

1. REPORT DATE: 00/00/00 :
2. BUREAU: ALJ :
3. SECTION(S): :
5. APPROVED BY: : 4. PUBLIC MEETING DATE:
DIRECTOR: : 00/00/00
SUPERVISOR: :
6. PERSON IN CHARGE: : 7. DATE FILED: 02/25/04
8. DOCKET NO: F-01556854 : 9. EFFECTIVE DATE: 00/00/00

PARTY/COMPLAINANT: VIOLA, MARY ELLEN

RESPONDENT/APPLICANT: PHILADELPHIA GAS WORKS

COMP/APP COUNTY: PHILADELPHIA

UTILITY CODE: 125042

ALLEGATION OR SUBJECT

COMPLAINANT STATES COMPANY SAYS SHE WAS NOT REMOVED FROM CRP AND NOW COMPANY WILL NOT APPLY LIHEAP FUNDS TO ACCOUNT. SHE WANTS PUC TO INVESTIGATE AND FOR LIHEAP MONEY TO BE PUT ON HER ACCOUNT.

DOCUMENT
ENTER

F-01556854

RECEIVED

ORIGINAL

FORMAL COMPLAINT FORM
Pennsylvania Public Utility Commission

2004 FEB 25
Please Print:
SECRETARY'S BUREAU

125042

BCS 1556854
3/4/04

1. Your Name, Mailing Address and Telephone Number.

Name MARYELLEN VIOLA ET AL

Street/P.O. Box 2410 SO. 9TH ST Apt.# _____

City PHILADELPHIA State PA Zip 19148

County _____ Home Telephone-Area Code (215) 465 1329
Work Telephone-Area Code (267) 259 9393
CELL PHONE _____

2. Name of Company your complaint concerns: PHILA. GAS WORKS
215 235 1000

3. What is your complaint?

I HAVED LIVED HERE 14YRS. I HAVED ALWAYS PAID MY BILLS IN FULL AND ON TIME. AS PGW CONTINUED TO RAISE RATES CONSTANTLY AND COMBINED WITH A DEATH, CAUSED ME TO BECOME BEHIND IN MY PAYMENTS. OCTOBER 2003 I OWED PGW 223.00. I WENT TO BROADST AND FILL OUT A FORM AND THEY PUT ME ON THE C.R.P. PROGRAM. I AGREED TO PAY 29.00 A MONTH. I WENT HOME TWO WEEKS LATER THEY ALREADY INCREASED THE MONTHLY PAYMENT BY 5.00 + INTERESTS 3.00. ~~I WENT~~ I CALLED JP AND TOLD THEM THAT I NOW LONGER WANTED TO BE ON C.R.P. BECAUSE THERE ARE ONLY 2 PEOPLE IN MY HOUSEHOLD AND 40.00 A MONTH WAS MY AVERAGE BILL ANYWAY. THEY TOOK ME OFF C.R.P. BUT I WAS TOLD I MUST APPLY FOR LINEAP. THE END OF DECEMBER I RECEIVED A CHECK 421.00. PGW IS NOW CLAIMING I WAS NEVER REMOVED OF THE PROGRAM, THIS IS A LIE! I WAS TAKEN OFF THE PROGRAM. (If you need more space, use additional paper and attach to this form). ONE MONTH AFTER! NOW 421.00 WENT TOWARDS THEIR PROGRAMS, I OWE THEM 350.00 AND I AM GOING TO RECEIVE ^(over-) A SHUT OFF I WAS TOLD! I CANNOT BELIEVE THIS. PGW DOES NOT TREAT CUSTOMERS IN A RESPECTFUL MANNER ~~AND~~ NOT DO THEY REALLY CARE. I WANT PGW TO APPLY FUNDS TO MY ACCOUNTS AND I WANT TO BE TAKEN OFF THE PROGRAM ~~AND~~ IT DOESN'T WORK FOR ME! (3)

