



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

IN REPLY PLEASE  
REFER TO OUR FILE

ISSUED: June 26, 2006

F-01761817

CARLOS PEREZ  
8901 LEWIN PLACE  
PHILADELPHIA PA 19136-1014

Carlos Perez  
v.  
Philadelphia Gas Works

DOCUMENT  
FOLDER

TO WHOM IT MAY CONCERN:

Enclosed is a copy of the Initial Decision of Administrative Law Judge Mark A. Hoyer. This decision is being issued and mailed to all parties on the above specified date.

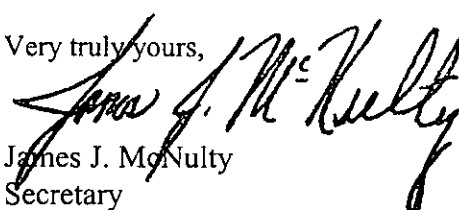
If you do not agree with any part of this decision, you may send written comments (called Exceptions) to the Commission. Specifically, an original and nine (9) copies of your signed exceptions MUST BE FILED WITH THE SECRETARY OF THE COMMISSION 2<sup>ND</sup> FLOOR, KEYSTONE BUILDING, 400 NORTH STREET, HARRISBURG, PA OR MAILED TO P.O. BOX 3265, HARRISBURG, PA 17105-3265, within **twenty (20) days** of the issuance date of this letter. The signed exceptions will be deemed filed on the date actually received by the Secretary of the Commission or on the date deposited in the mail as shown on U.S. Postal Service Form 3817 certificate of mailing attached to the cover of the original document (52 Pa. Code §1.11(a)) or on the date deposited with an overnight express package delivery service (52 Pa. Code 1.11(a)(2), (b)). If your exceptions are sent by mail, please use the address shown at the top of this letter. A copy of your exceptions must also be served on each party of record. 52 Pa. Code §1.56(b) cannot be used to extend the prescribed period for the filing of exceptions/reply exceptions. A certificate of service shall be attached to the filed exceptions.

If you receive exceptions from other parties, you may submit written replies to those exceptions in the manner described above within **ten (10) days** of the date that the exceptions are due.

Exceptions and reply exceptions shall obey 52 Pa. Code 5.533 and 5.535 particularly the 40-page limit for exceptions and the 25-page limit for replies to exceptions. Exceptions should clearly be labeled as "EXCEPTIONS OF (name of party) - (protestant, complainant, staff, etc.)".

If no exceptions are received within **twenty (20) days**, the decision of the Administrative Law Judge may become final without further Commission action. You will receive written notification if this occurs.

Very truly yours,

  
James J. McNulty  
Secretary

Encls.  
Certified Mail  
Receipt Requested  
MH

GREGORY J STUNDER ESQUIRE  
PHILADELPHIA GAS WORKS  
800 WEST MONTGOMERY AVENUE  
PHILADELPHIA PA 19122

**SERVICE LIST: F-01761817**

Carlos Perez  
8901 Lewin Place  
Philadelphia, PA 19136-1014

Gregory J. Stunder, Esquire  
Philadelphia Gas Works  
800 West Montgomery Avenue  
Philadelphia, PA 19122

*IR 20/10*

JUN 23 2006

**BEFORE THE  
PENNSYLVANIA PUBLIC UTILITY COMMISSION**

Carlos Perez

v.

Philadelphia Gas Works

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F-01761817

**DOCUMENT  
FOLDER**

**INITIAL DECISION**

Before  
Mark A. Hoyer  
Administrative Law Judge

**DOCKETED**  
JUN 27 2006

**HISTORY OF THE PROCEEDING**

On January 13, 2006, Carlos Perez (“Complainant”) filed a formal complaint with the Pennsylvania Public Utility Commission (“Commission”) against Philadelphia Gas Works (“Respondent” or “PGW”) claiming that he is not responsible or liable for payment of the gas bill for previously unbilled service at 1601 Worrell Street, Philadelphia, Pennsylvania. This complaint is a timely appeal of the decision on Complainant’s informal complaint rendered by the Commission’s Bureau of Consumer Services (“BCS”).

