

1. REPORT DATE: 00/00/00  
2. BUREAU: ALJ  
3. SECTION(S):  
5. APPROVED BY: DIRECTOR:  
SUPERVISOR:  
6. PERSON IN CHARGE:  
8. DOCKET NO: F-01023803

4. PUBLIC MEETING DATE:  
00/00/00  
7. DATE FILED: 02/27/02  
9. EFFECTIVE DATE: 00/00/00

PARTY/COMPLAINANT: COALE JOAN I & EDGAR B

RESPONDENT/APPLICANT: PHILADELPHIA GAS WORKS

COMP/APP COUNTY: PHILADELPHIA

UTILITY CODE: 125042

ALLEGATION OR SUBJECT

COMPLAINANT STATES SHE PERSONALLY INFORMED PGW SEVERAL WEEKS IN ADVANCE & ASKED FOR A METER READING ON JANUARY 31, 2001. THEY NOTIFIED THE COMPANY A NUMBER OF TIMES TO SEE WHY THEY WERE STILL RECEIVING BILLS FOR GAS CONSUMPTION AT THAT PROPERTY.

DOCUMENT  
FOLDER

**DOCKETED**  
MAR 01 2002

F-01023803

125042

FORMAL COMPLAINT FORM  
Pennsylvania Public Utility Commission

3/5/02

Please Print:

ORIGINAL

1023803

1. Your Name, Mailing Address and Telephone Number.

Name JOAN I. COALE et al. (Edgar B. Coale - husband)

Street/P.O. Box 8012 Crefeld ST. Apt.# \_\_\_\_\_ at same address

City Philadelphia State PA Zip 19118

County Phila. Home Telephone-Area Code (215) 247-9445  
Work Telephone-Area Code ( ) \_\_\_\_\_

2. Name of Company your complaint concerns: Phila. Gas Works

3. What is your complaint?

~~We moved from~~

(see attached)

SECRETARY'S BUREAU

2002 FEB 27 PM 9:11

(If you need more space, use additional paper and attach to this form).

(-over-)

10

4. What do you want the Public Utility Commission to do about your complaint?

(see attached)

(If you need more space, use additional paper and attach to this form.)

5. You must sign and date your complaint below.

The information I have placed on this form is true and correct to the best of my knowledge. I understand that I could be punished under Pennsylvania State Law if I purposely give false information.

Joan I. Gorkle  
Original Signature of complaining person

February 25, 2002  
Date

6. If you are represented by a lawyer you must provide your lawyer's name, address and telephone number.

Lawyer's Name \_\_\_\_\_  
Street \_\_\_\_\_  
City \_\_\_\_\_ State \_\_\_\_\_ Zip \_\_\_\_\_  
Telephone Number-Area Code (\_\_\_\_) \_\_\_\_\_

I will be out of town from  
June 16 Through July 5  
July 13 Through July 27

### 3. What is your complaint?

We sold our house at 441 East Locust Avenue, Philadelphia 19144, on January 31, 2001, having personally informed PGW several weeks in advance & asked for a meter reading on that date.

Nevertheless, we continued to receive bills for gas consumption at that property in February & March. Each time, I called PGW, requesting explanation. None was given, but we were repeatedly asked to forward our settlement papers to PGW, which we did four separate times.

In June, 2001, the matter seemed to have been resolved when Ms. Davis of PGW told me that I still owed \$188.71 on the Locust St. property and assured me that that was all I owed. I paid this amount.

In August I received a bill for \$6106.17; two days later, one for \$4003.60; and in September, one for \$3061.06 and another for \$2765.67. After each receipt of bill, I called for explanation.

Finally, in October I was instructed to send my complaint to PA Public Utility Commission, which I did.

The only explanations ultimately given for these outrageous bills — for 30 years we paid approximately \$1800.00 per year for gas — was that a new meter had been installed by the new owner in May, 2001, and that our bills for two years prior to our selling the house were based on estimates, not actual meter readings.

In regard to the first explanation, it has not been explained to me how readings taken off a new meter, installed by the new owner **four months after we sold the house**, could have any bearing on what we might or might not owe for gas consumed before we moved. In regard to the second, both my husband & I distinctly remember meter readers coming to our house numerous times in those two years and on the few occasions when a card was left, my husband called or sent in the reading. It is, of course, my word against the gas company's that actual meter readings were taken over the two year period. However, my husband was retired at the time, at home a great deal, and not likely to refuse entry to a meter reader. My contention is that meter readers did come, that they took their readings, and that I paid all bills received, believing that they were correct.

### 4. What do you want the Public Utility Commission to do about your complaint?

Since PGW (Ms. Davis) told me that my June bill for 188.71 was the final one for 441 East Locust Avenue; since I, in all good faith, have, through numerous unacknowledged telephone calls & letters, done all I could to straighten out this situation; and since PGW has not been able to prove to me that I owe this money, I ask that the PA Public Utility Commission delete from my bill the approximately \$2800.00 that they say we owe on gas consumption at our former property.

