

CAPTION SHEET

CASE MANAGEMENT SYSTEM

1. REPORT DATE: 00/00/00
 2. BUREAU: ALJ
 3. SECTION(S):
 5. APPROVED BY:
 DIRECTOR:
 SUPERVISOR:
 6. PERSON IN CHARGE:
 8. DOCKET NO: Z-01639031

:
 :
 4. PUBLIC MEETING DATE:
 00/00/00
 :
 :
 7. DATE FILED: 05/11/04
 : 9. EFFECTIVE DATE: 00/00/00

PARTY/COMPLAINANT: MYERS, BRENDA

RESPONDENT/APPLICANT: PHILADELPHIA GAS WORKS

COMP/APP COUNTY: PHILADELPHIA

UTILITY CODE: 125042

ALLEGATION OR SUBJECT

COMPLAINANT STATES HER COMPLAINT IS WITH THE WAY THE EMPLOYEES OF THE COMPANY THREAT THEIR CUSTOMERS. COMPLAINANT FEELS THE EMPLOYEES ARE NASTY TO THE PUBLIC.

DOCKETED

MAY 27 2004

DOCUMENT
FOLDER

DOCUMENT FOLDER

FORMAL COMPLAINT FOR Pennsylvania Public Utility Commission

DOCKETED MAY 27 2004

ST1639031 5/25/04

Please Print:

Z-01639031

RECEIVED SECRETARIAT OF THE PENNSYLVANIA PUBLIC UTILITY COMMISSION

1. Your Name, Mailing Address and Telephone Number.

Name Ms BRENDA MYERS
Street/P.O. Box 5715 Springfield Apt.# 114
City Phila State PA Zip 19143
County Home Telephone-Area Code (610) 729-4325
Work Telephone-Area Code ()

2. Name of Company your complaint concerns: GAS COMPANY

3. What is your complaint?

THEY ARE VERY VERY NASTY TO PEOPLE AND SOME OF THE WORKER'S ACT LIKE THEY HAVE MENTAL PROBLEMS- AND ALSO INSTEAD OF PUTTING THE BILL IN THE DOOR SOME WILL THROW THE BILL ON THE GROUND AND WHEN I WENT TO PAY ON THE BILL OVER AT 5230 CHESTNUT STREET I WAS LEFT WAITING FROM 9 AM UNTIL 5 PM THAT EVENING AND THERE A MAN AT THE

(If you need more space, use additional paper and attach to this form)

FRONT WHO IS VERY (-over-) MEAN ALSO 2 GRITS WAS GIVING CRISIS APPLICATION AND HE NEVER SPOKE ON WHEN I ASK HE TOLD ME I WAS TOO LATE HE HUGED THEM AND THEY LEFT.

4. What do you want the Public Utility Commission to do about your complaint?

I wish for the Public
Utility Commission for P.G.W.
To give people more Respect
and Courtesy when dealing
with the public in our
Homes. They also make them
self's look very bad the way
they do thing because they are
NASTY WORKER'S

(If you need more space, use additional paper and attach to this form.)

5. You must sign and date your complaint below.

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.

MS BRENDA MYERS
Original Signature of complaining person

5-6-2004
Date

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

Lawyer's Name _____

Street _____

City _____ State _____ Zip _____

Telephone Number-Area Code (_____) _____

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 4/21/2004. 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.)

BRENDA MYERS
5715 SPRINGFIELD AVE
PHILADELPHIA PA 19143 - 5225

215-729-4320
(Area Code) Telephone Number

Brenda Myers
Signature

Mail this completed form to:

Secretary
Pennsylvania Public Utility Commission
Harrisburg, PA 17105-3265

ST Number:	1639031	Date of mailing:	4/21/2004
Company:	PHILADELPHIA GAS WORKS		

REVISED 12/97

2004 APR 26 AM 9:56

SECRETARY'S BUREAU

121



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

4/21/2004

S.T. No: 1639031

BRENDA MYERS
5715 SPRINGFIELD AVE
PHILADELPHIA PA 19143 - 5225

The Bureau of Consumer Services (BCS) has completed its investigation into your informal complaint. Attached is the decision resulting from that investigation. We have also sent a copy of this decision to your utility company. This decision is binding on all parties, and unless you or the company appeal this decision, it will become final 20 days after the date of this letter.

If you do not agree with this decision you may appeal it by filing a formal complaint. You can do this by completing the attached Notification of Intent to Appeal form. Return this form to the Public Utility Commission, and formal complaint forms will be mailed to you. When you complete and return the formal complaint forms your appeal will begin. The Commission will assign your complaint to an Administrative Law Judge, and a hearing date will be scheduled.

You do not need a lawyer to file an appeal.

You must make all of the payments required by this decision. If you do not make these payments the utility company is permitted to terminate your utility service.

Do not mail your payments to the Public Utility Commission. Payments should be made payable to your utility company and mailed directly to your company the same way you normally make payments.

In addition, the Bureau of Consumer Services may refuse to accept another informal complaint from you on the same subject matter.

