

CAPTION SHEET

CASE MANAGEMENT SYSTEM

- 1. REPORT DATE: 00/00/00
- 2. BUREAU: ALJ
- 3. SECTION(S):
- 5. APPROVED BY: DIRECTOR: SUPERVISOR:
- 6. PERSON IN CHARGE:
- 8. DOCKET NO: C-20067113
- 4. PUBLIC MEETING DATE: 00/00/00
- 7. DATE FILED: 11/20/06
- 9. EFFECTIVE DATE: 00/00/00

PARTY/COMPLAINANT: BURNO, EDDIESTEEN

RESPONDENT/APPLICANT: PHILADELPHIA GAS WORKS

COMP/APP COUNTY:

UTILITY CODE: 125042

ALLEGATION OR SUBJECT

COMPLAINANT STATES THERE ARE INCORRECT CHARGES ON THEIR BILL.

DOCUMENT
FOLDER

DOCKETED
NOV 28 2006

ORIGINAL

PENNSYLVANIA PUBLIC UTILITY COMMISSION

Formal Complaint Form

C-2006-7113

NOV 20 AM 10:45
SECRETARY'S OFFICE

Please print or type.

1. CUSTOMER NAME (COMPLAINANT)

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

Name Eddiester Burns

Street/P.O. Box 2815 N. 28th St Apt # _____

City Phila State PA Zip 19132

County _____

Area Code/HOME Phone 215-223-7676

Area Code/WORK Phone X

Utility Account Number #0825386610
(from your bill)

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

STEAM HEAT

GAS

WASTE WATER

WATER

MOTOR CARRIER

(taxi, moving company, limousine)

TELEPHONE

(local, long distance)

28

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.

Read Attachment

5. RELIEF

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

I want a refund

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

NA

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

NA

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 Eddiesteen Burno, 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).

Eddiesteen Burno
(Signature)

10/29/06
(Date)

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
--	--

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.

October 27, 2006

Pennsylvania Public Utility commission
P.O. BOX 3265,
Harrisburg, PA 17105-3265
Attn. Pat Metzler
Re: PGW-Account No.0825386610

Dear Sirs/Madam;

In response to the formal complaint form:

I Eddiesteen Burno who resides at 2815 North 28th St. Phila., PA 19132 I went to the PGW office and requested a total of the gas bill I learned that PGW had posted a lien against my house for approx. \$4,469.39 I secured a finance co. to pay this amount and all of the liens that were against the property.

In the closing of the loan the lenders called PGW to finalize the money to be sent to clear the lien and the representative told them that I owed the company over two thousand dollars from a previous bill, over four years old I was told my the lenders that they had to give the gas co. \$7,452.52 in order to clear the lien.

Again, PGW previously stated that I owed \$4,469.39 which included the current charges. I am requesting a refund ASAP over the amount of the lien, the balance of \$2,983.13.

I am not able to do the home improvements because of this unjustified amount taxed to me without just cause. I request your help in resolving this matter.

Thank you in advance for your timely response.

Respectfully,

Eddiesteen Burno

Eddiesteen Burno
2815 North 28th St.
Philadelphia PA 19132

(Total pages) - (4)



EDDIESTEEN BORNO
2815 N 28TH ST
PHILADELPHIA PA 19132-2512

Billing Date: 08/28/06
Account Number: 0825386610

Account Summary

Previous Balance	Payments Received	Balance Brought Forward	Repairs and Adjustments	Current Charges	Account Balance
\$4,625.35	\$100.00	\$4,525.35	\$152.41 CR	\$96.40	\$4,469.34

Current Basic Charges

SA ID# 557500794, 2815 N 28TH ST
Rate Class: General Service Residential

Supply Charges		\$26.86
Commodity Charge 23 Ccf @ \$1.16786.....		\$26.86
Total Supply Charges.....		
Delivery Charges		\$12.00
Customer Charge @ \$12.00.....		\$16.19
Distribution Charge 23 Ccf @ \$0.70403.....		\$0.97 CR
Gas Cost Adjustment @ -\$0.04228 for 29 Days.....		\$27.22
Total Delivery Charges.....		\$42.32
CRP Reverse Discount.....		\$96.40
Total Current Billing Charges.....		

Adjustment Detail

Adjustments for SA ID # 2945416897	\$152.41 CR
CRP Forgiveness Amt.....	\$152.41 CR
Total Adjustments.....	

CRP Information

Agreement Type:
10.00% OF INCOME
CRP Agreement Status:
ACTIVE

Payments are current.

