

AA00127.00000 (40/40)

CAPTION SHEET

USE MANAGEMENT SYSTEM

1. REPORT DATE: 00/00/00 :  
 2. BUREAU: ALJ :  
 3. SECTION(S): : 4. PUBLIC MEETING DATE:  
 5. APPROVED BY: : 00/00/00  
 DIRECTOR: :  
 SUPERVISOR: :  
 6. PERSON IN CHARGE: : 7. DATE FILED: 11/20/07  
 8. DOCKET NO: F-02299435 : 9. EFFECTIVE DATE: 00/00/00

PARTY/COMPLAINANT: PARCELLA, KIMBERLY  
 RESPONDENT/APPLICANT: PHILADELPHIA GAS WORKS  
 COMP/APP COUNTY: PHILADELPHIA UTILITY CODE: 125042

ALLEGATION OR SUBJECT

COMPLAINANT STATES THAT THERE ARE INCORRECT CHARGES ON HER BILL.

NOV 30 2007

PHILADELPHIA GAS WORKS

Must be returned by NOVEMBER 20, 2007

PENNSYLVANIA PUBLIC UTILITY COMMISSION

Formal Complaint Form

Please print or type.

F-02299435

1. CUSTOMER NAME (COMPLAINANT)

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

Name Kimberly Parcella

Street/P.O. Box 503 Larkspur St. Apt # \_\_\_\_\_

City Phila State PA Zip 19116

County Philadelphia

Area Code/HOME Phone 215-404-0470

Area Code/WORK Phone 215-884-8820

Utility Account Number 0084183183  
(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 \_\_\_\_\_

ORIGINAL

2. UTILITY NAME (RESPONDENT)

Name of utility company your complaint concerns: Phila. Gas Works

NOV 30 2007

RECEIVED

2007 NOV 20 AM 8:27

RECEIVED

3. TYPE OF UTILITY (check one)

ELECTRIC

STEAM HEAT

GAS

WASTE WATER

WATER

MOTOR CARRIER

(taxi, moving company, limousine)

TELEPHONE  
(local, long distance)

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

On 7/17/2007 P.G.W. changed the gas meter in my house. I was sent a bill for \$2188.<sup>99</sup> that P.G.W. believes is the amount due from 1/31/2007 to 7/30/2007, saying the meter was not working properly. I am enclosing bills that show regular charges for the months. ~~the amount due for the months~~ I realize that a few months only had a charge of \$12.00 however it was only 1 month during winter and 3 month during warmer weather. The cost is approx. \$180 for winter months and \$60 for warmer months.

5. RELIEF

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

Look over the enclosed bills and see that a bill for \$2188.<sup>00</sup> is incorrect. I'm going over everything, it looks like I owe approx. \$500- for the time period in question. (I came up with the amount by seeing that 1/2007 was only billed \$12- and 4/2007 to 7/2007 only billed \$20) 1 @ approx. \$80 plus 4 @ approx \$100 = \$420-

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 Kimberly Parcelle, 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).

Kimberly Parcelle  
(Signature)

11/17/2007  
(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 <sup>nd</sup> 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.**



Telephone 215-787-1288  
Fax Number 215-684-6996

August 24, 2007

KIMBERLY PARCELLA  
563 LARKSPUR ST  
Philadelphia, PA 19116-2819

Re: Account Number 84183183  
563 LARKSPUR ST

Dear Ms. PARCELLA:

Enclosed is your recent bill for service to 7/30/2007. This bill is larger than normal

On 7/17/2007 we visited your premise and changed meter number 1664884. This meter failed to register accurate service from 1/31/2007 to 7/30/2007. As a result, you were under billed for 6 months. We installed new meter equipment which is now operating properly. The enclosed bill covers the period when the previous equipment was not properly billing for service as well as gas used on the new metering equipment.

We understand that paying this bill could be a burden to you. If you need one, we will establish a payment agreement. The agreement will cover at least the same number of months that you were under billed. We will not assess late payment charges on the balance as long as you keep the payment agreement we establish.

Should you have any questions regarding this matter or wish to establish a payment agreement, please contact me at 215-787-1288, Monday through Friday between the hours of 8:00 AM and 4:00 PM.

PGW apologizes for any inconvenience this may cause you. Our goal is to provide the best possible service at the lowest possible price.

