

CAPTION SHEET

CASE MANAGEMENT SYSTEM

1. REPORT DATE: 00/00/00	:	
2. BUREAU: ALJ	:	
3. SECTION(S):	:	4. PUBLIC MEETING DATE:
5. APPROVED BY:	:	00/00/00
DIRECTOR:	:	
SUPERVISOR:	:	
6. PERSON IN CHARGE:	:	7. DATE FILED: 08/26/02
8. DOCKET NO: F-01166643	:	9. EFFECTIVE DATE: 00/00/00

PARTY/COMPLAINANT: MARSH, JAMES M.

RESPONDENT/APPLICANT: PHILADELPHIA GAS WORKS

COMP/APP COUNTY: PHILADELPHIA

UTILITY CODE: 125042

ALLEGATION OR SUBJECT

COMPLAINANT STATES HE HAS RECEIVED INFLATED BILLS. THE METER WAS INACCURATE AND NOT INSPECTED AND MAINTAINED TO PROVIDE CORRECT READING. HE WANTS PUC TO CANCEL OUTSTANDING PGW BALANCE AND PROVIDE THAT CUSTOMER WILL PAY ONLY MONTHLY CHARGES REGISTERED BY AUTOMATED COMPUTER METER.

DOCUMENT  
FILED

**DOCKETED**  
AUG 30 2002

BCS/166643  
8-27-02

F-01166643

**ORIGINAL** FORMAL COMPLAINT FORM  
Pennsylvania Public Utility Commission

RECEIVED

Please Print:

125042

1. Your Name, Mailing Address and Telephone Number.

AUG 26 2002

8/26/02  
JMM

Name JAMES M. MARSH PA PUBLIC UTILITY COMMISSION  
SECRETARY'S BUREAU  
Street/P.O. Box 1628 NAUBAIN ST. Apt.# \_\_\_\_\_  
City PHILA State PA Zip 19146  
County PHILA Home Telephone-Area Code (215) 732-6237  
Work Telephone-Area Code ( ) \_\_\_\_\_

2. Name of Company your complaint concerns: PGW

3. What is your complaint?

8/26/02  
JMM

PGW OVERCHARGED ON BILL RECEIVED  
1/3/2000 COVERING 11/24/2000 - 12/27/2000,  
AND ON SUBSEQUENT BILLS, BY INFLATING  
ESTIMATED BILLS FAR BEYOND CUSTOMARY  
CCF USAGE OF CUSTOMER FOR COMPARABLE  
MONTHS + BILLING HISTORY; PGW'S METER  
WAS ALSO INACCURATE + NOT INSPECTED + NOT  
MAINTAINED TO PROVIDE CORRECT READINGS,  
WITH THE RESULT THAT CUSTOMER'S BILLS  
WERE FURTHER INFLATED; PGW'S BILLS ARE

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

FAR BEYOND CUSTOMER'S USAGE; CUSTOMER  
(-over-)  
HAS BEEN PAYING SIGNIFICANT AMOUNTS MONTHLY  
NOTWITHSTANDING PGW'S OVERCHARGES.

102

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

8/24/02  
JMM

PUC SHOULD:

PLW

CANCEL OUTSTANDING BALANCE, AND  
PROVIDE THAT FROM PRESENT CUSTOMER  
WILL PAY ONLY MONTHLY CHARGES  
REGISTERED BY AUTOMATED COMPUTER  
~~MEMBER~~ ~~ACCOUNT~~ EACH MONTH AS IT  
~~IS~~ (ATTRIBUTED TO) OCCURS.

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

5. You must sign and date your complaint below.

8/26/02  
JMM

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.

JMM

8/26/02

Original Signature of complaining person

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 ( ) \_\_\_\_\_

*Timely*

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

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: July 25, 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.)

JAMES MARSH  
1628 NAUDAIN ST  
PHILADELPHIA PA 19146

215-732-6237  
(Area Code) Telephone Number

*J Marsh*  
Signature

Mail this completed form to:

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

FOR OFFICE USE ONLY	
BCS Number: 1166643	Date of mailing: July 25, 2002
Company: PHILADELPHIA GAS WORKS	

REVISED 11/97

SECRETARY

JUL 25 11 51 AM '02

PHILADELPHIA

2



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

8-27-02

IN REPLY PLEASE  
REFER TO OUR FILE

AUGUST 7, 2002

BCS 1166643

JAMES MARSH  
1628 NAUDAIN ST  
PHILADELPHIA PA 19146

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 AUGUST 27, 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:

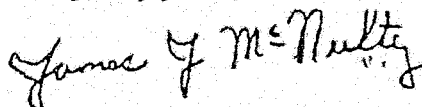
Office of Administrative Law Judge  
Public Utility Commission  
P.O. Box 3265  
Harrisburg, PA 17105-3265

**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

KSB

CC PHILADELPHIA GAS WORKS

BEFORE THE PENNSYLVANIA PUBLIC UTILITY COMMISSION

DATE SERVED: AUGUST 30, 2002

JAMES M. MARSH  
Complainant

VS.

