

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: 07/03/03  
8. DOCKET NO: F-01154558 : 9. EFFECTIVE DATE: 00/00/00

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PARTY/COMPLAINANT: JOHNSON, MARKEDIA

RESPONDENT/APPLICANT: PHILADELPHIA GAS WORKS

COMP/APP COUNTY: PHILADELPHIA

UTILITY CODE: 125042

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ALLEGATION OR SUBJECT

COMPLAINANT STATES WANTS THE BILLING FOR 5938 CHESTNUT STREET TO BE ELIMINATED.

DOCUMENT  
FOLDER

DOCKETED  
JUL 08 2003

FORMAL COMPLAINT FORM  
Pennsylvania Public Utility Commission

7/7/09

Please Print: F-01154 558

1154558  
ORIGINAL

1. Your Name, Mailing Address and Telephone Number.

Name Markedica Johnson  
Street/P.O. Box 839 Wynnewood Rd Apt.# 2  
City Phila State Pa Zip 19151  
County Phila Home Telephone-Area Code (215) 878-5892  
Work Telephone-Area Code (215) 636-3401

2. Name of Company your complaint concerns: PGW

3. What is your complaint?  
\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_

(If you need more space, use additional paper and attach to this form)

SECRETARY'S BUREAU

(-over-)

2003 JUL -3 PM 12:19

RECEIVED

Please See Attached

127

4. What do you want the Public Utility Commission to do about your complaint?

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(If you need more space, use additional paper and attach to this form.)

5. You must sign and date your complaint below.

The information I have placed on this form is true and correct to the best of my knowledge. I understand that I could be punished under Pennsylvania State Law if I purposely give false information.

*Marlene J...*  
Original Signature of complaining person

7-1-03  
Date

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

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

Street \_\_\_\_\_

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

Telephone Number-Area Code ( \_\_\_\_\_ ) \_\_\_\_\_

1. Your name, mailing address and telephone number

*Markedia Johnson, et al  
839 Wynnewood Road  
Philadelphia, PA 19151  
215-878-5892*

2. Which company does your complaint concern?

*Philadelphia Gas Works*

3. What is your complaint?

*In 1992, I requested to have the Gas shut off and service was never terminated at 5938 Chestnut Street. Customer Service stated that the Gas was to be shut off and within a 30-day period and it stayed on over the years. I lived with my parents and never had the need for gas service until 1998 when I moved to 5216 Arch Street. After a few months of living in my apartment, a gentleman came and stated he was there to check the meter, where he than shut off my gas.*

*I was with child and only resources at that present time was the Department of Public Welfare. My child was only a few months old and needed her milk heated. I visited the PGW on 52<sup>nd</sup> and Chestnut Street and the representative stated to me that either the agreement had to made or the money would have to be paid in full. I had no alternative but to sign the agreement with no income coming in at that time. I have sent copies of my w-2, which shows the consistency of my residency during the period the gas was on at 5938 Chestnut Street.*

*When I moved to my current resident, the customer service representative stated to me that I would need to file a complaint with the Public Utility Commission and make another agreement. She also stated while living at 5216 Arch Street, 1<sup>st</sup> Floor, the replacement of the meters caused the bill to go up tremendously and that the billing was incorrect. I only used gas for hot water; the home was heated by oil.*

*If any additional information needs to be provided, please do not hesitate to call.*

4. What do you want the Public commission (PUC) to do about your complaint?  
Some example might be:

*I want the billing for 5938 Chestnut Street eliminated.*

5. You must sign your complaint

*Markedia Johnson*

Date 7-1-03

**NOTIFICATION OF INTENT TO APPEAL**  
(Request For Formal Complaint Forms)

Notice to Customer:

If you sign and return this form you are notifying the Public Utility Commission that you intend to appeal this informal complaint decision. Do not return this form unless you want to appeal this decision.

If you want to appeal this decision, you must return this Notification of Intent to Appeal form within twenty days of this date: MAY 23, 2003. The Commission will send you formal complaint forms.

You must comply with the terms of this decision until the Public Utility Commission completes the formal complaint process. You must make all of the required payments, or the utility company may pursue the termination of your service.

