

RECEIVED

NOV 27 2015

PA PUBLIC UTILITY COMMISSION
SECRETARY'S BUREAU

COVER
AND
SERVICE

F2015-2465407

MARION BUTLER
R.N.

REPLY TO EXCEPTIONS

Marion Butler : F-2015-2465407

v. :

PGW :

RECEIVED

Initial Decision

NOV 27 2015

I. HISTORY OF THE PROCEEDING

PA PUBLIC UTILITY COMMISSION
SECRETARY'S BUREAU

A. REPLIES

1. The first sentence shows favoritism prior to reviewing this case. I am certain of all facts regarding the PGW gas bills for me at 5654 Diamond Street, 2nd Floor, Philadelphia, PA 19131. As relief, I welcome a true and fair investigation.
2. I request in this formal complaint and appeal, a review and investigation by the Commission's Bureau of Consumer Services: BCS # 324362.
3. On February 23, 2015, the Respondent, L. Farinas Esquire sent his letter in support of investigator: J. Carlin, and agreed with her. In addition, he sent the exact same letter on 04-15-2015 with only a date change (for the Formal Hearing: 04-20-2015). Exhibit # 1: letter dated 02-23-2014 and Exhibit #2: letter dated 04-15-2015.
4. Notices and Orders
 - A Notice to all parties regarding the Formal Hearing on 04-20-2015 at 10:00 am
 - Pre-Hearing Order on 03-27-2015 to advise regarding the time of the above and procedures along with the directions and submission of documents. Judge Eranda Vero requested Mrs. Marion Butler to submit an additional file of documents, Totaling four (4). I FedExed one set and brought the additional copies to court.

5. Judge Vero accepted the transcript of the Philadelphia Municipal Court case: L. T. # 14-04-28-5898, a suit by Ms. Mae Johns against Mrs. Butler. Mrs. Butler submitted three (3) legal documents:

- Two (2) praecipes and
- One (1) ReMax "As Is" document.

Exhibit # 3: Chase Mortgage Company Praecipe; Exhibit # 4: Mae Johns Praecipe; and Exhibit # 5: The ReMax "As Is" document signed by Purchaser of 5353 Spruce Street, Philadelphia, PA 19139.

A Housing and Urban Development ("H.U.D.") property requires buyers to sign a purchase agreement stating "they will purchase the property only if they improve and pay for the costs of the improvements prior to receiving a mortgage."

A Short Sale is a Deed in Lieu.

6. Attorney L. Farinas (Respondent) introduced Ms. C. Garner (PGW) Consumer Unit Officer was not asked to stand and be "sworn in."

7. Judge Vero, while on the bench and during the Hearing, requested "whether there was something that Mrs. Butler wanted her to give special attention to?" Mrs. Butler's response was: "the three (3) legal documents referenced above: the two (2) praecipes and the Remax "As Is" legal documents."

FINDINGS OF FACT

1., 2., and 3.: No reply.

4., 5., 6., 7., and 8.: No comment.

9. Chase Mortgage Company Praeipce. (See Exhibit # 3, above).
10. ReMax "As Is" Clause, dated 12-20-2013, wherein Buyer stated "she would accept responsibility for any bills incurred prior to settlement." (See Exhibit # 5: ReMax "As Is" document, above).
11. Mrs. Butler and her agent were neither privy to nor notified of the settlement date for the sale of 5353 Spruce Street, Philadelphia, PA 19139.
- 12., 13., 14., 15., and 16.: see Chase Mortgage Company Praeipce. (See Exhibit # 3, above).
17. No comment.
18. This date should be February 22nd, 2014. Exhibit # 6: Lease for 5654 Diamond Street, 2nd Floor, Philadelphia, PA 19131.
- 19., 20., and 21.: No comment.
22. A PGW technician walked through the basement and pointed out the gas line and separate meters. He did not point out where the gas lines met the furnace. When asked to check the 2nd floor broken thermostat, the PGW technician stated: "**No.**" Exhibit # 7: letter from PGW, dated 05-14-2014.
23. No comment.
24. PGW's Dispute Team closed their investigation to deny and refuse to explain the wrong account number on the letter dated 05-14-2014 to Mrs. Butler. (See Exhibit # 7, above).
- 25., 26., 27., 28., 29., and 30.: See Discussion (below).

DISCUSSION

On April 15th, 2014, a complaint was made to PGW's 11th and Chestnut Street office by Mrs. Marion Butler, who had a serious URI (Upper Respiratory Infection). As a result of placing a complaint with the Dispute Unit Team, no further bills were received. However, the PGW bills, after checking later, were still increasing with additional costs, but were not sent to Mrs. Butler.

On May 14th, 2014, a letter addressed to 5654 Diamond Street, Philadelphia, PA 19131, 2nd Floor, with a different account number: 08-1857-8169 was sent to Mrs. Butler, stating that the PGW technician completed a trace to the meter. Meter # 1948985 supplies the 2nd floor. The report also states the meter supplies the following:

- A 75,000 BTU heater;
- A 30,000 water heater; and
- A 50,000 range.

