

CAPTION SHEET

CASE MANAGEMENT SYSTEM

1. REPORT DATE: 00/00/00	:	
2. BUREAU: ALJ	:	
3. SECTION(S):	:	
5. APPROVED BY:	:	4. PUBLIC MEETING DATE:
DIRECTOR:	:	00/00/00
SUPERVISOR:	:	
6. PERSON IN CHARGE:	:	7. DATE FILED: 03/15/07
8. DOCKET NO: C-20077466	:	9. EFFECTIVE DATE: 00/00/00

PARTY/COMPLAINANT: LAWSON, JEANEEN & JEANELLE

RESPONDENT/APPLICANT: PHILADELPHIA GAS WORKS

COMP/APP COUNTY: PHILADELPHIA

UTILITY CODE: 125042

ALLEGATION OR SUBJECT

COMPLAINANT STATES LIEN ON PROPERTY (JEANEEN) THAT IS HER DAUGHTERS (JEANELLE) RESPONSIBILITY. THEY WOULD LIKE THE PUC TO HAVE LIEN AGAINST PROPERTY TAKEN OFF.

DOCUMENT
FOLDER

DOCKETED
MAR 27 2007

PENNSYLVANIA PUBLIC UTILITY COMMISSION

Formal Complaint Form

Please print or type.

C-20077466

ORIGINAL

1. CUSTOMER NAME (COMPLAINANT)

Your name, mailing address, county, telephone number, utility account number and service address:

Name Jeaneen Lawson & Jeanelle Lawson

Street/P.O. Box 214 W. Duval St Apt #

City Phila State PA Zip 19144

County Philadelphia

Area Code/HOME Phone 215-249-1925

Area Code/WORK Phone

Utility Account Number (from your bill)

RECEIVED 2007 MAR 15 AM 9:16 PA.P.U.C. SECRETARY'S BUREAU

If your complaint involves utility service provided to a different address than your mailing address, please list this information below.

Name

Street/P.O. Box

City State Zip

2. UTILITY NAME (RESPONDENT)

Name of utility company your complaint concerns: PGW

3. TYPE OF UTILITY (check one)

- ELECTRIC, GAS, WATER, TELEPHONE, STEAM HEAT, WASTE WATER, MOTOR CARRIER (taxi, moving company, limousine)

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4. COMPLAINT (check one)

A. In general, what is your complaint?

- I want to oppose the company's proposed rate increase.
- There are incorrect charges on my bill.
- There is a reliability, safety or quality problem with my utility service.
- I received a notice that my utility service is being terminated.
- I would like a payment agreement.
- Other.
(explain)

B. State the facts of your complaint.

Include any specific dates, times or places that are important. If the complaint is about a bill, tell us about any charges that you believe are not correct. Use additional paper if you need more space. Provide copies of all relevant documents you believe will support your complaint.

Jeanene Lawson is being held responsible via property lien for charges that were billed to and are the financial responsibility of me - Jeanette Lawson

5. RELIEF

What do you want the Public Utility Commission to do about your complaint? Use additional paper if you need more space.

I, Jeanette Lawson, would like the property lien against my mother's, Jeanene Lawsons property lifted. As the bill incurred is my financial responsibility -

6. PROTECTION FROM ABUSE

Answer the following question if your complaint is against a natural gas distribution company, an electric distribution company or a water company AND your complaint is about a billing problem, an application for service problem, a termination of service problem or a request for a payment agreement.

Has a court granted a "Protection from Abuse" order for your personal safety?

YES

NO

7. PRIOR UTILITY CONTACT

Answer the following question only if you are a residential customer and your complaint is against an electric distribution utility, natural gas distribution utility or a water distribution utility.

Have you spoken to a utility company representative about this complaint?

YES

(includes appeals of BCS determinations)

NO

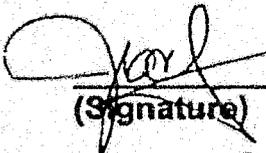
If you tried to, but could not speak to a utility company representative about your complaint, please explain why.

