



PHILADELPHIA GAS WORKS

800 West Montgomery Avenue • Philadelphia, PA 19122

Graciela Christlieb, Senior Attorney
Legal Department
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May 16, 2017

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

Re: Debbie Hughey v. Philadelphia Gas Works, Docket No. C-2016- 2567445

Dear Secretary Chiavetta:

Pursuant to 52 Pa. Code §5.371(b), the Philadelphia Gas Works hereby files the original Reply to the Request for Sanctions Against the Respondents – PGW, in the above captioned matter.

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

Sincerely,


Graciela Christlieb

cc: Debbie Hughey
Tyra Jackson

**BEFORE THE
PENNSYLVANIA PUBLIC UTILITY COMMISSION**

Debbie Hughey

v.

Philadelphia Gas Works

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Docket No. C – 2016 – 2567445

**PHILADELPHIA GAS WORKS’
REPLY TO COMPLAINANT’S REQUEST FOR SANCTIONS**

Pursuant to 52 Pa. Code §5.371(b), the Philadelphia Gas Works (PGW), hereby files its Reply to the Complainant’s Request for Sanctions dated May 12, 2017 and served on PGW on via email on May 15, 2017 (Request).

I. HISTORY OF PROCEEDING

On September 21, 2016, the Complainant filed the instant Complaint with the Pennsylvania Public Utility Commission (Commission) against PGW generally alleging that there are incorrect charges on her bill and that the Complainant has a reliability, quality, and/or safety problem with her gas service.

On October 11, 2016, PGW filed and Answer with New Matter as well as Preliminary Objections.

By Order dated January 18, 2017, PGW’s Preliminary Objections were sustained in part.

By Hearing Order dated February 2, 2017, a telephonic hearing was scheduled for March, 22, 2017.

On March 13, 2017, the Complainant filed Motion for a Continuance, attached hereto as exhibit “A”. The Complainant did not serve PGW with a copy of her Motion until March 15, 2017, stating she had the wrong email address for PGW. PGW did not object to the Complainant’s request for a continuance.

By Hearing Order dated March 21, 2017, a telephonic hearing was scheduled for April 25, 2017.

On April 17, 2017, nine days before the scheduled hearing date, the Complainant, via electronic mail, served PGW with a copy of her Motion to Compel

Discovery, attached hereto as exhibit "A". PGW had not received any requests for discovery from the Complainant.

Two days later, on April 19, 2017, the Complainant, via electronic mail, made a request to have the telephonic hearing further continued, attached hereto as exhibit "B". The Complainant cited a variety of circumstances she felt necessitated a continuance, but no actual scheduling conflict. PGW objected to the further continuance. Attached to the same electronic mail was an updated Motion to Compel Discovery.

The Court converted the April 25, 2017 hearing into a pre-hearing conference. On that date, the parties convened via telephone before the Court and the Complainant reiterated her request for a continuance, stating that she needed at least 60 days. PGW renewed its objection and argued that if a continuance were granted, it should be no more than 30 days. The Court granted the Complainant's request for a 60 day continuance and the parties agreed that the hearing on the instant Complaint would be held via telephone on June 15, 2017. The Complainant was advised to be ready to present her case on that day as it was extremely unlikely that the case would be continued a third time.

In order to avoid further delay, PGW did not wait for the Court to rule on the Complainant's Motion to Compel Discovery, instead opting to voluntarily furnish the information requested in the updated Motion to Compel Discovery, dated April 19, 2017.

On May 10, 2017, PGW served the Complainant, via FedEx, with the information she stated she had sought in her Motion to Compel Discovery, dated April 19, 2017.

On May 12, 2017, the Complainant filed the instant Request. The Complainant filed a Certificate of Service with her Request, but **did not** serve PGW.

On May 15, 2017, the Complainant, via electronic mail, served PGW with a copy of the instant Request.

II. REPLY TO REQUEST FOR SANCTIONS

The Complainant has submitted no requests for discovery to PGW in this matter. Instead of engaging in informal discovery or submitting her requests pursuant to the rules in Title 52, the Complainant filed a Motion asking the Court to compel PGW to

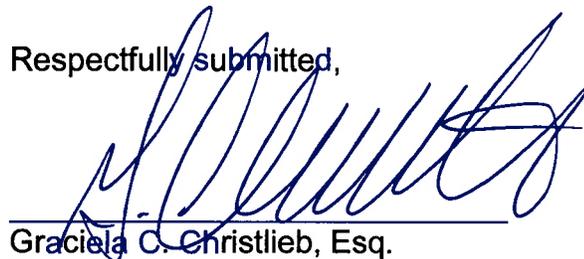
provide the information sought. In the spirit of cooperation and in an effort to avoid further delay, PGW voluntarily produced the information sought in the Motion. Moreover, the information was supplied in a reasonable amount of time (20 days) given the scope and nature of the requests made.

The sanctions sought by the Complainant in her Request do not fall within the types of sanctions envisioned in the rules.

Wherefore, PGW respectfully requests that this Commission deny the Complainant's Request for Sanctions against the Respondent.

