

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: 11/10/06
8. DOCKET NO: C-20067089 : 9. EFFECTIVE DATE: 00/00/00

PARTY/COMPLAINANT: TAT, BEN

RESPONDENT/APPLICANT: PHILADELPHIA GAS WORKS

COMP/APP COUNTY: PHILADELPHIA

UTILITY CODE: 125042

ALLEGATION OR SUBJECT

COMPLAINANT STATES THAT THERE ARE INCORRECT CHARGES ON HIS BILL.

DOCUMENTED
NOV 2 2006

PENNSYLVANIA PUBLIC UTILITY COMMISSION

Formal Complaint Form

RECEIVED

NOV 10 2006

Please print or type.

C-20067089

PA PUBLIC UTILITY COMMISSION
SECRETARY'S BUREAU

1. CUSTOMER NAME (COMPLAINANT)

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

Name BEN TAT.

Street/P.O. Box 4830 OLD YORK RD. Apt #

City PHILA State PA Zip 19141

County U.S.A.

Area Code/HOME Phone 215-925-2996

Area Code/WORK Phone

Utility Account Number 171-05-1420-829
(from your bill) 171-05-1417-076

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

Name BEN TAT.

Street/P.O. Box 4441 CHESTNUT ST.

City PHILA. State PA. Zip 19104

2. UTILITY NAME (RESPONDENT)

Name of utility company your complaint concerns: PGW

3. TYPE OF UTILITY (check one)

ELECTRIC

STEAM HEAT

GAS

WASTE WATER

WATER

MOTOR CARRIER

(taxi, moving company, limousine)

TELEPHONE
(local, long distance)

NOV 10 2006

NOV 2 2006

15

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 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.

4441 Chestnut st is a four apartment building. There all have separate Gas meters. 1st fl (K) and 2nd floor Estimated bill are too high.

5. RELIEF

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

I would like to settle my bill and hope that Public Utility Commission could help me solved the problems and re-considered.

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. I LEFT MY MESSAGE IN ANSWER MACHINE FOR OVER 1 MONTH (EVERY DAY). NOBODY CALL BACK. JTB

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 BEN TAT. 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).

[Signature] (Signature) 11/10/06 (Date)

Faxed AND STOPPED AT 1800 N 9TH ST, MAIN OFFICE. BUT NOBODY REALLY KNEWED WHAT TO DO.

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 nd 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.

Philadelphia Gas Works



800 W. Montgomery Ave., Philadelphia, PA 19122
Telephone: 215-236-0500

Telephone (215) 235-1000
Fax (215) 684-6996

7/25/06

Ben Tat
1033 Route 54
Williamstown, NJ 08094-4703

Re: 171-05-1417-076
171-05-1420-829 ✓

Dear Mr. Tat

Enclosed please find a statement of account per your request. Please contact us at the above telephone number if additional information is needed.

Sincerely,
Dispute Resolution Unit

96-10-

7/27
(215-684-6150)

John McCane

7/08 4,400.74 RT 1 REG TAX% 100. BUD 0000

BILLING INFORMATION

DATE	AMOUNT	INDEX	USE	MOS	JE	#PAY	AMOUNT	ADJUSTM	FINANCE
7/08/93	5.09	2705	1 F	01	*	0	.00	.00	37.40
6/17/93	34.08	2704	37 E	01	*	0	.00	.00	45.58
5/17/93	33.27	2667	36 E	01	*	0	.00	.00	43.70
4/17/93	33.27	2631	36 E	01	*	0	.00	.00	43.29
3/18/93	32.48	2595	35 E	01	*	0	.00	.00	41.46
2/17/93	35.70	2560	39 E	01	*	0	.00	.00	46.68
1/15/93	37.30	2521	41 E	01	*	0	.00	.58	47.58
12/12/92	32.29	2480	35 E	01	*	0	.00	.02	40.20
11/13/92	32.29	2445	35 E	01	*	0	.00	.00	15.13
10/15/92	19.49	2410	19 M	01	*	0	.00	2071.12	18.46
9/15/92	34.68	2391	38 E	01	*	0	.00	.00	19.24
8/14/92	15.49	2353	14 M	01	*	0	.00	.00	17.25
7/16/92	32.29	2339	35 E	01	*	0	.00	.00	16.26
6/18/92	35.49	2304	39 M	01	*	0	.00	2.18	19.21
5/15/92	35.49	2265	39 E	01	*	0	.00	2.19	16.49
4/15/92	57.87	2226	67 M	01	*	0	.00	2.18	15.22
3/17/92	37.88	2159	42 E	01	*	0	.00	2.18	5.30
2/14/92	34.68	2117	38 E	01	*	0	.00	848.57	4.68

