This Year	Last Year
Avg Daily Usage (Ccf)	1.0	3.0
Billing Days	29	32
Avg Daily Cost	\$2.34	\$3.91



Budget Billing Information  
 Bill # 3

Current Amount	\$145.00
Past Due Amount	\$0.00
Non Basic Charges	\$0.00
<b>TOTAL AMOUNT DUE</b>	<b>\$145.00</b>

Agreement Billing Information

Current Agreement Charges	\$25.00
Budget Amount	\$145.00
<b>Total Agreement Charges</b>	<b>\$170.00</b>
Past Due Amount	\$0.00
<b>Total Amount Due</b>	<b>\$1,817.05</b>

POOR ORIGINAL

PHILADELPHIA GAS WORKS

800 W. MONTGOMERY AVENUE PHILADELPHIA PA 19122-0050

Page: 1 of 2  
Billing Date: 05/14/04  
Account Number: 7114022836

MONTHLY STATEMENT

GENERAL INFORMATION

From 04/3/04 thru 05/12/04

Billing Cycle Number 09

Account for

DARLENE SERVANCE  
6834 N 9TH ST  
PHILADELPHIA PA 19126-2903

CONTACT US

- Gas Leaks & Emergencies 215 235-1212
- Billing & General Information 215 235-1000
- Appliance Service 215 235-2050
- Theft of Gas 215 684-6383
- Foreign Language Assistance 215 235-1000
- Hearing Impaired TTY Line 215 236-4646
- Representantes Que Hablan Espanol 215 235-2175

Web Site - [www.pgworks.com](http://www.pgworks.com)

Payments Summary

05/07/04 Check \$170.00

Agreement Billing Summary

Past Due Amount: \$0.00

Current Agreement Charges \$170.00

CUSTOMER SERVICE CENTERS

(Hours 9 a.m. - 5 p.m.)

- Center City 1137 Chestnut St. (M, T, TH, F)
- Germantown 210 W. Chelten Ave. (T, W, F)
- S. Philadelphia 1601 S. Broad St. (M, W, TH)
- Frankford 4410 Frankford Ave. (T, TH, F)
- N. Philadelphia 1337 W. Erie Ave. (M, W, TH)
- W. Philadelphia 5230 Chestnut St. (M, T, W, F)

Total Amount Due By	\$1,817.05
Jun. 09, 2004	

1647.05

*Disputed*

*Yervent*

Questions or complaints about your bill? Please call us before the Due Date at 215-235-1000.  
Or write to: PGW P.O. Box 3500, Phila., PA 19122-0050

POOR ORIGINAL

**PHILADELPHIA GAS WORKS**  
800 W. MONTGOMERY AVENUE, PHILADELPHIA, PA 19122-0050

**MONTHLY STATEMENT**

From 05/12/04 thru 06/11/04  
Billing Cycle Number: 09

Account for:  
DARLENE SERVANCE  
6834 N 9TH ST  
PHILADELPHIA PA 19126-2903

Payments Summary

06/07/04 Check \$170.00

Agreement Billing Summary

Past Due Amount \$0.00

Current Agreement Charges \$170.00

Total Amount Due By

Jul 09, 2004 **\$1,817.05**

**GENERAL INFORMATION**

CONTACT US

- Gas Leaks & Emergencies 215 235-1212
- Billing & General Information 215 235-1000
- Appliance Service 215 235-2050
- Theft of Gas 215 684-6383
- Foreign Language Assistance 215 235-1000
- Hearing impaired TTY Line 215 236-4646
- Representantes que hablan Espanol 215 235-2175

Web Site - [www.pgworks.com](http://www.pgworks.com)

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- Center, City 1137 Chestnut St. (M, T, TH, F)
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- S. Philadelphia 1601 S. Broad St. (M, W, TH)
- Frankford 4410 Frankford Ave. (T, TH, F)
- N. Philadelphia 11337 W. Erie Ave. (M, W, TH)
- W. Philadelphia 5230 Chestnut St. (M, T, W, F)

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Or write to: PGW, P.O. Box 3500, Philadelphia, PA 19122-0050

**POOR ORIGINAL**

DARLENE SERVANCE  
6834 N 9TH ST  
PHILADELPHIA PA 19126-2903

Page: 2 of 3  
Billing Date: 06/15/04  
Account Number: 7114022836

Account Summary	Previous Balance	Payments Received	Balance Brought Forward	Repairs and Adjustments	Current Charges	Account Balance
	\$1,556.31	\$170.00	\$1,386.31	\$0.00	\$29.62	\$1,415.93

Current Basic Charges

SA ID# 9961340150 6834 N 9TH ST  
Rate Class: General Service Residential

Supply Charges

Commodity Charge 8.23 Ccf @ \$0.76331	\$6.28
Commodity Charge 4.77 Ccf @ \$0.81653	\$3.89
<b>Total Supply Charges</b>	<b>\$10.17</b>

Delivery Charges

Customer Charge @ \$12.00	\$12.00
Distribution Charge 8.23 Ccf @ \$0.53935	\$4.44
Distribution Charge 4.77 Ccf @ \$0.58928	\$2.81
Gas Cost Adjustment @ \$0.02923 for 19 Days	\$0.24
Gas Cost Adjustment @ \$0.00954 for 11 Days	\$0.04 CR
<b>Total Delivery Charges</b>	<b>\$19.45</b>
<b>Total Current Billing Charges</b>	<b>\$29.62</b>

Meter Detail

Meter # 1731787

Service Point: 9972236517

Next Meter Read: Jul 13, 2004

Date	From Reading	Type	Date	To Reading	Type	Difference	Usage (Ccf)	Conversion Factor	Total Therms
06/12/2004	9126	Actual	06/15/2004	9139	Actual	13	13.00	1.038	13.49

Energy Usage Information

SA ID# 9961340150 6834 N 9TH ST  
COMPARATIVE GAS USAGE THIS MONTH

	This Year	Last Year
Avg Daily Usage (Ccf)	0.0	2.0
Billing Days	30	29
Avg Daily Cost	\$0.99	\$2.53

HISTORICAL DATA



LAST 12 MONTHS

Total Ccf 1280.00  
Avg Ccf 106.67

Actual  
Estimated

Budget Billing Information

Bill # 4

Current Amount	\$145.00
Past Due Amount	\$0.00
Non Basic Charges	\$0.00
<b>TOTAL AMOUNT DUE</b>	<b>\$145.00</b>

Agreement Billing Information

Current Agreement Charges	\$25.00
Budget Amount	\$145.00
<b>Total Agreement Charges</b>	<b>\$170.00</b>
Past Due Amount	\$0.00
<b>Total Amount Due</b>	<b>\$1,817.05</b>

POOR ORIGINAL

MONTHLY STATEMENT

From 06/11/04 thru 07/13/04

Billing Cycle Number: 09

Account for:

DARLENE SERVANCE  
6834 N 9TH ST  
PHILADELPHIA, PA 19126-2903

Payments Summary

07/08/04 Check \$170.00

Agreement Billing Summary

Past Due Amount \$0.00

Current Agreement Charges \$170.00

Total Amount Due By:	
Aug 09, 2004	\$1,817.05

GENERAL INFORMATION

CONTACT US

Gas Leaks & Emergencies	215 235-1212
Billing & General Information	215 235-1000
Appliance Service	215 235-2050
Theft of Gas	215 684-6383
Foreign Language Assistance	215 235-1000
Hearing impaired TTY Line	215 236-4646
Representantes Que Hablan Espanol	215 235-2175

Web Site - [www.pgworks.com](http://www.pgworks.com)

CUSTOMER SERVICE CENTERS

(Hours 9 a.m. - 5 p.m.)

Center City	1137 Chestnut St. (M, T, TH, F)
Germantown	210 W. Chelton Ave. (T, W, F)
S. Philadelphia	1601 S. Broad St. (M, W, TH)
Frankford	4410 Frankford Ave (T, TH, F)
N. Philadelphia	1337 W. Erie Ave (M, W, TH)
W. Philadelphia	5230 Chestnut St. (M, T, W, F)

Questions or complaints about your bill? Please call us before the Due Date at 215 235-1000.  
Or write to: PGW P.O. Box 3500, Phila. PA 19122-0050

POOR ORIGINAL

DARLENE SERVANCE  
 6834 N 9TH ST  
 PHILADELPHIA PA 19126-2903

Page: 2 of 2  
 Billing Date: 07/15/04  
 Account Number: 7114022836

Account Summary

Previous Balance	Payments Received	Balance Brought Forward	Repairs and Adjustments	Current Charges	Account Balance
\$1,415.93	\$170.00	\$1,245.93	\$0.00	\$28.76	\$1,274.69

Current Basic Charges

SA ID# 9961340150, 6834 N 9TH ST  
 Rate Class: General Service Residential

Supply Charges

Commodity Charge 12 Ccf @ \$0.81653 ..... \$9.80

Total Supply Charges ..... \$9.80

Delivery Charges

Customer Charge @ \$12.00 ..... \$12.00

Distribution Charge 12 Ccf @ \$0.58928 ..... \$7.07

Gas Cost Adjustment @ -\$0.00954 for 32 Days ..... \$0.11 CR

Total Delivery Charges ..... \$18.96

Total Current Billing Charges ..... \$28.76

Meter Detail

Meter #: 173178

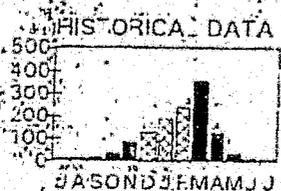
Service Point: 9972236517

Next Meter Read: Aug 11, 2004

Date	From Reading	Type	Date	To Reading	Type	Difference	Usage (Ccf)	Conversion Factor	Total Therms
06/11/2004	9139	Actual	07/13/2004	9151	Actual	12	12.00	1.038	12.45

Energy Usage Information

SA ID# 9961340150, 6834 N 9TH ST  
 COMPARATIVE GAS USAGE THIS MONTH  
 This Year Last Year  
 Avg Daily Usage (Ccf) 0.0 0.0  
 Billing Days 32 30  
 Avg Daily Cost \$0.90 \$1.02



HISTORICAL DATA  
 LAST 12 MONTHS  
 Total Ccf 1278.00  
 Avg Ccf 106.50  
 ■ Actual  
 ▨ Estimated

Budget Billing Information

Current Amount \$145.00  
 Past Due Amount \$0.00  
 Non Basic Charges \$0.00  
**TOTAL AMOUNT DUE \$145.00**

Agreement Billing Information

Current Agreement Charges \$25.00  
 Budget Amount \$145.00  
**Total Agreement Charges \$170.00**  
 Past Due Amount \$0.00  
**Total Amount Due \$1,817.05**

POOR ORIGINAL

Account Summary	Previous Balance	Payments Received	Balance Brought Forward	Repairs and Adjustments	Current Charges	Account Balance
	\$1,274.69	\$28.76	\$1,245.93	\$0.00	\$27.36	\$1,273.29

Current: SA ID# 9961340150, 6834 N 9TH ST  
 Basic Rate Class: General Service Residential

Charges

Supply Charges	
Commodity Charge 11 Ccf @ \$0.81653	\$8.98
Total Supply Charges	\$8.98
Delivery Charges	
Customer Charge @ \$12.00	\$12.00
Distribution Charge 11 Ccf @ \$0.58928	\$6.48
Gas Cost Adjustment @ -\$0.00954 for 29 Days	\$0.10 CR
Total Delivery Charges	\$18.38
Total Current Billing Charges	\$27.36

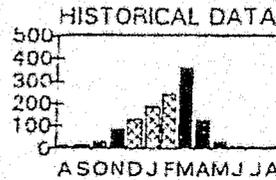
Meter Detail Meter # 1731787 Service Point: 9972236517 Next Meter Read: Sep 13, 2004

From			To			Usage (Ccf)	Conversion Factor	Total Therms
Date	Reading	Type	Date	Reading	Type			
07/13/2004	9151	Actual	08/11/2004	9162	Actual	11	1.046	11.56

Energy Usage Information

SA ID# 9961340150, 6834 N 9TH ST  
 COMPARATIVE GAS USAGE THIS MONTH

	This Year	Last Year
Avg Daily Usage (Ccf)	0.0	1.0
Billing Days	29	31
Avg Daily Cost	\$0.94	\$1.07



LAST 12 MONTHS

Total Ccf	1273.00
Avg Ccf	106.08

■ Actual  
 ▨ Estimated

Message Center

Your Easy Way budget plan has been canceled. Please pay the full amount of your bill each month. Thank you.

POOR ORIGINAL

PHILADELPHIA GAS WORKS  
800 W. MONTGOMERY AVENUE, PHILADELPHIA, PA 19122-0050

Page: 1 of 2  
Billing Date: 08/13/04  
Account Number: 7114022836

MONTHLY STATEMENT

From 07/13/04 thru 08/11/04

Billing Cycle Number: 109

Account for:

DARLENE SERVANCE  
6834 N 9TH ST  
PHILADELPHIA PA 19126-2903

Payments Summary

08/05/04 Check \$28.76  
Billing Summary  
Past Due Amount \$1,245.93  
Current Charges \$27.36

Total Amount Due By  
Sep 08, 2004 \$1,273.29

GENERAL INFORMATION

CONTACT US

Gas Leaks & Emergencies 215 235-1212  
Billing & General Information 215 235-1000  
Appliance Service 215 235-2050  
Theft of Gas 215 684-6383  
Foreign Language Assistance 215 235-1000  
Hearing impaired TTY Line 215 236-4646  
Representantes Que Hablan Espanol 215 235-2175

Web Site: [www.pgworks.com](http://www.pgworks.com)

CUSTOMER SERVICE CENTERS

(Hours 9 a.m. - 5 p.m.)

