

RECEIVED

JUL 25 2015

PA PUBLIC UTILITY COMMISSION
SECRETARY'S BUREAU

MARION E. BUTLER

7202 M. TRAC D 214

UPPER DARBY, PA 19082

610-704-8409

P.U.C., SECRETARY

MS. ROSEMARY CHIAVETTA

COMMONWEALTH OF PA

HARRISBURG, PA 17105

July 24, 2015

re:

DOCKET #F

2015:2465407

DEAR MS. R. CHIAVETTA:

I HAVE SERIOUS CONCERNS REGARDING
RENUSAL MOMENTS APRIL 20, 2015!
JUDGE E. VERO BEGAN THE HEARING WITHOUT
MY FILE SENT OVER NITE (COST \$30.00) ⁷ED X!!
THIS WAS OBTAINED DURING RECESS. THE
COURT REPORTER/RECORDER TYPED NOTHING!
I OFFERED HER MY IDENTICAL FILE (AS
REQUIRED!) AND A COPY OF A SUBPOENA;
M.B. EVIDENCE! BOTH WERE REFUSED!!
JUDGE E. VERO REFUSED (AT END OF HEARING)!
TWO IDENTICAL (M.B.) FILES. ALL OF THE
ABOVE FILES (M.B.) WERE REQUIRED, PRIOR
REQUIREMENTS!!!

To; P.U.C. SECRETARY

MARION E. BUTLER

7-24-2015

pg (2)

I AM ENCLOSING COPIES OF NOTICES I HAVE RECEIVED RE: APRIL 20, 2015. ALONG WITH THE ABOVE ARE ENCLOSED LETTERS RE: AN INFORMAL INVESTIGATION BY J. CARLIN '2/17 AND LETTER RECEIVED FROM P.G.W.'S ATTORNEY, LAURETO FARINAS! 2-23-15!!

THE ABOVE ATTORNEY ABOVE LETTER WAS USED (COMPLETELY) FOR EVIDENT IN THE APRIL 20, 2015 HEARING!! HE ALSO TESTIFIED HIS ONLY INTEREST WAS THE GAS USAGE AND COST!! HIS ONLY PROOF WAS A PGW TECHNICIAN VISIT AND WALK THRU AT 5654 BASEMENT!!

THE ABOVE "WALK-THRU" WAS CALLED A TEST!! ATTORNEY FARINAS CASE (OR LACK OF) WAS INEPT!

ENCLOSURES: 23

Sincerely
(MRS.) Marion E. Butler

RE: FORMAL c/o

COMMONWEALTH OF PENNSYLVANIA
PENNSYLVANIA PUBLIC UTILITY COMMISSION
400 North Street, HARRISBURG, PA 17120

IN REPLY PLEASE
REFER TO OUR FILE
Phone: 717-772-7777

December 29, 2014

12-29-2014

RECEIVED BCS: 3247362

JUL 25 2015

PA PUBLIC UTILITY COMMISSION
SECRETARY'S BUREAU

MARION BUTLER
7200 N, TRAC D 214
UPPER DARBY PA 19082

Dear Sir/Madam:

We have received your request to appeal the decision of the Bureau of Consumer Services. We have enclosed one complaint form for you to complete. Please read carefully the instructions to help you complete the form.

****Please make sure you sign the form. We must receive your original signature in order for us to process your complaint. Your form will be returned to you if an original signature is not received.**

Return the form to us on or before January 19, 2014 to the address listed below:

Secretary
Pennsylvania Public Utility Commission
400 North Street, Commonwealth Keystone Building, 2nd floor
Harrisburg, PA 17120

While you wait for us to reach a decision on your complaint, you must pay all undisputed bills (ones that are not a part of your complaint). As long as you pay all undisputed bills and return this formal complaint form to us on time, the company is not permitted to terminate your service.

Commission Procedures for Formal Complaints

We send a copy of this letter to the company so they know you are appealing.

- We also send the company a copy of your completed formal complaint form. Once they receive it, they have 20 days to send us an answer to your complaint. The company will send you a copy of their answer.
- Once we receive all the paperwork, we usually will schedule your hearing before an Administrative Law Judge. We will notify both you and the company by mail when the hearing date is set.
- It can take three to six months until a hearing is scheduled after you file the formal complaint. If you cannot travel to your hearing, you can request that the hearing be held by phone, this is called a telephonic hearing.

Sincerely,

Rosemary Chiavetta

Rosemary Chiavetta
Secretary

On
12-29-14
rec'd



#3

TIC To
HOT LN
692-1380
800-692-1380
cc: PHILADELPHIA GAS WORKS

1-16-15
MB

M. ELIZABETH BUTLER
7200 M. TRAC. D 214
UPPER DARBY, PA 19082

DECEMBER 6, 2014

P. U. COMMISSION
P. O. BOX 3265
HARRISBURG, PA 17165

DEAR MS. J. CARLIN;

ENCLOSED ARE THE DISCUSSED 12-5-14. I DO HOPE WE WILL CLEAR THIS OUT STAND EXPECT A CLEAR EXPLANATION. P.G.W. ARE HOLDING \$125. APRIL AND JUNE 2014.

