

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: 11/08/06
8. DOCKET NO: C-20067083	:	9. EFFECTIVE DATE: 00/00/00

PARTY/COMPLAINANT: HOQUE, MOHAMMED

RESPONDENT/APPLICANT: PHILADELPHIA GAS WORKS

COMP/APP COUNTY: PHILADELPHIA

UTILITY CODE: 125042

ALLEGATION OR SUBJECT

COMPLAINANT STATES THAT THERE ARE INCORRECT CHARGES ON HIS BILL.

**DOCKETED**

NOV 17 2006

PENNSYLVANIA PUBLIC UTILITY COMMISSION

RECEIVED

Formal Complaint Form

NOV 08 2006

Please print or type.

C-20067083

PA PUBLIC UTILITY COMMISSION  
SECRETARY'S BUREAU

1. CUSTOMER NAME (COMPLAINANT)

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

Name MOHAMMED HOQUE

Street/P.O. Box 2949 N. 22ND. ST Apt # 1st FLR.

City PHILADELPHIA State PA Zip 19132

County USA

Area Code/HOME Phone 215 885 6631

Area Code/WORK Phone 215 228 8602

Utility Account Number PGW Ac 0019190400  
(from your bill)

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

Name N/A

Street/P.O. Box N/A

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  
(local, long distance)

STEAM HEAT

WASTE WATER

MOTOR CARRIER

(taxi, moving company, limousine)

OR

DOCKET #

NOV 17 2006

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. ~~see~~
- 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.

I DON'T KNOW ANY THING ABOUT THIS BILL. IF AS A WONNER OF THE PROPERTY. I HAVE NO MONY RELIEF THIS TYPE OF BILL.

5.

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

(We) I NEED GAS SERVICE ON THIS NOVEMBER 2006 FOR BUSINESS PLEASE HEATING. We <sup>OPEN</sup> A NEW BUSINESS ~~OPEN~~ NOW. PLEASE, GIVE ME CREDIT OF UNKNOWN BILL ~~OF~~ AMOUNT OF \$1,824.79 THANK YOU FOR YOUR FARE. ~~AND~~

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?

N/A

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 MOHAMMED HOQUE, 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).

Mohammed Hoque  
(Signature)

11/7/06  
(Date)



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 17, 2006

C-20067083

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

Dear Mr. Farinas:

A complaint has been filed against you before the Pennsylvania Public Utility Commission by MOHAMMED HOQUE. 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.

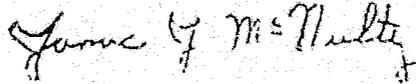
Detailed instructions on how to proceed are contained in the attached pages. You are advised to read them carefully.

November 17, 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,



James J. McNulty  
Secretary

ddi

BEFORE THE PENNSYLVANIA PUBLIC UTILITY COMMISSION

DATE SERVED: November 17, 2006

MOHAMMED HOQUE  
Complainant

v.

PHILADELPHIA GAS WORKS  
Respondent

Complaint Docket  
No: C-20067083

DOCKETED

NOV 17 2006

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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).

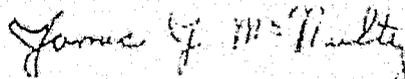
2. If you fail to either satisfy this complaint or to file answer or other responsive pleading within twenty (20) days, you will be deemed to have admitted all the allegations in this complaint in accordance with Section 5.61 of the Commission's Rules of Administrative Practice and Procedure, 52 Pa. 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) 684-6830  
Fax: (215) 684-6798  
E-mail: [mary.chan@pgworks.com](mailto:mary.chan@pgworks.com)

December 6, 2006

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

E 0 - 11 11

**RE: Mohammed Hoque vs PGW, Docket No. C-20067083**

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,

Mary M. Chan

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

DEC 6 2006

Enclosure

cc: Mohammed Hoque  
Anne Marie Cromley

DOCUMENT  
INDEX

BTL

BEFORE THE  
PENNSYLVANIA PUBLIC UTILITY COMMISSION

Mohammed Hoque

v.

Philadelphia Gas Works

:  
:  
:  
:  
:

Docket No. C-20067083

Answer of the Philadelphia Gas Works

RECEIVED  
DEC 01 2006

Pursuant to 52 Pa. Code §5.61, the Philadelphia Gas Works ("PGW") hereby answers the Complaint filed in the above captioned matter. PGW hereby avers the following:

1. Admitted.
2. Admitted.
3. Admitted.
4. (a) Denied. PGW denies the averment that there are incorrect charges on the Complainant's gas bill.

DOCUMENT  
FOLDER

(b) Admitted in part; denied in part. PGW denies the averment that the Complainant do not know anything about this bill. It is admitted that the Complainant is the owner of the property located at 2949 N. 22<sup>nd</sup> Street, Philadelphia, PA (Service Address). PGW lacks sufficient knowledge to determine the truth of the averment that the Complainant has no money for this bill. PGW therefore denies this averment.

By way of further answer, PGW records show that the gas service at the Service Address was terminated on December 28, 1999. Records indicate that there was usage at the Service Address after September 27, 2004.