USE PFK3/PFK4 TO REVIEW HISTORIES

12- 4441 CHESTNUT ST, 1R 171/05/1417/07 BEN TAT P+L
 7/08 4,400.74 RT 1 REG TAX% 100, BUD 0000

BILLING INFORMATION

DATE	AMOUNT	INDEX	USE	MOS	JE	* #PAY	AMOUNT	ADJUSTMT	FINANCE	
							AMOUNT	AMOUNT	AMOUNT	
1/16/92	10.46	2079	10	M	01	*	0	.00	.00	5.16
12/12/91	30.52	2069	38	E	01	*	0	.00	.00	4.04
11/13/91	30.52	2031	38	E	01	*	0	.00	.00	3.67
10/15/91	30.38	1993	38	E	01	*	0	.00	.00	3.31
9/16/91	33.14	1955	42	E	01	*	0	.00	.00	3.22
8/15/91	222.63	1913	303	M	01	*	0	.00	.00	.26

* * * * *

USE PFK3/PFK4 TO REVIEW HISTORIES

7/08 39,628.11 RT 1 REG TAX% 100. BUD 0000

BILLING INFORMATION PAYMENTS ADJUSTMT FINANCE

DATE	AMOUNT	INDEX	USE	MOS	JE	#PAY	AMOUNT	AMOUNT	AMOUNT
7/08/93	5.09	0861	1 F	01	*	0	.00	.00	103.00
6/17/93	6.70	0860	3 E	01	*	0	.00	4139.00	165.09
5/17/93	6.70	0857	3 E	01	*	0	.00	.00	159.68
4/17/93	6.70	0854	3 E	01	*	0	.00	.00	159.60
3/18/93	6.70	0851	3 E	01	*	0	.00	.00	154.20
2/17/93	6.70	0848	3 E	01	*	0	.00	.00	.00
1/15/93	7.50	0845	4 E	01	*	0	.00	4596.60	1.40
12/12/92	6.69	0841	3 E	01	*	0	.00	.23	1.11
11/13/92	6.69	0838	3 E	01	*	0	.00	.00	1.03
10/15/92	35.49	0835	39 M	01	*	0	.00	.00	.63
9/15/92	6.69	0796	3 E	01	*	0	.00	.00	.58
8/14/92	44.31	0793	34 MM	04	*	0	.00	.00	.00
4/09/92	13.88	0759	12 F	01	*	0	.00	.00	.00
3/17/92	6.69	0747	3 E	01	*	0	.00	7.35	.77
2/14/92	6.69	0744	3 E	01	*	0	.00	.00	.62
1/16/92	5.78	0741	4 M	01	*	0	.00	.00	.62
12/12/91	4.88	0737	3 E	01	*	0	.00	.00	.47
11/13/91	4.88	0734	3 E	01	*	0	.00	.00	.41

USE PFK3/PFK4 TO REVIEW HISTORIES

T12- 4441 CHESTNUT ST,2F 171/05/1420/82 BEN TAT P+L

7/08 39,628.11 RT 1 REG TAX% 100. BUD 0000

BILLING INFORMATION

PAYMENTS ADJUSTMT FINANCE

DATE	AMOUNT	INDEX	USE	MOS	JE	#PAY	AMOUNT	AMOUNT	AMOUNT
10/15/91	4.86	0731	3 E	01	*	0	.00	.00	.35
9/16/91	4.84	0728	3 E	01	*	0	.00	.00	.32
8/15/91	18.46	0725	19 M	01	*	0	.00	.00	.10
7/17/91	4.10	0706	2 E	01	*	0	.00	.00	.05
6/17/91	4.10	0704	2 E	01	*	0	.00	.00	.00
5/15/91	4.10	0702	2 E	01	*	1	4.10	.00	.00

