

CAPTION SHEET

REGISTRATION 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: 05/03/07
8. DOCKET NO: C-20077766	:	9. EFFECTIVE DATE: 00/00/00

PARTY/COMPLAINANT: PARKS, LINDA

RESPONDENT/APPLICANT: PHILADELPHIA GAS WORKS

COMP/APP COUNTY: PHILADELPHIA

UTILITY CODE: 125042

ALLEGATION OR SUBJECT

COMPLAINANT STATES BILLS HAVE BEEN THE SAME FOR 30 YEARS UNTIL MOVING TO THE FIRST FLOOR APARTMENT WHICH USAGE IS THE SAME BUT BILLS ARE MUCH HIGHER. SHE WOULD LIKE THE PUC TO HAVE PHILADELPHIA GAS CHECK FOR GAS LEAKS OR METER PROBLEMS.

**DOCUMENT  
FOLDER**

**DOCKETED**  
MAY 18 2007

PENNSYLVANIA PUBLIC UTILITY COMMISSION

Formal Complaint Form

RECEIVED

MAY 08 2007

Please print or type.

C-20077766

1. CUSTOMER NAME (COMPLAINANT)

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

PA PUBLIC UTILITY COMMISSION SECRETARY'S BUREAU

Name Linda Parks

Street/P.O. Box 3116 W. Diamond St. Apt # 1st fl

City Phila. State PA Zip 19121

County Philadelphia

Area Code/HOME Phone 215-684-2024

Area Code/WORK Phone retired [215-327-5518 (cell)]

Utility Account Number (from your bill) 1119505007

ORIGINAL

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: Philadelphia Gas Works

3. TYPE OF UTILITY (check one)

- ELECTRIC
- GAS
- WATER
- TELEPHONE (local, long distance)
- STEAM HEAT
- WASTE WATER
- MOTOR CARRIER (taxi, moving company, limousine)

96

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.

For 30 plus years, my meter readings have been in the 500's at a cost of 12-15 dollars per month. After a move from the 2<sup>nd</sup> to the first floor, PG&E is now claiming that my meter readings are in the 7500 range at a cost of 55-82 dollars per month. My only gas use is my stove which I only use a few days a month. I mainly use my microwave and electric toaster oven. I have continued to pay my normal \$15.00 charge through this dispute process.

5. RELIEF

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

I want the PUC to order the gas company to send someone out to check for a gas leak and a broken meter because something is drastically wrong! The customer service rep told me the previous tenant had similar meter readings; therefore, I should have the same meter readings. I told him that my gas bill should be based on my gas use, not what someone else used. Also, my second letter (dated 3/9/07) requesting information needed to file a complaint with the PUC has so far been ignored. I had to get the information elsewhere.

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 Linda Parks, 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).

Linda Parks  
(Signature)

5/1/07  
(Date)

9. **LEGAL REPRESENTATION (IF ANY)**

If you are represented by a lawyer in this matter you must provide your lawyer's name, address and telephone number.

Lawyer's Name \_\_\_\_\_

Street \_\_\_\_\_

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

Area Code/Phone Number \_\_\_\_\_

10. **FILING**

Please return the completed form to one of the addresses listed below:

If using U.S. Postal Service:

If using overnight delivery service:

Secretary Pennsylvania Public Utility Commission P.O. Box 3265 Harrisburg, PA 17105	Secretary Pennsylvania Public Utility Commission 400 North Street Commonwealth Keystone Building, 2 <sup>nd</sup> Floor Harrisburg, Pennsylvania 17120
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Facsimiles and/or electronic filings of the complaint form will not be accepted.

If you have any questions about filling out this form, please contact the Secretary's Bureau at 717-772-7777.

**Keep a copy of your complaint for your records.**

3116 W. Diamond St, 1<sup>st</sup> Fl.  
Philadelphia, PA 19121  
March 9, 2007

PFW  
800 W. Montgomery Ave.  
Philadelphia, PA 19122

Dear Sir/Madam:

I am not satisfied with the response to my letter. The matter is not resolved to my satisfaction. It is not logical that a person who has been having a meter reading of 575-580 for more than thirty years would suddenly have a reading of 7446-7504. If you are not willing to send someone out to check my meter and to see if it has a gas leak, then I would like the information needed to register a complaint with the PUC while I am going through this dispute process, I am continuing to pay my normal amount of \$15.00 on my monthly bills.

