

Testimony of John Dunn III

Date 8/27/13

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Exhibit # SBG CG/SG 8

COMMONWEALTH OF PENNSYLVANIA

PUBLIC UTILITY COMMISSION

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SBG Management Services, Inc. v.	:	
Philadelphia Gas Works	:	Docket Nos.
	:	C-2012-2304167
	:	C-2012-2304215
	:	C-2012-2304303
	:	
(Initial and Further Hearings)	:	
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Pages 271 through 469	Thomas Jefferson Hearing Room
	801 Market Street
	Philadelphia, Pennsylvania

Tuesday, August 27, 2013

Met, pursuant to notice, at 10:15 a.m.

BEFORE:

ERANDA VERO, Administrative Law Judge

APPEARANCES:

FRANCINE THORNTON BOONE, Esquire
 SBG Management Services, Inc.
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 Abington, Pennsylvania 19001
 (For SBG Management Services, Inc.)

LAURETO FARINAS, Esquire
 Philadelphia Gas Works
 800 West Montgomery Avenue, 4th Floor
 Philadelphia, Pennsylvania 19122
 (For Philadelphia Gas Works)

Commonwealth Reporting Company, Inc.
 700 Lisburn Road
 Camp Hill, Pennsylvania 17011

ALSO PRESENT:

MS. KATHY TREADWELL
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None		

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C E R T I F I C A T E

I hereby certify, as the stenographic reporter,
that the foregoing proceedings were taken stenographically by me
and thereafter reduced to typewriting by me, or under my
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COMMONWEALTH REPORTING COMPANY, INC.

By: *Judith E. Shuller (CR)*
Judith E. Shuller, CSR

1 MS. BOONE: Yes. I call John Dunn.

2 JUDGE VERO: Mr. Dunn, please take a seat.

3 MR. DUNN: For the record, Your Honor, it's John
4 Dunn, the third.

5 JUDGE VERO: John Dunn, the third.

6 MS. BOONE: John Dunn, the third. There you go.

7 JUDGE VERO: Mr. Dunn, please raise your right
8 hand.

9 Whereupon,

10 JOHN J. DUNN, III,
11 having been duly sworn, testified as follows:

12 JUDGE VERO: Thank you.

13 You may proceed, Ms. Boone.

14 MS. BOONE: Okay.

15 DIRECT EXAMINATION

16 BY MS. BOONE:

17 Q. Good morning, Mr. Dunn. Thank you for coming today.

18 A. Good morning. Thank you.

19 Q. Will you please state your name, birth date, and address
20 for the record, please.

21 A. Sure. My name is John J. Dunn, the third. My birth date
22 is October 17th, 1954; and my address is 5635 Wisteria Avenue,
23 W-I-S-T-E-R-I-A, Avenue in Pennsauken, New Jersey, with a ZIP
24 code of 08109-1243.

25 Q. Okay. Are you currently employed at PGW?

- 1 A. No.
- 2 Q. Okay. When you were employed, the dates of employment?
- 3 A. November 1st, 1976, and I retired August 31st, 2009, 32
4 years, ten months of service.
- 5 Q. Thirty-two years, wow, that's a lot of service.
- 6 A. With a ring (indicating).
- 7 Q. With a ring, I'm very impressed. Very impressive.
- 8 A. Thank you.
- 9 Q. When you started at PGW, what was your first position
10 there?
- 11 A. I was a meter reader.
- 12 Q. A meter reader?
- 13 A. Yes.
- 14 Q. And what did that involve?
- 15 A. I would start early in the morning on the fourth floor at
16 9th and Montgomery --
- 17 Q. Mm-hmm.
- 18 A. -- and I was given a book. The meter readers at that time
19 were given books; and we would go out in various parts of the
20 city, knock door to door, try and get in, go to where the meter
21 was, read the meter, go one after the other until the end of our
22 eight-hour shift.
- 23 Q. So you did the manual meter reads?
- 24 A. Yes.
- 25 Q. Okay. And then your next position -- or how long did you

1 hold that position?

2 A. I went from a meter reader to a meter reader specialist.

3 I did meter reading -- oh, boy --

4 Q. Well, an estimate.

5 A. '76 to I believe January of -- thereabouts '78. Then I

6 went into the collection department.

7 Q. Okay. What was your title in the collections department?

8 A. I was a -- please don't laugh -- collector foot.

9 Q. Collector foot, that's an interesting name. What's that?

10 A. Well, there were two distinctions. There was a collector
11 foot and a collector truck.

12 Q. Okay.

13 A. A foot collector either took the car or was provided
14 transportation, and we went throughout the city with another
15 document of -- set of documents to go knocking on folks' homes to
16 try and collect the delinquent gas bills or to terminate their
17 gas service.

18 Q. I see. And you did that from what dates?

19 A. Approximately January, '78 up to August, '79.

20 Q. Now, in reading a meter, can you explain how that's done?

21 A. Sure.

22 Q. Okay.

23 A. You first make sure the meter number -- in my case the
24 meter number was the same that was on the document.

25 Q. What document? Is that the bill or --

- 1 A. The meter reading document.
- 2 Q. Okay.
- 3 A. There were individual documents for each meter which had
4 an address on it.
- 5 Q. Okay.
- 6 A. At that time they were computer generated.
- 7 Q. Okay.
- 8 A. And you would go down, look at the meter, verify the meter
9 number and most of the meters at the time were four-dial meters;
10 and you read a meter from right to left --
- 11 Q. Okay.
- 12 A. -- units tens, hundreds, thousands, going from right to
13 left.
- 14 Q. Did you read commercial meters as well as individual
15 homes?
- 16 A. At the end of my period I became a meter reader
17 specialist, and I did read for about a month or six weeks before
18 I went over to collections.
- 19 Q. And what kinds of billings were you looking at during that
20 four-to-six-week period? What kinds of properties?
- 21 A. Apartment houses, commercial, industrial sites, strip
22 malls, you name it.
- 23 Q. A wide variety?
- 24 A. Yes, it was a wide variety, four-, five-, or six-dial
25 meters.

1 Q. Four-, five-, or six-dial meters, okay.

2 A. Yes.

3 Q. Now, in looking at the apartment complex meters, can you
4 explain what kinds of meter setups they have? Is it one meter or
5 many meters? How does it work for an apartment building or
6 multifamily building?

7 A. They could be all different. Some of them could be
8 individually metered per unit.

9 Q. Per unit, mm-hmm.

10 A. There could be a master meter.

11 Q. What's a master meter?

12 A. Where all the gas would flow for all the what we would
13 call appliances or the boiler load or hot water heaters. That
14 was all recorded on the one meter.

15 Q. Okay. For the entire building, every unit?

16 A. Yes.

17 Q. Okay.

18 A. Yes. There wouldn't have been individual meters at that
19 point. It was just the main meter.

20 Q. Mm-hmm.

21 A. And then there were parallel meter sets as well.

22 Q. Okay. And that was in 1978 to '79; is that correct?

23 A. That was the commercial was just for about a six-month
24 period.

25 Q. Okay.

- 1 A. Sorry, a six-week period.
- 2 Q. Six weeks. Now, just jumping ahead a little bit, you said
3 that you did collections. Are the meters pretty much set up the
4 same way today or are they different on multifamily?
- 5 A. The meters are pretty much the same. They register in CCF
6 --
- 7 Q. Mm-hmm.
- 8 A. -- which is a hundred cubic feet or a thousand cubic feet,
9 MCF --
- 10 Q. Okay.
- 11 A. -- or MMCF, a hundred thousand CCF, all right, pretty much
12 your four-, five-, and six-dial meters in that order. Sorry.
13 Can you say your question again?
- 14 Q. Oh, I was saying today do you still have the arrangement
15 where you have a master meter or individual meters or is there a
16 third form?
- 17 A. I can't speak for today. I've been out of PGW four
18 years --
- 19 Q. Okay.
- 20 A. -- give or take a week.
- 21 Q. Well, when you were last there.
- 22 A. Based on historical installations, I believe the meters
23 are pretty much still the same with the exception that you don't
24 have meter readers going in like I did in my day, door to door.
25 You have AMR, automatic meter reading devices mounted on the

1 meters; or, for the very large interruptible meters in the city
2 of Philadelphia that need a day-to-day reading, they are set up
3 with phone lines.

4 Q. Now, what's an AMR meter reading?

5 A. AMR is a device --

6 Q. Mm-hmm.

7 A. -- that is mounted on the front of the dials.

8 Q. Okay.

9 A. It records the dial's usage of gas that flows through it,
10 and then a meter reading van will go down the various blocks --

11 Q. Mm-hmm.

12 A. -- and grab all the usages --

13 Q. Okay.

14 A. -- or whatever it records. And it's radio frequency --

15 Q. Okay.

16 A. -- and records the minutes, stores it in a device inside
17 of the meter reading van, AMR van; and it brings them back at the
18 end of the day, and that's what's used to bill customers.

19 Q. Okay. Now, the interruptible --

20 A. Interruptible.

21 Q. -- interruptible meter, what's that?

22 A. That means dual fuel.

23 Q. Okay. Dual fuel?

24 A. Yes.

25 Q. Electricity and gas or --

1 A. No. It has nothing to do -- well, you could have
2 electricity as your alternate fuel, but it would be very costly.

3 Q. Mm-hmm.

4 A. Interruptible is dual fuel in a sense that the primary
5 usage is gas. It can then be switched over to oil if PGW calls
6 for an interruption based on economic or weather-related matters.

7 Q. Mm-hmm.

8 A. And most of your large sites, facilities -- I think
9 there's five or 600 that I was aware of -- had these
10 interruptible meters.

11 Q. Okay. I wanted to ask you just a couple more questions
12 about meter reading. In that six-week period, did you happen to
13 come across any meters that were faulty or running bad?

14 A. Not that I recall.

15 Q. Not that you recall, okay. You said that you were a
16 collector on foot?

17 A. Yes.

18 Q. Okay. How did you figure out what amount needed to be
19 collected?

20 A. I was given a past due amount. That was part of the set
21 of documents similar to a meter reading hand --

22 Q. Mm-hmm.

23 A. -- that may have had anywhere from 240 to almost 900 in
24 some instances --

25 Q. Mm-hmm.

1 A. -- that you had to work on in one day. You similarly for
2 collections would have had anywhere from -- you could have
3 anywhere from 50 to a hundred stops --

4 Q. Okay.

5 A. -- on a walking hand, foot hand.

6 Q. Did you calculate the amount that you were going to
7 collect or you just received --

8 A. It was just -- it was all done ahead of time.

9 Q. It was all done ahead of time?

10 A. Yes.

11 Q. So there was another department that determined how much
12 needed to be collected or billed --

13 A. Yes.

14 Q. -- to the customer? All right. After you did the
15 collector on foot, then what did you -- what work did you do in
16 PGW?

17 A. I took a test. I passed the test, and I went into
18 management to systems as a information systems computer
19 programmer.

20 Q. And what did that job -- what were the duties of that job?

21 A. I was in training first. Then I became a computer
22 programmer, a project analyst, a systems analyst, and a
23 coordinator up till 1997 when I left the department.

24 Q. In some IT departments, the computer analysts specialize
25 in different areas of the organization.

1 A. Mm-hmm.

2 Q. What about you? Did you have a specialty in one area of
3 PGW or another that you worked in terms of a systems analyst or
4 computer analyst?

5 A. I worked on many systems. I worked on material
6 management. I worked in transportation. I'm sure there were
7 other systems, but I just can't recall at this time.

8 Q. No, this is very helpful. In terms of your work on
9 billing --

10 A. Yes.

11 Q. -- the computers, how was that set up when you were
12 working there? How were the computer systems set up for billing?

13 A. We worked on IBM mainframe systems.

14 Q. Mm-hmm.

15 A. And I was writing in COBOL at the time.

16 Q. Wow.

17 A. And I was setting up systems that would set up for bill
18 documents, things along those lines, setting up the lines for the
19 information that we would receive and files to lay out the
20 presentation of bill documents and other related matters.

21 Q. What kind of information appeared on those bill documents
22 that you prepared?

23 A. PGW account number.

24 Q. Mm-hmm.

25 A. The date the bill was rendered I believe was one of the

1 fields, the name, the address. There were to and from dates,
2 meter reading dates --

3 Q. Mm-hmm.

4 A. -- to and from indexes --

5 Q. Okay.

6 A. -- what the difference, the deviation between them was
7 which would have been your CCF for that billing period. That
8 would be a billing period to and from. If there were any
9 multipliers --

10 Q. Okay.

11 A. -- involved, gas multipliers or gas pressure factors --

12 Q. Okay.

13 A. -- they were the two that would take the CCF; and gas
14 could be recorded at a half pound of pressure, two pounds of
15 pressure in which case there would be a gas pressure factor in
16 the system but that was loaded in. So that was just provided to
17 us in the file.

18 Q. Okay.

19 A. That calculation was done. That CCF was there. We were
20 just laying it out. I was just laying it out. Then you would
21 take the different lines of billing --

22 Q. Mm-hmm.

23 A. -- the current bill, if there was any payments made, if
24 there were --

25 Q. How would you know if a payment was made to put that on

1 the bill?

2 A. A payment would have been rendered through the cash
3 remittance system.

4 Q. Okay. Is that a -- that's a different department?

5 A. Well, yes.

6 Q. Okay.

7 A. You could pay by mail.

8 Q. Mm-hmm.

9 A. Or you could have paid at one of the district offices or
10 you could have paid me when I was a foot collector.

11 Q. Right.

12 A. That all goes every day up to the mainframe. That cash is
13 then broken out per account, stored; and then, eventually down
14 the line, my program would have gotten it.

15 Q. What was the --

16 A. It's just --

17 Q. Okay. Go ahead.

18 A. Okay -- and just taken what the data was coming from the
19 file and put it on that, you know, document.

20 Q. So data was taken from the file, and the data indicated
21 how much gas was used --

22 A. Cash payments.

23 Q. Payments, in terms of the cash payments, did the file
24 indicate when the payment was made, when it was received by PGW?

25 A. Yes.

1 Q. Okay.

2 A. There was a date for -- back when I was coding -- the date
3 that payment was rendered.

4 Q. Okay. And so, as soon as the cash is received, that date
5 is noted in the records; and then that date is the date that is
6 used as the payment date on the statement of accounts?

7 A. Yes.

8 Q. Okay. And that was PGW's policy and procedure?

9 A. Yes.

10 Q. And practice?

11 A. Yes.

12 Q. Okay. What about the calculation of late payment charges?
13 How was it inputted into the system?

14 A. That was an algorithm that was stored in the system.

15 Q. Do you know the internal percentage used for that
16 algorithm?

17 JUDGE VERO: Just a minute. I'm sorry, Mr. Dunn.
18 What period of time are we talking about? I understand that Mr.
19 Dunn was involved in setting up the billing system. I
20 understand. Did you set up the billing system for PGW?

21 THE WITNESS: I didn't set up the billing system.
22 I just -- when I became a systems programmer, I moved into --
23 that was one of my jobs. I inherited some of the existing
24 programs.

25 JUDGE VERO: Okay.

1 THE WITNESS: And I would maintain them.

2 JUDGE VERO: You would maintain them?

3 THE WITNESS: Yes.

4 JUDGE VERO: What year are we talking about?

5 MS. BOONE: The time that he did this, and I was
6 going to ask if he had information about later on what percentage
7 was used for the algorithm prior to leaving.

8 JUDGE VERO: Okay. The reason I interrupted you
9 is because things might have changed.

10 MS. BOONE: Oh, sure.

11 JUDGE VERO: So I need to know when all this
12 occurred.

13 What year are we talking about that you were
14 involved as a computer programmer with PGW?

15 THE WITNESS: I don't know what year are you
16 asking me specifically?

17 JUDGE VERO: How long did you --

18 THE WITNESS: The algorithm was in the what we
19 called our final maintenance billing system, okay?

20 JUDGE VERO: Mm-hmm.

21 THE WITNESS: I didn't build it, calculate it, or
22 come up with the amount. It was in there. I don't know the
23 exact amount that was used right now off my head --

24 JUDGE VERO: Okay.

25 THE WITNESS: -- to calculate the late payment

1 charges, LPCs.

2 JUDGE VERO: Okay. All right.

3 BY MS. BOONE:

4 Q. But, during the time that you were a computer programmer,
5 you know that one was used; is that correct?

6 A. Yes.

7 Q. Okay. And the period that you were in the IT department,
8 how many years was that roughly? What time period?

9 A. 1979 -- I believe I said July or August, 1979, through
10 August, 2006.

11 Q. 2006, okay. Thank you. So August, 2006. And, during
12 that period -- that's quite a long time -- the algorithm, who set
13 the algorithm? How was it set?

14 A. As I stated before, it was already in the system. It was
15 already in the billing system, in the code.

16 Q. Was that set by senior management?

17 A. No.

18 Q. Okay.

19 A. Not that I'm aware of. I'm not sure.

20 Q. Do you know how it was applied in terms of whether it was
21 applied to prejudgment liens? Was it applied before -- how was
22 the LPC applied? I mean, what triggered the application of this
23 on the bill?

24 A. The LPC was applied, if I recall correctly, in the
25 programs. It would take the cash that was applied within that,

1 say, 30-day billing month.

2 Q. Mm-hmm.

3 A. It will go out to the oldest arrears, if there were any;
4 and you'd start applying it against the old arrears. At one time
5 there were four buckets, 30, 60, 90, and 120 and up. It would
6 take the money and apply it against the oldest arrears and
7 decrement it. It took care of everything in the 120. It would
8 then come down to 90 and apply whatever it had left, so forth and
9 so on.

10 Q. So, if a payment came in, the payment was applied to the
11 oldest arrears?

12 A. Mm-hmm.

13 Q. And then the late payment charges or LPCs were then
14 applied in what way?

15 A. The late payment charges would have applied if there was
16 anything left in arrears --

17 Q. Okay.

18 A. -- after cash or credits because there were credits done
19 inside PGW. Maybe someone applied a credit from the customer
20 accounting department. But, at that point after those credits
21 and payments would have been applied, whatever was left --

22 Q. Mm-hmm.

23 A. -- was what was subject to late payment charges.

24 Q. Okay.

25 A. They were your arrears.

1 Q. Okay. Thank you.

2 A. Not the current bill.

3 Q. Okay. That's fine. Now, what happened -- you were there
4 you said until August of 2006, and actually that's part of the
5 period that we're looking at in terms of some of what happened on
6 SBG accounts. Let me just follow up on something. If a
7 settlement was done, if a title company called and requested
8 payoff information, how was that handled?

9 A. At that time that was handled in another department.

10 Q. What department?

11 A. The collections department.

12 Q. Okay. So let's say there was a payoff and that check was
13 received, was paid off. The payoff amount would -- you know,
14 since you were in collections and you're doing IT work, the
15 payoff amount --

16 A. Wait a minute.

17 Q. I'm sorry. You're not in collections. But, for the IT
18 department, how did they record the payoff amount? Was it --

19 A. You just went from the collections department to the IT
20 department.

21 Q. I'm sorry. I meant the department --

22 MR. FARINAS: Your Honor, I object here. I'm not
23 sure if what's being requested is something that he can respond
24 to, and whatever he can respond to can only respond to the period
25 in which he worked for that time. And I think that Mr. Dunn is

1 trying to assist Ms. Boone in having some answers, but I'm not
2 really sure that his answers are really relevant to what's
3 happening today or I'm not sure if the testimony is helping
4 anyone's case.

5 MS. BOONE: Your Honor, may I speak?

6 JUDGE VERO: (Indicating).

7 MS. BOONE: It is very relevant because one of
8 the things that we will look at asking the Commission is to
9 impose a penalty on PGW for failing to provide good service in
10 terms of calculating bills, providing notice and information
11 about the bills, responding to customers' questions.

12 MR. FARINAS: But you're asking questions about
13 interest.

14 MS. BOONE: If there's a question about how the
15 bills are calculated, I think his experience in the IT department
16 preparing the bills, especially since he was there in August of
17 2006, is relevant.

18 MR. FARINAS: And, Your Honor, I've gone through
19 lots of trouble to bring as many witnesses to talk about how it's
20 done in PGW today and someone --

21 MS. BOONE: But we're looking at the period that
22 goes all the way back to 2004. He was there during that period.
23 One of the issues is, how long has this problem gone on? What
24 actions were taken to correct problems? If a customer has a
25 question in 2004 and it still isn't answered, you know, why not?

1 We need to know what happened in 2004. We need to know how the
2 company operates.

3 JUDGE VERO: No. You needed to file a complaint
4 by 2007 to know what happened in 2004, you know, statute of
5 limitations.

6 MS. BOONE: Well, that's the statute of
7 limitations.

8 JUDGE VERO: Okay.

9 MS. BOONE: But we're arguing that this is
10 relevant in terms of whether they have taken corrective action.
11 Someone can make a mistake this year that affects one year; but,
12 if they've been making the same mistake for five, ten, 20 years,
13 then I would request that the Commission step in because this
14 isn't one and off. This isn't an accident. This is a bad, bad
15 situation that is continuing --

16 MR. FARINAS: Your Honor --

17 MS. BOONE: -- that is continually repeated.

18 MR. FARINAS: -- I object to the characterization
19 of --

20 MS. BOONE: And we can't know the severity of the
21 problem if we don't know the length of it.

22 JUDGE VERO: All right. I will allow it but get
23 to the point.

24 MS. BOONE: Okay. Thank you.

25 JUDGE VERO: Get to the point. There is only so

1 much background information and background questions that you
2 need to ask in order to get to the point. Get to the point. Get
3 to your question. You need to know how it was calculated back
4 then. Get to the point. Get the answer. Move on.

5 MS. BOONE: Okay.

6 BY MS. BOONE:

7 Q. How is interest calculated once a lien has been placed on
8 a property?

9 A. Once a lien was placed --

10 Q. Yes, mm-hmm.

11 A. -- on a property? I do not know.

12 Q. Okay. For purposes of -- prior to a debt of PGW being
13 converted into a municipal lien, how was the LPC calculated?

14 A. The same way I explained before.

15 Q. Okay. And then, once it became a lien, your department
16 had nothing to do with that? You were in the computer
17 department. You didn't have a -- did your department have a
18 different algorithm once a debt was converted to a municipal
19 lien?

20 A. LPCs were calculated the same way on debt, so to my
21 knowledge whether it was arrears or a lien.

22 Q. So, whether it was before the debt was converted to a
23 municipal lien, it was the same algorithm; and then, after it was
24 converted to a municipal lien, it was the same algorithm for LPCs
25 or interest?

- 1 A. I am not totally positive.
- 2 Q. Okay. Who would know that?
- 3 A. Someone from the collections department.
- 4 Q. Okay. I'm going to move on to your experience with SBG.
- 5 It's my understanding that -- after 2006 what depart ent were you
- 6 in?
- 7 A. Commercial Resource Center.
- 8 Q. What does the Commercial Resource Center do? What's their
- 9 --
- 10 A. It was originally set up to handle those large
- 11 interruptible accounts that I stated earlier.
- 12 Q. Mm-hmm.
- 13 A. It started in April of 2002, and it grew and it took on
- 14 the other commercial accounts in the city --
- 15 Q. Okay.
- 16 A. -- over time.
- 17 Q. Including multifamily complexes?
- 18 A. Yes.
- 19 Q. Okay. What was your job title in that position?
- 20 A. Manager.
- 21 Q. Okay. You were the manager of the Commercial Resource
- 22 Center?
- 23 A. (Indicating).
- 24 Q. Okay. And what were your duties --
- 25 A. From 2002 through -- when did they give me that title? In

1 2008, they made me a director, named me a director.

2 Q. So in 2008 you became a director?

3 A. Yes.

4 Q. How long did you hold that position as director of the
5 Commercial Resource Center?

6 A. Until I retired August 31st, 2009.

7 Q. Okay. As a manager what were your job responsibilities in
8 the Commercial Resource Center?

9 A. I oversaw the day-to-day activities of five union
10 employees, one supervisor, and myself.

11 Q. Okay. So, including yourself, it was a group of eight?

12 A. I believe so, yes.

13 Q. And what were the day-to-day responsibilities of your
14 group?

15 A. We were involved with the day-to-day responsibilities of
16 the two big billing cycles, 21, bill cycle 21 which is the city
17 of Philadelphia --

18 Q. Okay.

19 A. -- School District of Philadelphia.

20 Q. Mm-hmm.

21 A. And I believe there were some State accounts in there as
22 well and also bill cycle 22 which were the large commercial
23 accounts in the city, the post office, U.S. government, large
24 U.S. government accounts like the Navy yard and buildings here in
25 Center City; and there were a whole other inclusion of commercial

1 accounts and industrial accounts in the city.

2 Q. What's the criteria to be considered a large property for
3 CRC? Is it the size of the building?

4 A. Pretty much the size of the building but it's probably the
5 gas load in a given month. I would just say off the top of my
6 head anything over 2,000 cubic feet; but, and I state this quite
7 frankly, but there were other accounts in the 1 to 20 billing
8 system. That was our day-to-day billing systems. There were 23
9 billing cycles --

10 Q. Okay.

11 A. -- throughout the month. There was also another cycle
12 that was set up bill cycle 23 which was the interruptible cycles
13 that would come in through the phone system. I was originally
14 charged with bill cycles 21, 22, and 23.

15 Q. Okay. Now, in terms of being in charge with those
16 particular cycles, what did you do? Prepare the bills?

17 A. We would get the bills. We would mail them to the
18 customers. We had some bills that were mailed electronically.
19 There were some bills that were sets this thick (indicating), the
20 City, School District. We had two of the clerks that worked for
21 me. We bundled them up, sent them to the responsible parties as
22 well as the School District; and the other folks who were working
23 for me were working collections for the large accounts.

24 Q. Okay. So prepared and mailed the bills and handled
25 collections; is that correct?

1 A. And other miscellaneous duties as assigned.

2 Q. Okay. What about billing inquiries? Did CRC handle that?

3 A. For those accounts, yes.

4 Q. Okay. And what were your procedures when a party called
5 with a question about a bill? How was that handled?

6 A. We'd generally check it out.

7 Q. What does that mean, check it out?

8 A. You got to let me finish.

9 Q. Sorry.

10 A. That's okay. By checking them out I mean investigate it
11 internally, find out what the complaint was or inquiry. For
12 example, if it was a payment hadn't been applied, they said they
13 made a payment, we would check to see if a payment had been
14 applied or if the payment was somehow sitting over in this other
15 cash section where payments were processed every day to see if it
16 could still be sitting in there for whatever reason. If they
17 were complaining about a high bill, we would check the meter
18 readings and, if need be, we would call the meter shop.

19 I also had a high bill specialist who would go
20 out and meet with folks.

21 Q. Let's take each of those in order. If there's a question
22 about whether a payment was applied, you said that you would
23 check to see if it was in the cash section.

24 A. We would call the cash section and ask them if they could
25 do a trace to see if they had any outstanding payments over

1 there. It possibly could even have been misapplied.

2 Q. Okay. If the check was sitting over in the cash section,
3 would the date that the payment was applied be the date -- how --
4 would it be the date that it was received by the cash section?
5 What date shows up on the statement of accounts if it's been
6 sitting over in the cash section, the check?

7 A. It could have been sitting over there. It could have been
8 posted to a wrong account in which time it would have been
9 sitting in the system with a date on it. However, it may not
10 have been sitting -- I mean, posted into the system, so it didn't
11 have an applied date. It was waiting for the folks who worked
12 over in that section to process it.

13 Q. What was the average time range to post a check that was
14 received?

15 A. I cannot answer that.

16 Q. What if you found that --

17 A. I don't know. That's why I can't answer it.

18 Q. Okay. Well, in answering an inquiry and you found that a
19 check had been posted to a wrong account, what would be the
20 remedy for that? Let's say a check was posted to the wrong
21 account on January 1st of 2013. What would be your remedy back
22 then?

23 A. My remedy?

24 Q. Yeah. Or how would you respond to the customer's
25 complaint?

1 A. As I stated, with a cash payment we would do a search to
2 see if we could find where the payment was, if it was ever
3 received at PGW.

4 Q. Okay. And then --

5 A. Because some folks said they paid but they didn't.

6 Q. Mm-hmm.

7 A. All right. I just want that on the record, okay? So my
8 staff would go and research the system to see if any payments
9 were applied to the account.

10 Q. Okay.

11 A. If there weren't and the complaint says that there was, I
12 believe we would ask the customer to send us a copy of the
13 check --

14 Q. Okay.

15 A. -- give us the check number, the amount, the date, even
16 the bank.

17 Q. Okay.

18 A. And then we could go back to the cash department, all
19 right, and say, hey, this customer has lodged a complaint. We're
20 looking for this payment. It wasn't posted to the account.
21 Could you do your due diligence and find out where this payment
22 was?

23 Q. Once the customer presented proof that the payment was
24 made, even deposited into a PGW account, how would you handle
25 that?

1 A. That would have had to go back to what's called customer
2 accounting, and they would have transferred it from the payment
3 -- from the account it had been posted in erroneously and
4 transferred back to the correct account.

5 Q. And what date would be listed in the customer's account as
6 the receipt?

7 A. I believe the transfer date.

8 Q. The date it was transferred over?

9 A. I do believe.

10 Q. So what if PGW posted the check to the wrong account --

11 A. Mm-hmm.

12 Q. -- and then two months later found out that it should be
13 posted in a different account, on the customer that made the
14 payment --

15 A. Right.

16 Q. -- what date would the statement of account say that their
17 payment was posted?

18 A. Once again, I'm trying to recall. I believe the date that
19 it would have been posted to the account, the transfer.

20 Q. So it wouldn't be the date that they paid. It would be
21 the date that it was inputted into the system into the right
22 account?

23 A. I believe. I'm going back years now, so it's
24 recollection.

25 Q. I appreciate that.

1 A. Okay.

2 Q. Let's go to the next one. Okay. How would you handle a
3 meter reading account if someone says that the last two months my
4 meter says I've used \$500 worth of gas, this month it said I used
5 \$50,000 worth of gas? What would happen with that complaint?

6 A. That complaint would be looked again to see if there was
7 anything apparent to our clerks in the system. If a meter
8 exchange had possibly been done, it could have changed the
9 indexes and the calculation; and, if it wasn't that obvious, then
10 we would have to go to the meter department and ask them to
11 investigate.

12 Q. Now, how long does it take to do a meter investigation?

13 A. What period of time are you talking about? You need to be
14 specific.

15 Q. Absolutely. A complaint comes in today, comes in January
16 1st, 2013, that a meter is having --

17 A. Excuse me. Just to stop you.

18 Q. Mm-hmm.

19 A. I don't work there now --

20 Q. I'm sorry.

21 A. -- so I can't answer that question.

22 Q. Okay. We'll go back to when you were there, January 1st
23 of 2009.

24 A. Okay.

25 Q. I'm sorry, 2008.

1 A. Okay.

2 Q. You receive a complaint --

3 A. We would contact the meter shop, the supervisors at the
4 meter shop and let them know that the customer is complaining
5 about a meter and that we need someone from their meter shop to
6 go out and visit the site and then to get back to us with their
7 findings. That could take anywhere from two to four weeks
8 because there's a backlog of work.

9 Q. Two to four weeks for them to go out or two to four weeks
10 for you to put the request in?

11 A. No. The request usually would have been made by my clerk.

12 Q. Okay.

13 A. It would have been sent to the meter shop.

14 Q. Okay.

15 A. Therein lies what a department's policies are as far as
16 processing.

17 Q. Okay. So they go out. They do an investigation within 30
18 days. What happens then?

19 A. We would get the report back.

20 Q. A written report?

21 A. Yes. In most instances it was a written report.

22 Q. Okay. Then what would happen?

23 A. If an adjustment had to be made, a bill correction, it
24 would have been made.

25 Q. What's the criteria for making a bill adjustment?

1 A. Going back to the original index, the from date, from that
2 period of time to what they found, cancelling out the bills in
3 between, recalculating the bill.

4 Q. Okay. What about -- what would they actually take the
5 meter out and test it? What's the criteria?

6 A. If a customer requested it and they would have to pay a
7 fee to have that done.

8 Q. Okay.

9 A. A small fee but there was a meter testing fee.

10 Q. Sure. Was the customer given this as an option or --

11 A. That's always been an option in the tariff of PGW to my
12 knowledge.

13 Q. So, if a customer called and says I think something's
14 wrong with my meter, PGW would automatically say as part of our
15 investigation we'll look at your meter, we'll take your meter
16 out?

17 A. We wouldn't necessarily do that, take their meter out, no.

18 Q. Would you offer -- so, as part of the protocol, did you
19 offer to test the meter when someone complained about a meter
20 being bad or having a bad reading?

21 A. No.

22 Q. Okay. So how would the customer know that that was one of
23 the ways to check a meter?

24 A. If we presented the customer with findings and they still
25 weren't happy at that point, I believe we would then state you

1 have the option for a meter test.

2 Q. And how would this be communicated to them?

3 A. Over the phone or a letter could be sent.

4 Q. Okay. If the complaint came to you in writing, was the
5 response in writing?

6 A. In most instances. I can't say a hundred percent.

7 Q. So, just to make sure I have the details down, you get the
8 complaint that something may be wrong with the meter. Within two
9 to four weeks the meter department goes out and they do an
10 investigation. They don't immediately take the meter out; is
11 that correct?

12 A. I didn't work in the meter department.

13 Q. Mm-hmm.

14 A. I can't answer for every instance that there was a meter
15 investigation.

16 Q. Mm-hmm.

17 A. They could have left the meter there or they could have
18 pulled the meter. That was their call. That was their
19 department. They are the technicians and they're professionals
20 in that department.

21 Q. I appreciate your patience.

22 A. Okay.

23 Q. I really do. But, if you found that when they did the
24 first level of investigation that the customer was not satisfied,
25 what did you tell the customer then?

- 1 A. We generally told the customer we would investigate.
- 2 Q. Further?
- 3 A. Yes.
- 4 Q. And what did that involve?
- 5 A. Further investigation. If we had to go back to the meter
- 6 shop, we would. What was the customer complaining about that
- 7 wasn't resolved in the first issue? So there's all different
- 8 kinds of complaints.
- 9 Q. Sure. So the meter -- the meter investigation group goes
- 10 out, and they say we think this meter is fine. We don't see a
- 11 problem with it.
- 12 A. Mm-hmm.
- 13 Q. The customer says there's something wrong with it. It's
- 14 still too high.
- 15 A. Okay.
- 16 Q. What do you then say to the customer?
- 17 A. That, based on the meter reading -- the meter department's
- 18 findings, that the bill stands as is.
- 19 Q. What about the option of having the meter taken out to be
- 20 tested?
- 21 A. Okay. Then that was an option to them; and, if the
- 22 customer requested it, we would ask them to remit a check. It
- 23 was a small meter fee. I can't recall what it was, a meter test
- 24 fee. Once the check got received, then the meter shop was
- 25 notified to go pull the meter, have the meter tested and prove

1 it.

2 Q. But it wasn't part of your protocol to offer that
3 automatically?

4 A. No, not that I recall.

5 Q. Okay. So the customer didn't know that that option was
6 available? You didn't tell them?

7 A. It's printed on the back of their bills I believe that
8 they can have that option.

9 Q. But the back of the bill says that the meter can be taken
10 out and read and checked?

11 A. I believe that, if I'm not mistaken, it may be on the back
12 of either the normal bill or a collection notice that, if there's
13 a dispute, that a meter test can be initiated; but I believe it's
14 there. I'm not positive.

15 Q. Okay. Thanks. So the meter -- let's say the meter is
16 taken out --

17 A. Yes.

18 Q. -- an adjustment is done for the property, I mean --

19 A. The meter is taken --

20 Q. Or not the meter is taken out, the meter is determined to
21 be faulty, okay? This is another instance where the meter is
22 determined to be faulty. What does the meter department do then?

23 A. What do you mean by faulty?

24 Q. The meter is registering too fast.

25 A. Okay. The adjustment, if it was registering too fast, it

1 would be -- can I ask you to back up for a second?

2 Q. Sure.

3 A. Who proved that the meter was registering too fast?

4 Q. Let's say you did. PGW did.

5 A. Okay. If that's the instance, then the adjustments would
6 have been made accordingly if it was recording too fast.

7 Likewise, it could have been recording too slow.

8 Q. Right.

9 A. So either or. There were tolerances within the meter
10 test. I believe the tolerances were 98 percent low to -- 98 to
11 102.

12 Q. Okay.

13 A. Outside of those limits was then when you got into what
14 you just said is too fast or too slow.

15 Q. Okay. What did an adjustment mean to the bill?

16 A. If it was recording too slow, a debit would have been
17 made. If it was recording too fast, a credit would have been
18 made to the account --

19 Q. Okay.

20 A. -- a calculation, a credit.

21 Q. And the calculation is done by -- how is it determined?

22 A. The meter shop engineers pretty much come up with what
23 was, you know, the outage, the difference.

24 Q. And how do they figure out how long the meter has been
25 registering bad?

1 A. Usually based back on previous visits to the site. There
2 could be other factors, too. Again, that was the meter shop's
3 call.

4 Q. Okay. Now, you said that PGW is subject to the tariffs;
5 is that correct? Or is --

6 A. PGW is bound by the tariff.

7 Q. So PGW must act in compliance with the tariffs; is that
8 correct?

9 A. Yes, to the best of my knowledge.

10 Q. Okay. I want to turn your attention to your history with
11 SBG Management Services.

12 A. Okay.

13 Q. If I could turn your attention to -- this is the PGW
14 Fairmount book, page 97.

15 MS. BOONE: Do you have a copy for the witness?

16 (Handed to counsel.)

17 MS. BOONE: Thank you.

18 (Pause.)

19 THE WITNESS: Excuse me, Your Honor?

20 JUDGE VERO: I'm sorry. Yes.

21 THE WITNESS: I had a bottle of water back there.

22 Could I have someone bring it up to me?

23 JUDGE VERO: Sure.

24 Is it PGW Fairmount or --

25 MS. BOONE: We're actually using PGW's book, page

1 -- for Fairmount.

2 JUDGE VERO: Okay. Book number --

3 MS. BOONE: Yeah, it's book 1.

4 JUDGE VERO: Okay. Thank you.

5 MR. FARINAS: Fairmount 1, page 97?

6 MS. BOONE: Mm-hmm.

7 MR. FARINAS: Okay.

8 BY MS. BOONE:

9 Q. Excuse me. This is page 97 of PGW's first Fairmount book
10 -- binder rather. If you look at the block transaction -- first
11 of all I'll identify this. This is a statement of accounts that
12 PGW prepared and presented to SBG Management Services, and SBG
13 put a block around certain transactions that we wanted to just
14 ask questions about.

15 A. Okay.

16 Q. The first one is dated June 3rd, 2004 bill.

17 A. Okay.

18 Q. If you -- one of the matters I believe that SBG talked to
19 you about was that there were certain payments they had questions
20 on; is that correct, during your --

21 A. Certain payments?

22 Q. Well, during the course of your relationship --

23 A. Yes.

24 Q. -- between PGW and SBG, I understand that you were
25 involved on the PGW side?

- 1 A. Yes.
- 2 Q. And from time to time SBG had questions about certain
3 transactions, certain bills for gas usage?
- 4 A. Yes, they did.
- 5 Q. Okay. And they sought information from PGW?
- 6 A. Yes, they did.
- 7 Q. Okay. One of the transactions -- some of the transactions
8 actually occurred in 2004, and what we're looking at is how those
9 questions were answered; and this is one of the transactions in
10 particular. If you look at the June 3rd, 2004 transaction, it
11 has a block around it. If you look under CCF usage --
- 12 A. Yes.
- 13 Q. -- will you read the amount of CCF usage that's stated
14 there?
- 15 A. 6,524.
- 16 Q. Okay. And then, if you look at the next disputed matter
17 that's dated July 2nd, 2004, will you read the CCF usage there?
- 18 A. 502.
- 19 Q. Okay. So this was one of the issues that was resolved and
20 that was raised with PGW. How was this resolved? This was a
21 question that was raised.
- 22 A. Okay. In 2004?
- 23 Q. Yes.
- 24 A. I don't know.
- 25 Q. You don't know. Maybe I can refresh your recollection.

1 There's an SBG Fairmount binder of documents, and in it there's a
2 letter.

3 A. Okay.

4 Q. If you would take a look at this, it's page 112.

5 JUDGE VERO: In SBG Correspondence?

6 MS. BOONE: Yes. It's SBG Fairmount book, the
7 second book -- the second binder, sorry. It's page 112 in the
8 second binder of the SBG Fairmount.

9 THE WITNESS: Page 112?

10 BY MS. BOONE:

11 Q. It's under section 8. Go to section 8.

12 A. 112?

13 Q. Mm-hmm.

14 JUDGE VERO: I have it.

15 THE WITNESS: Okay. I have it.

16 JUDGE VERO: All right.

17 BY MS. BOONE:

18 Q. If you'd like to take a minute to look at this letter.

19 MS. BOONE: Just for the record, this is the
20 letter that Eric Lampert testified to yesterday dated June 18th,
21 2004, regarding Fairmount Manner, 625 North 7th Street.

22 THE WITNESS: (Perusing document.) Okay.

23 BY MS. BOONE:

24 Q. How would you describe this letter?

25 A. It sounds like there was a street leak.

- 1 Q. Okay.
- 2 A. Okay.
- 3 Q. But it's obviously --
- 4 A. One of the crews that were there, there was a street leak
5 and they performed the work on the street to the gas mains. And,
6 based on what I'm reading -- and that's what I take from this
7 letter.
- 8 Q. Would you characterize this as a letter from a customer to
9 PGW asking questions about their bill?
- 10 A. Yes.
- 11 Q. Okay. And this is the kind of letter, it's dated June
12 18th, 2004, and you were in CRC --
- 13 A. Yes, I was there.
- 14 Q. -- as the manager director from 2002 until 2009?
- 15 A. Yes.
- 16 Q. So this is the kind of letter that would come in to your
17 group, that would be handled by your group?
- 18 A. I don't know if we got this. It was sent to the P O Box
19 3500.
- 20 Q. Okay. Pardon me?
- 21 A. This was sent to the P O Box 3500, Philadelphia, PA 19122.
- 22 Q. Well, the --
- 23 A. First of all, I do not know if CRC directly got this
24 letter.
- 25 Q. Mm-hmm.

1 A. Right.

2 Q. Mm-hmm.

3 A. And secondly, based on what is written by Mr. Lampert,
4 what he's addressing seems to me to be a street leak, all right,
5 by our distribution department.

6 Q. But it is a billing inquiry because he also references in
7 the bill --

8 A. I know. Yes. He is inquiring about a bill that was on a
9 spreadsheet that I'm looking at going back that was presented to
10 me, a bill for 6/3/2004 with an index, meter reading index of
11 71720 for 33 days for 6,524 CCF at 13,000 -- I'm sorry, the bill
12 is for \$12,777.

13 Q. If you'll turn your attention back to the PGW 1 Fairmount
14 book at page 107 --

15 A. Same section 8?

16 Q. It's the white binder.

17 A. Okay. Go back to where?

18 Q. To page 107 in that white binder.

19 A. Okay.

20 Q. That's PGW's binder of documents.

21 A. 107, okay.

22 Q. And you look at -- at the top it says Contacts for
23 Accounts --

24 A. Mm-hmm.

25 Q. -- SBG. If you look down to the date 6/30/2004, can you

1 just read what that says?

2 A. 6/30/2004 letter and correspondence received from SBG
3 Management.

4 Q. Okay. And then the 7/12?

5 A. Bill or list CXLD, one bill, rebilled to 6/30/4 which
6 means 2004.

7 Q. Okay. This was a complaint about a PGW bill that came in
8 to your office. How would this be handled?

9 A. Similarly we would investigate it and find out what had
10 been done out at the site. In this instance with street crews,
11 the street crews were not touching meters and meter reading
12 indexes. They were working with the pipes that would feed the
13 building up to the meter. There was a street leak which this
14 letter was addressing --

15 Q. Mm-hmm.

16 A. -- and they had to turn the gas off.

17 Q. Mm-hmm.

18 A. They would have had to rebuild the service to the meter at
19 that point. The meter would have been taken down, and I assume
20 the same meter would have been put back up.

21 Q. Okay. How long would it take to take that bad meter out
22 or how long would it take to take the meter --

23 A. Whoa. Whoa. Whoa. Back up.

24 Q. Mm-hmm.

25 A. I didn't hear anything about a bad meter.

- 1 Q. Not a bad meter but you're saying they would go in and
2 look at the meter --
- 3 A. No, I didn't say that.
- 4 Q. Okay.
- 5 A. This was a street leak.
- 6 Q. Okay.
- 7 A. You've got pipes coming down the center of the street.
8 They T off. They go into properties.
- 9 Q. Mm-hmm.
- 10 A. All right?
- 11 Q. Mm-hmm.
- 12 A. It goes through the wall, comes up to the head of the
13 service; and there's a set of pipes that go to the meter.
- 14 Q. Okay.
- 15 A. From the meter, beyond that point it's the customer's
16 responsibility.
- 17 Q. Right.
- 18 A. If there was a street leak, the valve would have been shut
19 off as well as outside the street, inside the house or property;
20 and to rebuild it, to fix the pipe, they probably had to take the
21 meter down. They simply take the meter down. When the leak is
22 fixed and they're ready to reconnect service, they are -- our
23 customer service department comes in and rebuilds the set, hangs
24 in most instances the same meter, puts it back up, and the gas is
25 restored and all the pilots are lit to all the units if it's an

1 apartment house or appliances, whatever the case might be.

2 Q. Okay. And how does that impact -- would something like
3 that impact the meter, the way in which it was running?

4 A. No.

5 Q. Okay. Now, the question in the letter was that there was
6 work done in the street. But there was a second question
7 questioning the amount of the -- the amount that the meter read
8 for that month; isn't that correct, if you look at the last
9 sentence in the third paragraph?

10 A. Crews came back and performed this work on 6/2 and 6/3.
11 These dates also coincide with the dates on the extremely
12 outrageous bill for one month of service. Upon our review of the
13 information, we feel that this bill was a result of something
14 that PGW work crews did; and, therefore, we are not responsible
15 for anything beyond reasonable charges of approximately \$578
16 versus what was billed, \$12,774.54.

17 Q. And if you'll just look at the second paragraph.

18 A. Okay. This property is an 11-unit apartment building, and
19 it's inconceivable that it could use 6,524 CCF during the month
20 of May when during the winter months usage did not exceed 400
21 CCF.

22 Q. So it wasn't just a question of work done in the street.
23 It was a question of a meter that was running and calculating a
24 substantially higher rate all of a sudden; isn't that correct?

25 A. It appears to be that way.

1 Q. Okay. So that kind of complaint when it comes in to your
2 -- in to CCR [sic], that would be considered a high bill
3 complaint?

4 A. CRC.

5 Q. CRC.

6 A. Yes.

7 Q. Okay. You said that -- what kind of investigation would
8 be done on that kind of bill?

9 A. We would review it. We would take a look at the bill,
10 12,000 in this case. You -- we quite obviously see that there is
11 a large amount of usage. As I go back to whatever the time was
12 -- I'm back to Fairmount, page 97.

13 Q. Okay.

14 A. We would look at the previous months, see the recordings
15 as they were coming through; and, yes, there was a large amount
16 on 6/3/2004 on the index 71770.

17 Q. Okay.

18 A. At that point we would have asked the meter shop for all
19 of the facts regarding what had been done to the meter, site
20 visits, anything along those lines --

21 Q. Okay.

22 A. -- so that, if a rebill was needed, we could rebill the
23 account.

24 Q. Okay. And about how long does that take?

25 A. Again, back then approximately two to four weeks --

1 Q. Okay.

2 A. -- within reason.

3 Q. Okay. So an adjustment would be made, could be made on
4 the customer's account in that case --

5 A. Could be.

6 Q. -- is that correct?

7 A. Yes.

8 Q. What kind of procedures or policies or practices were in
9 place to ensure that meter -- that, if something was wrong with
10 the meter, that that was corrected?

11 A. If the meter shop determined that there was something
12 wrong with that meter mechanically, physically, technically --

13 Q. Mm-hmm.

14 A. -- the meter shop would have done a meter exchange and put
15 a new meter in.

16 Q. And how long does it take to do that?

17 JUDGE VERO: That question has been asked and
18 answered I think. In this particular instance that you're
19 referring to, the June 3rd, 2004 bill --

20 MS. BOONE: Yeah.

21 JUDGE VERO: -- he explained it to you what
22 happened. It was resolved. Move on to the next instance. I do
23 believe you have another instance coming up with an issue with a
24 meter. He explained it. They deemed it to be a leakage out in
25 the street and fixed it. Move on.

1 MS. BOONE: Okay.

2 BY MS. BOONE:

3 Q. So you're saying that an investigation was done. You can
4 see at the 7/2 --

5 A. I didn't say that an investigation was done.

6 Q. Okay. But, in general, in this kind of instance an
7 adjustment -- an investigation would have been done in this
8 circumstance?

9 A. In normal instances if a customer complained, yes, a
10 departmental review of the account would have been done.

11 Q. Okay. So look at the page 97 of the PGW Fairmount 1 book,
12 the second item that's blocked out, 7/2/2004.

13 A. I see that.

14 Q. Okay. And what's the CCF usage there?

15 A. 502.

16 Q. Does that look like the kind of case where the meter was
17 running high and then it was adjusted down? Is that the kind of
18 adjustment you're talking about?

19 A. What I'm seeing is an index of 656981, 7/2/2004 for 500
20 CCF.

21 Q. Okay.

22 A. Having been in the department back on that date, I would
23 have asked the meter department to explain the index 71720.

24 Q. Mm-hmm.

25 A. Where did that come from?

1 Q. Right. If you go across under where it says 6/3/2004 bill
2 and you look at the transaction amount, what number is listed
3 there originally that was billed?

4 A. Say this again.

5 Q. If you look at the transaction 6/3/2004 --

6 A. Right.

7 Q. -- it has the --

8 A. 12,777.54.

9 Q. Right. And then, if you go all the way across, if you
10 look at how much PGW originally charged for that, what is that
11 number?

12 A. 13,376.62. Is that what you're saying?

13 Q. No. Twelve -- well, yeah, 13,000.

14 A. On the far right?

15 Q. Mm-hmm.

16 A. Okay.

17 Q. Okay. And then if you look --

18 A. Well, that's a balance due.

19 Q. No. If you look under transaction amount --

20 A. 12,777.54.

21 Q. -- and then there's a number below it in parentheses,
22 what's that mean?

23 A. There was a payment made on 6/22 for 590.23.

24 Q. Okay. Now, if you go down further, there's another --
25 there's something with IPC next to it that's dated 7/2/2004.

1 What does IPC stand for?

2 A. IPC?

3 Q. I'm sorry. I guess it's --

4 A. I would guess it's the print. LPC.

5 Q. Okay. All right. If you go down to the 7/2/2004 bill
6 where now the CCF is at 502, there's been a big drop, isn't
7 there, from month before?

8 A. Yes.

9 Q. Okay. And then you go over to transaction amount. What
10 does it say is the transaction amount for that month?

11 A. \$797.44.

12 Q. Okay. And then beneath it what number is written in
13 parentheses?

14 A. 12,777.54.

15 Q. And, if you take your finger and go all the way to the
16 left, there's a date, 7/12/2004, and a type that's --

17 A. Cancelled bill.

18 Q. What's that mean?

19 A. That means they cancelled the erroneous bill out of the
20 system --

21 Q. Okay. All right. So what's --

22 A. -- for the bad index of 71720.

23 Q. Okay. So that would be pretty much that PGW did its
24 investigation, found that there was something wrong with the
25 meter or the reading; and so they cancelled it out?

1 A. The reading.

2 Q. They cancelled out the bill, and that is pretty much
3 saying that this bill was wrong; is that correct?

4 A. Yes.

5 Q. Okay. And then go down to 9/1/2005.

6 A. Okay.

7 Q. And you go across, and what's the usage that's put there
8 under CCF usage?

9 A. I see 9/1/2005 usage is 232 -- yeah, 232.7 CCF.

10 Q. No, that's average days. Under CCF usage, isn't it 6,981?

11 A. Oh, I'm sorry. You're right, 6,981.

12 Q. And, if you go all the way across where it says
13 transaction amount, what's the transaction amount that's listed?

14 A. \$11,334.62.

15 Q. Okay. So it went -- it was down at one point. It went up
16 to 69. A correction was done; and then, in September of '05, it
17 comes back on. Any ideas of how --

18 A. It comes back on?

19 Q. Yeah. The high usage, the high CCF usage reappears on
20 this bill.

21 A. That could have --

22 JUDGE VERO: Was there a question?

23 MS. BOONE: Yes.

24 BY MS. BOONE:

25 Q. I'm asking did the high CCF usage again appear on the bill

- 1 in September?
- 2 A. It states it did based on this line.
- 3 Q. Okay. Thank you. I'd like to turn your attention to SBG
- 4 Fairmount, the book -- the second binder under tab 8 --
- 5 A. Tab 8.
- 6 Q. -- page 109.
- 7 A. Okay.
- 8 Q. Okay. If you can just take a look at this letter, it's
- 9 dated September 12th, 2005. This is the letter that Mr. Lampert
- 10 discussed yesterday.
- 11 A. Okay.
- 12 Q. I'll give you a minute to take a look to read the letter.
- 13 You don't have to read it into the record.
- 14 A. Okay. (Perusing document.)
- 15 Q. Look at the --
- 16 A. I'm still reading. Okay.
- 17 Q. Okay. In the second paragraph, the last sentence it says,
- 18 we sent in correspondence and our bill was corrected. And then
- 19 in the third paragraph what's this customer in this letter to PGW
- 20 basically saying happened or their complaint concerned?
- 21 A. Apparently the matter has reappeared.
- 22 Q. What do you think that means?
- 23 A. What do I think that means?
- 24 Q. Mm-hmm. You're getting this letter --
- 25 A. There was some type of billing error.

1 Q. Okay. Would this be something that would then be
2 investigated again by PGW?

3 A. Yes.

4 Q. Okay. All right. And about how long would it take to
5 investigate this matter?

6 A. Oh, come on.

7 Q. You now have a new letter on the same account.

8 A. Like I stated before.

9 Q. Thirty days?

10 A. I'm guessing, yes.

11 Q. If it let's say took a little longer, a little more
12 complicated just given what it is, you know, the meter was taken
13 out and also --

14 A. I --

15 Q. -- okay. Go ahead.

16 A. Okay.

17 Q. Are you saying for something like this --

18 A. I can't tell that the -- can I finish, please. I can't
19 tell that the meter was taken out based on this listing for
20 Fairmount 0097 based on what the listing is stating in front of
21 me.

22 Q. I appreciate that.

23 A. All right. I'm just going to go to Mr. Lampert's letter,
24 and Mr. Lampert states that the meter at this location was
25 changed. Well, reading his letter, that's the first I surmised

1 that.

2 Q. He has an attachment to this letter -- it's at page 111 --
3 that he'd sent in.

4 A. All right. Okay.

5 Q. And where -- do you see the arrow for the date 8/1/2005,
6 and the CCF usage is circled as 70546? When you look across it
7 says type. What word is listed there?

8 A. Removed.

9 Q. What does that mean?

10 A. That means the meter was removed.

11 Q. Okay. So then that's why I said the meter was removed.

12 A. Okay.

13 Q. And he also said that it had a CCF usage of?

14 A. It says that it has a CCF usage of 6,931 CCF between --

15 Q. I'm sorry, the reading. The reading is 70,000?

16 A. The start, the from reading from 8/1/2005 is 70546. The
17 remove meter reading index on 8/24/2005 is 77477.

18 Q. Okay. All right. And the usage under CCF again?

19 A. Is 6,931 CCF.

20 Q. Okay. So then, when he says that the meter was removed,
21 this would be investigated you said, right?

22 A. Once Eric lodged the complaint, yes.

23 Q. Okay. And now that you know the meter was removed, about
24 how long would it take to conduct that investigation?

25 MR. FARINAS: Your Honor, I object to the

1 question. It's illogical. The investigation doesn't come as a
2 result of the meter being removed. It comes as a result of the
3 inquiry turning into a dispute.

4 MS. BOONE: I'm sorry. I can explain it. I
5 didn't know it was that complicated. The meter was removed. He
6 said he didn't understand in the letter. He would have to check
7 whether it was removed -- why it was removed. It said in the
8 bill, in an attachment it said it was removed. So he wouldn't
9 really -- you know, that would be known.

10 BY MS. BOONE:

11 Q. So, once you know that for this kind of inquiry, how much
12 time does it take to investigate?

13 JUDGE VERO: Do we know that the meter was
14 removed because it was faulty? We do?

15 THE WITNESS: I don't know. I don't know what
16 the reason was. Without having a report from the meter shop,
17 Your Honor, I wouldn't know why they pulled it.

18 BY MS. BOONE:

19 Q. Okay. Let's say that it was faulty. How long would it
20 take for this investigation to go on, on average?

21 A. I would say it's going to start two weeks and could go
22 anywhere from there.

23 Q. To what? Fifteen years?

24 A. To infinity.

25 Q. It would take to infinity to investigate a bad meter and

1 to figure it out?

2 JUDGE VERO: Didn't he already respond to that
3 question earlier?

4 MS. BOONE: I just --

5 JUDGE VERO: No, I understand. But it comes a
6 point when the --

7 MS. BOONE: He's saying it's about a month.

8 JUDGE VERO: No. He said it goes from two to
9 four weeks after he placed the request to have the meter
10 investigated.

11 Is that correct, or is it a different response?

12 THE WITNESS: Yes.

13 MS. BOONE: So it is a month. I'm sorry, Your
14 Honor.

15 JUDGE VERO: Okay.

16 BY MS. BOONE:

17 Q. Then I'd like to turn your attention to --

18 JUDGE VERO: Isn't -- okay. You can continue.

19 BY MS. BOONE:

20 Q. If you could turn your attention to the white binder which
21 is the PGW Fairmount binder, page 109.

22 A. Okay.

23 JUDGE VERO: What page?

24 MS. BOONE: Page 109 in the white Fairmount PGW
25 binder.

1 BY MS. BOONE:

2 Q. This document is entitled Contacts for Accounts, SBG. If
3 you would go down to the entry marked 3/24/2007 and just read
4 that into the record.

5 A. 3/24/2007, high bill. Per our telephone conversation, the
6 high bill dispute has been completed in the DRU database and
7 referred to CRC.

8 Q. Okay. And the account number that's listed at the top?

9 A. 000612167092.

10 Q. Okay. And, if you'll turn to page 98 in the same PGW
11 Fairmount binder.

12 A. Okay.

13 Q. And this is -- the document is entitled DRU Dispute. And,
14 if you'll read the nature of the case, what's stated there?

15 A. Customer accrued an 11,000-plus bill 9/1/2005. There was
16 an original bill over 12,000 in '04 that was taken off. Said PGW
17 changed meter here and in turn rebilled for the 11,000-plus bill.
18 Needed investigation.

19 Q. And then if you'll read PGW's answer to dispute.

20 A. Okay. Account was turned on in office with an erroneous
21 AMR index 4/3/2001. Okay. This last manual read prior to the
22 turn-on was on 12/14/1999, 1.3 years in time. Several manual
23 reads were recorded but were ignored or a makeup bill cancelled
24 in error and referred and deferred -- I apologize -- and deferred
25 to the AMR readings. The usage pattern analysis was performed

1 using manual readings on record up to the meter exchange of
2 8/24/2005. Calculations made to obtain a justified start index
3 54291 instead of 51529 as of 4/3/2001.

4 Q. What does that mean?

5 A. What does that mean? There's a whole lot there.

6 Q. I'm with you there.

7 A. Accounts turned on in office with an erroneous AMR index
8 on 4/3/2001. That says to me that on 4/3/2001 this account was
9 turned on in the system in the office with an erroneous AMR
10 index. That's what's written here, bad index. The last manual
11 read prior to the turn-on was 12/14/99 which was 1.3 years prior.

12 Q. What does the tariff say about how often a read should be
13 done?

14 A. We try to get in every month.

15 Q. You try to get in; but what does the tariff require, if
16 you know?

17 A. I don't know off the top of my head.

18 Q. Okay. When a new party purchases a property, do you go
19 out and check the last reading and then do a new read?

20 A. I don't make that call. That's another department.

21 Turn-ons are handled by field services.

22 Q. But you look at billing questions?

23 A. Yes.

24 Q. Okay. So, if a new party comes in and purchases the
25 property --

1 A. Yes.

2 Q. -- should they be billed -- isn't there a new turn-on
3 that's applied when a new party comes and owns the property,
4 purchases the property?

5 A. They don't always go out and read the meter for a turn-on.

6 Q. Okay. This property wasn't owned by Fairmount in 1999.

7 A. So you state.

8 Q. Okay. But there were questions about this bill that
9 started in 2004. There's another question in 2005, and Fairmount
10 has been -- there have been questions about the Fairmount bills
11 that were put to you by SBG; is that correct?

12 A. Yes. Over the course of time, yes.

13 Q. Okay. When was this information given to SBG that no
14 manual read was done until 1999?

15 A. I don't know. DRU is a different department. This whole
16 statement is a different department.

17 Q. But you were the person responding to SBG's questions
18 about its bills?

19 A. Yes, I was.

20 Q. Okay. And you have access to PGW records; is that
21 correct?

22 A. I didn't even know this document existed, this format. I
23 don't know everything that goes on in every department.

24 Q. But, if someone has a question about their bill, you're
25 saying that you, the person responsible for handling inquiries

1 and questions and complaints, you don't know how to get the
2 information about what PGW has done with the bill?

3 A. I tried to the best of my ability to get as much
4 information as I can --

5 Q. Do you --

6 A. -- to lead up to a solution to a billing problem.

7 Q. But how can you solve the billing problem if you haven't
8 acquired all the information about what happened with the
9 account?

10 A. Again, I did not know that this document existed inside
11 PGW.

12 Q. You said that you do investigations of the --

13 MR. FARINAS: Your Honor, I object. He's trying
14 to answer with the factual information, and I believe he's being
15 interrogated in a way that's badgering.

16 MS. BOONE: If I may speak?

17 JUDGE VERO: Okay. Do you have any more factual
18 questions for Mr. Dunn as in things that he actually does know or
19 we hope that he knows? He already told you he didn't know of the
20 existence of this particular document. This particular document
21 does not indicate who prepared it. So my assumption would be
22 that, whatever actions Mr. Dunn took, once he has stated he
23 wasn't aware of its existence, whatever actions he took, he took
24 without knowledge of this particular document.

25 MS. BOONE: Okay.

1 JUDGE VERO: So you can ask him. Okay. Yes,
2 continue but bear that in mind that what he already stated he
3 doesn't know, he doesn't know.

4 BY MS. BOONE:

5 Q. Okay. But, just in terms of PGW's relationship with SBG
6 during this period in responding to their complaints, your
7 testimony then is you couldn't have given a full answer to the
8 customer because you didn't know all the information?

9 A. I didn't know some of the information.

10 Q. But you couldn't give a full answer because didn't know
11 all the information?

12 MR. FARINAS: I believe that's the second time in
13 a row she asked that question. He did respond.

14 THE WITNESS: I didn't know some of the
15 information.

16 BY MS. BOONE:

17 Q. Some of the information that would have answered their
18 questions; is that correct?

19 MR. FARINAS: Objection.

20 JUDGE VERO: Okay. Moving along. Moving along.
21 It's on the record. His answer is on the record. Move along.

22 MS. BOONE: Okay. Thank you.

23 JUDGE VERO: And all the implications of that
24 particular answer, they're also on the record.

25 MS. BOONE: Thank you, Your Honor.

1 BY MS. BOONE:

2 Q. Now, when did you first become involved with the SBG
3 accounts?

4 A. I believe, if I recall, I went -- accompanied my manager,
5 Tom Murphy --

6 Q. Mm-hmm.

7 A. -- who was my manager at the time, my director, to a site.
8 We met Mr. Pulley at the site. Fairmount Gardens [sic] is I
9 believe where we met him. That was my first --

10 Q. You met I guess on Welsh Road in Abington?

11 A. No. You asked me when I --

12 Q. When you first met him.

13 A. -- met Phil?

14 Q. Yes.

15 A. Was at this apartment complex along with Mr. Murphy. I
16 can't --

17 Q. Approximately what time? Was it 2002? 2003?

18 A. Somewhere I believe in that timeframe.

19 Q. All right. In your meetings have you met with Mr. Phil
20 Pulley on some of the SBG matters or corresponded with him?

21 A. I went to Phil's house. I believe it's on Welsh Road.

22 Q. Yes.

23 A. And you could say Huntingdon Valley or Abington.

24 Q. Right.

25 A. I think it's Huntingdon Valley.

1 Q. Huntingdon Valley, you're right.

2 A. Yes.

3 Q. Welsh Road.

4 A. I went out and met with Phil and Eric.

5 Q. Lampert?

6 A. Yes.

7 Q. Okay. During that meeting with Eric Lampert, did Mr.
8 Lampert bring up the high bill at Fairmount?

9 A. Probably.

10 JUDGE VERO: You mean this high bill?

11 MS. BOONE: This particular high bill as well as

12 --

13 JUDGE VERO: This particular high bill?

14 THE WITNESS: I can't recall. Many --

15 BY MS. BOONE:

16 Q. There were many --

17 A. Many things were brought up. He could have.

18 Q. Okay.

19 A. I'm not going to say that he didn't.

20 Q. Thank you. I appreciate that.

21 A. Okay.

22 JUDGE VERO: I'm sorry. What date are we talking
23 about again? I missed that.

24 THE WITNESS: I met with Phil and Eric I believe
25 it was somewhere in May, 2009. It was pretty much right before I

1 retired.

2 BY MS. BOONE:

3 Q. Okay.

4 JUDGE VERO: So this is the meeting you were
5 talking about when Ms. Boone asked you whether this high bill
6 that dates September of 2005 was brought up or may have been
7 brought up?

8 THE WITNESS: Yes. I believe that's what she's
9 asking.

10 JUDGE VERO: Okay.

11 THE WITNESS: Okay.

12 BY MS. BOONE:

13 Q. If I could turn your attention to the SBG Correspondence
14 binder, page 109.

15 A. Black or white?

16 Q. It's the black binder.

17 A. Which page?

18 Q. Page 109 under --

19 A. Are we still staying in section 8?

20 Q. This is the Correspondence binder. We may have to give
21 you that.

22 A. This is what I have right now (indicating).

23 Q. Oh, sure. We have another binder.

24 JUDGE VERO: Okay. What page are we?

25 MS. BOONE: Page 109 in the SBG Correspondence

1 binder.

2 JUDGE VERO: Okay.

3 THE WITNESS: You have them broken down by years,
4 so --

5 BY MS. BOONE:

6 Q. This is 2009 and it's page 109.

7 A. Okay.

8 Q. Okay. The e-mail at the bottom of the page from you dated
9 May 13th, 2009, if you could just take a look at that.

10 A. Okay.

11 Q. Is that your e-mail --

12 A. Yes, it is.

13 Q. -- to Mr. Pulley? And is that the meeting that you're
14 saying -- is this referring to the meeting --

15 A. That meeting preceded this the day before --

16 Q. Okay.

17 A. -- and I sent this e-mail to Phil, and I CC'd Eric --
18 well, I didn't CC Eric. I sent it to him and Devra Pulley -- I'm
19 just guessing is one of Phil's relatives -- and I CC'd her --

20 Q. Okay.

21 A. -- because she was working on the accounts with us at the
22 time.

23 Q. And the accounts that were involved, they involved
24 Fairmount, Marshall, Elrae across? It was a meeting about all of
25 the SBG accounts or all the SBG properties?

