

CAPTION SHEET

SE 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: 09/07/04
 8. DOCKET NO: Z-01713922 : 9. EFFECTIVE DATE: 00/00/00

PARTY/COMPLAINANT: LEE, SANDRA

RESPONDENT/APPLICANT: PHILADELPHIA GAS WORKS

COMF/AFP COUNTY:

UTILITY CODE: 125042

ALLEGATION OR SUBJECT

COMPLAINANT STATES SHE CAN'T AFFORD THE \$1,000 DOWN PAYMENT, SHE CAN AFFORD \$100 MONTHLY OR LESS A MONTH. SHE WOULD LIKE THE \$1,000 REVERSED TO ANOTHER METHOD OF PAYMENT.

DOCUMENT
FOLDER

DOCKETED
SEP 14 2004

ORIGINAL

ST1713922
Due back 9/14/04

Pennsylvania Public Utility Commission

Formal Complaint Form

Please Print.

Z-01713922

1. Your name, mailing address, telephone number and utility account number:

Name Sandra Lee Howe

Street/P.O.Box 6123 N Fairhill St Apt #

City Philadelphia State PA Zip 19120

Area Code/HOME Phone 215-424-6395 Area Code/WORK Phone 67-575-7124

Utility Account Number 0600714638

If the above mailing address differs from the address where the utility service is provided, list this information below.

Name _____

Street/P.O. Box _____

City _____ State _____ Zip _____

2. Name of utility company your complaint concerns: Philadelphia Gas Works

3. Type of Utility (circle one):

- GAS
- WATER
- MOTOR CARRIER
- STEAM HEAT
- ELECTRIC
- SEWER
- TELEPHONE - (LOCAL OR LONG DISTANCE)

4. What is your complaint? (Use additional paper if you need more space and provide copies of any relevant documentation you believe will support your complaint).

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

I cannot afford the \$100.00 down payment, I
can do \$100.00 monthly or less a month.

6. You must sign and date your complaint below. *I would like the \$1000.00 reversed to another
method of payment,*

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

Sandra Lee Signature Aug 31, 2004 Date

7. 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 _____

8. Mail to:
Secretary
Pennsylvania Public Utility Commission
P. O. Box 3265
Harrisburg, PA 17105-3265

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

EducationWorks Inc Payroll Account

EMPLOYEE NO		DEPARTMENT		EMPLOYEE NAME		SOCIAL SECURITY NO		PERIOD END		CHECK NO			
1363		STAFF		Lee, S.		08/06/2004		0041705					
EARNINGS	HRS:AMTS	CURRENT AMOUNT	YEAR TO DATE	DEDUCTIONS	CURRENT AMOUNT	YEAR TO DATE							
Salary/Wages	45 500	409 50	2394.00	EE/Medicare EE/Social Secur PA State Income PA Unemployment Phila. Res.	5.94 25.39 12.57 0.37 18.27	34.72 148.43 73.50 2.16 106.83							
PAY RATE	360.00	CURRENT EARNINGS	409 50	CURRENT DEDUCTIONS	62.54	NET PAY	346 96	YTD EARNINGS	2394.00	YTD DEDUCTIONS	365.64	YTD NET PAY	2028 36

VPLS P/R CHECK

BENEFIT PAYMENT HISTORY

* Claimant Name:	SANDRA LEE
* Social Security Number:	161-58-7441
* AB Date:	06/01/2003
* Program Type:	TEUC

Last payment of benefits, when P paid last CPP agreement in march to Soc Sec Agency

	Payment Number	Status	Method of Payment	
03/06/2004	00509272		\$376.00	03/16/2004
02/28/2004	00483390		\$376.00	03/02/2004
02/21/2004	00483390		\$376.00	03/02/2004
02/14/2004	00447357		\$376.00	02/17/2004
02/07/2004	00447357		\$376.00	02/17/2004
01/31/2004	00398768		\$376.00	02/03/2004
01/24/2004	00398768		\$376.00	02/03/2004
01/17/2004	00333846		\$376.00	01/20/2004
01/10/2004	00333846		\$376.00	01/20/2004
01/03/2004	00260520		\$376.00	01/06/2004
12/27/2003	00260520		\$376.00	01/06/2004
12/20/2003	00183751		\$376.00	12/23/2003
12/13/2003	00183751		\$376.00	12/23/2003

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

Notice to Customer:

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

If you want to appeal this decision, you must return this Notification of Intent to Appeal form within 20 days of 8/12/2004. The Commission will send you formal complaint forms.

