

BEFORE THE  
PENNSYLVANIA PUBLIC UTILITY COMMISSION

**DOCKETED**  
MAY 10 2004

SERGIO AND GABRIELLA COSCIA

v

F-01489023

PHILADELPHIA GAS WORKS

**DOCUMENT  
FOLDER**

**INTERIM ORDER  
SETTING RESOLUTION CONFERENCE**

On or about January 8, 2004, Sergio and Gabriella Coscia ("Complainants") filed a complaint against Philadelphia Gas Works ("Respondent"), at the above-captioned Docket Number. On or about February 23, 2004, 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 Complainants no later than March 15, 2004, to set a mutually convenient time, date and place for Respondent and Complainants to hold a conference about resolving the case. The conference must take place no later than March 29, 2004, 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.

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, make a decision, or represent any party. 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.

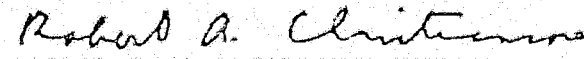
If it is not possible to have the conference by the date set for that purpose, Respondent shall file a report with the Mediator, on or before ten (10) days following the conference due date, giving the reason(s) why the due date could not be met.

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

Date: March 1, 2004

  
ROBERT A. CHRISTIANSON  
Chief Administrative Law Judge

COMMONWEALTH OF PENNSYLVANIA

OFFICE OF ADMINISTRATIVE  
LAW JUDGE  
MEMO

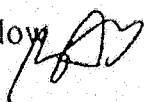
PUBLIC UTILITY COMMISSION

DATE: July 7, 2004

SUBJECT: Coscia, Sergio and Gabriella v.  
Philadelphia Gas Works  
F-01489023

TO: Commission Document Folder

FROM: Bruce Bigelow  
Mediator



DOCUMENT

The above-captioned case is still undergoing mediation-process review and progress reports are being made.

pc: OALJ file  
form #4572-3

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JUL 14 2004



RECEIVED

AUG 20 2004

PA PUBLIC UTILITY COMMISSION  
SECRETARY'S BUREAU

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

August 20, 2004

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

Re: Sergio & Gabriella Coscia v. PGW, Docket No. F - 01489023

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 Complainants acknowledge that the Complaint has been satisfied. PGW and the Complainants have discussed the Complainants' 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 Complainants 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,

A handwritten signature in black ink, appearing to read "Laureto Farinas", is written over a large, stylized flourish that extends to the left and underlines the signature.

Laureto Farinas, Esq.

cc: Sergio & Gabriella Coscia  
Anne Cromley  
Bruce Bigelow

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SEP 24 2004

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COMMONWEALTH OF PENNSYLVANIA  
PUBLIC UTILITY COMMISSION

DATE: August 24, 2004  
SUBJECT: F-01489023  
Sergio & Gabriella Coscia v. Philadelphia Gas Works  
TO: Wanda Zeiders  
Docket Management  
FROM: Cherie Pyle, ALJ Support Staff  
Office of Administrative Law Judge

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On August 23, 2004, a Certificate of Satisfaction was filed in the above-captioned proceeding. 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. Mediator Bruce Bigelow  
Betri Plantz  
Case File

**DOCUMENT  
FOLDER**