1 A. It was a meeting about the SBG accounts that I was aware
2 of.

3 Q. Okay. And this meeting --

4 A. Can I state this for the record?

5 Q. Mm-hmm.

6 A. Phil And Eric brought other accounts up to me that I
7 wasn't even aware of at that time that they owned.

8 Q. Okay.

9 A. I can't recall the names, but we went all the way down
10 that list.

11 Q. Okay.

12 A. Okay. I mean, our meeting was a couple of hours.

13 Q. Okay.

14 A. And I had presented spreadsheets of the accounts we had
15 been working on, and there were other accounts brought up that
16 were not in my purview at that time to be included in this
17 process.

18 Q. What did you do with those accounts that they added? Did
19 they now become within your purview or were they given to another
20 person?

21 A. What did I do?

22 Q. Mm-hmm.

23 A. We had to go back and investigate them and check them out,
24 and I believe we started working on them for him to include them
25 in the blanket if you wanted to call it the SBG accounts.

- 1 Q. Okay. So you met in May of 2009?
- 2 A. Yes.
- 3 Q. And you conducted your investigation --
- 4 A. Started.
- 5 Q. Started?
- 6 A. Started to pick up where we had been and ongoing.
- 7 Q. And what did your investigation show?
- 8 A. What did my investigation show?
- 9 Q. Mm-hmm.
- 10 A. That there were many accounts in arrears.
- 11 Q. Mm-hmm.
- 12 A. Payments had been made.
- 13 Q. Mm-hmm.
- 14 A. Phil and Eric had questions on other accounts --
- 15 Q. Mm-hmm.
- 16 A. -- that they wanted PGW to look into.
- 17 Q. Okay.
- 18 A. And I said that I would start that.
- 19 Q. Okay. Were the questions involving the calculation of the
- 20 bills?
- 21 A. The calculation of the bills?
- 22 Q. Mm-hmm. How the bills were calculated, were there
- 23 interest and late payment charges?
- 24 A. There were interest and late payment charges.
- 25 Q. Were there questions about the interest and late payment

1 charges?

2 A. Well, they're pretty much one in the same. Late payment
3 charges is interest, so --

4 Q. I appreciate that clarification.

5 A. Yes.

6 Q. Okay. Thank you. And were there questions about meters,
7 maybe some bills that were based on meters that were not
8 operating properly?

9 A. That may have been addressed or brought up, and I told
10 them I'd probably check into it.

11 Q. Okay. Did you receive questions about high bills, bills
12 that were much higher than the gas usage?

13 A. I -- say that again.

14 Q. Well, did you receive questions about high bills, you
15 know, bills that were much higher than the gas usage for a
16 particular property?

17 A. In SBG's view, yes.

18 Q. Okay. So they did place that question to you. Were there
19 questions about checks that were turned over or paid to PGW
20 whether by SBG or by title companies that had not been credited
21 or applied to the accounts?

22 A. I know we talked about checks by Phil and Eric, but I
23 don't recall title checks that day.

24 Q. Okay. If I could turn your attention to page 109 again,
25 the e-mail that you just read.

1 A. Okay.

2 Q. If you could read the fourth line.

3 A. The fourth line?

4 Q. Mm-hmm, of the e-mail you wrote.

5 A. We have already started the review process this morning.

6 I am having the two settlement checks investigated presently to
7 see where PGW posted the payments.

8 Q. Okay. So there were questions about settlement checks as
9 well missing?

10 A. Yes.

11 Q. And missing payments?

12 A. Yes.

13 Q. And these investigations -- yes?

14 THE WITNESS: Your Honor, I just want to state
15 that again there was a collection department outside of my
16 purview that settlement checks could have come into that
17 department, okay, where liens and judgments and settlements were
18 being handled. That check could have went over to the collection
19 department. That's why I stated what I did that I would try and
20 work with the collection department to see where those checks had
21 gone.

22 BY MS. BOONE:

23 Q. I appreciate that.

24 A. Okay.

25 Q. I appreciate that. So you were taking it upon yourself to

1 answer the customer's question about where certain payments or
2 checks may have ended up within PGW?

3 A. Yes.

4 Q. Okay. As part of your investigation, okay. So you
5 initiated the investigation?

6 A. Yes.

7 Q. And what happened with --

8 A. Well, I could have assigned it to one of my staff.

9 Q. Okay. What were the results of the investigation?

10 A. I don't know.

11 Q. You never received the completed results?

12 A. I retired August 31st, 2009, four months later. I just
13 don't recall what happened to these two settlement checks. It
14 could have been resolved.

15 Q. Okay. If you could turn to page 110 of the SBG
16 Correspondence. That's the black binder.

17 A. Which one?

18 Q. It's the SBG Correspondence.

19 A. Okay. I'm going to 110?

20 Q. Yes.

21 JUDGE VERO: (Indicating).

22 THE WITNESS: All right.

23 BY MS. BOONE:

24 Q. You had the meeting in May, right? And then on August
25 31st, 2009, you send an e-mail to Phil. What's the e-mail say?

- 1 A. Phil --
- 2 Q. Just summing it up.
- 3 A. Phil, Devra, Eric, I am retiring as of today from PGW.
- 4 Please forward Ted Savage a complete list of all your properties
- 5 so they can pick up where we left off. Thank you for all of your
- 6 help and assistance --
- 7 Q. So between May of --
- 8 A. -- regards, John Dunn, the third.
- 9 Q. Okay. Thank you.
- 10 A. You're welcome.
- 11 Q. So, between May and August, how many months is it?
- 12 A. Three, three and a half.
- 13 Q. So you're beyond that 30-day window for your investigation
- 14 that it takes, right?
- 15 A. That it takes?
- 16 Q. Right. You said that it takes about 30 days to
- 17 investigate these questions and complaints from customers?
- 18 A. That's what I said.
- 19 Q. Okay. Thank you. So and you're saying in this e-mail
- 20 that Mr. Savage will be taking over; is that correct?
- 21 A. Ted was named my successor.
- 22 Q. Did he start before you left? Was there an overlap
- 23 between your --
- 24 A. We met for about a week briefly to go over everything. He
- 25 also had his duties and responsibilities from his other

1 department, so we were coordinating things that I had to pass
2 over to him.

3 Q. But you did discuss the SBG properties with him?

4 A. It was one of many things discussed.

5 Q. So, before you left, Mr. Savage was aware that SBG had
6 registered questions, complaints, inquiries about the SBG-related
7 properties; and he was to follow up on those?

8 A. I don't know if I went to that extent that you just
9 stated, but I said that SBG has billing issues. We were working
10 with the client. It is an ongoing process.

11 Q. Okay. Thank you. Did you at any time from when you first
12 got involved with the SBG matters say that, if SBG is
13 unsatisfied, they should file a PUC complaint?

14 A. Did I say that?

15 Q. ~~Min-hmm.~~

16 A. I don't recall saying that.

17 Q. Okay. Do you recall putting that in writing?

18 A. I may have.

19 Q. You may have put it in writing that SBG should -- can you
20 produce that writing?

21 A. Can I produce it?

22 Q. ~~Min-hmm.~~ I mean, do you have a copy of it?

23 A. I've been retired for almost four years.

24 Q. I have to ask the question. I can't assume.

25 A. I didn't take too many things with me after 32 years, ten

1 months of service.

2 Q. Okay. Thank you.

3 A. I have moved on to another job.

4 Q. Okay. Thank you.

5 JUDGE VERO: And I don't think you'd be allowed
6 to take that kind of information out of PGW.

7 THE WITNESS: It's against the law to take that
8 information.

9 JUDGE VERO: Because it's private to the
10 customer.

11 THE WITNESS: Yes. It's not open to the Public
12 Data Act.

13 MS. BOONE: Okay. If I could just have one
14 second.

15 JUDGE VERO: Sure.

16 MS. BOONE: Okay. Thank you.

17 THE WITNESS: You're welcome.

18 JUDGE VERO: All right. Mr. Farinas, any cross?

19 MR. FARINAS: Yes. Thank you, Your Honor.

20 CROSS-EXAMINATION

21 BY MR. FARINAS:

22 Q. Good morning, Mr. Dunn.

23 A. Good morning, Laureto.

24 Q. I'd first like to ask you a general question. When you're
25 dealing with customers in that capacity as a CRC, do you -- is it

1 your job to be customer friendly?

2 A. Yes.

3 Q. Do you try to maintain an ongoing relationship with the
4 customer because they are -- they buy a service continuously from
5 PGW?

6 A. Yes.

7 Q. So, when someone comes to you with a concern or a
8 complaint, do you automatically filter it for don't talk to me
9 about it, I don't know if it's beyond the statute of limitations,
10 or do you hear what they have to say?

11 A. Me personally?

12 Q. Yeah.

13 A. I listen to what someone has to say.

14 Q. And your response generally as a customer friendly person
15 is I --

16 A. I will investigate it.

17 Q. And, if it -- if an investigation showed that this problem
18 was very old, what do you do about it?

19 A. If I'm in communication with that person, I try and tell
20 him that it's going to take more time to investigate it because
21 you're going to have to go back through many, many days, months,
22 and possibly years of records to find out an audit trail of what
23 happened.

24 Q. Do you ever ask them if they knew about the problem for a
25 long time why didn't they come to you earlier or do you think

1 that kind of rubs the wrong way for the customer relations?

2 A. I might in the course of an investigation ask the customer
3 that.

4 MS. BOONE: Objection.

5 JUDGE VERO: On what grounds?

6 MS. BOONE: When he says you, does he mean John
7 Dunn specifically or does he mean come to PGW earlier?

8 MR. FARINAS: He answered personally.

9 JUDGE VERO: Okay.

10 MS. BOONE: So the person would come to him --

11 MR. FARINAS: In his experience --

12 MS. BOONE: -- him in particular at PGW, that's
13 who the person should come to if it's an old question?

14 MR. FARINAS: No. I said in the event someone
15 comes to you and they ask you a question about something very
16 old, what was his response.

17 MS. BOONE: That they should come to him in
18 particular.

19 MR. FARINAS: No.

20 JUDGE VERO: He didn't ask him whether he
21 suggested that they come to him. He asked if they come to you,
22 what do you do.

23 Is that correct?

24 MR. FARINAS: That's correct.

25 MS. BOONE: I'm just not clear on whether he's

1 saying they should come to PGW's center or to Mr. Dunn in
2 particular.

3 JUDGE VERO: Okay. Just put the question forth
4 one more time.

5 BY MR. FARINAS:

6 Q. If someone comes to you and says here's my problem, Mr.
7 Dunn, and you see that it's a very old problem and you ask them
8 whether or not they raised it with PGW sooner?

9 A. If the question was put forth to me from that particular
10 customer?

11 Q. Mm-hmm.

12 A. I would probably have said to the customer, me personally,
13 that I would investigate it; and it might take some time to go
14 back through all the old records in PGW to form an audit trail to
15 see what all the different instances were that, I don't know,
16 that I could answer this investigation for him or her.

17 Q. Suppose you found that a problem was dealt with in the
18 past but it's brought up again? Do you say you're going to fix
19 it again or do you inform them what's happened with the problem?

20 A. If there are two specific instances, is that what you're
21 stating, Laureto?

22 Q. Yes. If someone reintroduces a problem that was resolved
23 before --

24 A. Okay.

25 Q. -- or was handled again, do you still listen to them?

1 A. Me personally, I would probably have listened but said
2 that the first one was resolved and we're dealing with the second
3 one here.

4 Q. All right. Thank you. To be more specific, I want to
5 revisit the letter from Eric Lampert, September 12th, 2005, which
6 is found at SBG Fairmount, page 109.

7 A. Okay. White book? Black book? Two black books?

8 JUDGE VERO: It's in the white book.

9 BY MR. FARINAS:

10 Q. The white book. It's this letter (indicating). Do you
11 remember looking at this letter?

12 A. Okay. What Fairmount is it?

13 MS. TREADWELL: It's in the SBG black binder,
14 109.

15 JUDGE VERO: Okay.

16 MS. TREADWELL: For clarification --

17 THE WITNESS: It's in the black binder.

18 MS. TREADWELL: This is the Fairmount binder
19 (indicating).

20 THE WITNESS: This one?

21 MS. TREADWELL: Right.

22 THE WITNESS: Okay. All right.

23 JUDGE VERO: I have a white copy of it, so giving
24 the color doesn't help.

25 BY MR. FARINAS:

1 Q. And also the PGW 1 Fairmount binder, page 107, the
2 contacts for the account.

3 A. Okay.

4 Q. Do you have that? You were asked questions before that
5 were put in the record that PGW or you -- maybe not you, but PGW
6 did not respond timely or within the 30-day period that you
7 estimated to the concern. I'm going to maybe take a step back
8 and look at the PGW Fairmount 107, that statement of contacts of
9 account.

10 A. Okay.

11 Q. And going all the way back to the contact for 6/30/2004,
12 okay?

13 A. 6/30, yes.

14 Q. It says letter and corres, C-O-R-R-E-S, do you see that?

15 A. Correspondence.

16 Q. Okay. So does that tell you what -- if it didn't go to
17 the CRC, where did that letter end up?

18 A. At correspondence is another department within PGW.

19 Q. Okay. And if I can -- and so, if a letter did that at
20 PGW, would they be regarding one instance on one account, would
21 they be equipped to handle it, correspondence?

22 A. Would they be able to handle it? In some minor instances
23 correspondence might have been able to resolve --

24 Q. Okay.

25 A. -- a specific issue, but they may have had to so to speak

1 kick it up to the meter department --

2 Q. Okay.

3 A. -- if it merited that type of in-depth investigation.

4 Q. Okay. And, if I can point your direction or point your
5 attention to the entry of July 24th, 2004.

6 A. Okay.

7 Q. Can you read across and tell us what this tells you?

8 There's a message?

9 A. Left message 7/24/2004 bill was the type of transaction
10 and it says left message with bill correction info.

11 Q. Now, yesterday we did briefly review this; but generally
12 can you tell us what this in a very general sense tells you what
13 PGW did?

14 A. I'm going on the premise that the call was made from
15 someone in this correspondence section, left a message with the
16 bill correction info.

17 Q. Okay. Now, if you go to the SBG Fairmount letter, 109,
18 that letter is dated September 12th, 2005?

19 A. Yes.

20 Q. Again is it addressed to you at CRC or is it addressed to
21 CRC or anyone?

22 A. It's addressed to PGW, P O Box 3500, Philadelphia, PA
23 19122.

24 Q. So, if a letter comes in like that, where would it usually
25 go to?

1 A. Correspondence.

2 Q. Okay. And now I direct -- and from this point you were
3 asked questions about why didn't PGW respond and didn't you know
4 and you're at the height of SBG -- I mean, you're the head of
5 CRC. But, if it went to correspondence, do you think
6 correspondence might respond?

7 A. (Indicating) they could have.

8 Q. I direct your attention now to the top of the very first
9 entry at the top --

10 MS. BOONE: Objection.

11 JUDGE VERO: On what grounds?

12 MS. BOONE: His response. I just wanted it noted
13 for the record he was asked a question by Mr. Laureto --

14 MR. FARINAS: Farinas.

15 MS. BOONE: -- and his response was like he
16 didn't -- I guess if he could just verbalize what this
17 (indicating) means.

18 BY MR. FARINAS:

19 Q. Wouldn't this letter have gone to correspondence addressed
20 this way?

21 A. In most instances, yes.

22 Q. Okay. Thank you. I direct your attention now to PGW 1
23 Fairmount, page 107, the Contacts for Account again. I direct
24 your attention to the very top entry, 10/28/2005. Is this
25 roughly how many -- how long after the letter was dated or

1 written?

2 A. Approximately two months, four days, 7/24 -- I'm sorry,
3 year.

4 Q. No. No. No. September 12th, 2005 was the date of the
5 letter.

6 A. Oh, I'm sorry.

7 Q. Right. And the entry I'm directing your attention to was
8 October 28th, 2005.

9 A. Okay.

10 Q. Does this contact look like it may be addressing the
11 letter?

12 A. Okay.

13 Q. Can you review it for us?

14 A. Going across the line, the first field is the date. The
15 date is 10/28/2005. Second field is type. It's a collection
16 type which was made from the collection department. The comment,
17 well, it says that the person on the far right is regarding SBG
18 Management. It's for accounts 612167092. The comment is Melita
19 contact made. Spoke with accounts payable who may -- and that's
20 in quote -- may be in process of disputing bill. He is putting
21 together some info and will get back to us one way or another.

22 Q. So, at that point in time, in October, 2005, was it the
23 caller from SBG who was then deciding whether or not to dispute
24 or lodge some sort of complaint?

25 A. Yes.

1 Q. And if I can now direct your attention to the same booklet
2 only the next page.

3 A. Okay.

4 Q. I direct your attention to the entry of March 1st, 2007.

5 A. Okay.

6 Q. How long did it take the person from accounts payable or
7 someone at SBG to respond with a decision? Can I ask you to
8 review that?

9 A. Okay. That was 3/1/2007?

10 Q. Yes.

11 A. Per Melita, spoke with Eric regarding --

12 MS. BOONE: Objection.

13 JUDGE VERO: On what grounds?

14 MS. BOONE: He's characterizing that SBG, that
15 this -- their response. He has no foundation to make a
16 conclusion that it doesn't have a foundation.

17 JUDGE VERO: What assumption is he making with
18 regard to SBG?

19 MS. BOONE: He's saying that this 3/01/2007 is
20 SBG's conclusion as to what happened with the account as to the
21 investigation.

22 JUDGE VERO: Is this the SBG's conclusion?

23 MS. BOONE: This is their records.

24 MR. FARINAS: Your Honor, actually all I'm doing
25 is asking Mr. --

1 JUDGE VERO: Okay. I'm sorry. I might be
2 looking at the wrong page. What page are you referring to?

3 MR. FARINAS: I'm looking at page 108 of PGW
4 Fairmount 1.

5 JUDGE VERO: I am looking at the correct page.
6 This is a PGW document I understand.

7 MR. FARINAS: Yes, that's correct.

8 JUDGE VERO: So --

9 MS. BOONE: Mr. Laureto said that -- he said that
10 this was SBG's conclusion as to what happened. This is not SBG's
11 conclusion. This is what PGW is saying.

12 JUDGE VERO: Maybe he misspoke.
13 Is that correct?

14 MR. FARINAS: Yes, I did.

15 JUDGE VERO: Okay.

16 BY MR. FARINAS:

17 Q. Mr. Dunn --

18 A. Yes, sir.

19 Q. -- the entry states, per Melita spoke with Eric regarding
20 high bill September or 9/05.

21 A. Yes.

22 Q. Issued HBDIS?

23 A. It was HB -- can I just stop you right there?

24 Q. Sure.

25 A. Issued HBDIS, that's high bill dispute. That's the code

1 for that.

2 Q. Okay. And it says meanwhile entered HD on account.

3 A. A hold was put on the account.

4 Q. So what happened with that entry? Why would someone issue
5 an HEDIS and put an HD on it?

6 A. Someone called from the CRC, did speak as it states here.
7 It's written, spoke with Eric about prior bill going back to '95,
8 a high bill. That person initiated -- issued a high bill
9 dispute. Meanwhile entered a hold on the account. That was the
10 action that that person took.

11 Q. So, if the sequence of the letter, the call, the
12 communications, has PGW flubbed any investigation?

13 A. Flubbed?

14 Q. For lack of a better word.

15 MS. BOONE: Objection.

16 BY MR. FARINAS:

17 Q. Has PGW been remiss in its obligation to investigate or
18 treat an account once a complaint has been lodged?

19 JUDGE VERO: Did that answer your objection or
20 was it a different ground?

21 MS. BOONE: I was going to say flubbed, if he
22 could define what flubbed is.

23 JUDGE VERO: He did. That's what I heard. It's
24 for him to rephrase it, and then I asked you whether that
25 answered your objection. So it did?

1 MS. BOONE: Yes, Your Honor.

2 JUDGE VERO: Okay.

3 Mr. Dunn, what's your response?

4 THE WITNESS: Could I ask the court stenographer
5 to read the question back, please.

6 JUDGE VERO: Can you read the question back or do
7 we need Mr. Farinas to repeat it?

8 (Whereupon, the reporter read the
9 previous question.)

10 THE WITNESS: No, PGW was not remiss.

11 JUDGE VERO: Thank you.

12 THE WITNESS: You're welcome.

13 BY MR. FARINAS:

14 Q. Switch gears. I want to ask you questions concerning your
15 efforts to be of assistance to SBG and focusing on a meeting that
16 occurred in May. I believe it was May 12th, 2009.

17 A. Okay.

18 Q. Yesterday Mr. Pulley gave testimony concerning the degree
19 to which you were helpful. He had mentioned that you were
20 already responding to some concerns; is that correct?

21 A. Yes.

22 Q. In preparation for -- can you describe what preparations
23 you took to have that meeting? What, if any, documentation did
24 you bring with you; and could you comment on the amount of
25 man-hours not only for yourself but if anyone else assisted you

1 on that?

2 A. A joint effort was agreed upon by myself representing the
3 Commercial Resource Center on behalf of PGW and Phil, Mr. Pulley,
4 and Eric, I believe his treasurer accountant at the time, that we
5 could go back and review as much as we could amicably and seek a
6 solution to the issues that SBG brought about so that we could
7 get their accounts up to date and whole again with PGW. I was
8 charged by my supervisor to go back and review the accounts as I
9 stated I was aware of at the time, Fern Rock, Colonial may have
10 been there, Simon Gardens, and there were a few others.

11 What we did was, we laid them out on Excel
12 spreadsheets, all the addresses and the account numbers that we
13 had. We put them out on a -- you know, what the last current
14 bill was, the meter number, the address, and then what the
15 buckets of the arrears that I had stated earlier, 30, 60, 90, any
16 LPCs that were accrued at that time, and what the total amount
17 due was. When I met with Phil and Eric, I presented them these.
18 I think they were -- I don't know -- 11 by 14 spreadsheets,
19 copies of spreadsheets.

20 Q. How many spreadsheets?

21 A. I believe there were multiple pages, all the accounts --

22 Q. Okay.

23 A. -- because of the number of accounts that extended
24 probably beyond one page.

25 Q. All right. If I can stop you right there. So this

1 meeting was basically since you are involved in the maintaining
2 the relationship with the customer or business in CRC?

3 A. Yes.

4 Q. You had a bottom line and a current amount owed for the
5 accounts, correct?

6 A. Yes. There was a bottom line owed at the bottom of the
7 spreadsheet.

8 Q. And were there individual disputes concerning this bill or
9 that bill or that period or that period going back in time?

10 A. There could have been disputes going back and forth in
11 time.

12 Q. But, as far as you were concerned, you wanted to work out
13 just the current amounts due?

14 A. We wanted to try and work out the current amount due and
15 go back and resolve any disputes that were still pending as well
16 as any that they brought to my attention that day that they felt
17 were -- that needed to be addressed.

18 Q. The additional ones?

19 A. The additional ones on the spreadsheets and then Phil and
20 Eric also presented to me, John, are you also aware of these
21 other accounts? And I was like, no, I didn't know they were, you
22 know, your property holdings. They were in a different name.

23 Q. Did you make any determination of whether or not you could
24 go back in time based upon the volume of issues that seemed to be
25 present with the accounts?

1 A. It was voluminous. I told them that I would have to go
2 back to PGW. We would have to still investigate these further
3 and that it would take time, but we would get back to them. I do
4 not believe I gave them a definitive date. I did tell them that
5 it would take time because of the volume of the nature of the
6 accounts.

7 Q. Okay. Did you -- were you aware of how old some of the
8 disputes would have been or did they actually name a date for the
9 dispute or did you have a list of specific -- a specific
10 allegation of errors for this month this bill was wrong, this
11 meter is screwed up or did you just have a general knowledge of
12 they are not happy, let's see what's going on?

13 A. Again, the nature of the meeting it was factfinding. We
14 -- both of us wanted to find out what the issues were that SBG
15 Management had regarding any of their accounts, all right? It
16 was noted. I was taking notes at the time, and I told them that
17 I would look into the matters to the best of my ability. We
18 would research them. And then they brought the other accounts to
19 my knowledge that I wasn't aware of, and I told them in due
20 course I would look into them as well.

21 Q. Did you provide them with any answers or solutions for
22 problems that they may have raised with you in the past at that
23 meeting?

24 A. Problems or solutions? No. The problems or solutions
25 were just that we would work to try and resolve all of SBG's

1 issues to the best of our abilities.

2 Q. Okay. When you do these, do you do them with
3 consideration as to whether or not the problems are too old to
4 solve?

5 A. That could be a possibility.

6 Q. You were asked about -- I'm switching gears again. You
7 were asked about research on checks, and I want to show you this
8 one you've already been -- I believe you've been -- it's been
9 shown to you, SBG Fairmount, page 129.

10 A. Okay.

11 MS. TREADWELL: Black binder.

12 THE WITNESS: White binder?

13 BY MR. FARINAS:

14 Q. Black binder.

15 A. Small or big?

16 MS. TREADWELL: Big.

17 JUDGE VERO: What page?

18 MR. FARINAS: 129.

19 JUDGE VERO: Okay.

20 BY MR. FARINAS:

21 Q. Okay. Just from your recollection, if you look at 129, is
22 all the information present on this document in order to trace
23 the check if it were received by PGW?

24 A. Yes.

25 Q. Where was the check cashed?

1 A. Where was it cashed?

2 Q. Is the information present on there?

3 A. No. You would have to see the back of the check to see
4 where it was cashed.

5 Q. Just do you remember getting this check from SBG?

6 JUDGE VERO: Would he be the one to get that
7 check from SBG?

8 MR. FARINAS: I believe there was early testimony
9 that that was one of the checks that was discussed.

10 JUDGE VERO: I understand but would it be paid
11 directly to Mr. Dunn or his department? Wouldn't it go to --

12 MR. FARINAS: No. It wouldn't be paid to him,
13 but this was part of one of the inquiries.

14 JUDGE VERO: Okay. But your question was, do you
15 recall receiving this check?

16 MR. FARINAS: As part of the inquiries.

17 JUDGE VERO: As part of the inquiries.

18 MS. BOONE: Objection. He didn't. He received a
19 question about these checks, and I believe copies of these checks
20 may have been given to him; but the checks were not paid to him
21 personally.

22 JUDGE VERO: All right. It's clarified. This
23 clarifies the question and my question to Mr. Farinas. Okay.

24 BY MR. FARINAS:

25 Q. Do you remember being given copies of these checks for

1 your inquiry?

2 A. Copies of these checks? In the course we could have --

3 Q. No. No. No. I'm sorry. Go ahead.

4 A. Okay. In the course of our work and investigation, we
5 could have gone back and tried to find out what checks had been
6 paid and to get an image of the check.

7 Q. Again, I'm sorry. Do you recall after your meeting of May
8 12th if this was one of the checks presented to you in an
9 inquiry?

10 A. No, I don't recall.

11 Q. Had you been presented with one of the checks could you
12 have immediately responded that not all the information was on it
13 to trace the check? If --

14 A. I could have said that.

15 Q. Okay. But you don't recall whether or not you made that
16 diagnosis?

17 A. What I see is a check made payable to PGW for \$80,539.68
18 dated 7/18/2007 with one PGW account number on it; and, if
19 recalling how payments would have been applied, if there had not
20 been a coupon from the bill, our cash department would have taken
21 under normal practices the account number written and entered on
22 the memo and applied it to that account.

23 Q. And, if the question were, was it even ever applied, what
24 information do you need to know if PGW ever received the check?

25 A. You would have had to go back to that account number and

1 start a remittance trace and find out if the payment had been
2 made against the account.

3 Q. And what about the actual cashing of the check by PGW?
4 What would you need to know?

5 A. You would need the back of the check.

6 JUDGE VERO: Mr. Farinas, he already gave you the
7 answer. For whatever reason you just badgered him yourself
8 because he gave you the answer the first time you asked him.
9 Okay.

10 MR. FARINAS: I have no further questions.

11 JUDGE VERO: All right.

12 MS. BOONE: I have some redirect.

13 JUDGE VERO: Yes.

14 MS. BOONE: Okay.

15 REDIRECT EXAMINATION

16 BY MS. BOONE:

17 Q. I'd like to turn your attention to PGW, the white binder,
18 page 107, and the entry June 24th, 2004.

19 A. June 24th, 2004?

20 Q. Okay. When you read that message, when you read the notes
21 about the message --

22 A. The note?

23 Q. Yes, the note about the message dated 6/24/2004. I'm
24 sorry, not 6/24. There was an entry that you said left message
25 with bill info. I'm sorry. It's 7/24/2004, left message with

- 1 bill info. It's on page 107 of the PGW Fairmount 1 binder.
- 2 A. Okay. I see it.
- 3 Q. It's the white binder.
- 4 A. I've got it.
- 5 Q. Okay.
- 6 JUDGE VERO: I've got it, too.
- 7 THE WITNESS: I've got it.
- 8 JUDGE VERO: Both the witness and I are on the
9 same page.
- 10 MS. BOONE: Okay.
- 11 BY MS. BOONE:
- 12 Q. Does it say who was contacted?
- 13 A. No.
- 14 Q. Does it say the number that was dialed?
- 15 A. No, it does not.
- 16 Q. Does it say the contents of the message?
- 17 A. No, it does not.
- 18 Q. Does it say the amount of the correction?
- 19 A. No, it does not.
- 20 Q. Does it say why it was corrected if a correction was done?
- 21 A. The message with bill correction info, no.
- 22 Q. Does it define what the info is about?
- 23 A. It defines the bill correction info.
- 24 Q. But does it define the amount that the balance would be
25 corrected, say --

1 A. No.

2 Q. -- if there was an adjustment for high payment?

3 A. There's no amount addressed in this memo.

4 Q. Okay. Does it indicate the person at SBG who was spoken
5 to?

6 A. No.

7 JUDGE VERO: I think it says it was left as a
8 message, so I don't think anyone from SBG was reached.

9 MS. BOONE: Okay.

10 BY MS. BOONE:

11 Q. Now, under --

12 MS. BOONE: Thank you, Your Honor.

13 BY MS. BOONE:

14 Q. Now, under your practices when you get a billing inquiry,
15 how do you respond to a question about a bill? Do you provide a
16 statement as to --

17 THE WITNESS: Didn't I answer that before?

18 JUDGE VERO: Excuse me?

19 THE WITNESS: Didn't I answer that before?

20 JUDGE VERO: What was the question again?

21 BY MS. BOONE:

22 Q. Is this the kind of response that you give in terms of
23 when you were handling CRC requests?

24 JUDGE VERO: What is this?

25 BY MS. BOONE:

1 Q. Do you usually have -- when you deliver a message about
2 correcting a bill, do you provide -- do you indicate the party
3 that you're giving the message to?

4 JUDGE VERO: Do you mean in the notes?

5 MS. BOONE: No. In his own -- when he responds
6 to a billing inquiry, does he say how the bill was corrected.

7 JUDGE VERO: In the message that he leaves with
8 the person or in the notes which --

9 MS. BOONE: Just in his response whether he does
10 a letter, an e-mail.

11 BY MS. BOONE:

12 Q. As a result of an investigation, do you explain how the
13 bill will be corrected or what the investigation produced?

14 A. Yes.

15 Q. Okay. Thank you. You testified that on average it takes
16 about 30 days to do an investigation usually?

17 A. Under normal circumstances, yes.

18 Q. Okay. And in the three-year period, in all the time that
19 you dealt with SBG, were bills -- and, for questions for
20 inquiries, some that may have gone beyond three years, you never
21 suggested that they go to the PUC; is that correct?

22 A. Did I ever suggest that they go to the PUC?

23 JUDGE VERO: They being SBG?

24 MS. BOONE: SBG, mm-hmm.

25 THE WITNESS: I may have said in conversation

1 between Phil and myself that, if he needed to file a dispute, he
2 could file a dispute with the PUC.

3 BY MS. BOONE:

4 Q. Can you refer to any document, either a letter or an
5 e-mail confirming that you said that?

6 A. No.

7 Q. So you would have --

8 A. I think that would have been a verbal conversation between
9 Phil Pulley and myself.

10 Q. So you don't have any document confirming that you gave
11 that advice; is that correct?

12 A. No.

13 Q. Okay. All right. So and you said may. You didn't say
14 definitively; isn't that your testimony today?

15 A. Yes.

16 Q. Okay. Thank you. Now, you testified on cross-examination
17 that you will review as much as you can; is that correct?

18 A. Yes.

19 Q. Okay. Reviewing as much as you can, are you forbidden
20 from looking at the information in other departments on a
21 particular customer's account?

22 A. No. As I stated earlier, we try to always go to the meter
23 department, number one, to get a history of the meter readings,
24 the manual meter readings, if there were any meter changes that
25 would lead possibly to a solution to a billing dispute.

1 Q. But you also testified that a complaint may come in some
2 information to the correspondence department, didn't you?

3 A. Yes.

4 Q. Okay. So wouldn't that be a place to get information
5 about a customer dispute as well?

6 A. It could be.

7 Q. Okay. Did you check with the correspondence department in
8 looking at Mr. Pulley's -- I mean, in looking at the SBG issue?

9 A. I didn't.

10 Q. Okay. Thank you. When you sat down with the customer
11 about the SBG-related properties at Mr. Pulley's home --

12 A. Yes.

13 Q. -- settlement checks were discussed, right? The
14 settlement checks?

15 A. Yes. We discussed that earlier.

16 Q. Okay. If you needed additional information from Mr.
17 Pulley or from SBG to trace the checks, you would have asked for
18 it. Isn't that what your testimony is today?

19 A. Yes.

20 Q. Thank you. I just have -- and also where do you work
21 today? I just wanted to complete --

22 JUDGE VERO: How is that relevant?

23 MS. BOONE: I'm just wondering if he's continuing
24 to work on these kinds of financial matters, but I can withdraw
25 the question.

1 JUDGE VERO: But how is that relevant?

2 MS. BOONE: His experience but I can withdraw the
3 question.

4 JUDGE VERO: He has sufficient experience.

5 MS. BOONE: Okay. Thank you.

6 BY MS. BOONE:

7 Q. I would like to turn your attention to the PGW
8 Correspondence binder, the white binder with the blue
9 (indicating) -- I don't know if you have this.

10 MS. BOONE: Mr. Farinas, would you mind sharing
11 your copy?

12 (Binder handed to the witness.)

13 MS. BOONE: Thank you.

14 THE WITNESS: Thank you.

15 BY MS. BOONE:

16 Q. That's page 105 -- I'm sorry, it's 5, just page 5.

17 A. Okay.

18 Q. If you will read the e-mail, John Dunn, dated Wednesday,
19 May 13th, 2009, to Raquel Guzman, Gerald Clark, Christina Kultrow
20 (ph.), Randall Giordi (ph.).

21 A. Okay.

22 JUDGE VERO: What page are we looking at again?

23 I'm sorry.

24 MS. BOONE: It's page 5 in the PGW Correspondence
25 (indicating), the one with the blue.

1 JUDGE VERO: I've got the binder. I just didn't
2 get the page. Thank you.

3 BY MS. BOONE:

4 Q. First line is Phil Pulley update.

5 A. I've got it.

6 Q. If you could read that into the record.

7 A. You want me to read it into the record?

8 Q. Mm-hmm.

9 JUDGE VERO: The entire e-mail?

10 MS. BOONE: Yes. I've asked him to summarize
11 everything if he could.

12 JUDGE VERO: Okay. Read the e-mail, Mr. Dunn.

13 MS. BOONE: Thank you for your indulgence, Your
14 Honor.

15 THE WITNESS: All right. I'm going to read an
16 e-mail dated from myself -- I mean, written by myself, John J.
17 Dunn, the third, on Wednesday, May 13, 2009, at 1:51 p.m., sent
18 to Raquel Guzman, Gerald Clark, Christina Kultrow, Randy Giordi,
19 and CC'd to Edward Sirko (ph.), subject Phil Pulley, Phil Pulley
20 update.

21 I left my PGW office yesterday early afternoon
22 and went to Phil Pulley's offices on Welsh Road in Huntingdon
23 Valley, PA, and met with Phil and his accountant, Eric. We
24 established some --

25 THE REPORTER: Can you slow that down a little

1 bit?

2 JUDGE VERO: All right. Just a moment. Can Mr.
3 Dunn read the e-mail not into the record because we have the
4 e-mail.

5 MS. BOONE: Okay.

6 JUDGE VERO: You have the option of making this
7 e-mail a part of the record.

8 MS. BOONE: Yes.

9 JUDGE VERO: Can we have him read it by himself,
10 not out loud on the record; and then you can ask him questions
11 with regard to the content of the e-mail rather than having him
12 read it word for word.

13 MS. BOONE: Well, if he could just read the one
14 paragraph, the second paragraph, that's only four lines instead
15 of reading the whole thing. If he could read that into the
16 record, I just want to make sure it's --

17 JUDGE VERO: Okay. If you believe the second
18 paragraph is crucial to have on the record as read by Mr. Dunn
19 and he's already halfway through the first paragraph, so --

20 Mr. Dunn, you know my previous instruction.
21 Continue reading.

22 THE WITNESS: Okay. I believe I left off with we
23 established some ground rules and then started reviewing the list
24 of known sites that they either own or manage within the City of
25 Philadelphia limits. And then we wanted to determine the extent

1 of any gas bills in their names and any subsequent issues that we
2 may have to jointly work on to resolve. Also both parties agreed
3 that, if we reach an impasse on any particular issues, we would
4 raise it up to each's attorneys so that they could work together
5 to reach a solution.

6 Do you want me to continue reading?

7 BY MS. BOONE:

8 Q. Yes. The second paragraph is the most important. Thank
9 you.

10 A. Second paragraph. All totalled, yesterday we reviewed ten
11 sites and have a list of tasks that I will work on over the
12 course of the next few weeks and will get back to Eric and CC
13 Phil as I finish each one so we can wrap them up and move to the
14 next items. They have been paying their current bills and agreed
15 again to continue to pay their current bills. I also brought up
16 -- brought back a check with me that we will post to their Oak
17 Lane Reality Company gas accounts today.

18 Q. I just want to ask a question. You said -- you testified
19 earlier that you retired, but this e-mail indicates that you were
20 going to finish some items and let them know as they were
21 addressed. Prior to your retirement, is there any item on that
22 list that you investigated and obtained a response and gave it to
23 Mr. Pulley?

24 A. I cannot recall that.

25 Q. Okay. Thank you.

1 MS. BOONE: No further questions.

2 JUDGE VERO: All right. I have 12:25. We can
3 either break now for lunch or I can press on and ask Mr. Dunn a
4 few questions that I have and then take a lunch break. Which one
5 is your preference?

6 MS. BOONE: I think we should -- whatever you
7 prefer.

8 JUDGE VERO: Mr. Dunn, do you think you can
9 continue or do you need a break?

10 THE WITNESS: Hit me with your best shot, Your
11 Honor.

12 JUDGE VERO: All right.

13 THE WITNESS: Am I going to need these books?

14 JUDGE VERO: Yes, you're going to need those
15 books. You may need those books.

16 THE WITNESS: Okay.

17 JUDGE VERO: And bear in mind that you might have
18 already answered some of these questions.

19 THE WITNESS: Okay.

20 JUDGE VERO: Just indulge me, please. All right.
21 When did SBG first contact PGW with these issues involving Elrae,
22 Fairmount and Marshall; do you know? What is your earliest
23 recollection?

24 THE WITNESS: With Fairmount?

25 JUDGE VERO: Yes.

1 THE WITNESS: I'm going to say somewhere in the
2 2004, 2005 vicinity, but --

3 JUDGE VERO: Okay.

4 THE WITNESS: -- that's just what I recall.

5 JUDGE VERO: Okay. Were you involved with these
6 claims or disputes when SBG first posed them to PGW or you just
7 learned about them afterwards when you assumed the position with
8 Commercial Resource Center? Although I see that you've been with
9 CRC since 2002 so they would have come your way pretty much from
10 the beginning, right?

11 THE WITNESS: They could have come my way or they
12 could have gone to that other department, as I said, dispute
13 resolution.

14 JUDGE VERO: Okay.

15 THE WITNESS: If it was an individual one based
16 on the correspondence that we saw earlier, if Eric or Phil had
17 written a letter that he was disputing it and came into that
18 channel if you want, that complaint would have went over there
19 and ended up in DRU, dispute resolution department. I could have
20 eventually in the course of, you know, in working with them said
21 that I would look into it.

22 JUDGE VERO: All right. So what is the nature of
23 the Commercial Resource Center? When you were there, did the
24 department receive all the disputes that involved commercial
25 accounts or --

1 THE WITNESS: No.

2 JUDGE VERO: -- was it like an elevated stage of
3 a dispute and you got all of them all at once when they became --

4 THE WITNESS: That's pretty much how it came to
5 be to our department. If there were smaller ones that may have
6 been in other departments and they eventually came to the CRC.
7 In this instance with the nature of all the accounts we were
8 working on with SBG, we would try to keep them all in the same
9 department. It's only logical.

10 JUDGE VERO: So it's SBG had an issue with an
11 account or a meter pertaining to a particular property. They
12 pick up the phone or send a letter, and the first time it could
13 go to the Dispute Resolution Unit, right?

14 THE WITNESS: First time around it could have
15 went through the normal call center, all right --

16 JUDGE VERO: Mm-hmm.

17 THE WITNESS: -- instead of the Commercial
18 Resource Center.

19 JUDGE VERO: Okay. And when would it be elevated
20 to the Commercial Resource Center? When it became too voluminous
21 in number as like a number of issues all pertaining to these
22 properties or when it became something that the Dispute
23 Resolution Unit felt unable to resolve as a single issue?

24 THE WITNESS: It's a little complicated; but, as
25 work was being done and if we saw that we were working on the

1 primary accounts for Phil and Eric at that time and say Fairmount
2 came into play, all right --

3 JUDGE VERO: Mm-hmm.

4 THE WITNESS: -- we would try to get all the
5 accounts and review them.

6 JUDGE VERO: So would you take the issues over
7 from the Dispute Resolution Unit, and then you would be in charge
8 of resolving them?

9 THE WITNESS: I tried to do that.

10 JUDGE VERO: Okay.

11 THE WITNESS: Other departments -- if they had
12 originally gotten the work, other departments sometimes get a
13 little defensive when you take their work away from them. But we
14 were trying to work in unison, especially in this instance. This
15 isn't the only one that we would, you know, work at this level.
16 There were other big accounts that went into this; but, yes, once
17 it got to such a level, I would have wanted it under the blanket
18 of SBG Management to keep it all under one roof so to speak.

19 JUDGE VERO: One of the issues in this case is
20 that it was allowed either by SBG or PGW to get to such a level.
21 Do you understand what I'm saying?

22 THE WITNESS: Yes.

23 JUDGE VERO: That these issues weren't either
24 reported to PGW in a timely manner or they weren't resolved by
25 PGW in a timely manner or one by one. They come in lumps of long

1 lists of issues. And I understand there were a lot of units and
2 a lot of accounts and a lot of meters; but, by 2009, by that
3 meeting between PGW and SBG in May of 2009, we are talking lists
4 of issues and lists of accounts that had these issues. And it's
5 not the beginning date. Maybe it's the middle of complaint and
6 we're trying to figure out how far back can we go but --

7 THE WITNESS: Okay.

8 JUDGE VERO: Okay. Do you understand what I'm
9 saying?

10 THE WITNESS: Yes, I do.

11 JUDGE VERO: Okay. Why wasn't -- never mind.

12 I'll rephrase later. You said you've been dealing with SBG; and
13 in particular these bearings are focused on Fairmount, Elrae, and
14 Marshall properties, okay?

15 THE WITNESS: Okay.

16 JUDGE VERO: All right. So the questions that
17 were asked to you were a little bit broader than just those three
18 properties because of the information we got with regard to your
19 appearance as a witness, but that's fine. My question is, your
20 involvement with SBG began you said approximately in 2004, right?

21 THE WITNESS: If I recall correctly.

22 JUDGE VERO: Okay. Was PGW able to resolve any
23 issues? They come to you with these high billing disputes, meter
24 disputes, etc. Did you resolve any of those issues for them when
25 they said, oh, we understand?

1 THE WITNESS: I believe if I recall we did.

2 JUDGE VERO: Okay. So there were issues where
3 they said, oh, I understand how this was billed or, oh, I
4 understand where these go. Were there issues that were resolved
5 to their satisfaction? It doesn't mean that they didn't owe
6 anything. That means that they understood and they were
7 satisfied with your response.

8 THE WITNESS: Yes.

9 JUDGE VERO: Okay. You were also presented with
10 some examples of correspondence between you and SBG and more of
11 your e-mails to Mr. Pulley and Mr. Pulley to you were referenced
12 yesterday; but there's also I understand a lot of oral
13 communication between you and SBG, meaning you and Mr. Pulley or
14 Eric Lampert and other employees of SBG. What was the nature of
15 that communication?

16 THE WITNESS: Primarily along the same lines, you
17 know, addressing issues and trying to resolve them. And they
18 were conversations that just took course in the normal workday.

19 JUDGE VERO: Did SBG ever express dissatisfaction
20 with your personal response or with PGW's oral response? Is it
21 we're not satisfied with the way that PGW is treating us or
22 dealing with this issue or the way you --

23 THE WITNESS: I don't think they ever took
24 exception to my responses to them.

25 JUDGE VERO: Mm-hmm.

1 THE WITNESS: They may have taken exception to,
2 you know, PGW just as a whole because it is big. It's a big
3 utility and problems do crop up; and, like I said, information
4 goes to different departments that we're not always aware of.
5 And Eric and Phil may have brought something to my attention that
6 I was not aware of; and, in the course of our relationship, I
7 would try to look into it for them because we were working on so
8 many matters.

9 JUDGE VERO: Mm-hmm. Yesterday I believe we
10 heard -- well, you weren't here -- but SBG and PGW both -- well,
11 SBG mainly put forth testimony that some of the issues, these
12 issues that they've had with PGW started or were brought to the
13 Respondent's attention since 2005. SBG's binder of
14 correspondence contains two letters to you, both dated 2005, and
15 take a look at these and see do you recall the content and
16 circumstances of those letters?

17 (Document shown to the witness.)

18 THE WITNESS: Okay.

19 JUDGE VERO: Okay. And there's another letter
20 that follows. I think it's SBG Correspondence binder, page 133.

21 THE WITNESS: Okay.

22 JUDGE VERO: Do you recall those incidents? I
23 understand it's --

24 THE WITNESS: Do I recall reading these letters?

25 JUDGE VERO: Yes, receiving those letters that

1 are the incidents those letters refer to.

2 THE WITNESS: Simon Gardens on September 2nd,
3 2005, I recall a little bit.

4 JUDGE VERO: Okay. Do you recall how or if you
5 responded to them, the issues that they raise or did you respond
6 to those letters?

7 THE WITNESS: He's referring to interest charges
8 being accrued on Simon Gardens Apartments at 6731 Musgrave, and I
9 appreciate you getting in touch with whomever at PGW and having
10 the bills corrected. I'm not going to read the last line, the
11 high road there; but I would have probably based on this letter
12 elevated it for investigation to my supervisor or I would have
13 called the meter shop to investigate this bill again finding out
14 what the nature of the high bill was that was rendered for Simon
15 Gardens.

16 JUDGE VERO: Okay.

17 THE WITNESS: And, if anything needed to be
18 resolved, we could have put the account on hold. That would have
19 at that point locked down the arrears and not had any more LPCs
20 accrue until it was resolved.

21 JUDGE VERO: Okay. And the other letter, the one
22 dated 2005 -- I'm sorry. We're talking about --

23 THE WITNESS: April.

24 JUDGE VERO: -- okay. This was April. How about
25 the September of 2005?

1 THE WITNESS: The one I just addressed was
2 September of 2005. We're going back to the second letter now?

3 JUDGE VERO: Yes.

4 THE WITNESS: Okay. That's got a meter number on
5 it. It's got an account number, but I don't know what specific
6 site it is for. I see that down below it addresses an \$80,000
7 bill, but they're saying that they complained for years the
8 accuracy of PGW accounting for mechanical malfunctions and the
9 meter departments. We have had ongoing disputes as it relates to
10 meter readings, and your firm has assured us time and time again
11 that your meter department is perfect and there are never any
12 problems with any meters.

13 I personally would have never said that because
14 I've dealt with meter disputes going back to when the department
15 was formed in 2002, so I know that all our meters aren't perfect.
16 There are mechanical malfunctions. They happen and, with regards
17 to that, below it states that they are awaiting for payments from
18 some big agencies, the Philadelphia Housing Authority, 1260
19 Housing, U.S. Department of Housing and Urban Development; and
20 they stated that during meetings that they were waiting for
21 payments from HUD and PEA.

22 JUDGE VERO: But was that letter responded to,
23 the issues that the September or is it -- that letter you're
24 referring to --

25 THE WITNESS: April 11th, 2005, yes.

1 JUDGE VERO: Okay. Were the issues raised in
2 that letter responded to by you or someone in your department or
3 addressed?

4 THE WITNESS: If I recall, I would think that I
5 responded to these.

6 JUDGE VERO: All right. In writing?

7 THE WITNESS: It was either in writing, on the
8 phone, or in a meeting. There was also some face-to-face
9 meetings back then.

10 JUDGE VERO: Back then meaning 2005?

11 THE WITNESS: 2005 because there was another
12 lawyer involved, Marian Mahdavi, and Phil's attorney, Daniel
13 McCaffery, and there was a meeting held somewhere back then on
14 the fourth floor of PGW in the legal department.

15 JUDGE VERO: Okay.

16 THE WITNESS: All the parties were present.

17 JUDGE VERO: Okay. I need my binder back. I
18 shouldn't have given it to you because you do have a copy of it.

19 THE WITNESS: Do you mind if I stretch a minute?

20 JUDGE VERO: Okay. Go ahead. In your copy of
21 the SBG Correspondence binder, it should be black binder --

22 THE WITNESS: Okay.

23 JUDGE VERO: -- turn to page 100 and on the top
24 of the page it starts with an e-mail from Mr. Pulley addressed to
25 you, dated March 12, 2009. He seems to have forwarded you an

1 attachment. I'm assuming it's a bill, and it says this apartment
2 is vacant and it's been for two years. It doesn't make any sense
3 that we're getting this bill. Well, I think the bill itself is
4 attached and it's the following page. Do you know if this
5 particular issue was resolved?

6 THE WITNESS: What page are you on?

7 JUDGE VERO: 100 and the attachment is on page
8 101.

9 THE WITNESS: (Perusing document.) And your
10 question to me again, Your Honor?

11 JUDGE VERO: Do you recall if the issue with this
12 particular account was resolved because I think the e-mail Mr.
13 Pulley sent to you states that the apartment is vacant? It's
14 been vacant for two years. We shouldn't have received this high
15 bill.

16 THE WITNESS: I honestly cannot say.

17 JUDGE VERO: Okay. That's fine. If you don't
18 recall, you don't recall.

19 THE WITNESS: I don't recall.

20 JUDGE VERO: I don't want you to --

21 THE WITNESS: I see it's about a tenant's unit,
22 you know, a small unit. Phil is stating that it's vacant for two
23 years. It doesn't make any sense that they're getting a bill. I
24 see that there were late payment charges waived on it on the one
25 particular bill that I'm looking at. At this particular billing,

1 I don't see any usage accrued for the meter reading periods, so I
2 don't know if this whole matter was resolved.

3 JUDGE VERO: Okay.

4 THE WITNESS: I see that some of it was resolved
5 because we agreed to waive late payment charges, and they were
6 waived to the total of almost -- I'm just guessing -- \$60 for
7 this.

8 JUDGE VERO: All right. My next question goes to
9 same binder, page 103, which is the following page to the bill
10 you were referring to.

11 THE WITNESS: Okay.

12 JUDGE VERO: The first one is dated January 20,
13 2009, and it's from Mr. Pulley to you and just says thanks. And
14 the previous one dated January 20th, 2009, was from you to Mr.
15 Pulley in the middle of the page; and it says if you get any more
16 shutoff notices, please let me know. And I think the original
17 e-mail from Mr. Pulley to you was dated December 15th, 2008. And
18 it states we got some more shutoff notices; and it appears that
19 Mr. Pulley expected you to address these notices and you promise
20 to him -- well, you didn't promise to him, but you said let me
21 know if you got more shutoff notices. Do you recall?

22 THE WITNESS: I see Phil's response in the middle
23 from Monday, December 15th, where he wrote that we got some more
24 shutoff notices. We asked them to talk to you; and their
25 response was, we don't talk, we just shut off.

1 JUDGE VERO: Mm-hmm.

2 THE WITNESS: I just don't know who he was
3 communicating with at that time that stated --

4 JUDGE VERO: I understand. That's why I didn't
5 refer to that statement specifically.

6 THE WITNESS: All right.

7 JUDGE VERO: I only referred to he said we got
8 some more shutoff notices; and you responded to him if you get
9 any more shutoff notices, let me know.

10 THE WITNESS: Yes.

11 JUDGE VERO: Was there an agreement between PGW
12 and SBG in place at that time and I mean December 15th, 2008,
13 with regard to the termination of services?

14 THE WITNESS: The termination of services?

15 JUDGE VERO: Mm-hmm. These were shutoff notices,
16 notice that service was going to be terminated by PGW at SBG
17 properties. So you asked Mr. Pulley to inform you if he got any
18 more?

19 THE WITNESS: Yes, if he got any more to let me
20 know.

21 JUDGE VERO: Yes.

22 THE WITNESS: Okay.

23 JUDGE VERO: Before that, was there an agreement
24 in place with regard to termination notices, anything like that?

25 THE WITNESS: In the course of our ongoing

1 workings, at this time, I may have said to Phil that I will try
2 to stop shutoff notices from occurring which are computer
3 generated. The only way we could pretty much put a stop on it,
4 if I recall correctly, is to put a hold on the accounts.

5 JUDGE VERO: Okay.

6 THE WITNESS: If that was the case, I would have
7 told our department to put holds on the accounts that I was made
8 aware of, all right, because we were in this investigation. Now,
9 if Phil was still getting some that were outside of -- like I
10 said before, he had accounts that I wasn't even aware of. If it
11 was outside the course of my purview at that time, I wouldn't
12 have been able to prevent him from getting them because it was
13 just computer generated. Once Phil presented it to me, I would
14 try to do whatever I could to at least put them on hold.

15 JUDGE VERO: All right. Thank you.

16 THE WITNESS: You're welcome.

17 JUDGE VERO: Can you please turn to page 125, the
18 same binder.

19 THE WITNESS: Same document -- I mean, same
20 booklet?

21 JUDGE VERO: The same booklet, yes.

22 THE WITNESS: Okay.

23 JUDGE VERO: Can you read that e-mail?

24 THE WITNESS: It's from Phil Pulley --

25 JUDGE VERO: Don't read it out loud.

1 THE WITNESS: All right.

2 JUDGE VERO: Familiarize yourself with it.

3 THE WITNESS: Okay.

4 JUDGE VERO: The e-mail is from Phil Pulley to
5 you dated December 7, 2008. And the first line after greeting it
6 says, in follow-up to our agreement of the other evening, the
7 following is to transpire in regards to the SBG
8 Management-managed properties.

9 THE WITNESS: Mm-hmm.

10 JUDGE VERO: We shall pay current usage charges;
11 and, if there is a dispute, we are to immediately contact you and
12 advise accordingly to our concern. What agreement is Mr. Pulley
13 referring to; do you recall? Did you reach an agreement with
14 SBG?

15 THE WITNESS: I don't know if there was a written
16 agreement at that time.

17 JUDGE VERO: All right.

18 THE WITNESS: I believe it was a verbal agreement
19 by both parties, me representing PGW. I do see our other counsel
20 is represented here, Raquel Guzman, as well as Phil's accountant,
21 Eric; and Phil states we shall pay the current charges. If there
22 are disputes with those charges, we are to immediately contact
23 you and advise accordingly of our concerns; and I believe that
24 was part of the verbal agreement that we had established at that
25 time.

1 Like I said, I don't know if this was -- what's
2 the word I'm looking for -- memorialized in writing.

3 JUDGE VERO: If you take a look at the same
4 binder but on page 130, this file --

5 THE WITNESS: 130?

6 JUDGE VERO: 130.

7 THE REPORTER: Your Honor, may I change my paper?

8 JUDGE VERO: Of course.

9 (Whereupon, a brief recess was
10 taken.)

11 JUDGE VERO: All right. On page 130, the second
12 e-mail, middle of the page pretty much, it's from you.

13 THE WITNESS: Mm-hmm.

14 JUDGE VERO: To Phil Pulley, dated December 15,
15 2008, so pretty much around the same time as the first e-mail you
16 referred to.

17 THE WITNESS: Right.

18 JUDGE VERO: And it says, Vince -- I'm assuming
19 he's the PGW collector?

20 THE WITNESS: Yes.

21 JUDGE VERO: Okay. And that one paragraph says,
22 did call me and I told him to ignore the collection notices as
23 we, meaning PGW, to have a working arrangement with SBG. And
24 does this refer to the same arrangement --

25 THE WITNESS: Yes.

1 JUDGE VERO: -- as the previous e-mail?

2 THE WITNESS: Yes.

3 JUDGE VERO: So let me see if I understand the
4 arrangement correctly. PGW or you on behalf of PGW had agreed to
5 put a hold on all the collection efforts?

6 THE WITNESS: Yes.

7 JUDGE VERO: Okay. And in turn SBG would do
8 what?

9 THE WITNESS: SBG was going to continue to pay
10 current bills as rendered, and PGW was going back through the
11 arrears of the accounts and any bill disputes that we were aware
12 of at that time to try and resolve them; and then we were going
13 to try and seek a settlement on the balances.

14 JUDGE VERO: Okay. So the hold was placed while
15 PGW was conducting --

16 THE WITNESS: Yes.

17 JUDGE VERO: -- the investigation?

18 THE WITNESS: And that's how we can stop the
19 collection action because Phil didn't want the collectors coming
20 out to the different sites, and we agreed upon that. That's what
21 the hold on the account stops.

22 JUDGE VERO: I understand. Do you know if any of
23 those accounts have been terminated by PGW?

24 THE WITNESS: Terminated?

25 JUDGE VERO: Mm-hmm. Was the service shut off?

1 THE WITNESS: I don't believe so because we would
2 have had to post the buildings and let many people know, you
3 know, with the normal course of the postings.

4 JUDGE VERO: All right. Now, there was a lot of
5 questioning, a lot of questions directed your way with regard to
6 that Fairmount bill that they did first of all June 3rd, 2005.
7 Then it was resolved the following month. In July of 2005 it
8 seemed the issue was resolved. And then another high bill
9 appeared in September of 2005, and I think it's the big binder
10 from SBG on page 110.

11 THE WITNESS: Okay.

12 JUDGE VERO: That's the bill, SBG page 110. It's
13 SBG Fairmount binder 2 of 2, and that's the bill I'm referring
14 to. And it does say that the meter was changed, the meter for
15 the property.

16 THE WITNESS: Yes.

17 JUDGE VERO: Does it say when it was changed?

18 THE WITNESS: Yes. The meter would have been
19 removed on the 24th as you see, Your Honor; and it's under the to
20 date, and above it there's a new line, 8/24/2005. The type was
21 installed --

22 JUDGE VERO: Where?

23 THE WITNESS: The next page.

24 JUDGE VERO: The next page, okay.

25 THE WITNESS: Okay. There's two lines.

1 JUDGE VERO: Okay. Top? Bottom? What am I
2 looking at?

3 THE WITNESS: Keep going down, right there
4 (indicating). The lower line is going from 8/1 to 8/24.

5 JUDGE VERO: Okay.

6 THE WITNESS: Then it says removed. The next
7 line above it is --

8 JUDGE VERO: I see installed.

9 THE WITNESS: Yes.

10 JUDGE VERO: All right. So that's the date when
11 the old meter was removed?

12 THE WITNESS: That was the meter exchange.

13 JUDGE VERO: Okay. All right. I see.

14 THE WITNESS: You're welcome. And the index that
15 they set the new meter at was 12. That's the way the meter would
16 have come from the meter shop with that, you know, index. That
17 would have been the initial read.

18 JUDGE VERO: Okay. Maybe Mr. Farinas has another
19 witness who can testify to this, but maybe Mr. Dunn can also shed
20 some light. How was this bill that was eventually disputed by
21 SBG -- and I think the letter was sent right after they received
22 the billing -- so how was this large bill calculated by PGW? I
23 should go from last reading to new reading, and the difference is
24 what they're billed on, am I correct? If you look at SBG second
25 binder, page 101 (indicating).

1 THE WITNESS: 111?

2 JUDGE VERO: Yes, 111.

3 THE WITNESS: Do you want me to tell you?

4 JUDGE VERO: Mm-hmm.

5 THE WITNESS: Okay. If I recall correctly, this
6 would have been the initial read from the start of the
7 transaction dating back to the previous month's billing, all
8 right (indicating)? That would have been your last meter reading
9 going through the course of events.

10 JUDGE VERO: Mm-hmm.

11 THE WITNESS: When the meter shop went out,
12 removed the meter, the index that they found on the meter at that
13 time was this index, 77477.

14 JUDGE VERO: Mm-hmm.

15 THE WITNESS: It's in bill cycle 1. It gets
16 generated right along the first day of the month.

17 JUDGE VERO: All right.

18 THE WITNESS: All right. And you have your 6931.
19 From that point you then have your set index to your 8/31, your
20 50 CCF up to the point. That's your combined usage for that
21 month --

22 JUDGE VERO: Okay.

23 THE WITNESS: -- with the exchange in there.
24 That's your to and from period on the exchange right there --

25 JUDGE VERO: All right.

1 THE WITNESS: -- from the previous month's read.

2 JUDGE VERO: All right. And, Mr. Farinas, do you
3 have anyone who is going to testify on the account history with
4 regard to Fairmount account 612167092 that corresponds to that
5 bill?

6 MR. FARINAS: Yes, we do.

7 JUDGE VERO: Okay. And I'm talking about the
8 account history, I mean, going from January 3rd, 2004, to October
9 3rd, 2012, because that's where that dispute would be.

10 MR. FARINAS: We can, even to the meter test,
11 yes.

12 JUDGE VERO: Excuse me?

13 MR. FARINAS: Yes. We can explain that even to
14 the meter test involved in that account history.

15 JUDGE VERO: Okay. But should I ask billing
16 questions to Mr. Dunn or do you have another witness?

17 MR. FARINAS: That's what I'm saying. Yes, we do
18 have another witness.

19 JUDGE VERO: You have another witness, so I won't
20 do this anymore. All right.

21 THE WITNESS: I think that one's mine. We're
22 getting confused here.

23 JUDGE VERO: Yes, too many binders. All right.
24 Who or what is Melita, M-E-L-I-T-A?

25 THE WITNESS: Melita is -- oh, what was Melita?

1 It was the type of system that they used for the dial-up phone
2 system in collections. That's the business product name, Melita.

3 JUDGE VERO: Okay.

4 THE WITNESS: It's the actual type that they
5 used. So that would have been done during the course of a
6 collection call.

7 JUDGE VERO: So, when it says Melita called, it
8 wasn't an individual with the last name of Melita. It was the
9 system that generated the call.

10 THE WITNESS: Every day a Melita file would come
11 out, and it's pretty much dial-up. And then, when the connection
12 gets made, the collection clerk would then speak to the person on
13 the other end, identify themselves, and say that they were from
14 PGW, whatever the nature of the call was. That was just a type.

15 JUDGE VERO: Okay. To the best of your
16 recollection of PGW's policy up to August of 2009 when you
17 retired, did PGW have a policy in place where departments report
18 or forward customer disputes to the correct department? So let's
19 say I know for example that, if you dispute a bill, write on the
20 body of the bill, it won't necessarily become a billing dispute.
21 It might not necessarily raise a flag to the company and become a
22 dispute if you just write on the body of the bill.

23 THE WITNESS: Yes.

24 JUDGE VERO: But let's say, well, there was some
25 testimony -- and I think this is what Mr. Farinas was driving at

1 with regard to where the two letters from SBG back in 2000-and --

2 THE WITNESS: Five.

3 JUDGE VERO: -- five went, right?

4 THE WITNESS: Yes.

5 JUDGE VERO: Okay. And I understood your
6 testimony to be that the letters didn't go to the right
7 department. One of them was sent to billing department, right?
8 Look at PGW Fairmount 107.

9 THE WITNESS: Okay. PGW 107, I'm there. What
10 date?

11 JUDGE VERO: Of June 30th, 2004.

12 THE WITNESS: Okay.

13 JUDGE VERO: That's where that first letter was
14 recorded in PGW's system and seems to have been recorded by the
15 billing department; am I correct?

16 THE WITNESS: It says letter and correspondence
17 received from SBG Management. That was just the type of
18 transaction that they used at the time and that particular one
19 was regarding a bill.

20 JUDGE VERO: Okay. Would that entry initiate a
21 dispute by itself?

22 THE WITNESS: No. I do not believe. I think
23 they -- a representative would have had to take that and entered
24 a physical dispute transaction into the system, a high bill
25 dispute.

1 JUDGE VERO: I understand this was from the
2 billing department because it's marked as bill, right?

3 THE WITNESS: I can't say specifically what
4 department it's from. It's just like a menu list that the
5 individual can take, the type of memo he's addressing. In this
6 case he was dealing with a bill, and he or she selected bill.

7 JUDGE VERO: Mm-hmm.

8 THE WITNESS: Similar there's other ones in there
9 collection TO -- TO, oh, trouble order. That's a trouble order
10 is for a street leak or a gas leak or something along those
11 lines.

12 JUDGE VERO: Where I'm driving to is that I don't
13 see an entry for Mr. Lampert's letter dated September of 2005 in
14 regard to that account. He sent a letter.

15 THE WITNESS: Mm-hmm.

16 JUDGE VERO: There were allegations that it
17 wasn't addressed to the correct department.

18 THE WITNESS: Yes. He sent a letter and the
19 first correspondence that I see regarding it is what Mr. Farinas
20 pointed out, 10/28/2005 for the collection.

21 JUDGE VERO: That is with regard to that letter?

22 THE WITNESS: I believe so. Melita contact me.
23 Spoke with accounts payable who may be putting in the process of
24 disputing the bill. How I interpret that, my interpretation is
25 that whoever was handling this call in the collection matter

1 talked to someone at SBG accounts payable, a clerk, whomever.

2 JUDGE VERO: Mm-hmm.

3 THE WITNESS: And that they may be in the process
4 of filing a dispute. That's what's written here. That's how I
5 interpret it.