Thank you,  
Gordon L. Parks  
# 1119565887  
215-684-2024



PHILADELPHIA GAS WORKS  
800 W. MONTGOMERY AVENUE, PHILADELPHIA, PA 19122-0050

Page: 1 of 2  
Billing Date: 02/28/07  
Account Number: 1119505007

**MONTHLY STATEMENT**

From 01/29/07 thru 02/27/07

Billing Cycle Number: 17

Account for:  
LINDA PARKS  
3116 W DIAMOND ST, 1F  
PHILA PA 19121-1112

**GENERAL INFORMATION**

CONTACT US

Gas Leaks & Emergencies	215 235-1212
Billing & General Information	215 235-1000
Appliance Service	215 235-2050
Theft of Gas	215 684-6383
Foreign Language Assistance	215 235-1000
Hearing impaired TTY Line	215 236-4646
Representantes Que Hablan Espanol	215 235-2175

Web Site - [www.pgworks.com](http://www.pgworks.com)

CUSTOMER SERVICE CENTERS

(Hours 9 a.m. - 5 p.m.)

Center City	1137 Chestnut St. (M, T, TH, F)
Germantown	210 W. Chelton Ave. (T, W, F)
S. Philadelphia	1601 S. Broad St. (M, W, TH)
Frankford	4410 Frankford Ave. (T, TH, F)
N. Philadelphia	1337 W. Erie Ave. (M, W, TH)
W. Philadelphia	5230 Chestnut St. (M, T, W, F)

Payments Summary

02/12/07 Check \$15.00

Billing Summary

Past Due Amount \$80.82

Adjustments \$1.20

Current Charges \$55.97

Total Amount Due By	\$137.99
Mar 23, 2007	

*-15 pd.  
122.99*

To avoid Finance Charges please pay total amount due by the due date. Finance Charge is calculated at 1.5% monthly. (18% yearly)

Questions or complaints about your bill? Please call us before the Due Date at: 215-235-9900  
Or write to: PGW P.O. Box 3500, Phila. PA 19122-0050



LINDA PARKS  
3116 W DIAMOND ST 1F  
PHILA PA 19121-1112

Page: 2 of 2  
Billing Date: 02/28/07  
Account Number: 1119505007

Account Summary	Previous Balance	Payments Received	Balance Brought Forward	Repairs and Adjustments	Current Charges	Account Balance
	\$95.82	\$15.00	\$80.82	\$1.20	\$55.97	\$137.99

**Current Basic Charges**

SA ID# 5748956591, 3116 W DIAMOND ST, 1F  
Rate Class: General Service Residential

Supply Charges

Commodity Charge 25 Ccf @ \$1.08207..... \$27.05  
Total Supply Charges ..... \$27.05

Delivery Charges

Customer Charge @ \$12.00 ..... \$12.00  
Distribution Charge 25 Ccf @ \$0.6674 ..... \$16.69  
Gas Cost Adjustment @ \$0.00912 for 29 Days ..... \$0.23  
Total Delivery Charges ..... \$28.92

Total Current Billing Charges ..... \$55.97

**Adjustment Detail**

Adjustments for SA ID # 9961701893  
Late Payment Charge ..... \$0.17  
Adjustments for SA ID # 5748956591  
Late Payment Charge ..... \$1.03  
Total Adjustments ..... \$1.20

**Meter Detail**

Meter #: 1439110

Service Point: 9972499502

Next Meter Read: Mar 27, 2007

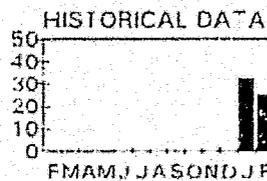
From			To			Difference	Usage (Ccf)	Conversion Factor	Total Therms
Date	Reading	Type	Date	Reading	Type				
01/29/2007	7479	Actual	02/27/2007	7504	Actual	25	25.00	1.038	25.94

**Energy Usage Information**

SA ID# 5748956591, 3116 W DIAMOND ST, 1F

COMPARATIVE GAS USAGE THIS MONTH

	This Year	Last Year
Avg Daily Usage (Ccf)	1.0	0.0
Billing Days	29	0
Avg Daily Cost	\$1.93	\$0.00



LAST 12 MONTHS

Total Ccf 58.00  
Avg Ccf 4.83

■ Actual  
□ Estimated

Philadelphia Gas Works



800 W. Montgomery Ave., Philadelphia, PA 19122  
Telephone: 215-236-0500

Telephone (215) 235-1000  
Fax (215) 684-6996

March 1, 2007

Linda Parks  
3116 W. Diamond Street, 1f  
Philadelphia, PA 19121

Dear Ms. Parks

Enclosed please find a statement of account per your request for the above address.  
Please contact us at the above telephone number if additional information is needed.

