

CAPTION SHEET

CASE MANAGEMENT SYSTEM

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: 09/14/07
8. DOCKET NO: C-20078294	:	9. EFFECTIVE DATE: 00/00/00

PARTY/COMPLAINANT: DOMINGO, JAMES

RESPONDENT/APPLICANT: PHILADELPHIA GAS WORKS

COMP/APP COUNTY: PHILADELPHIA

UTILITY CODE: 125042

ALLEGATION OR SUBJECT

COMPLAINANT STATES HE WANTS THE PUC TO SET HIM UP ON A REASONABLE PAYMENT PLAN AND TO REQUIRE PGW TO REMOVE ALL UNREASONABLE CHARGES WHICH HAVE BEEN ACCRUED AS A RESULT OF THEIR LACK OF RESPONSE TO A SITUATION WHICH HAS GONE ON FOR AN UNNECESSARY AMOUNT OF TIME.

DOCUMENT
FOLDER

DOCKETED
SEP 14 2007



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

IN REPLY PLEASE
REFER TO OUR FILE

July 12, 2007

BCS2245450

JAMES DOMINGO
1216 ANNIN STREET
PHILADELPHIA PA 19147

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 AUGUST 1, 2007 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:**

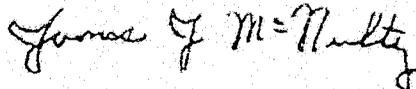
**Office of Administrative Law Judge
Public Utility Commission
P.O. Box 3265
Harrisburg, PA 17105-3265**

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

ane

cc: PHILADELPHIA GAS WORKS

Timely

Request for Formal Complaint Forms
(Notification of Intent to Appeal)

RECEIVED

JUN 25 2007

PA PUBLIC UTILITY COMMISSION
SECRETARY'S BUREAU

Notice to Customer:

If you sign and return this form, you are telling the Public Utility Commission that you want to appeal this decision. Do not return this form unless you want to appeal this decision.

If you want to appeal, you must return this form within 20 days of 6/14/2007. The Commission will send you formal complaint forms if you return this form.

You must comply with 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 shut off your service.

Sincerely,
Pennsylvania Public Utility Commission

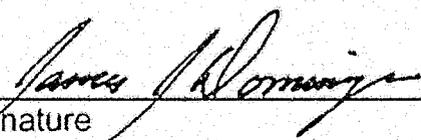
Yes, I want to appeal this decision. Please send formal complaint forms to me at the following address:

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

JAMES DOMINGO
1216 ANNIN STREET
PHILADELPHIA PA 19147

(267) 709-8358

(Area Code) Telephone Number
BCS: 2245450
Company: PHILADELPHIA GAS
WORKS



Signature
Date of Mailing: 6/14/2007

Mail this completed form to:

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

PENNSYLVANIA PUBLIC UTILITY COMMISSION

Formal Complaint Form

Please print or type.

C-20078294

RECEIVED
2001 SEP 14 AM 10:12
SECRETARY'S OFFICE

1. CUSTOMER NAME (COMPLAINANT)

Your name, mailing address, county, telephone number, utility account number and service address:

Name JAMES DOMINGO

Street/P.O. Box 1216 ANNIN ST. Apt # 2ND FLOOR

City PHILA. State PA Zip 19147

County PHILA.

Area Code/HOME Phone (267) 709-8358

Area Code/WORK Phone (215) 683-7745

Utility Account Number 0429508026
(from your bill)

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

Name _____

Street/P.O. Box _____

City _____ State _____ Zip _____

2. UTILITY NAME (RESPONDENT)

Name of utility company your complaint concerns: PGW PHILADELPHIA GAS WORKS

3. TYPE OF UTILITY (check one)

ELECTRIC

STEAM HEAT

GAS

WASTE WATER

WATER

MOTOR CARRIER
(taxi, moving company, limousine)

TELEPHONE
(local, long distance)

4. COMPLAINT (check one)

A. In general, what is your complaint?

- I want to oppose the company's proposed rate increase.
- There are incorrect charges on my bill.
- There is a reliability, safety or quality problem with my utility service.
- I received a notice that my utility service is being terminated.
- I would like a payment agreement.
- Other.
(explain)

B. State the facts of your complaint.

Include any specific dates, times or places that are important. If the complaint is about a bill, tell us about any charges that you believe are not correct. Use additional paper if you need more space. Provide copies of all relevant documents you believe will support your complaint.

