

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: 04/26/02  
8. DOCKET NO: F-01051858 : 9. EFFECTIVE DATE: 00/00/00

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PARTY/COMPLAINANT: SCHULTE, DEBRA

RESPONDENT/APPLICANT: PHILADELPHIA GAS WORKS

COMP/APP COUNTY: PHILADELPHIA

UTILITY CODE: 125042

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ALLEGATION OR SUBJECT

COMPLAINANT STATES THAT PGW ESTIMATED HER BILL AS \$4,000, WHICH SHE FEELS IS MUCH TOO HIGH FOR A SMALL APARTMENT AND THEY ARE NOT ABLE TO PAY. SHE WANTS THE BILL TO BE INVESTIGATED.

DOCUMENT  
FOLDER

**DOCKETED**  
APR 30 2002

**ORIGINAL**

**FORMAL COMPLAINT FORM**  
**Pennsylvania Public Utility Commission**

Please Print:

F-01051858  
125042

5/6/02

1. Your Name, Mailing Address and Telephone Number.

B.P.S 1051858

Name DEBRA SCHULTZ

Street/P.O. Box 1386 CONARROE ST Apt.# \_\_\_\_\_

City PHILA State PA Zip 19128

County \_\_\_\_\_ Home Telephone-Area Code (610) 483 7176  
Work Telephone-Area Code ( ) \_\_\_\_\_

2. Name of Company your complaint concerns: Phila Gas Works

3. What is your complaint?

\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_

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2002 APR 26 AM 8:59  
SECRETARY'S BUREAU

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

(-over-)

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

Review my case, find my old meter  
and figure out how I can have \$1,000.00 dollars  
paid without a true reading.

(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.

Hebra Schatz  
Original Signature of complaining person

April 22/12  
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 (\_\_\_\_\_) \_\_\_\_\_

I feel that the P. G. W.  
neglected to track down my old  
gas meter when the new one was  
installed. Therefore they estimate my  
bill some where around  $\frac{3}{4}$  of way. I own  
a very small suburban single and my  
bill is based on 2 yrs. of estimates.  
I have paid my bill over budget for  
15 yrs. with no problem. I feel that  
it was P. G. W.'s responsibility to make  
sure my budget was correct, not mine.  
My husband is disabled and we cannot  
afford to pay this bill, which as far as I am  
concerned was over has proved to me that  
I am.

P.S. We have tried to resolve this  
problem many times to no avail.

Thank you,  
Rita Schutty

**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: March 13, 2002. 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.)

Debra Shultz  
386 Conarroe Street  
Phila., Pa. 19128

215-483-7176  
(Area Code) Telephone Number

Debra Shultz 4/2/02  
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: 1051858  
Company: PGW  
1800 N. 9th Street  
Phila., Pa. 19122

Date of mailing: March 13, 2002

REVISED 1/97

RECEIVED  
2002 APR -8 AM 9:37  
PA PUC  
SECRETARY'S BUREAU

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

5/6/02

April 16, 2002

BCS 1051858

DEBRA SHULTZ  
386 CONARROE STREET  
PHILADELPHIA PA 19128

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 May 6, 2002 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:

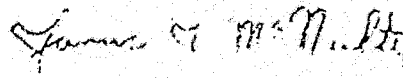
Office of Administrative Law Judge  
Public Utility Commission  
P.O. Box 3265  
Harrisburg, PA 17105-3265

**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: PGW

BEFORE THE PENNSYLVANIA PUBLIC UTILITY COMMISSION

DATE SERVED: APRIL 30, 2002

DEBRA SCHULTZ  
Complainant

DOCUMENT  
FOLDER

VS.