Ms. Mae Johns, who is the owner of the premises at 5654 Diamond Street, Philadelphia, PA 19131, has two (2) friends/tenants living in the 1st floor apartment. The male has a key to the apartment and uses heat, hot water and electric (for lights and cable tv), who resides at 5642 Diamond Street, Philadelphia, PA 19131. His friend has the private cell phone number for the owner, Ms. Mae Johns, for emergencies or information. Ms. Johns' friends/tenants collect the mail for her and delivers it to her.

Ms. Mae Johns, as owner, and her husband, Gerald, live at 2485 Merri Claude Drive, East Norriton, PA 19401. Ms. Johns maintains and uses both addresses, however, she is advised of any occurrences at 5654 Diamond Street, 1st floor, Philadelphia, PA 19131.

After Mrs. Butler received a bill, dated May 16th, 2014, anytime she called, she was told the supervisor would return her calls, which never occurred.

On June 4th, 2014, Mrs. Butler reported her unusual problems to the Public Utility Commission ("P.U.C.") and the Complaint # 3247362 was assigned to her.

Mrs. Butler made a list of all her bills after she moved out of 5353 Spruce Street, Philadelphia, PA 19139 and had a back operation, which kept her from returning to 5353 Spruce Street, Philadelphia, PA 19139. Living in apartments, she continued to pay the PGW gas bills for 5353 Spruce Street, Philadelphia, PA 19139, and was never late: from October 2012 to February 2014.

Mrs. Marion Butler is a law abiding citizen, with several disabilities and because of her medical problems, she has to have assistance with her medical bills. If there is a problem with high bills and costs, during the time she was living on the 2nd floor at 5654 Diamond Street, Philadelphia, PA 19131, she respectfully suggests that PGW contact the owner, Ms. Mae Johns.

• NEW Address - Oct. 16, 2015
281 DAVIS AVE. E-6
CLIFTON HEIGHTS, PA 19018

MARION E. BUTLER
7200 M. TRAC D214
UPPER DARBY, PA 19082
610-704-8409 - (CELL) A

P.U.C., SECRETARY
MS. ROSEMARY CHIAVETTA
COMMONWEALTH OF PA
HARRISBURG, PA 17105

July 24, 2015 { MOVED,
NOT
MAILED
re: BCS 3247362
+ DOCKET # F
2015: 2465407 AND ↑

DEAR MS. R. CHIAVETTA:

I HAVE SERIOUS CONCERNS REGARDING
UNUSUAL 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 (END OF HEARING!)
TWO IDENTICAL (M.B.) FILES. ALL OF THE
ABOVE FILES (M.B.) WERE REQUIRED (PRIOR 4.20.15)
REQUIREMENTS!!! RECEIVED (2015)

NOV 27 2015

To; P.U.C. SECRETARY
Ms. ROSEMARY CHIAVETTA
COMMONWEALTH OF PENNA.
HARRISBURG, PA 17105

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 12/17/14 AND LETTER RECEIVED FROM P.G.W.'S ATTORNEY, LAURETO FARINAS! 2-23-15!!

THE ABOVE ATTORNEY'S ABOVE LETTER WAS USED (COMPLETELY) FOR EVIDENCE 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!

 Sincerely

ENCLOSURES:

N/A 10-8-15

(MRS.) M. E. BUTLER

MB

Copied
10-8-15



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

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

Enclosure

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

Recommended for Call of the Docket

Not recommended for Call of the Docket

T.C. SUPERVISOR

REC'd → 2/28/15
MB



PHILADELPHIA GAS WORKS

800 West Montgomery Avenue • Philadelphia, PA 19122

To: Judge ^{pg 1}

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

BCS 3247362

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 RECD!!
- PGW Exhibit - 3 Statement of Account (3 pages)
- PGW Exhibit - 4 Dispute Resolution Unit Letters (4 pages) — RECD 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 A. Farinas ^{15/4/15}
Laureto A. Farinas

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

"NO" Response

M.B. Copied 7-15-15

refused

my files →

4-17-2015
M.B.
To →

4-15-15
9:08 AM
10 AM

DELIVERED

www.pgworks.com

800 W. MONTGOM. AVE → 11:20 AM M.B.

November 12, 2013

Dear Mr. Butler

From: My Agent
Christine Micek

I am certain you have noticed the new signs popping up all over our area!

Beginning today, Prudential-Fox & Roach and The Trident Group has said goodbye to the familiar blue Prudential signs that dotted our communities for the past fourteen years and those signs will now change to cabernet. It is my pleasure to introduce you to:

**Berkshire Hathaway HomeServices
Fox & Roach, REALTORS®
and
The Trident Group!**

Dominance Meets Prominence!

