

Philadelphia Gas Works



800 West Montgomery Avenue, Philadelphia, PA 19122
Laureto A. Farinas, Senior Attorney
Legal Department
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June 6, 2016

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

RE: Guan Hui Ren v. PGW, Docket No. F – 2016 – 2545083
Guan Hui Ren v. PGW, Docket No. C – 2016 – 2540645

Dear Secretary Chiavetta:

Pursuant to 52 Pa. Code §§ 1.15(b), 5.61 and 5.81, the Philadelphia Gas Works hereby files its motion to consolidate complaints in the above captioned matters, to change from a Telephonic Hearing to an In Person Hearing to be held at the Commission's Philadelphia Offices and to continue the hearing, scheduled for June 17, 2016, if necessary.

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

Sincerely,

A handwritten signature in blue ink, appearing to read "Laureto Farinas", is written over a large, stylized blue circular flourish that extends across the page.

Laureto Farinas

cc: Service List
Administrative Law Judge Katrina L. Dunderdale
Jessica Glace
Wendy Vacca
Tyra Jackson

**BEFORE THE
PENNSYLVANIA PUBLIC UTILITY COMMISSION**

Guan Hui Ren :
 :
 v. : **Docket No. C – 2016 – 2540645**
 :
Philadelphia Gas Works :

And

Guan Hui Ren :
 :
 v. : **Docket No. F – 2016 – 2545083**
 :
Philadelphia Gas Works :

**Philadelphia Gas Works’ Motion to Consolidate
Complaints, to Continue the Hearing and to Change from a Telephonic
Hearing to an In Person Hearing at the Commission’s Philadelphia Office**

Pursuant to 52 Pa. Code §§ 1.15(b), 5.61 and 5.81, the Philadelphia Gas Works (“PGW”) hereby files this motion to consolidate complaints in the above captioned matters, to change from a Telephonic Hearing to an In Person Hearing to be held at the Commission’s Philadelphia Offices and to continue the hearing, scheduled for June 17, 2016, if necessary.

In support of its motion, PGW states as follows:

1. On April 21, 2016, PGW filed a formal complaint with the Commission under *Guan Hui Ren v. PGW*, at Docket No. F – 2016 – 2545083. That matter is an appeal of the Commission’s Bureau of Consumer Services (“BCS”) decision in BCS No. 3412240, dated March 2, 2016 regarding the discovery of meter tampering on February 4, 2016 and charges for the associated Unauthorized Gas Usage on Mr. Guan Hui Ren’s account for gas service to 7563 Battersby Street, Philadelphia, Pennsylvania (“Service Address”). The BCS found that there was insufficient evidence presented in the PGW’s Utility Report to support a finding of meter tampering and gas theft. The Commission served Mr. Ren with that Complaint on or about May 13, 2016. (See Appendix “A.”)

2. To date, Mr. Ren has not filed an Answer to that Complaint in that matter under Docket No. F – 2016 – 2545083.

3. On or about April 14, 2016, the Complainant also filed a formal complaint with the Commission under *Guan Hui Ren v. PGW*, Docket No. C – 2016 – 2540645. The Commission served PGW with that Complaint on April 20, 2016. (See Appendix “B.”)

4. On May 9, 2016, PGW filed a timely Answer to that Complaint at Docket No. C – 2016 – 2540645. (See Appendix “C.”) In its Answer PGW averred, *inter alia*, that Mr. Ren intends that the subject matter for the Complaint at Docket No. C – 2016 – 2540645 is the discovery of meter tampering on February 4, 2016 at the Service Address and for associated Unauthorized Gas Usage charges and not 1020 Race Street as indicated in that Complaint. PGW learned this from a conversation between PGW’s counsel and Ms. Fengmei Wu, who is a translator and friend of Mr. Ren, to whom he has given authorization to speak with PGW on his behalf and who drafted the complaint for Mr. Ren.

5. Both matters, *Guan Hui Ren v. PGW*, at Docket No. F – 2016 – 2545083 and *Guan Hui Ren v. PGW*, at Docket No. C – 2016 – 2540645, involve the same parties and revolve around the factual events concerning the discovery of meter tampering, Unauthorized Usage and billing for gas service to the Service Address.

6. The witnesses for both parties would be the same in both matters.

7. The principle of judicial economy would be served best if the hearing for both matters was conducted at one hearing as time and resources would be used efficiently in the disposition of these matters.

8. The presentation of PGW’s case in this matter involves the testimony of multiple witnesses and physical evidence such as a PGW meter, photographs and PGW records and documents. The testimony of PGW witnesses about these would be best received and understood at an In Person Hearing.

9. The parties and their witnesses are located in Philadelphia, Pennsylvania.

10. A Hearing at the Commission’s Philadelphia Office would be a convenience to the both parties and their witnesses if the request to hold In Person Hearing is granted.

