

BEFORE THE
PENNSYLVANIA PUBLIC UTILITY COMMISSION

Effie Smith :
 :
 v. : Docket No. C-20016641
 :
 Philadelphia Gas Works :

INTERIM ORDER
SETTING SETTLEMENT CONFERENCE

On or about December 31, 2001, Effie Smith
("Complainant") filed a complaint against Philadelphia Gas Works
("Respondent"), at the above-captioned Docket Number. On or about
January 28, 2002, Respondent filed an answer to the complaint.

Based upon a review of the pleadings, the parties are
hereby directed to attempt to settle this matter. Respondent
shall contact Complainant, on or before February 25, 2002,
concerning a time, date and place for Respondent and Complainant
to hold a conference. The conference shall take place on
or before March 11, 2002, unless this is not possible.

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

- (a) The time, date and place of the settlement conference;
- (b) Who participated for each party;
- (c) A statement whether a full settlement, 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

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(d) A statement of any issues which have been resolved, if a full settlement was not achieved.

If an agreement has not been reached, and the parties do not consent to mediate, the parties are entitled to have a hearing. A hearing is a formal procedure in which an administrative law judge will make a decision to resolve the case. Mediation is an informal procedure in which the parties themselves attempt to resolve the case through a voluntary agreement. The mediator is a neutral person who helps the parties in their efforts to come to an agreement. The Commission encourages mediation.

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
(717) 783-5413
Email: bigelow@puc.state.pa.us

Robert A. Christianson
ROBERT A. CHRISTIANSON
Chief Administrative Law Judge

Date: 2/7/02

Philadelphia Gas Works
Legal Department



ORIGINAL

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

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

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March 8, 2002

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

RE: Effie Smith v. PGW, Docket No. C - 20016641

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. PGW and the Complainant have discussed the Complainant's concerns with customer service and the account and reached a settlement. With this discussion the Complainant has indicated that she is satisfied with the resolution of this complaint.

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

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MAR 14 2002

Sincerely,

cc: Effie Smith
Les Fyock
Annmarie Nagle

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MAR 07 2002

PENNSYLVANIA
PUBLIC UTILITY COMMISSION
SECRETARY'S BUREAU

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COMMONWEALTH OF PENNSYLVANIA
PUBLIC UTILITY COMMISSION

DATE: March 22, 2002
SUBJECT: Effie Smith v. PGW
Docket No. C-20016641
TO: Wanda Zeiders
Docket Management
FROM: Susan Hoffner, Case Control Officer
Office of Administrative Law Judge

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On March 7, 2002, a Certificate of Satisfaction was filed in the above-captioned proceeding by Laureto A. Farinas, Esq. If no object on 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

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Philadelphia Gas Works
Legal Department



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

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

March 8, 2002

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Pennsylvania Public Utility Commission
Room B-20, North Office Building
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MAR 14 2002

OFFICE OF CALJ

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Sincerely,

cc: Effie Smith
Les Fyock
Annmarie Nagle

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MAR 07 2002

PUBLIC UTILITY COMMISSION
SECRETARY'S OFFICE



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

IN REPLY PLEASE
REFER TO OUR FILE

October 11, 2002

C-20016641

EFFIE SMITH
4918 NORTH 12TH STREET
PHILADELPHIA PA 19141

EFFIE SMITH
v.
PHILADELPHIA GAS WORKS

SRB

TO WHOM IT MAY CONCERN:

Please be advised that the Commission has marked closed the above-entitled proceeding.

Very truly yours,

James J. McNulty
Secretary

rjl

cc: All parties of Record
Office of ALJ

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FOLDER

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OCT 11 2002