

BEFORE THE
PENNSYLVANIA PUBLIC UTILITY COMMISSION

DIANE GOLDMAN

v.

PHILADELPHIA GAS WORKS

F-01361790

DOCUMENT

INTERIM ORDER
SETTING RESOLUTION CONFERENCE

DOCKETED
FEB 02 2004

On or about November 25, 2003, Diane Goldman ("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 4, 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 18, 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 21, 2004

ROBERT A. CHRISTIANSON
Chief Administrative Law Judge

#387236

Philadelphia Gas Works



800 W. Montgomery Avenue, Philadelphia, PA 19122
Telephone (215) 236-0500

RECEIVED **BGW**

APR 16 2004

Laureto Farnas
Senior Attorney
Direct Dial: 215-684-6982
E-mail: laureto.farnas@pgworks.com

April 16, 2004

PA PUBLIC UTILITY COMMISSION
SECRETARY'S BUREAU

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

ORIGINAL

Re: Diane Goldman v. PGW, Docket No. F - 01361790

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 with her account and reached a settlement. With this discussion and settlement, the Complainant has indicated that she is satisfied with the resolution of this complaint.

By copy of this letter, I am notifying the Complainant of her 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,

cc: Diane Goldman
Anne Cromley
Bruce Bigelow

DOCUMENT
FOLDER

DOCKETED
APR 21 2004

100

COMMONWEALTH OF PENNSYLVANIA
PUBLIC UTILITY COMMISSION

DATE: April 28, 2004
SUBJECT: F-01361790
Diane Goldman v. Philadelphia Gas Works
TO: Wanda Zeiders
Docket Management
FROM: Ann M. Humes, Mediation Assistant
Office of Administrative Law Judge

On April 16, 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
MAY 03 2004

RJP

Philadelphia Gas Works

RECEIVED



RECEIVED
0800 W. Montgomery Avenue, Philadelphia, PA 19122
Telephone: (215) 236-0500
04 APR 19 Pii 1:39

APR 16 2004

PA PUC

Laureto Farinas
Senior Attorney
Direct Dial: 215-684-6982
E-mail: laureto.farinas@pgworks.com

PA PUBLIC UTILITY COMMISSION
SECRETARY'S BUREAU

April 16, 2004

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

COPY

Re: Diane Goldman v. PGW, Docket No. F - 01361790

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 with her account and reached a settlement. With this discussion and settlement, the Complainant has indicated that she is satisfied with the resolution of this complaint.

By copy of this letter, I am notifying the Complainant of her 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,

cc. Diane Goldman
Anne Cromley
Bruce Bigelow



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

IN REPLY PLEASE
REFER TO OUR FILE

July 22, 2004

F-01361790

DIANE GOLDMAN
2251 KENNEDY STREET
PHILADELPHIA PA 19137

DIANE GOLDMAN
v.
PHILADELPHIA GAS WORKS

DOCKETED
JUL 22 2004

TO WHOM IT MAY CONCERN:

Please be advised that the Commission has marked closed the above-entitled proceeding.

Very truly yours,

James J. McNulty
Secretary

nvl
cc: All parties of Record
Office of ALJ

DOCUMENT
FOLDER
RJP