

Janelle R. Avant
4619 Newhall St
Philadelphia, PA 19144
215-381-4817

May 17, 2010

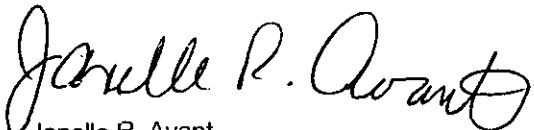
James McNulty, Secretary
Pennsylvania Public Utility Commission
Commonwealth Keystone Building
400 North Street, 2nd floor
Harrisburg, PA 17120

Re: Janelle R. Avant v. PGW, Docket No. F-2010-2171612

Response to Preliminary Objections and Motion to Strike Impertinent Matter

1. On July 14, 2009 I filed an informal complaint with the Public Utility Commission (PUC) regarding a shut-off notice received from Philadelphia Gas Works.
2. Lien was placed on my residence, 4619 Newhall St Philadelphia, PA 19144, on July 22, 2009.
3. For the period of June 15, 2007 through October 30, 2009 my account was paid in full. Payments were sometimes late, but no unpaid balance for that specified period remains.
4. The City of Philadelphia should not have filed a lien in the amount of \$747.15 because a PUC informal complaint was filed prior to lien being placed on residence regarding the specified amount above.
5. This is a pertinent matter, because it proves that PGW performed an illegal action by placing a lien on my residence after a complaint was made to the PUC. I can prove that PGW performed an illegal action. I respectfully ask the Motion to Strike be avoided because it is a pertinent matter.
6. I am able to prove all statements made are true, and have the documentation proving such.

Sincerely,



Janelle R. Avant
Owner
4619 Newhall St
Philadelphia, PA 19144

cc: Laureto Farinas, Esquire

RECEIVED

MAY 17 2010

PA PUBLIC UTILITY COMMISSION
SECRETARY'S BUREAU



PHILADELPHIA GAS WORKS
 800 W. MONTGOMERY AVENUE, PHILADELPHIA, PA 19122-0050

Notice Date: 07/08/09
 Account Number: 0348981266

Please include the payment coupon below with your payment in the enclosed envelope.

RECEIVED

MAY 17 2010

PA PUBLIC UTILITY COMMISSION
 SECRETARY'S BUREAU

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 PGW.

Account Number: 0348981266
 Notice Date: Jul 08, 2009
 Please Pay: \$1,070.15



Place "X" in box for address corrections. Print corrections on reverse side.

Amount Enclosed:

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1449 1 AT 0.357 **AUTO**SCH 3-DIGIT 191



JANELLE AVANT
 4619 NEWHALL ST
 PHILA, PA 19144



Philadelphia Gas Works
 P.O. Box 11700
 Newark, NJ 07101-4700

0003489812668007000001070157



10-DAY SHUT OFF NOTICE

Your Gas Service May be Shut Off !

Because your bill is past due, we will shut off the gas to 4619 NEWHALL ST on or after 8:00 AM on 07/20/09. This notice will remain effective for 60 days. To talk about your bill or this notice, please call our office at 215-235-1777.

We will not shut off the gas if you do ONE of the following:

- Arrange to pay your past due amount of \$1,070.15.
- Pay the amount you owe on your payment plan.
- Show us a paid receipt for the past due amount.
- Make a payment arrangement or you may be eligible for a special assistance program.
- Contact us to dispute the bill.

At a minimum, you may have to pay all of the following before we turn your service on:

Past Due Amount	\$1,070.15
Security Deposit	\$548.00
Turn On Charge	\$123.23
Total	\$1,741.38

(Plus \$372.00 if we must dig up the street to shut off the gas).

You are also responsible for all gas service provided to you that is now or has become past due.

MEDICAL EMERGENCY NOTICE

Let us know if someone living in your home is seriously ill or has a medical condition. **WE WILL NOT SHUT OFF YOUR SERVICE** provided you:

1. Have your licensed physician or nurse practitioner certify by phone or in writing that such an illness exists and that it may be aggravated if your service is shut off. Written certification is needed within 7 days; and
2. Make arrangements to pay this bill. You must provide us with household income and occupant information to determine your payment terms while protected under the medical certification.

IMPORTANT TO KNOW - BEFORE WE SHUT OFF YOUR GAS SERVICE

- If you have questions or need more information, please call us today at 215-235-1777. After you talk with us, if you are not satisfied, you may file a complaint with the Public Utility Commission (PUC). The PUC may delay the shutoff if you file the complaint before the shut-off date. To contact them call 1 (800) 692-7380 or write to: Pennsylvania Public Utility Commission, Box 3265, Harrisburg, PA 17105-3265.
- If you have a valid **Protection From Abuse** order from a court, there are additional protections available to you. **Call us immediately at 215-235-1777.** You will be required to provide us with a copy of the order.

- You may be eligible for a payment agreement or special assistance programs. Call 215-235-1777 right away to provide us with household income and occupant information. Documentation of your income may be required, such as pay stubs or tax documents.
- Call us if your landlord pays your utility bill. You have certain legal protections.
- If you have trouble understanding or speaking English call us for free interpretation.
- If your service is shut off, you may be required to pay any additional bills that have become past due to restore your service.
- All adult occupants of the premise whose names are on the mortgage, deed or lease are considered the 'customer' and are responsible for payment of the bill.
- If service is shut off ANY adult occupant who has been living at the premise may have to pay all or portions of this bill to have service restored.
- If your service is shut off, you must contact us after your payment has been made to be sure you have met all conditions to have the service turned back on and to arrange access to your premises. It may take up to seven days to have your service restored.