6 JUDGE VERO: Okay. I see. Now, my next question
7 and I think this question will be my last one; but, regarding the
8 meeting that took place in May of 2009 --

9 THE WITNESS: Mm-hmm.

10 JUDGE VERO: -- did SBG present you with a list
11 of issues beforehand?

12 THE WITNESS: A whole entire list?

13 JUDGE VERO: Yes.

14 THE WITNESS: I cannot recall.

15 JUDGE VERO: All right. I understand that you
16 went to this meeting and you had prepared some --

17 THE WITNESS: Excel spreadsheets.

18 JUDGE VERO: -- Excel spreadsheets with the
19 information and in response to their concerns or what your
20 investigations had revealed; am I correct?

21 THE WITNESS: It was twofold. It was in
22 regarding the arrears, and it was also to try and find out what
23 -- as many concerns that they still had with billing disputes so
24 that we could again try and reach an amicable solution.

25 JUDGE VERO: Mm-hmm.

1 THE WITNESS: And, as we both parted, I told them
2 it was going to take time. There were a lot of accounts still to
3 be drilled down and disputes, and then Eric and Phil pointed out
4 new accounts to me that were unbeknownst to me at that time that
5 they owned or were managing.

6 JUDGE VERO: So, when you left that meeting, do
7 you have a list, a new list from them or list that you prepared
8 while at the meeting?

9 THE WITNESS: I was taking -- that was verbal
10 notes that I took back to the company at that time like you have
11 in front of you, a legal pad. Outside of the spreadsheets that I
12 presented them, I took the other accounts down as I was writing
13 them.

14 JUDGE VERO: So you did have some formal list
15 that you prepared while at the meeting?

16 THE WITNESS: Yes.

17 JUDGE VERO: Okay. But nothing that they had
18 prepared like a spreadsheet format that they gave to you at the
19 meeting or soon after?

20 THE WITNESS: As we were talking, going back and
21 forth and, you know, I presented our spreadsheets; and we just --
22 we were having a normal conversation, and one would come up and I
23 believe Eric or Phil said to Eric what about this one and we
24 added that.

25 JUDGE VERO: Okay.

1 THE WITNESS: And that's pretty much how it went.

2 JUDGE VERO: But you did have a list like I do on
3 a note pad with notes, different issues --

4 THE WITNESS: Yes.

5 JUDGE VERO: -- that you took down? Okay. Did
6 you leave that list or maybe not the same list but in a
7 spreadsheet format for your successor, Mr. Savage, I understand?

8 THE WITNESS: I don't know if that time the
9 entire thing was put into a spreadsheet, if all that work had
10 been done. I also may have passed it on to my supervisor because
11 he was working hand-in-hand with me; and he was doing pretty much
12 the bulk of the work, pulling all the data from the system that
13 we presented to Phil and Eric. So I don't know if they at that
14 time were put into SBG's name or whatever name Phil and Eric
15 wanted it to be put in the legal entity name.

16 JUDGE VERO: All right. My next question is that
17 I understand from your testimony that, once you sort of passed
18 the baton to Mr. Savage, you sort of let him know that SBG has
19 several issues you needed to be addressed, right?

20 THE WITNESS: Yes.

21 JUDGE VERO: It's a problematic entity for us?

22 THE WITNESS: Yes.

23 JUDGE VERO: Okay. Did you run down the issues
24 with him or did he have a list to start with or did he contact
25 SBG requesting a list and start all over from scratch? Where was

1 he?

2 THE WITNESS: I don't know if he started over
3 from scratch. I don't think he would have. At least we had the
4 spreadsheets at that time that were our point of origin to go at
5 that time when I met with him. These new accounts did come into
6 play, and some of them could be still ongoing. I don't know.

7 JUDGE VERO: Okay. You were with PGW for many
8 years. Do you know where a customer such as SBG who is a
9 commercial customer would find information about PUC in its
10 dealing with PGW? So would it be in the notice? Would it be in
11 the bill? Would it be in the notice, a termination notice, maybe
12 what you refer to as a collection notice and I understood to be a
13 termination notice --

14 THE WITNESS: Yes.

15 JUDGE VERO: -- because that's what a termination
16 notice is.

17 THE WITNESS: Yes.

18 JUDGE VERO: Where would a customer, commercial
19 customer find such information in regards to PUC? If you are
20 dissatisfied, please feel free to --

21 THE WITNESS: This is from recall. I haven't
22 seen a PGW bill. I don't even live in the state anymore; but I
23 believe there was some text on the back of a bill that, regarding
24 that if you have a dispute, you could call the company.

25 JUDGE VERO: Mm-hmm.

1 THE WITNESS: As I said, I'm trying to recall
2 this. I don't know if it's printed on there or you could call --
3 you know, file with the PUC.

4 JUDGE VERO: All right. That's good enough. I
5 don't have any further questions for you.

6 Counsel, any redirect?

7 MR. FARINAS: I just have one redirect.

8 JUDGE VERO: Mm-hmm.

9 RECROSS-EXAMINATION

10 BY MR. FARINAS:

11 Q. Mr. Dunn, I refer you to the questioning that Her Honor
12 provided to you regarding SBG Correspondence, page 125, e-mail
13 dated --

14 A. Whoa. Whoa. Whoa. Which folder?

15 Q. I'm sorry. It's actually -- I will show you. It's an
16 e-mail dated December 7th, 2008, referring to --

17 JUDGE VERO: What page?

18 MR. FARINAS: Page 125 of the SBG Correspondence.

19 JUDGE VERO: Okay.

20 BY MR. FARINAS:

21 Q. It's an e-mail from Phil Pulley stating -- and actually
22 the last paragraph it begins with we. It's two lines. Can you
23 just read it?

24 A. We shall pay the current usage charges. If there is a
25 dispute with those charges, we are to immediately contact you and

1 advise accordingly of our concern.

2 Q. I know you retired in August of 2009.

3 A. Yes.

4 Q. From that year or so, are you aware if SBG did, in fact.
5 Pay their disputed charges -- current charges? Are you aware if
6 SBG paid its current charges for your time remaining at PGW?

7 MS. BOONE: Objection.

8 JUDGE VERO: On what grounds?

9 MS. BOONE: First of all, he's already answered
10 it; and, second of all, the issue is not about SBG's payment.
11 It's about --

12 JUDGE VERO: I'll allow it. Your objection is
13 overruled.

14 Yes, Mr. Dunn, you may respond to Mr. Farinas's
15 question.

16 BY MR. FARINAS:

17 Q. If you're aware. If you don't know, that's fine.

18 A. I cannot recall that if they paid the current usage bills
19 on time as from the point of this e-mail.

20 Q. Okay. Thank you.

21 MR. FARINAS: I have no further questions, Your
22 Honor.

23 MS. BOONE: I have a couple of questions.

24 JUDGE VERO: You may proceed.

25 FURTHER REDIRECT EXAMINATION

1 BY MS. BOONE:

2 Q. If you could turn to PGW Correspondence book, page 005, it
3 has Raquel Guzman at the top. This is an e-mail you just read
4 into the record, and in this don't you say in the last line --
5 this is an e-mail from you dated May 13th, 2009 -- and you say
6 they have been paying their current bills and agreed to continue
7 to pay their current bills. I brought a check back with me that
8 we'll post to the Oak Lane accounts today.

9 A. That's what I wrote.

10 MS. BOONE: I'd like to show Mr. Dunn the back of
11 a PGW bill that I don't have -- I only have May of 2013. So I
12 don't know if you will allow this.

13 JUDGE VERO: Okay. You can show it to him. Is
14 that the entirety of the bill?

15 MS. BOONE: Yes.

16 JUDGE VERO: Okay. Show it to Mr. Farinas first.

17 MS. BOONE: Okay. Sure. Or you know what? If I
18 can just defer this question until -- well --

19 JUDGE VERO: This would be an ongoing question,
20 an ongoing issue. We can address it at a later time.

21 MS. BOONE: Okay.

22 JUDGE VERO: The bills are what they are.

23 MS. BOONE: Okay. Thank you.

24 JUDGE VERO: They state what they state unless
25 they have changed since 2009.

1 MS. BOONE: Okay. Thank you.

2 MR. FARINAS: They have.

3 JUDGE VERO: They have changed since 2009?

4 MR. FARINAS: Yes.

5 MS. BOONE: Okay. Well, then I can bring this
6 question up later?

7 JUDGE VERO: Yes.

8 MS. BOONE: Okay. Thank you, Your Honor. That's
9 all. I don't have anything further.

10 JUDGE VERO: All right.

11 (Witness excused.)

12 JUDGE VERO: Mr. Farinas, do you request Mr.
13 Dunn's presence in the afternoon?

14 MR. FARINAS: I --

15 JUDGE VERO: Is he a witness for you?

16 MR. FARINAS: Actually I thought we would have
17 him for my presentation of the case if it were to occur at the
18 same time so I --

19 JUDGE VERO: So, yes, the answer is yes. All
20 right. Then we are going to stop now for the lunch break, 30
21 minutes as we did yesterday or do you require an entire hour?
22 It's up to you.

23 MS. BOONE: Could we have an hour?

24 JUDGE VERO: An hour? Sure.

25 MS. BOONE: Okay. Thank you.

1 JUDGE VERO: We'll take an hour, and we can
2 convene then at 2:30 then, all right. Is that to everyone's
3 satisfaction?

4 MS. BOONE: Yes, thank you.

5 MR. FARINAS: Yes, Your Honor.

6 (Whereupon, a recess was taken
7 and the hearing reconvened at
8 2:38 p.m.)

9 JUDGE VERO: Good afternoon. We are back from
10 our lunch break, and we are resuming with I understand the direct
11 testimony from Mr. John Dunn at this time as a witness for PGW.

12 MR. FARINAS: Yes, that's correct.

13 JUDGE VERO: All right. You may call Mr. Dunn.

14 MR. FARINAS: Thank you, Your Honor. Your Honor,
15 I'd like to call Mr. John Dunn, the third.

16 JUDGE VERO: Mr. Dunn, you are still under oath.

17 MR. DUNN: I understand, Your Honor. Thank you.

18 Whereupon,

19 JOHN J. DUNN, III,

20 having been duly sworn previously, testified as follows:

21 JUDGE VERO: You may proceed, Mr. Farinas.

22 MR. FARINAS: Thank you, Your Honor.

23 DIRECT EXAMINATION

24 BY MR. FARINAS:

25 Q. Mr. Dunn, I know you've been testifying since 10:00 this

1 morning, and we've covered a lot of the same territory that I
2 would have had you started out being my witness for my case.
3 There's a few things I want to go over and perhaps revisit a
4 little; and that is further description of your meetings with Mr.
5 Pulley and the SBG people, particularly on the May, 2009, and
6 your receipt of the large laundry list of problems.

7 Please tell me what is -- as the director of CRC,
8 what is your purpose in the meeting and what is I guess your
9 limitations in the meeting as well.

10 A. My purpose in the meeting was to meet with them in good
11 faith, go over the accounts in question -- I believe there were
12 11 -- and to go over any disputes that they might have that had
13 not been addressed at that time.

14 Q. And were there -- do you recall if there were any specific
15 disputes that were years old?

16 A. No, I do not.

17 Q. What if you had a dispute during such a meeting at CRC
18 that was ten years old? How would you communicate to them your
19 ability to handle that problem?

20 A. If it's ten years old?

21 Q. Yeah.

22 A. I wouldn't have been able to go back that far with the
23 statute of limitations.

24 Q. And what are some of the practical reasons why you can't?
25 It's difficult to investigate something that's more than ten

1 years old in an organization?

2 A. Yes.

3 Q. What are the practical reasons? What stops you?

4 A. Data availability, recovering records, going back through
5 the corporate archives. There was also a big Y2K -- we all can
6 remember that one -- in 2000 conversion. So, if there were
7 things in the old filing system, they would have been going back
8 before 2000. That was the day we converted.

9 Q. Were you ever at meetings with SBG where they were
10 represented by counsel?

11 A. The one in 2004, yes, in PGW with Dan. I forget his last
12 name.

13 Q. Would that be Mr. McCaffery?

14 A. Yes.

15 Q. Dan McCaffery?

16 A. Yes.

17 Q. So your understanding and your view of SBG is that they
18 are a company and they're represented by counsel, and they're
19 pretty much up to speed on what their legal rights are?

20 A. Yes.

21 Q. Did you see the need to --

22 MS. BOONE: Objection.

23 JUDGE VERO: On what grounds?

24 MS. BOONE: He's not qualified to say whether SBG
25 is represented by counsel that, you know, can give legal advice.

1 JUDGE VERO: I'll allow it.

2 BY MR. FARINAS:

3 Q. But you were at meetings where SBG was represented by
4 counsel?

5 A. I know two meetings where SBG was represented by counsel.

6 Q. All right. You also were asked questions about your
7 knowledge of whether or not the ability to file a complaint with
8 the Public Utility Commission is on the bill from your
9 recollection. Did you have time to think about it?

10 A. I'm not sure if it's on the bill.

11 Q. Okay. Is it on the termination notices?

12 A. That's where I believe if it's printed on the back of the
13 termination notices, that's where I believe it would --

14 Q. Yes, that would make the most sense.

15 A. Yes. The bill document, the termination document are two
16 specific documents, different documents.

17 Q. Right. And is the -- are the -- during your period anyway
18 are the customer representatives ever prompted to give out such
19 information by phone?

20 A. Yes. In the course of their work, as they work these
21 daily Malita files, they are. The representative can tell the
22 customer if they need to file a dispute with the PUC how they can
23 go about doing it.

24 Q. A final question, I did ask you previously about an e-mail
25 from Mr. Pulley from SBG Correspondence 125. This is the one

1 where he agreed to pay current charges.

2 (Document handed to the witness.)

3 BY MR. FARINAS:

4 Q. Refresh your recollection?

5 A. Yes.

6 Q. And I believe SBG counsel pointed out to you an earlier
7 e-mail just after that where you reported that they had -- they
8 were paying current bills?

9 A. Yes, from the meeting in May, 2009.

10 Q. I want to show you something that you did review before,
11 PGW document, 1 Fairmount, page 103. I believe you were looking
12 at this before regarding another question. Do you remember
13 looking at that?

14 A. Yes.

15 Q. If I can direct your attention to the column of
16 transactions, looking up and down the page, are you familiar with
17 the PGW definitions or abbreviations for bills and payments and
18 other transactions on there?

19 A. Yes, I am.

20 Q. On this one page -- can you tell us on this one page does
21 it tell us the date that the column of transactions begins and
22 what date does it end?

23 A. This page, which is dated PGW 1 Fair 0123, is for 625
24 North 7th Street, Philadelphia, PA 19123, for the account number
25 612167092; and it even has an SA which is a service agreement

1 number and --

2 MS. BOONE: Objection.

3 JUDGE VERO: On what grounds? I always would
4 like for you to state the grounds of your objection.

5 MS. BOONE: Yes, Your Honor. Again, these are
6 questions about payment. On direct you were asking questions
7 about the procedures and policies and practices of PGW in terms
8 of responding to customers' inquiries, complaints, and disputes.

9 MR. FARINAS: This is my case.

10 JUDGE VERO: This is not cross-examination.

11 MS. BOONE: I'm sorry. Then I'll say relevancy
12 because this is not relevant to the issue of how and whether PGW
13 provided information and explained the calculations of the bills.
14 PGW cannot cite any tariff that says they have the right to --

15 JUDGE VERO: Have not yet cited.

16 MS. BOONE: -- have not yet cited any tariff that
17 allows them to refuse to answer questions about how bills are
18 calculated or to refuse to investigate based on the payment
19 history of a customer.

20 JUDGE VERO: Okay.

21 MS. BOONE: So I think this is irrelevant.

22 JUDGE VERO: I will allow it. Anything that is
23 of concern, account history and how the bills were administered,
24 where they went, how payments were made, that particular
25 agreement that was reached between I understand SBG and PGW

1 involving Mr. Dunn here, I think the agreement was reached
2 sometime in 2009, May, 2009, or maybe the agreement was before
3 that because the e-mail is referring to the agreement dated
4 December of 2008. So whatever --

5 THE WITNESS: Yes.

6 JUDGE VERO: Okay. So December of 2008. We
7 referred to it earlier as to the termination notices, how Mr.
8 Dunn had ordered PGW to put a hold on collection actions because
9 of that agreement. So anything that goes to payment history I
10 would like to have it on the record, and then I will make a
11 judgment as to what evidentiary weight it carries.

12 MR. FARINAS: Thank you, Your Honor.

13 MS. BOONE: Thank you, Your Honor.

14 BY MR. FARINAS:

15 Q. Mr. Dunn, can you tell me -- I believe you did read the
16 address and the account number --

17 A. And I just want to read it.

18 Q. -- to the date that the transaction --

19 A. I want to say the meter number, too, because I always
20 worked with meter numbers. Meter number is PGW number 2070996,
21 and the dates of the transaction listed here on this page range
22 from September 2nd, 2008, down through January 4th, 2011.

23 Q. All right. How many payments are indicated on that list
24 of transactions?

25 A. I do not see one.

1 Q. Thank you.

2 MR. FARINAS: Your Honor, I have no further
3 questions of Mr. Dunn at this time. He is available for
4 cross-examination.

5 JUDGE VERO: Thank you.

6 Ms. Boone, any questions?

7 MS. BOONE: Yes, just a few Your Honor.

8 JUDGE VERO: Mm-hmm.

9 CROSS-EXAMINATION

10 BY MS. BOONE:

11 Q. You testified that, if a customer came to you and had
12 accounts going back to ten years, you wouldn't have been able to
13 go back at the time that you had the 2004 meeting or that you
14 were talking with ~~them~~ in 2005; is that correct, or is it 2009?

15 A. Could you state that again?

16 Q. You said on direct that you would have told the customer
17 that you're not able to go back ten years; is that correct?

18 A. I could have stated that, yes, to a customer had it been
19 asked.

20 Q. Okay. But, with respect to this particular customer, you
21 don't know if you definitively said that; isn't that correct?

22 A. True.

23 Q. Okay. And you don't have any documents or items that
24 confirm that you definitively made that statement to SBG, do you?

25 A. No.

1 Q. Okay. And to go back ten years in 2009 would put you at
2 1999; isn't that correct?

3 A. Yes.

4 Q. Okay. And at the time SBG didn't have any properties that
5 went back to 1999 that were under discussion, did they?

6 A. I don't know if they owned back to that point or not.

7 Q. Okay. All right. You mentioned that SBG was represented
8 by counsel; is that correct?

9 A. Yes.

10 Q. You were also represented by counsel, weren't you?

11 A. Yes.

12 Q. And you were represented by counsel when you made the
13 agreement and sent the e-mail confirming the agreement, didn't
14 you?

15 A. I was represented by counsel?

16 Q. Yes. Raquel Guzman is on the e-mail as a copy?

17 A. Yes, she was copied on it.

18 Q. And what's her role at PGW?

19 A. She is a vice president I believe in legal.

20 Q. So she's an attorney --

21 A. Yes.

22 Q. -- for the company?

23 A. Or a senior counsel or something along those lines is her
24 title.

25 Q. You also testified that you did receive the two settlement

1 checks to investigate. Have the payments been applied? Were the
2 payments ever applied prior to you leaving?

3 A. I believe they were applied.

4 Q. Okay. So then PGW did receive payments?

5 A. The two settlement checks that you brought up earlier?

6 Q. Yes.

7 A. I believe they were applied.

8 Q. Okay. Thank you. So there were payments made while you
9 were there?

10 A. Were the checks given to me at the meeting?

11 Q. You were asked to investigate. I just want to confirm
12 that you were aware of payments by SBG.

13 A. I'm just asking you if I can were the checks given to me
14 at the meeting?

15 Q. Well, there were copies of checks given to you to
16 investigate?

17 A. Copies of checks? Then I would have went back and
18 investigated it.

19 Q. Okay.

20 A. And have my team investigate it.

21 Q. Okay. If I could turn your attention to PGW
22 Correspondence, page 5 in the PGW Correspondence book.

23 A. Okay.

24 Q. Once again in this e-mail please confirm that, in the next
25 to the last sentence, you say they've been paying the current

1 bills and agree to continue paying the current bills and have
2 brought a check back with me that we will post. So you did
3 receive payments, didn't you?

4 A. No, I didn't say that. I said I also brought a check back
5 with me that we will post to their Oak Lane Reality Company
6 account.

7 Q. Okay.

8 A. That's all I said.

9 Q. Okay. So you did receive a payment, and you also received
10 information to investigate it?

11 A. I received a check from them at that meeting, and we
12 brought it back -- I brought it back and I believe it was applied
13 against this one specific account.

14 Q. Okay. Thank you.

15 A. You're welcome.

16 Q. You talked about what the Melita account person can say to
17 a customer in terms of alerting them to a PUC complaint. Wasn't
18 that your testimony on direct?

19 A. Yes.

20 Q. Okay. But you don't know specifically what or if any
21 Melita customer ever said to SBG to file a PUC complaint, do you?

22 A. I'll say this to the question --

23 Q. This is a yes or no question.

24 JUDGE VERO: Well, I don't think your question is
25 a hundred percent correct. So allow him to correct you.

1 MS. BOONE: Okay.

2 THE WITNESS: The way the collection clerks work
3 using the Melita file, they work off a script. They read the
4 script to the customers, all right? Within that script is I
5 believe the verbiage allowing the customer to file a PUC
6 complaint.

7 BY MS. BOONE:

8 Q. Now, you just said that you believe; but that's not a
9 definitive answer that it actually happened?

10 A. Ma'am, if I could remember that Melita script going back
11 five years ago, I would; but I can't equivocally say that.

12 Q. And I appreciate your patience with these questions.

13 A. Okay.

14 Q. But you are saying that you don't know for sure that that
15 limited script was given to SBG, do you?

16 A. A hundred percent sure?

17 Q. Yeah.

18 A. No, 90.

19 Q. And what would the basis of the 90 percent be? Did you
20 hear the conversation --

21 A. Did I hear the SBG -- no.

22 Q. -- with Melita? So you don't know with absolute surety,
23 do you?

24 A. I ten percent doubt it.

25 Q. How can you give -- how can you know a ten percent if you

1 weren't a party to the conversation? You suppose?

2 A. Yes.

3 Q. But you don't know definitively?

4 A. Don't know.

5 MS. BOONE: Okay. Thank you. No further
6 questions.

7 JUDGE VERO: Redirect?

8 MR. FARINAS: No redirect.

9 JUDGE VERO: All right. Mr. Dunn, were you ever
10 called by SBG to explain how payments were applied to their
11 accounts? Did they ever ask you those questions directly, sir?
12 Did they come to you with questions about --

13 THE WITNESS: Did it come up directly?

14 JUDGE VERO: Mm-hmm.

15 THE WITNESS: Over the course of conversations
16 directly, I would say yes. They would be applied going back to
17 arrears the way I explained it earlier, and we demote them that
18 way. None at 120, we demote. Again we post whatever's due in
19 that bucket and we go forward, 90, demote; 60, demote; 30; going
20 to the most current arrears.

21 JUDGE VERO: Now, let's say they sent a check and
22 they don't know where it went.

23 THE WITNESS: Oh.

24 JUDGE VERO: Yeah. They send a check, and they
25 don't know how you applied it. Maybe they expected you to apply

1 it towards current charges, but they don't see it applied that
2 way. Did they ever come to you and say how was it applied?
3 Where did it go? Where can we see it? Did they come to you with
4 those kind of questions or do you know if they came to PGW with
5 that kind of questions in terms of billing and how payments were
6 posted and where things were?

7 THE WITNESS: Well, that was the nature of the
8 meeting with the spreadsheets. Payments were listed on there.

9 JUDGE VERO: And you explained it. You said this
10 is what you paid. This is where it went, right?

11 THE WITNESS: Yes. That's how payments were
12 applied to those accounts. These are the arrears. These are the
13 LPCs. That was present on that spreadsheet at the meeting.

14 JUDGE VERO: All right. But this was at the
15 2009, May, 2009?

16 THE WITNESS: Yes.

17 JUDGE VERO: Anything before that?

18 THE WITNESS: There were other spreadsheets going
19 back in time, if I recall correctly, that were sent to Phil and
20 Eric.

21 JUDGE VERO: Okay.

22 THE WITNESS: They may not have been totalled,
23 but they may have been about for one specific site. Say, just
24 out of example, Oak Lane, if that's what we were discussing, we
25 did go back and show payments, the accounts, the arrears.

1 JUDGE VERO: Okay. Mr. Farinas was asking you
2 some questions with regard to what would happen if an issue was
3 ten years old by the time it was brought to your attention, what
4 could you do and what would hinder you in your effort to recoup
5 information, provide information or make corrections. Would that
6 be a record retention issue on the part of PGW? You can only
7 retain records for four years before they archive now?

8 THE WITNESS: It could be, yes, Your Honor.

9 JUDGE VERO: Okay. The only reason why I seem to
10 focus on this is because this is what SBG has been focusing for
11 the last day and a half is the fact that PGW did not respond to
12 their inquiries with regard to how payments were applied, not
13 only how they were applied but where were certain payments,
14 certain checks; and that's why I want to ask you that question
15 again and maybe you can provide me with a different angle.

16 You were saying that in May of 2009 you sat with
17 them and you went over and explained what the total outstanding
18 balance was, what was principal, what was principal meaning cost
19 of service; is that right, charges for services as opposed to
20 penalties for late payments etc.? Did you ever provide them with
21 an account history that would look like the one that's in SBG's
22 Fairmount first binder? I have it on page 501, and I'm going to
23 show it to you. This is just one example.

24 I'm sure that documents of this nature are
25 repeated many times over in these documents that we are reviewing

1 today, but was something like this ever presented to SBG?

2 THE WITNESS: I'm going to say yes. If they were
3 inquiring about a specific account, this would have been the type
4 of transaction history that would have been printed out of the
5 system and could have been sent to them.

6 JUDGE VERO: Do you recall ever sending them
7 something like this, you personally?

8 THE WITNESS: Me personally do I recall? No.

9 JUDGE VERO: Okay. All right. I pose the same
10 question a different way. Do you recall them coming to you with
11 a document that's similar to this one and say can you explain how
12 payments are applied using a document that looks like this maybe
13 sent to them from someone else not by you?

14 THE WITNESS: Someone else could have sent it.
15 They could have gotten it.

16 JUDGE VERO: Mm-hmm.

17 THE WITNESS: They could have presented it to me,
18 and I could have explained it.

19 JUDGE VERO: I understand but do you recall them
20 doing it?

21 THE WITNESS: I believe they did.

22 JUDGE VERO: Okay. All right.

23 THE WITNESS: Okay.

24 JUDGE VERO: Thank you.

25 MR. FARINAS: Your Honor, I do have one redirect.

1 JUDGE VERO: Yes. Go ahead.

2 MR. FARINAS: Thank you, Your Honor.

3 REDIRECT EXAMINATION

4 BY MR. FARINAS:

5 Q. Mr. Dunn, Her Honor showed to you this document which is a
6 PGW document which we use commonly in the context of complaints
7 in customer accounts. You said that you took spreadsheets to
8 your meeting?

9 A. Excel spreadsheets.

10 Q. And you said Excel spreadsheets?

11 A. Yes.

12 Q. They didn't look like this?

13 A. No.

14 Q. But they looked like accounting sheets that contained --
15 can you tell me the kind of information they contained?

16 A. Pretty much the same information you see on those sheets.
17 They were just presented in a little bit more graphic detail
18 because you don't see the total collection breakout on there.

19 Q. So you didn't just present them with bottom line
20 spreadsheets. You did provide them with information on payments?

21 A. It was itemized for the -- say a site. Let's use that for
22 an example.

23 Q. Mm-hmm.

24 A. We start with a site, and then we would go through for the
25 individual account numbers at the site which represents the meter

1 service address and the meter where the gas was billed from that
2 meter.

3 Q. And that information also included payments for the
4 account, whatever payments you had record for?

5 A. I don't know if it included all the payments at the time.
6 We may have just shown them the most current payments because of
7 the timing of it.

8 Q. So, if there were payments missing from whatever period
9 you had, they had an opportunity to say payment missing if they
10 felt there were?

11 A. Yes, they could have said that.

12 MR. FARINAS: Thank you. I have no further
13 questions.

14 JUDGE VERO: I have a question for the two
15 counsel in this case. I think we have seen the spreadsheet that
16 Mr. Dunn presented to SBG in that meeting in May of 2009, did we?

17 MR. FARINAS: (Indicating.)

18 JUDGE VERO: We haven't seen that spreadsheet?

19 MR. FARINAS: I don't think so.

20 JUDGE VERO: Okay. Then I'm mistaken. I was
21 referring to something else altogether. Then I am mistaken. I
22 do apologize. All right.

23 I think you, Ms. Boone, had another question?

24 MS. BOONE: Yes.

25 RECROSS-EXAMINATION

1 BY MS. BOONE:

2 Q. I just want to confirm your testimony. You said you don't
3 recall sending SBG something like the statement of accounts; is
4 that correct?

5 A. I don't recall?

6 Q. Yeah. That's what you said on direct -- on redirect.

7 A. I don't recall if I did.

8 Q. Okay. Thank you.

9 A. I may have.

10 Q. And, in terms of the information that you did receive and
11 the information that was exchanged at that meeting, whatever
12 information you provided when you left the meeting, did SBG say
13 we have no further questions?

14 A. No, they didn't say that.

15 Q. Did they say we think all of our payments have been
16 applied and accounted for?

17 A. No. I don't believe they said that either.

18 Q. And did, in fact, you leave the meeting thinking you
19 needed to investigate further the claims and questions and
20 inquiries of SBG?

21 A. Yes.

22 MS. BOONE: Thank you.

23 JUDGE VERO: Anything else?

24 MR. FARINAS: No.

25 JUDGE VERO: Okay. Are we done with Mr. Dunn --

1 THE WITNESS: You can say it, are you done with
2 Dunn?

3 (Laughter.)

4 MS. BOONE: Yes.

5 JUDGE VERO: -- for the duration of this
6 consolidated proceeding?

7 MR. FARINAS: Yes.

8 MS. BOONE: I have given Mr. Dunn a subpoena for
9 the 11th and 12th. He signed it received.

10 THE WITNESS: 11th and 12th? You stated to me
11 that it was for the 11th.

12 MS. BOONE: Well, it has those two days but --

13 THE WITNESS: I don't know if I can be available
14 those two days with my job.

15 MS. BOONE: We will certainly try to work with
16 you if one day is better than the other, but we just received
17 information from PGW as late as this Saturday which may have an
18 impact on the proceedings for the 11th and 12th. So that's why
19 we requested a subpoena for Mr. Dunn.

20 JUDGE VERO: All right. Can we get off the
21 record for a moment?

22 (Whereupon, a brief discussion was
23 held off the record.)

24 JUDGE VERO: While we were off the record, I
25 discussed with counsel the issue of the application for subpoena

1 that was submitted today by SBG counsel, Ms. Boone, in particular
2 the second paragraph of the subpoena which covers the information
3 that SBG is requesting Mr. Dunn to produce. And, since Mr. Dunn
4 is no longer with PGW, some of this information might not be
5 available to him; and both counsel and the parties are aware of
6 that.

7 So, Mr. Dunn, you are requested to do the best
8 with this information that you do possess either in your memory
9 or somewhere. Please do. If not, the agreement is that certain
10 information the parties requested is not in your possession.

11 THE WITNESS: Okay.

12 JUDGE VERO: All right. Is that all for Mr.
13 Dunn?

14 MR. FARINAS: I believe that's all.

15 JUDGE VERO: Okay. Mr. Dunn, you may step down,
16 and I believe that you are excused for the day. It's up to you
17 if you want to hang around or if you want to go.

18 THE WITNESS: I have a meeting, Your Honor, at
19 6:30 in the State of New Jersey.

20 JUDGE VERO: All right.

21 THE WITNESS: Thank you.

22 JUDGE VERO: You're very welcome.

23 (Witness excused.)

24 JUDGE VERO: All right. Ms. Boone, are you going
25 to call your next witness?

Exhibit Number	Transcript Page # (Line #)	Description	Bate Stamp Number
C	17(19)-18	Statement of Accts. From PGW to SBG	SBG_SIMON00022
R	50(11) 55(12)	Email from Gerald Clark to Phil Pulley Aug.24, 2011 Re: A corrected list of active liens.	PGW_CORR0025
R	56(19)-58	Chicago Title Insurance Company Title Information Bringdown addressed to Elkins Park Abstract.	PGW_CORR0031
R	58(17)- 59	Email from Phil Pulley to Gerald Clark Aug. 24, 2011 Re: An attachment that was sent.	PGW_CORR0030
R	*55-64 55(13) 59(29) 63(13) 64(12)	Email from Phil Pulley to Mr. Clark, and Mr. Higgins Aug. 24, 2011 Re: Out dated title searches and huge difference in amount, one is \$60,000.00 and Mike is \$250,000.00.	PGW_CORR0029
R	61(18)-62	List of Phil Pulley's properties on line 7 Colonial Garden, gas debt \$190,068.65.	PGW_CORR0028
R	67(8)-68	Email from Phil Pulley to Gerald Clark, Tammy Landman, Michael Higgins, Ted Savage, Mr. McCaffrey, and Lampert Aug. 25,2011 @12:12pm, had 2 attachments from title company.	PGW_CORR0028
R	69(3-25)	Email from Phil Pulley to Mr. Clark, Ms. Landman, Mr. Higgins, Mr. Savage Aug. 25, 2011 @ 2:13pm Re: A great conversation with Mr. Murray who's compiling info. for review.	PGW_CORR0030
R	70(2-11) 132(25)-133	Email from Mr. Savage to Phil Pulley Sept. 15,2011 @12:49pm Re: an acct.	PGW_CORR0036

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		summary for Colonial Garden and latest bill.	
R	70(12)-73	Attached doc. of the acct. breakdown, that was emailed to Mr. Savage Acct.6128000245 \$248,663.48.	PGW_CORR0037 PGW_CORR0038 PGW_CORR0039
R	74(2)-76	Specific Service Agreement of Acct. SA-4018739567	PGW_CORR0040
R	75(5)-76	Specific Service Agreement of Acct. SA-1375369694	PGW_CORR0047
R	74(10)	PGW Statement of Acct. 4018739567	PGW_CORR0046
R	77(23)-78	Email from Ted Savage to Phil Pulley Sept.15,2011 @12:53pm, telling him to contact him if he has questions regarding the acct. summary.	PGW_CORR0035
R	78(12)-79	Email from Phil Pulley to Mr. Savage Sept. 22,2011 @ 11:38am, Re: Scheduling a meeting to resolve the accts.	PGW_CORR0054
R	79(18)-80 87(5)-88	Email from Mr. Lampert to Phil Pulley Oct.13,2011 @ 12:01pm Re: Adjustment amount in question @ Colonial Garden.	PGW_CORR0062
C	81(4)-85 109(3)-110 118(20)-120	PGW Bill for acct. 6128000245 in the amount of \$21,409.99 from 12/31/04-3/02/05.	SBG_COLONIALGARDEN00089
R	87(23)-88 102(13)-103	Email from Ted Savage to Phil Pulley, Daniel McCaffrey, Mr. Murray Oct. 27, 2011 @ 9:33am, Re: An attached document answering questions from Eric. Also, information in the Statement of Acct. was contained in monthly 2005 bills.	PGW_CORR0066

R	89(12)-91 92(25) 102(13) 116(3) 119(21)	Colonial Garden Bill Explanation for acct. 6128000245, SA 4018739567/1375369694.	PGW_CORR0068
R	91(15)- 92	Email from Randy Hollman to Ted Savage Oct.24, 2011 @ 10:36am, Re: 79 month of compounded interest which totaled \$642.60.	PGW_CORR0070
R	93(10)-94 101(13)	Email from Ted Savage to Mr. Murray Nov.4, 2011 @10:32am Re: A check that was overnighted to Mr. Clark in the amount of \$248,633.48	PGW_CORR0069
R	95(15)-98 103(11)-104	Email from Mr. Holman to Mr. Murray Oct. 18, 2011 @4:16pm Re: Removal of meter for SA ID# 1375369694. No bill was generated when new meter#1987516 was installed but actual usage was recording	PGW_CORR0064 PGW_CORR0065
C	103(20)	Non-Residential Post Termination Notice Acct. # 736586029	SBG_CORRESPONDENCE00091
C	107(9)-110 118(20)-121	Non-Residential Post Termination Notice Acct. #612167092	SBG_CORRESPONDENCE00089
C	137(15)-138	Title report showing a list of gas service claims of liens	SBG_COLONIALGARDEN00142
C	138(24)-139 148(11)	Printout from the civil docket website which has the docket number 120130680	SBG_COLONIALGARDEN00140 SBG_COLONIALGARDEN00141
C	*147-151 147(23) 149(10) 150(8) 151(1)	SBG Colonial Garden Reality LP C-2012-2304183	SBG_COLONIALGARDEN00039
C	148(11-22)-149	Complaint filed by SBG for Acct. 0061-2800-0245	SBS_COLONIALGARDEN00001 SBG_COLONIALGARDEN00002 SBG_COLONIALGARDEN00003

			SBG_COLONIALGARDEN00004
C	148(20)- 149	A list of acct. disputes totaling \$15,642.60	SBG_COLONIALGARDEN00029
C	149(18)-149	A letter from PGW Re: SBG Management Services vs. PGW, Docket No. C-2012-2304183, dated June 25,2012	SBG_COLONIALGARDEN00032
C	152(4)-153	Specific Service Agreement Statement of Acct. SA-1375369694 acct. 6128000245	SBG_COLONIALGARDEN00062
C	154(13)-156 187(19)-189 191(11)	SBG Colonial Garden Reality LP C-2012-2304183	SBG_COLONIALGARDEN00137
C	165(24)-171 174(23)-175 184(12)-186 195(13)	SBG Management's list of acct. 6128000245 with SA# 1375369694 Meter# 1987516	SBG_COLONIALGARDEN00078
C	172(17)-173 178(24)	SBG Management's list of acct. 6128000245, SA# 4018739567 Meter# 190643/2115477	SBG_COLONIALGARDEN00083
C	173(24)-174	Doc. prepared by SBG, Acct.6128000245 SAID# 144725680 Meter # 1987516	SBG_COLONIALGARDEN00150
C	174(19)-179	Doc. prepared by SBG, Acct. 6128000245 SAID# 1895894961 Meter# 2115477	SBG_COLONIALGARDEN00151
C	186(11) 195(20)-200	Doc. prepared by SBG, Acct. 6128000245 SAID# 1375369694 Meter# 1987516	SBG_COLONIALGARDEN00082
C	186(24)	Doc. prepared by SBG, Acct. 6128000245 SAID# 1375369694 Meter#1987516	SBG_COLONIALGARDEN00079
C	186(24)	Doc. prepared by SBG, Acct. 6128000245 SAID# 1375369694 Meter# 1987516	SBG_COLONIALGARDEN00080
C	186(25) 191(25)	Doc. prepared by SBG, Acct. 6128000245 SAID# 1375369694 Meter#1987516	SBG_COLONIALGARDEN00081

C	187(3)-189	Doc. prepared by SBG, Acct. 6128000245 SAID# 4018739567 Meter#1906431	SBG_COLONIALGARDEN00083
C	187(8)	Doc. prepared by SBG, Acct. 6128000245 SAID# 4018739567 Meter#1906431	SBG_COLONIALGARDEN00084
C	187(8) 199(12)	Doc. prepared by SBG, Acct. 6128000245 SAID# 4018739567 Meter#1906431	SBG_COLONIALGARDEN00085
C	189(7) 192(9) 197(1)	Doc. prepared by SBG, Acct. 6128000245 SAID# 4018739567 Meter#1906431	SBG_COLONIALGARDEN00086
C	193(16)-194	Original Complaint section, page 44 #7	SBG_COLONIALGARDEN00044
C	197(16)	Doc. prepared by SBG, Acct. 6128000245 SAID# 1895894961 Meter#2115477	SBG_COLONIALGARDEN00151

SBG - Simon Garden Realty, LP
C-2012-2304324

PGW ACCOUNT #	CCP. DOCKET #	Customer of Record NAME	Disputed Lien Amount	DATES OF SERVICE	Bills Based Upon Actual Meter Read	Disputed period more than 4 years	Lien Status	
					Yes/No			
1	05-3954-7187	111231528	SIMON GARDEN	\$8,231.17	8/29/00 thru 12/30/11	yes		U
2	05-3954-7188	111231527	SIMON GARDEN	\$11,687.21	8/29/00 thru 12/30/12	yes		U
3	05-3954-7189	111231528	SIMON GARDEN	\$5,971.24	8/29/00 thru 12/30/13	yes		U
4	05-3954-7190	111231523	SIMON GARDEN	\$599.10	8/29/00 thru 12/30/14	yes		U
5	05-3954-7191	111030830	SIMON GARDEN	\$43,254.05	8/29/00 thru 10/12/11	yes		U
6	05-3954-7192	111030829	SIMON GARDEN	\$7,488.02	8/29/00 thru 10/12/11	yes		U
7	05-3954-7193	110830058	SIMON GARDEN	\$12,457.30	8/29/00 thru 8/10/11 <i>Wrong Docket #</i>	yes		U
8	05-3954-7194	110831157	SIMON GARDEN	\$2,795.44	8/29/00 thru 8/10/11	yes		U
9	05-3954-7195	110731730	SIMON GARDEN	\$5,458.51	8/29/00 thru 7/20/11	yes		U
10	05-3954-7196	100531542	SIMON GARDEN	\$82,896.78	8/29/00 thru 5/14/10	yes		U
11	05-3954-7197	111030879	SIMON GARDEN	\$105,338.21	8/29/00 thru 10/12/11	yes		U
12	05-3954-7198	110831159	SIMON GARDEN	\$2,589.08	8/29/00 thru 8/10/11	yes		U
13	05-3954-7199	110731731	SIMON GARDEN	\$5,792.48	8/29/00 thru 7/20/11	yes		U
14	05-3954-7200	110830243	SIMON GARDEN	\$40,714.25	8/29/11 thru 6/2/11	yes		U
15	05-3954-7201	110830244	SIMON GARDEN	\$45,849.98	8/29/11 thru 6/2/11	yes		U
16	05-3954-7202	110532638	SIMON GARDEN	\$140,489.15	8/29/00 thru 5/27/11	yes		U
17	05-3954-7203	100632426	SIMON GARDEN	147,576.01	8/29/00 thru 6/22/10	yes		U
18	05-3954-7204	100632366	SIMON GARDEN	\$75,968.05	8/29/00 thru 6/19/00	yes		U
19	05-3954-7205	100632367	SIMON GARDEN	\$202,746.97	8/29/00 thru 6/19/00	yes		U

CCP - Common Pleas Court of Philadelphia County Docket Number for Lien filing

Lien Status- S- Satisfied, V- Vacated, U- Unsatisfied

Account #'s are incorrect

Σ = 1,093,370.15

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8/24/11 referencing

Savage III, Ralph T

From: Phil Pulley [phil@sbgmanagement.com]
Sent: Wednesday, August 24, 2011 3:37 PM
To: Clark, Gerald T.; Michael Higgins
Cc: Catherine Marriott; Eric Lampert; Kerry Schuman; Landman, Tammy V.; Savage III, Ralph T
Subject: Colonial Garden

mtg request 5.

Attachments: PGW2.doc; PGW.htm

My e-mail attached



PGW2.doc (25 KB)
PGW.htm (2 KB)

Mike

See the attached from Gerald Clarke Senior Attorney at PGW. He says your title searches are out of date? But his numbers are \$60,000 more than Ted Savage with PGW who gave us numbers two weeks ago. Your number is \$250,000 more than their number. I don't know who to believe.

Phil

-----Original Message-----

From: Clark, Gerald T. [mailto:Gerald.Clark@pgworks.com]
Sent: Wednesday, August 24, 2011 3:20 PM
To: Phil Pulley
Subject: RE: scan

Here is the correct list of active liens. You may want to talk to whomever supplied the title report because there is some out of date information.

Lien Docket Vacated

091231033 \$86,062.14 vacated August 4, 2011
090635842 \$135,983.18 vacated August 26, 2009

Lien Dockets Active

091231034 \$85,104.42
100131129 \$ 6,180.72
101135002 \$44,238.50
110232566 \$50,463.29
110831155 \$47,171.25
110831156 \$11,587.13

TOTAL: \$244,745.31

-----Original Message-----

From: Phil Pulley [mailto:phil@sbgmanagement.com]
Sent: Wednesday, August 24, 2011 2:59 PM
To: Clark, Gerald T.
Subject: FW: scan

See attached

-----Original Message-----

From: administrator@sbgmanagement.com
[mailto:administrator@sbgmanagement.com]
Sent: Wednesday, August 24, 2011 9:38 AM
To: Phil Pulley
Subject: scan

**Schedule B Section 1
Requirements continued**

11. Satisfactory evidence should be provided that improvements and/or repairs or alterations thereto are completed; that contractor, sub-contractors, labor and materialmen are all paid; and have released of record all liens or notice of intent to perfect a lien for labor material.
12. Company assumes no liability as to water usage unless an update and current water meter reading is produced at settlement.
13. Certification to be obtained from PGW as to amounts due for gas service to the subject property.
14. Current year's taxes, if unpaid, are delinquent after March 30th and additional penalty and interest will be due.
15. TAXES:
Assessed as 5427 Wayne Avenue
BRT Tax No. 88-1-0615-00; 12-4-1138-00.
Produce receipts for the years 2010 and 2011.
2011 Assessment \$284,160.00.
16. CURRENT WATER AND SEWER RENTS:
Billed as 5427 Wayne Avenue
Meter #1
Transaction Date 5/20/2011 to 6/21/2011 \$2,200.39 Estimated.(Plus Penalties If Any).
Total Balance Due \$38,978.52 (Plus Penalties If Any).
Possible excess water and sewer rents from 6/16/2011, the date of the last reading; billings since that time have been issued on estimated usage.
Water/Sewer Account Numbers: 000466541 (0358188005427002)

Meter #2
Ferrule drawn 4/21/1995
Water service may be shut off. Obtain reconnection charges from Water Revenue.
17. MECHANICS AND MUNICIPAL CLAIMS:
 - A. Liens have been filed on water and sewer rents which will be discharged upon payment of penalties and costs. Company assumes no liability for same if payment is not made.
 - B. December 2009 #31033, Gas Service Claim filed 12/17/2009 in the amount of \$66,062.14.
 - C. December 2009 #31034, Gas Service Claim filed 12/17/2009 in the amount of \$85,104.42.
 - D. January 2010 #31129, Gas Service Claim filed 1/27/2010 in the amount of \$6,180.72.
 - E. November 2010 #35002, Gas Service Claim filed 11/22/2010 in the amount of \$44,238.50.
 - F. June 2009 #35842, Gas Service Claim filed 6/26/2009 in the amount of \$131,983.18.
 - G. February 2011 #32566, Gas Service Claim filed 2/18/2011 in the amount of \$50,463.29.
18. MORTGAGES:
 - A. Amount: \$1,900,000.00
Mortgagor: Colonial Garden Realty Co., L.P.
Commitment

more than their number. I don't know who to believe.

Phil

-----Original Message-----

From: Clark, Gerald T. [mailto:Gerald.Clark@pgworks.com]

Sent: Wednesday, August 24, 2011 3:20 PM

To: Phil Pulley

Subject: RE: scan

Here is the correct list of active liens. You may want to talk to whomever supplied the title report because there is some out of date information.

Lien Docket Vacated

091231033	\$66,062.14	vacated August 4, 2011
090635842	\$135,983.18	vacated August 26, 2009

Lien Dockets Active

091231034	\$85,104.42
100131129	\$ 6,180.72
101135002	\$44,238.50
110232566	\$50,463.29
110831155	\$47,171.25
110831156	\$11,587.13

TOTAL: \$244,745.31

-----Original Message-----

From: Phil Pulley [mailto:phil@sbgmanagement.com]

Sent: Wednesday, August 24, 2011 2:59 PM

To: Clark, Gerald T.

Subject: FW: scan

See attached

-----Original Message-----

From: administrator@sbgmanagement.com

[mailto:administrator@sbgmanagement.com]

Sent: Wednesday, August 24, 2011 9:38 AM

To: Phil Pulley

Subject: scan

Please open the attached document.

This document was sent to you using an HP Digital Sender.

Sent by: <administrator@sbgmanagement.com>

Number of pages: 1

Document type: B/W Document

Attachment File Format: Adobe PDF

To view this document you need to use the Adobe Acrobat Reader.

For free copy of the Acrobat reader please visit:

<http://www.adobe.com>

For more information on the HP Digital Sender please visit:

8/25/11

Savage III, Ralph T

From: Phil Pulley [phil@sbgmanagement.com]
Sent: Thursday, August 25, 2011 12:12 PM
To: Clark, Gerald T.; Landman, Tammy V.; Michael Higgins; Savage III, Ralph T
Cc: Daniel McCaffery; Eric Lampert
Subject: FW: Colonial Garden

Attachments: Colonial Garden gas liens.pdf; Colonial Garden bringdown.pdf



Colonial Garden Colonial Garden
gas liens.pdf ... bringdown.pdf ...

Frustration from Pulley

Mike

I don't know what to say. I speak to PGW they tell me one thing their emails say something else. Every body has a different story. We feel we owe them \$116K. They have over \$450K worth of liens. I can't talk to any one, I can't resolve anything at this point I think I am going to have to get Dan McCaffery back involved and sue them.

It has been years of just waiting for an accounting from them that they have never produced. They make me out to be a bad guy they need to look in the mirror. I have retained bankruptcy counsel let them explain it to a Federal Judge why they can produce a break down in 5 years. How will it look when I call Hyman as a witness and PGW couldn't produce an accounting for someone who used to be on the gas commission?

I am beyond frustration.

Phil

-----Original Message-----

From: Michael Higgins [mailto:MikeH@granorprice.com]
Sent: Thursday, August 25, 2011 11:50 AM
To: Phil Pulley
Subject: RE: Colonial Garden

I have attached the bring down showing 2 more gas liens along with the original filings from my title if this is of any help.

-----Original Message-----

From: Phil Pulley [mailto:phil@sbgmanagement.com]
Sent: Thursday, August 25, 2011 11:34 AM
To: Clark, Gerald T.; Michael Higgins
Cc: Catherine Marriott; Eric Lampert; Kerry Schuman; Tammy.landman@pgworks.com; Savage III, Ralph T
Subject: RE: Colonial Garden

Mr Murray

Can you please call me re this matter? 215-669-2658. Time is of the essences.

Thank you,
Phil

-----Original Message-----

From: Phil Pulley
Sent: Wednesday, August 24, 2011 3:37 PM
To: 'Clark, Gerald T.'; 'Michael Higgins'
Cc: 'Catherine Marriott'; Eric Lampert; 'Kerry Schuman'; 'Tammy.landman@pgworks.com'; 'Savage III, Ralph T'
Subject: Colonial Garden

Mike

See the attached from Gerald Clarke Senior Attorney at PGW. He says your title searches are out of date? But his numbers are \$60,000 more than Ted Savage with PGW who gave us numbers two weeks ago. Your number is \$250,000

Phil Pulley Properties

1.	<u>Fairmount Realty Company LP</u>	
	Gas Debt	<u>\$338,670.60</u>
	Liens	\$287,157.61
2.	<u>Elrae Garden Realty Company LP</u>	
	Gas Debt	<u>\$31,107.07</u>
	Liens	\$31,107.07
3.	<u>Marshall Square Realty Company LP</u>	
	Gas Debt	<u>\$121,108.37</u>
	Liens	\$121,108.37
4.	<u>Elrae Garden Realty Company LP</u>	
	Gas Debt	<u>\$73,431.13</u>
	Liens	\$75,204.81
5.	<u>Oak Lane Realty Company LP</u>	
	Gas Debt	<u>\$18,711.05</u>
	Liens	\$0
6.	<u>Marchwood Realty Company LP</u>	
	Gas Debt	<u>\$17,376.58</u>
	Liens	\$29,926.07
7.	<u>Colonial Garden Realty Company LP</u>	
	Gas Debt 1	<u>\$190,068.65</u>
	Liens	\$185,959.93
8.	<u>Dorsett Court Realty Company LP</u>	
	Gas Debt	<u>\$7,504.00</u>
	Liens	\$5,425.89
9.	<u>Fern Rock Gardens Realty Company LP</u>	
	Gas Debt	<u>\$64,892.94</u>
	Liens	\$42,630.48
10.	<u>Simon Garden Realty Company LP</u>	
	Gas Debt	<u>\$685,799.76</u>
	Liens	\$980,124.10
11.	<u>Admiral Court Realty Company LP</u>	
	Gas Debt	<u>\$14,990.90</u>
	Liens	\$14,102.66

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8/25/11

Savage III, Ralph T

From: Phil Pulley [phil@sbgmanagement.com]
Sent: Thursday, August 25, 2011 2:13 PM
To: Clark, Gerald T.; Landman, Tammy V.; Michael Higgins; Savage III, Ralph T
Cc: Daniel McCaffery; Eric Lampert
Subject: RE: Colonial Garden

Just shared a great conversation with Dan Murray he is compiling the information for review at this time.

-----Original Message-----

From: Phil Pulley
Sent: Thursday, August 25, 2011 12:12 PM
To: 'Clark, Gerald T.'; 'Tammy.landman@pgworks.com'; 'Michael Higgins'; 'Savage III, Ralph T'
Cc: 'Daniel McCaffery'; Eric Lampert
Subject: FW: Colonial Garden

Mike

I don't know what to say. I speak to PGW they tell me one thing their emails say something else. Every body has a different story. We feel we owe them \$116K. They have over \$450K worth of liens. I can't talk to any one, I can't resolve anything at this point I think I am going to have to get Dan McCaffery back involved and sue them.

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I am beyond frustration.

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Sent: Thursday, August 25, 2011 11:50 AM
To: Phil Pulley
Subject: RE: Colonial Garden

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Mr Murray

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Sent: Wednesday, August 24, 2011 3:37 PM
To: 'Clark, Gerald T.'; 'Michael Higgins'
Cc: 'Catherine Marriott'; Eric Lampert; 'Kerry Schuman'; 'Tammy.landman@pgworks.com'; 'Savage III, Ralph T'
Subject: Colonial Garden

Savage III, Ralph T

From: Savage III, Ralph T
Sent: Thursday, September 15, 2011 12:49 PM
To: 'phil@sbgmanagement.com'
Cc: Murray, Daniel P.; Clark, Gerald T.
Subject: Colonial Garden Info

Attachments: Colonial Garden Bill_9-11pdf.pdf; Colonial Garden 9-14-11.pdf



Colonial Garden Colonial Garden
Bill_9-11pdf.p... 9-14-11.pdf (7...

Phil,

Attached please find the account summary information for Colonial Gardens as well as a copy of the latest bill.

If you have any legal inquiries please forward them to our attorney Gerald Clark at 215-684-6642.

Regards
TED SAVAGE

R. Theodore Savage
Director, Commercial Resource Center
800-3 W. Montgomery Ave.
Philadelphia, PA 19122
Ph: (215) 684-6429
Fax: (215) 684-6986

R. Theodore Savage
Director, Commercial Resource Center
800-3 W. Montgomery Ave.
Philadelphia, PA 19122
Ph: (215) 684-6429
Fax: (215) 684-6986

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

Page: 1 of 3
Billing Date: 09/03/11
Account Number: 6128000245

MONTHLY STATEMENT

From 08/02/11 thru 08/31/11
Billing Cycle Number: 02

Account for:
Colonial Gardens
c/o SBG Mgmt Co.
PO BOX 549
ABINGTON PA 19001

Billing Summary

Past Due Amount \$244,771.81
Adjustments \$2,539.44
Current Charges \$1,352.23

Total Amount Due By
Sep 28, 2011 **\$248,663.48**

GENERAL INFORMATION

CONTACT US

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

Web Site - www.pgworks.com

CUSTOMER SERVICE CENTERS

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

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

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

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

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

Account Number: 6128000245
Due Date: Sep 28, 2011
Please Pay: \$248,663.48

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

Amount Enclosed:

Colonial Gardens
c/o SBG Mgmt Co.
PO BOX 549
ABINGTON PA 19001

Philadelphia Gas Works
P.O. Box 11700
Newark, NJ 07101-4700

0061280002458000000248663488

Colonial Gardens
 c/o SBG Mgmt Co.
 PO BOX 549
 ABINGTON PA 19001

Page: 2 of 3
 Billing Date: 09/03/11
 Account Number: 6128000245

Account Summary	Balance Forward	Payments Received	Balance Forward	Payments Received	Current Charges	Current Credits
	\$244,771.81	\$0.00	\$244,771.81	\$2,539.44	\$1,352.23	\$248,663.48

Current Basic Charges

SA ID# 1375369694, 5425-7 WAYNE AVE, M1
 Rate Class: General Service Commercial

Supply Charges

Commodity Charge 545 Ccf @ \$0.65728 \$358.22

Total Supply Charges \$358.22

Delivery Charges

Customer Charge @ \$18.00 \$18.00

Waive Customer Charge \$18.00 CR

Distribution Charge 545 Ccf @ \$0.77884 \$424.47

Gas Cost Adjustment @ -\$0.04798 \$26.15 CR

Total Delivery Charges \$398.32

CITY SALES TAX 1% OF \$756.54 \$7.57

STATE/CITY SALES TAX 7% OF \$756.54 \$52.96

Total Current Billing Charges \$817.07

SA ID# 4018739567, 5425-7 WAYNE AVE, M2
 Rate Class: General Service Commercial

Supply Charges

Commodity Charge 344 Ccf @ \$0.65728 \$226.10

Total Supply Charges \$226.10

Delivery Charges

Customer Charge @ \$18.00 \$18.00

Distribution Charge 344 Ccf @ \$0.77884 \$267.92

Gas Cost Adjustment @ -\$0.04798 \$16.51 CR

Total Delivery Charges \$269.41

CITY SALES TAX 1% OF \$495.51 \$4.96

STATE/CITY SALES TAX 7% OF \$495.51 \$34.69

Total Current Billing Charges \$535.16

Current Charges For All SAs \$1,352.23

Adjustment Detail

Adjustments for SA ID # 1375369694

Late Payment Charge \$1,437.90

Adjustments for SA ID # 4018739567

Late Payment Charge \$1,101.54

Total Adjustments \$2,539.44

Colonial Gardens
 c/o SBG Mgmt Co.
 PO BOX 549
 ABINGTON PA 19001

Page: 3 of 3
 Billing Date: 09/03/11
 Account Number: 612B000245

Meter Detail Meter #: 1987516 Service Point: 9972613902 Next Meter Read: Oct 03, 2011
 Multiplier: 1.0000 Gas Pressure Factor: 1.000

08/02/2011	79069	Actual	08/31/2011	79614	Actual	545	545.00	1.017	554.26
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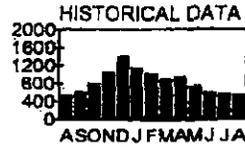
Meter Detail Meter #: 1906431 Service Point: 9972613903 Next Meter Read: Oct 03, 2011
 Multiplier: 1.0000 Gas Pressure Factor: 1.000

08/02/2011	90879	Actual	08/31/2011	91023	Actual	344	344.00	1.017	348.84
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Energy Usage Information

SA ID# 1375369694, 5425-7 WAYNE AVE, M1
 COMPARATIVE GAS USAGE THIS MONTH

	This Year	Last Year
Avg Daily Usage (Ccf)	19.0	18.0
Billing Days	29	30
Avg Daily Cost	\$28.18	\$27.76



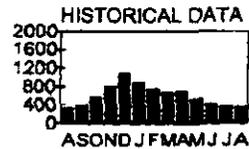
LAST 12 MONTHS
 Total Ccf 10362.00
 Avg Ccf 863.50

Actual
 Estimated

Energy Usage Information

SA ID# 4018739567, 5425-7 WAYNE AVE, M2
 COMPARATIVE GAS USAGE THIS MONTH

	This Year	Last Year
Avg Daily Usage (Ccf)	12.0	11.0
Billing Days	29	30
Avg Daily Cost	\$18.45	\$17.47



LAST 12 MONTHS
 Total Ccf 7433.00
 Avg Ccf 619.42

Actual
 Estimated

Message Center

Effective Sept. 1, 2011 PGW rates have changed. Commodity Charge decreased to \$0.62776 per CCF. Gas Cost Adjustment increased to \$(0.02182). Distribution Charge decreased to \$0.74475. The changes will decrease the typical Commercial heating bill by about \$148.68 a year.

Effective Sept. 1, 2011 PGW rates have changed. Commodity Charge decreased to \$0.62776 per CCF. Gas Cost Adjustment increased to \$(0.02182). Distribution Charge decreased to \$0.74475. The changes will decrease the typical Commercial heating bill by about \$148.68 a year.

Two SAs

Specific Service Agreement Statement of Account SA- 4018739567

Customer Name	From Date	To Date
COLONIAL GARDEN REALTY CO	7/1/2004	8/26/2011

Service address	Account Number	SA Number	Meter	Rate
5425-7 WAYNE AVE Apt M2 PHIL, PA 19144	612800245	4018739567	1906431	GS

STATEMENT

Transaction Date	Type	Reading	Reading Code	# of Days	CCF Usage	Average CCF/Days	Heating DDD's	Payment Type	Due Date	Transaction Amount	Current Balance	Actual Balance
07/22/2004	LPC					0.00				\$29.81	\$2,003.81	\$2,003.81
07/22/2004	BILL	41292	R	29	519	17.90	11		08/16/2004	\$789.83	\$2,803.64	\$2,803.64
08/16/2004	PAY					0.00		Check		(\$1,974.20)	\$829.44	\$829.44
08/16/2004	PAY					0.00		Check		(\$829.44)	\$0.00	\$0.00
08/20/2004	BILL	41799	R	32	507	15.84	0		09/15/2004	\$781.77	\$781.77	\$781.77
08/22/2004	LPC					0.00				\$11.72	\$793.49	\$793.49
09/22/2004	BILL	42438	R	30	639	21.30	0		10/15/2004	\$980.60	\$1,774.09	\$1,774.09
09/29/2004	PAY					0.00		Check		(\$781.77)	\$992.32	\$992.32
10/11/2004	PAY					0.00		Check		(\$992.32)	\$0.00	\$0.00
10/21/2004	BILL	43066	R	30	628	20.93	11		11/16/2004	\$972.95	\$972.95	\$972.95
11/10/2004	PAY					0.00		Check		(\$972.95)	\$0.00	\$0.00
11/20/2004	BILL	43759	R	31	693	22.36	275		12/15/2004	\$1,071.85	\$1,071.85	\$1,071.85
12/20/2004	PAY					0.00		Check		(\$1,071.85)	\$0.00	\$0.00
12/20/2004	BILL	44457	R	30	698	23.27	515		01/14/2005	\$1,083.19	\$1,083.19	\$1,083.19
01/21/2005	LPC					0.00				\$16.24	\$1,099.43	\$1,099.43
01/21/2005	BILL	45236	R	30	779	25.97	823		02/16/2005	\$1,334.88	\$2,434.31	\$2,434.31
02/01/2005	PAY					0.00		Check		(\$1,083.19)	\$1,351.12	\$1,351.12
03/03/2005	LPC					0.00				\$20.28	\$1,371.38	\$1,371.38
03/03/2005	BILL	47033	R	81	1797	28.46	1889		03/29/2005	\$3,082.12	\$4,433.50	\$4,433.50
03/18/2005	PAY					0.00		Check		(\$127.04)	\$4,306.46	\$4,306.46
04/04/2005	LPC					0.00				\$64.89	\$4,371.05	\$4,371.05
04/04/2005	BILL	47732	R	30	699	23.30	727		04/27/2005	\$1,088.05	\$5,457.10	\$5,457.10

Specific Service Agreement Statement of Account SA- 1375368694

Customer Name	From Date	To Date
COLONIAL GARDEN REALTY CO	7/1/2004	8/26/2011

Service address	Account Number	SA Number	Meter	Rate
6425-7 WAYNE AVE Apt M1 PHIL, PA 19144	6128000245	1375368694	1987516	GS

STATEMENT

Transaction Date	Type	Reading	Reading Code	# of Days	CCF Usage	Average CCF/Days	Heating DDD's	Payment Type	Due Date	Transaction Amount	Current Balance	Actual Balance
02/18/2005	BILL					0.00				\$0.00	\$0.00	\$0.00
02/18/2005	BILL					0.00				\$0.00	\$0.00	\$0.00
02/18/2005	BILL					0.00				\$0.00	\$0.00	\$0.00
02/18/2005	BILL					0.00				\$0.00	\$0.00	\$0.00
02/18/2005	BILL					0.00				\$0.00	\$0.00	\$0.00
02/18/2005	BILL					0.00				\$0.00	\$0.00	\$0.00
02/18/2005	BILL					0.00				\$0.00	\$0.00	\$0.00
02/18/2005	BILL					0.00				\$0.00	\$0.00	\$0.00
02/18/2005	BILL					0.00				\$0.00	\$0.00	\$0.00
02/18/2005	BILL	7145	R	30	222	7.4			03/16/2005	\$311.52	\$311.52	\$311.52
02/18/2005	BILL	8093	R	29	948	32.69			03/16/2005	\$1,360.47	\$1,671.99	\$1,671.99
02/18/2005	BILL	9934	R	30	1841	29.69			03/16/2005	\$2,648.09	\$4,318.08	\$4,318.08
02/18/2005	BILL	10808	R	29	675	23.28	11		03/16/2005	\$1,015.19	\$5,333.27	\$5,333.27
02/18/2005	BILL	11288	R	32	877	21.16	0		03/16/2005	\$1,018.19	\$6,351.46	\$6,351.46
02/18/2005	BILL	12056	R	30	770	25.67	0		03/16/2005	\$1,158.42	\$7,509.88	\$7,509.88
02/18/2005	BILL	12823	R	30	787	26.57	11		03/16/2005	\$1,164.78	\$8,674.64	\$8,674.64
02/18/2005	BILL	13703	R	31	880	28.39	275		03/16/2005	\$1,338.37	\$10,011.01	\$10,011.01
02/18/2005	BILL	14585	R	30	982	28.40	815		03/16/2005	\$1,344.42	\$11,355.43	\$11,355.43
02/18/2005	BILL	15570	R	30	985	32.83	823		03/16/2005	\$1,853.52	\$13,018.95	\$13,018.95
03/03/2005	LPC					0.00				\$195.28	\$13,214.23	\$13,214.23
03/03/2005	BILL	17806	R	61	2236	36.66	1869		03/28/2005	\$3,782.26	\$16,976.49	\$16,976.49
03/16/2005	PAY					0.00		Check		(\$1,224.08)	\$15,752.41	\$15,752.41

Transaction Date	Type	Reading	Reading Code	# of Days	CCF Usage	Average CCF/Days	Heating DDD's	Payment Type	Due Date	Transaction Amount	Current Balance	Actual Balance
04/04/2011	LPC					0.00				\$1,040.11	\$97,882.62	\$97,882.62
04/04/2011	BILL	86707	R	28	667	23.48	663		04/28/2011	\$1,024.94	\$98,887.56	\$98,887.56
05/04/2011	LPC					0.00				\$1,056.49	\$99,943.05	\$99,943.05
05/04/2011	BILL	88386	R	32	688	21.50	284		05/27/2011	\$1,072.38	\$101,015.43	\$101,015.43
06/03/2011	LPC					0.00				\$1,071.67	\$102,087.00	\$102,087.00
06/03/2011	BILL	89988	R	30	613	17.10	44		06/28/2011	\$803.48	\$102,890.48	\$102,890.48
07/06/2011	LPC					0.00				\$1,083.82	\$103,974.10	\$103,974.10
07/06/2011	BILL	90314	R	29	406	14.00	0		07/28/2011	\$628.12	\$104,602.22	\$104,602.22
08/03/2011	LPC					0.00				\$1,093.04	\$105,695.26	\$105,695.26
08/09/2011	BILL	90879	R	32	365	11.41	0		08/26/2011	\$566.86	\$106,261.82	\$106,261.82

9/15/12

Savage III, Ralph T

From: Phil Pulley [phil@sbgmanagement.com]
Sent: Thursday, September 15, 2011 1:08 PM
To: Savage III, Ralph T
Cc: Murray, Daniel P.; Clark, Gerald T.
Subject: RE: Colonial Garden Info

Mailed requested info.

