

CAPTION SHEET

CASE MANAGEMENT SYSTEM

1. REPORT DATE: 00/00/00	:	
2. BUREAU: ALJ	:	
3. SECTION(S):	:	4. PUBLIC MEETING DATE:
5. APPROVED BY:	:	00/00/00
DIRECTOR:	:	
SUPERVISOR:	:	
6. PERSON IN CHARGE:	:	7. DATE FILED: 10/17/05
8. DOCKET NO: C-20055437	:	9. EFFECTIVE DATE: 00/00/00

PARTY/COMPLAINANT: PITTS, EBONIE

RESPONDENT/APPLICANT: PHILADELPHIA GAS WORKS

COMP/APP COUNTY: UTILITY CODE: 125042

ALLEGATION OR SUBJECT

COMPLAINANT STATES WHEN HE MOVED INTO HER APARTMENT, THE HEATING WAS NOT WORKING. THE LANDLORD FIXED THE HEAT IN MARCH. IN JUNE, THE COMPANY CAME OUT TO CHANGE THE METER SO IT COULD BE READ FROM THE STREET. THE GAS WAS SHUT OFF IN ORDER TO CHANGE THE METER. COMPLAINANT'S GAS WAS NEVER TURNED BACK ON BECAUSE THE BILL WAS IN THE LANDLORDS NAME AND THE LANDLORD HAD OUTSTANDING CHARGES. COMPLAINANT WENT TO THE COMPANY AND HAD THE SERVICE PUT IN HER NAME BUT WAS UNABLE TO GET AN AMOUNT THAT SHE WOULD BE PAYING. WHEN HER FIRST BILL CAME, IT WAS \$2,800.00. SHE CONTACTED THE COMPANY AND WAS TOLD THE BUILDING WAS RUNNING ON ONE METER. COMPLAINANT THEN CONTACTED THE PUC AND EXPLAINED HER SITUATION. SHE WAS THEN TOLD THAT SHE WAS THE ONLY ONE LIVING IN THE BUILDING. COMPLAINANT STATES THE LANDLORDS SON LIVED NEXT DOOR TO HER. SHE WANTS THE PUC TO CLEAR HER NAME AND CREDIT BECAUSE SHE DOESN'T FEEL SHE SHOULD BE HELD RESPONSIBLE FOR THE ENTIRE BUILDING.

DOCUMENT  
FOLDER

DOCKETED

OCT 17 2005

PENNSYLVANIA PUBLIC UTILITY COMMISSION

Formal Complaint Form

RECEIVED

Please print or type.

C-20055437

125042

OCT 17 2005

1. CUSTOMER NAME (COMPLAINANT)

PENNSYLVANIA PUBLIC UTILITY COMMISSION

Your name, mailing address, county, telephone number, utility account number and service address:

Name Ebunie Pitts

Street/P.O. Box 4368 n 43rd Str. Apt # 1

City Pennsauken State NJ Zip 08109

County Camden

Area Code/HOME Phone 856-910-1612

Area Code/WORK Phone 215-553-4030

Utility Account Number 024118919  
(from your bill)

ORIGINAL

If your complaint involves utility service provided to a different address than your mailing address, please list this information below.

Name Ebunie Pitts

Street/P.O. Box 108 E bringhurst Str.

City Philadelphia State Pa Zip 19144

2. UTILITY NAME (RESPONDENT)

Name of utility company your complaint concerns: Phildelphia Gas Works  
(PGW)

3. TYPE OF UTILITY (check one)

ELECTRIC

STEAM HEAT

GAS

WASTE WATER

WATER

MOTOR CARRIER  
(taxi, moving company, limousine)

TELEPHONE  
(local, long distance)

6

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 are 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.

5. **RELIEF**

What do you want the Public Utility Commission to do about your complaint? Use additional paper if you need more space.

