

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: 11/26/07
8. DOCKET NO: F-02294765	:	9. EFFECTIVE DATE: 00/00/00

PARTY/COMPLAINANT: MUGANYIZI, PRIMUS

RESPONDENT/APPLICANT: PHILADELPHIA GAS WORKS

COMP/APP COUNTY: PHILADELPHIA

UTILITY CODE: 125042

ALLEGATION OR SUBJECT

COMPLAINANT STATES THAT HE WAS CHARGED FOR GAS THAT HE DID NOT USE.

NOV 30 2007

RECEIVED
F-02294765

Must be returned by NOVEMBER 28, 2007

PENNSYLVANIA PUBLIC UTILITY COMMISSION

Formal Complaint Form

Please print or type.

F-02294765

1. CUSTOMER NAME (COMPLAINANT)

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

Name Primus MUGANYIZI

Street/P.O. Box 8434 FAYETTE ST Apt # _____

City PHILADELPHIA State PA Zip 19150

County PHILADELPHIA

Area Code/HOME Phone 215-247-4305

CELL PHONE
267-467-7163

Area Code/WORK Phone 856-482-4931

Utility Account Number 0291 689 897
(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 2548 S. MILLICK ST

City PHILADELPHIA State PA Zip 19142

2. UTILITY NAME (RESPONDENT)

Name of utility company your complaint concerns: PGW

NOV 30 2007

ORIGINAL

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2007 NOV 26 AM 9:45
SECRETARY GENERAL

3. TYPE OF UTILITY (check one)

- | | |
|--|---|
| <input type="checkbox"/> ELECTRIC | <input type="checkbox"/> STEAM HEAT |
| <input checked="" type="checkbox"/> GAS | <input type="checkbox"/> WASTE WATER |
| <input type="checkbox"/> WATER | <input type="checkbox"/> MOTOR CARRIER
(taxi, moving company, limousine) |
| <input type="checkbox"/> 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) I WAS CHARGED FOR GAS I NEVER USED

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.

PLEASE SEE ATTACHED.

5. RELIEF

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

I WANT THE ~~UTIL~~ PUC TO ASK ORDER
PGW TO RETURN MONEY TAKEN FROM
ME AMOUNTING \$1783.62 PAID 5/22/07.

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. THEY ASKED ME TO RESOLVE THE ISSUE WITH PUC.

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 PRIMUS MUGAN-1121, 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).

[Signature] (Signature) 11/13/07 (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 nd 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.

I am seeking a refund of \$1,783.62 that I paid PGW under duress so that I could have the gas turned on at 2548 S. Millick Street. I purchased the property which was vacant and in disrepair on September 15, 2006. I proceeded to fix-up the property so that I could rent it. In April 2007 I requested that PGW turn the gas on because I had a tenant who was about to move in. A PGW technician came to the property and found the gas meter destroyed. The technician uninstalled the meter and took it with him. He told me that he thought someone at the property had been stealing gas. After numerous contacts with PGW I was told to pay the PGW bill if I wanted the gas turned on. With a tenant about to move in I had no choice so I borrowed money to pay the bill. PGW turned on the gas on May 26, 2007. Because I never destroyed the gas meter, never installed or used an illegal gas hook-up and never used any gas from PGW until the gas was turned on at the end of May 2007, PGW should refund the \$1,783.62.

PRIMUS MUGANYIZI

RECEIVED
2007 JUN 25 AM 9:45
SECURITY SERVICES

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 10/29/2007. 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.

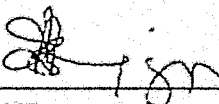
Sincerely,
Pennsylvania Public Utility Commission

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.)

PRIMUS MUGANYIZI
8434 FAYETTE STREET
PHILADELPHIA PA 19150

215-247-4305
(Area Code) Telephone Number
BCS: 2294765
Company: PHILADELPHIA GAS
WORKS



Signature
Date of Mailing: 10/29/2007


Mail this completed form to:

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

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NOV 02 2007

PA PUBLIC UTILITY COMMISSION
SECRETARY'S BUREAU


62



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

IN REPLY PLEASE
REFER TO OUR FILE

November 8, 2007

BCS2294765

PRIMUS MUGANYIZI
8434 FAYETTE STREET
PHILADELPHIA PA 19150

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 28, 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:

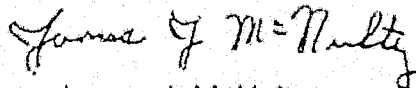
Office of Administrative Law Judge
Public Utility Commission
P.O. Box 3265
Harrisburg, PA 17105-3265

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

PRIMUS MUGANYIZI
Complainant

v.