Sinc

~~INFORMAL~~

ENCLOSURES: 12

~~INFORMAL~~ P.U.C.
JULIE CARLIN
12-9-14
ENCLOSURE 12
12-12-14 RECD
FRI LETTER FROM J.C. @ P.O. BX 19051
STAT! F.C. 4:10 PM

T.C. to J. Carlin rec'd her letter 12/5-14
(FRI) 12/12/14 " " 12/12/14 @ P.O. Bx 19051
T.C. to J. Carlin - STAT!! 4:10 pm
MB ↑

P. U. COMMISSION
P. O. BOX 3265
HARRISBURG, PA 17165

M. ELIZABETH BUTLER
7200 M. TRAC, D 214
UPPER DARBY, PA 19082

DECEMBER 6, 2014

DEAR MS. J. CARLIN;

ENCLOSED ARE THE DOCUMENTS WE DISCUSSED 12-5-14. I DO HOPE THIS INFORMATION WILL CLEAR THIS OUTSTANDING PROBLEM! I EXPECT A CLEAR EXPLANATION OF WHY THE P. G. W. ARE HOLDING \$125.00 PAID BY ME IN APRIL AND JUNE 2014.

✓
Informed

ENCLOSURES: 12
(12-6-14)

Sincerely
Mrs. M. S. Butler

INFORMAL COMPLAINT DECISION
THE PENNSYLVANIA PUBLIC UTILITY COMMISSION

MARION BUTLER
5654 Diamond Street 2F
Philadelphia, PA 19131

Date: 12/17/2014

BCS: 3247362

Acct. No: 429437077

12/17/14
REC'd 12/29

PHILADELPHIA GAS WORKS

DECISION ON INFORMAL COMPLAINT BY THE PUBLIC UTILITY COMMISSION:

STATEMENT OF COMPLAINT:

We received your informal complaint on 6/4/2014. In the complaint, you stated that Philadelphia Gas Works applied \$300.00 to your bill from a property with an unpaid balance. You stated that the prior property was sold in a short sale. You stated that you filed a dispute with the Company in March of 2014 and that the Company refuses to tell you what their response is to your dispute.

FALSE
NO
BALANCE

INVESTIGATION BY STAFF OF THE PUBLIC UTILITY COMMISSION FOUND:

MARROR

(circled)

PURCHASES
2010

1. Philadelphia Gas Works reports that on 10/29/2013 you established service in your name at 5353 Spruce Street in Philadelphia, PA.

2. The Company reports that the service remained in your name at 5353 Spruce Street until 2/6/2014 when the service was placed in the name of another party who requested service.

3. The Company has no record that you contacted them to request discontinuance of service prior to 2/6/2013.

ERROR - SEE #2

BUYER
2/20/14
SIGN "AS IS" REMK
AGENT

4. The Company reports that \$189.64 was your final balance for service provided to 5353 Spruce Street in Philadelphia, PA. The final balance included the past-due charges of \$67.51 and the charges of \$122.13 for service from 1/16/2014 to 2/6/2014.

BUYER
"AS IS"
12-2013

FALSE (MB)

5. The Company reports that the final bill of \$189.64 was not paid by the final bill due date.

6. Under the regulation 52 PA Code §56.16(a) a customer who is about to vacate premises supplied with utility service or who wishes to have service discontinued shall give at least 7-days-notice to the Public Utility and a noncustomer occupant, specifying the date on which it is desired that service be discontinued. In the absence of a notice, the customer shall be responsible for services rendered.

NOT IN 535
NOT IN 2MS

7. On 12/11/2014 our office received documentation from you which included information from the sale of the property 5353 Spruce Street in Philadelphia, PA. The documentation did not include proof that you requested discontinuance of service prior to 2/6/2014. The documentation included a copy of a money order of \$100.00, which you stated you stated in your notes you sent to the Company on 6/5/2014.

AA

MB ST. PUC c/o 7.15.14

CURRENT MB
bill @ 5654 D.

★ NOT TRUE

pg 2

8. The Company reports that on 2/25/2014 you established service at 5654 Diamond Street 2F in Philadelphia, PA effective 2/21/2014. The Company reports that 2/21/2014 was the start date of your lease for 5654 Diamond Street 2F in Philadelphia, PA.

complete
FALSE

2/2

bill

3 wks. 3 Rooms!!

9. The Company reports that on 3/19/2014 they issued a bill for \$249.42. The bill included the final charges of \$189.64 from 5353 Spruce Street, a late payment charge of \$2.84, and the charges of \$56.94 for service from 2/21/2014 to 3/17/2014 at 5654 Diamond Street 2F.

10. Under the regulation 52 PA Code 56.16(b) a Public Utility is allowed to transfer an outstanding balance from a closed utility account into an active utility account in the name of the same customer.

NO BALANCE

11. Under the regulation 52 PA Code 56.22(a) a Public Utility is allowed to charge late payment charges on any overdue bill but the late payment charges cannot exceed 1.5% interest per month.

1.5%
No bills!

12. The Company reports that you made the following Company office visits:

52nd St.

On 3/28/2014 you visited the Company's West Philadelphia Customer Service Center. ~~REFUSED~~ to discuss problem!!

Sick

On 4/15/2014 you visited the Company's Center City Customer Service Center. REQUESTING HEAT IN 3 ROOM - 2nd floor Apt.

On 4/22/2014 you visited the Company's Center City Customer Service Center.

NEW OWNER RESTATE "AS IS"

13. The Company reports that at the time of each of the previously stated office visits you disputed the final bill of \$189.64 from 5353 Spruce Street. At the time of all of those visits the Customer Service Representatives advised you that you are responsible for the balance that accrued in your name up until 2/6/2014 because you did not request to take the bill out of your name before another party established service effective 2/6/2014.

sign + effect 12-2014

"FUTURE"

not Apply

14. The Company reports that on 4/7/2014 you made a payment of \$25.00, which was applied to your account balance of \$249.42, which reduced your balance to \$224.42. Prior to the payment you made on 4/7/2014 you had not made any other payments on your account at 5654 Diamond Street 2F in Philadelphia, PA.

by PGW

15. The Company reports that on 4/16/2014 they issued a bill of \$53.01, which increased your balance to \$277.43.

FOR 3 ROOMS!