PHILADELPHIA GAS WORKS  
Respondent

Complaint Docket  
No. F-01166643

DOCUMENT  
FILED  
**DOCKETED**  
AUG 30 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,

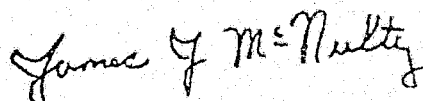
1. You have twenty (20) days from the date on which this complaint is served to either satisfy this complaint or to file with the **Secretary of the Pennsylvania Public Utility Commission, P. O. Box 3265, Harrisburg, PA 17120**, an answer (original and two copies), in writing, under oath, which, as required 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: AUGUST 30, 2002

F-01166643

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

DOCUMENT  
FOI DEED

DOCUMENT

Dear Sir/Madam:

A complaint has been filed against you before the Pennsylvania Public Utility Commission by JAMES M MARSH. 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.

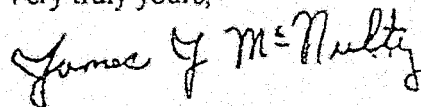
AUGUST 30, 2002

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

KSB

**Philadelphia Gas Works**  
Legal Department



800 W. Montgomery Avenue, Philadelphia, PA 19122  
Fax: (215) 684-6798

ORIGINAL

Laureto A. Farinas, Esq.  
Senior Attorney  
Legal Department  
Direct Dial: 215-684-6982  
FAX: 215-684-6798  
E-mail: laureto.farinas@pgworks.com

September 19, 2002

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

RECEIVED

SEP 19 2002

PA PUBLIC UTILITY COMMISSION  
SECRETARY'S BUREAU

RE: James Marsh v. PGW, Docket No. F-01166643

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

Sincerely,

*Laureto Farinas*

Enclosures

cc James Marsh  
Linda pereira

DOCUMENT  
FOLDER

84

BEFORE THE  
PENNSYLVANIA PUBLIC UTILITY COMMISSION

ORIGINAL

James Marsh

v.

Philadelphia Gas Works

:  
:  
:  
:  
:

Docket No. F - 01166643

Answer Of 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. Denied in part. PGW denies that averments contained in Paragraph 3 of the Complainant concerning billing and all other averments in Paragraph 3 that are conclusions. PGW admits that it was not able to read the Complainant's meter for the period between March 31, 1999 and December 27, 2000 as shown in the listing of the Complainant billings which is attached hereto as Exhibit "A." PGW records indicate that an automated meter reading device ("AMR") was installed on May 9, 2002. Thereafter, Complainant received a make up billing for \$86.51 for adjusted estimated readings dating back to January 26, 2001. A gas usage analysis, which is attached hereto as Exhibit "B" shows that the Complainant's gas consumption is in line with the Complainant's usage history at the property. A decision of the Bureau of Consumer Services ("BCS") dated July 25, 2002, which is attached hereto as Exhibit "C", provided relief to the Complainant in the form of an additional waiver of late payment fees and an credit for \$94. The decision also provided for a repayment agreement consisting of the payment of the current bill plus \$25.00 per month on the arrears until the arrearage was paid in full.

RECEIVED  
SEP 19 2002  
PA PUBLIC UTILITY COMMISSION  
SECRETARY'S BUREAU

DOCUMENT  
FOLDER

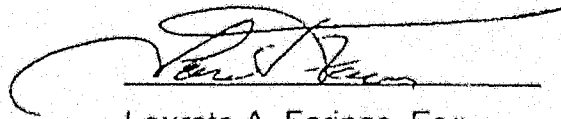
DOCKETED  
SEP 24 2002

4. Denied. The averments in Paragraph 4 of the Complaint are requests for relief to which no response is required. PGW therefore denies the averments in Paragraph 4.

Wherefore, PGW respectfully requests that this Commission find against the Complainant, and affirm the decision of the BCS in this matter.

Respectfully submitted,

September 19, 2002



Laureto A. Farinas, Esq  
Philadelphia Gas Works  
800 W. Montgomery Avenue  
Philadelphia, PA 19122

# EXHIBIT A

RECEIVED

SEP 19 2002

PA PUBLIC UTILITY COMMISSION  
SECRETARY'S BUREAU

BILLS FROM 01/01/1996 TO 09/10/2002

Account #: 8120227481 Customer Name: MARSH, JAMES M  
 Customer Address: 1628 NAUDAIN ST PHILA, PA Bill Cycle: 19