4. What do you want the Public Utility Commission to do about your complaint?

I WANT THE PUC TO REALIZE HOW UNFAIRLY PG&W OPERATES. I WAS TAKEN OFF A PROGRAM BECAUSE IT WAS NOT GOOD FOR ME. I WANT MY LIHEAP GRANT TO BE PUT ON MY ACCOUNT, AFTER ALL IT WAS MY PERSONAL PAPERS THAT QUALIFIED ME FOR THAT GRANT. THEY ARE KEEPING THE GRANT AND LYING ABOUT THE FACT I WASN'T REMOVED I WAS!! I WANT PUC TO MAKE SURE I AM REMOVED OFF THE PROGRAM AGAIN AND TO APPLY MY 421.00 GRANT TO MY ACCOUNT. THIS IS GIVE ME A CHANCE TO CATCH UP WITH MY SITUATION!

5. You must sign and date your complaint below. (If you need more space, use additional paper and attach to this form.)

The information I have placed on this form is true and correct to the best of my knowledge. I understand that I could be punished under Pennsylvania State Law if I purposely give false information.

Mary Ellen Viola
Original Signature of complaining person

Feb 18, 2003
Date

6. If you are represented by a lawyer you must provide your lawyer's name, address and telephone number.

Lawyer's Name I AM NOT
Street GETTING A LAWYER.
City _____ State _____ Zip _____
Telephone Number-Area Code (_____)

PLEASE REVIEW MY COMPLAINT. THIS IS TRULY UPSETTING. THEY ALSO NEED TO PRACTICE A MORE PROFESSIONAL WAY OF TALKING ON THE PHONE!

NOTIFICATION OF INTENT TO APPEAL
(Request For Formal Complaint Forms)

Notice to Customer:

If you sign and return this form you are notifying the Public Utility Commission that you intend to appeal this informal complaint decision. Do not return this form unless you want to appeal this decision.

If you want to appeal this decision, you must return this Notification of Intent to Appeal form within twenty days of this date: February 3, 2004. The Commission will send you formal complaint forms.

You must comply with the terms of this decision until the Public Utility Commission completes the formal complaint process. You must make all of the required payments, or the utility company may pursue the termination of your service.

Thank You.
Pennsylvania Public Utility Commission

Yes, I want to appeal the decision of the Bureau of Consumer Services. Please send formal complaint forms to me at the following address:

Customer name and address:
(Please correct any mistakes.)

MARYELLEN VIOLA
2410 S 9TH ST
PHILADELPHIA PA 19148-3716

215 + 4651329
(Area Code) Telephone Number

Mary Ellen Viola
Signature

Mail this completed form to:

SECRETARY
PENNSYLVANIA PUBLIC UTILITY COMMISSION
P. O. BOX 3265
HARRISBURG, PA 17105-3265

FOR OFFICE USE ONLY

BCS Number: 1556854
Company: PHILADELPHIA GAS WORKS

Date of mailing: February 3, 2004

RECEIVED
REVISED 1997
2004 FEB 13 AM 9:32
SECRETARY'S BUREAU

25



COMMONWEALTH OF PENNSYLVANIA
PENNSYLVANIA PUBLIC UTILITY COMMISSION
P.O. BOX 3265, HARRISBURG, PA 17105-3265

3/4/04

IN REPLY PLEASE
REFER TO OUR FILE

FEBRUARY 13, 2004

BCS 1556854

MARYELLEN VIOLA
2410 SOUTH 9TH STREET
PHILADELPHIA PA 19148-3716

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 MARCH 4, 2004 to the address listed below:

James J. McNulty, Secretary
Pennsylvania Public Utility Commission
P.O. Box 3265
Harrisburg, PA 17105-3265