16. The Company reports that on 4/16/2014 you filed a complaint with them regarding the charges for service at 5654 Diamond Street 2F in Philadelphia, PA. You asked them to investigate if the meters for the first and second floors were switched. FALSE

17. The Company reports that meter number 1948985 registers the usage for the second floor at 5654 Diamond Street 2F in Philadelphia, PA. SEE my letters 3/29/14 and 5-

TO PGW

18. The Company reports that on 4/28/2014 a Company technician visited the property 5654 Diamond Street and performed a trace on the meter number 1948985 and the piping at the property. The technician found that the appliances connected to meter number 1948985 are only for the utility service provided to the 2F unit.

FALSE!!

pg 2

19. The Company reports that on 5/14/2014 they mailed a letter to you regarding their findings from 4/28/2014.

orig copy MB.

20. The Company reports that on 5/16/2014 they issued a bill for \$44.76 and late payment charges of \$1.64, which increased your balance to \$323.83.

21. The Company reports that between 4/8/2014 and 6/8/2014 you did not make any payments on your account. On 6/9/2014 you made a payment of \$100.00 on your account, which reduced your balance to \$223.83.

* MB CURRENT

* PGW will not * correct! MB

22. The Company reports that after 6/9/2014 you have not made any payments.

23. The Company reports that on 6/11/2014 you contacted them and requested to discontinue service at 5654 Diamond Street 2F. Your final account balance is \$262.36.

INCORRECT

24. On 12/11/2014 you provided the Public Utility Commission with a copy of your final bill for service from 5/14/2014 to 6/13/2014 which showed that your past-due charges were \$223.83 and that your current charges were \$38.53. Your total final bill was \$262.36 and it was due on 7/11/2014.

BASED ON THESE FINDINGS, WE CONCLUDE THAT:

1. The Documentation that you provided to the Public Utility Commission regarding the sale of the property of 5353 Spruce Street in Philadelphia, PA did not release you from the responsibility of contacting Philadelphia Gas Works to request discontinuance of service when you left the property.

FALSE MB

2. The Company is allowed under the regulations to hold you responsible for the charges of \$189.64 from 5353 Spruce Street in Philadelphia, PA.

3. The Company was allowed under the regulations to transfer the \$189.64 from 5353 Spruce Street to your next account at 5654 Diamond Street 2F.

FALSE MB

4. The Company's investigation on 4/28/2014 shows that at 5654 Diamond Street 2F your current charges were only for the natural gas service that you used.

FALSE!

5. The payments that you made on 4/7/2014 and on 6/9/2014 were properly applied to your account at 5654 Diamond Street 2F.

FALSE MB

6. The Documentation that you provided to the Public Utility Commission on 12/11/2014 did not prove that you over-paid the balance you owed on your account.

NOT READ

7. When you closed your account at 5654 Diamond Street 2F there was an outstanding balance owed of \$262.36, therefore you are not entitled to a refund.

MB

8. Since your final balance was not paid in full by 7/11/2014 the Company is allowed to add late payment charges.

not notified of decision! 3/20/15

19. The Company reports that on 5/14/2014 they mailed a letter to you regarding their findings from 4/28/2014.

orig copy MB

20. The Company reports that on 5/16/2014 they issued a bill for \$44.76 and late payment charges of \$1.64, which increased your balance to \$323.83.

21. The Company reports that between 4/8/2014 and 6/8/2014 you did not make any payments on your account. On 6/9/2014 you made a payment of \$100.00 on your current account, which reduced your balance to \$223.83.

PGW* NOT CORRECT! MB

22. The Company reports that after 6/9/2014 you have not made any payments.

23. The Company reports that on 6/11/2014 you contacted them and requested to discontinue service at 5654 Diamond Street 2F. Your final account balance is \$262.36.

NOT CORRECT

24. On 12/11/2014 you provided the Public Utility Commission with a copy of your final bill for service from 5/14/2014 to 6/13/2014 which showed that your past-due charges were \$223.83 and that your current charges were \$38.53. Your total final bill was \$262.36 and it was due on 7/11/2014.

THEREFORE, IT IS DECIDED THAT:

(*)

1. This informal complaint is dismissed.
2. You must pay Philadelphia Gas Works \$262.36 and any late payment charges that the Company may have applied to that balance.

PGW 1-13-2015

Will contact LAWY

JULIE CARLIN
Utility Complaint Investigator

INVESTIGAT

This investigator did NOT READ my information. The ABOVE WAS WRITTEN WITH PGW FALSE INFORMATION!!

only MB

(Handwritten signature)

M. BUTLER 2 FL
5654 DIAMOND ST.
PHILA., PA 19131

PHILA. GAS Co.

MARCH 29, 2014
RE ^{acct} 0429437077#

ATTENTION:

My first bill at the above address had no overdue charges, I moved in > FEB 21, 2014. I MOVED FROM 5353 SPRUCE OVER 2 YRS AGO. THE PROPERTY WAS RECENTLY SOLD AS A "SHORT SALE" 2-6-14 by a R.E. AGENT who did NOT NOTIFY ME OF THIS DATE! THIS 85yr. old paid consistently AND lived in APARTMENTS HOWEVER PAID ALL GAS bills WITHOUT QUESTION. Why should your company CHARGE ME AND collect FROM THE NEW OWNER, ALSO.

