

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: 10/05/07
 8. DOCKET NO: F-02295534 : 9. EFFECTIVE DATE: 00/00/00

PARTY/COMPLAINANT: KEATING, DAWN FEINBERG

RESPONDENT/APPLICANT: PHILADELPHIA GAS WORKS

COMP/APP COUNTY: PHILADELPHIA

UTILITY CODE: 125042

ALLEGATION OR SUBJECT

COMPLAINANT STATES INCORRECT CHARGES ON BILL AFTER NEW METER AND 2 FOOT DRIVE INSTALLED. SHE WOULD LIKE THE PUC TO LOOK INTO BILLINGS AND HAVE THEM CORRECTED AND REFUND GIVEN.

DOCUMENT
FOLDER

DOCKETED
OCT 11 2007

PENNSYLVANIA PUBLIC UTILITY COMMISSION

Formal Complaint Form

RECEIVED

OCT 05 2007

Please print in ink or type.

F-02295534

1. CUSTOMER (COMPLAINANT) INFORMATION

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

Name: Dawn Feinberg Keating

Street/P.O. Box: 1417 S Philip Street Apt # _____

City: Philadelphia State: PA Zip: 19147

County: Philadelphia

Daytime Telephone Number Where We Can Contact You: (215) 351-2786 work/ day (215)755-78680 home/evening

E-mail Address (optional): hippiealpha@verizon.net

Utility Account Number 138412064 (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. FULL NAME OF UTILITY COMPANY (RESPONDENT):

PGW: Philadelphia Gas Works

3. TYPE OF UTILITY (check one)

ELECTRIC

STEAM HEAT

GAS

WASTE WATER

WATER

MOTOR CARRIER

(e.g., taxi, moving company, limousine)

TELEPHONE

ORIGINAL

PA PUBLIC UTILITY COMMISSION
REGISTRY NUMBER

48

(local, long distance)

4. COMPLAINT (check one)

A. In general, what is your complaint?

- I want to oppose the company's proposed rate increase.
- There are incorrect charges on my bill.
- There is a reliability, safety or quality problem with my utility service.
- I received a notice that my utility service is being terminated.
- I would like a payment agreement.
- Other (explain).

B. State the facts of your complaint.

Include any specific dates, times or places that may be 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.

5. RELIEF

How do you want your complaint to be resolved? Use additional paper if you need more space. I received my first gas bill with the new meter installed. If the PGW were correct, my bill with the new meter and '2 foot drive' should have been doubled. It was not. It was **LESS** than previous bills (with the 1 foot drive) by a few dollars.

During the summer months my bill was approximately \$35.00. This was for hot water for 2 peoples showers and cooking gas (which is minimal). If PGW is correct these bills would be adjusted to \$70.00 and in winter months upwards of \$400.00 per month.

I have lived at this property for nearly 3 years as a renter. Had my summer months gas bills been \$70.00 I would seriously investigated the situation.

In previous properties as a tenant my gas bill (where hot water for showers and cooking gas was paid for by me) was generally between \$30.00 - \$35.00.

The adjustments made by PGW are clearly incorrect. I am fearful that this will not be resolved as my last contact with PGW when I questioned my new bill I was told "I cannot account for" your new bill (2 foot drive) being in line with your old bill (1 foot drive).

In addition to this – bottom line I WAS NOT GIVEN THE ABILITY TO MITIGATE BY DAMAGES. The additional charges at minimum should be cleared. Additionally, I feel that I may be due a refund and am certainly due a very large apology and compensation for my time and effort to resolve this very frustrating mater.

6. PROTECTION FROM ABUSE

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

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

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. LEGAL REPRESENTATION (IF ANY)

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

Lawyer's Name _____

Street _____

City _____ State _____ Zip _____

Area Code/Phone Number _____

E-mail Address (If Known) _____

9. 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 Dawn Fenberg Keating, 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).

Dawn Fenberg Keating
(Signature)

10/4/07
(Date)

Title of authorized employee or officer

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 17105-3265	Secretary Pennsylvania Public Utility Commission 400 North Street Commonwealth Keystone Building, 2 nd Floor Harrisburg, Pennsylvania 17120
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Facsimiles and/or electronic filings of the complaint 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.