CHASE, J.P. Morgan
P.O. Box 182613
Columbus, OH 43218

5353 Spruce St.
PHILA., PA 19139
B.D. 10-25-1929

MARCH 6, 2013

RE: #1006380993

DEAR SIR;

IN RESPONSE TO 3-4-2013 LETTER,
I AM NOW ENROLLED IN "SHORT-SALE" DE-
PARTMENT. BECAUSE OF DECLINING HEALTH
WILL NOT BE ABLE TO RETURN TO THE
ABOVE ADDRESS

I AM REQUESTING CHASE TO ACCEPT
THIS PROPERTY "DEED IN LIEU"! I

SINCERELY ASK YOU RESPOND TO MY
REQUEST.

Mr. Butler

PERSON: LOSS*

Patient Name BUTLER, MARION

2008

D.O.B. 10/25/1929

DATE	NOTES
	<p>Date: <u>8/11/08</u></p> <p>Pulse: <u>82</u> BP: <u>120/70</u> RR: <u>16</u> Wt: <u>125 lbs</u></p> <p>Temp: <u>98.6</u> Ht: <u>5'11"</u></p> <p>Tobacco Use: (circle all that apply) <u>current</u> former passive never Smoking cessation counseling during this visit: <u>Y</u> <u>N</u> <u>N/A</u></p> <p>CPESB @ Pulperation Glycosuria @ 2 E. herpes @ urethritis SIP u/s of Pelvis w/ PUA P/U with w/ 1/2 Intra → negative Pancyt Pulch. pla to sup On Ull (bacterial) @ 5 E. pneumonia At HIV Compelled - Not fully developed ASCVD - PUA w/ PUA Tobacco for Bin 3 (E) Cathol Stomach</p>
	<p>WA</p> <p><u>Loss</u></p> <p><u>20 lbs</u></p>

→ Rec'd 8-3-12 (#1)



The Hospital of the University of Pennsylvania

LAMINECTOMY
* DR. PAUL MARCOTTE

Account Summary

Patient Name: Butler, Marion
 Statement Date: 07/30/12
 Service Date(s): Surg 06/19/12-06/21/12
 Account Number: 104957353
 Medical Record Number: 000049213
 Please Pay This Amt: \$390.00

2012

Charge Information

Trans. Date	Description	Amount
06/19/12	ELECTROCARDIOGRAM	416.00
06/20/12	ELECTROCARDIOGRAM	416.00
06/29/12	IP SYSTEM ADJ-MANAGE Q02 BRAVO BY ELDE	38,798.48-
07/02/12	ID#, NAME INVALID M28 MEDICARE IME	.00
07/03/12	IP SYSTEM ADJ-MANAGE Q02 BRAVO BY ELDE	38,798.48
07/03/12	IP SYSTEM ADJ-MANAGE Q02 BRAVO BY ELDE	39,630.48-
07/17/12	IP LOCK BOX INS. PYM Q02 BRAVO BY ELDE	12,562.53-
07/30/12	IP MANUAL ADJ-MANAGE Q02 BRAVO BY ELDE	137.99-

MB

Del # 100
29-12
Bill # 290

610 506-8669
BERKSHIRE HATHAWAY HomeServices
484-574
4734

Fox & Roach, REALTORS®
601 East Baltimore Pike
Media, PA 19063

SHORT

17/14

Agent & Buyer: Crystal CHAIREZ
866-233-5320
324-1292
282



SALE → 2/6

FHA CASE #
446-000953 -
6-703

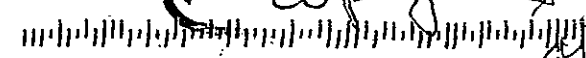
Mrs. MARION B. Butler
5624 Diamond St. 2nd flr.
Phila, Pa. 19131

H.W.D.

(*requested)
copy!!

DATE
26-113
sign 1/30

1913133123



MB
KML LAW GROUP, P.C.
Suite 5000 - BNY Mellon Independence Center
701 Market Street
Philadelphia, PA 19106-1532
215-627-1322

2-6-14 SETTLE!

JPMORGAN CHASE BANK, NATIONAL
ASSOCIATION
c/o 3415 Vision Drive
Columbus, OH 43219

Plaintiff

vs.

MB < MARION B. BUTLER
Mortgagor and Record owner
5353 Spruce Street
Philadelphia, PA 19139

Defendant

IN THE COURT OF COMMON PLEAS
OF PHILADELPHIA COUNTY

NO. 130602081

PRAECIPE TO DISCONTINUE AND END

TO THE PROTHONOTARY:

Kindly mark the above case Discontinued and Ended without prejudice upon payment of
your costs only.