PHILADELPHIA GAS WORKS  
Respondent

Complaint Docket  
No: F-01051858

**DOCKETED**

APR 30 2002

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FORMAL COMPLAINT NOTICE TO RESPONDENT TO ANSWER OR SATISFY

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TO: PHILADELPHIA GAS WORKS

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,

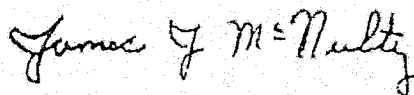
1. You have twenty (20) days from the date on which this complaint is served to either satisfy this complaint or to file with the Secretary of the Pennsylvania Public Utility Commission, P. O. Box 3265, Harrisburg, PA 17120, an answer (original and two copies), in writing, under oath, which, as required 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: APRIL 30, 2002

F-01051858

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

DOCUMENT  
FOLDER

Dear Sir/Madam:

A complaint has been filed against you before the Pennsylvania Public Utility Commission by DEBRA SCHULTZ. 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.

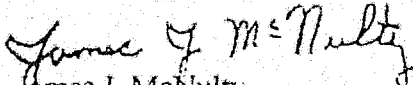
APRIL 30, 2002

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

dbb

**Philadelphia Gas Works**



800 W. Montgomery Avenue, Philadelphia, PA 19122  
Telephone (215) 236-0500

Laureto A. Farinas, Esq.  
Senior Attorney  
Legal Department

Direct Dial: 215-684-6982

FAX: 215-684-6798

E-mail: laureto.farinas@pgworks.com

**ORIGINAL**

May 23, 2002

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

**RECEIVED**

**MAY 23 2002**

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

RE: Debra Schultz v. PGW, Docket No. F-01051858

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

Sincerely,

*Laureto Farinas*

Enclosures

cc: Debra Schultz  
Linda Pereira  
Les Fyock

**DOCUMENT  
FOLDER**

75

BEFORE THE  
PENNSYLVANIA PUBLIC UTILITY COMMISSION

ORIGINAL

Debra Schultz

v.

Philadelphia Gas Works

:  
:  
:  
:  
:

Docket No. F - 01051858

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. PGW denies that averments contained in Paragraph 3 of the Complainant concerning the Complainant's characterization of accuracy of the bill. At no time did the Complainant receive and estimated bill for \$4,000.

PGW records reflect that an automatic meter reading device ("AMR") was installed on September 27, 2001, at which time PGW obtained an actual meter reading. Prior to September 2001, the last actual meter reading was obtained on October 18, 2000. The Complainant received bills based upon estimated meter readings for a period of 10 months. In October 2001, the Complainant's account was re-billed based upon the actual meter reading. The account was re-billed to show an account balance of \$487.29. As a result of the acquisition of actual meter readings, the Complainant's budget plan payment was increased to \$249 per month. The Complainant has enrolled in the Customer Responsibility Program ("CRP"). Her monthly CRP payment is \$61 per month. The Statement of Account which is attached hereto as Exhibit "A" shows the listing of bills and payments on the Complainant's account

A decision of the Bureau of Consumer Services ("BCS") dated March 13, 2002, which is attached hereto as Exhibit "B", found that the bill was correct as rendered but the Complainant had estimated bills for an extended period of time

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PA PUBLIC UTILITY COMMISSION  
SECRETARY'S BUREAU

DOCUMENT  
FOLDER

DOCKETED  
MAY 30 2002

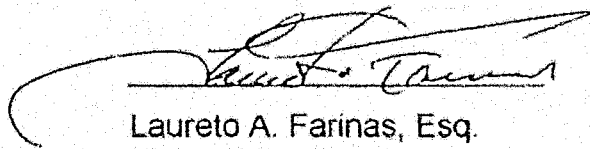
The BCS decision provided relief for the Complainant in the form of a credit for the Complainant in the amount of \$61.41. The decision also provided a budget plant payment arrangement on the outstanding balance consisting of \$75 plus \$15 per month toward arrears.

