

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: 06/09/03
8. DOCKET NO: F-01011801	:	9. EFFECTIVE DATE: 00/00/00

PARTY/COMPLAINANT: HINES, ROBERT D

RESPONDENT/APPLICANT: PHILADELPHIA GAS WORKS

COMP/APP COUNTY: PHILADELPHIA

UTILITY CODE: 125042

ALLEGATION OR SUBJECT

COMPLAINANT STATES HE RECEIVED A BILL FOR \$4000.00 FOR ADJUSTMENT TO HIS BILL HE FEELS HE IS BEING OVERCHARGED BECAUSE HE ONLY USES THE GAS FOR HOT WATER.

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FORMAL COMPLAINT FORM  
Pennsylvania Public Utility Commission

6/12/09

Please Print:

1. Your Name, Mailing Address and Telephone Number.

Name Robert D Hines

HC 1011801

F-01011801

Street/P.O. Box 5414 W Morse St Apt.# \_\_\_\_\_

City Philadelphia State Penna Zip 19131

County \_\_\_\_\_ Home Telephone-Area Code (215)

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

2. Name of Company your complaint concerns: P G W

3. What is your complaint?

I received a adjustment bill for \$4000.00 dollars  
saying i had been under charged for gas usage on that  
was the adjusted amount that was 0 to the comp-  
any, but months before that a hold been to the gas  
company and nothing was owed plus for that year  
only gas that was used was for hot water, i have an  
electric cooking stove, my son lived there for a year  
an he used a electric stove for cooking the heater  
was turned off so they used electric heaters that year  
this is why i can't understand how i owe so much

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

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

Money or rate adjustment, even now i feel my gas bill is to high at times, When i only use it for heat + hot water, this is why i think my gas bill situation should be looked into before i am forced to pay it off my as of now has reach \$ 10,000.00 dollars

(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.

Robert W Hines

Original Signature of complaining person

6-5-03

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 ( ) \_\_\_\_\_

BEFORE THE PENNSYLVANIA PUBLIC UTILITY COMMISSION

DATE SERVED: JUNE 17, 2003

ROBERT D HINES  
Complainant

VS.

PHILADELPHIA GAS WORKS  
Respondent

Complaint Docket  
No: F-01011801

DOCUMENT  
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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 17105-3265**, an answer (original and three copies), in writing, under oath, which, as required by Section 5.61 of the Commission's Rules of Practice and Procedure, 52 Pa. Code Section 5.61, either affirms or specifically denies the allegations in this complaint. You must also serve a copy of the answer upon the complainant. The date of service is the mailing date as indicated by the date at the top of this Notice. Section 1.56(a) of the Commission's Rules of Practice and Procedure, 52 Pa. Code Section 1.56(a).

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

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

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

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

James J. McNulty  
Secretary

(SEAL)

Certified Mail  
Return Receipt Requested

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

DATE SERVED: JUNE 17, 2003

F-01011801

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

Dear Sir/Madam:

A complaint has been filed against you before the Pennsylvania Public Utility Commission by ROBERT D HINES. 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.

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JUNE 17, 2003

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

ddi

**Philadelphia Gas Works**  
Legal Department



**ORIGINAL**

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

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

KJR

July 8, 2003

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

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PA PUBLIC UTILITY COMMISSION  
SECRETARY'S BUREAU

RE: Robert Hines v. Philadelphia Gas Works, Docket No. F - 01011801

Dear Secretary McNulty:

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

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

Sincerely,  
*Hector Ferrer*

Enclosures

cc: Robert Hines  
Annmarie Nagle  
Laureto Farnas, Esq.

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**ORIGINAL**

BEFORE THE  
PENNSYLVANIA PUBLIC UTILITY COMMISSION

Robert Hines

v.

Philadelphia Gas Works

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Docket No. F - 01011801

Answer Of Philadelphia Gas Works

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

1. Admitted.
2. Admitted.
3. Denied in part. PGW denies that averments contained in Paragraph 3 of the Complainant concerning an error in the billing and all other averments in Paragraph 3 that are conclusions. PGW admits that the Complainant's account has been active a heating and domestic account since February 1994.

A PGW service representative visited the property and recorded a meter index of #2903 in December 2000. When PGW representatives read the meter in July 2001, the meter index read #2845. Thereafter, the Complainant received an adjustment bill in the amount of \$3780.89. A listing of the Complainant billings is attached hereto as Exhibit "A."