Center City 1137 Chestnut St. (M, T, TH, F)  
Germantown 210 W. Chelton Ave. (T, W, F)  
S. Philadelphia 1601 S. Broad St. (M, W, TH)  
Frankford 4410 Frankford Ave. (T, TH, F)  
N. Philadelphia 1337 W. Erie Ave. (M, W, TH)  
W. Philadelphia 5230 Chestnut St. (M, T, W, F)

To avoid finance charges please pay total amount due by the due date. Finance Charge is calculated at 1.5% monthly. (1.8% yearly)

Questions or complaints about your bill? Please call us before the Due Date at 215-235-1000  
Or write to: PGW, P.O. Box 3500, Phila, PA 19122-0050

POOR ORIGINAL



DARLENE SERVANCE  
6834 N 9TH ST  
PHILADELPHIA PA 19126-2903

Page: 2 of 2  
Billing Date: 09/15/04  
Account Number: 7114022836

**Account Summary**

Previous Balance	Payments Received	Balance Brought Forward	Repairs and Adjustments	Current Charges	Account Balance
\$1,273.29	\$27.36	\$1,245.93	\$0.00	\$27.42	\$1,273.35

**Current Basic Charges**

SA ID# 9961340150, 6834 N 9TH ST  
Rate Class: General Service Residential

Supply Charges		
Commodity Charge 6.67 Ccf @ \$0.81653		\$5.44
Commodity Charge 4.33 Ccf @ \$0.84944		\$3.68
<b>Total Supply Charges</b>		<b>\$9.12</b>
Delivery Charges		
Customer Charge @ \$12.00		\$12.00
Distribution Charge 6.67 Ccf @ \$0.58928		\$3.93
Distribution Charge 4.33 Ccf @ \$0.57908		\$2.51
Gas Cost Adjustment @ -\$0.00954 for 20 Days		\$0.06 CR
Gas Cost Adjustment @ -\$0.01859 for 13 Days		\$0.08 CR
<b>Total Delivery Charges</b>		<b>\$18.30</b>
<b>Total Current Billing Charges</b>		<b>\$27.42</b>

**Meter Detail**

Meter #: 1731787

Service Point: 9972236517

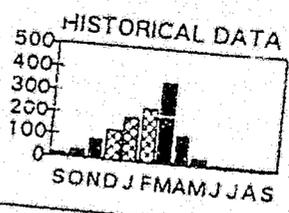
Next Meter Read: Oct 12, 2004

From			To			Difference	Usage (Ccf)	Conversion Factor	Total Therms
Date	Reading	Type	Date	Reading	Type				
08/11/2004	9162	Actual	09/13/2004	9173	Actual	11	11.00	1.036	11.39

**Energy Usage Information**

SA ID# 9961340150, 6834 N 9TH ST  
COMPARATIVE GAS USAGE THIS MONTH

	This Year	Last Year
Avg Daily Usage (Ccf)	0.0	1.0
Billing Days	33	31
Avg Daily Cost	\$0.83	\$1.20



LAST 12 MONTHS  
Total Ccf 1265.00  
Avg Ccf 105.42

**Message Center**

Effective Sept. 1, 2004, PGW rates have changed. Commodity Charge increased to \$0.84944 per CCF. Gas Cost Adjustment decreased to (\$0.01859) Per CCF. Distribution Charge decreased to \$0.57908 per CCF. The changes will increase the typical residential heating bill by about \$14.00 a year.



**PHILADELPHIA GAS WORKS**  
 800 W. MONTGOMERY AVENUE, PHILADELPHIA, PA 19122-0050

Page: 1 of 2  
 Billing Date: 11/13/04  
 Account Number: 7114022836

**MONTHLY STATEMENT**

From 10/12/04 thru 11/10/04  
 Billing Cycle Number: 09

Account for:  
**DARLENE SERVANCE**  
 6834 N 9TH ST.  
 PHILADELPHIA PA 19126-2903

Payments Summary

10/28/04 Check	\$36.01
10/28/04 Check	\$93.00
Billing Summary	\$1,152.93
Past Due Amount	\$93.00
Adjustments	
Current Charges	\$115.11

Total Amount Due By	<b>\$1,361.04</b>
Dec 08, 2004	

**GENERAL INFORMATION**

CONTACT US

Gas Leaks & Emergencies	215 235-1212
Billing & General Information	215 235-1000
Appliance Service	215 235-2050
Theft of Gas	215 684-6383
Foreign Language Assistance	215 235-1000
Hearing impaired TTY Line	215 236-4646
Representantes Que Hablan Espanol	215 235-2175

Web Site: [www.pgworks.com](http://www.pgworks.com)

CUSTOMER SERVICE CENTERS

(Hours 9 a.m. - 5 p.m.)

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Frankford	4410 Frankford Ave. (T, TH, F)
N. Philadelphia	1337 W. Erie Ave. (M, W, TH)
W. Philadelphia	5230 Chestnut St. (M, T, W, F)

To avoid Finance Charges please pay total amount due by the due date. Finance Charge is calculated at 1.5% monthly (18% yearly)

Questions or complaints about your bill? Please call us before the Due Date at 215-235-1000.  
 Or write to: PG&W, Box 3500, Phila., PA 19122-0050

**POOR ORIGINAL**

DARLENE SERVANCE  
 6834 N 9TH ST  
 PHILADELPHIA PA 19126-2903

Page: 2 of 2  
 Billing Date: 11/13/04  
 Account Number: 7114022836

Account Summary

Previous Balance	Payments Received	Balance Brought Forward	Repairs and Adjustments	Current Charges	Account Balance
\$1,281.94	\$129.01	\$1,152.93	\$93.00	\$115.11	\$1,361.04

Current Basic Charges

SA ID # 9961340150, 6834 N 9TH ST  
 Rate Class: General Service Residential

Supply Charges	Delivery Charges	Total Current Billing Charges
Commodity Charge 75 Ccf @ \$0.84944..... \$63.71		
Total Supply Charges..... \$63.71		
Customer Charge @ \$12.00..... \$12.00		
Distribution Charge 75 Ccf @ \$0.57908..... \$43.43		
Gas Cost Adjustment @ \$0.01859 for 29 Days..... \$1.39 CR		
Weather Normalization Adjustment..... \$2.64 CR		
Total Delivery Charges..... \$51.40		
Total Current Billing Charges..... \$115.11		

Adjustment Detail

Adjustments for SA ID # 882906383

Parts and Labor Plan.....	\$93.00
Total Adjustments.....	\$93.00

Meter Detail

Meter #: 1731787 Service Point: 9972236517 Next Meter Read: Dec 10, 2004

From Date	From Reading	Type	To Date	To Reading	Type	Difference	Usage (Ccf)	Conversion Factor	Total Therms
10/12/2004	9190	Actual	11/10/2004	9265	Actual	75	75.00	1.037	77.73

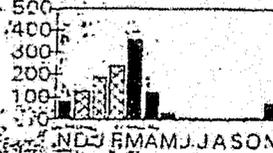
Energy Usage Information

SA ID # 9961340150, 6834 N 9TH ST

COMPARATIVE GAS USAGE THIS MONTH

	This Year	Last Year
Avg Daily Usage (Ccf)	3.0	3.0
Billing Days	29	31
Avg Daily Cost	\$3.97	\$4.33

HISTORICAL DATA



LAST 12 MONTHS

Total Ccf	1231.00
Avg Ccf	102.58

■ Actual  
 ▨ Estimated

Message Center

Thank You for your Parts and Labor Plan payment. PGW has extended your contract to October 31, 2005. Keep this bill handy as proof of payment.

POOR ORIGINAL

DARLENE SERVANCE  
 6834 N 9TH ST  
 PHILADELPHIA PA 19126-2903

Page: 2 of 2  
 Billing Date: 12/13/04  
 Account Number: 7114022836

Account Summary	Previous Balance	Payments Received	Balance Brought Forward	Repairs and Adjustments	Current Charges	Account Balance
	\$1,361.04	\$115.11	\$1,245.93	\$0.00	\$182.17	\$1,428.10

**Current Basic Charges**

SA ID# 9961340150, 6834 N 9TH ST  
 Rate Class: General Service Residential

**Supply Charges**

Commodity Charge 74.67 Ccf @ \$0.84944	\$63.43
Commodity Charge 37.33 Ccf @ \$0.95639	\$35.71
<b>Total Supply Charges</b>	<b>\$99.14</b>

**Delivery Charges**

Customer Charge @ \$12.00	\$12.00
Distribution Charge 74.67 Ccf @ \$0.57908	\$43.24
Distribution Charge 37.33 Ccf @ \$0.58048	\$21.67
Gas Cost Adjustment @ -\$0.01859 for 20 Days	\$1.39 CR
Gas Cost Adjustment @ \$0.03218 for 10 Days	\$1.20
Weather Normalization Adjustment	\$6.31
<b>Total Delivery Charges</b>	<b>\$83.03</b>
<b>Total Current Billing Charges</b>	<b>\$182.17</b>

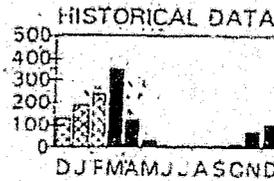
Meter Detail: Meter # 1731787 Service Point: 9972236517 Next Meter Read: Jan 12, 2005

From		To		Usage (Ccf)	Conversion Factor	Total Therms
Date	Reading	Date	Reading			
11/19/2004	4265	12/10/2004	9377	112.00	1.035	115.87

**Energy Usage Information**

SA ID# 9961340150, 6834 N 9TH ST  
 COMPARATIVE GAS USAGE THIS MONTH

	This Year	Last Year
Avg Daily Usage (Ccf)	4.0	4.0
Billing Days	30	31
Avg Daily Cost	\$6.07	\$6.00



LAST 12 MONTHS  
 Total Ccf 1212.00  
 Avg Ccf 101.00

■ Actual  
 □ Estimated

POOR ORIGINAL



**PHILADELPHIA GAS WORKS**  
 800 W. MONTGOMERY AVENUE, PHILADELPHIA PA 19122-0050

Page: 1 of 2  
 Billing Date: 12/13/04  
 Account Number: 7114022836

**MONTHLY STATEMENT**

From 11/10/04 thru 12/10/04  
 Billing Cycle Number: 09

Account for:  
**DARLENE SERVANCE**  
 6834 N 9TH ST  
 PHILADELPHIA PA 19126-2903

Payments Summary

12/07/04 Check \$15.11  
Billing Summary  
 Past Due Amount \$1,245.93  
 Current Charges \$182.17

Total Amount Due By	
Jan 07, 2005	\$1,428.10

**GENERAL INFORMATION**

CONTACT US

Gas Leaks & Emergencies 215 235-1212  
 Billing & General Information 215 235-1000  
 Appliance Service 215 235-2050  
 Theft of Gas 215 684-6383  
 Foreign Language Assistance 215 235-1000  
 Hearing Impaired TTY Line 215 236-4646  
 Representantes Que Hablan Español 215 235-2175

Web Site - [www.pgworks.com](http://www.pgworks.com)

CUSTOMER SERVICE CENTERS

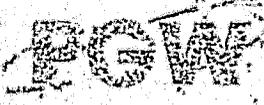
(Hours 9 a.m. - 5 p.m.)

Center City 1137 Chestnut St. (M, T, TH, F)  
 Germantown 210 W. Chelton Ave. (T, W, F)  
 S. Philadelphia 1601 S. Broad St. (M, W, TH)  
 Frankford 4410 Frankford Ave. (T, TH, F)  
 N. Philadelphia 1337 W. Erie Ave. (M, W, TH)  
 W. Philadelphia 5230 Chestnut St. (M, T, W, F)

To avoid Finance Charges please pay total amount due by the due date. Finance Charge is calculated at 1.5% monthly (18% yearly)

Questions or complaints about your bill? Please call us before the Due Date at 215-235-1000.  
 Or write to: PGW P.O. Box 3500, Phila., PA 19122-0050

**POOR ORIGINAL**



**PHILADELPHIA GAS WORKS**  
 800 W. MONTGOMERY AVENUE, PHILADELPHIA, PA 19122-0050

Page: 1 of 2  
 Billing Date: 01/13/05  
 Account Number: 7114022836

**MONTHLY STATEMENT**

From 12/10/04 thru 01/12/05  
 Billing Cycle Number: 09

Account for:  
**DARLENE SERVANCE**  
 6834 N 9TH ST  
 PHILADELPHIA PA 19126-2903

Payments Summary

01/05/05 Check \$182.17

Billing Summary

Past Due Amount \$1,245.93  
 Current Charges \$309.76

Total Amount Due By	<b>\$1,555.69</b>
Feb 08, 2005	

**GENERAL INFORMATION**

CONTACT US

- Gas leaks & Emergencies: 215 235-1212
- Billing & General Information: 215 235-1000
- Appliance Service: 215 235-2050
- Theft of Gas: 215 684-6383
- Foreign language Assistance: 215 235-1000
- Hearing impaired TTY-Line: 215 236-4646
- Representatives: Que Hablan Espanol: 215 235-2175

Web Site: [www.pgworks.com](http://www.pgworks.com)

CUSTOMER SERVICE CENTERS

Hours: 9 a.m. - 5 p.m.