ADDITIONAL

On February 14, 2006, PGW visited the Service Address and found gas service on. The gas service was turned on by someone other than PGW and immediately terminated gas service.

By way of further answer, PGW investigation concluded that the Complainant purchased the Service Address as of June 10, 2004.

A bill from September 27, 2004 through February 14, 2006 in the amount of \$1,824.79 was sent to the Complainant.

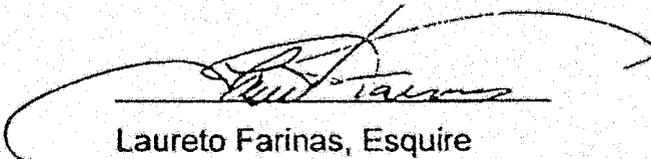
By way of further answer, the Bureau of Consumer Service (BCS) decision dated November 2, 2006, which is attached hereto as Exhibit "A," advised that PGW requests \$1,824.79 plus \$123.23 reconnection charge plus \$300 deposit.

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 6, 2006



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

**EXHIBIT A**

<CaseNbr>2038027 </CaseNbr>  
 <CompanyName>PGW (PHILA. GAS WORKS (NGDC))</CompanyName>  
 <CompanyCode>0766</CompanyCode>  
 <CompanyType>GAS TRANSPORTER</CompanyType>  
 - <Customer>  
   <CustomerFirstName>MOHAMMED</CustomerFirstName>  
   <CustomerLastName>HOQUE</CustomerLastName>  
   <AccountNumber>0019190420</AccountNumber>  
 - <CustomerServAddress>  
   <ServAddress1>2949 N 22ND ST</ServAddress1>  
   <ServCity>PHILADELPHIA</ServCity>  
   <ServState>PA</ServState>  
   <ServZip5>19132</ServZip5>  
   </CustomerServAddress>  
 </Customer>  
 <DecisionIssue>N</DecisionIssue>  
 <OralWritten>O</OralWritten>  
 <Violation>NO</Violation>  
 <TotalBalance>1824.79</TotalBalance>  
 <DateClosed>2006-11-02</DateClosed>  
 <Resolution>CALLED AND SPOKE WITH CUSTOMER AT LENGTH REGARDING DISPUTE. CUST PURCHAED PROPERTY JUNE 2004. AMR IN PROPERTY-- SAME READ UNTIL SEPT 27, 2004. FROM SEPT 27, 2004- MARCH 28, 2005 READS OBTAINED ON AMR---SHOW GAS BEING USED. THEN SAME READ FROM...UNTIL OCT 26, 2005. THEN FROM OCT 26, 2005- FEB 14, 2006 AMR READS OBTAINED SHOW GAS BEING USED. COMMERCIAL ACCOUNT. ADVISED CUST PGW WANTS \$1,824.79 PLUS \$123.23 PLUS \$300= \$2,248.02 TO RESTORE. DEAR MR HOQUE: THIS IS IN REFERENCE TO THE RECENT INFORMAL COMPLAINT YOU FILED WITH THE PENNSYLVANIA PUBLIC UTILITY COMMISSION AGAINST PHILADELPHIA GAS WORKS FOR SERVICE AT 2949 NORTH 22ND ST, PHILADELPHIA, PA. THE BUREAU OF CONSUMER SERVICES HAS BEEN DELEGATED LIMITED AUTHORITY TO HANDLE COMPLAINTS REGARDING COMMERCIAL ACCOUNTS. WE DID FORWARD YOUR COMPLAINT TO PGW WITH A REQUEST THAT IT RECONSIDER THE INFORMATION YOU PRESENTED ON YOUR COMPLAINT AND TO MAKE ANY CHANGES TO YOUR ACCOUNT THAT MAY BE APPROPRIATE BASED ON YOUR COMPLAINT. WE HAVE COMPLETED OUR DISCUSSIONS WITH THE COMPANY, AND THE FOLLOWING TERMS REPRESENT THE FAIREST PAYMENT ARRANGEMENT WE COULD MAKE ON YOUR BEHALF. THAT YOU PURCHASED THE PROPERTY ON JUNE 10, 2004. THAT THERE IS AN AMR METER AT THE PROPERTY AND ACTUAL READS HAVE BEEN OBTAINED. THAT THE METER READINGS SHOW NO GAS USED FROM JUNE 2004- SEPTEMBER 2004. THAT FROM OCTOBER 26, 2004- MARCH 28, 2005 THE METER READINGS REFLECT GAS BEING USED. THAT FROM MARCH 28, 2005- OCTOBER 26, 2005 THE METER READINGS SHOW NO GAS USED. THAT FROM NOVEMBER 28, 2005- FEBRUARY 14, 2006 THE METER READINGS REFLECT GAS BEING USED AT THE PROPERTY. THAT ON FEBRUARY 14, 2006 PGW VISITED THE PROPERTY FOUND THE GAS SERVICE ON AND TURNED IT OFF. THAT ON FEBRUARY 16, 2006 PGW BILLED YOU FOR THE PERIOD OF SEPTEMBER 27, 2004- FEBRUARY 14, 2006 FOR 865 CCFS FOR \$1,824.79. THAT PGW IS REQUESTING \$2,248.02 TO HAVE THE GAS SERVICE TURNED ON. THE \$2,248.02 REPRESENTS THE BALANCE OWING OF \$1,824.79 PLUS \$123.23 RECONNECTION FEE, PLUS \$300.00 SECURITY DEPOSIT. UNFORTUNATELY THERE IS LITTLE MORE I