Thank You.  
Pennsylvania Public Utility Commission

**Yes, I want to appeal the decision of the Bureau of Consumer Services. Please send formal complaint forms to me at the following address:**

Customer name and address:  
(Please correct any mistakes )

MARKEDIA JOHNSON  
839 WYNNEWOOD RD  
PHILADELPHIA PA 19151

215-636-3401  
(Area Code) Telephone Number

Markedia Johnson  
Signature

Mail this completed form to:

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

FOR OFFICE USE ONLY

BCS Number: 1154558

Date of mailing: MAY 23, 2003

Company: PHILADELPHIA GAS WORKS

REVISED 11-97

51



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

7/7/03

IN REPLY PLEASE  
REFER TO OUR FILE

June 16, 2003

BCS 1154558

MARKEDIA JOHNSON  
839 WYNNEWOOD ROAD  
PHILADELPHIA PA 19151

Dear Sir/Madam:

We have received your request to appeal the decision of the Bureau of Consumer Services.

We have enclosed one complaint form for you to complete. Please read carefully the instructions to help you complete the form.

**\*\* Please make sure you sign the form. We must receive your original signature in order for us to process your complaint. Your form will be returned to you if an original signature is not received.**

Return the form to us on or before July 7, 2003 to the address listed below:

James J. McNulty, Secretary  
Pennsylvania Public Utility Commission  
P.O. Box 3265  
Harrisburg, PA 17105-3265

While you wait for us to reach a decision on your complaint, you must pay all undisputed bills (ones that are not a part of your complaint). As long as you pay all undisputed bills and return these formal complaint forms to us on time, the company is not permitted to terminate your service.

**Commission Procedures for Formal Complaints**

- We send a copy of this letter to the company so they know you are appealing the Bureau of Consumer Services' decision;
- We also send the company a copy of your completed formal complaint forms. Once they receive it, they have 20 days to send us an answer to your complaint. The company will send you a copy of their answer.
- Once we receive all the paperwork, we usually will schedule your hearing before an Administrative Law Judge.

- We will notify both you and the company by mail when the hearing date is set.
- If you cannot travel to your hearing, you can request that the hearing be held by phone. This is called a telephonic hearing. If we can, we will schedule a telephonic hearing for you.
- We will most likely schedule your hearing sometime within three months after you file your complaint forms. If you know of certain dates when you will not be available for a hearing, let us know when you file your forms. We will try to work around your schedule.
- If you cannot attend the hearing on the scheduled date, you must request a different time or date. You should request the change at least 5 days before your hearing by writing to:

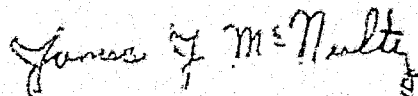
Office of Administrative Law Judge  
Public Utility Commission  
P.O. Box 3265  
Harrisburg, PA 17105-3265

**YOU SHOULD INCLUDE YOUR DAYTIME TELEPHONE NUMBER IN YOUR LETTER. DEPENDING ON YOUR REASON FOR NOT BEING ABLE TO ATTEND THE SCHEDULED HEARING, YOUR REQUEST TO CHANGE THE HEARING MAY OR MAY NOT BE APPROVED. WE WILL LET YOU KNOW OUR DECISION ON YOUR REQUEST FOR CHANGING THE HEARING DATE BEFORE THE DATE OF THE HEARING.**

**YOU MUST ATTEND SCHEDULED HEARINGS IN PERSON OR BY PHONE. IF YOU DO NOT ATTEND, YOUR COMPLAINT MAY BE DISMISSED (THROWN OUT).**

If you have any questions about the complaint process, please call the Bureau of Consumer Services, toll free, at 1-800-782-1110.

Very truly yours,



James J. McNulty  
Secretary

nvl

CC: PHILADELPHIA GAS WORKS

BEFORE THE PENNSYLVANIA PUBLIC UTILITY COMMISSION

DATE SERVED: JULY 9, 2003

MARKEDIA JOHNSON  
Complainant

VS.