- Center City: 1137 Chestnut St. (M, T, TH, F)
- Germantown: 210 W. Chelton Ave. (T, W, F)
- S. Philadelphia: 160 S. Broad St. (M, W, TH)
- Frankford: 4410 Frankford Ave. (T, TH, F)
- N. Philadelphia: 337 W. Erie Ave. (M, W, TH)
- W. Philadelphia: 5230 Chestnut St. (M, T, W, F)

To avoid finance charges please pay total amount due by the due date. Finance charge is calculated at 1.5% monthly. (18% yearly)

Questions or complaints about your bill? Please call us before the Due Date at 215-235-1000.  
 Or write to: PG&W, P.O. Box 3500, Phila. PA 19122-0050

**POOR ORIGINAL**

DARLENE SERVANCE  
 6834 N 9TH ST  
 PHILADELPHIA PA 19126-2903

Page: 2 of 2  
 Billing Date: 01/13/05  
 Account Number: 7114022836

Account Summary	Previous Balance	Payments Received	Balance Brought Forward	Repairs and Adjustments	Current Charges	Account Balance
	\$1,428.10	\$182.17	\$1,245.93	\$0.00	\$309.76	\$1,555.69

Current Basic Charges

SA ID# 9961340150 6834 N 9TH ST		
Rate Class: General Service Residential		
Supply Charges		
Commodity Charge 185 Ccf @ \$0.95639		\$176.93
Total Supply Charges		\$176.93
Delivery Charges		
Customer Charge @ \$12.00		\$12.00
Distribution Charge 185 Ccf @ \$0.58048		\$107.39
Gas Cost Adjustment @ \$0.03218 for 33 Days		\$5.95
Weather Normalization Adjustment		\$7.49
Total Delivery Charges		\$132.83
Total Current Billing Charges		\$309.76

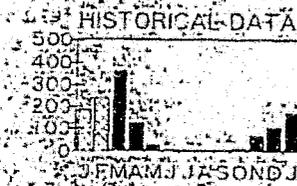
Meter Detail Meter # 1731787 Service Point: 9972236517 Next Meter Read: Feb 10, 2005

From		To		Usage (Ccf)	Conversion Factor	Total Therms
Date	Reading	Date	Reading			
12/10/2004	29977	01/12/2005	9562	185	1.036	191.66

Energy Usage Information

SA ID# 9961340150 6834 N 9TH ST  
 COMPARATIVE GAS USAGE THIS MONTH

	This Year	Last Year
Avg Daily Usage (Ccf)	6.0	6.0
Billing Days	33	33
Avg Daily Cost	\$9.39	\$7.90



LAST 12 MONTHS  
 Total Ccf 1208.00  
 Avg Ccf 100.67

■ Actual  
 ▨ Estimated

*Additional*  
 12/13/05

POOR ORIGINAL



**PHILADELPHIA GAS WORKS**  
 800 W. MCRTOMERY AVENUE PHILADELPHIA, PA 19127 0050

Page. 1 of 2  
 Billing Date: 02/11/05  
 Account Number: 7114022836

**MONTHLY STATEMENT**

From 01/12/05 thru 02/11/05  
 Billing Cycle Number: 09

Account for:  
**DARLENE SERVANCE**  
 6834 N 9TH ST  
 PHILADELPHIA PA 19126-2903

Payments Summary

02/09/05 Check \$100.00  
 Billing Summary  
 Past Due Amount \$1,455.69  
 Adjustments \$1.41  
 Current Charges \$343.76

**Total Amount Due By**  
**Mar 09, 2005 \$1,800.56**

**GENERAL INFORMATION**

CONTACT US

Gas Leaks & Emergencies 215 235-1212  
 Billing & General Information 215 235-1000  
 Appliance Service 215 235-2050  
 Theft of Gas 215 684-6383  
 Foreign Language Assistance 215 235-1000  
 Hearing Impaired TTY Line 215 236-4646  
 Representantes Que Hablan Espanol 215 235-2175

Web Site - [www.pgworks.com](http://www.pgworks.com)

CUSTOMER SERVICE CENTERS

(Hours 9 a.m. - 5 p.m.)

Center City 1137 Chestnut St. (M, T, TH, F)  
 Germantown 210 W. Chelton Ave. (T, W, F)  
 S. Philadelphia 1601 S. Broad St. (M, W, TH)  
 Frankford 4410 Frankford Ave. (T, TH, F)  
 N. Philadelphia 1337 W. Erie Ave. (M, W, TH)  
 W. Philadelphia 5230 Chestnut St. (M, T, W, F)

To avoid finance charges please pay total amount due by the due date. Finance Charge is calculated at 1.5% monthly. (18% yearly)

Questions or complaints about your bill? Please call us before the Due Date at 215-235-1000.  
 Or write to: PGW/P.O. Box 3500, Phila, PA 19122-0050.

**POOR ORIGINAL**

DARLENE SERVANCE  
 6834 N 9TH ST  
 PHILADELPHIA PA 19126-2903

Page: 2 of 2  
 Billing Date: 02/11/05  
 Account Number: 7114022836

Account Summary	Previous Balance	Payments Received	Balance Brought Forward	Repairs and Adjustments	Current Charges	Account Balance
	\$1,555.69	\$100.00	\$1,455.69	\$1.41	\$343.46	\$1,800.56

Current Basic Charges

SA ID # 9961340150 6834 N 9TH ST  
 Rate Class: General Service Residential

Supply Charges	
Commodity Charge 214 Ccf @ \$0.95639	\$204.67
<b>Total Supply Charges</b>	<b>\$204.67</b>
Delivery Charges	
Customer Charge @ \$12.00	\$12.00
Distribution Charge 214 Ccf @ \$0.58048	\$124.22
Gas Cost Adjustment @ \$0.03218 for 29 Days	\$6.89
Weather Normalization Adjustment	\$4.32 CR
<b>Total Delivery Charges</b>	<b>\$138.79</b>
<b>Total Current Billing Charges</b>	<b>\$343.46</b>

Adjustment Detail

Adjustments for SA ID # 9961340150

Late Payment Charge	\$1.41
<b>Total Adjustments</b>	<b>\$1.41</b>

Meter Detail

Meter # 1731787 Service Point: 9972236517 Next Meter Read: Mar 11, 2005

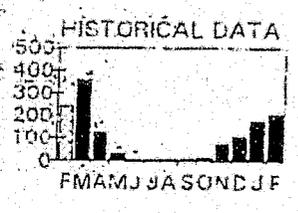
From		To		Usage (Ccf)	Conversion Factor	Total Therms
Date	Reading	Date	Reading			
01/12/2005	9562	02/10/2005	9776	214	1.035	221.40

Energy Usage Information

SA ID # 9961340150 6834 N 9TH ST

COMPARATIVE GAS USAGE THIS MONTH

	This Year	Last Year
Avg Daily Usage (Ccf)	7.0	8.0
Billing Days	29	29
Avg Daily Cost	\$11.84	\$10.71



LAST 12 MONTHS

Total Ccf	1182.00
Avg Ccf	98.50

Actual  
 Estimated

POOR ORIGINAL

**10-DAY SHUT OFF NOTICE**

Since you have not paid your monthly gas bills, your gas service is scheduled to be shut-off on or after 04/25/05.

To avoid shut-off of your gas service, you must:

- Pay your undisputed past due amount in full;
- or
- Catch up all payments due under terms of your Agreement; or
- If eligible, enter into a Payment Agreement, and/or initiate a dispute with PGW.

Customer: **DARLENE SERVANCE**  
6834 N 9TH ST  
PHILA, PA 19126

Past Due Amount: \$542.09

**MEDICAL EMERGENCY NOTICE**

If you, or anyone presently living in your home, are **SERIOUSLY ILL**, PGW WILL DELAY SHUT OFF during the illness if you do the following:

- A physician must certify to PGW that such medical condition exists and that loss of gas service will aggravate the existing condition.
- Notification must be received prior to the Shut Off date indicated on this notice.

If your landlord pays your gas bill: You have certain protection under the PA Utility Service Tenants Rights Act (USTRA). For more information call PGW at (215) 684-6164 during the Credit/Collection Department business hours, Monday through Friday, between 8:00 a.m. to 4:30 p.m.

If service is shut off, you may have to pay additional charges which include a Reconnection Charge of \$123.23, and a Security Deposit. If PGW has to dig up your street to shut off your service there will also be an additional charge of \$372.00.

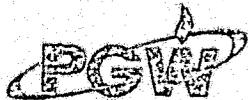
To avoid shut-off, contact our Credit/Collection Department at 215-235-1777, Monday through Friday, between 8:00 a.m. to 4:30 p.m. or visit a PGW Customer Service Center. Call 215-235-1000 for the locations, the new days and hours the Service Centers are open.

If you have any questions or need more information, please call us. If you are not satisfied after you talk to us, you may file a complaint with the Pennsylvania Public Utility Commission by calling (800) 692-7380 or by writing to the following address:

Bureau of Consumer Services  
Public Utility Commission  
P.O. Box 3265  
Harrisburg, PA 17105-3265

Questions or complaints about your bill? Please call us before the Due Date at 215-235-1000. Or write to: PGW P.O. Box 3500, Phila., PA 19122-0050

Please return this portion with your payment.  
Write your account number on your check or money order made payable to PGW.



Account Number: 7114022836  
Notice Date: Apr 14, 2005  
Please Pay: \$542.09

Place "X" in box for address corrections. Print corrections on reverse side.

Amount Enclosed:

Grid for amount enclosed: 10 empty boxes.

2125 1 AT 0 292 \*\*\*\*\*AUTO\*\*3-DIGIT 191  
DARLENE SERVANCE  
6834 N 9TH ST  
PHILA, PA 19126

Philadelphia Gas Works  
P.O. Box 7789  
Philadelphia, PA 19101-7789

**POOR ORIGINAL**

**MONTHLY STATEMENT**

From 03/11/05 thru 04/12/05

Billing Cycle Number: 09

Account for:

DARLENE SERVANCE  
6834 N 9TH ST  
PHILADELPHIA PA 19126-2903

Payments Summary

03/21/05 Check \$100.00  
03/28/05 Check \$75.00

Billing Summary

Past Due Amount \$1,903.13  
Adjustments \$8.13  
Current Charges \$144.08

Total Amount Due By  
May 06, 2005 \$2,055.34

**GENERAL INFORMATION**

CONTACT US

Gas Leaks & Emergencies 215 235-1212  
Billing & General Information 215 235-1000  
Appliance Service 215 235-2050  
Theft of Gas 215 684-6383  
Foreign Language Assistance 215 235-1000  
Hearing impaired TTY Line 215 236-4646  
Representantes Que Hablan Espanol 215 235-2175

Web Site - [www.pgworks.com](http://www.pgworks.com)

CUSTOMER SERVICE CENTERS

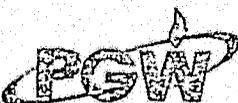
(Hours 9 a.m. - 5 p.m.)

Center City 1137 Chestnut St. (M, T, TH, F)  
Germantown 210 W. Chelton Ave. (T, W, F)  
S. Philadelphia 1601 S. Broad St. (M, W, TH)  
Frankford 4410 Frankford Ave. (T, TH, F)  
N. Philadelphia 1337 W. Erie Ave. (M, W, TH)  
W. Philadelphia 5230 Chestnut St. (M, T, W, F)

To avoid Finance Charges please pay total amount due by the due date. Finance Charge is calculated at 1.5% monthly (18% yearly).

Questions or complaints about your bill? Please call us before the Due Date at 215-235-1000.  
Or, write to: PGW, P.O. Box 3500, Phila., PA 19122-0050

Please return this portion with your payment  
Write your account number on your check or money order made payable to PGW.



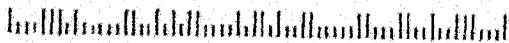
Place "X" in box for address corrections. Print corrections on reverse side

Account Number: 7114022836  
Due Date: May 06, 2005  
Please Pay: \$2,055.34

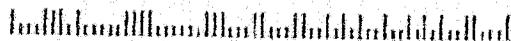
Amount Enclosed:

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6831 1 AV 0.278 \*\*\*\*AUTO\*\*5-DIGIT 19126



DARLENE SERVANCE  
6834 N 9TH ST  
PHILADELPHIA PA 19126-2903



Philadelphia Gas Works  
P.O. Box 7789  
Philadelphia, PA 19101-7789

**POOR ORIGINAL**

DARLENE SERVANCE  
 6834 N 9TH ST  
 PHILADELPHIA PA 19126-2903

Page: 2 of 2  
 Billing Date: 04/13/05  
 Account Number: 7114022836

Account Summary	Previous Balance	Payments Received	Balance Brought Forward	Repairs and Adjustments	Current Charges	Account Balance
	\$2,078.13	\$175.00	\$1,903.13	\$8.13	\$144.08	\$2,055.34

**Current Basic Charges**

SA ID# 9961340150; 6834 N 9TH ST  
 Rate Class: General Service Residential

Supply Charges	
Commodity Charge 95 Ccf @ \$0.85292	\$81.03
Total Supply Charges	\$81.03
Delivery Charges	
Customer Charge @ \$12.00	\$12.00
Distribution Charge 95 Ccf @ \$0.57905	\$55.01
Gas Cost Adjustment @ -\$0.0417 for 32 Days	\$3.96 CR
Weather Normalization Adjustment	\$0.00
Total Delivery Charges	\$63.05
Total Current Billing Charges	\$144.08

**Adjustment Detail**

Adjustments for SA ID # 9961340150

Late Payment Charge	\$8.13
Total Adjustments	\$8.13

**Meter Detail**

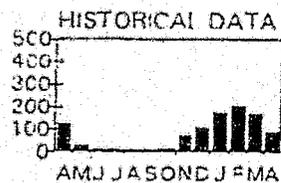
Meter # 11/31787 Service Point: 9972236517 Next Meter Read: May 11, 2005

From		To		Usage (Ccf)	Conversion Factor	Total Therms
Date	Reading	Date	Reading			
03/11/2005	9953	04/12/2005	48	95.00	1.034	98.23

**Energy Usage Information**

SA ID# 9961340150; 6834 N 9TH ST  
 COMPARATIVE GAS USAGE THIS MONTH

	This Year	Last Year
Avg Daily Usage (Ccf)	3.0	4.0
Billing Days	32	31
Avg Daily Cost	\$4.50	\$5.85



LAST 12 MONTHS  
 Total Ccf 960.00  
 Avg Ccf 80.00

■ Actual  
 ▨ Estimated

POOR ORIGINAL

DARLENE VANCE  
6834 N 9TH ST  
PHILADELPHIA PA 19126-2903

Page: 2 of 3  
Billing Date: 05/12/05  
Account Number: 7114022836

Account Summary

Previous Balance	Payments Received	Balance Brought Forward	Repairs and Adjustments	Current Charges	Account Balance
\$2,055.34	\$166.00	\$1,889.34	\$16.11 CR	\$44.91	\$1,918.14

Current Basic Charges

SA ID# 9961340150, 6834 N 9TH ST  
Rate Class: General Service Residential

Supply Charges

Commodity Charge 24 Ccf @ \$0.85292 ..... \$20.47

Total Supply Charges ..... \$20.47

Delivery Charges

Customer Charge @ \$12.00 ..... \$12.00

Distribution Charge 24 Ccf @ \$0.57905 ..... \$13.90

Gas Cost Adjustment @ -\$0.0417 for 29 Days ..... \$1.00 CR

Weather Normalization Adjustment ..... \$0.46 CR

Total Delivery Charges ..... \$24.44

Total Current Billing Charges ..... \$44.91

Adjustment Detail

Adjustments for SA ID # 9961340150

Late Payment Charge Waive..... \$16.11 CR

Total Adjustments ..... \$16.11 CR

Meter Detail

Meter #: 1731787

Service Point: 9972236517

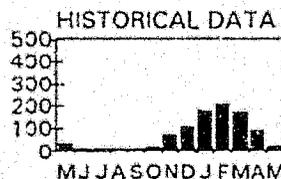
Next Meter Read: Jun 10, 2005

From			To			Difference	Usage (Ccf)	Conversion Factor	Total Therms
Date	Reading	Type	Date	Reading	Type				
04/12/2005	48	Actual	05/11/2005	72	Actual	24	24.60	1.042	25.00