Thank you

-----Original Message-----

From: Savage III, Ralph T [mailto:Theodore.Savage@pgworks.com]
Sent: Thursday, September 15, 2011 12:53 PM
To: Phil Pulley
Cc: Murray, Daniel P.; Clark, Gerald T.
Subject: FW: Colonial Garden Info

Phil,
You can contact me with any questions you may have regarding the account summary information.

TED

R. Theodore Savage
Director, Commercial Resource Center
800-3 W. Montgomery Ave.
Philadelphia, PA 19122
Ph: (215) 684-6429
Fax: (215) 684-6986

-----Original Message-----

From: Savage III, Ralph T
Sent: Thursday, September 15, 2011 12:49 PM
To: 'phil@sbgmanagement.com'
Cc: Murray, Daniel P.; Clark, Gerald T.
Subject: Colonial Garden Info

Phil,
Attached please find the account summary information for Colonial Gardens as well as a copy of the latest bill.

If you have any legal inquiries please forward them to our attorney Gerald Clark at 215-684-6642.

Regards
TED SAVAGE

R. Theodore Savage
Director, Commercial Resource Center
800-3 W. Montgomery Ave.
Philadelphia, PA 19122
Ph: (215) 684-6429
Fax: (215) 684-6986

R. Theodore Savage
Director, Commercial Resource Center
800-3 W. Montgomery Ave.
Philadelphia, PA 19122
Ph: (215) 684-6429
Fax: (215) 684-6986

9/22/11

Savage III, Ralph T

From: Phil Pulley [phil@sbgmanagement.com]
Sent: Thursday, September 22, 2011 11:38 AM
To: Savage III, Ralph T
Cc: Murray, Daniel P.; Clark, Gerald T.; Daniel McCaffery, Eric Lampert
Subject: Colonial Garden Info

MAKES NO SENSE

We have reviewed the schedule provided

It makes no sense

Can we meet next Thursday or Friday to review?

Can we please have the decision makers at the meeting in a hope to resolve this account?

I don't think we need counsel at the meeting

Phil

-----Original Message-----

From: Savage III, Ralph T [mailto:Theodore.Savage@pgworks.com]
Sent: Thursday, September 15, 2011 12:53 PM
To: Phil Pulley
Cc: Murray, Daniel P.; Clark, Gerald T.
Subject: FW: Colonial Garden Info

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TED

R. Theodore Savage
Director, Commercial Resource Center
800-3 W. Montgomery Ave.
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Ph: (215) 684-6429
Fax: (215) 684-6986

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Cc: Murray, Daniel P.; Clark, Gerald T.
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Regards
TED SAVAGE

R. Theodore Savage
Director, Commercial Resource Center
800-3 W. Montgomery Ave.
Philadelphia, PA 19122
Ph: (215) 684-6429
Fax: (215) 684-6986

10/13/11

Savage III, Ralph T

From: Phil Pulley [phil@sbgmanagement.com]
Sent: Thursday, October 13, 2011 12:15 PM
To: Daniel McCaffery; Murray, Daniel P.; Savage III, Ralph T
Cc: Clark, Gerald T.
Subject: FW: PGW COLONIAL
Attachments: COLPGWPRINTOUT.pdf; COLPGWSTMNT030305.pdf

**Lets take one bite at a time
 Lets start in the beginning**

Philip C. Pulley
 SBG Management Services, Inc.
 Philadelphia Revolution
 P.O. Box 549
 Abington PA 19001
 215.938.6665
 215.938.7613 fax
 Email: phil@sbgmanagement.com
 Web: www.sbgmanagement.com
 Web: www.philadelphiarevolution.net

PULLEY
 QUESTIONS

From: Eric Lampert
Sent: Thursday, October 13, 2011 12:01 PM
To: Phil Pulley
Cc: Eric Lampert
Subject: PGW COLONIAL

Phil

One of the issues, which never got answered, was, how does a "Past due Balance" of \$ 1,351.12, with a payment made of \$ 1,083.19, and adjustments added of \$ 215.54, and current charges added of \$ 6,824.38 = a balance due of \$ 21,409.99 (see copy of statement attached) It appears that they can have any numbers they want to appear on the bills without making any sense.

Also, upon review of the printouts from PGW, both printouts are the same account number (we only have 1 account), and there are 2 different SA#. one I can verify to the bill, the other shows 0 and the numerous postings on the same day totaling \$ 13,018.95, for the same period of the bill above, how is that possible.

Prior to this, they came out a few years ago and accused us of stealing gas and fixed the issue, at that point we paid all that was due, and were receiving actual bills, so why all of a sudden is there an adjustment, if they fixed the problem and we receiving bills for actual meter readings (and according to PGW reps, their meter readings are always correct)

06/26/2012

PGW_CORR0062

I have disputed bills in the past when we have received bills on actual readings (not estimates), and then all of a sudden, one month we get a bill for an extra ordinary amount and I question it. The reply I received is that "They have reviewed the account and the Meters are working and the Readings are correct", no explanation as to why, and if the meter readings were correct, why weren't the readings on the original bills correct, therefore there should be NO additional billings ? This has happened on more than one account.

See the attachments.

Eric Lampert

Page: 1 of 4
Billing Date: 03/03/05
Account Number: 9128000245

PHILADELPHIA GAS WORKS
660 W. MONTGOMERY AVENUE, PHILADELPHIA, PA 19102-0228

MONTHLY STATEMENT

From 12/31/04 thru 03/02/05 **2 months**
Billing Cycle Number: 02

Account for:
COLONIAL GARDEN REALTY CO
6425-7 WAYNE AVE
PHILADELPHIA PA 19144

Payments Summary
02/01/05 Check \$1,885.19
Billing Summary
Basic Bill Amount \$1,354.12
Adjustments \$215.54
Current Charges \$6,624.38

Total Amount Due By
Mar 29, 2005 **\$21,409.89**

\$8391.04

GENERAL INFORMATION

CONTACT US

Gas Leaks & Emergencies 215 235-1212
Billing & General Information 215 235-1000
Appliance Service 215 235-2050
Theft of Gas 215 694-8383
Foreign Language Assistance 215 235-1000
Hearing Impaired TTY Line 215 235-4548
Representantes Que Hablan Espanol 215 235-2175
Web Site - www.pgworks.com

CUSTOMER SERVICE CENTERS

(Hours 9 a.m. - 5 p.m.)
Center City 1437 Chestnut St. (M, T, TH, F)
Germaniown 210 W. Chatham Ave. (T, W, F)
S. Philadelphia 1601 S. Broad St. (M, W, TH)
Frankford 4410 Frankford Ave. (T, TH, F)
N. Philadelphia 1337 W. Erie Ave. (M, W, TH)
W. Philadelphia 5230 Chestnut St. (M, T, W, F)



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

Questions or comments about your bill? Please call us before the due date at 215-635-1000.
Or write to PGW P.O. Box 3853, Phila, PA 19125-0353

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

Account Number: 9128000245
Due Date: Mar 29, 2005
Please Pay: \$21,409.89

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

Amount Enclosed:

COLONIAL GARDEN REALTY CO
6425-7 WAYNE AVE
PHILADELPHIA PA 19144

Philadelphia Gas Works
P.O. Box 7766
Philadelphia, PA 19181-7766

006128000245800000021409992

C-2012-2304183
COLONIAL GARDEN

SBG_COLONIALGARDEN00089

Savage III, Ralph T

10/29/11

From: Savage III, Ralph T
Sent: Thursday, October 27, 2011 9:33 AM
To: 'Phil Pulley'; Daniel McCaffery; Murray, Daniel P.
Cc: Clark, Gerald T.
Subject: RE: PGW COLONIAL
Attachments: Colonial Bill Explanation_10-27-11.doc

ANSWERS

Phil,
Please review the attached document answering the questions from Eric. Gerald also mentioned that "the information in the spreadsheet (statement of account) was contained in the monthly 2005 bills and the bills sent upon a request from his office in 2007".

Please contact me if you any more questions.

Regards
TED SAVAGE

R. Theodore Savage
Director, Commercial Resource Center
800-3 W. Montgomery Ave.
Philadelphia, PA 19122
Ph: (215) 684-6429
Fax: (215) 684-6986

From: Phil Pulley [mailto:phil@sbgmanagement.com]
Sent: Thursday, October 13, 2011 12:15 PM
To: Daniel McCaffery; Murray, Daniel P.; Savage III, Ralph T
Cc: Clark, Gerald T.
Subject: FW: PGW COLONIAL

Lets take one bite at a time
Lets start in the beginning

Philip C. Pulley
SBG Management Services, Inc.
Philadelphia Revolution
P.O. Box 549
Abington PA 19001
215.938.6665
215.938.7613 fax
Email: phil@sbgmanagement.com
Web: www.sbgmanagement.com
Web: www.philadelphiarevolution.net

From: Eric Lampert
Sent: Thursday, October 13, 2011 12:01 PM

06/26/2012

Explanation

COLONIAL GARDEN BILL EXPLANATION:

This property has two meters under the same account number (6128000245). The meters are designated by SA number (4018739567 and 1375369694). It is standard practice in PGW that accounts with multiple SAs are combined on the same billing invoice.

After the meter by-pass behind the cinder block wall was found, the meter for SA ID # 1375369694 was removed. This by-pass allowed gas consumption that was unmetered. When the replacement meter # 1987516 was set, no bills were generated through the system due to a clerical error, however the meter was still recording actual gas consumption. After discovering this problem the account was corrected and a bill was generated based the recorded usage. Based on PGW records a bill transaction and meter reading history was faxed and mailed to the customer on 3/21/05.

Bill Date 1/21/05: SA ID #4018739567

- Current Bill amount (From 12/20/04 To 1/21/05) = \$1,334.88
- Prior Balance = \$1,083.19
- LPC assessed = \$16.24
- Total Amount Due = \$2,434.31
- Payment on 2/1/05 = \$1,083.19
- Balance = \$1,351.12

Bill Date 2/18/05: SA ID #1375369694 (replaced meter)

- Make-up Bill amount (From 4/19/03 To 2/18/05) = \$13,018.95

Bill Date 3/3/05: SA ID #4018739567 and SA ID #1375369694 combined on a single invoice SA ID #4018739567:

- Current Bill amount (From 1/21/05 To 3/3/05) = \$3,062.12
- Prior Balance = \$1,351.12
- LPC assessed = \$20.26
- Amount Due = \$4,433.50

SA ID #1375369694:

- Current Bill amount (From 2/18/05 To 3/3/05) = \$3,762.26
- Prior Balance = \$13,018.95
- LPC assessed = \$195.28 (this LPC was assessed in error; the compounded interest impact on the LPC is \$642.60; this amount will be credited back to the account)
- Amount Due = \$16,976.49
- Total Amount Due for both SAs = \$21,409.99

Savage III, Ralph T
From: Hollman Jr, Randy
Sent: Monday, October 24, 2011 10:36 AM
To: Savage III, Ralph T
Subject: Intrest on Colonial Garden lpc

*FORGAVE
LPC*

Ted,

Since the LPC was assessed in March 2005 and the account last billed on November 4, 2011, there were 79 months of compounded interest. The total bill resulting from the non-payment of this late charge is \$642.60. If you have any questions, please let me know.

Thanks,
Randy Hollman
Manager, Commercial Resource Center
Philadelphia Gas Works
800-3 W. Montgomery Ave.
Philadelphia, PA 19122
Office: 215-684-6450 | Fax: (215) 684-6986

Savage III, Ralph T

From: Murray, Daniel P.
Sent: Friday, November 04, 2011 10:34 AM
To: Savage III, Ralph T
Cc: Hollman Jr, Randy
Subject: Re:

Excellent, thanks!

----- Original Message -----

From: Savage III, Ralph T
Sent: Friday, November 04, 2011 10:32 AM
To: Murray, Daniel P.
Cc: Hollman Jr Randy
Subject:

Just an FYI. The check for Colonial Gardens (Pulley) foreclosure was over-nighted to Gerald Clark yesterday. The check should be in the amount of \$248,633.48 (approximately).

Once the check is posted to his account I will have the LPC that was in error credited back.

R. Theodore Savage
Director, Commercial Resource Center
800-3 W. Montgomery Ave.
Philadelphia, PA 19122
Ph: (215) 684-6429
Fax: (215) 684-6986

10/19/11

Savage III, Ralph T

From: Hollman Jr, Randy
Sent: Wednesday, October 19, 2011 12:03 PM
To: Hollman Jr, Randy; Murray, Daniel P.
Cc: Savage III, Ralph T
Subject: RE: Colonial Garden Bill explanation

After the make-up bill was issued on 3/3/05, the customer did pay current bills although consistently late (between 31 and 90 days after due date) up to March 2006.

From: Hollman Jr, Randy
Sent: Wednesday, October 19, 2011 8:43 AM
To: Murray, Daniel P.
Cc: Savage III, Ralph T
Subject: RE: Colonial Garden Bill explanation

According to the BCCS contacts, a bill transaction and meter reading history was faxed and mailed to the customer on 3/21/05. If there was payment arrangement offered for this, it was not documented in BCCS. I also was not able to find any documentation of a proactive communication to the customer regarding this situation. I do think that it is reasonable to guess that the customer was satisfied with the bill/meter read history as there are no BCCS contacts after 3/21/05 initiated by the customer.

From: Murray, Daniel P.
Sent: Tuesday, October 18, 2011 4:50 PM
To: Hollman Jr, Randy
Cc: Savage III, Ralph T
Subject: RE: Colonial Garden Bill explanation

Ouch...we didn't bill it for almost 2 years? Did we offer a payment arrangement? Do we know how this was communicated to the customer?

From: Hollman Jr, Randy
Sent: Tuesday, October 18, 2011 4:16 PM
To: Murray, Daniel P.
Cc: Savage III, Ralph T
Subject: FW: Colonial Garden Bill explanation

Answer to Polley Questions

Dan.

I initially wrote up the description below based on the discussion Ted and I had regarding this property. I wanted to review this with Ted prior to sending but he had to leave because his son was involved in an accident at his job which required him to be rushed to the hospital. I think it is reasonable to guess that Ted will not return from the hospital in time to review this today. Please see the response to the customer below.

After the by-pass behind the cinder block wall allowing unauthorized usage was found, the meter for SA ID # 1375369694 was removed. When meter # 1987516 was set no bills were generated through the system due to a clerical error, however the meter was recording actual usage. When

this problem was discovered, a bill was generated for the period of 4/19/03 – 2/18/05 in amount of \$13,018.95 for actual usage on this meter.

Based on PGW records a a bill transaction and meter reading history was faxed and mailed to the customer on 3/21/05.

As is normal with all PGW accounts, all SA's under one account are billed on the same invoice. Consequently both SA's current bill was combined on the invoice for 3/3/05.

SA ID 4018739567 had a balance of \$1,351.12 as of the prior billing on 2/1/05 and SA ID 1375369694 had a balance of \$13,018.95 which totals \$14,370.07. The adjustments on the invoice of \$215.54 are due to LPC's on each SA. The 3/3/05 bill for each SA (SA ID 1375369694 = \$3762.26 and SA ID 4018739567 = \$3062.12) combines to \$6824.38 which would have brought the total balance due to \$21,409.99.

Please let me know if the description above works for you? If you have any questions, let me know.

Thanks,
Randy

PGW Non-Residential POST TERMINATION NOTICE

Customer Name: S B G MANAGEMENT
 Address: 641 N MARSHALL ST,14/PHILA,PA 19123-2709
 Account Number: 736586029
 USA Number: 6644708295
 Meter Number: 1730429

WE SHUT OFF YOUR GAS SERVICE ON _____ BECAUSE YOU DID NOT PAY YOUR PAST DUE GAS BILL.

To have your service turned on, you must pay all overdue bills plus the reconnection fee, a security deposit equal to two times the average usage and a \$372.00 dig charge if PGW had to dig up the street to shut off the service.

Past Due Amount:	\$	468.30
Reconnection Fee:	\$	183.23
Security Deposit:	\$	694.00

To make payment, PLEASE CALL US AT 215-235-7077, Monday through Friday, between the hours of 8:00 AM and 4:30 PM or visit a PGW Customer Service Center.

IF YOU NEED ADDITIONAL INFORMATION OR HAVE A BILLING PROBLEM CONTACT US AS SOON AS POSSIBLE AT 215-235-7077.

AFTER YOU HAVE DISCUSSED WITH US YOUR BILLING OR PAYMENT PROBLEM, IF YOU ARE NOT SATISFIED WITH THE ARRANGMENTS FOR PAYMENT ON YOUR ACCOUNT, YOU CAN CALL THE PUBLIC UTILITY COMMISSION AT THE FOLLOWING NUMBER 1-800-782-1110 FOR FURTHER INFORMATION AND ASSISTANCE, OR YOU MAY WRITE TO THE FOLLOWING ADDRESS:

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

THE COMMISSION WILL HAVE STAFF AVAILABLE TO ATTEMPT TO MEDIATE YOUR BILLING PROBLEMS.

PGW's Customer Service Centers are open between 9 AM and 5 PM at the following locations and on the following days:

Center City-1137 Chestnut Street: M-T-Th-F.
 Frankford-1410 Frankford Avenue: T-Th-F.
 Germantown-210 W Chelton Avenue: T-W-F.

N. Philadelphia-1337 W Erie Avenue: M-W-Th.
 S. Philadelphia-1601 S Broad Street: M-W-Th.
 W. Philadelphia-5230 Chestnut Street: M-T-W-F.



Non-Residential POST TERMINATION NOTICE

Customer Name: S B G MANAGEMENT
 Address: 625 N 7TH ST/PHILA,PA 19123-3456
 Account Number: 612167092
 USA Number: 1346070888
 Meter Number: 2070996

WE SHUT OFF YOUR GAS SERVICE ON _____ BECAUSE YOU DID NOT PAY YOUR PAST DUE GAS BILL.

To have your service turned on, you must pay all overdue bills plus the reconnection fee, a security deposit equal to two times the average usage and a \$372.00 dig charge if PGW had to dig up the street to shut off the service.

Past Due Amount:	\$ 58,207.99
Reconnection Fee:	\$ 123.23
Security Deposit:	\$ 364.00

To make payment, PLEASE CALL US AT 215-235-7077, Monday through Friday, between the hours of 8:00 AM and 4:30 PM or visit a PGW Customer Service Center.

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 S. Philadelphia-1601 S Broad Street: M-W-Th.
 W. Philadelphia-5230 Chestnut Street: M-T-W-F.

**Schedule B Section 1
Requirements continued**

11. Satisfactory evidence should be provided that improvements and/or repairs or alterations thereto are completed; that contractor, sub-contractors, labor and materialmen are all paid; and have released of record all liens or notice of intent to perfect a lien for labor material.
12. Company assumes no liability as to water usage unless an update and current water meter reading is produced at settlement.
13. Certification to be obtained from PGW as to amounts due for gas service to the subject property.
14. Current year's taxes, if unpaid, are delinquent after March 30th and additional penalty and interest will be due.

15. TAXES:

Assessed as 5427 Wayne Avenue

Produce receipts for the years 2010 and 2011
2011 Assessment

16. CURRENT WATER AND SEWER RENTS:

Billed as 5427 Wayne Avenue

Meter # 1

Transaction Date 5/20/2011 to 6/21/2011 \$2,200.39 Estimated. (Plus Penalties If Any).

Total Balance Due (Plus Penalties If Any).

Possible excess water and sewer rents from 6/16/2011, the date of the last reading; billings since that time have been issued on estimated usage.

Water/Sewer Account Numbers:

Meter # 2

Ferrule drawn 4/21/1995

Water service may be shut off. Obtain reconnection charges from Water Revenue.

17. MECHANICS AND MUNICIPAL CLAIMS:

A. Liens have been filed on water and sewer rents which will be discharged upon payment of penalties and costs. Company assumes no liability for same if payment is not made.

B. December 2009 # 31033 Gas Service Claim filed 12/17/2009 in the amount of \$66,062.14

C. December 2009 # 31034 Gas Service Claim filed 12/17/2009 in the amount of \$85,104.42

D. January 2010 # 31129 Gas Service Claim filed 1/27/2010 in the amount of \$6,180.72

E. November 2010 # 35002 Gas Service Claim filed 11/22/2010 in the amount of \$44,238.50

F. June 2009 # 35842 Gas Service Claim filed 6/26/2009 in the amount of \$131,983.18

G. February 2011 # 32568 Gas Service Claim filed 2/18/2011 in the amount of \$50,463.29

18. MORTGAGES:

A. Amount:

Mortgagor: Colonial Garden Realty Co., L.P.

Commitment

384



No Items in Cart [Login](#)

Civil Docket Report

A \$5 Convenience fee will be added to the transaction at checkout.

Case Description

Case ID: 120130680
 Case Caption: CITY OF PHILA vs COLONIAL GARDEN REALTY
 Filing Date: Thursday, January 12th, 2012
 Court: JUDGMENTS
 Location: City Hall
 Jury: NON JURY
 Case Type: CLAIM FOR GAS SERVICE
 Status: GAS SERVICE CLAIM JDGMNT FILED

Colonial
 Gas Liens

Related Cases

No related cases were found.

Case Event Schedule

No case events were found.

Case motions

No case motions were found.

Case Parties

Seq #	Assoc	Expn Date	Type	Name
1			PLAINTIFF	CITY OF PHILADELPHIA
Address:	C/O LAW DEPARTMENT 1515 ARCH ST, 15TH FLOOR PHILADELPHIA PA 19102-1595	Aliases:	none	
2			DEFENDANT	COLONIAL GARDEN REALTY
Address:	WAYNE AVENUE 5427 PHILA PA 19144	Aliases:	none	

Docket Entries

Filing Date/Time	Docket Type	Filing Party	Disposition Amount	Approval/Entry Date
12-JAN-2012 09:00 PM	ACTIVE CASE			12-JAN-2012 09:00 PM
Docket Entry: <i>none.</i>				
12-JAN-2012 09:00 PM	GAS SERVICE CLAIM JDGMNT FILED	CITY OF PHILADELPHIA,	\$1,942.52	12-JAN-2012 09:00 PM
Docket Entry: <i>none.</i>				
12-JAN-2012 09:00 PM	CITY CHARGE	CITY OF PHILADELPHIA,		12-JAN-2012 09:00 PM
Docket Entry: <i>none.</i>				

SBG - Colonial Garden Reality LP
C-2012-2304183

	PGW ACCOUNT #	CCP. DOCKET #	Customer of Record NAME	Disputed Lien Amount	DATES OF SERVICE	Bills Based Upon Actual Meter Read Yes/No	Disputed period more than 4 years	Lien Status
1	61-2800-0245	120130680	Colonial Garden (M1)	\$1,942.52	11/2/11 thru 1/4/12	yes		
2	61-2800-0246	120130682	Colonial Garden (M2)	\$2,623.99	11/4/11 thru 1/4/12	yes		
3	61-2800-0247	111230215	Colonial Garden (M1)	\$4,717.76	4/19/03 thru 11/2/11	yes		
4	61-2800-0248	111230110	Colonial Garden (M2)	\$6,358.33	4/19/03 thru 11/4/11	yes		

CCP.- Common Pleas Court of Philadelphia County Docket Number for Lien filing
 Lien Status- S- Satisfied, V- Vacated, U- Unsatisfied

*account #s
incorrect*

PENNSYLVANIA PUBLIC UTILITY COMMISSION

Formal Complaint Form

COPY

Please print in ink or type.

1. CUSTOMER (COMPLAINANT) INFORMATION

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

Name: SBG MANAGEMENT SERVICES, INC.

Address: P.O. BOX 549
ABINGTON, PA 19001

County: MONTGOMERY

Daytime Telephone Number Where We Can Contact You: 215-938-6665

E-mail Address (optional): complaints@sbgmanagement.com

Utility Account Number: SEE LIST ON PAGE 3
(from your bill)

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

Name: COLONIAL GARDEN REALTY, LP

Street/P.O. Box 5427 WAYNE AVE

City: PHILADELPHIA State & Zip : PA 19144

2. FULL NAME OF UTILITY COMPANY (RESPONDENT):

PHILADELPHIA GAS WORKS

3. TYPE OF UTILITY (check one)

- ELECTRIC
GAS
WATER
TELEPHONE (local, long distance)
STEAM HEAT
WASTE WATER
MOTOR CARRIER (e.g., taxi, moving company, limousine)

C-2012-2304183
COLONIAL GARDEN

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.

WITH REGARDS TO EACH ACCOUNT NUMBER OR DOCKET NUMBER LISTED ON PAGE 2 WE (COLONIAL GARDEN REALTY, LP/SBG MANAGEMENT SERVICES):

1. Dispute the accuracy of the billings.
2. Dispute the validity of the meter readings and or estimates.
3. Dispute the calculation of interest & penalties assessed.
4. Believe that PGW placed liens in excessive amounts on the property during 2011 which did not agree to their monthly billings.
5. Believe that as a result of PGW's error (#4 above) the excessive liens triggered a default on our mortgage loan. (causing us irreparable financial harm)
6. Believe that PGW has refused to address our concerns about the accuracy of the billings.
7. Believe that PGW failed to mitigate its damages by allowing large unpaid gas debts by tenants to accrue in lieu of gas termination.

Account #	Docket/Lien#	AMOUNT BILLED	COMPLAINT
0061-2800-0245			BILLING DISPUTE

5. RELIEF

How do you want your complaint to be resolved? Use additional paper if you need more space.

We are requesting a refund and or credit for all overpayments made to PGW. Additionally we are requesting account adjustments for excessive penalties and interest erroneously assessed to the accounts listed on page 3.

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 PHIL PULLEY, 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)

5/3/2012
(Date)

DIRECTOR OF OPERATIONS
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
---	--

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.

Account #	Docket/Lien#	AMOUNT BILLED	COMPLAINT
0061-2800-0245	120130680	1,942.52	BILLING DISPUTE
0061-2800-0246	120130682	2,623.99	BILLING DISPUTE
0061-2800-0247	111230215	4,717.76	BILLING DISPUTE
0061-2800-0248	111230110	6,358.33	BILLING DISPUTE

GRAND TOTAL

15,642.60



PHILADELPHIA GAS WORKS
800 West Montgomery Avenue • Philadelphia, PA 19122

RECEIVED
6/28/12

Colonial

Danielle Ross, Paralegal
Legal Department
Direct Dial: 215-684-8862
FAX: 215-684-8798
E-mail: danielle.ross@pgworks.com

June 25, 2012

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

Re: **SBG Management Services v. PGW, Docket No. C – 2012 – 2304183**

Dear Secretary Chiavetta:

Pursuant to 52 Pa. Code §5.101, the Philadelphia Gas Works ("PGW") hereby files the original of its Supplemental Information regarding Preliminary Objections and Motion to Strike 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 the matter.

Sincerely,

Danielle Ross
Danielle Ross

Enclosure

cc: SBG Management Services (Regular Mail)
Daniel D. McCaffery, Esq. (Regular Mail)
Anne Marie Cromley (PGW Mail)
Linda Pereira (PGW Mail)

C-2012-2304183
COLONIAL GARDEN

www.pgworks.com

SBG_COLONIALGARDEN00032

Specific Service Agreement Statement of Account SA- 1375369694

Customer Name	From Date	To Date
COLONIAL GARDEN REALTY CO	5/1/2008	6/1/2012

Service address	Account Number	SA Number	Meter	Rate
5425-7 WAYNE AVE Apt M1 PHIL, PA 19144	612600245	1375369694	1987516	GS

STATEMENT

Transaction Date	Type	Reading	Reading Code	# of Days	CCF Usage	Average CCF/Days	Heating DDD's	Payment Type	Due Date	Transaction Amount	Current Balance	Actual Balance
05/05/2008	LPC					0.00				\$755.68	\$53,930.53	\$53,930.53
05/05/2008	BILL	48204	R	29	691	23.83	236		05/29/2008	\$1,300.70	\$55,231.23	\$55,231.23
05/06/2008	INTAPL					0.00				(\$1,321.76)	\$53,909.47	\$53,909.47
05/06/2008	DEPAPL					0.00				(\$6,274.00)	\$47,635.47	\$47,635.47
06/04/2008	LPC					0.00				\$681.25	\$48,296.72	\$48,296.72
06/04/2008	BILL	48936	R	32	731	22.84	134		06/27/2008	\$1,398.22	\$49,694.94	\$49,694.94
07/07/2008	LPC					0.00				\$682.22	\$50,377.16	\$50,377.16
07/07/2008	BILL	49446	R	29	511	17.62	0		07/30/2008	\$1,127.62	\$51,504.78	\$51,504.78
08/04/2008	LPC					0.00				\$699.14	\$52,203.92	\$52,203.92
08/04/2008	BILL	49932	R	30	486	16.20	0		08/27/2008	\$1,072.48	\$53,276.38	\$53,276.38
09/03/2008	LPC					0.00				\$715.23	\$53,991.61	\$53,991.61
09/03/2008	BILL	50652	R	32	720	22.50	0		09/26/2008	\$1,585.65	\$55,577.26	\$55,577.26
10/02/2008	LPC					0.00				\$739.01	\$56,316.27	\$56,316.27
10/02/2008	BILL	51118	R	29	466	16.07	12		10/27/2008	\$995.43	\$57,311.70	\$57,311.70
10/31/2008	LPC					0.00				\$753.94	\$58,065.64	\$58,065.64
10/31/2008	BILL	51802	R	29	684	23.59	259		11/26/2008	\$1,461.11	\$59,526.75	\$59,526.75
12/05/2008	LPC					0.00				\$775.86	\$60,302.61	\$60,302.61
12/05/2008	BILL	52693	R	34	894	26.21	862		01/02/2009	\$1,903.27	\$62,205.88	\$62,205.88
01/06/2009	LPC					0.00				\$804.41	\$63,010.29	\$63,010.29
01/06/2009	BILL	53771	R	33	1078	32.67	899		01/30/2009	\$2,272.35	\$65,282.64	\$65,282.64
02/04/2009	LPC					0.00				\$838.49	\$66,121.13	\$66,121.13
02/04/2009	BILL	54753	R	29	962	33.86	1027		03/02/2009	\$1,815.12	\$68,036.25	\$68,036.25

SBG_COLONIALGARDEN00062

C-2012-2304183
COLONIAL GARDEN

RECEIVED
1/29/13

SBG - Colonial Garden Realty LP
C-2012-2304183

PGW ACCOUNT #	CCP. DOCKET #	Customer of Record NAME	Disputed Lien Amount	DATES OF SERVICE	Bills Based Upon Actual Meter Read	Disputed period more than 4 years	Lien Status
					Yes/No		
1 61-2800-0245	120130680	[REDACTED]	\$1,942.52	11/2/11 thru 1/4/12	yes		
2 61-2800-0246	120130682	[REDACTED]	\$2,623.99	11/4/11 thru 1/4/12	yes		
3 61-2800-0247	111230215	[REDACTED]	\$4,717.76	4/19/03 thru 11/2/11	yes		
4 61-2800-0248	111230110	[REDACTED]	\$6,358.33	4/19/03 thru 11/4/11	yes		

CCP.- Common Pleas Court of Philadelphia County Docket Number for Lien filing
Lien Status- S- Satisfied, V- Vacated, U- Unsatisfied

SBG_COLONIALGARDEN00137

C-2012-2304183
COLONIAL GARDEN

COLONIAL GARDEN
5425-7 WAYNE AVE Apt M1 PH1, PA 19144
STATEMENT

From Date 7/1/2004
Account Number 6228000245

To Date 8/25/2011
SA Number 1375369694/1375369694

Meter 1987516

Dispute NO.	Transaction Date	Type	Reading	Reading Code	# of Days	CCF Usage	Average CCF/Days	Heating DDD's	Payment Type	Due Date	Transaction Amount	DISPUTE CODE	Current Balance	Actual Balance	% Calculated LPC assessed Current Balance	
	2/18/2005	BILL						0			\$0.00		\$0.00	\$0.00		
	2/18/2005	BILL						0			\$0.00		\$0.00	\$0.00		
	2/18/2005	BILL						0			\$0.00		\$0.00	\$0.00		
	2/18/2005	BILL						0			\$0.00		\$0.00	\$0.00		
	2/18/2005	BILL						0			\$0.00		\$0.00	\$0.00		
	2/18/2005	BILL						0			\$0.00		\$0.00	\$0.00		
	2/18/2005	BILL						0			\$0.00		\$0.00	\$0.00		
	2/18/2005	BILL						0			\$0.00		\$0.00	\$0.00		
1	2/18/2005	BILL	7145	R	30	222	7.4			3/16/2005	\$911.52	J	\$911.52	\$911.52		
2	2/18/2005	BILL	8089	R	29	948	32.89			3/16/2005	\$1,360.47	J	\$1,671.99	\$1,671.99		
3	2/18/2005	BILL	9934	R	30	1841	29.69			3/16/2005	\$2,646.09	J	\$4,318.08	\$4,318.08		
4	2/18/2005	BILL	10609	R	29	675	23.28		11	3/16/2005	\$1,015.19	J	\$5,333.27	\$5,333.27		
5	2/18/2005	BILL	11288	R	32	577	21.16	a		3/16/2005	\$1,018.19	J	\$6,351.46	\$6,351.46		
6	2/18/2005	BILL	12056	R	30	no	25.67	m		3/16/2005	\$1,158.42	J	\$7,509.88	\$7,509.88		
7	2/18/2005	BILL		R	30	767	26.57		11	3/16/2005	\$1,164.76	J	\$8,674.64	\$8,674.64		
8	2/18/2005	BILL	13703	R	31	860	28.39		275	3/16/2005	\$1,336.37	J	\$10,011.01	\$10,011.01		
9	2/18/2005	BILL	14385	R	30	882	29.4		515	3/16/2005	\$1,344.42	J	\$11,355.43	\$11,355.43		
10	2/18/2005	BILL	15570	R	30	985	32.83		823	3/16/2005	\$1,663.52	J	\$13,018.95	\$13,018.95		
	3/3/2005	LPC						0			\$195.28		\$13,214.23	\$13,214.23	1.50%	
	3/3/2005	BILL	17806	R	61	2236	36.66		1889	3/29/2005	\$3,762.25		\$16,976.49	\$16,976.49		
	3/16/2005	PAY						0	Check		(\$1,224.08)		\$13,752.41	\$13,752.41		
	4/4/2005	LPC						0			\$286.28		\$15,038.69	\$15,038.69	1.50%	
	4/4/2005	BILL	18691	R	30	885	29.5		727	4/27/2005	\$1,325.34		\$17,314.03	\$17,314.03		
	5/3/2005	LPC						0			\$256.16		\$17,570.19	\$17,570.19	1.48%	
	5/3/2005	BILL	19566	R	31	875	28.23		903	5/26/2005	\$1,310.36		\$18,880.55	\$18,880.55		
	5/13/2005	PAY						0	Check		(\$2,774.21)		\$16,106.34	\$16,106.34		
	6/2/2005	LPC						0			\$241.59		\$16,347.93	\$16,347.93	1.50%	
	6/2/2005	BILL	20290	R	30	724	24.13		152	6/27/2005	\$1,087.25		\$17,435.18	\$17,435.18		
	6/8/2005	PAY						0	Check		(\$1,825.99)		\$15,609.19	\$15,609.19		
	7/1/2005	LPC						0			\$234.13		\$15,843.32	\$15,843.32	1.50%	
	7/1/2005	BILL	20837	R	29	547	18.86		5	7/27/2005	\$887.40		\$16,730.72	\$16,730.72		
	7/21/2005	PAY						0	Check		(\$1,734.57)		\$14,996.15	\$14,996.15		
	8/3/2005	LPC						0			\$224.94		\$15,221.09	\$15,221.09	1.50%	
	8/3/2005	BILL	21425	R	33	588	17.82	0		8/26/2005	\$953.92		\$16,175.01	\$16,175.01		
	8/23/2005	PAY						0	Check		(\$2,437.28)		\$13,737.73	\$13,737.73		
	9/2/2005	LPC						0			\$206.06		\$13,943.79	\$13,943.79	1.50%	
	9/2/2005	BILL	21926	R	30	501	16.7	0		9/28/2005	\$814.23		\$14,758.02	\$14,758.02		
	9/12/2005	PAY						0	Check		(\$1,107.75)		\$13,650.27	\$13,650.27		
	10/4/2005	LPC						0			\$204.75		\$13,855.02	\$13,855.02	1.50%	
	10/4/2005	BILL	22529	R	32	603	18.84		8	10/27/2005	\$1,080.20		\$14,885.22	\$14,885.22		
	10/9/2005	INTAPL						0			(\$107.02)		\$14,778.20	\$14,778.20		
	10/31/2005	PAY						0	Check		(\$908.21)		\$13,869.99	\$13,869.99		
	11/2/2005	LPC						0			\$208.04		\$14,078.03	\$14,078.03	1.50%	
	11/2/2005	BILL	23337	R	29	808	27.86		228	11/29/2005	\$1,640.20		\$15,718.23	\$15,718.23		
	11/10/2005	PAY						0	Check		(\$106.46)		\$15,611.77	\$15,611.77		
	11/21/2005	PAY						0	Check		(\$1,189.05)		\$14,422.72	\$14,422.72		
	12/5/2005	LPC						0			\$216.34		\$14,639.06	\$14,639.06	1.50%	
	12/5/2005	BILL	24379	R	31	1042	33.61		507	12/30/2005	\$2,153.87		\$16,792.93	\$16,792.93		
	1/5/2006	LPC						0			\$248.84		\$17,041.57	\$17,041.57	1.48%	
	1/5/2006	BILL	25651	R	33	1272	38.35		994	1/30/2006	\$2,629.29		\$19,670.86	\$19,670.86		
	2/6/2006	LPC						0			\$288.08		\$19,958.94	\$19,958.94	1.48%	
	2/6/2006	BILL	26784	R	30	1133	37.77		898	3/2/2006	\$2,341.98		\$22,300.90	\$22,300.90		
	2/9/2006	PAY						0	Check		(\$2,449.69)		\$19,851.21	\$19,851.21		
	3/7/2006	LPC						0			\$297.76		\$20,148.97	\$20,148.97	1.50%	
	3/7/2006	BILL	27929	R	31	1145	36.94		929	3/30/2006	\$2,966.78		\$22,515.75	\$22,515.75		

SBG_COLONIALGARDEN00078

COLONIAL GARDEN
5425-7 WAYNE AVE APT M2 PHIL, PA 19144

From Date 7/1/2004 To Date 8/26/2011
Account Number SA Number 6128000245 401879567

Meter 1906431/2115477

Dispute	Transaction	Type	Reading	Reading Code	# of Days	CCF Usage	Average CCF/Days	Heating Payment DDD's	Payment Type	Due Date	Transaction Amount	DISPUTE CODE	Current Balance	Actual Balance	% Calculated LPC assessed Current Balance
	7/22/2004 LPC							0			29.61		2,009.81	\$2,009.81	
	7/22/2004 BILL		41292 R		29		519 17.90 11			8/16/2004	799.89		2,803.64	\$2,803.64	
	8/18/2004 PAY							0	Check		(1,974.20)		829.44	\$829.44	
	8/18/2004 PAY							0	Check		(829.44)		-	\$0.00	
	8/20/2004 BILL		41799 R		32		507 15.84 a			9/13/2004	781.77		781.77	\$781.77	
	9/22/2004 LPC							0			11.72		793.49	\$793.49	1.50%
	9/22/2004 BILL		42438 R		30		639 21.30 c			10/15/2004	980.60		1,774.09	\$1,774.09	
	9/29/2004 PAY							0	Check		(781.77)		992.32	\$992.32	
	10/21/2004 PAY							0	Check		(992.32)		-	\$0.00	
	10/21/2004 BILL		43066 R		30		628 20.93 11			11/16/2004	972.95		972.95	\$972.95	
	11/10/2004 PAY							0	Check		(972.95)		-	\$0.00	
	11/20/2004 BILL		43759 R		31		699 22.35 275			12/15/2004	1,071.65		1,071.65	\$1,071.65	
	12/20/2004 PAY							0	Check		(1,071.65)		-	\$0.00	
	12/20/2004 BILL		44457 R		30		696 23.27 515			1/14/2005	1,083.19		1,083.19	\$1,083.19	
	1/21/2005 LPC							0			16.24		1,099.43	\$1,099.43	1.50%
	1/21/2005 BILL		45236 R		30		779 25.97 823			2/15/2005	1,334.88		2,434.31	\$2,434.31	
	2/1/2005 PAY							0	Check		(1,083.19)		1,351.12	\$1,351.12	
	3/3/2005 LPC							0			20.26		1,371.38	\$1,371.38	1.50%
1	3/3/2005 BILL		47033 R		61		1797 29.46 1889			3/29/2005	3,062.12	J	4,433.50	\$4,433.50	
	3/16/2005 PAY							0	Check		(127.04)		4,306.46	\$4,306.46	
	4/4/2005 LPC							0			64.39		4,370.85	\$4,370.85	1.50%
	4/4/2005 BILL		47732 R		30		699 23.30 727			4/27/2005	1,066.05		5,437.10	\$5,437.10	
	05/03/2005 LPC							0			80.58		5,517.68	\$5,517.68	1.48%
	05/03/2005 BILL		48420 R		31		658 22.19 303		06/26/2005		1,049.58		6,567.26	\$6,567.26	
	5/23/2005 PAY							0	Check		(287.91)		6,279.35	\$6,279.35	
	6/2/2005 LPC						0.00				94.19		6,373.54	\$6,373.54	1.50%
	06/02/2005 BILL		48961 R		30		541 18.03 152		6/27/2005		831.69		7,205.23	\$7,205.23	
	6/8/2005 PAY							0	Check		(565.40)		6,639.83	\$6,639.83	
	07/01/2005 LPC							0			99.39		6,739.42	\$6,739.42	1.50%
	7/1/2005 BILL		49331 R		29		970 32.76 5		07/27/2005		619.51		7,358.93	\$7,358.93	
	7/21/2005 PAY							0	Check		(625.37)		6,733.56	\$6,733.56	
	08/03/2005 LPC							0			101.00		6,834.56	\$6,834.56	1.50%
	8/3/2005 BILL		49714 R		33		983 29.78 0		08/26/2005		640.60		7,475.16	\$7,475.16	
	8/23/2005 PAY							0	Check		(888.57)		6,586.59	\$6,586.59	
	9/2/2005 LPC							0			97.29		6,683.88	\$6,683.88	1.50%
	09/02/2005 BILL		50019 R		30		905 30.17 0		9/28/2005		514.96		7,098.84	\$7,098.84	
	9/22/2005 PAY							0	Check		(486.77)		6,612.07	\$6,612.07	
	10/4/2005 LPC							0			99.18		6,711.25	\$6,711.25	1.50%
	10/4/2005 BILL		50435 R		32		416 18.00 8		10/27/2005		729.98		7,441.23	\$7,441.23	
	10/31/2005 PAY							0	Check		(420.98)		7,020.25	\$7,020.25	
	11/2/2005 LPC							0			105.30		7,125.55	\$7,125.55	1.50%
	11/02/2005 BILL		51048 R		29		619 22.14 228		11/29/2005		1,263.69		8,389.18	\$8,389.18	
	11/10/2005 PAY							0	Check		(511.14)		7,878.04	\$7,878.04	
	11/21/2005 PAY							0	Check		(571.13)		7,306.91	\$7,306.91	
	12/15/2005 LPC							0			116.50		7,423.41	\$7,423.41	1.50%
	12/5/2005 BILL		51820 R		31		772 24.90 507		12/30/2005		1,615.03		9,038.44	\$9,038.44	
	1/5/2006 LPC							0			140.72		9,179.16	\$9,179.16	1.48%
	01/05/2006 BILL		52789 R		33		949 28.76 994		1/30/2006		1,980.88		11,160.04	\$11,160.04	
	2/6/2006 LPC							0			170.44		11,330.48	\$11,330.48	1.47%
	2/6/2006 BILL		53630 R		30		861 28.70 698		3/2/2006		1,798.00		13,128.48	\$13,128.48	
	03/09/2006 PAY							0	Check		(1,519.21)		11,609.27	\$11,609.27	
	03/07/2006 LPC							0			184.05		11,793.32	\$11,793.32	1.50%
	03/07/2006 BILL		54461 R		31		831 28.81 929		03/30/2006		1,796.97		13,590.29	\$13,590.29	
	3/13/2006 PAY							0	Check		(1,815.62)		11,774.67	\$11,774.67	
	4/6/2006 LPC							0			185.68		11,960.35	\$11,960.35	1.50%
	4/6/2006 BILL		55130 R		29		669 23.07 490		05/02/2006		1,402.12		13,362.47	\$13,362.47	
	5/3/2006 LPC							0			206.66		13,569.13	\$13,569.13	1.48%
	5/3/2006 BILL		55750 R		30		620 20.67 231		5/31/2006		1,900.83		15,470.01	\$15,470.01	
	6/6/2006 LPC							0			226.17		15,696.18	\$15,696.18	1.46%
	6/6/2006 BILL		56313 R		32		588 17.99 67		6/29/2006		1,174.27		16,870.45	\$16,870.45	
	7/6/2006 LPC							0			243.79		17,114.24	\$17,114.24	1.44%

SBG_COLONIALGARDEN00083

C-2012-2304183
COLONIAL GARDEN

Property:														
Account #:	8128000245													
SAID:	1144725680													
Meter #:	1987518													
CCF usage														
Billing Month	1999	2000	2001	2002	2003	2004	2005	2006	2007	2008	2009	2010	2011	2012
Jan		609	3395	0	0			1272	902	758	1078	1115	1408	621
Feb		592	2386	0	0		8647	1133	882	842	982	996	1150	778
Mar		475	2187	0	0		2236	1145	949	815	888	1108	1027	716
Apr		296	2327	0	0		885	967	889	813	725	863	895	659
May		0	2172	0			875	897	783	691	844	877	959	658
Jun		0	1694	0			724	847	705	731	666	689	739	
Jul	4831	0	120	0			547	632	639	511	577	698	606	
Aug	2353	0	2504	0			588	606	649	486	655	418	851	
Sep	1439	13005	1159	0			501	738	752	720	584	551	545	
Oct	631	623	1584	0			603	645	749	486	620	612	671	
Nov	224	247	1178	0			808	760	574	684	770	799	586	
Dec	4222	3558	0	0			1042	912	779	891	897	1041	614	

SBG_COLONIALGARDEN00150

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C-2012-2304183
 COLONIAL GARDEN

Property:														
Account #:	6128000245													
SAID:	1895894961													
Meter #:	2115477													
CCF usage														
Billing Month	1999	2000	2001	2002	2003	2004	2005	2006	2007	2008	2009	2010	2011	2012
Jan		0	0	0	0		779	949	638	563	835	874	1087	835
Feb		0	0	0	0			861	717	628	774	761	870	969
Mar		0	0	0	0		1797	831	699	589	662	844	747	914
Apr		0	0	0	0		699	669	639	580	532	652	657	820
May		0	0	0			688	620	530	487	633	618	688	823
Jun		0	0	0			541	583	454	500	472	497	513	
Jul		0	0	0		519	370	405	438	317	388	356	406	
Aug	6243	0	0	0		507	383	370	460	285	446	297	365	
Sep		0	0	0		639	305	484	540	504	370	334	344	
Oct	1592	0	0	0		626	416	404	546	278	412	388	445	
Nov	922	0	3	0		693	613	504	394	482	561	569	2815	
Dec	972	0	0	0		698	772	627	574	656	874	799	806	

SBG_COLONIALGARDEN00151

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C-2012-2304183
 COLONIAL GARDEN

COLONIAL GARDEN
 5425-7 WAYNE AVE Apt M1 PHIL. PA 19144
 STATEMENT

From Date 7/1/2004
 Account Number 6128000245

To Date 8/28/2013
 SA Number 1375369694/1575369694

Meter 1987516

Dispute NO.	Transaction Date	Type	Reading	Reading Code	# of Days	CCF Usage	Average CCF/Days	Heating DDD's	Payment Type	Due Date	Transaction Amount	DISPUTE CODE	Current Balance	Actual Balance	% Calculated LPC assessed Current Balance
	12/6/2012	BILL	88252		33	701				1/2/2013	\$988.69		\$15,774.47	\$15,774.47	
	1/8/2013	BILL	88884		30	632				1/31/2013	\$877.25		\$16,651.72	\$16,651.72	
	2/5/2013	BILL	89568			584				3/1/2013	\$849.43		\$17,501.15	\$17,501.15	
	3/7/2013	BILL	90285			667				4/1/2013	\$935.76		\$18,436.91	\$18,436.91	
	4/5/2013	BILL	90930			685				4/29/2013	\$1,024.75		\$19,561.66	\$19,561.66	
	5/4/2013	BILL	91593			663				5/29/2013	\$977.56		\$20,539.22	\$20,539.22	
	6/5/2013	BILL	92259			666				6/27/2013	\$78.96		\$21,518.18	\$21,518.18	
	7/2/2013	BILL	92692			433							\$21,518.18	\$21,518.18	NO BILL SENT
	8/3/2013	BILL	93042			350				8/27/2013	\$07.52		\$22,025.50	\$22,025.50	
80	10/22/2013	End. Type Invoice									\$53.50		\$22,079.00	\$22,079.00	

SBG_COLONIALGARDEN00082

COLONIAL GARDEN
5425-7 WAYNE AVE Apt M1 PHIL, PA 19144

From Date 7/1/2004
Account Number 6128000245

To Date 8/26/2011
SA Number 1375369694/1375369694

Meter 1987516

Dispute NO.	Transaction Date	Type	Reading	Reading Code	# of Days	CCF Usage	Average CCF/Days	Heating DDD's	Payment Type	Due Date	Transaction Amount	DISPUTE CODE	Current Balance	Actual Balance	% Calculated LPC assessed Current Balance
	3/23/2006	PAY						0	Check		(\$3,183.91)		\$19,331.84	\$19,331.84	
	4/6/2006	LPC						0			\$289.97		\$19,621.81	\$19,621.81	1.50%
	4/6/2006	BILL	28896	R	29	967	33.34	490		05/02/2006	\$1,998.83		\$21,620.64	\$21,620.64	
	5/5/2006	LPC						0			\$319.96		\$21,940.60	\$21,940.60	1.48%
	5/5/2006	BILL	29793	R	30	897	29.9	231		5/31/2006	\$1,854.13		\$23,794.73	\$23,794.73	
	6/6/2006	LPC						0			\$347.77		\$24,142.50	\$24,142.50	1.48%
	6/6/2006	BILL	30640	R	32	847	26.47	67		6/29/2006	\$1,787.64		\$25,880.14	\$25,880.14	
	7/6/2006	LPC						0			\$373.83		\$26,253.97	\$26,253.97	1.44%
	7/6/2006	BILL	31272	R	30	632	21.07	2		07/31/2006	\$1,743.56		\$27,497.53	\$27,497.53	
	8/4/2006	LPC						0			\$382.49		\$27,890.02	\$27,890.02	1.43%
	8/4/2006	BILL	31878	R	29	606	20.9			08/29/2006	\$1,192.40		\$29,082.42	\$29,082.42	
	9/5/2006	LPC						0			\$410.37		\$29,492.79	\$29,492.79	1.41%
	9/5/2006	BILL	32616	R	29	738	25.45	1		09/28/2006	\$1,452.10		\$30,944.89	\$30,944.89	
	9/7/2006	PAY						0	Check		(\$108.96)		\$30,835.93	\$30,835.93	
	9/7/2006	PAY						0	Check		(\$3,026.81)		\$27,809.12	\$27,809.12	
	10/4/2006	LPC						0			\$417.13		\$28,226.25	\$28,226.25	1.50%
	10/4/2006	BILL	33261	R	32	645	20.16	35		10/27/2006	\$1,288.39		\$29,494.64	\$29,494.64	
	11/2/2006	LPC						0			\$436.16		\$29,930.80	\$29,930.80	1.48%
	11/2/2006	BILL	34021	R	29	760	26.21	295		11/27/2006	\$1,494.53		\$31,425.33	\$31,425.33	
	12/5/2006	LPC						0			\$458.58		\$31,883.91	\$31,883.91	1.46%
	12/5/2006	BILL	34833	R	33	912	27.64	487		01/02/2007	\$1,785.17		\$33,669.08	\$33,669.08	
	1/8/2007	LPC						0			\$485.35		\$34,154.43	\$34,154.43	1.44%
	1/8/2007	BILL	35835	R	32	902	28.19	688		2/1/2007	\$1,706.29		\$35,860.72	\$35,860.72	
	2/7/2007	LPC						0			\$510.95		\$36,371.67	\$36,371.67	1.42%
	2/7/2007	BILL	36817	R	31	982	31.68	926		3/5/2007	\$1,857.62		\$38,229.29	\$38,229.29	
	2/7/2007	PAY						0	Check		(\$6,050.93)		\$32,178.36	\$32,178.36	
	3/7/2007	LPC						0			\$482.67		\$32,661.03	\$32,661.03	1.50%
	3/7/2007	BILL	37766	R	29	949	32.72	1000		03/30/2007	\$1,791.12		\$34,452.15	\$34,452.15	
	4/5/2007	LPC						0			\$509.54		\$34,961.69	\$34,961.69	1.48%
	4/5/2007	BILL	38655	R	29	889	30.66	536		5/1/2007	\$1,663.22		\$36,624.91	\$36,624.91	
	4/27/2007	PAY						0	Check		(\$2,251.57)		\$34,373.34	\$34,373.34	
	5/7/2007	LPC						0			\$515.60		\$34,888.94	\$34,888.94	1.50%
	5/7/2007	BILL	39438	R	30	783	26.1	393		5/31/2007	\$1,464.90		\$36,353.84	\$36,353.84	
	6/6/2007	LPC						0			\$337.57		\$36,691.41	\$36,691.41	1.48%
	6/6/2007	BILL	40149	R	32	705	22.03	63		06/29/2007	\$1,322.10		\$38,013.51	\$38,013.51	
	6/21/2007	PAY						0	Check		(\$599.22)		\$37,414.29	\$37,414.29	
	7/6/2007	LPC						0			\$857.40		\$38,171.69	\$38,171.69	1.48%
	7/6/2007	BILL	40782	R	30	639	21.3	4		7/31/2007	\$1,213.57		\$39,385.26	\$39,385.26	
	8/6/2007	LPC						0			\$575.60		\$39,960.86	\$39,960.86	1.46%
	8/6/2007	BILL	41431	R	29	649	22.38	D		8/29/2007	\$1,282.57		\$41,193.43	\$41,193.43	
	9/5/2007	LPC						0			\$594.09		\$41,787.52	\$41,787.52	1.44%
	9/5/2007	BILL	42189	R	32	752	23.5	6		9/28/2007	\$1,418.19		\$43,205.71	\$43,205.71	
	10/4/2007	LPC						0			\$615.37		\$43,821.08	\$43,821.08	1.42%
	10/4/2007	BILL	42932	R	29	749	25.83	13		10/29/2007	\$1,342.92		\$45,164.00	\$45,164.00	
	10/30/2007	PAY						0	Check		(\$1,397.31)		\$43,766.69	\$43,766.69	
	11/2/2007	LPC						0			\$635.51		\$44,402.20	\$44,402.20	1.45%
	11/2/2007	BILL	43506	R	29	574	19.79	123		11/29/2007	\$1,029.16		\$45,431.36	\$45,431.36	
	12/5/2007	LPC						0			\$690.95		\$46,082.31	\$46,082.31	1.43%
	12/5/2007	BILL	44285	R	33	779	23.81	681		01/02/2008	\$1,408.94		\$47,486.25	\$47,486.25	
	12/19/2007	PAY						0	Check		(\$3,078.36)		\$44,407.89	\$44,407.89	
	1/7/2008	LPC						0			\$686.11		\$45,074.00	\$45,074.00	1.50%
	1/7/2008	BILL	45043	R	31	768	24.45	653		1/31/2008	\$1,392.16		\$46,466.16	\$46,466.16	
	2/5/2008	LPC						0			\$687.00		\$47,153.16	\$47,153.16	1.48%
	2/5/2008	BILL	45885	R	31	642	27.18	853		2/29/2008	\$1,546.48		\$48,699.59	\$48,699.59	
	3/5/2008	LPC						0			\$710.19		\$49,409.78	\$49,409.78	1.46%
	3/5/2008	BILL	46700	R	29	815	28.1	786		3/31/2008	\$1,501.99		\$50,911.77	\$50,911.77	

SBG_COLONIALGARDEN00079

COLONIAL GARDEN
5425-7 WAYNE AVE Apt M1 PH1, PA 19144

From Date 7/1/2004
Account Number 6128000245

To Date 8/26/2011
SA Number 1375389694/1375382694

Merit 1987516

Dispute NO.	Transaction Date	Type	Reading	Reading Code	# of Days	CCF Usage	Average CCF/Days	Heating DDD's	Payment Type	Due Date	Transaction Amount	DISPUTE CODE	Current Balance	Actual Balance	% Calculated LPC assessed Current Balance
	4/4/2008	LPC						0			\$732.72		\$51,644.49	\$51,644.49	1.44%
	4/4/2008	BILL	47513	R	30	813	27.1		583	4/29/2008	\$1,530.36		\$53,174.85	\$53,174.85	
	5/5/2008	LPC						0			\$755.08		\$53,930.53	\$53,930.53	1.42%
	5/5/2008	BILL	48204	R	29	691	23.83		236	05/29/2008	\$1,300.70		\$55,231.23	\$55,231.23	
	5/6/2008	INTAPL						0			(\$1,321.76)		\$53,909.47	\$53,909.47	
	5/6/2008	DEPAPL						0			(\$6,274.00)		\$47,635.47	\$47,635.47	
	6/4/2008	LPC						0			\$661.25		\$48,296.72	\$48,296.72	1.39%
	6/4/2008	BILL	48985	R	32	731	22.64		134	06/27/2008	\$1,398.22		\$49,694.94	\$49,694.94	
	7/7/2008	LPC						0			\$682.22		\$50,377.16	\$50,377.16	1.37%
	7/7/2008	BILL	49446	R	29	511	17.62			7/30/2008	\$1,127.62		\$51,504.78	\$51,504.78	
	8/4/2008	LPC						0			\$689.14		\$52,203.92	\$52,203.92	1.96%
	8/4/2008	BILL	49932	H	30	486	16.2			8/27/2008	\$1,072.48		\$53,276.38	\$53,276.38	
	9/3/2008	LPC						0			\$725.23		\$53,991.61	\$53,991.61	1.34%
	9/3/2008	BILL	50652	R	32	720	22.5			09/26/2008	\$1,588.65		\$55,577.26	\$55,577.26	
	10/2/2008	LPC						0			\$739.01		\$56,316.27	\$56,316.27	1.33%
	10/2/2008	BILL	51118	R	29	466	16.07		12	10/27/2008	\$985.43		\$57,311.70	\$57,311.70	
	10/31/2008	LPC						0			\$753.94		\$58,065.64	\$58,065.64	1.92%
	10/31/2008	BILL	51802	R	29	684	23.59		259	11/26/2008	\$1,461.11		\$59,526.75	\$59,526.75	
	12/5/2008	LPC						0			775.86		\$60,302.61	\$60,302.61	1.30%
	12/5/2008	BILL	52683	R	34	691	26.21		662	1/2/2009	\$1,903.27		\$62,205.88	\$62,205.88	
	1/6/2009	LPC						0			\$804.41		\$63,010.29	\$63,010.29	1.29%
	1/6/2009	BILL	53771	R	33	1078	32.67		899	1/30/2009	\$2,272.35		\$65,282.64	\$65,282.64	
	2/4/2009	LPC						0			\$838.49		\$66,121.13	\$66,121.13	1.28%
	2/4/2009	BILL	54753	R	29	982	33.86		1027	3/2/2009	\$1,915.12		\$68,036.25	\$68,036.25	
	3/5/2009	LPC					0.00				\$867.22		\$68,903.47	\$68,903.47	1.27%
	3/5/2009	BILL	55621	R	29	868	29.93		850	03/30/2009	\$1,665.71		\$70,569.18	\$70,569.18	
	3/6/2009	PAY						0	Check		(\$1,932.55)		\$68,636.63	\$68,636.63	
	4/4/2009	LPC						0			\$852.21		\$69,528.84	\$69,528.84	1.30%
	4/4/2009	BILL	56346	R	29	725	25		520	04/29/2009	\$1,249.90		\$70,778.74	\$70,778.74	
11	5/3/2009	LPC					0.00				\$910.95	F	\$71,689.69	\$71,689.69	1.29%
	5/3/2009	BILL	57190	R	32	844	26.38		321	5/29/2009	\$1,455.05		\$73,144.74	\$73,144.74	
12	6/5/2009	LPC						0			\$932.78	F	\$74,077.52	\$74,077.52	1.28%
	6/5/2009	BILL	57856	R	30	666	22.2		56	6/29/2009	\$1,139.26		\$75,216.78	\$75,216.78	
13	7/6/2009	LPC						0			\$949.87	F	\$76,166.65	\$76,166.65	1.26%
	7/6/2009	BILL	58433	R	29	577	19.9		13	7/29/2009	\$917.48		\$77,084.13	\$77,084.13	
14	8/5/2009	LPC						0			\$963.63	F	\$78,047.76	\$78,047.76	1.25%
	8/5/2009	BILL	59088	R	32	655	20.47			08/27/2009	\$1,041.52		\$79,089.28	\$79,089.28	
15	9/3/2009	LPC						0			\$979.23	F	\$80,068.53	\$80,068.53	1.24%
	9/3/2009	BILL	59652	R	29	564	19.45			9/28/2009	\$885.72		\$80,964.25	\$80,964.25	
16	10/3/2009	LPC						0			\$997.69	F	\$81,966.94	\$81,966.94	1.23%
	10/3/2009	BILL	60272	R	30	620	20.67		30	10/27/2009	\$950.86		\$82,907.80	\$82,907.80	
17	11/2/2009	LPC						0			\$1,006.85	F	\$83,914.75	\$83,914.75	1.22%
	11/2/2009	BILL	61042	R	29	770	26.55		257	11/27/2009	\$1,189.67		\$85,104.42	\$85,104.42	
18	12/4/2009	LPC					0.00				\$1,024.80	F	\$86,129.22	\$86,129.22	1.20%
	12/4/2009	BILL	61999	R	33	697	27.18		458	12/30/2009	\$1,389.68		\$87,518.90	\$87,518.90	
19	1/6/2010	LPC						0			\$1,045.64	F	\$88,564.54	\$88,564.54	1.19%
	1/6/2010	BILL	63054	R	33	1115	33.79		985	2/1/2010	\$1,749.62		\$90,314.16	\$90,314.16	
20	2/3/2010	LPC						0			\$1,071.89	F	\$91,386.05	\$91,386.05	1.19%
	2/3/2010	BILL	64050	R	29	996	34.34		907	3/1/2010	\$1,562.89		\$92,948.94	\$92,948.94	
21	3/4/2010	LPC						0			\$1,095.83	F	\$94,044.27	\$94,044.27	1.18%
	3/4/2010	BILL	65156	R	29	1106	38.14		926	03/29/2010	\$1,741.06		\$95,785.33	\$95,785.33	
22	4/3/2010	LPC						0			\$1,121.45	F	\$96,906.80	\$96,906.80	1.17%
	4/3/2010	BILL	66019	R	29	863	29.76		440	4/28/2010	\$1,998.95		\$98,905.75	\$98,905.75	
23	5/5/2010	LPC						0			\$1,142.90	F	\$99,445.54	\$99,445.54	1.16%
	5/5/2010	BILL	66896	R	32	877	27.41		211	05/27/2010	\$1,419.00		\$100,864.54	\$100,864.54	
24	6/4/2010	LPC						0			\$1,168.66	F	\$102,028.22	\$102,028.22	1.15%

