

CAPTION SHEET

CASE MANAGEMENT SYSTEM

1. REPORT DATE: 06/00/00  
 2. BUREAU: ALJ  
 3. SECTION(S):  
 5. APPROVED BY:  
 DIRECTOR:  
 SUPERVISOR:  
 6. PERSON IN CHARGE:  
 8. DOCKET NO: F-01152373

4. PUBLIC MEETING DATE:  
 00/00/00  
 7. DATE FILED: 08/06/02  
 9. EFFECTIVE DATE: 00/00/00

PARTY/COMPLAINANT: REPOLLET, JOSE

RESPONDENT/APPLICANT: PHILADELPHIA GAS WORKS

COMP/APP COUNTY: PHILADELPHIA

UTILITY CODE: 125042

ALLEGATION OR SUBJECT

COMPLAINANT DISPUTES THE METER READINGS AND AMOUNT PGW SAYS HE OWES. HE WANTS IT TO BE INVESTIGATED AND THE OLD METER CHECKED.

DOCUMENT  
FOLDER

**DOCKETED**  
AUG 07 2002

BCS 1152373  
8-8-02

# ORIGINAL

## FORMAL COMPLAINT FORM Pennsylvania Public Utility Commission

F - 01152373  
125042

Please Print:

RECEIVED  
2002 AUG -6 AM 9:58  
SECRET

1. Your Name, Mailing Address and Telephone Number.

Name JOSÉ REPOLLET  
Street/P.O. Box 1230 Buttonwood St. Apt.# \_\_\_\_\_  
City Philadelphia State PA. Zip 19123  
County \_\_\_\_\_ Home Telephone-Area Code (215) 922-0264  
Work Telephone-Area Code (215) 247-0691

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

3. What is your complaint?

On March 20, 2002 my meter was changed. (meter # 1557991). As of Feb 6 to March 7 PGW's estimated reading was 6100. AT that time I read the meter personally, and it read 6593, meaning I owed PGW for 493 cubic Feet. That's what I owe PGW. Once meter was removed I recieved a bill stating I owe them for 2533 cubic Feet. PGW is stating that the old meter was reading 8633 cubic Feet once the meter was removed from my home. PGW currently says I owe them 2,289.96. I want meter # 1557991 read again, and also checked to

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

(-over-)

make sure no one tampered with the numbers. I also want and need a payment history for last 2 years.

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

To investigate this matter. Especially read  
the old meter, and make sure that meter  
was not tampered with.

(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.

José Resollet  
Original Signature of complaining person

7/29/02  
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 ( ) \_\_\_\_\_

*Timely*

**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: July 3, 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.)

JOSE REPOLLET  
1230 BUTTON WOOD ST  
PHILADELPHIA PA 19123

(215) 922-0264  
(Area Code) Telephone Number

*Jose Repollet*  
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: 1152373	Date of mailing: July 3, 2002
Company: PHILADELPHIA GAS WORKS	

REVISED 11/97

RECEIVED

JUL 13 2002

PA PUBLIC UTILITY COMMISSION  
SECRETARY'S BUREAU

59



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

8-8-02

IN REPLY PLEASE  
REFER TO OUR FILE

JULY 19, 2002

BCS 1152373

JOSE REPOLLET  
1230 BUTTONWOOD 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 AUGUST 8, 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:

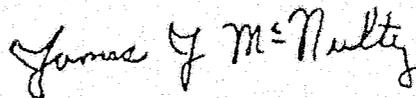
Office of Administrative Law Judge  
Public Utility Commission  
P.O. Box 3265  
Harrisburg, PA 17105-3265

**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 PHILADELPHIA GAS WORKS

BEFORE THE PENNSYLVANIA PUBLIC UTILITY COMMISSION

DATE SERVED: AUGUST 7, 2002

JOSE REPOLLET  
Complainant

VS.

PHILADELPHIA GAS WORKS  
Respondent

Complaint Docket  
No. F-01152373

DOCUMENT  
FOLDER  
**DOCKETED**  
AUG 07 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,

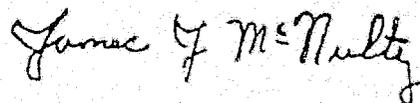
1. You have twenty (20) days from the date on which this complaint is served to either satisfy this complaint or to file with the Secretary of the Pennsylvania Public Utility Commission, P. O. Box 3265, Harrisburg, PA 17120, an answer (original and two copies), in writing, under oath, which, as required 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: AUGUST 7, 2002

F-01152373

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 JOSE REPOLLET. 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.

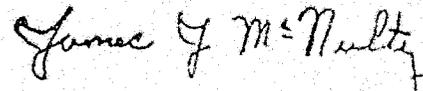
AUGUST 7, 2002

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

dos

**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

SRE

August 27, 2002

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

**ORIGINAL**

Re: Jose Repollet v. PGW, Docket No. F-01152373

COMPLAINT

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 his account and reached a settlement. With this discussion and settlement, the Complainant has indicated that he is satisfied with the resolution of this complaint.

By copy of this letter, I am notifying the Complainant of his 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,

SECRET

SEP 5 2002

cc Jose Repollet  
Zayda Santiago

**DOCKETED**  
SEP 05 2002

72

**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: 215-684-6992  
FAX: 215-684-6602  
E-mail: laureto.farinas@pgworks.com

August 27, 2002

Jose Repollet  
1230 Buttonwood Street  
Philadelphia, PA 19123

Re: Jose Repollet v. PGW, Docket No. F-01152373

Dear Mr. Repollet:

Pursuant to your telephone settlement conference on August 21, 2002, with Zayda Santiago, Customer Responsibility Officer – PGW, this letter confirms the terms of settlement in the above captioned matter to which you have agreed.

In the interest of good customer relations and in complete settlement of this matter, the parties have taken the following actions on your account. Your account has been rebilled and the balance on the account is \$150.75.

You have indicated that you are satisfied with the outcome of this matter. I will notify the Commission that this matter is resolved. If additional information is needed about this matter, please contact me at my direct-dial number above. Thank you.

Sincerely,

cc: Jose Repollet  
James McNulty, Secretary

2002 AUG 27 10 10 AM  
PHILADELPHIA GAS WORKS

COMMONWEALTH OF PENNSYLVANIA  
PUBLIC UTILITY COMMISSION

DATE: September 10, 2002  
SUBJECT: F-01152373  
Jose Repollet v. PGW  
TO: Wanda Zeiders  
Docket Management  
FROM: Dawn M. Reitenbach, Support Staff  
Office of Administrative Law Judge

On September 4, 2002, a Certificate of Satisfaction was filed in the above-captioned proceeding. 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)  
Herb Nurick  
Elzy Ditzler  
Beth Plantz  
Case File

**DOCKETED**

SEP 13 2002

**DOCUMENT FOLDER**

SRB