Basic Charges:	CRP Budget Amount:	\$96.40
	Monthly Arrears Co-Pay Charges:	\$3.00
	Current CRP Basic Charges:	\$99.40
	Past Due CRP Basic Charges:	\$0.00
	Total Basic Charges:	\$99.40
Non-Basic Charges:	Current Non-Basic Charges:	\$0.00
	Past Due Non-Basic Charges:	\$0.00
	Total Non-Basic Charges:	\$0.00
Total CRP Charges:		\$99.40

Meter Detail

Meter #: 1580313

Service Point: 9972527793

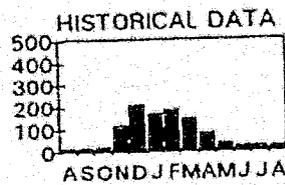
Next Meter Read: Sep 26, 2006

From			To			Difference	Usage (Ccf)	Conversion Factor	Total Therms
Date	Reading	Type	Date	Reading	Type				
07/27/2006	3782	Actual	08/25/2006	3805	Actual	23	23.00	1.037	23.85

Energy Usage Information

SA ID# 557500794, 2815 N 28TH ST
COMPARATIVE GAS USAGE THIS MONTH

	This Year	Last Year
Avg Daily Usage (Ccf)	1.0	1.0
Billing Days	29	30
Avg Daily Cost	\$3.32	\$1.30



LAST 12 MONTHS
Total Ccf 1095.00
Avg Ccf 91.25

■ Actual
□ Estimated



Philadelphia Gas Works

Residential Credit Statement

Date: 09/21/2006

Account Number: 000825386618

Name: EDDIESTEEN BURNO

Service Address: 2815 N 28TH ST

After reviewing your application for service, PGW is unable to provide you with gas service because you have failed to satisfy one or more of the following conditions:

- To pay or enter into an appropriate agreement - to pay an outstanding debt of \$ _____ to PGW and/or pay a deposit of \$ _____ and/or a reconnection charge of \$ _____
- To provide satisfactory personal identification by showing at least two of the following: a government issued picture ID, Social Security card, driver's license, medical assistance card, Public Welfare card, or similar items.
- To provide documentation showing ownership, tenancy or residency at the service address.
- Satisfy PGW's credit standards.

In order to establish your account you must do the following:

- Pay the outstanding balance or a portion thereof in the amount of \$ _____ + deposit of \$ _____ + reconnection fees of \$ _____ and, if applicable, make arrangements to pay the outstanding balance.
- Pay a cash deposit of \$ _____ which you can pay in the following installments, 50% or \$ _____ immediately to establish service then 25% or \$ _____ at the end of 30 days and 25% or \$ _____ at the end of 60 days.
- Provide positive identification with at least two of the following: a government issued picture ID, driver's license, welfare card, medical assistance card or social security card.
- Provide proof of residency for this premise.
- Satisfy the credit standards by providing:
 - (1) Information showing you have been a customer for a similar utility service within the last 24 months.
 - (2) Information showing you are a good credit risk, a letter from another creditor or a bank reference.

Confirmation of Payment

- Provide a third party sponsor who is a current PGW customer in good standings and who is willing to guarantee a payment of \$ _____

Remarks: CUSTOMER HAS PAYMENT OF \$4,469.39 CREDITED TO BILL AS OF 9/15/2006. SHE NOW HAS A CREDIT OF \$.05

Representative B.B.HOLLIS
Customer Service Center NORTH PHILA

0857

Applicant has the right to dispute PGW's denial of application by contacting the Public Utility Commission's Bureau of Consumer Services at 1.800.782.1110.



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

IN REPLY PLEASE
REFER TO OUR FILE

DATE SERVED: NOVEMBER 29, 2006

C-20067113

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 EDDIESTEEN BURNO. 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.

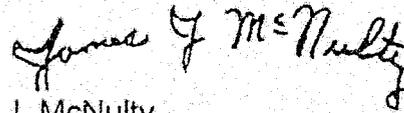
Detailed instructions on how to proceed are contained in the attached pages. You are advised to read them carefully.

NOVEMBER 29, 2006

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 cursive script that reads "James J. McNulty". The signature is written in black ink and is positioned above the typed name.

James J. McNulty
Secretary

jih

BEFORE THE PENNSYLVANIA PUBLIC UTILITY COMMISSION

DATE SERVED: NOVEMBER 29, 2006

EDDIESTEEN BURNO
Complainant

v.

PHILADELPHIA GAS WORKS
Respondent

Complaint Docket
No: C-20067113

DOCUMENT
FOLDER
DOCKETED
NOV 28 2006

FORMAL COMPLAINT NOTICE TO RESPONDENT TO ANSWER OR SATISFY

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).