Sincerely,  
Dispute Resolution Dept.

**BILLS FROM 03/01/2006 TO 03/01/2007**

Account # 1119505007	Customer Name: PARKS, LINDA
Customer Address: 3116 W DIAMOND ST.2/F/PHILA,PA	Bill Cycle: 17

**BILLS**

Service Agreement	Meter #	Bill Start Date	Bill End Date	Bill Due Date	Meter Read		Usage (CCF)	Read Code	Bill Amount	Bill Cancelled	Closing Bill	CRP Monthly Amount	Easyway Current Month	Easyway Curr Amt	Days
					Start	End									
9961701893	1476316	11/24/2006	12/15/2006	02/23/2007	580	581	1	Regular	\$13.79	No	No	\$0.00	0	\$0.00	21
9961701893	1476316	10/24/2006	11/24/2006	12/20/2006	580	580	0	Regular	\$12.00	No	No	\$0.00	0	\$0.00	31
9961701893	1476316	09/25/2006	10/24/2006	11/17/2006	578	580	2	Regular	\$15.67	No	No	\$0.00	0	\$0.00	29
9961701893	1476316	08/24/2006	09/25/2006	10/19/2006	578	578	0	Regular	\$12.00	No	No	\$0.00	0	\$0.00	32
9961701893	1476316	07/26/2006	08/24/2006	09/20/2006	578	578	0	Regular	\$12.00	No	No	\$0.00	0	\$0.00	29
9961701893	1476316	06/26/2006	07/26/2006	08/21/2006	578	578	0	Regular	\$12.00	No	No	\$0.00	0	\$0.00	30
9961701893	1476316	05/25/2006	06/26/2006	07/21/2006	578	578	0	Regular	\$12.00	No	No	\$0.00	0	\$0.00	32
9961701893	1476316	04/26/2006	05/25/2006	06/21/2006	576	578	2	Regular	\$15.84	No	No	\$0.00	0	\$0.00	29
9961701893	1476316	03/27/2006	04/26/2006	05/22/2006	575	576	1	Regular	\$13.92	No	No	\$0.00	0	\$0.00	30
9961701893	1476316	02/27/2006	03/27/2006	04/21/2006	575	575	0	Regular	\$12.00	No	No	\$0.00	0	\$0.00	28

**PAYMENTS FROM 03/01/2006 TO 03/01/2007**

Account #: 1119505007

Customer Name: PARKS, LINDA

Customer Address: 3116 W DIAMOND ST, 2F/PHILA, PA

Bill Cycle: 17

**PAYMENTS**

Service Agreement ID	Pay Amount	Pay Date	Pay Status	Late Pay Charge	Utility Type	Grant Type	Pay Source Code
9961701893	\$2.16	02/12/2007	F	\$0.00	G		REM
9961701893	\$12.00	12/05/2006	F	\$0.00	G		REM
9961701893	\$15.67	11/07/2006	F	\$0.00	G		REM
9961701893	\$12.00	10/09/2006	F	\$0.00	G		REM
9961701893	\$12.00	09/08/2006	F	\$0.00	G		REM
9961701893	\$10.32	08/11/2006	F	\$0.00	G		REM
9961701893	\$29.96	07/03/2006	F	\$0.24	G		REM
9961701893	\$13.92	05/26/2006	F	\$0.20	G		REM
9961701893	\$12.00	04/17/2006	F	\$0.00	G		REM
9961701893	\$13.92	03/22/2006	F	\$0.00	G		REM

**BILLS FROM 01/01/1996 TO 03/01/2007**

Account #	119505007	Customer Name	PARKS, LINDA
Customer Address	3116 W DIAMOND ST, 1F/PHILA, PA	Bill Cycle	17