I AM ENCLOSEING MY LAST 2 PAYMENTS TO THE GAS COMPANY! COPIES OF THE LAST CHECK (BACK+FRONT) PAID IN JANUARY 2014, ALONG WITH COPIES OF 5353 SPRUCE ST. SETTLEMENT SHEET ARE ALSO ENCLOSED. YOU WILL ALSO RECEIVE MY CURRENT CHARGES AFTER I ^{RECEIVE} RECEIVE S.S. PAYMENT FOR APRIL!

Sincerely

ENCLOSURES; 4

* 3-12-2015 !!! ABOVE letter NOT "READ", 1-2015!!!

"my copy"
←
NO OVER RESPONSE

"Copy to P.R.C."
MB Copy 7-15-14
7-16-15 → to P.R.C.

m.B. copied and to P.R.C.
7/20/2015

4
A
F

McB
7-20-15
Copied!!

72

P.G.W. office!!

On 4-15-14 I came to
11th + Chestnut, in a
pouring RAIN STORM,
~~into~~ a severe URI
to request "help" &
cause of insufficient
sheet & lack of
control to adjust the
~~broken~~ Thermostat!!!

I am a 54 yr old dis-
abled person who will
~~report~~ notify the PA
Public Utility

NE
P.G.W.

Steven P. Kelly, Esquire
Steven P. Kelly & Associates, P.C.
2424 Madison Square
Philadelphia, Pennsylvania 19146

PHILADELPHIA, PA 19106

This copy was submitted @
(4-20-15) formal
Hearing!



PHILADELPHIA GAS WORKS

800 West Montgomery Avenue • Philadelphia, PA 19122

From:

Danielle Leva, Paralegal
Legal Department
Direct Dial: 215-684-6862
FAX: 215-684-6798
E-mail: danielle.leva@pgworks.com

To:

February 23, 2015

pg 1

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

Re: Marion Butler v. Philadelphia Gas Works, Docket No. F – 2015-2465407

Dear Secretary Chiavetta:

Pursuant to 52 Pa. Code §5.61, the Philadelphia Gas Works ("PGW") hereby files the original Answer to the above captioned matter.

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

RECEIVED

JUL 25 2015

PA PUBLIC UTILITY COMMISSION
SECRETARY'S BUREAU

Enclosure

cc: Marion Butler (Regular Mail)
Wendy Vacca (PGW Mail)

Recommended for Call of the Docket

Not recommended for Call of the Docket

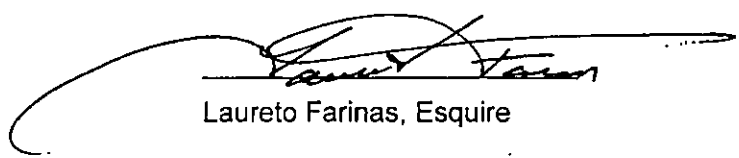
*mb 7-20-15 -> copied
rec'd -> 2/28/15*

Copied by MB
7-20-2015

VERIFICATION

I, Laureto Farinas, hereby declare that I am counsel for the Philadelphia Gas Works. I am authorized to make this verification on its behalf. The facts set forth in the foregoing Answer are true and correct to the best of my knowledge, information and belief. I expect to be able to prove these facts at a hearing held in this matter. This verification is made subject to the penalties of 18 Pa. C.S. §4904, concerning false statements to authorities.

February 23, 2015


Laureto Farinas, Esquire

↓ (M.B.) ↓
★ Letter to P.G.W. dated 3-29-14 (ENClosed)
was REVIEWED NOT CONSIDERED!!

MARIONA [Signature] 7-20-2015
Last PAGE of
(Letter) report
from PGW Attorney

4

BEFORE THE
PENNSYLVANIA PUBLIC UTILITY COMMISSION

Marion Butler

v.

Philadelphia Gas Works

:
:
:
:
:

Docket No. F – 2015 – 2465407

Answer of the Philadelphia Gas Works

Pursuant to 52 Pa. Code §5.61, the Philadelphia Gas Works ("PGW") hereby answers the Complaint filed in the above captioned matter. PGW hereby avers the following:

1. Admitted.
2. Admitted.
3. Admitted.
4. (a-b) Denied. PGW denies that there are incorrect bills for usage at 5654 Diamond Street, 2nd Floor, Philadelphia, PA (Service Address).

PGW denies that there is a reliability, safety, or quality problem with the service at the Service Address.

By way of further answer, the Complainant established service at the Service Address from February 21, 2014 through June 13, 2014 with a final account balance of \$262.36.

The account is listed as residential heat and domestic usage account. Service Address is equipped with an Automatic Meter Reading device (AMR) and the billing is based on actual meter readings.

PGW records show that the Complainant also had service at 5353 Spruce Street from March 18, 2010 through February 6, 2014, when the service was cancelled. The final account balance was \$189.64.

MB 7-20-15 Copied Pg (2)

MB received 2/28/15

* insufficient; NO HEAT

< ?

TWB copied
Pg 3
7-20-15

On March 28, 2014, the Complainant contacted PGW to question the account balance. The Complainant indicated that the new owner was at the Service Address doing renovations and that she is not responsible.

On April 22, 2014, a dispute was filed regarding the final bill of \$189.64 for usage 5353 Spruce Street. The Complainant also disputed the bills at the Service Address, indicating that she felt that she was paying for the whole building.

On April 28, 2014, PGW completed a trace meter and piping test and determined that there was no foreign load at the Service Address.

On May 14, 2014, the dispute was closed with the determination the bills are correct. - FALSE!

The Bureau of Consumer Services (BCS) decision dated December 15, 2014, which is attached hereto as Exhibit "A", concluded that the case is dismissed.

- 6. Admitted.
- 7. Admitted.