Sincerely,

*Anthony Woodbury*  
Dispute Resolution Unit



KIMBERLY PARCELLA  
563 LARKSPUR ST  
PHILA PA 19116-2819

Page: 2 of 3  
Billing Date: 01/02/07  
Account Number: 0084183183

Account Summary	Previous Balance	Payments Received	Balance Brought Forward	Repairs and Adjustments	Current Charges	Account Balance
	\$433.35	\$0.00	\$433.35	\$0.00	\$56.93	\$490.28

**Current Basic Charges**

SA ID# 2122819815, 563 LARKSPUR ST  
Rate Class: General Service Residential

**Supply Charges**

Commodity Charge 0.81 Ccf @ \$1.16786..... \$0.94

Total Supply Charges..... \$0.94

**Delivery Charges**

Customer Charge @ \$12.00..... \$0.39

Distribution Charge 0.81 Ccf @ \$0.70294..... \$0.57

Gas Cost Adjustment @ -\$0.04228 for 1 Days..... \$0.03 CR

Weather Normalization Adjustment..... \$0.03

Total Delivery Charges..... \$0.96

**Supply Charges**

Commodity Charge 0.81 Ccf @ \$1.16786..... \$0.94

Commodity Charge 23.39 Ccf @ \$1.08207..... \$25.30

Total Supply Charges..... \$26.24

**Delivery Charges**

Customer Charge @ \$12.00..... \$11.61

Distribution Charge 0.81 Ccf @ \$0.70294..... \$0.57

Distribution Charge 23.39 Ccf @ \$0.6674..... \$15.61

Gas Cost Adjustment @ -\$0.04228 for 1 Days..... \$0.03 CR

Gas Cost Adjustment @ \$0.00912 for 29 Days..... \$0.21

Weather Normalization Adjustment..... \$0.82

Total Delivery Charges..... \$28.79

Total Current Billing Charges..... \$56.93

**Meter Detail** Meter #: 1664884 Service Point: 9972547673 Next Meter Read: Jan 31, 2007

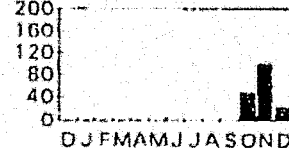
From			To			Difference	Usage (Ccf)	Conversion Factor	Total Yrma
Date	Reading	Type	Date	Reading	Type				
11/28/2006	8249	Actual	12/29/2006	8274	Actual	25	25.00	1.031	25.77

**Energy Usage Information**

SA ID# 2122819815, 563 LARKSPUR ST  
COMPARATIVE GAS USAGE THIS MONTH

	This Year	Last Year
Avg Daily Usage (Ccf)	1.0	0.0
Billing Days	31	0
Avg Daily Cost	\$1.84	\$0.00

**HISTORICAL DATA**



**LAST 12 MONTHS**

Total Ccf 175.00  
Avg Ccf 14.58

■ Actual  
□ Estimated

**Deposit Information**

Current Deposit Amount \$0.00  
Past Due Deposit \$130.00  
Total Deposit Amount \$130.00



KIMBERLY PARCELLA  
563 LARKSPUR ST  
PHILA PA 19146-2819

Page: 2 of 2  
Billing Date: 02/01/07  
Account Number: 0084183183

Account Summary	Previous Balance	Payments Received	Balance Brought Forward	Repairs and Adjustments	Current Charges	Account Balance
	\$490.28	\$0.00	\$490.28	\$0.00	\$12.00	\$502.28

**Current Basic Charges**

SA ID# 2122819815, 563 LARKSPUR ST  
Rate Class: General Service Residential

**Supply Charges**

Commodity Charge 0 Ccf @ \$1.08207	\$0.00
<b>Total Supply Charges</b>	<b>\$0.00</b>
<b>Delivery Charges</b>	
Customer Charge @ \$12.00	\$12.00
Distribution Charge 0 Ccf @ \$0.6674	\$0.00
Gas Cost Adjustment @ \$0.00912 for 33 Days	\$0.00
<b>Total Delivery Charges</b>	<b>\$12.00</b>
<b>Total Current Billing Charges</b>	<b>\$12.00</b>

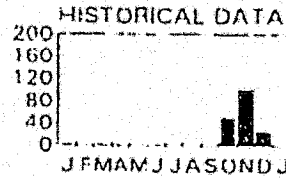
**Meter Detail** Meter #: 1664884 Service Point: 9972547673 Next Meter Read: Mar 01, 2007

From			To			Difference	Usage (Ccf)	Conversion Factor	Total Therms
Date	Reading	Type	Date	Reading	Type				
12/29/2006	8274	Actual	01/31/2007	8274	Actual	0	0.00	1.035	0.00

**Energy Usage Information**

SA ID# 2122819815, 563 LARKSPUR ST  
COMPARATIVE GAS USAGE THIS MONTH

	This Year	Last Year
Avg Daily Usage (Ccf)	0.0	0.0
Billing Days	33	0
Avg Daily Cost	\$0.36	\$0.00



**LAST 12 MONTHS**

Total Ccf 175.00  
Avg Ccf 14.58

Actual  
Estimated

**Deposit Information**

Current Deposit Amount	\$0.00
Past Due Deposit	\$130.00
<b>Total Deposit Amount</b>	<b>\$130.00</b>

Account Summary	Previous Balance	Payments Received	Balance Brought Forward	Repairs and Adjustments	Current Charges	Account Balance
	\$502.28	\$0.00	\$502.28	\$0.00	\$163.37	\$665.65

