

CAPTION SHEET

CASE MANAGEMENT SYSTEM

1. REPORT DATE: 00/00/00	:	
2. BUREAU: ALJ	:	
3. SECTION(S):	:	
5. APPROVED BY:	:	4. PUBLIC MEETING DATE:
DIRECTOR:	:	00/00/00
SUPERVISOR:	:	
6. PERSON IN CHARGE:	:	7. DATE FILED: 08/07/02
8. DOCKET NO: F-01182967	:	9. EFFECTIVE DATE: 00/00/00

PARTY/COMPLAINANT: ANGELUCCI, DANIEL C.

RESPONDENT/APPLICANT: PHILADELPHIA GAS WORKS

COMP/APP COUNTY: PHILADELPHIA

UTILITY CODE: 125042

ALLEGATION OR SUBJECT

COMPLAINANT ASKS FOR A BUDGET AMOUNT OF \$69 A MONTH PLUS \$25 FOR ARREARS TO BEGIN NOVEMBER. HE ASKS THAT LATE FEES AND FINANCE CHARGES BE WAIVED AND THE \$30 COLLECTION FEE REMOVED FROM HIS ACCUNT.

DOCUMENT  
FOLDER

**DOCKETED**  
AUG 08 2002

~~CONFIDENTIAL - INFORMATIONAL PURPOSES ONLY~~

ORIGINAL

FORMAL COMPLAINT FORM  
Pennsylvania Public Utility Commission

BCS 1182967  
8-20-02

F-01182967  
125042

Please Print:

1. Your Name, Mailing Address and Telephone Number.

Name Daniel C. Angelucci  
Street/P.O. Box 2407 S. WARRIORL E Apt.# \_\_\_\_\_  
City Phila. State Pa Zip 19148  
County Phila Home Telephone-Area Code (215) 271-3677  
Work Telephone-Area Code ( )

REC'D  
REGISTRATION  
DIVISION

2. Name of Company your complaint concerns: PGW

3. What is your complaint?

I want a budget agreement of \$69.00 monthly,  
plus \$25.00 towards the arrears. All late fees and  
finance charges to be waived during the term, also  
\$300.00 in collection fee to be removed from the  
account. Plan is to commence November 2002  
billing cycle.

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

(-over-)

10

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

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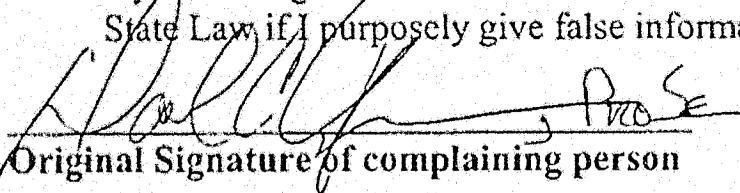
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(If you need more space, use additional paper and attach to this form )

5. You must sign and date your complaint below.

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

  
Original Signature of complaining person

8/5/02  
Date

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

Lawyer's Name \_\_\_\_\_

Street \_\_\_\_\_

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

Telephone Number-Area Code ( \_\_\_\_\_ ) \_\_\_\_\_

*Timely*

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

Notice to Customer:

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

If you want to appeal this decision, you must return this Notification of Intent to Appeal form within twenty days of this date: July 16, 2002. 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.)

DANIEL ANGELUCCI  
2407 S WARNOCK ST  
PHILADELPHIA PA 19148

215. 271-3677  
(Area Code) Telephone Number

  
Signature

Mail this completed form to:

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

**FOR OFFICE USE ONLY**

BCS Number: 1182967

Date of mailing: July 16, 2002

Company: PHILADELPHIA GAS WORKS

REVISED 11/97

*20*



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

8-20-02

IN REPLY PLEASE  
REFER TO OUR FILE

JULY 31, 2002

BCS 1182967

DANIEL ANGELUCCI  
2407 S WARNOCK ST  
PHILADELPHIA PA 19148

Dear Sir/Madam

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

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

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

Return the form to us on or before AUGUST 20, 2002 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:

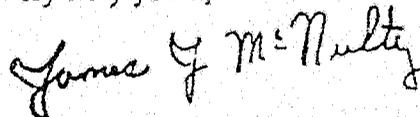
Office of Administrative Law Judge  
Public Utility Commission  
P.O. Box 3265  
Harrisburg, PA 17105-3265

**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

KSB

CC: PHILADELPHIA GAS WORKS

DATE SERVED: AUGUST 8, 2002

DANIEL C. ANGELUCCI  
Complainant

VS.