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 these formal complaint forms 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 the Bureau of Consumer Services' decision;
- We also send the company a copy of your completed formal complaint forms. 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.
- If you cannot travel to your hearing, you can request that the hearing be held by phone. This is called a telephonic hearing. If we can, we will schedule a telephonic hearing for you.
- We will most likely schedule your hearing sometime within three months after you file your complaint forms. If you know of certain dates when you will not be available for a hearing, let us know when you file your forms. We will try to work around your schedule.
- If you cannot attend the hearing on the scheduled date, you must request a different time or date. You should request the change at least 5 days before your hearing by writing to:

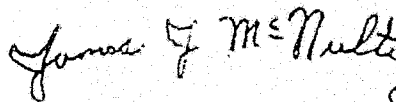
Office of Administrative Law Judge
Public Utility Commission
P.O. Box 3265
Harrisburg, PA 17105-3265

YOU SHOULD INCLUDE YOUR DAYTIME TELEPHONE NUMBER IN YOUR LETTER. DEPENDING ON YOUR REASON FOR NOT BEING ABLE TO ATTEND THE SCHEDULED HEARING, YOUR REQUEST TO CHANGE THE HEARING MAY OR MAY NOT BE APPROVED. WE WILL LET YOU KNOW OUR DECISION ON YOUR REQUEST FOR CHANGING THE HEARING DATE BEFORE THE DATE OF THE HEARING.

YOU MUST ATTEND SCHEDULED HEARINGS IN PERSON OR BY PHONE. IF YOU DO NOT ATTEND, YOUR COMPLAINT MAY BE DISMISSED (THROWN OUT).

If you have any questions about the complaint process, please call the Bureau of Consumer Services, toll free, at 1-800-782-1110.

Very truly yours,



James J. McNulty
Secretary

jih

CC: PHILA. GAS WORKS

BEFORE THE PENNSYLVANIA PUBLIC UTILITY COMMISSION

DATE SERVED: March 9, 2004

MARY ELLEN VIOLA
Complainant

VS.

PHILADELPHIA GAS WORKS
Respondent

Complaint Docket
No: F-01556854

DOCUMENT

DOCKETED

MAR 08 2004

FORMAL COMPLAINT NOTICE TO RESPONDENT TO ANSWER OR SATISFY

TO: PHILADELPHIA GAS WORKS

TAKE NOTICE:

That a complaint in the above entitled matter, of which the attached is a true and correct copy, has been presented and filed of record with the Pennsylvania Public Utility Commission. Section 702 of the Public Utility Code, 66 Pa. C.S. Section 702, requires the Commission to serve on each party named in a complaint a copy of the complaint and notice calling upon each party to satisfy the complaint, or to answer the same in writing within a specified time; THEREFORE,

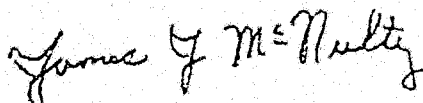
1. You have twenty (20) days from the date on which this complaint is served to either satisfy this complaint or to file with the Secretary of the Pennsylvania Public Utility Commission, P. O. Box 3265, Harrisburg, PA 17105-3265, an answer (original and three copies), in writing, under oath, which, as required by Section 5.61 of the Commission's Rules of Practice and Procedure, 52 Pa. Code Section 5.61, either affirms or specifically denies the allegations in this complaint. You must also serve a copy of the answer upon the complainant. The date of service is the mailing date as indicated by the date at the top of this Notice. Section 1.56(a) of the Commission's Rules of Practice and Procedure, 52 Pa. Code Section 1.56(a).

2. If you fail to either satisfy this complaint or to file answer or other responsive pleading within twenty (20) days, you will be deemed to have admitted all the allegations in this complaint in accordance with Section 5.61 of the Commission's Rules of Administrative Practice and Procedure, 52 Pa. Code Section 5.61. In that event, the Commission may, without hearing, enter an order which either revokes or suspends any certificate or permit held by you or which imposes a fine or any other appropriate penalty or remedy authorized by the Public Utility Code, 66 Pa. C.S. Section 101, et seq.; and, if you are a customer of a utility, an order may be entered which prescribes a payment schedule or which authorizes termination of utility services. The Commission is not limited to the relief sought by the complainant in paragraph 4 of the attached complaint.