CAN DO TO ASSIST YOU I THE FURTHER RESOLUTION OF THIS MATTER. IF YOU WISH TO PURSUE THIS MATTER FURTHER, YOU CAN FILE A FORMAL COMPLAINT WITH THE PUBLIC UTILITY COMMISSION. FORMAL COMPLAINT FORMS MAY BE OBTAINED BY WRITING TO THE SECRETARY OF THE COMMISSION AT THE ABOVE ADDRESS, BY CONTACTING BCS AT 1-800-782-1110 OR BY VISITING OUR WEBSITE AT PUC.PAONLINE.COM. PLEASE BE ADVISED THAT FILING A FORMAL COMPLAINT DOES NOT AUTOMATICALLY PROHIBIT THE TERMINATION OF YOUR SERVICE IF THE ABOVE PAYMENT(S) ARE NOT MADE. SINCERELY, MATTHEW HRIVNAK  
BUREAU OF CONSUMER SERVICES ACCOUNT NUMBER □ 0019190420 CC:  
PGW </Resolution>

<BalanceDate />

- <OtherInfo>

<BCSInvestigatorFName>MATTHEW</BCSInvestigatorFName>

<BCSInvestigatorLName>HRIVNAK</BCSInvestigatorLName>

<NbrOfTimeSend>1</NbrOfTimeSend>

<NbrOfTimeFaxed>0</NbrOfTimeFaxed>

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

</OtherInfo>

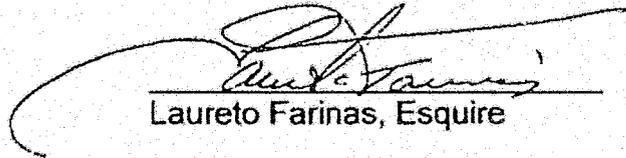
</Case>

- <Case>

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 6, 2006

  
Laureto Farinas, Esquire

CERTIFICATE OF SERVICE

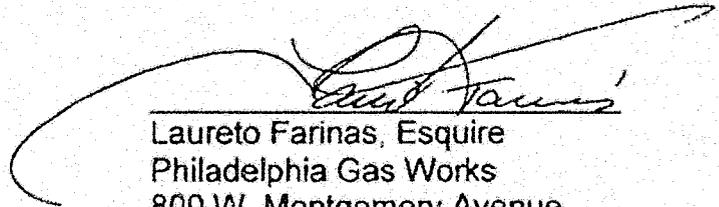
I HEREBY CERTIFY THAT I HAVE THIS DAY SERVED A TRUE COPY  
OF THE FOREGOING DOCUMENT UPON THE PARTICIPANTS LISTED  
BELOW, IN ACCORDANCE WITH THE REQUIREMENTS OF 52 PA CODE  
§1.54 (RELATING TO SERVICE BY A PARTICIPANT).

Service List:

For Complainant:

*Muhammed Hoque*  
2949 N. 22<sup>nd</sup> Street, 1st  
Philadelphia, PA 19132

Dated: December 6, 2006



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

DEC 6 2006

5. ORIGINAL



COMMONWEALTH OF PENNSYLVANIA  
PENNSYLVANIA PUBLIC UTILITY COMMISSION  
Office of Administrative Law Judge  
P.O. BOX 3265, HARRISBURG, PA 17105-3265  
December 14, 2006

IN REPLY PLEASE  
REFER TO OUR FILE

In Re: C-20067083

(SEE ATTACHED LIST)

Mohammed Hoque v. Philadelphia Gas Works

Billing Dispute

Hearing Notice

DOCUMENT  
FOLDER

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

Type: Initial Hearing

Date: Friday, February 2, 2007

Time: 10:00 a.m.

Location: In an available hearing room  
Philadelphia State Office Building  
Broad and Spring Garden Streets  
Philadelphia, PA 19130

Presiding: Administrative Law Judge Ky Van Nguyen  
1302 Philadelphia State Office Building  
1400 West Spring Garden Street  
Philadelphia, PA 19130  
Telephone: 215-560-2105  
Fax: 215-560-3133

**DOCKETED**  
DEC 19 2006

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

If you intend to file exhibits, 2 copies of all hearing exhibits to be presented into evidence must be submitted to the reporter. An additional copy must be furnished to the Presiding Officer. A copy must also be provided to each party of record.

Individuals representing themselves do not need to be represented by an attorney. All others (corporation, partnership, association, trust or governmental agency or subdivision) must be represented by an attorney. An attorney representing you 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 Nguyen  
Stacy Nolan, Scheduling Officer  
Beth Plantz  
Docket Section  
Calendar File