Joan J. Coals  
February 25, 2002

**NOTIFICATION OF INTENT TO APPEAL**  
(Request For Formal Complaint Forms)

*1/29/02*

Notice to Customer:

If you sign and return this form you are notifying the Public Utility Commission that you intend to appeal this informal complaint decision. Do not return this form unless you want to appeal this decision.

If you want to appeal this decision, you must return this Notification of Intent to Appeal form within twenty days of this date: January 29, 2002. The Commission will send you formal complaint forms.

You must comply with the terms of 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 pursue the termination of your service.

Thank You:  
Pennsylvania Public Utility Commission

Yes, I want to appeal the decision of the Bureau of Consumer Services. Please send formal complaint forms to me at the following address:

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

Joan Coale  
~~441 E Locust Ave.~~ 8012 Crefield ST  
Phila., Pa. ~~19144~~ 19118

215-247-9445  
(Area Code) Telephone Number

Joan I Coale  
Signature

Mail this completed form to:

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

FOR OFFICE USE ONLY		Date of mailing	January 29, 2002
BCS Number	1023803		
Company:	PGW		
	1800 N. 9th Street		
	Phila., Pa. 19122		

RECEIVED  
2002 FEB -4 AM 10:55  
SECRETARY'S BUREAU

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

3/5/02

February 13, 2002

BCS 1023803

JOAN COALE  
8012 CREFELD STREET  
PHILADELPHIA PA 19118

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 March 5, 2002 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:

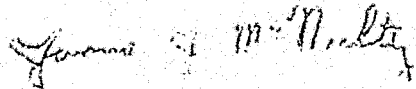
Office of Administrative Law Judge  
Public Utility Commission  
P.O. Box 3265  
Harrisburg, PA 17105-3265

**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

nvl

CC: PGW

BEFORE THE PENNSYLVANIA PUBLIC UTILITY COMMISSION

DATE SERVED: MARCH 1, 2002

JOAN I & EDGAR B COALE  
Complainant

VS.

PHILADELPHIA GAS WORKS  
Respondent

Complaint Docket  
No: F-01023803

DOCUMENT  
FOLDER  
**DOCKETED**

MAR 01 2002

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FORMAL COMPLAINT NOTICE TO RESPONDENT TO ANSWER OR SATISFY

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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,

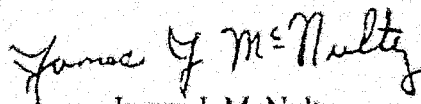
1. You have twenty (20) days from the date on which this complaint is served to either satisfy this complaint or to file with the Secretary of the Pennsylvania Public Utility Commission, P. O. Box 3265, Harrisburg, PA 17120, an answer (original and two copies), in writing, under oath, which, as required 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

DATE SERVED: MARCH 1, 2002

F-01023803

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

DOCUMENT  
FOLDER

Dear Sir/Madam:

A complaint has been filed against you before the Pennsylvania Public Utility Commission by JOAN I & EDGAR B COALE. 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.

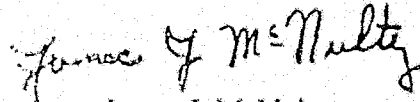
MARCH 1, 2002

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

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



DOCUMENT  
FOLDER

Laureto A. Farinas, Esq.  
Regulatory Affairs  
Direct Dial: 215-684-6982  
FAX: 215-684-6602  
E-mail: laureto.farinas@pgworks.com

ORIGINAL

March 22, 2002

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

RE Joan I & Edgar B Cole v PGW, Docket No. F - 01023803

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 Complainants acknowledge that the Complaint has been satisfied. PGW and the Complainants have discussed the Complainant's concerns with their account and reached a settlement. With this discussion and settlement, the Complainants have indicated that they are satisfied with the resolution of this complaint.

By copy of this letter, I am notifying the Complainant of their 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.

Sincerely,

MAR 27 2002

RECEIVED

cc Joan & Edgar Coate  
Les Fyock  
Anne Marie Cromley

MAR 22 2002

PA PUBLIC UTILITY COMMISSION  
SECRETARY'S BUREAU

107

COMMONWEALTH OF PENNSYLVANIA  
PUBLIC UTILITY COMMISSION

DATE: April 8, 2002

SUBJECT: Joan I. & Edgar B. Cole v. Philadelphia Gas Works  
F-01023803

TO: Wanda Zeiders  
Docket Management

FROM: Susan Hoffner, Case Control Officer  
Office of Administrative Law Judge

On March 22, 2002, a Certificate of Satisfaction was filed in the above-captioned proceeding by Laureto A. Farinas, Esquire. 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: ALJ (None Assigned)  
Bruce Bigelow  
Elzy Ditzler  
Beth Plantz  
Case File

DOCUMENT  
FOLDER

DOCKETED

APR 10 2002