I moved in to my dwelling on Dec. 1, 2005 @ 1216 ANNIN STREET. ON JAN. 10, 2006 I filed A COMPLAINT (HIGH BILL) for Bill for NEARLY \$500. (\$484.91 to be exact.) I live in A 1bdrm apt. I also spoke to the previous Residents who told me that they NEVER RECEIVED A BILL THAT HIGH. PGW NEVER RESPONDED AFTER SEVERAL ATTEMPTS TO CONTACT THEM.

5. RELIEF

(CONTINUED →
ON SEP. PAGE)

What do you want the Public Utility Commission to do about your complaint? Use additional paper if you need more space.

1.) - Require PGW to set up A REASONABLE payment PLAN.

2.) - Give me the opportunity for A HEARING to explain my side of the complaint.

3.) Require PGW to REMOVE ALL UNREASONABLE CHARGES WHICH HAVE ACCRUED AS A RESULT OF THEIR LACK OF RESPONSE TO A SITUATION WHICH HAS GONE ON FOR AN UNNECESSARY AMOUNT OF TIME AS INDICATED BY THE P.U.C.'S FINDINGS AS WELL.

#4 B. (continued) (1.)

In April of 2006 I had still not heard from PGW. I made another call to customer service and spoke to a woman who may have been the absolute rudest person whom I have ever spoken with. I asked to speak to a supervisor at which point she informed that she "was" a supervisor! I told her I would call back and speak to a different representative who could politely inform me of the status of the investigation into my complaint. I hung up and called back and fortunately reached a rep. who was courteous and reviewed my account with me. I informed her of my previous experience prior to speaking with her at which point she apologized for the "supervisors" behavior. She also stated that I was "not the first" to voice my dissatisfaction with that particular supervisors phone manner. She then stated that she was not sure why there had been no follow-up on my complaint and that she would enter it in again. I made a payment a few days later for \$115.00.

I contacted PGW again in June to check on the status and was told someone would be coming out and contacting me afterward. Again, no follow-up. I also stopped receiving bills from PGW.

In July of 2006, I was laid off from my job at which point the focus of my efforts quite honestly, went to seeking new employment, not pursuing PGW. In August of 2006, I took a position with the Eastern Pennsylvania Better Business Bureau. Having regained full-time employment, I resumed my effort to pursue PGW and resolve my dispute. I spoke to a rep. who informed me that my complaint had still not been investigated. I was also asked "when" I filed my complaint which surprised me. I was also asked if my last name was that of the previous tenant? I informed the rep. that it was not and that the people they were asking about were the previous occupants.

At the end of September 2006, much to my surprise, I received a letter from PGW as to how I could get my services restored! For the record...my gas was NEVER turned off. I also never received any notice that this could be an option. I contacted PGW again in October 2006 and spoke to a rep. named Andrew. He was very polite and said that he was perplexed that that my original complaint had still not been investigated. He also stated that hes' never seen it take that long. I also expressed my concern that my bill was no longer coming. I was also told at that point that I was not even in the system as living at my address! Andrew told me not to make any payments until this was straightened out because he did'nt want the payments to get applied to the previous occupants account. I was told that this was the last time I would have to deal with this and that IT WOULD BE RESOLVED. Again, no response or follow up! I did however continue to receive notices as to how I could get my gas turned back on! And again, for the record...MY GAS WAS NEVER turned off.

I continued to contact PGW and finally spoke to a supervisor whom by far was the most helpful of all. She said that records indicated that the gas was turned off in August of 2006. I assured her it was not and she said she saw in the notes that I had continually contacted PGW to inform that my gas was in fact, not off. I was told that the next contact I'd have would be a service rep. coming out to inspect the line.

#4 B. (continued) (2)

I eventually received a notice from PGW stating that their records indicated an "unauthorized" use of gas. The notice referred to it as a "theft" of service which I found highly insulting. I called back and spoke to the same supervisor who had been very helpful. She told me not to worry and that it was just a standard letter and term. I was told again that someone was coming out to inspect the line.

