

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: 11/03/06
 8. DOCKET NO: C-20067057 : 9. EFFECTIVE DATE: 00/00/00

PARTY/COMPLAINANT: GOLDEN, RUSSELL

RESPONDENT/APPLICANT: PHILADELPHIA GAS WORKS

COMP/APP COUNTY: PHILADELPHIA

UTILITY CODE: 125042

ALLEGATION OR SUBJECT

COMPLAINANT STATES HE WAS REMOVED FROM THE CRP WITH AMOUNT OF PAYMENT FOR \$122.60 TO INCREASED AMOUNT OF \$240.00 A MONTH.

DOCUMENT
FOLDER

DOCKETED

NOV - 9 2006

PENNSYLVANIA PUBLIC UTILITY COMMISSION

RECEIVED

Formal Complaint Form

NOV 03 2006

125042

Please print or type.

C-20067057

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 RUSSELL GOLDMAN

Street/P.O. Box 21 NORTH 42ND ST. Apt # _____

City PHILA. State PA- Zip 19104

County PHILA.

Area Code/HOME Phone 215-923-6507

Area Code/WORK Phone 215-219-7277-CELL

Utility Account Number 111746977
(from your bill)

ORIGINAL

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: PHILA. GAS WORKS

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. *REMOVED FROM CRP WITH AMT. OF PAYMENT FOR \$12260 TO (explain) INCREASED AMT. OF \$24000 A MONTH.*

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.

(ATTACHED IS COMPLAINT)

5. RELIEF

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

(ATTACHED)

NOVEMBER 3, 2006

4.

B COMPLAINT:

THIS APPEAL IS ON BEHALF OF MY FATHER RUSSELL GOLDEN WHO RESIDES AT 21 NORTH 42ND ST. PHILA. PA. 19104. MY FATHER HAS SERIOUS MEDICAL CONDITIONS AND IS ILLITERATE. AND BECAUSE OF HIS CONDITIONS HE DOESN'T COMMUNICATE VERY WELL. MY NAME IS DEWUNNE GOLDEN AND I RESIDE AT 430 BROWN ST. PHILA. PA. 19123 AND I AM THE POWER OF ATTORNEY FOR MY FATHER. MY FATHER RECENTLY RECEIVED DECISION FROM THE PUC WHICH INCREASED HIS PAYMENT FROM 122.60 TO 240.00 A MONTH. THE DECISION ALSO STATED HE IS NO LONGER ELIGIBLE FOR CRP PROGRAM.

MY FATHER LOCATED THE PREVIOUS CRP AGREEMENT AND NOTICED THE DATE AND THOUGHT HE WAS ABOUT TO BE TERMINATED. HE WENT TO THE NEAREST COMPANY OFFICE AND SPOKE TO REPRESENTATIVE AND PROVIDED HIS BANK STATEMENT. MY CONCERN IS WHY DID COMPANY REPRESENTATIVE DOCUMENT INFORMATION FROM BANK STATEMENT AND NOT ADVISE MY FATHER OF OTHER INFORMATION HE COULD PROVIDE THAT COULD ASSIST HIM IN BEING ELIGIBLE FOR CRP. (WHEN PREVIOUS INFORMATION GIVEN DID NOT INCLUDE BANK STATEMENT) MY FATHER RECEIVES INCOME OF \$1274.40 MONTHLY BUT BECAUSE OF HIS MEDICAL EXPENSES AND OTHER HOUSEHOLD EXPENSES THAT AMOUNT IS DECREASED GREATLY. MY FATHER CONTACTED PUC AFTER VISITING COMPANY OFFICE AND WAS ADVISED TO CALL COMPLAINT LINE 1-800-782-1110 TO FILE A COMPLAINT. MY FATHER DID

(4B cont)