SBG_COLONIALGARDEN00080

COLONIAL GARDEN
5425-7 WAYNE AVE Apt M1 PHIL, PA 19144
STATEMENT

From Date 7/1/2004
Account Number 6128000245

To Date 8/26/2011
SA Number 137536994/137536994

Meter 1987516

Dispute NO.	Transaction Date	Type	Reading	Reading Code	# of Days	CCF Usage	Average CCF/Days	Hoisting DDO's	Payment Type	Due Date	Transaction Amount	DISPUTE CODE	Current Balance	Actual Balance	% Calculated LPC assessed Current Balance
25	5/4/2010 BILL		61585	R	30	689	22.97		76	6/28/2010	\$1,109.87		\$103,138.09	\$103,138.09	
	7/2/2010 LPC						0				\$1,180.82	F	\$104,318.41	\$104,318.41	1.14%
26	7/9/2010 BILL		68283	V	36	698	19.39	0		08/03/2010	\$1,054.24		\$105,372.65	\$105,372.65	1.14%
	8/3/2010 LPC						0				\$1,196.14	F	\$106,568.79	\$106,568.79	1.14%
27	8/3/2010 BILL		68701	R	25	418	16.72	0		8/26/2010	\$631.94		\$107,200.19	\$107,200.19	1.12%
	9/2/2010 LPC						0				\$1,203.61	F	\$108,405.74	\$108,405.74	1.12%
28	9/2/2010 BILL		69252	R	30	551	18.57	0		09/28/2010	\$832.74		\$109,238.48	\$109,238.48	1.12%
	10/4/2010 LPC						0				\$1,218.10	F	\$110,456.58	\$110,456.58	1.12%
29	10/4/2010 BILL		69864	R	30	612	20.4	0		10/27/2010	\$941.96		\$111,398.54	\$111,398.54	1.11%
	11/2/2010 LPC						0				\$1,232.23	F	\$112,630.77	\$112,630.77	1.11%
30	11/2/2010 BILL		70663	R	31	799	25.77	219		11/29/2010	\$1,229.79		\$113,860.56	\$113,860.56	1.10%
	12/3/2010 LPC						0				\$1,250.68	F	\$115,111.24	\$115,111.24	1.10%
31	12/3/2010 BILL		71704	R	30	1041	34.7	488		12/30/2010	\$1,598.43		\$116,709.67	\$116,709.67	1.09%
	1/5/2011 LPC						0				\$1,274.65	F	\$117,984.32	\$117,984.32	1.09%
32	1/5/2011 BILL		73112	R	34	1408	41.41	1087		1/31/2011	\$2,012.11		\$119,996.43	\$119,996.43	1.09%
	2/3/2011 LPC						0				\$1,304.83	F	\$121,301.26	\$121,301.26	1.08%
33	2/3/2011 BILL		74262	R	29	1150	39.66	1053		3/1/2011	\$1,643.42		\$122,944.68	\$122,944.68	1.08%
	3/7/2011 LPC						0				\$1,329.49	F	\$124,274.17	\$124,274.17	1.07%
34	3/7/2011 BILL		75289	R	30	1027	34.23	815		3/30/2011	\$1,481.51		\$125,755.68	\$125,755.68	1.07%
	4/4/2011 LPC						0.00				\$1,351.71	F	\$127,107.39	\$127,107.39	1.07%
35	4/4/2011 BILL		76184	R	28	895	31.96	553		4/28/2011	\$1,969.74		\$128,477.13	\$128,477.13	1.07%
	5/4/2011 LPC						0				\$1,377.25	F	\$129,849.38	\$129,849.38	1.06%
36	5/4/2011 BILL		77143	R	32	959	29.97	264		6/27/2011	\$1,467.68		\$131,317.06	\$131,317.06	1.06%
	6/3/2011 LPC						0				\$1,394.27	F	\$132,711.33	\$132,711.33	1.06%
37	6/3/2011 BILL		17882	R	30	739	24.63	44		6/28/2011	\$1,129.47		\$133,840.80	\$133,840.80	1.05%
	7/5/2011 LPC						0				\$1,411.21	F	\$135,252.01	\$135,252.01	1.05%
38	7/5/2011 BILL		78488	R	29	606	20.9	0		7/28/2011	\$908.90		\$136,160.51	\$136,160.51	1.05%
	8/3/2011 LPC						0				\$1,424.84	F	\$137,585.35	\$137,585.35	1.04%
39	8/3/2011 BILL		79069	R	32	581	18.16	0		08/16/2011	\$871.04		\$138,456.39	\$138,456.39	1.04%
	9/3/2011 LPC						0				\$1,437.90	F	\$139,894.29	\$139,894.29	1.04%
40	9/3/2011 BILL		79614	R	29	545	18.79	0		9/28/2011	\$17.07		\$140,711.36	\$140,711.36	1.03%
	10/4/2011 LPC						0				\$1,450.16	F	\$142,161.52	\$142,161.52	1.03%
41	10/4/2011 BILL		80285	R	33	61	10.33	47		10/27/2011	\$978.82		\$143,140.34	\$143,140.34	1.02%
	11/2/2011 LPC						0				\$1,464.84	F	\$144,605.18	\$144,605.18	1.02%
42	11/2/2011 BILL		80871	R	29	586	20.21	219		11/29/2011	\$854.83		\$145,460.01	\$145,460.01	1.50%
	11/4/2011 PAY						0	Check			(\$140,742.25)		\$4,717.76	\$4,717.76	1.48%
43	12/2/2011 LPC						0				70.76	F	\$4,788.52	\$4,788.52	1.46%
44	12/2/2011 BILL		81485	R	30	614	20.47	409		12/29/2011	\$885.22		\$5,683.74	\$5,683.74	1.46%
	1/4/2012 LPC						0				\$84.19	F	\$5,767.93	\$5,767.93	1.46%
45	1/4/2012 BILL		82106	R	33	621	18.82	730		1/30/2012	\$892.95		\$6,660.28	\$6,660.28	1.45%
	2/3/2012 LPC						0				\$97.57	F	\$6,757.85	\$6,757.85	1.44%
46	2/3/2012 BILL		82884	R	30	778	25.93	776		2/29/2012	\$1,117.95		\$7,875.80	\$7,875.80	1.44%
	3/6/2012 LPC						0				\$114.34	F	\$7,990.14	\$7,990.14	1.44%
47	3/6/2012 BILL		83600	R	32	716	22.38	768		3/29/2012	\$1,015.45		\$9,005.59	\$9,005.59	1.44%
	4/5/2012 LPC						0				\$129.58	F	\$9,135.17	\$9,135.17	1.43%
48	4/5/2012 BILL		84259	R	29	659	22.72	329		4/30/2012	\$867.85		\$10,003.02	\$10,003.02	1.43%
	5/5/2012 LPC						0				142.59	F	\$10,145.61	\$10,145.61	1.43%
49	5/5/2012 BILL		84915	R	30	656	21.87	268		5/30/2012	\$863.89		\$11,009.50	\$11,009.50	1.43%
	6/5/2012 BILL		85457	R	33	542				6/28/2012	\$711.10		\$11,720.60	\$11,720.60	1.43%
	7/6/2012 BILL		85825	R	29	168				7/31/2012	\$470.13		\$12,190.73	\$12,190.73	1.43%
	8/4/2012 BILL		86150	R	30	325				8/28/2012	\$415.19		\$12,605.92	\$12,605.92	1.43%
	9/5/2012 BILL		86556	R	32	386				9/28/2012	\$495.19		\$13,101.11	\$13,101.11	1.43%
	10/5/2012 LPC						0				\$186.93	F	\$13,288.04	\$13,288.04	1.43%
	10/5/2012 BILL		86962	R	30					10/29/2012	\$567.57		\$13,855.61	\$13,855.61	1.43%
	11/8/2012 LPC						0				\$195.44	F	\$14,051.05	\$14,051.05	1.43%
	11/3/2012 BILL		87351	R	29	87551				11/28/2012	\$784.79		\$14,835.78	\$14,835.78	1.43%

SBG_COLONIALGARDEN00081

COLONIAL GARDEN
5425-7 WAYNE AVE Apt M2 PHIL, PA 19144
STATEMENT

From Date 7/1/2004 To Date 8/26/2011
Account Number SA Number 6128000245 4018739567

Meter 1906431/2115477

Dispute NO.	Transaction Date	Type	Reading	Reading Code	# of Days	CCF Usage	Average CCF/Days	Heating DDD's	Payment Type	Due Date	Transaction Amount	DISPUTE CODE	Current Balance	Actual Balance	% Calculated LPC as of 8/26/2011 Current Balance
	7/22/2004	LPC						0			29.61		2,003.81	\$2,003.81	
	7/22/2004	BILL	41292	R	25		519 17.90 11			8/16/2004	799.83		2,803.64	\$2,803.64	
	8/18/2004	PAY						0	Check		(1,974.20)		829.44	\$829.44	
	8/18/2004	PAY						0	Check		(828.44)			\$0.00	
	8/20/2004	BILL	41799	R	31		507 15.84 a			9/15/2004	781.77		781.77	\$781.77	
	9/22/2004	LPC						0			11.72		793.49	\$793.49	1.50%
	9/22/2004	BILL	42438	R	30		639 21.30 o			10/15/2004	980.60		1,774.09	\$1,774.09	
	9/29/2004	PAY						0	Check		(781.77)		992.32	\$992.32	
	10/11/2004	PAY						0	Check		(992.32)			\$0.00	
	10/21/2004	BILL	43056	R	30		628 20.93 11			11/16/2004	972.95		972.95	\$972.95	
	11/10/2004	PAY						0	Check		(972.95)			\$0.00	
	11/20/2004	BILL	43759	R	31		693 22.35 275			12/15/2004	1,071.65		1,071.65	\$1,071.65	
	12/20/2004	PAY						0	Check		(1,071.65)			\$0.00	
	12/20/2004	BILL	44457	R	30		696 23.27 515			1/14/2005	1,083.19		1,083.19	\$1,083.19	
	1/21/2005	LPC						0			16.24		1,099.43	\$1,099.43	1.50%
	1/21/2005	BILL	45236	R	30		779 25.37 823			2/15/2005	1,334.88		2,434.31	\$2,434.31	
	2/1/2005	PAY						0	Check		(1,083.19)		1,351.12	\$1,351.12	
	3/2/2005	LPC						0			20.26		1,371.38	\$1,371.38	1.50%
1	3/3/2005	BILL	47038	R	61		1797 29.46 1889			3/29/2005	3,062.12	I	4,433.50	\$4,433.50	
	3/18/2005	PAY						0	Check		(127.04)		4,306.46	\$4,306.46	
	4/4/2005	LPC						0			64.59		4,371.05	\$4,371.05	1.50%
	4/4/2005	BILL	47752	R	30		699 23.30 727			4/27/2005	1,066.05		5,437.10	\$5,437.10	
	05/03/2005	LPC						0			80.58		5,517.68	\$5,517.68	1.48%
	05/03/2005	BILL	48420	R	31		658 22.19 303		06/26/2005		1,049.58		6,567.26	\$6,567.26	
	5/25/2005	PAY						0	Check		(287.91)		6,279.35	\$6,279.35	
	6/2/2005	LPC					0.00				94.19		6,373.54	\$6,373.54	1.50%
	06/02/2005	BILL	48961	R	30		541 18.03 152			6/27/2005	831.69		7,205.23	\$7,205.23	
	6/8/2005	PAY						0	Check		(565.40)		6,639.83	\$6,639.83	
	07/01/2005	LPC						0			99.59		6,739.42	\$6,739.42	1.50%
	7/1/2005	BILL	49381	R	29		370 12.76 5			07/27/2005	619.51		7,358.93	\$7,358.93	
	7/21/2005	PAY						0	Check		(623.37)		6,735.56	\$6,735.56	
	08/03/2005	LPC						0			101.00		6,836.56	\$6,836.56	1.50%
	8/3/2005	BILL	49714	R	33		543 11.61 0			08/26/2005	640.80		7,477.36	\$7,477.36	
	8/23/2005	PAY						0	Check		(988.57)		6,488.79	\$6,488.79	
	9/2/2005	LPC						0			97.29		6,586.08	\$6,586.08	1.50%
	09/02/2005	BILL	50019	R	30		305 10.17 0			9/28/2005	514.86		7,099.94	\$7,099.94	
	9/12/2005	PAY						0	Check		(486.77)		6,613.17	\$6,613.17	
	10/4/2005	LPC						0			99.18		6,712.35	\$6,712.35	1.50%
	10/4/2005	BILL	50435	R	32		416 13.00 8			10/27/2005	729.98		7,442.33	\$7,442.33	
	10/31/2005	PAY						0	Check		(420.98)		7,021.35	\$7,021.35	
	11/2/2005	LPC						0			103.30		7,124.65	\$7,124.65	1.50%
	11/02/2005	BILL	51048	R	29		613 21.14 228			11/29/2005	1,263.69		8,388.34	\$8,388.34	
	11/10/2005	PAY						0	Check		(511.14)		7,877.20	\$7,877.20	
	11/21/2005	PAY						0	Check		(571.13)		7,306.07	\$7,306.07	
	12/15/2005	LPC						0			116.50		7,422.57	\$7,422.57	1.50%
	12/5/2005	BILL	51820	R	31		772 24.90 507			12/30/2005	1,615.03		9,037.60	\$9,037.60	
	1/5/2006	LPC						0			140.72		9,178.32	\$9,178.32	1.48%
	01/05/2006	BILL	52769	R	33		949 28.76 994			1/30/2006	1,980.88		11,159.20	\$11,159.20	
	2/6/2006	LPC						0			170.44		11,329.64	\$11,329.64	1.47%
	2/6/2006	BILL	53630	R	30		861 28.70 698			3/2/2006	1,799.00		13,128.64	\$13,128.64	
	02/09/2006	PAY						0	Check		(1,819.21)		11,309.43	\$11,309.43	
	03/07/2006	LPC						0			184.05		11,493.48	\$11,493.48	1.50%
	03/07/2006	BILL	54461	R	31		831 26.81 529			03/30/2006	1,796.87		13,290.35	\$13,290.35	
	3/13/2006	PAY						0	Check		(1,815.62)		11,474.73	\$11,474.73	
	4/6/2006	LPC						0			185.68		11,660.41	\$11,660.41	1.50%
	4/6/2006	BILL	55180	R	29		669 23.07 490			05/02/2006	1,402.12		13,062.53	\$13,062.53	
	5/5/2006	LPC						0			206.86		13,269.39	\$13,269.39	1.48%
	5/5/2006	BILL	55750	R	30		620 20.67 251			5/31/2006	1,300.83		14,570.22	\$14,570.22	
	6/8/2006	LPC						0			226.17		14,796.39	\$14,796.39	1.46%
	6/8/2006	BILL	56313	R	32		563 17.59 67			6/29/2006	1,174.27		15,970.66	\$15,970.66	
	7/8/2006	LPC						0			243.70		16,214.36	\$16,214.36	1.44%

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C-2012-2304183
COLONIAL GARDEN

COLONIAL GARDEN
5425-7 WAYNE AVE Apt M2 PHIL, PA 19144

From Date 7/1/2004 To Date 8/28/2011
Account Number SA Number 6128000245 401879567

Metar 1906431/2115477

Dispute NO.	Transaction Date	Type	Reading	Reading Code	# of Days	CCF Usage	Average CCF/Days	Heating Payment DD0's	Payment Type	Due Date	Transaction Amount	DISPUTE CODE	Current Balance	Actual Balance	% Calculated LPC assessed Current Balance
	7/6/2006	BILL	56718	R	30		405 18.50 2			07/31/2006	816.16		17,931.90	\$17,991.90	
	8/4/2006	LPC						0			256.09		18,187.99	\$18,187.99	1.43%
	8/4/2006	BILL	57088	R	29		370 12.76 0			8/29/2006	747.30		18,934.69	\$18,934.69	
	9/5/2006	LPC						-			267.24		\$19,201.87	\$19,201.87	1.41%
	9/5/2006	BILL	57572	R	29		484 16.99 1			9/28/2006	971.59		20,173.46	\$20,173.46	
	9/7/2006	PAY						0	Check		(71.04)		20,102.42	\$20,102.42	
	9/7/2006	PAY						0	Check		(1,973.19)		18,129.23	\$18,129.23	
	10/4/2006	LPC						0			271.99		18,401.16	\$18,401.16	1.50%
	10/4/2006	BILL	57976	R	32		404 12.82 35			10/27/2006	813.72		19,214.88	\$19,214.88	
	11/2/2006	LPC						0			284.14		19,499.02	\$19,499.02	1.48%
	11/2/2006	BILL	58480	R	29		504 17.98 295			11/27/2006	1,010.97		20,509.99	\$20,509.99	
	12/5/2006	LPC						0			299.29		20,809.68	\$20,809.68	1.46%
	12/5/2006	BILL	59107	R	33		627 19.00 467			01/02/2007	1,246.57		22,056.25	\$22,056.25	
	1/8/2007	LPC						0			317.99		22,374.24	\$22,374.24	1.44%
	1/8/2007	BILL	59745	R	32		638 19.94 688			02/01/2007	1,226.15		23,599.99	\$23,599.99	
	2/7/2007	LPC						0			336.99		23,935.78	\$23,935.78	1.49%
	2/7/2007	BILL	60462	R	31		717 23.13 925			09/05/2007	1,375.58		25,311.36	\$25,311.36	
	2/7/2007	PAY						0	Check		(3,948.07)		\$21,363.29	\$21,363.29	
	3/7/2007	LPC						0			320.43		21,682.72	\$21,682.72	1.50%
	3/7/2007	BILL	61161	R	29		699 24.10 1000			09/30/2007	1,338.59		\$23,021.25	\$23,021.25	
	4/5/2007	LPC						0			340.51		23,361.76	\$23,361.76	1.48%
	4/5/2007	BILL	61800	R	29		839 22.03 536			5/1/2007	1,214.76		24,576.52	\$24,576.52	
	4/27/2007	PAY						0	Check		(1,484.21)		23,092.31	\$23,092.31	
	5/7/2007	LPC						0			346.99		23,439.69	\$23,439.69	1.50%
	5/7/2007	BILL	62390	R	30		530 17.67 993			5/31/2007	1,010.83		\$24,449.52	\$24,449.52	
	6/6/2007	LPC						0			363.54		24,813.06	\$24,813.06	1.48%
	6/6/2007	BILL	62784	R	32		454 14.19 63			6/29/2007	870.64		25,683.70	\$25,683.70	
	6/21/2007	PAY						0	Check		(400.78)		25,282.92	\$25,282.92	
	7/6/2007	LPC						0			374.80		25,657.72	\$25,657.72	1.48%
	7/5/2007	BILL	63222	R	30		436 14.80 4			07/31/2007	851.10		26,508.82	\$26,508.82	
	8/6/2007	LPC						0			387.97		26,896.80	\$26,896.80	1.46%
	8/6/2007	BILL	63682	R	29		480 15.86 0			08/12/2007	892.87		27,789.66	\$27,789.66	
	09/05/2007	LPC						0			400.76		28,190.42	\$28,190.42	1.44%
	09/05/2007	BILL	64212	R	32		540 16.88 6			09/12/2007	1,037.86		29,228.28	\$29,228.28	
	10/4/2007	LPC						0			418.93		29,647.61	\$29,647.61	1.42%
	10/4/2007	BILL	64768	R	29		546 18.83 13			10/29/2007	998.22		30,645.83	\$30,645.83	
	10/10/2007	PAY						0	Check		(940.40)		29,695.43	\$29,695.43	
	11/2/2007	LPC					0.00				431.90		30,127.33	\$30,127.33	1.45%
	11/2/2007	BILL	65162	R	29		594 19.59 129			11/29/2007	723.70		30,851.03	\$30,851.03	
	12/5/2007	LPC						0			442.18		31,293.21	\$31,293.21	1.49%
	12/5/2007	BILL	65796	R	33		574 17.99 681			1/2/2008	\$1,053.74		32,346.95	\$32,346.95	
	12/19/2007	PAY						0	Check		(2,082.62)		30,264.33	\$30,264.33	
	1/7/2008	LPC						0			454.04		30,718.37	\$30,718.37	1.50%
	1/7/2008	BILL	66299	R	31		569 18.16 853			01/31/2008	1,059.27		31,777.64	\$31,777.64	
	2/5/2008	LPC						0			469.84		32,247.48	\$32,247.48	1.48%
	2/5/2008	BILL	66927	R	31		628 20.26 853			02/29/2008	1,172.65		33,420.13	\$33,420.13	
	3/5/2008	LPC						0			487.43		33,907.56	\$33,907.56	1.46%
	03/05/2008	BILL	67516	R	29		589 20.31 786			3/31/2008	1,104.24		\$35,011.70	\$35,011.70	
	4/4/2008	LPC						0			504.00		35,515.70	\$35,515.70	1.44%
	04/04/2008	BILL	68096	R	30		580 19.83 588			04/12/2008	1,111.09		36,626.79	\$36,626.79	
	05/05/2008	LPC						0			520.67		37,147.46	\$37,147.46	1.42%
	05/05/2008	BILL	68583	R	29		487 16.79 296			5/29/2008	893.96		\$38,041.42	\$38,041.42	
	6/4/2008	LPC						0			534.71		38,576.13	\$38,576.13	1.40%
	6/4/2008	BILL	69089	R	32		500 15.62 194			06/12/2008	973.65		39,549.78	\$39,549.78	
	07/07/2008	LPC						0			549.94		40,099.72	\$40,099.72	1.39%
	7/7/2008	BILL	69400	R	29		317 10.99 0			7/30/2008	718.79		40,818.51	\$40,818.51	
	8/4/2008	LPC						0			340.12		\$41,158.63	\$41,158.63	1.37%
	8/4/2008	BILL	69885	R	30		285 9.90 0			08/12/2008	648.16		41,806.79	\$41,806.79	
	9/3/2008	LPC						0			569.84		42,376.63	\$42,376.63	1.35%
	9/3/2008	BILL	70189	R	32		504 15.79 0			9/28/2008	1,129.20		43,505.83	\$43,505.83	
	10/2/2008	LPC						0			568.78		44,074.61	\$44,074.61	1.34%

SBG_COLONIALGARDEN00084

COLONIAL GARDEN
 5425-7 WAYNE AVE Apt M2 PHIL, PA 19144

From Date 7/1/2004 To Date 6/26/2011
 Account Number SA Number 6128000245 4018739567

Meter 1906491/2115477

Disputa NO.	Transaction Date	Type	Reading	Reading Code	# of Days	CCF Usage	Average CCF/Day	Hearing DDO's	Payment Type	Due Date	Transaction Amount	DISPUTE CODE	Current Balance	Actual Balance	% Calculated LPC assessed Current Balance
	10/2/2008 BILL		7047	R	29		278 9.59 12			10/27/2008	613.10		44,969.04	\$44,969.04	
	10/31/2008 LPC							0			595.98		45,565.02	\$45,565.02	1.03%
	10/31/2008 BILL		70949	R	29		482 16.62 259			11/26/2008	1,048.87		46,613.89	\$46,613.89	
	12/5/2008 LPC							0			611.71		47,225.60	\$47,225.60	1.01%
	12/5/2008 BILL		11605	R	34		656 19.29 662			01/02/2009	1,420.54		48,646.14	\$48,646.14	
	1/6/2009 LPC							0			633.02		49,279.16	\$49,279.16	1.00%
	1/6/2009 BILL		72440	R	33		835 25.30 899			01/30/2009	1,779.40		51,058.56	\$51,058.56	
	2/4/2009 LPC							0			659.71		51,718.27	\$51,718.27	1.25%
	2/4/2009 BILL		73214	R	29		774 26.69 1027			03/02/2009	1,528.75		53,247.00	\$53,247.00	
	3/5/2009 LPC							0			682.64		53,929.64	\$53,929.64	1.28%
	3/5/2009 BILL		73876	R	29		662 22.83 650			03/19/2009	1,289.85		55,219.29	\$55,219.29	
	3/6/2009 PAY							0	Check		(1,511.30)		53,707.99	\$53,707.99	
	4/4/2009 LPC							0			701.99		54,409.98	\$54,409.98	1.01%
	4/4/2009 BILL		74408	R	29		532 18.34 520			04/12/2009	936.42		55,346.40	\$55,346.40	
2	5/5/2009 LPC							0			716.09	F	\$56,062.49	\$56,062.43	1.25%
	5/5/2009 BILL		75041	R	32		683 19.78 921			05/12/2009	1,110.54		57,172.97	\$57,172.97	
3	6/5/2009 LPC							0			732.69	F	57,905.66	\$57,905.66	1.28%
	6/5/2009 BILL		75518	R	30		472 15.73 56			06/29/2009	826.67		58,732.33	\$58,732.33	
4	7/6/2009 LPC							0			745.09	F	59,477.42	\$59,477.42	1.27%
	7/6/2009 BILL		75899	R	29		386 18.81 18			7/29/2009	633.04		60,110.46	\$60,110.46	
5	8/5/2009 LPC							0			754.59	F	60,865.05	\$60,865.05	1.26%
	8/5/2009 BILL		76245	R	32		446 18.94 0			08/12/2009	728.43		61,593.48	\$61,593.48	
6	9/3/2009 LPC							0			765.51	F	62,358.99	\$62,358.99	1.24%
	9/3/2009 BILL		76715	R	29		570 12.76 0			09/28/2009	606.86		62,965.85	\$62,965.85	
7	10/3/2009 LPC							0			774.62	F	63,740.47	\$63,740.47	1.23%
	10/3/2009 BILL		77127	R	30		412 13.79 30			10/27/2009	651.13		64,391.60	\$64,391.60	
8	11/2/2009 LPC							0			5784.58	F	65,175.98	\$65,175.98	1.22%
	11/2/2009 BILL		17888	R	29		561 19.34 257			11/17/2009	886.16		66,062.14	\$66,062.14	
9	12/14/2009 LPC							0			797.68	F	66,859.82	\$66,859.82	1.21%
	12/14/2009 BILL		78257	R	33		669 20.27 458			12/30/2009	1,055.91		67,915.73	\$67,915.73	
10	1/6/2010 LPC							0			818.51	F	68,734.24	\$68,734.24	1.20%
	1/6/2010 BILL		79231	R	33		874 26.48 985			2/1/2010	1,390.89		70,125.13	\$70,125.13	
11	2/13/2010 LPC							0			834.88	F	70,959.51	\$70,959.51	1.19%
	2/13/2010 BILL		79992	R	29		761 26.34 907			3/1/2010	1,213.99		72,173.50	\$72,173.50	
12	3/4/2010 LPC							0			852.58	F	73,026.08	\$73,026.08	1.18%
	3/4/2010 BILL		80836	R	29		844 29.10 826			3/29/2010	1,948.08		74,974.16	\$74,974.16	
13	04/05/2010 LPC							0			872.80	F	75,846.96	\$75,846.96	1.17%
	04/05/2010 BILL		81488	R	29		652 22.48 440			4/28/2010	1,074.99		76,921.95	\$76,921.95	
14	05/05/2010 LPC							0			888.92	F	77,810.87	\$77,810.87	1.16%
	05/05/2010 BILL		82108	R	32		618 19.31 211			5/27/2010	1,019.98		78,830.85	\$78,830.85	
15	6/4/2010 LPC							0			904.21	F	79,735.06	\$79,735.06	1.16%
	6/4/2010 BILL		82603	R	30		497 16.57 76			6/28/2010	820.02		80,555.08	\$80,555.08	
16	07/02/2010 LPC							0			916.51	F	81,471.59	\$81,471.59	1.15%
	7/2/2010 BILL		82959	R	29		856 12.28 0			7/28/2010	557.18		82,028.77	\$82,028.77	
17	08/09/2010 LPC							0			924.87	F	82,953.64	\$82,953.64	1.14%
	08/09/2010 BILL		83256	R	32		297 9.28 0			8/26/2010	468.05		83,421.69	\$83,421.69	
18	9/2/2010 LPC							0			991.89	F	84,413.58	\$84,413.58	1.15%
	9/2/2010 BILL		83990	R	30		834 11.13 0			9/28/2010	534.22		84,947.80	\$84,947.80	
19	10/4/2010 LPC							0			998.75	F	85,946.55	\$85,946.55	1.12%
	10/4/2010 BILL		83978	R	30		388 12.88 0			10/27/2010	616.63		86,563.18	\$86,563.18	
20	11/2/2010 LPC							0			949.00	F	87,512.18	\$87,512.18	1.11%
	11/2/2010 BILL		84547	R	31		569 18.35 219			11/29/2010	868.21		88,380.39	\$88,380.39	
21	12/13/2010 LPC							0			962.43	F	89,342.82	\$89,342.82	1.10%
	12/13/2010 BILL		85346	R	30		799 26.69 488			12/9/2010	1,246.29		90,589.11	\$90,589.11	
22	1/5/2011 LPC							0			981.12	F	91,570.23	\$91,570.23	1.09%
	1/5/2011 BILL		86483	R	34		1087 31.97 1087			01/31/2011	1,572.81	J	93,143.04	\$93,143.04	
24	2/3/2011 LPC							0			1,004.71	F	94,147.75	\$94,147.75	1.09%
	2/3/2011 BILL		87308	R	29		870 30.00 1059			03/01/2011	1,262.71		95,410.46	\$95,410.46	
25	03/04/2011 LPC							0			1,023.65	F	96,434.11	\$96,434.11	1.08%
	03/04/2011 BILL		88050	R	30		747 24.90 815			03/19/2011	1,087.06		97,521.17	\$97,521.17	
26	04/04/2011 LPC							0			1,040.11	F	98,561.28	\$98,561.28	1.07%

SBG_COLONIALGARDEN00085

COLONIAL GARDEN
5425-7 WAYNE AVE Apt M2 PHIL, PA 19144

From Date 7/1/2004 To Date 8/26/2011
Account Number SA Number 6128000245 401.8739567

Meter 1906481/2115477

STATEMENT

Dispute NO.	Transaction Date	Type	Reading	Reading Code	# of Days	CCF Usage	Average CCF/Days	Heating Payment DDO's	Payment Type	Due Date	Transaction Amount	DISPUTE CODE	Current Balance	Actual Balance	% Calculated LFC against Current Balance
	4/4/2011	BILL	88707	R	28		657 29.46 553			04/18/2011	1,024.94		98,887.56	98,887.56	
27	5/4/2011	LPC						0			1,055.49	F	99,943.05	99,943.05	1.07%
	05/04/2011	BILL	89395	R	32		888 21.50 264			05/27/2011	1,072.88		101,015.43	101,015.43	
28	6/3/2011	LPC						0			1,077.57	F	102,087.00	102,087.00	1.06%
	06/03/2011	BILL	89908	R	30		513 17.10 44			06/128/2011	803.48		\$102,890.48	\$102,890.48	
29	7/5/2011	LPC						0			1,083.42	F	103,974.10	103,974.10	1.05%
	7/5/2011	BILL	90314	R	29		406 14.00 0			7/28/2011	628.12		104,602.22	104,602.22	
30	08/03/2011	LPC						0			1,099.04	F	105,695.26	105,695.26	1.04%
	08/03/2011	BILL	90679	R	32		365 11.41 a			08/126/2011	566.66		106,261.92	106,261.92	
31	9/9/2011	LPC						0			1,101.54	F	107,363.46	107,363.46	1.04%
	9/9/2011	BILL	91023	R	29		344 11.86 a			9/28/2011	535.16		107,898.62	107,898.62	
32	10/4/2011	LPC						0			1,109.57	F	109,008.19	109,008.19	1.03%
	10/4/2011	BILL	91408	R	33		445 13.48 47			10/27/2011 5668.57	668.57		109,676.76	109,676.76	
33	11/2/2011	LPC						0			1,119.60	F	110,796.36	110,796.36	1.02%
34	11/2/2011	BILL	346	R	LSI		2815 97.07 219			11/29/2011	4,125.80	F	114,922.16	114,922.16	
	11/4/2011	PAY						0	Check		(107,921.25)		7,000.93	7,000.93	
	11/4/2011	REVADJ						0			(642.80)		6,358.13	6,358.13	
35	12/2/2011	LPC						0			95.57	F	6,453.70	6,453.70	1.50%
	12/2/2011	BILL	1147	R	30		806 26.87 409			12/28/2011	1,194.60		7,648.30	7,648.30	
	12/13/2011	REVADJ						0			642.60		8,290.90	8,290.90	
	12/18/2011	MANR/LPC						0			(642.80)		7,648.30	7,648.30	
36	1/4/2012	LPC						0			114.71	F	7,763.02	7,763.02	1.50%
	1/4/2012	BILL	1982	R	33		835 25.30 730			1/30/2012	1,219.30		8,982.32	8,982.32	
37	2/3/2012	LPC						0			193.01	F	9,175.33	9,175.33	1.48%
	2/3/2012	BILL	2851	R	30		969 32.30 776			2/29/2012	1,411.86		10,587.19	10,587.19	
38	3/6/2012	LPC						0			154.39	F	10,741.58	10,741.58	1.46%
	3/6/2012	BILL	3865	R	32		914 28.56 768			3/29/2012	1,315.68		12,057.26	12,057.26	
39	4/5/2012	LPC						0			173.52	F	12,230.78	12,230.78	1.45%
	4/5/2012	BILL	4685	R	29		820 28.28 329			4/30/2012	1,069.80		13,300.58	13,300.58	
40	5/5/2012	LPC						0			190.41	F	13,490.99	13,490.99	1.43%
	5/5/2012	BILL	5508	R	30		828 27.43 268			5/30/2012	1,109.26		14,599.85	14,599.85	
	6/5/2012	BILL	6198		33		688			6/28/2012	\$822.10		\$15,485.05	\$15,485.05	
	7/6/2012	BILL	6681		29		485			7/31/2012	\$693.05		\$16,125.10	\$16,125.10	
	8/4/2012	BILL	7153		30		452			8/28/2012	\$596.88		\$16,721.98	\$16,721.98	
	9/5/2012	BILL	7657		32		524			9/28/2012	\$491.64		\$17,213.62	\$17,213.62	
41	10/5/2012	LPC						0			\$469.71	F	\$17,683.33	\$17,683.33	1.43%
	10/5/2012	BILL	8210		30		8210			10/29/2012	\$756.20		\$18,419.53	\$18,419.53	
42	11/3/2012	LPC						0			\$261.05	F	\$18,680.58	\$18,680.58	1.42%
	11/9/2012	BILL	8925		29		8925			11/29/2012	\$972.05		\$19,652.63	\$19,652.63	
	12/6/2012	BILL	9754		33		829			1/2/2013	\$1,129.54		\$20,782.17	\$20,782.17	
	1/8/2013	BILL	10485				791			1/31/2013	\$1,034.13		\$21,816.30	\$21,816.30	
	2/5/2013	BILL	11261				776			3/1/2013	\$1,096.57		\$22,912.87	\$22,912.87	
	3/7/2013	BILL	11959				798			4/1/2013	\$1,054.81		\$23,967.68	\$23,967.68	
	4/5/2013	BILL	12759				780			4/29/2013	\$1,140.03		\$25,107.71	\$25,107.71	
	5/4/2013	BILL	13490				791			5/29/2013	\$1,097.27		\$26,204.98	\$26,204.98	
	6/5/2013	BILL	14346				756			6/27/2013	\$1,180.71		\$27,385.69	\$27,385.69	
	7/2/2013	BILL	14775				529						\$27,915.69	\$27,915.69	NO BILL SENT
	8/3/2001	BILL	15224				449			8/27/2003	\$670.85		\$28,006.54	\$28,006.54	

SBG_COLONIALGARDEN00086

B) SBG also disputes the calculation and imposition of interest and penalties assessed by PGW on the accounts PGW claimed to be delinquent.

7. SBG's significant concerns with regard to accuracy of billing, validity of the meter readings and or estimates and the calculation of interest and penalties assessed by PGW do, as indicated by Administrative Law Judge Vero in her Order dated July 17, 2012, on Respondent's Preliminary Objections on page 12, fall squarely within the purview of the Commission's jurisdiction and are rightfully brought before the Commission for adjudication.

8. If PGW had responded initially to SBG's attempts to gather information about the accounts, these billing disputes could have been resolved in an appropriate, reasonable, and expeditious manner, which may have ultimately resulted in no alleged delinquent accounts or in claims of alleged delinquent accounts with substantially smaller balances.

IV. PRAYER FOR RELIEF

WHEREFORE, for the reasons set forth herein, Complainant SBG Management Services, Inc., respectfully requests that the Pennsylvania Public Utility Commission sustain this Amended Complaint, and:

1. Require PGW to supply all the necessary information in order to determine the accuracy of any and all amounts it claims are owed on the disputed accounts where SBG and/or Colonial Garden is the customer of record;
2. Require PGW to test the meters on the accounts in question in order to determine that Complainant is being accurately billed;
3. Require PGW to correct the accounts listed in this Amended Complaint that are determined to be inaccurate and refund the amount to SBG that is determined to be overpaid; and
4. Grant such other and further relief as the Commission determines to be in the public interest.

Property:														
Account #:	6128000245													
SAID:	1895894981													
Meter #:	2115477													
CCF usage														
Billing Month	1999	2000	2001	2002	2003	2004	2005	2006	2007	2008	2009	2010	2011	2012
Jan		0	0	0	0		779	949	638	583	835	874	1087	835
Feb		0	0	0	0			881	717	628	774	761	870	969
Mar		0	0	0	0		1797	831	699	589	662	844	747	914
Apr		0	0	0	0		688	669	639	580	532	652	657	820
May		0	0	0			688	620	530	487	633	618	688	823
Jun		0	0	0			541	583	454	500	472	497	513	
Jul		0	0	0		519	370	405	438	317	386	356	406	
Aug	6243	0	0	0		507	383	370	480	285	448	297	365	
Sep		0	0	0		639	305	484	540	504	370	334	344	
Oct	1582	0	0	0		628	416	404	546	278	412	388	445	
Nov	922	0	3	0		693	613	504	394	482	561	569	2815	
Dec	972	0	0	0		698	772	627	574	656	874	799	806	

SBG_COLONIALGARDEN00151

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C-2012-2304183
COLONIAL GARDEN

Exhibit Number	Transcript Page # (Line #)	Description	Bate Stamp Number
C	*247-392 247(21) 250(3) 260(3) 265(18) 268(12) 269(4) 272(15) 274(6) 179(3) 282(11) 289(19) 291(10) 293(3) 295(10) 296(3) 304(7) 391(3)	SBG Colonial Gardens Pages 78-86 disputed transactions Section 7 Acct. 6128000245 SA 1375369694/ 1375369694	SBG_COLONIALGARDEN00078 SBG_COLONIALGARDEN00079 SBG_COLONIALGARDEN00080 SBG_COLONIALGARDEN00081 SBG_COLONIALGARDEN00082 SBG_COLONIALGARDEN00083 SBG_COLONIALGARDEN00084 SBG_COLONIALGARDEN00085
C	*267-269 267(13) 268(7) 269(21)	SBG Colonial Gardens Statement of Accts. Acct.# 6128000245 SA# 1375369694 Meter# 1987516 Page 1 of 4	SBG_COLONIALGARDEN00062 SBG_COLONIALGARDEN00063 SBG_COLONIALGARDEN00064 SBG_COLONIALGARDEN00065
C	277(2)	SBG Colonial Gardens Statement of Accts. Acct.# 6128000245 SA# 4018739567 Meter# 2115477	SBG_COLONIALGARDEN00086
C	311(6-25)-313 333(10)-334 346(24)-347	Email from Phil Pulley to Mr. Clark, Ms. Landman, Mr. Higgins, and Ted Savage Aug. 25, 2011 @ 12:12pm Re: 2 attachments, one for Colonial Garden gas liens, and the other attachment was Colonial Garden bringdown. Mr. Pulley was frustrated because everyone is saying something different.	PGW_CORR0029 PGW_CORR0030 PGW_CORR0031 PGW_CORR0032 2015 AUG 27 AM 10:55 PA PUC SECRETARY'S BUREAU
C	313(6)-314	Email from Eric Lampert	SBG_CORRESPONDENCE00041

RECEIVED

SBG CG/SG

ER 9

		to Phil Pulley Aug. 19, 2011 @ 2:58pm Re: a bill from PGW dated 8/3/11 with a balance of \$244,771.81. After deduction of disputed amount, the balance was \$155,681.58 SBG Disputed amount document attached.	SBG_CORRESPONDENCE00042 SBG_CORRESPONDENCE00043
C	314(19)-315 319(11-23) 329(21)-331	PGW Bill from 12/31/04-3/02/05 acct. 6128000245 for \$21,409.99 Pages 89-91.	SBG_COLONIALGARDEN00089
	321(13-25) 330(5-18)	PGW Bill breakdown for Acct. 6128000245 From 12/31/04-3/2/05.	SBG_COLONIALGARDEN00090 SBG_COLONIALGARDEN00091
R	*315-324 315(17) 318(1) 318(3) 319(9) 323(9) 324(12)	Contacts Premise 5425-7 Wayne Ave. Phila., PA 19144.	PGW_COLO0014 PGW_COLO0015
R	*324-328 324(20)-326 327(16) 328(22)	Contacts for premise 5425-7 Wayne Ave., Phila., PA 19144	PGW_COLO0033
C	*342-381 342(17) 344(13)-346 347(24) 349(14)-350	Email from Cynthia Overby to Phil Pulley Aug. 24, 2012 Re: Requested oil conversion checklist information. Chain Email.	SBG_CGAGAS029 SBG_CGASGA030
	380(6)-381	Email from Cynthia Overby to Phil Pulley Jan.4, 2012 requesting existing equipment, new equipment to be added, and the last two bills of oil bills.	SBG_CGAGAS031
	346(25)-347 349(13)-350	Letter from Broudy Precision 8/27/12 Re: A quote totaling \$4,415.00 plus freight.	SBG_CGAGAS032

C	391(3-21)	SBG Doc. for Acct. 6128000245 SA 1375369694 Meter 1987516 7/1/04-8/26/11 usage	SBG_COLONIALGARDEN00081
C	376(22)-377	Email from Cynthia Overby to Phil Pulley Sept.5,2012 Re: A request for both 2009- 2010, and requesting a total for gallons used for both years	SBG_CGAGAS036 SBG_CGAGAS037
C	376(18-22)	PGW Bill from 8/2/12- 9/4/12 Acct. 6128000245 in the amount of \$30,568.23	SBG_CGAGAS038
C	381(8-13)	Email from John Molyneux to Phil Pulley Sept.18,2012 @ 8:19am, requesting a breakdown of the BTU's for the appliances being installed	SBG_CGAGAS041
C	381(14)-382	Email from Kathy Treadwell to Cynthia Overby Sept.7, 2012 @ 10:39am Re: SBG having a gas acct. that services 5425-7 Wayne Ave.	SBG_CGAGAS035
C	400(4)-403 410(12)-412	Email from Gwen Osby, assistant to D. Hyman, to Gerald Clark Sept.23,2008 @ 9:30am Re: address of properties we had issues and concerns.	SBG_SIMON00136 SBG_SIMON00137
C	*401-412 401(17) 402(9) 403(4-24) 405(9-10) 405(2), 405(24) 407(2) 411(2) 412(5)	Email chain from Gwen Osby to Phil Pulley Nov. 17,2008 @ 12:22pm	SBG_SIMON00135 SBG_SIMON00134 SBG_SIMON00133 SBG_SIMON00132
C	407(16)	Email from Phil Pulley to	SBG_SIMON00130

		John Dunn, page 130	
C	416(12)	Email from Raquel Guzman to David Hyman	PGW_CORR0003
C	419(6)-423	Letter from SBG Management to Daniel McCaffrey Nov. 10,2004 Re: PGW vs. Simon Garden Realty	SBG_CORRESPONDENCE00137
C	425(1)	SBG Simon p.156-158, Payment agreement Acct. 011905	SBG_SIMON00156 SBG_SIMON00157 SBG_SIMON00158
C	*430-438 430(10) 432(4) 434(9-20) 434(20) 435(6) 436(6-25) 438(2-9)	Disputed transactions, Section 7, Statement of Acct. 539547187 SA1162325601	SBG_SIMON00088 SBG_SIMON00089 SBG_SIMON00090 SBG_SIMON00091 SBG_SIMON00092 SBG_SIMON00093 SBG_SIMON00094
C	434(6)	SBG CCF Analysis for Acct.539547187 SA#1162325601 Meter# 1944659	SBG_SIMON00170
C	*438- 451 438(22) 442(25) 444(1) 446(5) 448(12) 451(21)	OPA 881210025 Doc. provided at time of closing	SBG_SIMON00153
R	*440- 443 440(24) 441(15-20) 442(7) 443(2)	PGW Contact for premise Chew Ave., Phila. PA 19119	PGW_SIMON00013
C	447(11),450(16)	SBG Simon p.149 dated Jan. 29,2013 C-2012-2304324	SBG_SIMON00149
C	417(12-25)- 419	Letter from SBG to John Dunn dated Sept.2, 2005 Re: PGW continuing to charge late fees and interest fees	SBG_CORRESPONDENCE00132

COLONIAL GARDEN
5425-7 WAYNE AVE Apt M1 PHIL, PA 19144

From Date 7/1/2004
Account Number 6128000745

To Date 8/26/2011
SA Number 1375969694/1575369694

Meter 1987516

Dispute No.	Transaction Date	Type	Reading	Reading Code	# of Days	CCF Usage	Average CCF/Day	Heating DoD's	Payment Type	Due Date	Transaction Amount	DISPUTE CODE	Current Balance	Actual Balance	% Calculated LPC assessed Current Balance
	2/18/2005	BILL						0			\$0.00		\$0.00	\$0.00	
	2/18/2005	BILL						0			\$0.00		\$0.00	\$0.00	
	2/18/2005	BILL						0			\$0.00		\$0.00	\$0.00	
	2/18/2005	BILL						0			\$0.00		\$0.00	\$0.00	
	2/18/2005	BILL						0			\$0.00		\$0.00	\$0.00	
	2/18/2005	BILL						0			\$0.00		\$0.00	\$0.00	
	2/18/2005	BILL						0			\$0.00		\$0.00	\$0.00	
	2/18/2005	BILL						0			\$0.00		\$0.00	\$0.00	
	2/18/2005	BILL						0			\$0.00		\$0.00	\$0.00	
	2/18/2005	BILL						0			\$0.00		\$0.00	\$0.00	
	2/18/2005	BILL						0			\$0.00		\$0.00	\$0.00	
	2/18/2005	BILL	7145	R	30	222	7.4			3/16/2005	\$311.52	J	\$311.52	\$311.52	
	2/18/2005	BILL	8089	R	29	948	32.69			3/16/2005	\$1,360.47	J	\$1,671.99	\$1,671.99	
	2/18/2005	BILL	9994	R	30	1841	29.69			3/16/2005	\$2,646.09	J	\$4,318.08	\$4,318.08	
	2/18/2005	BILL	10609	R	29	675	23.28		11	3/16/2005	\$1,015.19	J	\$5,333.27	\$5,333.27	
	2/18/2005	BILL	11286	R	32	677	21.16			3/16/2005	\$1,018.19	J	\$6,351.46	\$6,351.46	
	2/18/2005	BILL	12056	R	30	no	25.67			3/16/2005	\$1,158.42	J	\$7,509.88	\$7,509.88	
	2/18/2005	BILL		R	30		26.57		11	3/16/2005	\$1,164.76	J	\$8,674.64	\$8,674.64	
	2/18/2005	BILL	13709	R	31	sao	28.29		275	3/16/2005	\$1,336.57	J	\$10,011.01	\$10,011.01	
	2/18/2005	BILL	14585	R	30	882	29.4		515	3/16/2005	\$1,344.42	J	\$11,355.43	\$11,355.43	
	2/18/2005	BILL	15570	R	30	965	32.83		823	3/16/2005	\$1,623.52	J	\$13,018.95	\$13,018.95	
	3/3/2005	LPC						0			\$198.28		\$13,214.23	\$13,214.23	1.50%
	3/3/2005	BILL	17806	R	61	2296	36.66		1889	3/29/2005	\$1,762.26		\$16,976.49	\$16,976.49	
	3/16/2005	PAY						0	Check		(\$1,224.08)		\$15,752.41	\$15,752.41	
	4/4/2005	LPC						0			\$296.28		\$15,988.69	\$15,988.69	1.50%
	4/4/2005	BILL	18891	R	30	885	29.5		727	4/27/2005	\$1,825.34		\$17,814.03	\$17,814.03	
	5/3/2005	LPC						0			\$256.16		\$17,570.19	\$17,570.19	1.48%
	5/3/2005	BILL	19566	R	31	875	28.23		903	5/26/2005	\$1,810.96		\$18,881.55	\$18,881.55	
	5/23/2005	PAY						0	Check		(\$2,774.21)		\$16,106.34	\$16,106.34	
	6/2/2005	LPC						0			\$241.59		\$16,347.93	\$16,347.93	1.50%
	6/2/2005	BILL	20290	R	30	724	24.13		152	6/27/2005	\$1,087.25		\$17,435.18	\$17,435.18	
	6/8/2005	PAY						0	Check		(\$1,825.99)		\$15,609.19	\$15,609.19	
	7/1/2005	LPC						0			\$294.19		\$15,843.32	\$15,843.32	1.50%
	7/1/2005	BILL	20837	R	29	547	18.86		5	7/27/2005	\$887.40		\$16,730.72	\$16,730.72	
	7/22/2005	PAY						0	Check		(\$1,734.57)		\$14,996.15	\$14,996.15	
	8/3/2005	LPC						0			\$224.94		\$15,221.09	\$15,221.09	1.50%
	8/3/2005	BILL	21425	R	33	588	17.82	0		8/26/2005	\$953.92		\$16,175.01	\$16,175.01	
	8/23/2005	PAY						0	Check		(\$2,437.28)		\$13,737.73	\$13,737.73	
	9/1/2005	LPC						0			\$206.06		\$13,943.79	\$13,943.79	1.50%
	9/1/2005	BILL	21826	R	30	501	16.7	0		9/28/2005	\$814.28		\$14,758.02	\$14,758.02	
	9/12/2005	PAY						0	Check		(\$1,107.75)		\$13,650.27	\$13,650.27	
	10/4/2005	LPC						0			\$204.75		\$13,855.02	\$13,855.02	1.50%
	10/4/2005	BILL	22529	R	32	603	18.84		8	10/27/2005	\$1,030.20		\$14,885.22	\$14,885.22	
	10/9/2005	INTAPL						0			(\$107.02)		\$14,778.20	\$14,778.20	
	10/31/2005	PAY						0	Check		(\$908.21)		\$13,869.99	\$13,869.99	
	11/1/2005	LPC						0			\$208.04		\$14,078.03	\$14,078.03	1.50%
	11/2/2005	BILL	23337	R	29	808	27.86		228	11/29/2005	\$1,640.20		\$15,718.23	\$15,718.23	
	11/10/2005	PAY						0	Check		(\$106.46)		\$15,611.77	\$15,611.77	
	11/21/2005	PAY						0	Check		(\$1,189.05)		\$14,422.72	\$14,422.72	
	12/5/2005	LPC						0			\$216.34		\$14,639.06	\$14,639.06	1.50%
	12/5/2005	BILL	24379	R	31	1042	33.61		507	12/30/2005	\$2,153.87		\$16,792.93	\$16,792.93	
	1/5/2006	LPC						0			\$248.64		\$17,041.57	\$17,041.57	1.48%
	1/4/2006	BILL	25651	R	33	1272	38.55		994	1/30/2006	\$2,629.29		\$19,670.86	\$19,670.86	
	2/6/2006	LPC						0			\$288.08		\$19,958.94	\$19,958.94	1.48%
	2/6/2006	BILL	26784	R	30	1133	37.77		698	3/1/2006	\$2,341.96		\$22,300.90	\$22,300.90	
	2/9/2006	PAY						0	Check		(\$2,448.69)		\$19,852.21	\$19,852.21	
	3/7/2006	LPC						0			\$297.76		\$20,149.97	\$20,149.97	1.50%
	3/7/2006	BILL	27929	R	31	1145	36.94		929	3/30/2006	\$2,966.78		\$22,515.75	\$22,515.75	

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COLONIAL GARDEN
5425-7 WAYNE AVE Apt M1 PHIL, PA 19144

From Date 7/1/2004
Account Number 6128000245

To Date 8/26/2011
SA Number 1575369694/1375369694

Meter 1987516

Dispute NO.	Transaction Date	Type	Reading	Reading Code	# of Days	CCF Usage	Average CCF/Days	Heating DDD's	Payment Type	Due Date	Transaction Amount	DISPUTE CODE	Current Balance	Actual Balance	% Calculated LPC against Current Balance
	3/13/2006	PAY					0		Check		(\$3,183.91)		\$19,331.84	\$19,331.84	
	4/6/2006	LPC					0				\$789.97		\$19,621.81	\$19,621.81	1.50%
	4/6/2006	BILL	2889G	R			38.34	490		05/02/2006	\$1,998.83		\$21,620.64	\$21,620.64	
	5/5/2006	LPC					0				\$319.96		\$21,940.60	\$21,940.60	1.48%
	5/5/2006	BILL	29793	R	30		837	231		5/31/2006	\$1,854.13		\$23,794.73	\$23,794.73	
	6/6/2006	LPC					0				\$347.77		\$24,142.50	\$24,142.50	1.46%
	6/6/2006	BILL	30640	R	32		847	67		6/29/2006	\$1,737.64		\$25,880.14	\$25,880.14	
	7/6/2006	LPC					0				\$373.83		\$26,253.97	\$26,253.97	1.44%
	7/6/2006	BILL	31272	R	30		21.07	2		07/31/2006	\$1,243.56		\$27,497.53	\$27,497.53	
	8/4/2006	LPC					0				\$392.49		\$27,890.02	\$27,890.02	1.43%
	8/4/2006	BILL	31878	R	29		20.9			08/29/2006	\$1,192.40		\$29,082.42	\$29,082.42	
	9/5/2006	LPC					0				\$410.37		\$29,492.79	\$29,492.79	1.41%
	9/5/2006	BILL	32616	R	29		738	25.45	1	09/28/2006	\$1,452.10		\$30,944.89	\$30,944.89	
	9/7/2006	PAY					0		Check		(\$108.96)		\$30,835.93	\$30,835.93	
	9/7/2006	PAY					0		Check		(\$3,026.81)		\$27,809.12	\$27,809.12	
	10/4/2006	LPC					0				\$417.13		\$28,226.25	\$28,226.25	1.50%
	10/4/2006	BILL	33261	R	32		645	20.16	35	10/27/2006	\$1,268.39		\$29,494.64	\$29,494.64	
	11/2/2006	LPC					0				\$436.16		\$29,930.80	\$29,930.80	1.48%
	11/2/2006	BILL	34021	R	29		760	26.21	295	11/27/2006	\$1,494.53		\$31,425.33	\$31,425.33	
	12/5/2006	LPC					0				\$468.58		\$31,893.91	\$31,893.91	1.46%
	12/5/2006	BILL	34933	R	33		912	27.64	487	01/02/2007	\$1,785.17		\$33,679.08	\$33,679.08	
	1/6/2007	LPC					0				\$485.35		\$34,164.43	\$34,164.43	1.44%
	1/6/2007	BILL	35835	R	32		902	28.19	688	2/1/2007	\$1,706.29		\$35,870.72	\$35,870.72	
	2/7/2007	LPC					0				\$510.95		\$36,381.67	\$36,381.67	1.42%
	2/7/2007	BILL	36817	R	31		982	31.68	926	3/5/2007	\$1,857.62		\$38,239.29	\$38,239.29	
	2/7/2007	PAY					0		Check		(\$6,050.93)		\$32,178.36	\$32,178.36	
	3/7/2007	LPC					0				\$482.67		\$32,661.03	\$32,661.03	1.50%
	3/7/2007	BILL	37766	R	29		948	32.72	1000	03/30/2007	\$1,791.12		\$34,452.15	\$34,452.15	
	4/5/2007	LPC					0				\$509.54		\$34,961.69	\$34,961.69	1.48%
	4/5/2007	BILL	38655	R	29		889	30.66	596	5/1/2007	\$1,663.22		\$36,624.91	\$36,624.91	
	4/27/2007	PAY					0		Check		(\$2,251.57)		\$34,373.34	\$34,373.34	
	5/7/2007	LPC					0				\$515.60		\$34,888.94	\$34,888.94	1.50%
	5/7/2007	BILL	39438	R	30		783	26.1	393	5/31/2007	\$1,464.90		\$36,353.84	\$36,353.84	
	6/6/2007	LPC					0				\$537.57		\$36,891.41	\$36,891.41	1.48%
	6/6/2007	BILL	40149	R	32		705	22.03	63	06/12/2007	\$1,322.10		\$38,213.51	\$38,213.51	
	6/23/2007	PAY					0		Check		(\$599.22)		\$37,614.29	\$37,614.29	
	7/6/2007	LPC					0				\$537.40		\$38,171.69	\$38,171.69	1.48%
	7/6/2007	BILL	40782	R	30		639	21.3	4	7/31/2007	\$1,213.57		\$39,385.26	\$39,385.26	
	8/6/2007	LPC					0				\$575.60		\$39,960.86	\$39,960.86	1.46%
	8/6/2007	BILL	41431	R	29		649	22.38	D	8/29/2007	\$1,232.57		\$41,193.43	\$41,193.43	
	9/5/2007	LPC					0				\$594.09		\$41,787.52	\$41,787.52	1.44%
	9/5/2007	BILL	42183	R	32		752	23.5	6	9/28/2007	\$1,418.19		\$43,205.71	\$43,205.71	
	10/4/2007	LPC					0				\$615.37		\$43,821.08	\$43,821.08	1.42%
	10/4/2007	BILL	42932	R	29		749	25.83	13	10/29/2007	\$1,342.92		\$45,164.00	\$45,164.00	
	10/10/2007	PAY					0		Check		(\$1,397.31)		\$43,766.69	\$43,766.69	
	11/2/2007	LPC					0				\$635.51		\$44,402.20	\$44,402.20	1.45%
	11/2/2007	BILL	43506	R	29		574	19.79	125	11/29/2007	\$1,029.15		\$45,431.36	\$45,431.36	
	12/5/2007	LPC					0				\$693.95		\$46,082.31	\$46,082.31	1.43%
	12/5/2007	BILL	44285	R	33		779	23.61	681	01/02/2008	\$1,403.94		\$47,486.25	\$47,486.25	
	12/19/2007	PAY					0		Check		(\$3,078.35)		\$44,407.90	\$44,407.90	
	1/7/2008	LPC					0				\$686.11		\$45,074.00	\$45,074.00	1.50%
	1/7/2008	BILL	45049	R	31		768	24.65	655	1/31/2008	\$1,392.16		\$46,466.16	\$46,466.16	
	2/5/2008	LPC					0				\$687.00		\$47,153.16	\$47,153.16	1.48%
	2/5/2008	BILL	45825	R	31		642	27.16	859	2/29/2008	\$1,546.43		\$48,699.59	\$48,699.59	
	3/5/2008	LPC					0				\$710.19		\$49,409.78	\$49,409.78	1.46%
	3/5/2008	BILL	46700	R	29		815	28.1	786	3/31/2008	\$1,501.99		\$50,911.77	\$50,911.77	

SBG_COLONIALGARDEN00079

COLONIAL GARDEN
5425-7 WAYNE AVE Apt M1 PHIL, PA 19144
STATEMENT

From Date 7/1/2004
Account Number 6128000245

To Date 8/25/2011
SA Number 1375369684/1375369694

Meter 1987516

Dispute NO.	Transaction Date	Type	Reading	Reading Code	# of Days	CCF Usage	Average CCF/Days	Heating DDD's	Payment Type	Due Date	Transaction Amount	DISPUTE CODE	Current Balance	Actual Balance	% Calculated LPC (estimated Current Balance)
	4/4/2008	LPC					0				\$752.72		\$51,644.48	\$51,844.49	1.44%
	4/4/2008	BILL	47513	R	30	813	27.1	583	4/29/2008		\$1,590.96		\$53,174.85	\$53,174.85	
	5/5/2008	LPC					0				\$755.68		\$53,930.53	\$53,930.53	1.42%
	5/5/2008	BILL	48204	R	29	691	23.83	236	05/29/2008		\$1,900.70		\$55,231.29	\$55,231.29	
	5/6/2008	INTAPL					0				(\$1,321.76)		\$53,909.47	\$53,909.47	
	5/6/2008	DEPAFL					0				(\$6,274.00)		\$47,635.47	\$47,635.47	
	6/4/2008	LPC					0				\$661.25		\$48,296.72	\$48,296.72	1.39%
	6/4/2008	BILL	48935	R	32	731	22.64	134	06/27/2008		\$1,308.22		\$49,604.94	\$49,604.94	
	7/7/2008	LPC					0				\$682.22		\$50,377.16	\$50,377.16	1.37%
	7/7/2008	BILL	49446	R	29	511	17.62		7/30/2008		\$1,127.62		\$51,504.78	\$51,504.78	
	8/4/2008	LPC					0				\$699.14		\$52,203.92	\$52,203.92	1.36%
	8/4/2008	BILL	49932	R	30	486	16.2		8/27/2008		\$1,072.48		\$53,276.98	\$53,276.98	
	9/3/2008	LPC					0				\$725.28		\$53,991.61	\$53,991.61	1.34%
	9/3/2008	BILL	50652	R	32	720	22.5		09/26/2008		\$1,585.65		\$55,577.26	\$55,577.26	
	10/2/2008	LPC					0				\$789.01		\$56,316.27	\$56,316.27	1.33%
	10/2/2008	BILL	51118	R	29	466	16.07	12	10/27/2008		\$995.43		\$57,311.70	\$57,311.70	
	10/31/2008	LPC					0				\$753.94		\$58,065.64	\$58,065.64	1.32%
	10/31/2008	BILL	51802	R	29	684	23.59	259	11/26/2008		\$1,461.11		\$59,526.75	\$59,526.75	
	12/5/2008	LPC					0				775.86		\$60,302.61	\$60,302.61	1.30%
	12/5/2008	BILL	52693	R	34	691	26.21	662	1/2/2009		\$1,908.27		\$62,205.88	\$62,205.88	
	1/6/2009	LPC					0				\$804.41		\$63,010.29	\$63,010.29	1.29%
	1/6/2009	BILL	53771	R	33	1078	32.67	899	1/30/2009		\$2,272.35		\$65,282.64	\$65,282.64	
	2/4/2009	LPC					0				\$838.49		\$66,121.13	\$66,121.13	1.28%
	2/4/2009	BILL	54753	R	29	982	33.86	1027	3/2/2009		\$1,915.12		\$68,036.25	\$68,036.25	
	3/5/2009	LPC				0.00					\$867.22		\$68,903.47	\$68,903.47	1.27%
	3/5/2009	BILL	55621	R	29	868	29.93	850	03/30/2009		\$1,665.71		\$70,569.18	\$70,569.18	
	3/6/2009	PAY					0		Check		(\$1,932.53)		\$68,636.65	\$68,636.65	
	4/4/2009	LPC					0				\$892.21		\$69,528.84	\$69,528.84	1.30%
	4/4/2009	BILL	56346	R	29	725	25	520	04/29/2009		\$1,249.80		\$70,778.74	\$70,778.74	
11	5/5/2009	LPC				0.00					\$910.95	F	\$71,689.69	\$71,689.69	1.29%
	5/5/2009	BILL	57190	R	32	844	26.98	321	5/29/2009		\$1,455.05		\$73,144.74	\$73,144.74	
12	6/5/2009	LPC					0				\$932.78	F	\$74,077.52	\$74,077.52	1.28%
	6/5/2009	BILL	57856	R	30	666	22.2	56	6/29/2009		\$1,189.26		\$75,216.78	\$75,216.78	
13	7/6/2009	LPC					0				\$948.87	F	\$76,166.65	\$76,166.65	1.28%
	7/6/2009	BILL	58493	R	29	577	19.9	13	7/29/2009		\$917.48		\$77,084.13	\$77,084.13	
14	8/5/2009	LPC					0				\$963.63	F	\$78,047.76	\$78,047.76	1.29%
	8/5/2009	BILL	59088	R	32	655	20.47		08/27/2009		\$1,041.52		\$79,089.28	\$79,089.28	
15	9/3/2009	LPC					0				\$979.25	F	\$80,068.53	\$80,068.53	1.24%
	9/3/2009	BILL	59652	R	29	564	19.45		9/28/2009		\$865.72		\$80,964.25	\$80,964.25	
16	10/3/2009	LPC					0				\$992.69	F	\$81,956.94	\$81,956.94	1.23%
	10/3/2009	BILL	60272	R	30	620	20.67	30	10/27/2009		\$950.86		\$82,907.80	\$82,907.80	
17	11/2/2009	LPC					0				\$1,006.93	F	\$83,914.75	\$83,914.75	1.21%
	11/2/2009	BILL	61042	R	29	770	26.55	257	11/27/2009		\$1,189.67		\$85,104.42	\$85,104.42	
18	12/4/2009	LPC				0.00					\$1,024.80	F	\$86,129.22	\$86,129.22	1.20%
	12/4/2009	BILL	61939	R	33	697	21.18	458	12/30/2009		\$1,889.68		\$87,518.90	\$87,518.90	
19	1/6/2010	LPC					0				\$1,043.64	F	\$88,564.54	\$88,564.54	1.19%
	1/6/2010	BILL	63054	R	33	1115	33.79	985	2/1/2010		\$1,748.62		\$90,314.16	\$90,314.16	
20	2/3/2010	LPC					0				\$1,071.89	F	\$91,386.05	\$91,386.05	1.19%
	2/3/2010	BILL	64050	R	29	996	34.34	907	3/1/2010		\$1,562.89		\$92,948.94	\$92,948.94	
21	3/4/2010	LPC					0				\$1,088.33	F	\$94,044.27	\$94,044.27	1.18%
	3/4/2010	BILL	65156	R	29	1106	38.14	926	03/12/2010		\$1,741.08		\$95,785.35	\$95,785.35	
22	4/5/2010	LPC					0				\$1,121.45	F	\$96,906.80	\$96,906.80	1.17%
	4/5/2010	BILL	66019	R	29	863	29.76	440	4/28/2010		\$1,896.95		\$98,803.15	\$98,803.15	
23	5/5/2010	LPC					0				\$1,142.39	F	\$99,945.54	\$99,945.54	1.16%
	5/5/2010	BILL	66896	R	32	877	27.42	211	05/27/2010		\$1,419.00		\$100,864.54	\$100,864.54	
24	6/4/2010	LPC					0				\$1,169.68	F	\$102,028.22	\$102,028.22	1.15%