May 16, 2017

Respectfully submitted,

A handwritten signature in blue ink, appearing to read 'Graciela C. Christlieb', written over a horizontal line.

Graciela C. Christlieb, Esq.
Philadelphia Gas Works
800 W. Montgomery Avenue
Philadelphia, PA 19122

A

THE PENNSYLVANIA'S PUBLIC UTILITY COMMISSION

Debbie Hughey, Complainant

vs.

Docket No. C - 2016-25567445

PGW - Philadelphia Gas Works, Public Utility

**MOTION TO COMPEL DOCUMENTS, RECORDS, AND QUESTIONS
ANSWERED BY PGW**

The Complainant is requesting the following from PGW:

1. A copy of the alleged agreement that PGW claimed was made with Complainant prior to PGW turning on the Gas Service at 1629 Newport Place in November, 2014.
2. Why was the Complainant forced to give a copy of the Deed to said property; in order, to have the gas turned on, in November, 2014 ?
3. Is it a standard practice to require Customers to submit a copy of their Deed; in order, to obtain Gas Services, and if so, when did this practice started and why ?
4. What were the determining factors as to why the Gas Service was turned on by PGW ?
5. What were the amounts of the Deposits/Down Payments that the Complainant was required to pay, and how much and when was any of the Deposits/Down Payments applied to the PGW's Bill or returned to the Complainant ?
6. Need an itemization of what happened to the Deposits/Down Payments that the Complainant paid ?
7. Why were Deposits and Down Payments required to start new Gas Service under the Complainant's Name ?
8. Why are there higher charges for Gas Services during the Spring and Summer Months; whereas, less Gas was used during those times ?
9. Why is it that page numbered two is missing from each bill ?
10. Why is it that we never received a Lien Notice for the year of 2006 ?
11. Verify all Liens that have been placed on said Property by the City of Philadelphia.
12. Why are we being denied the ability to submit a Defendant's Affidavit on the Court's (Common Pleas) Records ?

13. Need a copy of Work Order for June, 2016 as to why PGW's Work Men came back out to our house to allegedly turn the gas off again that was already turned off ?
14. Need a copy of Work Order as to why two different PGW's Work Men were at said property on the same day and same time, to place Digital Gas Meters in the house at 1629 Newport Place in Philadelphia, PA ?
15. Need copies of the two PGW's Work Men's Identification Cards (with their names, titles, and faces clearly shown) that came to place the Digital Gas Meters in the Complainant's House.
16. Need the name, title, and a copy of the PGW's Supervisor's ID Card that came out, after we again called PGW about the Black PGW Worker's weird behaviors, still constantly refusing to tell the Complainant and her family his name, and etc...
17. Copies of all call logs to and from PGW (and etc...) pertaining to the Complainant and/or said property located at 1629 Newport Place in Philadelphia, PA.
18. Copies of ALL Emergency Calls and Reports made for Gas Leaks/Gas Smells at said property.
19. Copies of the Medical Certificates that were obtained for James Hughey; in order, to keep the Gas Service on.
20. Copies of PGW's Bills from 2014 to present.

Sign Debbie Hughey Date April 17, 2017

PROOF OF SERVICE

I, Debbie Hughey, verified that I electronically serve a copy of this filing to PGW's Attorney on April 17, 2017.

Sign Debbie Hughey Date April 17, 2017

B

THE PENNSYLVANIA'S PUBLIC UTILITY COMMISSION

RESUBMISSIONS AND ADDITIONS

Debbie Hughey, Complainant

vs.

Docket No. C - 2016-2567445

PGW - Philadelphia Gas Works, Public Utility

**MOTION TO COMPEL DOCUMENTS, RECORDS, AND QUESTIONS
ANSWERED BY PGW**

The Complainant is requesting the following from PGW:

1. A copy of the alleged agreement that PGW claimed was made with Complainant prior to PGW turning on the Gas Service at 1629 Newport Place in Philadelphia, PA 19122 in November, 2014.
2. Why was the Complainant forced to give a copy of the Deed to said property; in order, to have the gas turned on, in November, 2014 ?
3. Is it a standard practice to require Customers to submit a copy of their Deed; in order, to obtain Gas Services, and if so, when did this practice started and why ?
4. What were the determining factors and requests as to why the Gas Service was turned on by PGW in November, 2014 ?
5. What were the amounts of the Deposits/Down Payments that the Complainant was required to pay, and why ?
6. Was any Deposits or Down Payments ever returned to the Complainant, and if so, when, and if not, why not ?
7. Was any Deposits or Down Payments applied to any Gas Bills, and if so, when and why ?
8. Need an itemization of what happened to the Deposits/Down Payments that the Complainant paid ?
9. Why were Deposits/Down Payments required to start new Gas Service under the Complainant's Name ?
10. Why are there higher charges for Gas Services during the Spring and Summer Months; whereas, less Gas was used during those times ?
11. Need copies of All Gas Bills from 2014 to present.
12. Why is it that page numbered two is missing from ALL PGW's Gas Bill ?