**Current Basic Charges**

SA ID# 2122819815, 563 LARKSPUR ST  
Rate Class: General Service Residential

**Supply Charges**

Commodity Charge 85.93 Ccf @ \$1.08207	\$92.98
Commodity Charge 3.07 Ccf @ \$1.06668	\$3.27
<b>Total Supply Charges</b>	<b>\$96.25</b>

**Delivery Charges**

Customer Charge @ \$12.00	\$12.00
Distribution Charge 85.93 Ccf @ \$0.6674	\$57.35
Distribution Charge 3.07 Ccf @ \$0.69579	\$2.14
Gas Cost Adjustment @ \$0.00912 for 28 Days	\$0.78
Gas Cost Adjustment @ -\$0.0233 for 1 Days	\$0.07 CR
Weather Normalization Adjustment	\$5.08 CH
<b>Total Delivery Charges</b>	<b>\$67.12</b>
<b>Total Current Billing Charges</b>	<b>\$163.37</b>

**Meter Detail**

Meter # 1664884

Service Point: 9972547673

Next Meter Read: Mar 29, 2007

From			To			Difference	Usage (Ccf)	Conversion Factor	Total Therms
Date	Reading	Type	Date	Reading	Type				
01/31/2007	8274	Actual	03/01/2007	8363	Actual	89	89.00	1.039	92.06

**Energy Usage Information**

SA ID# 2122819815, 563 LARKSPUR ST  
COMPARATIVE GAS USAGE THIS MONTH

	This Year	Last Year
Avg Daily Usage (Ccf)	3.0	0.0
Billing Days	29	0
Avg Daily Cost	\$5.63	\$0.00

**HISTORICAL DATA**



**LAST 12 MONTHS**

Total Ccf	264.00
Avg Ccf	22.00

■ Actual  
□ Estimated

**Deposit Information**

<b>Current Deposit Amount</b>	\$0.00
<b>Past Due Deposit</b>	\$130.00
<b>Total Deposit Amount</b>	\$130.00



KIMBERLY PARCELLA  
563 LARKSPUR ST  
PHILA PA 19116-2819

Page: 2 of 3  
Billing Date: 03/30/07  
Account Number: 0084183183

Account Summary	Previous Balance	Payments Received	Balance Brought Forward	Repairs and Adjustments	Current Charges	Account Balance
	\$665.65	\$0.00	\$665.65	\$0.00	\$121.75	\$787.40

**Current Basic Charges**

SA ID# 2122819815, 563 LARKSPUR ST  
Rate Class: General Service Residential

**Supply Charges**

Commodity Charge 6.75 Ccf @ \$1.06668..... \$7.20  
Total Supply Charges..... \$7.20

**Delivery Charges**

Customer Charge @ \$12.00..... \$1.29  
Distribution Charge 6.75 Ccf @ \$0.69579..... \$4.70  
Gas Cost Adjustment @ -\$0.0233 for 3 Days..... \$0.16 CR  
Weather Normalization Adjustment..... \$0.02  
Total Delivery Charges..... \$5.85

**Supply Charges**

Commodity Charge 56.25 Ccf @ \$1.06668..... \$60.00  
Total Supply Charges..... \$60.00

**Delivery Charges**

Customer Charge @ \$12.00..... \$10.71  
Distribution Charge 56.25 Ccf @ \$0.69579..... \$39.13  
Gas Cost Adjustment @ -\$0.0233 for 25 Days..... \$1.31 CR  
Weather Normalization Adjustment..... \$0.17  
Total Delivery Charges..... \$48.70

Total Current Billing Charges..... \$121.75

53665 - present used

**Meter Detail** Meter #: 1664884 Service Point: 9972547673 Next Meter Read: Apr 30, 2007

From			To			Difference	Usage (Ccf)	Conversion Factor	Total Therms
Date	Reading	Type	Date	Reading	Type				
03/01/2007	8363	Actual	03/29/2007	8426	Actual	63	63.00	1.035	65.10

**Energy Usage Information**

SA ID# 2122819815, 563 LARKSPUR ST  
COMPARATIVE GAS USAGE THIS MONTH

	This Year	Last Year
Avg Daily Usage (Ccf)	2.0	0.0
Billing Days	28	0
Avg Daily Cost	\$4.35	\$0.00

**HISTORICAL DATA**



**LAST 12 MONTHS**

Total Ccf 327.00  
Avg Ccf 27.25

■ Actual  
□ Estimated

**Deposit Information**

Current Deposit Amount \$0.00  
Past Due Deposit \$130.00  
Total Deposit Amount \$130.00