On February 2, 2006, PGW filed an answer to the complaint requesting that the Commission find against the Complainant and affirm the BCS decision. PGW asserts that Complainant’s gas bill is accurate and requested an interim order directing payment by Complainant and authorizing PGW to terminate service if Complainant fails to comply with the order. On February 6, 2006, an Interim Payment Order was issued reminding Complainant of his obligation to make regular monthly payments toward his PGW bills while awaiting a hearing on the complaint.

The initial hearing was held by telephone from Pittsburgh on Tuesday, April 18, 2006. Complainant appeared *pro se* and testified on his own behalf. He did not present any additional witnesses or evidence. Gregory J. Stunder, Esquire, represented PGW at the hearing. PGW presented the testimony of Jennifer Raksnis. The resulting hearing record consists of a transcript containing sixty-one pages and three exhibits offered by PGW. No briefs were filed. The record closed on April 18, 2006.

### FINDINGS OF FACT

1. Complainant resides at 8901 Lewin Place, Philadelphia, PA 19136 (Tr. 8).
2. Complainant receives gas utility service from PGW at 8901 Lewin Place, Philadelphia, PA 19136 (Tr. 8).
3. Complainant previously resided at 1601 Worrell Street, Philadelphia, PA 19124 (hereinafter referred to as “the Worrell Street property”). He leased the residential portion of the property (Tr. 7-8, 10).
4. The Worrell Street property consists of a one-room, commercial office in the basement and a residence. There are two gas meters on the Worrell Street property, one for the commercial office and the other for the residence (Tr. 10, 14-16).
5. The commercial office is not heated with gas (Tr. 26-27).
6. The residence consists of a portion of the basement, a first floor and a three-bedroom second floor. The residence is heated with gas, has a gas stove and a gas hot water heater (Tr. 14-18).

7. On December 22, 2000, the previous tenant of the residential portion of the Worrell Street property telephoned PGW and requested that residential gas service to the property be turned off (Tr. 40).

8. PGW removed the previous tenant's name from the account for the Worrell Street property but did not shut off gas utility service to the residential portion of the property or add a new name to the account (Tr. 40, 44).

9. On March 6, 2001, Complainant telephoned PGW and requested gas utility service for the residential portion of the Worrell Street property (Tr. 7).

10. In response to Complainant's request for residential service, PGW listed Complainant as the ratepayer of record for the office portion of the Worrell Street property and not for the residential portion of the property (Tr. 7).

11. Complainant received gas utility service provided by PGW at the Worrell Street property-residence from March 6, 2001 until April 30, 2004 (Tr. 7, 26).

12. The gas meter for the residential portion of the Worrell Street property registered use and remote meter readings were obtained by PGW while Complainant resided there and used gas (Tr. 34, 38, 48).

13. Complainant paid the gas bills for the office meter at the Worrell Street property while he resided in the residential portion of the property (Tr. 7-8, 10, 27).

14. PGW did not discover that Complainant was paying for the office metered use at the Worrell Street property instead of the residential metered use until after Complainant moved out of the property and into his current residence (Tr. 8-9, 40-41).

15. On August 8, 2004, PGW cancelled the bills for the office meter at the Worrell Street property and credited Complainant's account with the total amount paid for the

office metered usage. That same day PGW re-billed Complainant for the residential metered use at the Worrell Street property from March 1, 2001 through April 14, 2004. (Tr. 27-29; Exhibit 1).