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

Thank You
Pennsylvania Public Utility Commission

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

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

SANDRA LEE ROWE
6123 NORTH FAIRHILL STREET
PHILADELPHIA PA 19120 - 1326

215-424-6395
(Area Code) Telephone Number

Sandra Lee Rowe
Signature

Mail this completed form to:

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

ST Number:	1713922	Date of mailing:	8/12/2004
Company:	PHILADELPHIA GAS WORKS		

SECRET
BUREAU

107

Sandra Lee Rowe
6123 N.Fairhill Street
Philadelphia Pa.19120
S.T.1713922
Acct...No: 0600714638

August 16, 2004

Sandra Lee
6123 N.Fairhill Street
Philadelphia Pa.19120

Dear Friend,

I am appealing the decision of the claim with the Philadelphia Gas Works. I'm presently working par time since April 2004 with Education Works and I am a fulltime college student at Community College of Philadelphia. I was receiving unemployment compensation last year and the benefits exhausted in March of 2004. I made my last payment of my previous agreement in March. At that point I could not afford to pay the previous agreement. I fell behind because of the lost of my benefits and now I am trying to better myself and go back to school so that I can better provide for my children and pay bills. I can afford to pay the 60.60 a CRP plan, but I can not afford to pay the \$1000.00 due September 9,2004. I do not have that type of money. I only get \$700.00 a month from my part time job. Please review and reconsider this decision. I am submitting a copy of my acceptance letter from my employer and a copy of my last pay stub.

Sincerely,
Sandra Lee

Signature

CURRENT CLAIM SUMMARY

* Claimant Name	SANDRA LEE	* Current Weekly Benefit Rate	\$368.00
* Social Security Number	161-58-7441	* Program	TEUC
* Application for Benefits Date (AB Date)	06/01/2003	* Federal Withholding Tax Active	NO
* Benefit Year Ending Date (BYE Date)	05/29/2004	* Support Withholding Active	NO
* Total Benefits Payable	\$4,784.00	* Direct Deposit Active	YES
*	\$0.00	*	\$8.00

Claim is exhausted

PENNSYLVANIA DEPARTMENT OF
LABOR & INDUSTRY

BENEFIT PAYMENT HISTORY

* Claimant Name:	SANDRA LEE
* Social Security Number:	161-58-7441
* AB Date:	06/01/2003
* Program Type:	TEUC

Week Ending Date	Payment Number	Status	Amount Paid	Method of Payment	Payment Issue Date
03/06/2004	00509272	Paid	\$376.00	Direct Deposit	03/16/2004
02/28/2004	00483390	Paid	\$376.00	Direct Deposit	03/02/2004
02/21/2004	00483390	Paid	\$376.00	Direct Deposit	03/02/2004
02/14/2004	00447357	Paid	\$376.00	Direct Deposit	02/17/2004
02/07/2004	00447357	Paid	\$376.00	Direct Deposit	02/17/2004
01/31/2004	00398768	Paid	\$376.00	Direct Deposit	02/03/2004
01/24/2004	00398768	Paid	\$376.00	Direct Deposit	02/03/2004
01/17/2004	00333846	Paid	\$376.00	Direct Deposit	01/20/2004
01/10/2004	00333846	Paid	\$376.00	Direct Deposit	01/20/2004
01/03/2004	00260520	Paid	\$376.00	Direct Deposit	01/06/2004
12/27/2003	00260520	Paid	\$376.00	Direct Deposit	01/06/2004
12/20/2003	00183751	Paid	\$376.00	Direct Deposit	12/23/2003
12/13/2003	00183751	Paid	\$376.00	Direct Deposit	12/23/2003

lost
payment

1363 STAFF Lee, S. 07/23/2004 0041627

EMPLOYEE NO	DEPARTMENT	EMPLOYEE NAME	SOCIAL SECURITY NO	PERIOD END	CHECK NO		
EARNINGS	HRS/UNITS	CURRENT AMOUNT	YEAR TO DATE	DEDUCTIONS	CURRENT AMOUNT	YEAR TO DATE	
Salary/Wages	46.500	418.50	1984.50	EE/Medicare EE/Social Secur PA State Income PA Unemployment Phila. Res.	6.07 25.95 12.85 0.38 18.68	28.78 123.04 60.93 1.79 88.56	
PAY RATE	360.00	CURRENT EARNINGS	CURRENT DEDUCTIONS	NET PAY	YTD EARNINGS	YTD DEDUCTIONS	YTD NET PAY
		418.50	63.93	354.57	1984.50	303.10	1681.40

last pay period

VPLS P/P CHECK



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

IN REPLY PLEASE
REFER TO OUR FILE

AUGUST 25, 2004

ST1713922

SANDRA LEE ROWE
6123 NORTH FAIRHILL STREET
PHILADLEPHIA PA 19120-1326

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 September 14, 2004 to the address listed below:

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

While you wait for us to reach a decision on your complaint, you must pay all undisputed bills (ones that are not a part of your complaint). As long as you pay all undisputed bills and return these formal complaint forms to us on time, the company is not permitted to terminate your service.