Energy Usage Information

SA ID# 9961340150, 6834 N 9TH ST  
COMPARATIVE GAS USAGE THIS MONTH

	This Year	Last Year
Avg Daily Usage (Ccf)	1.0	1.0
Billing Days	29	29
Avg Daily Cost	\$1.55	\$2.34



LAST 12 MONTHS

Total Ccf 946.00  
Avg Ccf 78.83

■ Actual  
▨ Estimated

Budget Billing Information

Bill # 1

Current Amount \$134.00  
Past Due Amount \$0.00  
Non Basic Charges \$0.00  
**TOTAL AMOUNT DUE \$134.00**

Agreement Billing Information

**POOR ORIGINAL**

Current Agreement Charges \$32.00  
Budget Amount \$134.00  
Total Agreement Charges \$166.00  
Past Due Amount \$0.00  
**Total Amount Due \$166.00**



**PHILADELPHIA GAS WORKS**  
 800 W MONTGOMERY AVENUE PHILADELPHIA, PA 19122-0050

Page: 1 of 3  
 Billing Date: 05/12/05  
 Account Number: 7114022836

**MONTHLY STATEMENT**

From 04/12/05 thru 05/11/05  
 Billing Cycle Number: 09

Account for:  
**DARLENE SERVANCE**  
 6834 N 9TH ST  
 PHILADELPHIA PA 19126-2903

Payments Summary

05/06/05 Check	\$166.00
<u>Agreement Billing Summary</u>	
Past Due Amount	\$0.00
Adjustments	\$16.11 CR
Current Agreement Charges	\$166.00

Total Amount Due By	
Jun 07, 2005	<b>\$166.00</b>

**GENERAL INFORMATION**

CONTACT US

Gas Leaks & Emergencies	215 235-1212
Billing & General Information	215 235-1000
Appliance Service	215 235-2050
Theft of Gas	215 684-6383
Foreign Language Assistance	215 235-1000
Hearing impaired TTY Line	215 236-4646
Representantes Que Hablan Espanol	215 235-2175

Web Site - [www.pgworks.com](http://www.pgworks.com)

CUSTOMER SERVICE CENTERS

(Hours 9 a.m. - 5 p.m.)

Center City	1137 Chestnut St. (M, T, TH, F)
Germantown	210 W. Chelton Ave. (T, W, F)
S. Philadelphia	1601 S. Broad St. (M, W, TH)
Frankford	4410 Frankford Ave. (T, TH, F)
N. Philadelphia	1337 W. Erie Ave. (M, W, TH)
W. Philadelphia	5230 Chestnut St. (M, T, W, F)

Questions or complaints about your bill? Please call us before the Due Date at 215-235-1000.  
 Or write to: PGW P.O. Box 3500, Phila., PA 19122-0050

**POOR ORIGINAL**

**DARLENE G. SERVANCE  
6834 N. 9<sup>TH</sup> STREET  
PHILADELPHIA, PA 19126-2903**

April 26, 2005

City Meter Test  
1800 N. 9th St.  
Phila. PA 19122

City Meter Test  
P.O. Box 37019  
Phila., PA 19122

RE: METER TEST #1789777  
6834 N. 9<sup>th</sup> St.  
Phila. PA 19126

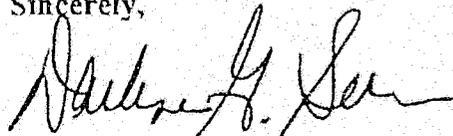
Dear Sir/Madame:

On April 13, 2004 my meter was removed from my home from Philadelphia Gas Works so that a "Meter Test" could be conducted and a new one was installed. On this same day I mailed a check in the amount of \$10.00 to your company.

It is exactly one year later and I have yet to receive the results. I have telephoned the Philadelphia Gas Works, The Philadelphia Directory, and Mayor's Office re: complaints and the Consumer Advocate's office to ascertain your telephone number but without success. It is imperative that I receive these results as soon as possible, as I had filed a complaint with the Public Utility Commission and this documentation must be presented regarding my complaint with the Gas Company.

I would appreciate it if someone would contact me either by phone at my home #215-276-8445, Work# 215 686-4023 or my cell phone, #215 370-6980 or by correspondence. I await your reply.

Sincerely,



Darlene G. Servance

/dgs

cc: Public Utility Commission,  
Philadelphia Gas Works

Case # 1632134 AC# 7114022836

**DARLENE G. SERVANCE  
6834 N. 9<sup>TH</sup> STREET  
PHILADELPHIA, PA 19126-2903**

April 26, 2005

Philadelphia Gas Works  
P.O. Box 3500  
Phila., PA 19122-0050

RE: AC#7114022836

Dear Sir/Madame:

Kindly be advised that I have filed a "Notification of Intent to Appeal" (Request for Formal Complaint Form) with the "Secretary of the Pennsylvania Commission on April 18, 2005.

I would like to bring to your attention also that I telephoned your office and spoke with an employee by the name of "Thomas" to ascertain the telephone number to the City Meter Test. He was rude and stated that he does not have a telephone number and That this "Meter test" is not done by PGW. I further stated that It was PGW WHO ADVISED ME AS TO WHERE I SHOULD MAIL THE CHECK FOR A METER TEST ON APRIL 13, 2004. But to no avail he was not helpful. He was belligerent in stating that A decision was made the PUC regarding my case, I stated this is not the reason why I am calling and I am well aware of this and also I stated to him that I have filed an "appeal".

Secondly, I just learned today that PGW has placed a bad rating into my credit Report of "120" days delinquent. This is untrue and further my account has been in Dispute with PUC exactly one year. Based on this information this should not have been Placed in my credit report. I am requesting that I letter be written so that it can be removed from my credit report. I also mentioned this to "Thomas" he just raised his voice at me and stated that I would have to get this straightened out, after this sarcastic remark I asked to speak to a supervisor. He placed me on hold for about 10 minutes and stated that a supervisor will get back to me.

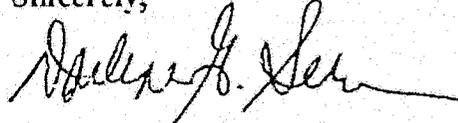
Page 2 of 2

RE: AC#7114022836 - 6834 N.9<sup>th</sup> St.

I would appreciate your attention to my concerns.

I await your reply.

Sincerely,

A handwritten signature in cursive script, appearing to read "Darlene G. Servance".

Darlene G. Servance

cc: Honorable Dwight Evans, State Representative  
Pennsylvania Public Utility Commission

DARLENE G. SERVANCE  
6834 N. 9<sup>TH</sup> STREET  
PHILADELPHIA, PA 19126

SECRETARY'S BUREAU

05 JUL 25 AM 10:00

July 20, 2005

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

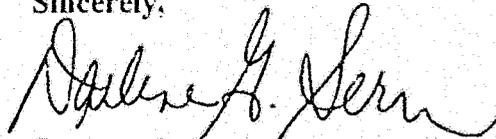
RE: Philadelphia Gas Works  
Case #BCS 1632134

Dear Mr. McNulty:

Kindly be advised that since filing my complaint I have been scheduled to undergo major surgery on August 24, 2005 and will anticipate a six (6) week recovery (please see Attached doctor's note.) I will not return to work until the week of October 17<sup>th</sup>.

Please schedule my hearing after that time. Thank you for your consideration.

Sincerely,



Darlene G. Servance

/dgs

# Family and Medical Leave Events

Complete Only if FMLA is Applicable

**Instructions to Employees:** RETURN COMPLETED FORM(S) TO YOUR IMMEDIATE SUPERVISOR.  
In accordance with the policy of the First Judicial District of Pennsylvania, this form must be completed by the treating licensed health care provider when FMLA leave is being requested for a personal or family member's serious health condition.

**HEALTH CARE PROVIDER:** Please provide the information requested below and sign in the space at the bottom of the form. Thank you for your cooperation.

Employee Name: DARLENE SERVALICE Patient Name: DARLENE SERVALICE

I. The employee above qualified for FMLA leave due to

UGS  
UG

- Family Care - For the care of a parent, spouse, or child with a qualifying (see below) serious illness or injury, or to care for a newborn child or a child placed in the home due to adoption or foster care within the previous 12 months (Relationship of patient to employee).
- Hospital Care - Inpatient care of at least one overnight stay in a hospital, hospice, or residential medical care facility including any period of incapacity or subsequent treatment related to such inpatient care.
- Absence Plus Treatment - A period of incapacity of more than three consecutive days that also involves: (1) two or more treatments by a health care provider or prescribed health service provider; (2) at least one treatment by a health care provider followed by continuing treatment under the supervision of the health care provider.
- Pregnancy - Any period of incapacity due to pregnancy or prenatal care.
- Chronic Conditions Requiring Treatment - A chronic condition which (1) requires periodic visits for treatment by health care provider or prescribed health service provider; (2) continues over an extended period of time, including recurring episodes of an underlying condition, or (3) may cause episodic rather than a continuing period of incapacity (e.g., asthma).
- Permanent/Long Term Conditions Requiring Supervision - Patient must be under continuing supervision of, but not necessarily treatment by, a health care provider due to a permanent or long-term incapacity (e.g., Alzheimer's, severe stroke, or terminal stages of a disease).
- Multiple Treatments (Non-Chronic Conditions) - Absence due to treatment for restorative surgery after an illness or surgery or for a condition that, left untreated, would result in incapacity of more than three consecutive days (e.g., chemotherapy, dialysis, etc.)

II. Date the condition commenced: 07/2004 (Date) If known, date employee may return to work: 6 weeks after (Date)

If return date is unknown, date of next medical evaluation: 1 week after (Date) 8/31/05 contemplated surgery

III. If follow-up treatment is required, please indicate the following:  
1. Type of treatment: (medication, therapy, etc.) Post-op evaluation  
2. Number of treatments: 1st one 1 week, 2nd one weeks & final 8/24/05  
3. Frequency of treatments: one week after

IV. If leave is for the employee's own medical condition, is the employee able to perform work of any kind?  Yes  No temp  
If yes, what essential job functions is the employee unable to perform (employee can describe general tasks).

Will the employee be required to work an intermittent or shortened work schedule?  Yes  No

If yes, what is the probable duration of the altered work schedule?

If a chronic condition or pregnancy, is the patient currently incapacitated?  Yes  No

If yes, what is the likely duration and frequency of episodes of incapacity?

V. If leave is required to care for a family member, what will be the nature of employee's assistance? (Please check all that are applicable.)  
 Medical or Personal Assistance  Safety  Transportation  Psychological Comfort  Other Assistance

Please PRINT the following information:  
Physician Name: Arnita T. Franklin MD Telephone Number: (215) 386-3556  
Address: 3001 Walnut St. Plaza #2 19104 (SWMEY)  
The undersigned physician/licensed health care provider hereby verifies that the statements made herein are true and correct to the best of his/her knowledge, information and belief.

Arnita T. Franklin MD 410 07/15/05  
Signature of Physician/Health Care Provider Date

I understand that making false or misleading statements will subject me to disciplinary action up to and including discharge.  
Darlene Servalice 7-15-05  
Employee Signature Date

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

*Timely*

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: April 11, 2005. 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.)

DARLENE SERVANCE  
6834 NORTH 9TH ST  
PHILADELPHIA PA 19126

*215-686-4023 (W)*  
*215-276-8445 (H)*  
(Area Code) Telephone Number

*Darlene Servance* *4-13-05*  
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: 1632134	Date of mailing: April 11, 2005
Company: PHILADELPHIA GAS WORKS	

REVISED 1/97

SECRET

18

**DARLENE G. SERVANCE  
6834 N. 9<sup>TH</sup> STREET  
PHILADELPHIA, PA 19126-2903**

RECEIVED

2005 APR 28 11 21 21

SECRETARY'S BUREAU

April 26, 2005

Philadelphia Gas Works  
P.O. Box 3500  
Phila., PA 19122-0050

RE: AC#7114022836

Dear Sir/Madame:

Kindly be advised that I have filed a "Notification of Intent to Appeal" (Request for Formal Complaint Form) with the "Secretary of the Pennsylvania Commission on April 18, 2005.

I would like to bring to your attention also that I telephoned your office and spoke with an employee by the name of "Thomas" to ascertain the telephone number to the City Meter Test. He was rude and stated that he does not have a telephone number and That this "Meter test" is not done by PGW. I further stated that It was PGW WHO ADVISED ME AS TO WHERE I SHOULD MAIL THE CHECK FOR A METER TEST ON APRIL 13, 2004. But to no avail he was not helpful. He was belligerent in stating that A decision was made the PUC regarding my case, I stated this is not the reason why I am calling and I am well aware of this and also I stated to him that I have filed an "appeal".

Secondly, I just learned today that PGW has placed a bad rating into my credit Report of "120" days delinquent. This is untrue and further my account has been in Dispute with PUC exactly one year. Based on this information this should not have been Placed in my credit report. I am requesting that I letter be written so that it can be removed from my credit report. I also mentioned this to "Thomas" he just raised his voice at me and stated that I would have to get this straightened out, after this sarcastic remark I asked to speak to a supervisor. He placed me on hold for about 10 minutes and stated that a supervisor will get back to me.

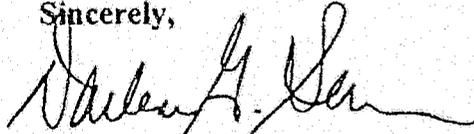
Page 2 of 2

RE: AC#7114022836 – 6834 N.9<sup>th</sup> St.

I would appreciate your attention to my concerns.

I await your reply.

Sincerely,

A handwritten signature in cursive script, appearing to read "Darlene G. Servance".