16. On December 14, 2005, the BCS issued a decision at case number 1761817 concluding that the bills for residential gas use at the Worrell Street property were correct and that Complainant was responsible for the previously unbilled amount. The BCS decided that, beginning January 30, 2006, Complainant must pay \$186.00 per month pursuant to a payment plan. This amount includes Complainant's regular budget bill of \$96.00 plus \$90.00 per month to be applied toward the remaining unpaid balance (Tr. 31-33; Exhibit 2).

17. Complainant timely appealed the BCS decision and filed a formal complaint on January 13, 2006.

18. As of the date of the hearing, April 18, 2006, Complainant owed a balance in the amount of \$3,342.43 (Tr. 31; Exhibit 1).

### DISCUSSION

On June 22, 1999, the Natural Gas Choice and Competition Act (the Act) was enacted to provide a competitive and non-discriminatory market for natural gas supply services within the Commonwealth. 66 Pa. C.S. §§2201-2212. Pursuant to the Act, the Commission assumed jurisdiction over the natural gas services provided by the Philadelphia Gas Works (PGW) within the City of Philadelphia. *Id.* §2212.

The Act required PGW to convert its accounting, billing, collection, and other systems and procedures to comply with the requirements applicable to jurisdictional gas companies and the applicable rules, regulations, and orders of the Commission. 66 Pa. C.S. 2212(h)(1). Of significant importance here, the Commission did not apply the requirements of Chapter 56 of the regulations (*See* 52 Pa. Code 56.1 *et seq.*) to PGW until March 31, 2003, the effective date of the restructuring Opinion and Order at docket number M-00021612.

It must be noted at the outset of this discussion that the issues presented by this case span the time period from December 22, 2000 through August 8, 2004. The majority of the gas used at the Worrell Street residence by Complainant occurred prior to March 31, 2003, the date Chapter 56 regulations were first applied to PGW. Complainant resided there and used gas utility service provided by PGW from March 6, 2001 through April 30, 2004.

#### Previously Unbilled Service

Complainant timely appealed a decision of the BCS which, *inter alia*, established a payment agreement. Complainant did not seek a new or modified payment agreement in his formal complaint or during the administrative hearing. Complainant did not question the accuracy of his gas utility bill, including the portion of the bill for previously unbilled utility service provided at the Worrell Street property. He also did not allege an inability to pay.

Complainant's assertion here is that the sum PGW seeks to collect from him for residential gas service provided at the Worrell Street property remains an outstanding balance solely because of errors and negligence on the part of PGW. Complainant claims he should not be liable or responsible for this sum because PGW's errors and negligence caused the unpaid sum to accrue, unbeknownst to him, for a period of several years.<sup>1</sup>

Complainant testified credibly at the hearing. He telephoned PGW on March 6, 2001 and requested gas utility service for the residential portion of 1601 Worrell Street. While residing there, he paid the gas bill that was sent to him each month by PGW. PGW assigned Complainant's account to the incorrect meter at 1601 Worrell Street. Consequently, he was sent the bill for the commercial office meter instead of the bill for the residential meter on the property.

Complainant did not question the amount of the bills he was paying each month because he had no frame of reference as a gas utility ratepayer. The Worrell Street residence was

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<sup>1</sup> Complainant received gas utility service from PGW from March 6, 2001 through April 30, 2004 (Tr. 7, 26).

the first property leased by Complainant after he completed his military service. Prior to his military service, he resided with his parents. Complainant did not pay for gas utility service in the military. He resided in a barracks. While residing with his parents, Complainant was not responsible for paying the gas bill.

Counsel for PGW asserted that Complainant knew or should have known that he was being billed for the commercial office, a non-heat account, instead of for the residence because of the low amounts Complainant was billed each month. The undersigned disagrees with this assertion. Complainant lacked experience as a gas utility ratepayer. While Complainant resided at the Worrell Street property, he believed he was paying the full and correct amount due for gas utility service to the residence each month.