**BILLS**

Service Agreement	Meter #	Bill Start Date	Bill End Date	Bill Due Date	Meter Read Start	Meter Read End	Usage (CCF)	Read Code	Bill Amount	Cancelled	Closing Bill	CRP Monthly Amount	Easyway Current Month	Easyway Curr Amt	Days
5748956591	1439110	01/29/2007	02/27/2007	03/23/2007	7479	7504	25	Regular	\$55.97	No	No	\$0.00	0	\$0.00	29
5748956591	1439110	12/11/2006	01/29/2007	02/23/2007	7446	7479	33	Regular	\$82.03	No	No	\$0.00	0	\$0.00	49

# PAYMENTS FROM 01/01/1996 TO 03/01/2007

Account #: 1119505007	Customer Name PARKS, LINDA
Customer Address: 3116 W DIAMOND ST, 1F/PHILA, PA	Bill Cycle: 17

## PAYMENTS

Service Agreement ID	Pay Amount	Pay Date	Pay Status	Late Pay Charge	Utility Type	Grant Type	Pay Source Code
5748956591	\$12.84	02/12/2007	F	\$0.00	G		REM



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

IN REPLY PLEASE  
REFER TO OUR FILE

DATE SERVED: MAY 21, 2007

C-20077766

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 LINDA PARKS. 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.

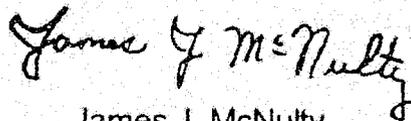
Detailed instructions on how to proceed are contained in the attached pages. You are advised to read them carefully.

MAY 21, 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,



James J. McNulty  
Secretary

SS

BEFORE THE PENNSYLVANIA PUBLIC UTILITY COMMISSION

DATE SERVED: MAY 21, 2007

LINDA PARKS

Complainant

v.

PHILADELPHIA GAS WORKS

Respondent

Complaint Docket  
No: C-20077766

DOCUMENT  
FOLDER

---

FORMAL COMPLAINT NOTICE TO RESPONDENT TO ANSWER OR SATISFY

---

TO: PHILADELPHIA GAS WORKS

**DOCKETED**  
MAY 18 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).

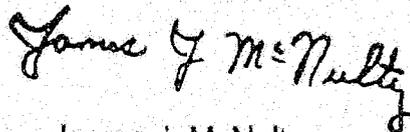
2. If you fail to either satisfy this complaint or to file answer or other responsive pleading within twenty (20) days, you will be deemed to have admitted all the allegations in this complaint in accordance with Section 5.61 of the Commission's Rules of Administrative Practice and Procedure, 52 Pa.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



**ORIGINAL**

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

June 12, 2007

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

**DOCUMENT  
FOLDER**

RE: Linda Parks v. PGW, Docket No. C - 20077766

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 above captioned matter.

This is also a request for a one-day extension of time in which to file an Answer to the Complaint in the above captioned matter, I did not receive a report on the investigation of this matter until today. We apologize for this delay in the filing of the answer to this Complaint.

If you need additional information 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", is written over a large, stylized flourish or scribble.

Laureto Farinas

**RECEIVED**

JUN 12 2007

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

cc: Service List

CERTIFICATE OF SERVICE

**ORIGINAL**

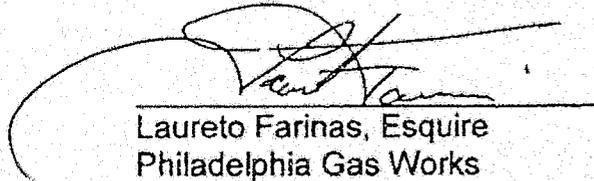
I HEREBY CERTIFY THAT I HAVE THIS DAY SERVED A TRUE COPY OF THE FOREGOING DOCUMENT UPON THE PARTICIPANTS LISTED BELOW, IN ACCORDANCE WITH THE REQUIREMENTS OF 52 PA CODE §1.54 (RELATING TO SERVICE BY A PARTICIPANT).

Service List:

For Complainant:

*Linda Parks*  
3116 W. Diamond Street  
Philadelphia, PA 19121

Dated: June 12, 2007



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

**RECEIVED**

JUN 12 2007

PA PUBLIC UTILITY COMMISSION  
SECRETARY'S BUREAU