

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: 03/27/06
 8. DOCKET NO: C-20066037 : 9. EFFECTIVE DATE: 00/00/00

PARTY/COMPLAINANT: SMITH, STANLEY

RESPONDENT/APPLICANT: PHILADELPHIA GAS WORKS

COMP/APP COUNTY: PHILADELPHIA UTILITY CODE: 125042

ALLEGATION OR SUBJECT

COMPLAINANT STATES HE DISAGREES WITH HIS ACCOUNT BALANCE. HE WANTS THE LIHEAP PAYMENT THAT PGW RECEIVED BE SETTLED WITH HIS ACCOUNT BALANCE.

DOCUMENT
FOLDER

DOCKETED
MAR 29 2006

PENNSYLVANIA PUBLIC UTILITY COMMISSION

RECEIVED

Formal Complaint Form

125042

2006 MAR 27 AM 9:48

Please print or type.

C-20066037

PA P.U.C. SECRETARY'S BUREAU

1. CUSTOMER NAME (COMPLAINANT)

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

Name STANLEY Smith

Street/P.O. Box 1613 Meribrook RD Apt # _____

City Philadelphia State PA Zip 19151-2717

County Philadelphia

Area Code/HOME Phone (215) 874-5013

Area Code/WORK Phone _____

Utility Account Number 0045142059
(from your bill)

ORIGINAL

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

3. TYPE OF UTILITY (check one)

ELECTRIC

STEAM HEAT

GAS

WASTE WATER

WATER

MOTOR CARRIER

(taxi, moving company, limousine)

TELEPHONE

(local, long distance)

122

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 disagree with the account balance that you are showing. The leakage which was fixed caused my former bills to be overstated.

How can they charge me for damage to pipes that were their responsibility

5. RELIEF

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

I Am requesting that the Liheap payment that PGW received (see Attachment 2) settle this account balance.

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 Stanley Smith 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).

Stanley Smith
(Signature)

3/24/06
(Date)

March 22, 2006

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

Ref: BCS # 1840375

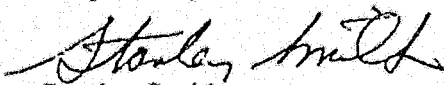
Dear: Ms. Lisa Jenkins, Utility Company Investigator

It is obvious that I have received your correspondence concerning the above matter. The records will also show that the service was taken out of my name somewhere around the date of August 18, 2004. My problem with the information that I gave to your office was that since there had been a leak during the time that I lived there and it had been going on for quite some time, PGW is responsible for any inaccurate readings that were charged to me. The record will show that I had received two prior LIHEAP Grants (see attached). I would like for these two grants to be applied to any prior due delinquency and for this matter to be closed.

Currently, I am not gainfully employed and my only source of income is a Disability check which I received on the first of every month in the amount of \$110.00. Instead of going back and forth, I am asking your office to settle this matter for me.

I look forward to your response.

Respectfully,



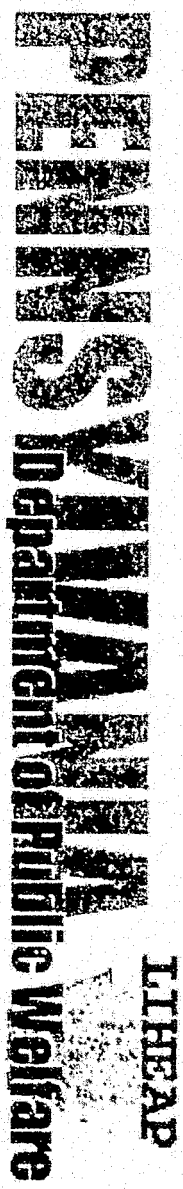
Stanley Smith
1613 Meribrook Lane
Philadelphia, PA 19151-2717

Low Income Home Energy Assistance Program

Home

Print

Close



SSN: 207-34-4890

Last Name: SMITH

First Name: STANLEY

MI

View Client Payment History

Appl. Date	Transaction Vendor	Date Id	Vendor Name	Client Account#	Energy Vendor Year	Program	Payment Type	Benefit Amount	VT #	RE #	Refund Date	Refund Amount	Treasury Pay Date
11/29/2004	LIHEAP	1/11/2005	PHILADELPHIA GAS WORKS	0045142059	2004-05	CASH	Regular	\$818.00	41904028				1/26/2005
12/12/2003	LIHEAP	1/22/2004	PHILADELPHIA GAS WORKS	0045142059	2003-04	CASH	Regular	\$280.00	31904029				2/4/2004

