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BEFORE THE  
PENNSYLVANIA PUBLIC UTILITY COMMISSION PLEASE DOCKET

CHARLES KING

v.

PHILADELPHIA GAS WORKS

F-01012835

DOCKETED  
AUG 12 2003

INTERIM ORDER  
SETTING RESOLUTION CONFERENCE

On or about May 5, 2003, Charles King ("Complainant") filed a complaint against Philadelphia Gas Works ("Respondent"), at the above-captioned Docket Number. On or about July 24, 2003, 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 August 12, 2003, to set a time, date and place for Respondent and Complainant to hold a conference about resolving the case. The conference must take place no later than August 26, 2003, 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, make a decision, or represent any party. 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 have a hearing. A hearing is a formal process where a Commission administrative law judge will review the case and make a 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  
(717) 783-5413  
Email: bbigelow@state.pa.us

Date: July 29, 2003

  
\_\_\_\_\_  
ROBERT A. CHRISTIANSON  
Chief Administrative Law Judge

#387236

COMMONWEALTH OF PENNSYLVANIA  
PUBLIC UTILITY COMMISSION

**DOCKETED**

NOV 14 2003

DATE: November 12, 2003

SUBJECT: Charles King v. Philadelphia Gas Works; F-01012835

TO: Commission Document Folder

FROM: Bruce Bigelow  
Mediator

**DOCUMENT**

The above-captioned case is still undergoing mediation-process review and progress reports are being made.

pc: OALJ file

Philadelphia Gas Works



800 West Montgomery Avenue, Philadelphia, PA 19122

Laureto A. Farinas, Senior Attorney  
Legal Department

Direct Dial: 215-684-6982

FAX: 215-684-6798

E-mail: laureto.farinas@pgworks.com

February 20, 2004

ORIGINAL

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

Re: Charles King v PGW, Docket No. Docket No. F - 01012835

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 Complainants, Customer of Record, Miriam Hall and Charles King acknowledge that the Complaint has been satisfied. PGW and the Complainants have discussed the Complainants' concerns with their account and reached a settlement. With this discussion and settlement, the Complainants have indicated that they are 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,

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cc: Miriam Hall  
Charles King  
Bruce Bigelow  
Zayda Santiago

DOCKETED  
MAR 5 2004

RECEIVED

RJP

FEB 20 2004

PA PUBLIC UTILITY COMMISSION  
SECRETARY'S BUREAU

79

COMMONWEALTH OF PENNSYLVANIA  
PUBLIC UTILITY COMMISSION

DATE: February 27, 2004  
SUBJECT: F-01012835  
Charles King v. Philadelphia Gas Works  
TO: Wanda Zeiders  
Docket Management  
FROM: Ann M. Humes, Mediation Assistant  
Office of Administrative Law Judge

On February 23, 2004, 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)  
Bruce Bigelow  
Beth Plantz  
Case File

**DOCKETED**  
MAR 05 2004

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