Darlene G. Servance

cc: Honorable Dwight Evans, State Representative  
Pennsylvania Public Utility Commission



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

IN REPLY PLEASE  
REFER TO OUR FILE

June 13, 2005

BCS 1632134

DARLENE SERVANCE  
6834 NORTH 9TH STREET  
PHILADELPHIA PA 19126

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 July 5, 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:

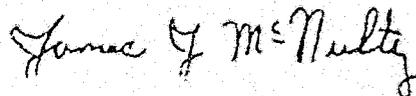
Office of Administrative Law Judge  
Public Utility Commission  
P.O. Box 3265  
Harrisburg, PA 17105-3265

**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

nvl  
cc: PHILADELPHIA GAS WORKS

05/23/95	002	SERUGA, RICHARD	CHECK IN THE AMOUNT OF \$250.00
12/31/03	089	SERUGA, RICHARD S. SR.	A-00088477C0304 ORIG ONLY ANSWER TO
07/22/03	028	SERUGA RICHARD S SR	A-00119747F2 ORIG ONLY PROTEST TO APP OF
07/11/03	114	SERUGA, RICHARD S. SR.,	A-00116101,FC002 ORIG ONLY PROTEST TO
06/04/01	173	SERUGA, RICHARD S. SR.	L-00010152 ORIG ONLY COMMENTS TO PROPOSE
10/31/00	044	SERUGA RICHARD S T/A	A-00088477C0004 ANSWER TO TAS COMPLAINT
04/28/99	037	SERUGA, RICHARD T/A LEH	A-00115789 PROTEST TO APPLICATION OF
02/03/97	036	SERUGA SR RICHARD S.	PROTEST OF APPLICATION
04/15/98	040	SERUGA SR RICHARD S	LTR FROM SENATOR ULIANA REGARDING VE-
04/22/05	018	SERVANCE, DARLENE	BCS1632134 TIMELY APPEAL V. PHILA GAS
04/28/05	033	SERVANCE DARLENE G.	1632134 COPY OF LTR REGARDING METER
06/06/97	026	SERVELEASE INC	APPLICATION FOR APPROVAL OF TRANSFERS &
08/08/02	063	SERVELEASE, INC.	ORIG & 1 APPLICATION FOR APPRVL OF TRANS
07/02/03	039	SERVELEASE, INC.	A-00114133 NOTICE OF ENTRY OF APPEARANCE
08/28/03	052	SERVELEASE, INC	A-00114133F0002 ENTRY OF APPEARANCE W/
11/18/03	025	SERVELEASE INC	A-00114133F0002 ORIG & 2 TRANSCRIPT OF
09/18/02	069	SERVELEASE INC T/A	A-00114133C0102 CK IN AMOUNT OF \$500.00
01/29/03	035	SERVELEASE INC. T/A	A-00114133 ORIG ONLY PETITION FOR REIN-
10/20/03	069	SERVELEASE, INC. T/A	A-00114133 ORIG LTR WITH NEW ADDRESS &

**DARLENE G. SERVANCE**  
**6834 N. 9<sup>TH</sup> STREET**  
**PHILADELPHIA, PA 19126-2903**

RECEIVED

2005 APR 28 PM 2:21

SECRETARY'S BUREAU

April 26, 2005

City Meter Test  
1800 N. 9th St.  
Phila. PA 19122

City Meter Test  
P.O. Box 37019  
Phila., PA 19122

RE: METER TEST #1789777  
6834 N. 9<sup>th</sup> St.  
Phila. PA 19126

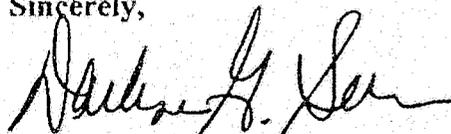
Dear Sir/Madame:

On April 13, 2004 my meter was removed from my home from Philadelphia Gas Works so that a "Meter Test" could be conducted and a new one was installed. On this same day I mailed a check in the amount of \$10.00 to your company.

It is exactly one year later and I have yet to receive the results. I have telephoned the Philadelphia Gas Works, The Philadelphia Directory, and Mayor's Office re: complaints and the Consumer Advocate's office to ascertain your telephone number but without success. It is imperative that I receive these results as soon as possible, as I had filed a complaint with the Public Utility Commission and this documentation must be presented regarding my complaint with the Gas Company.

I would appreciate it if someone would contact me either by phone at my home #215-276-8445, Work# 215 686-4023 or my cell phone, #215 370-6980 or by correspondence. I await your reply.

Sincerely,



Darlene G. Servance

/dgs

cc: Public Utility Commission  
Philadelphia Gas Works

Case # 1632134 AC# 7114022836

BEFORE THE PENNSYLVANIA PUBLIC UTILITY COMMISSION

DATE SERVED: AUGUST 18, 2005

DARLENE G. SERVANCE  
Complainant

VS.

PHILADELPHIA GAS WORKS  
Respondent

Complaint Docket  
No: F-01632134

DOCUMENT  
FOLDER

---

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).

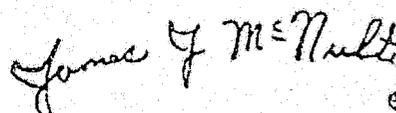
2. If you fail to either satisfy this complaint or to file answer or other responsive pleading within twenty (20) days, you will be deemed to have admitted all the allegations in this complaint in accordance with Section 5.61 of the Commission's Rules of Administrative Practice and Procedure, 52 Pa.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

RECEIVED  
AUG 17 2005

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 18, 2005

F-01632134

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 DARLENE G. SERVANCE. 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.

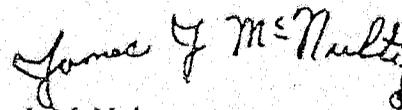
AUGUST 18, 2005

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,



James J. McNulty  
Secretary

JH

**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:

7-0163 2134

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,

RJP 54

DOCUMENT  
FOLDER

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

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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 09/01/2005

Account #	SA #	Customer Name	Active	DATES			Docket #	Course#	PGW		All Assigned	Resp. Due	DATES	
				Settled	Closed	Witness			Hear#	Resp. File			Hear#	
1	213669305	9783544405	FERRELL, GLADYS T	08/12/2005			Z01780206	Admucci	Langford			09/01/2005		
2	817256320	8735101677	TUCKER, ROMEE N	08/12/2005			Z01772816	Farnas				09/01/2005		
3	7116440988	9961495827	JWANIER, CAROL A	08/12/2005			Z01787443	Farnas				09/01/2005		
4	8116048322	9961480010	PRESTON, JOAN	08/12/2005			F01625760	Farnas				09/01/2005		
5	9119894874	9961735950	JOHNSON, WILLIE MAE	08/12/2005			Z01741834	Farnas				09/01/2005		
6	380141131	754309060	PORTER, DAVID C	08/12/2005			Z01798369	Farnas				09/01/2005		
7	301355129	7635156038	KRR INC	08/12/2005			C20054861	Farnas				09/01/2005		
8	8117558340	9961591513	COLANCECCO, PASQUALE	08/12/2005			C20054862	Farnas				09/01/2005		
9	9112633198	9961299163	MYRICK, ROSALIND & S	08/12/2005			F01610214	Farnas				09/01/2005		
10	4113667662	9961312061	REID, RONALD	08/12/2005			Z01703736	Admucci				09/01/2005		
11	343725008	1648313891	MITCHELL, TERESA D	08/16/2005			Z0181367	Farnas	Vacca			09/05/2005		
12	47367972	1717036746	JONES, RONALD L	08/16/2005			Z01599873	Farnas	Coleman			09/05/2005		
13	4113063403	9961320563	CARDE, BETSAIDA	08/15/2005			Z01746909	Farnas	Raksnis			09/05/2005		
14	552852973	2563041772	WHITE, EDWARD	08/16/2005			F01578155	Farnas	Inzary			09/05/2005		
15	3112313380	9961288722	SMITH, FLOYD	08/16/2005			F01560780	Farnas	Rosario			09/05/2005		
16	4119250699	9961708311	DIANO, VINCENT	08/16/2005			C20054873	Farnas	Kelly			09/05/2005		
17	5119366537	9961830447	ALLEN, REGINALD	08/16/2005			Z01613899	Farnas	Vacca			09/05/2005		
18	870454285	1119960588	JAMES, GALLAGHER	08/16/2005			F01603719	Farnas	Inzary			09/05/2005		
19	4116288049	7690118689	WILLIAMS, RICARDO	08/16/2005			Z01777259	Farnas	Raksnis			09/05/2005		
20	3116859441	7879996710	JOHNSON, CHERYL	08/16/2005			F01593262	Farnas	Carnall			09/05/2005		
21	1117331298	9961477559	BRANCH, JACQUELINE	08/16/2005			Z01651513	Farnas	Rosario			09/05/2005		
22	4114290013	8843007661	BACKMAN ADZUA AWURA A Z	08/16/2005			F01581327	Farnas	Langford			09/05/2005		
23	2117179112	1072393421	ADAMS, CLAUDE	08/16/2005			C20054871	Farnas	Carnall			09/05/2005		
24	502573253	5522988704	MATTHEWS, SHIRLEY A	08/16/2005			C20054875	Farnas	Raksnis			09/05/2005		
25	195780585	2776875995	GLOVER, LILLIAN E	08/17/2005			C20054878	Farnas	Kelly			09/06/2005		
26	456552499	7105244440	GILLARY, JASON A	08/17/2005			Z01821106	Farnas	Kelly			09/06/2005		
27	930479821	8910571815	JOHNSON, ANITA R	08/17/2005			C20054884	Farnas	Raksnis			09/06/2005		
28	6117130553	9961530705	SAULSBERRY, DAVID	08/17/2005			Z01773607	Farnas				09/06/2005		
29	7117323880	2774042980	CARTER, THOMAS F	08/17/2005			C20054882	Farnas				09/06/2005		
30	3116747571	9961486761	POWELL, EDWIN S	08/17/2005			Z01864537	Admucci	Kelly			09/06/2005		
31	7117532324	9961577699	BLASZCZYK, JESSIE	08/17/2005			Z01718128	Admucci	Inzary			09/06/2005		
32	650040433	271078281	BRINSON, ELAINE B	08/17/2005			Z01767176	Farnas	Coleman			09/06/2005		
33	8119351719	9961528963	SHAFFMASTER, F H	08/17/2005			Z01740344	Farnas	Langford			09/06/2005		
34	2112470495	2724443014	DEFLEMINGUE, ELISAL	08/17/2005			Z01782543	Admucci	Inzary			09/06/2005		
35	262110753	1373144497	MCGREOR, HELENE	08/17/2005			Z01737655	Farnas	Vacca			09/06/2005		
36	427325780	819768233	ATKINS, CELESTE	08/17/2005			Z01778493	Farnas	Rosario			09/06/2005		
37	4111502567	9240888929	MILLS, CHARLES E JR	08/17/2005			F01569480	Farnas	Inzary			09/06/2005		
38	2116691499	917182543	BASHIR, ALI	08/17/2005			Z01696299	Farnas	Langford			09/06/2005		
39	5116285308	9961594063	COSBY, ANGELIQUE D	08/17/2005			Z01709834	Farnas	Rosario			09/06/2005		
40	993127610	4904759478	KINNEY, BARBARA	08/17/2005			Z01785236	Farnas	Inzary			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		All Assigned	Resp. Due	DATES	
			Active	Settled	Closed		Counsel	Witness			Resp. File	Hearth
41	238387054	9555590000	GOANUE, PETER	08/17/2005		C20054883	Farnas	Carnell		09/08/2005		
42	4113633011	9961447778	GRAY-HARMON, ROSELYN	08/17/2005		Z01674945	Farnas	Langford		09/08/2005		
43	4111496536	2628021120	TEMPLE, ARMINA R	08/17/2005		Z01682269	Adamucci	Kelly		09/08/2005		
44	219147616	8225704368	CUNNINGHAM, BARBARA	08/17/2005		620054881	Farnas			09/08/2005		
45	514852697	5835803056	COKER, BLANCH E	08/17/2005		Z01705301	Farnas			09/08/2005		
46	996137648	3729799858	COIT, ROSE M	08/17/2005		Z01792986	Farnas	Rosario		09/08/2005		
47	672891008	3239102686	SOFT OFF, 1024	08/17/2005		F01616264	Farnas	Coleman		09/08/2005		
48	672891008	3239102686	SOFT OFF, 1024	08/17/2005		F0161284	Farnas			09/08/2005		
49	4113964662	1485977874	BROWN, MILDRED	08/17/2005		Z01777100	Farnas	Langford		09/08/2005		
50	5113038306	9961304832	JACKS CAMERA INC	08/17/2005		C20054880	Adamucci	Coleman		09/08/2005		
	5112007427	6383404510	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 #	Court/rel	PGW		All Assigned	Resp. Due	DATES	
				Sailed	Closed	Witness			Witness	Resp. File			Hears	
1	5119339531	9961744850 BROWN, MATTIE	08/18/2005			C20054911	Farras					09/10/2005		
2	2117097488	3459434323 WASHINGTON, KATHLEEN	08/18/2005			Z01968754	Adamucci					09/10/2005		
3	3006366033	1460930629 THOMAS, PAULETTE L	08/18/2005			Z01900409	Farras					09/10/2005		
4	425046292	2336447981 RODRIQUEZ, MARGARITA	08/18/2005			F01578200	Farras					09/10/2005		
5	628715638	594786297 BETHEL, ALFONSO	08/18/2005			F01579920	Farras					09/10/2005		
6	9114306172	1399930268 TATE, CHARLOTTE S	08/18/2005			Z01877579	Farras					09/10/2005		
7	566606142	1855709000 HENRY, JOAN C	08/18/2005			Z01874716	Adamucci					09/10/2005		
8	3116972032	4602636472 ROWELL, MARGARET	08/18/2005			Z01786183	Farras					09/10/2005		
9	1112647887	9961253256 MCALLEY, ELIZABETH	08/18/2005			Z01796401	Adamucci					09/10/2005		
10	3113069337	2871788275 RAMOS, MARIE	08/18/2005			Z01847474	Farras					09/10/2005		
11	1119472514	9961691962 MCQUILLA, JAMES	08/18/2005			C20054934	Adamucci					09/10/2005		
12	48650280	4346888400 GAMBLE, LYNN	08/18/2005			C20054912	Farras					09/10/2005		
13	433255149	9924704683 WANAMAKER, MARY A	08/18/2005			C20054913	Farras					09/10/2005		
14	9114375560	5005537738 ESCALERA, NORMA I	08/18/2005			C20054914	Adamucci					09/10/2005		
15	1113852312	9961403441 ANDREW, ANNA W	08/18/2005			C20054915	Farras					09/10/2005		
16	811431239	9961280150 WILSON, CAROLYN M	08/18/2005			C20054937	Farras					09/10/2005		
17	6112329591	1786215251 HINTON, MARVELLA	08/18/2005			C20054936	Farras					09/10/2005		
18	730689233	2369554412 CUNNINGHAM, EUGENE	08/18/2005			C20054935	Farras					09/10/2005		
19	3111225984	9191195648 TOLER, JOCINDA	08/18/2005			Z01728718	Adamucci					09/10/2005		
20	6116730951	9961469723 RAGLAND, SYLVIA	08/18/2005			C20054869	Adamucci					09/10/2005		
21	7117351331	3323155887 ELLIS, RHONDA	08/18/2005			Z01743010	Adamucci					09/10/2005		
22	1112094287	8051580046 REGAN, WILLIAM M	08/18/2005			Z01702885	Farras					09/10/2005		
23	372520969	9898890695 GRANT, DESIREA T	08/18/2005			Z01792624	Farras					09/10/2005		
24	634351074	5724845743 LELAND, DONALD C	08/18/2005			F01690892	Farras					09/10/2005		
25	8111322963	9961237678 TAYLOR, ALAN	08/18/2005			F01691860	Farras					09/10/2005		
26	7114022836	9961340150 SERVANCE, DARLENE	08/18/2005			F01632134	Adamucci					09/10/2005		
27	3120177411	9961705373 FOWLER, ANNETTE	09/18/2005			F01765847	Farras					09/10/2005		
28	7112545886	4955715898 LYNCH, FRANCES A	08/18/2005			C20054868	Farras					09/10/2005		
29	283153800	3367578022 CUSTUS, MELINDA	08/18/2005			C20054867	Farras					09/10/2005		
30	6411929	6335037845 EASLEY, JUANITA	08/18/2005			F01899255	Farras					09/10/2005		
31	9113328864	9961309246 SMITH, ENID J	08/18/2005			F01830920	Farras					09/10/2005		
32	9116283860	9961593862 GWEN LECH	08/18/2005			C2005486	Farras					09/10/2005		
33	2116388736	4024806558 LEROY FREEMAN	08/18/2005			F01795811	Farras					09/10/2005		
34	1117279639	9961818524 BYRD, WILLIAM	08/18/2005			Z01706655	Farras					09/10/2005		
35	3113018213	9961302824 JONES, BRIAN S	08/18/2005			C20054819	Farras					09/10/2005		
36	8122184672	9961773222 CONNELLY, MIRIAM I	08/18/2005			C20054820	Farras					09/10/2005		
37	7116130126	2235239927 MONTGOMERY, SHYRL	08/09/2005			C20054842	Farras					09/10/2005		
38	963441541	9396678161 RILEY, LORETTA	08/18/2005			C20054846	Farras					09/10/2005		
39	2114077862	673345314 DEGRASSE, ANNE T	08/18/2005			C20054836	Farras					09/10/2005		
40	3119038733	9961628694 TALLEY, ERICK	08/18/2005			F01658922	Farras					09/10/2005		