PHILADELPHIA GAS WORKS  
Respondent

Complaint Docket  
No: F-01182967

DOCUMENT  
FOLDER

**DOCKETED**

AUG 08 2002

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FORMAL COMPLAINT NOTICE TO RESPONDENT TO ANSWER OR SATISFY

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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,

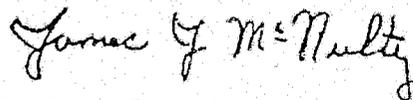
1. You have twenty (20) days from the date on which this complaint is served to either satisfy this complaint or to file with the Secretary of the Pennsylvania Public Utility Commission, P. O. Box 3265, Harrisburg, PA 17120, an answer (original and two copies), in writing, under oath, which, as required by Section 5.61 of the Commission's Rules of Practice and Procedure, 52 Pa. Code Section 5.61, either affirms or specifically denies the allegations in this complaint. You must also serve a copy of the answer upon the complainant. The date of service is the mailing date as indicated by the date at the top of this Notice. Section 1.56(a) of the Commission's Rules of Practice and Procedure, 52 Pa. Code Section 1.56(a).

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

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

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

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



James J. McNulty  
Secretary

(SEAL)

Certified Mail  
Return Receipt Requested

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

DATE SERVED: AUGUST 8, 2002

F-01182967

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 DANIEL C. ANGELUCCI. 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.

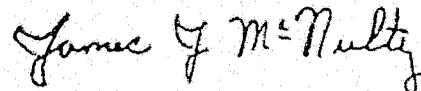
AUGUST 8, 2002

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

dbb

**Philadelphia Gas Works**  
Legal Department



**ORIGINAL**  
800 W. Montgomery Avenue, Philadelphia, PA 19122  
Fax: (215) 684-6798

Laureto A. Farinas, Esq.  
Senior Attorney  
Legal Department  
Direct Dial: 215-684-6982  
FAX: 215-684-6798  
E-mail: laureto.farinas@pgworks.com

RECEIVED

AUG 28 2002

PA PUBLIC UTILITY COMMISSION  
SECRETARY'S BUREAU

August 28, 2002

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

SRB

RE: Daniel Angelucci v. PGW, Docket No. F-01182967

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 contact me at my direct-dial number above. Thank you for your assistance.

DOCUMENT  
FOLDER

Sincerely,

*Laureto Farinas* (S)

Enclosures

cc: Daniel Angelucci  
Anne Marie Cromley

ORIGINAL

RECEIVED

BEFORE THE  
PENNSYLVANIA PUBLIC UTILITY COMMISSION

AUG 28 2002

PA PUBLIC UTILITY COMMISSION  
SECRETARY'S BUREAU

Daniel C. Angelucci

:  
:  
:  
:  
:

v.

Docket No. F - 01182967

Philadelphia Gas Works

Answer Of Philadelphia Gas Works

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

1. Admitted.
2. Admitted.
3. Denied. PGW denies that averments contained in Paragraph 3 of the Complaint, as they are requests for relief for which no answer is required.

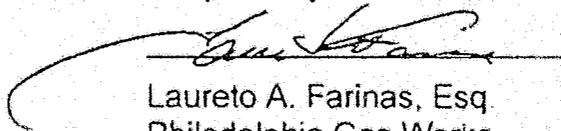
PGW records indicate that the Complainant had an outstanding balance, which the Complainant disputed. All bills were based upon actual meter readings as shown the statement of bills and payments of the Complainant's account, which is attached hereto as Exhibit "A".