3. If you elect to satisfy this complaint you must file, within twenty (20) days from the date on which this complaint is served, affidavits executed by each complainant that this complaint has been satisfied. Such affidavits must describe the basis on which this complaint was satisfied; any settlement agreement between the parties must be reduced to writing and attached to the affidavit. Such affidavits are to be filed with the Secretary of the Commission at the address set forth in paragraph 1. Upon receipt of affidavits of satisfaction from all complainants, this complaint may be dismissed by the Commission in accordance with Section 703(a) of the Public Utility Code, 66 Pa. C.S. Section 703(a), unless the Commission determines that such dismissal would be contrary to the public interest, in which event the Commission may direct that hearings be held upon the complaint.

4. If you file an answer which admits the allegations in this complaint, or which fails to specifically deny the allegations in this complaint, the Commission may, without hearing, enter an order which either revokes or suspends any certificate held by you or which imposes a fine or any other appropriate penalty or remedy authorized by the Public Utility Code, 66 Pa. C. S. Section 101, et seq.; and, if you are a customer of a utility, an order may be entered which prescribes a payment schedule or which authorizes termination of utility services. The Commission is not limited to the relief sought by the complainant in paragraph 4 of the attached complaint.

5. If you file a timely answer which specifically denies the allegations in this complaint, or which raises material questions of law or fact, this matter shall be referred to the Office of Administrative Law Judge for hearing and decision. If, after hearing on the issues raised by that answer, you are found to have committed any of the violations alleged in the complaint, the Administrative Law Judge may render a decision which either revokes or suspends any certificate or permit held by you or which imposes a fine or any other appropriate penalty or remedy authorized by the Public Utility Code, 66 Pa. C. S. Section 101, et seq.; and, if you are a customer of a utility, an order may be entered which prescribes a payment schedule or which authorizes termination of utility services. In the imposition of a penalty after a hearing the Administrative Law Judge is not bound by the relief sought by the complainant in paragraph 4 of the attached complaint.



James J. McNulty
Secretary

(SEAL)

Certified Mail
Return Receipt Requested

COMMONWEALTH OF PENNSYLVANIA
PENNSYLVANIA PUBLIC UTILITY COMMISSION
P O BOX 3265, HARRISBURG PA 17105-3265

DATE SERVED: March 9, 2004

F-01556854

LAURETO FARINAS ESQUIRE
PHILADELPHIA GAS WORKS
800 W MONTGOMERY AVE
PHILADELPHIA PA 19122-2898

DOCUMENT
10-1-04

Dear Sir/Madam:

A complaint has been filed against you before the Pennsylvania Public Utility Commission by MARY ELLEN VIOLA. To defend yourself against the claims stated in the following pages, you must act within twenty (20) days by filing in writing with the Commission, either personally or through your attorney, your defenses or objections to the claims stated against you. Or, you may satisfy the complaint by settling the matter with the Complainant and submitting proof of settlement to the Commission within twenty (20) days.

IF YOU FAIL TO RESPOND WITHIN TWENTY (20) DAYS, THE CASE MAY GO FORWARD IN YOUR ABSENCE AND A JUDGEMENT MAY BE ENTERED AGAINST YOU BY THE COMMISSION WITHOUT FURTHER NOTICE.

CUSTOMER OF A UTILITY

A payment schedule may be prescribed or a termination of utility services may be authorized. You may lose money or property or other rights important to you.

COMPANY/UTILITY

An Administrative Law Judge may revoke or suspend any certificate or permit held by you, or impose a fine, or any other appropriate penalty or remedy authorized by the Public Utility Code. You may lose money or property or other rights important to you.

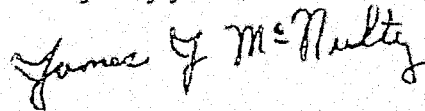
March 9, 2004

Detailed instructions on how to proceed are contained in the attached pages. You are advised to read them carefully.