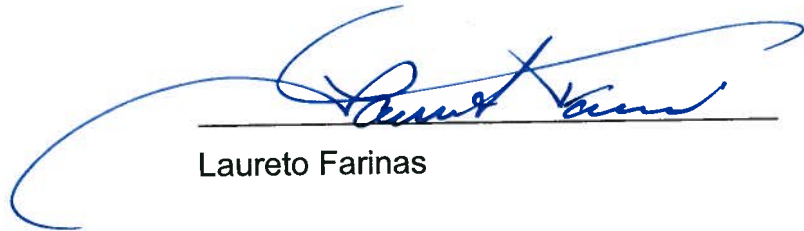
11. In a telephone conversation between PGW's counsel and Ms. Wu held on June 2, 2016, Ms. Wu indicates that Mr. Ren does not object to PGW's motion to consolidate complaints, to change from a Telephonic Hearing to an In Person Hearing to be held at the Commission's Philadelphia Offices and to continue the hearing scheduled for June 17, 2016, if necessary.

12. PGW has shown good cause for the grant its motion to consolidate complaints, to change from a Telephonic Hearing to an In Person Hearing to be held at the Commission's Philadelphia Offices and to continue the hearing scheduled for June 17, 2016, if necessary.

Wherefore, PGW respectfully requests that this Commission consolidate the matters *Guan Hui Ren v. PGW*, at Docket No. F – 2016 – 2545083 and *Guan Hui Ren v. PGW*, Docket No. C – 2016 – 2540645, change from a Telephonic Hearing to an In Person Hearing to be held at the Commission's Philadelphia Offices and to continue the hearing scheduled for June 17, 2016, if necessary.

Respectfully submitted,

June 6, 2016



Laureto Farinas

Appendix A



PHILADELPHIA GAS WORKS

800 West Montgomery Avenue • Philadelphia, PA 19122

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

April 21, 2016

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

RECEIVED

APR 21 2016

RE: Philadelphia Gas Works' Appeal of BCS Decision No. 3412240

PA PUBLIC UTILITY COMMISSION
SECRETARY'S BUREAU

Dear Secretary Chiavetta:

Pursuant to 52 Pa. Code §5.61, the Philadelphia Gas Works ("PGW") hereby files this appeal of the decision of the Commission's Bureau of Consumer Services ("BCS") dated March 2, 2016 under BCS Case No. 3412240.

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

Sincerely,

A handwritten signature in cursive script that reads 'Danielle Leva'.

Danielle Leva

cc: Service List
Wendy Vacca

**BEFORE THE
PENNSYLVANIA PUBLIC UTILITY COMMISSION**

Guannng Ren, Complainant/Appellee	:	
	:	Appeal of BCS No. 3412240
v.	:	
	:	Docket No. _____
Philadelphia Gas Works, Respondent/Appellant	:	

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**Philadelphia Gas Works' Appeal of the
Decision of the Bureau of Consumer Services
Dated, March 2, 2016; Case No. 3412240**

APR 21 2016

PA PUBLIC UTILITY COMMISSION
SECRETARY'S BUREAU

Pursuant to 52 Pa. Code §5.61 and the letter from the Secretary dated March 23, 2016, setting the due date of April 22, 2016 for filing of this appeal, the Philadelphia Gas Works ("PGW") hereby files this timely appeal of the decision of the Commission's Bureau of Consumer Services ("BCS") dated March 2, 2016 under BCS Case No. 3412240, attached hereto as Exhibit "A." In that decision, the BCS was not provided with the full review of evidence showing meter tampering and thus issued a finding that there was no tampering.

In support of its appeal, PGW avers the following:

1. The Respondent/Appellant is Philadelphia Gas Works, located at 800 W. Montgomery Avenue, Philadelphia, Pennsylvania 19122, Legal Department, Laureto Farinas, Senior Attorney, 215-682-6982.
2. The Complainant/Appellee is Guannng Ren, the Customer of Record ("Complainant") of 7563 Battersby Street, Philadelphia, Pennsylvania 19133 ("Service Address"), PGW Account Number 0003 8346 1707.
3. The Complainant has been a PGW Customer of Record at the Service Address under PGW Account No. 0003 8346 1707 since August 2009. At that time, PGW installed a new gas meter at the Service Address.
4. On January 4, 2012, PGW was at the 7500 block of Battersby Street, Philadelphia, Pennsylvania to investigate a street leak. PGW detected gas readings in a street trench which was opened by the City Philadelphia Water

Department in order to facilitate the installation of a new water service for a commercial business on that block.

5. On January 4, 2012, PGW was at the Service Address to re-light the appliances after the renewal of the gas service.

6. On January 5, 2012, the Complainant contacted PGW to discontinue the gas service as of January 7, 2012. The Complainant contacted PGW again on January 5, 2012 and canceled the request to discontinue service.

7. PGW routinely uses software associated with its electronic meter devices to identify usage anomalies on accounts such as Zero reading usage, uncharacteristically low consumption, tamper indicators including meter tilt and magnetic interference. These are tamper "flags" on accounts that appear with information transmitted with the monthly meter reading.

8. As to usage at the Service Address, PGW was alerted to three of these usage anomalies (Zero readings, uncharacteristically low consumption, and tilt tampering on the meter). With these anomalies, PGW concluded that a Usage Discrepancy Investigation ("UDI") was warranted with respect to the meter at the Service Address.

