

BEFORE THE  
PENNSYLVANIA PUBLIC UTILITY COMMISSION

**DOCUMENT  
FOLDER**

TOWANDA RECORD

v.

PHILADELPHIA GAS WORKS

:  
:  
:  
:  
:

F-01505694

**DOCKETED**  
AUG 16 2004

**INTERIM ORDER  
SETTING RESOLUTION CONFERENCE**

On or about July 7, 2004, Towanda Record ("Complainant") filed a complaint against Philadelphia Gas Works ("Respondent"), at the above-captioned docket number. On or about August 5, 2004, Respondent filed an answer to the complaint.

Based upon a review of the information contained in this material, I direct the parties to attempt to resolve this matter themselves. Respondent shall contact Complainant no later than August 24, 2004, to set a mutually convenient time, date and place for Respondent and Complainant to hold a conference about resolving the case. The conference must take place no later than September 7, 2004, unless this is not possible.

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

- (a) The time, date and place of the conference;
- (b) Who participated for each party;
- (c) A statement whether a full resolution, including withdrawal of complaint, was achieved, and, if not, whether the parties consent to have this case set for mediation by the mediation staff of the Commission, and
- (d) A statement of any issues which have been resolved, if a full resolution was not achieved.

The Commission encourages mediation if the parties cannot reach an agreement through the resolution conference. Mediation is an informal process in which the parties attempt to resolve the case with the help of a mediator. The mediator is a neutral staff member of the Commission who does not give advice, make a decision, or represent any party. Instead, the mediator assists the parties in their efforts to come to an agreement.

If the parties do not reach an agreement on their own, and do not consent to mediate, they are entitled to the hearing process. The hearing process usually includes the presentation of oral testimony and other evidence before a Commission administrative law judge, who will then consider the case and make a written decision to resolve it.

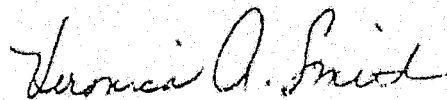
If it is not possible to have the conference by the date set for that purpose, Respondent shall file a report with the Mediator, on or before ten (10) days following the conference due date, giving the reason(s) why the due date could not be met.

In either situation, Respondent must file a report with the Mediator by the applicable due date set forth above.

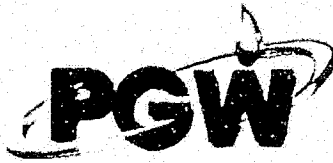
If you have any questions, you should contact the Mediator. His address and phone number are:

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

Date: August 10, 2004



VERONICA A. SMITH  
Chief Administrative Law Judge



Bernadette Betzler, Esq.  
Senior Attorney  
Direct Dial 215-684-6631  
E-mail: Bernadette.betzler@pgworks.com

**ORIGINAL**

October 1, 2004

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

Re: Towanda Record v. PGW, Docket No. F - 01505694

Dear Secretary McNulty:

Pursuant to 52 Pa. Code §5.24(b), the Philadelphia Gas Works (PGW) certifies that the above referenced Complaint has been satisfied and the Complainant acknowledges that the Complaint has been satisfied. PGW and the Complainant have discussed the Complainant's concerns with her account and reached a settlement. With this discussion and settlement, the Complainant has indicated that she is satisfied with the resolution of this complaint.

By copy of this letter, I am notifying the Complainant of her right to object to any part of this settlement, in writing to the Public Utility Commission within ten (10) days of the date of this letter.

If additional information is needed about this matter, please contact me at my direct-dial number above. Thank you for your assistance.

**DOCKETED**  
OCT 14 2004

Sincerely,

*B. Betzler*

Bernadette Betzler, Esq.

cc Towanda Record  
Eloise Carnall  
Herb Nurick, Esq

**DOCUMENT  
FOLDER**

COMMONWEALTH OF PENNSYLVANIA  
PUBLIC UTILITY COMMISSION

DATE: October 6, 2004  
SUBJECT: F-01505694  
Towanda Record v. Philadelphia Gas Works  
TO: Wanda Zeiders  
Docket Management  
FROM: Cherie Pyle, ALJ Support Staff  
Office of Administrative Law Judge

**DOCKETED**  
OCT 18 2004

On October 4, 2004, a Certificate of Satisfaction was filed in the above-captioned proceeding. If no objection is filed to this certificate within 10 days of service, this proceeding will be closed.

All parties should be notified that the case is closed and a copy of that notification placed in the document folder.

Attachment

pc. Mediator Herb Nurick  
Beth Plantz  
Case File

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FOLDER**