BILLS

Service Agreement	Meter #	Bill Start Date	Bill End Date	Bill Due Date	Meter/Read Start	Meter/Read End	Usage (CCF)	Usage Code	Bill Amount	Bill Cancelled	Closing Bill	CRP Monthly Amount	Emergency Current Month	Emergency Cull Amt	Days
9961728289	1719394	07/25/2002	09/23/2002	09/23/2002	38	49	11	Regular	\$23.10	No	No	\$0.00	0	\$0.00	29
9961728289	1719394	06/26/2002	07/25/2002	08/20/2002	27	38	11	Regular	\$23.10	No	No	\$0.00	0	\$0.00	29
9961728289	1719394	05/24/2002	06/28/2002	07/24/2002	12	27	15	Regular	\$28.69	No	No	\$0.00	0	\$0.00	33
9961728289	1719394	04/25/2002	05/24/2002	06/21/2002	0	12	80	Regular	\$48.51	No	No	\$0.00	0	\$0.00	29
9961728289	1240045	04/25/2002	05/24/2002	06/21/2002	6412	6450	80	Regular	\$65.51	No	No	\$0.00	0	\$0.00	29
9961728289	1240045	03/26/2002	04/25/2002	05/21/2002	6361	6412	51	System Estimate	\$57.59	No	No	\$0.00	0	\$0.00	30
9961728289	1240045	02/26/2002	03/26/2002	04/23/2002	6277	6361	84	System Estimate	\$45.21	No	No	\$0.00	0	\$0.00	29
9961728289	1240045	01/26/2002	02/25/2002	03/25/2002	6180	6277	97	System Estimate	\$109.42	No	No	\$0.00	0	\$0.00	29
9961728289	1240045	12/27/2001	01/26/2002	02/23/2002	6035	6180	145	System Estimate	\$157.62	No	No	\$0.00	0	\$0.00	32
9961728289	1240045	11/27/2001	12/27/2001	01/24/2002	5954	6035	81	System Estimate	\$94.35	No	No	\$0.00	0	\$0.00	30
9961728289	1240045	10/26/2001	11/27/2001	12/21/2001	5914	5954	40	System Estimate	\$57.14	No	No	\$0.00	0	\$0.00	32
9961728289	1240045	09/26/2001	10/26/2001	11/24/2001	5894	5914	20	System Estimate	\$34.25	No	No	\$0.00	0	\$0.00	30
9961728289	1240045	08/27/2001	09/26/2001	10/24/2001	5883	5894	11	System Estimate	\$24.06	No	No	\$0.00	0	\$0.00	30
9961728289	1240045	07/27/2001	08/27/2001	09/24/2001	5873	5883	10	System Estimate	\$24.97	No	No	\$0.00	0	\$0.00	31
9961728289	1240045	06/27/2001	07/27/2001	08/23/2001	5861	5873	12	System Estimate	\$27.64	No	No	\$0.00	0	\$0.00	30
9961728289	1240045	05/25/2001	06/27/2001	07/25/2001	5845	5861	18	System Estimate	\$32.95	No	No	\$0.00	0	\$0.00	33
9961728289	1240045	04/26/2001	05/25/2001	06/25/2001	5828	5845	17	System Estimate	\$34.28	No	No	\$0.00	0	\$0.00	29
9961728289	1240045	03/27/2001	04/26/2001	05/22/2001	5783	5828	45	System Estimate	\$71.55	No	No	\$0.00	0	\$0.00	30
9961728289	1240045	02/26/2001	03/27/2001	04/24/2001	5709	5783	74	System Estimate	\$109.89	No	No	\$0.00	0	\$0.00	29
9961728289	1240045	01/26/2001	02/26/2001	03/23/2001	5625	5709	83	System Estimate	\$114.34	No	No	\$0.00	0	\$0.00	31
9961728289	1240045	12/27/2000	01/26/2001	03/09/2001	5517	5625	109	Customer	\$143.06	No	No	\$0.00	0	\$0.00	30
9961728289	1240045	11/27/2000	12/27/2000	02/22/2001	5517	5517	253	System Estimate	\$321.49	Yes	No	\$0.00	0	\$0.00	30
9961728289	1240045	10/25/2000	11/24/2000	12/21/2000	5492	5517	240	System Estimate	\$229.78	No	No	\$0.00	0	\$0.00	33
9961728289	1240045	09/25/2000	10/25/2000	11/22/2000	5492	5492	60	System Estimate	\$34.27	No	No	\$0.00	0	\$0.00	30
9961728289	1240045	08/24/2000	09/24/2000	10/20/2000	5492	5492	0	System Estimate	\$9.00	No	No	\$0.00	0	\$0.00	32
9961728289	1240045	07/24/2000	08/24/2000	09/20/2000	5492	5492	0	System Estimate	\$9.00	No	No	\$0.00	0	\$0.00	29
9961728289	1240045	06/25/2000	07/25/2000	08/21/2000	5492	5492	11	System Estimate	\$18.48	No	No	\$0.00	0	\$0.00	33
9961728289	1240045	05/27/2000	06/27/2000	07/23/2000	5492	5492	33	System Estimate	\$33.44	No	No	\$0.00	0	\$0.00	29

BILLS FROM 01/01/1998 TO 09/10/2002

Account #: 6120227481  
 Customer Name: MARSH, JAMES M  
 Customer Address: 1828 NAUOAIN ST/PHILA PA  
 Bill Cycle: 18