Request for Formal Complaint Form
(Notification of Intent to Appeal)

Timely

Notice to Customer:

If you sign and return this form, you are telling the Public Utility Commission that you want to appeal this decision. Do not return this form unless you want to appeal this decision.

If you want to appeal, you must return this form within 20 days of 9/28/2007. The Commission will send you formal complaint forms if you return this form.

You must comply with 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 shut off your service.

Sincerely,
Pennsylvania Public Utility Commission

Yes, I want to appeal this decision. Please send formal complaint forms to me at the following address:

(215-755-8680)

Customer name and address:
(Please correct any mistakes.)

DAWN FEINBERG-KEATING
1417 S PHILIP STREET
PHILADELPHIA PA 19147

~~DAWN KEATING
1417 S. PHILIP ST
Phila, Pa 19147~~

Dawn Feinberg-Keating
Signature
Date of Mailing: 9/28/2007

(Area Code) Telephone Number
BCS: 2295534
Company: PHILADELPHIA GAS
WORKS

Mail this completed form to:

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

RECEIVED

OCT 05 2007

PA PUBLIC UTILITY COMMISSION
SECRETARY'S BUREAU

64



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

9/28/2007

BCS No: 2295534

DAWN FEINBERG-KEATING
1417 S PHILIP STREET
PHILADELPHIA PA 19147

The Public Utility Commission has completed its investigation into your informal complaint. Our decision is attached. We sent a copy of this decision to your utility company. You and the company must both follow this decision. Both parties may appeal this decision. If no one appeals, the decision will become final 20 days after the date of this letter.

If you do not agree with this decision you can appeal it by filing a formal complaint. Complete and return the attached Notification of Intent to Appeal within 20 days of the date on the form. The Commission will mail you formal complaint forms. When you complete and return the formal complaint forms, your appeal begins. The Commission will assign your complaint to the Office of Administrative Law Judge. They will contact you about your formal complaint.

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 can shut off your utility service.

Do not mail your payments to the Public Utility Commission. Mail your payments directly to your company.

If you have any questions, please call 1-800-692-7380.

Sincerely,

TERRY SEAVER
Investigator

9-26-06
\$35.78
13 CCF

INFORMAL COMPLAINT DECISION
THE PENNSYLVANIA PUBLIC UTILITY COMMISSION

DAWN FEINBERG-KEATING
1417 S PHILIP STREET
PHILADELPHIA PA 19147

Date: 9/28/2007

V.

BCS: 2295534

PHILADELPHIA GAS WORKS

Acct. No: 138412064

DECISION ON INFORMAL COMPLAINT BY THE PUBLIC UTILITY COMMISSION:

STATEMENT OF COMPLAINT:

We received your informal complaint on 9/17/2007. In the complaint, you state that:

The customer states she received a bill for \$6,000 followed by a letter with the corrected amount of \$1,441.00. The letter states the customer was incorrectly billed for a period of 3 years due to a bad meter. The customer had been unable to contact the company and receive information about the letter.

INVESTIGATION BY STAFF OF THE PUBLIC UTILITY COMMISSION FOUND:

On 4/27/05 the customer established service to the property. The AMR reading was 2547.

On 7/30/07 the company completed a meter exchange at the property which was prompted by the meter exchange program.

On 8/3/07 an inquiry of the difference between the reading from the manual index compared to the AMR auto reading prompted a meter shop investigation. The investigation verified that the meter (#1633290) was removed at an index of 6683 and the AMR index was at 3341.91; the AMR was set to the one foot drive as opposed to the required two foot drive setting

On 8/20/07 the customer was billed for \$5,928.56. The bill represented billing from the AMR index of 3337 on 7/19/07 to the actual remove index of 6683 on the old meter and usage (index 1766 to 1771) on the new meter.

On 9/14/07 a high bill dispute was completed by the company. As a result the account was rebilled from the 4/27/05 adjusted turn on index to 8/17/07 for \$3,225.63. All late payment charges were waived. After considering payments previously posted to the account the account balance was \$1441.95.

As of 9/25/07 the customer's account balance is in the amount of \$1472.76.

Title 52 PA Code, Chapter 56, Section 56.12 (5) (ii) states that when an actual reading establishes that the customer was underbilled due to an error in the registration of the remote reading device, the utility may render a bill for the uncollected amount. Section 56.14 states in

part that when a utility renders a make-up bill for previously unbilled utility service the utility shall review the bill with the ratepayer and make a reasonable attempt to enter into a payment agreement for a period at least as long as the period during which the excess amount accrued.