Commission Procedures for Formal Complaints

- We send a copy of this letter to the company so they know you are appealing the Bureau of Consumer Services' decision;
- We also send the company a copy of your completed formal complaint forms. Once they receive it, they have 20 days to send us an answer to your complaint. The company will send you a copy of their answer.
- Once we receive all the paperwork, we usually will schedule your hearing before an Administrative Law Judge.

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

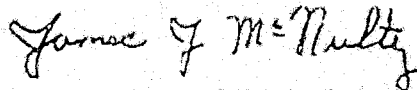
Office of Administrative Law Judge
Public Utility Commission
P.O. Box 3265
Harrisburg, PA 17105-3265

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

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

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

Very truly yours,



James J. McNulty
Secretary

ddh

CC PHILADELPHIA GAS WORKS

BEFORE THE PENNSYLVANIA PUBLIC UTILITY COMMISSION

DATE SERVED: SEPTEMBER 15, 2004

SANDRA LEE
Complainant

VS.

PHILADELPHIA GAS WORKS
Respondent

Complaint Docket
No. Z-01713922

DOCUMENT
FOLDED

DOCKETED
SEP 14 2004

FORMAL COMPLAINT NOTICE TO RESPONDENT TO ANSWER OR SATISFY

TO: PHILADELPHIA GAS WORKS

TAKE NOTICE:

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

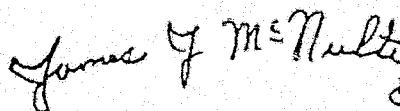
1. You have twenty (20) days from the date on which this complaint is served to either satisfy this complaint or to file with the Secretary of the Pennsylvania Public Utility Commission, P. O. Box 3265, Harrisburg, PA 17105-3265, an answer (original and three copies), in writing, under oath, which, as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

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

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

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

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



James J. McNulty
Secretary

(SEAL)

Certified Mail
Return Receipt Requested

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

DATE SERVED: SEPTEMBER 15, 2004

Z-01713922

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 SANDRA LEE. 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.

DOCUMENT
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SEPTEMBER 15,

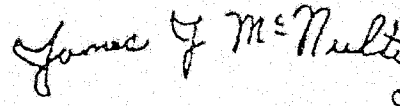
2004

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

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

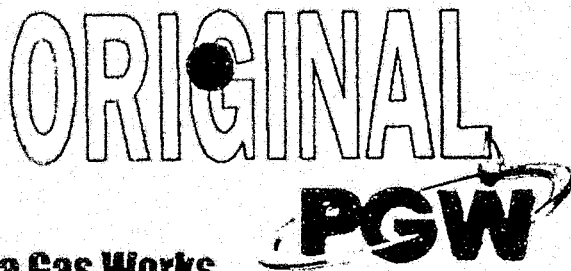
Pennsylvania Lawyer Referral Service
Pennsylvania Bar Association
P.O. Box 186
Harrisburg, PA 17108
(800) 692-7375

Very truly yours,



James J. McNulty
Secretary

JIH



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 23, 2004

RECEIVED

SEP 23 2004

James McNulty, Secretary
Pennsylvania Public Utility Commission
Room B-20, North Office Building

PA PUBLIC UTILITY COMMISSION
SECRETARY'S BUREAU

Re: Sandra E. Lee-Rowe v. PGW, Docket No. Z-01713922

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 and the Complainant acknowledges that the Complaint has been satisfied. PGW and the Complainant have discussed the Complainant's concerns and have reached a settlement. Accordingly, the Complainant has indicated that she is satisfied with the resolution of this matter.

By copy of this letter, I am notifying the Complainant of her right to object to the Public Utility Commission, in writing, to any part of this settlement 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 A. Farinas, Esq.

cc: Sandra E. Lee-Rowe (regular mail)
Jennifer Raksnis (CRU)

DOCUMENT
FOLDER

DOCKETED
SEP 28 2004

COMMONWEALTH OF PENNSYLVANIA
PUBLIC UTILITY COMMISSION

DATE: November 12, 2004

SUBJECT: Certification of Satisfaction Filed
Z-01713922 Sandra E. Lee v. Philadelphia Gas Works

TO: Wanda Zeiders,
Docket Management

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

On September 23, 2004, a Certificate of Satisfaction was filed in the above-captioned proceeding by Laureto A. Farinas, Esquire. If no objection is filed to this certificate within 10 days of service, this proceeding will be closed.

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

Attachment

pc: ALJ (None Assigned)
Beth Plantz
Case File

DOCKETED
NOV 30 2004

DOCUMENT
FOLDER