Wherefore, PGW respectfully requests that this Commission find against the Complainant and dismiss the Complaint.

Respectfully submitted,

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

February 23, 2015

TWB rec'd 2/28/15

* DATE 12-20-2014
SEE REMAX R.G. AS IS
4-20-15
M.B. submitted *

*c MB,
Cied*

7-20-15

Exhibit A

MB rec'd 2/28/15

MB rec'd 2/28/15

- <Case xmlns="x-
 schema:http://pucksi.state.pa.us/DataEx/Schema/ClosingDataSend.xdr">
 <CaseNbr>3247362</CaseNbr>
 <CompanyName>PGW (PHILA. GAS WORKS (NGDC)</CompanyName>
 <CompanyCode>0766</CompanyCode>
 <CompanyType>GAS TRANSPORTER</CompanyType>
 - <Customer>
 <CustomerFirstName>MARION</CustomerFirstName>
 <CustomerLastName>BUTLER</CustomerLastName>
 <AccountNumber>429437077</AccountNumber>
 - <CustomerServAddress>
 <ServAddress1>5654 DIAMOND ST 2ND FL</ServAddress1>
 <ServCity>PHILADELPHIA</ServCity>
 <ServState>PA</ServState>
 <ServZip5>19131</ServZip5>
 </CustomerServAddress>
 </Customer>
 <DecisionIssue>Y</DecisionIssue>
 <OralWritten>W</OralWritten>
 <Violation>NO</Violation>
 <TotalBalance>262.36</TotalBalance>
 <DateClosed>2014-12-15</DateClosed>

<Resolution>CASE CLOSED. COMPLAINT IS DISMISSED. PUC UPHOLDS PGW'S
 POSTION THAT MARION BUTLER IS RESPONSIBLE FOR THE CHARGES FOR
 SERVICE THAT ACCRUED IN HER NAME AT 5353 SPRUCE STREET IN
 PHILADELPHIA, PA BETWEEN 10/29/2013 AND 2/6/2014. UNDER THE
 REGULATION 56.16(A) THE CUSTOMER IS RESPONSIBLE TO CONTACT THE
 PUBLIC UTILITY TO DISCONTINUE SERVICE. THE COMPANY HAS NO RECORD
 THAT MARION BUTLER DISCONTINUED SERVICE PRIOR TO 2/6/2014. THERE
 IS NO RECORD THAT MARION BUTLER PAID ENOUGH TO SATISFY THE FINAL
 CHARGES OF \$189.64 FROM 5353 SPRUCE STREET IN PHILADELPHIA, PA.
 EVEN IF A CUSTOMER MOVES OUT OF A PROPERTY OR IF THE CUSTOMER IS
 IN THE PROCESS OF SELLING A PROPERTY THE CUSTOMER IS STILL
 OBLIGATED UNDER 56.16(A) TO REQUEST DISCONTINUANCE AND IF THE
 CUSTOMER FAILS TO DO SO, THEN THE CUSTOMER REMAINS RESPONSIBLE
 FOR THOSE CHARGES AS BILLED. THE DOCUMENTATION PROVIDED BY
 MARION BUTLER TO THE PUC DOES NOT PROVE THAT SHE REQUESTED
 DISCONTINUANCE. THE DOCUMENTATION PROVIDED BY MARION BUTLER TO
 THE PUC DOES NOT PROVE THAT SHE PAID THE FINAL CHARGES. PUC ALSO
 UPHOLDS THAT PGW WAS ALLOWED UNDER 56.16(B) TO TRANSFER THE
 FINAL CHARGES OF \$189.64 TO MARION BUTLER'S ACCOUNT AT 5654
 DIAMOND STREET 2FL IN PHILADELPHIA, PA. PUC ALSO UPHOLDS PGW'S
 POSITION THAT MARION BUTLER'S BILLS ARE CORRECT AND THAT SHE IS
 RESPONSIBLE FOR THE FINAL BALANCE OF \$262.36. MARION BUTLER HAS
 NOT PROVEN THAT SHE MADE MORE THAN 2 PAYMENTS ON THE ACCOUNT AT
 5654 DIAMOND STREET 2FL. SHE PAID \$25.00 ON 4/7/2014 AND SHE PAID
 \$100.00 ON 6/9/2014, BOTH OF WHICH PGW PROPERLY CREDITED TO HER
 ACCOUNT. PGW FOUND THAT THE METER FROM WHICH THE COMPANY
 RENDERS BILLS TO HER WAS ONLY FOR SERVICE THAT WAS PROVIDED TO
 HER UNIT ON 2FL. PGW FOUND THAT 1FL HAD ITS OWN SEPARATE USAGE ON
 ITS OWN SEPARATE METER. MARION BUTLER FINALIZED SERVICE AT 5654
 DIAMOND STREET 2FL ON 6/13/2014 AND HER FINAL BALANCE IS \$262.36.
 THIS AMOUNT INCLUDES THE \$189.64 FROM 5353 SPRUCE STREET. NONE OF
 THE DOCUMENTATION MARION BUTLER PROVIDED TO THE PUC PROVES

Request
6-11

FALSE
FALSE
FALSE

7

M.B. copied 7-20-15
Page 2 of 2

THAT SHE PAID ENOUGH TO SATISFY THE CHARGES FOR SERVICE AT 5654 DIAMONST STREET 2FL, THEREFORE SHE IS NOT DUE ANY REFUND. MARION BUTLER DOES NOT CURRENTLY HAVE SERVICE IN HER NAME WITH PGW AND SHE HAS NOT APPLIED FOR SERVICE AGAIN WITH PGW. THE PUC WILL NOT ISSUE PAYMENT TERMS ON HER BALANCE OF \$262.36 BECAUSE SHE DOESN'T HAVE ACTIVE SERVICE AND BECAUSE SHE IS NOT ACTIVELY SEEKING SERVICE. THE WRITTEN DECISION WILL BE MAILED TO MARION BUTLER. - NONE RECEIVED THE COMPANY WILL BE ELECTRONICALLY NOTIFIED OF THE