BASED ON THESE FINDINGS, WE CONCLUDE THAT:

As a result of the AMR being set on the wrong foot drive all bills issued were based on half of the actual reading of the meter. Because of this the customer could not judiciously manage gas consumption and exercise conservation measures, as necessary. The customer therefore is entitled to a reduction in the rebilled account balance of \$288.00

THEREFORE, IT IS DECIDED THAT:

The informal complaint of Dawn Feinberg-Keating is hereby dismissed.

PGW must credit the customer's account in the amount of \$288.00

The company has offered the customer a no money down payment arrangement for 28 months which is better than what the PUC could offer. The customer is advised to contact the company and accept the agreement if needed.

We will send a copy of this decision to the utility company. If you have questions about the terms of this decision or how to appeal this decision, please call us at 1-800-782-1110.

TERRY SEAVER
Investigator

BEFORE THE PENNSYLVANIA PUBLIC UTILITY COMMISSION

DATE SERVED: OCTOBER 11, 2007

DAWN FEINBERG KEATING
Complainant

v.

PHILADELPHIA GAS WORKS
Respondent

Complaint Docket
No: F-02295534

DOCKETED
OCT 11 2007

FORMAL COMPLAINT NOTICE TO RESPONDENT TO ANSWER OR SATISFY

TO: PHILADELPHIA GAS WORKS

**DOCUMENT
FOLDER**

TAKE NOTICE:

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

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

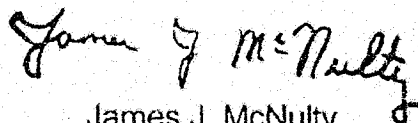
2. If you fail to either satisfy this complaint or to file answer or other responsive pleading within twenty (20) days, you will be deemed to have admitted all the allegations in this complaint in accordance with Section 5.61 of the Commission's Rules of Administrative Practice and Procedure, 52 Pa. Code Section 5.61. In that event, the Commission may, without hearing, enter an order which either revokes or suspends any certificate or permit held by you or which imposes a fine or any other appropriate penalty or remedy authorized by the Public Utility Code, 66 Pa. C.S. Section 101, et seq.; and, if

you are a customer of a utility, an order may be entered which prescribes a payment schedule or which authorizes termination of utility services. The Commission is not limited to the relief sought by the complainant in paragraph 4 of the attached complaint.

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

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

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



James J. McNulty
Secretary

(SEAL)

Certified Mail
Return Receipt Requested



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

IN REPLY PLEASE
REFER TO OUR FILE

DATE SERVED: OCTOBER 11, 2007

F-02295534

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

**DOCUMENT
FOLDER**

Dear Mr. Farinas:

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

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

CUSTOMER OF A UTILITY

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

COMPANY/UTILITY

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

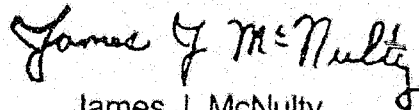
Detailed instructions on how to proceed are contained in the attached pages. You are advised to read them carefully.

OCTOBER 11, 2007

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

SS

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



Mary M. Chan, Paralegal
Legal Department
Direct Dial: (215) 684-6830
Fax: (215) 684-8788
E-mail: mary.chan@pgworks.com

October 31, 2007

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

ORIGINAL

RE: Dawn Feinberg Keating vs. PGW, Docket No. F-02295534

Dear Secretary McNulty:

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

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

Sincerely,

A handwritten signature in black ink, appearing to read "Mary M. Chan", is written over the typed name.

Mary M. Chan

DOCKETED
NOV - 5 2007

Enclosure

cc: Dawn Feinberg Keating (Regular Mail)
Anne Marie Cromley (PGW Mail)
Linda Pereira (PGW Mail)

RECEIVED

OCT 31 2007

PA PUBLIC UTILITY COMMISSION
SECRETARY'S BUREAU

53

It is admitted that the Complainant's summer month gas bills are approximately \$30 to \$35 per month.

PGW denies the averment that the Complainant's re-bill is incorrect.

The remaining averments are requests for relief to which no response is required. PGW therefore denies this averment.

