

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: 11/22/03
8. DOCKET NO: F-01246569	:	9. EFFECTIVE DATE: 00/00/00

PARTY/COMPLAINANT: HOUZE, EDWARD

RESPONDENT/APPLICANT: PHILADELPHIA GAS WORKS

COMP/APP COUNTY: PHILADELPHIA

UTILITY CODE: 125042

ALLEGATION OR SUBJECT

COMPLAINANT STATES COMPANY HIS METER WAS CHANGED TWICE AND AFTER THE SECOND TIME THE BILL WAS EXTREMELY HIGH. HE WANTS ANSWERS TO HIS QUESTIONS.

DOCUMENT
FOLDER

DOCKETED
NOV 26 2003



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

11/25/03

IN REPLY PLEASE
REFER TO OUR FILE

NOVEMBER 5, 2003

BCS 1246569

EDWARD HOUZE
508 E ASHMEAD ST
PHILADELPHIA PA 19144

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 NOVEMBER 25, 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:

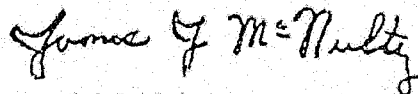
Office of Administrative Law Judge
Public Utility Commission
P.O. Box 3265
Harrisburg, PA 17105-3265

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

dbb

CC: PHILADELPHIA GAS WORKS

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 twenty days of this date: September 15, 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:
(Please correct any mistakes.)

EDITH HOUZE
508 E ASHMEAD ST
PHILADELPHIA PA 19144

EDWARD HOUZE

215-843-2213
(Area Code) Telephone Number

Edward Houze
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: 1246569

Date of mailing: September 15, 2003

Company: PHILADELPHIA GAS WORKS

REVISED 11/97

RECEIVED

SEP 30 2003

PA PUBLIC UTILITY COMMISSION
SECRETARY'S BUREAU

66

ORIGINAL

FORMAL COMPLAINT FORM
Pennsylvania Public Utility Commission

RECEIVED

125042

Please Print:

NOV 22 2003

1. Your Name, Mailing Address and Telephone Number.

PA PUBLIC UTILITY COMMISSION
SECRETARY'S BUREAU

Name EDWARD HOUZE

Street/P.O. Box 508 E. ASHMEAD ST. Apt.# N/A

City PHILADELPHIA State PA Zip 19144

County PHILA. Home Telephone-Area Code (215) 843-2213
Work Telephone-Area Code ()

2. Name of Company your complaint concerns: PHILA. GAS WORKS

3. What is your complaint?

IN 2001 A GAS COMPANY EMPLOYEE CAME TO
THE HOUSE AND EXPLAINED TO ME HE WAS SENT OUT
TO "CHANGE THE GAS METER." "THE GAS METER
YOU HAVE NOW HAS BEEN HERE FOR OVER TWENTY YEARS."
"I'm UPDATING THE OLD METER WITH A NEW ONE
THAT YOU DON'T HAVE TO LET ANYONE IN TO READ IT,
IT CAN BE READ FROM OUTSIDE AND YOU WON'T GET
ANY MORE ESTIMATED BILLS, YOU'LL GET A TRUE BILL."
THE NEXT BILL SHOWED THAT I OWED THREE
HUNDRED DOLLARS MORE BECAUSE OF ESTIMATED

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

(-over-)

WINTER GAS BILLS. SO, I WAS EXTREMELY SATISFIED THAT THESE ESTIMATED BILLS WOULD STOP AND I WOULD BE GETTING REAL BILLS FROM NOW ON.

APPROXIMATELY FIFTEEN MONTHS LATER A LETTER CAME TO THE HOUSE TELLING ME TO CALL THEM BY A CERTAIN DATE OR MY GAS SERVICE WOULD BE SUSPENDED. I HAD TO SET A DATE FOR SOMEONE TO COME OUT AND CHECK THE GAS METER.