9. On February 4, 2016, PGW was at the Service Address for a UDI but could not gain access to the Service Address.

10. Later in the day on February 4, 2016, PGW attempted to gain access to the Service Address for the UDI. The Complainant contacted a friend to give PGW access. The Service Address was vacant. The gas service was found on. PGW terminated the gas service. PGW left a Post Termination Notice at the Service Address.

11. When inspecting the Service Address on February 4, 2016, the PGW Field Services, Instrument Specialist, Brad A. Cooper, found that the Electronic Receiver Transmitter ("ERT") had been detached and removed and was put on top of the meter. The PGW Technician took a photograph of the meter and ERT in this position, which is attached hereto as Exhibit "B." The PGW Technician also called in the information contained on the Theft Reporting Sheet, which is attached hereto as Exhibit "C."

12. The Complainant, or someone working on his behalf, intentionally removed the red security caps and the screws they covered. These fastened the ERT to the front of the meter. (See Exhibit "B.")

13. The Complainant, or someone working on his behalf, detached the ERT device from the front of the meter and placed it on top of the meter to prevent it from measuring the flow of gas used by the appliances at the Service Address. (See Exhibit "B.")

14. With the detachment of the ERT device, the meter, although able to allow natural gas to flow at the correct pressure, was rendered unable to measure gas usage during the period from November 29, 2011 through February 4, 2016.

15. At the inspection on February 4, 2016, the PGW Specialist Cooper noted that the appliances connected to the gas line were a House Heater 105,000 British Thermal Units ("BTU") a Water Heater 33,000 BTU, a Cooking Range 56,000 BTU, and a Clothes Dryer 22,000 BTU. (See Exhibit "C.")

16. On February 9, 2016, PGW billed the Complainant \$3,286.75 for unmetered gas usage during the period of the bypass, from November 29, 2011 through February 4, 2016. The bypass calculation is based on the BTU capacity of the appliances. That amount represents the usage that had been previously billed over the period of the bypass was subtracted from the calculation based upon the BTU capacity of the appliances.

17. On February 10, 2016, the Complainant filed an informal complaint with the BCS under BCS No. 3412240. On February 12, 2016 PGW issued a utility report to the BCS on that informal complaint.

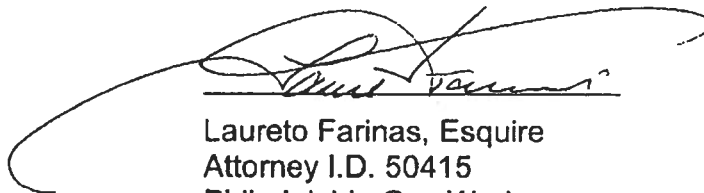
18. On March 2, 2016 the BCS issued its decision on BCS No. 3412240. (See Exhibit "A.") The BCS decision states that there was insufficient evidence to show that there was a physical bypass indicating theft of service. The decision found that the meter had passed testing. The BCS decision ordered that PGW remove the bypass charges from the Complainant's PGW account. The decision stated that the Complainant was to pay \$269.21. This represents the full bill of \$13.98 from February 6, 2016 plus the reconnection fee \$123.23 and deposit \$132 to restore the gas service.

19. The BCS was not provided with a full explanation of facts leading to the reasonable conclusion that the meter at the Service Address was the object of tampering in order to avoid the payment for gas service.
20. PGW seeks a *de novo* review of the facts of this matter in order to demonstrate that theft of service had been conducted at the Service Address by tampering with the meter and metering apparatus.
21. In order to restore gas service, the Complainant should be required to pay the full amount for unmetered gas during the period of the bypass, \$3,286.75, a reconnection fee of \$123.23 plus one half of the required deposit, \$211 for a total of \$3,620.98. Charges for theft of gas service are not subject to payment arrangements.
22. The Customer should be required to pay the disputed amount in full and should be subject to the terms of restoration set forth in Paragraph 21, herein.

Wherefore, PGW respectfully requests that this Commission find that there was theft of service conducted at the Service Address by tampering with the meter and metering apparatus and that the Customer should be required to pay the disputed amount in full and should be subject to the terms of restoration set forth by PGW in Paragraph 21, herein.

Respectfully submitted,

April 21, 2016



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

EXHIBIT A

(BCS Decision)

