

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: 10/02/03
8. DOCKET NO: F-01252331	:	9. EFFECTIVE DATE: 00/00/00

PARTY/COMPLAINANT: THOMPSON, MICHAEL G.

RESPONDENT/APPLICANT: PHILADELPHIA GAS WORKS

COMP/APP COUNTY: PHILADELPHIA

UTILITY CODE: 125042

ALLEGATION OR SUBJECT

COMPLAINANT STATES HE DID NOT RECEIVE A BILL FOR TWO YEARS AND THEN RECEIVED ONE FOR \$2,000. HE WANTS THE LATE FEES AND PENALTIES REMOVED.

JULIAN  
10/22/03

**DOCKETED**  
OCT 22 2003



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

10/7/03

IN REPLY PLEASE  
REFER TO OUR FILE

SEPTEMBER 17, 2003

BCS1252331

MICHAEL G THOMPSON  
242 S 49TH STREET APT B-202  
PHILADLEPHIA PA 19139

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 October 7, 2003 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:

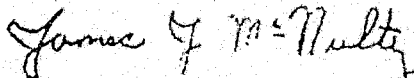
Office of Administrative Law Judge  
Public Utility Commission  
P.O. Box 3265  
Harrisburg, PA 17105-3265

**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

dd:

CC: PHILADLEPHIA GAS WORKS

RECEIVED

NOTIFICATION OF INTENT TO APPEAL

(Request for Formal Complaint Forms)

SEP 12 2003

Notice to Customer:

PA PUBLIC UTILITY COMMISSION  
SECRETARY'S BUREAU

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 twenty days of this date: August 26, 2003. 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:

Mr. Michael G. Thomas THOMPSON  
242 S. 49<sup>th</sup> Street  
Apartment B-202  
Philadelphia, PA. 19139

(Please correct any mistakes.)

213 476-0790  
(Area Code) Telephone Number

Michael Thompson  
Signature

Mail this completed form to:

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

FOR OFFICE USE ONLY

BCS Number: 1252331

Date of mailing: August 26, 2003

Company: Philadelphia Gas Works

REVISED 11/97

17

RECEIVED

F-01252331

BCS1252331

OCT 02 2003

FORMAL COMPLAINT FORM  
Pennsylvania Public Utility Commission

10/7/03

PA PUBLIC UTILITY COMMISSION  
SECRETARY'S BUREAU  
Please Print.

125042

ORIGINAL

1. Your Name, Mailing Address and Telephone Number.

Name MICHAEL G. THOMPSON

Street/P.O. Box 242 S. 49TH STREET Apt.# B-202

City PHILADELPHIA State PA Zip 19139

County PHILADELPHIA Home Telephone-Area Code (215) 476-0790  
Work Telephone-Area Code ( )

2. Name of Company your complaint concerns: PGW (PHILADELPHIA GAS WORKS)

3. What is your complaint?

IN MAY 2000, I MOVED INTO THIS APARTMENT AND I WENT TO PGW WITH MY LEASE SO THAT I COULD HAVE THE SERVICE PUT IN MY NAME. THE PGW REPRESENTATIVE TOLD ME THAT SHE COULDN'T PUT THE SERVICE IN MY NAME BECAUSE THERE WAS ONLY ONE GAS HEATER THERE FOR THE BUILDING AND THE LANDLORD WAS RESPONSIBLE FOR IT. SHE TRIED A FEW TIMES TO PUT SERVICE IN MY NAME WHILE I WAS THERE. HOWEVER, EVENTHOUGH SHE SAID SHE COULDN'T PUT THE SERVICE IN MY NAME, IT MUST HAVE GONE THROUGH. AFTER TALKING TO THE BUILDING MANAGER ABOUT WHAT HAPPENED AT THE GAS COMPANY I WENT BACK TO THE GAS COMPANY AGAIN ABOUT A WEEK LATER. I WAS AGAIN TOLD THAT NOTHING COULD BE DONE SINCE THERE IS ONLY ONE GAS HEATER THERE. SINCE I NEVER RECEIVED A BILL I ASSUMED THE GAS REPRESENTATIVE WAS RIGHT. TWO YEARS LATER AFTER LIVING IN THIS APARTMENT I FINALLY RECEIVED A BILL FOR APPROXIMATELY \$2000.00. I DON'T KNOW WHAT HAPPENED TO THE GAS BILLS. THERE WERE PROBLEMS WITH MAIL DELIVERY WHEN I FIRST MOVED INTO THE APARTMENT AND I HAD TO GO TO THE POST OFFICE TO GET MY MAIL BUT NONE OF THE MAIL I PICKED UP WAS FROM PGW. I'M NOT DISPUTING THAT I USED GAS FOR TWO YEARS BUT I DO DISPUTE HAVING TO PAY ANY LATE OR PENALTY CHARGES. I DON'T BELIEVE ITS FAIR TO ME TO GET A BILL FOR TWO YEARS OF SERVICE AND BE EXPECTED TO PAY THAT LUMP SUM AMOUNT WHEN I'VE NEVER SEEN A BILL IN ALL THAT TIME. ALSO, I STILL ONLY GET A BILL EVERY TWO OR THREE MONTHS. BEFORE I MADE ARRANGEMENTS TO PAY THE SAME AMOUNT EACH MONTH, I HAD TO CALL PGW TO GET THE CURRENT AMOUNT DUE. I HAVE RECEIVED ELECTRIC CABLE AND PHONE BILLS FOR MY APARTMENT BUT NOT PGW BILLS. I HAVE ALSO ENCLOSED A LIST OF OTHER TENANTS IN THE BUILDING WHO HAVE HAD SIMILAR PROBLEMS.