BILLS

Service Agreement	Meter #	Bill Start Date	Bill End Date	Bill Due Date	Meter Read Start	Meter Read End	Usage (CCF)	Rate Code	Bill Amount	Bill Cancelled	Checking Bill	CRP Monthly Amount	Early Pay Current Month	Early Pay Cur Amt	Days
9961728289	1240045	03/28/2000	04/27/2000	05/24/2000	5015	5047	32	System Estimate	\$12.87	No	No	\$0.00	0	\$0.00	30
9961728289	1240045	02/28/2000	03/28/2000	04/28/2000	4963	5015	52	System Estimate	\$46.10	No	No	\$0.00	0	\$0.00	28
9961728289	1240045	01/28/2000	02/28/2000	03/28/2000	4861	4963	102	System Estimate	\$168.85	No	No	\$0.00	0	\$0.00	32
9961728289	1240045	12/23/1999	01/28/2000	02/28/2000	4716	4861	125	System Estimate	\$104.78	No	No	\$0.00	0	\$0.00	36
9961728289	1240045	11/23/1999	12/23/1999	01/23/2000	4672	4736	64	System Estimate	\$57.91	No	No	\$0.00	0	\$0.00	30
9961728289	1240045	10/25/1999	11/23/1999	12/21/1999	4629	4672	43	System Estimate	\$40.78	No	No	\$0.00	0	\$0.00	29
9961728289	1240045	09/24/1999	10/25/1999	11/23/1999	4608	4629	23	System Estimate	\$25.54	No	No	\$0.00	0	\$0.00	31
9961728289	1240045	08/24/1999	09/24/1999	10/27/1999	4594	4608	12	System Estimate	\$17.15	No	No	\$0.00	0	\$0.00	29
9961728289	1240045	07/28/1999	08/26/1999	09/24/1999	4587	4594	7	System Estimate	\$13.34	No	No	\$0.00	0	\$0.00	28
9961728289	1240045	06/21/1999	07/28/1999	08/26/1999	4568	4587	21	System Estimate	\$24.01	No	No	\$0.00	0	\$0.00	37
9961728289	1240045	05/23/1999	06/21/1999	07/21/1999	4542	4568	24	System Estimate	\$25.78	No	No	\$0.00	0	\$0.00	27
9961728289	1240045	04/19/1999	05/23/1999	06/22/1999	4480	4542	52	System Estimate	\$48.28	No	No	\$0.00	0	\$0.00	38
9961728289	1240045	03/17/1999	04/19/1999	05/15/1999	4452	4480	38	System Estimate	\$34.80	No	No	\$0.00	0	\$0.00	20
9961728289	1240045	02/22/1999	03/17/1999	04/28/1999	4309	4452	143	Regular	\$120.28	No	No	\$0.00	0	\$0.00	38
9961728289	1240045	01/29/1999	02/22/1999	03/20/1999	4234	4309	75	System Estimate	\$84.99	No	No	\$0.00	0	\$0.00	25
9961728289	1240045	12/29/1998	01/29/1999	02/26/1999	4108	4234	126	Regular	\$109.99	No	No	\$0.00	0	\$0.00	32
9961728289	1240045	11/24/1998	12/29/1998	01/25/1999	4011	4108	97	System Estimate	\$88.90	No	No	\$0.00	0	\$0.00	38
9961728289	1240045	10/26/1998	11/24/1998	12/21/1998	3975	4011	36	Regular	\$34.77	No	No	\$0.00	0	\$0.00	30
9961728289	1240045	09/24/1998	10/26/1998	11/23/1998	3933	3975	42	System Estimate	\$39.89	No	No	\$0.00	0	\$0.00	33
9961728289	1240045	08/26/1998	09/24/1998	10/21/1998	3808	3933	27	System Estimate	\$27.07	No	No	\$0.00	0	\$0.00	28
9961728289	1240045	07/28/1998	08/26/1998	09/22/1998	3832	3808	26	System Estimate	\$28.32	No	No	\$0.00	0	\$0.00	28
9961728289	1240045	06/28/1998	07/28/1998	08/26/1998	3823	3832	16	Regular	\$23.39	No	No	\$0.00	0	\$0.00	64
9961728289	1240045	05/28/1998	06/28/1998	08/26/1998	3778	3823	33	System Estimate	\$33.21	No	No	\$0.00	0	\$0.00	30
9961728289	1240045	03/17/1998	04/28/1998	05/26/1998	3690	3778	51	System Estimate	\$47.58	No	No	\$0.00	0	\$0.00	30
9961728289	1240045	02/27/1998	03/17/1998	04/27/1998	3592	3690	88	Regular	\$78.22	No	No	\$0.00	0	\$0.00	33
9961728289	1240045	01/28/1998	02/27/1998	03/26/1998	3514	3592	98	Regular	\$87.77	No	No	\$0.00	0	\$0.00	31
9961728289	1240045	11/22/1997	12/21/1997	01/24/1998	3395	3514	119	System Estimate	\$105.71	No	No	\$0.00	0	\$0.00	36
9961728289	1240045	10/24/1997	11/22/1997	12/21/1997	3314	3395	81	System Estimate	\$73.29	No	No	\$0.00	0	\$0.00	30
9961728289	1240045	09/24/1997	10/24/1997	11/22/1997	3268	3314	48	System Estimate	\$43.32	No	No	\$0.00	0	\$0.00	31