A decision of the Bureau of Consumer Services ("BCS") dated July 16, 2002, which is attached hereto as Exhibit "B" found that the Complainant's bills were correct as rendered. The decision provided a payment arrangement in the form of a budget billing plan of \$69 per month plus \$100 per month toward arrears.

**Wherefore**, the Complainant has not averred any facts showing a changes in financial circumstances since the issuance of the BCS decision, PGW respectfully requests that this Commission find against the Complainant and affirm the BCS decision in this matter.

August 28, 2002

Respectfully submitted,



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

DOCUMENT  
FOLDER

DOCKETED

AUG 30 2002

# EXHIBIT A

BILLS FROM 01/01/1996 TO 08/20/2002

Account #: 4117552812	Customer Name ANGELUCCI, DANIEL C
Customer Address 2407 S WARNOCK ST/PHILA, PA	Bill Cycle, 15

BILLS

Service Agreement	Meter #	Bill Start Date	Bill End Date	Bill Due Date	Meter Read Start	Meter Read End	Usage (CCF)	Read Code	Bill Amount	Bill Cancelled	Closing Bill	CRP Monthly Amount	Easyway Current Month	Easyway Curr Amt	Days
4283608638	1899830	06/20/2002	07/19/2002	08/15/2002	3130	3154	24	Regular	\$96.21	No	No	\$0.00	1	\$69.00	29
4283608638	1899830	05/20/2002	06/20/2002	07/17/2002	3097	3130	33	Regular	\$44.39	No	No	\$0.00	0	\$0.00	31
4283608638	1899830	04/19/2002	05/20/2002	06/17/2002	3059	3097	38	Regular	\$47.40	No	No	\$0.00	0	\$0.00	31
4283608638	1899830	03/20/2002	04/19/2002	05/16/2002	2997	3059	62	Regular	\$66.66	No	No	\$0.00	0	\$0.00	30

**BILLS FROM 01/01/1996 TO 08/20/2002**

Account #: 4117552812	Customer Name: ANGELUCCI, DANIEL C
Customer Address: 2407 S WARNOCK ST/PHILA, PA	Bill Cycle: 15