**Message Center**

Broken Negotiated Payment Arrangement



KIMBERLY PARCELLA  
563 LARKSPUR ST  
PHILA PA 19116-2819

Page: 2 of 3  
Billing Date: 05/01/07  
Account Number: 0084183183

Account Summary	Previous Balance	Payments Received	Balance Brought Forward	Repairs and Adjustments	Current Charges	Account Balance
	\$787.40	\$200.00	\$587.40	\$0.00	\$12.00	\$599.40

**Current Basic Charges**

SA ID# 2122819815, 563 LARKSPUR ST  
Rate Class: General Service Residential

**Supply Charges**

Commodity Charge 0 Ccf @ \$1.06668 ..... \$0.00  
Total Supply Charges..... \$0.00

**Delivery Charges**

Customer Charge @ \$12.00 ..... \$12.00  
Distribution Charge 0 Ccf @ \$0.69579 ..... \$0.00  
Gas Cost Adjustment @ -\$0.0233 for 32 Days ..... \$0.00  
Total Delivery Charges ..... \$12.00  
Total Current Billing Charges..... \$12.00

**Meter Detail** Meter #: 1664884 Service Point: 9972547673 Next Meter Read: May 30, 2007

From			To			Difference	Usage (Ccf)	Conversion Factor	Total Therms
Date	Reading	Type	Date	Reading	Type				
03/29/2007	8426	Actual	04/30/2007	8426	Actual	0	0.00	1.035	0.00

**Energy Usage Information**

SA ID# 2122819815, 563 LARKSPUR ST  
COMPARATIVE GAS USAGE THIS MONTH

	This Year	Last Year
Avg Daily Usage (Ccf)	0.0	0.0
Billing Days	32	0
Avg Daily Cost	\$0.38	\$0.00

**HISTORICAL DATA**



**LAST 12 MONTHS**

Total Ccf 327.0  
Avg Ccf 27.2

■ Actual  
□ Estimated

**Deposit Information**

Current Deposit Amount \$0.00  
Past Due Deposit \$130.00  
Total Deposit Amount \$130.00

**Budget Billing Information**

Bill # 1

Current Amount \$61.00  
Past Due Amount \$0.00  
Non Basic Charges \$0.00  
TOTAL AMOUNT DUE \$61.00

**Agreement Billing Information**

Current Agreement Charges \$64.00  
Budget Amount \$61.00  
Total Agreement Charges \$125.00  
Past Due Amount \$0.00  
Deposit Amount \$130.00  
Total Amount Due \$255.00



KIMBERLY PARCELLA  
563 LARKSPUR ST  
PHILA PA 19116-2819

Page: 2 of 3  
Billing Date: 05/31/07  
Account Number: 0084183183

Account Summary	Previous Balance	Payments Received	Balance Brought Forward	Repairs and Adjustments	Current Charges	Account Balance
	\$599.40	\$0.00	\$599.40	\$0.00	\$12.00	\$611.40

**Current Basic Charges**

SA ID# 2122819815, 563 LARKSPUR ST  
Rate Class: General Service Residential

**Supply Charges**

Commodity Charge 0 Ccf @ \$1.06668	\$0.00
<b>Total Supply Charges</b>	<b>\$0.00</b>
<b>Delivery Charges</b>	
Customer Charge @ \$12.00	\$12.00
Distribution Charge 0 Ccf @ \$0.69579	\$0.00
Gas Cost Adjustment @ -\$0.0233 for 30 Days	\$0.00
<b>Total Delivery Charges</b>	<b>\$12.00</b>
<b>Total Current Billing Charges</b>	<b>\$12.00</b>

**Meter Detail** Meter #: 1664884 Service Point: 9972547673 Next Meter Read: Jun 28, 2007

From			To			Difference	Usage (Ccf)	Conversion Factor	Total Therms
Date	Reading	Type	Date	Reading	Type				
04/30/2007	8426	Actual	05/30/2007	8426	Actual	0	0.00	1.038	0.0

**Energy Usage Information**

SA ID# 2122819815, 563 LARKSPUR ST  
COMPARATIVE GAS USAGE THIS MONTH

	This Year	Last Year
Avg Daily Usage (Ccf)	0.0	0.0
Billing Days	30	0
Avg Daily Cost	\$0.40	\$0.00

**HISTORICAL DATA**



**LAST 12 MONTHS**

Total Ccf	327.0
Avg Ccf	27.2

■ Actual  
□ Estimated

**Deposit Information**

Current Deposit Amount	\$0.00
Past Due Deposit	\$130.00
<b>Total Deposit Amount</b>	<b>\$130.00</b>

**Budget Billing Information**

Bill # 2

Current Amount	\$61.00
Past Due Amount	\$61.00
Non Basic Charges	\$0.00
<b>TOTAL AMOUNT DUE</b>	<b>\$122.00</b>

**Agreement Billing Information**

Current Agreement Charges	\$64.00
Budget Amount	\$122.00
<b>Total Agreement Charges</b>	<b>\$186.00</b>
Past Due Amount	\$64.00
Deposit Amount	\$130.00
<b>Total Amount Due</b>	<b>\$380.00</b>



