



PHILADELPHIA GAS WORKS

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January 15, 2013

Rosemary Chiavetta, Secretary
Pennsylvania Public Utility Commission
P.O. Box 3265
Harrisburg, PA 17105-3265

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JAN 15 2013

PA PUBLIC UTILITY COMMISSION
SECRETARY'S BUREAU

Re: Holly Gray v. Philadelphia Gas Works, BCS No. 3012353

Dear Secretary Chiavetta:

Pursuant to 52 Pa. Code §5.61, the Philadelphia Gas Works ("PGW") hereby files replacements for pages number 2 and 3 of the appeal to the decision of the Commission Bureau of Consumer Service dated December 4, 2012 under BCS No. 3012353 which was originally filed January 14, 2013..

If additional information is required, please do not hesitate to contact the undersigned. Thank you for your assistance in the matter.

Sincerely,

Danielle Leva
Danielle Leva

Enclosure

cc: Holly Gray (Regular Mail)
Anne Marie Cromley (PGW Mail)
Linda Pereira (PGW Mail)

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Pennsylvania PUC

Certifications, pursuant to 52 Pa. Code §§56.113 – 56.115 . These reverse or avert the termination of gas service upon the certification that a termination of service would aggravate or exacerbate a medical condition of a member of the household of the Service Address.

6. Pursuant to 52 Pa. Code §56.114, the customer is given additional time not to exceed 30 days to pay or enter into a payment agreement to reverse or avert the termination of service. A PGW customer may only have three (3) Medical Certifications while satisfying an outstanding balance on that customer's account, pursuant to 52 Pa. Code §56.114 (utility "...not required to honor a third renewal of the medical certificate...")

7. Since 2006, the Complainant applied for and was granted Medical Certifications on October 12, 2005, November 14, 2005, December 19, 2005 and February 16, 2006.

8. After the February 2006 Medical Certificate the Complainant caught up on her missed CRP payments but had not fully satisfied the forgiveness feature of CRP with respect to the frozen outstanding balance on her account.

9. In August 2012, the Complainant had fallen behind in CRP payments again in the amount of \$486.28, with a total outstanding balance of \$4,234.65 (total unforgiven CRP arrears).

10. The Complainant attempted to submit another Medical Certificate but was denied by PGW pursuant to 52 Pa. Code §56.114, as the Complainant had exhausted her limit of Medical Certifications but failed to eliminate the total account balance (\$4,234.65 as of August 2012).

11. On August 27, 2012, the Complainant filed an informal complaint with the Commission's Bureau of Consumer Services (BCS) disputing the denial of a fifth Medical Certification on her account.

12. A decision of the BCS dated December 4, 21012, which is attached hereto as Exhibit "A," found that since the Complainant had caught up in missed CRP payments after the February 2006 Medical Certifications, she was entitled to an additional Medical Certifications as she had satisfied the outstanding balance of her account.

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13. The BCS abused its discretion as it ignored facts leading to the reasonable conclusion that the Complainant has not satisfied the total outstanding balance of her account.
14. The BCS abused its discretion and seeks to extend the number of Medical Certifications to which a customer is entitled even though she has not satisfied the total outstanding balance of her account.
15. PGW seeks a de novo review of the facts of this matter in order to demonstrate that the BCS has abused its discretion and seek to extend the number of Medical Certifications to which a customer is entitled even though that customer had not satisfied the total outstanding balance of her account.
16. The Complainant should not be entitled to yet another Medical Certification until the total outstanding account balance is satisfied through payment or CRP program forgiveness.

Wherefore, PGW respectfully requests that this Commission reverse the BCS decision of December 4, 2012 in this matter and find that the Complainant is not entitled to yet another Medical Certification until the total outstanding account balance is satisfied through payment or CRP program forgiveness

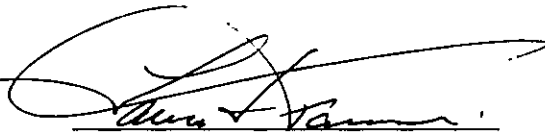
Respectfully submitted,

January 14, 2013

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PA PUBLIC UTILITY COMMISSION
SECRETARY'S BUREAU



Laureto Farinas, Esquire
Attorney I.D. 50415
Philadelphia Gas Works
800 W. Montgomery Avenue
Philadelphia, PA 19122
(215) 684-6982

Pennsylvania PUC

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Consumer Services
CAC Division

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Express *US Airbill*

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Company PA PUB

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FedEx 2Day
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