Unless you are a corporation or other organization, you may proceed without a lawyer. However, if you want a lawyer and do not have one or cannot afford one, the office listed below can tell you where you can get legal help:

Pennsylvania Lawyer Referral Service
Pennsylvania Bar Association
P.O. Box 186
Harrisburg, PA 17108
(800) 692-7375

Very truly yours,

A handwritten signature in cursive script that reads "James J. McNulty".

James J. McNulty
Secretary

KSB

ORIGINAL

Philadelphia Gas Works



800 West Montgomery Avenue, Philadelphia, PA 19122
Laureto A. Farinas, Senior Attorney
Legal Department
Direct Dial: 215-684-6982
FAX: 215-684-6798
E-mail: laureto.farinas@pgworks.com

May 5, 2004

James McNulty, Secretary
Pennsylvania Public Utility Commission
Room B-20, North Office Building
Harrisburg, PA 17105-3265

Re: Mary Ellen Viola v PGW, Docket No. Docket No. F - 01556854

Dear Secretary McNulty:

Pursuant to 52 Pa. Code §5.61, the Philadelphia Gas Works ("PGW") hereby files the original and three (3) copies of its Answer to the Complaint in the above captioned matter.

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

Sincerely,

A handwritten signature in black ink, appearing to read "Laureto A. Farinas". The signature is written in a cursive style with a long, sweeping underline that extends to the left.

DOCUMENT
FOLDER

RECEIVED

Enclosures

cc: Mary Ellen Viola
Linda Pereira

MAY - 5 2004

PA PUBLIC UTILITY COMMISSION
SECRETARY'S BUREAU

RIP

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RECEIVED

MAY - 5 2004

BEFORE THE
PENNSYLVANIA PUBLIC UTILITY COMMISSION
PUBLIC UTILITY COMMISSION
SECRETARY'S BUREAU

Mary Ellen Viola

v.

Philadelphia Gas Works

Docket No. F - 01556854

DOCUMENT
FOLDER

Answer Of 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:

DOCKETED
MAY 07 2004

1. Admitted.
2. Admitted
3. Denied in part. PGW denies that averments contained in Paragraph 3 of the Complainant concerning the accuracy of the Complainant's bill.

According to PGW records the Complainant enrolled into the Customer Responsibility Program ("CRP") on May 5, 2003. Under the rules of CRP, prior to September 1, 2003, each participant must agree to apply for LIHEAP each year and assign the grant to PGW. Before enrollment in CRP the Complainant was made aware that the LIHEAP grants goes to off set the discounted gas she received. The CRP agreement that the Complainant executed states that the LIHEAP grant is used to help cover the difference between the CRP payment and the actual monthly gas bill.

The Complainant's original CRP payment was \$30 a month plus excess usage. After September 1, 2003 the new rules governing CRP, the Complainant's monthly amount was changed to \$29.44 plus \$3 towards the arrears for a total monthly payment of \$32.44.

A decision of the Bureau of Consumer Services ("BCS") dated February 3, 2004 stated that the Complainant needed to cure delinquent CRP payments by February 18, 2004 with a payment of \$129.76. The BCS decision order that the \$50 charge for "fast service call" be waived. COR should enroll in CRP and would be paying \$69.00 per month.

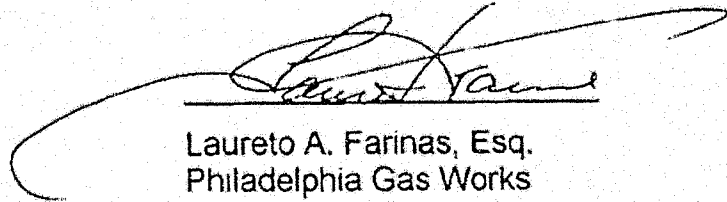
The last payment received from the Complainant was on April 7, 2004 in the amount of \$24. Currently the Complainant would need to pay \$170.64 to cure delinquent CRP payments.