KIMBERLY PARCELLA  
563 LARKSPUR ST  
PHILA PA 19116-2819

Page: 2 of 3  
Billing Date: 06/29/07  
Account Number: 0084183183

Account Summary	Previous Balance	Payments Received	Balance Brought Forward	Repairs and Adjustments	Current Charges	Account Balance
	\$611.40	\$0.00	\$611.40	\$0.00	\$12.00	\$623.40

**Current Basic Charges**

SA ID# 2122819815, 563 LARKSPUR ST  
Rate Class: General Service Residential

Supply Charges	---
Commodity Charge 0 Ccf @ \$1.06668	\$0.00
Commodity Charge 0 Ccf @ \$1.14318	\$0.00
<b>Total Supply Charges</b>	<b>\$0.00</b>
Delivery Charges	
Customer Charge @ \$12.00	\$1.66
Distribution Charge 0 Ccf @ \$0.69579	\$0.00
Distribution Charge 0 Ccf @ \$0.6931	\$0.00
Gas Cost Adjustment @ -\$0.0233 for 1 Days	\$0.00
Gas Cost Adjustment @ -\$0.07067 for 3 Days	\$0.00
<b>Total Delivery Charges</b>	<b>\$1.66</b>
Supply Charges	
Commodity Charge 0 Ccf @ \$1.14318	\$0.00
<b>Total Supply Charges</b>	<b>\$0.00</b>
Delivery Charges	
Customer Charge @ \$12.00	\$10.34
Distribution Charge 0 Ccf @ \$0.6931	\$0.00
Gas Cost Adjustment @ -\$0.07067 for 25 Days	\$0.00
<b>Total Delivery Charges</b>	<b>\$10.34</b>
<b>Total Current Billing Charges</b>	<b>\$12.00</b>

**Meter Detail** Meter #: 1664884 Service Point: 9972547673 Next Meter Read: Jul 30, 2007

From			To			Difference	Usage (Ccf)	Conversion Factor	Total Therms
Date	Reading	Type	Date	Reading	Type				
05/30/2007	8428	Actual	06/28/2007	8426	Actual	0	0.00	1.048	0.00

**Energy Usage Information**

SA ID# 2122819815, 563 LARKSPUR ST  
COMPARATIVE GAS USAGE THIS MONTH

	This Year	Last Year
Avg Daily Usage (Ccf)	0.0	0.0
Billing Days	29	0
Avg Daily Cost	\$0.41	\$0.00

**HISTORICAL DATA**



**LAST 12 MONTHS**

Total Ccf	327.00
Avg Ccf	27.25

**Deposit Information**

Current Deposit Amount	\$0.00
Past Due Deposit	\$130.00
<b>Total Deposit Amount</b>	<b>\$130.00</b>



KIMBERLY PARCELLA  
563 LARKSPUR ST  
PHILA PA 19116-2819

Page: 2 of 2  
Billing Date: 07/31/07  
Account Number: 0084183183

Account Summary	Previous Balance	Payments Received	Balance Brought Forward	Repairs and Adjustments	Current Charges	Account Balance
	\$623.40	\$481.40	\$142.00	\$0.00	\$2,188.99	\$2,330.99

**Current Basic Charges**

SA ID# 2122819815, 563 LARKSPUR ST  
Rate Class: General Service Residential

**Supply Charges**

Commodity Charge 1,233 Ccf @ \$1.14318 ..... \$1,409.54  
Total Supply Charges ..... \$1,409.54

**Delivery Charges**

Customer Charge @ \$12.00 ..... \$12.00  
Distribution Charge 1,233 Ccf @ \$0.6931 ..... \$854.59  
Gas Cost Adjustment @ -\$0.07067 for 32 Days ..... \$87.14 CR  
Total Delivery Charges ..... \$779.45  
Total Current Billing Charges ..... \$2,188.99

**Meter Detail**

Your meter was changed on  
Meter #: 1630686

Service Point 9972547673

Next Meter Read Aug 28, 2007

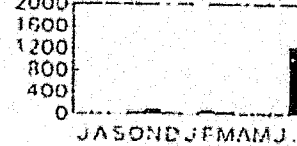
From			To			Difference	Usage (Ccf)	Conversion Factor	Total Therms
Date	Reading	Type	Date	Reading	Type				
07/17/2007	8274	Installed	07/30/2007	8284	Actual	10	10.00	1.037	10.37
08/28/2007	8428	Actual	07/17/2007	9649	Removed	1223	1223.00	1.036	1287.00

**Energy Usage Information**

SA ID# 2122819815, 563 LARKSPUR ST  
COMPARATIVE GAS USAGE THIS MONTH

	This Year	Last Year
Avg Daily Usage (Ccf)	39.0	0.0
Billing Days	32	0
Avg Daily Cost	\$68.41	\$0.00

**HISTORICAL DATA**



**LAST 12 MONTHS**

Total Ccf 1560.00  
Avg Ccf 130.00

Actual (solid bar)  
Estimated (hatched bar)

**Deposit Information**

Current Deposit Amount \$0.00  
Past Due Deposit \$130.00  
Total Deposit Amount \$130.00

**Message Center**

Attention Budget customers: This bill may include your Budget True Up amount. Next month, you will be billed for your scheduled budget amount.