BILLS FROM 01/01/1996 TO 09/10/2002

Account #: 6120227481	Customer Name: MARSH, JAMES M
Customer Address: 1828 NAUDAIN ST/PHILA PA	Bill Cycle: 19

**BILLS**

Service Agreement	Metr / #	Bill Start Date	Bill End Date	Bill Due Date	Metr Read Start	Metr Read End	Usage (CCF)	Rate Code	Bill Amount	Bill Canceled	Checking Bill	CRP Monthly Amount	Easyway Month	Easyway Curr Amt	Days
98172A298	1240045	08/16/1997	08/24/1997	10/21/1997	3254	3268	14	Regular	\$15.97	No	No	\$0.00	0	\$0.00	30
998172A298	1240045	07/29/1997	08/26/1997	09/22/1997	3228	3254	26	System Estimate	\$26.22	No	No	\$0.00	0	\$0.00	29

**PAYMENTS FROM 01/01/1996 TO 09/10/2002**

Account #: 8120227481

Customer Name: MARSH, JAMES M

Customer Address: 1628 NAUDAIN ST/PHILA,PA

Bill Cycle: 19

**PAYMENTS**

Service Agreement ID	Pay Amount	Pay Date	Pay Status	Late Pay Charge	Utility Type	Grant Type	Pay Source Code
9961728289	\$26.89	07/22/2002	F	\$0.00	G		REM
9961728289	\$86.51	07/01/2002	F	\$5.05	G		REM
9961728289	\$100.00	05/30/2002	F	\$5.16	G		REM
9961728289	\$100.00	05/08/2002	F	\$5.73	G		REM
9961728289	\$100.00	04/10/2002	F	\$9.28	G		REM
9961728289	\$100.00	02/20/2002	F	\$7.42	G		REM
9961728289	\$100.00	02/20/2002	F	\$0.00	G		REM
9961728289	\$50.00	12/12/2001	F	\$2.81	G		REM
9961728289	\$34.25	11/21/2001	F	\$0.00	G		REM
9961728289	\$24.08	11/20/2001	F	\$2.87	G		REM
9961728289	\$24.97	10/12/2001	F	\$6.33	G		REM
9961728289	\$27.84	08/20/2001	F	\$2.48	G		REM
9961728289	\$32.95	07/25/2001	F	\$0.00	G		REM
9961728289	\$34.28	07/09/2001	F	\$5.25	G		REM
9961728289	\$100.00	05/22/2001	F	\$2.73	G		REM
9961728289	\$100.00	04/12/2001	F	\$0.00	G		REM
9961728289	\$100.00	04/06/2001	F	\$4.56	G		REM
9961728289	\$100.00	03/02/2001	F	\$3.58	G		REM
9961728289	\$100.00	02/01/2001	F	\$3.00	G		REM
9961728289	\$106.82	12/05/2000	F	\$0.00	G		REM
9961728289	\$54.27	11/30/2000	F	\$0.67	G		REM
9961728289	\$8.10	10/20/2000	F	\$0.00	G		REM
9961728289	\$8.60	09/28/2000	F	\$0.00	G		REM
9961728289	\$8.77	09/22/2000	F	\$0.10	G		REM
9961728289	\$18.48	07/24/2000	F	\$0.00	G		REM
9961728289	\$33.44	08/15/2000	F	\$0.00	G		REM
9961728289	\$32.67	05/05/2000	F	\$0.00	G		REM
9961728289	\$48.10	05/04/2000	F	\$0.00	G		REM
9961728289	\$67.15	03/21/2000	F	\$0.00	G		REM
9961728289	\$104.78	02/22/2000	F	\$0.00	G		REM
9961728289	\$57.91	02/08/2000	F	\$0.00	G		REM
9961728289	\$40.79	01/04/2000	F	\$0.50	G		REM
9961728289	\$25.54	11/08/1999	F	\$0.00	G		REM
9961728289	\$4.48	10/26/1999	F	\$0.00	G		REM
9961728289	\$50.64	08/10/1999	F	\$0.30	G		REM
9961728289	\$28.31	08/04/1999	F	\$0.32	G		REM
9961728289	\$48.28	06/15/1999	F	\$0.00	G		REM
9961728289	\$34.90	06/10/1999	F	\$0.00	G		REM
9961728289	\$120.28	05/11/1999	F	\$0.00	G		REM
9961728289	\$64.99	03/30/1999	F	\$0.00	G		REM
9961728289	\$110.99	03/15/1999	F	\$0.00	G		REM
9961728289	\$88.80	01/14/1999	F	\$0.00	G		REM
9961728289	\$34.77	01/08/1999	F	\$0.00	G		REM
9961728289	\$40.13	12/16/1998	F	\$0.00	G		REM
9961728289	\$27.07	10/13/1998	F	\$0.00	G		REM
9961728289	\$19.97	10/13/1998	F	\$0.00	G		REM

**PAYMENTS FROM 01/01/1996 TO 09/10/2002**

Account #: 8120227481	Customer Name: MARSH, JAMES M
Customer Address: 1628 NAUDAIN ST/PHILA,PA	Bill Cycle: 19

