

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: 01/10/07
8. DOCKET NO: C-20077268	:	9. EFFECTIVE DATE: 00/00/00

PARTY/COMPLAINANT: WALTON, PHYLLIS

RESPONDENT/APPLICANT: PHILADELPHIA GAS WORKS

COMP/APP COUNTY: PHILADELPHIA

UTILITY CODE: 125042

ALLEGATION OR SUBJECT

COMPLAINANT STATES THERE ARE INCORRECT CHARGES ON HER BILL. SHE WANTS THE COMMISSION TO HELP HER CLEAR UP HER BILL WITH PHILA. GAS WORKS.

DOCUMENT  
FOLDER

**DOCKETED**  
JAN 11 2007

JAN 10 2007

Formal Complaint Form

ORIGINAL

PA PUBLIC UTILITY COMMISSION  
Please print or type.

C-20077268

1. CUSTOMER NAME (COMPLAINANT)

Your name, mailing address, county, telephone number, utility account number and service address:

Name Phyllis Walton

Street/P.O. Box 2521 South Massey Street Apt # \_\_\_\_\_

City Philadelphia State PA Zip 19142

County \_\_\_\_\_

Area Code/HOME Phone (215) 365-5259

Area Code/WORK Phone \_\_\_\_\_

Utility Account Number 03790766672  
(from your bill)

If your complaint involves utility service provided to a different address than your mailing address, please list this information below.

Name \_\_\_\_\_

Street/P.O. Box \_\_\_\_\_

City \_\_\_\_\_ State \_\_\_\_\_ Zip \_\_\_\_\_

2. UTILITY NAME (RESPONDENT)

Name of utility company your complaint concerns: Phila. Gas Works

3. TYPE OF UTILITY (check one)

ELECTRIC

STEAM HEAT

GAS

WASTE WATER

WATER

MOTOR CARRIER  
(taxi, moving company, limousine)

TELEPHONE  
(local, long distance)

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2007 JAN 10 AM 8:45

P.U.C.  
SECRETARY'S BUREAU

4. COMPLAINT (check one)

A. In general, what is your complaint?

- I want to oppose the company's proposed rate increase.
- There are incorrect charges on my bill.
- There is a reliability, safety or quality problem with my utility service.
- I received a notice that my utility service is being terminated.
- I would like a payment agreement.
- Other.  
(explain)

B. State the facts of your complaint.

Include any specific dates, times or places that are important. If the complaint is about a bill, tell us about any charges that you believe are not correct. Use additional paper if you need more space. Provide copies of all relevant documents you believe will support your complaint.

*3/2/00 I went into bankruptcy 2000- Filed  
 the Gas bill was \$2,976.15 with interest- I repaid  
 the same bill which they put it under the Electric  
 Co. Now the Gas Co say I only owe \$1,329- Total  
 But PGW put the 2nd lien against my house for  
 \$4,668.84 put interest. My lawyer would not listen  
 to me. He said he was the supervisor of the Gas Co.  
 7/28/04 - second lien of \$4,668.84 - same bill with more  
 interest. Please help me. I am a single parent  
 with 2 children - Can't receive help or no other  
 programs*

5. RELIEF

What do you want the Public Utility Commission to do about your complaint? Use additional paper if you need more space.

*I would like the PUC to help me clear  
 up this \$1,000 bill with the Gas Company  
 PGW said my bill was \$5,329.  
 PGW put a lien against my house  
 I can't get a loan because of PGW  
 There is no way I could owe \$1,000  
 I haven't had Gas over 2 1/2 years  
 going on 3 years now - Gas was shut  
 off from the street.*

6. PROTECTION FROM ABUSE

Answer the following question if your complaint is against a natural gas distribution company, an electric distribution company or a water company AND your complaint is about a billing problem, an application for service problem, a termination of service problem or a request for a payment agreement.

Has a court granted a "Protection from Abuse" order for your personal safety?

YES

NO

7. PRIOR UTILITY CONTACT

Answer the following question only if you are a residential customer and your complaint is against an electric distribution utility, natural gas distribution utility or a water distribution utility.

Have you spoken to a utility company representative about this complaint?