PHILADELPHIA GAS WORKS
Respondent

Complaint Docket
No: F-02294765

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).

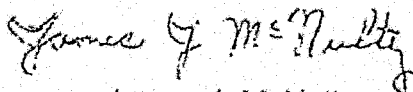
2. If you fail to either satisfy this complaint or to file answer or other responsive pleading within twenty (20) days, you will be deemed to have admitted all the allegations in this complaint in accordance with Section 5.61 of the Commission's Rules of Administrative Practice and Procedure, 52 Pa. 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-02294765

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 PRIMUS MUGANYIZI. 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.

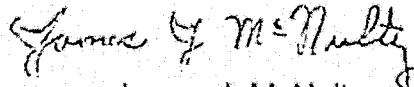
Detailed instructions on how to proceed are contained in the attached pages. You are advised to read them carefully.

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

Mary M. Chan, Paralegal
Legal Department
Direct Dial: (215) 654-6530
Fax: (215) 654-6798
E-mail: mary.chan@pgworks.com

December 13, 2007

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

**DOCUMENT
FOLDER**

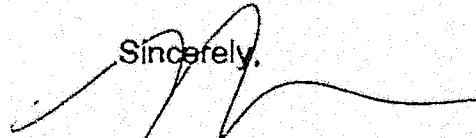
RE: Primus Muganyizi vs. PGW, Docket No. F-02294765

Dear Secretary McNulty:

Pursuant to 52 Pa. Code §5.61, the Philadelphia Gas Works ("PGW") hereby files the original and three (3) copies of its Answer to the Complaint in the above captioned matter.

If additional information is required, please do not hesitate to contact the undersigned. Thank you for your assistance in this matter.

Sincerely,



Mary M. Chan

Enclosure

cc: Primus Muganyizi (Regular Mail)
Anne Marie Cromley (PGW Mail)
Linda Pereira (PGW Mail)

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DEC 13 2007

PA PUBLIC UTILITY COMMISSION
SECRETARY'S BUREAU

BA

3840
L858

**BEFORE THE
PENNSYLVANIA PUBLIC UTILITY COMMISSION**

Primus Muganyizi

v.

Philadelphia Gas Works

:
:
:
:
:
:
:

Docket No. F-02294765

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-B) Denied. PGW denies the averments that the Complainant was charged for gas that he did not consume and strict proof thereof is demanded at time of hearing.

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**PA PUBLIC UTILITY COMMISSION
SECRETARY'S OFFICE**

By way of further answer, PGW records reflect that the Complainant took possession of 8434 Fayette Street, Philadelphia, PA (Service Address) on September 13, 2006.

On April 24, 2007, PGW visit the Service Address to turn gas service on at the Service Address. At the time of visit, PGW discovered that gas service on and the Electronic Reading Transmitter (ERT) device was missing from the meter.

PGW re-billed the Complainant for the period from September 13, 2006 through April 24, 2007 in the amount of \$1,783.62, as shown on the statement of account, which is attached hereto as Exhibit "A."

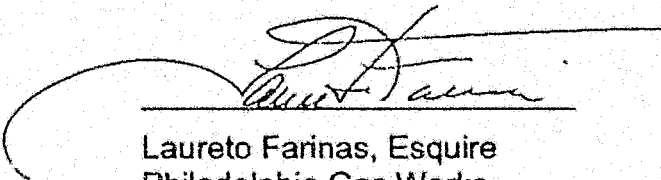
By way of further answer, the Bureau of Consumer Service (BCS) decision dated October 10, 2007, which is attached hereto as Exhibit "B," concluded that the Complainant's gas bills are correct as rendered. The BCS decision also ordered that the Complainant is responsible for the full amount of the re-bill.

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



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

EXHIBIT A

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PA PUBLIC UTILITY COMMISSION
SECRETARY'S BUREAU

Specific Service Agreement Statement of Account SA- 6696765755

Customer Name	From Date	To Date
PRIMUS MUGANYIZI	4/1/2007	12/12/2007

Service address	Account Number	SA Number	Meter	Rate
2548 S MILLICK ST PHIL, PA 191423508	291689897	6696765755	2060965	GS