Complainant objects to now being required to pay the make-up bill issued to him by PGW in August of 2004. As understandable as his position might be, the law requires him to pay the amount of the make-up bill. In West Penn Power Company v. Nationwide Mutual Insurance Company, 228 A.2d 218 (Pa. Super 1967), the Pennsylvania Superior Court held that a customer was required to pay an electric bill for previously unbilled electric service, even though the customer had paid the erroneous bills. The Court noted that the only issue is whether the customer had paid in full for the service received. As the Court stated, if the meter showed that the customer had consumed the amount of electricity for which it was now billed, the utility had a clear right to receive payment of the disputed bill.

In Duffy v. Western Pennsylvania Water Company, 51 PA PUC 703 (1978), the water company was unable to obtain an actual reading of the customer's meter for a period of two years and the customer's bills were based on estimated readings. When an actual meter reading was obtained, an adjusted bill was issued to the customer for previously underbilled water usage. The Commission held that the customer was responsible to pay for the previously unbilled service, but permitted the customer to pay the amount of the adjusted bill over a period of 24 months, the period during which the underbilling occurred. *See, also, Sealy Mattress Manufacturing Co., Inc. v. Brookville Telephone Co. and Bell Telephone Company of PA*, Docket No. C-860651, entered April 1, 1987. Thus, whether from inadvertence or error on the

part of the utility, if the customer has used the service for which it has now been billed, and for which it had not previously been billed, then the customer must pay the amount of the disputed bill.

As the party seeking affirmative relief from the Commission, Complainant bears the burden of proof. 66 Pa. C.S. §332(a). To establish a sufficient case and satisfy the burden of proof, complainant must show that the respondent public utility is responsible or accountable for the problem described in the complaint. Patterson v. Bell Telephone Company of Pennsylvania, 72 Pa. PUC 196 (1990), Feinstein v. Philadelphia Suburban Water Company, 50 Pa. PUC 300 (1976). Such a showing must be by a preponderance of the evidence. Samuel J. Lansberry, Inc. v. Pa. P.U.C., 134 Pa. Cmwlth. 218, 578 A.2d 600 (1990). That is, by presenting evidence more convincing, by even the smallest amount, than that presented by the other party. Se-Ling Hosiery v. Margulies, 364 Pa. 45, 70 A.2d 854 (1950). Additionally, any finding of fact necessary to support the Commission's adjudication must be based upon substantial evidence. Mill v. Pa. P.U.C., 67 Pa. Cmwlth. 597, 447 A.2d 1100 (1982). More is required than a mere trace of evidence or a suspicion of the existence of a fact sought to be established. Norfolk and Western Ry. v. Pa. P.U.C., 489 Pa. 109, 413 A.2d 1037 (1980).

Complainant herein has failed to prove that he is not responsible for the residential gas use at the Worrell Street property from March 6, 2001 through April 30, 2004. Complainant readily admitted that he resided at the Worrell Street property and used gas while residing there. PGW obtained remote meter readings of the gas use in the residential portion of the Worrell Street property while Complainant resided there. Complainant offered no evidence to refute PGW's recorded usage evidence for the residential portion of the Worrell Street property. Complainant has failed to present a prima facie case. His complaint is, therefore, dismissed. He used the gas and must pay for what he used.

The payment arrangement established by the BCS permits Complainant to pay the accrued account balance over a period of 44 months. Complainant used gas at the Worrell Street property for a period of only 38 months. Therefore, the BCS payment arrangement permits a longer repayment period than the period for which the previously unbilled gas was used.

Section 56.14 of the Commission's regulations, which pertains to make-up bills, provides:

When a utility renders a make-up bill for previously unbilled utility service resulting from utility billing error, meter failure, leakage that could not reasonably have been detected or loss of service, or four or more consecutive estimated bills and the make-up bill exceeds the otherwise normal estimated bill by at least 50% and at least \$50:

(1) The utility shall review the bill with the ratepayer and make a reasonable attempt to enter into a payment agreement.