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PA PUBLIC UTILITY COMMISSION
SECRETARY'S BUREAU

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- <Case xmlns="x-schema:http://pucks1.state.pa.us/DataEx/Schema/ClosingDataSend.xdr">
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  <CompanyType>GAS TRANSPORTER</CompanyType>
  - <Customer>
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    - <CustomerServAddress>
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  <TotalBalance>3300.73</TotalBalance>
  <DateClosed>2016-03-02</DateClosed>
  <Resolution>BASED ON THESE FINDINGS, WE CONCLUDE THAT: 1. THERE IS NO
  EVIDENCE TO SHOW THAT THERE WAS A PHYSICAL BY-PASS OF THE METER ITSELF. 2.
  THE METER WAS TESTED. IT TESTED ACCURATE AND WITHIN THE ACCEPTABLE RANGE
  PER PENNSYLVANIA REGULATIONS. 3. ON 2/6/2016 THE CUSTOMER WAS BILLED
  BASED ON AN ACTUAL METER READING OF 3833, WHICH WAS OBTAINED FROM THE
  METER ITSELF. 4. THE COMPANY'S BILL FOR UNBILLED USAGE FROM 11/29/2011 TO
  2/04/2016 IN THE AMOUNT OF $3286.75 IS NOT VALID. 5. THE CUSTOMER MUST PAY
  $269.21 ($123.23 RECONNECTION FEE + $13.98 FULL BILL FROM 2/06/2016 +
  $132.00 SECURITY DEPOSIT) TO RESTORE SERVICE. THEREFORE, IT IS DECIDED
  THAT: 1. THIS INFORMAL COMPLAINT IS SUSTAINED. 2. THE CUSTOMER IS NOT
  RESPONSIBLE FOR THE BILL IN THE AMOUNT OF $3286.75.</Resolution>
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  <PayAmount>0.00</PayAmount>
  - <OtherInfo>
    <BCSInvestigatorFName>KENNETH</BCSInvestigatorFName>
    <BCSInvestigatorLName>SHAFFER</BCSInvestigatorLName>
    <NbrOfTimeSend>1</NbrOfTimeSend>
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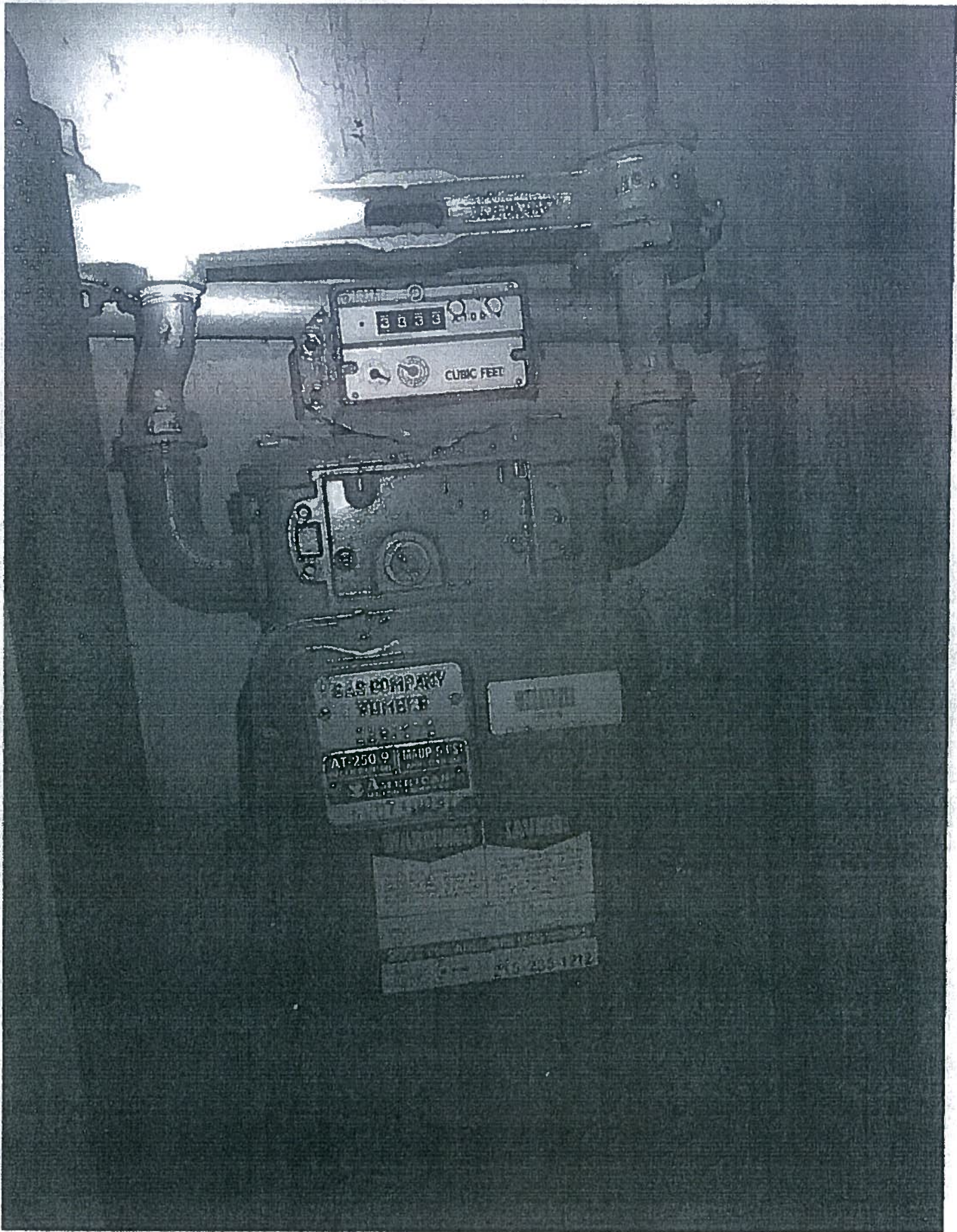
EXHIBIT B

(Photograph of tampered meter)

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PA PUBLIC UTILITY COMMISSION
SECRETARY'S BUREAU



3333
CUBIC FEET

GAS COMPANY
AT-250
HAPP 603

235-1212

EXHIBIT C

(Theft Report)

