

CAPTION SHEET

CASE MANAGEMENT SYSTEM

1. REPORT DATE: 06/00/00
 2. BUREAU: ALJ
 3. SECTION(S):
 5. APPROVED BY:
 DIRECTOR:
 SUPERVISOR:
 6. PERSON IN CHARGE:
 8. DOCKET NO: Z 01711858

:
 :
 : 4. PUBLIC MEETING DATE:
 : 00/00/00
 :
 :
 : 7. DATE FILED: 05/09/05
 : 9. EFFECTIVE DATE: 00/00/00

PARTY/COMPLAINANT: NORMAN, ANTHONY T

RESPONDENT/APPLICANT: PHILADELPHIA GAS WORKS

COMP/APP COUNTY: PHILADELPHIA

UTILITY CODE: 125042

ALLEGATION OR SUBJECT

COMPLAINANT STATES HE WANTS THEM TO ADJUST HIS ACCOUNT BASED ON THE FINDINGS. HE ALSO IS ASKING FOR A PAYMENT ARRANGEMENT OF \$50.00 A MONTH.

DOCKETED

JUL 09 2005

FOLDER

2-01711858

Must be returned by May 10, 2005

PENNSYLVANIA PUBLIC UTILITY COMMISSION

Formal Complaint Form

Please print or type.

1. CUSTOMER NAME (COMPLAINANT)

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

Name Anthony T. Norman

Street/P.O. Box 4803 Nth 8th Street Apt # _____

City Philadelphia State PA Zip 19120

County _____

Area Code/HOME Phone 215 456-0583

Area Code/WORK Phone 215 426-7110 EXT 283

Utility Account Number 0390381772
(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: Philadelphia Gas Works

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JUL 09 2005

DOCUMENT
4 FOLDER

SEARCHED
SERIALIZED
INDEXED
FILED

39

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.

On 7-1-03, I obtained my residence through property settlement. Approximately one week, I sought out to change the gas utility bill in my name, in preference of renovating. Moving on; I noticed that I wasn't receiving any monthly bills.

At this time I made several inquiries to PGW on this matter and the response that I was given, was that there was no distribution at my property.

Subsequently, In June 2004, I received my first bill in the current amount of \$2383.50 without a previous balance or history. This was nearly a year after I originally initiated the service; in which I'm most certain that my meter reading was never near "653" when I obtained my property...

Please See Attached



ANTHONY T NORMAN
4803 N 8TH ST
PHILADELPHIA PA 19120-3729

Page: 2 of 3
Billing Date: 06/14/04
Account Number: 0390381772

Account Summary	Previous Balance	Payments Received	Balance Brought Forward	Repairs and Adjustments	Current Charges	Account Balance
	\$0.00	\$0.00	\$0.00	\$0.00	\$2,383.50	\$2,383.50

Current Basic Charges

SA ID# 8857298297, 4803 N 8TH ST
Rate Class: General Service Residential

Charges Prior to 09/01/03

Customer Charge @ \$12.00	\$23.48
Commodity Charge 301.98 Ccf @ \$0.74784	\$225.83
Gas Cost Rate 301.98 Ccf @ \$0.57687	\$174.20
Total Charges Prior to 09/01/03	\$423.51

Supply Charges

Commodity Charge 450.49 Ccf @ \$0.76442	\$344.36
Commodity Charge 450.49 Ccf @ \$0.71697	\$322.99
Commodity Charge 455.44 Ccf @ \$0.76331	\$347.64
Commodity Charge 39.6 Ccf @ \$0.81653	\$32.34
Total Supply Charges	\$1,047.33

Delivery Charges

Customer Charge @ \$12.00	\$108.52
Distribution Charge 450.49 Ccf @ \$0.55363	\$249.40
Distribution Charge 450.49 Ccf @ \$0.53564	\$241.30
Distribution Charge 455.44 Ccf @ \$0.53935	\$245.64
Distribution Charge 39.6 Ccf @ \$0.58928	\$23.34
Gas Cost Adjustment @ \$0.02228 for 91 Days	\$10.04
Gas Cost Adjustment @ \$0.04616 for 91 Days	\$20.79
Gas Cost Adjustment @ \$0.02923 for 92 Days	\$13.31
Gas Cost Adjustment @ -\$0.00954 for 8 Days	\$0.38 CR
Weather Normalization Adjustment	\$0.70
Total Delivery Charges	\$912.66
Total Current Billing Charges	\$2,383.50

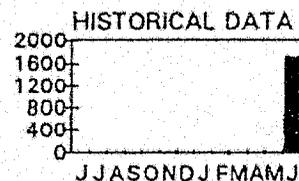
Meter Detail Meter #: 2002453 Service Point: 9972141680 Next Meter Read: Jul 08, 2004