A decision of the Bureau of Consumer Services ("BCS") dated April 17, 2003, which is attached hereto as Exhibit "B", provided relief to the Complainant in the form of a waiver of late payment fees in the amount of \$2463.61 and an credit for \$798.46. The decision also provided for repayment agreement consisting of the payment of the current bill plus \$40.00 per month on the arrears

The Complainant's current balance of \$6692.45 represents gas service to July 8, 2003.

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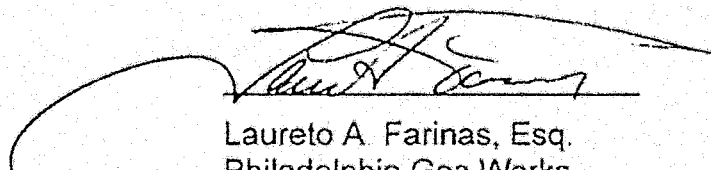
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- 4 Denied. The averments in Paragraph 4 of the Complaint are requests for relief to which no response is required. PGW therefore denies the averments in Paragraph 4.

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

Respectfully submitted,

July 8, 2003

A handwritten signature in black ink, appearing to read 'Laureto A. Farinas', is written over a horizontal line. A large, sweeping flourish extends from the left side of the signature across the page.

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

# EXHIBIT A

BILLS FROM 01/01/1996 TO 07/08/2003

Account # 1114585902

Customer Name HINES, ROBERT D

Customer Address 5414 MORSE ST/PHILA, PA

Bill Cycle: 10

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	Closest Bill	CRP Monthly Amount	Easyway Current Month	Easyway Current Amt	Days
9961459576	1525238	05/14/2003	06/12/2003	07/09/2003	2881	2945	64	Regular	\$94.2	No	No	\$0.00	0	\$0.00	29
9961459576	1525238	04/14/2003	05/11/2003	05/11/2003	2803	2861	78	Regular	\$114.23	No	No	\$0.00	0	\$0.00	30
9961459576	1525238	03/14/2003	04/14/2003	05/12/2003	2621	2603	182	Regular	\$238.76	No	No	\$0.00	0	\$0.00	31
9961459576	1525238	02/14/2003	03/14/2003	04/10/2003	2309	2621	312	Regular	\$342.75	No	No	\$0.00	0	\$0.00	30
9961459576	1525238	01/14/2003	02/12/2003	03/12/2003	2006	2309	303	Regular	\$323.33	No	No	\$0.00	0	\$0.00	29
9961459576	1525238	12/12/2002	01/14/2003	02/11/2003	1730	2006	276	Regular	\$326.84	No	No	\$0.00	0	\$0.00	33
9961459576	1525238	11/12/2002	12/12/2002	01/10/2003	1504	1730	226	Regular	\$240.68	No	No	\$0.00	0	\$0.00	30
9961459576	1525238	10/10/2002	11/12/2002	12/10/2002	1358	1504	146	Regular	\$165.54	No	No	\$0.00	0	\$0.00	33