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

Account #	SA #	Customer Name	Active	DATES			Docket #	Course#	PGW		All Assigned	Resp. Due	DATES	
				Sailed	Closed	Witness			Resp. File	Heard				
41	9116893434	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	9981822415	DENNIS, PHYLLIS	08/18/2005			F01633927	Farnas				09/07/2005	08/30/2005	
44	476973463	463120307	GARCIA, WILNELIA	08/18/2005			C20054848	Farnas				09/07/2005		
45	8113502738	9961369295	CREAMER, ROY	08/18/2005			Z01768119	Farnas				09/07/2005		
46	693065925	4507653375	ALMOND, ETHEL	08/18/2005			C20054855	Farnas				09/07/2005		
47	824280512	5707825277	LATIMORE, SHARON	08/19/2005			C20054973	Admucci				09/08/2005		
48	1116893559	3391190020	CARMICHAEL, CYNTHIA	08/19/2005			C20054970	Admucci				09/08/2005		
49	1113352549	8178860043	ZESZUT, JOHN	08/19/2005			C20054971	Farnas				09/08/2005		
50	450016571	1176844550	HARRIS, CHARLES M	08/19/2005			Z0187517	Farnas				09/08/2005		
51	240235296	2911690906	BURNO, STEVEN	08/19/2005			F01880101	Farnas				09/08/2005		
52	422575010	5867453980	BURNETTE, JAIME	08/19/2005			C20054925	Farnas				09/08/2005		
53	33474687	2211182168	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	3117264625	3880544328	HANCOX, PATRELL R	08/19/2005			Z01877557	Admucci				09/08/2005		
56	808622989	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	669090637	3846991521	SMITH, KAREN	08/19/2005			Z01719381	Admucci				09/08/2005		
59	986451530	2910697312	FONTANA, CHRISTOPHER	08/19/2005			Z01665078	Admucci				09/08/2005		
60	3111625766	4002978805	GUERRERO, ESTABAN	08/19/2005			Z01609884	Admucci				09/08/2005		
61	673089455	3004425483	CASTILLO, ISMAEL	08/19/2005			C20054924	Admucci				09/08/2005		
62	4116206770	1440692481	HIRST, LINDA	08/19/2005			C20054928	Admucci				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	Active	DATES			Docket #	Counsel	PGW			DATES		
				Sailed	Closed				Witness	ALL Assigned	Resp. Due	Resp. File	Hearth	
519845375	6632618799	WILLIAMS-MIMMS, RHONDA	08/23/2005			Z01896409	Farnas				09/12/2005			
8111752891	2827004190	GREEN, ROLANDA	08/23/2005			Z01890551	Farnas				09/12/2005			
598066758	2651040209	KUMMERLEN, KRISTINE M	08/23/2005			F01877895	Farnas				09/12/2005			
4113628697	9961447345	BUSH, STEPHANIE J	08/23/2005			Z01841154	Farnas				09/12/2005			
5113994371	9961318104	JACKSON, LORINDA	08/23/2005			F01778294	Farnas				09/12/2005			
8112080400	4593786972	HOUSE MAURICE R	08/23/2005			F01848627	Farnas				09/12/2005			
982112291	3905549746	BAKER BEVERLY R	08/23/2005			F01911274	Admucci				09/12/2005			
1117587818	7117014287	YANCHIS, JOSEPH	08/22/2005			C20054976	Farnas				09/12/2005			
499916855	2131309188	PARKER, KEISHA S	08/24/2005			C20055075	Farnas				09/13/2005			
2117454065	1482099546	DOHERTY, GINA M	08/24/2005			C20055043	Admucci				09/13/2005			
2122013167	5170795526	CHAMBERS, MICHELE	08/24/2005			C20055081	Farnas				09/13/2005			
9116746647	3017894443	GROCE, DAVITA	08/24/2005			C20055038	Farnas				09/13/2005			
2111146507	358277738	FINKELMAN CINDY	08/24/2005			C20055044	Farnas				09/13/2005			
879357818	3828469833	MC CARTHY, DENNIS	08/24/2005			C20055042	Farnas				09/13/2005			
504353503	1931920659	GRENE, FRANCIS P.	08/24/2005			C20055046	Farnas				09/13/2005			
729807229	5861448312	BURNETT, VERA	08/24/2005			C20055045	Farnas				09/13/2005			
2115388736	716753752	LEROY FREEMAN	08/24/2005			C20055082	Admucci				09/13/2005			



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

7-01632134

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  
FOLDER

DOCKETED  
NOV 07 2005

## 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	

**Complaints  
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	



Mary M. Chan, Paralegal  
Legal Department  
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Fax: (215) 684-6798  
E-mail: [mary.chan@pgworks.com](mailto:mary.chan@pgworks.com)

**ORIGINAL**

October 7, 2005

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

**RECEIVED**

OCT 07 2005

PA PUBLIC UTILITY COMMISSION  
SECRETARY'S BUREAU

**RE: Darlene Servance vs. PGW, Docket No.: F-01632134**

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 black ink, consisting of several fluid, overlapping loops and strokes, positioned below the word "Sincerely,".

**DOCUMENT  
FOLDER**

Enclosure

cc. Darlene Servance  
CRU

BEFORE THE  
PENNSYLVANIA PUBLIC UTILITY COMMISSION

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OCT 07 2005

PA PUBLIC UTILITY COMMISSION  
STATE TOLSON BLDG

Darlene Servance :

v. :

Philadelphia Gas Works :

Docket No.: F-01632134

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.

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DOCKETED  
OCT 12 2005

4. (a-b) Denied. PGW denies the averments contained in this paragraph concerning the Complainant's bills, and all other averments that are conclusions. The Complainant's bills are correct as rendered. The Complainant's bills are based on gas usage at 6834 N. 9<sup>th</sup> Street (Service Address). The current total arrearage on the Complainant's gas account is \$1,392.51 as shown on the statement of accounts which is attached hereto as Exhibit "A". A new meter was installed at the Service Address on March 13, 2004. A meter test was performed on March 22, 2004 and the meter tested within acceptable levels. Complainant's gas usage has been consistent.

Pursuant to the Bureau of Consumer Services ("BCS") decision dated April 11, 2005, the Complainant's bills are correct as rendered. the Complainant must pay \$166.00 monthly, which consists of \$134.00 in

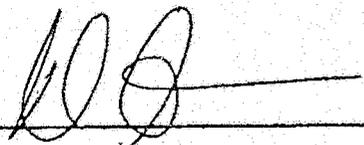
budget bill plus \$32.00 towards the arrears monthly. A copy of the BCS decision is attached hereto as Exhibit "B".

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. There is no averment in this paragraph.
7. Admitted.
8. n/a
9. n/a
10. n/a

**Wherefore**, PGW respectfully requests that this Commission find against the Complainant and affirm the decision of the BCS in this matter and/or consistent with the provisions of the Responsible Utility Customer Protection Act.

Respectfully submitted,

October 6, 2005

A handwritten signature in black ink, appearing to read 'DA', is written over a horizontal line.

Denise Adamucci, Esquire  
Philadelphia Gas Works  
800 W. Montgomery Avenue  
Philadelphia, PA 19122  
(215) 684-6745

**EXHIBIT A**

**RECEIVED**

OCT 07 2005

PA PUBLIC UTILITY COMMISSION  
SECRETARY'S OFFICE

# HISTORY REQUEST REPORT FOR ACCOUNT # 7114022836 AND SA # 9961340150 AS OF 10/06/2005

Account # 7114022836	SA # 9961340150	Bill Cycle 09	Rate Class GS
Name: SERVANCE, DARLENE		Address: 6834 N 9TH ST/PHILA, PA	
Pay Agreement Indicator: Y	Easyway Indicator: B	CRP Status	
Blocker Start Date: 20050720	Blocker End Date: 20070731	Meter # 1731787	
Phone # 27884451215			

Tran Date	Tran Type	Current Amt	Total Amt	Adjust Amt	Segment Start Date	Segment End Date	Read Code	End Read	Current Balance	Usage	Meter #
04/05/1999	BILL	\$99.13	\$99.13	\$0.00	03/11/1999	04/05/1999	R	6474	\$99.13	117	1789777
04/30/1999	BILL	\$85.31	\$85.31	\$0.00	04/05/1999	04/30/1999	R	6574	\$85.31	100	1789777
05/03/1999	PAY	(\$99.13)	(\$99.13)	\$0.00							
06/08/1999	BILL	\$37.75	\$37.75	\$0.00	04/30/1999	06/08/1999	R	6615	\$37.75	41	1789777
06/09/1999	LPC	\$1.37	\$1.37	\$1.37							
06/18/1999	PAY	(\$85.31)	(\$85.31)	\$0.00							
07/14/1999	BILL	\$7.91	\$7.91	\$0.00	06/08/1999	07/14/1999	R	6628	\$67.50	13	1789777
07/17/1999	LPC	\$0.47	\$0.47	\$0.47							
08/07/1999	PAY	(\$57.50)	(\$57.50)	\$0.00							
08/10/1999	BILL	\$5.62	\$5.62	\$0.00	07/14/1999	08/10/1999	R	6638	\$15.62	10	1789777
09/08/1999	PAY	(\$15.62)	(\$15.62)	\$0.00							
09/10/1999	BILL	\$17.91	\$17.91	\$0.00	08/10/1999	09/10/1999	R	6651	\$17.91	13	1789777
09/30/1999	PAY	(\$17.91)	(\$17.91)	\$0.00							
10/12/1999	BILL	\$32.40	\$32.40	\$0.00	09/10/1999	10/12/1999	R	6683	\$32.40	32	1789777
10/19/1999	PAY	(\$32.40)	(\$32.40)	\$0.00							
11/08/1999	BILL	\$81.96	\$81.96	\$0.00	10/12/1999	11/08/1999	R	6780	\$81.96	97	1789777
11/30/1999	PAY	(\$81.96)	(\$81.96)	\$0.00							
12/09/1999	BILL	\$103.36	\$103.36	\$0.00	11/08/1999	12/09/1999	R	6904	\$103.36	124	1789777
12/21/1999	PAY	(\$103.36)	(\$103.36)	\$0.00							
01/13/2000	BILL	\$177.25	\$177.25	\$0.00	12/09/1999	01/13/2000	R	7121	\$177.25	217	1789777
01/25/2000	PAY	(\$177.25)	(\$177.25)	\$0.00							
02/12/2000	BILL	\$231.63	\$231.63	\$0.00	01/13/2000	02/12/2000	Y	7411	\$0.00	290	1789777
02/14/2000	BILL	\$203.86	\$203.86	\$0.00	01/13/2000	02/14/2000	R	7375	\$203.86	254	1789777
02/16/2000	CANB	(\$231.63)	(\$231.63)	\$0.00							
03/06/2000	PAY	(\$203.86)	(\$203.86)	\$0.00							
03/15/2000	BILL	\$93.59	\$93.59	\$0.00	02/14/2000	03/15/2000	R	7486	\$93.59	111	1789777
04/13/2000	BILL	\$71.24	\$71.24	\$0.00	03/15/2000	04/13/2000	R	7568	\$71.24	82	1789777
04/14/2000	PAY	(\$93.59)	(\$93.59)	\$0.00							