The next thing that happened was my gas was actually turned off by a man who claimed he was there to inspect the line and resolve my complaint. (Very misleading to say the least.) A form was left with me indicating the team # and phone number of the guy that performed the shut-off. It asked me to contact them immediately because they needed to get into the building to perform the full shut-off. I told them that I would have to contact the landlord as I don't have access to the first floor of the building. I contacted the landlord who said he would drop a key off to gain access to the first floor of the dwelling. The PGW guy did not want to wait and asked if I could contact him at the cell phone number indicated on the form he left with me once the first floor was open. I did that once the landlord opened the first floor which was approximately 1/2 hour later. In the mean time I began to read the form they had left with me in greater detail and noticed that he had hand-written that there was a "theft of service" which again, I found extremely insulting considering I now work for the Criminal Justice Center. When they returned, I inquired as to why he wrote that and he said it was just a general term and tried to act polite. The younger laborer who accompanied him chimed in and said "You've been stealing gas since last August."

I would question his professionalism and integrity since he saw that the gas could only be turned off at a point that neither he nor I had access to. I also find it completely inappropriate, as I'm sure any adult professional would, to have to have to endure comments from a young man who shoots his mouth off before researching a situation.

After they left I contacted the supervisor whom I had spoken to before and was told that once they had assessed the usage, I could make a payment and my service would be restored in a matter of a few days. When I called to follow up, I was then told that she could no longer made the decisions. The rep. that I spoke to made a highly inappropriate comment with regard to the supervisor! He then referred me to a different dept where I was told to go to the PGW office at 11th and Chestnut Streets where I waited for over an hour to finally be told that the rep. on the phone "had no business telling me to come down there." The rep. at Chestnut Street then began talking about vacation plans with another rep. who walked right in while I was in the middle of meeting with him! Again, another example of questionable professionalism. They really don't seem to value a customers time during business hours. This sequence of events is what led me to file a complaint with the P.U.C.

6. PROTECTION FROM ABUSE

Answer the following question if your complaint is against a natural gas distribution company, an electric distribution company or a water company AND your complaint is about a billing problem, an application for service problem, a termination of service problem or a request for a payment agreement.

Has a court granted a "Protection from Abuse" order for your personal safety?

YES

NO

7. PRIOR UTILITY CONTACT

Answer the following question only if you are a residential customer and your complaint is against an electric distribution utility, natural gas distribution utility or a water distribution utility.

Have you spoken to a utility company representative about this complaint?

YES



(includes appeals of BCS determinations)

NO



If you tried to, but could not speak to a utility company representative about your complaint, please explain why.

8. VERIFICATION AND SIGNATURE

You must print or type your name below on the line provided for the verification paragraph, and you must sign and date (in ink) this form on the lines provided.

Verification:

I JAMES DOMINGO, hereby state that the facts above set forth are true and correct (or are true and correct to the best of my knowledge, information and belief) and that I expect to be able to prove the same at a hearing held in this matter. I understand that the statements herein are made subject to the penalties of 18 Pa. C.S. § 4904 (relating to unsworn falsification to authorities).

James J. Domingo
(Signature)

Sept. 10, 2007
(Date)

9. LEGAL REPRESENTATION (IF ANY)

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

Lawyer's Name _____

Street _____

City _____ State _____ Zip _____

Area Code/Phone Number _____

10. FILING

Please return the completed form to one of the addresses listed below:

If using U.S. Postal Service:

If using overnight delivery service:

Secretary Pennsylvania Public Utility Commission P.O. Box 3265 Harrisburg, PA 17105	Secretary Pennsylvania Public Utility Commission 400 North Street Commonwealth Keystone Building, 2 nd Floor Harrisburg, Pennsylvania 17120
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Facsimiles and/or electronic filings of the complaint form will not be accepted.

If you have any questions about filling out this form, please contact the Secretary's Bureau at 717-772-7777.

Keep a copy of your complaint for your records.

INFORMAL COMPLAINT DECISION
THE PENNSYLVANIA PUBLIC UTILITY COMMISSION

JAMES DOMINGO
1216 ANNIN STREET
PHILADELPHIA PA 19147

Date: 6/14/2007

BCS: 2245450

Acct. No: 429508026

*Copy
Highlighted
for Review*

v.