**BILLS**

Service Agreement	Meter #	Bill Start Date	Bill End Date	Bill Due Date	Meter Read Start	Meter Read End	Usage (CCF)	Read Code	Bill Amount	Bill Cancelled	Closing Bill	CRP Monthly Amount	Easyway Current Month	Easyway Curr Amt	Days
9961590960	1899830	02/20/2002	03/20/2002	04/29/2002	2928	2997	69	Regular	\$74.25	No	Yes	\$0.00	0	\$0.00	28
9961590960	1899830	02/20/2002	03/20/2002	04/17/2002	2928	2997	69	Regular	\$74.25	Yes	No	\$0.00	0	\$0.00	28
9961590960	1899830	01/22/2002	02/20/2002	03/19/2002	2832	2928	96	Regular	\$108.40	No	No	\$0.00	0	\$0.00	29
9961590960	1899830	12/19/2001	01/22/2002	02/19/2002	2697	2832	135	Regular	\$147.57	No	No	\$0.00	0	\$0.00	34
9961590960	1899830	11/20/2001	12/19/2001	01/18/2002	2661	2697	36	Regular	\$49.69	No	No	\$0.00	0	\$0.00	29
9961590960	1899830	10/22/2001	11/20/2001	12/17/2001	2613	2661	48	Regular	\$66.17	No	No	\$0.00	0	\$0.00	29
9961590960	1899830	09/20/2001	10/22/2001	11/19/2001	2573	2613	40	Regular	\$56.31	No	No	\$0.00	0	\$0.00	32
9961590960	1899830	08/21/2001	09/20/2001	10/17/2001	2541	2573	32	Regular	\$49.29	No	No	\$0.00	0	\$0.00	30
9961590960	1899830	07/23/2001	08/21/2001	09/18/2001	2514	2541	27	Regular	\$47.60	No	No	\$0.00	0	\$0.00	29
9961590960	1899830	06/21/2001	07/23/2001	08/17/2001	2493	2514	21	Regular	\$39.61	No	No	\$0.00	0	\$0.00	32
9961590960	1899830	05/21/2001	06/21/2001	07/18/2001	2466	2493	27	Regular	\$47.60	No	No	\$0.00	0	\$0.00	31
9961590960	1899830	04/20/2001	05/21/2001	06/19/2001	2434	2466	32	Regular	\$54.25	No	No	\$0.00	0	\$0.00	31
9961590960	1899830	03/21/2001	04/20/2001	05/17/2001	2387	2434	47	Regular	\$74.21	No	No	\$0.00	0	\$0.00	30
9961590960	1899830	02/20/2001	03/21/2001	04/17/2001	2329	2387	58	Regular	\$88.07	No	No	\$0.00	0	\$0.00	29
9961590960	1899830	12/19/2000	02/20/2001	03/19/2001	2274	2329	55	Regular	\$78.46	No	No	\$0.00	0	\$0.00	29
9961590960	1899830	11/17/2000	01/22/2001	02/16/2001	2178	2274	96	Regular	\$120.31	No	No	\$0.00	0	\$0.00	34
9961590960	1899830	10/19/2000	12/19/2000	01/18/2001	2111	2178	67	Regular	\$71.68	No	No	\$0.00	0	\$0.00	32
9961590960	1899830	10/19/2000	11/17/2000	12/15/2000	2081	2111	30	Regular	\$31.13	No	No	\$0.00	0	\$0.00	29
9961590960	1899830	09/19/2000	10/19/2000	11/15/2000	2041	2081	40	Regular	\$38.84	No	No	\$0.00	0	\$0.00	30
9961590960	1899830	08/18/2000	09/19/2000	10/16/2000	2015	2041	26	Regular	\$28.05	No	No	\$0.00	0	\$0.00	32
9961590960	1899830	07/20/2000	08/18/2000	09/14/2000	1990	2015	25	Regular	\$27.28	No	No	\$0.00	0	\$0.00	29
9961590960	1899830	06/19/2000	07/20/2000	08/16/2000	1960	1990	30	Regular	\$31.13	No	No	\$0.00	0	\$0.00	31
9961590960	1899830	05/19/2000	06/19/2000	07/14/2000	1929	1960	31	Regular	\$31.90	No	No	\$0.00	0	\$0.00	31
9961590960	1899830	04/22/2000	05/19/2000	06/19/2000	1898	1929	31	Regular	\$31.90	No	No	\$0.00	0	\$0.00	27
9961590960	1899830	03/22/2000	04/22/2000	05/18/2000	1850	1898	48	Regular	\$45.01	No	No	\$0.00	0	\$0.00	31
9961590960	1899830	02/23/2000	03/22/2000	04/18/2000	1784	1850	66	Regular	\$58.90	No	No	\$0.00	0	\$0.00	28
9961590960	1899830	01/22/2000	02/23/2000	03/21/2000	1374	1784	410	Regular	\$324.16	No	No	\$0.00	0	\$0.00	32
9961590960	1899830	12/17/1999	01/22/2000	02/22/2000	1305	1374	69	System Estimate	\$61.59	No	No	\$0.00	0	\$0.00	36
9961590960	1899830	11/17/1999	12/17/1999	01/19/2000	1262	1305	43	System Estimate	\$41.35	No	No	\$0.00	0	\$0.00	30
9961590960	1899830	10/19/1999	11/17/1999	12/17/1999	1224	1262	38	System Estimate	\$35.97	No	No	\$0.00	0	\$0.00	29

BILLS FROM 01/01/1996 TO 08/20/2002

Account # 4117552812	Customer Name ANGELUCCI, DANIEL C
Customer Address 2407 S WARNOCK ST/PHILA, PA	Bill Cycle: 15

