

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: 08/29/02
8. DOCKET NO: F-01099289 : 9. EFFECTIVE DATE: 00/00/00

PARTY/COMPLAINANT: SHAH BARBARA ASHLEY

RESPONDENT/APPLICANT: PHILADELPHIA GAS WORKS

COMP/APP COUNTY: PHILADELPHIA

UTILITY CODE: 125042

ALLEGATION OR SUBJECT

COMPLAINANT STATES PGW FAILED TO PROVIDE HER IMPORTANT INFORMATION IN REGARD TO BUDGET PLAN REQUIREMENT/RENEWALS. HER PERSONAL INFORMATION WAS HANDED OVER TO A COLLECTION COMPANY WHO HARASSES HER. SHE BELIEVES SHE IS ONE OF THE CUSTOMERS OVERCHARGED BY PGW. SHE WANTS PUC TO REQUEST A FULL USAGE/RATE INVESTIGATION INTO HER ACCOUNT AND HAVE ACCOUNT PAID IN FULL USING MONIES THAT WERE OVERCHARGED TO PA CUSTOMERS. SHE WANTS A FULL BILLING REFUND SINCE SHE WAS NOT AFFORDED AN APPROPRIATE LEVEL OF SERVICE INFORMATION AS A NEW CUSTOMER AND A MANUAL RELATIVE TO BUDGET PROGRAM.

DOCUMENT

DOCKETED
SEP 5 2002

ORIGINAL

FORMAL COMPLAINT FORM
Pennsylvania Public Utility Commission

125042

Please Print:

1. Your Name, Mailing Address and Telephone Number.

Name Barbara Ashley-Shatt

Street/P.O. Box 308 Cambridge St. Apt.#

City Philadelphia State Pa. Zip 19123

County _____ Home Telephone-Area Code (215) 928-9139

Work Telephone-Area Code (215) 966-9372

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

3. What is your complaint?

PGW Fail to provide me as a New budget plan customer
important information in regard to the program's yearly budget
Program Requirements / Renewals.

My personal information re' account was handed over by PGW
to a collection company who harassed me this was done w/o any
previous contacts / notifications from PGW.

PGW overcharged PA customers \$17 Million dollars in
2000. I believe I am one of the PA customers.

I live Furgal and started my account in 1999
a New Customer to P.G.W. IT should not be this

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

high in
cost

2002 AUG 29 AM 5:20

(-over-)

REC'D

18

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

(1) I ASK THAT P.U.C. REQUEST A FULL USAGE / RATE INVESTIGATION INTO MY ACCOUNT TO DETERMINE THE TRUE COST.

(2) I ASK THAT P.U.C. REQUEST TO HAVE WHATEVER THE COST OF USAGE / RATE RELATIVE TO MY ACCOUNT PAID IN FULL USING MONIES THAT WAS OVERCHARGED TO PA CUSTOMERS. \$10 MILLION HAS BEEN GIVEN TO P.G.W. - \$7 MILLION LEFT. THIS SHOULD BE DONE BECAUSE I LIKE P.G.W. REQUEST THIS AS A CUSTOMER STRUGGLING AND CANNOT AFFORD TO PAY THIS ESPECIALLY WHEN I AM OVER-

CHARGED

(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.

Deborah [Signature]
Original Signature of complaining person

8/22/02
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 (_____) _____

Continue 2

I ask that the Commission seek a full billing refund as I was not afforded an appropriate level of service information as a new budget customer to assure the best practice between me, the customer and PGW.

I ask that I am forwarded a manual relative to the budget program requirements as I was never given this information.

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

timely

SECRETARY'S OFFICE

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: AUGUST 6, 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.)