SBG COLONIALGARDEN00080

COLONIAL GARDEN
5425-7 WAYNE AVE Apt M1 PH1, PA 19144
STATEMENT

From Date 7/1/2004
Account Number 6128000245

To Date 8/26/2011
SA Number 1375388694/1375369694

Meter 1987516

Dispute NO.	Transaction Date	Type	Reading	Reading Code	# of Days	COF Usage	Average COF/Day	Heating DOO's	Payment Type	Due Date	Transaction Amount	DISPUTE CODE	Current Balance	Actual Balance	% Calculated LPC based on Current Balance
	6/4/2010	BILL	61585 R		30		689	22.97	76	6/28/2010	\$1,109.87		\$103,138.09	\$103,138.09	
25	7/2/2010	LPC					0	0			\$1,180.32	F	\$104,318.41	\$104,318.41	1.14%
	7/8/2010	BILL	68283 V		35		698	19.39	0	08/03/2010	\$1,054.24		\$105,372.65	\$105,372.65	
26	8/3/2010	LPC					0	0			\$1,196.14	F	\$106,568.79	\$106,568.79	1.14%
	8/3/2010	BILL	68701 R		25		418	16.72	0	8/26/2010	\$681.84		\$107,200.13	\$107,200.13	
27	9/2/2010	LPC					0	0			\$1,205.61	F	\$108,405.74	\$108,405.74	1.12%
	9/2/2010	BILL	69252 R		30		551	18.37	0	09/28/2010	\$832.74		\$109,238.48	\$109,238.48	
28	10/4/2010	LPC					0	0			\$1,218.10	F	\$110,456.58	\$110,456.58	1.12%
	10/4/2010	BILL	69864 R		30		612	20.4	0	10/27/2010	\$941.96		\$111,398.54	\$111,398.54	
29	11/2/2010	LPC					0	0			\$1,232.23	F	\$112,630.77	\$112,630.77	1.11%
	11/2/2010	BILL	70663 R		31		799	25.77	219	11/29/2010	\$1,229.79		\$113,860.56	\$113,860.56	
30	12/3/2010	LPC					0	0			\$1,250.68	F	\$115,111.24	\$115,111.24	1.10%
	12/3/2010	BILL	71704 R		30		1041	34.7	488	12/30/2010	\$1,508.43		\$116,709.67	\$116,709.67	
31	1/5/2011	LPC					0	0			\$1,274.65	F	\$117,984.32	\$117,984.32	1.09%
	1/5/2011	BILL	73112 R		34		1408	41.41	1087	1/31/2011	\$2,012.11		\$119,996.43	\$119,996.43	
32	2/3/2011	LPC					0	0			\$1,304.83	F	\$121,301.26	\$121,301.26	1.09%
	2/3/2011	BILL	74262 R		29		1150	39.66	1053	3/1/2011	\$1,643.47		\$122,944.68	\$122,944.68	
33	3/7/2011	LPC					0	0			\$1,329.49	F	\$124,274.17	\$124,274.17	1.08%
	3/7/2011	BILL	75289 R		30		1072	34.23	815	3/30/2011	\$1,481.51		\$125,755.68	\$125,755.68	
34	4/4/2011	LPC					0.00	0			\$1,351.71	F	\$127,107.39	\$127,107.39	1.07%
	4/4/2011	BILL	76184 R		28		895	31.96	533	4/28/2011	\$1,369.74		\$128,477.13	\$128,477.13	
35	5/4/2011	LPC					0	0			\$1,372.25	F	\$129,849.38	\$129,849.38	1.07%
	5/4/2011	BILL	77143 R		32		959	29.97	254	6/27/2011	\$1,467.68		\$131,317.06	\$131,317.06	
36	6/3/2011	LPC					0	0			\$1,394.27	F	\$132,711.33	\$132,711.33	1.06%
	6/3/2011	BILL	17882 R		30		739	24.63	44	6/28/2011	\$1,129.47		\$133,840.80	\$133,840.80	
37	7/5/2011	LPC					0	0			\$1,411.21	F	\$135,252.01	\$135,252.01	1.05%
	7/5/2011	BILL	78488 R		29		606	20.9	0	7/28/2011	\$908.50		\$136,160.51	\$136,160.51	
38	8/3/2011	LPC					0	0			\$1,424.84	F	\$137,585.35	\$137,585.35	1.05%
	8/3/2011	BILL	79069 R		32		581	18.16	0	08/28/2011	\$871.04		\$138,456.39	\$138,456.39	
39	9/3/2011	LPC					0	0			\$1,437.90	F	\$139,894.29	\$139,894.29	1.04%
	9/3/2011	BILL	79614 R		29		545	18.79	0	9/28/2011	\$17.07		\$140,711.36	\$140,711.36	
40	10/4/2011	LPC					0	0			\$1,450.16	F	\$142,161.52	\$142,161.52	1.03%
	10/4/2011	BILL	80285 R		33	01	603.33	18.27	41	10/27/2011	\$978.82		\$143,140.34	\$143,140.34	
41	11/2/2011	LPC					0	0			\$1,464.84	F	\$144,605.18	\$144,605.18	1.02%
	11/2/2011	BILL	80871 R		29		586	20.21	219	11/29/2011	\$854.83		\$145,460.01	\$145,460.01	
42	12/2/2011	PAY					0	0	Check		(\$140,742.25)		\$4,717.76	\$4,717.76	
	12/2/2011	LPC					0	0			70.76	F	\$4,788.52	\$4,788.52	1.50%
43	1/4/2012	BILL	81485 R		30		614	20.47	403	12/29/2011	\$895.22		\$5,683.74	\$5,683.74	
44	1/4/2012	LPC					0	0			\$84.19	F	\$5,767.93	\$5,767.93	1.48%
	1/4/2012	BILL	82106 R		33		621	18.82	730	1/30/2012	\$892.95		\$6,660.28	\$6,660.28	
45	2/3/2012	LPC					0	0			\$97.57	F	\$6,757.85	\$6,757.85	1.46%
	2/3/2012	BILL	82884 R		30		778	25.93	776	2/29/2012	\$1,117.95		\$7,875.80	\$7,875.80	
46	3/6/2012	LPC					0	0			\$114.94	F	\$7,990.14	\$7,990.14	1.45%
	3/6/2012	BILL	83600 R		32		716	22.38	768	3/29/2012	\$1,015.45		\$9,005.59	\$9,005.59	
47	4/5/2012	LPC					0	0			\$129.58	F	\$9,135.17	\$9,135.17	1.44%
	4/5/2012	BILL	84259 R		29		659	22.72	829	4/30/2012	\$867.85		\$10,003.02	\$10,003.02	
48	5/5/2012	LPC					0	0			\$142.59	F	\$10,145.61	\$10,145.61	1.43%
	5/5/2012	BILL	84915 R		30		656	21.87	258	5/30/2012	\$863.89		\$11,009.50	\$11,009.50	
	6/5/2012	BILL	85457		33		542			6/28/2012	\$711.10		\$11,720.60	\$11,720.60	
	7/6/2012	BILL	85825		29		368			7/31/2012	\$470.13		\$12,190.73	\$12,190.73	
	8/4/2012	BILL	86150		30		325			8/28/2012	\$415.18		\$12,605.92	\$12,605.92	
	9/5/2012	BILL	86536		32		386			9/28/2012	\$495.19		\$13,101.11	\$13,101.11	
49	10/5/2012	LPC					0	0			\$186.93	F	\$13,288.04	\$13,288.04	1.43%
	10/5/2012	BILL	86962		30					10/29/2012	\$567.57		\$13,855.61	\$13,855.61	
	11/9/2012	LPC					0	0			\$195.44	F	\$14,051.05	\$14,051.05	1.41%
	11/9/2012	BILL	87551		29		87551			11/29/2012	\$784.73		\$14,835.78	\$14,835.78	

SBG_COLONIALGARDEN00081

COLONIAL GARDEN
 5425-7 WAYNE AVE Apt M1 PHIL, PA 19144
 STATEMENT

From Date 7/1/2004
 Account Number 6128000245

To Date 8/26/2011
 SA Number 1575369294/1375369694

Meter 1967516

Dispute NO.	Transaction Date	Type	Reading	Reading Code	# of Days	CCF Usage	Average CCF/Days	Hosting DOD's	Payment Type	Due Date	Transaction Amount	DISPUTE CODE	Current Balance	Actual Balance	% Calculated LSC assessed Current Balance
	12/6/2012	BILL	88252			33	701			1/2/2013	\$988.68		\$15,774.47	\$15,774.47	
	1/8/2013	BILL	88884			30	632			1/31/2013	\$877.25		\$16,651.72	\$16,651.72	
	2/5/2013	BILL	89568				684			2/1/2013	\$949.45		\$17,601.15	\$17,601.15	
	3/7/2013	BILL	90285				667			3/1/2013	\$935.76		\$18,536.91	\$18,536.91	
	4/4/2013	BILL	90890				685			4/29/2013	\$1,004.75		\$19,561.66	\$19,561.66	
	5/4/2013	BILL	91598				663			5/29/2013	\$977.56		\$20,539.22	\$20,539.22	
	6/5/2013	BILL	92298				666			6/27/2013	978.96		\$21,518.18	\$21,518.18	
	7/2/2013	BILL	92682				433						\$21,518.18	\$21,518.18	NO BILL SENT
	8/3/2013	BILL	93042				950			8/27/2013	507.32		\$22,025.50	\$22,025.50	
											\$53.50	1	\$3.60	\$22,029.10	

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COLONIAL GARDEN
5425-7 WAYNE AVE Apt M2 PHIL, PA 19144

From Date 7/1/2004 To Date 8/26/2011
Account Number SA Number 6128000245 4016739547

Meter 1906431/2115477

Dispute No.	Transaction Date	Type	Reading	Reading Code	# of Days	CCF Usage	Average CCF/Days	Heating Payment DDID's	Payment Type	Due Date	Transaction Amount	DISPUTE CODE	Current Balance	Actual Balance	% Calculated LPC Assessed Current Balance
	7/22/2004	LPC						0			29.61		2,009.81	\$2,009.81	
	7/22/2004	BID	41292	R	29		519 17.90 11			8/16/2004	799.83		2,809.64	\$2,809.64	
	8/18/2004	PAY						0	Check		(1,874.20)		925.44	\$925.44	
	8/18/2004	PAY						0	Check		(828.44)			\$0.00	
	8/28/2004	BILL	41799	R	32		507 15.84 e			9/15/2004	781.77		781.77	\$781.77	
	9/22/2004	LPC						0			11.72		793.49	\$793.49	1.50%
	9/22/2004	BILL	42438	R	30		639 21.30 o			10/15/2004	980.60		1,774.09	\$1,774.09	
	9/29/2004	PAY						0	Check		(781.77)		992.32	\$992.32	
	10/21/2004	PAY						0	Check		(992.32)			\$0.00	
	10/22/2004	BILL	43066	R	30		628 20.93 11			11/14/2004	972.95		972.95	\$972.95	
	11/10/2004	PAY						0	Check		(972.95)			\$0.00	
	11/20/2004	BILL	43759	R	31		693 22.35 275			12/15/2004	1,071.65		1,071.65	\$1,071.65	
	12/20/2004	PAY						0	Check		(1,071.65)			\$0.00	
	12/20/2004	BILL	44457	R	30		696 23.27 515			1/14/2005	1,083.19		1,083.19	\$1,083.19	
	1/21/2005	LPC						0			16.24		1,099.43	\$1,099.43	1.50%
	1/21/2005	BILL	45236	R	30		779 25.97 823			2/15/2005	1,934.88		2,034.31	\$2,034.31	
	2/1/2005	PAY						0	Check		(1,083.19)		1,951.12	\$1,951.12	
	2/3/2005	LPC						0			20.26		1,971.38	\$1,971.38	1.50%
1	2/3/2005	BILL	47033	R	61		1797 29.46 1889			3/29/2005	3,023.12	J	4,994.50	\$4,994.50	
	3/16/2005	PAY						0	Check		(127.04)		4,867.46	\$4,867.46	
	4/4/2005	LPC						0			64.59		4,932.05	\$4,932.05	1.50%
	4/4/2005	BILL	47732	R	30		899 23.30 727			4/27/2005	1,066.05		5,998.10	\$5,998.10	
	05/03/2005	LPC						0			80.58		6,078.68	\$6,078.68	1.48%
	05/03/2005	BILL	48420	R	31		654 22.19 903		06/26/2005		1,049.58		7,128.26	\$7,128.26	
	5/25/2005	PAY						0	Check		(287.91)		6,840.35	\$6,840.35	
	6/2/2005	LPC					0.00				94.19		6,934.54	\$6,934.54	1.50%
	06/02/2005	BILL	48961	R	30		541 18.03 152			6/27/2005	831.69		7,766.23	\$7,766.23	
	6/4/2005	PAY						0	Check		(545.40)		7,220.83	\$7,220.83	
	07/01/2005	LPC						0			99.59		7,320.42	\$7,320.42	1.50%
	7/1/2005	BILL	49531	R	29		370 12.76 5			07/27/2005	619.51		7,940.93	\$7,940.93	
	7/21/2005	PAY						0	Check		(625.37)		7,315.56	\$7,315.56	
	08/08/2005	LPC						0			102.00		7,417.56	\$7,417.56	1.50%
	8/18/2005	BILL	49714	R	33		983 11.61 0			08/26/2005	940.60		8,358.16	\$8,358.16	
	8/23/2005	PAY						0	Check		(988.57)		7,369.59	\$7,369.59	1.50%
	9/2/2005	LPC						0			97.29		7,466.88	\$7,466.88	
	09/02/2005	BILL	50019	R	30		305 10.17 0			9/26/2005	514.96		7,981.84	\$7,981.84	
	9/12/2005	PAY						0	Check		(486.77)		7,495.07	\$7,495.07	
	10/4/2005	LPC						0			99.18		7,594.25	\$7,594.25	1.50%
	10/4/2005	BILL	50435	R	32		416 13.00 8			10/27/2005	729.98		8,324.23	\$8,324.23	
	10/31/2005	PAY						0	Check		(420.98)		7,903.25	\$7,903.25	
	11/2/2005	LPC						0			105.30		8,008.55	\$8,008.55	1.50%
	11/02/2005	BILL	51048	R	29		614 21.14 228			11/29/2005	1,263.63		9,272.18	\$9,272.18	
	11/10/2005	PAY						0	Check		(51.14)		9,221.04	\$9,221.04	
	11/21/2005	PAY						0	Check		(571.13)		8,649.91	\$8,649.91	
	12/15/2005	LPC						0			116.50		8,766.41	\$8,766.41	1.50%
	12/5/2005	BILL	51820	R	31		772 24.90 507			12/30/2005	1,615.03		10,381.44	\$10,381.44	
	1/5/2006	LPC						0			140.72		10,522.16	\$10,522.16	1.48%
	01/05/2006	BILL	52789	R	33		949 28.76 994			1/30/2006	1,980.88		12,503.04	\$12,503.04	
	2/4/2006	LPC						0			170.44		12,673.48	\$12,673.48	1.47%
	2/4/2006	BILL	53630	R	30		861 29.70 638			3/2/2006	1,789.00		14,462.48	\$14,462.48	
	02/09/2006	PAY						0	Check		(1,919.21)		12,543.27	\$12,543.27	
	03/07/2006	LPC						0			184.05		12,727.32	\$12,727.32	1.50%
	03/07/2006	BILL	54461	R	31		831 26.81 929			03/19/2006	1,796.97		14,524.35	\$14,524.35	
	3/13/2006	PAY						0	Check		(1,815.62)		12,708.73	\$12,708.73	
	4/6/2006	LPC						0			185.63		12,894.36	\$12,894.36	1.50%
	4/4/2006	BILL	55130	R	29		669 23.07 490			05/02/2006	1,402.12		14,296.48	\$14,296.48	
	5/3/2006	LPC						0			206.86		14,503.34	\$14,503.34	1.48%
	5/3/2006	BILL	55750	R	30		620 20.67 231			5/31/2006	1,300.83		15,804.17	\$15,804.17	1.46%
	6/6/2006	LPC						0			226.17		16,030.34	\$16,030.34	
	6/6/2006	BILL	56313	R	32		563 17.59 67			6/29/2006	1,174.27		17,204.61	\$17,204.61	1.44%
	7/6/2006	LPC						0			243.79		17,448.40	\$17,448.40	

SBG_COLONIALGARDEN00083

C-2012-2304183
COLONIAL GARDEN

COLONIAL GARDEN
5425-7 WAYNE AVE Apt. M2 PH01, PA 19144

From Date 7/1/2004 To Date 8/26/2011
Account Number SA Number 612800245 4018739567

Meter 1906431/2115477

Dispute NO.	Transaction Date	Type	Reading	Reading Code	# of Days	CCF Usage	Average CCF/Days	Heating Payment DDO's Type	Due Date	Transaction Amount	DISPUTE CODE	Current Balance	Actual Balance	% Calculated LES stated Current Balance
	7/6/2006	BILL	56718	R	30		405 13.59 2		07/31/2006	816.16		17,591.90	\$27,591.90	
	8/4/2006	LPC								256.09		18,187.83	\$18,187.83	1.43%
	8/4/2006	BILL	57088	R	29		370 12.76 0		8/29/2006	747.30		18,934.69	\$18,934.69	
	9/5/2006	LPC								267.34		\$19,201.87	\$19,201.87	1.41%
	9/5/2006	BILL	57572	R	29		484 16.59 1		9/28/2006	971.59		20,173.46	\$20,173.46	
	9/7/2006	PAY						0 Check		(711.04)		20,102.42	\$20,102.42	
	9/7/2006	PAY						0 Check		(1,579.19)		18,129.23	\$18,129.23	
	10/9/2006	LPC								271.53		18,401.16	\$18,401.16	1.50%
	10/9/2006	BILL	57976	R	32		404 12.62 95		10/27/2006	819.72		19,214.88	\$19,214.88	
	11/7/2006	LPC								284.14		19,499.02	\$19,499.02	1.48%
	11/7/2006	BILL	58480	R	29		504 17.39 295		11/17/2006	1,010.97		20,509.99	\$20,509.99	
	12/5/2006	LPC								299.29		20,808.68	\$20,808.68	1.46%
	12/5/2006	BILL	59107	R	33		627 19.00 467		01/02/2007	1,246.57		22,055.25	\$22,055.25	
	1/6/2007	LPC								317.99		22,373.34	\$22,373.34	1.44%
	1/6/2007	BILL	59745	R	32		638 19.94 688		02/01/2007	1,226.15		23,599.49	\$23,599.49	
	2/7/2007	LPC								336.99		23,936.48	\$23,936.48	1.43%
	2/7/2007	BILL	60462	R	31		717 23.13 926		03/05/2007	1,375.58		25,311.96	\$25,311.96	
	2/7/2007	PAY						0 Check		(1,949.07)		23,362.89	\$23,362.89	
	3/7/2007	LPC								820.43		21,682.72	\$21,682.72	1.50%
	3/7/2007	BILL	61161	R	29		699 24.10 1000		03/30/2007	1,338.53		23,021.25	\$23,021.25	
	4/5/2007	LPC								340.51		23,361.76	\$23,361.76	1.48%
	4/5/2007	BILL	61800	R	29		639 22.09 536		5/1/2007	1,214.76		24,576.52	\$24,576.52	
	4/27/2007	PAY						0 Check		(1,484.21)		23,092.31	\$23,092.31	
	5/7/2007	LPC								346.98		23,439.69	\$23,439.69	1.50%
	5/7/2007	BILL	62330	R	30		530 17.67 393		5/31/2007	1,010.83		24,449.52	\$24,449.52	
	6/6/2007	LPC								363.54		24,813.06	\$24,813.06	1.48%
	6/6/2007	BILL	62784	R	32		454 14.19 63		6/29/2007	870.64		25,681.70	\$25,681.70	
	6/23/2007	PAY						0 Check		(400.79)		25,280.92	\$25,280.92	
	7/6/2007	LPC								374.60		25,655.52	\$25,655.52	1.48%
	7/6/2007	BILL	63222	R	30		436 14.80 4		07/15/2007	851.10		26,506.62	\$26,506.62	
	8/6/2007	LPC								387.97		26,894.59	\$26,894.59	1.46%
	8/6/2007	BILL	63981	R	29		460 15.96 0		08/19/2007	892.87		27,786.86	\$27,786.86	
	09/03/2007	LPC								400.76		28,187.62	\$28,187.62	1.44%
	09/03/2007	BILL	64222	R	32		540 16.88 6		09/18/2007	1,037.66		29,225.28	\$29,225.28	
	10/4/2007	LPC								416.33		29,641.61	\$29,641.61	1.42%
	10/4/2007	BILL	64768	R	29		546 18.83 13		10/29/2007	998.72		30,639.83	\$30,639.83	
	10/10/2007	PAY						0 Check		(940.40)		29,699.43	\$29,699.43	
	11/7/2007	LPC					0.00			431.90		30,130.73	\$30,130.73	1.45%
	11/7/2007	BILL	65162	R	29		394 13.59 129		11/29/2007	725.70		30,856.43	\$30,856.43	
	12/5/2007	LPC								442.18		31,298.61	\$31,298.61	1.43%
	12/5/2007	BILL	65736	R	33		574 17.39 681		1/2/2008	\$1,053.74		\$2,352.35	\$32,352.35	
	12/19/2007	PAY						0 Check		(2,082.62)		30,269.73	\$30,269.73	
	1/7/2008	LPC								454.04		30,723.77	\$30,723.77	1.30%
	1/7/2008	BILL	66299	R	31		569 18.16 853		01/19/2008	1,053.27		\$1,777.04	\$31,777.04	
	2/5/2008	LPC								469.84		\$2,246.88	\$32,246.88	1.48%
	2/5/2008	BILL	66927	R	31		628 20.26 853		02/29/2008	1,171.65		\$3,418.53	\$33,418.53	
	3/5/2008	LPC								487.43		\$3,906.96	\$33,906.96	1.46%
	03/05/2008	BILL	67516	R	29		589 20.31 796		3/31/2008	1,104.74		\$5,011.70	\$35,011.70	
	4/4/2008	LPC								504.00		\$5,515.70	\$35,515.70	1.44%
	04/04/2008	BILL	68096	R	30		580 19.33 583		04/19/2008	1,111.08		\$6,626.79	\$36,626.79	
	05/05/2008	LPC								520.67		\$7,147.40	\$37,147.40	1.42%
	05/05/2008	BILL	66583	R	29		487 16.79 296		5/29/2008	935.96		\$8,083.36	\$38,083.36	
	6/4/2008	LPC								534.71		\$8,618.07	\$38,618.07	1.40%
	6/4/2008	BILL	69083	R	32		500 15.62 134		06/17/2008	979.66		\$9,597.72	\$39,597.72	
	07/07/2008	LPC								543.84		\$10,141.06	\$40,141.06	1.39%
	7/7/2008	BILL	69400	R	29		317 10.89 0		7/30/2008	718.78		\$10,859.84	\$40,859.84	
	8/4/2008	LPC								560.12		\$11,419.96	\$41,419.96	1.37%
	8/4/2008	BILL	69685	R	30		285 9.50 0		08/17/2008	648.16		\$2,067.12	\$42,067.12	
	9/9/2008	LPC								568.84		\$2,635.96	\$42,635.96	1.35%
	9/9/2008	BILL	70189	R	32		304 15.76 0		9/26/2008	1,129.20		\$3,765.16	\$43,765.16	
	10/2/2008	LPC								586.78		\$4,351.94	\$44,351.94	1.34%

SBG_COLONIALGARDEN00084

COLONIAL GARDEN
5425-7 WAYNE AVE Apt M2 PHIL, PA 19144

From Date 7/1/2004 To Date 8/26/2011
Account Number SA Number 6128000245 4018739567

Member 1906431/2115477

Dispute NO.	Transaction Data	Type	Reading	Reading Code	# of Days	CCF Usage	Average CCF/Days	Heating Payment CCF's	Payment Type	Due Date	Transaction Amount	DISPUTE CODE	Current Balance	Actual Balance	% Calculated IPC assessed Current Balance
	10/7/2008	BILL	70467	R	29		278 9.59 12			10/27/2008	613.10		44,969.04	\$44,969.04	
	10/31/2008	LPC						0			595.98		45,565.02	\$45,565.02	1.89%
	10/31/2008	BILL	70949	R	29		487 16.67 75°			11/26/2008	1,048.87		46,613.89	\$46,613.89	
	12/5/2008	LPC						0			613.71		47,227.60	\$47,227.60	1.31%
	12/5/2008	BILL	11605	R	34		656 19.29 662			01/02/2009	1,420.54		48,648.14	\$48,648.14	
	1/6/2009	LPC						0			633.02		49,281.16	\$49,281.16	1.90%
	1/6/2009	BILL	73440	R	33		835 25.30 899			01/30/2009	1,779.40		51,060.56	\$51,060.56	
	2/4/2009	LPC						0			659.71		51,720.27	\$51,720.27	1.29%
	2/4/2009	BILL	73214	R	29		774 26.09 1027			03/02/2009	1,528.79		53,249.00	\$53,249.00	
	3/5/2009	LPC						0			682.64		53,931.64	\$53,931.64	1.28%
	3/5/2009	BILL	73876	R	29		952 22.85 650			03/30/2009	1,289.65		55,221.29	\$55,221.29	
	3/6/2009	PAY						0	Check		(1,511.90)		53,709.39	\$53,709.39	
	4/4/2009	LPC						0			701.99		54,411.38	\$54,411.38	1.31%
	4/4/2009	BILL	74408	R	29		532 18.34 520			04/12/2009	986.42		55,397.80	\$55,397.80	
2	5/5/2009	LPC						0			716.09	F	56,113.89	\$56,113.89	1.29%
	5/5/2009	BILL	75041	R	32		639 19.78 521			05/12/2009	1,110.54		57,224.43	\$57,224.43	
3	6/5/2009	LPC						0			732.89	F	57,957.32	\$57,957.32	1.28%
	6/5/2009	BILL	75519	R	30		472 15.79 56			06/29/2009	826.57		58,783.89	\$58,783.89	
4	7/6/2009	LPC						0			745.09	F	59,528.98	\$59,528.98	1.27%
	7/6/2009	BILL	75899	R	29		386 13.31 13			7/29/2009	633.04		60,162.02	\$60,162.02	
5	8/5/2009	LPC						0			754.59	F	60,916.61	\$60,916.61	1.26%
	8/5/2009	BILL	76345	R	32		446 13.94 0			08/12/2009	728.43		61,645.04	\$61,645.04	
6	9/3/2009	LPC						0			769.51	F	62,414.55	\$62,414.55	1.24%
	9/3/2009	BILL	76715	R	29		370 12.76 0			09/28/2009	606.86		63,021.41	\$63,021.41	
7	10/3/2009	LPC						0			774.62	F	63,796.03	\$63,796.03	1.23%
	10/3/2009	BILL	77127	R	30		412 13.73 80			10/27/2009	651.13		64,447.16	\$64,447.16	
8	11/3/2009	LPC						0			784.39	F	65,231.55	\$65,231.55	1.22%
	11/3/2009	BILL	17688	R	29		561 19.34 257			11/27/2009	886.16		66,117.71	\$66,117.71	
9	12/14/2009	LPC						0			797.88	F	66,915.59	\$66,915.59	1.21%
	12/14/2009	BILL	78357	R	33		669 20.27 458			12/30/2009	1,055.91		67,971.50	\$67,971.50	
10	1/8/2010	LPC						0			819.51	F	68,791.01	\$68,791.01	1.20%
	1/8/2010	BILL	79231	R	33		674 26.48 985			2/1/2010	1,360.89		70,151.90	\$70,151.90	
11	2/13/2010	LPC						0			834.38	F	71,016.28	\$71,016.28	1.19%
	2/13/2010	BILL	79992	R	29		761 26.34 907			3/1/2010	1,215.59		72,231.87	\$72,231.87	
12	3/4/2010	LPC						0			852.58	F	73,084.45	\$73,084.45	1.18%
	3/4/2010	BILL	80836	R	29		844 29.10 926			3/23/2010	1,348.08		74,432.53	\$74,432.53	
13	04/05/2010	LPC						0			872.80	F	75,305.33	\$75,305.33	1.17%
	04/05/2010	BILL	81488	R	29		652 22.48 440			4/28/2010	1,074.79		76,380.12	\$76,380.12	
14	05/05/2010	LPC						0			889.92	F	77,269.04	\$77,269.04	1.16%
	05/05/2010	BILL	82106	R	32		618 19.81 211			5/27/2010	1,019.88		78,288.92	\$78,288.92	
15	6/4/2010	LPC						0			904.21	F	79,193.13	\$79,193.13	1.16%
	6/4/2010	BILL	82603	R	30		497 16.57 76			6/24/2010	826.02		80,019.15	\$80,019.15	
16	07/02/2010	LPC						0			916.51	F	80,935.66	\$80,935.66	1.15%
	07/02/2010	BILL	82993	R	29		356 12.28 0			7/28/2010	557.13		81,492.79	\$81,492.79	
17	08/03/2010	LPC						0			924.87	F	82,417.66	\$82,417.66	1.14%
	08/03/2010	BILL	83256	R	32		297 9.28 0			8/26/2010	468.03		82,885.69	\$82,885.69	
18	9/2/2010	LPC						0			931.89	F	83,817.58	\$83,817.58	1.13%
	9/2/2010	BILL	83990	R	30		334 11.13 0			9/28/2010	524.22		84,341.80	\$84,341.80	
19	10/4/2010	LPC						0			939.75	F	85,281.55	\$85,281.55	1.12%
	10/4/2010	BILL	83978	R	30		288 12.88 0			10/27/2010	616.69		85,898.24	\$85,898.24	
20	11/3/2010	LPC						0			944.00	F	86,842.24	\$86,842.24	1.11%
	11/3/2010	BILL	84547	R	31		569 18.85 219			11/29/2010	855.21		87,697.45	\$87,697.45	
21	12/13/2010	LPC						0			962.43	F	88,659.88	\$88,659.88	1.10%
	12/13/2010	BILL	85346	R	30		799 26.63 488			12/30/2010	1,246.29		89,906.17	\$89,906.17	
22	1/5/2011	LPC						0			981.12	F	90,887.29	\$90,887.29	1.09%
	1/5/2011	BILL	86493	R	34		1087 31.97 1087			01/31/2011	1,572.81	J	92,460.10	\$92,460.10	
23	2/3/2011	LPC						0			1,004.71	F	93,464.81	\$93,464.81	1.09%
	2/3/2011	BILL	87303	R	29		870 30.00 1063			03/01/2011	1,263.71		94,728.52	\$94,728.52	
24	03/04/2011	LPC						0			1,023.86	F	95,752.38	\$95,752.38	1.08%
	03/04/2011	BILL	88050	R	30		747 24.90 815			03/30/2011	1,097.06		96,849.44	\$96,849.44	
25	04/04/2011	LPC						0			1,040.11	F	97,889.55	\$97,889.55	1.07%

SBG COLONIALGARDEN00085

Specific Service Agreement Statement of Account SA- 1375369694

Customer Name	From Date	To Date
COLONIAL GARDEN REALTY CO	5/1/2008	8/1/2012

Service address	Account Number	SA Number	Meter	Rate
5425 7 WAYNE AVE Apt M1 PHIL, PA 19144	6126000245	1375369694	1987516	GS

STATEMENT

Transaction Date	Type	Reading	Reading Code	# of Days	CCF Usage	Average CCF/Days	Heating DDD's	Payment Type	Due Date	Transaction Amount	Current Balance	Actual Balance
05/05/2008	LPC					0.00				\$755.68	\$53,930.63	\$53,930.63
05/05/2008	BILL	48204	R	29	691	23.83	236		05/29/2008	\$1,300.70	\$55,231.23	\$55,231.23
05/06/2008	INTAPL					0.00				(\$1,321.76)	\$53,909.47	\$53,909.47
05/06/2008	DEPAPL					0.00				(\$6,274.00)	\$47,635.47	\$47,635.47
08/04/2008	LPC					0.00				\$681.25	\$48,296.72	\$48,296.72
08/04/2008	BILL	48935	R	32	731	22.84	134		08/27/2008	\$1,398.22	\$49,694.94	\$49,694.94
07/07/2008	LPC					0.00				\$682.22	\$50,377.16	\$50,377.16
07/07/2008	BILL	49446	R	29	511	17.62	0		07/30/2008	\$1,127.82	\$51,504.78	\$51,504.78
08/04/2008	LPC					0.00				\$699.14	\$52,203.92	\$52,203.92
08/04/2008	BILL	49332	R	30	486	16.20	0		08/27/2008	\$1,072.46	\$53,276.38	\$53,276.38
09/03/2008	LPC					0.00				\$716.23	\$53,991.61	\$53,991.61
09/03/2008	BILL	50652	R	32	720	22.60	0		09/28/2008	\$1,585.65	\$55,577.26	\$55,577.26
10/02/2008	LPC					0.00				\$739.01	\$56,316.27	\$56,316.27
10/02/2008	BILL	51118	R	29	466	16.07	12		10/27/2008	\$995.43	\$57,311.70	\$57,311.70
10/31/2008	LPC					0.00				\$753.94	\$58,065.64	\$58,065.64
10/31/2008	BILL	51802	R	29	684	23.59	259		11/28/2008	\$1,461.11	\$59,526.75	\$59,526.75
12/05/2008	LPC					0.00				\$775.88	\$60,302.61	\$60,302.61
12/05/2008	BILL	52693	R	34	891	26.21	662		01/02/2009	\$1,803.27	\$62,205.88	\$62,205.88
01/06/2009	LPC					0.00				\$804.41	\$63,010.29	\$63,010.29
01/06/2009	BILL	53771	R	33	1078	32.67	899		01/30/2009	\$2,272.35	\$65,282.64	\$65,282.64
02/04/2009	LPC					0.00				\$838.49	\$66,121.13	\$66,121.13
02/04/2009	BILL	54753	R	29	982	33.86	1027		03/02/2009	\$1,915.12	\$68,036.25	\$68,036.25

SBG_COLONIALGARDEN00062

C-2012-2304183
COLONIAL GARDEN

SBG_COLONIALGARDEN00063

Transaction Date	Type	Reading	Reading Code	# of Days	CCF Usage	Average CCF/Days	Heating DDD's	Payment Type	Due Date	Transaction Amount	Current Balance	Actual Balance
03/05/2009	LPC					0.00				\$867.22	\$68,903.47	\$68,903.47
03/05/2009	BILL	56621	R	29	868	29.83	850		03/30/2009	\$1,885.71	\$70,569.18	\$70,569.18
03/06/2009	PAY					0.00		Check		(\$1,932.55)	\$68,636.63	\$68,636.63
04/04/2009	LPC					0.00				\$892.21	\$69,528.84	\$69,528.84
04/04/2009	BILL	56348	R	29	725	25.00	520		04/29/2009	\$1,249.90	\$70,778.74	\$70,778.74
05/05/2009	LPC					0.00				\$910.95	\$71,689.69	\$71,689.69
05/05/2009	BILL	57190	R	32	844	26.38	321		05/29/2009	\$1,455.05	\$73,144.74	\$73,144.74
06/05/2009	LPC					0.00				\$932.78	\$74,077.52	\$74,077.52
06/05/2009	BILL	57858	R	30	668	22.20	58		06/29/2009	\$1,139.28	\$75,216.78	\$75,216.78
07/06/2009	LPC					0.00				\$949.87	\$76,166.65	\$76,166.65
07/06/2009	BILL	58433	R	29	577	19.90	13		07/29/2009	\$917.48	\$77,084.13	\$77,084.13
08/05/2009	LPC					0.00				\$963.63	\$78,047.76	\$78,047.76
08/05/2009	BILL	59088	R	32	655	20.47	0		08/27/2009	\$1,041.52	\$79,089.28	\$79,089.28
09/03/2009	LPC					0.00				\$979.25	\$80,068.53	\$80,068.53
09/03/2009	BILL	59662	R	29	564	19.45	0		09/28/2009	\$895.72	\$80,964.25	\$80,964.25
10/03/2009	LPC					0.00				\$992.69	\$81,956.94	\$81,956.94
10/03/2009	BILL	60272	R	30	620	20.67	30		10/27/2009	\$950.88	\$82,907.80	\$82,907.80
11/02/2009	LPC					0.00				\$1,006.85	\$83,914.75	\$83,914.75
11/02/2009	BILL	61042	R	29	770	26.55	257		11/27/2009	\$1,189.67	\$85,104.42	\$85,104.42
12/04/2009	LPC					0.00				\$1,024.80	\$86,129.22	\$86,129.22
12/04/2009	BILL	61839	R	33	897	27.18	458		12/30/2009	\$1,389.68	\$87,518.90	\$87,518.90
01/06/2010	LPC					0.00				\$1,045.64	\$88,564.54	\$88,564.54
01/06/2010	BILL	63054	R	33	1116	33.79	985		02/01/2010	\$1,749.62	\$90,314.16	\$90,314.16
02/03/2010	LPC					0.00				\$1,071.89	\$91,386.05	\$91,386.05
02/03/2010	BILL	64050	R	29	896	34.34	907		03/01/2010	\$1,562.89	\$92,948.94	\$92,948.94
03/04/2010	LPC					0.00				\$1,095.33	\$94,044.27	\$94,044.27
03/04/2010	BILL	65156	R	29	1106	38.14	926		03/29/2010	\$1,741.08	\$95,785.35	\$95,785.35
04/05/2010	LPC					0.00				\$1,121.45	\$96,906.80	\$96,906.80
04/05/2010	BILL	66019	R	29	863	29.76	440		04/28/2010	\$1,396.35	\$98,303.15	\$98,303.15
05/05/2010	LPC					0.00				\$1,142.39	\$99,445.54	\$99,445.54
05/05/2010	BILL	66896	R	32	877	27.41	211		05/27/2010	\$1,419.00	\$100,864.54	\$100,864.54
06/04/2010	LPC					0.00				\$1,163.68	\$102,028.22	\$102,028.22

SBG COLONIALGARDEN00064

Transaction Date	Type	Reading	Reading Code	# of Days	CCF Usage	Average CCF/Days	Heating DDD's	Payment Type	Due Date	Transaction Amount	Current Balance	Actual Balance
08/04/2010	BILL	67585	R	30	689	22.97	78		08/28/2010	\$1,109.87	\$103,138.09	\$103,138.09
07/02/2010	LPC					0.00				\$1,180.32	\$104,318.41	\$104,318.41
07/09/2010	BILL	68283	V	36	698	19.39	0		08/03/2010	\$1,054.24	\$105,372.65	\$105,372.65
08/03/2010	LPC					0.00				\$1,196.14	\$106,568.79	\$106,568.79
08/03/2010	BILL	68701	R	25	418	16.72	0		08/26/2010	\$831.34	\$107,200.13	\$107,200.13
09/02/2010	LPC					0.00				\$1,205.81	\$108,405.74	\$108,405.74
09/02/2010	BILL	69252	R	30	551	18.37	0		09/28/2010	\$832.74	\$109,238.48	\$109,238.48
10/04/2010	LPC					0.00				\$1,218.10	\$110,456.58	\$110,456.58
10/04/2010	BILL	69864	R	30	612	20.40	0		10/27/2010	\$941.99	\$111,398.54	\$111,398.54
11/02/2010	LPC					0.00				\$1,232.23	\$112,630.77	\$112,630.77
11/02/2010	BILL	70663	R	31	799	25.77	219		11/29/2010	\$1,229.79	\$113,860.56	\$113,860.56
12/03/2010	LPC					0.00				\$1,250.68	\$115,111.24	\$115,111.24
12/03/2010	BILL	71704	R	30	1041	34.70	488		12/30/2010	\$1,588.43	\$116,709.67	\$116,709.67
01/05/2011	LPC					0.00				\$1,274.65	\$117,984.32	\$117,984.32
01/05/2011	BILL	73112	R	34	1408	41.41	1087		01/31/2011	\$2,012.11	\$119,996.43	\$119,996.43
02/03/2011	LPC					0.00				\$1,304.83	\$121,301.26	\$121,301.26
02/03/2011	BILL	74282	R	29	1150	39.66	1053		03/01/2011	\$1,643.42	\$122,944.68	\$122,944.68
03/07/2011	LPC					0.00				\$1,329.49	\$124,274.17	\$124,274.17
03/07/2011	BILL	75289	R	30	1027	34.23	815		03/30/2011	\$1,481.51	\$125,755.68	\$125,755.68
04/04/2011	LPC					0.00				\$1,351.71	\$127,107.39	\$127,107.39
04/04/2011	BILL	76184	R	28	895	31.96	553		04/28/2011	\$1,369.74	\$128,477.13	\$128,477.13
05/04/2011	LPC					0.00				\$1,372.25	\$129,849.38	\$129,849.38
05/04/2011	BILL	77143	R	32	959	29.97	264		05/27/2011	\$1,467.68	\$131,317.06	\$131,317.06
06/03/2011	LPC					0.00				\$1,394.27	\$132,711.33	\$132,711.33
06/03/2011	BILL	77882	R	30	739	24.63	44		06/28/2011	\$1,129.47	\$133,840.80	\$133,840.80
07/05/2011	LPC					0.00				\$1,411.21	\$135,252.01	\$135,252.01
07/05/2011	BILL	78488	R	29	606	20.90	0		07/28/2011	\$908.50	\$136,160.51	\$136,160.51
08/03/2011	LPC					0.00				\$1,424.84	\$137,585.35	\$137,585.35
08/03/2011	BILL	79069	R	32	581	18.16	0		08/26/2011	\$871.04	\$138,456.39	\$138,456.39
09/03/2011	LPC					0.00				\$1,437.90	\$139,894.29	\$139,894.29
09/03/2011	BILL	79614	R	29	545	18.79	0		09/28/2011	\$817.07	\$140,711.36	\$140,711.36
10/04/2011	LPC					0.00				\$1,450.16	\$142,161.52	\$142,161.52

Transaction Date	Type	Reading	Reading Code	# of Days	CCF Usage	Average CCF/Days	Heating DDD's	Payment Type	Due Date	Transaction Amount	Current Balance	Actual Balance
10/04/2011	BILL	80285	R	33	671	20.33	47		10/27/2011	\$978.82	\$143,140.34	\$143,140.34
11/02/2011	LPC					0.00				\$1,484.84	\$144,605.18	\$144,605.18
11/02/2011	BILL	80871	R	29	586	20.21	219		11/29/2011	\$854.83	\$145,460.01	\$145,460.01
11/04/2011	PAY					0.00		Check		(\$140,742.25)	\$4,717.76	\$4,717.76
12/02/2011	LPC					0.00				\$70.78	\$4,788.52	\$4,788.52
12/02/2011	BILL	81485	R	30	614	20.47	403		12/29/2011	\$895.22	\$5,683.74	\$5,683.74
01/04/2012	LPC					0.00				\$84.19	\$5,767.93	\$5,767.93
01/04/2012	BILL	82106	R	33	621	18.82	730		01/30/2012	\$892.35	\$6,660.28	\$6,660.28
02/03/2012	LPC					0.00				\$97.57	\$6,757.85	\$6,757.85
02/03/2012	BILL	82884	R	30	778	25.93	776		02/29/2012	\$1,117.95	\$7,875.80	\$7,875.80
03/06/2012	LPC					0.00				\$114.34	\$7,990.14	\$7,990.14
03/06/2012	BILL	83600	R	32	718	22.38	768		03/29/2012	\$1,015.45	\$9,005.59	\$9,005.59
04/05/2012	LPC					0.00				\$129.68	\$9,135.17	\$9,135.17
04/05/2012	BILL	84259	R	29	659	22.72	329		04/30/2012	\$887.85	\$10,003.02	\$10,003.02
05/05/2012	LPC					0.00				\$142.69	\$10,145.61	\$10,145.61
05/05/2012	BILL	84915	R	30	656	21.87	288		05/30/2012	\$883.89	\$11,009.50	\$11,009.50

SBG COLONIALGARDEN00065

COLONIAL GARDEN
5425-7 WAYNE AVE Apt M2 PHL, PA 19144

From Date 7/1/2004 To Date 8/26/2011
Account Number SA Number 612800245 4018730567

Meter 1906431/2115477

STATEMENT

Dispost NO.	Transaction Date	Type	Reading	Reading Code	# of Days	CCF Usage	Average CCF/Days	Hearings DDD's	Payment Type	Due Date	Transaction Amount	DISPUTE CODE	Current Balance	Actual Balance	% Calculated IPC based Current Balance
	4/4/2011 BILL		84707 R		28		657 23.46 593			04/12/2011	1,024.94		98,887.56	98,887.56	
27	5/4/2011 LPC							0			1,055.49	F	99,943.05	99,943.05	1.07%
	05/04/2011 BILL		89395 R		32		888 21.50 264			05/27/2011	1,072.38		101,015.43	101,015.43	
28	6/3/2011 LPC							0			1,071.57	F	102,087.00	102,087.00	1.06%
	06/03/2011 BILL		89908 R		30		513 17.10 44			06/28/2011	803.48		102,890.48	102,890.48	
29	7/5/2011 LPC							0			1,083.82	F	103,974.30	103,974.30	1.05%
	7/5/2011 BILL		90314 R		29		406 14.00 0			7/28/2011	628.12		104,602.42	104,602.42	
30	08/09/2011 LPC							0			1,099.04	F	105,699.26	105,699.26	1.04%
	08/09/2011 BILL		90679 R		32		365 11.41 e			08/26/2011	565.66		106,261.92	106,261.92	
31	9/9/2011 LPC							0			1,101.54	F	107,363.46	107,363.46	1.04%
	9/9/2011 BILL		91023 R		29		344 11.86 e			9/29/2011	535.18		107,898.62	107,898.62	
32	10/4/2011 LPC							0			1,108.57	F	109,008.19	109,008.19	1.03%
	10/4/2011 BILL		91488 R		33		445 13.48 47			10/27/2011 \$668.57	668.57		109,676.76	109,676.76	
33	11/2/2011 LPC							0			1,119.80	F	110,796.56	110,796.56	1.02%
34	11/2/2011 BILL		941 R		31		2815 97.07 219			11/29/2011	4,125.80	F	114,922.36	114,922.36	
	11/4/2011 PAY							0	Check		(107,923.29)		7,000.99	7,000.99	
	11/4/2011 REVADJ							0			(642.00)		6,358.99	6,358.99	
35	12/2/2011 LPC							0			95.37	F	6,454.36	6,454.36	1.50%
	12/2/2011 BILL		1147 R		30		806 26.87 403			12/29/2011	1,194.60		7,648.96	7,648.96	
	12/19/2011 REVADJ							0			642.60		8,291.56	8,291.56	
	12/15/2011 MANLPC							0			(642.00)		7,649.56	7,649.56	
36	1/4/2012 LPC							0			114.72	F	7,764.28	7,764.28	1.50%
	1/4/2012 BILL		1982 R		33		835 25.80 780			1/30/2012	1,219.90		8,984.18	8,984.18	
37	2/13/2012 LPC							0			183.01	F	9,167.19	9,167.19	1.48%
	2/13/2012 BILL		2951 R		30		969 32.30 776			2/29/2012	1,411.85		10,579.04	10,579.04	
38	3/5/2012 LPC							0			154.19	F	10,733.23	10,733.23	1.46%
	3/5/2012 BILL		3865 R		32		914 28.56 768			3/29/2012	1,915.68		11,648.91	11,648.91	
39	4/5/2012 LPC							0			179.92	F	11,828.83	11,828.83	1.45%
	4/5/2012 BILL		4685 R		29		820 28.28 929			4/30/2012	1,099.80		12,928.63	12,928.63	
40	5/5/2012 LPC							0			180.41	F	13,109.04	13,109.04	1.43%
	5/5/2012 BILL		5508 R		30		823 27.45 268			5/30/2012	1,109.26		14,218.30	14,218.30	
	6/5/2012 BILL		6196		33		688			6/28/2012	\$922.10		\$15,140.40	\$15,140.40	
	7/6/2012 BILL		6681		29		485			7/31/2012	\$439.05		\$15,579.45	\$15,579.45	
	8/4/2012 BILL		7133		30		452			8/28/2012	\$596.88		\$16,176.33	\$16,176.33	
	9/5/2012 BILL		7657		32		524			9/28/2012	\$681.64		\$16,857.97	\$16,857.97	
41	10/5/2012 LPC							0			\$249.71	F	\$17,107.68	\$17,107.68	1.43%
	10/5/2012 BILL		8210		30		8210			10/29/2012	\$756.20		\$17,863.88	\$17,863.88	
42	11/9/2012 LPC							0			\$281.05	F	\$18,144.93	\$18,144.93	1.42%
	11/9/2012 BILL		8925		29		8925			11/28/2012	\$972.05		\$19,116.98	\$19,116.98	
	12/8/2012 BILL		9754		33		829			1/7/2013	\$1,129.54		\$20,246.52	\$20,246.52	
	1/8/2013 BILL		10485				781			1/31/2013	\$1,034.13		\$21,280.65	\$21,280.65	
	2/5/2013 BILL		11261				776			3/1/2013	\$1,096.57		\$22,377.22	\$22,377.22	
	3/7/2013 BILL		11899				798			4/1/2013	\$1,054.81		\$23,432.03	\$23,432.03	
	4/5/2013 BILL		12759				780			4/28/2013	\$1,140.83		\$24,572.86	\$24,572.86	
	5/4/2013 BILL		13490				731			5/29/2013	\$1,097.27		\$25,670.13	\$25,670.13	
	6/5/2013 BILL		14246				756			6/27/2013	\$1,130.71		\$26,800.84	\$26,800.84	
	7/2/2013 BILL		14775				529						\$27,330.69	\$27,330.69	
	8/3/2013 BILL		15224				449			8/27/2013	\$670.85		\$28,001.54	\$28,001.54	NO BILL SENT

SBG COLONIALGARDEN00086

8/25/11

Savage III, Ralph T

From: Phil Pulley [phil@sbgmanagement.com]
Sent: Thursday, August 25, 2011 12:12 PM
To: Clark, Gerald T.; Landman, Tammy V.; Michael Higgins; Savage III, Ralph T
Cc: Daniel McCaffery; Eric Lampert
Subject: FW: Colonial Garden

Attachments: Colonial Garden gas liens.pdf; Colonial Garden bringdown.pdf



Colonial Garden Colonial Garden
gas liens.pdf ... bringdown.pdf ...

Frustration from Pulley

Mike

I don't know what to say. I speak to PGW they tell me one thing their emails say something else. Every body has a different story. We feel we owe them \$116K. They have over \$450K worth of liens. I can't talk to any one, I can't resolve anything at this point I think I am going to have to get Dan McCaffery back involved and sue them.

It has been years of just waiting for an accounting from them that they have never produced. They make me out to be a bad guy they need to look in the mirror. I have retained bankruptcy counsel let them explain it to a Federal Judge why they can produce a break down in 5 years. How will it look when I call Hyman as a witness and PGW couldn't produce an accounting for someone who used to be on the gas commission?

I am beyond frustration.

Phil

-----Original Message-----

From: Michael Higgins [mailto:MikeH@granorprice.com]
Sent: Thursday, August 25, 2011 11:50 AM
To: Phil Pulley
Subject: RE: Colonial Garden

I have attached the bring down showing 2 more gas liens along with the original filings from my title if this is of any help.

-----Original Message-----

From: Phil Pulley [mailto:phil@sbgmanagement.com]
Sent: Thursday, August 25, 2011 11:34 AM
To: Clark, Gerald T.; Michael Higgins
Cc: Catherine Marriott; Eric Lampert; Kerry Schuman; Tammy.landman@pgworks.com; Savage III, Ralph T
Subject: RE: Colonial Garden

Mr Murray

Can you please call me re this matter? 215-669-2658. Time is of the essences.

Thank you,
Phil

-----Original Message-----

From: Phil Pulley
Sent: Wednesday, August 24, 2011 3:37 PM
To: 'Clark, Gerald T.'; 'Michael Higgins'
Cc: 'Catherine Marriott'; Eric Lampert; 'Kerry Schuman'; 'Tammy.landman@pgworks.com'; 'Savage III, Ralph T'
Subject: Colonial Garden

Mike

See the attached from Gerald Clarke Senior Attorney at PGW. He says your title searches are out of date? But his numbers are \$60,000 more than Ted Savage with PGW who gave us numbers two weeks ago. Your number is \$250,000

more than their number. I don't know who to believe.

Phil

-----Original Message-----

From: Clark, Gerald T. [mailto:Gerald.Clark@pgworks.com]
Sent: Wednesday, August 24, 2011 3:20 PM
To: Phil Pulley
Subject: RE: scan

Here is the correct list of active liens. You may want to talk to whomever supplied the title report because there is some out of date information.

Lien Docket Vacated

091231033	\$66,062.14	vacated August 4, 2011
090635842	\$135,983.18	vacated August 26, 2009

Lien Dockets Active

091231034	\$85,104.42
100131129	\$ 6,180.72
101135002	\$44,238.50
110232566	\$50,463.29
110831155	\$47,171.25
110831156	\$11,587.13

TOTAL: \$244,745.31

-----Original Message-----

From: Phil Pulley [mailto:phil@sbgmanagement.com]
Sent: Wednesday, August 24, 2011 2:59 PM
To: Clark, Gerald T.
Subject: FW: scan

See attached

-----Original Message-----

From: administrator@sbgmanagement.com
[mailto:administrator@sbgmanagement.com]
Sent: Wednesday, August 24, 2011 9:38 AM
To: Phil Pulley
Subject: scan

Please open the attached document.
This document was sent to you using an HP Digital Sender.

Sent by: <administrator@sbgmanagement.com>
Number of pages: 1
Document type: B/W Document
Attachment File Format: Adobe PDF

To view this document you need to use the Adobe Acrobat Reader.
For free copy of the Acrobat reader please visit:

<http://www.adobe.com>

For more information on the HP Digital Sender please visit:

**Schedule B Section 1
Requirements continued**

11. Satisfactory evidence should be provided that improvements and/or repairs or alterations thereto are completed; that contractor, sub-contractors, labor and materialmen are all paid; and have released of record all liens or notice of intent to perfect a lien for labor material.
12. Company assumes no liability as to water usage unless an update and current water meter reading is produced at settlement.
13. Certification to be obtained from PGW as to amounts due for gas service to the subject property.
14. Current year's taxes, if unpaid, are delinquent after March 30th and additional penalty and interest will be due.
15. TAXES:
Assessed as 5427 Wayne Avenue
BRT Tax No. 88-1-0615-00; 12-4-1138-00.
Produce receipts for the years 2010 and 2011.
2011 Assessment \$284,160.00.
16. CURRENT WATER AND SEWER RENTS:
Billed as 5427 Wayne Avenue
Meter #1
Transaction Date 5/20/2011 to 6/21/2011 \$2,200.39 Estimated.(Plus Penalties If Any).
Total Balance Due \$38,978.52 (Plus Penalties If Any).
Possible excess water and sewer rents from 6/16/2011, the date of the last reading; billings since that time have been issued on estimated usage.
Water/Sewer Account Numbers: 000466541 (0358188005427002)

Meter #2
Ferrule drawn 4/21/1995
Water service may be shut off. Obtain reconnection charges from Water Revenue.
17. MECHANICS AND MUNICIPAL CLAIMS:
 - A. Liens have been filed on water and sewer rents which will be discharged upon payment of penalties and costs. Company assumes no liability for same if payment is not made.
 - B. December 2009 #31033, Gas Service Claim filed 12/17/2009 in the amount of \$66,052.14.
 - C. December 2009 #31034, Gas Service Claim filed 12/17/2009 in the amount of \$85,104.42.
 - D. January 2010 #31129, Gas Service Claim filed 1/27/2010 in the amount of \$6,180.72.
 - E. November 2010 #35002, Gas Service Claim filed 11/22/2010 in the amount of \$44,238.50.
 - F. June 2009 #35842, Gas Service Claim filed 6/26/2009 in the amount of \$131,983.18.
 - G. February 2011 #32566, Gas Service Claim filed 2/18/2011 in the amount of \$50,463.29.
18. MORTGAGES:
 - A. Amount: \$1,900,000.00
Mortgagor: Colonial Garden Realty Co., L.P.
Commitment

Chicago Title Insurance Company

TITLE INFORMATION BRINGDOWN

Elkins Park Abstract Co.
721 Dresher Road,
Horsham, PA 19044

RE: Seller/Owner:
Buyer/Borrower: Colonial Garden Realty Co., L.P., a Pennsylvania limited
partnership
5425-5429 Wayne Avenue
PA

Pursuant to your request for supplemental information relevant to our referenced file, the Company has caused a search to be made of the Public Records of Philadelphia County, Pennsylvania, through August 02, 2011 at 8:00 A.M. Said search reveals that the following documents have been recorded during said period:

1. CP August 2011 #31155 filed 8/10/2011, PGW Lien in the amount of \$47,171.25.
2. CP August 2011 #31156 filed 8/10/2011, PGW Lien in the amount of \$11,587.13.

CAUTION: A determination of the validity and effect of any instrument listed above must be made before any commitment, policy, or endorsement is issued in reliance thereon.

NOTE Customer comments on bringdown request:

Scan

Phil Pulley

From: Eric Lampert
Sent: Friday, August 19, 2011 2:58 PM
To: Phil Pulley
Subject: COLONIAL PGW / WATER

Attached is the following:

Most current bill for PGW dated 8/3/2011 reflecting a balance due of \$ 244,771.81.

PGW worksheet reflecting a deduction from the Balance due of the Disputed amount and Adj/Late Charges leaving a

Calculated balance due of \$ 115,661.58

The original copies are on your desk.

8/19/2011

SBG CORRESPONDENCE00041

COLONIAL GARDEN - PGW									
BILL DATE	PERIOD FROM	TO	USEAGE CHARGES (INCL TX.ETC)	ADJ	ADJ	DISPUTED BILLING	TOTAL BILLING	PAYMENTS	PGW BAL
BALANCE FWD-11/2/06									51,988.22
						44,352.63			
DISPUTED AMOUNT									
12/5/2006	11/1/2006	12/4/2006	3,031.74	757.87			3,789.61		55,777.83
1/8/2007	12/4/2006	1/5/2007	2,932.44	803.34			3,735.78		58,513.61
2/7/07 # 1839								10,000.00	49,513.61
2/7/2007	1/5/2007	2/6/2007	3,233.20	847.34			4,080.54		53,594.15
3/7/2007	2/5/2007	3/6/2007	3,129.65	803.10			3,932.75		57,526.90
4/5/2007	3/5/2007	4/4/2007	2,877.98	850.05			3,728.03		61,254.93
4/27/07 # 1845								3,735.78	57,519.15
5/7/2007	4/4/2007	5/4/2007	2,475.73	881.98			3,337.71		60,856.86
6/6/2007	5/4/2007	6/5/2007	2,192.74	888.11			3,091.85		63,948.71
6/21/07 #1872								1,000.00	62,948.71
7/8/2007	6/5/2007	7/5/2007	2,084.67	932.00			2,996.67		65,945.38
8/8/2007	7/5/2007	8/3/2007	2,125.44	962.97			3,088.41		68,033.79
9/5/2007	8/3/2007	9/4/2007	2,455.85	994.85			3,450.70		72,484.49
10/10/07 # 1687								2,337.71	70,146.78
10/5/2007	9/4/2007	10/3/2007	2,461.00	911.84			3,372.84		73,519.62
11/2/2007	10/3/2007	11/1/2007	1,754.86	1,068.81			2,821.67		76,341.29
12/5/2007	11/1/2007	12/4/2007	2,457.88	1,083.13			3,560.81		79,892.10
12/19/07 #1705								5,160.98	74,731.12
1/7/2008	12/4/2007	1/4/2008	2,445.43	1,120.15			3,565.58		78,296.70
2/8/2008	1/4/2008	2/4/2008	2,719.08	1,158.84			3,875.92		82,172.62
3/5/2008	2/4/2008	3/4/2008	2,606.73	1,197.62			3,804.35		85,978.97
4/4/2008	3/4/2008	4/3/2008	2,541.39	1,256.72			3,878.11		89,856.08
5/4/2008	4/3/2008	5/2/2008	2,274.00	1,218.34			3,490.34	7,573.09	85,772.33
6/4/2008	5/2/2008	6/3/2008	2,373.87	1,195.98			3,569.83		89,342.18
7/7/2008	6/3/2008	7/2/2008	1,846.40	1,231.56			3,077.96		92,420.12
8/4/2008	7/2/2008	8/1/2008	1,720.62	1,259.28			2,979.88		95,400.00
9/3/2008	8/1/2008	9/2/2008	2,714.85	1,285.07			3,999.92		99,399.92
10/2/2008	9/2/2008	10/1/2008	1,808.53	1,325.79			2,934.32		102,334.24
10/31/2008	10/1/2008	10/30/2008	2,509.98	1,349.92			3,859.90		106,194.14
12/5/2008	10/30/2008	12/3/2008	3,323.81	1,387.57			4,711.38		110,905.52
1/6/2009	12/3/2008	1/5/2009	4,051.75	1,437.43			5,489.18		116,394.70
2/4/2009	1/5/2009	2/3/2009	3,443.85	1,488.20			4,942.05		121,338.75
3/5/2009	2/3/2009	3/4/2009	2,955.36	1,549.88			4,506.22		125,841.97

			USE CHGS INCL TX ETC.	ADJ	TOTAL	PAYMENT	BAL FOR BILL
3/6/09 #1807						3,443.85	122,388.12
4/4/2009	3/4/2009	4/2/2009	2,188.32	1,594.20	3,780.52		128,178.64
5/5/2009	4/2/2009	5/4/2009	2,556.21	1,637.36	4,192.57		138,371.21
6/5/2009	5/4/2009	6/3/2009	1,966.93	1,665.47	3,631.40		134,002.61
7/8/2009	6/3/2009	7/2/2009	1,550.52	1,694.96	3,245.48		137,248.09
8/3/2009	7/2/2009	8/3/2009	1,769.95	1,718.22	3,488.17		140,738.26
9/3/2009	8/3/2009	9/1/2009	1,502.58	1,744.76	3,247.34		143,983.60
10/3/2009	9/1/2009	10/3/2009	1,601.99	1,716.01	3,318.00		147,301.60
11/3/2009	10/3/2009	10/30/2009	2,202.44	1,716.02	3,918.46		151,220.06
12/4/2009	10/30/2009	12/2/2009	2,445.59	1,822.48	4,268.07		155,488.13
1/2/2010	12/2/2009	1/5/2010			4,906.50		160,394.63
2/5/2010	1/5/2010	2/5/2010			4,906.49		165,301.12
3/5/2010	2/5/2010	3/3/2010			4,906.49		170,207.61
4/5/2010	3/3/2010	4/1/2010	2,470.74	1,994.25	4,464.99		174,672.60
5/4/2010	4/1/2010	5/3/2010	2,438.85	2,032.84	4,469.69		179,142.29
6/4/2010	5/3/2010	6/2/2010	1,929.89	2,067.89	3,997.78		183,140.07
7/2/2010	6/2/2010	7/1/2010	1,811.37	2,066.83	3,708.20		186,848.27
8/3/2010	7/1/2010	8/2/2010	1,099.37	2,121.07	3,220.44		190,068.71
9/3/2010	8/2/2010	9/1/2010	1,380.60	2,113.80	3,494.40		193,563.11
10/4/2010	9/1/2010	10/1/2010	1,558.59	2,157.85	3,716.44		197,279.55
11/2/2010	10/1/2010	11/1/2010	2,125.00	2,181.23	4,306.23		201,585.78
12/3/2010	11/1/2010	12/1/2010	2,844.72	2,213.11	5,057.83		206,643.61
1/5/2011	12/1/2010	1/4/2011	3,584.92	2,256.77	5,840.99		212,484.30
2/3/2011	1/4/2011	2/2/2011	2,908.13	2,309.54	5,215.67		217,699.97
3/7/2011	2/2/2011	3/4/2011	2,578.57	2,353.15	4,931.72		222,631.69
4/4/2011	3/4/2011	4/1/2011	2,394.88	2,391.82	4,786.50		227,418.19
5/4/2011	4/1/2011	5/3/2011	2,540.06	2,427.74	4,967.80		232,386.99
6/3/2011	5/3/2011	6/2/2011	1,932.95	2,465.84	4,398.79		236,784.78
7/5/2011	6/2/2011	7/1/2011	1,538.82	2,494.83	4,031.45		240,816.23
8/3/2011	7/1/2011	8/2/2011	1,437.70	2,517.88	3,955.58		244,771.81
			128,577.92	84,737.60	14,719.48	33,251.41	244,771.81

EST
4,906.50
4,906.49
4,906.49

DISPUTED AMT
44,352.63

BALANCE PER POW BILL 8/3/2011 244,771.81
 DISPUTED AMOUNT (44,352.63)
 ADJUSTMENTS - LATE CHGS (84,737.60)
 115,681.58

BAL PER
POW BILL 8/3/11

Page: 1 of 4
Billing Date: 03/03/05
Account Number: 6128000245

PHILADELPHIA GAS WORKS
200 W. MONTGOMERY AVENUE, PHILADELPHIA, PA 19106

MONTHLY STATEMENT

From 12/31/04 thru 03/02/05 **2 months**
Billing Cycle Number: 02

Account for:
COLONIAL GARDEN REALTY CO
6428-7 WAYNE AVE
PHILADELPHIA PA 19144

Payments Summary

02/07/05 Check \$4,083.18

Billing Summary

Base Charge Amount \$1,351.12

Adjustments \$215.54

Current Charges \$6,824.38

Total Amount Due By
Mar 28, 2005 **\$21,409.99**

\$8391.04

GENERAL INFORMATION

CONTACT US

Gas Leaks & Emergencies 215 235-1212
Billing & General Information 215 235-1000
Appliance Service 215 235-2050
Theft of Gas 215 694-8383
Foreign Language Assistance 215 238-1000
Hearing Impaired TTY Line 215 238-4548
Representantes Que Hablan Espanol 215 235-2175
Web Site - www.pgworks.com

CUSTOMER SERVICE CENTERS

(Hours 9 a.m. - 8 p.m.)

Center City 1157 Chestnut St. (M, T, TH, F)
Center City 210 W. Chelton Ave. (T, W, F)
S. Philadelphia 1801 S. Broad St. (M, W, TH)
Frankford 4410 Frankford Ave. (T, TH, F)
N. Philadelphia 1337 W. Erie Ave. (M, W, TH)
W. Philadelphia 5230 Chestnut St. (M, T, W, F)

To avoid Finance Charges please pay total amount due by the due date. Finance Charge is calculated at 1.8% monthly. (18% yearly)

Questions or complaints about your bill? Please call us before the Due Date at 1-800-433-1000.
Or write to: PGW P.O. Box 7788, Phila, PA 19101-7788

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

Account Number: 6128000245
Due Date: Mar 28, 2005
Please Pay: \$21,409.99

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

Amount Enclosed:

COLONIAL GARDEN REALTY CO
6428-7 WAYNE AVE
PHILADELPHIA PA 19144

Philadelphia Gas Works
P.O. Box 7788
Philadelphia, PA 19101-7788

006128000245800000021409992

C-2012-2304183
COLONIAL GARDEN

SBG_COLONIALGARDEN00089

COLONIAL GARDEN REALTY CO
 5425-7 WAYNE AVE
 PHILADELPHIA PA 19144

Page: 2 of 4
 Billing Date: 03/03/05
 Account Number: 6126000245

Account Summary	\$2,494.31	\$1,083.19	\$1,851.12	\$216.54	\$8,824.38	\$21,409.98
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Current Basic Charges

BA ID# 1375369894, 5425-7 WAYNE AVE, M1
 Rate Class: General Service Commercial

Supply Charges		
Commodity Charge 2,128.03 Cof @ \$0.85638	\$2,033.32	
Total Supply Charges	\$2,033.32	
Delivery Charges		
Customer Charge @ \$18.00	\$34.23	
Waive Customer Charge	\$34.23 CR	
Distribution Charge 2,128.03 Cof @ \$0.8888	\$1,263.83	
Gas Cost Adjustment @ \$0.03218 for 58 Days	\$88.42	
Total Delivery Charges	\$1,322.38	
Supply Charges		
Commodity Charge 36.88 Cof @ \$0.95638	\$36.08	
Commodity Charge 73.31 Cof @ \$0.86292	\$62.89	
Total Supply Charges	\$97.89	
Delivery Charges		
Customer Charge @ \$18.00	\$1.77	
Waive Customer Charge	\$1.77 CR	
Distribution Charge 36.88 Cof @ \$0.8888	\$21.82	
Distribution Charge 73.31 Cof @ \$0.8887	\$43.13	
Gas Cost Adjustment @ \$0.03218 for 1 Days	\$1.18	
Gas Cost Adjustment @ -\$0.0417 for 2 Days	\$3.08 CR	
Total Delivery Charges	\$62.87	
Pa Sales Tax 7% of \$3,815.13	\$248.13	
Total Current Billing Charges	\$3,762.25	

\$2633.32 ✓

BA ID# 4018739667, 5425-7 WAYNE AVE, M2
 Rate Class: General Service Commercial

Supply Charges		
Commodity Charge 1,708.82 Cof @ \$0.95638	\$1,634.11	
Total Supply Charges	\$1,634.11	
Delivery Charges		
Customer Charge @ \$18.00	\$34.23	
Distribution Charge 1,708.82 Cof @ \$0.8888	\$1,007.75	
Gas Cost Adjustment @ \$0.03218 for 58 Days	\$64.88	
Total Delivery Charges	\$1,086.86	
Supply Charges		
Commodity Charge 28.48 Cof @ \$0.95638	\$28.17	
Commodity Charge 58.92 Cof @ \$0.86292	\$50.25	
Total Supply Charges	\$78.42	

COLONIAL GARDEN REALTY CO
 6426-7 WAYNE AVE
 PHILADELPHIA PA 19144

Page: 4 of 4
 Billing Date: 03/03/06
 Account Number: 6128000245

Meter Detail Meter #: 1987518 Service Point: 9972813902 Next Meter Read: Apr 01, 2006
 Multiplier: 1.0000 Gas Pressure Factor: 1.000

12/31/2004	18970	Actual	03/03/2006	17038	Actual	2235	2236.00	1.043	2333.04
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Meter Detail Meter #: 1908431 Service Point: 9972813903 Next Meter Read: Apr 01, 2006
 Multiplier: 1.0000 Gas Pressure Factor: 1.000

12/31/2004	48298	Actual	03/03/2006	47039	Actual	1787	1787.00	1.043	1874.88
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Energy Usage Information SA ID# 1370366094, 6426-7 WAYNE AVE, M1
 COMPARATIVE GAS USAGE THIS MONTH

	This Year	Last Year
Avg Daily Usage (Ccf)	37.0	0.0
Billing Days	81	31
Avg Daily Cost	\$81.68	\$0.00



LAST 12 MONTHS
 Total Ccf 10884.00
 Avg Ccf 907.00

Actual
 Estimated

Energy Usage Information SA ID# 4016739567, 6426-7 WAYNE AVE, M2
 COMPARATIVE GAS USAGE THIS MONTH

	This Year	Last Year
Avg Daily Usage (Ccf)	29.0	89.0
Billing Days	81	31
Avg Daily Cost	\$50.20	\$86.78



LAST 12 MONTHS
 Total Ccf 10082.00
 Avg Ccf 840.17

Actual
 Estimated

Message Center

Effective March 1, 2006, PGW rates have changed. Commodity Charge decreased to \$0.86292 per CCF. Gas Cost Adjustment decreased to (\$0.04170) per CCF. Distribution Charge decreased to \$0.88837 per CCF. The changes will decrease the typical commercial heating bill by about \$822 a year.