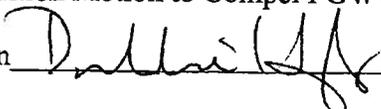
13. Why is it that we never received a Lien Notice for the year of 2006 ?
14. Verify and supply copies of all Liens that have been placed on said Property by the City of Philadelphia and or by PGW.
15. Why are we being denied the ability to submit a Defendant's Affidavit on the Court's (Common Pleas) Records ?
16. Need a copy of Work Order for June, 2016 as to why PGW's Work Men came back out to our house to allegedly turn the gas off again that was already turned off ?
17. Need a copy of the Gas Meter Reading when the gas was shut-off in April, 2016 ?
18. Need a copy of what the gas reading was prior to as well as after the Gas Service was turned off again in June, 2016 ?
19. Need a copy of the Work Order as to why two different PGW's Work Men were at said property on the same day and same time, to place Digital Gas Meters in the house at 1629 Newport Place in Philadelphia, PA in 2014?
20. Need copies of the two PGW's Work Men's Identification Cards (with their names, titles, and faces clearly shown) that came to place the Digital Gas Meters in the Complainant's House in November, 2014.
21. Need copies of the two PGW's Work Trucks along with the Truck's Vehicle License Tags and Vehicle ID Numbers that were driven to said property in 2014 on the day that the Digital Gas Meters were placed.
22. Need copies of the PGW's Worker who was assigned to place the new Digital Gas Meter.
23. Need the name, title, and a copy of the PGW's Supervisor's ID Card that came out, after we again called PGW about the Black PGW Worker's weird behaviors, still constantly refusing to tell the Complainant and her family his name, and etc...
24. Copies of all call logs to and from PGW (and etc...) pertaining to the Complainant and/or said property located at 1629 Newport Place in Philadelphia, PA.
25. Copies of ALL Emergency Calls and Reports made for Gas Leaks/Gas Smells at said property.
26. Copies of the Medical necessary Certificates that were obtained for James Hughey's physician; in order, to keep the Gas Service on.
27. Copies of ALL PGW's Bills from 2014 to present.
28. Copies of the Gas Reading before Gas Service was turned on in 2014 as well as Gas Reading when the Gas Service was cut off in 2016, and Gas Reading on the day that the PGW's Work Men came out to cut the Gas Service off again (later in 2016).

29. Need a copy of the serial numbers and model numbers of both Digital Gas Meters that were sent to the property at 1629 Newport Place on the day of insertion, and which Gas Meter was finally placed in the house, and by whom, and the name of the PGW's Worker who brought which Gas Meter into said house.
30. The Digital Gas Meter that was placed in the house of 1629 Newport Place in 2014, was it used somewhere else prior to placing in said house ?
31. How many complaints to have there been about PGW's Digital Gas Meters, and exactly what are the complaints ?
32. Why was Mr. Hughey charged for the prior Gas Digital Meter Placement (prior to 2014), and how much was he or a member of his household charged, and when, and why ?
33. How many Digital Gas Meters have been placed in the house located at 1629 Newport Place in Philadelphia, PA, and when were they done, and why were they needed.
34. How many NEW Digital Gas Reading Meters do PGW obtain each year ?
35. Who manufactured the Digital Gas Meters that PGW uses ?
36. What type and how often do PGW do quality control checks on their Digital Gas Meters ?
37. What type of indications are displayed when the Digital Gas Meters are not working effectively ?

Sign  Date April 19, 2017
 Debbie Hughey, Pro se

PROOF OF SERVICE

I, Debbie Hughey, stated that I electronically serve a copy of this RE-Submission and Addition Motion to Compel PGW's via their Attorney on April 19, 2017.

Sign  Date April 19, 2017

VERIFICATION

I, Graciela Christlieb, 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 Reply 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.

May 16, 2017



Graciela Christlieb, Esquire

CERTIFICATE OF SERVICE

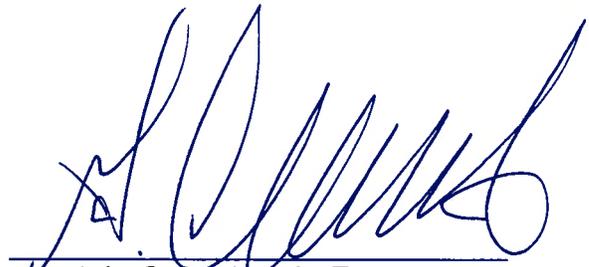
I HEREBY CERTIFY THAT I HAVE THIS DAY SERVED A TRUE COPY OF THE FOREGOING DOCUMENT UPON THE PARTICIPANTS LISTED BELOW, IN ACCORDANCE WITH THE REQUIREMENTS OF 52 PA CODE §1.54 (RELATING TO SERVICE BY A PARTICIPANT).

Service List:

For Complainant:

Ms. Debbie Hughey
P.O. Box 41842
Philadelphia, PA 19101

May 16, 2017

A handwritten signature in blue ink, appearing to read 'Graciela C. Christlieb', written over a horizontal line.

Graciela C. Christlieb, Esq.
Philadelphia Gas Works
800 W. Montgomery Avenue
Philadelphia, PA 19122