By way of further answer, The Complainant established gas service at the Service Address on April 27, 2005. The gas service at the Service Address is listed as residential heat and domestic appliances.

On July 30, 2007, PGW gained access to the Service Address to complete a meter exchange. PGW discovered that the indexed reading on the meter was double than that of the Automatic Meter Reading (AMR) device.

After further investigations, PGW concluded that the Electronic Meter Reading (ERT) device was calibrated on the one foot drive to record only half of the gas usage at the Service Address.

The Complainant received a re-bill in the amount of \$5,928.56 for the period from April 27, 2005 through October 30, 2007.

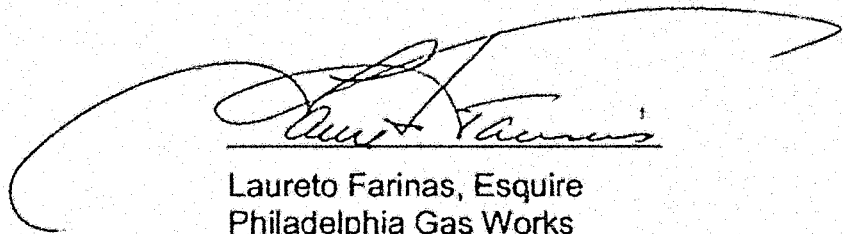
By way of further answer, the Bureau of Consumer Service (BCS) decision dated Sept 26, 2007, which is attached hereto as Exhibit "A," concluded that the Complainant's gas bills are correct as rendered. The BCS ordered PGW to credit the Complainant's account in the amount of \$288.

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

Wherefore, PGW respectfully requests that this Commission find against the Complainant, and dismiss the Complaint.

Respectfully submitted,

October 31, 2007

A large, stylized handwritten signature in black ink, which appears to read "Laureto Farinas". The signature is written over a horizontal line.

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

EXHIBIT A

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 <Resolution>DECISION: STATEMENT OF COMPLAINT: THE CUSTOMER STATES SHE RECEIVED A BILL FOR \$6,000 FOLLOWED BY A LETTER WITH THE CORRECTED AMOUNT OF \$1,441.00. THE LETTER STATES THE CUSTOMER WAS INCORRECTLY BILLED FOR A PERIOD OF 3 YEARS DUE TO A BAD METER. THE CUSTOMER HAD BEEN UNABLE TO CONTACT THE COMPANY AND RECEIVE INFORMATION ABOUT THE LETTER. INVESTIGATION BY THE PUC FOUND: ON 4/27/05 THE CUSTOMER ESTABLISHED SERVICE TO THE PROPERTY, THE AMR READING WAS 2547. ON 7/30/07 THE COMPANY COMPLETED A METER EXCHANGE AT THE PROPERTY WHICH WAS PROMPTED BY THE METER EXCHANGE PROGRAM. ON 8/3/07 AN INQUIRY OF THE DIFFERENCE BETWEEN THE READING FROM THE MANUAL INDEX COMPARED TO THE AMR AUTO READING PROMPTED A METER SHOP INVESTIGATION. THE INVESTIGATION VERIFIED THAT THE METER (#1633290) WAS REMOVED AT AN INDEX OF 6683 AND THE AMR INDEX WAS AT 3341.91; THE AMR WAS SET TO THE ONE FOOT DRIVE AS OPPOSED TO THE REQUIRED TWO FOOT DRIVE SETTING. ON 8/20/07 THE CUSTOMER WAS BILLED FOR \$5,928.56. THE BILL REPRESENTED BILLING FROM THE AMR INDEX OF 3337 ON 7/19/07 TO THE ACTUAL REMOVE INDEX OF 6683 ON THE OLD METER AND USAGE (INDEX 1766 TO 1771) ON THE NEW METER. ON 9/14/07 A HIGH BILL DISPUTE WAS COMPLETED BY THE COMPANY. AS A RESULT THE ACCOUNT WAS REBILLED FROM THE 4/27/05 ADJUSTED TURN ON INDEX TO 8/17/07 FOR \$3,225.63. ALL LATE PAYMENT CHARGES WERE WAIVED. AFTER CONSIDERING PAYMENTS PREVIOUSLY POSTED TO THE ACCOUNT THE ACCOUNT BALANCE WAS \$1441.95. AS OF 9/25/07 THE CUSTOMER'S ACCOUNT BALANCE IS IN THE AMOUNT OF \$1472.76. TITLE 52 PA CODE, CHAPTER 56, SECTION 56.12 (5) (II) STATES THAT WHEN AN ACTUAL READING ESTABLISHES THAT THE CUSTOMER WAS UNDERBILLED DUE TO AN ERROR IN THE REGISTRATION OF THE REMOTE READING DEVICE, THE UTILITY MAY RENDER A BILL FOR THE UNCOLLECTED AMOUNT. SECTION 56.14 STATES IN PART THAT WHEN A UTILITY RENDERS A MAKE-UP BILL FOR PREVIOUSLY UNBILLED UTILITY SERVICE THE UTILITY SHALL REVIEW THE BILL WITH THE RATEPAYER AND MAKE A REASONABLE ATTEMPT TO ENTER INTO A PAYMENT AGREEMENT FOR