Effective March 1, 2006, PGW rates have changed. Commodity Charge decreased to \$0.86292 per CCF. Gas Cost Adjustment decreased to (\$0.04170) per CCF. Distribution Charge decreased to \$0.88837 per CCF. The changes will decrease the typical commercial heating bill by about \$822 a year.

Premise... 5425-7 Wayne Ave, M1/Philadelphia, Pa

- Transaction History
- Full Comments

Date	Type	Comment	Person	Follow Up
10/25/2005	MISC	Advised Tim Sullivan that PGW would have to restore service regardless of what this cust. owes PGW. Advised Tim, that property has never been POSTED. Refer Tim Sullivan to John Dunn CRC	Colonial Garden Realty Co	
10/25/2005	SERV	Ind/Com Specialist Piping Test, 10/26/2005, 800 - 1200 Request per Jim Jones	Colonial Garden Realty Co	
10/25/2005	SERV	Miscellaneous Zero Usage Investigation, 10/25/2005, 1200 - 1600 ok	Colonial Garden Realty Co	
10/25/2005	MISC	GAS WAS SHUT OFF BY GAS COMP LAST NIGHT AFTER FIRE AFTER OIL BURNER WAS ON FIRE- SPKOE WITH FSD WHO STATES WILL HAVE SOMEONE GO OUT TODAY TO TURN GAS SERVICE BACK ON BUT AFT COMPLEX WILL HAVE TO HAVE THE MAINTENCE DEPT LIT THE 75 APTS.	Colonial Garden Realty Co	
10/25/2005	SERO	rec'd call from rosa flores staing fire depy and plw turn off gas last night now want some to come back to turn it on gave info to k. burnam(need industrial man) she will call her back	Colonial Garden Realty Co	
10/24/2005	TO	fire dept. states odor at house heater	Colonial Garden Realty Co	
10/12/2005	CRC	placed 6 mo hold and review per j dunn	Colonial Garden Realty Co	→ hold on acct per Dunn
10/12/2005	CRC	George Bloom called from this site as he was here on Collection Notice. I told George to let it go as the CRC still has work to do regarding a previous billing issue (only one USA meter was turned on and billed when both should have been) and customer received a make-up bill earlier this year. Will follow-up. Hold on acct.	Colonial Garden Realty Co	
07/06/2005	CRC	changed mail bill info per JJD III	Colonial Garden Realty Co	
07/05/2005	CRC	MELITA CALL...SPOKE W/MRS SHORE...SAID A DISPUTE SENT IN OVER 60 DAYS AGO TO TOM MURPHY...NO INFO AS OF YET...SO NOTED...FWD INFO TO J DUNN III ALSO...	Colonial Garden Realty Co	
06/02/2005	CRC	melita call - left message	Colonial Garden Realty Co	
03/24/2005	TO	Trouble Order 24228010 added for account 6128000245	Colonial Garden Realty Co	
03/21/2005	BANK	COLL CALL THIS IS TENANT LANDLOND	Colonial Garden Realty Co	
02/16/2005	CRC	M1 account was turned on in system, bypass meter was already on with no account to bill. Then billed up to date from 4/19/2003 to 12/21/2005.	Colonial Garden Realty Co	
03/12/2004	SERV	SERVICE INQUIRY	Colonial Garden Realty Co	
01/26/2004	TO	Trouble Order 21530979 added for account 6128000245	Colonial Garden Realty Co	
12/18/2003	ZUCI	FINALIZED ACCOUNT PER CUSTOMER CONTACTS AND	Colonial Garden Realty Co	

Changed mail bill

Change Customer Contact Launch Related Transaction

Premise: 5425-7 Wayne Ave, M1/Philadelphia, Pa

Transaction History

Full Comments

Date	Type	Comment	Person	Follow Up
12/18/2003	ZUCI	FINALIZED ACCOUNT PER CUSTOMER CONTACTS AND COMPLETED ORDER MEMO'S	Colonial Garden Realty Co	
10/29/2003	TO	Trouble Order 88175633 added for account 6128000245	Colonial Garden Realty	
06/12/2003	BILL	entered a special allowance for \$5663.07 per money contact issued by Thomas Murphy contact dated 6/12/2003	Colonial Garden Realty Co	
06/12/2003	BILL	the adjusted bill for the estimated gas for this account is \$43666.07 for 34013 ccf instead of 39373 ccf for \$58207.20 due the number of units in the complex being less than originally calculated as well as the number of dryers being 5 instead of 12. entered a revenue credit adjustment for \$14541.13 for the difference in the estimated gas billed received from Donna Becker on 6/12/2003	Colonial Garden Realty Co	
05/27/2003	COLL	Called Phil Pulley - 215-935-6665 Referred him to contact Tom Murphy & Angel Cuevas to discuss estimated consumption.	Colonial Garden Realty Co	
05/27/2003	COLL	I called Mr. Pulley 215-938-6665 regarding \$10,364.00 payment due 5/1/03. He claims waiting to hear from R.G. to discuss possible over charges. Spoke to R.G. we will discuss.	Colonial Garden Realty Co	
05/09/2003	BILL	BILL ERROR LIST-BYPASS FOUND-METER REMOVED FOR THEFT. NEW METER INSTALLED SENT TO ED HARRIS-MIU-FOR ESTIMATED GAS USAGE FOR THEFT	Colonial Garden Realty Co	
04/17/2003	BILL	Charges for usage from 10/2/01 to 4/17/03 = \$58,207.20 (39373 CCF). Bill paid turn on charge = \$3,375.00. Deposit requested of \$6,274.00.	Colonial Garden Realty Co	
04/17/2003	THFT	BYPASS WAS FOUND BY SERVICEMAN RICH JACKSON #9586 AND ED DAVIS #9823, AND GAS WAS LEFT OFF DUE TO UNSAFE HAZZARD CONDITIONS. PLEASE REFER ALL TENANTS TO THEIR MANGEMENT OFFICE, NOT PGW. THERE ARE 75 RANGES AT 60,000 BTU EACH, 12 DRYERS 30,000 BTU EACH, AND ONE AWH AT 500,000 BTU. GAS WAS SHUT OFF WITH 4" SERVICE STOPPER 5' OUT AND PRESSURE FORCE SHUT OFF AT CURB VALVE. BYPASS WAS HIDDEN BEHIND CIDARBLOCK WALL. INVESTIGATOR KEITH FEY WAS ON JOB AND TIM SULLIVAN WAS CN JOB.	Colonial Garden Realty Co	
04/12/2001	TO	Trouble Order 87351161 added for account 6128000245	Colonial Garden Realty	
04/12/2001	TO	CALLLED DISPATCH TO INFORM THEM THAT THE APT IS H2	Colonial Garden Realty	
04/12/2001	TO	Trouble Order 13478942 added for account 6128000245	Colonial Garden Realty	

Change Customer Contact...

Launch Related Transaction...

Premise: 5425-7 Wayne Ave M2/Philadelphia, Pa

Transaction History

Full Comments

Date	Type	Comment	Person	Follow Up
08/29/2011	CRU	Correspondence received on 08/26/2011 closed on 8/29/2011 7:05:18 AM. Resolution: Statement of accounts for M1 & M2 were E-Mailed to CRC.	Colonial Garden Realty Co	
06/01/2010	CRU	A lien was issued in the amount of \$74,368.76 per the PGW Commercial Resource Center for the address of 5425-7 Wayne Avenue, M2.	Colonial Garden Realty Co	
05/17/2010	SERV	Jamal Jackson was here on a Gas Leak Inside order with Order # 2399470, with a result of Completed Found Gas ON, Left Gas ON with activities of (General - No Leak/No Odor), with comments of "made all chks...found leak inside laundry room below apt...flex connector at dryer leaking...instructed customer and property manager...left ok"	Colonial Garden Realty Co	
05/17/2010	TD	512	Colonial Garden Realty Co	
07/06/2008	METR	User JHAGGERT Added a Read of Type = Normal and Code = Verified Index = 70451 for meter # 1906431 Eff dtm = 200807071756306	Colonial Garden Realty Co	
05/06/2008	DREF	Deposit of \$6274.00 Refunded Deposit Interest of \$1321.76 Refunded Created by: CDPRFAR	Colonial Garden Realty Co	
04/26/2008	TD	called in by fire dept. disp# 712 states strong odor inside of apt. 2B	Colonial Garden Realty Co	
03/21/2005	CRC	Bill, transaction, and meter reading history generated for the customer. Faxed and mailed.	Colonial Garden Realty Co	
10/06/2004	TD	Trouble Order 29800225 added for account 6128000245	Colonial Garden Realty Co	
04/15/2004	COLL	FIELD VISIT 04/12/04 COULD NOT GET IN	Colonial Garden Realty Co	
08/17/2003	TD	Trouble Order 22434818 added for account 6128000245	Colonial Garden Realty Co	
07/03/2003	TD	Trouble Order 67567858 added for account 6128000245	Colonial Garden Realty Co	
06/12/2003	THFT	Special Allowance in the amount of \$ 5663.07 to be credited to this account as agreed in exchange for payment in full	Colonial Garden Realty Co	
06/12/2003	THFT	Met with Mr. Pulley on June 3, 2003 to resolve disputed estimated usage for Bypass justed bill for the estimated gas for this account is \$43,566.07 for 34013 CCF instead of 39373 CCF for \$58,207.20 due the number of units in the complex being less than originally calculated as well as the number of dryers being 5 instead of 12.	Colonial Garden Realty Co	
05/09/2003	BILL	BILL ERROR LIST-BYPASS FOUND METER REMOVED. SENT TO ED HARRIS FOR ESTIMATED GAS USAGE FOR THEFT	Colonial Garden Realty Co	
05/04/2001	COLL	ON STREET 3/5/01	Colonial Garden Realty Co	

Change Customer Contact...

Launch Related Transaction...

Phil Pulley

From: Phil Pulley
Sent: Friday, August 24, 2012 1:11 AM
To: 'Overby, Cynthia'
Cc: Sue Miller
Subject: RE: Boiler Conversion Oil to Gas for Colonial Garden Apts.

File it
Colonial
PGW

I wanted to follow up to the requested information below. Sorry for the delay.

Thanks

Phil

Philip C. Pulley
SBG Management Services, Inc.
Philadelphia Revolution
P.O. Box 549
Abington PA 19001
215.938.6665
215.938.7613 fax
Email: phil@sbgmanagement.com
Web: www.sbgmanagement.com
Web: www.philadelphiarevolution.net

From: Overby, Cynthia [<mailto:Cynthia.Overby@pgworks.com>]
Sent: Wednesday, January 04, 2012 11:26 AM
To: Phil Pulley
Subject: Boiler Conversion Oil to Gas for Colonial Garden Apts.

Boiler Conversion Checklist for PGW
*Colonial Garden Apts.
5427 Wayne Avenue
Philadelphia, PA 19144*

TO: Philip C. Pulley
SBG Management Services, Inc.
W(215) 938.6665 C(215)831-7771
Email: phil@sbgmanagement.com

Phil,

Listed below is the information that I need:

SBG_CGAGAS029

Existing Equipment

List type, manufacturer, btu input rating, pressure requirement and number of like appliances

Existing

Stoves 72@ 40000Btu
Water heater 1@1 million Btu
Dryers 6@40000 Btu

New equipment to be added to gas service

List type, manufacturer, btu input rating, pressure requirement and number of like appliances.

Example: Burnham boiler, 2100mbtu, 4"wc pressure delivery, only one

Boiler Weil McLain 888

Gas Rate 2.4Mbh @ 5.0/14 in wc

Pipe size 2"

Last two years oil bills

I need copies of the last two heating seasons oil bills- starting October thru March of heating season 2009/10 and 2010/11. I need this to determine if you can qualify for the IT rate. In order to qualify you must meet the minimum usage of 2500dth a year. If you fall short you will need to go on a General Service rate and will not need the Dual Fuel capability.

Once you provide me with the information above I will determine if you can qualify for an Interruptible Transportation rate or if you will be on a General Service rate. I will then arrange a site visit to pre-inspect our current service and where your boiler is located. PGW will need to determine if your existing service from the street is adequate to handle this added appliance or if it needs to be enlarged.

I look forward to meeting you, providing accurate information and helping you and your business save money. Please don't hesitate to call with questions along the way.

Will forward on Monday

Thank you,

Cindy Overby

Major Accounts Executive

Philadelphia Gas Works

W(215)684-6665 C(267)249-7514

cindy.overby@pgworks.com

Phil Pulley

From: Overby, Cynthia [Cynthia.Overby@pgworks.com]
Sent: Wednesday, January 04, 2012 11:26 AM
To: Phil Pulley
Subject: Boiler Conversion Oil to Gas for Colonial Garden Apts.

Boiler Conversion Checklist for PGW

*Colonial Garden Apts.
5427 Wayne Avenue
Philadelphia, PA 19144*

TO: Philip C. Pulley
SBG Management Services, Inc.
W(215) 938.6665 C(215)831-7771
Email: phil@sbgmanagement.com

Phil,

Listed below is the information that I need:

Existing Equipment

List type, manufacturer, btu input rating, pressure requirement and number of like appliances

New equipment to be added to gas service

List type, manufacturer, btu input rating, pressure requirement and number of like appliances.

Example: Burnham boiler, 2100mbtu, 4"wc pressure delivery, only one

Last two years oil bills

I need copies of the last two heating seasons oil bills- starting October thru March of heating season 2009/10 and 2010/11. I need this to determine if you can qualify for the IT rate. In order to qualify you must meet the minimum usage of 2500dth a year. If you fall short you will need to go on a General Service rate and will not need the Dual Fuel capability.

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I look forward to meeting you, providing accurate information and helping you and your business save money. Please don't hesitate to call with questions along the way.

Thank you,

Cindy Overby

SBG_CGAGAS031



[Handwritten signature]

Nine Union Hill Road, West Conshohocken, PA 19428

Columnal burner

Date: 08-27-12
Attn: Phil - SBG Management
Project: Gas Burner - Weil McLain 888

Broudy Precision is pleased to quote the following for this project:

Power Flame Burner Model # CR2-G-20A
Mode: Low / High / Off
Approval: UL
Gas Rate: 2396 MBH @ 5.0 / 14.0 in. wc.
Natural Gas
230 Volt, 1 Phase

- 75 HP, 230 Volt, 1PH Blower Moter
- RM7897A Controller
- Ultraviolet Flame Detector
- 15-1/2 X 17 burner mounted Control Panel
- LED Lights - power On, demand, Main Fuel, FSG Failure
- Burner On / Off Control Switch
- Intermittent Gas Pilot
- Pilot Solenoid Valve, Pressure Regulator and Shutoff Valve
- Combustion Air Flow proving Switch
- Fixed-Premix Blast Tube
- Low - High - Off Gas Train with the following:
 - 2" Main Gas Shutoff Valve
 - 2" Main Gas Pressure Regulator / Valve Combination
 - 2" Leak Test Ball Valve
- Choke Assembly
- Ceramic Gasket Rope
- Combustion Head
- Weil McLain Refractory

*File
CGA
Plan*

*OK
PWA
[Signature]*

TOTAL PRICE 4,415.00 + freight

This quote is valid for 30 days. Terms of payment: Net 30 days, pending credit approval. Any sales, use occupation or other tax imposed is not included in the price quoted and shall be paid by the purchaser in the same manner as if originally included.

Jim Ciorletti
Broudy Precision

SBG_CGAGAS032

NEW JERSEY BRANCH
1-295 Business Center, Bldg D-1
Frontage Road & Route 47
Westville, NJ 08093
Phone: 856-853-6971; Fax: 856-853-6972

CORPORATE OFFICE
9 Union Hill Road
West Conshohocken, PA 19428
Phone: 610-825-7200
Fax: 610-397-0130

NORTHEAST BRANCH
133 East Eleahor Street
Philadelphia, PA 19120
Phone: 215-329-8870
Fax: 215-329-8874

[Handwritten signature]

COLONIAL GARDEN
5425-7 WAYNE AVE Apt M1 PHB, PA 19144

From Date 7/1/2004
Account Number 6128000245

To Date 8/28/2011
SA Number 1375369694/1375369694

Meter 1987516

Dispute NO.	Transaction Date	Type	Reading	Reading Code	# of Days	CCF Usage	Average CCF/Day	Heating DDD's	Payment Type	Due Date	Transaction Amount	DISPUTE CODE	Current Balance	Actual Balance	% Calculated LPC against Current Balance
25	6/4/2010	BILL	61585	R	30	689	22.97	76	6/28/2010		\$1,109.87		\$103,138.09	\$103,138.09	
	7/2/2010	LPC					0				\$1,180.32	F	\$104,318.41	\$104,318.41	1.14%
	7/9/2010	BILL	68283	V	36	698	19.39	0	06/09/2010		\$1,054.24		\$105,372.65	\$105,372.65	
26	8/3/2010	LPC					0				\$1,196.14	F	\$106,568.79	\$106,568.79	1.14%
	8/3/2010	BILL	68701	R	25	418	16.72	0	8/25/2010		\$631.94		\$107,200.73	\$107,200.73	
27	9/2/2010	LPC					0				\$1,205.61	F	\$108,406.34	\$108,406.34	1.12%
	9/2/2010	BILL	69252	R	30	551	18.37	0	09/28/2010		\$832.74		\$109,239.08	\$109,239.08	
28	10/4/2010	LPC					0				\$1,218.10	F	\$110,456.58	\$110,456.58	1.12%
	10/4/2010	BILL	69854	R	30	612	20.4	0	10/27/2010		\$941.96		\$111,398.54	\$111,398.54	
29	11/2/2010	LPC					0				\$1,232.23	F	\$112,630.77	\$112,630.77	1.11%
	11/2/2010	BILL	70663	R	31	799	25.77	219	11/29/2010		\$1,228.79		\$113,859.56	\$113,859.56	
30	12/3/2010	LPC					0				\$1,250.68	F	\$115,110.24	\$115,110.24	1.10%
	12/3/2010	BILL	71204	R	30	1041	34.7	488	12/30/2010		\$1,598.43		\$116,708.67	\$116,708.67	
31	1/5/2011	LPC					0				\$1,274.65	F	\$117,983.32	\$117,983.32	1.09%
	1/5/2011	BILL	73112	R	34	1408	41.41	1087	1/31/2011		\$2,012.11		\$119,995.43	\$119,995.43	
32	2/3/2011	LPC					0				\$1,304.83	F	\$121,300.26	\$121,300.26	1.07%
	2/3/2011	BILL	74262	R	29	1150	39.66	1053	3/1/2011		\$1,643.42		\$122,943.68	\$122,943.68	
33	3/7/2011	LPC					0				\$1,329.49	F	\$124,273.17	\$124,273.17	1.08%
	3/7/2011	BILL	75289	R	30	1027	34.23	815	3/30/2011		\$1,483.51		\$125,756.68	\$125,756.68	
34	4/4/2011	LPC					0.00				\$1,351.71	F	\$127,107.39	\$127,107.39	1.07%
	4/4/2011	BILL	76184	R	28	895	31.96	553	4/28/2011		\$1,369.74		\$128,477.13	\$128,477.13	
35	5/4/2011	LPC					0				\$1,372.25	F	\$129,849.38	\$129,849.38	1.07%
	5/4/2011	BILL	77143	R	32	959	29.97	264	6/2/2011		\$1,467.68		\$131,317.06	\$131,317.06	
36	6/3/2011	LPC					0				\$1,394.27	F	\$132,711.33	\$132,711.33	1.06%
	6/3/2011	BILL	17882	R	30	739	24.63	44	6/28/2011		\$1,129.47		\$133,840.80	\$133,840.80	
37	7/5/2011	LPC					0				\$1,411.21	F	\$135,252.01	\$135,252.01	1.05%
	7/5/2011	BILL	78488	R	29	806	20.9	0	7/28/2011		\$908.50		\$136,160.51	\$136,160.51	
38	8/3/2011	LPC					0				\$1,424.84	F	\$137,585.35	\$137,585.35	1.05%
	8/3/2011	BILL	79099	R	32	581	18.16	0	08/26/2011		\$871.04		\$138,456.39	\$138,456.39	
39	9/3/2011	LPC					0				\$1,437.50	F	\$139,893.89	\$139,893.89	1.04%
	9/3/2011	BILL	79614	R	29	545	18.79	0	9/28/2011		817.07		\$140,711.96	\$140,711.96	
40	10/4/2011	LPC					0				\$1,450.16	F	\$142,162.12	\$142,162.12	1.03%
	10/4/2011	BILL	80285	R	33	60	10.33	0	10/27/2011		\$978.82		\$143,140.94	\$143,140.94	
41	11/2/2011	LPC					0				\$1,464.84	F	\$144,605.78	\$144,605.78	1.02%
	11/2/2011	BILL	80871	R	29	586	20.21	219	11/29/2011		\$854.83		\$145,460.61	\$145,460.61	
	11/4/2011	PAY					0		Check		(\$140,742.25)		\$4,717.76	\$4,717.76	
42	12/2/2011	LPC					0				70.76	F	\$4,788.52	\$4,788.52	1.50%
	12/2/2011	BILL	81485	R	30	614	20.47	403	12/29/2011		\$895.22		\$5,683.74	\$5,683.74	
43	1/4/2012	LPC					0				\$84.19	F	\$5,767.93	\$5,767.93	1.48%
	1/4/2012	BILL	82106	R	33	611	18.82	730	1/30/2012		\$892.35		\$6,660.28	\$6,660.28	
44	2/3/2012	LPC					0				\$97.57	F	\$6,757.85	\$6,757.85	1.46%
	2/3/2012	BILL	82884	R	30	778	25.93	776	2/29/2012		\$1,117.85		\$7,875.80	\$7,875.80	
45	3/6/2012	LPC					0				\$114.34	F	\$7,990.14	\$7,990.14	1.45%
	3/6/2012	BILL	83600	R	32	716	22.38	768	3/29/2012		\$1,015.45		\$9,005.59	\$9,005.59	
46	4/5/2012	LPC					0				\$129.56	F	\$9,135.17	\$9,135.17	1.44%
	4/5/2012	BILL	84259	R	29	659	22.72	329	4/30/2012		\$867.85		\$10,003.02	\$10,003.02	
47	5/5/2012	LPC					0				142.59	F	\$10,145.61	\$10,145.61	1.43%
	5/5/2012	BILL	84915	R	30	656	21.87	288	5/30/2012		\$863.89		\$11,009.50	\$11,009.50	
	6/5/2012	BILL	85457	R	33	542			6/28/2012		\$711.10		\$11,720.60	\$11,720.60	
	7/6/2012	BILL	85825	R	29	868			7/31/2012		\$470.13		\$12,190.73	\$12,190.73	
	8/4/2012	BILL	86150	R	30	325			8/28/2012		\$415.19		\$12,605.92	\$12,605.92	
	8/5/2012	BILL	86536	R	32	386			9/28/2012		\$495.19		\$13,101.11	\$13,101.11	
48	10/5/2012	LPC					0				\$186.93	F	\$13,288.04	\$13,288.04	1.43%
	10/5/2012	BILL	86962	R	30				10/29/2012		\$567.57		\$13,855.61	\$13,855.61	
49	11/3/2012	LPC					0				\$195.44	F	\$14,051.05	\$14,051.05	1.41%
	11/3/2012	BILL	87551	R	29	67551			11/29/2012		\$784.75		\$14,835.78	\$14,835.78	

SBG COLONIALGARDEN00081

Subject: RE: oil cga

2007 18567 gallons very cold winter
2008 14952 gallons
2009 15321 gallons
2010 14859 gallons
2011 11100 gallons very mllld winter!

Philip C. Pulley
SBG Management Services, Inc.
Philadelphia Revolution
P.O. Box 549
Abington PA 19001
215.938.6665
215.938.7613 fax
Email: phil@sbgmanagement.com
Web:

https://portal.mxlogic.com/redir/?kQmkQm4mm73qtTC7T667TzpjG42aKMQzWLMDOVK_8K6zBV55BeXNKVJoD8Y5k84I txF7Rvx7BPrdPhQyrhposd7b2bP31J54S2NF8QglAug8b4tdPYfDyN-OwrhdI6QXLfTuhsiKrcJu1

Web: https://portal.mxlogic.com/redir/?2CvOCyMvOMUriKYM-UMM-YrasIjAvG7DH4Vr7PdISVOH3warLQbxEVuhhpjKYrKrm9Of1I215noqhZnUjVsSPsQsECQmm73hOMvYMMrhhdwIaid45p7Cy 2N7js_3VUjVIE6QPr1JeXPZTAn4XCNJisk2wrN_zK

-----Original Message-----

From: Overby, Cynthia [<mailto:Cynthia.Overby@pgworks.com>]
Sent: Wednesday, September 05, 2012 1:08 PM
To: Phil Pulley
Subject: RE: oil cga

Hi Phil,

I need to have a total for both 2009 and 2010. These bills are difficult to decipher. Please give me a total gallon usage and oil costs for both years. 2011 is not a good model, given the warm weather.

Thanks, Cindy

Also, Phil, if you have an existing gas account there, could you please provide me a copy of one of your bills showing the account and meter number.

I am more than willing to schedule a pre-inspection of this building and discuss the process moving forward.

-----Original Message-----

From: Phil Pulley [<mailto:phil@sbgmanagement.com>]
Sent: Wednesday, September 05, 2012 10:58 AM
To: Overby, Cynthia
Subject: FW: oil cga

As requested for Colonial Garden 5427 Wayne ave

Thanks again for your help

Phil

Philip C. Pulley
SBG Management Services, Inc.

SBG_CGAGAS036

Philadelphia Revolution

P.O. Box 549

Abington PA 19001

215.938.6665

215.938.7613 fax

Email: phil@sbgmanagement.com

Web:

[https://portal.mxlogic.com/redirect/?2CyQCyMyQMUriKYM-UMM-YratgwhiS6Ayl-4-n
dTV5MQsL8EIFTudTdH4V7wGxOyHid8-HY9YKrvh7nod79J5BxNVYsCMCrhdyU2F6y2lzPh1
ozFKvxYYmfSk3q9JcSDtV-XObytPs6hM.ArRz2bU-](https://portal.mxlogic.com/redirect/?2CyQCyMyQMUriKYM-UMM-YratgwhiS6Ayl-4-n
dTV5MQsL8EIFTudTdH4V7wGxOyHid8-HY9YKrvh7nod79J5BxNVYsCMCrhdyU2F6y2lzPh1
ozFKvxYYmfSk3q9JcSDtV-XObytPs6hM.ArRz2bU-)

Web:

[https://portal.mxlogic.com/redirect/?5d5Bd5x5BxMSDtVxZNxxZUSkVoD8_kffm9QSfC
qDJPBm70QTVAn3hOYyyODtUTsSijAu?G42aKMqzWLMDOVJZ4ttwQsCQmm77DNOr2pJ54Sbwa
Aq8aOfd45yeCV-7PNo_pgdfCQPqtDXL8K9TdB1CK](https://portal.mxlogic.com/redirect/?5d5Bd5x5BxMSDtVxZNxxZUSkVoD8_kffm9QSfC
qDJPBm70QTVAn3hOYyyODtUTsSijAu?G42aKMqzWLMDOVJZ4ttwQsCQmm77DNOr2pJ54Sbwa
Aq8aOfd45yeCV-7PNo_pgdfCQPqtDXL8K9TdB1CK)

SBG CGAGAS037



PHILADELPHIA GAS WORKS

Gas Leak Emergencies: 215-235-1212
Billing & General Information (English & Espanol): 215-235-1000
Access Your Account Online: www.pgworks.com

Page: 1
Billing Date: Sep 05, 2012
Account Number: 6128000

MONTHLY STATEMENT

From Aug 02, 2012 thru Sep 04, 2012

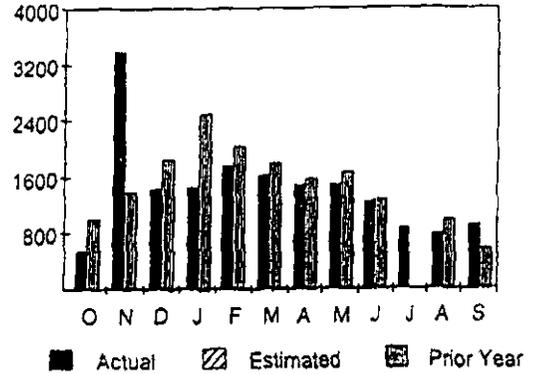
Colonial Gardens
c/o SBG Mgmt Co.
PO BOX 549
ABINGTON PA 19001

Billing Summary

Past Due Amount \$29,381.40
Current Charges \$1,186.83

Total Amount Due By Sep 28, 2012 \$30,568.23

Energy Usage Information



- For the last 12 months:
- Your total usage is 16941 Ccf.
- Your average monthly usage is 1411.75 Ccf.

Save Energy. Save Money. The summer sun is here. While your heater takes a vacation, it's a great time to work on making your home more energy efficient.

With PGW's EnergySense program, customers receive up to \$2,000 in rebates for buying high-efficiency boilers and furnaces. Visit www.pgwenrgysense.com and learn more before winter starts knocking.

Questions or Complaints about your bill? Please call us before the due date at 215-235-1000, or write to: PGW P.O. Box 3500, Phila., PA 19122-0350

Please return this portion with your payment.

Write your account number on your check or money order made payable to Philadelphia Gas Works



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

Account Number: 6128000245
Due Date: Sep 28, 2012
Please Pay: \$30,568.23

Amount Enclosed: \$

041674 000003498



COLONIAL GARDENS
C/O SBG MGMT CO.
PO BOX 549
ABINGTON PA. 19001-0549



Philadelphia Gas Works
P.O. Box 11700
Newark, NJ 07101-4700 SBG_CGAGAS038

0061280002458000000030568234

Phil Pulley

From: Phil Pulley
Sent: Tuesday, September 18, 2012 5:52 PM
To: 'Molyneux, John A'
Cc: Phil Pulley
Subject: RE: PGW- John Molyneux

This is what we have:

62 apartment stoves 25000 btu existing
2 commercial spaces stoves 25000 btu existing
Water heater 1.2M btu existing
Heater 2.4M btu new (burns on average 15,000 gallons of oil per year)
6 dryers 45000 btu existing
6 forced air furnaces 60000 btu new

Philip C. Pulley
SBG Management Services, Inc.
Philadelphia Revolution
P.O. Box 549
Abington PA 19001
215.938.6665
215.938.7613 fax
Email: phil@sbqmanagement.com
Web: www.sbgmanagement.com
Web: www.philadelphiarevolution.net

From: Molyneux, John A [<mailto:John.Molyneux2@pgworks.com>]
Sent: Tuesday, September 18, 2012 8:19 AM
To: Phil Pulley
Subject: PGW- John Molyneux

Phil,
We will need a break down of the BTUs for the appliances being installed as well as the ones that are existing.
Thank you
John

SBG_CGAGAS041

Kathy Treadwell

From: Kathy Treadwell
Sent: Friday, September 07, 2012 10:39 AM
To: 'Cynthia.Overby@pgworks.com'
Cc: Phil Pulley
Subject: FW: Natural Gas for Colonial Garden Apts.

Cynthia we have a gas account that services 5425-7 Wayne Ave.

-----Original Message-----

From: Phil Pulley
Sent: Thursday, September 06, 2012 10:08 PM
To: Kathy Treadwell
Subject: FW: Natural Gas for Colonial Garden Apts.

Please respond

Philip C. Pulley
SBG Management Services, Inc.
Philadelphia Revolution
P.O. Box 549
Abington PA 19001
215.938.6665
215.938.7613 fax
Email: phil@sbgmanagement.com
Web: www.sbgmanagement.com
Web: www.philadelphiarevolution.net

-----Original Message-----

From: Overby, Cynthia [<mailto:Cynthia.Overby@pgworks.com>]
Sent: Thursday, September 06, 2012 2:17 PM
To: Phil Pulley
Subject: RE: Natural Gas for Colonial Garden Apts.

Phil,

OK, based upon these numbers, you would not qualify for an Interruptible Rate. This account would fall under our General Service-Commercial rate which is currently \$11.83 a Mcf. If you were to consider the average is around 15000 gallons=135,000btu/gallon. $15000/7.6=1974$ Mcf a year.

$\$11.83 * 1974 = \$23,352$ a year for Natural Gas If these numbers look good, I will pass your name along to our Residential/Commercial group to get the ball rolling.

Do you have an existing gas account? I did not see anything in our system under the address 5427 Wayne Avenue?

Thanks, Cindy

-----Original Message-----

From: Phil Pulley [<mailto:phil@sbgmanagement.com>]
Sent: Thursday, September 06, 2012 10:28 AM
To: Overby, Cynthia
Cc: Phil Pulley

SBG_CGAGAS035

Subject: RE: Scheduling of Meeting With PGW & David Hyman

Who is David Guzman?

We have not gotten the break down that we requested.

To meet would be premature with out allowing us time to review a breakdown

Can we meet at 3 pm on the 21st?

I am available on the 21st but not the 25th.

-----Original Message-----

From: Gwen Osby [mailto:GOSby@kleinbard.com]

Sent: Monday, November 17, 2008 12:23 PM

To: Phil Pulley

Subject: FW: Scheduling of Meeting With PGW & David Hyman

From: Gwen Osby
Sent: Monday, November 17, 2008 12:22 PM
To: 'phil@sbgmanagement.com'
Cc: David Hyman
Subject: Scheduling of Meeting With PGW & David Hyman

Good afternoon Mr. Pulley: Please let me know your availability for the two proposed meeting dates. Friday, November 21st at 3:30 and Tuesday, November 25th at 2:00. These are dates that Mr. Guzman can meet. I am told this meeting will probably last about two hours.

Also, PGW is under the impression that the property list below is incomplete. They want to discuss your accounts in their entirety at this meeting. Please confirm.

Gwendolyn Osby
Legal Assistant
Kleinbard Bell & Brecker LLP
gosby@kleinbard.com
215-568-2000 ext. 9268

From: Gwen Osby
Sent: Tuesday, September 23, 2008 9:30 AM
To: 'Gerald.Clark@pgworks.com'
Cc: David Hyman; 'phil@sbgmanagement.com'
Subject: Re: Philip Pulley

6/15/2012

SBG_SIMON00136

Good morning Mr. Clark: As I indicated in our telephone conversation, David Hyman asked me to provide these addresses of concern.

ELRAE

3608 Spring Garden
3610 Spring Garden
3612 Spring Garden
4012-28 Baring Street
4027 Baring Street

FAIRMOUNT

650 Fairmount Avenue
700-08 N. Marshall Street
711-19 N. 7th Street

MARSHALL SQUARE

844 N. 6th Street
845 Nth 7th street

Colonial Garden

5427 Wayne Ave

Simon Garden

6731 Musgrave
6732 Chew

Gwendolyn Osby
Legal Assistant
Kleinbard Bell & Brecker LLP
gosby@kleinbard.com
215-568-2000 ext. 9288
215-568-0140 fax
ONE LIBERTY PLACE, 46TH FLOOR
1650 MARKET STREET
PHILADELPHIA, PA 19103

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6/15/2012

SBG_SIMON00137

From: Guzman, Raquel [mailto:Raquel.Guzman@pgworks.com]
Sent: Tuesday, November 18, 2008 2:09 PM
To: Gwen Osby
Subject: RE: Scheduling of Meeting With PGW & David Hyman

Gwen: We are still working on Friday's meeting. I will let you know if we can confirm.

-----Original Message-----

From: Gwen Osby [mailto:GOSby@kleinbard.com]
Sent: Monday, November 17, 2008 2:42 PM
To: 'Phil Pulley'
Cc: Guzman, Raquel
Subject: RE: Scheduling of Meeting With PGW & David Hyman

My apologies. It is not Mr. Guzman, it is Raquel Guzman, she works in Ms. Abby Pozefsky's office. Ms. Pozefsky is the Sr. Vice President Administrator and General Counsel for PGW. I will firm up the meeting date at PGW as Friday, November 21st, at 3:00. I will also forward your statement below in anticipation that they will respond prior to the meeting date. Thank you.

Ms. Guzman, please see Mr. Pulley's e-mail below to me. Thank you.

Gwendolyn Osby
 Legal Assistant
 Kleinbard Bell & Brecker LLP
 gosby@kleinbard.com
 215-588-2000 ext. 9268
 215-588-0140 fax
 One Liberty Place, 46th Floor
 1650 Market Street
 Philadelphia, Pa 19103

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From: Phil Pulley [mailto:phll@sbgmanagement.com]
Sent: Monday, November 17, 2008 2:04 PM
To: Gwen Osby

6/15/2012

SBG SIMON00135

-----Original Message-----

From: Guzman, Raquel [mailto:Raquel.Guzman@pgworks.com]
Sent: Tuesday, November 18, 2008 2:49 PM
To: Gwen Osby; Phil Pulley
Cc: David Hyman; Gyory, Randall J
Subject: RE: Request For Conference Call

I would add that we also need Mr. Pulley to provide a full listing of his properties for this meeting. I will see if any of these times work.

-----Original Message-----

From: Gwen Osby [mailto:GOSby@kleinbard.com]
Sent: Tuesday, November 18, 2008 2:43 PM
To: Guzman, Raquel; 'phil@sbgmanagement.com'
Cc: David Hyman
Subject: Request For Conference Call

Based on Mr. Pulley's remarks re: "We have not gotten the break down that we requested. To meet would be premature with out allowing us time to review a breakdown."

David Hyman wrote: Please schedule a conference call with Pulley and Guzman and me so that we can determine what info is needed prior to the meeting. Thanks.

David Hyman is available for this conference call Wednesday, Nov., 19th at 3:30 p.m., Thursday, Nov., 20th at 9:30 a.m. or 3:00 p.m. Mr. Pulley and Ms. Guzman, please advise.

Gwendolyn Osby
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1650 Market Street
Philadelphia, Pa 19103

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6/15/2012

SRG SIMON00134

Subject: RE: Request For Conference Call

Yes. The most efficient path will be a phone conference first to discuss missing information (with Mr. Dunn) and then an in person meeting once all materials have been shared and reviewed.

-----Original Message-----

From: Gwen Osby [mailto:GOSby@kleinbard.com]
Sent: Wednesday, November 19, 2008 4:48 PM
To: Guzman, Raquel
Cc: David Hyman; Gyory, Randall J
Subject: RE: Request For Conference Call

With the inclusion of Mr. Dunn, who is not available until next week, mean the face-to-face meeting tentatively scheduled for Friday November 21st at 3:00 is not going to happen? Please advise.

Gwendolyn Osby
Legal Assistant
Kleinbard Bell & Brecker LLP
gosby@kleinbard.com
215-568-2000 ext. 9268

From: Guzman, Raquel [mailto:Raquel.Guzman@pgworks.com]
Sent: Wednesday, November 19, 2008 4:32 PM
To: Gwen Osby
Cc: David Hyman; Gyory, Randall J
Subject: RE: Request For Conference Call

Gwen: We would like to be able to include John Dunn on the preliminary conference call as well and he is unavailable until next week. We are trying to reach him to find times that work and will let you know as soon as we do. Just wanted to keep you updated.

-----Original Message-----

From: Phil Pulley [mailto:phil@sbgmanagement.com]
Sent: Wednesday, November 19, 2008 7:34 AM
To: Guzman, Raquel; Gwen Osby
Cc: David Hyman; Gyory, Randall J; Eric Lampert
Subject: RE: Request For Conference Call

Mr Pulley is available

**Thursday 9:30-9:45
3:00-3:30**

Please let me know this works

The information that we requested is a break down between principle, interest and penalties. What we were provided was just a lump sum by property.

6/15/2012

SBG_SIMON00133

Phil Pulley

From: Phil Pulley
Sent: Tuesday, December 02, 2008 1:19 PM
To: 'Gwen Osby'; 'Guzman, Raquel'
Cc: David Hyman; 'Gyory, Randall J'
Subject: RE: Request For Conference Call
I will make my self available

Phil

-----Original Message-----

From: Gwen Osby [mailto:Gosby@kleinbard.com]
Sent: Tuesday, December 02, 2008 12:47 PM
To: 'Guzman, Raquel'
Cc: David Hyman; 'Gyory, Randall J'; Phil Pulley
Subject: RE: Request For Conference Call

Good afternoon Ms. Guzman: Last we communicated on November 20th, you were going to secure dates that PGW could participate in (1) pre-meeting conference call with David Hyman and Mr. Pulley and (2) a meeting at PGW. Any progress? Please advise.

Gwendolyn Osby
 Legal Assistant
 Kleinbard Bell & Brecker LLP
 gosby@kleinbard.com
 215-568-2000 ext. 9268

From: Gwen Osby
Sent: Thursday, November 20, 2008 9:32 AM
To: 'Guzman, Raquel'
Cc: David Hyman; Gyory, Randall J; 'phil@sbgmanagement.com'
Subject: RE: Request For Conference Call

Good morning and thank you for your response. I will cancel on David Hyman's calendar and am copying Mr. Pulley to let him know that the conference call tentatively scheduled for today is postponed as-well- as the tentatively scheduled meeting of Friday, November 21st at PGW. Both will be rescheduled when I hear from you regarding the availability of all parties on your end.

Gwendolyn Osby
 Legal Assistant
 Kleinbard Bell & Brecker LLP
 gosby@kleinbard.com
 215-568-2000 ext. 9268
 215-568-0140 fax

From: Guzman, Raquel [mailto:Raquel.Guzman@pgworks.com]
Sent: Thursday, November 20, 2008 9:21 AM
To: Gwen Osby
Cc: David Hyman; Gyory, Randall J

C-2012-2304324
 SIMON

6/15/2012

SBG_SIMON00132

Phil Pulley

From: Phil Pulley
Sent: Monday, February 16, 2009 1:55 PM
To: 'Dunn III, John J'
Cc: Eric Lampert
Subject: Somin Garden PGW

I just got notifications for our bank that there are liens totaling \$270,000 on this property.

Any idea why there and how they got recorded? They were recorded in June of 2007

Phil

THIS PRINT IS LARGE BECAUSE I AM VISUALLY IMPAIRED NOT ANGRY.

Philip C. Pulley
SBG Management Services, Inc.
P.O. Box 549
Abington PA 19001
215.938.6665
215.938.7613 fax

C-2012-2304324
SIMON

11/22/2010

SBG_SIMON00130

Guzman, Raquel

From: Guzman, Raquel
Sent: Friday, January 23, 2009 1:28 PM
To: 'David Hyman'
Subject: FW: PGW

David: I just got a copy of this from John Dunn. I understand that Eric the accountant/treasurer is also coming in next week. They appear to be working toward an understanding and then we can get back involved.

Have a good vacation!
-----Original Message-----

From: Phil Pulley [<mailto:phil@sbgmanagement.com>]
Sent: Friday, January 23, 2009 12:48 PM
To: David Hyman
Subject: PGW

David

Just a heads up we have heard from John Dunn at PGW. He is on top of everything and is helping greatly.

Eric and he should be meeting with in the week.

At this point everything is harmonious

Phil

THIS PRINT IS LARGE BECAUSE I AM VISUALLY IMPAIRED - NOT ANGRY.

Philip C. Pulley
SBG Management Services, Inc.
P.O. Box 549
Abington PA 19001
215.938.6665
215.938.7613 fax

SBG Management Services, Inc.

P.O. Box 549 Abington, PA 19001
Phone 215.938.6665 Fax 215.938.7613

Dictated - Not Read

November 10, 2004

Daniel McCaffrey, Esquire
Jaffe Friedman et al
7848 Old York Road
Elkins Park, PA 19027

RE: PGW vs Simon Garden Realty Co. et al

Dear Dan:

Thank you very much for passing along to me Maryam Mahdavi, Esquire's October 25 correspondence.

1. What documentation did they use to prepare the cost which they came up need CCF rates, as well as a full detailed break down of how they came up with the cost per month for these charges.
2. Previously we sat down, not on Simon Garden but on other projects, and discussed with Tom Murphy how calculations work. Based upon the numbers we come up with; we are being overcharged 3times as much for gas for this project without any rationale.
3. We recognize that the meters may or may not have been vandalized as we were never given an opportunity to see them. We relied on their claim that they were vandalized. Although we recognize that on occasion persons have broken into the basement and vandalized PECO meters and unlawfully connected cable and the like, it is possible the meters were vandalized; however, we were never given the opportunity to inspect them.
4. How did PGW address the gas leak issues at their flanges on our side of the mains when they had changed the gas meters and they were leaking for some time. We do not see any adjustment for this gas leakage.
5. Are the bills that we have been presented with estimates or are they actual?
6. Have they factored based upon our calculations given:
 - a. new windows
 - b. new exterior doors
 - c. new energy management systems on the boilers
 - d. time clocks installed on the domestic hot water boilers
 - e. occupancy

Our price should have gone down, not dramatically increased. Again we are back to the same problem as to how to explain why we are being charged so much for gas consumption for this property when based upon their own representation while we went

PAYMENT AGREEMENT

THIS PAYMENT AGREEMENT (this "Agreement") is entered into as of the 19th day of January, 2005, by and between PHILADELPHIA GAS WORKS by and through PHILADELPHIA FACILITIES MANAGEMENT CORPORATION, a non-profit corporation, solely in its capacity as operator and manager of the City-owned PHILADELPHIA GAS WORKS, under and pursuant to an Agreement with the City of Philadelphia dated December 29, 1972, as amended ("PGW"), and SIMON GARDEN REALTY CO. LP.

BACKGROUND:

WHEREAS, SIMON GARDEN REALTY CO. LP ("Simon Garden") is the owner of an apartment building complex located at 6731 Musgrave Street, and 6732 Chew Avenue, Philadelphia, Pennsylvania (hereinafter the "Property");

WHEREAS, Simon Garden has been obtaining natural gas from Philadelphia Gas Works ("PGW") for the Property;

WHEREAS, on or about May 16, 2002, PGW became aware that the meter equipment was not reading the gas usage at the Property;

WHEREAS, as a result of zero usage reported readings on PGW's meters, PGW issued a makeup bill for service during said period, based on historical data and degree day computations (the "Outstanding Bills");

WHEREAS, due to the Outstanding Bills, Simon Garden is in arrears of its payments for gas service to PGW, and on August 22, 2003, PGW filed an action against Simon Garden in the Court of Common Pleas of Philadelphia at Action No.: 030803545 for the amounts due and owing to PGW;

WHEREAS, the parties desire to enter into a payment arrangement for the Outstanding Bills that is acceptable to both parties;

NOW THEREFORE, in consideration of the promises set forth in this Agreement and for other good and valuable consideration, the receipt of which is hereby acknowledged, and intending to be legally bound, the parties hereto agree as follows:

AGREEMENT:

1. The background is incorporated herein by reference.
2. As of November 5, 2004, the following amount is past due:

PROPERTY ADDRESS	ACCOUNT #	TOTAL AMOUNT DUE (including LPC)	LPC
6731 Musgrave Street,		\$205,968.74	\$51,219.28

and 6732 Chew Avenue

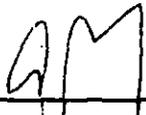
3. Simon Garden agrees that on or before January 19, 2005, it will provide a check or wire in the amount of \$57,666.50 payable to PGW as payment towards the Outstanding Bills for gas consumption on the Property listed in section 2.
4. Simon Garden agrees that for three (3) months commencing and payable on January 31, 2005, and the fifteenth day of each subsequent month, it shall submit a check in the amount of \$33,111.16 payable to PGW as payment towards the Outstanding Bills for gas consumption at the Property, as provided in section 2.
5. If Simon Garden makes timely payments according to sections 3 and 4, and all payments totaling the sum of \$157,000.00 have been made to PGW by March 15, 2005, PGW will waive the late payment charges in the amount of \$48,968.74 ("Waived LPC"). From and after the date of this Agreement, and subject to Simon Garden's compliance with the terms of this Agreement, no further LPC shall be assessed against the total amount due as provided in section 2.
6. Simon Garden agrees that in addition to the payments set forth in this Agreement, it shall continue paying for its current gas consumption on the aforementioned account in a timely manner and according to the due date set forth on the statements sent by PGW.
7. Failure to pay (i) current gas charges, and/or (ii) payments required under this Agreement within ten (10) days from the date that they are due shall constitute an event of default under this Agreement.
8. In the event that Simon Garden is in default under the terms of this Agreement, then PGW may send Simon Garden written notice of its intent to exercise the following remedies:
 - (i) PGW may accelerate all payments due including the Waived LPC in the amount of \$48,968.74 and demand immediate payment of the entire sum due and owing;
 - (ii) PGW may provide Simon Garden the opportunity to cure the default within ten (10) days from the date of the written notice, and in the event Simon Garden has not cured the default within such period, then in addition to the monthly amount due under this Agreement and/or the current gas bill outstanding, Simon Garden shall be required to make an additional single payment of \$48,968.74 which is the Waived LPC due on said account to PGW within thirty (30) days of the written notice;
 - (iii) PGW may enter judgment in the amount set forth in section 2, and PGW shall execute upon the judgment amount for the full amount set forth in section 2 above, less any sums received by PGW pursuant to this Agreement.

9. Upon final payment of all Outstanding Bills, PGW shall file a Praecipe to mark the action as satisfied.
10. The remedies under the terms of this Agreement are not intended to be exclusive of any other remedies provided, but each and every such remedy is cumulative and is in addition to any other remedies, existing now or hereafter, at law, or in equity. No delay or omission to exercise any right or power accruing upon any event of default impairs any such right or power, nor construes it as a waiver of any event of default or acquiescence therein, and every such right and power may be exercised from time to time and as often as may be deemed expedient.
11. If any provision of this Agreement of the application thereof to any person or circumstances shall to any extent be held invalid, then the remainder of this Agreement or the application of such provision to persons or circumstances other than those as to which it is held invalid shall not be affected thereby, and each provision of this Agreement shall be valid and enforced to the fullest extent permitted by law.
12. The signatories to this Agreement are duly authorized to execute this Agreement on behalf of Simon Garden and PGW.

IN WITNESS WHEREOF, the parties hereto have entered into this Agreement the day and year first above written.

Attest:

By:


 Abby L. Pozefsky
 Assistant Secretary

Attest/Corporate Seal:

By: _____
 Name: _____
 Title: _____

**PHILADELPHIA GAS WORKS by
 PHILADELPHIA FACILITIES
 MANAGEMENT CORPORATION**

By:


 John J. Dunn III

**SIMON GARDEN REALTY CO. LP
 By Old Simon Corporation, its General
 Partner**

By:


 Name: Philip Pulley
 Title: President

SIMON GARDEN REALTY CO
6732 CHEW AVE Apt M2 PHIL, PA 191191910

From Date 1/1/2004
Account Number 539547187

To Date 10/26/2012
SA Number 1162325601 Meter 1944659

Dispute NO.	Transaction Date	Type	Reading	Reading Code	# of Days	Average CCF Usage	Average CCF/Days	Heating DDD's	Payment Type	Due Date	Transaction Amount	DISPUTE CODE	Current Balance	Actual Balance	% Calculated, LPC assigned, Current Balance
	1/3/2004	LPC						0			\$12.56		\$850.51	\$850.51	
1	1/7/2004	BILL						0			\$2,383.25	A	\$3,233.76	\$3,233.76	
2	1/14/2004	XFER						0			\$28,772.80	C	\$32,006.56	\$32,006.56	
	2/1/2004	LPC						0			\$479.91		\$32,486.47	\$32,486.47	1.50%
	2/9/2004	BILL	70164	R	31	1880	60.65	1106		3/4/2004	\$2,585.11		\$35,071.58	\$35,071.58	
	3/1/2004	LPC						0			\$518.68		\$35,590.26	\$35,590.26	1.48%
	3/4/2004	BILL	71770	R	29	1606	55.38	932		3/29/2004	\$2,248.67		\$37,838.93	\$37,838.93	
	4/2/2004	LPC						0			\$552.41		\$38,391.34	\$38,391.34	1.46%
	4/7/2004	BILL	73081	R	31	1311	42.29	653		5/3/2004	\$1,941.25		\$40,332.59	\$40,332.59	
	5/1/2004	LPC						0			\$581.53		\$40,914.12	\$40,914.12	1.44%
	5/6/2004	BILL	73929	R	32	848	26.5	384		6/1/2004	\$1,254.07		\$42,168.19	\$42,168.19	
	6/2/2004	LPC						0			\$600.34		\$42,768.53	\$42,768.53	1.42%
	6/7/2004	BILL	74206	R	27	277	10.26	61		6/30/2004	\$443.68		\$43,212.21	\$43,212.21	
	6/14/2004	PAY						0	Check		(\$1,434.79)		\$41,777.42	\$41,777.42	
	7/2/2004	LPC						0			\$607.00		\$42,384.42	\$42,384.42	1.45%
	7/8/2004	BILL	74396	R	32	190	5.94	15		8/2/2004	\$302.15		\$42,686.57	\$42,686.57	
	8/1/2004	LPC						0			\$611.53		\$43,298.10	\$43,298.10	1.43%
	8/6/2004	BILL	74588	R	32	192	6	0		8/31/2004	\$308.02		\$43,606.12	\$43,606.12	
	9/2/2004	LPC						0			\$616.15		\$44,222.27	\$44,222.27	1.41%
	9/8/2004	BILL	74766	R	30	178	5.93	0		10/1/2004	\$286.96		\$44,509.23	\$44,509.23	
	10/2/2004	LPC						0			\$620.45		\$45,129.68	\$45,129.68	1.39%
	10/8/2004	BILL	74974	R	32	208	6.5	9		11/2/2004	\$334.64		\$45,464.32	\$45,464.32	
	11/2/2004	LPC						0			\$625.47		\$46,089.79	\$46,089.79	1.38%
	11/5/2004	BILL	75379	R	29	405	13.97	230		12/2/2004	\$623.47		\$46,713.26	\$46,713.26	
	12/3/2004	LPC						0			\$634.83		\$47,348.09	\$47,348.09	1.36%
	12/7/2004	BILL	76449	R	29	1070	36.9	428		1/3/2005	\$1,680.17		\$49,028.26	\$49,028.26	
	1/4/2005	LPC						0			\$660.03		\$49,688.29	\$49,688.29	1.35%
	1/7/2005	BILL	77958	R	34	1509	44.38	894		2/2/2005	\$2,522.41		\$52,210.70	\$52,210.70	
	1/20/2005	PAY						0	Check		(\$12,623.14)		\$39,587.56	\$39,587.56	
	2/1/2005	LPC						0			\$593.81		\$40,181.37	\$40,181.37	1.50%
	2/7/2005	BILL	79592	R	29	1634	56.34	872		3/3/2005	\$2,823.30		\$43,004.67	\$43,004.67	
	3/1/2005	LPC						0			\$636.16		\$43,640.83	\$43,640.83	1.48%
	3/3/2005	PAY						0	Check		(\$1,779.34)		\$41,861.49	\$41,861.49	
	3/3/2005	PAY						0	Check		(\$2,367.68)		\$39,493.81	\$39,493.81	
	3/7/2005	BILL	81259	R	28	1667	59.54	839		3/31/2005	\$2,852.94		\$42,346.75	\$42,346.75	
	3/9/2005	PAY						0	Check		(\$7,577.23)		\$34,769.52	\$34,769.52	
	3/24/2005	PAY						0	Check		(\$2,561.39)		\$32,208.13	\$32,208.13	
	4/1/2005	LPC						0			\$483.12		\$32,691.25	\$32,691.25	1.50%
3	4/7/2005	BILL	83099	R	33	1840	55.76	909		5/2/2005	\$2,709.52	I	\$35,400.77	\$35,400.77	
	5/2/2005	LPC						0			\$523.76		\$35,924.53	\$35,924.53	1.48%
	5/6/2005	BILL	83650	R	29	551	19	315		6/1/2005	\$872.76		\$36,797.29	\$36,797.29	
	5/12/2005	LPCWVE						0			(\$1,643.04)		\$35,154.25	\$35,154.25	
	5/23/2005	PAY						0	Check		(\$2,720.21)		\$32,434.04	\$32,434.04	
	6/1/2005	LPC						0			\$486.51		\$32,920.55	\$32,920.55	1.50%
	6/7/2005	BILL	84115	R	29	465	16.03	193		6/30/2005	\$669.83		\$33,590.38	\$33,590.38	
	7/1/2005	LPC						0			\$496.55		\$34,086.93	\$34,086.93	1.48%
	7/8/2005	BILL	84365	R	33	250	7.58	11		8/2/2005	\$418.39		\$34,505.32	\$34,505.32	
	7/21/2005	PAY						0	Check		(\$2,073.20)		\$32,432.12	\$32,432.12	
	8/1/2005	LPC						0			\$486.48		\$32,918.60	\$32,918.60	1.50%
	8/5/2005	BILL	84536	R	29	171	5.9	0		8/30/2005	\$296.68		\$33,215.28	\$33,215.28	

SBG_SIMON00088

C-2012-2304324
SIMON

SIMON GARDEN REALTY CO
6732 CHEW AVE Apt M2 PHIL, PA 191191910
STATEMENT

From Date 1/1/2004
Account Number 539547187

To Date 10/26/2012
SA Number 1162325601 Meter 1944659

Dispute NO.	Transaction Date	Type	Reading	Reading Code	# of Days	CCF Usage	Average CCF/Days	Monthing DDD's	Payment Type	Due Date	Transaction Amount	DISPUTE CODE	Current Balance	Actual Balance	% Calculated, LPC assessed Current Balance
	8/12/2005	PAY						0					\$31,946.23	\$31,946.23	
	9/1/2005	LPC					0		Check		(\$1,269.05)		\$31,946.23	\$31,946.23	
	9/7/2005	BILL	84720	R	31	184	5.94	0		9/30/2005	\$479.19		\$32,425.42	\$32,425.42	1.50%
	10/1/2005	LPC					0				\$317.76		\$32,743.18	\$32,743.18	
	10/6/2005	BILL	84927	R	32	207	6.47	0		10/31/2005	\$483.95		\$33,227.13	\$33,227.13	1.48%
	11/1/2005	LPC					0				\$370.13		\$33,597.26	\$33,597.26	
	11/7/2005	BILL	85324	R	29	397	13.69	149		11/2/2005	\$489.51		\$34,086.77	\$34,086.77	1.46%
	11/21/2005	PAY					0		Check		\$827.54		\$34,914.31	\$34,914.31	
	12/1/2005	LPC					0				(\$1,772.54)		\$33,141.77	\$33,141.77	
	12/7/2005	BILL	86446	R	30	1122	37.4	465		1/3/2006	\$497.12		\$33,638.89	\$33,638.89	1.50%
	1/3/2006	LPC					0				\$2,359.15		\$35,998.04	\$35,998.04	
	1/9/2006	BILL	88252	R	32	1806	56.44	923		2/1/2006	\$532.51		\$36,530.55	\$36,530.55	1.48%
	2/1/2006	LPC					0				\$3,697.86		\$40,228.41	\$40,228.41	
	2/7/2006	BILL	89799	R	30	1547	51.57	720		3/1/2006	\$587.98		\$40,816.39	\$40,816.39	1.46%
	3/1/2006	LPC					0				\$3,414.31		\$44,230.70	\$44,230.70	
	3/7/2006	BILL	91366	R	28	1567	55.96	758		3/30/2006	\$639.19		\$44,869.89	\$44,869.89	1.45%
	3/15/2006	PAY					0		Check		\$3,346.31		\$48,216.20	\$48,216.20	
	4/4/2006	LPC					0				(\$1,738.98)		\$46,477.22	\$46,477.22	
	4/8/2006	BILL	93085	R	33	1719	52.09	763		5/3/2006	\$689.39		\$47,166.61	\$47,166.61	1.48%
	5/1/2006	LPC					0				\$3,572.52		\$50,739.13	\$50,739.13	
	5/5/2006	BILL	93843	R	28	758	27.07	231		5/31/2006	\$742.97		\$51,482.10	\$51,482.10	1.46%
	6/1/2006	LPC					0				\$1,735.36		\$53,217.46	\$53,217.46	
	6/7/2006	BILL	94394	R	30	551	18.37	133		6/30/2006	\$769.00		\$53,986.46	\$53,986.46	1.45%
	7/5/2006	LPC					0				\$1,159.05		\$55,145.51	\$55,145.51	
	7/7/2006	BILL	94782	R	33	388	11.76	2		8/1/2006	\$786.39		\$55,931.90	\$55,931.90	1.43%
	8/2/2006	LPC					0				\$845.47		\$56,777.37	\$56,777.37	
	8/7/2006	BILL	95088	R	29	306	10.55	0		8/30/2006	\$799.07		\$57,576.44	\$57,576.44	1.41%
	9/1/2006	LPC					0				\$621.37		\$58,197.81	\$58,197.81	
	9/9/2006	BILL	95417	R	33	329	9.97	0		10/3/2006	\$808.39		\$59,006.20	\$59,006.20	1.39%
	10/2/2006	LPC					0				\$666.62		\$59,672.82	\$59,672.82	
	10/6/2006	BILL	95693	R	29	276	9.52	20		10/31/2006	\$818.39		\$60,491.21	\$60,491.21	1.37%
	11/1/2006	LPC					0				\$562.05		\$61,053.26	\$61,053.26	
4	11/7/2006	BILL	96314	R	30	621	20.7	419		11/30/2006	\$826.82		\$61,880.08	\$61,880.08	1.35%
	12/2/2006	LPC					0				\$1,215.34		\$63,095.42	\$63,095.42	
	12/7/2006	BILL	97217	R	32	903	28.22	446		1/4/2007	\$845.05		\$63,940.47	\$63,940.47	1.34%
	1/2/2007	LPC					0				\$1,870.25		\$65,810.72	\$65,810.72	
	1/8/2007	BILL	98384	R	29	1167	40.24	592		2/1/2007	\$873.11		\$66,683.83	\$66,683.83	1.33%
	1/31/2007	LPC					0				\$2,395.01		\$69,078.84	\$69,078.84	
	2/5/2007	BILL	99958	R	31	1574	50.77	771		3/1/2007	\$909.03		\$69,987.87	\$69,987.87	1.32%
	2/23/2007	PAY					0		Check		\$3,202.70		\$73,190.57	\$73,190.57	
	2/28/2007	LPC					0				(\$1,169.10)		\$72,021.47	\$72,021.47	
	3/5/2007	BILL	1864	R	28	1906	68.07	1049		3/28/2007	\$957.07		\$72,978.54	\$72,978.54	1.33%
	3/30/2007	LPC					0				\$3,482.23		\$76,460.77	\$76,460.77	
	4/4/2007	BILL	3295	R	32	1431	44.72	752		4/30/2007	\$1,009.31		\$77,470.08	\$77,470.08	1.32%
	4/30/2007	LPC					0				\$2,698.88		\$80,168.96	\$80,168.96	
	5/3/2007	BILL	4230	R	29	935	32.24	447		5/29/2007	\$1,049.79		\$81,218.75	\$81,218.75	1.31%
	6/1/2007	LPC					0				\$1,705.69		\$82,924.44	\$82,924.44	
	6/6/2007	BILL	4664	R	30	434	14.47	106		6/29/2007	\$1,075.37		\$83,999.81	\$83,999.81	1.30%
	6/29/2007	LPC					0				\$883.38		\$84,883.19	\$84,883.19	
	7/5/2007	BILL	4935	R	32	271	8.47	4		7/30/2007	\$1,088.62		\$85,971.81	\$85,971.81	1.28%
											\$561.23		\$86,533.04	\$86,533.04	