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PA PUBLIC UTILITY COMMISSION
SECRETARY'S BUREAU

Theft Reporting Sheet

Address of Bypass: 7563 BATTERSBY ST Apt #: _____ Floor: _____

Date found: 2/4/2016 Time Found: _____ Time Reported: _____ Taken by: JASICH 9510

Reporting Employee: B COOPER #9988 Dept Field

Reporting Employee: _____ Dept _____

Reporting Employee: _____ Dept _____

Reason for Visit: MRD TIP ASSIST LEAK RPU OTHER UU _____

How was PGW admitted: _____

Occupant: GUANNG REN How Long: _____

How was gas found? On OFF

Bypass:

How Installed:

Flex Connector

Inlet to Outlet

Rubber Hose

Hose to Fuel Line

Iron Pipe

Inlet to Fuel Line

Reversed Meter

Stolen Meter

Tampered Meter Details:

ERT REMOVED SITTING ON TOP OF METER

Other

*Stolen Meter Info: Number: _____ Index: _____

Address of Record for STL: _____ APT: _____ Floor: _____

S/O of last active Index: _____ Date: _____ Rate: _____

Appl on Fuel Line: HH: 105000 AWH: 33000 AGR: 56000 DRYER: 22000 OTHER: _____

Meter of Record Recovered: Y #: 1881070 Index: 3833 Where: _____

How was gas shut off? B/L L/P CURBED W/EXPANDER

P.T.N.? Yes No Leak? Yes No Pictures? Yes No Investigator's Name: _____

Police on Scene: Dist: _____ Car: _____ Name: _____ Badge: _____

Additional Comments:

P/E: _____ Date: _____

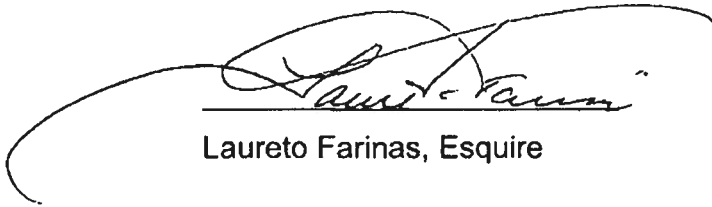
Abandoned: Yes No Main Footway



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.

April 21, 2016



Laureto Farinas, Esquire

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. Guanng Ren
7563 Battersby Street
Philadelphia, PA 19152

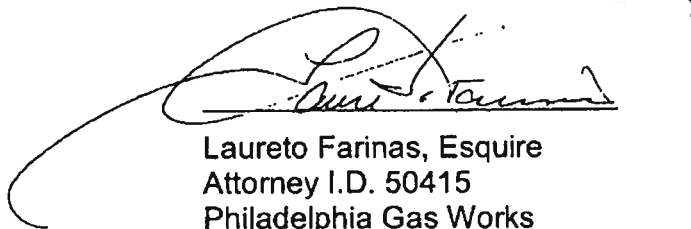
Mr. Guanng Ren
303 E. Evesham Road
Voorhees, NJ 08043 – 1219

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APR 21 2016

PA PUBLIC UTILITY COMMISSION
SECRETARY'S BUREAU

April 21, 2016



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

00143

00200

FedEx Package
Express US Airbill

FedEx
Tracking
Number

8079 1229 0112

Form
ID No

0215

22001

fedex.com 1.800.GoFedEx 1.800.463.3339

05445044

1 From

Date 4-21-15

Sender's Name PHILADELPHIA GAS WORKS Phone 215 681-6982

Company PHILADELPHIA GAS WORKS

Address 800 W. MONTGOMERY AVE

City PHILADELPHIA State PA ZIP 19122-2898

2 Your Internal Billing Reference

3 To

Recipient's Name Sec Rosamary Chiosetta Phone _____

Company PA P.C.

Address 417 North Street Dept./Floor/Suite/Room _____

Address Commonwealth Keystone Bldg.

City PHILADELPHIA State PA ZIP 19101

0118892043



8079 1229 0112

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

Next Business Day	2 or 3 Business Days
<input type="checkbox"/> FedEx First Overnight Earliest next business morning delivery, to select locations. Friday shipments will be delivered on Monday unless SATURDAY Delivery is selected.	<input type="checkbox"/> FedEx 2Day A.M. Second business morning.* Saturday Delivery NOT available.
<input type="checkbox"/> FedEx Priority Overnight Next business morning.* Friday shipments will be delivered on Monday unless SATURDAY Delivery is selected.	<input type="checkbox"/> FedEx 2Day Second business afternoon.* Thursday shipments will be delivered on Monday unless SATURDAY Delivery is selected.
<input checked="" type="checkbox"/> FedEx Standard Overnight Next business afternoon.* Saturday Delivery NOT available.	<input type="checkbox"/> FedEx Express Saver Third business day.* Saturday Delivery NOT available.

5 Packaging * Declared value limit \$500.

FedEx Envelope* FedEx Pak* FedEx Box FedEx Tube Other

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 applies.

Does this shipment contain dangerous goods?