NOT HAVE A TERMINATION DATE. MY FATHER CONTACTED ME AFTER CONTACT WITH PUC TO LET ME KNOW WHAT HE DONE. MY FATHER NEEDED MY ASSISTANCE TO FILE COMPLAINT BUT I DIDN'T UNDERSTAND WHY HE HAD WENT TO COMPANY OR CALLED PUC. MY FATHER STATED HE REMEMBERED HE WAS SUPPOSED TO SOMETHING WITH COMPANY IN THE SUMMER. HE RECOGNIZED THE ENVELOPE AND TOOK IT TO COMPANY. RECENTLY, MANY OUT OF POCKET MEDICAL EXPENSES AND PRESCRIPTIONS HAD TO BE PAID FOR MY FATHER BECAUSE HE WAS HOSPITALIZED AGAIN AND THE PLAN IS WAS COVERED WITH DIDN'T COVER ALL OF HIS EXPENSES AND THIS WAS A HARDSHIP BUT PAYMENT FOR CRP WAS ALWAYS MADE.

REGARDING CHRISTINE BURTON WHO IS MY FATHER'S LIVE-IN GIRLFRIEND WAS RESIDING WITH MY FATHER WHEN PREVIOUS CRP AGREEMENT WAS MADE AND WHO SIGNED FOR MY FATHER AND HERSELF. (MS. BURTON SIGNED FOR MY FATHER BECAUSE WHEN HE IS NOT FEELING WELL HE CAN'T SIGN HIS NAME HE MAY SCRIBBLE.) MS. BURTON WAS BRIEFLY NOT IN THE HOUSEHOLD WHEN MY FATHER GAVE INFORMATION TO COMPANY AND BECAUSE OF HIS MEMORY LOSS HE WASN'T CERTAIN OF TIME WHEN SHE LEFT AND RETURNED. MS. BURTON DOES RESIDE WITH MY FATHER AND SHE IS NOT EMPLOYED.

WHEN I WAS REQUESTED TO SUBMIT PREVIOUS AGREEMENT FOR CRP TO INV. TERRY TROUT, INFO. WAS FAXED AND SHE CONFIRMED SHE RECEIVED INFORMATION.

I WAS NOT REQUESTED TO PROVIDE ANY MORE INFORMATION AND I FOLLOWED UP WITH CASE CONTACTING PWC ON ELEVEN OCCASSIONS. ON 9/30/06 (SAT.) I RECD A PHONE CALL FROM REGINA ROBINSON WHO ADVISED ME MY FATHER'S CASE WAS CLOSED. I DIDN'T KNOW THIS PERSON BECAUSE WE HAD NO PREVIOUS CONTACT AND I FELT SHE WAS NOT TRYING TO ASSIST ME WITH MY FATHER'S ISSUE. I REQUESTED THAT ALL CORRESPONDENCE BE ADDRESSED TO ME. MY FATHER CONTACTED ME TO STATE A LETTER WAS MAILED TO HIS HOUSE. I HAD EXPRESSED NECESSITY IF DECISION BE MAILED TO MY ADDRESS AND LETTER STILL WAS MAILED TO MY FATHER.

5. RELIEF:

I NEED THE PWC TO ORDER THE CO. TO PLACE MY FATHER BACK ON AMOUNT OF \$122.60 OR GIVE AMOUNT THAT IS AFFORDABLE BECAUSE \$240.00 A MONTH IS A HARDSHIP. (MY FATHER'S BILL FOR SEPT. 2006 WAS FOR \$46.00.) CHRISTINE BURTON IS MY FATHER'S GIRLFRIEND AND SHE DOES RESIDE WITH MY FATHER. IF GIVEN A LOWER PAYMENT AMOUNT BALANCE BILL WILL BE PAID. MY FATHER CANNOT HAVE SERVICE TERMINATED BECAUSE HE IS ELDERLY WITH SERIOUS MEDICAL CONDITIONS. ALSO, MY FATHER'S PRESCRIPTIONS ARE COSTLY AND ARE VERY NECESSARY TO SUSTAIN HIS LIFE SO CAN ALLOW HIM NOT TO HAVE THEM. (THANK YOU FOR REVIEWING MY FATHER'S APPEAL)

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:

1. RUSSELL GOLDSEN, 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).

Russell Goldsen
(Signature)

11-03-06
(Date)

DeVanne Goldsen Power of Attorney*

(enclosed his copy of paperwork)

DURABLE POWER OF ATTORNEY

Notice to Principal

THE PURPOSE OF THIS POWER OF ATTORNEY IS TO GIVE THE PERSON YOU DESIGNATE (YOUR "AGENT") BROAD POWERS TO HANDLE YOUR PROPERTY, WHICH MAY INCLUDE POWERS TO SELL OR OTHERWISE DISPOSE OF ANY REAL OR PERSONAL PROPERTY WITHOUT ADVANCE NOTICE TO YOU OR APPROVAL BY YOU.