KML LAW GROUP, P.C.
F/K/A GOLDBECK McCAFFERTY & McKEEVER

By: *[Signature]*

____ Michael McKeever Pa. ID 56129
____ Jay E. Kivitz Pa. ID 26769
____ Lisa Lee Pa. ID 78020
____ Thomas Puleo Pa. ID 27615
____ *[Signature]* David Fein Pa. ID 82628
____ Jill P. Jenkins Pa. ID 306588
____ Alyk L. Oflazian Pa. ID 312912
____ Salvatore Filippello, Pa. ID 313897
____ Jennifer Lynn Frechie, Pa. ID 316160
Attorneys for Plaintiff

*MB
copies
2-6-15*

R.E. 53



The Real Estate Leaders

"As-Is" Addendum

5353 SPRUCE ST
RE: PHILADELPHIA, PA 19139
(Property)

TO WHOM IT MAY CONCERN:

Please be advised that I am fully aware that the above-mentioned property I am purchasing is in "As Is" condition. I have also been advised, therefore, that it is my sole responsibility to obtain a USE AND OCCUPANCY CERTIFICATE prior to occupancy of the home. I have been further advised that I am to contact the above-mentioned office of the subject municipality to obtain this certification as soon as possible and prior to settlement.

I understand that PHILADELPHIA may require additional repairs and that it is my responsibility to meet the inspector at the property and pay for the cost of the certification and each inspection.
(Township) (Borough) (City)

I also understand that all repairs required by a mortgage lender are my responsibility as well as those repairs deemed necessary by any home inspector or contractor.

X Marion B. Butler x Johan 12/20/13
(Seller) (Date) (Buyer) (Date)
12/20/13

(Seller) (Date) (Buyer) (Date)

RE/MAX Prime Real Estate

238 W. Baltimore Pike Clifton Heights, Pennsylvania, 19018
Office: (610) 622-7500 Fax: (610) 622-5975

IN THE PHILADELPHIA MUNICIPAL COURT

J. JOHNS

M. JOHNS

Plaintiff(s)

M.E. BUTLER

Defendant(s)

Garnishee (s)

ⓁⓉSC- 14-04-28-5898
(circle LT or SC above and complete
the rest of the docket number)

PRAECIPE

TO THE JUDGMENTS AND PETITIONS UNIT:

Kindly mark the following judgment SATISFIED (include the name of the appropriate party or parties against whom the judgment was entered and should be marked satisfied):

Money judgment entered against M.E. BUTLER

Judgment of possession entered against _____

Kindly DISSOLVE the attachment against the following garnishee(s):

Specify any special instructions _____

ATTEST
JUL 31 2014
TIFFANY KEENAN *TJK*

Date: June 30, 2014

[Signature]

Name of Filing Party (sign above and print or type below)

MAE C. JOHNS

*M.E.B.
↓

Lead (from ATTNY M. COHEN 8-14-14 @ 1835 MARKET ST...!!)



10/17
/17

Legal Help Center

1835 Market Street, Suite 2700
Philadelphia, PA 19103
mcohen@legalthelpcenterpa.org

215-995-1257
July 15, 2014
Jok

Marion Butler
5654 Diamond Street
Philadelphia, PA 19131

closed
(GIVEN "PRINCIPLE" M. JOHNS)
(read August 8-14-14)
8-14

Dear Ms. Butler:

As we discussed the other day, in order for your appeal to move forward, you need to properly serve Mae and Jerald Johns. Since they live in Pennsylvania but outside Philadelphia, you need to have the Sheriff in Montgomery County formally serve them. Postal service is not sufficient.

To get proper service, you **MUST** go to the Sheriff's Office in Philadelphia immediately with the enclosed papers. Ask them to serve the Johns. Advise the Sheriff's office that you have an IFP granted so they will do this for free. Also tell them that the Court has ordered this accomplished by July 31st. The Sheriff's Office is at 100 South Broad Street on the 5th Floor.

★ Service must be completed by July 31st or your case is going to be dismissed.

Please let me know how you do.

Sincerely,

Michele F. Cohen, Esquire

FROM

6tz

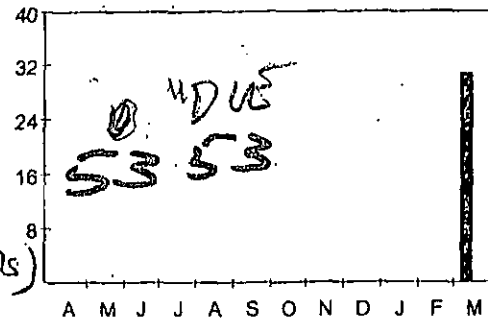
MONTHLY STATEMENT 2/22 V V

From Feb 21, 2014 thru Mar 17, 2014 (24 Days)

MARION B BUTLER
5654 DIAMOND ST, 2F
PHILA PA 19131-3123

From 2/21/14 - To 3/17

Energy Usage Information



Actual Estimated Prior Year

Billing Summary

Past Due Amount

Current Charges

No!!

