

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: 03/22/06  
 8. DOCKET NO: C-20066014 : 9. EFFECTIVE DATE: 00/00/00

PARTY/COMPLAINANT: CHANDLER, RICHARD & EVELYN

RESPONDENT/APPLICANT: PHILADELPHIA GAS WORKS

COMP/APP COUNTY: DELAWARE

UTILITY CODE: 125042

ALLEGATION OR SUBJECT

COMPLAINANT STATES HIS GAS WAS SHUT OFF WITHOUT ANY KIND OF NOTICE. HE WANTS THE COMPANY TO CREDIT HIS ACCOUNT FOR THE CHARGE OF TURNING THE SERVICE BACK ON.

DOCUMENT  
FOLDER

**DOCKETED**

MAR 23 2006

PENNSYLVANIA PUBLIC UTILITY COMMISSION

Formal Complaint Form

RECEIVED

2006 MAR 22 AM 9:44

PA P.U.C. SECRETARY'S BUREAU

125042

Please print or type.

C-20066014

1. CUSTOMER NAME (COMPLAINANT)

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

Name Richard and Evelyn Chandler

Street/P.O. Box 657 Rose Street Apt #

City Yeadon State PA Zip 19050

County DELAWARE

Area Code/HOME Phone 610-622-4429 Retired ORIGINAL

Area Code/WORK Phone Utility Account Number 50-08-26-602525 (from your bill)

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

Name Cust # Evelyn Chandler 25-11-22-079717

Street/P.O. Box 5326 Ogden Street

City Philadelphia State PA Zip 19139-1437

2. UTILITY NAME (RESPONDENT)

Name of utility company your complaint concerns: PEGAS

3. TYPE OF UTILITY (check one)

ELECTRIC

GAS

WATER

TELEPHONE (local, long distance)

STEAM HEAT

WASTE WATER

MOTOR CARRIER (taxi, moving company, limousine)

RECEIVED 2006 MAR 10 AM 8:14 PA P.U.C. SECRETARY'S BUREAU

Handwritten signature or initials

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) Gas shut off without notice and the

B. State the facts of your complaint. Change to Shut Back on.

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.

See Attached!

5. RELIEF

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

Reverse the decision, and at least show an honest effort was made to come to this decision, and credit the refund to future bills.

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. See enclosed Letter.

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 Evelyn Chandler 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).

Evelyn Chandler 3/7/06  
(Signature) (Date)



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

IN REPLY PLEASE  
REFER TO OUR FILE

January 26, 2006

Case Number: 1993730

EVELYN CHANDLER  
657 ROSE ST  
YADEN PA 19050  
Yaden.

Dear Ms. Chandler:

This is in reference to the recent informal complaint you filed with the Pennsylvania Public Utility Commission against PGW regarding liability for restoration charges in the amount \$495.23 at 3149 N 26<sup>th</sup> Philadelphia PA 19132-1213. You asked the PUC to investigate.

Since I was unable to speak with you, I am writing to make contact. In cases of liability, the burden of proof is on the ratepayer. The company report states that the necessary termination notices were provided for the property at 3149 N 26<sup>th</sup> Philadelphia PA 19132-1213. You are disputing the restoration charges. The company report also indicates that there appears to be a problem with the ownership of the property. Apparently, the company has different information on the ownership of the property, which they obtained from the Board of Revision of Taxes. Please provide documentation that is notarized and that shows that you are the owner of the property. You must also provide documentation such as tax records, medical bills, dental bills, pay checks, etc that show you did not live at 3149 N 26<sup>th</sup> Philadelphia PA 19132-1213 for the period in question (10/4/01 to 3/7/05).

If the above does not respond to your concerns, please call me at 1-800-782-1110 or directly at 717-783-1678. If I do not hear from you or receive the necessary documentation by 2/4/06, I will assume you are satisfied and close your case.

Sincerely,

Felix J. Bassi  
Bureau of Consumer Services

BEFORE THE PENNSYLVANIA PUBLIC UTILITY COMMISSION

RICHARD CHANDLER  
5326 OGDEN STREET  
PHILADELPHIA PA 19139

PHILADELPHIA GAS WORKS  
v. 800 W. MONTGOMERY AVENUE  
PHILADELPHIA PA 19122

Case Number: 1993730

Account Number: 0350033064

**Decision on Informal Complaint by the Bureau of Consumer Services:**

**Statement of Complaint:**

A summary of the customer's complaint is as follows:

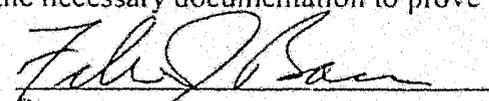
Customer is landlord. Customer states last tenant requested service off 3/2005. Company did not turn off until July 2005 and they turned it off in the street. No one contacted customer for access to property. Customer does not want to pay the dig or reconnection fee to get the service back on. Customer wants this looked into. Customer only putting it on because its winter and does not want pipes to freeze before they rent it out again.