THIS POWER OF ATTORNEY DOES NOT IMPOSE A DUTY ON YOUR AGENT TO EXERCISE GRANTED POWERS, BUT WHEN POWERS ARE EXERCISED, YOUR AGENT MUST USE DUE CARE TO ACT FOR YOUR BENEFIT, AND IN ACCORDANCE WITH THIS POWER OF ATTORNEY.

YOUR AGENT MAY EXERCISE THE POWERS GIVEN HERE THROUGHOUT YOUR LIFETIME, EVEN AFTER YOU BECOME INCAPACITATED, UNLESS YOU EXPRESSLY LIMIT THE DURATION OF THESE POWERS, OR YOU REVOKE THESE POWERS, OR A COURT ACTING ON YOUR BEHALF TERMINATES YOUR AGENT'S AUTHORITY.

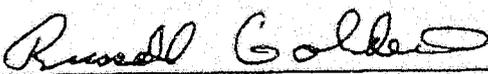
YOUR AGENT MUST KEEP YOUR FUNDS SEPARATE FROM YOUR AGENT'S AUTHORITY.

A COURT CAN TAKE AWAY THE POWERS OF YOUR AGENT IF IT FINDS YOUR AGENT IS NOT ACTING PROPERLY.

THE POWERS AND DUTIES OF AN AGENT UNDER A POWER OF ATTORNEY ARE EXPLAINED MORE FULLY IN 20 PA.C.S.A. CHAPTER 56.

IF THERE IS ANYTHING ABOUT THIS FORM THAT YOU DO NOT UNDERSTAND, YOU SHOULD ASK A LAWYER OF YOUR OWN CHOOSING TO EXPLAIN IT TO YOU.

I HAVE READ OR HAD EXPLAINED TO ME THIS NOTICE AND I UNDERSTAND ITS CONTENTS.


RUSSELL GOLDEN
Date 6/13/06

DURABLE POWER OF ATTORNEY

KNOW ALL MEN BY THESE PRESENTS, that I, RUSSELL GOLDEN, have constituted, made and appointed, and by these Presents do constitute, make and appoint DeVONNE GOLDEN as my true and lawful attorney. This Power of Attorney shall not be affected by my subsequent disability or incapacity.

1. To ask, demand, sue for, recover and receive all sums of money, debts, goods, merchandise, chattels, effects and things of whatsoever nature or description which are now or hereafter shall be or become owing, due, payable, or belonging to me in or by any right whatsoever, and upon receipt thereof, to make, sign, execute and deliver such receipts, releases or other discharges for the same, respectively, as he shall think fit.

2. To deposit any monies which may come into her hand as such attorney with any bank or banker, either in my or her own name, and any of such money or any other money to which I am entitled which now is or shall be so deposited to withdraw as he shall think fit; to sign mutual savings bank and federal savings and loan association withdrawal orders; to sign and endorse checks payable to my order and to draw, accept, make, endorse, discount, or otherwise deal with any bills of exchange, checks, promissory notes or other commercial or mercantile instruments; to borrow any sum or sums of money on such terms and with such security as he may think fit and for that purpose to execute all notes or other instruments which may be necessary or proper; and to have access to any and all safe deposit boxes registered in my name.

3. To sell, assign, transfer and dispose of any and all stocks, bonds, including U.S. Savings Bonds, mutual funds, insurance policies and annuities, loans, mortgages or other

securities registered in my name; and to collect and receipt for all interest and dividends due and payable to me.