9961459576	1525238	09/11/2002	10/10/2002	11/05/2002	1336	1358	22	Regular	\$35.13	No	No	\$0.00	0	\$0.00	29
9961459576	1525238	08/12/2002	09/11/2002	10/08/2002	1314	1336	22	Regular	\$34.53	No	No	\$0.00	0	\$0.00	30
9961459576	1525238	07/12/2002	08/12/2002	09/09/2002	1295	1314	19	Regular	\$31.17	No	No	\$0.00	0	\$0.00	31
9961459576	1525238	06/12/2002	07/12/2002	08/08/2002	1274	1295	21	Regular	\$33.18	No	No	\$0.00	0	\$0.00	30
9961459576	1525238	05/13/2002	06/12/2002	07/10/2002	1219	1274	55	Regular	\$64.92	No	No	\$0.00	0	\$0.00	30
9961459576	1525238	04/12/2002	05/13/2002	06/10/2002	1126	1219	93	Regular	\$68.62	No	No	\$0.00	0	\$0.00	31
9961459576	1525238	03/13/2002	04/12/2002	05/09/2002	969	1126	157	Regular	\$147.22	No	No	\$0.00	0	\$0.00	30
9961459576	1525238	02/12/2002	03/13/2002	04/10/2002	770	969	199	Regular	\$199.08	No	No	\$0.00	0	\$0.00	29
9961459576	1525238	01/14/2002	02/12/2002	03/12/2002	562	770	208	Regular	\$220.89	No	No	\$0.00	0	\$0.00	29
9961459576	1525238	12/12/2001	01/14/2002	02/11/2002	285	562	277	Regular	\$230.18	No	No	\$0.00	0	\$0.00	33
9961459576	1525238	11/13/2001	12/12/2001	01/11/2002	166	285	119	Regular	\$140.17	No	No	\$0.00	0	\$0.00	29
9961459576	1525238	10/15/2001	11/13/2001	12/11/2001	77	166	89	Regular	\$112.43	No	No	\$0.00	0	\$0.00	29
9961459576	1525238	09/13/2001	10/15/2001	11/09/2001	46	77	31	Regular	\$46.14	No	No	\$0.00	0	\$0.00	32
9961459576	1525238	08/14/2001	09/13/2001	10/10/2001	33	46	13	Regular	\$27.65	No	No	\$0.00	0	\$0.00	30
9961459576	1525238	07/16/2001	08/14/2001	09/11/2001	21	33	12	Regular	\$27.64	No	No	\$0.00	0	\$0.00	29
9961459576	1525238	11/10/2000	07/16/2001	08/16/2001	0	21	5232	Regular	\$6,546.04	No	No	\$0.00	0	\$0.00	248
9961459576	1241434	11/10/2000	07/16/2001	08/16/2001	7634	2845	5232	Regular	\$6,546.04	No	No	\$0.00	0	\$0.00	248
9961459576	1241434	04/12/2001	05/14/2001	06/11/2001	3479	3521	42	System Estimate	\$67.55	Yes	No	\$0.00	0	\$0.00	32
9961459576	1241434	03/14/2001	04/12/2001	05/10/2001	3384	3479	95	System Estimate	\$138.09	Yes	No	\$0.00	0	\$0.00	29
9961459576	1241434	02/12/2001	03/14/2001	04/10/2001	3247	3384	137	System Estimate	\$190.36	Yes	No	\$0.00	0	\$0.00	30
9961459576	1241434	01/12/2001	02/12/2001	03/12/2001	3089	3247	158	System Estimate	\$210.43	Yes	No	\$0.00	0	\$0.00	31
9961459576	1241434	12/13/2000	01/12/2001	02/09/2001	2903	3089	186	System Estimate	\$211.10	Yes	No	\$0.00	0	\$0.00	30

