

BEFORE THE  
PENNSYLVANIA PUBLIC UTILITY COMMISSION

RUBEN CARTER

DOCUMENT

v.

F-01350478

PHILADELPHIA GAS WORKS

INTERIM ORDER  
SETTING RESOLUTION CONFERENCE

DOCKETED

FEB 02 2004

On or about December 1, 2003, Ruben Carter ("Complainant") filed a complaint against Philadelphia Gas Works ("Respondent"), at the above-captioned Docket Number. On or about January 16, 2004, Respondent filed an answer to the complaint.

Based upon a review of the information contained in this material, I direct the parties to attempt to resolve this matter themselves. Respondent shall contact Complainant no later than February 5, 2004, to set a mutually convenient time, date and place for Respondent and Complainant to hold a conference about resolving the case. The conference must take place no later than February 19, 2004, unless this is not possible.

Within ten (10) days following the conference, Respondent shall file a short report with Bruce Bigelow ("Mediator"), setting forth:

- (a) The time, date and place of the conference;
- (b) Who participated for each party;
- (c) A statement whether a full resolution, including withdrawal of complaint, was achieved, and, if not, whether the parties consent to have this case set for mediation by the mediation staff of the Commission; and
- (d) A statement of any issues which have been resolved, if a full resolution was not achieved.

The Commission encourages mediation if the parties cannot reach an agreement through the resolution conference. Mediation is an informal process in which the parties attempt to resolve the case with the help of a mediator. The mediator is a neutral staff member of the Commission who does not give advice, make a decision, or represent any party. Instead, the mediator assists the parties in their efforts to come to an agreement.

If the parties do not reach an agreement on their own, and do not consent to mediate, they are entitled to have a hearing. A hearing is a formal process where a Commission administrative law judge will review the case and make a decision to resolve it.

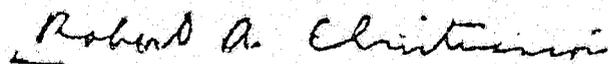
If it is not possible to have the conference by the date set for that purpose, Respondent shall file a report with the Mediator, on or before ten (10) days following the conference due date, giving the reason(s) why the due date could not be met.

In either situation, a report must be filed with the Mediator by the applicable due date set forth above.

If you have any questions, you should contact the Mediator. His address and phone number are:

Mediator Bruce Bigelow  
P. O. Box 3265  
Harrisburg, PA 17105-3265  
(717) 783-5413  
Email: bbigelow@state.pa.us

Date: January 22, 2004



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ROBERT A. CHRISTIANSON  
Chief Administrative Law Judge

COMMONWEALTH OF PENNSYLVANIA

OFFICE OF ADMINISTRATIVE  
LAW JUDGE  
MEMO

PUBLIC UTILITY COMMISSION

DATE: May 3, 2004

SUBJECT: Carter, Ruben v.  
Philadelphia Gas Works  
F-01350478

TO: Commission Document Folder

FROM: Bruce Bigelow  
Mediator



The above-captioned case is still undergoing mediation-process review and progress reports are being made.

pc: OALJ file  
form #457243

RJP

COMMONWEALTH OF PENNSYLVANIA  
PUBLIC UTILITY COMMISSION

DATE: May 24, 2004  
SUBJECT: Ruben Carter v. Philadelphia Gas Works  
F-01350478  
TO: Commission Document Folder  
FROM: Bruce Bigelow  
Mediator

Pursuant to Chief Administrative Law Judge Christianson's Interim Order, dated January 22, 2004, a report has been submitted to the Mediation Unit.

Please include this memo in the official Commission document folder.

pc: OALJ File

**DOCKETED**  
JUN 2 2004

**DOCUMENT  
FOLDER**



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

IN REPLY PLEASE  
REFER TO OUR FILE

August 16, 2004

In Re: F-01350478

(SEE ATTACHED LIST)

Ruben Carter v. Philadelphia Gas Works

Billing Dispute.

Hearing Notice

This is to inform you that a hearing on the above-captioned case will be held as follows:

Type: Initial In-Person Hearing

Date: Tuesday, November 23, 2004

Time: 10:00 a. m.

Location: In an available hearing room  
Philadelphia State Office Building  
Broad and Spring Garden Streets  
Philadelphia, Pennsylvania

Presiding: Administrative Law Judge Cynthia W. Fordham  
1302 Philadelphia State Office Building  
1400 West Spring Garden Street  
Philadelphia, PA 19130  
Telephone: (215) 560-2105  
Fax: (215) 560-3133

DOCUMENT  
FOLDER

**DOCKETED**  
AUG 18 2004

*Attention: You may lose the case if you do not come to this hearing and present facts on the issues raised.*

If you intend to file exhibits, 2 copies of all hearing exhibits to be presented into evidence must be submitted to the reporter. An additional copy must be furnished to the Presiding Officer. A copy must also be provided to each party of record.

Individuals representing themselves do not need to be represented by an attorney. All others (corporation, partnership, association, trust or governmental agency or subdivision) must be represented by an attorney. An attorney representing you should file a Notice of Appearance before the scheduled hearing date.

If you are a person with a disability, and you wish to attend the hearing, we may be able to make arrangements for your special needs. Please call the scheduling office at the Public Utility Commission:

- Scheduling Office: (717) 787-1399.
- AT&T Relay Service number for persons who are deaf or hearing-impaired: 1-800-654-5988.

pc: Judge Fordham  
Ona Lester  
Beth Plantz  
Docket Section  
Calendar File