From			To			Difference	Usage (Ccf)	Conversion Factor	Total Therms
Date	Reading	Type	Date	Reading	Type				
07/01/2003	853	Initial	06/08/2004	2351	Actual	1698	1698.00	1.045	1774.41

Energy Usage Information

SA ID# 8857298297, 4803 N 8TH ST
COMPARATIVE GAS USAGE THIS MONTH

	This Year	Last Year
Avg Daily Usage (Ccf)	5.0	0.0
Billing Days	343	0
Avg Daily Cost	\$6.95	\$0.00



LAST 12 MONTHS

Total Ccf 1698.00
Avg Ccf 141.50

■ Actual
☒ Estimated

PHILADELPHIA REAL ESTATE

TRANSFER TAX CERTIFICATION

DATE RECORDED:

CITY TAX PAID:

Complete each section and file in duplicate with Recorder of Deeds when (1) the full value/consideration is not set forth in the deed, (2) when the deed is without consideration, or by gift, or (3) a tax exemption is claimed. If more space is needed, attach additional sheet(s).

A. CORRESPONDENT - All inquiries may be directed to the following person:

NAME: **Anthony Norman** TELEPHONE NUMBER:

STREET ADDRESS/CITY/STATE/ZIP CODE: **4803 N. 8th ST., Phila., Pa. 19120**

B. TRANSFER DATA		DATE OF ACCEPTANCE OF DOCUMENT	
GRANTOR(S) (LESSOR(S))	National Housing Development Corporation	GRANTEE(S) (LESSEE(S))	Anthony Norman
STREET ADDRESS	4731 Frankford Avenue	STREET ADDRESS	4803 N. 8th ST.
CITY - STATE/ZIP CODE	Phila., Pa. 19124	CITY/STATE/ZIP CODE	Phila., Pa. 19120

C. PROPERTY LOCATION		
STREET ADDRESS	4803 N. 8th Street	CITY/TOWNSHIP/BOROUGHS
		Philadelphia
COUNTY	SCHOOL DISTRICT	TAX PARCEL NUMBER
Philadelphia	Philadelphia	49-1-2510-00

D. VALUATION DATA		
1. ACTUAL CASH CONSIDERATION	2. OTHER CONSIDERATION	3. TOTAL CONSIDERATION
\$50,000.00	S	= \$50,000.00
4. COUNTY ASSESSED VALUE	5. COMMON LEVEL RATIO FACTOR	6. FAIR MARKET VALUE
\$6,208.00	x 3.39	= \$19,803.52 #2104512

E. EXEMPTION DATA		
1A. AMOUNT OF EXEMPTION	1B. PERCENTAGE OF INTEREST CONVEYED	
NONE	100%	

2. Check Appropriate Box Below for Exemption Claimed

- Will or intestate succession _____ (NAME OF DECEDENT) _____ (ESTATE FILE NUMBER)
- Transfer to Industrial Development Agency.
- Transfer to agent or straw party. (Attach copy of agency/straw party agreement)
- Transfer between principal and agent. (Attach copy of agency/straw trust agreement). Tax paid prior deed \$ _____.
- Transfers to the Commonwealth, the United States, and Instrumentalities by gift, dedication, condemnation or in lieu of condemnation. (Attach copy of resolution).
- Transfer from mortgagor to a holder of a mortgage in default. Mortgage Book Number _____ Page Number _____
Mortgagee (grantor) sold property to Mortgagor (grantee) (Attach copy of prior deed.)
- Corrective deed (Attach copy of the prior deed).
- Other (Please explain exemption claimed, if other than listed above.) _____

Under penalties of law or ordinance, I declare that I have examined this Statement, including accompanying information, and to the best of my knowledge and belief, it is true, correct and complete.

SIGNATURE OF CORRESPONDENT OR RESPONSIBLE PARTY: *Anthony Norman* DATE:

File No. Y-28362-B

Parcel ID No. 49-1-2510-00

This Indenture, made the 1 day of July, A.D., 2003.

Between

NATIONAL HOUSING DEVELOPMENT CORPORATION (A PA. NON-PROFIT CORP.)

(hereinafter called the Grantor), of the one part, and

ANTHONY NORMAN

(hereinafter called the Grantee), of the other part.

Witnesseth, that the said Grantor for and in consideration of the sum of FIFTY ONE THOUSAND NINE HUNDRED AND 00/100 DOLLARS (\$51,900.00) lawful money of the United States of America, unto it well and truly paid by the said Grantee, at or before the sealing and delivery hereof, the receipt whereof is hereby acknowledged, has granted, bargained and sold, released and confirmed, and by these presents does grant, bargain and sell, release and confirm unto the said Grantee, as Sole Owner, his personal representatives and assigns.