BILLS FROM 01/01/1996 TO 07/08/2003

Account # 1114585902	Customer Name HINES, ROBERT D
Customer Address 5414 MORSE ST/PHILA, PA	Bill Cycle 10

**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 Curr Month	Easyway Curr Amt	Days
9961459576	1241434	11/01/2000	12/13/2000	01/11/2001	7634	2903	5269	Regular	\$4,754.70	Yes	No	\$0.00	0	\$0.00	33
9961459576	1241434	10/12/2000	11/10/2000	12/03/2000	7546	7634	88	System Estimate	\$75.85	No	No	\$0.00	0	\$0.00	29
9961459576	1241434	09/12/2000	10/12/2000	11/07/2000	7486	7546	60	System Estimate	\$54.27	No	No	\$0.00	0	\$0.00	30
9961459576	1241434	08/11/2000	09/12/2000	10/05/2000	7486	7486	0	System Estimate	\$8.00	No	No	\$0.00	0	\$0.00	32
9961459576	1241434	07/13/2000	08/11/2000	09/07/2000	7486	7486	0	System Estimate	\$8.00	No	No	\$0.00	0	\$0.00	29
9961459576	1241434	06/09/2000	07/13/2000	08/09/2000	7484	7486	2	System Estimate	\$9.54	No	No	\$0.00	0	\$0.00	34
9961459576	1241434	05/12/2000	06/09/2000	07/10/2000	7471	7484	13	System Estimate	\$18.03	No	No	\$0.00	0	\$0.00	28
9961459576	1241434	04/13/2000	05/12/2000	06/09/2000	7444	7471	27	System Estimate	\$28.83	No	No	\$0.00	0	\$0.00	29
9961459576	1241434	03/15/2000	04/13/2000	05/11/2000	7408	7444	36	System Estimate	\$35.76	No	No	\$0.00	0	\$0.00	29
9961459576	1241434	02/15/2000	03/15/2000	04/11/2000	7354	7408	54	System Estimate	\$49.64	No	No	\$0.00	0	\$0.00	29
9961459576	1241434	01/14/2000	02/15/2000	03/14/2000	7248	7354	106	System Estimate	\$89.74	No	No	\$0.00	0	\$0.00	32
9961459576	1241434	12/01/1999	01/14/2000	02/11/2000	7171	7248	77	System Estimate	\$68.02	No	No	\$0.00	0	\$0.00	35
9961459576	1241434	11/09/1999	12/10/1999	01/12/2000	7128	7171	43	System Estimate	\$41.11	No	No	\$0.00	0	\$0.00	31
9961459576	1241434	10/13/1999	11/09/1999	12/15/1999	7103	7128	25	System Estimate	\$27.06	No	No	\$0.00	0	\$0.00	27
9961459576	1241434	10/13/1999	11/09/1999	12/08/1999	7103	7129	26	System Estimate	\$27.82	Yes	No	\$0.00	0	\$0.00	27
9961459576	1241434	09/13/1999	10/13/1999	11/09/1999	7085	7103	18	System Estimate	\$21.72	No	No	\$0.00	0	\$0.00	30
9961459576	1241434	08/12/1999	09/13/1999	10/13/1999	7072	7085	13	System Estimate	\$17.91	No	No	\$0.00	0	\$0.00	32
9961459576	1241434	07/15/1999	08/12/1999	09/13/1999	7057	7072	15	System Estimate	\$19.44	No	No	\$0.00	0	\$0.00	28
9961459576	1241434	06/10/1999	07/15/1999	08/12/1999	7030	7057	27	System Estimate	\$28.59	No	No	\$0.00	0	\$0.00	35
9961459576	1241434	05/07/1999	06/10/1999	07/12/1999	6996	7030	34	System Estimate	\$32.32	No	No	\$0.00	0	\$0.00	35
9961459576	1241434	04/06/1999	05/07/1999	06/05/1999	6940	6996	56	System Estimate	\$49.53	No	No	\$0.00	0	\$0.00	32
9961459576	1241434	03/09/1999	04/06/1999	05/02/1999	6869	6940	71	System Estimate	\$61.73	No	No	\$0.00	0	\$0.00	29
9961459576	1241434	02/11/1999	03/09/1999	04/05/1999	6775	6869	94	System Estimate	\$80.44	No	No	\$0.00	0	\$0.00	27
9961459576	1241434	01/14/1999	02/11/1999	03/09/1999	6685	6775	90	System Estimate	\$77.85	No	No	\$0.00	0	\$0.00	29
9961459576	1241434	12/11/1998	01/14/1999	02/09/1999	6551	6685	134	System Estimate	\$118.53	No	No	\$0.00	0	\$0.00	35
9961459576	1241434	11/10/1998	12/11/1998	01/09/1999	6484	6551	67	System Estimate	\$61.26	No	No	\$0.00	0	\$0.00	32
9961459576	1241434	10/13/1998	11/10/1998	12/08/1998	6427	6484	57	System Estimate	\$52.72	No	No	\$0.00	0	\$0.00	29
9961459576	1241434	09/11/1998	10/13/1998	11/09/1998	6392	6427	35	System Estimate	\$33.92	No	No	\$0.00	0	\$0.00	33
9961459576	1241434	08/13/1998	09/11/1998	10/10/1998	6365	6392	27	System Estimate	\$27.07	No	No	\$0.00	0	\$0.00	30
9961459576	1241434	07/15/1998	08/13/1998	09/09/1998	6338	6365	27	System Estimate	\$27.07	No	No	\$0.00	0	\$0.00	30
9961459576	1241434	06/16/1998	07/15/1998	08/11/1998	6311	6338	27	System Estimate	\$27.07	No	No	\$0.00	0	\$0.00	30

BILLS FROM 01/01/1996 TO 07/08/2003

Account # 11*456902	Customer Name HINES, ROBERT D
Customer Address 5414 MORSE ST/PHILA, PA	Bill Cycle: 10