Account # 714022836 SA # 9851340150 Bill Cycle 09 Rate Class. GS Phone # 2758445215

Name SERVANCE, DARLENE Address: 6834 N 9TH ST PHILA, PA

Pay Agreement Indicator Y Easyway Indicator B CRP Status

Blocker Start Date 20050720 Blocker End Date 20070731 Meter # 1731787

Tran Date	Tran Type	Current Amt	Total Amt	Adjust Amt	Segment Start Date	Segment End Date	Read Code	End Read	Current Balance	Usage	Meter #
05/03/2000	PAY	(\$71.24)	(\$71.24)	\$0.00	04/13/2000	05/11/2000	R	7627	\$53.50	59	1789777
05/11/2000	BILL	\$53.50	(\$53.50)	\$0.00	05/11/2000	06/08/2000	R	7651	\$26.51	24	1789777
05/26/2000	PAY	(\$26.51)	(\$26.51)	\$0.00	06/08/2000	07/12/2000	R	7665	\$18.80	14	1789777
06/08/2000	BILL	\$18.80	(\$18.80)	\$0.00	07/12/2000	08/10/2000	R	7678	\$18.03	13	1789777
06/22/2000	PAY	(\$18.03)	(\$18.03)	\$0.00	08/10/2000	09/11/2000	R	7692	\$18.80	14	1789777
07/12/2000	BILL	\$18.80	(\$18.80)	\$0.00	09/11/2000	10/11/2000	R	7732	\$38.84	40	1789777
08/08/2000	PAY	(\$38.84)	(\$38.84)	\$0.00	10/11/2000	11/09/2000	R	7796	\$57.35	64	1789777
08/10/2000	BILL	\$57.35	(\$57.35)	\$0.00	11/09/2000	12/11/2000	R	7975	\$167.80	179	1789777
09/05/2000	PAY	(\$167.80)	(\$167.80)	\$0.00	12/11/2000	01/11/2001	R	8215	\$355.53	240	1789777
09/11/2000	BILL	\$355.53	(\$355.53)	\$0.00	01/11/2001	02/09/2001	R	8388	\$410.59	173	1789777
09/29/2000	PAY	(\$410.59)	(\$410.59)	\$0.00	02/09/2001	03/13/2001	R	8536	\$420.93	148	1789777
10/11/2000	BILL	\$420.93	(\$420.93)	\$0.00	03/13/2001	04/11/2001	R	8626	\$482.55	90	1789777
10/27/2000	PAY	(\$482.55)	(\$482.55)	\$0.00	04/11/2001	05/11/2001	R	8664	\$475.89	38	1789777
11/09/2000	BILL	\$475.89	(\$475.89)	\$0.00							
12/08/2000	PAY	(\$475.89)	(\$475.89)	\$0.00							
12/11/2000	BILL	\$475.89	(\$475.89)	\$0.00							
01/04/2001	PAY	(\$475.89)	(\$475.89)	\$0.00							
01/11/2001	BILL	\$475.89	(\$475.89)	\$0.00							
01/13/2001	LPC	\$1.09	\$1.09	\$0.00							
01/24/2001	PAY	(\$87.80)	(\$87.80)	\$0.00							
02/02/2001	PAY	(\$89.00)	(\$89.00)	\$0.00							
02/09/2001	BILL	\$229.63	\$229.63	\$0.00							
02/13/2001	LPC	\$2.23	\$2.23	\$0.00							
02/16/2001	PAY	(\$89.00)	(\$89.00)	\$0.00							
03/05/2001	PAY	(\$107.59)	(\$107.59)	\$0.00							
03/13/2001	BILL	\$204.26	\$204.26	\$0.00							
03/15/2001	LPC	\$2.67	\$2.67	\$0.00							
04/02/2001	PAY	(\$75.00)	(\$75.00)	\$0.00							
04/11/2001	BILL	\$131.44	\$131.44	\$0.00							
04/13/2001	LPC	\$5.18	\$5.18	\$0.00							
04/16/2001	PAY	(\$75.00)	(\$75.00)	\$0.00							
05/11/2001	BILL	\$62.23	\$62.23	\$0.00							
05/15/2001	LPC	\$6.11	\$6.11	\$0.00							

Account # 711422835

SA # 995134350

Bill Cycle 09

Rate Class GS

Phone # 27584452151

Name SERVANCE, DARLENE

Address: 6834 N 9TH ST/PHILA, PA

Easyway Indicator B

CRP Status

Blocker Start Date 20050720

Blocker End Date 20070731

Meter # 1731787

Trans Date	Trans Type	Current Amt	Total Amt	Adjust Amt	Segment Start Date	Segment End Date	Read Code	End Read	Current Balance	Usage	Meter #
05/25/2001	PAY	(\$75.00)	(\$75.00)	\$0.00	05/11/2001	05/12/2001	R	8679	\$438.52	15	1789777
06/12/2001	BILL	\$31.62	\$31.62	\$0.00	05/11/2001	05/12/2001	R	8679	\$438.52	15	1789777
06/14/2001	LPC	\$6.01	\$6.01	\$6.01	05/11/2001	05/12/2001	R	8679	\$438.52	15	1789777
06/22/2001	PAY	(\$50.00)	(\$50.00)	\$0.00	06/12/2001	07/13/2001	R	8691	\$421.98	12	1789777
07/13/2001	BILL	\$27.64	\$27.64	\$0.00	06/12/2001	07/13/2001	R	8691	\$421.98	12	1789777
07/17/2001	LPC	\$5.82	\$5.82	\$5.82	06/12/2001	07/13/2001	R	8691	\$421.98	12	1789777
07/24/2001	PAY	(\$50.00)	(\$50.00)	\$0.00	07/13/2001	08/13/2001	R	8703	\$354.44	12	1789777
08/07/2001	PAY	(\$50.00)	(\$50.00)	\$0.00	07/13/2001	08/13/2001	R	8703	\$354.44	12	1789777
08/13/2001	BILL	\$27.64	\$27.64	\$0.00	07/13/2001	08/13/2001	R	8703	\$354.44	12	1789777
08/15/2001	LPC	\$4.82	\$4.82	\$4.82	07/13/2001	08/13/2001	R	8703	\$354.44	12	1789777
09/05/2001	PAY	(\$50.00)	(\$50.00)	\$0.00	08/13/2001	09/12/2001	R	8714	\$334.27	11	1789777
09/12/2001	BILL	\$25.27	\$25.27	\$0.00	08/13/2001	09/12/2001	R	8714	\$334.27	11	1789777
09/14/2001	LPC	\$4.56	\$4.56	\$4.56	08/13/2001	09/12/2001	R	8714	\$334.27	11	1789777
10/01/2001	PAY	(\$100.00)	(\$100.00)	\$0.00	09/12/2001	10/12/2001	R	8750	\$288.74	36	1789777
10/12/2001	BILL	\$51.55	\$51.55	\$0.00	09/12/2001	10/12/2001	R	8750	\$288.74	36	1789777
10/16/2001	LPC	\$2.92	\$2.92	\$2.92	09/12/2001	10/12/2001	R	8750	\$288.74	36	1789777
10/26/2001	PAY	(\$744.00)	(\$744.00)	\$0.00	10/12/2001	11/09/2001	R	8820	(\$364.27)	70	1789777
11/09/2001	BILL	\$90.99	\$90.99	\$0.00	10/12/2001	11/09/2001	R	8820	(\$364.27)	70	1789777
11/14/2001	PAY	(\$100.00)	(\$100.00)	\$0.00	10/12/2001	11/09/2001	R	8820	(\$364.27)	70	1789777
12/11/2001	BILL	\$149.89	\$149.89	\$0.00	11/09/2001	12/11/2001	R	8947	(\$314.38)	127	1789777
01/11/2002	BILL	\$230.93	\$230.93	\$0.00	12/11/2001	01/11/2002	R	9165	(\$83.45)	218	1789777
02/11/2002	BILL	\$141.55	\$141.55	\$0.00	01/11/2002	02/11/2002	Y	9294	\$58.10	129	1789777
03/04/2002	PAY	(\$58.10)	(\$58.10)	\$0.00	01/11/2002	02/11/2002	Y	9294	\$58.10	129	1789777
03/12/2002	BILL	\$185.89	\$185.89	\$0.00	02/11/2002	03/12/2002	R	9478	\$185.89	184	1789777
04/01/2002	PAY	(\$95.00)	(\$95.00)	\$0.00	02/11/2002	03/12/2002	R	9478	\$185.89	184	1789777
04/11/2002	BILL	\$114.49	\$114.49	\$0.00	03/12/2002	04/11/2002	R	9597	\$206.51	119	1789777
04/13/2002	LPC	\$1.13	\$1.13	\$1.13	03/12/2002	04/11/2002	R	9597	\$206.51	119	1789777
04/15/2002	PAY	(\$50.00)	(\$50.00)	\$0.00	04/11/2002	05/10/2002	R	9667	\$185.84	60	1789777
05/10/2002	BILL	\$67.88	\$67.88	\$0.00	04/11/2002	05/10/2002	R	9667	\$185.84	60	1789777
05/10/2002	PAY	(\$40.00)	(\$40.00)	\$0.00	04/11/2002	05/10/2002	R	9667	\$185.84	60	1789777
05/14/2002	LPC	\$1.45	\$1.45	\$1.45	04/11/2002	05/10/2002	R	9667	\$185.84	60	1789777
06/11/2002	PAY	(\$40.00)	(\$40.00)	\$0.00	05/10/2002	06/11/2002	R	9696	\$197.02	39	1789777
06/11/2002	BILL	\$49.36	\$49.36	\$0.00	05/10/2002	06/11/2002	R	9696	\$197.02	39	1789777

Account # 7114022836      SA # 9961340150      Bill Cycle 09      Rate Class GS      Phone # 2768445215  
 Name: SERVANCE, DARLENE      Address: 6834 N 9TH STIPHILA, PA  
 Pay Agreement Indicator: Y      Easyway Indicator: B      CRP Status  
 Blocker Start Date: 20050720      Blocker End Date: 20070731      Meter # 1731767

Tran Date	Tran Type	Current Amt	Total Amt	Adjust Amt	Segment Start Date	Segment End Date	Read Code	End Read	Current Balance	Usage	Meter #
06/13/2002	LPC	\$1.82	\$1.82	\$1.82	06/11/2002	07/11/2002	R	97'0	\$163.14	14	1789777
06/24/2002	PAY	(\$40.00)	(\$40.00)	\$0.00							
07/11/2002	BILL	\$26.12	\$26.12	\$0.00	07/11/2002	08/09/2002	R	9721	\$110.12	1	1789777
07/15/2002	PAY	(\$50.00)	(\$50.00)	\$0.00							
08/06/2002	PAY	(\$46.12)	(\$46.12)	\$0.00							
08/09/2002	BILL	\$23.10	\$23.10	\$0.00	08/09/2002	09/10/2002	R	9733	\$91.28	12	1789777
08/30/2002	PAY	(\$43.10)	(\$43.10)	\$0.00							
09/10/2002	BILL	\$24.26	\$24.26	\$0.00	09/10/2002	10/09/2002	R	9747	\$118.00	14	1789777
09/10/2002	BILL	\$26.72	\$26.72	\$0.00							
10/09/2002	BILL	(\$44.26)	(\$44.26)	\$0.00							
10/11/2002	PAY	(\$40.00)	(\$40.00)	\$0.00							
10/28/2002	PAY	\$116.12	\$116.12	\$0.00	10/09/2002	11/08/2002	R	9846	\$149.86	99	1789777
11/08/2002	BILL	(\$77.45)	(\$77.45)	\$0.00							
11/25/2002	PAY	\$213.39	\$213.39	\$0.00	11/08/2002	12/12/2002	R	41	\$363.25	195	1789777
12/12/2002	BILL	(\$50.00)	(\$50.00)	\$0.00							
01/07/2003	PAY	\$265.23	\$265.23	\$0.00	12/12/2002	01/13/2003	R	262	\$583.17	221	1789777
01/13/2003	BILL	\$4.69	\$4.69	\$4.69							
01/15/2003	LPC	(\$50.00)	(\$50.00)	\$0.00							
02/04/2003	PAY	\$317.09	\$317.09	\$0.00	01/13/2003	02/11/2003	R	551	\$858.25	289	1789777
02/11/2003	BILL	\$7.99	\$7.99	\$7.99							
02/13/2003	LPC	\$281.04	\$281.04	\$0.00	02/11/2003	03/13/2003	R	805	\$1,073.55	254	1789777
03/13/2003	BILL	\$11.71	\$11.71	\$11.71							
03/15/2003	LPC	(\$75.00)	(\$75.00)	\$0.00							
03/17/2003	PAY	\$200.40	\$200.40	\$0.00	03/13/2003	04/11/2003	R	959	\$1,061.67	154	1789777
04/11/2003	BILL	(\$150.00)	(\$150.00)	\$0.00							
04/14/2003	PAY	\$12.72	\$12.72	\$2.72							
04/15/2003	LPC	(\$100.00)	(\$100.00)	\$0.00							
04/28/2003	PAY	(\$100.00)	(\$100.00)	\$0.00							
05/12/2003	PAY	\$125.25	\$125.25	\$0.00	04/11/2003	05/13/2003	R	1044	\$999.84	85	1789777
05/13/2003	BILL	\$12.92	\$12.92	\$12.92							
05/15/2003	LPC	(\$75.00)	(\$75.00)	\$0.00							
05/28/2003	PAY	(\$50.00)	(\$50.00)	\$0.00							
06/11/2003	PAY	\$73.48	\$73.48	\$0.00	05/13/2003	06/11/2003	R	1092	\$961.44	48	1789777
06/11/2003	BILL	(\$50.00)	(\$50.00)	\$0.00							

Account # 7114022836 SA # 9961343150 Bill Cycle 09 Rate Class GS Phone # 2758445,215