4. To invest in my name in any stock, shares, bonds, securities or other property, real or personal, and to vary such investments as she, in her sole discretion, may deem best; and to vote at meetings of shareholders or other meetings of any corporation or company and to execute any proxies or other instruments in connection therewith.

5. To enter into and upon all and singular my real estate, and to let, manage, and improve the same or any part thereof, and to repair or otherwise improve or alter, and to insure any buildings thereon; to sell, either at public or private sale or exchange any part or parts of my real estate or personal property for such consideration and upon such terms as she shall think fit, and to execute and deliver good and sufficient deeds or other instruments for the conveyance or transfer of the same, with such covenants of warranty or otherwise as she shall see fit, and to give good and effectual receipts for all or any part of the purchase price or other consideration; and to mortgage, including purchase money mortgage, and to execute bonds and warrants and all other instruments and documents in connection therewith and relating thereto, and such power shall not be in limitation of any other powers herein set forth.

6. To contract with any person for leasing for such periods, at such rents and subject to such conditions as she shall see fit, all or any of my said real estate; to let any such person into possession thereof; to execute all such leases and contracts as shall be necessary or proper in that behalf; to give notice to quit to any tenant or occupier thereof; and to receive and recover from all tenants and occupiers thereof or any part thereof all rents, arrears or rent, and sums of money which now are or shall hereafter become due and payable in respect thereof; and also on

nonpayment thereof or of any part thereof to take all necessary or proper means and proceedings for determining the tenancy or occupation of such tenants or occupiers, and for ejecting the tenants or occupiers and recovering the possession thereof.

7. To commence, prosecute, discontinue, or defend all actions or other legal proceedings touching my estate or any part whatsoever, or touching any matter in which I or my estate may be in any wise concerned; to settle, compromise, or submit to arbitration any debt, demand or other right or matter due me or concerning my estate as she, in her sole discretion, shall deem best and for such purpose to execute and deliver such release, discharges or other instruments as she may deem necessary and advisable; and to satisfy mortgages, including the execution of a good and sufficient release or other discharge or such mortgage.

8. To execute, acknowledge and file Federal, State and local income tax and personal property tax returns.

9. To engage, employ and dismiss any agents, clerks, servants or other persons as she, in her sole discretion, shall deem necessary and advisable.

10. To make gifts, or limited gifts; to disclaim any interest in property; to authorize my admission to a medical, nursing, residential or similar facility and to enter into agreements for my care; and, to authorize medical and surgical procedures.

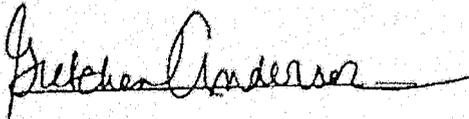
11. In general, to do all other acts, deed, matters and things whatsoever in or about my estate, property and affairs and things herein, either particularly or generally described, as fully and effectually to all intents and purposes as I could do in my own proper person if personally present, giving to my said attorney power to make and substitute under her an attorney or

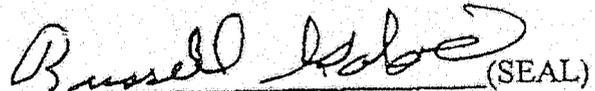
attorneys for all the purposes herein described, hereby ratifying and confirming all that the said attorney or substitute or substitutes shall do therein by virtue of these presents.

12. In addition to the powers and discretion herein specifically given and conferred upon her, and notwithstanding any usage or custom to the contrary, to have the full power, right and authority to do, perform and to cause to be done and performed all such acts, deeds, matters and things in connection with my property and estate as she, in her sole discretion, shall deem reasonable, necessary and proper, as fully, effectually and absolutely as if she were the absolute owner and possessor thereof.

IN WITNESS WHEREOF, I have hereunto set my hand and seal this 13th day of June, 2006.

WITNESS:



 (SEAL)
RUSSELL GOLDEN

COMMONWEALTH OF PENNSYLVANIA:

SS

COUNTY OF PHILADELPHIA :

On this 13th day of June, 2006, before me, the subscribed, a Notary Public in and for the Commonwealth and County aforesaid, personally appeared the within named RUSSELL GOLDEN and in due form of law acknowledged the foregoing instrument of writing to be his act and deed and that he executed the same for the purposes therein contained.