</Resolution>
<BalanceDate>2014-07-08</BalanceDate>
<ServiceRestoredPay>0.00</ServiceRestoredPay>
<ServiceContinueAmount>0.00</ServiceContinueAmount>
<SpecialBudgetAmount>0.00</SpecialBudgetAmount>
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<ArrearsPaymentPlus>0.00</ArrearsPaymentPlus>
<FinalMonthlyPayment>0.00</FinalMonthlyPayment>
<CurrentMonthlyPayment>0.00</CurrentMonthlyPayment>
<EndMonthlyPayment>0.00</EndMonthlyPayment>
<LetterDescription>BLANK LETTER - DECISION</LetterDescription> - NONE RECEIVED
<HeadDate>2014-12-19</HeadDate>
<ReconnectAmount>0</ReconnectAmount>
<PayAmount>0.00</PayAmount>
- <OtherInfo>
 <BCSInvestigatorFName>JULIE</BCSInvestigatorFName>
 <BCSInvestigatorLName>CARLIN</BCSInvestigatorLName> > INFORMAL DECISION
 <NbrOfTimeSend>1</NbrOfTimeSend>
 <NbrOfTimeFaxed>0</NbrOfTimeFaxed>
 <PUCFax FaxAreaCode="717">7876641</PUCFax>
</OtherInfo>
</Case>

Utilities Investigator did NOT REVIEW - P. G. W. letter (EN closed) 3/29/2014 !!!

4-17-15
M.B.
Copied
7-24-15

M.B. file → PGW
ATTNY
Add'l letter
"personally" Paralegal
To Receipted 5/15
waiting minutes
@ security!!

M.B. mailed to
Upper Darby Post Office
Upper Darby, Pennsylvania
190829998
4165410082 - 0096
(800)275-8777

07/15/2015 02:23:47 PM
Product Description Qty Price Final Price
Sales Receipt
Zone-1 PHILADELPHIA PA 19107-3168 \$5.75
Priority Mail 1-Day Env 1.00 oz.
Window Flat Rate
Expected Delivery: Thu 07/16/15
USPS Tracking #: 9114 9012 3080 3821 9712 90
Includes up to \$50 insurance
Issue Postage: E: VERO \$5.75
(Forever) 2 \$0.49 \$0.98
Forever Hearts PSA
Total: \$6.73

FedEx Package Express US Airbill

PRM
Tracking Number 8057 5086 6069

1 From Date 4.15.15

Sender's Name LAUREL FARINA Esq
Phone 610-694-6982

Company QUINCY PHILA GAS WORKS

Address 800 Montgomery
Dept./Floor/Suite/Room

City PHILADELPHIA State PA ZIP 19122-3998

2 Your Internal Billing Reference 19122

3 To Recipients Name M. E. B. Phone

Company

Address 7200 M. Tower Apt D214
We cannot deliver to P.O. boxes or P.O. ZIP codes. Dept./Floor/Suite/Room

Address
Use this line for the HOLD location address or for continuation of your shipping address.

City State PA ZIP



8057 5086 6069

Form ID No. 0215
NUR4

4 Express Package Service *To most locations
NOTE: Service order has changed. Please select carefully.
Packages up to 150 lbs.
For packages over 150 lbs., use the FedEx Express Freight US Airbill.

Next Business Day 07/16/15
2 or 3 Business Days 07/17/15
 FedEx First Overnight
Earliest next business morning delivery to select locations. Friday shipments will be delivered on Monday unless SATURDAY Delivery is selected.
 FedEx Priority Overnight
Next business morning. *Friday shipments will be delivered on Monday unless SATURDAY Delivery is selected.
 FedEx Standard Overnight
Next business afternoon. *Saturday Delivery NOT available.
 FedEx 2Day A.M.
Second business morning. *Saturday Delivery NOT available.
 FedEx 2Day
Second business afternoon. *Thursday shipments will be delivered on Monday unless SATURDAY Delivery is selected.
 FedEx Express Saver
Third business day. *Saturday Delivery NOT available.

5 Packaging *Declared value limit \$500
 FedEx Envelope* FedEx Pak* FedEx Box FedEx Tube

6 Special Handling and Delivery Signature Options
 SATURDAY Delivery
NOT available for FedEx Standard Overnight, FedEx 2Day A.M., or FedEx Express Saver.
 No Signature Required
Package may be left without obtaining a signature for delivery.
 Direct Signature
Someone at recipient's address may sign for delivery. Fee applies.
 Indirect Signature
If no one is available at recipient's address, someone at a neighboring address may sign for delivery. For residential deliveries only. Fee app.
Does this shipment contain dangerous goods?
One box must be checked.
 No Yes As per attached Shipper's Declaration Yes Shipper's Declaration not required Dry Ice Dry Ice, 6, UN 1845
Dangerous goods (including dry ice) cannot be shipped in FedEx packaging or placed in a FedEx Express Drop Box. Cargo Aircraft Only

7 Payment Bill to:
Enter FedEx Acct. No. or Credit Card No. below. Obtain recip Acct. No.
 Sender Acct. No. in Section I will be billed Recipient Third Party Credit Card Cash/Check
Total Packages Total Weight Credit Card Auth.

