

BEFORE THE  
PENNSYLVANIA PUBLIC UTILITY COMMISSION

DIANE CEPHAS

v.

PHILADELPHIA GAS WORKS

C-20077631

**DOCKETED**  
MAY 21 2007

**DOCUMENT  
FOLDER**

**INTERIM ORDER  
SETTING RESOLUTION CONFERENCE**

On or about April 23, 2007, Diane Cephas ("Complainant") filed a complaint against Philadelphia Gas Works ("Respondent"), at the above-captioned docket number. On or about May 14, 2007, 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 May 31, 2007, 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 June 14, 2007, 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.

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, represent any party, evaluate or make a decision. 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.

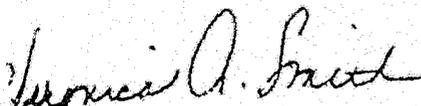
If it is not possible to have the conference by the date set for that purpose, Respondent shall file a report with the Mediator, on or before ten (10) days following the conference due date, giving the reason(s) why the due date could not be met.

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  
Telephone: (717) 783-5428  
Email: hnurick@state.pa.us

Date: May 17, 2007

  
VERONICA A. SMITH  
Chief Administrative Law Judge



Laureto A. Farinas, Senior Attorney  
Legal Department  
Direct Dial: (215) 684-6802  
Fax: (215) 684-6793  
E-mail: [laureto.farinas@pgworks.com](mailto:laureto.farinas@pgworks.com)

**ORIGINAL**

June 15, 2007

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

**RECEIVED**

JUN 15 2007

**RE: Diane Cephas vs. PGW, Docket No. C-20077631**

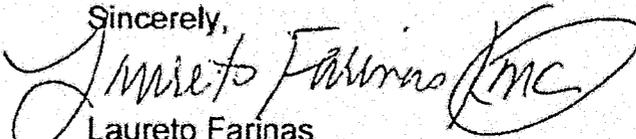
**PA PUBLIC UTILITY COMMISSION  
SECRETARY'S BUREAU**

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 issues raised in the complaint 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 (10) days from the date of this correspondence.

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

cc: Diane Cephas  
Wendy Vacca

**DOCUMENT  
FOLDER**

**DOCKETED**  
JUN 19 2007

02

COMMONWEALTH OF PENNSYLVANIA  
PUBLIC UTILITY COMMISSION

DATE: June 21, 2007  
SUBJECT: Diane Cephas v. Philadelphia Gas Works  
C-20077631  
TO: Wanda Zeiders  
Docket Management  
FROM: Linda Salome, ALJ Support Staff  
Office of Administrative Law Judge

DOCUMENT  
FOLDER

On June 15, 2007, a Certificate of Satisfaction was filed in the above-captioned proceeding. If no objection is filed to this certificate within 10 days of the filing, 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: Herbert Nurick, Mediation Coordinator  
Beth Plantz  
Case File

DOCKETED  
JUN 27 2007

**Philadelphia Gas Works**

600 West Montgomery Avenue, Philadelphia, PA 19122



Legal Department  
Direct Dial: (215) 684-6830  
Fax: (215) 684-6798  
E-mail: [mary.chen@pgworks.com](mailto:mary.chen@pgworks.com)

June 15, 2007

Herbert Nurick, Mediator  
Pennsylvania Public Utility Commission  
P.O. Box 3265  
Harrisburg, PA 17105-3265

**Re: Diane Cephas vs. PGW, Docket No. C-20077631**

Dear Mr. Nurick:

Pursuant to the Interim Order Setting Resolution Conference dated May 17, 2007, this is a report on our on-going efforts to arrive at a settlement of the above-referenced matter.

The parties held a conference call on May 29, 2007 at 2:00 pm. All of the issues concerning the Complainant's account were discussed and the Complainant was satisfied with the explanation of the final bill. Therefore, the mediation process is no longer required.

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 "Mary M. Chan". The signature is fluid and cursive, with a long horizontal stroke extending to the right.

Mary M. Chan

cc: Diane Cephas

Handwritten notes or markings in the bottom right corner of the page, including the number "100" and some illegible scribbles.



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

IN REPLY PLEASE  
REFER TO OUR FILE

August 10, 2007

C-20077631

DIANE CEPHAS  
PO BOX 153  
WOODBURY HEIGHTS NJ 08097

DIANE CEPHAS  
v.  
PHILADELPHIA GAS WORKS

**DOCKETED**  
AUG 10 2007

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

**BA**

cc: All parties of Record

nvl

**DOCUMENT  
FOLDER**