Name: SERVANCE, DARLENE Address 6834 N 9TH ST PHILA, PA

Pay Agreement Indicator Y Easyway Indicator B CRP Status

Blocker Start Date 20050720 Blocker End Date 20070731 Meter # 1731787

Tran Date	Tran Type	Current Amt	Total Amt	Adjust Amt	Segment Start Date	Segment End Date	Read Code	End Read	Current Balance	Usage	Meter #
06/13/2003	LPC	\$13.12	\$13.12	\$13.12							
06/25/2003	PAY	(\$75.00)	(\$75.00)	\$0.00							
07/11/2003	BILL	\$30.55	\$30.55	\$0.00	06/11/2003	07/11/2003	R	1106	\$930.28	14	1789777
07/15/2003	LPC	\$13.29	\$13.29	\$13.29							
07/21/2003	PAY	(\$75.00)	(\$75.00)	\$0.00							
08/11/2003	BILL	\$33.20	\$33.20	\$0.00	07/11/2003	08/11/2003	R	1122	\$901.30	16	1789777
08/13/2003	LPC	\$12.82	\$12.82	\$12.82							
08/19/2003	PAY	(\$86.60)	(\$86.60)	\$0.00							
08/29/2003	PAY	(\$50.00)	(\$50.00)	\$0.00							
09/08/2003	PAY	(\$33.20)	(\$33.20)	\$0.00							
09/11/2003	BILL	\$37.27	\$37.27	\$0.00	08/11/2003	09/11/2003	R	1141	\$768.77	19	1789777
10/08/2003	PAY	(\$37.27)	(\$37.27)	\$0.00							
10/10/2003	BILL	\$61.55	\$61.55	\$0.00	09/11/2003	10/10/2003	R	1179	\$793.05	36	1789777
10/28/2003	PAY	(\$136.00)	(\$136.00)	\$0.00							
11/10/2003	BILL	\$134.33	\$134.33	\$0.00	10/10/2003	11/10/2003	R	1267	\$801.23	88	1789777
11/13/2003	LPC	\$9.85	\$9.85	\$9.85							
12/01/2003	PAY	(\$137.73)	(\$137.73)	\$0.00							
12/11/2003	BILL	\$185.83	\$185.83	\$0.00	11/10/2003	12/11/2003	Y	1358	\$859.26	131	1789777
12/13/2003	LPC	\$9.95	\$9.95	\$9.95							
12/19/2003	PAY	(\$100.00)	(\$100.00)	\$0.00							
01/13/2004	BILL	\$260.58	\$260.58	\$0.00	12/11/2003	01/13/2004	Y	1567	\$1,031.24	189	1789777
01/15/2004	LPC	\$11.38	\$11.38	\$11.38							
02/02/2004	PAY	(\$170.44)	(\$170.44)	\$0.00							
02/11/2004	BILL	\$310.57	\$310.57	\$0.00	01/13/2004	02/11/2004	Y	1827	\$1,184.26	243	1789777
02/13/2004	LPC	\$12.91	\$12.91	\$12.91							
03/08/2004	LPCWVE	(\$44.09)	(\$44.09)	(\$44.09)							
03/13/2004	BILL	\$506.86	\$506.86	\$0.00	02/11/2004	03/13/2004	>	8958	\$1,647.05	364	1731787
03/13/2004	BILL	\$506.86	\$506.86	\$0.00	02/11/2004	03/13/2004	>	2191	\$1,647.05	364	1789777
04/08/2004	XFER	(\$1,647.05)	(\$1,647.05)	(\$1,647.05)							
04/13/2004	PAY	(\$170.00)	(\$170.00)	\$0.00							
04/13/2004	BILL	\$181.40	\$181.40	\$0.00	03/13/2004	04/13/2004	R	9088	\$11.40	130	1731787
05/07/2004	PAY	(\$170.00)	(\$170.00)	\$0.00							
05/12/2004	BILL	\$67.86	\$67.86	\$0.00	04/13/2004	05/12/2004	R	9126	(\$90.74)	38	1731787

Account # 7114022836

SA # 9951349150

Bill Cycle 09

Rate Class GS

Phone # 2768445.215

Name SERVANCE, DARLENE

Address: 6834 N 9TH STIPHILA, PA

Pay Agreement Indicator Y

Easyway Indicator B

CRP Status

Blocker Start Date 20050720

Blocker End Date 20070731

Meter # 1731787

Tran Date	Tran Type	Current Amt	Total Amt	Adjust Amt	Segment Start Date	Segment End Date	Read Code	End Read	Current Balance	Usage	Meter #
06/07/2004	PAY	(\$170.00)	(\$170.00)	\$0.00	05/12/2004	05/11/2004	R	9139	(\$231.12)	13	1731787
06/11/2004	BILL	\$29.62	\$29.62	\$0.00	05/12/2004	05/11/2004	R	9139	(\$231.12)	13	1731787
07/08/2004	PAY	(\$170.00)	(\$170.00)	\$0.00	06/11/2004	07/13/2004	R	9151	(\$372.35)	12	1731787
07/13/2004	BILL	\$28.76	\$28.76	\$0.00	06/11/2004	07/13/2004	R	9151	(\$372.35)	12	1731787
08/05/2004	PAY	(\$28.76)	(\$28.76)	\$0.00	07/13/2004	08/11/2004	R	9162	(\$373.76)	1	1731787
08/11/2004	BILL	\$27.36	\$27.36	\$0.00	07/13/2004	08/11/2004	R	9162	(\$373.76)	1	1731787
09/13/2004	BILL	\$27.42	\$27.42	\$0.00	08/11/2004	09/13/2004	R	9173	(\$373.76)	1	1731787
09/14/2004	PAY	(\$27.36)	(\$27.36)	\$0.00	08/11/2004	09/13/2004	R	9173	(\$373.76)	1	1731787
09/30/2004	PAY	(\$27.42)	(\$27.42)	\$0.00	08/11/2004	09/13/2004	R	9173	(\$373.76)	1	1731787
10/12/2004	BILL	\$36.01	\$36.01	\$0.00	09/13/2004	10/12/2004	R	9190	(\$365.11)	17	1731787
10/28/2004	PAY	(\$36.01)	(\$36.01)	\$0.00	09/13/2004	10/12/2004	R	9190	(\$365.11)	17	1731787
11/10/2004	BILL	\$115.11	\$115.11	\$0.00	10/12/2004	11/10/2004	R	9265	(\$286.01)	75	1731787
11/15/2004	XFER	\$286.01	\$286.01	\$286.01	10/12/2004	11/10/2004	R	9265	(\$286.01)	75	1731787
12/07/2004	PAY	(\$115.11)	(\$115.11)	\$0.00	10/12/2004	11/10/2004	R	9265	(\$286.01)	75	1731787
12/10/2004	BILL	\$182.17	\$182.17	\$0.00	11/10/2004	12/10/2004	R	9377	\$67.06	112	1731787
01/05/2005	PAY	(\$182.17)	(\$182.17)	\$0.00	11/10/2004	12/10/2004	R	9377	\$67.06	112	1731787
01/12/2005	BILL	\$309.76	\$309.76	\$0.00	12/10/2004	01/12/2005	R	9562	\$194.65	185	1731787
02/09/2005	PAY	(\$100.00)	(\$100.00)	\$0.00	12/10/2004	01/12/2005	R	9562	\$194.65	185	1731787
02/10/2005	BILL	\$343.46	\$343.46	\$0.00	01/12/2005	02/10/2005	R	9776	\$439.52	214	1731787
02/11/2005	LPC	\$1.41	\$1.41	\$1.41	01/12/2005	02/10/2005	R	9776	\$439.52	214	1731787
03/11/2005	BILL	\$271.00	\$271.00	\$0.00	02/10/2005	03/11/2005	R	9953	\$717.09	177	1731787
03/14/2005	LPC	\$6.57	\$6.57	\$6.57	02/10/2005	03/11/2005	R	9953	\$717.09	177	1731787
03/21/2005	PAY	(\$100.00)	(\$100.00)	\$0.00	02/10/2005	03/11/2005	R	9953	\$717.09	177	1731787
03/28/2005	PAY	(\$75.00)	(\$75.00)	\$0.00	02/10/2005	03/11/2005	R	9953	\$717.09	177	1731787
04/12/2005	BILL	\$144.08	\$144.08	\$0.00	03/11/2005	04/12/2005	R	48	\$694.30	95	1731787
04/13/2005	LPC	\$8.13	\$8.13	\$8.13	03/11/2005	04/12/2005	R	48	\$694.30	95	1731787
04/19/2005	XFER	\$1,361.04	\$1,361.04	\$1,361.04	03/11/2005	04/12/2005	R	48	\$694.30	95	1731787
04/19/2005	LPCWVE	(\$16.11)	(\$16.11)	(\$16.11)	03/11/2005	04/12/2005	R	48	\$694.30	95	1731787
05/06/2005	PAY	(\$166.00)	(\$166.00)	\$0.00	04/12/2005	05/11/2005	R	72	\$1,918.14	24	1731787
05/11/2005	BILL	\$44.91	\$44.91	\$0.00	04/12/2005	05/11/2005	R	72	\$1,918.14	24	1731787
06/06/2005	PAY	(\$166.00)	(\$166.00)	\$0.00	04/12/2005	05/11/2005	R	72	\$1,918.14	24	1731787
06/10/2005	BILL	\$34.31	\$34.31	\$0.00	05/11/2005	06/10/2005	R	88	\$1,786.45	16	1731787
06/10/2005	BILL	\$36.91	\$36.91	\$0.00	05/11/2005	06/10/2005	Y	90	\$1,789.05	18	1731787

Account # 7114022835 SA # 8681340150 Bill Cycle GS Rate Class GS Phone # 27684451215

Name SERVANCE, DARLENE Address: 6834 N 9TH ST/PHILA, PA

Pay Agreement Indicator Y Easyway Indicator B CRP Status

Blocker Start Date 20050720 Blocker End Date 20070731 Meter # 1731787

Trans Date	Trans Type	Current Amt	Total Amt	Adjust Amt	Segment Start Date	Segment End Date	Reas Code	End Read	Current Balance	Usage	Meter #
06/14/2005	CANB	(\$36.91)	(\$36.91)	\$0.00							
06/30/2005	PAY	(\$160.00)	(\$160.00)	\$0.00	06/10/2005	07/12/2005	R	99	\$1,655.03	11	1731787
07/12/2005	BILL	\$28.58	\$28.58	\$0.00							
08/03/2005	PAY	(\$160.00)	(\$160.00)	\$0.00	07/12/2005	08/11/2005	R	111	\$1,525.11	12	1731787
08/11/2005	BILL	\$30.08	\$30.08	\$0.00							
09/13/2005	PAY	(\$160.00)	(\$160.00)	\$0.00	08/11/2005	09/13/2005	R	121	\$1,392.51	10	1731787
09/13/2005	BILL	\$27.40	\$27.40	\$0.00							

**EXHIBIT B**

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OCT 07 2005

PA PUBLIC UTILITY COMMISSION  
SECRETARY'S BUREAU

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FEB-MARCH 2004, WHICH ADJSUTED FOR 3 MONTHS EST READS. USAGE
IN LINE, CONSISTENT. CUSTOMER RESPONSIBLE FOR BALANCE OWING
TO PGW. BEGINNING BILL DUE MAY 2005 CUST TO PAY BUDGET $134
PLUS $32= $166.00 PER MONTH. WAIVE LPCS. BASED ON THESE
FINDINGS, THE BUREAU OF CONSUMER SERVICES CONCLUDES: 1. THAT
THE BILLS ARE CORRECT AS RENDERED. 2. THAT THE CUSTOMER IS
RESPONSIBLE FOR THE BALANCE OWING TO THE PHILADELPHIA GAS
WORKS. THEREFORE IT IS DECIDED 1. THAT BEGINNING WITH THE BILL
DUE ON MAY 7, 2005 THE CUSTOMER SHALL PAY THE SPECIAL PAYMENT
ARRANGEMENT AMOUNT OF $166.00 PER MONTH. THIS AMOUNT
INCLUDES THE CUSTOMER'S REGULAR BUDGET BILL OF $134.00 PER
MONTH PLUS AN ADDITIONAL $32.00 PER MONTH TO BE APPLIED
TOWARD THE CUSTOMER'S REMAINING UNPAID BALANCE. 2. ALL
PAYMENTS MUST BE MADE BY THE DUE DATE OF EACH MONTH'S BILL. 3.
PAYMENTS SHALL CONTINUE IN THIS MANNER UNTIL THE BILL IS PAID
IN FULL. 4. THE CUSTOMER'S PAYMENT ARRANGEMENT AMOUNT MAY
VARY IN ACCORDANCE WITH NORMAL INCREASES OR DECREASES IN THE
CUSTOMER'S BUDGET BILL. 5. THAT THE PHILADELPHIA GAS WORKS
WILL NOT CHARGE LATE PAYMENT FEES TO CUSTOMER'S ACCOUNT AS
LONG AS THE CUSTOMER PAYS ACCORDING TO THE DECISION. HOWEVER,
THE PHILADELPHIA GAS WORKS MAY APPLY LATE PAYMENT FEES IF YOU
DO NOT PAY ON TIME OR DO NOT KEEP THIS AGREEMENT. APRIL 11,
2005 DATE _____ SIGNATURE
MATTHEW HRIVNAK UTILITY COMPLAINT INVESTIGATOR BUREAU OF
CONSUMER SERVICES PA PUBLIC UTILITY COMMISSION</Resolution>
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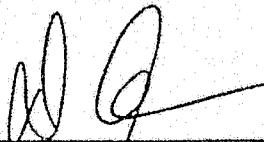
```

ENT.  
 OR  
 4/19/05  
 D/B & C/S & PAR.

VERIFICATION

I, Denise Adamucci, 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 6, 2005

  
\_\_\_\_\_  
Denise Adamucci, 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:

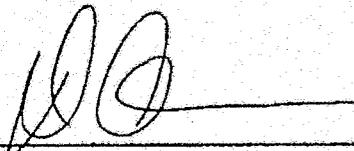
*Darlene Servance*  
6834 N. 9<sup>th</sup> Street  
Philadelphia, PA 19126

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OCT 07 2005

PA PUBLIC UTILITY COMMISSION  
GENERAL COUNSEL'S BUREAU

October 6, 2005



Denise Adamucci, Esquire  
Philadelphia Gas Works  
800 W. Montgomery Avenue  
Philadelphia, PA 19122  
(215) 684-6745