YES

(includes appeals of BCS determinations)

NO

If you tried to, but could not speak to a utility company representative about your complaint, please explain why.

8. VERIFICATION AND SIGNATURE

You must print or type your name below on the line provided for the verification paragraph, and you must sign and date (in ink) this form on the lines provided.

Verification:

I Phyllis WATSON, hereby state that the facts above set forth are true and correct (or are true and correct to the best of my knowledge, information and belief) and that I expect to be able to prove the same at a hearing held in this matter. I understand that the statements herein are made subject to the penalties of 18 Pa. C.S. § 4904 (relating to unsworn falsification to authorities).

Phyllis Watson  
(Signature)

12/  
(Date)

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2007 JAN 10 AM 8:45  
PA. PUBLIC  
UTILITY  
SECRETARY'S BUREAU

7

UNITED GENERAL TITLE INSURANCE COMPANY

SCHEDULE B - I  
(Continued)

File No. PA-08-1-11191UG

MORTGAGES

1 AMOUNT: \$93,405.00

FROM: Phyllis D. Walton

TO: Meridian Bank

DATED: 8/22/96

RECORDED: 11/14/96

BOOK: JTD 288 PAGE 40

ASSIGNED ON: 9/23/97 TO: Nationsbank Mortgage Corporation

BOOK: JTD 164 PAGE 305

JUDGMENTS:

(None)

MECHANIC'S AND MUNICIPAL CLAIMS:

1. LIEN#: 000330141; TOTAL: \$2976.16; DATED: 8/22/00; TYPE OF LIEN: GAS

2. LIEN # 040733068; TOTAL: \$4668.84; DATED: 7/28/04; TYPE OF LIEN: GAS

BANKRUPTCIES:

(None)

ADDITIONAL REQUIREMENTS: WATER/SEWER RENTS

1999 13<sup>th</sup> cycle to 2002 2<sup>nd</sup> cycle \$227.31 PLUS PENALTY AND COST *cleared*

2006 3<sup>rd</sup> cycle to 2006 8<sup>th</sup> cycle \$172.54 PLUS PENALTY *cleared*

LAST READING 8/21/2006

OBJECTIONS: (1)

- 1. Proof that there are no overdue support obligations of record with the Domestic Relations Section of the Parties to this transaction, up through the date of recording of the instruments to be insured.

*Hecker  
Ferrer  
TEAM Union  
215-684-6917*

*Letter of Accounts  
Cover 215-684-6996. 00 25215, money st.*

*Owed by PGW  
5359.64*

*\$2976-  
\$4668-  
\$7645-*

*Complaint  
PUC  
PGW*

Valid only if Schedules A and B-II are attached.



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

IN REPLY PLEASE  
REFER TO OUR FILE

DATE SERVED: JANUARY 12, 2007

C-20077268

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

DOCUMENT  
FOLDER

Dear Mr. Farinas:

A complaint has been filed against you before the Pennsylvania Public Utility Commission by PHYLLIS WALTON. 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.

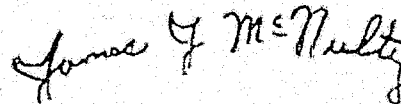
Detailed instructions on how to proceed are contained in the attached pages. You are advised to read them carefully.

JANUARY 12, 2007

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,

A handwritten signature in cursive script that reads "James J. McNulty".

James J. McNulty  
Secretary

jih

BEFORE THE PENNSYLVANIA PUBLIC UTILITY COMMISSION

DATE SERVED: JANUARY 12, 2007

PHYLLIS WALTON  
Complainant

v.

PHILADELPHIA GAS WORKS  
Respondent

Complaint Docket  
No: C-20077268

DOCUMENT  
FOLDER

---

FORMAL COMPLAINT NOTICE TO RESPONDENT TO ANSWER OR SATISFY

---

TO: PHILADELPHIA GAS WORKS

**DOCKETED**  
JAN 11 2007

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).