I attach a copy of my complaint

WHEN I FIRST MOVED IN THE APARTMENT THE HEATING WAS NOT WORKING. I WAS TOLD BY THE LANDLORD(EDDIE JACKSON TO LEAVE THE GAS IN HIS NAME & USE THE STOVE TO HEAT THE APARTMENT UNTIL HE FIXED THE HEATING PROBLEM . HE CAME AND FIXED IT IN MARCH . IN JUNE PGW CAME OUT TO CHANGE THE METER SO THEY WOULD BE ABLE TO READ IT FROM THE STREET . MEANWHILE THEY HAD TO TURN THE GAS OFF UNTIL THEY WERE DONE. WITH EDDIE JACKSON OUTSTANDING PAST DUE AMOUNT THEY WOULD NOT TURN THE GAS BACK ON IN HIS NAME . SO I HAD TO GET THE GAS CUT IN MY OWN NAME. I WENT TO THE PGW ON ERIE AVENUE AND GOT IT CUT ON THERE. THE MAN THAT WORK WITH ME NAME WAS DAVID . HE TOLD ME THAT HE WOULDN'T BE UNABLE TO TELL ME WHAT MY BILL WAS BECAUSE HE SAID FOR YEARS THEY ALWAYS HAD PROBLEMS READING THE METERS IN THAT BUILDING SO HE JUST TOLD ME TO WAIT UNTIL MY FIRST BILL CAME IN . WHEN THE BILL CAME IN IT WAS 2,800.00. I IMMEDIATELY CALLED THE GAS COMPANY AND WAS TOLD THAT THE BUILDING WAS RUNNING ON ONE METER . . SO I CALLED THE UTILITY COMMISSION'S OFFICE AND EXPLAIN MY SITUATION TO THE LADY ON THE PHONE AND SHE TOLD ME THAT I WAS THE ONLY PERSON IN THE BULIDING . THERE WAS NOBODY LIVING NEXT DOOR TO ME WHEN I KNOW FOR A FACT THAT THE LANDLORDS SON LIVED THERE. SHE TOLD ME I NEEDED PROOF THAT THE LANDLORDS SON LIVED THERE BECAUSE NOTH ING ABOUT HIM CAME UP IN HER SYSTEM. THE LAUNDRYMAT WAS ALSO ON MY BILL.

WHAT I NEED FOR YOU TO DO IS CLEAR MY NAME AND CREDIT BECAUSE I DON'T FEEL THAT I SHOULD HAVE TO BE RESPONSIBLE FOR THE WHOLE BUILDING . ESPEACIALLY SINCE THIS HAS BEEN GOING ON FOR YEARS. HE SOLD THE BUILDING TO SOMEONE ELSE . I WAS NEVER HOME TO HAVE RAN MY BILL UP THAT HIGH . . SO YOU HAVE TO GET IN TOUCH WITH EDDIE JACKSON. I LAST REMEMBER HIS CONTACT NUMBER BEING 215-888-0812. HE LIVED ON TOP OF HAPPY'S BAR ON GERMANTOWN AVE . SO SEND THAT HIGH BILL TO HIM TO PAY .

THANK YOU  
MS . EBONIE PITTS

6. PROTECTION FROM ABUSE

Answer the following question if your complaint is against a natural gas distribution company, an electric distribution company or a water company AND your complaint is about a billing problem, an application for service problem, a termination of service problem or a request for a payment agreement.

Has a court granted a "Protection from Abuse" order for your personal safety?

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. 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: Ebonye Pitts, 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).

Ebonye Pitts 10-03-04  
(Signature) (Date)

**9. LEGAL REPRESENTATION (IF ANY)**

If you are represented by a lawyer in this matter you must provide your lawyer's name, address and telephone number.

Lawyer's Name \_\_\_\_\_

Street \_\_\_\_\_

City \_\_\_\_\_ State \_\_\_\_\_ Zip \_\_\_\_\_

Area Code/Phone Number \_\_\_\_\_

**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	Secretary Pennsylvania Public Utility Commission 400 North Street Commonwealth Keystone Building, 2 <sup>nd</sup> Floor Harrisburg, Pennsylvania 17120
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**Facsimiles and/or electronic filings of the complaint form 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.**

APARTMENT LEASE--PLAIN LANGUAGE

This lease is made on this 12 day of 8-2004

BETWEEN the Tenant(s):

EBONIE PITTS

AND the Landlord: OSMAN SEMEN

The Tenant agrees to rent from the Landlord, and the Landlord agrees to lease to the Tenant, an apartment under the conditions described below:

APARTMENT # 1 GARAGE # --- STORAGE BIN # ---

ADDRESS: 4368 43<sup>rd</sup> St. Pennsauken NJ

TERM OF LEASE one year BEGINNING ON Sept. 1-2004 ENDING ON Aug 30-2005

TERM RENT \$ 700.00 MONTHLY INSTALLMENT \$ ---

SECURITY DEPOSIT AMOUNT \$ 700.00

NAME AND ADDRESS OF BANK WHERE SECURITY IS DEPOSITED:

PLACE TO PRESENT RENT TO:

Commerce Bank of NJ

TABLE OF CONTENTS

COVENANT NO.	DESCRIPTION
1.	PAYMENT OF RENT
2.	SECURITY DEPOSIT
3.	RESPONSIBILITY FOR UTILITIES
4.	TENANT RESPONSIBILITIES
5.	NUMBER OF OCCUPANTS ALLOWED IN APARTMENT
6.	NO ASSIGNMENT OR SUBLEASING BY TENANT
7.	POSSESSION BY TENANT
8.	REPAIRS BY LANDLORD
9.	RIGHT OF LANDLORD TO ENTER APARTMENT
10.	DEFAULT BY TENANT
11.	SUBORDINATION OF LEASE
12.	SEVERABILITY OF COVENANTS
13.	RENEWAL NOTICE
14.	NO LIABILITY OF LANDLORD
15.	ADDITIONAL FEES AND EXPENSES
16.	ADDITIONAL RENT
17.	DISCLOSURES
18.	FEDERAL CRIME INSURANCE

**NOTIFICATION OF INTENT TO APPEAL**  
(Request For Formal Complaint Forms)

Notice to Customer:

If you sign and return this form you are notifying the Public Utility Commission that you intend to appeal this informal complaint decision. Do not return this form unless you want to appeal this decision.

If you want to appeal this decision, you must return this Notification of Intent to Appeal form within twenty days of this date: **April 28, 2005**. The Commission will send you formal complaint forms.

You must comply with the terms of 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 pursue the termination of your service.

Thank You.  
Pennsylvania Public Utility Commission

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

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

EBONIE PITTS  
108 E BRINGHURST ST  
PHILADELPHIA PA 19144-2317

856-910-1612  
(Area Code) Telephone Number

Ebonie Pitts  
Signature

Mail this completed form to:

SECRETARY  
PENNSYLVANIA PUBLIC UTILITY COMMISSION  
P. O. BOX 3265  
HARRISBURG, PA 17105-3265

FOR OFFICE USE ONLY

BCS Number: 1610399

Date of mailing: April 28, 2005

Company: PHILADELPHIA GAS WORKS

COMMONWEALTH OF PENNSYLVANIA  
PENNSYLVANIA PUBLIC UTILITY COMMISSION  
P O BOX 3265, HARRISBURG PA 17105-3265

DATE SERVED: October 17, 2005

DOCUMENT  
FOLDER

C-20055437

LAURETO FARINAS ESQUIRE  
PHILADELPHIA GAS WORKS  
800 W MONTGOMERY AVE  
PHILADELPHIA PA 19122-2898

Dear Sir/Madam:

A complaint has been filed against you before the Pennsylvania Public Utility Commission by EBONIE PITTS. To defend yourself against the claims stated in the following pages, you must act within twenty (20) days by filing in writing with the Commission, either personally or through your attorney, your defenses or objections to the claims stated against you. Or, you may satisfy the complaint by settling the matter with the Complainant and submitting proof of settlement to the Commission within twenty (20) days.

IF YOU FAIL TO RESPOND WITHIN TWENTY (20) DAYS, THE CASE MAY GO FORWARD IN YOUR ABSENCE AND A JUDGEMENT MAY BE ENTERED AGAINST YOU BY THE COMMISSION WITHOUT FURTHER NOTICE.

**CUSTOMER OF A UTILITY**

A payment schedule may be prescribed or a termination of utility services may be authorized. You may lose money or property or other rights important to you.

**COMPANY/UTILITY**

An Administrative Law Judge may revoke or suspend any certificate or permit held by you, or impose a fine, or any other appropriate penalty or remedy authorized by the Public Utility Code. You may lose money or property or other rights important to you.

October 17, 2005

Detailed instructions on how to proceed are contained in the attached pages. You are advised to read them carefully.

Unless you are a corporation or other organization, you may proceed without a lawyer. However, if you want a lawyer and do not have one or cannot afford one, the office listed below can tell you where you can get legal help:

Pennsylvania Lawyer Referral Service  
Pennsylvania Bar Association  
P.O. Box 186  
Harrisburg, PA 17108  
(800) 692-7375

Very truly yours,

James J. McNulty  
Secretary

ANE

BEFORE THE PENNSYLVANIA PUBLIC UTILITY COMMISSION

DATE SERVED: October 17, 2005

**EBONIE PITTS**  
Complainant

**DOCKETED**  
OCT 17 2005

VS.

