

DOCKET NO.: C-20016329
RESPONDENT OR APPLICANT: PHILADELPHIA GAS WORKS
PARTY OR COMPLAINANT: EASLEY PERRY

ENTRY TYPE	DATE	BUREAU	PERSONNEL
1 N	10/19/01	SEC	IMES
FORMAL COMPLAINT OF PERRY EASLEY V. PHILA. GAS WORKS			
2 N	10/30/01	SEC	IMES
NOTICE OF COMPLAINT SERVED ON RESPONDENT TO ANSWER IN 20 DAYS			
3 N	11/28/01	SEC	FRISCIA
RESPONDENT FILED ANSWER TO COMPLAINT WITH CERTIFICATE OF SERVICE			
4 N	03/12/02	ALJ	NGUYEN
INITIAL HEARING SCHEDULED FOR 4/24/02 CANCELLED			
5 N	03/07/02	SEC	FRISCIA
RESPONDENT FILED SATISFACTION OF COMPLAINT & CERTIFIES COMPLAINANT ACK SAME			
6 N	03/22/02	SEC	FRISCIA
CALJ MEMO ACKNOWLEDGING WITHDRAWAL & CLOSING IN 10 DAYS			
7 N	04/04/02	SEC	FRISCIA
SEC LETTER ADVISING COMMISSION HAS MARKED THE PROCEEDING CLOSED			

1. REPORT DATE: 00/00/00 :
 2. BUREAU: ALJ :
 3. SECTION(S): : 4. PUBLIC MEETING DATE:
 5. APPROVED BY: : 00/00/00
 DIRECTOR: :
 SUPERVISOR: :
 6. PERSON IN CHARGE: : 7. DATE FILED: 10/19/01
 8. DOCKET NO: C 20016329 : 9. EFFECTIVE DATE: 00/00/00

PARTY/COMPLAINANT: EASLEY PERRY

RESPONDENT/APPLICANT: PHILADELPHIA GAS WORKS

COMP/APP COUNTY: PHILADELPHIA

UTILITY CODE: 110052

ALLEGATION OR SUBJECT

COMPLAINANT STATES HE CAN NOT AFFORD \$452.00 A MONTH BECAUSE HIS MONTHLY INCOME IS ONLY \$666.00 DOLLARS A MONTH. HE STATES HE IS DISABLED AND CAN NOT WORK. HE STATES HE WOULD LIKE THE PUC TO SET HIM UP ON A BUDGET. HE STATES HE WILL PAY THE BUDGET AMOUNT PLUS \$15.00 A MONTH.

DOCUMENT
FOLDER

DOCKETED
OCT 30 2001

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

DATE SERVED: OCTOBER 30, 2001

C-20016329

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 PERRY EASLEY. 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 30, 2001

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

DDI

BEFORE THE PENNSYLVANIA PUBLIC UTILITY COMMISSION

DATE SERVED: OCTOBER 30, 2001

PERRY EASLEY
Complainant

VS.

PHILADELPHIA GAS WORKS
Respondent

Complaint Docket
No: C-20016329

DOCUMENT
FOLDER

FORMAL COMPLAINT NOTICE TO RESPONDENT TO ANSWER OR SATISFY

TO: PHILADELPHIA GAS WORKS

DOCKETED

OCT 30 2001

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 17120, an answer (original and two 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

I have sent three copies of my complaint 8/20/01 before this. This is the ORIGINAL ST0823710

Complaint Form FORMAL COMPLAINT FORM Pennsylvania Public Utility Commission

Please Help me enclosed IS A COPY of my income

Please Print:

(11005d) 125042

1. Your Name, Mailing Address and Telephone Number.

Name Perry Easley (C-20016329)
Street/P.O. Box 241 West Duval Street
City Philadelphia State PA Zip 19144
County Phila Home Telephone-Area Code 215 844-0485
Work Telephone-Area Code 215 844-0485

2. Name of Company your complaint concerns:

Phila Gas Works

3. What is your complaint?

Sir, I am disabled, I can't work. I have been in and out of the hospital. I have joint pain and losing my eyesight. I just began to receive \$666.00 monthly. My mortgage, electric, medicine, Food, etc. all must come from \$666.00 dollars monthly. I visit the doctor twice weekly due to my illness. I cannot afford \$452.00 a month for gas service. Please, I beg of you to help me. Please help me to balance everything so I can pay gas bill and attend to other bills.