(2) The period of the payment agreement may, at the option of the ratepayer, extend at least as long as:

(i) The period during which the excess amount accrued.

(ii) Necessary so that the quantity of service billed in any one billing period is not greater than the normal estimated quantity for that period plus 50%.

The regulations contained in Chapter 56 (*See* 52 Pa. Code 56.1 *et seq.*) do not apply to PGW prior to March 31, 2003. However, the payment arrangement established by the BCS in this case exceeds the requirements for make-up bills regarding the length of the period of repayment. Therefore, the undersigned finds that the payment arrangement established by the BCS in this case is reasonable, fair, and in accordance with 66 Pa. C.S. §1501.<sup>2</sup>

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<sup>2</sup> Section 1501 of the Public Utility Code ("Code"), 66 Pa. C.S. §1501, provides, in pertinent part, that:

Every public utility shall furnish and maintain adequate, efficient, safe and reasonable service and facilities, . . .

## PGW's Conduct

PGW erroneously assigned Complainant to the incorrect meter at the Worrell Street property. Consequently, Complainant was not sent the correct bill for the gas he actually used at that address. This error was compounded by the fact that when PGW removed the previous tenant's name from the Worrell Street residential metered account on December 22, 2000, the gas was not shut off. PGW obtained remote meter readings from the Worrell Street residential meter while Complainant resided there but no ratepayer was listed on the account. No bills were sent to anyone for the residential metered account while Complainant resided there and remote meter readings registered use.

Section 1501 of the Public Utility Code ("Code"), 66 Pa. C.S. §1501, provides, in pertinent part, that:

Every public utility shall furnish and maintain adequate, efficient, safe and reasonable service and facilities, and shall make all such repairs, changes, alterations, substitutions, extensions, and improvements in or to such service and facilities as shall be necessary or proper for the accommodation, convenience, and safety of its patrons, employees, and the public. Such service also shall be reasonably continuous and without unreasonable interruptions or delay. Such service and facilities shall be in conformity with the regulations and orders of the commission.

Two errors were made by PGW here. The first error occurred when Complainant initially telephoned and requested service. PGW incorrectly assigned Complainant as the ratepayer for the commercial office meter instead of the residential meter at the Worrell Street property. This mistake is not a violation of 66 Pa. C.S. §1501. Reasonable service does not equate with perfect service. The undersigned concludes that this first error does not constitute "unreasonable service."

The second error made by PGW here was a failure to discover that there was no ratepayer listed on the account for the residential meter at the Worrell Street property, despite the fact that gas was being used there and remote meter readings were being obtained monthly.

Complainant resided in the residence and used gas for 3 years and 4 months, from March 6, 2001 through April 2004. PGW did not discover that the gas being used at the Worrell Street residence was not being paid for until some time after Complainant moved out of the residence. PGW corrected the office meter account and the residential meter account for the Worrell Street property on August 8, 2004.

The undersigned concludes that PGW's failure to discover that gas usage was being recorded on a meter with no listed ratepayer assigned to it for such a long period of time constitutes unreasonable service pursuant to 66 Pa. C.S. §1501. Monthly remote meter readings recorded usage at the Worrell Street residence. PGW's failure to investigate this situation for such a long period of time constitutes negligence. If PGW had discovered the mistake in a timely fashion, it could have been corrected and Complainant could have had an opportunity to reduce his gas utility usage while he resided at the Worrell Street residence. Instead, he did not have this opportunity.