4. Denied. The averments in Paragraph 4 of the Complaint are requests for relief to which no response is required. PGW therefore denies the averments in Paragraph 4.

Wherefore, PGW respectfully requests that this Commission find against the Complainant and affirm the BCS decision in this matter.

Respectfully submitted,

May 5, 2004



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

215-684-6982

VERIFICATION

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

Date: May 5, 2004


Laureto Farinas

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 §1 54 (RELATING TO SERVICE BY A PARTICIPANT).

Service List:

For Complainant:

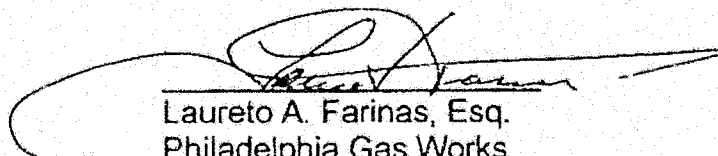
Ms. Mary Ellen Viola
3006 Ruth Street
Philadelphia, PA 19134

RECEIVED

MAY - 5 2004

PA PUBLIC UTILITY COMMISSION
SECRETARY'S BUREAU

May 5, 2004



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



COMMONWEALTH OF PENNSYLVANIA
PENNSYLVANIA PUBLIC UTILITY COMMISSION
P.O. BOX 3265, HARRISBURG, PA 17105-3265

IN REPLY PLEASE
REFER TO OUR FILE

August 25, 2004

In Re: F-01556854

(SEE ATTACHED LIST)

Mary Ellen Viola v. Philadelphia Gas Works

Billing Dispute

Telephone Hearing Notice

This is to inform you that a hearing by telephone on the above-captioned case will be held as follows:

Type: Initial Telephone Hearing
Date: Thursday, October 21, 2004
Time: 10:00 a.m.
Presiding: Administrative Law Judge Herbert Smolen
1302 Philadelphia State Office Building
1400 West Spring Garden Street
Philadelphia, PA 19130
Telephone: (215) 560-2105
Fax: (215) 560-3133

If you have not provided a current telephone number where you can be reached for participation in the hearing OR YOUR AREA CODE HAS CHANGED, then you must contact the presiding officer at least 7 days before the actual hearing and provide the necessary information.

At the above date and time, the Presiding Officer will contact the parties as follows:

Mary Ellen Viola	215-465-1329
Laureto A. Farinas, Esquire	215-684-6982

DOCUMENT
FOLDER

DOCKETED
AUG 30 2004

If you have any hearing exhibits to which you will refer during the hearing, 3 copies must be sent to the Administrative Law Judge and 1 copy each must be sent to every other party. All copies must be received at least 3 days before the hearing.

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

Except for those individuals representing themselves, the Commission's rules require that all parties have an attorney; therefore, you should have an attorney of your choice file an entry of appearance before the scheduled hearing.

If you are a person with a disability, and you wish to attend the hearing, we may be able to make arrangements for your special needs. Please call the scheduling office at the Public Utility Commission:

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

pc: Judge Smolen
Cherie Pyle
Beth Plantz
Docket Section
Calendar File

OALJ Hearing Report

Please Check Those Blocks Which Apply

Docket No:	F-01556854	YES	NO
Case Name:	Mary Ellen Viola v. Philadelphia Gas Works <i>EL</i>	Prehearing Held: <input type="checkbox"/>	<input type="checkbox"/>
		Hearing Held: <input checked="" type="checkbox"/>	<input type="checkbox"/>
		Testimony Taken: <input checked="" type="checkbox"/>	<input type="checkbox"/>
		Transcript Due: <input checked="" type="checkbox"/>	<input type="checkbox"/>
Location:	Philadelphia, PA	Hearing Concluded: <input checked="" type="checkbox"/>	<input type="checkbox"/>
		Further Hearing Needed: <input type="checkbox"/>	<input checked="" type="checkbox"/>
Date:	October 21, 2004	Estimated Add'l Days:	
ALJ:	Herbert Smolen	RECORD CLOSED: <input checked="" type="checkbox"/>	<input type="checkbox"/>
Reporting Firm:	Commonwealth Reporting	DATE: 10-21-04	
		Briefs to be Filed: <input type="checkbox"/>	<input type="checkbox"/>
		DATE:	
		Bench Decision: <input type="checkbox"/>	<input type="checkbox"/>
REMARKS: <i>* DURING HEARING, PARTIES REACHED AMICABLE SETTLEMENT. (EPT, SATIS ATTACHED)</i>			

DOCUMENT FOLDER

PLEASE PRINT CLEARLY - Incomplete Information may result in delay of processing.

Name and Telephone Number	Address	Who are you representing?
<i>MARY ELLEN VIOLA</i>	<i>2410 S. 9TH ST</i>	<i>SELF</i>
	City: <i>PHILA</i> State: <i>PA</i> Zip: <i>19148</i>	
Telephone: <i>215-465-1329</i>	E-mail Address:	Fax Number:
<i>LAURETO FARINAS, ESQ</i>	<i>800 W. MONTGOMERY AVE</i>	<i>PGW</i>
	City: <i>PHILA</i> State: <i>PA</i> Zip: <i>19122</i>	
Telephone:	E-mail Address:	Fax Number:
	City: State: Zip:	
Telephone:	E-mail Address:	Fax Number:

Check this box if additional parties or attendees appear on back of form.

Georgette McEwan
Reporter's Signature

Note: Completion of this form does not constitute an entry of appearance, see 52 Pa. Code §§1.24 and 1.25.

Philadelphia Gas Works

800 West Montgomery Avenue, Philadelphia, PA 19122
Laureto A. Farinas, Senior Attorney
Legal Department
Direct Dial: 215-684-8982
FAX: 215-684-8798
E-mail: laureto.farinas@pgworks.com

October 21, 2004

James McNulty, Secretary
Pennsylvania Public Utility Commission
Room B-20, North Office Building
Harrisburg, PA 17105-3265

RE: Marvellen Viola v. PGW, Docket No. F - 01556854

Dear Secretary McNulty:

Pursuant to 52 Pa. Code §5.24(b), the Philadelphia Gas Works (PGW) certifies that the above referenced Complaint has been satisfied. PGW and the Complainant have discussed the issues raised in the complaint and reached a settlement. With this discussion and settlement, the Complainant has indicated that she is satisfied with the resolution of this complaint. Therefore, no further Commission action is required in this matter.

By copy of this letter, I am notifying the parties her right to object to any part of this settlement, in writing to the Public Utility Commission within ten (10) days of the date of this letter.

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

Sincerely,

A handwritten signature in black ink, appearing to read "Laureto A. Farinas", is written over a large, sweeping horizontal line that extends across the width of the signature area.

cc: Maryellen Viola
Administrative Law Judge Herbert Smolen (via FAX)
Jack Irizarry

COMMONWEALTH OF PENNSYLVANIA
PUBLIC UTILITY COMMISSION

DATE: November 15, 2004

SUBJECT: Certification of Satisfaction Filed
F-01556854 Mary Ellen Viola v. Philadelphia Gas Works

TO: Wanda Zeiders,
Docket Management

FROM: Elizabeth L. Plantz, Scheduling Officer
Office of Administrative Law Judge

On October 21, 2004, a Certificate of Satisfaction was filed in the above-captioned proceeding by Laurelo A. Farinas, Esquire. If no objection is filed to this certificate within 10 days of service, this proceeding will be closed.

All parties should be notified that the case is closed and a copy of that notification placed in the document folder.

Attachment

pc: ALJ Herbert Smolen
Beth Plantz
Case File

DOCUMENT
FOLDER

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NOV 24 2004