8. VERIFICATION AND SIGNATURE

You must print or type your name below on the line provided for the verification paragraph, and you must sign and date (in ink) this form on the lines provided.

Verification:

I Jeaneen Lawson & Jeanelle Lawson, hereby state that the facts above set forth are true and correct (or are true and correct to the best of my knowledge, information and belief) and that I expect to be able to prove the same at a hearing held in this matter. I understand that the statements herein are made subject to the penalties of 18 Pa. C.S. § 4904 (relating to unsworn falsification to authorities).


(Signature)

3/9/07
(Date)

Jeaneen M Lawson

3/9/07

9. LEGAL REPRESENTATION (IF ANY)

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

Lawyer's Name _____

Street _____

City _____ State _____ Zip _____

Area Code/Phone Number _____

10. FILING

Please return the completed form to one of the addresses listed below:

If using U.S. Postal Service:

If using overnight delivery service:

Secretary Pennsylvania Public Utility Commission P.O. Box 3265 Harrisburg, PA 17105	Secretary Pennsylvania Public Utility Commission 400 North Street Commonwealth Keystone Building, 2 nd Floor Harrisburg, Pennsylvania 17120
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Facsimiles and/or electronic filings of the complaint form will not be accepted.

If you have any questions about filling out this form, please contact the Secretary's Bureau at 717-772-7777.

Keep a copy of your complaint for your records.



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

IN REPLY PLEASE
REFER TO OUR FILE

February 1, 2007

BCS #2062618

JEANEEN LAWSON
214 WEST DUVAL STREET
PHILADELPHIA PA 19144

Dear Ms. Lawson:

This is a follow-up to our conversation of January 31, 2007, in which you asked for information in writing about the resolution of an informal complaint against Philadelphia Gas Works (PGW). This complaint was filed under the name of Jeanelle Lawson, who you stated is your daughter. In calling the telephone number provided on the case, I spoke to you about the complaint. This matter involves a lien against the property. You informed me that your daughter knows that she is responsible for the bill.

PGW is holding you responsible for the account balance of \$4,264.57, and this balance was placed under the lien. The company states that the account was under the name of Jeaneen Lawson until July 28, 2003. The final account balance of \$2,552.67 was assumed by your daughter, Jeanelle Lawson, when service was placed in her name on July 28, 2003. PGW continued to bill Jeanelle, and a lien was placed on the property on August 24, 2005 for the past due balance of \$4,264.57. The company also stated in their report that when running Jeanelle's Social Security number, both of your names appear as being used against the number--Jeanelle as the main name and Jeaneen as an alias. The company also states that using the same search shows that Jeaneen M. Lawson has lived at this premise and this premise only—meaning that she benefited from the service that was in her daughter's name. PGW states that Jeaneen Lawson has been the owner since October 29, 1998.

Below is additional information regarding PGW's position on this complaint:

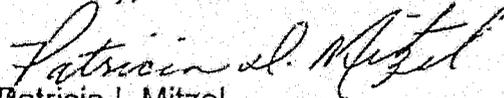
It is PGW's position that in order to remove the lien from the premise; Jeaneen M. Lawson (owner of premise) needs to show valid proof of residency showing that she did not live here during time that debt accrued. PGW must also be provided with proper documentation that the premise was legally leased to Jeanelle Lawson by way of Rental License and a valid lease. If these documents are not provided, the amount will remain liened against the premise. In order to then have this lien satisfied and removed from the premise, the full amount due must be paid in full. If the documents are presented, PGW will vacate the lien and place a Judgment personally against Jeanelle Lawson. Since her account is now closed, no payment arrangement is available. She will have

February 1, 2007

to pay off the balance in full or she can make payments against the account, but knowing that it may still be given to an outside Collection Agency where it may affect her credit score.

