



PHILADELPHIA GAS WORKS

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November 18, 2011

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

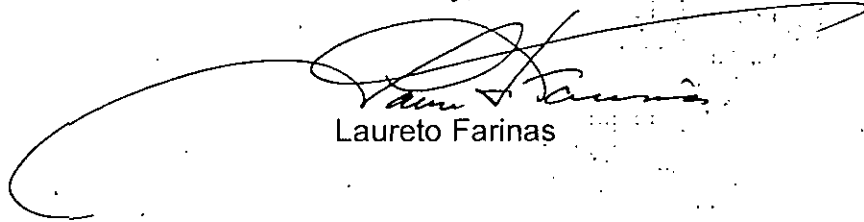
RE: Mary F. Kingcade v. Philadelphia Gas Works, C – 2009 – 2134662

Dear Judge Vero:

Pursuant to your instruction at the conclusion of the further hearing in the above captioned matter held on October 19, 2011, please find enclosed and original and two (2) copies of PGW Exhibit – 9, which explains a change in PGW procedure regarding contacting the Pennsylvania "One Call" system for service terminations.

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

Sincerely,



Laureto Farinas

cc: Service List
Wendy Vacca
Anne Marie Cromley
Linda Pereira

RECEIVED

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Public Utility Commission
Philadelphia Office
Administrative Law Judge

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PA PUC
SECRETARY'S BUREAU

PGW Procedural Change with Regard to the Pennsylvania "One Call" System

At PGW, the listing of service termination for nonpayment work orders is identified one week prior to the orders being dispatched to the field.

A clerk in the Distribution Department is assigned to make the "One Call" during the week prior to dispatching the orders to the field rather than the foreman making the call on the day of the dig. This change in procedure will allow proper notification through the "One Call" System.

As it is necessary to call the Pa One Call System prior to excavating, the foreman (who will oversee the termination of service) must call the "One Call" clerk with the necessary information pertaining to each job site. That clerk in turn calls the Pa "One Call" System with the information. The clerk receives a confirmation ticket number, responds to the ticket, and then places the ticket number in the "One Call" activity field within the PGW tracking system (AIMS) on the work order for that foreman's assigned termination job.

Out of hours, the foreman must call the dispatchers with all the necessary information. In turn, the dispatchers will call the "One Call" system with the information. The dispatcher receives a confirmation ticket number, responds to the ticket, and informs the foreman that the "One Call" was placed. The dispatcher records the ticket number, the job location, and foreman's name in the Out of Hours Pa "One Call" log sheet.

For continuous education on this procedure, the Distribution Department sends a memo periodically via a blast message through the AIMS system reminding the foremen and all Distribution Personnel of PGW's responsibility to call "One Call" and to call in a "One Call" ticket prior to excavating.

Mary F. Kingcade v. Philadelphia Gas Works, C-2009-2134662

This Exhibit was prepared by John Jolly, Manager, Distribution Department – PGW

CERTIFICATE OF SERVICE

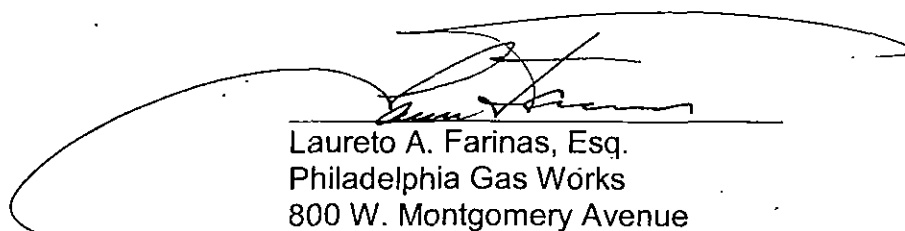
I HEREBY CERTIFY THAT I HAVE THIS DAY SERVED A TRUE COPY OF THE FOREGOING DOCUMENT UPON THE PARTICIPANTS LISTED BELOW, IN ACCORDANCE WITH THE REQUIREMENTS OF 52 PA CODE §1.54 (RELATING TO SERVICE BY A PARTICIPANT).

Service List:

For Complainant:

MS. MARY KINGCADE
5538 WARRINGTON AVENUE
PHILADELPHIA, PA 19143

November 18, 2011



Laureto A. Farinas, Esq.
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