*Our liability is limited to US\$100 unless you declare a higher value. See the current FedEx Service Guide for details.
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COMMONWEALTH OF PENNSYLVANIA
PENNSYLVANIA PUBLIC UTILITY COMMISSION
Office of Administrative Law Judge
P.O. BOX 3265, HARRISBURG, PA 17105-3265
March 5, 2015

IN REPLY PLEASE
REFER TO OUR FILE

In Re: F-2015-2465407

MARION BUTLER
7200 M TRACE APT D214
UPPER DARBY PA 19082

RECEIVED

JUL 25 2015

Marion Butler v. Philadelphia Gas Works PA PUBLIC UTILITY COMMISSION
SECRETARY'S BUREAU

Billing Dispute / Other

Hearing Notice

This is to inform you that a hearing follows:

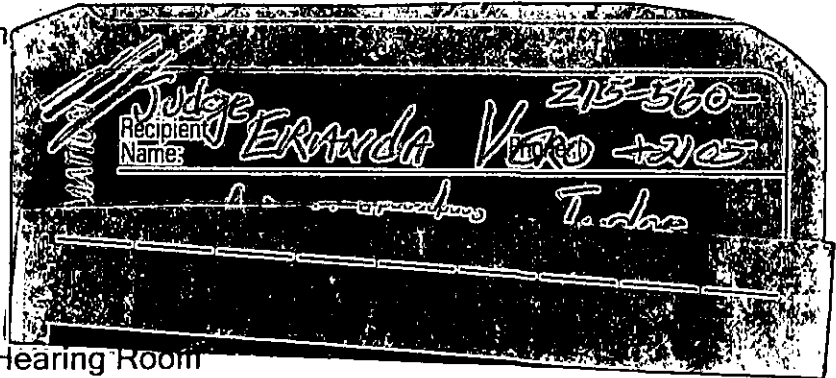
Type: Initial Hearing

Date: Monday, April 20, 2015

Time: 10:00 a.m.

Location: ➤ In an available 4th Floor Hearing Room
(Take one of the last four elevators at the far end of the lobby)
801 Market Street (enter on 8th Street)
Philadelphia, PA 19107

Presiding: Administrative Law Judge Eranda Vero
➤ Suite 4063
801 Market Street
Philadelphia, PA 19107
Telephone: 215.560.2105
Fax: 215.560.3133



Attention: You may lose the case if you do not come to this hearing and present facts on the issues raised.

rec'd → 3-12-15

**BEFORE THE
PENNSYLVANIA PUBLIC UTILITY COMMISSION**

Marion Butler

v.

Philadelphia Gas Works

F-2015-2465407

PREHEARING ORDER

An initial hearing in this case is scheduled to be heard in an available hearing room on the 4th floor at 801 Market Street on Monday April 20, 2015, at 10:00 a.m. (The entrance is on 8th Street). You must be available in the hearing room when your case is called by the presiding Administrative Law Judge. If the customer is not present and prepared to go forward with the case when it is called, the case will be dismissed. The parties also are hereby directed to comply with the following requirements:

1. A request for a change of the scheduled hearing date must state the agreement or opposition of other parties, and should be submitted in writing no later than five (5) days prior to the hearing. 52 Pa. Code §1.15(b). Requests for changes of hearing dates must be sent to me and all parties of record. My correct address is:

Administrative Law Judge Eranda Vero
Pennsylvania Public Utility Commission
801 Market Street, Suite 4063
Philadelphia, PA 19107
Telephone: (215) 560-2105

Changes are granted only in rare situations where good cause exists.

2. If you intend to present any documents or exhibits for my consideration at the hearing, you must send three (3) copies of each document to me, and one (1) copy of each document to every other party in this case. Your documents or exhibits must be received by me

M.B. A PRESENTED; Subpoena (copy) to Judge E. VERO
" " copy to L.A. FARINAS, Esq - REFUSED!

need 4-1-15

and every other party one (1) week before the scheduled hearing. This includes a copy of a Protection from Abuse (PFA) Order if you marked the “yes” response on the complaint form that asks if you are a victim under a PFA. Be sure that you serve me directly with a copy of any document that you file in this proceeding at the time of its filing. If you send me any correspondence or document, you must also send a copy of that correspondence or document to every other party. For your convenience, a copy of the Commission’s current service list of all parties to this proceeding is enclosed with this Order.

3. **Commission policy promotes settlements. 52 Pa. Code §5.231(a).** The utility will contact the customer at least one (1) week before the scheduled hearing to talk about a possible settlement of this case. Even if you are unable to settle this case, you may still resolve many questions or issues during your talks. If an agreement is reached, a formal hearing will not be necessary and the scheduled hearing will be cancelled.

4. Pursuant to 52 Pa. Code §§1.21 & 1.22, you may represent yourself, if you are an individual, or you may have an attorney licensed to practice law in the Commonwealth of Pennsylvania, or admitted *Pro Hac Vice*, represent you. However, if you are a partnership, limited liability company, corporation, trust, association, or governmental agency or subdivision, you must have an attorney licensed to practice law in the Commonwealth of Pennsylvania, or admitted *Pro Hac Vice*, represent you in this proceeding. Unless you are an attorney, you may not represent someone else. Attorneys shall insure that their appearance is entered in accordance with the provisions of 52 Pa. Code §1.24(b).

5. If you intend to subpoena witnesses for the hearing, you should review the procedures established in 52 Pa. Code §5.421. You must submit your written application to me sufficiently in advance of the hearing date so that the other parties will have the required ten (10) days’ notice to answer or object, and so that you will have enough time to receive the subpoena and serve it.

