

BEFORE THE  
PENNSYLVANIA PUBLIC UTILITY COMMISSION

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2005 OCT 20 AM 10:25  
P.A.P.U.C.  
SECRETARY'S BUREAU

DARLENE G. SERVANCE :

v. :

PHILADELPHIA GAS WORKS :

F-01632134

DOCUMENT  
FOLDER

INTERIM ORDER  
SETTING RESOLUTION CONFERENCE

On or about June 27, 2005, Darlene G. Servance ("Complainant") filed a complaint against Philadelphia Gas Works ("Respondent"), at the above-captioned docket number. On or about October 7, 2005, 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 November 2, 2005, 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 November 16, 2005, unless this is not possible.

Within ten (10) days following the conference, Respondent shall file a short report with Herbert R. Nurick ("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.

**DOCKETED** RJP  
OCT 20 2005

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 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.

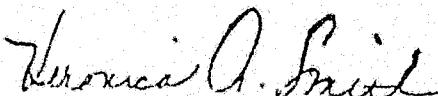
If it is not possible to have the conference by the date set for that purpose, Respondent shall file a report with the Mediator, on or before ten (10) days following the conference due date, giving the reason(s) why the due date could not be met.

In either situation, Respondent must file a report 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:

Herbert R. Nurick  
P. O. Box 3265  
Harrisburg, PA 17105-3265  
(717) 783-5428  
Email: hnurick@state.pa.us

Date: October 19, 2005



VERONICA A. SMITH  
Chief Administrative Law Judge

COMMONWEALTH OF PENNSYLVANIA  
PUBLIC UTILITY COMMISSION

PLEASE DOCKET

DOCUMENT  
FOLDER

DATE November 29, 2005  
SUBJECT: Darlene G. Servance v. Philadelphia Gas Works  
F-01632134  
TO: Commission Document Folder  
FROM: Herbert R. Nurick *HAN*  
Mediator

**DOCKETED**  
JAN 6 - 2006

Pursuant to Chief Administrative Law Judge Smith's Interim Order, dated October 19, 2005, a report has been submitted to the Mediation Unit.

Please include this memo in the official Commission document folder.

pc OALJ File  
Herbert R. Nurick, Mediator  
Beth Plantz  
Docketing



COMMONWEALTH OF PENNSYLVANIA  
PENNSYLVANIA PUBLIC UTILITY COMMISSION  
Office of Administrative Law Judge  
P.O. BOX 3265, HARRISBURG, PA 17105-3265  
December 9, 2005

IN REPLY PLEASE  
REFER TO OUR FILE

In Re: F-01632134

(SEE ATTACHED LIST)

Darlene G. Servance v. Philadelphia Gas Works

**DOCKETED**  
DEC 28 2005

Billing Dispute

Hearing Notice

**DOCUMENT  
FOLDER**

This is to inform you that your case is scheduled for hearing at 1:30 p.m. in Hearing Room 1 in the Philadelphia State Office Building. Your case is one of several cases that have been scheduled at this time in Hearing Room 1. You must be available in the hearing room when your case is called by the presiding Administrative Law Judge. You should arrive at the Hearing Room no later than 1:15 p.m. and wait in the Hearing Room until the presiding Administrative Law Judge calls your case. Your case might not be the first one to be called and you should be prepared to stay in the hearing room all afternoon, if necessary. If you are not present and prepared to go forward with your case when it is called, your case will be dismissed by the Administrative Law Judge.

Type: Initial Hearing  
Date: Wednesday, February 22, 2006  
Time: 1:30 p.m.  
Location: Hearing Room 1  
State Office Building  
Broad & Spring Garden Streets  
Philadelphia, PA

Presiding: Administrative Law Judge Marlane R. Chestnut  
1302 Philadelphia State Office Building  
1400 West Spring Garden Street  
Philadelphia, PA 19130  
Telephone: 215.560.2105  
Fax: 215.560.3133

Attention: You must be available in the hearing room when your case is called by the presiding Administrative Law Judge. If you are not present and prepared to go forward with your case when it is called, your case will be dismissed by the Administrative Law Judge.

If you intend to file exhibits, bring 4 copies with you to the hearing.

Individuals may represent themselves or be represented by an attorney. Individuals representing themselves do not need to be represented by an attorney. If you have an attorney representing you, your attorney should file a Notice of Appearance before the scheduled hearing date.

If you are a person with a disability, and you wish to attend the hearing, we may be able to make arrangements for your special needs. Please call the scheduling office at the Public Utility Commission at least (2) two business days prior to your hearing:

- Scheduling Office: (717) 787-1399.
- AT&T Relay Service number for persons who are deaf or hearing-impaired: 1-800-654-5988.

pc: Judge Chestnut  
Cherie Pyle, Scheduling Officer  
Beth Plantz  
Docket Section  
Calendar File