

# LAW OFFICES OF JONATHAN J. SOBEL

ATTORNEY AT LAW

Jonathan J. Sobel, Esquire

PENNSYLVANIA  
1420 WALNUT STREET  
SUITE 1420  
PHILADELPHIA, PA 19102  
TEL 215 735-7535  
FAX 215 735 7539

NEW JERSEY  
1103 LAUREL OAK ROAD  
SUITE 111  
VOORHEES, NJ 08043  
TEL 856 296 9070

C-2010-215 2059

December 23, 2009

James J. McNulty, Secretary  
**COMMONWEALTH OF PENNSYLVANIA**  
Pennsylvania Public Utility Commission  
P.O. Box 3265  
Harrisburg, PA 17105-3265

RECEIVED  
2009 DEC 28 AM 11:01  
PA PUBLIC  
SECRETARY'S BUREAU

**RE: Maria H. Joubert**  
**BCS No.: 2425570**  
**Utility: Philadelphia Gas Works**  
**Address: 3319 N. Palethorp Street, Philadelphia, PA**

Dear Mr. McNulty:

Please be advised that I have been retained to represent Ms. Joubert with reference to the above matter. I am in receipt of yours of November 19, 2009 and thank you for same.

In your letter, you indicate that your department never received a duly completed formal complaint from my client prior to the date said complaint was due. My client has informed me that she did, in fact, file a formal complaint with your office and spoke to someone in your office regarding same and they acknowledged receipt of the Complaint.

Accordingly, would you kindly peruse your records to locate where the formal complaint may have been misplaced. In the interim, I have importuned my client to prepare a "new" formal complaint which I will be filing next week absent word from you to the contrary.

**PAGE -2-**  
**December 23, 2009**  
**James J. McNulty, Secretary**

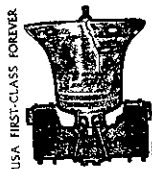
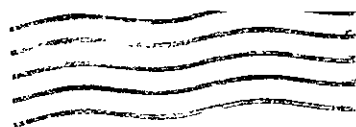
Should you have any questions, please do not hesitate to contact the undersigned.  
I thank you in advance for your time and attention in this matter.

Very truly yours,

JONATHAN J. SOBEL

JJS/cl

Jonathan J. Sobel, Esquire  
LAW OFFICES OF JONATHAN J. SOBEL  
1420 Walnut Street, Suite 1420  
Philadelphia, PA 19102



James J. McNulty, Secretary  
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Pennsylvania Public Utility Commission  
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COMMONWEALTH OF PENNSYLVANIA  
PENNSYLVANIA PUBLIC UTILITY COMMISSION  
P.O. BOX 3265, HARRISBURG, PA 17105-3265

IN REPLY PLEASE  
REFER TO OUR FILE

November 19, 2009

BCS 2425570

MARIA H. JOUBERT  
3319 N. PALETHORP STREET  
PHILADELPHIA PA 19140

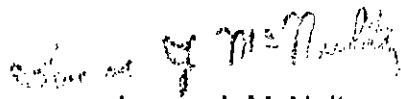
Dear Sir/Madam:

In response to your request to appeal the Decision of The Bureau of Consumer Services, we sent you a form to file a formal complaint with the Public Utility Commission. We gave you a date to return the completed form to us. We did not receive a formal complaint from you by that date. Therefore, the Decision of the Bureau of Consumer Services is now final. You must make payments to the utility company according to the terms of that Decision.

If you do not pay according to the Decision, the company has the right to terminate your utility service. Of course, the company must follow the Commission's rules and regulations before it terminates your service.

You still have the right to file a formal complaint with the Public utility Commission but that will not stop the termination of your service. You must pay according to the terms of the Bureau of Consumer Services' Decision until the Commission makes a decision on your formal complaint. If you do not pay, the company can terminate your service.

Sincerely,

  
James J. McNulty  
Secretary

nvl

cc: PHILADELPHIA GAS WORKS

**Request for Formal Complaint Forms  
(Notification of Intent to Appeal)**

*Timely*

**Notice to Customer:**

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

If you want to appeal, you must return this form within 20 days of 9/14/2009. The Commission will send you formal complaint forms if you return this form.

You must comply with this decision until the Public Utility Commission completes the formal complaint process. You must make all of the required payments or the utility company may shut off your service.

Sincerely,  
Pennsylvania Public Utility Commission

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

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

MARIA H JOUBERT  
3319 N. PALETHORP ST  
PHILADELPHIA PA 19140

(215) 410-8991  
(Area Code) Telephone Number  
BCS: 2425570  
Company: PHILADELPHIA GAS  
WORKS

*Maria H Joubert*  
Signature  
Date of Mailing: 9/14/2009

Mail this completed form to:

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

**RECEIVED**

OCT 5 2009

PA PUBLIC UTILITY COMMISSION  
SECRETARY'S BUREAU

PA P.U.C.  
SECRETARY'S BUREAU

2009 OCT - 5 AM 9:11

RECEIVED

RAMOS  
532 ROBBINS ST.  
PHILA, PA 19111

PHILADELPHIA PA 191

05 OCT 2009 PM 9 T



TO: SECRETARY

PENNSYLVANIA P. U. COM.

P O BOX 3265

HARRISBURG, PA

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17105-3265