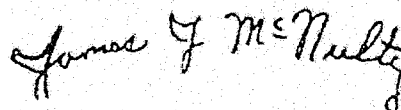
2. If you fail to either satisfy this complaint or to file answer or other responsive pleading within twenty (20) days, you will be deemed to have admitted all the allegations in this complaint in accordance with Section 5.61 of the Commission's Rules of Administrative Practice and Procedure, 52 Pa. 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

February 1, 2007

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

**ORIGINAL**

*C-20077268*

RE: Phyllis Walton v. PGW, Docket No. C-20077168

Dear Secretary McNulty:

Pursuant to 52 Pa. Code §5.61, please find enclosed an original and three (3) copies of the Philadelphia Gas Works ("PGW") Answer to the Complaint in the above captioned matter.

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

Sincerely,

A handwritten signature in black ink, appearing to read "Laureto Farinas". The signature is fluid and cursive, with a long, sweeping underline that extends to the left.

Laureto Farinas

**RECEIVED**

FEB 01 2007

Enclosure

cc: Service List  
Anne Marie Cromley

PA PUBLIC UTILITY COMMISSION  
SECRETARY'S BUREAU

BTL

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BEFORE THE  
PENNSYLVANIA PUBLIC UTILITY COMMISSION

Phyllis Walton

v.

Philadelphia Gas Works

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Docket No. C-20077268

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PA PUBLIC UTILITY COMMISSION  
SECRETARY'S BUREAU

Answer of the 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. Admitted.
4. (a) Denied. PGW denies the averment that there are incorrect charges on the Complainant's gas bills for gas services rendered to 2521 S. Massey Street, Philadelphia, PA (Service Address).

ORIGINAL

(b) Admitted in part, denied in part. It is admitted that the Complainant filed for bankruptcy, which was dismissed in November 20, 2001 for the amount of \$2,990.82.

It is admitted that the Complainant re-filed for bankruptcy on February 22, 2002 for the balance of \$6,238.94.

PGW denies the averments that the supervisor of the Collections Department did not listen to him.

The remaining averments are requests for relief to which no response is required. PGW therefore denies the remaining averments.

By way of further answer, PGW has placed liens on the Service Address prior to the bankruptcy filings, pursuant to Municipal Claim and Tax Lien Law Act 153 of 1923, P.L. 207; 53 P.S. 7101.

PGW records indicate that a lien was filed in March 2000 in the amount of \$2,976.15 for account number 2120316183, and the Complainant's bankruptcy was dismissed on November 20, 2001.

PGW records indicate that there is an active bankruptcy for account number 742029754. The final balance on this account is in the amount of \$6,238.94.

PGW filed another lien on July 28, 2004, in the amount of \$4,668.84 for account number 379766672.

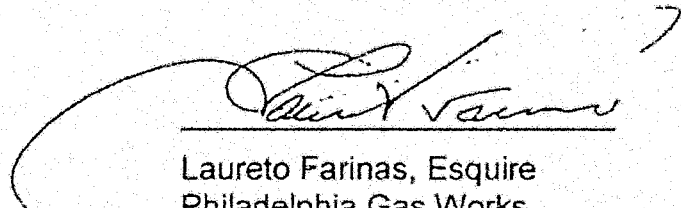
PGW records indicate that on November 16, 2006, a settlement request was received by Modern Abstract Co for \$11,608.58.

5. Denied. The averment in Paragraph 5 of the Complaint is a request for relief to which no response is required. PGW therefore denies the averment in this paragraph.
6. Admitted.
7. Admitted.

Wherefore, PGW respectfully requests that this Commission find against the Complainant, and dismiss the Complaint.

Respectfully submitted,

February 1, 2007



Laureto Farinas, Esquire  
Philadelphia Gas Works  
800 W. Montgomery Avenue  
Philadelphia, PA 19122  
(215) 684-6982

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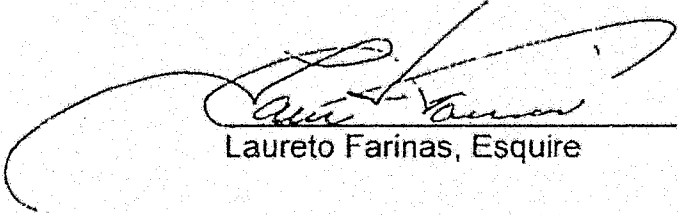
FEB 01 2007

PA PUBLIC UTILITY COMMISSION  
SECRETARY'S BUREAU

VERIFICATION

I, Laureto Farinas, hereby declare that I am counsel for the Philadelphia Gas Works. I am authorized to make this verification on its behalf. The facts set forth in the foregoing Answer are true and correct to the best of my knowledge, information and belief. I expect to be able to prove these facts at a hearing held in this matter. This verification is made subject to the penalties of 18. Pa. C.S. §4904, concerning false statements to authorities.