PHILADELPHIA GAS WORKS  
Respondent

Complaint Docket  
No: F-01154558

DOCUMENT  
FOLDER

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FORMAL COMPLAINT NOTICE TO RESPONDENT TO ANSWER OR SATISFY

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TO: PHILADELPHIA GAS WORKS

TAKE NOTICE:

DOCKETED  
JUL 08 2003

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,

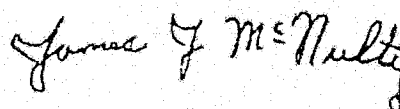
1. You have twenty (20) days from the date on which this complaint is served to either satisfy this complaint or to file with the **Secretary of the Pennsylvania Public Utility Commission, P. O. Box 3265, Harrisburg, PA 17105-3265**, an answer (original and three copies), in writing, under oath, which, 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

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

DATE SERVED: JULY 9, 2003

F-01154558

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

Dear Sir/Madam:

A complaint has been filed against you before the Pennsylvania Public Utility Commission by MARKEDIA JOHNSON. 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.

DOCUMENT  
FOLDER

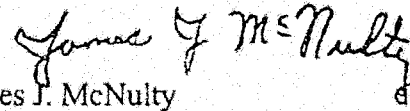
JULY 9, 2003

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

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

JHH

# ORIGINAL

**Philadelphia Gas Works**  
Legal Department



800 W. Montgomery Avenue, Philadelphia, PA 19122  
Fax: (215) 684-6798

Hector Ferrer  
Legal Assistant  
Direct Dial: 215-684-6533  
E-mail: hector.ferrer@pgworks.com

BTL

## RECEIVED

JUL 29 2003

PA PUBLIC UTILITY COMMISSION  
SECRETARY'S BUREAU

July 29, 2003

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

RE: Markedia Johnson v. PGW, Docket No. F - 01154558

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 Formal Complaint.

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

Sincerely,

*Hector Ferrer*

Enclosures

cc: Markedia Johnson  
Anne Cromley  
Laureto Farinas, Esq.

DOCUMENT  
FOLDER

61

RECEIVED

BEFORE THE  
PENNSYLVANIA PUBLIC UTILITY COMMISSION

JUL 29 2003

PA PUBLIC UTILITY COMMISSION  
SECRETARY'S BUREAU

Markedia Johnson

v.

Philadelphia Gas Works

:  
:  
:  
:  
:

Docket No. F - 01154558

Answer Of 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. Denied in part. PGW denies that averments contained in Paragraph 3 of the Complainant concerning an error in the billing and all other averments in Paragraph 3 that are conclusions.

5938 Chestnut Street

PGW records show that the Complainant completed an application for service at 5938 Chestnut Street, 2F from October 19, 1992. PGW has no record of the Complainant calling in 1992 to schedule a discontinuance of service. Service remained active at this residence but was discontinued on June 6, 1996 for nonpayment. The final balance at the time of discontinuance was \$2420.40. Previous attempts by PGW to gather information on the Complainant's whereabouts has during the period in question have been ineffectual. PGW has no knowledge of the Complainant location during the period in question. Strict proof thereof is requested at a hearing in this matter.

A decision of the Bureau of Consumer Services ("BCS") dated May 22, 2003, which is attached hereto as Exhibit "A", found that the billing was correct and provided for repayment agreement consisting of the payment of the current bill plus \$20.00 per month on the arrears.

DOCUMENT  
FOLDER

**DOCKETED**  
AUG 06 2003

5216 Arch Street

PGW records show that the Complainant applied for gas service at 5216 Arch Street on May 2, 1998. Service at this residence was discontinued April 5, 2001, generating a final balance in the amount of \$3889.23. A listing of the Complainant billings is attached hereto as Exhibit "B."

During this time, the Complainant was a participant in the Customer Responsibility Program ("CRP") but the agreement became inactive on April 5, 2001.

PGW has no knowledge at this time of any errors occurring in the billing on the account.

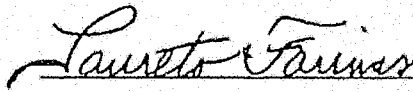
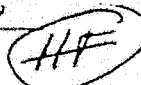
The Complainant's current balance of \$4377.48 represents gas service to July 29, 2003.

- 4 Denied. The averments in Paragraph 4 of the Complaint are requests for relief to which no response is required. PGW therefore denies the averments in Paragraph 4.

Wherefore, PGW respectfully requests that this Commission find against the Complainant, and affirm the decision of the BCS in this matter.