STATEMENT

Transaction Date	Type	Reading	Code	Reading	# of Days	CCF Usage	Average CCF/Days	Heating DDD's	Payment Type	Due Date	Transaction Amount	Current Balance	Actual Balance
05/22/2007	PAY						0.00		Check		(\$1,783.62)	(\$1,783.62)	(\$1,783.62)
05/22/2007	PAY						0.00		Check		(\$123.23)	(\$1,906.85)	(\$1,906.85)
05/26/2007	BPTCCG						0.00				\$123.23	(\$1,783.62)	(\$1,783.62)
06/28/2007	BILL	20	R		32	20	0.62	4		07/24/2007	\$50.61	(\$1,733.01)	(\$1,733.01)
07/10/2007	ESTGAS						0.00				\$1,783.62	\$50.61	\$50.61
07/30/2007	BILL	41	R		30	21	0.70	0		08/22/2007	\$52.53	\$103.14	\$103.14
08/27/2007	PAY						0.00		Check		(\$103.14)	\$0.00	\$0.00
08/28/2007	BILL	62	R		31	21	0.68	6		09/21/2007	\$52.53	\$52.53	\$52.53
09/27/2007	BILL	84	R		30	22	0.73	13		10/22/2007	\$52.38	\$104.91	\$104.91
10/18/2007	PAY						0.00		Check		(\$104.91)	\$0.00	\$0.00
10/26/2007	BILL	104	R		29	20	0.69	53		11/21/2007	\$48.50	\$48.50	\$48.50
11/28/2007	LPC						0.00				\$0.72	\$49.22	\$49.22
11/28/2007	BILL	161	R		33	57	1.73	561		12/21/2007	\$118.57	\$167.79	\$167.79

EXHIBIT B

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DEC 13 2007

PA PUBLIC UTILITY COMMISSION
SECRETARY'S BUREAU

- <Case xmlns="x-
 schema:http://pucks1.state.pa.us/DataEx/Schema/ClosingDataSend.xdr">
 <CaseNbr>2294765</CaseNbr>
 <CompanyName>PGW (PHILA. GAS WORKS (NGDC)</CompanyName>
 <CompanyCode>0766</CompanyCode>
 <CompanyType>GAS TRANSPORTER</CompanyType>
 - <Customer>
 <CustomerFirstName>PRIMUS</CustomerFirstName>
 <CustomerLastName>MUGANYIZI</CustomerLastName>
 <AccountNumber>291689897</AccountNumber>
 - <CustomerServAddress>
 <ServAddress1>2548 S. MILLICK STREET</ServAddress1>
 <ServCity>PHILADELPHIA</ServCity>
 <ServState>PA</ServState>
 <ServZip5>19142</ServZip5>
 </CustomerServAddress>
 </Customer>
 <DecisionIssue>Y</DecisionIssue>
 <OralWritten>W</OralWritten>
 <Violation>NO</Violation>
 <TotalBalance>52.53</TotalBalance>
 <DateClosed>2007-10-10</DateClosed>
 <Resolution>STATEMENT OF COMPLAINT: THE CUSTOMER IS SEEKING A
 REFUND OF \$2,206.85 THAT WAS PAID TO PGW UNDER DURESS SO THAT THE
 SERVICE AT 2548 S. MILLICK STREET COULD BE TURNED ON. THE PROPERTY
 PURCHASED ON 9/15/06 WAS VACANT AND IN DISREPAIR. IN APRIL 2007
 IT WAS REQUESTED THAT PGW TURN THE GAS ON BECAUSE A TENANT WAS
 ABOUT TO MOVE IN. A PGW TECHNICIAN CAME TO THE PROPERTY AND
 FOUND THE GAS METER DESTROYED, WHICH HE LATER REMOVED FROM THE
 PREMISE. THE CUSTOMER WAS ADVISED THAT SOMEONE WAS STEALING GAS
 AT THE PROPERTY. AFTER NUMEROUS CONTACTS WITH THE COMPANY THE
 CUSTOMER WAS INFORMED WHAT AMOUNT WAS REQUIRED TO ESTABLISH
 SERVICE AT THE PROPERTY. WITH A TENANT ABOUT TO MOVE IT WAS PAID.
 THE AMOUNT IS BEING DISPUTED BECAUSE THE CUSTOMER STATES HE
 NEVER DESTROYED THE GAS METER, INTALLED OR USED THE ILLEGAL GAS
 HOOK UP AND NEVER USED ANY GAS UNTIL PGW TURNED IT ON IN MAY
 2007. PGW SHOULD REFUND THE \$2,206.85. INVESTIGATION BY THE STAFF
 OF THE PUC FOUND: ON 7/7/05 THE SERVICE AT THE PROPERTY AT 2548 S.
 MILLICK STREET WAS DISCONNECTED AT THE CURB VALVE FOR NON
 PAYMENT. THE METER INDEX WAS 8271. ON 9/13/06 THE PHILADELPHIA
 BOARD OF REVISION OF TAXES INDICATES THE CUSTOMER PURCHASED THE
 PROPERTY AT 2548 S. MILLICK STREET. ON 4/20/07 THE CUSTOMER
 SCHEDULED AN APPOINTMENT TO HAVE THE SERVICE AT THE PROPERTY
 TURNED ON. ON 4/24/07 PGW WAS AT THE PROPERTY, DISCOVERED A
 TAMPER METER BYPASS WITH THE ERT REMOVED FROM THE METER. THE
 METER WAS REMOVED AT INDEX 8271. APPLIANCES ATTACHED TO THE FUEL
 LINE WERE A HOUSE HEATER AND WATER HEATER. FURTHER
 INVESTIGATION REVEALED THAT THE ERT DEVICE WAS COMPLETELY
 DETACHED FROM THE METER IN A FASHION THAT WOULD STOP ALL USAGE
 FROM REGISTERING ALTHOUGH THERE WAS GAS STILL FLOWING IN THE
 FUEL LINE. THE DETACHMENT OF THE ERT DEVICE STOPPED USAGE ON THE
 AMR AND THE METER. ON 5/9/07 THE BYPASS CHARGE WAS CALCULATED IN
 THE AMOUNT OF \$1,783.6 FOR THE SERVICE USED FROM 9/13/06 TO
 4/24/07. TO RESTORE SERVICE THE CUSTOMER WOULD HAVE TO PAY A

