



PHILADELPHIA GAS WORKS

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August 29, 2018

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

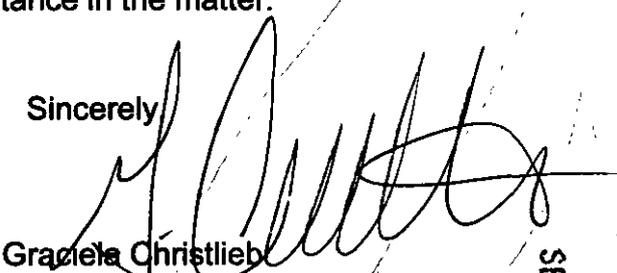
Re: Ines Rios v. Philadelphia Gas Works, Docket No. C-2018- 3003457

Dear Secretary Chiavetta:

I am returning the enclosed filing with original signatures where indicated and initialed. I apologize for any inconvenience.

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

Sincerely


Graciela Christlieb

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2018 SEP -4 PM 1:00

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BEFORE THE
PENNSYLVANIA PUBLIC UTILITY COMMISSION

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Ines Rios,

Complainant

v.

Philadelphia Gas Works,

Respondent.

Docket No. C-2018-3003457

SEP - 4 2018

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**ANSWERS AND OBJECTIONS OF RESPONDENT, PHILADELPHIA GAS WORKS,
TO COMPLAINANT'S FIRST SET OF INTERROGATORIES AND REQUESTS FOR
PRODUCTION OF DOCUMENTS**

Respondent, Philadelphia Gas Works ("PGW"), hereby Answers the
Complainant's First Set of Interrogatories as follows:

GENERAL OBJECTIONS

1. Respondent objects to each and every request for production of documents to the extent that it seeks information that is neither relevant to the subject matter of the Complaint nor reasonably calculated to lead to the discovery of admissible evidence.
2. Respondent objects to each and every request for production of documents to the extent that it is overly broad as to scope.
3. Respondent objects to each and every request for production of documents to the extent that it is overly broad as to time.
4. Respondent objects to each and every request for production of documents to the extent that it seeks information that is protected from discovery by the attorney-client privilege

or the work-product privilege or which constitutes or discloses mental impressions, conclusions, opinions or legal theories in this or any other litigation, which is protected from disclosure by any other privilege or immunity.

5. Respondent objects to each and every request for production of documents to the extent that it is unduly burdensome or designed to be harassing.

6. Respondent objects to each and every request for production of documents to the extent that it seeks information neither within its possession nor under its control.

7. Respondent objects to each and every request for production of documents to the extent that it seeks information already within Complainant's possession.

8. Respondent objects to each and every request for production of documents to the extent that it seeks to expand upon and/or is otherwise beyond the scope of, or in contravention of, the relevant portions of Title 52 of the Pennsylvania Administrative Code.

9. By answering these requests for production of documents, Respondent does not admit or concede the relevancy or materiality of any request for production of documents.

10. These objections are incorporated into a specific number of responses to the request for production of documents as if fully set forth at length, and all responses are subject to the objection.

ANSWERS TO INTERROGATORIES

1. Please provide records of all contacts between PGW and Complainant since January 2007, including but not limited to, a printout of contacts and credit and collections events for the Account.

ANSWER: Objection. Respondent objects to this Interrogatory to the extent that it is vague and overly broad. Notwithstanding such objection and without waiving same, see printouts of the Customer Contacts for Account for Complainant's account, notifications relating to credit and collections events, LIHEAP, and PGW's

Customer Responsibility Program ("CRP"), and a letter from PGW's Dispute Resolution Unit ("DRU") produced in response to Complainant's First Set of Requests for Production of Documents, attached hereto as Appendix "A".

Source: Documents produced in response to Complainant's First Set of Requests for Production of Documents.

2. Please state the Company procedures for handling customers when PGW alleges a tampered meter bypass. Please provide all current PGW manuals, training materials and documents including but not limited to copies of notices and other documents provided to the customer, and procedures for terminating service. Please include materials that address meter bypass and any other alleged tampering with or vandalizing the meter.

ANSWER: Objection. Respondent objects to this Interrogatory to the extent that it is overly broad, unduly burdensome, seeks information that is irrelevant, and is not reasonably calculated to lead to the discovery of admissible evidence. Notwithstanding such objection and without waiving same, Respondent responds as follows:

When PGW finds evidence of a tampered meter bypass at a property, the PGW employee will document the evidence by photographing the meter and calling in a theft report. The PGW employee will also shut off the gas at the property, ensuring that the property is left safe, and will remove the meter. The PGW employee will leave a Post Termination Notice at the property. The Revenue Protection Unit will post reconnection terms on the customer's account; the terms will include the amount of the bypass charges.

See also materials produced in response to Complainant's First Set of Requests for Production of Documents, attached hereto as Appendix "B".

Source: Timothy Sullivan, Superintendent, Revenue Protection and Meters; Documents produced in response to Complainant's First Set of Requests for Production of Documents.

3. With respect to gas meter # 01593949 and any other meters PGW has a record of at the Property, please provide all Records regarding the installation, service, inspection, repair, certification and removal of that meter, including:

- a. The dates on which each such installation, service, inspection, repair, certification and removal was performed, and
- b. the identity and position title of each PGW worker performing such installation, service, inspection, repair, certification or removal.