**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
9961459576	1241434	05/14/1998	06/16/1998	07/13/1998	6280	6311	31	System Estimate	\$30.49	No	No	\$0.00	0	\$0.00	34
9961459576	1241434	06/16/1998	07/13/1998	08/10/1998	6239	6280	41	System Estimate	\$39.04	No	No	\$0.00	0	\$0.00	29
9961459576	1241434	07/13/1998	08/10/1998	09/07/1998	6178	6239	61	System Estimate	\$56.14	No	No	\$0.00	0	\$0.00	31
9961459576	1241434	08/10/1998	09/07/1998	10/04/1998	6082	6178	96	System Estimate	\$85.05	No	No	\$0.00	0	\$0.00	33
9961459576	1241434	09/07/1998	10/04/1998	11/01/1998	5976	6082	106	System Estimate	\$94.60	No	No	\$0.00	0	\$0.00	31
9961459576	1241434	10/04/1998	11/01/1998	12/02/1998	5863	5976	113	System Estimate	\$100.59	No	No	\$0.00	0	\$0.00	35
9961459576	1241434	11/01/1998	12/02/1998	01/07/1999	5759	5863	104	System Estimate	\$92.89	No	No	\$0.00	0	\$0.00	34
9961459576	1241434	12/02/1998	01/07/1999	02/04/1999	5691	5759	68	System Estimate	\$62.12	No	No	\$0.00	0	\$0.00	30
9961459576	1241434	01/07/1999	02/04/1999	03/03/1999	5658	5691	33	System Estimate	\$32.21	No	No	\$0.00	0	\$0.00	30
9961459576	1241434	02/04/1999	03/03/1999	04/01/1999	5631	5658	27	System Estimate	\$27.07	No	No	\$0.00	0	\$0.00	30
9961459576	1241434	03/03/1999	04/01/1999	05/01/1999	5604	5631	27	System Estimate	\$27.07	No	No	\$0.00	0	\$0.00	30
9961459576	1241434	04/01/1999	05/01/1999	06/01/1999	5577	5604	27	System Estimate	\$27.07	No	No	\$0.00	0	\$0.00	30

# EXHIBIT B

ROBERT HINES  
5414 W MORSE ST v.  
PHILADELPHIA PA 19131

PHILADELPHIA GAS WORKS

Case Number: 1011801

Account Number: 1114585902

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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 received bill for \$6,546.04 in August 2001. Customer is disputing this bill.

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

1. That the customer received estimated bills from at least July 15, 1997- November 10, 2000.
2. That the customer was billed for the period of November 10, 2000- December 13, 2000 for \$4,754.70, which was adjusting for estimated bills dating back to July 1997.
3. That the customer received estimated bills from December 13, 2000- May 14, 2001.
4. That in July 2001 the Philadelphia Gas Works exchanged meters and installed an AMR meter.
5. That the Philadelphia Gas Works cancelled the bills from November 10, 2000- May 14, 2001, including the bill for \$4,754.70.
6. That the Philadelphia Gas Works billed the customer for the period of November 10, 2000- July 16, 2001 for \$6,546.04, which adjusted for estimated readings dating back to July 1997.
7. That as of April 16, 2003 the customer has a balance of \$10,089.50 owing to the Philadelphia Gas Works.

Based On These Findings the Bureau Of Consumer Services Concludes:

1. That because of PGW's failure to obtain actual meter readings, the customer was unable to judiciously manage gas consumption and exercise conservation measures, as necessary. The customer, therefore, is entitled to a reduction in the re-billed amount which is intended to compensate for this problem that, again, was caused by PGW's failure to obtain an actual meter reading for an extended period of time.
2. That the customer is responsible for the balance owing to the Philadelphia Gas Works.

Therefore It Is Decided:

1. That the Philadelphia Gas Works MUST credit the customer's account \$1,310.00.
2. That the Philadelphia Gas Works will waive all late payment charges that were charged to the customer's account from September 5, 2001 to the present.
3. That beginning with the bill due on or about May 12, 2003, the customer MUST pay the current charges PLUS \$40.00 towards the past due amount, until the arrearage is paid in full.

April 17, 2003  
Date

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

**Annmarie Nagle**

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**From:** Hrivnak, Matthew [mhrivnak@state.pa.us]  
**Sent:** Thursday, April 17, 2003 11:56 AM  
**To:** 'Nagle, AnnMarie'  
**Subject:** Robert Hines- credit reduced from \$1300--- to \$798.46  
Here is the re-revised decision for Robert Hines

VERIFICATION

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

Date July 8, 2003

  
\_\_\_\_\_  
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:

Robert Hines  
5414 Morse Street  
Philadelphia, PA 19131

July 8, 2003



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