SBG_SIMON00089

SIMON GARDEN REALTY CO
6732 CHEW AVE Apt M2 PHIL, PA 191191410

From Date 1/1/2004
Account Number 539547187

To Date 10/26/2012
SA Number 1162325601 Meter 1944659

Dispute NO.	Transaction Date	Type	Reading	Reading Code	# of Days	CCF Usage	Average CCF/Days	Heating DDO's	Payment Type	Due Date	Transaction Amount	DISPUTE CODE	Current Balance	Actual Balance	% Calculated LPC Assessed Current Balance
	7/31/2007	LPC						0			\$1,097.04		\$87,630.08	\$87,630.08	1.27%
	8/3/2007	BILL	5195	R	30	260	8.67	0	0	8/28/2007	\$513.05		\$88,143.13	\$88,143.13	
	9/3/2007	LPC						0			\$1,104.74		\$89,247.87	\$89,247.87	1.25%
	9/6/2007	BILL	5403	R	33	208	6.3	0	6	10/1/2007	\$414.28		\$89,662.15	\$89,662.15	
	9/28/2007	LPC						0			\$1,110.95		\$90,773.10	\$90,773.10	1.24%
	10/3/2007	BILL	5607	R	28	204	7.29	0	13	10/26/2007	\$387.35		\$91,160.45	\$91,160.45	
	11/1/2007	LPC						0			\$1,116.76		\$92,277.21	\$92,277.21	1.23%
	11/5/2007	BILL	5900	R	31	293	9.45	0	60	11/30/2007	\$561.77		\$92,838.98	\$92,838.98	
	11/21/2007	PAY						0	Check		(\$701.20)		\$92,137.78	\$92,137.78	
	11/30/2007	LPC						0			\$1,125.19		\$93,262.97	\$93,262.97	1.22%
5	12/3/2007	TAXIMP						0			\$39.32	I	\$93,302.29	\$93,302.29	
	12/5/2007	BILL	6964	R	32	1064	33.25	0	554	1/2/2008	\$1,918.04		\$95,220.33	\$95,220.33	
	12/31/2007	LPC						0			\$1,154.55		\$96,374.88	\$96,374.88	1.21%
	1/6/2008	BILL	8418	R	29	1454	50.14	0	790	1/31/2008	\$2,672.70		\$99,047.58	\$99,047.58	
	1/31/2008	LPC						0			\$1,194.64		\$100,242.22	\$100,242.22	1.21%
	2/5/2008	BILL	10143	R	33	1725	52.27	0	917	2/29/2008	\$3,294.82		\$103,537.04	\$103,537.04	
	3/1/2008	LPC						0			\$1,244.06		\$104,781.10	\$104,781.10	1.20%
	3/5/2008	BILL	11690	R	29	1547	53.34	0	794	3/31/2008	\$2,917.16		\$107,698.26	\$107,698.26	
	3/31/2008	LPC						0			\$1,287.82		\$108,986.08	\$108,986.08	1.20%
	4/3/2008	BILL	13207	R	29	1517	52.31	0	625	4/28/2008	\$2,910.71		\$111,896.79	\$111,896.79	
	4/30/2008	LPC						0			\$1,331.48		\$113,228.27	\$113,228.27	1.19%
6	5/5/2008	BILL	14233	R	30	1026	34.2	0	305	5/29/2008	\$2,039.46	I	\$115,267.73	\$115,267.73	
	5/31/2008	LPC						0			\$1,362.07		\$116,629.80	\$116,629.80	1.18%
	6/4/2008	BILL	14699	R	32	466	14.56	0	196	6/27/2008	\$866.15		\$117,495.95	\$117,495.95	
	7/1/2008	LPC						0			\$1,375.07		\$118,871.02	\$118,871.02	1.17%
	7/7/2008	BILL	15139	R	29	440	15.17	0	4	7/30/2008	\$973.97		\$119,844.99	\$119,844.99	
	7/31/2008	LPC						0			\$1,388.67		\$121,234.66	\$121,234.66	1.16%
	8/5/2008	BILL	15549	R	33	410	12.42	0	0	8/28/2008	\$924.00		\$122,158.66	\$122,158.66	
	8/30/2008	LPC						0			\$1,403.53		\$123,562.19	\$123,562.19	1.15%
	9/5/2008	BILL	15927	R	29	378	13.03	0	0	9/30/2008	\$853.39		\$124,415.58	\$124,415.58	
	9/30/2008	LPC						0			\$1,416.34		\$125,831.92	\$125,831.92	1.14%
	10/4/2008	BILL	16461	R	30	534	17.8	0	9	10/28/2008	\$1,166.21		\$126,998.13	\$126,998.13	
	10/31/2008	LPC						0			\$1,433.83		\$128,431.96	\$128,431.96	1.13%
	11/5/2008	BILL	17097	R	33	636	19.27	0	219	12/2/2008	\$1,379.69		\$129,811.65	\$129,811.65	
	11/28/2008	LPC						0			\$1,454.52		\$131,266.17	\$131,266.17	1.12%
	12/4/2008	BILL	18144	R	27	1047	38.78	0	491	12/31/2008	\$2,227.91		\$133,494.08	\$133,494.08	
	12/31/2008	LPC						0			\$1,487.94		\$134,982.02	\$134,982.02	1.11%
	1/6/2009	BILL	19675	R	37	1531	47.84	0	846	1/30/2009	\$3,287.37		\$138,269.39	\$138,269.39	
	1/31/2009	LPC						0			\$1,537.25		\$139,806.64	\$139,806.64	1.11%
	2/4/2009	BILL	21273	R	32	1598	49.94	0	1069	3/2/2009	\$3,168.95		\$142,975.59	\$142,975.59	
	2/5/2009	CANB						0			(\$3,168.95)		\$139,806.64	\$139,806.64	
	2/5/2009	LPCWVE						0			(\$1,537.25)		\$138,269.39	\$138,269.39	
	2/5/2009	BILL	21273	R	32	1598	49.94	0	1069	3/3/2009	\$3,168.95		\$141,438.34	\$141,438.34	
	2/28/2009	LPC						0			\$1,584.79		\$143,023.13	\$143,023.13	1.12%
	3/5/2009	BILL	22844	R	28	1571	56.11	0	826	3/30/2009	\$3,096.58		\$146,119.81	\$146,119.81	
	4/1/2009	LPC						0			\$1,631.24		\$147,751.05	\$147,751.05	1.12%
	4/4/2009	BILL	24311	R	30	1467	48.9	0	680	4/29/2009	\$2,607.80		\$150,358.85	\$150,358.85	
7	5/1/2009	LPC						0			\$1,670.35	F	\$152,029.20	\$152,029.20	1.11%
	5/5/2009	BILL	25251	R	32	940	29.38	0	374	5/29/2009	\$1,654.25		\$153,683.45	\$153,683.45	
8	5/30/2009	LPC						0			\$1,696.17	F	\$155,378.62	\$155,378.62	1.10%

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SIMON GARDEN REALTY CO
6732 CHEW AVE Apt M2 PHIL, PA 191191910

From Date 1/1/2004
Account Number 539547187

To Date 10/26/2012
SA Number 1162325601 Meter 1944659

Dispute NO.	Transaction Date	Type	Reading	Reading Code	# of Days	Average CCF Usage	CCF/Day	Heating DOD's	Payment Type	Due Date	Transaction Amount	DISPUTE CODE	Current Balance	Actual Balance	% Calculated LPC Assessed Current Balance
	6/4/2009	BILL	25742	R	29	491	16.93	90		6/29/2009	\$889.23		\$156,267.85	\$156,267.85	
9	7/1/2009	LPC						0			\$1,708.51	F	\$157,976.36	\$157,976.36	1.09%
	7/8/2009	BILL	26162	R	30	420	14	15		7/31/2009	\$694.57		\$158,670.93	\$158,670.93	
10	8/1/2009	LPC						0			\$1,718.93	F	\$160,389.86	\$160,389.86	1.08%
	8/6/2009	BILL	26500	R	33	338	10.24	0		8/31/2009	\$556.71		\$160,946.57	\$160,946.57	
11	8/31/2009	LPC						0			\$1,727.28	F	\$162,673.85	\$162,673.85	1.07%
	9/5/2009	BILL	26760	R	29	260	8.97	0		9/30/2009	\$432.69		\$163,106.54	\$163,106.54	
12	9/30/2009	LPC						0			\$1,733.77	F	\$164,840.31	\$164,840.31	1.06%
	10/6/2009	BILL	27164	R	30	404	13.47	7		10/29/2009	\$642.66		\$165,482.97	\$165,482.97	
13	10/31/2009	LPC						0			\$1,743.41	F	\$167,226.38	\$167,226.38	1.05%
	11/6/2009	BILL	27751	R	32	587	18.34	251		12/3/2009	\$906.48		\$168,132.86	\$168,132.86	
14	12/1/2009	LPC						0			\$1,757.00	F	\$169,889.86	\$169,889.86	1.05%
	12/7/2009	BILL	28383	R	28	631	22.57	344		1/4/2010	\$1,062.96		\$170,952.22	\$170,952.22	
15	1/1/2010	LPC						0			\$1,774.94	F	\$172,725.16	\$172,725.16	1.04%
	1/6/2010	BILL	29430	R	34	1047	30.79	872		2/1/2010	\$1,665.94		\$174,391.10	\$174,391.10	
16	1/30/2010	LPC						0			\$1,797.93	F	\$176,189.03	\$176,189.03	1.03%
	2/4/2010	BILL	30711	R	29	1281	44.17	896		3/2/2010	\$2,051.44		\$178,240.47	\$178,240.47	
17	2/27/2010	LPC						0			\$1,828.70	F	\$180,069.17	\$180,069.17	1.03%
	3/4/2010	BILL	32152	R	28	1441	51.46	968		3/29/2010	\$2,211.82		\$182,280.99	\$182,280.99	
18	3/31/2010	LPC						0			\$1,861.88	F	\$184,142.87	\$184,142.87	1.02%
	4/7/2010	BILL	33290	R	31	1138	36.71	574		4/30/2010	\$1,974.88		\$186,117.75	\$186,117.75	
19	4/30/2010	LPC						0			\$1,891.50	F	\$188,009.25	\$188,009.25	1.02%
	5/6/2010	BILL	33958	R	32	668	20.88	280		6/1/2010	\$1,181.69		\$189,190.94	\$189,190.94	
20	5/29/2010	LPC						0			\$1,909.23	F	\$191,100.17	\$191,100.17	1.01%
	6/4/2010	BILL	34390	R	28	432	15.43	98		6/29/2010	\$737.86		\$191,838.03	\$191,838.03	
21	6/30/2010	LPC						0			\$1,920.29	F	\$193,758.32	\$193,758.32	1.00%
	7/6/2010	BILL	34750	R	31	360	11.61	0		7/29/2010	\$570.68		\$194,329.00	\$194,329.00	
22	7/30/2010	LPC						0			\$1,928.85	F	\$196,257.85	\$196,257.85	0.99%
	8/5/2010	BILL	34969	R	32	219	6.84	0		6/30/2010	\$350.22		\$196,608.07	\$196,608.07	
23	8/31/2010	LPC						0			\$1,934.11	F	\$198,542.18	\$198,542.18	0.98%
	9/4/2010	BILL	35166	R	30	197	6.57	0		9/29/2010	\$317.00		\$198,859.16	\$198,859.16	
24	9/30/2010	LPC						0			\$1,938.86	F	\$200,798.04	\$200,798.04	0.98%
	10/5/2010	BILL	35378	R	32	212	6.62	0		10/28/2010	\$344.78		\$201,142.82	\$201,142.82	
25	10/29/2010	LPC						0			\$1,944.03	F	\$203,086.85	\$203,086.85	0.97%
	11/3/2010	BILL	35751	R	29	373	12.86	158		11/30/2010	\$610.86		\$203,697.71	\$203,697.71	
26	11/30/2010	LPC						0			\$1,958.20	F	\$205,650.91	\$205,650.91	0.96%
	12/6/2010	BILL	36890	R	29	1199	39.28	408		1/3/2011	\$1,827.66		\$207,478.57	\$207,478.57	
27	1/1/2011	LPC						0			\$1,980.61	F	\$209,459.18	\$209,459.18	0.95%
	1/5/2011	BILL	38370	R	34	1480	43.53	1025		1/31/2011	\$2,077.75		\$211,536.93	\$211,536.93	
28	2/1/2011	LPC						0			\$2,011.78	F	\$213,548.71	\$213,548.71	0.95%
	2/4/2011	BILL	40208	R	29	1838	63.38	1018		3/1/2011	\$1,569.10		\$215,117.81	\$215,117.81	
29	2/28/2011	LPC						0			\$2,050.31	F	\$218,168.12	\$218,168.12	0.95%
	3/5/2011	BILL	41516	R	28	1308	46.71	840		3/29/2011	\$1,891.65		\$220,059.77	\$220,059.77	
30	3/31/2011	LPC						0			\$2,078.69	F	\$222,138.46	\$222,138.46	0.94%
	4/4/2011	BILL	43000	R	33	1484	44.97	674		4/28/2011	\$2,346.27		\$224,484.73	\$224,484.73	
31	4/30/2011	LPC						0			\$1,113.88	F	\$226,598.61	\$226,598.61	0.94%
	5/6/2011	BILL	43976	R	29	976	33.66	336		6/1/2011	\$1,532.36		\$228,130.97	\$228,130.97	
	5/20/2011	PAY						0	Check		(\$28.54)		\$228,102.43	\$228,102.43	
	5/20/2011	PAY						0	Check		(\$91.67)		\$228,010.76	\$228,010.76	
32	5/31/2011	LPC						0			\$2,136.87	F	\$230,147.63	\$230,147.63	0.94%

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SIMON GARDEN REALTY CO
6732 CHEW AVE Apt M2 PHIL, PA 191191910

From Date 1/1/2004
Account Number 539547187

To Date 10/26/2012
SA Number 1162325601 Meter 1944659

Dispute NO.	Transaction Date	Type	Reading	Reading Code	# of Days	CCF Usage	Average CCF/Days	Heating DDD's	Payment Type	Due Date	Transaction Amount	DISPUTE CODE	Current Balance	Actual Balance	% Calculated LPC assigned Current Balance
	6/4/2011	BILL	44474	R	29	498	17.17	64		6/28/2011	\$923.95		\$231,071.58	\$231,071.58	
33	6/30/2011	LPC						0			\$2,150.73	F	\$233,222.31	\$233,222.31	0.93%
	7/5/2011	BILL	44927	R	33	453	13.73	0		7/28/2011	\$701.14		\$233,923.45	\$233,923.45	
34	7/30/2011	LPC						0			\$2,161.24	F	\$236,084.69	\$236,084.69	0.92%
	8/3/2011	BILL	45337	R	29	410	14.14	0		8/26/2011	\$634.10		\$236,718.79	\$236,718.79	
	8/20/2011	PAY						0	Check		(\$28.55)		\$236,690.24	\$236,690.24	
35	8/31/2011	LPC						0			\$2,170.76	F	\$238,861.00	\$238,861.00	0.92%
	9/5/2011	BILL	45780	R	31	443	14.29	0		9/29/2011	\$683.59		\$239,544.59	\$239,544.59	
36	9/30/2011	LPC						0			\$2,181.01	F	\$241,725.60	\$241,725.60	0.91%
	10/5/2011	BILL	46184	R	31	404	12.62	18		10/31/2011	\$611.32		\$242,336.92	\$242,336.92	
37	10/31/2011	LPC						0			\$2,190.18	F	\$244,527.10	\$244,527.10	0.90%
	11/5/2011	BILL	46672	R	29	488	16.83	131		11/1/2011	\$747.19		\$245,274.29	\$245,274.29	
38	11/30/2011	LPC						0			\$2,201.39	F	\$247,475.68	\$247,475.68	0.90%
	12/5/2011	BILL	47625	R	30	953	31.77	448		12/30/2011	\$1,426.28		\$248,901.96	\$248,901.96	
39	12/31/2011	LPC						0			\$2,222.78	F	\$251,124.74	\$251,124.74	0.89%
	1/5/2012	BILL	48872	R	32	1247	38.97	626		1/31/2012	\$1,938.11		\$253,062.85	\$253,062.85	
40	1/31/2012	LPC						0			\$2,251.85	F	\$255,314.70	\$255,314.70	0.89%
	2/4/2012	BILL	50555	R	30	1683	56.1	817		2/29/2012	\$2,527.94		\$257,842.64	\$257,842.64	
41	2/29/2012	LPC						0			\$2,289.77	F	\$260,132.41	\$260,132.41	0.89%
	3/6/2012	BILL	51747	R	29	1192	41.1	683		3/29/2012	\$1,840.26		\$261,972.67	\$261,972.67	
42	3/31/2012	LPC						0			\$2,317.38	F	\$264,290.05	\$264,290.05	0.88%
	4/5/2012	BILL	52871	R	32	1124	35.12	449		5/1/2012	\$1,744.92		\$266,034.97	\$266,034.97	
43	5/1/2012	LPC						0			\$2,343.55	F	\$268,378.52	\$268,378.52	0.88%
	5/4/2012	BILL	53761	R	29	890	30.69	291		5/30/2012	\$1,248.69		\$269,627.21	\$269,627.21	
	6/5/2012	BILL	54295	R	30	534	17.8	97		6/28/2012	\$741.96		\$270,369.17	\$270,369.17	
	7/6/2012	BILL	54707	R	32	412	12.88	7		7/31/2012	\$548.82		\$270,917.99	\$270,917.99	
	7/11/2012	PAY						0	Check		(\$271,519.09)		(\$601.10)	(\$601.10)	
	8/7/2012	BILL	55009	R	30	302	10.07	0		8/30/2012	\$405.25		(\$195.85)	(\$195.85)	
44	8/22/2012	CAMP						0			\$91.67	H	(\$104.18)	(\$104.18)	
	8/22/2012	PAYCAM						0			\$0.00		(\$104.18)	(\$104.18)	
45	8/22/2012	CAMP						0			\$28.54	H	(\$75.64)	(\$75.64)	
46	8/22/2012	CAMP						0			\$28.55	H	(\$47.09)	(\$47.09)	
47	9/4/2012	XFER						0			\$47.09	C	\$0.00	\$0.00	
	9/6/2012	BILL	55283	R	33	274	8.3	0		10/1/2012	\$369.48		\$369.48	\$369.48	
48	10/1/2012	LPC						0			\$5.54	F	\$375.02	\$375.02	1.50%
	10/4/2012	BILL	55537	R	28	254	9.07	9		10/29/2012	\$356.35		\$731.37	\$731.37	
49	11/6/2012	LPC						0			\$10.88	F	\$742.25	\$742.25	1.49%
	11/6/2012	BILL	56181		30	644				12/3/2012	\$922.69		\$1,664.94	\$1,664.94	
50	12/6/2012	LPC						0			\$24.72	F	\$1,689.66	\$1,689.66	1.48%
	12/6/2012	BILL	57806		31	1625				1/3/2013	\$2,111.95		\$3,801.61	\$3,801.61	
51	1/5/2013	LPC						0			\$56.40	F	\$3,858.01	\$3,858.01	1.48%
	1/5/2013	BILL	59199		29	1393				1/30/2013	\$2,077.05		\$5,935.06	\$5,935.06	
52	2/5/2013	LPC						0			\$87.56	F	\$6,022.62	\$6,022.62	1.48%
	2/5/2013	BILL	60953			1754				3/1/2013	\$2,498.05		\$8,520.67	\$8,520.67	
53	3/5/2013	LPC						0			\$125.03	F	\$8,645.70	\$8,645.70	1.47%
	3/5/2013	BILL	62434			1481				4/1/2013	\$2,089.21		\$10,734.91	\$10,734.91	
54	4/4/2013	LPC						0			\$156.37	F	\$10,891.28	\$10,891.28	1.46%
	4/4/2013	BILL	63906			1472				4/29/2013	\$2,165.04		\$13,056.32	\$13,056.32	
55	5/4/2013	LPC						0			\$188.84	F	\$13,245.16	\$13,245.16	1.45%
	5/4/2013	BILL	64931			1025				5/29/2013	\$1,530.75		\$14,775.91	\$14,775.91	
56	6/6/2013	LPC						0			\$211.80	F	\$14,987.71	\$14,987.71	1.43%

SBG_SIMON00092

SIMON GARDEN REALTY CO
 6732 CHEW AVE Apt M2 PHIL,PA 191191910

From Date 1/1/2004
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To Date 10/26/2012
 SA Number 1162325601 Meter 1944659

Dispute NO.	Transaction		Reading		# of Days	CCF Usage	Average CCF/Days	Heating DDD's	Payment Type	Transaction Due Date	Transaction Amount	DISPUTE CODE	Current Balance	Actual Balance	% Calculated LPC assessed Current Balance
	Date	Type	Reading	Code											
	6/6/2013	BILL	65609				678			7/1/2013	1019.12		\$16,006.83	\$16,006.83	
57	7/3/2013	LPC									227.09	F	\$16,233.92	\$16,233.92	1.42%
	7/3/2013	BILL	65914				306			7/29/2013	456		\$16,689.92	\$16,689.92	
58	8/6/2013	LPC									233.93	F	\$16,923.85	\$16,923.85	1.40%
	8/6/2013	BILL	66327				413			8/29/2013	617.01		\$17,540.86	\$17,540.86	
													\$17,540.86	\$17,540.86	

SBG_SIMON00093

SIMON GARDEN REALTY CO
 6731 MILLSGRAVE ST Apt A PHA, PA 191192168
 From Date 1/1/2004 To Date 10/26/2012
 Account Number 539547187 SA Number 4395848077 Meter 2035836

Dispute NO.	Transaction Date	Type	Reading	Reading Code	# of Days	CCF Usage	CCF/Days	Heating DOD's	Payment Type	Due Date	Transaction Amount	DISPUTE CODE	Current Balance	Actual Balance	% Calculated LPC assessed	
															Current Balance	Actual Balance
	1/3/2004	LPC						0			\$12.84		\$868.98	\$868.98		
	1/7/2004	BILL						0			\$5,492.06		\$6,361.04	\$6,361.04		
1	1/14/2004	XFER						0			\$5,332.45	C	\$11,693.49	\$11,693.49		
	2/1/2004	LPC						0			\$175.20		\$11,868.69	\$11,868.69		1.50%
	2/9/2004	BILL	17109	R	31	5794	186.9	1106		3/4/2004	\$7,909.26		\$19,777.95	\$19,777.95		
	3/1/2004	LPC						0			\$293.84		\$20,071.79	\$20,071.79		1.49%
	3/4/2004	BILL	21953	R	29	4844	167.03	932		3/29/2004	\$6,738.23		\$26,810.02	\$26,810.02		
	4/2/2004	LPC						0			\$394.92		\$27,204.94	\$27,204.94		1.47%
	4/7/2004	BILL	26368	R	31	4415	142.42	653		5/3/2004	\$6,514.96		\$33,719.90	\$33,719.90		
	5/1/2004	LPC						0			\$492.64		\$34,212.54	\$34,212.54		1.46%
	5/6/2004	BILL	29219	R	32	2851	89.09	384		6/1/2004	\$4,186.47		\$38,399.01	\$38,399.01		
	6/2/2004	LPC						0			\$555.44		\$38,954.45	\$38,954.45		1.45%
	6/7/2004	BILL	30767	R	27	1548	57.33	61		6/30/2004	\$2,763.19		\$41,717.64	\$41,717.64		
	6/14/2004	PAY						0	Check		(\$1,016.59)		\$40,701.05	\$40,701.05		
	7/1/2004	LPC						0			\$596.89		\$41,297.94	\$41,297.94		1.47%
	7/8/2004	BILL	31802	R	32	1035	32.34	15		8/1/2004	\$1,541.33		\$42,839.33	\$42,839.33		
	8/1/2004	LPC						0			\$620.01		\$43,459.34	\$43,459.34		1.45%
	8/6/2004	BILL	32237	R	32	435	13.59	0		8/31/2004	\$673.49		\$44,132.83	\$44,132.83		
	9/2/2004	LPC						0			\$630.11		\$44,762.94	\$44,762.94		1.43%
	9/8/2004	BILL	32338	R	30	101	3.37	0		10/1/2004	\$171.17		\$44,934.11	\$44,934.11		
	10/2/2004	LPC						0			\$632.68		\$45,566.79	\$45,566.79		1.41%
	10/8/2004	BILL	32376	R	32	38	1.19	9		11/2/2004	\$76.89		\$45,643.68	\$45,643.68		
	11/2/2004	LPC						0			\$633.83		\$46,277.51	\$46,277.51		1.39%
	11/5/2004	BILL	32492	R	29	116	4	230		12/2/2004	\$195.41		\$46,472.92	\$46,472.92		
	12/3/2004	LPC						0			\$636.76		\$47,109.68	\$47,109.68		1.37%
	12/7/2004	BILL	32791	R	29	299	10.31	428		1/3/2005	\$475.24		\$47,584.92	\$47,584.92		
	1/4/2005	LPC						0			\$643.89		\$48,228.81	\$48,228.81		1.35%
	1/7/2005	BILL	33545	R	34	754	22.18	894		2/2/2005	\$1,270.00		\$49,498.81	\$49,498.81		
	1/20/2005	PAY						0	Check		(\$12,672.94)		\$36,825.87	\$36,825.87		
	2/1/2005	LPC						0			\$552.38		\$37,378.25	\$37,378.25		1.50%
	2/7/2005	BILL	36959	R	29	3414	117.72	872		3/3/2005	\$5,881.29		\$43,259.54	\$43,259.54		
	2/10/2005	PAY						0	Check		(\$33,111.16)		\$10,148.38	\$10,148.38		
	3/1/2005	LPC						0			\$640.60		\$10,788.98	\$10,788.98		6.31%
	3/3/2005	PAY						0	Check		(\$1,706.36)		\$9,082.62	\$9,082.62		
	3/3/2005	PAY						0	Check		(\$2,270.57)		\$6,812.05	\$6,812.05		
	3/7/2005	BILL	41250	R	28	4291	153.25	839		3/31/2005	\$7,315.71		\$14,127.76	\$14,127.76		
	3/9/2005	PAY						0	Check		(\$7,266.45)		\$6,861.31	\$6,861.31		
	3/24/2005	PAY						0	Check		(\$2,456.34)		\$4,404.97	\$4,404.97		
	4/1/2005	LPC						0			\$562.74		\$4,967.71	\$4,967.71		12.78%
2	4/7/2005	BILL	45921	R	33	4671	141.55	909		5/2/2005	\$6,833.21	J	\$11,800.92	\$11,800.92		
	5/2/2005	LPC						0			\$665.24		\$12,466.16	\$12,466.16		5.64%
	5/6/2005	BILL	47923	R	29	2002	69.03	315		6/1/2005	\$3,148.77		\$15,614.93	\$15,614.93		
	5/12/2005	LPCWVE						0			(\$1,868.58)		\$13,746.35	\$13,746.35		
	6/1/2005	LPC						0			\$206.19		\$13,952.54	\$13,952.54		1.50%
	6/7/2005	BILL	49527	R	29	1604	55.31	193		6/30/2005	\$2,209.00		\$16,161.54	\$16,161.54		
	7/1/2005	LPC						0			\$239.33		\$16,400.87	\$16,400.87		1.48%
	7/8/2005	BILL	49805	R	33	278	8.42	11		8/2/2005	\$463.95		\$16,864.82	\$16,864.82		
	7/23/2005	PAY						0	Check		(\$663.45)		\$16,201.37	\$16,201.37		

SBG_SIMON00094

C-2012-2304324
 SIMON

Property:													
Account #:	539547187												
SAID:	1162325601												
Meter #:	1944659												
CCF usage													
Billing Month	2000	2001	2002	2003	2004	2005	2006	2007	2008	2009	2010	2011	2012
Jan			1722	1808		1509	1806	1167	1454	1531	1047	1480	1247
Feb		2404	2164	2213	1880	1634	1547	1574	1726	1598	1281	1838	1683
Mar		2312	1924	1704	1606	1667	1567	1908	1547	1571	1441	1308	1192
Apr		1665	1740	1361	1311	1840	1719	1431	1517	1467	1138	1484	1124
May		870	1571	1052	848	551	758	935	1026	940	668	976	890
Jun		357	673	393	277	465	551	434	466	491	432	496	534
Jul		276	363	282	190	250	368	271	440	420	360	453	412
Aug		245	291	269	192	171	306	260	410	338	219	410	302
Sep		279	229	223	178	184	329	208	378	260	197	443	274
Oct		285	236	250	208	207	276	204	534	404	212	404	254
Nov		882	742	747	405	397	621	293	636	587	373	488	
Dec	2858	1022	1172	855	1070	1122	903	1064	1047	632	1139	953	

36

SBG_SIMON00170

C-2012-2304324
SIMON

Simon Garden Realty Co. LP						
OPA 881210025						
Address	Account #	Dates of Service	Docket #	Lien Amount	Debt on Accts	Comments
6732 Chew Ave. M2	0005-3954-7187	11/13/00 to current	110630244	\$ 45,849.98		
SA# 1162325601			100631642	\$ 82,888.78		
			110731731	\$ 6,782.48		
			111030878	\$ 105,338.21		
			110831157	\$ 2,795.44		
			111231528	\$ 6,231.17		
			120532631	\$ 19,478.48		
			120631412	\$ 1,990.75		
			120730811	\$ 548.72	\$ 270,917.99	
OPA 881210020						
6731 Musgrave St., A	0005-3954-7187	02/23/01 to current	100632428	\$ 147,578.01		
SA# 4395848077			110532638	\$ 140,489.15		
			110631188	\$ 12,457.30		
			111030829	\$ 7,488.02		
			111231527	\$ 11,687.21		
			111231528	\$ 5,971.24		
			120532637	\$ 27,844.17		
			120631413	\$ 3,488.64		
			120730810	\$ 1,692.11		
SA# 6122089970 (No Serv Pt)			111231523	\$ 599.10		
					\$ 358,272.95	
6731 Musgrave St., B						
SA# 8568221065	0005-3954-7187	8/29/00 to current	110630243	\$ 40,714.25		
			100632387	\$ 202,746.97		
			110731730	\$ 5,458.51		
			111030830	\$ 43,254.05		
			110831159	\$ 2,589.08		
			120532628	\$ 21,766.81		
			120730809	\$ 257.57		
			OTI	\$ 103.50	\$ 316,870.54	
TOTAL					\$ 947,061.48	

Contacts for Premise: 6732 Chew Ave, M2/Philadelphia, Pa 19119-1910

Premise: 6732 Chew Ave, M2/Philadelphia, Pa

Transaction History

Full Comments

Date	Type	Comment	Person	Follow Up
01/24/2013	1099	LIHEAP REP CALLED TO VERIFY ACTIVE HEATING ACCT.	Simon Garden Realty Co	
11/15/2012	SERV	Patrick Cunningham was here on a Meter Shop, Rotary Inspection order with Order # 4363594, with a result of Completed Found Gas DN, Left Gas DN, with activities of (Meter Shop Orders - Check Differential Pressure, Verify With Read OnePro, Complete Oil Change), with comments of "METER 1944659, COR 61287, UNC 61287, COMP. OIL CHANGE, AND DIFF. PRESSURE CHECK"	Simon Garden Realty Co	
09/23/2012	PAY	Filed 3 Liheap grants to 613423599 per experian	Simon Garden Realty Co	
06/22/2012	CRU	Sent investigation for 2nd Formal to Legal	Simon Garden Realty Co	
06/22/2012	CRU	Second Formal Complaint filed 6/9/12 Docket C-2012-2308460.	Simon Garden Realty Co	
06/01/2012	CRU	Formal Complaint Docket C-2012-2304324 filed for 6732 Chew Ave and 6731 Musgrave St. Sent investigation to Legal for complaint.	Simon Garden Realty Co	
05/30/2012	CRC	Alert on Acct: Refer to CRC for all inquiries; cust has PUC complaint on file.	Simon Garden Realty Co	
05/30/2012	CRC	Alert on Acct: Refer to CRC for all inquiries; cust has PUC complaint on file.	Simon Garden Realty Co	
05/25/2012	DRU	Correspondence received on 05/24/2012 closed on 5/25/2012 8:35:14 AM. Resolution: Prepared statement of account for supervisor in CRC.	Simon Garden Realty Co	
05/24/2012	DRU	Correspondence received on 05/24/2012 regarding rec'd request from CRC T Savage for a statement of account from 11/29/2000 to Current	Simon Garden Realty Co	
10/14/2011	CRC	lien for additional debt thru 9-15-11	Simon Garden Realty Co	
10/10/2011	DRU	Correspondence received on 10/10/2011 closed on 10/10/2011 9:14:04 AM. Resolution: FORWARDED STATEMENT OF ACCOUNT TO R. THEODORE SAVAGE FROM CRC DEPT.	Simon Garden Realty Co	
10/10/2011	DRU	Correspondence received on 10/10/2011 regarding EMAIL SENT OVER BY R. THEODORE SAVAGE DIRECTOR OF CRC DEPT IS REQUESTING FOR STATEMENT OF ACCOUNT	Simon Garden Realty Co	
07/14/2011	CRC	2 liens entered for debt thru 6-27-11	Simon Garden Realty Co	
11/04/2010	SERV	Thomas Gruber was here on a Meter Shop, Rotary Inspection order with Order # 2726336, with a result of Can't Get In, with comments or "cgl"	Simon Garden Realty Co	
06/01/2010	CRC	Lien issued in the amount of \$82,896.78 per the PGW Commercial Resource Center for the address of 6732 Chew Avenue, M2.	Simon Garden Realty Co	

Change Customer Contact...

Launch Related Transaction...

 **SBG Management Services, Inc.**

P.O. Box 549 Abington, PA 19001

Phone 215.938.6665

Fax 215.938.7613

September 2, 2005

John Dunn, III
Philadelphia Gas Works
800 Montgomery Avenue
Philadelphia, PA 19122

Re: Simon Garden Apartments
6731 Musgrave Street
Philadelphia, PA

Dear John:

I need your help again. It appears as though Philadelphia Gas Works continues to bill us for late charges, interest and fees in connection with the dispute that we had resolved previously. I have attached a copy of a memorandum dated August 23, 2005, from Eric Lampert whereby outlining the concerns and issues. I would appreciate you please getting in touch with whomever at PGW and having the bills corrected. We are fielding phone calls from arrogant obnoxious collection people from PGW who treat everybody as though they are lying scum of the earth.

Can you please correct this matter.

Very truly yours,

Philip Pulley
PP: vk/kjs

cc: Marian Mahdavi, Esquire
Daniel McCaffrey, Esquire

Sbg/PGW/John Dunn ltr Simon 090205



Equal Housing Opportunity
Equal Opportunity Employer

~~"SBG Management and the owner of the property in question do not discriminate on the basis of handicap status in the admission to, or treatment of employment in its federally assisted programs and activities."~~

SBG_CORRESPONDENCE00132

DAN
MCCAFFERY

RECEIVED

2015 AUG 27 AM 10:55

PA PUC
SECRETARY'S BUREAU

PAYMENT AGREEMENT

THIS PAYMENT AGREEMENT (this "Agreement") is entered into as of the 19th day of January, 2005, by and between PHILADELPHIA GAS WORKS by and through PHILADELPHIA FACILITIES MANAGEMENT CORPORATION, a non-profit corporation, solely in its capacity as operator and manager of the City-owned PHILADELPHIA GAS WORKS, under and pursuant to an Agreement with the City of Philadelphia dated December 29, 1972, as amended ("PGW"), and SIMON GARDEN REALTY CO. LP.

BACKGROUND:

WHEREAS, SIMON GARDEN REALTY CO. LP ("Simon Garden") is the owner of an apartment building complex located at 6731 Musgrave Street, and 6732 Chew Avenue, Philadelphia, Pennsylvania (hereinafter the "Property");

WHEREAS, Simon Garden has been obtaining natural gas from Philadelphia Gas Works ("PGW") for the Property;

WHEREAS, on or about May 16, 2002, PGW became aware that the meter equipment was not reading the gas usage at the Property;

WHEREAS, as a result of zero usage reported readings on PGW's meters, PGW issued a makeup bill for service during said period, based on historical data and degree day computations (the "Outstanding Bills");

WHEREAS, due to the Outstanding Bills, Simon Garden is in arrears of its payments for gas service to PGW, and on August 22, 2003, PGW filed an action against Simon Garden in the Court of Common Pleas of Philadelphia at Action No.: 030803545 for the amounts due and owing to PGW;

WHEREAS, the parties desire to enter into a payment arrangement for the Outstanding Bills that is acceptable to both parties;

NOW THEREFORE, in consideration of the promises set forth in this Agreement and for other good and valuable consideration, the receipt of which is hereby acknowledged, and intending to be legally bound, the parties hereto agree as follows:

AGREEMENT:

1. The background is incorporated herein by reference.
2. As of November 5, 2004, the following amount is past due:

PROPERTY ADDRESS	ACCOUNT #	TOTAL AMOUNT DUE (including LPC)	SECRETARY'S BUREAU PA PUC 2005 AUG 27 AM 10:55
6731 Musgrave Street,		\$205,968.74	\$51,219.28

RECEIVED

and 6732 Chew Avenue

3. Simon Garden agrees that on or before January 19, 2005, it will provide a check or wire in the amount of \$57,666.50 payable to PGW as payment towards the Outstanding Bills for gas consumption on the Property listed in section 2.
4. Simon Garden agrees that for three (3) months commencing and payable on January 31, 2005, and the fifteenth day of each subsequent month, it shall submit a check in the amount of \$33,111.16 payable to PGW as payment towards the Outstanding Bills for gas consumption at the Property, as provided in section 2.
5. If Simon Garden makes timely payments according to sections 3 and 4, and all payments totaling the sum of \$157,000.00 have been made to PGW by March 15, 2005, PGW will waive the late payment charges in the amount of \$48,968.74 ("Waived LPC"). From and after the date of this Agreement, and subject to Simon Garden's compliance with the terms of this Agreement, no further LPC shall be assessed against the total amount due as provided in section 2.
6. Simon Garden agrees that in addition to the payments set forth in this Agreement, it shall continue paying for its current gas consumption on the aforementioned account in a timely manner and according to the due date set forth on the statements sent by PGW.
7. Failure to pay (i) current gas charges, and/or (ii) payments required under this Agreement within ten (10) days from the date that they are due shall constitute an event of default under this Agreement.
8. In the event that Simon Garden is in default under the terms of this Agreement, then PGW may send Simon Garden written notice of its intent to exercise the following remedies:
 - (i) PGW may accelerate all payments due including the Waived LPC in the amount of \$48,968.74 and demand immediate payment of the entire sum due and owing;
 - (ii) PGW may provide Simon Garden the opportunity to cure the default within ten (10) days from the date of the written notice, and in the event Simon Garden has not cured the default within such period, then in addition to the monthly amount due under this Agreement and/or the current gas bill outstanding, Simon Garden shall be required to make an additional single payment of \$48,968.74 which is the Waived LPC due on said account to PGW within thirty (30) days of the written notice;
 - (iii) PGW may enter judgment in the amount set forth in section 2, and PGW shall execute upon the judgment amount for the full amount set forth in section 2 above, less any sums received by PGW pursuant to this Agreement.

9. Upon final payment of all Outstanding Bills, PGW shall file a Praecepto to mark the action as satisfied.
10. The remedies under the terms of this Agreement are not intended to be exclusive of any other remedies provided, but each and every such remedy is cumulative and is in addition to any other remedies, existing now or hereafter, at law, or in equity. No delay or omission to exercise any right or power accruing upon any event of default impairs any such right or power, nor construes it as a waiver of any event of default or acquiescence therein, and every such right and power may be exercised from time to time and as often as may be deemed expedient.
11. If any provision of this Agreement of the application thereof to any person or circumstances shall to any extent be held invalid, then the remainder of this Agreement or the application of such provision to persons or circumstances other than those as to which it is held invalid shall not be affected thereby, and each provision of this Agreement shall be valid and enforced to the fullest extent permitted by law.
12. The signatories to this Agreement are duly authorized to execute this Agreement on behalf of Simon Garden and PGW.

IN WITNESS WHEREOF, the parties hereto have entered into this Agreement the day and year first above written.

Attest:

By: _____

Abby L. Pozefsky
Assistant Secretary

Attest/Corporate Seal:

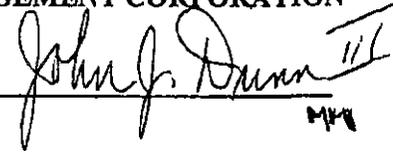
By: _____

Name: _____

Title: _____

**PHILADELPHIA GAS WORKS by
PHILADELPHIA FACILITIES
MANAGEMENT CORPORATION**

By: _____



SIMON GARDEN REALTY CO. LP

By Old Simon Corporation, its General
Partner

By: _____

Name: Philip Pulley

Title: President

JAFFE FRIEDMAN

Schuman, Nemeroff, Applebaum & McCaffery

A PROFESSIONAL CORPORATION

◆ ATTORNEYS AT LAW ◆

SUITE 200
7848 OLD YORK ROAD
ELKINS PARK, PA 19027-2541

(215) 635-7200

FACSIMILE
(215) 635-7212



NEW JERSEY OFFICE
9 TANNER STREET
HADDONFIELD, NJ 08033
(856) 616-8818

OF COUNSEL
EUGENE M. SCHLOSS, JR.
MILTON A. NEMEROFF

4030.063, 4030.041
OUR FILE NO.

GARY JAFFE*
PETER S. FRIEDMAN**
KERRY SCOTT SCHUMAN*
DAVID A. APPLEBAUM*
ROBERT H. NEMEROFF
DANIEL D. MCCAFFERY
ALLEN B. DUBROFF
JON D. FOX
JILL EVANTASH SCHUMAN**
JEFFREY R. HOFFMANN**
BRIAN H. SMITH
THOMAS A. NELSON, III*
SEAN P. KILKENNY*
RICHARD J. MOLISH

* ALSO ADMITTED TO PRACTICE IN NJ
* LL.M. IN TAXATION
* ALSO ADMITTED TO PRACTICE IN FL

SENDER'S EMAIL:
DMCCAFFERY@JAFFE-FRIEDMAN.COM

May 5, 2005

via Telecopy (215) 684-6642

Maryam Mahdavi, Esquire
Philadelphia Gas Works
800 W. Montgomery Avenue
Philadelphia, PA 19122

Re: Philadelphia Gas Works, et al v. Simon Garden
CCP, Philadelphia County, No.: 0308-03545

Dear Ms. Mahdavi:

Enclosed please find copies of the two cancelled checks as per your request. Hopefully, the tracking information will provide you with sufficient information. If you have any questions, please feel free to contact me.

Very truly yours,

DANIEL D. MCCAFFERY

DDM/mg

Enclosure

cc: Simon Garden Realty Co, L.P.

JAFFE FRIEDMAN

Schuman, Nemeroff, Applebaum & McCaffery

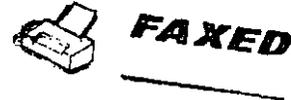
A PROFESSIONAL CORPORATION

⌘ ATTORNEYS AT LAW ⌘

SUITE 200
7848 OLD YORK ROAD
ELKINS PARK, PA 19027-2541

(215) 635-7200

FACSIMILE
(215) 635-7212



FACSIMILE COVER SHEET

DATE: May 5, 2005
TO: Maryam Mahdavi, Esquire
FAX: 215-684-6642
FROM: Daniel D. McCaffery, Esquire
DOCUMENT: correspondence
NUMBER OF PAGES 1
(including this sheet)
MESSAGE/SPECIAL INSTRUCTIONS:

Original will will not follow by regular mail

PLEASE CALL US IMMEDIATELY IF THERE ARE ANY PROBLEMS
DURING THIS TRANSMISSION
OUR MAIN NUMBER IS (215) 635-7200
OUR FACSIMILE NUMBER IS (215) 635-7212

The information contained in this facsimile message is attorney privileged and confidential information intended only for the use of the individual or entity named above. If the reader of this message is not the intended recipient, you are hereby notified that any dissemination, distribution or copy of this communication is strictly prohibited. If you have received this communication in error, please immediately notify us by telephone and return the original message to us at the above address via the U. S. Postal Service. Thank you.

FOR OFFICE USE ONLY:

OPERATOR: Michele

CLIENT/MATTER NAME: 4030.063

SBG Management Services, Inc.

P.O. Box 549 Abington, PA 19001

Phone 215.938.6665

Fax 215.938.7613

April 11, 2005

John Dunn, III
Philadelphia Gas Works
800 West, Montgomery Avenue
Philadelphia, PA 19122

Re: PGW Gas Account 6128000245
PGW Gas Meter #1987516

Dear John:

We are in receipt of your March 21, 2005, correspondence which arrived after we received another ridiculous bill from PGW that made no sense.

In as much as we wish we could pay you the additional sums of monies requested, we cannot

We have complained for years about the inaccuracy of PGW accounting, mechanical malfunctions, and candidly that we do not believe anything that comes from the meter-reading department. We have had ongoing disputes as it relates to meter readings, and your firm has reassured us time and time again that your meter department is perfect and there are never any problems with any meters. So, what happened here? Here we go again with another meter problem in which PGW looks to penalize us as a result of their incompetence.

Whether you claim that we are stealing gas, bypasses are left open, meters get changed and \$80,000 bills come in and its always our fault. Here we go again with a dispute with PGW as a result of the deficiencies and incompetence of your meter division.

We base our rental increases and what we charge our customers based on our costs. We have no way to go back and have two years worth of rental increases to cover PGW's errors. Unless you can show me some place where I can go back and demand payment from our tenants, I have no way collecting this money. This includes not only individual market rate tenants but the Philadelphia Housing Authority, 1260 housing, the US Department of Housing and Urban Development, Gaudenzia, Friends Rehabilitation Guild, The Transitional Housing Program for the City of Philadelphia just to name a few. There is no way we can recoup this money from our tenants, so unfortunately we have no

John Dunn, III
Philadelphia Gas Works
April 11, 2005
Page 2

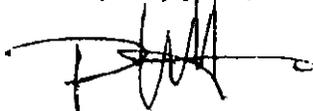
way of paying the Philadelphia Gas Works. Unfortunately, this was one that PGW must step up and accept that they have made a mistake and must eat.

As we have stated for years, the meter reading department are incompetent, they are inaccurate, and the meters and system that your company utilizes are not trustworthy. Again if you have a way in which we can go back and access all of these states, cities, and Federal Agencies and recoup our money, we will be more than happy to put forth those efforts but since we do not know of any, PGW should not expect payment in this regard as a result of your error.

In addition, the bill just states an amount with no breakdown of charges or month by month assessment. When the price of gas is an all time high, how we are to know what you are in fact charging us. Is it based on today's exuberant high rates or should we have been charged periods when the price was lower?

Are you aware we received a phone call demanding payment and threats of shut off one day after the bill was received by us? Again, very professional conduct. NOT.

Very truly yours,



Philip Pulley

PP: vk/kjs
Enclosure

cc: Daniel McCaffrey, Esquire
Eric Lampert
PGW File, Colonial Garden

Sbg/pgw/Colonial - error missed meter reads 041105


Equal Housing Opportunity
Equal Opportunity Employer

Philadelphia Gas Works



800 W. Montgomery Ave., Philadelphia, PA 19122
Telephone: 215-238-0500

Eric

Telephone 215-235-7077
Fax Number 215-684-6986

March 21, 2005

SBG Management Co.
Attn: Mr. Eric Lampert
Mr. Phillip Pulley
Colonial Garden Realty
5425-7 Wayne Ave.
Philadelphia, PA - 19144

Re: PGW Gas Acct # 6128000245
PGW Gas Meter # 1987516

Dear Eric and Phil:

First, please accept my apologies for this letter not arriving with your latest bill as it contains an explanation of the make-up bill for meter 1987516 located at 5725-7 Wayne Ave. for the Colonial Garden Apartment building.

At this site there are two meters that record daily gas usage and are to be billed monthly. However, as the events of April 2003 unfolded and Colonial Garden's gas was physically turned back, an oversight on PGW's part was not noticed until recently and it was that meter 1987516 was never billed for any gas usage as the meter was never linked (systematically turned on) in our BCCS billing database. When an actual monthly meter reading is normally received, your bill is calculated and rendered accordingly. In the case of meter # 1987516, it was set and the gas was physically turned on 4/18/2003 as a parallel set to meter # 1906431.

Last month, an internal PGW exception report noted that meter 1987516 was being read and had unbilled usage. Although turned on the same time as meter number 1906431, the meter was never billed due to the original setup error in the PGW BCCS billing system. Now, based on actual readings every month since 4/18/2003, PGW has billed your account accordingly.

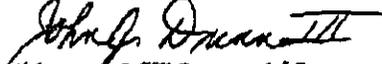
Please review the attached documents that contain a chronological list of meter readings for each premise as well as the billing.

Please call us Monday through Friday, 8:30 AM to 4:00 PM if you have any questions concerning this make-up bill.

We appreciate this opportunity to serve you and apologize for any inconvenience this matter may have caused.

Thank you.

John J. Dunn III



Manager, PGW Commercial Resource Center

SBG Management Services, Inc.

P.O. Box 549 Abington, PA 19001

Phone 215.938.6665

Fax 215.938.7613

June 27, 2005

John Dunn
Philadelphia Gas Works
800 W. Montgomery Avenue
Philadelphia, PA 19122-0050

RE: Colonial Garden Apartments
5427 Wayne Avenue
Philadelphia, PA

Dear Mr. Dunn:

We have sent you numerous correspondence requesting a full breakdown by month of the ridiculous bill that we have received for the above reference property. To refresh your memory, this again was another error by the Philadelphia Gas Works meter reading division due to their inability to read meters for more than two years.

I am writing to you now, as we are being threatened and harassed by collection and shut-off personnel representing Philadelphia Gas Works. Although, we have asked numerous times for this information, you have not even given us the courtesy of a response. The threats from PGW to shut off service because of the outstanding balance that is in dispute and your failure to provide the requested information is a disgrace. At this time, any attempt by Philadelphia Gas Works to shut off service at this property as a result of the outstanding balance related to this matter will be met with a lawsuit including a claim for damages in excess of 2 million dollars.

We do not know why your company is arrogant and will not respond, but usually when the lawyers get involved, the voice of reason prevails. By carbon copy of this letter, I am notifying Maryam Mahdavi and our counsel that again we are in a major dispute on this property as a result of the inability of PGW to conduct itself in the business like fashion and with good faith.

Very truly yours,


Philip Pulley

PP: sha/rag

cc: Maryam Mahdavi, Esquire
Dan McCaffery, Esquire
Eric Lampert

Sbg/pgw/PGW 1.1 - Colonial - John Dunn 062705



Equal Housing Opportunity
Equal Opportunity Employer

"SBG Management and the owner of the property in question do not discriminate on the basis of handicap status in the admission to, or treatment of employment in its federally assisted programs and activities."

JAFFE FRIEDMAN

Schuman, Nemeroff, Applebaum & McCaffery

A PROFESSIONAL CORPORATION

◆ ATTORNEYS AT LAW ◆

SUITE 200
7848 OLD YORK ROAD
ELKINS PARK, PA 19027-2541

(215) 635-7200

FACSIMILE
(215) 635-7212

FACSIMILE COVER SHEET

DATE: June 10, 2005

TO: Michael Higgins, Esquire
Philip C. Pulley

FAX: (215) 830.8599
(215) 938-7613

FROM: Kerry S. Schuman, Esquire

DOCUMENT: Correspondence; PHDC/PGW Dispute

NUMBER OF PAGES 2
(including this sheet)

MESSAGE/SPECIAL INSTRUCTIONS:

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FOR OFFICE USE ONLY:

OPERATOR: dms

CLIENT/MATTER NAME: 4030.063, 4030.042

JAFFE FRIEDMAN

Schuman, Nemeroff, Applebaum & McCaffery

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⊕ ATTORNEYS AT LAW ⊕

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(215) 635-7212



NEW JERSEY OFFICE
9 TANNER STREET
HADDONFIELD, NJ 08033
(856) 616-8818

OF COUNSEL
EUGENE M. SCHLOSS, JR.
MILTON A. NEMEROFF

OUR FILE NO. 4030.063

GARY JAFFE*
PETER S. FRIEDMAN**
KERRY SCOTT SCHUMAN*
DAVID A. APPLEBAUM*
ROBERT H. NEMEROFF
DANIEL D. MCCAFFERY
ALLEN B. DUBROFF
JON D. FOX
JILL EVANTASH SCHUMAN**
JEFFREY R. HOFFMANN**
BRIAN H. SMITH
THOMAS A. NELSON, III*
SEAN P. KILKENNY*
RICHARD J. MOLISH

* ALSO ADMITTED TO PRACTICE IN P.
* LL.M. IN TAXATION
* ALSO ADMITTED TO PRACTICE IN F.

SENDER'S EMAIL:
KSCHUMAN@JAFEFRIEDMAN.COM

February 17, 2005

Mr. Philip Pulley
P.O. Box 549
Abington, PA 19001

Re: Philadelphia Gas Works, et al v. Simon Garden
CCP, Philadelphia County, No.: 0308-03545

Dear Phil:

Enclosed please find February 8, 2005 correspondence from Maryam Mahdavi enclosing a copy of the signed Payment Agreement for Simon Garden Realty Co., L.P. Ms. Mahdavi's correspondence confirms receipt of the two payments for the months of January and February, 2005. Further, Ms. Mahdavi's correspondence confirms the waiver of the late fees in the amount of \$48,968.74.

Very truly yours,

DANIEL D. MCCAFFERY

DDM/mg
Enclosure



800 W. Montgomery Drive
Philadelphia, Pennsylvania 19122
Phone: (215) 684-6642
Fax: (215) 684-6798

**PGW Legal
Department**

Fax

To: Daniel D. McCaffrey, Esquire **From:** Maryam Mahdavi

Fax: 215-635-7212 **Pages:** 2

Phone: **Date:** 5/4/2005

Re: PGW vs. Simon Garden Realty **CC:**

Urgent **For Review** **Please Comment** **Please Reply** **Please Recycle**

• **Comments:**

Dan

Pursuant to our telephone conversation of last week, can you please verify with your client whether the two attached checks were cashed by PGW. If so, can he please provide us with proof of the cancelled checks.

Thank you for your continued cooperation.

ELKINS PARK ABSTRACT COMPANY

721 DRESHER ROAD
HORSHAM, PA 19044



3-7615/360

4282

2/3/2005

PAY TO THE ORDER OF PGW

\$ **33,111.16

Thirty-Three Thousand One Hundred Eleven and 16/100*****

DOLLARS

PGW
Philadelphia Gas Works
PO Box 7789
Philadelphia, PA 19101-7789

AUTHORIZED SIGNATURE

MEMO Simon Gardens Realty

⑈004282⑈ ⑆036076150⑆ ⑆204964767⑈

ELKINS PARK ABSTRACT COMPANY

721 DRESHER ROAD
HORSHAM, PA 19044



3-7615/360

4283

2/3/2005

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JAFFE FRIEDMAN

Schuman, Nemeroff, Applebaum & McCaffery

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⊕ ATTORNEYS AT LAW ⊕

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ELKINS PARK, PA 19027-2541

(215) 635-7200

FACSIMILE
(215) 635-7212

FACSIMILE COVER SHEET

DATE: May 4, 2005
TO: Philip C. Pulley
FAX: (215) 938-7613
FROM: Daniel D. McCaffery, Esquire
DOCUMENT: Correspondence
NUMBER OF PAGES 3
(including this sheet)



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FOR OFFICE USE ONLY:

OPERATOR: dms

CLIENT/MATTER NAME: 4030.063

ELKINS PARK ABSTRACT COMPANY

721 DRESHER ROAD
HORSHAM, PA 19044



3-7615/360

4283

2/3/2005

PAY TO THE ORDER OF PGW

\$ **33,111.16

Thirty-Three Thousand One Hundred Eleven and 16/100***** DOLLARS

PGW
Philadelphia Gas Works
PO Box 7789
Philadelphia, PA 19101-7789

AUTHORIZED SIGNATURE

MEMO Simon Garden Realty

⑈004283⑈ ⑆036076⑆50⑆ 6204964767⑈

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ELKINS PARK ABSTRACT COMPANY

721 DRESHER ROAD
HORSHAM, PA 19044



3-7615/360

4282

2/3/2005

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Philadelphia Gas Works
PO Box 7789
Philadelphia, PA 19101-7789

AUTHORIZED SIGNATURE

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⑈004282⑈ ⑆036076⑆50⑆ 6204964767⑈

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OF COUNSEL
EUGENE M. SCHLOSS, JR.
MILTON A. NEMEROFF

OUR FILE NO. 4030.063

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SEAM P. KILKENNY*
RICHARD J. MOLISH

* ALSO ADMITTED TO PRACTICE IN NJ
* LL.M. IN TAXATION
* ALSO ADMITTED TO PRACTICE IN FL

SENDER'S EMAIL:
DMCCAFFERY@JAFFEFRIEDMAN.COM

February 2, 2005

Maryam Mahdavi, Esquire
800 W. Montgomery Avenue
Philadelphia, PA 19122

Re: **Philadelphia Gas Works, et al v. Simon Garden**
CCP, Philadelphia County, No.: 0308-03545

Dear Ms. Mahdavi:

Enclosed please find the executed Payment Agreement with regard to the above matter.
If you have any questions, please feel free to contact me.

Very truly yours,

DANIEL D MCCAFFERY

DDM/tng
Enclosure
cc: Mr. Philip Pulley

PAYMENT AGREEMENT



THIS PAYMENT AGREEMENT (this "Agreement") is entered into as of the ___ day of January, 2005, by and between PHILADELPHIA GAS WORKS by and through PHILADELPHIA FACILITIES MANAGEMENT CORPORATION, a non-profit corporation, solely in its capacity as operator and manager of the City-owned PHILADELPHIA GAS WORKS, under and pursuant to an Agreement with the City of Philadelphia dated December 29, 1972, as amended ("PGW"), and SIMON GARDEN REALTY CO. LP.

BACKGROUND:

WHEREAS, SIMON GARDEN REALTY CO. LP ("Simon Garden") is the owner of an apartment building complex located at 6731 Musgrave Street, and 6732 Chew Avenue, Philadelphia, Pennsylvania (hereinafter the "Property");

WHEREAS, Simon Garden has been obtaining natural gas from Philadelphia Gas Works ("PGW") for the Property;

WHEREAS, on or about May 16, 2002, PGW became aware that the meter equipment was not reading the gas usage at the Property;

WHEREAS, as a result of zero usage reported readings on PGW's meters, PGW issued a makeup bill for service during said period, based on historical data and degree day computations (the "Outstanding Bills");

WHEREAS, due to the Outstanding Bills, Simon Garden is in arrears of its payments for gas service to PGW, and on August 22, 2003, PGW filed an action against Simon Garden in the Court of Common Pleas of Philadelphia at Action No.: 030803545 for the amounts due and owing to PGW;

WHEREAS, the parties desire to enter into a payment arrangement for the Outstanding Bills that is acceptable to both parties;

NOW THEREFORE, in consideration of the promises set forth in this Agreement and for other good and valuable consideration, the receipt of which is hereby acknowledged, and intending to be legally bound, the parties hereto agree as follows:

AGREEMENT:

- 1. The background is incorporated herein by reference.
- 2. As of November 5, 2004, the following amount is past due:

PROPERTY ADDRESS	ACCOUNT #	TOTAL AMOUNT DUE (including LPC)	LPC
6731 Musgrave Street,		\$205,968.74	\$51,219.28

and 6732 Chew Avenue

3. Simon Garden agrees that on or before January 19, 2005, it will provide a check or wire in the amount of **\$57,666.50** payable to PGW as payment towards the Outstanding Bills for gas consumption on the Property listed in section 2.
4. Simon Garden agrees that for three (3) months commencing and payable on January 31, 2005, and the fifteenth day of each subsequent month, it shall submit a check in the amount of **\$33,111.16** payable to PGW as payment towards the Outstanding Bills for gas consumption at the Property, as provided in section 2.
5. If Simon Garden makes timely payments according to sections 3 and 4, and all payments totaling the sum of **\$157,000.00** have been made to PGW by March 15, 2005, PGW will waive the late payment charges in the amount of **\$48,968.74** ("Waived LPC"). From and after the date of this Agreement, and subject to Simon Garden's compliance with the terms of this Agreement, no further LPC shall be assessed against the total amount due as provided in section 2.
6. Simon Garden agrees that in addition to the payments set forth in this Agreement, it shall continue paying for its current gas consumption on the aforementioned account in a timely manner and according to the due date set forth on the statements sent by PGW.
7. Failure to pay (i) current gas charges, and/or (ii) payments required under this Agreement within ten (10) days from the date that they are due shall constitute an event of default under this Agreement.
8. In the event that Simon Garden is in default under the terms of this Agreement, then PGW may send Simon Garden written notice of its intent to exercise the following remedies:
 - (i) PGW may accelerate all payments due including the Waived LPC in the amount of **\$48,968.74** and demand immediate payment of the entire sum due and owing;
 - (ii) PGW may provide Simon Garden the opportunity to cure the default within ten (10) days from the date of the written notice, and in the event Simon Garden has not cured the default within such period, then in addition to the monthly amount due under this Agreement and/or the current gas bill outstanding, Simon Garden shall be required to make an additional single payment of **\$48,968.74** which is the Waived LPC due on said account to PGW within thirty (30) days of the written notice;
 - (iii) PGW may enter judgment in the amount set forth in section 2, and PGW shall execute upon the judgment amount for the full amount set forth in section 2 above, less any sums received by PGW pursuant to this Agreement.

9. Upon final payment of all Outstanding Bills, PGW shall file a Praecipe to mark the action as satisfied.
10. The remedies under the terms of this Agreement are not intended to be exclusive of any other remedies provided, but each and every such remedy is cumulative and is in addition to any other remedies, existing now or hereafter, at law, or in equity. No delay or omission to exercise any right or power accruing upon any event of default impairs any such right or power, nor construes it as a waiver of any event of default or acquiescence therein, and every such right and power may be exercised from time to time and as often as may be deemed expedient.
11. If any provision of this Agreement or the application thereof to any person or circumstances shall to any extent be held invalid, then the remainder of this Agreement or the application of such provision to persons or circumstances other than those as to which it is held invalid shall not be affected thereby, and each provision of this Agreement shall be valid and enforced to the fullest extent permitted by law.
12. The signatories to this Agreement are duly authorized to execute this Agreement on behalf of Simon Garden and PGW.

IN WITNESS WHEREOF, the parties hereto have entered into this Agreement the day and year first above written.

Attest:

**PHILADELPHIA GAS WORKS by
PHILADELPHIA FACILITIES
MANAGEMENT CORPORATION**

By: _____
Abby L. Pozefsky
Assistant Secretary

By: _____

Attest/Corporate Seal:

**SIMON GARDEN REALTY CO. LP
By Old Simon Corporation, its General
Partner**

By: _____
Name: _____
Title: _____

By:  _____
Name: Philip Pulley
Title: President



SBG Management Services, Inc.

P.O. Box 549 Abington, PA 19001
Phone 215.938.6665 Fax 215.938.7613

4030.06.05

Memorandum from Philip Pulley

To: Mike Higgins *GIKINSPARK*

Date: 5/5/05

Re: Simon Gardner

Fax: 215-830-8599.

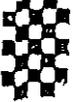
Mike
were these checks
ever ~~deposited~~ Deposited
need confirmation. They
don't know.

cc McClaffey 5/5 -



Equal Housing Opportunity
Equal Opportunity Employer

"SBG Management and the owner of the property in question do not discriminate on the basis of handicap status in the admission to, or treatment of employment in its federally assisted programs and activities."



800 W. Montgomery Drive
Philadelphia, Pennsylvania 19122
Phone: (215) 684-6642
Fax: (215) 684-6788

**PGW Legal
Department**

Fax

To: Daniel D. McCaffrey, Esquire From: Maryam Mahdavi

Fax: 215-635-7212 Pages: 2

Phone: Date: 5/4/2008

Re: PGW vs. Simon Garden Realty CC:

- Urgent
- For Review
- Please Comment
- Please Reply
- Please Recycle

Comments:

Dan

Pursuant to our telephone conversation of last week, can you please verify with your client whether the two attached checks were cashed by PGW. If so, can he please provide us with proof of the cancelled checks.

Thank you for your continued cooperation.

Erin,
~~URGENT~~
 URGENT
 Please Respond
 to DAN

ELKINS PARK ABSTRACT COMPANY

721 DRESHER ROAD
WORSHAM, PA 19084

CITIZENS BANK

4282

a-7618/360

2/3/2005

PAY TO THE ORDER OF PGM

\$ 33,111.16

Thirty Three Thousand One Hundred Eleven and 16/100

DOLLARS

PGW
Philadelphia Gas Works
PO Box 7789
Philadelphia, PA 19101-7789



AUTHORIZED SIGNATURE

MEMO Simon Gardens Realty

⑈004282⑈ ⑆036076150⑆ ⑆204964767⑈

ELKINS PARK ABSTRACT COMPANY

721 DRESHER ROAD
WORSHAM, PA 19084

CITIZENS BANK

4283

a-7618/360

2/3/2005

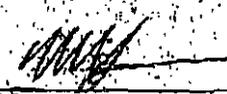
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Philadelphia, PA 19101-7789



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⑈004283⑈ ⑆036076150⑆ ⑆204964767⑈

JAFFE FRIEDMAN

Schuman, Nemeroff, Applebaum & McCaffery

A PROFESSIONAL CORPORATION

⊕ ATTORNEYS AT LAW ⊕

SUITE 200
7848 OLD YORK ROAD
ELKINS PARK, PA 19027-2541

(215) 635-7200

FACSIMILE
(215) 635-7212

FACSIMILE COVER SHEET

DATE: May 4, 2005
TO: Philip C. Pulley
FAX: (215) 938-7613
FROM: Daniel D. McCaffery, Esquire
DOCUMENT: Correspondence
NUMBER OF PAGES 3
(including this sheet)

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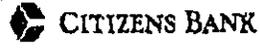
OPERATOR: dms

CLIENT/MATTER NAME: 4030.063

40231063

4282

ELKINS PARK ABSTRACT COMPANY
721 DRESHER ROAD
HORSHAM, PA 19044



3-7613/360

2/3/2005

PAY TO THE ORDER OF PGW

\$ 33,111.16

Thirty-Three Thousand One Hundred Eleven and 16/100 DOLLARS

PGW
Philadelphia Gas Works
PO Box 7789
Philadelphia, PA 19101-7789

AUTHORIZED SIGNATURE

MEMO Simon Gardens Realty 0004-8816-8504

⑈004282⑈ ⑆036078850⑆ ⑆8204964787⑈

⑈911444E000⑈

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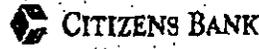
02/12/05 824415 132
887660
910018 02/11/05
5080208557

DEPOSIT ONLY - PGW
9429358823
BANK OF AMERICA
⑆021200339⑆

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ELKINS PARK ABSTRACT COMPANY

721 DRESHER ROAD
HORSHAM, PA 19044



4283

3-7615/360

2/3/2005

PAY TO THE ORDER OF PGW

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DOLLARS

PGW

Philadelphia Gas Works

PO Box 7789

Philadelphia, PA 19101-7789

AUTHORIZED SIGNATURE

MEMO: Simon Garden Realty

0004-8876-8504

⑈004283⑈ ⑆036076⑆50⑆ 6204964767⑈

⑈0003311116⑈

Security features. Please see back.

B
Security Features for Front and Back of this check include:
- Hologram (top left corner)
- Original Document (check and original document)
- Microprint (around the perimeter of the check)

CITIZENS 6967/05/ 31/04
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BANK OF AMERICA
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DO NOT WRITE OR SIGN ON FRONT OR BACK OF THIS CHECK.

ENDORSE HERE

ELKINS PARK ABSTRACT COMPANY
721 DRESHER ROAD
HORSHAM, PA 19044
215-830-1100
FAX: 215-830-8599
TELECOPY TRANSMITTAL SHEET

FAX NUMBER: 215-635-7212
TO: Dan McCaffery ESQ
FROM: Mike Higgins x203
DATE: 5/5/05
TIME: 2:15 PM
SUBJECT: Simon Garden - PGW

NUMBER OF PAGES INCLUDING COVER SHEET: 3

ADDITIONAL COMMENTS:

PGW - cancelled checks

per your request

CC: Phil Publey



Philadelphia Gas Works
Legal Department



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

Direct Dial (215) 684-6642
Facsimile (215) 684-6798

February 8, 2005

Daniel D. McCaffery, Esquire
Jaffe, Friedman, Schuman, Sciolla
Nemeroff & Applebaum, PC
7848 Old York Road, Suite 200
Elkins Park, PA 19027

40,300.00

**Re: PGW & PFMC vs. Fern Rock Garden Realty Co., LP. &
PGW & PFMC vs. Simon Garden Realty Co., L.P.**

Dear Dan:

Attached is a copy of a letter dated February 8, 2005, to the Prothonotary, together with a copy of the Order to mark the Fern Rock Garden case matter, settled and discontinued. When I receive a time-stamped copy, I will send it to you. Additionally, I will have the lien on the Fern Rock Garden property removed.

Also, enclosed is a fully executed copy of the Payment Agreement dated January 19, 2005, with regard to the Simon Garden case. This letter also confirms the receipt of the two payments for the month of January and February 2005. As stated in the Payment Agreement, upon payment of the March 15th payment in the amount of \$33,111.16, and keeping current on the monthly payments for gas service, I will also file an Order to mark this action settled and discontinued. Additionally, your client's obligation to pay late payment charges in the amount of \$48,968.74 will be waived, as set forth in the Payment Agreement, and recommended by Judge Cohen.

Once again, I thank you for cooperation in these two cases. Should you have any questions, please do not hesitate to call me.

Very truly yours,

Maryam Mahdavi

cc.: John Dunn, Collections