No Yes (As per attached Shipper's Declaration) Yes (Shipper's Declaration not required) Dry Ice (Dry Ice, 3 UN 1845) _____ kg

Dangerous goods (including dry ice) cannot be shipped in FedEx packaging or placed in a FedEx Express Drop Box. Cargo Aircraft Only

7 Payment Billed to:

Enter FedEx Acct. No. or Credit Card No. below. Other (ccp Acct. No.)

Sender Acct. No. in Section 1 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.

611

fedex.com 1.800.GoFedEx 1.800.463.3339

Appendix B

PENNSYLVANIA PUBLIC UTILITY COMMISSION

Formal Complaint

Filing this form begins a legal proceeding and you will be a party to the case. If you do not wish to be a party to the case, consider filing an informal complaint.

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APR 14 2016

PA PUBLIC UTILITY COMMISSION SECRETARY'S BUREAU

To complete this form, please type or print legibly in ink.

1. Customer (Complainant) Information

Provide your name, mailing address, county, telephone number(s), e-mail address and utility account number. It is your responsibility to update the Commission with any changes to your address and to where you want documents mailed to you.

Name Guan Hui Ren
Street/P.O. Box 7563 Battersby St Apt #
City Phila State PA Zip 19152
County Philadelphia

Telephone Number(s) Where We Can Contact You During the Day:

(484) 619 8343 (home) () (mobile)

E-mail Address (optional):

Utility Account Number (from your bill) 0383461707

If your complaint involves utility service provided to a different address or in a different name than your mailing address, please list this information below.

Name Fengmei Wu
Street/P.O. Box 1020 Race St
City Philadelphia State PA Zip 19107

2. Name of Utility or Company (Respondent)

Provide the full name of the utility or company about which you are complaining. The name of your utility or company is on your bill.

Philadelphia Gas Works

3. Type of Utility Service

Check the box listing the type of utility service that is the subject of your complaint (check only one):

- | | |
|---|---|
| <input type="checkbox"/> ELECTRIC | <input type="checkbox"/> WASTEWATER/SEWER |
| <input checked="" type="checkbox"/> GAS | <input type="checkbox"/> TELEPHONE/TELECOMMUNICATIONS (local, long distance) |
| <input type="checkbox"/> WATER | <input type="checkbox"/> MOTOR CARRIER (e.g. taxi, moving company, limousine) |
| <input type="checkbox"/> STEAM HEAT | |

4. Reason for Complaint

What kind of problem are you having with the utility or company? Check all boxes below that apply and state the reason for your complaint. Explain specifically what you believe the utility or company has done wrong. Provide relevant details including dates, times and places and any other information that may be important. If the complaint is about billing, tell us the amount you believe is not correct. Use additional paper if you need more space. **Your complaint may be dismissed without a hearing if you do not provide specific information.**

- The utility is threatening to shut off my service or has already shut off my service.

- I would like a payment agreement.

- Incorrect charges are on my bill. Provide dates that are important and an explanation about any amounts or charges that you believe are not correct. Attach a copy of the bill(s) in question if you have it/them.

- I am having a reliability, safety or quality problem with my utility service. Explain the problem, including dates, times or places and any other relevant details that may be important.

Other (explain). PG&W shut down my service and took the meter from the premise. My house was rented out to a tenant and the tenant was arrested for crime. PG&W discovered that the meter was tampered. PG&W wants us to pay for an estimate for the time the tenant was living there.

Note: If your complaint is only about removing or modifying a municipal lien filed by the City of Philadelphia, the Public Utility Commission (PUC) cannot address it. Only local courts in Philadelphia County can address this type of complaint. The PUC can address a complaint about service or incorrect billing even if that amount is subject to a lien.

In addition, the PUC generally does not handle complaints about cell phone or Internet service, but may be able to resolve a dispute regarding voice communications over the Internet (including the inability to make voice 911/E911 emergency calls) or concerns about high-speed access to Internet service.

5. Requested Relief

How do you want your complaint to be resolved? Explain what you want the PUC to order the utility or company to do. Use additional paper if you need more space.

I would like the PUC to resolve the estimated bill that PGW wants us to pay. We feel that we are not responsible for the tenant's tamper of the meter. We paid the bill every month on timely fashion. We didn't know of any problems until the tenant was arrested.

Note: The PUC can decide that a customer was not billed correctly and can order billing refunds. The PUC can also fine a utility or company for not following rules and can order a utility or company to correct a problem with your service. Under state law, the PUC cannot decide whether a utility or company should pay customers for loss or damages. Damage claims may be sought in an appropriate civil court.

6. Protection From Abuse (PFA)

Has a court granted a "Protection From Abuse" order that is currently in effect for your personal safety or welfare? The PUC needs this information to properly process your complaint so that your identity is not made public.

Note: You must answer this question if your complaint is against a natural gas distribution utility, an electric distribution utility or a water distribution utility AND your complaint is about a problem involving billing, a request to receive service, a security deposit request, termination of service or a request for a payment agreement.

Has a court granted a "Protection From Abuse" order for your personal safety or welfare?

YES

NO

If your answer to the above question is "yes," attach a copy of the current Protection From Abuse order to this Formal Complaint form.

7. Prior Utility Contact

a. Is this an appeal from a decision of the PUC's Bureau of Consumer Services (BCS)?

