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November 23, 2011

Administrative Law Judge Eranda Vero  
Pennsylvania Public Utility Commission  
Suite 4063  
801 Market Street  
Philadelphia, PA 19107

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PA PUBLIC UTILITY COMMISSION  
SECRETARY'S BUREAU

**RE: Mary F. Kingcade v. Philadelphia Gas Works, C – 2009 – 2134662**

Dear Judge Vero:

This is in response to the Complainant's letter of November 21, 2011 in which she states that PGW did not comply with your order to provide on or before November 18, 2011, an explanation on how PGW took steps to prevent the failure to call Pennsylvania One Call from happening in the future.

At the hearing held October 19, 2011, the PGW witness testified that the PGW service person who failed to call Pennsylvania One Call was subject to disciplinary action. Your instruction at the conclusion of the further hearing was to submit an explanation of "...company-wide steps that were implemented to address that something like that doesn't happen in the future." (See October 19, 2011 Transcript p. 169, lines 20-25)

On November 18, 2011 in complete compliance with your instruction, PGW sent by FedEx to you and the Complainant a description of a change in PGW procedure regarding contacting the Pennsylvania One Call system for service terminations that is designed to prevent such a failure to call Pennsylvania One Call. Therefore, the Commission should deny the Complainant's request to charge PGW with "constructive contempt of court."

If you need additional information about this matter, please contact me at my direct-dial number above. Thank you.

Sincerely,

Laureto Fariñas

cc: Mary F. Kingcade  
Wendy Vacca  
Anne Marie Cromley  
Linda Pereira  
Stephen Lipski

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Public Utility Commission  
Philadelphia Office  
Administrative Law Judge