ALL THAT CERTAIN lot or piece of ground with the buildings and improvements thereon erected.

SITUATE on the East side of 8th Street at the distance of seventeen feet Northwardly from the Northerly side of Loudon Street in the 49th Ward of the City of Philadelphia.

CONTAINING in front or breadth on the said 8th Street fifteen feet six inches and extending of that width in length or depth Eastward between parallel lines with the said Loudon Street, seventy feet four and one-half inches to a certain three feet wide alley, which extends Northward from the said Loudon Street to a certain other three feet wide alley running Eastward and Westward.

TOGETHER with the free and common use, right, liberty and privilege of the aforesaid three feet wide alleys, as and for passageways and watercourses at all times hereafter, forever.

BEING No. 4803 North 8th Street.

BEING the same premises which Generation Next Real Estate Corp. (a Wyoming corp.) by Deed dated 6/1/03 and recorded 6/1/03 in Philadelphia County as ID # 50690579, granted and conveyed unto National Housing Development Corporation (a Pa. non-profit corp.), in fee.

UNDER AND SUBJECT to Restrictions as of record.

5. RELIEF

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

I respectfully request the PUC to have the Phila Gas Work to remove and inspect what I believe to be a faulty meter. It is noted that I reported a gas smell, which was founded in the area of this meter. Its highly unlikely that I will ever use \$159.00 a month of service through out the year and more so in the spring & summer months.

Please adjust my account based on the findings.

To an extent, I realize that I am liable to some payment.

But I just pray that this matter is resolved and I request a payment option of \$50.00 a month once this initial billing is adjusted. Thank you.

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 Anthony T. Norman, 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).

Anthony T. Norman (Signature) 4/30/05 (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
-------------------------------------------------------------------------------------------------	--------------------------------------------------------------------------------------------------------------------------------------------------------------------

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.

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

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 20 days of 2/28/2005. 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.)

ANTHONY NORMAN
4803 N 8TH ST
PHILADELPHIA PA 19120 - 3729

215 456-0583
(Area Code) Telephone Number

Anthony T. Norman
Signature

Mail this completed form to:

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

ST Number:	1711858	Date of mailing:	2/28/2005
Company:	PHILADELPHIA GAS WORKS		

SECRETARY'S BUREAU
PA.P.U.C.

REVISED 12/97

05 MAR 16 AM 9:10

RECEIVED



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

IN REPLY PLEASE
REFER TO OUR FILE

April 20, 2005

ST1711858

ANTHONY NORMAN
4803 N 8TH STREET
PHILADELPHIA PA 19120-3729

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 May 10, 2005 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:

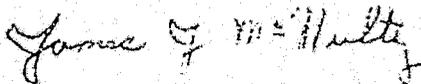
Office of Administrative Law Judge
Public Utility Commission
P.O. Box 3265
Harrisburg, PA 17105-3265

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

DDI

cc: Philadelphia Gas Works

BEFORE THE PENNSYLVANIA PUBLIC UTILITY COMMISSION

DATE SERVED: JULY 9, 2005

ANTHONY T NORMAN
Complainant

VS.

PHILADELPHIA GAS WORKS
Respondent

Complaint Docket
No: Z-01711858

DOCUMENT
FOLDER

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.

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

DATE SERVED: JULY 9, 2005

Z-01711858

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

Dear Sir/Madam:

A complaint has been filed against you before the Pennsylvania Public Utility Commission by ANTHONY T NORMAN. 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.

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JUL 09 2005
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FOLDER

JULY 9, 2005

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,

James J. McNulty
Secretary

ddi

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

August 1, 2005

ORIGINAL

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

**DOCUMENT
FOLDER**

RECEIVED

AUG 01 2005

RE: Anthony T. Norman v. PGW, Docket No. Z-01711858

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 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,

A handwritten signature in black ink, appearing to read "Laureto A. Farinas", is written over a large, decorative, wavy horizontal line.

cc: Anthony Norman
Cherie Pyle, Hearing Scheduler (via FAX)
Anthony Langford
Linda Pereira
Anne Marie Cromley

DOCKETED

AUG 03 2005

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COMMONWEALTH OF PENNSYLVANIA
PUBLIC UTILITY COMMISSION

DATE: August 5, 2005
SUBJECT: Z-01711858
Anthony T. Norman v. Philadelphia Gas Works
TO: Wanda Zeiders
Docket Management
FROM: Susan Kirwan, Support Staff
Office of Administrative Law Judge

**DOCUMENT
FOLDER**

On August 3, 2005, 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: Bruce Bigelow, Mediator
Beth Plantz
Case File

DOCKETED
AUG 08 2005