BARBARA ASHLEY ~~SHAF~~ *SHAH, SHAH*
308 CAMBRIDGE ST PHILA, PA 19123

215 938-9139
215-966-9372
(Area Code) Telephone Number

[Handwritten Signature]
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: 1099289	Date of mailing: AUGUST 6, 2002
Company: PGW	

REVISED 1-97

29



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

9-5-02

IN REPLY PLEASE
REFER TO OUR FILE

AUGUST 16, 2002

BCS 1099289

BARBARA ASHLEY SHAH
308 CAMBRIDGE ST
PHILADELPHIA PA 19123

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 SEPTEMBER 5, 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:

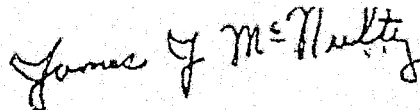
Office of Administrative Law Judge
Public Utility Commission
P.O. Box 3265
Harrisburg, PA 17105-3265

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

KSB

CC PGW

BEFORE THE PENNSYLVANIA PUBLIC UTILITY COMMISSION

DATE SERVED: SEPTEMBER 5, 2002

BARBARA ASHLEY-SHAH
Complainant

VS.

PHILADELPHIA GAS WORKS
Respondent

Complaint Docket
No. F-01099289

DOCUMENT

DOCKETED
SEP 5 2002

FORMAL COMPLAINT NOTICE TO RESPONDENT TO ANSWER OR SATISFY

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,

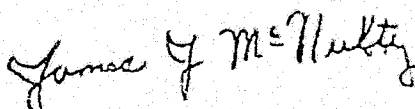
1. You have twenty (20) days from the date on which this complaint is served to either satisfy this complaint or to file with the Secretary of the Pennsylvania Public Utility Commission, P. O. Box 3265, Harrisburg, PA 17120, an answer (original and two copies), in writing, under oath, which, as required by Section 561 of the Commission's Rules of Practice and Procedure, 52 Pa. Code Section 561, 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 561 of the Commission's Rules of Administrative Practice and Procedure, 52 Pa. Code Section 561. 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: SEPTEMBER 5, 2002

F-01099289

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

DOCUMENT
SERIALIZED

Dear Sir/Madam

A complaint has been filed against you before the Pennsylvania Public Utility Commission by BARBARA ASHLEY-SHAH. 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.

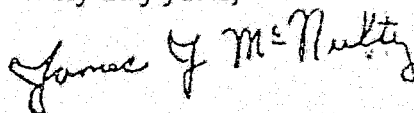
SEPTEMBER 5, 2002

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

KSB

Philadelphia Gas Works
Legal Department



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

Laureto A. Farinas
Senior Attorney
Legal Department
Direct Dial: 215-684-6982
FAX: 215-684-6798
E-mail: laureto.farinas@pgworks.com

October 15, 2002

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

RECEIVED

OCT 15 2002

PA PUBLIC UTILITY COMMISSION
SECRETARY'S BUREAU

Re: Barbara Ashley-Shah v. PGW, Docket No. F - 01099289

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 and the Complainant acknowledges that the Complaint has been satisfied. PGW and the Complainant have discussed the Complainant's concerns with her account 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 ten (10) days of the date of this letter.

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

Sincerely,

**DOCUMENT
FOLDER**

DOCKETED

OCT 21 2002

cc: Barbara Shley-Shah
Joseph Welle

152
JWB

COMMONWEALTH OF
PENNSYLVANIA
PUBLIC UTILITY COMMISSION

DATE: November 1, 2002

SUBJECT: Certification of Satisfaction Filed
F-01099289 Barbara Ashley-Shah v. Philadelphia Gas Works

TO: Wanda Zeiders,
Docket Management

FROM: Judy Weaver, Scheduling Officer
Office of Administrative Law Judge

On October 21, 2002, a Certificate of Satisfaction was filed in the above-captioned proceeding by Laureto A. Farinas, Esquire. If no objection is filed to this certificate within 10 days of service, 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: ALJ (None Assigned)
Elzy Ditzler
Beth Plantz
Case File

DOCUMENT
FOLDER

DOCKETED
NOV 16 2002