* * * * *

USE PFK3/PFK4 TO REVIEW HISTORIES

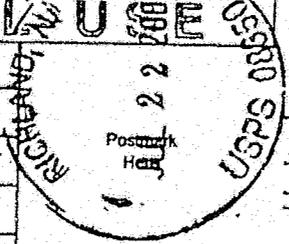
7006 0100 4000 0010 9001

U.S. Postal Service
CERTIFIED MAIL™ REG
(Domestic Mail Only; No Insurance Coverage; 1 ro. Jet)

For delivery information visit our website at www.usps.com

OFFICIAL USE

Postage	\$ 0.39
Certified Fee	2.40
Return Receipt Fee (Endorsement Required)	1.85
Restricted Delivery Fee (Endorsement Required)	—
Total Postage & Fees	\$ 4.64



77.31 24 (4441) 319

106 7/21

Sent To
P.G.W. CORRESPONDING DEPT.
 Street, Apt. No. or PO Box No. **1800 N. 9th ST 4th FL.**
 City, State, ZIP+4 **PHILA. PA. 19122**

PS Form 3800, June 2002 See Reverse for Instructions

05-1420-829-

171-05-1417-076

~~PGW. Corresponding dept
 1800 N. 9th ST, 4th FL.
 Phila, Pa. 19122~~

4440.75

8-10-06

PGW.

Fax. 215-684-6150.

att - Mr. John McCane

Dear Mr. McCane

Enclosed please find a

copy of my acct.

Thanks for your help in
this matter

Sincerely.

Ben Tat:

Tel: 609-561-8563

NOTICE

EFFECTIVE TUESDAY JUNE 1, 2004

**THE CITY OF PHILADELPHIA
LAW DEPARTMENT WILL NO LONGER
ACCEPT FAX REQUESTS FOR
INFORMATION REGARDING PGW
LIABILITIES INCLUDING PROPERTIES
THAT HAVE BEEN SHERIFFED OR
LIENED/JUDGED BY THE CITY/PGW.**

**ALL REQUESTS FOR INFORMATION
MUST BE DIRECTED TO PGW.**

(215) 235-2383 (215) 978-1053 (215) 235-1777

FAX # (215) 684-6150

**Complaints regarding PGW should be
directed to the Public Utility Commission**

1-800-782-1110

PGW Collections
215-978-1053

Hector Ferrer
215-684-6533

800 W. Montgomery Ave.

Handwritten signatures and initials, including "MCCan" and "215-684-6503".

Handwritten notes: "X 3 978-1053 Mr. Mccan" and "215-684-6503".



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

IN REPLY PLEASE
REFER TO OUR FILE

DATE SERVED: November 20, 2006

C-20067089

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

Dear Mr. Farinas:

A complaint has been filed against you before the Pennsylvania Public Utility Commission by BEN TAT. 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.

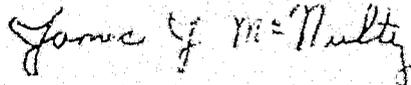
Detailed instructions on how to proceed are contained in the attached pages. You are advised to read them carefully.

November 20, 2006

Unless you are a corporation or other organization, you may proceed without a lawyer. However, if you want a lawyer and do not have one or cannot afford one, the office listed below can tell you where you can get legal help:

Pennsylvania Lawyer Referral Service
Pennsylvania Bar Association
P.O. Box 186
Harrisburg, PA 17108
(800) 692-7375

Very truly yours,



James J. McNulty
Secretary

ddi

BEFORE THE PENNSYLVANIA PUBLIC UTILITY COMMISSION

DATE SERVED: November 20, 2006

BEN TAT

Complainant

v.

PHILADELPHIA GAS WORKS

Respondent

Complaint Docket
No: C-20067089

15
2006

FORMAL COMPLAINT NOTICE TO RESPONDENT TO ANSWER OR SATISFY

TO: PHILADELPHIA GAS WORKS

TAKE NOTICE:

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

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

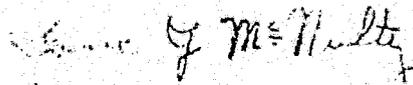
2. If you fail to either satisfy this complaint or to file answer or other responsive pleading within twenty (20) days, you will be deemed to have admitted all the allegations in this complaint in accordance with Section 5.61 of the Commission's Rules of Administrative Practice and Procedure, 52 Pa.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

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

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

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

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



James J. McNulty
Secretary

(SEAL)