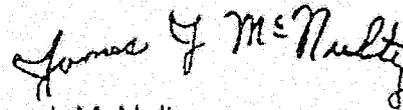
2. If you fail to either satisfy this complaint or to file answer or other responsive pleading within twenty (20) days, you will be deemed to have admitted all the allegations in this complaint in accordance with Section 5.61 of the Commission's Rules of Administrative Practice and Procedure, 52 Pa.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

Philadelphia Gas Works
800 West Montgomery Avenue, Philadelphia, PA 19122



Mary M. Chan, Paralegal
Legal Department
Direct Dial: (215) 684-6530
Fax: (215) 684-6798
E-mail: mary.chan@pgworks.com

December 19, 2006

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

ORIGINAL

RE: Eddiesteen Burno vs PGW, Docket No. C-20067113

Dear Secretary McNulty:

Pursuant to 52 Pa. Code §5.61, the Philadelphia Gas Works ("PGW") hereby files the original and three (3) copies of its Answer to the Complaint in the above captioned matter.

If additional information is required, please do not hesitate to contact the undersigned. Thank you for your assistance in this matter.

Sincerely,

A handwritten signature in black ink, appearing to read "M Chan", is written over the typed name "Mary M. Chan".

Mary M. Chan

**DOCUMENT
FOLDER**

Enclosure

cc: Eddiesteen Burno
Anne Marie Cromley

RECEIVED

DEC 19 2006

PA PUBLIC UTILITY COMMISSION
SECRETARY'S BUREAU

34

By way of further answer, the Complainant requested gas service at the Service Address from August 30, 1995 through December 6, 1999. The final balance owed as of December 6, 1999 is in the amount of \$2,827.17. This amount went into "write off" status.

The Complainant's mother requested gas service from December 6, 1999 through January 27, 2003.

On January 27, 2003, the Complainant requested gas service to be placed into the Complainant's name and assumed the responsibility of the Complainant's mother's gas bill.

In August 2006, payment was received in the amount of \$7,296.51, which satisfied the lien and the "write off" amount.

By way of further answer, the Bureau of Consumer Service (BCS) decision dated September 12, 2006, which is attached hereto as Exhibit "A," ordered the Complainant to file this Formal Complaint. The BCS did not address the "write off" amount as the dispute is over 4 years.

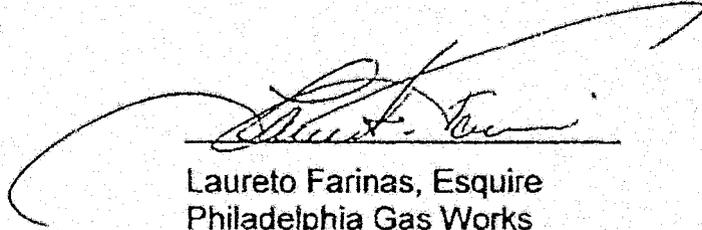
The remaining averment in Paragraph 4 of this Complaint is request for relief to which no response is required. PGW therefore denies the remaining averment in this paragraph.

5. Denied. The averment in Paragraph 5 of the Complaint is a request for relief to which no response is required. PGW therefore denies the averments in this paragraph.
6. Admitted.
7. Admitted.

Wherefore, PGW respectfully requests that this Commission find against the Complainant, and affirm the decision of the BCS in this matter.

Respectfully submitted,

December 19, 2006



Laureto Farinas, Esquire
Philadelphia Gas Works
800 W. Montgomery Avenue
Philadelphia, PA 19122
(215) 684-6982

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DEC 19 2006

PA PUBLIC UTILITY COMMISSION
SECRETARY'S BUREAU

EXHIBIT A

RECEIVED

DEC 19 2006

PA PUBLIC UTILITY COMMISSION
SECRETARY'S BUREAU

-.<Case>

<CaseNbr>2135216</CaseNbr>

<CompanyName>PGW (PHILA. GAS WORKS (NGDC)</CompanyName>

<CompanyCode>0766</CompanyCode>

<CompanyType>GAS TRANSPORTER</CompanyType>

- <Customer>

<CustomerFirstName>EDDIESTEEN</CustomerFirstName>

<CustomerLastName>BURNO</CustomerLastName>

<AccountNumber>0825386610</AccountNumber>

- <CustomerServAddress>

<ServAddress1>2815 N 28TH ST</ServAddress1>

<ServCity>PHILADELPHIA</ServCity>

<ServState>PA</ServState>

<ServZip5>19132</ServZip5>

</CustomerServAddress>

</Customer>

<DecisionIssue>N</DecisionIssue>

<Violation>NO</Violation>

<TotalBalance>4469.34</TotalBalance>

<DateClosed>2006-09-12</DateClosed>

<Resolution>SENT CLOSING LETTER WITH FORMAL COMPLAINT FORMS. THE CUSTOMER HAS A COMPLAINT INVOLVING A LIEN. A FORMAL COMPLAINT MUST BE FILED AS THIS ISSUE CANNOT BE RESOLVED AT THE INFORMAL LEVEL. ANOTHER PORTION OF CUSTOMER'S COMPLAINT ABOUT A \$2,827.17 BALANCE FROM 1995 TO 1999 WILL NOT BE ADDRESSED BY THE PUC AS THE DISPUTE IS OVER 4 YEARS.</Resolution>