Respectfully submitted,

July 29, 2003

  
Laureto A. Farinas, Esq.   
Philadelphia Gas Works  
800 W. Montgomery Avenue  
Philadelphia, PA 19122

# EXHIBIT A

BILLS FROM 01/01/1996 TO 07/29/2003

Account # 9112323415	Customer Name JOHNSON, MARKEDIA
Customer Address 5216 ARCH ST/PHILA, PA	Bill Cycle C9

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	Bill Cancelled	Closing Bill	CRP Monthly Amount	Easyway Current Month	Easyway Curr Amt	Days
9961287726	1936541	03/06/2001	04/05/2001	05/01/2001	384	384	3	Regular	\$11.65	No	Yes	\$30.00	0	\$0.00	30
9961287726	1936541	02/02/2001	03/06/2001	04/02/2001	384	384	0	Regular	\$30.01	No	No	\$30.00	0	\$0.00	32
9961287726	1936541	01/04/2001	02/02/2001	03/02/2001	384	384	0	Regular	\$30.00	No	No	\$30.00	0	\$0.00	29
9961287726	1936541	12/04/2000	01/04/2001	01/31/2001	384	384	0	Regular	\$30.00	No	No	\$30.00	0	\$0.00	31
9961287726	1936541	11/02/2000	*2/04/2000	01/03/2001	384	384	0	Regular	\$30.00	No	No	\$30.00	0	\$0.00	32
9961287726	1936541	10/03/2000	11/02/2000	11/30/2000	384	384	0	Regular	\$30.00	No	No	\$30.00	0	\$0.00	30
9961287726	1936541	09/01/2000	*0/03/2000	10/31/2000	384	384	0	Regular	\$30.00	No	No	\$30.00	0	\$0.00	32
9961287726	1936541	08/03/2000	09/01/2000	09/29/2000	384	384	0	Regular	\$30.00	No	No	\$30.00	0	\$0.00	29
9961287726	1936541	07/05/2000	08/03/2000	08/29/2000	384	384	0	Regular	\$30.00	No	No	\$30.00	0	\$0.00	29
9961287726	1936541	06/06/2000	07/05/2000	08/01/2000	384	384	0	Regular	\$30.00	No	No	\$30.00	0	\$0.00	29
9961287726	1936541	01/06/2000	02/07/2000	07/26/2000	384	384	0	Regular	\$30.00	No	No	\$30.00	0	\$0.00	32
9961287726	1936541	07/08/1999	08/09/1999	07/26/2000	351	366	15	System Estimate	\$30.00	No	No	\$30.00	0	\$0.00	32
9961287726	1936541	11/03/1999	*2/02/1999	07/26/2000	383	384	1	Regular	\$30.00	No	No	\$30.00	0	\$0.00	29
9961287726	1936541	03/07/2000	04/05/2000	07/26/2000	384	384	0	Regular	\$30.00	No	No	\$30.00	0	\$0.00	29
9961287726	1936541	02/07/2000	03/07/2000	07/26/2000	384	384	0	Regular	\$30.00	No	No	\$30.00	0	\$0.00	29
9961287726	1936541	05/05/2000	06/06/2000	07/26/2000	384	384	0	System Estimate	\$30.00	No	No	\$30.00	0	\$0.00	32
9961287726	1936541	04/05/2000	05/05/2000	07/26/2000	384	384	0	Regular	\$30.00	No	No	\$30.00	0	\$0.00	30
9961287726	1936541	12/02/1999	01/06/2000	07/26/2000	384	384	0	Regular	\$30.00	No	No	\$30.00	0	\$0.00	35
9961287726	1936541	10/04/1999	*1/03/1999	07/26/2000	376	383	7	Regular	\$30.00	No	No	\$30.00	0	\$0.00	30
9961287726	1936541	08/09/1999	09/02/1999	07/26/2000	366	368	2	Regular	\$30.00	No	No	\$30.00	0	\$0.00	24
9961287726	1936541	09/02/1999	*0/04/1999	07/26/2000	368	376	8	Regular	\$30.00	No	No	\$30.00	0	\$0.00	32
9961287726	1936541	05/04/1999	07/08/1999	11/09/1999	339	351	*2	Regular	\$30.00	No	No	\$30.00	0	\$0.00	34
9961287726	1936541	08/05/1998	06/04/1999	07/06/1999	5918	339	4421	Regular	\$3,733.81	No	No	\$0.00	0	\$0.00	304
9961287726	1936541	07/16/1998	08/05/1998	09/01/1998	5904	5918	*4	System Estimate	\$15.97	No	No	\$0.00	0	\$0.00	21
9961287726	1368543	05/02/1998	07/16/1998	08/25/1998	5851	5904	53	Regular	\$53.33	No	No	\$0.00	0	\$0.00	76