Section 3301(a) and (b) of the Public Utility Code, 66 Pa. C.S. §3301(a) and (b), authorizes the Commission to impose a maximum civil penalty of \$1,000.00 per day for violations of the statute, regulations and orders. Section 3301 does not set out the factors that must be considered in determining the amount of a civil penalty within the range of zero dollars to one thousand dollars per day. Nevertheless, the Commission has adopted certain standards that must be applied when imposing a civil penalty for violations of Commission directives and regulations. *See Joseph A. Rosi v. Bell Atlantic-Pa., Inc. and Sprint Communications Company*, Docket No. C-00992409 (Order entered February 10, 2000) Rosi. The Commission has determined that the Rosi factors are generic in nature and are applicable in determining the amount of a civil penalty for all violations of the Public Utility Code and Commission regulations. *See Pa. P.U.C. v. NCIC Operator Services*, M-00001440 (Order entered December 21, 2000). Therefore, the Rosi standards must be used in all cases when determining

the appropriate amount of a civil penalty for all types of violations for all categories of public utilities. *Id.*<sup>3</sup>

The civil penalty range for negligent violations set forth by the Commission in *Rosi* is between zero dollars and \$500.00 per day. Applying the pertinent *Rosi* standards here, the undersigned concludes that a one-time civil penalty in the amount of \$500.00 is appropriate for PGW's negligent failure to investigate the usage at the Worrell Street residence for such a long period of time.

PGW did not present any evidence that corrective measures have been taken to insure that mistakes of this nature are discovered and investigated in a timely manner in the future. The undersigned finds that it is reasonable to expect that a utility would discover and begin to investigate situations where remote meter reading devices register usage on a gas meter, with no ratepayer assigned to the meter, within 6 months of the first remotely recorded usage.

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<sup>3</sup> The standards for developing a civil penalty are set forth in *Rosi* as follows:

1. Whether the violation was intentional or negligent. If the violation is intentional, the Commission should start with the presumption that the penalty will be in the range of \$500.00 to \$1,000.00 per day. If the violation is negligent, the Commission should start with the presumption that the penalty will be in the range of zero dollars to \$500.00 per day. The precise penalty amount per day will be arrived at by applying the following additional standards, while recognizing that the Commission retains broad discretion in determining a total civil penalty amount that is reasonable on an individual case basis.

2. Whether the regulated entity promptly and voluntarily took steps to return the customer to the appropriate carrier and credited the customer's account.

3. Whether the regulated entity initiated procedures to prevent future slamming.

4. The number of customers affected and the duration of the violation.

5. Whether the penalty arises from a settlement or a litigated proceeding.

6. The compliance history of the regulated entity which committed the violation.

7. Whether the regulated entity cooperated with the Commission.

8. The amount necessary to deter future violations.

9. Past Commission decisions in similar situations.

10. Other relevant factors.

Complainant did not have an opportunity to take measures to lessen his gas usage while he resided at the Worrell Street property because the mistake here was not discovered.

Accordingly, PGW must pay a civil penalty in the amount of \$500.00 for violating 66 Pa. C.S. §1501. Respondent must cease and desist from any further violations of the Public Utility Code, the Commission's regulations and orders, or its tariff.

#### CONCLUSIONS OF LAW

1. The Commission has jurisdiction over the parties and the subject matter of this proceeding. 66 Pa. C.S. §701.
2. Complainant, as the party seeking affirmative relief from the Commission, has the burden of proof. 66 Pa. C.S. §332(a).
3. PGW was required by law and regulation to issue a make-up bill to Complainant for previously unbilled gas service from March 6, 2001 through April of 2004.
4. Complainant is required by law and regulation to pay the amount of the make-up bill for the previously unbilled gas service from March 6, 2001 through April of 2004.
5. The payment arrangement established for Complainant by the December 15, 2005 determination of the BCS is the most favorable payment arrangement possible under the facts and circumstances of this case.
6. PGW failed to provide reasonable service to Complainant and violated Section 1501 of the Public Utility Code. 66 Pa. C.S §1501.

7. Section 3301 of the Public Utility Code allows the Commission to impose a maximum civil penalty of \$1,000.00 per day for each violation of the statute and for each violation of each regulation. 66 Pa. C.S. §3301.