WHEN THE MAN GOT TO THE HOUSE HE SAID HE WAS THERE TO "PUT IN A NEW METER BECAUSE IT'S BEEN HERE FOR OVER TWENTY YEARS AND IT'S TIME FOR A NEW UPDATED MODEL, ONE THAT CAN BE READ FROM OUTSIDE." I ASKED IF I WAS BEING CHARGED FOR THAT BECAUSE A NEW ONE WAS JUST PUT IN ABOUT A YEAR AGO. THAT TIME MY FIRST BILL WAS OVER EIGHT HUNDRED DOLLARS.

SO I UNDERSTAND PAYING THE DIFFERENCE FROM AN ESTIMATED BILL.

WHAT I WASN'T TOLD AND STILL DON'T UNDERSTAND IS:

(1) WHY WAS THE METER CHANGED TWICE?

(2) AFTER USING THE SAME METER FOR EIGHTEEN YEARS THE ESTIMATED OVERDUE BILL WAS ABOUT THREE HUNDRED DOLLARS. HOWEVER, AFTER USING A METER, THAT CAN BE READ FROM OUTSIDE, THAT'S UPDATED, FOR ABOUT A YEAR (15 MOS.) WHY IS MY BILL EIGHT HUNDRED DOLLARS.

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

I EXPLAINED MY COMPLAINT TO THEM AND
THOUGHT I WOULD GET SOME ANSWERS TO THESE QUESTIONS.

(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.

Edward Houze
Original Signature of complaining person

11/20/03
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: DECEMBER 1, 2003

F-01246569

LAURETO FARINAS ESQUIRE
PHILADELPHIA GAS WORKS
800 W MONTGOMERY AVE
PHILADELPHIA PA 19122-2898

DOCUMENT
FOLDER

Dear Sir/Madam:

A complaint has been filed against you before the Pennsylvania Public Utility Commission by EDWARD HOUZE. 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.

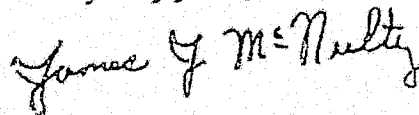
DECEMBER 1, 2003

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: DECEMBER 1, 2003

EDWARD HOUZE
Complainant

VS.

PHILADELPHIA GAS WORKS
Respondent

Complaint Docket
No: F-01246569

DOCUMENT
FOLDER

DOCKETED

NOV 26 2003

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,

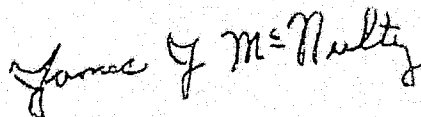
1. You have twenty (20) days from the date on which this complaint is served to either satisfy this complaint or to file with the Secretary of the Pennsylvania Public Utility Commission, P. O. Box 3265, Harrisburg, PA 17105-3265, an answer (original and three copies), in writing, under oath, which, as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

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

F-01246569

December 17, 2003

RECEIVED

DEL 16 2003

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

PA PUBLIC UTILITY COMMISSION
SECRETARY'S BUREAU

Re: Request For Extension Of Time In Which To File Answers To Complaints

Dear Secretary McNulty:

This is to confirm that pursuant to 52 Pa. Code §1.15, Chief Administrative Law Judge Robert Christianson and Eric A. Rohrbough has approved the Philadelphia Gas Works' request for an extension of time in which to file Answers to the formal complaints that appear on the attached listing. The Answers to the Complaints appearing on the attached list are now due by **January 16, 2004**.

The need for this extension of time arose after the volume of informal and formal complaints during the Fall of 2003 involving the Philadelphia Gas Works (PGW), created demands for research and resources that made answering Complaints impossible within the 20 day time period permitted under the Commission rules.

PGW is grateful to the Commission and the parties for this extension. We hope that these matters may be resolved amicably.

By copy of this letter, I am notifying the Complainant of this grant of the extension of time for filing answers to complaints. If additional information is needed about this matter, please contact me at my direct-dial number above. Thank you for your assistance.