**BILLS**

Service Agreement	Meter #	Bill Start Date	Bill End Date	Bill Due Date	Meter Read Start	Meter Read End	Usage (CCF)	Read Code	Bill Amount	Bill Cancelled	Closing Bill	CRP Monthly Amount	Easyway Current Month	Eway Curr Amt	Days
9961590960	1899830	10/19/1999	11/17/1999	12/15/1999	1224	1253	29	System Estimate	\$30.11	Yes	No	\$0.00	0	\$0.00	29
9961590960	1899830	09/20/1999	10/19/1999	11/19/1999	1192	1224	32	System Estimate	\$32.40	No	No	\$0.00	0	\$0.00	29
9961590960	1899830	08/19/1999	09/20/1999	10/19/1999	1151	1192	41	System Estimate	\$39.26	No	No	\$0.00	0	\$0.00	32
9961590960	1899830	07/22/1999	08/19/1999	09/20/1999	1097	1151	54	System Estimate	\$49.17	No	No	\$0.00	0	\$0.00	28
9961590960	1899830	07/22/1998	07/22/1999	08/19/1999	452	1097	645	System Estimate	\$586.91	No	No	\$0.00	0	\$0.00	365
9961590960	1899830	06/19/1998	07/22/1998	08/12/1998	421	452	31	Regular	\$30.49	No	No	\$0.00	0	\$0.00	34
9961590960	1899830	05/20/1998	06/19/1998	07/20/1998	379	421	42	Regular	\$39.89	No	No	\$0.00	0	\$0.00	31
9961590960	1899830	04/23/1998	05/20/1998	06/17/1998	294	379	85	Regular	\$76.65	No	No	\$0.00	0	\$0.00	28
9961590960	1899830	03/23/1998	04/23/1998	05/20/1998	272	294	22	System Estimate	\$22.80	No	No	\$0.00	0	\$0.00	32
9961590960	1899830	02/19/1998	03/23/1998	04/20/1998	166	272	106	Regular	\$94.60	No	No	\$0.00	0	\$0.00	33
9961590960	1899830	01/07/1998	02/19/1998	03/21/1998	0	166	166	Regular	\$145.88	No	No	\$0.00	0	\$0.00	44
9961590960	1295346	12/18/1987	01/07/1998	02/01/1998	9803	0	197	Regular	\$172.38	No	No	\$0.00	0	\$0.00	21
9961590960	1295346	11/18/1987	12/18/1997	01/14/1998	9781	9803	22	System Estimate	\$22.80	No	No	\$0.00	0	\$0.00	31
9961590960	1295346	10/20/1987	11/18/1997	12/15/1997	9760	9781	21	System Estimate	\$21.95	No	No	\$0.00	0	\$0.00	30
9961590960	1295346	09/18/1987	10/20/1997	11/16/1997	9718	9760	42	System Estimate	\$39.89	No	No	\$0.00	0	\$0.00	33
9961590960	1295346	08/07/1987	09/18/1997	10/15/1997	9687	9718	31	Regular	\$30.49	No	No	\$0.00	0	\$0.00	43
9961590960	1295346	02/21/1987	08/07/1997	09/02/1997	9652	9687	35	Regular	\$63.92	No	No	\$0.00	0	\$0.00	168