**EXHIBIT B**

JUL 15 2003 10 26AM

PUC BUR CIST SVC Hbg, Pa

No 2891 P 1

CSS03101

PA PUBLIC UTILITY COMMISSION  
BUREAU OF CONSUMER SERVICES  
CLOSING DATA

7/15/2003

BCS CASE NUMBER 1154558

DATE CASE OPENED 5/23/2002

CUSTOMER NAME MARKEDIA JOHNSON  
SVC ADDRESS 5938 CHESTNUT ST

PHILADELPHIA, PA 19111

MAILING ADDRESS 839 WYNNEWOOD RD  
PHILADELPHIA, PA 19151

COMPANY NAME PGW (Phila. Gas Works (NGDC)

ACCOUNT #: 9112323415

TOTAL BALANCE/BASIC \$4,964.13  
PRIOR CASE NO:

RESOLUTION:

CUST'S DISPUTE WAS NOT SUBSTANTIATED CUST MUST PAY 20 + CB BEG BILL DUE  
AROUND 6/10/03 WAIVE LPCS ORIG INVEST ID

AMOUNT MONEY SAVED \$88,888 88

COMPLIANCE VIOLATION (ALLEGED, ACTUAL, NO) NO  
CHAP 56/64/OTHER SECTION/RULE

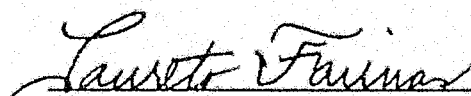
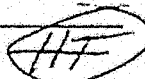
DECISION ISSUED Y ORAL/WITTEN: W  
INVESTIGATOR BENTZ DIANNA  
CLOSING DATE 5/22/2003

To: Lucy

VERIFICATION

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

Date: July 29, 2003

  
Laureto Farinas 

RECEIVED

JUL 29 2003

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 §1.54 (RELATING TO SERVICE BY A PARTICIPANT).

Service List.

For Complainant:

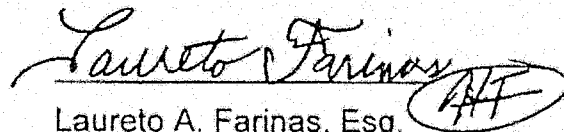
Markedia Johnson  
839 Wynnewood Road  
Philadelphia, PA 19151

RECEIVED

JUL 29 2003

PA PUBLIC UTILITY COMMISSION  
SECRETARY'S BUREAU

July 29, 2003



Laureto A. Farinas, Esq.  
Philadelphia Gas Works  
800 W. Montgomery Avenue  
Philadelphia, PA 19122



COMMONWEALTH OF PENNSYLVANIA  
PENNSYLVANIA PUBLIC UTILITY COMMISSION

Office Of Administrative Law Judge  
P.O. Box 3265, Harrisburg, PA 17105-3265

IN REPLY PLEASE  
REFER TO OUR FILE

October 28, 2003

In Re: F-01154558

(See attached list)

Markedia Johnson v. Philadelphia Gas Works

Billing dispute.

Hearing Notice

This is to inform you that a hearing on the above-captioned case will be held as follows:

Type: Initial hearing

Date: Tuesday, February 24, 2004

Time: 10:00 a.m.

Location: In an available hearing room  
Philadelphia State Office Building  
Broad and Spring Garden Streets  
Philadelphia, Pennsylvania

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

DOCUMENT  
FOLDER

DOCKETED

NOV 04 2003

*Attention: You may lose the case if you do not come to this hearing and present facts on the issues raised.*

If you intend to file exhibits, 2 copies of all hearing exhibits to be presented into evidence must be submitted to the reporter. An additional copy must be furnished to the Presiding Officer. A copy must also be provided to each party of record.

Individuals representing themselves do not need to be represented by an attorney. All others (corporation, partnership, association, trust or governmental agency or subdivision) must be represented by an attorney. An attorney representing you 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:

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

pc: Judge Turner  
Herbert Nurick, Mediator  
Judy W. Springer  
Beth Plantz  
Docket Section  
Calendar File