YES

NO

Note: If you answered yes, move to Section 8. No further contact with the utility or company is required. If you answered no, answer the question in Section 7 b. and answer the question in Section 7 c. if relevant.

b. If this is not an appeal from a BCS decision, have you spoken to a utility or company representative about this complaint?

YES

NO

Note: You must contact the utility first if (1) you are a residential customer, (2) your complaint is against a natural gas distribution utility, an electric distribution utility or a water utility AND (3) your complaint is about a billing problem, a service problem, a termination of service problem, or a request for a payment agreement.

- c. If you tried to speak to a utility company representative about your complaint but were not able to do so, please explain why.

Note: Even if you are not required to contact the utility or company, you should always try to speak to a utility or company representative about your problem before you file a Formal Complaint with the PUC.

8. Legal Representation

If you are filing a Formal Complaint as an individual on your own behalf, you are not required to have a lawyer. You may represent yourself at the hearing.

If you are already represented by a lawyer in this matter, provide your lawyer's name, address, telephone number, and e-mail address, if known. Please make sure your lawyer is aware of your complaint. If represented by a lawyer, both you and your lawyer must be present at your hearing.

Lawyer's Name _____

Street/P.O. Box _____

City _____ State _____ Zip _____

Area Code/Phone Number _____

E-mail Address (if known) _____

Note: Corporations, associations, partnerships, limited liability companies and political subdivisions are required to have a lawyer represent them at a hearing and to file any motions, answers, briefs or other legal pleadings.

Guan hui Ren

7563 Battersby St.
Phila PA 19152

PLACE STICKER AT TOP OF ENVELOPE TO THE RIGHT
OF THE RETURN ADDRESS, FOLD AT DOTTED LINE
CERTIFIED MAIL[®]



7015 0640 0002 3474 1222

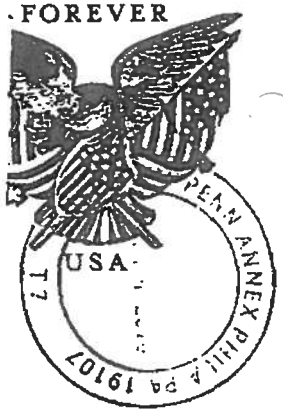


17120

0016133-05

\$3.30

U.S. POSTAGE
PAID
PHILADELPHIA, PA
19107
APR 14, 16
AMOUNT



Secretary
Pennsylvania Public Utility com.
400 North St.
Harrisburg, PA 17120



Appendix C



PHILADELPHIA GAS WORKS

800 West Montgomery Avenue • Philadelphia, PA 19122

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

May 9, 2016

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

Re: Guan Hui Ren v. Philadelphia Gas Works, Docket No. C-2016- 2540645

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,

A handwritten signature in blue ink, appearing to read "Danielle Leva", is written over the typed name.

Danielle Leva

Enclosure

cc: Guan Hui Ren
Wendy Vacca

Recommended for Call of the Docket

✓ Not recommended for Call of the Docket

**BEFORE THE
PENNSYLVANIA PUBLIC UTILITY COMMISSION**

Guan Hui Ren

v.

Philadelphia Gas Works

:
:
:
:
:
:

Docket No. C– 2016 – 2540645

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. Admitted. PGW denies that it terminated the service at 1020 Race Street. PGW further denies that it removed the meter from 1020 Race Street due to meter tampering. By way of further answer, on or about May 5, 2016, PGW spoke with Fengmei Wu who is the person named on the Complaint in which 1020 Race Street is the subject Service Address. Ms. Wu informed the undersigned counsel that she is not a party to the instant matter, that she is not counsel to Mr. Ren and that she is merely helping Mr. Ren as interpreter. Ms. Wu further informed me that the complaint in the instant matter was intended to be an Answer to PGW’s Appeal of the March 2, 2016 BCS Decision No. 3412240, which has been filed on April 21, 2016. That appeal involves the theft of service at 7563 Battersby Street, Philadelphia, Pennsylvania (Service Address).

The Complainant established service at the Service Address as of August 4, 2009. The account is listed as residential heat and domestic usage appliances. The property was equipped with an Automatic Meter Reading device (AMR) and actual readings were being obtained.

On August 4, 2009, PGW completed a meter exchange by removing Meter No. 1636251 at index 1722 and installing Meter No. 1881070 at index 998.

On January 4, 2012, PGW was at the Service Address due to a street leak.

On January 4, 2012, PGW was at the Service Street to relight the appliances after renewal of the service.

On November 5, 2012, the Complainant contacted PGW to discontinue the service for January 7, 2012. Later the same day, the Complainant canceled the request.

On February 4, 2016, PGW was at Service Address for a Usage Discrepancy Investigation (UDI) and could not gain access. Later the same day, PGW was at Service Address again for a UDI. The Complainant contacted a friend to give PGW access. The property was vacant. PGW found the service on and left the service off. PGW discovered and photographed that the ERT was removed and sitting on top of the meter. The appliances on the fuel line were house heater, water heater, range, and dryer. PGW left a post termination notice at Service Address.

