

BEFORE THE  
PENNSYLVANIA PUBLIC UTILITY COMMISSION

FAITH KELLY GERMAIN

v.

PHILADELPHIA GAS WORKS

C-20067071

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**INTERIM ORDER**  
**SETTING RESOLUTION CONFERENCE**

On or about November 9, 2006, Faith Kelly Germain ("Complainant") filed a complaint against Philadelphia Gas Works ("Respondent"), at the above-captioned Docket Number. On or about December 5, 2006, 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 December 21, 2006, 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 January 4, 2007, unless this is not possible.

Within ten (10) days following the conference, Respondent shall file a short report with Bruce Bigelow ("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.

**BTL**

**DOCUMENT  
FOLDER**

**DOCKETED**  
DEC 12 2006

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, represent any party, evaluate or make a decision. 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, a report must be filed 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:

Mediator Bruce Bigelow  
P. O. Box 3265  
Harrisburg, PA 17105-3265  
Telephone: (717) 783-5413  
Email: bbigelow@state.pa.us

Date: December 7, 2006



VERONICA A. SMITH  
Chief Administrative Law Judge

COMMONWEALTH OF PENNSYLVANIA  
PUBLIC UTILITY COMMISSION

DATE: February 13, 2007  
SUBJECT: Faith Kelly Germain v. Philadelphia Gas Works  
C-20067071  
TO: Commission Document Folder  
FROM: Bruce Bigelow  
Mediator

**DOCUMENT  
FOLDER**

Pursuant to Chief Administrative Law Judge Smith's Interim Order, dated December 7, 2006, a report has been submitted to the Mediation Unit.

Please include this memo in the official Commission document folder.

**DOCKETED**  
FEB 20 2007

pc: OALJ File  
Mediator Bigelow  
Beth Plantz  
Docketing



COMMONWEALTH OF PENNSYLVANIA  
PENNSYLVANIA PUBLIC UTILITY COMMISSION  
Office of Administrative Law Judge  
P.O. BOX 3265, HARRISBURG, PA 17105-3265  
February 22, 2007

IN REPLY PLEASE  
REFER TO OUR FILE

In Re: C-20067071

(SEE ATTACHED LIST)

Faith Kelly Germain  
v.  
Philadelphia Gas Works  
Billing Dispute.

DOCUMENT  
FOLDER

Telephone Hearing Notice

This is to inform you that a hearing by telephone on the above-captioned case will be held as follows:

Type: Initial Telephonic Hearing

Date: Wednesday, May 2, 2007

Time: 10:00 a.m.

Presiding: Administrative Law Judge Charles E. Rainey, Jr.  
1302 Philadelphia State Office Building  
1400 West Spring Garden Street  
Philadelphia, PA 19130  
Telephone: 215.560.2105  
Fax: 215.560.3133

**DOCKETED**  
FEB 26 2007

If you have not provided a current telephone number where you can be reached for participation in the hearing OR YOUR AREA CODE HAS CHANGED, then you must contact the presiding officer at least 7 days before the actual hearing and provide the necessary information.

At the above date and time, the Presiding Officer will contact the parties as follows:

Faith Kelly Germain	610.522.5443
Laureto A. Farinas, Esquire	215.684.6982

If you have any hearing exhibits to which you will refer during the hearing, 3 copies must be sent to the Administrative Law Judge and 1 copy each must be sent to every other party. All copies must be received at least 5 days before the hearing.

*Attention: You may lose the case if you do not take part in this hearing and present facts on the issues raised.*

Except for those individuals representing themselves, the Commission's rules require that all parties have an attorney; therefore, you should have an attorney of your choice file an entry of appearance before the scheduled hearing.

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 Rainey  
Ona Lester  
Beth Plantz  
Docket Section  
Calendar File