Dated: February 1, 2007



Laureto Farinas, Esquire

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FEB 01 2007

PA PUBLIC UTILITY COMMISSION  
SECRETARY'S BUREAU

CERTIFICATE OF SERVICE

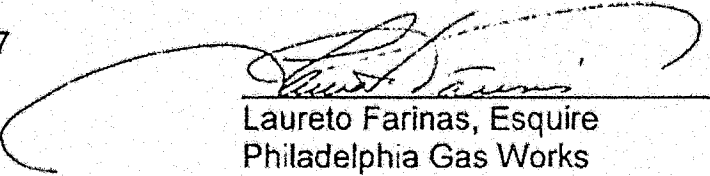
I HEREBY CERTIFY THAT I HAVE THIS DAY SERVED A TRUE COPY OF THE FOREGOING DOCUMENT UPON THE PARTICIPANTS LISTED BELOW, IN ACCORDANCE WITH THE REQUIREMENTS OF 52 PA CODE §1.54 (RELATING TO SERVICE BY A PARTICIPANT).

Service List:

For Complainant:

Phyllis Walton  
2521 S. Massey Street  
Philadelphia, PA 19142

Dated: February 1, 2007



Laureto Farinas, Esquire  
Philadelphia Gas Works  
800 W. Montgomery Avenue  
Philadelphia, PA 19122  
(215) 684-6982

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FEB 01 2007

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  
February 26, 2007

IN REPLY PLEASE  
REFER TO OUR FILE

In Re: C-20077268

(SEE ATTACHED LIST)

Phyllis Walton v. Philadelphia Gas Works

Billing Dispute

Hearing Notice

This is to inform you that your case is scheduled for hearing at 9:30 a.m. in an available Hearing Room in the Philadelphia State Office Building. Your case is one of several cases that have been scheduled at this time in the same hearing room. You must be available in the hearing room when your case is called by the presiding Administrative Law Judge. You should arrive at the Hearing Room no later than 9:15 a.m. and wait in the Hearing Room until the presiding Administrative Law Judge calls your case. Your case might not be the first one to be called and you should be prepared to stay in the hearing room all morning, if necessary. If you are not present and prepared to go forward with your case when it is called, your case will be dismissed by the Administrative Law Judge.

Type: Initial Hearing  
Date: Tuesday, April 24, 2007  
Time: 9:30 a.m.  
Location: In an available Hearing Room  
Philadelphia State Office Building  
Broad and Spring Garden Streets  
Philadelphia, Pennsylvania

DOCUMENT  
FOLDER

**DOCKETED**  
MAR 1 - 2007

BTL

Presiding: Administrative Law Judge Charles E. Rainey, Jr.  
1302 Philadelphia State Office Building  
1400 West Spring Garden Street  
Philadelphia, PA 19130  
Telephone: (215) 560-2105  
Fax: (215) 560-3133

Attention: You must be available in the hearing room when your case is called by the presiding Administrative Law Judge. If you are not present and prepared to go forward with your case when it is called, your case will be dismissed by the Administrative Law Judge.

If you intend to file exhibits, bring 4 copies with you to the hearing.

Individuals may represent themselves or be represented by an attorney. Individuals representing themselves do not need to be represented by an attorney. If you have an attorney representing you, your attorney should file a Notice of Appearance before the scheduled hearing date.

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 at least (2) two business days prior to your hearing:

- Scheduling Office: (717) 787-1399.
- AT&T Relay Service number for persons who are deaf or hearing-impaired: 1-800-654-5988.

pc: Judge Rainey  
Stacy Nolan, Scheduling Officer  
Beth Plantz  
Docket Section  
Calendar File