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,

May 22, 2002



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

# EXHIBIT A

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MAY 27 2002

PA PUBLIC UTILITY COMMISSION  
SECRETARY'S BUREAU

STATEMENT OF ACCOUNT

Debra Shultz  
 386 Conarroe Street  
 PHILADELPHIA, PA 19100-0000

May 14, 2002

RE 336 Conarroe Street

Account 31-1703-8185

BILLING PERIOD	METER INDICES	CCF	AMOUNT	F/C	ADJ	PAYMENTS	BALANCE
BALANCE	10/18/00	988 A					\$ (26.01)
10/18/00	11/16/00	988 1090 E 102	\$ 86.65				\$ 60.64
11/16/00	12/18/00	1090 1361 E 271	\$ 261.48			\$ 39.00	\$ 283.12
12/18/00	1/19/01	1361 1682 E 321	\$ 378.12			\$ 47.00	\$ 614.24
1/19/01	2/16/01	1682 1914 E 232	\$ 305.23	Can		\$ 55.00	\$ 864.47
2/16/01	3/20/01	1914 2140 C 226	\$ 308.22	Can.	\$ (305.23)	\$ 55.00	\$ 812.46
3/20/01	4/19/01	2140 2273 E 133	\$ 188.67	Can.	\$ (308.22)	\$ 56.00	\$ 636.91
4/19/01	5/18/01	2273 2322 E 49	\$ 76.87	Can.	\$ (188.67)	\$ 56.00	\$ 469.11
5/18/01	6/20/01	2322 2363 E 41	\$ 66.22	Can.	\$ (76.87)	\$ 56.00	\$ 402.46
6/20/01	7/20/01	2363 2391 E 28	\$ 48.93	Can.	\$ (66.22)	\$ 56.00	\$ 329.17
7/20/01	8/20/01	2391 2417 E 26	\$ 46.26	Can.	\$ (48.93)	\$ 50.00	\$ 276.50
8/10/99	9/19/01	2417 2442 E 25	\$ 41.25	Can.	\$ (46.26)	\$ 50.00	\$ 221.49
1/19/01	9/27/01	1682 1823 A 141			\$ (41.25)	\$ 75.00	\$ 105.24
9/27/01	10/19/01	6464 6464 A 18	\$ 307.05			\$ 75.00	\$ 337.29
10/19/01	11/19/01	6464 6518 A 54	\$ 72.93			\$ 75.00	\$ 335.22
11/19/01	12/18/01	6518 6588 A 70	\$ 85.59			\$ 75.00	\$ 345.81
12/18/01	1/18/02	6588 6738 A 150	\$ 162.64				\$ 508.45
9/18/99	2/19/02	6738 6856 A 118	\$ 130.50				\$ 638.95
2/19/02	3/19/02	6856 6939 A 83	\$ 87.30		\$ (61.41)	\$ 35.00	\$ 629.84
3/19/02	4/18/02	6939 7006 A 67	\$ 61.00			\$ 61.00	\$ 629.84
			\$ 2,688.90	\$ -	\$ (1,143.06)	\$ 916.00	\$ 629.84

BALANCE	\$ 2,688.90
FINANCE CHARGES +	\$ -
TOTAL BILLED	\$ 2,688.90
CANCELED BILLINGS & CREDIT ADJUSTMENTS +	\$ (1,143.06)
	\$ 1,545.84
PAYMENTS -	\$ 916.00
CURRENT BALANCE	\$ 629.84

- A-Actual Meter Reading
- E-Estimated Meter Reading
- C-Customer Meter Reading
- S-Special Meter Reading
- Z-AMR Meter Reading
- F-Final Meter Reading
- Can.-Cancelled Meter Reading
- P-Post Card / Customer Reading
- OE-Office Estimate (Prorate/Calculated Reading)
- V-Verified Reading

# EXHIBIT B

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PA PUBLIC UTILITY COMMISSION  
SECRETARY'S BUREAU



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

11/01

March 13, 2002

BCS No: 1051858

DEBRA SHULTZ  
386 CONARROE STREET  
PHILA., PA. 19128

The Bureau of Consumer Services (BCS) has completed its investigation into your informal complaint. Attached is the decision resulting from that investigation. A copy of this decision has also been sent to your utility company. This decision is binding on all parties, and unless it is appealed will become final 20 days after the date of this letter.