IN WITNESS WHEREOF, I have set my hand and notarial seal.


NOTARY PUBLIC

PAGE 5 OF 6 PAGES

COMMONWEALTH OF PENNSYLVANIA
NOTARIAL SEAL
LYNNETT E. BROOKS, Notary Public
City of Philadelphia, Philadelphia County
My Commission Expires April 26, 2009



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 9, 2006

C-20067057

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 RUSSELL GOLDEN. 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.

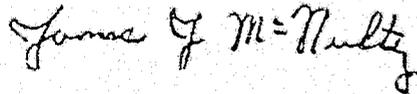
Detailed instructions on how to proceed are contained in the attached pages. You are advised to read them carefully.

November 9, 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

ane

BEFORE THE PENNSYLVANIA PUBLIC UTILITY COMMISSION

DATE SERVED: November 9, 2006

DOCUMENT
FOLDER

RUSSELL GOLDEN
Complainant

v.

PHILADELPHIA GAS WORKS
Respondent

Complaint Docket
No: C-20067057

DOCKETED

NOV - 9 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).

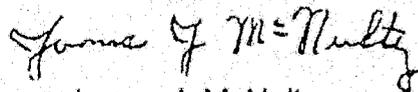
2. If you fail to either satisfy this complaint or to file answer or other responsive pleading within twenty (20) days, you will be deemed to have admitted all the allegations in this complaint in accordance with Section 5.61 of the Commission's Rules of Administrative Practice and Procedure, 52 Pa.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

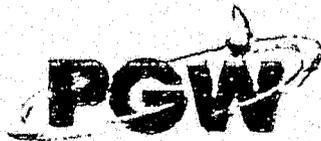


James J. McNulty
Secretary

(SEAL)

Certified Mail
Return Receipt Requested

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



ORIGINAL

Mary M. Chan, Paralegal
Legal Department
Direct Dial: (215) 684-6630
Fax: (215) 684-6798
E-mail: mary.chan@pgworks.com

November 29, 2006

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

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NOV 29 2006

PA PUBLIC UTILITY COMMISSION
SECRETARY'S BUREAU

RE: Russell Golden vs PGW, Docket No. C-20067057

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 be "M. Chan", written over the word "Sincerely,".

Mary M. Chan

Enclosure

cc: Russell Golden
Anne Marie Cromley

**DOCUMENT
FOLDER**

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BEFORE THE
PENNSYLVANIA PUBLIC UTILITY COMMISSION

NOV 29 2006

PUBLIC UTILITY COMMISSION
SECRETARY'S BUREAU

Russell Golden

v.

Philadelphia Gas Works

Docket No. C-20067057

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) Admitted. It is admitted that the Complainant was removed from PGW's Customer Responsibility Program (CRP). It is further admitted that the Complainant's CRP monthly bill was in the amount of \$122.60. It is further admitted that the Complainant has been placed on a payment arrangement in the amount of \$240 per month, which consists of \$181 in budget bill plus \$59 toward the arrears monthly. By way of further answer, the Complainant enrolled into CRP on June 20, 2005. On July 28, 2006, the Complainant re-certified for CRP. On this date, the Complainant was removed from CRP. PGW discovered that the Complainant no longer qualified for CRP because of household size and the federal income guidelines.

(b) Admitted in part; denied in part. PGW lacks sufficient information to determine the truth of the averment concerning the health issues of the Complainant. PGW therefore denies this averment.

DOCKETED
DEC 01 2006

**DOCUMENT
FOLDER**

PGW admits that Devonne Golden has the Complainant's power of attorney.

It is admitted that the Complainant received a decision from the Bureau of Consumer Service (BCS) dated August 4, 2006, which is attached hereto as Exhibit "A." It is admitted that the BCS decision concluded that the Complainant was properly removed from the CRP and placed the Complainant on a payment arrangement of \$240 per month, which consists of \$181 in budget bill plus \$59 towards the arrears monthly.