Request for Formal Complaint Forms  
(Notification of Intent to Appeal)

Timely

Notice to Customer:

If you sign and return this form, you are telling the Public Utility Commission that you want to appeal this decision. Do not return this form unless you want to appeal this decision.

If you want to appeal, you must return this form within 20 days of 10/9/2007. The Commission will send you formal complaint forms if you return this form.

You must comply with this decision until the Public Utility Commission completes the formal complaint process. You must make all of the required payments or the utility company may shut off your service.

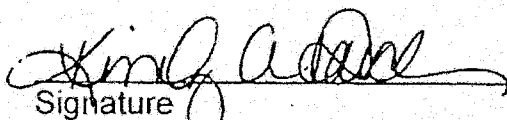
Sincerely,  
Pennsylvania Public Utility Commission

Yes, I want to appeal this decision. Please send formal complaint forms to me at the following address:

Customer name and address:  
(Please correct any mistakes.)

KIMBERLY PARCELLA  
563 LARKSPUR STREET  
PHILADELPHIA, PA 19116

(215) 464-0470  
(Area Code) Telephone Number  
BCS: 2299435  
Company: PHILADELPHIA GAS  
WORKS

  
Signature  
Date of Mailing: 10/9/2007

Mail this completed form to:

Secretary  
Pennsylvania Public Utility Commission  
P. O. Box 3265  
Harrisburg, PA 17105-3265

RECEIVED  
OCT 10 2007  
P.U.C.



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

IN REPLY PLEASE  
REFER TO OUR FILE

October 31, 2007

BCS2299435

KIMBERLY PARCELLA  
563 LARKSPUR STREET  
PHILADELPHIA PA 19116

Dear Sir/Madam:

We have received your request to appeal the decision of the Bureau of Consumer Services.

We have enclosed one complaint form for you to complete. Please read carefully the instructions to help you complete the form.

**\*\* Please make sure you sign the form. We must receive your original signature in order for us to process your complaint. Your form will be returned to you if an original signature is not received.**

Return the form to us on or before NOVEMBER 20, 2007 to the address listed below:

James J. McNulty, Secretary  
Pennsylvania Public Utility Commission  
P.O. Box 3265  
Harrisburg, PA 17105-3265

**While you wait for us to reach a decision on your complaint, you must pay all undisputed bills (ones that are not a part of your complaint). As long as you pay all undisputed bills and return these formal complaint forms to us on time, the company is not permitted to terminate your service.**

**Commission Procedures for Formal Complaints**

- We send a copy of this letter to the company so they know you are appealing the Bureau of Consumer Services' decision;
- We also send the company a copy of your completed formal complaint forms. Once they receive it, they have 20 days to send us an answer to your complaint. The company will send you a copy of their answer.

- Once we receive all the paperwork, we usually will schedule your hearing before an Administrative Law Judge.
- We will notify both you and the company by mail when the hearing date is set.
- If you cannot travel to your hearing, you can request that the hearing be held by phone. This is called a telephonic hearing. If we can, we will schedule a telephonic hearing for you.
- We will most likely schedule your hearing sometime within three months after you file your complaint forms. If you know of certain dates when you will not be available for a hearing, let us know when you file your forms. We will try to work around your schedule.
- If you cannot attend the hearing on the scheduled date, you must request a different time or date. You should request the change at least 5 days before your hearing by writing to:

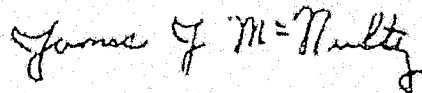
Office of Administrative Law Judge  
Public Utility Commission  
P.O. Box 3265  
Harrisburg, PA 17105-3265

**YOU SHOULD INCLUDE YOUR DAYTIME TELEPHONE NUMBER IN YOUR LETTER. DEPENDING ON YOUR REASON FOR NOT BEING ABLE TO ATTEND THE SCHEDULED HEARING, YOUR REQUEST TO CHANGE THE HEARING MAY OR MAY NOT BE APPROVED. WE WILL LET YOU KNOW OUR DECISION ON YOUR REQUEST FOR CHANGING THE HEARING DATE BEFORE THE DATE OF THE HEARING.**

**YOU MUST ATTEND SCHEDULED HEARINGS IN PERSON OR BY PHONE. IF YOU DO NOT ATTEND, YOUR COMPLAINT MAY BE DISMISSED (THROWN OUT).**

If you have any questions about the complaint process, please call the Bureau of Consumer Services, toll free, at 1-800-782-1110.