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

(-over-)

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

I WOULD LIKE THE PUBLIC UTILITY COMMISSION TO AID ME IN  
GETTING THE LATE FEES AND PENALTIES REMOVED FROM THE AMOUNT  
DUE. I KNOW THAT I AM RESPONSIBLE FOR PAYING FOR THE GAS I  
USED. HOWEVER, IF I HAD RECEIVED THE BILLS ON TIME, THE ACCOUNT  
WOULD HAVE BEEN CURRENT (ALL OF MY OTHER BILLS ARE CURRENT)  
AND I WOULDN'T HAVE THIS PROBLEM NOW.

(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.

Michael E. Thompson

Original Signature of complaining person

9/30/03

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 ( ) \_\_\_\_\_

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

DATE SERVED: OCTOBER 22, 2003

F-01252331

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 MICHAEL G. THOMPSON. 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.

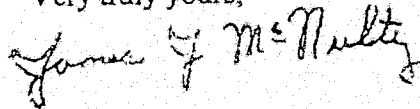
OCTOBER 22, 2003

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

KSB

BEFORE THE PENNSYLVANIA PUBLIC UTILITY COMMISSION

DATE SERVED: OCTOBER 22, 2003

MICHAEL G. THOMPSON  
Complainant

VS.

PHILADELPHIA GAS WORKS  
Respondent

Complaint Docket  
No: F-01252331

**DOCKETED**  
OCT 22 2003

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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,

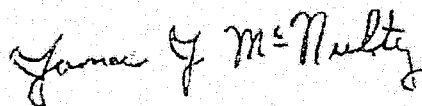
1. You have twenty (20) days from the date on which this complaint is served to either satisfy this complaint or to file with the Secretary of the Pennsylvania Public Utility Commission, P. O. Box 3265, Harrisburg, PA 17105-3265, an answer (original and three copies), in writing, under oath, which, as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

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

November 11, 2003

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

ORIGINAL

DOCUMENT  
FOLDER

RE: Michael G. Thompson v. PGW, Docket No. F - 01252331

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

By copy of this letter, I am notifying the Complainants 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,

**DOCKETED**  
NOV 18 2003

cc: Michael Thompson  
Anne Marie Cromley

RECEIVED

NOV 11 2003

PA PUBLIC UTILITY COMMISSION  
SECRETARY'S BUREAU

9

COMMONWEALTH OF PENNSYLVANIA  
PUBLIC UTILITY COMMISSION

DATE: November 17, 2003

SUBJECT: F-01252331  
Michael G. Thompson v. Philadelphia Gas Works

TO: Wanda Zeiders  
Docket Management

FROM: Ann M. Humes, Mediation Assistant  
Office of Administrative Law Judge

On November 11, 2003, 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**  
NOV 20 2003

**Philadelphia Gas Works**



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

Laureto A. Farinas, Senior Attorney  
Legal Department  
Direct Dial: 215-684-6982  
FAX: 215-684-6798  
E-mail: laureto.farinas@pgworks.com

December 10, 2003

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

**RECEIVED**

DEC 10 2003

PA PUBLIC UTILITY COMMISSION  
SECRETARY'S BUREAU

Re: Michael G. Thompson v. PGW, Docket No. F - 01252331

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Sincerely,

cc: Michael G. Thompson  
Anne Marie Cromley

DOCUMENT  
FOLDER



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

IN REPLY PLEASE  
REFER TO OUR FILE

February 5, 2004

F-01252331

MICHAEL G. THOMPSON  
242 SOUTH 49TH STREET B-202  
PHILADELPHIA PA 19139

RECEIVED  
ASST. SEC. GEN.  
FEB 5 2004

MICHAEL G. THOMPSON  
v.  
PHILADELPHIA GAS WORKS

DOCUMENT  
FOLDER

TO WHOM IT MAY CONCERN:

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

**DOCKETED**  
FEB 05 2004

Very truly yours,

James J. McNulty  
Secretary

nvl

cc: All parties of Record  
Office of ALJ