Certified Mail
Return Receipt Requested

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



Mary M. Chan, Paralegal
Legal Department
Direct Dial: (215) 684-6830
Fax: (215) 684-6798
E-mail: mary.chan@pgworks.com

ORIGINAL

December 8, 2006

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

RECEIVED

DEC 08 2006

RE: Ben Tat vs PGW, Docket No. C-20067089

**PA PUBLIC UTILITY COMMISSION
SECRETARY'S BUREAU**

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,

Mary M. Chan

**DOCUMENT
FOLDER**

Enclosure

cc: Ben Tat
Anne Marie Cromley

DOCKETED

DEC 11 2006

BTL

47

RECEIVED

BEFORE THE
PENNSYLVANIA PUBLIC UTILITY COMMISSION DEC 0 8 2006

Ben Tat

v.

Philadelphia Gas Works

PA PUBLIC UTILITY COMMISSION
SECRETARY'S BUREAU

Docket No. C - 20067089

Answer of the Philadelphia Gas Works

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

1. Admitted.
2. Admitted.
3. Admitted.
4. (A) Admitted in part; denied in part. PGW denies that there are incorrect charges on the Complainant's bill for gas service to 4441 Chestnut Street, Philadelphia, Pennsylvania (Service Address). By way of further answer, the balance on the Complainant's account for the Service Address is an accumulation of balances from the Complainant's previous accounts at the Service Address. Additionally, PGW records reflect that it has not been able to gain access to the Service Address for an extended period of time. PGW must obtain access to the Service Address in order to check the meter. PGW continues to investigate this matter and will file an amended Answer to the Complaint when the investigation is complete.

(B) Admitted in part; denied in part. PGW admits that the Service Address has four separate apartment units, each with a separate meter. PGW denies that the bill and account balance is too high. By way of further answer, the account balance for the Complainant's account at the Service Address is in the amount of \$39,628.11. The balance on the Complainant's account for the Service Address

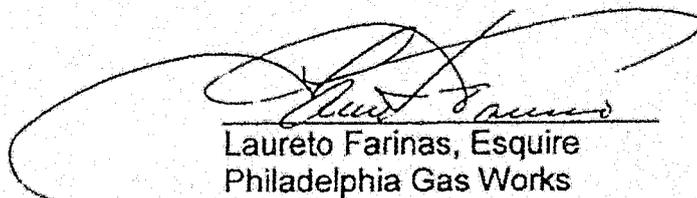
is an accumulation of balances from the Complainant's previous accounts at the Service Address. Additionally, PGW records reflect that it has not been able to gain access to the Service Address for an extended period of time. PGW must obtain access to the Service Address in order to check the meter. PGW continues to investigate this matter and will file an amended Answer to the Complaint when the investigation is complete.

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. Admitted.
7. Admitted.

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

Respectfully submitted,

December 8, 2006

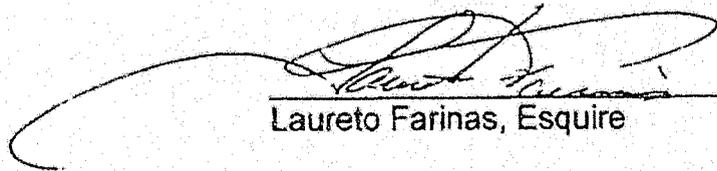


Laureto Farinas, Esquire
Philadelphia Gas Works
800 W. Montgomery Avenue
Philadelphia, PA 19122
(215) 684-6982

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: December 8, 2006


Laureto Farinas, Esquire

RECEIVED

DEC 08 2006

PA PUBLIC UTILITY COMMISSION
SECRETARY'S BUREAU

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:

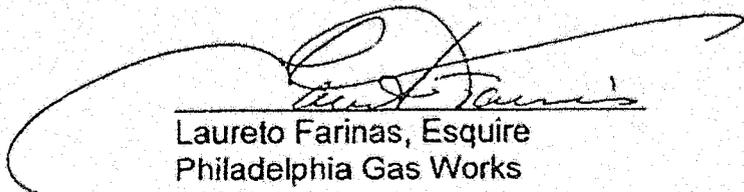
Mr. Ben Tat
4830 Old York Road
Philadelphia, PA 19141

RECEIVED

DEC 08 2006

PA PUBLIC UTILITY COMMISSION
SECRETARY'S BUREAU

December 8, 2006



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