Very truly yours,



James J. McNulty  
Secretary

ane

cc: PHILADELPHIA GAS WORKS

BEFORE THE PENNSYLVANIA PUBLIC UTILITY COMMISSION

DATE SERVED: NOVEMBER 30, 2007

KIMBERLY PARCELLA  
Complainant

v.

PHILADELPHIA GAS WORKS  
Respondent

Complaint Docket  
No: F-02299435

NOV 30 2007

---

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).

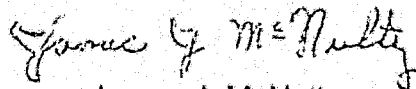
2. If you fail to either satisfy this complaint or to file answer or other responsive pleading within twenty (20) days, you will be deemed to have admitted all the allegations in this complaint in accordance with Section 5.61 of the Commission's Rules of Administrative Practice and Procedure, 52 Pa.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



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 30, 2007

F-02299435

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 KIMBERLY PARCELLA. 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.

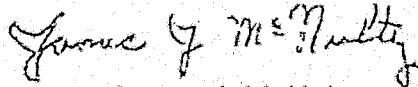
Detailed instructions on how to proceed are contained in the attached pages. You are advised to read them carefully.

NOVEMBER 30, 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,



James J. McNulty  
Secretary

ddi

**Philadelphia Gas Works**  
600 West Montgomery Avenue, Philadelphia, PA 19122



**DOCUMENT  
FOLDER**

Mary M. Chan, Paralegal  
Legal Department  
Direct Dial: (215) 684-6850  
Fax: (215) 684-6798  
E-mail: [mary.chan@pgworks.com](mailto:mary.chan@pgworks.com)

December 13, 2007

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

**ORIGINAL**

**RE: Kimberly Parcella vs. PGW, Docket No. F-02299435**

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 "Mary M. Chan", is written over a horizontal line.

Mary M. Chan

**RECEIVED**

DEC 13 2007

Enclosure

cc: Kimberly Parcella (Regular Mail)  
Anne Marie Cromley (PGW Mail)  
Linda Pereira (PGW Mail)

PA PUBLIC UTILITY COMMISSION  
SECRETARY'S BUREAU

**BA**

B843  
L857

BEFORE THE  
PENNSYLVANIA PUBLIC UTILITY COMMISSION

Kimberly Parcelia

v.

Philadelphia Gas Works

Docket No. F-02299435

 ORIGINAL

Answer of the Philadelphia Gas Works

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 averments that there are incorrect charges on the Complainant's gas bills.

(B) Admitted in part; denied in part. It is admitted that the PGW exchanged the gas meter at 563 Larkspur Street, Philadelphia, PA (Service Address). It is further admitted that PGW re-billed the Complainant in the amount of \$2,188.99, as shown on the statement of account, which is attached hereto as Exhibit "A."

PGW denies the averments that the re-bill was for the period from January 2007 through July 2007. The Complainant's re-bill was for the period from November 29, 2006 through July 31, 2007.

It is further admitted the Automatic Meter Reading (AMR) device had ceased to record the gas usage at the Service Address.

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DEC 13 2007

PA PUBLIC UTILITY COMMISSION  
SECRETARY'S BUREAU

It is admitted that the Complainant received customer service charge only bills for several months. It is admitted that the Complainant's winter month bills are higher than the Complainant's summer month bills.

By way of further answer, the Complainant established gas service on September 28, 2006. The Service Address is listed as residential heat with other domestic appliances.

PGW records indicate that sometime after November 29, 2006, the AMR device had ceased to record gas usage at the Service Address. But the meter to which the AMR is attached continued to record gas usage. As averred above, PGW re-billed the Complainant in the amount of \$2,188.99 for the period from November 29, 2006 through July 31, 2007.

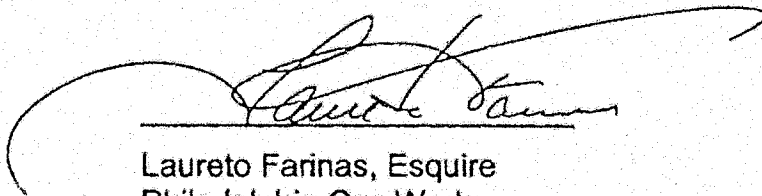
By way of further answer, the Bureau of Consumer Service (BCS) decision dated October 9, 2007, which is attached hereto as Exhibit "B," ordered the Complainant to pay \$237 in budget bill plus \$94 toward the arrears, which totals \$331 per month.

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 dismiss the Complaint.

Respectfully submitted,

December 13, 2007

A handwritten signature in black ink, appearing to read "Laureto Farinas", is written over a horizontal line. The signature is stylized with a large, sweeping flourish that extends to the left and then curves back under the line.