**PAYMENTS**

Service Agreement ID	Pay Amount	Pay Date	Pay Status	Late Pay Charge	Utility Type	Grant Type	Pay Source Code
9981728289	\$29.64	07/23/1998	F	\$0.00	G		REM
9981728289	\$32.21	07/05/1998	F	\$0.00	G		REM
9981728289	\$47.59	05/27/1998	F	\$0.00	G		REM
9981728289	\$79.22	04/27/1998	F	\$0.00	G		REM
9981728289	\$87.77	03/19/1998	F	\$0.00	G		REM
9981728289	\$70.67	02/20/1998	F	\$0.00	G		REM
9981728289	\$105.71	01/07/1998	F	\$0.00	G		REM
9981728289	\$73.23	12/19/1997	F	\$0.00	G		REM
9981728289	\$29.65	11/04/1997	F	\$0.00	G		REM
9981728289	\$56.20	08/11/1997	F	\$0.00	G		REM
9981728289	\$29.64	09/10/1997	F	\$0.00	G		REM
9981728289	\$30.13	07/23/1997	F	\$0.00	G		REM
9981728289	\$40.78	07/23/1997	F	\$0.00	G		REM

# EXHIBIT B

**RECEIVED**

SEP 19 2002

PA PUBLIC UTILITY COMMISSION  
SECRETARY'S BUREAU

Heat & Domestic

DATES		METER READINGS		NUMBER OF	USAGE IN	DOMESTIC	HEAT	NUMBER	C.F.D.D.***
FROM	TO	FROM	TO	DAYS	CCF*	USAGE CCF*	USAGE	DEG.DAYS**	
1/29/1994	9/25/1995	621	1976	604	1045	604	441	6387	6.9
9/25/1995	1/29/1998	1666	3980	1038	2214	1038	1176	13822	8.5
1/29/1998	5/13/2002	3880	6483	1384	2800	1384	1216	15799	7.7
					ACCOUNT #	61-2022-7481			
					NON-HEATING				
					DAILY USAGE	1.00	CCF PER DAY	(non heating usage / number of days in period)	
					GAS USAGE				
					ANALYSIS OF ACCOUNT				
					JAMES MARSH				
					NAUDAIN STREET				
					PHILA. PA 19100-0000				

CCF = hundred Cubic feet

\*\* DEGREE DAYS AN INDEX OF ENERGY CONSUMPTION FOR HEATING

IT INDICATES THE NUMBER OF DEGREES THE AVERAGE TEMPERATURE DROPS BELOW 65° F.

\*\*\*CFDD EQUALS CUBIC FEET OF GAS USED PER DEGREE DAY

# EXHIBIT C

RECEIVED

SEP 19 2002

PA PUBLIC UTILITY COMMISSION  
SECRETARY'S BUREAU



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

July 25, 2002

BCS No: 1166643

JAMES MARSH  
1628 NAUDAIN ST  
PHILADELPHIA PA 19146

The Bureau of Consumer Services (BCS) has completed its investigation into your informal complaint. Attached is the decision resulting from that investigation. A copy of this decision has also been sent to your utility company. This decision is binding on all parties, and unless it is appealed will become final 20 days after the date of this letter.

If you do not agree with any part of this decision you may appeal it by filing a formal complaint. You can do this by completing the attached Request for Formal Complaint Forms. Return this form to the Public Utility Commission, and the formal complaint forms will be mailed to you. If you wish to appeal, you must return this form to the Public Utility Commission by the date shown on the form. Your complaint will be assigned to an Administrative Law Judge, and a hearing date will be assigned.

You do not need a lawyer to file an appeal.

You must make all of the payments required by this decision. If you do not make these payments the utility company is permitted to terminate your utility service.

If you have any questions about the terms and conditions of this decision or about the Public Utility Commission's appeal procedures you may call me toll free at 1-800-782-1110, or you may call me directly at 717-705-6903.

Sincerely,

MATTHEW HRIVNAK  
Utility Complaint Investigator

Enclosure

PHILADELPHIA GAS WORKS

**BEFORE THE PENNSYLVANIA PUBLIC UTILITY COMMISSION**

JAMES MARSH  
1628 NAUDAIN ST v.  
PHILADELPHIA PA 19146

PHILADELPHIA GAS WORKS

Case Number: 1166643

Account Number:6120227481

**Decision On Informal Complaint By The Bureau Of Consumer Services:****Statement Of Complaint:**

A summary of the customer's complaint is as follows:

Customer is disputing the estimated bills from the Philadelphia Gas Works.

**Investigation By Staff Of The Bureau Of Consumer Services Revealed:**

1. That the customer received estimated meter readings from March 31, 1999- December 27, 2000.
2. That the Philadelphia Gas Works billed the customer for the period of November 24, 2000- December 27, 2000 for 240 ccfs, \$239.78, based on an estimated meter reading.
3. That the Philadelphia Gas Works billed the customer for the period of December 27, 2000- January 26, 2001 for 253 ccfs, \$321.49, based on an estimated meter reading.
4. That the Philadelphia Gas Works cancelled the bill for the period of December 27, 2000- January 26, 2001 for \$321.49.
5. That the Philadelphia Gas Works re-billed the customer for the period of December 27, 2000- January 26, 2001 for 109 ccfs, \$143.06, based on a customer provided reading.
6. That the Philadelphia Gas Works estimated meter readings from January 26, 2001- April 25, 2002.
7. That on May 9, 2002 the Philadelphia Gas Works exchanged meters and installed an AMR meter.
8. That the Philadelphia Gas Works billed the customer for the period of April 25, 2002- May 24, 2002 for \$86.51, which adjusted for estimated readings dating back to January 26, 2001.