6. Any party may conduct discovery to learn the factual basis of another party’s position in this case. However, 52 Pa. Code §5.331(b) provides, in relevant part, that “[a]

party shall initiate discovery as early in the proceedings as reasonably possible.” Additionally, 52 Pa. Code §5.322 provides, in relevant part, that “parties are encouraged to exchange information on an informal basis.” All parties are urged to cooperate in informal information exchanges and in conducting discovery. Cooperation is preferable to disagreements, which require my participation to resolve. There are limitations on discovery (52 Pa. Code §5.361) and sanctions for abuse of the discovery process (52 Pa. Code §§5.371, 5.372).

7. The Complainant bears the burden of proof in this proceeding and must show by a preponderance of the evidence that the Respondent has violated the Public Utility Code or a regulation or an Order of this Commission so that the Complainant is entitled to the relief requested in the complaint. 66 Pa. C.S. §332(a).

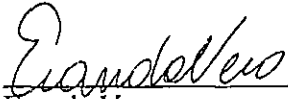
8. **YOU MAY LOSE THIS CASE, IF YOU DO NOT TAKE PART IN THIS HEARING AND PRESENT EVIDENCE ON THE ISSUES RAISED. 52 Pa. Code §5.245.**

9. The hearing is a formal legal proceeding and will be conducted in accordance with the Commission’s Rules of Practice and Procedure. 52 Pa. Code §§1.1, *et seq.*

10. If you, or anyone you plan to call as a witness on your behalf, have a limited ability to speak or understand English or are deaf or hearing-impaired, a qualified interpreter can be provided upon your request. If you want an interpreter, please contact the Scheduling Office at least ten (10) days before the scheduled Prehearing Conference or Hearing to make your request.

Scheduling Office: (717) 787-1399
AT&T Relay Service number for persons who are deaf or hearing-impaired:
1-800-654-5988

Date: March 27, 2015


Eranda Vero
Administrative Law Judge

F-2015-2465407 - MARION BUTLER v. PHILADELPHIA GAS WORKS

SERVICE LIST

MARION BUTLER
7200 M TRACE APT D214
UPPER DARBY PA 19082
610.704.8409

LAURETO FARINAS ESQUIRE
PHILADELPHIA GAS WORKS
4TH FLOOR
800 W MONTGOMERY AVENUE
PHILADELPHIA PA 19122
215.684.6982

-ACCEPTS ELECTRONIC SERVICE-

REC'd 4.1.15

4-2-15

Reg Sub poena 5/22/14 ST

Municipal CT [L.T.] ↓

Judge J. Francis Shields, Esq.

14-04-28-5898

rec'd



Hearing "P.U.C." 4-20-2015



PHILADELPHIA GAS WORKS

800 West Montgomery Avenue • Philadelphia, PA 19122

Copy pg 1
To: Judge
7-15-15

M.B. → rec'd 4-16-15

Graciela Christlieb, Senior Attorney
Legal Department
Direct Dial: 215-684-6164
FAX: 215-684-6798
E-mail: graciela.christlieb@pgworks.com

April 15, 2015

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

RE: Marion Butler v. Philadelphia Gas Works, Docket No. F – 2015– 2465407

4/20/15

Dear Judge Vero:

Pursuant to your prehearing order, please find attached PGW's proposed exhibits for the hearing in the above referenced matter.

For convenience of use at the hearing, I have marked the exhibits as follows:

- PGW Exhibit – 1 Contacts for Account (15 pages)
- * * PGW Exhibit – 2 Negotiated Payment Arrangement (2 page) – M.B. did NOT RECEIVE !!
- PGW Exhibit – 3 Statement of Account (3 pages)
- PGW Exhibit – 4 Dispute Resolution Unit Letters (# pages) – REC'D 2
- PGW Exhibit – 5 Gas Usage Analysis (2 pages)
- PGW Exhibit – 6 BCS Decisions (3 pages) – M.B. NOT notified

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

Sincerely,

Laureto Farinas IDCL
Laureto A. Farinas

cc: Marion Butler (Fed Ex)
Linda Pereira (PGW Mail)
Wendy Vacca (PGW Mail)

M.B. Copied 7-15-15

* KV by files

4-17-2015
M.B.
To: 800 W. Montgomery Ave

"NO" RESPONSE
4-15-15 9:08 AM
10 AM
DELIVERED
11:20 AM M.B.



PHILADELPHIA GAS WORKS

800 West Montgomery Avenue • Philadelphia, PA 19122

7-15-15
Pg 2

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. Marion Butler
7200 M Trace Apt D214
Upper Darby, PA 19082

} SEE PG 1 MB

April 15, 2015

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

P.S. 7-15-2015

The ABOVE ATTORNEY listed only the NAME of JULIE CARLIN (utilities IN FORMAL INVESTIGATOR'S) NOTES AND DECISION!!! SITE failed to READ OR CONSIDER MY RESPONSES!! MB.

✓
AMB
7/15-15

Rec'd 4-16-15

PRESS FIRMLY TO SEAL

ED



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19082
JUL 25, 15
AMOUNT

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17105

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POSTAL SERVICE®

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FROM: M. E. BUTLER

7200 M. TRACID, 214

Upper Darby, PA 19082

TO: P. U. C. Commonwealth of
Ms. ROSEMARY HIAVELLA, Secy

P.O. Box 3265

HARRISBURG, PA 17105-3265

Label 228, July 2013

FOR DOMESTIC AND INTERNATIONAL USE

COMMONWEALTH of PA

P. U. C. SECRETARY

Ms. ROSEMARY CHIAVETTA

P. O. BOX 3265

HARRISBURG, PA 17105-
3265