PHILADELPHIA GAS WORKS

On June 4, 2007, you contacted the Public Utility Commission asking for help concerning the termination of your utility service on April 26, 2007. You informed the Public Utility Commission the service was established in your name in December 2005 and filed a high bill complaint with the company regarding your first bill for almost \$500.00. You also stated, the company never sent anyone out to investigate your complaint. We looked into your records with the company and decided that:

- On December 1, 2005, the service was established in James Domingo's name at the 1216 Annin Street dwelling.
- On January 10, 2006, James Domingo filed a high bill complaint with the company regarding the \$484.91 current bill for service rendered from December 1, 2005 to January 10, 2006. The current bill was based on an actual meter readings and due by January 27, 2006. The company failed to respond to the ratepayer dispute prior to terminating the gas service on August 23, 2006.
- On August 23, 2006, the company terminated the service but failed to provide the customer with the required 10 day termination notice. The company failed to follow the proper procedures before terminating the gas service. The customer was issued a \$1665.28 final bill for service rendered from December 1, 2005 to August 23, 2006.
- On April 24, 2007, the company found unauthorized usage registered on the meter from August 31, 2006 to April 24, 2007. The customer was issued a bill for \$1821.30 representing the unbilled usage during the period the service was active without the company's permission.
- On May 4, 2006, the customer paid \$115.00 toward the account balance. This payment represented the only payment received on the account while the account active in the ratepayer's name from December 1, 2005 to August 23, 2006.
- Your total account balance is \$3486.58. This balance does not include any payments or bills sent out on or after June 12, 2007. This balance does include the \$1665.28 final bill balance for the unpaid billings plus the \$1821.30 final bill balance for the unbilled usage.
- You must pay \$2194.53 to have your service turned back on. This amount includes the \$1821.30 balance for the unbilled usage from August 31, 2006 to April 24, 2007, the \$123.23 reconnect fee resulting from the restoration of the gas service without the company's authority, \$180.00 toward the \$360.00 deposit requirement deposit and \$70.00 toward the \$1665.28 final bill balance.
- Once the company turns your service back on, you must pay the remaining deposit in two parts: \$90.00 in 30 days and \$90.00 in 60 days from your turn on date
- Once the company turns your service back on, you must pay the company a special budget amount of \$247.00 per month, beginning with your next bill. This amount may change depending on any change in the amount of service you use.

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

IN REPLY PLEASE
REFER TO OUR FILE

AUGUST 24, 2007

BCS2245450

JAMES DOMINGO
1216 ANNIN STREET
PHILADELPHIA PA 19147

Dear Sir/Madam:

In response to your request to appeal the Decision of The Bureau of Consumer Services, we sent you a form to file a formal complaint with the Public Utility Commission. We gave you a date to return the completed form to us. We did not receive a formal complaint from you by that date. Therefore, the Decision of the Bureau of Consumer Services is now final. You must make payments to the utility company according to the terms of that Decision.

If you do not pay according to the Decision, the company has the right to terminate your utility service. Of course, the company must follow the Commission's rules and regulations before it terminates your service.

You still have the right to file a formal complaint with the Public utility Commission but that will not stop the termination of your service. You must pay according to the terms of the Bureau of Consumer Services' Decision until the Commission makes a decision on your formal complaint. If you do not pay, the company can terminate your service.

Sincerely,

James J. McNulty
Secretary

SS

cc: PHILADELPHIA GAS WORKS



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

IN REPLY PLEASE
REFER TO OUR FILE

DATE SERVED: SEPTEMBER 14, 2007

C-20078294

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

DOCUMENT
FOLDER

Dear Mr. Farinas:

A complaint has been filed against you before the Pennsylvania Public Utility Commission by JAMES DOMINGO. 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.

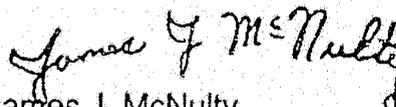
Detailed instructions on how to proceed are contained in the attached pages. You are advised to read them carefully.

SEPTEMBER 14, 2007

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.


James J. McNulty
Secretary

jih

BEFORE THE PENNSYLVANIA PUBLIC UTILITY COMMISSION

DATE SERVED: SEPTEMBER 14, 2007

JAMES DOMINGO
Complainant

v.

PHILADELPHIA GAS WORKS
Respondent

Complaint Docket
No: C-20078294

DOCUMENT
FOLDER

DOCKETED
SEP 14 2007

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).