DOCUMENT
FOLDER

Sincerely,

Laureto Farinas

DOCKETED
FEB 11 2004

cc: All Parties to these matters
Chief Administrative Law Judge Robert A. Christianson
Eric A. Rohrbough
Abby Pozefsky, Esq.

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Listing of Complaints
(Answers now due on January 16, 2004)

Diane Goldman vs. PGW, F-01361790
Edward Houze vs. PGW, F-01246569
Tanya Garnett vs. PGW, Z-01455801
Bernadette R. Waites vs. PGW, F-01274068
Jerome Mathews vs. PGW, F-01460003
Raquel E. Bland vs. PGW, Z-01500015
Irene & Darlene Nichol vs. PGW, F-01392312
Juana Vincha vs. PGW, F-01394312
Thomasina Goree vs. PGW, F-01206992
Evelyn O. Somerville vs. PGW, F-01430603
Karen Solebo vs. PGW, Z-01459995
Natalie Clarke vs. PGW, C-20032051
Michael J. Rivero vs. PGW, C-20032052
Dennis Woodall vs. PGW, Z-01481029
Adam Doherty vs. PGW, C-20032053
Ruben Carter vs. PGW, F-01350478
Francesca Zernone vs. PGW, Z-01464494
Ella L. Coleman Simms vs. PGW, C-20032072
Almanina Barbour vs. PGW, F-01359358
Rupert Shaw vs. PGW, F-01344525
Anne Marlin Brock vs. PGW, Z-01404799
Augustine Boyd vs. PGW, Z-01452801
Michael Karff vs. PGW, Z-01467490
Vanessa Tabb vs. PGW, Z-01494263
Pamela McDaniels vs. PGW, Z-01513320
Francine Schwartz vs. PGW, F-01401284

RECEIVED

DEC 16 2003

PA PUBLIC UTILITY COMMISSION
SECRETARY'S OFFICE

CERTIFICATE OF SERVICE

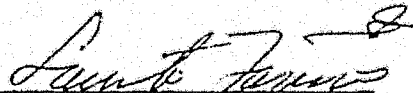
I HEREBY CERTIFY THAT I HAVE THIS DAY SERVED A TRUE COPY OF THE FOREGOING DOCUMENTS UPON THE PARTICIPANTS LISTED BELOW, IN ACCORDANCE WITH THE REQUIREMENTS OF §1.54 (RELATING TO SERVICE BY A PARTICIPANT).

Service List:

For Complainant:

Edward Houze
508 E. Ashmead Street
Philadelphia, PA 19144

Date: December 17, 2003


Laureto A. Farinas, Esq.
Philadelphia Gas Works
800 W. Montgomery Avenue
Philadelphia, PA 19122

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

February 9, 2004

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

ORIGINAL

Re: Edith Houze v. PGW, Docket No. F - 01246569

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. 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 Complainant 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,

RECEIVED

FEB 10 2004

PA PUBLIC UTILITY COMMISSION
SECRETARY'S BUREAU

cc. Edward Houze
Annmarie Nagle

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COMMONWEALTH OF PENNSYLVANIA
PUBLIC UTILITY COMMISSION

DATE: February 12, 2004
SUBJECT: Certificate of Satisfaction
F-0126569 Edith Houze v. Philadelphia Gas Works
7-01246549
TO: Wanda Zeiders
Docket Management
FROM: Susan Hoffner, Case Control Officer
Office of Administrative Law Judge

On February 10, 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)
Bruce Bigelow
Beth Plantz
Case File

DOCKETER
FEB 20 2004

DOCUMENT
FOLDER

RJP



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

IN REPLY PLEASE
REFER TO OUR FILE

March 10, 2004

F-01246569

EDWARD HOUZE
508 EAST ASHMEAD STREET
PHILADELPHIA PA 19144

DOCUMENT
FOLDER

EDWARD HOUZE
v.
PHILADELPHIA GAS WORKS

DOCKETED
MAR 09 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