

CAPTION SHEET

CASE MANAGEMENT SYSTEM

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: 12/12/06
 8. DOCKET NO: C-20067170 : 9. EFFECTIVE DATE: 00/00/00

PARTY/COMPLAINANT: ROBERTSON, GAIL S.

RESPONDENT/APPLICANT: PHILADELPHIA GAS WORKS

COMP/APP COUNTY: PHILADELPHIA UTILITY CODE: 125042

ALLEGATION OR SUBJECT

COMPLAINANT STATES THERE ARE INCORRECT CHARGES ON HER BILL.

DOCKETED
DEC 12 2006

DOCUMENT
FOLDER

ORIGINAL

Formal Complaint Form

Please print or type.

C-20067170

1. CUSTOMER NAME (COMPLAINANT)

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

Name GAIL S Robertson

Street/P.O. Box 1819 W. Venango St. Apt # _____

City Philadelphia State Pa Zip 19140

County Philadelphia.

Area Code/HOME Phone 215 223 3373

Area Code/WORK Phone 678-698-8038

Utility Account Number I dont have a bill in my name!
(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: P.G.W

3. TYPE OF UTILITY (check one)

ELECTRIC

STEAM HEAT

GAS

WASTE WATER

WATER

MOTOR CARRIER

(taxi, moving company, limousine)

TELEPHONE
(local, long distance)

RECORDED
2005 DEC 12 11:18:20

7

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.

See attached!

5. RELIEF

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

see attached!

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 Gene Robertson 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).

Gene Robertson
(Signature)

12/07/06
(Date)

Complaint

B.

The charges are in reference to billing due for charges up to Aug 11, 2006 ending balance is \$2631.85 For

Gardenia Jackson

Acct # 0801979883. This person resided at 1819 W. Venango St. at dates in question.

Charges for this billing have been escalating since move out. The amount due is 3000⁰⁰. This amount is excessive and overcharged. I need these charges of excessive billing to be researched. There was not usage for this gas billing during time of disconnect. Please investigate this overage billing.

I cannot get Gas service due to this unfair accusation.

Call me at 678-698-8038.

I am the owner of said property.

Check out the energy usage for last 12 months.

CCF 1187.00

Avg CCF 98.92

Please check the meter reading, dates, and activity closely. Please!



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

IN REPLY PLEASE
REFER TO OUR FILE

DATE SERVED: DECEMBER 13, 2006

C-20067170

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 GAIL S. ROBERTSON. 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.

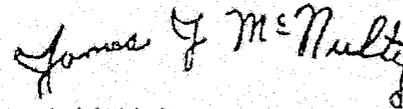
Detailed instructions on how to proceed are contained in the attached pages. You are advised to read them carefully.

DECEMBER 13, 2006

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: DECEMBER 13, 2006

GAIL S. ROBERTSON
Complainant

v.

PHILADELPHIA GAS WORKS
Respondent

Complaint Docket
No: C-20067170

DOCUMENT
FOLDER

FORMAL COMPLAINT NOTICE TO RESPONDENT TO ANSWER OR SATISFY

TO: PHILADELPHIA GAS WORKS

TAKE NOTICE:

DOCKETED
DEC 12 2006

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).

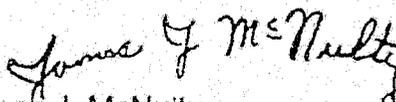
2. If you fail to either satisfy this complaint or to file answer or other responsive pleading within twenty (20) days, you will be deemed to have admitted all the allegations in this complaint in accordance with Section 5.61 of the Commission's Rules of Administrative Practice and Procedure, 52 Pa.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



ORIGINAL

Mary M. Chan, Paralegal
Legal Department
Direct Dial: (215) 684-6830
Fax: (215) 684-6798
E-mail: mary.chan@pgworks.com

January 8, 2007

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

RE: Gail S. Robertson v. PGW, Docket No. C-20067170

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 matter.

If additional information is required, please do not hesitate to contact the undersigned. Thank you for your assistance in this matter.

Sincerely,

A handwritten signature in black ink, appearing to be 'M. Chan', written over a horizontal line.

Mary M. Chan

Enclosure

cc: Gail S. Robertson
Anne Marie Cromley

RECEIVED

JAN 08 2007

PA PUBLIC UTILITY COMMISSION
SECRETARY'S BUREAU

BEFORE THE
PENNSYLVANIA PUBLIC UTILITY COMMISSION

Gail S. Robertson

v.

Philadelphia Gas Works

:
:
:
:
:
:

Docket No. C-20067170

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 incorrect charges on the Complainant's gas bill. The Complainant's gas bills are correct as rendered.

(b) Admitted in part; denied in part. It is admitted that the Previous Tenant established gas service at 1819 W. Venango Street, Philadelphia, PA (Service Address) on December 10, 2005 through July 26, 2006. By way of further answer, the Previous Tenant's gas service was terminated due to non-payment.

It is admitted that the Previous Tenant is responsible for the gas bills that were consumed for the period from December 10, 2005 through July 26, 2006. It is further admitted that the Previous Tenant's final balance owing to PGW is in the amount of \$2,674.12. PGW denies the averments that the Previous Tenant's final balance has escalated to \$3,000.

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JAN 08 2007
PA PUBLIC UTILITY COMMISSION
SECRETARY'S BUREAU

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

By way of further answer, the Previous Tenant established gas service at 1819 W. Venango Street on December 10, 2005.

On July 26, 2006, the service was terminated due to non-payment.