\$189.64

\$56.94

3RMS

Total Amount Due By

Apr 10, 2014

\$249.42

- Average daily temperature 35.7 °F.
- Your average daily cost is \$2.37 compared to \$0.00 last year.
- For the last 12 months:
 - Your total usage is 31 Ccf.
 - Your average monthly usage is 2.58 Ccf.

Call 8-1-1 Before You Dig If your project requires digging, call 8-1-1 to have underground utilities marked. Remember, it's the law.

Think you smell gas? Call us at (215) 235-1212 Natural gas has an unpleasant, rotten egg-like odor for easy detection and your safety. If you smell natural gas, or have an unsafe condition, leave the area and then call PGW at (215) 235-1212.

PAST DUE
OWNER
NEW
Feb 6
2014 sold

Reviewed
May 28 - 2014
CREDIT REPORTS!!

ON CREDIT AGENCY LIST
MOVED IN 2/21/2014

2015



PHILADELPHIA GAS WORKS
800 W. MONTGOMERY AVENUE, PHILADELPHIA, PA 19122-0055

800 W. MONTGOMERY AVE.

Notice Date:

Account Number:

3-18-14

Mar 18, 2014

0429437077

need 2 wks p Mdv

COLLECTION AGENCY REFERRAL NOTICE

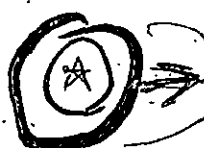
PAYMENT DUE ON RECEIPT

Since you have not paid your past due balance of \$189.64, action will be taken to refer your account to a collection agency unless you make full payment upon receipt of this notice.

A good credit rating is a valuable asset, and we are sure that you wish to protect your rating.

To avoid referral to a collection agency contact our Credit/Collection department immediately at 215-235-1777, Monday through Friday, between 8:00 a.m. and 4:30 p.m. to make a full payment. You can make payments over the telephone using your checking account or credit card.

You can make a payment at one of our Customer Service Centers between the hours of 9:00 A.M. and 5:00 P.M. at one of the following locations:



★

★

Residential Lease

Copy (pg 1)

Clause 1. Identification of Landlord and Tenant

This agreement is entered into between MARION ELIZABETH BUTLER [Tenant] and MAE C. JOHNS [Landlord]. Each Tenant is jointly and severally liable for the payment of rent and performance of all other terms of this Agreement.

Clause 2. Identification of Premises

Subject to the terms and conditions in this Agreement, Landlord rents to Tenant, and Tenant rents from Landlord, for residential purposes only, the premises located at 5654 DIAMOND ST - 2nd FLOOR PHILA., PA 19131 together with the following furnishings and appliance: STOVE, REFRIGERATOR, 1-CEILING FAN
Rental of the premises also includes WATER & SEWER, TRASH, SNOW REMOVAL, LAWN CARE.

Clause 3. Limits on Use and Occupancy

The premises are to be used only as a private residence for Tenant(s) listed in Clause 1 of this Agreement, ~~and their minor children.~~ Occupancy by guests for more than 60 DAYS is prohibited without Landlord's written consent and will be considered a breach of this Agreement.

Clause 4. Term of the Tenancy

The rental will begin on FEB. 22, 2014, and end on FEB. 22, 2015. If Tenant vacates before the term ends, Tenant will be liable for the balance of the rent for the remainder of the term.

Clause 5. Payment of Rent.

Regular month rent

Tenant will pay to Landlord a monthly rent of \$ 650.⁰⁰, payable in advance on the 22nd day of each month except when that day falls on a weekend or legal holiday, in which case rent is due on the next business day. Rent will be paid in the following manner unless Landlord designates otherwise:

Delivery of Payment.

Rent will be paid:

- by mail, to 2485 MERRI CLAUDE DR - E. NORRITON, PA 1944
- in person, at _____

Form of payment.

Landlord will accept payment in these forms:

- personal check made payable to MAE C. JOHNS
- cashier's check made payable to MAE C. JOHNS
- credit card
- money order
- cash



PHILADELPHIA GAS WORKS

Gas Leak Emergencies: 215-235-1212
Billing & General Information (English & Espanol): 215-235-1000
Access Your Account Online: www.pgworks.com

PB_20140318200005.dat-9603-000017465

Page: 1 of 3

Billing Date: Mar 19, 2014

Account Number: 0429437077

1 of 3
Mar 19, 2014
3-19

MONTHLY STATEMENT

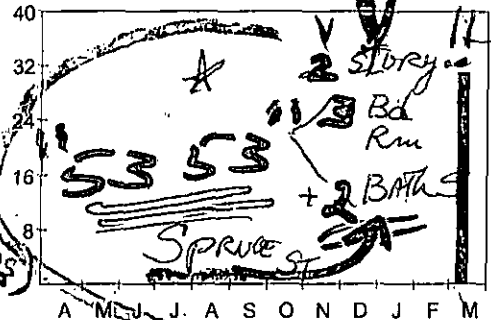
From Feb 21, 2014 thru Mar 17, 2014 (24 Days)

MARION B BUTLER
5654 DIAMOND ST, 2F
PHILA PA 19131-3123

From 2/21/14 - To 3/17

ADVICE OF A LAWYER
DECISION MADE 12-15-14

Energy Usage Information



Billing Summary

Past Due Amount

Current Charges

NO !!