Payment History

Accounts Receivable

Benefit Summary

Household Members

Change History

Dunning Letters

Cancel

Attachment # 2



Attachment # 1
COMMONWEALTH OF PENNSYLVANIA
PENNSYLVANIA PUBLIC UTILITY COMMISSION
P.O. BOX 3265, HARRISBURG, PA 17105-3265

IN REPLY
PLEASE REFER
TO OUR FILE

March 15, 2006

BCS #1840375

STANLEY SMITH
1613 MERRIBROOK LANE
PHILADELPHIA PA 19151

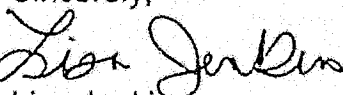
Dear MR SMITH:

I am writing in reference to the complaint you filed 1/25/05 with the Pennsylvania Public Utility Commission (PUC), Bureau of Consumer Services (BCS) against Philadelphia Gas Works (PGW). Your complaint indicated that you are disputing your balance because a PGW serviceman told you that you were billed for gas that was going into the air because of a gas leak.

In response to your complaint the BCS contacted the company on your behalf. I requested and obtained a company report regarding your account and information concerning the initial investigation of your complaint and any follow-up that was done.

The company records show that on 8/18/04 a call was received stating that there was a smell of gas and an emergency technician was dispatched to the property. The technician found that the gas line going from the main to the property was leaking. When there is a leak in the pipe going from the main to the property (or the leak is found prior to the meter) gas that has leaked is not charged to the account. The gas must pass through the meter first in order to be charged to the account. Any gas that leaks prior to the meter is lost gas. You were not charged for any gas that leaked from this pipe. Your total account balance as of March 15, 2006 is \$1,249.75.

If you wish to pursue this matter further, you can file a formal complaint with the Public Utility Commission within 20 days of the date of this letter. Formal complaint forms may be obtained by writing to the Secretary of the Commission at the above address or by contacting the Bureau of Consumer Services at 1-800-782-1110.

Sincerely,

Lisa Jenkins
Utility Complaint Investigator

Account Number: 0045142059

BEFORE THE PENNSYLVANIA PUBLIC UTILITY COMMISSION

DATE SERVED: March 29, 2006

DOCUMENT
FOLDER

STANLEY SMITH
Complainant

v.

PHILADELPHIA GAS WORKS
Respondent

Complaint Docket
No: C-20066037

DOCKETED

MAR 29 2006

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

IN REPLY PLEASE
REFER TO OUR FILE

DATE SERVED: March 29, 2006

C-20066037

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 STANLEY SMITH. 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.

March 29, 2006

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

are

Philadelphia Gas Works



ORIGINAL

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

April 19, 2006

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

RECEIVED

APR 19 2006

PA PUBLIC UTILITY COMMISSION
SECRETARY'S BUREAU

RE: Stanley Smith v. PGW, Docket No. C - 20066037

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 the 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 this matter, please contact me at my direct-dial number above. Thank you for your assistance.

Sincerely,

Laureto Farinas

DOCKETED
APR 25 2006

**DOCUMENT
FOLDER**

cc: Stanely Smith
Cherie Pyle, Hearing Scheduler (via FAX)
Orlando Rosario
Linda Pereira
Anne Mane Cromley

RECEIVED

APR 19 2006

PA PUBLIC UTILITY COMMISSION
SECRETARY'S BUREAU

49

PLEASE DOCKET

COMMONWEALTH OF PENNSYLVANIA
PUBLIC UTILITY COMMISSION

DATE: April 26, 2006
SUBJECT: Stanley Smith v. Philadelphia Gas Works
C-20066037
TO: Wanda Zeiders
Docket Management
FROM: Linda Salome, ALJ Support Staff
Office of Administrative Law Judge

DOCUMENT
FOLDER

On April 19, 2006, a Certificate of Satisfaction was filed in the above-captioned proceeding. 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: Herbert Nurick, Mediation Coordinator
Beth Plantz
Case File

DOCKETED
MAY 8 - 2006