If you have any questions about the terms and conditions of this decision or about the Public Utility Commission's appeal procedures, you may call 1-800-692-7380.

Sincerely,

TIMOTHY PLATT
Investigator

Enclosure
PHILADELPHIA GAS WORKS
ACCOUNT #1119892277

INFORMAL COMPLAINT DECISION
BUREAU OF CONSUMER SERVICES, RESIDENTIAL TERMINATION UNIT
THE PENNSYLVANIA PUBLIC UTILITY COMMISSION

BRENDA MYERS
5715 SPRINGFIELD AVE
PHILADELPHIA PA 19143 - 5225

Date: 4/21/2004

S.T. No: 1639031

Acct. No: 1119892277

V.

PHILADELPHIA GAS WORKS

You contacted the Public Utility Commission asking for help concerning the termination of your utility service. The Residential Termination Unit looked into your records with the company and decided that:

- The company followed the proper procedures before terminating your service.
- Your total account balance is \$5,906.85. This balance does not include any payments or bills sent out on or after 4/20/2004.
- You must pay the company \$645.00 within sixty (60) days of 4/21/2004 to have your service turned back on. After sixty (60) days, the amount you must pay the company to have your service turned back on may change.
- Once the company has turned your service back on, you must pay the company a special budget amount of \$168.00 per month, beginning with your next bill. This special budget includes your regular budget of \$153.00 plus \$15.00 toward the account balance. **Your regular budget may change depending on the amount of service you use.**
- You must pay by the due date of each month's bill and continue making the payments until you pay the account in full.
- The company will not charge late payment fees to your account as long as you pay according to this decision. However, the company may apply late payment fees if you do not pay on time or if you do not keep this agreement.
- The Company has special programs that may help you to pay your bill. If you do qualify for these programs, the Company may lower your monthly bill. If the Company enrolls you in a special program, they will tell you the new amount you need to pay each month. You should pay that amount instead of the amount in this decision.

You are advised to contact the Department of Public Welfare and other available social agencies for financial energy assistance.

TIMOTHY PLATT
Investigator
Bureau of Consumer Services
PA Public Utility Commission



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

5/25/04

IN REPLY PLEASE
REFER TO OUR FILE

May 5, 2004

ST1639031

BRENDA MYERS
5715 SPRINGFIELD AVE
PHILADELPHIA PA 19143-5225

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 25, 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:

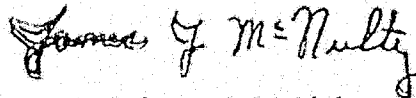
Office of Administrative Law Judge
Public Utility Commission
P.O. Box 3265
Harrisburg, PA 17105-3265

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

ddi

CC: Philadelphia Gas Company

BEFORE THE PENNSYLVANIA PUBLIC UTILITY COMMISSION

DATE SERVED: May 27, 2004

BRENDA MYERS
Complainant

VS.

PHILADELPHIA GAS WORKS
Respondent

Complaint Docket
No: Z-01639031

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,

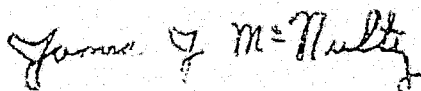
1. You have twenty (20) days from the date on which this complaint is served to either satisfy this complaint or to file with the Secretary of the Pennsylvania Public Utility Commission, P. O. Box 3265, Harrisburg, PA 17105-3265, an answer (original and three copies), in writing, under oath, which, as 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: May 21, 2004

Z-01639031

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 BRENDA MYERS. 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
FOLDER

DOCKETED
MAY 26 2004

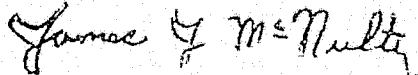
May 21, 2004

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

ddi

Philadelphia Gas Works

PGW

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

June 17, 2004

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

JUN 22 2004

PA PUBLIC UTILITY COMMISSION
SECRETARY

RE: Brenda Myers v. PGW, Complaint Docket No. Z - 01639031

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 Complainants, Roy and Brenda Myers acknowledge that the Complaint has been satisfied. PGW and the Complainants have discussed their concerns with their PGW account and reached a settlement. With this discussion and settlement the Complainants have indicated that they are satisfied with the resolution of this complaint.

By copy of this letter, I am notifying the Complainants of their 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 A. Farinas

DOCUMENT
FOLDER

cc: Roy & Brenda Myers
Zayda Santiago

DOCKETED
JUN 22 2004

77

COMMONWEALTH OF PENNSYLVANIA
PUBLIC UTILITY COMMISSION

DATE: June 30, 2004
SUBJECT: Z-01639031
Brenda Myers v. Philadelphia Gas Works
TO: Wanda Zeiders
Docket Management
FROM: Ann M. Humes, Mediation Assistant
Office of Administrative Law Judge

On June 18, 2004, 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: ALJ (None Assigned)
Bruce Bigelow
Beth Plantz
Case File

DOCUMENT
FOLDER

DOCKETED
JUL 08 2004