\$189.64
\$56.94

Total Amount Due By

Apr 10, 2014

\$249.42

Actual Estimated Prior Year

- Average daily temperature 35.7 °F.
- Your average daily cost is \$2.37 compared to \$0.00 last year.
- For the last 12 months:
 - Your total usage is 31 Ccf.
 - Your average monthly usage is 2.58 Ccf.

Call 8-1-1 Before You Dig If your project requires digging, call 8-1-1 to have underground utilities marked. Remember, it's the law.

Think you smell gas? Call us at (215) 235-1212 Natural gas has an unpleasant, rotten egg-like odor for easy detection and your safety. If you smell natural gas, or have an unsafe condition, leave the area and then call PGW at (215) 235-1212.

2014

Questions or Complaints about your bill? Please call us before the due date at 215-235-1000, or write to: PGW P.O. Box 3500, Phila., PA 19122-0050

Please return this portion with your payment.

Write your account number on your check or money order made payable to Philadelphia Gas Works

Account Number:

0429437077

Due Date:

Apr 10, 2014

Please Pay:

\$249.42

Place "X" in box for address corrections. Print corrections on reverse side.

Amount Enclosed:

004802 000017465



MARION B BUTLER
5654 DIAMOND ST 2F
PHILA PA 19131-3123



Philadelphia Gas Works
P.O. Box 11700
Newark, NJ 07101-4700

0004294370778000000000249423



PHILADELPHIA GAS WORKS
800 W. MONTGOMERY AVENUE, PHILADELPHIA, PA 19122-0050

Telephone 215-787-1288

Fax Number 215-684-6996

Acct: 5353
Spruce
...WRONG ADDRESS

Rec'd SAT
4-26-14

orig

Apr 23, 2014
4-23-14

000282 000000444



MARION BUTLER
5654 DIAMOND ST 2F
PHILA PA 19131-3123

^

Re: Account Number: 0429437077

Service Address: 5353 SPRUCE ST

Dear MARION BUTLER:

On Apr 23, 2014 your account information was received by our department for review. We will (GAS Co.) review the matter and will respond to you within the next thirty (30) days.

We appreciate this opportunity to serve you.

Sincerely,

Dispute Resolution Unit

51-52-11

"Hold"

(circled)

TO "Robert"
T.C. 5/27
5/29
SUPER
To: Super @ Monig
CALL / Super @ Monig
Ave 2010 Bldg
CALL MB
FR!!
* No T.C.
STAR

Handwritten notes:
 6-1-14-18
 6-1-14-18
 1135
 PHES

Philadelphia Gas Works



800 W. Montgomery Ave., Philadelphia, PA 19122
Telephone: 215-787-1288

Handwritten notes: To 6/1, PGW

Telephone 215-787-1288
Fax 215-684-6996

May 14, 2014

Butler, Marion B
5654 Diamond St, 2f
Philadelphia, PA 19131

Handwritten notes: 1:40 pm, need 5-15-14

Acct # 08-1857-8169
5654 Diamond St, 2f

Dear Ms. Butler:

On April 22 2014 you contacted us and questioned your bill. In your inquiry you stated: You wanted the meter checked because you were told they might be switched.

Handwritten note: NOT TRUE!!!

Generally, a customer will use the same amount of energy from year to year with some variation based on the weather. The bills have been based on actual meter readings each month. The gas meter #1948985 is equipped with an Automatic Meter Reading (AMR) device. Due to your brief history at the property, you do not have an historic usage pattern for the heating season. Records reflect that you established service on February 21 2014. A gas usage analysis shows that since you established service the premise is using 5.1 cubic foot of gas per degree day (CFDD).

Records reflect that on April 28 2014 a PGW service technician visited the premise and completed a trace meter and piping report. The report states that meter # 1948985 supplies the 2f. The report also states that the meter supplies the following appliances, 75,000 BTU heater, 30,000 BTU water heater and a 50,000 range. KITCHEN RANGE IS NOT USED

Your bill from 3/17/2014 to 4/15/2014 for 27ccf's is correct as rendered. You can minimize the impact of the heating bill by joining the Easy Way budget plan. The budget plan enables you to spread out the cost of energy used during the peak periods of the year and breaks down the total yearly usage into manageable monthly bills. You can also take steps to reduce your usage.