WINTER SHUT OFF PROVISIONS Dec. 1-March 31

- Contact us before the shut off date to give us household and occupant information to see if you qualify for any assistance programs.
- If you are low income there are special rules about whether we may shut off your gas in the winter. Add together the monthly income in your household. Look at the chart below to determine your group. You may need to provide us with proof of income.
- If your income is 150% of the federal poverty guidelines or below, we must first ask the PUC for permission to shut off your service. We will notify you prior to shutting off service if we ask the PUC for permission to terminate your gas service.
- If your income is above 150% but does not exceed 250% of the federal poverty guidelines, we will not shut off your service if one of these conditions apply to you:
 1. Someone in your household is 12 or younger or 65 or older; or
 2. You have paid at least one-half of your last two monthly gas bills; or
 3. If over the last two months you have paid at least 15% of your household income toward the gas bills.

Federal Poverty Guidelines (FPG) 2009		
Household Size including children	Your income is 150% of the FPG or below if your monthly gross is:	Your income is between 151%- 250% of the FPG if your monthly gross is:
1	\$1,354 or less	\$1,355 - \$2,256
2	\$1,821 or less	\$1,822 - \$3,035
3	\$2,289 or less	\$2,290 - \$3,815
4	\$2,756 or less	\$2,757 - \$4,594
For each additional person add	\$468	\$469 - \$779

- If we shut off your service during the winter months (between December 1 and March 31) we will restore your service within 24 hours of your meeting all requirements to have service reconnected. Where street digging is required, it may take up to 7 days.



PHILADELPHIA GAS WORKS
800 W. MONTGOMERY AVENUE, PHILADELPHIA, PA. 19122-0050

July 08, 2009

AVANT JANELLE
4619 NEWHALL STREET
PHILA , PA 19144

Re: 4619 NEWHALL STREET/ACCOUNT 0348981266
Delinquent Balance Due and Owing: \$1,082.15

Dear: AVANT JANELLE

We write to notify and warn you that the City of Philadelphia ("City"), for the City owned Philadelphia Gas Works ("PGW"), will be filing a municipal lien against your property, set forth above, in accordance with, among other laws: the Municipal Claim and Tax Lien Law (53 P.S. § 7101, et seq.); the Natural Gas Choice and Competition Act (66 Pa. C.S. § 2201, et seq.); and the Responsible Utility Customer Protection Act (66 Pa. C.S. § 1401, et seq.).

This municipal lien is based on the claim for the delinquent balance listed above for unpaid gas bills for the property, together with late charges.

Unless you pay the entire delinquent balance due and owing to PGW by 07/22/09, the City will file the lien. This payment may be made in cash at an authorized payment center or via mail with a cashier's check, certified check or money order made payable to "Philadelphia Gas Works". Payments should be mailed to the following address:

PGW
800 W. Montgomery Avenue, 3rd Floor
Philadelphia, Pa 19122
Attn: Liens and Judgments Section

You can also pay your outstanding balance through PGW's phone system at 215-235-1000, or online at www.pgworks.com.

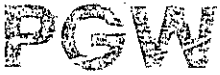
If you have any questions or concerns regarding the lien or the delinquent balance, you may contact PGW by calling 215-978-1053. However, this process may not delay, prevent or otherwise have an effect on the City's exercise of its statutory right of a lien.

Nothing in this letter shall be deemed a waiver, relinquishment, or election of any rights or remedies by the City or PGW, which expressly reserve all legal and equitable rights and remedies.

Very truly yours,

Customer Service Department
Philadelphia Gas Works





PHILADELPHIA GAS WORKS
800 W. MONTGOMERY AVENUE, PHILADELPHIA, PA 19122-0050

July 24, 2009



AVANT JANELLE
4619 NEWHALL STREET
PHILA , PA 19144

Re: 4619 NEWHALL STREET/ACCOUNT 0348981266
Delinquent Balance Due and Owing: \$747.15

Dear: AVANT JANELLE

PGW again requests that you pay your unpaid gas bills. As of the date of this letter, you owe PGW \$747.15 for gas service to 4619 NEWHALL STREET.

A gas lien(s) has been filed against 4619 NEWHALL STREET for your delinquent bills. If you want to have this lien(s) satisfied, you must pay PGW the amount liened. You can pay your PGW bill by cash, check, or credit card. Checks or money orders can be mailed to PGW at:

PGW
800 W. Montgomery Avenue, 3rd Floor
Philadelphia, Pa 19122
Attn: Liens and Judgments Section

You can also pay your PGW bill through PGW's phone system at 215-235-1000, or online at www.pgworks.com. The city will mark the lien satisfied upon payment in full of the related debt. Confirmation that a lien has been satisfied can be obtained for free on-line at <http://courts.phila.gov/>.

If you have any questions, you can contact PGW's Credit and Collections Department at 215-978-1053.

Very truly yours,

Customer Service Department
Philadelphia Gas Works





**PRIORITY
MAIL**

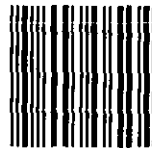
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