<BalanceDate />

- <OtherInfo>

<BCSInvestigatorFName>PAT</BCSInvestigatorFName>

<BCSInvestigatorLName>MITZEL</BCSInvestigatorLName>

<NbrOfTimeSend>1</NbrOfTimeSend>

<NbrOfTimeFaxed>0</NbrOfTimeFaxed>

<PUCFax FaxAreaCode="717">7876641</PUCFax>

</OtherInfo>

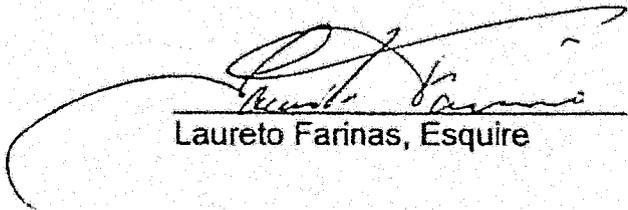
</Case>

</Cases>

VERIFICATION

I, Laureto Farinas, hereby declare that I am counsel for the Philadelphia Gas Works. I am authorized to make this verification on its behalf. The facts set forth in the foregoing Answer are true and correct to the best of my knowledge, information and belief. I expect to be able to prove these facts at a hearing held in this matter. This verification is made subject to the penalties of 18. Pa. C.S. §4904, concerning false statements to authorities.

Dated: December 19, 2006


Laureto Farinas, Esquire

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DEC 19 2006

PA PUBLIC UTILITY COMMISSION
SECRETARY'S BUREAU

CERTIFICATE OF SERVICE

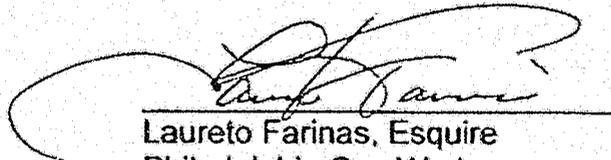
I HEREBY CERTIFY THAT I HAVE THIS DAY SERVED A TRUE COPY OF THE FOREGOING DOCUMENT UPON THE PARTICIPANTS LISTED BELOW, IN ACCORDANCE WITH THE REQUIREMENTS OF 52 PA CODE §1.54 (RELATING TO SERVICE BY A PARTICIPANT).

Service List:

For Complainant:

Eddiesteen Burno
2815 N. 28th Street
Philadelphia, PA 19132

Dated: December 19, 2006



Laureto Farinas, Esquire
Philadelphia Gas Works
800 W. Montgomery Avenue
Philadelphia, PA 19122
(215) 684-6982

RECEIVED

DEC 19 2006

PA PUBLIC UTILITY COMMISSION
SECRETARY'S BUREAU



COMMONWEALTH OF PENNSYLVANIA
PENNSYLVANIA PUBLIC UTILITY COMMISSION
Office of Administrative Law Judge
P.O. BOX 3265, HARRISBURG, PA 17105-3265
December 27, 2006

IN REPLY PLEASE
REFER TO OUR FILE

In Re: C-20067113

(SEE ATTACHED LIST)

Eddiesteen Burno v. Philadelphia Gas Works

Billing dispute.

Telephone Hearing Notice

This is to inform you that a hearing by telephone on the above-captioned case will be held as follows:

Type: Initial Telephonic Hearing
Date: Wednesday, January 31, 2007
Time: 2:00 p.m.
Presiding: Administrative Law Judge Charles E. Rainey, Jr.
1302 Philadelphia State Office Building
1400 West Spring Garden Street
Philadelphia, PA 19130
Telephone: 215.560.2105
Fax: 215.560.3133

BTL

If you have not provided a current telephone number where you can be reached for participation in the hearing OR YOUR AREA CODE HAS CHANGED, then you must contact the presiding officer at least 7 days before the actual hearing and provide the necessary information.

DOCUMENT
FOLDER

DOCKETED
JAN 3 - 2007

At the above date and time, the Presiding Officer will contact the parties as follows:

Eddiesteen Burno	215.223.7676
Laureto A. Farinas, Esquire	215.684.6892

If you have any hearing exhibits to which you will refer during the hearing, 3 copies must be sent to the Administrative Law Judge and 1 copy each must be sent to every other party. All copies must be received at least 5 days before the hearing.

Attention: You may lose the case if you do not take part in this hearing and present facts on the issues raised.

Except for those individuals representing themselves, the Commission's rules require that all parties have an attorney; therefore, you should have an attorney of your choice file an entry of appearance before the scheduled hearing.

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 Rainey
Dawn Reitenbach
Beth Plantz
Docket Section
Calendar File