# PAYMENTS FROM 01/01/1996 TO 08/20/2002

Account #: 4117552812

Customer Name: ANGELUCCI, DANIEL C

Customer Address: 2407 S WARNOCK ST/PHILA,PA

Bill Cycle: 15

## PAYMENTS

Service Agreement ID	Pay Amount	Pay Date	Pay Status	Late Pay Charge	Utility Type	Grant Type	Pay Source Code
9961590960	\$100.00	02/28/2002	F	\$9.98	G		REM
9961590960	\$50.00	12/21/2001	F	\$6.08	G		REM
9961590960	\$75.00	11/05/2001	F	\$2.83	G		REM
9961590960	\$100.00	10/01/2001	F	\$3.42	G		REM
9961590960	\$100.00	10/01/2001	C	\$2.83	G		REM
9961590960	\$100.00	09/07/2001	F	\$4.81	G		REM
9961590960	\$100.00	08/01/2001	F	\$10.41	G		REM
9961590960	\$100.00	06/01/2001	F	\$5.45	G		REM
9961590960	\$150.00	05/01/2001	F	\$6.49	G		REM
9961590960	\$150.00	04/02/2001	F	\$7.31	G		REM
9961590960	\$125.00	03/02/2001	F	\$7.89	G		REM
9961590960	\$100.00	02/05/2001	F	\$7.48	G		REM
9961590960	\$100.00	01/16/2001	F	\$7.79	G		REM
9961590960	\$100.00	12/07/2000	F	\$8.70	G		REM
9961590960	\$50.00	11/01/2000	F	\$16.80	G		REM
9961590960	\$50.00	09/11/2000	F	\$8.41	G		REM
9961590960	\$100.00	08/07/2000	F	\$9.30	G		REM
9961590960	\$100.00	07/03/2000	F	\$10.17	G		REM
9961590960	\$100.00	06/01/2000	F	\$11.02	G		REM
9961590960	\$75.00	05/05/2000	F	\$0.00	G		REM
9961590960	\$75.00	04/04/2000	F	\$0.00	G		REM
9961590960	\$50.00	03/02/2000	F	\$0.00	G		REM
9961590960	\$75.00	02/01/2000	F	\$7.08	G		REM
9961590960	\$50.00	12/08/1999	F	\$7.17	G		REM
9961590960	\$50.00	11/04/1999	F	\$7.32	G		REM
9961590960	\$50.00	10/07/1999	F	\$13.81	G		REM
9961590960	\$50.00	08/02/1999	F	\$0.00	G		REM
9961590960	\$50.00	06/01/1999	F	\$0.00	G		REM
9961590960	\$50.00	05/04/1999	F	\$0.00	G		REM
9961590960	\$50.00	03/08/1999	F	\$0.00	G		REM
9961590960	\$50.00	02/08/1999	F	\$0.00	G		REM
9961590960	\$50.00	01/15/1999	F	\$0.00	G		REM
9961590960	\$50.00	11/17/1998	F	\$0.00	G		REM
9961590960	\$100.00	09/08/1998	F	\$0.00	G		REM
9961590960	\$100.00	08/11/1998	F	\$0.00	G		REM
9961590960	\$100.00	06/16/1998	F	\$0.00	G		REM
9961590960	\$150.00	04/29/1998	F	\$0.00	G		REM
9961590960	\$150.00	03/19/1998	F	\$0.00	G		REM
9961590960	\$100.00	02/09/1998	F	\$0.00	G		REM
9961590960	\$50.00	12/08/1997	F	\$0.00	G		REM
9961590960	\$90.00	10/09/1997	F	\$0.00	G		REM
9961590960	\$100.00	08/06/1997	F	\$0.00	G		REM
9961590960	\$50.00	06/06/1997	F	\$0.00	G		REM

PAYMENTS FROM 01/01/1996 TO 08/20/2002

Account #: 4117552812

Customer Name: ANGELUCCI, DANIEL C

Customer Address: 2407 S WARNOCK ST/PHILA,PA

Bill Cycle: 15

**PAYMENTS**

Service Agreement ID	Pay Amount	Pay Date	Pay Status	Late Pay Charge	Utility Type	Grant Type	Pay Source Code
4283608638	\$75.00	08/05/2002	F	\$0.00	G		REM
4283608638	\$100.00	06/28/2002	F	\$6.22	G		REM
4283608638	\$50.00	06/05/2002	F	\$6.02	G		REM
4283608638	\$100.00	05/07/2002	F	\$0.00	G		REM
4283608638	\$100.00	05/01/2002	F	\$12.23	G		REM

# EXHIBIT B



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

July 16, 2002

BCS No: 1182967

DANIEL ANGELJCCI  
2407 S WARNOCK ST  
PHILADELPHIA PA 19148

The Bureau of Consumer Services (BCS) has completed its investigation into your informal complaint. Attached is the decision resulting from that investigation. A copy of this decision has also been sent to your utility company. This decision is binding on all parties, and unless it is appealed will become final 20 days after the date of this letter.