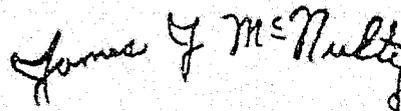
2. If you fail to either satisfy this complaint or to file answer or other responsive pleading within twenty (20) days, you will be deemed to have admitted all the allegations in this complaint in accordance with Section 5.61 of the Commission's Rules of Administrative Practice and Procedure, 52 Pa. 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

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

September 28, 2007

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

ORIGINAL

RECEIVED

SEP 28 2007

RE: James Domingo v. PGW, Docket No. C-20078294

PA PUBLIC UTILITY COMMISSION
SECRETARY'S BUREAU

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 he is satisfied with the resolution of this complaint.

By copy of this letter, I am notifying Complainant of his 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 the matter, please contact me at my direct-dial number above. Thank you for your assistance.

Sincerely,

Laureto A. Farinas

DOCUMENT
FOLDER

LAF/ac
Encl.

cc: James Domingo (Regular mail)
Stacy Nolan, Hearing Scheduler (via Fax)
Anne Marie Cromley (PGW mail)
Linda Pereira (PGW mail)
Wendy Vacca (PGW mail)

BTL

DOCKETED
OCT 02 2007

102

COMMONWEALTH OF PENNSYLVANIA
PUBLIC UTILITY COMMISSION

DATE: October 4, 2007
SUBJECT: James Domingo v. Philadelphia Gas Works
C-20078294
TO: Wanda Zeiders
Docket Management
FROM: Stacy Nolan, ALJ Support Staff
Office of Administrative Law Judge

DOCUMENT
FOLDER

On September 28, 2007, a Certificate of Satisfaction was filed in the above-captioned proceeding. If no objection is filed to this certificate within 10 days of the filing, 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: (None Assigned)
Beth Plantz
Case File

DOCKETED
OCT 23 2007

BTL



PHILADELPHIA GAS WORKS

LEGAL DEPARTMENT

FAX: (215) 684-6798

FACSIMILE TRANSMITTAL SHEET

DATE: SEPTEMBER 26, 2007

TO: STACY NOLAN

LAURETO FARINAS

FAX NUMBER:

TOTAL NO. OF PAGES, INCLUDING COVER:

(717) 787-0481

2

RE: JAMES DOMINGO v. PGW,

Docket No. C-20078294

URGENT

FOR REVIEW

PLEASE COMMENT

PLEASE REPLY

PLEASE RECYCLE

NOTES/ COMMENTS:

PLEASE SEE ATTACHED.

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Philadelphia Gas Works

800 West Montgomery Avenue, Philadelphia, PA 19122
Laureto A. Farinas, Senior Attorney
Legal Department
Direct Dial: 215-684-6882
FAX: 215-684-6798
E-mail: laureto.farinas@pgworks.com

September 28, 2007

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

RE: James Domingo v. PGW, Docket No. C-20078294

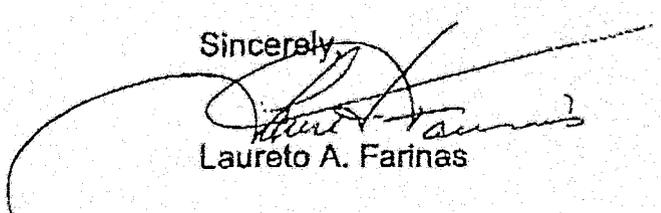
Dear Secretary McNulty:

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 he is satisfied with the resolution of this complaint.

By copy of this letter, I am notifying Complainant of his 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 the matter, please contact me at my direct-dial number above. Thank you for your assistance.

Sincerely,



Laureto A. Farinas

LAF/ac
Encl.

cc: James Domingo (Regular mail)
Stacy Nolan, Hearing Scheduler (via Fax) ✓
Anna Marie Cromley (PGW mail)
Linda Perelra (PGW mail)
Wendy Vacca (PGW mail)



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

IN REPLY PLEASE
REFER TO OUR FILE

November 9, 2007

C-20078294

JAMES DOMINGO
1216 ANNIN STREET
2ND FLOOR
PHILADELPHIA PA 19147

JAMES DOMINGO
v.
PHILADELPHIA GAS WORKS

TO WHOM IT MAY CONCERN:

Please be advised that the Commission has marked closed the above-entitled proceeding.

Very truly yours,

James J. McNulty
Secretary

cc: All parties of Record
OFFICE OF ALJ

ane

DOCUMENT
FOLDER

BTL

DOCKETED
NOV - 9 2007