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

① My doctor & Therapist (-over-) will verify the above.
Dr Reyes - Northwestern Human Services of Philadelphia
215-248-6890 27E Mount Airy Ave, Phila Pa 19144

② MARK Feneuil - Therapist
215-248-6859

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

I want the PUC to tell the company that I will pay my budget plus \$15.00 each month UNTIL my balance is paid in full.
OR please work something out for me. All this is really making my illness worse.
Gratefully
Perry Easley

(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.

Perry Easley
Original Signature of complaining person

Oct 15, 2001
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 (____) _____

This is my third copy

Now Jani sending my ORIG 1/22
Please Help Me!

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 20 days of July 17, 2001. 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.)

PERRY EASLEY
241 W DUVAL ST
PHILADELPHIA

PA 19144
615 615 615

215-844-0485

(Area Code) Telephone Number

Perry Easley

Signature

Mail this completed form to:

Secretary
Pennsylvania Public Utility Commission
P. O. Box 3265
Harrisburg, PA 17105-3265

ST Number:	0823710	Date of mailing:	July 17, 2001
Company:	PGW		

Philadelphia Gas Works



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

ORIGINAL

Laureto A. Fannas, Esq.
Regulatory Affairs
Direct Dial: 215-684-6982
FAX: 215-684-6602

E-mail laureto.fannas@pgworks.com

RECEIVED
2001 NOV 28 AM 10:50
PA PUC
SECRETARY'S BUREAU

DOCUMENT
FOLDER

November 21, 2001

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

RE: Perry Easley v. PGW, Docket No. C - 20016329

Dear Secretary McNulty:

Pursuant to 52 Pa. Code §5.61, the Philadelphia Gas Works ("PGW") hereby files the original and three (3) copies of its Answer to the Complaint in the above captioned mater.

If additional information is needed about this matter, please contact me at my direct-dial number above. Thank you for your assistance.

Sincerely,

Enclosures

cc: Perry Easley
Les Fyock
Annmarie Nagle

33

ORIGINAL

BEFORE THE
PENNSYLVANIA PUBLIC UTILITY COMMISSION

Perry Easley

v.

Philadelphia Gas Works

Docket No. C - 20016329

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. PGW denies that averments contained in Paragraph 3 of the Complainant concerning the lack of affordability of the payments required to maintain the Complainant's account as all information is within the control of the Complainant. Complainant might be eligible to enroll once again for PGW's Customer Responsibility Program ("CRP") which can be initiated with five percent down payment and proof of income along with social security cards for Complainant's entire household taken into any PGW district office. The Complainant had a CRP Agreement that was broken due to non-payment in 1999. The Complainant's current balance is \$11,085.96. The Complainant has made the following payments:

DOCUMENT
FOLDER

07/06/01	\$ 5.00
05/07/01	25.00
04/05/01	50.00
03/07/01	100.00
02/06/01	100.00
01/08/01	75.00
12/05/00	75.00

4. Denied. The averments in Paragraph 4 of the Complaint are either conclusions or a request for relief to which no response is required. PGW therefore denies the averments in Paragraph 4.

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2001 NOV 28 AM 10:50
SECRETARY'S BUREAU

NOV 28 2001

ORIGINAL

Wherefore, PGW respectfully requests that this Commission find against the
Complainant and for PGW in this matter

November 21, 2001

Respectfully submitted,



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

VERIFICATION

I, Annmarie Nagle, hereby declare that I am a Customer Review Officer with the Philadelphia Gas Works; that as such, I am authorized to make this verification on its behalf; that the facts set forth in the foregoing Response are true to the best of my knowledge, information and belief, and that I make this verification subject to the penalties of 18. Pa. C.S. §4904, pertaining to false statements to authorities.

