

BEFORE THE
PENNSYLVANIA PUBLIC UTILITY COMMISSION

CAROLYN D. ALFORD

v.

PHILADELPHIA GAS WORKS

C-20043419

INTERIM ORDER
SETTING RESOLUTION CONFERENCE

On or about July 21, 2004, Carolyn D Alford ("Complainant") filed a complaint against Philadelphia Gas Works ("Respondent"), at the above-captioned docket number. On or about August 19, 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 September 17, 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 October 1, 2004, unless this is not possible.

Within ten (10) days following the conference, Respondent shall file a short report with Herbert R. Nurick ("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.

DOCKETED
SEP 29 2004

**DOCUMENT
FOLDER**

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 the hearing process. The hearing process usually includes the presentation of oral testimony and other evidence before a Commission administrative law judge, who will then consider the case and make a written decision to resolve it.

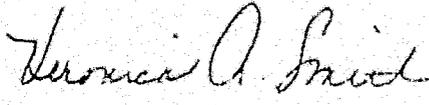
If it is not possible to have the conference by the date set for that purpose, Respondent shall file a report with the Mediator, on or before ten (10) days following the conference due date, giving the reason(s) why the due date could not be met.

In either situation, Respondent must file a report 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:

Herbert R. Nurick
P. O. Box 3265
Harrisburg, PA 17105-3265
(717) 783-5428
Email: hnurick@state.pa.us

Date: September 3, 2004


VERONICA A. SMITH
Chief Administrative Law Judge

DOCUMENT 9965
Philadelphia, Pa 19114
August 23, 2004
C-20043419

RECEIVED

AUG 24 2004

PA PUBLIC UTILITY COMMISSION
SECRETARY'S BUREAU

ORIGINAL

Dear Mr McNulty,

In reference to the attached correspondence
you received from P&W on the
weekend, my problem is still not
being addressed or solved.

In question # 4 of my formal complaint
to the PUC, I asked for a face to face
meeting with P&W so I can show them
where the mistake started and that
I don't owe them the \$172.00. Oh, maybe
they could show me where I am wrong!
What is the problem and why are they
afraid to meet with me?
Now they have taken the deposit and
applied it to the past due bill
for \$172.00 they have carried over the
months. Now they still owe me my
\$172.00 deposit.

Since you have not ordered P&W to
meet with me to resolve this matter,
please advise me what other recourse
I have to resolve this matter, Do I
file a suit against them in court, or
what do I do now?
Thank you for your attention and reply.

Sincerely yours,
Cory D. Alfred
(215) 281-3954

DOCKETED
SEP 30 2004

BEFORE THE
PENNSYLVANIA PUBLIC UTILITY COMMISSION

Carolyn D. Alford

v.

Philadelphia Gas Works

:
:
:
:
:

Docket No. C – 20043419

Answer of Philadelphia Gas Works

Pursuant to 52 Pa. Code §5 61, the Philadelphia Gas Works ("PGW") hereby answers the Complaint filed in the above captioned matter. PGW hereby avers the following:

1. Admitted.
2. Admitted.
3. Denied in part. PGW admits that it had applied the Complainant's check in the amount of \$172 (meant for a deposit) to the Complainant's gas account. PGW also admits that on 7/23/03 this error was found and corrected. PGW transferred the incorrectly applied payment of \$172 from the gas balance and applied it to the deposit. This adjustment then increased the gas balance by \$172. PGW denies that the Complainant did not owe the money. The Complainant's total account balance as of 8/10/04 is a credit in the amount of \$1874.

Wherefore, PGW respectfully requests that this Commission find against the Complainant and dismiss the complaint in this matter.

Respectfully submitted,

August 19, 2004



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

Philadelphia Gas Works



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

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

November 5, 2004

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

NOV 5 2004

PAPERS

Re Carolyn Alford v. PGW, Docket No. C - 20043419

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.

**DOCUMENT
FOLDER**

Sincerely,

Laureto Farinas, Esq.

cc: Carolyn Alford
Eloise Carnail
Herb Nurick, Esq.

DOCUMENTED
NOV 22 2004

02

COMMONWEALTH OF PENNSYLVANIA
PUBLIC UTILITY COMMISSION

DATE: November 9, 2004
SUBJECT: C-20043419
Carolyn Alford v. Philadelphia Gas Works
TO: Wanda Zeiders
Docket Management
FROM: Cherie Pyle, ALJ Support Staff
Office of Administrative Law Judge

On November 8, 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: Mediator Herb Nurick
Beth Plantz
Case File

DOCKETED
NOV 24 2004

**DOCUMENT
FOLDER**

Philadelphia Gas Works



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

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

November 5, 2004

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

Re: Carolyn Alford v. PGW, Docket No. C - 20043419

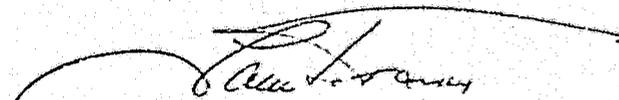
Dear Secretary McNulty:

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,



Laureto Farinas, Esq.

cc Carolyn Alford
Eloise Carnall
Herb Nurick, Esq

PA PUC
01:00:08
2:20



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

IN REPLY PLEASE
REFER TO OUR FILE

December 7, 2004

C-20043419

CAROLYN D. ALFORD
9965 CRESTMONT AVENUE
PHILADELPHIA PA 19114

CAROLYN D. ALFORD
v.
PHILADELPHIA GAS WORKS

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

DOCKETED
DEC 07 2004