



PHILADELPHIA GAS WORKS

800 West Montgomery Avenue • Philadelphia, PA 19122

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August 27, 2013

**Administrative Law Judge Marta Guhl
Pennsylvania Public Utility Commission
801 Market Street
Suite 4063
Philadelphia, PA 19107**

RE: John Rossiter v. Philadelphia Gas Works, Docket No. C – 2013 – 2358033

Dear Judge Guhl:

Please find attached PGW's procedures for water heater service.

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

Sincerely,

Laureto Farinas
Laureto Farinas

cc: Service List
Linda Pereira
Anne Marie Cromley

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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:

Mr. John Rossiter
15147 Kallaste Drive
Philadelphia, PA 19116

August 27, 2013

Laureto Farinas 104

Laureto A. Farinas, Esq.
Philadelphia Gas Works
800 W. Montgomery Avenue
Philadelphia, PA 19122

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WATER HEATER SECTION

Water Heater Service Call Procedure *Basic Procedure*

1. Verify customers name and address
2. Question customer and determine reason for complaint.
3. Begin troubleshooting procedure and always attempt to correct the problem on the very first visit.
4. Check on and off operation of the burner, attempt to check flame characteristics with burner door in place.

Safety First!

1. Check pilot safety, automatic cut-off (ACO).
2. Check flue draft. Draft should be good within three (3) minutes (five minutes if a thermal vent damper is used) of burner operation. If gas heater is installed, check clean-out cap at base of chimney for debris and blockages.
3. Check for hazards.
4. Set the thermostat to the "normal" or "warm" position before leaving the premises. NEVER LEAVE A WATER HEATER SET AT THE HIGHEST SETTING. SEVERE SCALDING CAN OCCUR.

Record Service Information

1. Properly fill out safety check and comment screens.
2. Be sure to record manufacturer name, model and serial number.
3. Record any additional information needed to properly complete the order and research the history in the event of a possible call back. Enough cannot be said about documenting a service call.

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