

BEFORE THE  
PENNSYLVANIA PUBLIC UTILITY COMMISSION

TONYA SHANDS

v.

PHILADELPHIA GAS WORKS

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:  
:  
:  
:

C-20067234

**DOCKETED**  
FEB 01 2007

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FOLDER**

**INTERIM ORDER  
SETTING RESOLUTION CONFERENCE**

On or about December 22, 2006, Tonya Shands ("Complainant") filed a complaint against Philadelphia Gas Works ("Respondent"), at the above-captioned Docket Number. On or about January 18, 2007, Respondent filed an answer to the complaint.

Based upon a review of the information contained in this material, I direct the parties to attempt to resolve this matter themselves. Respondent shall contact Complainant no later than February 9, 2007, to set a mutually convenient time, date and place for Respondent and Complainant to hold a conference about resolving the case. The conference must take place no later than February 23, 2007, unless this is not possible.

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

- (a) The time, date and place of the conference;
- (b) Who participated for each party;
- (c) A statement whether a full resolution, including withdrawal of complaint, was achieved, and, if not, whether the parties consent to have this case set for mediation by the mediation staff of the Commission; and
- (d) A statement of any issues which have been resolved, if a full resolution was not achieved.

The Commission encourages mediation if the parties cannot reach an agreement through the resolution conference. Mediation is an informal process in which the parties attempt to resolve the case with the help of a mediator. The mediator is a neutral staff member of the Commission who does not give advice, represent any party, evaluate or make a decision. Instead, the mediator assists the parties in their efforts to come to an agreement.

If the parties do not reach an agreement on their own, and do not consent to mediate, they are entitled to the hearing process. The hearing process usually includes the presentation of oral testimony and other evidence before a Commission administrative law judge, who will then consider the case and make a written decision to resolve it.

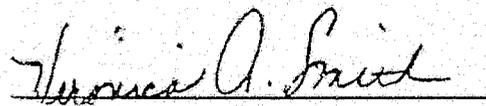
If it is not possible to have the conference by the date set for that purpose, Respondent shall file a report with the Mediator, on or before ten (10) days following the conference due date, giving the reason(s) why the due date could not be met.

In either situation, a report must be filed with the Mediator by the applicable due date set forth above.

If you have any questions, you should contact the Mediator. His address and phone number are:

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

Date: January 26, 2007

  
VERONICA A. SMITH  
Chief Administrative Law Judge

February 21, 2007

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

**RE: Tanya Shands vs. PGW, Docket No. C-20067234**

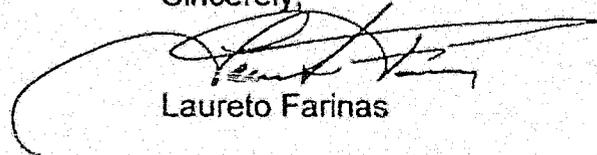
Dear Secretary McNulty:

Pursuant to 52 Pa. Code §5.24(b), the Philadelphia Gas Works ("PGW") certifies that the above referenced Complaint has been satisfied. PGW and the Complainant have discussed the issues raised in the complaint 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 (10) days from the date of this correspondence.

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

**DOCUMENT  
FOLDER**

cc: Tanya Shands  
Jennifer Raksnis  
Anne Marie Cromley

**DOCKETED**  
FEB 23 2007

**RECEIVED**  
FEB 21 2007  
PA PUBLIC UTILITY COMMISSION  
SECRETARY'S OFFICE

45

COMMONWEALTH OF PENNSYLVANIA  
PUBLIC UTILITY COMMISSION

**DATE:** February 28, 2007  
**SUBJECT:** Tanya Shands v. Philadelphia Gas Works  
C-20067234  
**TO:** Wanda Zeiders  
Docket Management  
**FROM:** Linda Salome, ALJ Support Staff  
Office of Administrative Law Judge

On February 21, 2007, a Certificate of Satisfaction was filed in the above-captioned proceeding. If no objection is filed to this certificate within 10 days of the filing, 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: Bruce Bigelow, Mediator  
Beth Plantz  
Case File

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MAR 02 2007

BTL



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

IN REPLY PLEASE  
REFER TO OUR FILE

April 6, 2007

C-20067234

TANYA SHANDS  
6230 LINDBERGH BOULEVARD  
PHILADELPHIA PA 19142

TANYA SHANDS  
v.  
PHILADELPHIA GAS WORKS

**DOCKETED**  
APR 08 2007

TO WHOM IT MAY CONCERN:

Please be advised that the Commission has marked closed the above-entitled proceeding.

Very truly yours,

James J. McNulty  
Secretary

cc: All parties of Record

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