TOTAL OF \$2,206.85. THIS INCLUDED THE FULL UNAUTHORIZED USAGE PLUS A RECONNECTION FEE AND SECURITY DEPOSIT. ON 5/22/07 THE CUSTOMER MADE THE REQUESTED PAYMENT AND SERVICE WAS ESTABLISHED ON 5/26/07. BASED ON THESE FINDINGS WE CONCLUDE: ALTHOUGH IT COULD NOT BE DETERMINED WHO TAMPHERED WITH THE METER AND INSTALLED THE BYPASS THE CUSTOMER BENEFITTED FROM IT AND IS RESPONSIBLE FOR THE UNAUTHORIZED USAGE AT THE PROPERTY FROM THE DATE IT WAS PURCHASED UNTIL THE DATE THE BYPASS WAS DISCOVERED. THEREFORE IT IS DECIDED: THE INFORMAL COMPLAINT OF PRIMUS MUGANYIZI IS HEREBY DISMISSED. </Resolution>

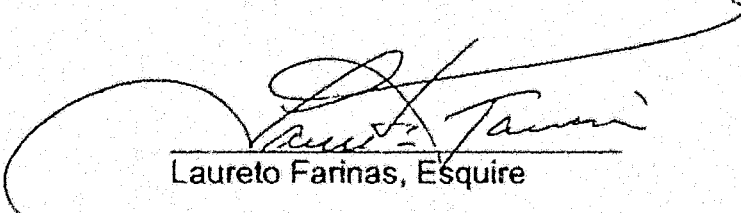
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VERIFICATION

 ORIGINAL

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

RECEIVED

DEC 13 2007

PA PUBLIC UTILITY COMMISSION
SECRETARY'S BUREAU

ORIGINAL

CERTIFICATE OF SERVICE

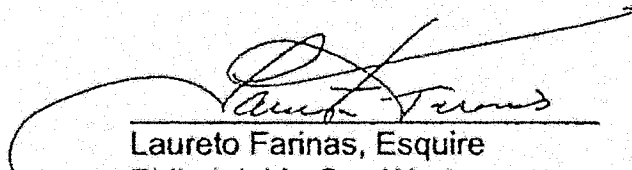
I HEREBY CERTIFY THAT I HAVE THIS DAY SERVED A TRUE COPY OF THE FOREGOING DOCUMENT UPON THE PARTICIPANTS LISTED BELOW, IN ACCORDANCE WITH THE REQUIREMENTS OF 52 PA CODE §1.54 (RELATING TO SERVICE BY A PARTICIPANT).

Service List:

For Complainant:

Primus Muganyizi
8434 Fayette Street
Philadelphia, PA 19150

Dated: December 13, 2007



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

RECEIVED

DEC 13 2007

PA PUBLIC UTILITY COMMISSION
SECRETARY'S OFFICE



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-02294765

(SEE ATTACHED LIST)

Primus Muganyizi v. Philadelphia Gas Works

Billing Dispute

Hearing Notice

This is to inform you that your case is scheduled for hearing at 9:30 a.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 9:15 a.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 morning, 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 7, 2008
Time: 9:30 a.m.
Location: In an available Hearing Room
Philadelphia State Office Building
Broad and Spring Garden Streets
Philadelphia, Pennsylvania

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
Ona Lester
Beth Plantz
Docket Section
Calendar File