

BEFORE THE  
PENNSYLVANIA PUBLIC UTILITY COMMISSION

LANETTE M. SWOPES

v.

PHILADELPHIA GAS WORKS

C-20077483

**DOCKETED**  
MAY 01 2007

**DOCUMENT  
FOLDER**

**INTERIM ORDER  
SETTING RESOLUTION CONFERENCE**

On or about March 16, 2007, Lanette M. Swopes ("Complainant") filed a complaint against Philadelphia Gas Works ("Respondent"), at the above-captioned Docket Number. On or about April 18, 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 8, 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 May 22, 2007, unless this is not possible.

Within ten (10) days following the conference, Respondent shall file a short report with Bruce Bigelow ("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.

*BTL*

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.

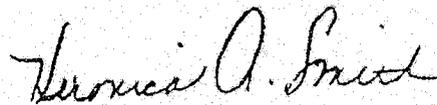
If it is not possible to have the conference by the date set for that purpose, Respondent shall file a report with the Mediator, on or before ten (10) days following the conference due date, giving the reason(s) why the due date could not be met.

In either situation, a report must be filed 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:

Mediator Bruce Bigelow  
P. O. Box 3265  
Harrisburg, PA 17105-3265  
Telephone: (717) 783-5413  
Email: bbigelow@state.pa.us

Date: April 24, 2007



VERONICA A. SMITH  
Chief Administrative Law Judge

COMMONWEALTH OF PENNSYLVANIA  
PUBLIC UTILITY COMMISSION

**DATE:** June 21, 2007  
**SUBJECT:** Lanette M. Swopes v. Philadelphia Gas Works  
C-20077483  
**TO:** Commission Document Folder  
**FROM:** Bruce Bigelow  
Mediator

Pursuant to Chief Administrative Law Judge Smith's Interim Order, dated April 24, 2007, a report has been submitted to the Mediation Unit.

Please include this memo in the official Commission document folder.

DOCUMENT  
FOLDER

pc: OALJ File  
Mediator Bigelow  
Docketing  
Beth Plantz

**DOCKETED**  
JUN 26 2007

2007 JUN 25 11:10:19  
SECRETARY'S BUREAU

BA



COMMONWEALTH OF PENNSYLVANIA  
PENNSYLVANIA PUBLIC UTILITY COMMISSION  
Office of Administrative Law Judge  
P.O. BOX 3265, HARRISBURG, PA 17105-3265  
June 27, 2007

IN REPLY PLEASE  
REFER TO OUR FILE

In Re: C-20077483

(SEE ATTACHED LIST)

Lanette M. Swopes v. Philadelphia Gas Works

Billing Dispute

Hearing Notice

DOCUMENT  
FOLDER

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: Thursday, August 9, 2007  
Time: 9:30 a.m.  
Location: In an available Hearing Room  
Philadelphia State Office Building  
Broad and Spring Garden Streets  
Philadelphia, Pennsylvania

**DOCKETED**  
JUL 03 2007

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  
Ona Lester  
Beth Plantz  
Docket Section  
Calendar File