8. Under the facts and circumstances presented by this case, PGW is assessed a civil penalty in the amount of \$500.00.

9. It is just, reasonable and in the public interest to direct Respondent to cease and desist from further violations of the Public Utility Code, Commission orders and Commission regulations.

### ORDER

THEREFORE,

IT IS ORDERED:

1. That the complaint of Carlos Perez against Philadelphia Gas Works at Docket No. F-01761817 is hereby sustained in part and dismissed in part.

2. That beginning with the first gas bill received after the date on which the Commission's Order in this case is entered, Carlos Perez shall pay to Philadelphia Gas Works the monthly budget amount on his gas bills for current service, plus an additional \$90.00 per month toward the balance on his account, by the due date of each month's gas bills, and to continue to pay his gas bills in this manner until the balance is paid in full.

3. That the part of the complaint of Carlos Perez against Philadelphia Gas Works at Docket No. F-01761817 requesting that Complainant not be held responsible or liable for the gas utility service used by him at 1601 Worrell Street, Philadelphia, PA, between March 6, 2001 and April 30, 2004, is hereby dismissed.

4. That, so long as Complainant adheres to the terms of this Order, Respondent shall not assess late payment charges nor shall Respondent terminate service to Complainant, except for valid safety and/or emergency reasons.

5. That if Complainant fails to adhere to the terms of this Order, Respondent is hereby authorized to terminate service to Complainant pursuant to the provisions of the Public Utility Code, 66 Pa. C.S. §§101, *et seq.*

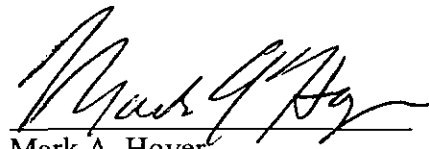
6. That Respondent, Philadelphia Gas Works, within twenty (20) days of service of the final Commission Order, shall forward a civil penalty in the amount of Five Hundred Dollars (\$500.00) by check or money order payable to:

Pennsylvania Public Utility Commission  
Commonwealth Keystone Building-North  
P.O. Box 3265  
Harrisburg, PA 17120

as provided for in Sections 3301 and 3315 of the Public Utility Code, 66 Pa. C.S. §§3301 and 3315.

7. That Respondent, Philadelphia Gas Works, is to cease and desist from further violations of the Public Utility Code and Commission regulations.

Dated: June 15, 2006

  
Mark A. Hoyer  
Administrative Law Judge

2. Article Number



7160 3901 9843 1287 0128

3. Service Type **CERTIFIED MAIL**

4. Restricted Delivery? (Extra Fee)  Yes

1. Article Addressed to:

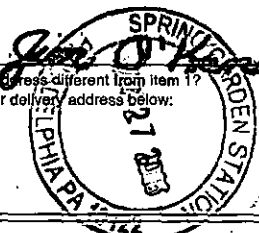
F-01761817 I10  
Gregory J. Stunder ESA

**COMPLETE THIS SECTION ON DELIVERY**

A. Received by (Please Print Clearly) \_\_\_\_\_ B. Date of Delivery \_\_\_\_\_

C. Signature  
 Agent  
 Addressee  
 Yes  
 No

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



PS Form

Receipt

2. Article Number



7160 3901 9843 1287 0166

3. Service Type **CERTIFIED MAIL**

4. Restricted Delivery? (Extra Fee)  Yes

1. Article Addressed to:

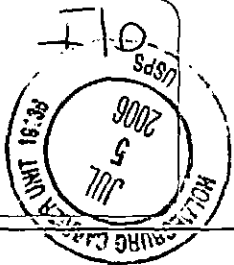
F-01761817 I10  
Carlos Perez

**COMPLETE THIS SECTION ON DELIVERY**

A. Received by (Please Print Clearly) \_\_\_\_\_ B. Date of Delivery \_\_\_\_\_

C. Signature  
 Agent  
 Addressee  
 Yes  
 No

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



PS Form 3811, March 2005

Domestic Return Receipt