On October 6, 2006, the Complainant claims that the Service Address was sold two months ago. The PGW representative requested documentation of the sale. The Complainant was advised that PGW may place a lien on the Service Address.

On December 11, 2006, the Complainant applied for gas service at the Service Address.

On December 16, 2006, the gas service was turned on for the Complainant.

By way of further answer, the Bureau of Consumer (BCS) decision dated November 7, 2006, which is attached hereto as Exhibit "A," verbally closed the Complainant's case. The BCS decision indicates that the Complainant did not agree with being held responsible for the Previous Tenant's final balance.

The Complainant is the owner of the Service Address since December 15, 2005. The Complainant is responsible for gas service from December 16, 2006. However, pursuant to Municipal Claim and Tax Lien Law Act 153 of 1923, P.L. 207; 53 P.S. 7101, PGW reserves the right to lien the Service Address. ↓

EXHIBIT A

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SECRETARY'S BUREAU

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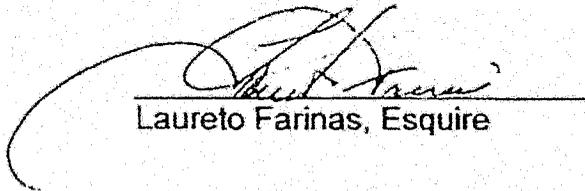
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- <Customer>
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  <Resolution>VERBAL CLOSE - GAIL ROBERTSON ADVISED SHE DID NOT SALE
  THE PROPERTY AS ORIGINALLY PLANNED. SHE IS THE OWNER AND HER
  NAME IS ON THE DEED FOR THE 1819 W. VENANGO STREET DWELLING.
  SHE STATED SHE FEELS SHE SHOULD NOT BE RESPONSIBLE FOR
  GARDENIA JACKSON`S $3046.12 FINAL BILL. SHE ADVISED SHE DIDS
  NOT HAVE A LEASE WITH MS JACKSON BUT BOTH AGREED MS JACKSON
  WOULD BE RESPONSIBLE TO PAY THE GAS BILL AND TAKE CARE OF THE
  PROPERTY WHEN SHE ASKED MS JACKSON TO MOVE TO PHILADELPHIA,
  PA FROM ATLANTA, GA. SHE ADVISED MS JACKSON NO LONGER RESIDES
  AT THE PROPERTY AND LAST SHE HEARD, MS JACKSON WAS LIVING IN A
  SHELTER SOMEWHERE IN PHILADELPHIA. CUSTOMER WAS MAILED THE
  FORMAL COMPLAINT FORMS BECAUSE SHE DID NOT WANT TO ACCEPT
  RESPONSIBILITY OF THE BILL ACCORDING TO THE LAW AND SHE FELT
  THE LAW WAS NOT CONSIDERING HER RIGHTS AS THE PROPERTY
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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: January 8, 2007


Laureto Farinas, Esquire

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JAN 08 2007
PA PUBLIC UTILITY COMMISSION
SECRETARY'S BUREAU

CERTIFICATE OF SERVICE

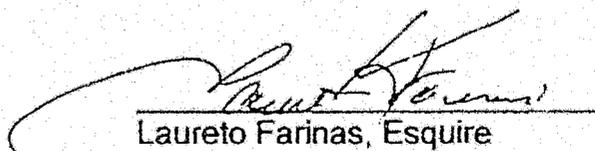
I HEREBY CERTIFY THAT I HAVE THIS DAY SERVED A TRUE COPY OF THE FOREGOING DOCUMENT UPON THE PARTICIPANTS LISTED BELOW, IN ACCORDANCE WITH THE REQUIREMENTS OF 52 PA CODE §1.54 (RELATING TO SERVICE BY A PARTICIPANT).

Service List:

For Complainant:

Gail Robertson
1819 W. Venango Street
Philadelphia, PA 19140

Dated: January 8, 2007



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

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JAN 08 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
January 22, 2007

IN REPLY PLEASE
REFER TO OUR FILE

In Re: C-20067170

(SEE ATTACHED LIST)

Gail S. Robertson v. Philadelphia Gas Works

Billing Dispute

**DOCUMENT
FOLDER**

Hearing Notice

This is to inform you that your case is scheduled for hearing at 1:30 p.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 1:15 p.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 afternoon, 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, March 20, 2007
Time: 1:30 p.m.
Location: In an available Hearing Room
State Office Building
Broad & Spring Garden Streets
Philadelphia, PA

DOCKETED
JAN 30 2007

RECEIVED

JAN 24 2007

PA PUBLIC UTILITY COMMISSION
TREASURER'S BUREAU

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

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 Nguyen
Stacy Nolan, Scheduling Officer
Beth Plantz
Docket Section
Calendar File



COMMONWEALTH OF PENNSYLVANIA
PENNSYLVANIA PUBLIC UTILITY COMMISSION
Office of Administrative Law Judge
P.O. BOX 3265, HARRISBURG, PA 17105-3265
January 22, 2007

IN REPLY PLEASE
REFER TO OUR FILE

In Re: C-20067170

GAIL S ROBERTSON
1819 WEST VENANGO STREET
PHILADELPHIA PA 19140

DOCUMENT
FOLDER

Gail S. Robertson v. Philadelphia Gas Works

Billing Dispute

Hearing Notice

This is to inform you that your case is scheduled for hearing at 1:30 p.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 1:15 p.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 afternoon, 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, March 20, 2007
Time: 1:30 p.m.
Location: In an available Hearing Room
State Office Building
Broad & Spring Garden Streets
Philadelphia, PA

SECRETARY'S OFFICE
2007 MAR 12 11:08:32

BA

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

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.

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