**After Investigation By The Bureau of Consumer Services It Is Decided:**

1. That the informal complaint of Richard Chandler is DISMISSED.
2. That in cases of liability, the burden of proof is on the ratepayer.
3. That the company report also indicates that there appears to be a problem with the ownership of the property. Apparently, the company has different information on the ownership of the property, which they obtained from the Board of Revision of Taxes.
4. That during a telephone conversation on 1/26/06 between the customer's wife and the investigator, she stated that the discrepancy was that Richard Chandler, son of Iree Hunt (deceased) was owner of property and she willed the property to Richard. Ms. Chandler was told that a letter was sent to her and she needed to comply with it and send the necessary documentation.
5. That during a telephone conversation between the ratepayer's wife and the investigator on 1/30/06, she said that the wrong address was used. A check was made and the customer was correct. The investigator went back to the company and obtained the information above concerning ownership. Ms. Chandler was told to send the necessary documentation to prove ownership and a two week extension would be honored for receipt of the documentation.
6. That to date, there has been no documentation provided.
7. That the customer is responsible for paying the dig charge and reconnection fee. If the customer decides to appeal, he can provide the necessary documentation to prove his case.

February 21, 2006

Date

  
Signature

Felix J. Bassi  
Utility Complaint Investigator  
Bureau of Consumer Services  
PA Public Utility Commission

February 27, 2006

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

From: Richard and Evelyn Chandler  
657 Rose Street  
Yeadon, Pa 19050

RE: Decision of informal Complaint  
Case#1993730  
Account # 0350033064

To: Felix Bassi- Investigator

Dear Mr Bassi:

In response to the letter of decision received from you dated February 21, 2006, we would like to say the whole investigation seems to something that was handled very poorly. We had been trying from October 10<sup>th</sup>, 2005 to get a response from the commission regarding this problem. I called the office on November 14<sup>th</sup>, 2005, November 18<sup>th</sup>, 2005, December 8<sup>th</sup>, 2005, December 29<sup>th</sup>, 2005 and January 26, 2006 and the answer was always the same (there was no report on the claim yet).

The first contact I had from you was on January 26<sup>th</sup>, 2006, stating that you were sending out a letter in reference to a problem about ownership of the property, it was only when I received the letter that I found out the wrong property was being investigated, therefore the information you asked for indicating that we did not live there was not valid information. I explained on that day that Richard Chandler was in the process of having these properties transferred into his name, If an investigation was done it would show that there are no back taxes due at either property. My attorney, Robert Cohen called your office to explain about the property transfer. These properties are on file as rental properties.

The problem I have is why it took five months for you to respond to our claim with the wrong information and only two weeks to make a decision on the claim. As to the utility company termination the services at 5326 Ogden Street, that was part of the problem already. We questioned the dig up fee.

Meanwhile the \$495.23 asked for to restore services was paid, and I am still asking to have this case appealed, on the grounds I don't feel that a proper investigation was made.

Thank you,

  
Evelyn Chandler

cc:Secretary PPUC

not



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

March 14, 2006

IN REPLY PLEASE  
REFER TO OUR FILE NUMBER

RICHARD & EVELYN CHANDLER  
657 ROSE STREET  
YEADON PA 19050

Dear Sir/Madam:

We are returning your formal complaint form to you because there is additional information needed to process the complaint. Please follow the colored tabs marked missing information or original signature. Fill in the information requested and return them to the address listed at the top of this letter.

We are granting a 15-day extension from the date of this letter for the form to be returned. Please return the forms no later than April 4, 2006.

Once we receive the formal with the information required we will be able to process your complaint. Thank you for your cooperation in this matter.

Very truly yours,

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

James J. McNulty  
Secretary

Enclosures

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BEFORE THE PENNSYLVANIA PUBLIC UTILITY COMMISSION

DATE SERVED: March 23, 2006

RICHARD & EVELYN CHANDLER  
Complainant

v.

PHILADELPHIA GAS WORKS  
Respondent

Complaint Docket  
No: C-20066014

DOCUMENT  
FOLDER

DOCKETED

MAR 23 2006

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FORMAL COMPLAINT NOTICE TO RESPONDENT TO ANSWER OR SATISFY

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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 23, 2006

C-20066014

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 RICHARD & EVELYN CHANDLER. 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 23, 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

anc

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

April 7, 2006

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

DOCUMENT  
FOLDER

RE: Richard Chandler v. PGW, Docket No. C-20066014

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. The parties have reached this agreement after the telephonic conference held on April 7, 2006.

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 13 2006

LF/lm

cc: Richard Chandler (via reg. mail)  
Cherie Pyle, Hearing Scheduler (via FAX)  
Lucille Coleman  
Linda Pereira  
Anne Marie Cromley

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APR 7 2006

PA PUBLIC UTILITY COMMISSION  
SECRETARY'S OFFICE

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COMMONWEALTH OF PENNSYLVANIA  
PUBLIC UTILITY COMMISSION

DATE: April 12, 2006  
SUBJECT: C-20066014  
Richard Chandlier v. Philadelphia Gas Works  
TO: Wanda Zeiders  
Docket Management  
FROM: Cherie Pyle, ALJ Support Staff  
Office of Administrative Law Judge

DOCUMENT  
FOLDER

On April 7, 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: Bruce Bigelow, Mediator  
Beth Plantz  
Case File

DOCKETED  
APR 18 2006