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

**EXHIBIT A**

**RECEIVED**

DEC 19 2007

PA PUBLIC UTILITY COMMISSION  
SECRETARY'S BUREAU

All Service Agreement(s) Summary Statement of Account - Acct 84183183

Customer Name	From Date	To Date
KIMBERLY PARCELLA	9/28/2006	12/13/2007
Service Address	Account Number	SA#
563 LARKSPUR ST PHIL, PA 191162819	84183183	2122819815
SA#	Address	Type
2122819815	563 LARKSPUR ST/PHILA,PA	G2-GS
	Total Amount Due Meter	Rate
	\$2,496.50	GS

NSA	Address	Type	Current Amount Due
-----	---------	------	--------------------

STATEMENT

Transaction Date	Transaction Type	Transaction Amount	Current Balance	Actual Balance
10/27/2006	BILL	\$102.17	\$102.17	\$102.17
11/29/2006	BILL	\$201.18	\$303.35	\$303.35
01/02/2007	BILL	\$56.93	\$360.28	\$360.28
02/01/2007	BILL	\$12.00	\$372.28	\$372.28
03/02/2007	BILL	\$163.37	\$535.65	\$535.65
03/30/2007	BILL	\$121.75	\$657.40	\$657.40
04/16/2007	PAY	(\$200.00)	\$457.40	\$457.40
05/01/2007	BILL	\$12.00	\$469.40	\$469.40
05/31/2007	BILL	\$12.00	\$481.40	\$481.40
06/29/2007	BILL	\$12.00	\$493.40	\$493.40
07/13/2007	PAY	(\$481.40)	\$12.00	\$12.00
07/31/2007	BILL	\$2,188.99	\$2,200.99	\$2,200.99
08/28/2007	BILL	\$56.14	\$2,257.13	\$2,257.13
09/25/2007	PAY	(\$56.14)	\$2,200.99	\$2,200.99
09/28/2007	BILL	\$55.59	\$2,256.58	\$2,256.58
10/29/2007	BILL	\$52.00	\$2,308.58	\$2,308.58

Transaction Date	Transaction Type	Transaction Amount	Current Balance	Actual Balance
11/29/2007	BILL	\$187.92	\$2,496.50	\$2,496.50

**EXHIBIT B**

**RECEIVED**

DEC 13 2007

PA PUBLIC UTILITY COMMISSION  
SECRETARY'S OFFICE

```

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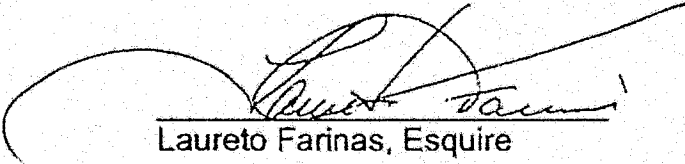
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 ORIGINAL

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 13, 2007

  
\_\_\_\_\_  
Laureto Farinas, Esquire

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DEC 13 2007

PA PUBLIC UTILITY COMMISSION  
SECRETARY'S BUREAU

CERTIFICATE OF SERVICE

ORIGINAL

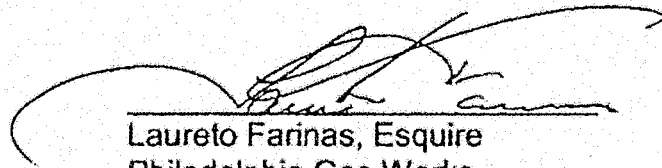
I HEREBY CERTIFY THAT I HAVE THIS DAY SERVED A TRUE COPY  
OF THE FOREGOING DOCUMENT UPON THE PARTICIPANTS LISTED  
BELOW, IN ACCORDANCE WITH THE REQUIREMENTS OF 52 PA CODE  
§1.54 (RELATING TO SERVICE BY A PARTICIPANT).

Service List:

For Complainant:

*Kimberly Parcella*  
563 Larkspur Street  
Philadelphia, PA 19116

Dated: December 13, 2007



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

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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 28, 2007

IN REPLY PLEASE  
REFER TO OUR FILE

In Re: F-02299435

(SEE ATTACHED LIST)

**DOCUMENT  
FOLDER**

Kimberly Parcella v. Philadelphia Gas Works

Billing Dispute

Hearing Notice

This is to inform you that your case is scheduled for hearing at 1:30 p.m. in an available Hearing Room in the Philadelphia State Office Building. Your case is one of several cases that have been scheduled at this time in the same Hearing Room. 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: Tuesday, February 5, 2008  
Time: 1:30 p.m.  
Location: In an available Hearing Room  
State Office Building  
Broad & Spring Garden Streets  
Philadelphia, PA

Presiding.

Administrative Law Judge Angela T. Jones  
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 Jones  
Ona Lester  
Beth Plantz  
Docket Section  
Calendar File