PGW will test the meter; there is a \$10.00 charge for each test requested. Please submit request(s) and payment to:

**PGW Special Meter Test
P.O. Box 37019, Philadelphia, PA 19122**

Handwritten note: Feb 8 d

Handwritten note: 8

Handwritten note: 4.3.14

PGW Truck

6/3 and 6/14
DATE
LETTER TO
P.U.C.
7/15/14

pg 2

5-14-2014

3/20/15

Specific Service Agreement Statement of Account SA- 5348146486

Customer Name	From Date	To Date
MARION BUTLER	2/21/2014	5/14/2014

Service address	Account Number	SA Number	Meter	Rate
5654 DIAMOND ST Apt 2F PHIL, PA 191313123	429437077	5348146486	1948985	GS

STATEMENT

Transaction Date	Type	Reading	# of Days	Code	CCF Usage	Average CCF/Days	Heating DDD's	Payment Type	Transaction Due Date	Amount	Current Balance	Actual Balance
03/19/2014	BILL	4549	24	R	31	1.29	702		04/10/2014	\$56.94	\$56.94	\$56.94
04/16/2014	BILL	4576	29	R	27	0.93	475		05/12/2014	\$53.01	\$109.95	\$109.95
05/14/2014	XFER					0.00				\$167.48	\$277.43	\$277.43

5 pr to
L. Wom
office

REPLY to your Review of my dispute:

ON 5-14, I called GAS company and reported radiators WARM + past 2 weeks I did NOT

Touch Therms ^{start} only control available on 2nd floor. your in office CAN NOT

→ explain any "usage" for gas HEAT in this 2nd floor, 3 room apartment. I will be contacting the utility (PENNSA

Commission AGAIN re' this INADEQUATE REPORT!

you have 2 persons in & out of the first floor. I'm CERTAIN they

do NOT live (THEIR NAMES ON A LEASE) in that apartment. I AM

past when I do 4/15/14. I WAS IN WITH A

10-27
"INSPECTION & REVIEW"

148-TIC.16

★★
HIS LETTER WAS NOT CONSIDERED AT HEARING
A. 20.15
MARION B. BUTLER

MON
6/2/14 PHILA. GAS WORKS 5654 DIAMOND ST., 2F
800 W. MONTGOMERY AVE PHILA., PA 19131
PHILA., PA 19122
* (NO Bldg. @ ↑ ADDRESS!!) RE: # 08-1857-8169 (Acct)

* ERROR →
10-9-15

IN YOUR RESPONSE LETTER 5-14-14, YOU ARE AWARE I LIVE ON THE SECOND FLOOR!
THE SECOND PARAGRAPH YOU NOTED MY USAGE AND LISTED (THE THIRD PARAGRAPH) NOTED THE PGW SERVICE TECHNICIAN'S REPORT. THIS REPORT LISTED ITEMS YOU ARE CHARGING TO ME! YOU EXPECT THIS 84YR. OLD, DISABLED PERSON (LIVING ALONE) TO PAY FOR THE GAS USAGE BY THE ENTIRE TWO STORY HOUSE! THE GAS RANGE (ON THE SECOND FLOOR) IS NOT USED! THE SERVICE TECHNICIAN DID NOT OBSERVE THIS RANGE, NOR THE 2FL THERMOSTAT - NOT WORKING!

My bill is NOT CORRECT AND YOU ARE IN ERROR! I WILL SEND YOUR FINDINGS AND THIS LETTER OF DISPUTE TO THE PUBLIC UTILITY COMMISSION AND COURT NEXT WEEK. LT-14-04-28-5898

contains many false statements!!!

★★★ May 22, 2014 !!
10-9-2015 AT 4.20.15, THE JUDGE RECEIVED ↑ TRANSCRIPT!! SEVERAL FALSE STATEMENTS...!!! BY OWNER OF PROPERTY!!
ABOVE

1 here they're indicating that they've made
2 the necessary adjustment.

3 MS. BUTLER: They did.

4 THE COURT: Okay.

5 MS. BUTLER: Yes.

6 THE COURT: That takes care of --

7 MS. BUTLER: They're finished. Yes.

8 THE COURT: What is the situation with
9 the gas company?

10 MS. BUTLER: They're not.

11 THE COURT: They're not what?

12 MS. BUTLER: It states that I'm to pay
13 for the entire household. ←

14 THE COURT: All right let me see the
15 gas company document. Mrs. Johns do you
16 have that letter?

17 MS. BUTLER: Here's the bill.

18 THE COURT: Let me see that bill.

19 MS. BUTLER: The answer is here in some
20 of these papers.

21 THE COURT: Hang on a minute I may have
22 it right here. I got it here. So Ms. Johns
23 this is a bill from February 21st through
24 March 17, 2014, from Ms. Butler. Its \$249
25 but of this \$249 there's a past due amount ←
26 of \$189.

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MS. BUTLER: They took care of that.

THE COURT: So your bill was really \$56.94 not.

MS. BUTLER: Is that the gas.

THE COURT: Yes.