It is admitted that PGW assisted the Complainant and confirmed that he was not eligible for CRP.

PGW lacks sufficient knowledge to determine the truth of the averment concerning the Complainant's medication cost. PGW therefore denies this averment.

It is admitted that the Complainant filed a Complaint with this Commission.

PGW lacks sufficient knowledge to determine the truth of the averment concerning the contact between the Complainant and his power of attorney. PGW therefore denies the remaining averments concerning the conversation between the Complainant and his power of attorney.

PGW lacks sufficient knowledge to determine the truth of the averment concerning Christine Burton as PGW records do not reflect Christine Burton. PGW therefore denies the remaining averments concerning Christine Burton.

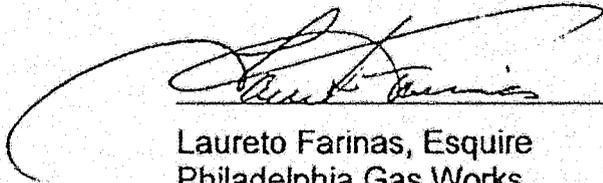
PGW lacks sufficient knowledge to determine the truth of the averment concerning the contact between the Complainant's power of attorney and this Commissioner's staff.

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,

November 29, 2006



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

EXHIBIT A

RECEIVED

NOV 29 2006

PA PUBLIC UTILITY COMMISSION
SECRETARY'S BUREAU

</Case>
 <Case>
 <CaseNbr>2117558</CaseNbr>
 <CompanyName>PGW (PHILA. GAS WORKS (NGDC)</CompanyName>
 <CompanyCode>0766</CompanyCode>
 <CompanyType>GAS TRANSPORTER</CompanyType>
 - <Customer>
 <CustomerFirstName>RUSSELL</CustomerFirstName>
 <CustomerLastName>GOLDEN</CustomerLastName>
 <AccountNumber>1111746977</AccountNumber>
 - <CustomerServAddress>
 <ServAddress1>21 NORTH 42ND ST</ServAddress1>
 <ServCity>PHILADELPHIA</ServCity>

Page 2 of 4

 <ServState>PA</ServState>
 <ServZip5>19104</ServZip5>
 </CustomerServAddress>
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 IS OVER THE 150% POVERTY LEVEL. CO OFFERING PAYMENT TERMS OF
 BB + 59 FOR 24 MOS.</Resolution>
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 <BCSInvestigatorLName>TROUT</BCSInvestigatorLName>
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 <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: November 29, 2006

Laureto Farinas, Esquire

CERTIFICATE OF SERVICE

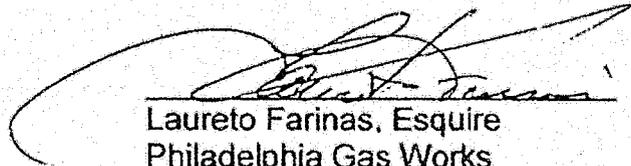
I HEREBY CERTIFY THAT I HAVE THIS DAY SERVED A TRUE COPY OF THE FOREGOING DOCUMENT UPON THE PARTICIPANTS LISTED BELOW, IN ACCORDANCE WITH THE REQUIREMENTS OF 52 PA CODE §1.54 (RELATING TO SERVICE BY A PARTICIPANT).

Service List:

For Complainant:

Russell Golden
21 N. 42nd Street
Philadelphia, PA 19104

Dated: November 29, 2006



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

RECEIVED

NOV 29 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 5, 2006

IN REPLY PLEASE
 REFER TO OUR FILE

In Re: C-20067057

(SEE ATTACHED LIST)

Russell Golden v. Philadelphia Gas Works

Requests payment arrangements

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: Thursday, February 2, 2007
Time: 1:30 p.m.
Location: In an available Hearing Room
 State Office Building
 Broad & Spring Garden Streets
 Philadelphia, PA

DOCUMENT
 FOLDER

BTL

DOCKETED
 DEC 14 2006

Presiding: Administrative Law Judge Cynthia W. Fordham
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 Fordham
Dawn Reitenbach
Beth Plantz
Docket Section
Calendar File