A PERIOD AT LEAST AS LONG AS THE PERIOD DURING WHICH THE EXCESS AMOUNT ACCRUED. BASED ON THESE FINDINGS, WE CONCLUDE: AS A RESULT OF THE AMR BEING SET ON THE WRONG FOOT DRIVE ALL BILLS ISSUED WERE BASED ON HALF OF THE ACTUAL READING OF THE METER. BECAUSE OF THIS THE CUSTOMER COULD NOT JUDICIOUSLY MANAGE GAS CONSUMPTION AND EXERCISE CONSERVATION MEASURES, AS NECESSARY, THE CUSTOMER THEREFORE IS ENTITLED TO A REDUCTION IN THE REBILLED ACCOUNT BALANCE OF \$288.00. THEREFORE IT IS DECIDED: THE INFORMAL COMPLAINT OF DAWN FEINBERG-KEATING IS HEREBY DISMISSED. PGW MUST CREDIT THE CUSTOMER`S ACCOUNT IN THE AMOUNT OF \$288.00. THE COMPANY HAS OFFERED THE CUSTOMER A NO MONEY DOWN PAYMENT ARRANGEMENT FOR 28 MONTHS WHICH IS BETTER THAN WHAT THE BCS COULD OFFER. THE CUSTOMER IS ADVISED TO CONTACT THE COMPANY AND ACCEPT THE AGREEMENT IF NEEDED.</Resolution>

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- <OtherInfo>

<BCSInvestigatorFName>TERRY</BCSInvestigatorFName>

<BCSInvestigatorLName>SEAVER</BCSInvestigatorLName>

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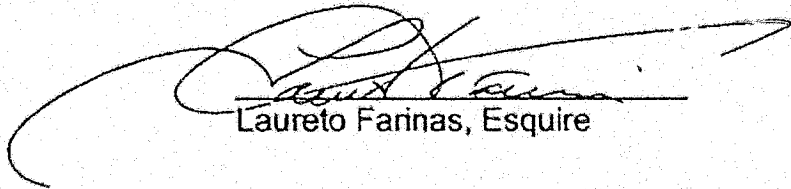
</OtherInfo>

</Case>

VERIFICATION

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

Dated: October 31, 2007



Laureto Farinas, Esquire

CERTIFICATE OF SERVICE

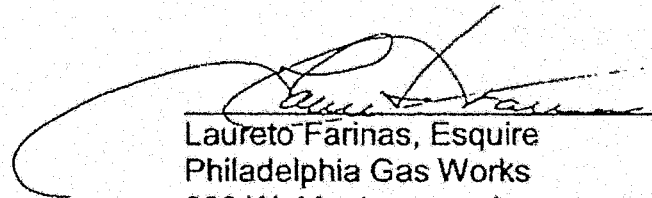
I HEREBY CERTIFY THAT I HAVE THIS DAY SERVED A TRUE COPY OF THE FOREGOING DOCUMENT UPON THE PARTICIPANTS LISTED BELOW, IN ACCORDANCE WITH THE REQUIREMENTS OF 52 PA CODE §1.54 (RELATING TO SERVICE BY A PARTICIPANT).

Service List:

For Complainant:

Dawn Feinberg Keating
1417 S. Philip Street
Philadelphia, PA 19147

Dated: October 31, 2007



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