9. That as of July 12, 2002 the customer has a balance of \$272.34 owing to the Philadelphia Gas Works.

**Based On These Findings, The Bureau Of Consumer Services Concludes:**

1. That because of PGW's failure to obtain actual meter readings, the customer was unable to judiciously manage gas consumption and exercise conservation measures, as necessary. The customer, therefore, is entitled to a reduction in the re-billed amount which is intended to compensate for this problem that, again, was caused by PGW's failure to obtain an actual meter reading for an extended period of time.
2. That the Philadelphia Gas Works overestimated the customer's bill for the period of November 24, 2000- December 27, 2000 for 240 ccfs to adjust for low estimated meter readings dating back to March 31, 1999.
3. That the customer is responsible for the balance owing to the Philadelphia Gas Works.

**Therefore It Is Decided:**

1. That the Philadelphia Gas Works MUST credit the customer's account \$94.00.
2. That the Philadelphia Gas Works will waive any late payment charges that were charged to the customer from June 10, 2002 to the present.
3. That beginning with the bill due on or about September 24, 2002, the customer MUST pay the current charges PLUS \$25.00 towards the past due amount, until the arrearage is paid in full.
4. That the Philadelphia Gas Works will not charge late payment fees to customer's account as long as the customer pays according to the decision. However, the Philadelphia Gas Works may apply late payment fees if you do not pay on time or do not keep this agreement.

July 25, 2002

Date

\_\_\_\_\_  
Signature

MATTHEW HRIVNAK  
Utility Complaint Investigator  
Bureau of Consumer Services  
PA Public Utility Commission

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

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: July 25, 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.)

JAMES MARSH  
1628 NAUDAIN ST  
PHILADELPHIA PA 19146

\_\_\_\_\_  
(Area Code) Telephone Number

\_\_\_\_\_  
Signature

Mail this completed form to:

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

**FOR OFFICE USE ONLY**

BCS Number: 1166643

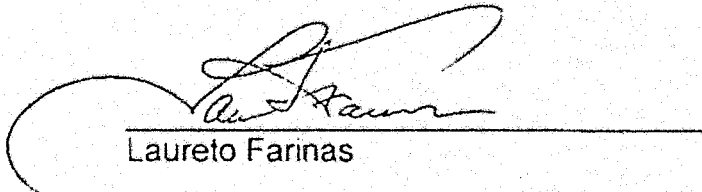
Date of mailing: July 25, 2002

Company: PHILADELPHIA GAS WORKS

VERIFICATION

I, Laureto Farinas, hereby declare that I am Counsel to the Philadelphia Gas Works; that as such, I am authorized to make this verification on its behalf; that the facts set forth in the foregoing Response are true to the best of my knowledge, information and belief, and that I make this verification subject to the penalties of 18. Pa. C.S. §4904, pertaining to false statements to authorities.

Date September 19, 2002

  
\_\_\_\_\_  
Laureto Farinas

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 §1.54 (RELATING TO SERVICE BY A PARTICIPANT).

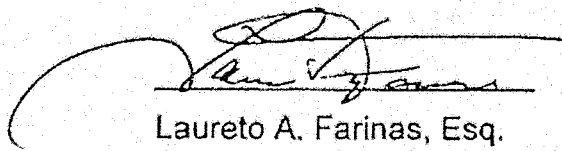
Service List.

For Complainant:

James Marsh  
1628 Naudain Street  
Philadelphia, PA 19146

Laureto Farinas, Esq.  
Philadelphia Gas Works  
800 W. Montgomery Avenue  
Philadelphia, PA 19122

September 19, 2002



Laureto A. Farinas, Esq.  
Philadelphia Gas Works  
800 W. Montgomery Avenue  
Philadelphia, PA 19122

RECEIVED

SEP 19 2002

PA PUBLIC UTILITY COMMISSION  
SECRETARY'S BUREAU

**Philadelphia Gas Works**  
Legal Department



800 W. Montgomery Avenue, Philadelphia, PA 19122  
Fax: (215) 684-6798

Laureto A. Farinas  
Senior Attorney  
Legal Department  
Direct Dial: 215-684-6982  
FAX 215-684-6798  
E-mail: laureto.farinas@pgworks.com

ORIGINAL

October 7, 2002

RECEIVED

OCT 07 2002

SRB

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

Re: James Marsh PGW, Docket No F - 01166643

PA PUBLIC UTILITY COMMISSION  
SECRETARY'S BUREAU

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 his account and reached a settlement. With this discussion and settlement, the Complainant has indicated that he is satisfied with the resolution of this complaint.