MS. BUTLER: But the last line states that what my meter is billed by. That's the part -- that's for the entire household. The heater, the water heater and they added the kitchen stove which I'm not using -- that's another thing, range they call it. → pg 52

THE COURT: But it doesn't say you use it, it just says that they have -- they're supplying -- there is a range in your apartment.

MS. BUTLER: There's no gas being used there.

THE COURT: They're not saying it's being used; it's just saying that it's supplied.

MS. BUTLER: But the other two --

THE COURT: If you wanted to use it you could.

MS. BUTLER: But the other two things are the biggies to me--

1 THE COURT: The heater and the water
2 heater.

3 MS. BUTLER: Yes.

4 THE COURT: Right, well you have a
5 heater and a water heater right? So you're
6 billed for the month -- the first month was
7 \$56.94 and it says right on here that that
8 the meter -- you're meter supplies the
9 second.

10 MS. BUTLER: That's right.

11 THE COURT: Okay, all right.

12 MS. BUTLER: But I'm still disputing it
13 because its --

14 THE COURT: Okay.

15 MS. BUTLER: Because of that.

16 THE COURT: So you think \$52.54 was too
17 much -- that bills too much for one month.

18 MS. BUTLER: That's not the bill.

19 THE COURT: For one month.

20 MS. BUTLER: That's not the end of the

21 bill. I want them to know -- I want them to

22 tell me why I should be billed for the

23 entire heater.

24 THE COURT: Are there two separate ←
25 heaters in this?

26 "OWNE" MS. JOHNS: Yes, sir.

1 THE COURT: There's two different
2 heaters.

3 MS. JOHNS: To separate hot water ←
4 heaters, two separate gas heaters.

5 MS. BUTLER: That's not what the letter
6 says, I'm billed for it.

7 THE COURT: Okay. It says second floor
8 and it list the heater, the rang and the --

9 MS. BUTLER: Like I said it's still in
10 dispute.

11 THE COURT: Okay.

12 MS. JOHNS: May I just remind you I did
13 not receive this Landlord Tenant Checklist
14 where it state it had that the FRONT door needs
15 repairing until the 17th of March. It's
16 dated by her the 14th and she repaired it on
17 the 19th of March.

18 THE COURT: So Ms. Butler, Ms. Johns, I
19 want you both to look at me --

20 MS. BUTLER: I beg your pardon.

21 THE COURT: I want you to both pay
22 attention to me.

23 MS. JOHNS: Yes, sir.

24 THE COURT: How long have you two known
25 one another? ★

Exp. Add
M.O. LETTER
10-2-14

1 MS. JOHNS: I thought I was very
2 lenient when I agreed to \$128 before coming
3 in here.

4 THE COURT: I understand. And I'm
5 certain that she thought that what she was
6 doing was the right to and fair to. And I
7 think it was.

8 MS. JOHNS: A \$128.

9 THE COURT: That's why I'm saying what
10 I'm saying. I think both of you had the
11 right intentions you get caught up in this
12 stupid mess here. So let's figure out how
13 to work this out okay. So I'm going to
14 enter judgment for the plaintiff in the
15 amount of \$50 plus the court cost okay. So
16 that's a lot less than what you wanted. And
17 I'm certain more -- a little more than you
18 wanted to pay, so I'm trying to split the
19 baby here and let you folks move on and get
20 this thing straight out yourself. \$50 plus
21 the court cost, possession as of today but ~~based~~
22 based only on failure to pay the rent.
23 Which means that if you pay then you stay.
24 Now, if you want to go then you got to work
25 that out under the lease, but the two of you
26 sit down and work this out. You really want

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:

F 2015[#] 2465407

COMMONWEALTH OF PENNA
ROSEMARY CHIAVETTA, SECRETARY
PENNA. PUBLIC UTILITY COMMISSION
P.O. BOX 3265
HARRISBURG, PA 1705-3265

DATED this day

NOVEMBER 25th
2015

M. Butler

PRO SE

RECEIVED

NOV 27 2015

PA PUBLIC UTILITY COMMISSION
SECRETARY'S BUREAU

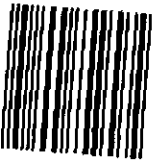
CERTIFIED MAIL®



7015 0640 0001 3891 0052



1000



17105

U.S. POSTAGE
PAID
PHILADELPHIA, PA
18104
NOV 27, 15
AMOUNT

\$8.33

00112872-27

MARION E. BUTLER
281 DAVIS AVE., E6
CLIFTON HTS. PA 19018

COMMONWEALTH OF PENNA
ROSEMARY CHIAVETTA, SECRETARY
PENNA. PUBLIC UTILITY COMMISSION
P.O. Box 3265
HARRISBURG, PENNA 17105-3265

M. E. BUTLER
V.O.F W/; 281 DAVIS AVE
APT E-6
CLIFTON HTS, PA 19018

5104