**PHILADELPHIA GAS WORKS**  
Respondent

Complaint Docket  
No: C-20055437

**DOCUMENT  
FOLDER**

**FORMAL COMPLAINT NOTICE TO RESPONDENT TO ANSWER OR SATISFY**

**TO: PHILADELPHIA GAS WORKS**

**TAKE NOTICE:**

That a complaint in the above entitled matter, of which the attached is a true and correct copy, has been presented and filed of record with the Pennsylvania Public Utility Commission. Section 702 of the Public Utility Code, 66 Pa. C.S. Section 702, requires the Commission to serve on each party named in a complaint a copy of the complaint and notice calling upon each party to satisfy the complaint, or to answer the same in writing within a specified time; THEREFORE,

1. You have twenty (20) days from the date on which this complaint is served to either satisfy this complaint or to file with the **Secretary of the Pennsylvania Public Utility Commission, P. O. Box 3265, Harrisburg, PA 17105-3265**, an answer (original and three copies), in writing, under oath, which, as required by Section 5.61 of the Commission's Rules of Practice and Procedure, 52 Pa. Code Section 5.61, either affirms or specifically denies the allegations in this complaint. You must also serve a copy of the answer upon the complainant. The date of service is the mailing date as indicated by the date at the top of this Notice. Section 1.56(a) of the Commission's Rules of Practice and Procedure, 52 Pa. Code Section 1.56(a).

2. If you fail to either satisfy this complaint or to file answer or other responsive pleading within twenty (20) days, you will be deemed to have admitted all the allegations in this complaint in accordance with Section 5.61 of the Commission's Rules of Administrative Practice and Procedure, 52 Pa. Code Section 5.61. In that event, the Commission may, without hearing, enter an order which either revokes or suspends any certificate or permit held by you or which imposes a fine or any other appropriate penalty or remedy authorized by the Public Utility Code, 66 Pa. C.S. Section 101, et seq.; and, if you are a customer of a utility, an order may be entered which prescribes a payment schedule or which authorizes termination of utility services. The Commission is not limited to the relief sought by the complainant in paragraph 4 of the attached complaint.

3. If you elect to satisfy this complaint you must file, within twenty (20) days from the date on which this complaint is served, affidavits executed by each complainant that this complaint has been satisfied. Such affidavits must describe the basis on which this complaint was satisfied; any settlement agreement between the parties must be reduced to writing and attached to the affidavit. Such affidavits are to be filed with the Secretary of the Commission at the address set forth in paragraph 1. Upon receipt of affidavits of satisfaction from all complainants, this complaint may be dismissed by the Commission in accordance with Section 703(a) of the Public Utility Code, 66 Pa. C.S. Section 703(a), unless the Commission determines that such dismissal would be contrary to the public interest, in which event the Commission may direct that hearings be held upon the complaint.

4. If you file an answer which admits the allegations in this complaint, or which fails to specifically deny the allegations in this complaint, the Commission may, without hearing, enter an order which either revokes or suspends any certificate held by you or which imposes a fine or any other appropriate penalty or remedy authorized by the Public Utility Code, 66 Pa. C. S. Section 101, et seq.; and, if you are a customer of a utility, an order may be entered which prescribes a payment schedule or which authorizes termination of utility services. The Commission is not limited to the relief sought by the complainant in paragraph 4 of the attached complaint.

5. If you file a timely answer which specifically denies the allegations in this complaint, or which raises material questions of law or fact, this matter shall be referred to the Office of Administrative Law Judge for hearing and decision. If, after hearing on the issues raised by that answer, you are found to have committed any of the violations alleged in the complaint, the Administrative Law Judge may render a decision which either revokes or suspends any certificate or permit held by you or which imposes a fine or any other appropriate penalty or remedy authorized by the Public Utility Code, 66 Pa. C. S. Section 101, et seq.; and, if you are a customer of a utility, an order may be entered which prescribes a payment schedule or which authorizes termination of utility services. In the imposition of a penalty after a hearing the Administrative Law Judge is not bound by the relief sought by the complainant in paragraph 4 of the attached complaint.

James J. McNulty  
Secretary

(SEAL)

Certified Mail  
Return Receipt Requested

2. Article Number



7160 3901 9843 0833 4771

3. Service Type **CERTIFIED MAIL**

4. Restricted Delivery? (Extra Fee)  Yes

1. Article Addressed to:

Philadelphia Gas Works

C-20055437

**COMPLETE THIS SECTION ON DELIVERY**

A. Received by (Please Print Clearly)

B. Date of Delivery

C. Signature

X *Jim O'Hane*

Agent  
 Addressee

D. Is delivery address different from item 1?  
If YES, enter delivery address below:

Yes  
 No