As I mentioned in our conversation, you must file a formal complaint with the PUC if you are further disputing this lien. I have enclosed formal complaint forms for your use. Please call me at 1-800-782-1110 if you need additional information.

Sincerely,



Patricia I. Mitzel
Utility Complaints Investigator
Bureau of Consumer Services

Enclosures

cc: PGW



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

IN REPLY PLEASE
REFER TO OUR FILE

DATE SERVED: MARCH 27, 2007

C-20077466

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

**DOCUMENT
FOLDER**

Dear Mr. Farinas:

A complaint has been filed against you before the Pennsylvania Public Utility Commission by JEANEEN & JEANELLE LAWSON. 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.

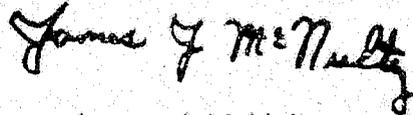
Detailed instructions on how to proceed are contained in the attached pages. You are advised to read them carefully.

MARCH 27, 2007

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,

A handwritten signature in black ink that reads "James J. McNulty". The signature is written in a cursive style with a large initial "J" and a stylized "M".

James J. McNulty
Secretary

SS

BEFORE THE PENNSYLVANIA PUBLIC UTILITY COMMISSION

DATE SERVED: MARCH 27, 2007

JEANEEN & JEANELLE LAWSON
Complainant

v.

PHILADELPHIA GAS WORKS
Respondent

Complaint Docket
No: C-20077466

DOCKETED
MAR 27 2007

FORMAL COMPLAINT NOTICE TO RESPONDENT TO ANSWER OR SATISFY

**DOCUMENT
FOLDER**

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 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).

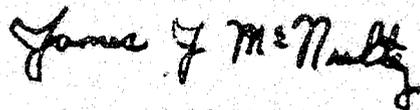
2. If you fail to either satisfy this complaint or to file answer or other responsive pleading within twenty (20) days, you will be deemed to have admitted all the allegations in this complaint in accordance with Section 5.61 of the Commission's Rules of Administrative Practice and Procedure, 52 Pa. 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



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

April 13, 2007

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

ORIGINAL

RE: Jeaneen & Jeanelle Lawson vs. PGW, Docket No. C-20077466

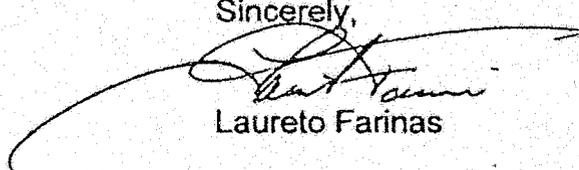
Dear Secretary McNulty:

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 their are satisfied with the resolution of this complaint.

By copy of this letter, I am notifying the Complainant of their 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**

DOCKETED
APR 17 2007

cc: Jeaneen & Jeanelle Lawson
Anne Marie Cromley

RECEIVED

APR 13 2007

PA PUBLIC UTILITY COMMISSION
SECRETARY'S OFFICE

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COMMONWEALTH OF PENNSYLVANIA
PUBLIC UTILITY COMMISSION

DATE: April 17, 2007
SUBJECT: C-20077466
Jeaneen & Jeanelle Lawson v. Philadelphia Gas Works
TO: Wanda Zeiders
Docket Management
FROM: Janean Spiegel, ALJ Support Staff
Office of Administrative Law Judge

DOCUMENT
FOLDER

On April 13, 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: (None Assigned)
Beth Plantz
Case File

DOCKETED
APR 20 2007

BTL



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

IN REPLY PLEASE
REFER TO OUR FILE

May 14, 2007

C-20077466

JEANEEN & JEANELLE LAWSON
214 W DUVAL STREET
PHILADELPHIA PA 19144

JEANEEN & JEANELLE LAWSON
v.
PHILADELPHIA GAS WORKS

DOCKETED
MAY 11 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

nvl

**DOCUMENT
FOLDER**