On February 9, 2016, PGW billed the Complainant \$3,286.75 for bypass usage from November 29, 2011 through February 4, 2016. The bypass calculation is based on the BTU's of the appliances. The usage billed to the Complainant over the period of the bypass was subtracted from the calculation.

On February 10, 2016, the Complainant filed an Informal complaint under BCS No. 3412240.

The Bureau of Consumer Services (BCS) decision dated March 2, 2016, which is attached hereto as Exhibit "A", concluded that the bypass charges must be removed. There was no evidence to show there was a physical bypass. In addition, the meter passed testing. The Complainant is required to pay \$269.21 (full bill \$13.98 + reconnection fee \$123.23 + deposit \$132.00) to restore the service.

On March 15, 2016, the PUC requested PGW to restore the service pending an appeal.

On March 16, 2016, PGW informed BCS that it would not be restoring the service pending the appeal due to the theft of service and the hazard surrounding theft of service.

PGW's position is payment of the bypass \$3,286.75, reconnection fee \$123.23 and ½ the deposit \$211 totaling \$3,620.98 for restoration.

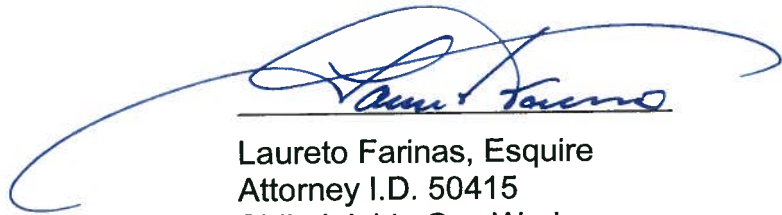
On April 21, 2016, PGW cancelled the \$3,286.75 bill and rebilled for \$3,075.37 to adjust the bypass charges for usage as of January 4, 2012, the date of the relight of the appliances after the street leak.

6. Admitted.
7. Admitted.

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

Respectfully submitted,

May 9, 2016



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

EXHIBIT A

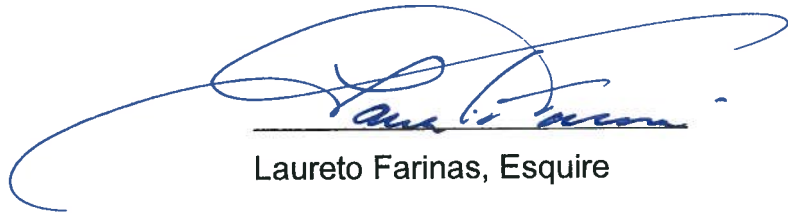
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<Resolution>BASED ON THESE FINDINGS, WE CONCLUDE THAT: 1. THERE IS NO
EVIDENCE TO SHOW THAT THERE WAS A PHYSICAL BY-PASS OF THE METER
ITSELF. 2. THE METER WAS TESTED. IT TESTED ACCURATE AND WITHIN THE
ACCEPTABLE RANGE PER PENNSYLVANIA REGULATIONS. 3. ON 2/6/2016 THE
CUSTOMER WAS BILLED BASED ON AN ACTUAL METER READING OF 3833, WHICH
WAS OBTAINED FROM THE METER ITSELF. 4. THE COMPANY'S BILL FOR UNBILLED
USAGE FROM 11/29/2011 TO 2/04/2016 IN THE AMOUNT OF \$3286.75 IS NOT
VALID. 5. THE CUSTOMER MUST PAY \$269.21 (\$123.23 RECONNECTION FEE +
\$13.98 FULL BILL FROM 2/06/2016 + \$132.00 SECURITY DEPOSIT) TO RESTORE
SERVICE. THEREFORE, IT IS DECIDED THAT: 1. THIS INFORMAL COMPLAINT IS
SUSTAINED. 2. THE CUSTOMER IS NOT RESPONSIBLE FOR THE BILL IN THE
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 </OtherInfo>
</Case>

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.

May 9, 2016



Laureto Farinas, Esquire

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).

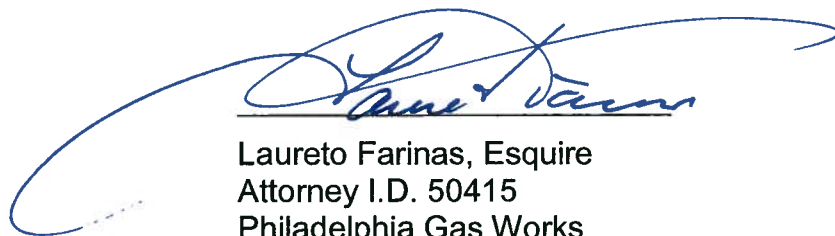
Service List:

For Complainant:

Mr. Guan Hui Ren
7563 Battersby Street
Philadelphia, PA 19152

Ms. Fengmei Wu
1020 Race Street
Philadelphia, Pennsylvania 19107

May 9, 2016



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

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.

Dated: June 6, 2016


Laureto Farinas, Esquire

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. Guan Hui Ren
7563 Battersby Street
Philadelphia, PA 19152

Mr. Guan Hui Ren
303 E. Evesham Road
Voorhees, NJ 08043 – 1219

Ms. Fungmei Wu
1020 Race Street
Philadelphia, PA 19107

June 6, 2016


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