By copy of this letter, I am notifying the Complainant of his 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,

DOCUMENT  
FOLDER

cc: James Marsh  
Annmarie Nagle

OCT 09

1/6



COMMONWEALTH OF PENNSYLVANIA  
PENNSYLVANIA PUBLIC UTILITY COMMISSION

Office Of Administrative Law Judge  
P.O. Box 3265, Harrisburg, PA 17105-3265

IN REPLY PLEASE  
REFER TO OUR FILE

October 8, 2002

In Re: F-01166643

(See attached list)

James M. Marsh v. Philadelphia Gas Works

Billing dispute.

DOCUMENT  
FOLDER

Hearing Notice

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

Type: Initial hearing

Date: Tuesday, February 18, 200~~2~~<sup>3</sup>

Time: 10:00 a.m.

Location: In an available hearing room  
Philadelphia State Office Building  
Broad and Spring Garden Streets  
Philadelphia, Pennsylvania

Presiding: Administrative Law Judge Herbert Smolen  
1302 Philadelphia State Office Building  
1400 West Spring Garden Street  
Philadelphia, PA 19130  
Telephone: (215) 560-2105  
Fax: (215) 560-3133

DOCKETED  
OCT 10 2002

Attention: You may lose the case if you do not come to this hearing and present facts on the issues raised.

If you intend to file exhibits, 2 copies of all hearing exhibits to be presented into evidence must be submitted to the reporter. An additional copy must be furnished to the Presiding Officer. A copy must also be provided to each party of record.

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:

- Scheduling Office: (717) 787-1399.
- AT&T Relay Service number for persons who are deaf or hearing-impaired: 1-800-654-5988.

pc: Judge Smolen  
Judy Weaver, Scheduling Officer  
Beth Plantz  
Docket Section  
Calendar File



COMMONWEALTH OF PENNSYLVANIA  
PENNSYLVANIA PUBLIC UTILITY COMMISSION

Office Of Administrative Law Judge  
P.O. Box 3265, Harrisburg, PA 17105-3265

IN REPLY PLEASE  
REFER TO OUR FILE

DOCUMENT  
FOLDER

October 31, 2002

In Re: F-01166643

(See letter dated 10/8/02)

James M. Marsh v. Philadelphia Gas Works

Billing dispute.

Hearing Notice

This is to inform you that the year was incorrect on the hearing notice dated October 8, 2002. The following is a reprint of the notice with the correction.

Type: Initial hearing

Date: Tuesday, February 18, 2003

Time: 10:00 a.m.

Location: In an available hearing room  
Philadelphia State Office Building  
Broad and Spring Garden Streets  
Philadelphia, Pennsylvania

Presiding: Administrative Law Judge Herbert Smolen  
1302 Philadelphia State Office Building  
1400 West Spring Garden Street  
Philadelphia, PA 19130  
Telephone: (215) 560-2105  
Fax: (215) 560-3133

DOCKETED  
NOV 04 2002

Attention: You may lose the case if you do not come to this hearing and present facts on the issues raised.

If you intend to file exhibits, 2 copies of all hearing exhibits to be presented into evidence must be submitted to the reporter. An additional copy must be furnished to the Presiding Officer. A copy must also be provided to each party of record.

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:

- Scheduling Office: (717) 787-1399.
- AT&T Relay Service number for persons who are deaf or hearing-impaired: 1-800-654-5988.

pc: Judge Smolen  
Judy Weaver, Scheduling Officer  
Beth Plantz  
Docket Section  
Calendar File



COMMONWEALTH OF PENNSYLVANIA  
PENNSYLVANIA PUBLIC UTILITY COMMISSION

Office Of Administrative Law Judge  
P.O. Box 3265, Harrisburg, PA 17105-3265

IN REPLY PLEASE  
REFER TO OJR FILE

November 1, 2002

In Re: F-01166643

(See letter dated 10/31/02)

James M. Marsh v. Philadelphia Gas Works

Billing dispute.

Cancellation Notice

This is to inform you of the following cancellation:

Type: Initial hearing  
Date: Tuesday, February 18, 2003  
Time: 10:00 a.m.  
Location: Philadelphia, Pennsylvania  
Presiding: Administrative Law Judge Herbert Smolen

Please mark your records accordingly.

pc: Judge Smolen  
Judy Weaver, Scheduling Officer  
Beth Plantz  
Docket Section  
Calendar File

DOCKETED

NOV 05 2002

DOCUMENT

SRB

COMMONWEALTH OF  
PENNSYLVANIA  
PUBLIC UTILITY COMMISSION

DATE: November 1, 2002

SUBJECT: Certification of Satisfaction Filed  
F-01166643 James M. Marsh v. Philadelphia Gas Works

TO: Wanda Zeiders,  
Docket Management

FROM: Judy Weaver, Scheduling Officer  
Office of Administrative Law Judge

On October 17, 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 Herbert Smolen  
Elzy Ditzler  
Beth Plantz  
Case File

DOCUMENT  
FOLDER

**DOCKETED**  
NOV 06 2002