If you do not agree with any part of this decision you may appeal it by filing a formal complaint. You can do this by completing the attached Request for Formal Complaint Forms. Return this form to the Public Utility Commission, and the formal complaint forms will be mailed to you. If you wish to appeal, you must return this form to the Public Utility Commission by the date shown on the form. Your complaint will be assigned to an Administrative Law Judge, and a hearing date will be assigned.

You do not need a lawyer to file an appeal.

You must make all of the payments required by this decision. If you do not make these payments the utility company is permitted to terminate your utility service.

If you have any questions about the terms and conditions of this decision or about the Public Utility Commission's appeal procedures you may call me 215-644-0693.

Sincerely,

Daniel C. Angelucci  
Utility Complaint Investigator

Enclosure

LINDA PEREIRA  
PGW  
1800 N. 9TH STREET  
PHILA., PA. 19122

DE  
BCS

BEFORE THE PENNSYLVANIA PUBLIC UTILITY COMMISSION

Debra Shultz  
386 Conarroe Street  
Phila., Pa. 19128

v.

PGW  
1800 N. 9th Street  
Phila., Pa. 19122

Case Number: 1051858

Account Number: 3117038185

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**Decision On Informal Complaint By The Bureau Of Consumer Services:**

**Statement Of Complaint:**

A summary of the customer's complaint is as follows:

THAT, the customer is disputing her bill and wants to be on budget.

**Investigation By Staff Of The Bureau Of Consumer Services Revealed:**

THAT, customer has been estimated for an extended period of time.

**Based On These Findings, The Bureau Of Consumer Services Concludes:**

THAT, customer cannot calculate a budget on estimated bills.

**Therefore It Is Decided:**

(1) That the informal complaint of Debra Shultz is Sustained.

PGW is to remove \$61.41 from customer's account balance. PGW is to place customer on a BUDGET of \$75.00 plus \$15.00 towards the arrears, commencing April 2002.

March 13, 2002

Date

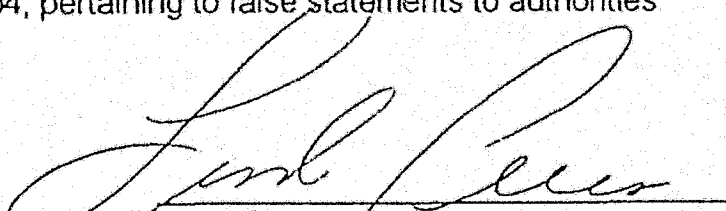
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Signature  
Daniel C. Angelucci  
Utility Complaint Investigator  
Bureau of Consumer Services  
PA Public Utility Commission

VERIFICATION

I, Linda Pereira, hereby declare that I am a Customer Review Officer with 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 Response are true to the best of my knowledge, information and belief, and that I make this verification subject to the penalties of 18. Pa. C.S. §4904, pertaining to false statements to authorities

DATE: MAY 23, 2002

  
Linda Pereira

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).

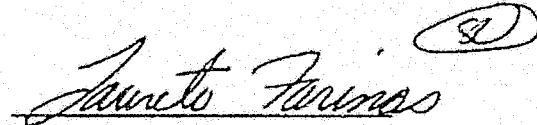
Service List:

For Complainant:

Debra Schultz  
386 Conarroe Street  
Philadelphia, PA 19128

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

May 23, 2002



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

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MAY 23 2002  
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

IN REPLY PLEASE  
REFER TO OUR FILE

July 26, 2002

In Re: F-01051858

(See attached list)

Debra Schultz 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, October 8, 2002

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 Marlane R. Chestnut  
1302 Philadelphia State Office Building  
1400 West Spring Garden Street  
Philadelphia, PA 19130  
Telephone: (215) 560-2105  
Fax: (215) 560-3133

DOCUMENT  
FOLDER

**DOCKETED**

JUL 30 2002

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.

Except for those individuals representing themselves, the Commission's rules require that all parties have an attorney; therefore, you should have an attorney of your choice file an entry of appearance before the scheduled hearing.

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 Chestnut  
Judy Weaver, Scheduling Officer  
Beth Plantz  
Docket Section  
Calendar File