If you do not agree with any part of this decision you may appeal it by filing a formal complaint. You can do this by completing the attached Request for Formal Complaint Forms. Return this form to the Public Utility Commission, and the formal complaint forms will be mailed to you. If you wish to appeal, you must return this form to the Public Utility Commission by the date shown on the form. Your complaint will be assigned to an Administrative Law Judge, and a hearing date will be assigned.

You do not need a lawyer to file an appeal.

You must make all of the payments required by this decision. If you do not make these payments the utility company is permitted to terminate your utility service.

If you have any questions about the terms and conditions of this decision or about the Public Utility Commission's appeal procedures you may call me toll free at 1-800-782-1110, or you may call me directly at 717-705-6903.

Sincerely,

MATTHEW HRIVNAK  
Utility Complaint Investigator

Enclosure

PHILADELPHIA GAS WORKS

DANIEL ANGELUCCI  
2407 S WARNOCK ST v.  
PHILADELPHIA PA 19148

PHILADELPHIA GAS WORKS

Case Number: 1182967

Account Number:4117552812

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**Decision On Informal Complaint By The Bureau Of Consumer Services:**

**Statement Of Complaint:**

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

Customer has a balance owing to the Philadelphia Gas Works and needs a payment arrangement

**Investigation By Staff Of The Bureau Of Consumer Services Revealed:**

1. That as of July 9, 2002 the customer has a balance of \$405.53 owing to the Philadelphia Gas Works.

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

1. That the bills are correct as rendered.
2. That the customer is responsible for the balance owing to the Philadelphia Gas Works.
3. That a payment arrangement will be set up for the balance owing to the Philadelphia Gas Works according to the guidelines set by the Public Utility Commission.

**Therefore It Is Decided:**

1. That beginning with the bill due on or about August 17, 2002, the customer MUST pay the budget amount of \$69.00 PLUS \$100.00 towards the past due amount, until the arrearage is paid in full.
2. That the budget amount is subject to change based on the customer's usage.

July 16, 2002  
Date

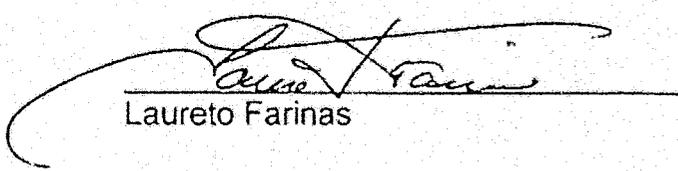
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Signature  
MATTHEW HRIVNAK  
Utility Complaint Investigator  
Bureau of Consumer Services  
PA Public Utility Commission

VERIFICATION

I, Laureto Farinas, hereby declare that I am Counsel to the Philadelphia Gas Works; that as such, I am authorized to make this verification on its behalf; that the facts set forth in the foregoing Answer are true to the best of my knowledge, information and belief, and that I make this verification subject to the penalties of 18. Pa. C.S. §4904, pertaining to false statements to authorities.

Date. August 28, 2002

  
Laureto Farinas

CERTIFICATE OF SERVICE

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

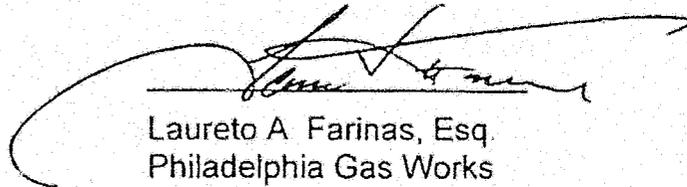
**Service List:**

For Complainant

Daniel C. Angelucci  
2407 S. Warnock Street  
Philadelphia, PA 19148

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

August 28, 2002



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