Date: November 21, 2001

Annmarie Nagle

CERTIFICATE OF SERVICE

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

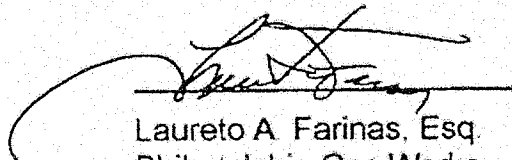
Service List:

For Complainant:

Perry Easley
241 West Duval Street
Philadelphia, PA 19144

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

November 21, 2001



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

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SECRETARY'S BUREAU



COMMONWEALTH OF PENNSYLVANIA
PENNSYLVANIA PUBLIC UTILITY COMMISSION

Office Of Administrative Law Judge
P.O. Box 3265, Harrisburg, PA 17105-3265

IN REPLY PLEASE
REFER TO OJR FILE

January 29, 2002

In Re: C-20016329

(See attached list)

Perry Easley v. Philadelphia Gas Works

Requests payment arrangements.

Hearing Notice

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

Type: Initial hearing

Date: Wednesday, April 24, 2002

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 Ky Van Nguyen
1302 Philadelphia State Office Building
1400 West Spring Garden Street
Philadelphia, PA 19130
Telephone: (215) 560-2105
Fax: (215) 560-3133

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DOCKETED
JAN 29 2002

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.

Except for those individuals representing themselves, the Commission's rules require that all parties have an attorney; therefore, you should have an attorney of your choice file an entry of appearance before the scheduled hearing.

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 Nguyen
Judy Weaver, Scheduling Officer
Beth Plantz
Docket Section
Calendar File



ORIGINAL

Laureto A. Farnas, Esq
Regulatory Affairs
Direct Dial: 215-684-6982
FAX: 215-684-6602
E-mail: laureto.farnas@pgworks.com

**DOCUMENT
FOLDER**

March 8, 2002

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

DOCKETED
MAR 14 2002

RE: Perry Easley v. PGW, Docket No. C - 20016329

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. PGW and the Complainant have discussed the Complainant's concerns with customer service and the account. With this discussion 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,

cc Perry Easley
Administrative Law Judge Ky Van Nguyen (via FAX)
Judy Weaver (via FAX)
Les Fyock
Annmarie Nagle

RECEIVED

MAR 07 2002

PA PUBLIC UTILITY COMMISSION
SECRETARY'S BUREAU



COMMONWEALTH OF PENNSYLVANIA
PENNSYLVANIA PUBLIC UTILITY COMMISSION

Office Of Administrative Law Judge
P.O. Box 3265, Harrisburg, PA 17105-3265

IN REPLY PLEASE
REFER TO OUR FILE

March 12, 2002

In Re: C-20016329

(See letter dated 01/29/02)

Perry Easley v. Philadelphia Gas Works

Requests payment arrangements.

Cancellation Notice

This is to inform you of the following cancellation:

Type: Initial hearing
Date: Wednesday, April 24, 2002
Time: 10:00 a.m.
Location: Philadelphia, Pennsylvania
Presiding: Administrative Law Judge Ky Van Nguyen

Please mark your records accordingly.

pc: Judge Nguyen
Judy Weaver, Scheduling Officer
Beth Plantz
Docket Section
Calendar File

MAR 13 2002

DOCUMENT
FOLDER

COMMONWEALTH OF
PENNSYLVANIA
PUBLIC UTILITY COMMISSION

DATE: March 12, 2002

SUBJECT: Certification of Satisfaction Filed
C-20016329 Perry Easley v. Philadelphia Gas Works

TO: Wanda Zeiders,
Docket Management

FROM: Judy Weaver, Scheduling Officer
Office of Administrative Law Judge

On March 8, 2002, 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 Ky Van Nguyen
Elzy Ditzler
Beth Plantz
Case File

DOCKETED

MAR 14 2002

DOCUMENT
FOLDER



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

IN REPLY PLEASE
REFER TO OUR FILE

April 4, 2002

C-20016329

PERRY EASLEY
241 WEST DUVAL STREET
PHILADELPHIA PA 19144

DOCUMENT
FOLDER

DOCKETED
APR 03 2002

PERRY EASLEY
VS.
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