ANSWER: Objection. Respondent objects to this Interrogatory to the extent that it is overly broad, unduly burdensome, and seeks information that is irrelevant and not reasonably calculated to lead to the discovery of admissible evidence. Notwithstanding such objection and without waiving same, see PGW Records that document the testing, installation, history, and removal of Meter #01593949, produced in response to Complainant's First Set of Requests for Production of Documents, attached hereto as Appendix "C".

Source: Documents produced in response to Complainant's First Set of Requests for Production of Documents.

4. Please provide all Records regarding any investigation performed by PGW of gas usage, meter functioning and gas service issues at the Property since January 2007.

ANSWER: Objection. Respondent objects to this Interrogatory to the extent that it is vague, overly broad, unduly burdensome, and seeks information that is irrelevant and not reasonably calculated to lead to the discovery of admissible evidence. Notwithstanding such objection and without waiving same, see PGW Records, produced in response to Complainant's First Set of Requests for Production of Documents, attached hereto as Appendix "D".

Source: Documents produced in response to Complainant's First Set of Requests for Production of Documents.

5. Please provide all information, documents and records that pertain to how the Company determined that a tampered meter bypass existed or any other theft, if any, occurred at the Property.

ANSWER: Objection. Respondent objects to this Interrogatory to the extent that it is vague, overly broad, unduly burdensome, not limited in temporal scope, and seeks information that is irrelevant and not reasonably calculated to lead to the discovery of admissible evidence. Notwithstanding such objection and without

waiving same, see PGW Records, produced in response to Complainant's First Set of Requests for Production of Documents, attached hereto as Appendix "E" as well as Appendices "C" and "D".

Source: Documents produced in response to Complainant's First Set of Requests for Production of Documents.

6. Please provide all Records regarding the determination that a tampered meter bypass existed or any other theft, if any, occurred at the Property.

ANSWER: Objection. Respondent objects to this Interrogatory to the extent that it is duplicative of Interrogatory 6, vague, overly broad, unduly burdensome, not limited in temporal scope, and seeks information that is irrelevant and not reasonably calculated to lead to the discovery of admissible evidence. Notwithstanding such objection and without waiving same, see PGW Records, produced in response to Complainant's First Set of Requests for Production of Documents, attached hereto as Appendices "C", "D", and "E".

Source: Documents produced in response to Complainant's First Set of Requests for Production of Documents.

7. Please provide all Records, including all policies, procedures, memoranda and manuals with respect to identifying properties where a tampered meter bypass is believed to exist.

ANSWER: Objection. Respondent objects to this Interrogatory to the extent that it is vague, overly broad, unduly burdensome, not limited in temporal scope, and seeks information that is irrelevant and not reasonably calculated to lead to the discovery of admissible evidence. Notwithstanding such objection and without waiving same, see PGW Records, produced in response to Complainant's First Set of Requests for Production of Documents, attached hereto as Appendix "B".

Source: Documents produced in response to Complainant's First Set of Requests for Production of Documents.

8. Please describe how the Company estimated usage for the Property during the period when tampered meter bypass is alleged to have taken place.

ANSWER: PGW estimated the usage based on the historical usage at the property. When there are 12 consecutive months of usage closely preceding the period of time during which a tampered meter bypass existed at the property, PGW uses that historical usage at the property in question as the basis for the estimated usage for the period of time during which a tampered meter bypass existed at the property.

Source: Tiffany Jones; Senior Customer Review Unit Officer.

9. Please provide all Records regarding the estimate of usage for the Property during the period when tampered meter bypass is alleged to have taken place.

ANSWER: See PGW Records, produced in response to Complainant's First Set of Requests for Production of Documents, attached hereto as Appendix "F".

Source: Documents produced in response to Complainant's First Set of Requests for Production of Documents.

10. Please state the total amount that the Company claims Complainant currently owes to the Company. Please itemize the different segments of this amount, by indicating, without limitation:

- a. That portion of the total amount representing gas service for which the Company alleges that the Complainant has not paid, by year, and
- b. that portion of the total amount representing other fees charged by PGW, such as late fees, reconnection fees and deposits.

ANSWER: See PGW Records, produced in response to Complainant's First Set of Requests for Production of Documents, attached hereto as Appendix "G".

Source: Documents produced in response to Complainant's First Set of Requests for Production of Documents.

11. Please provide a complete copy of all Records in the Meter Investigation Unit relating to the Property since the installation of gas meter #01593949 including, but not limited to, handwritten notes and phone logs.

ANSWER: Objection. Respondent objects to this Interrogatory to the extent that it is overly broad, unduly burdensome, and seeks information that is irrelevant and not reasonably calculated to lead to the discovery of admissible evidence. Notwithstanding such objection and without waiving same, PGW currently has no records that are responsive to this request. PGW will supplement this answer should records that are responsive become available.

Source: Graciela Christlieb; Senior Attorney.

12. Please provide all information, documents, and records of Complainants' participation in PGW's Customer Responsibility Program since January 2007, including but not limited to determinations of eligibility or ineligibility and determinations of Complainants' asked to pay amount under CRP.

ANSWER: Objection. Respondent objects to this Interrogatory to the extent that it seeks information that is irrelevant and not reasonably calculated to lead to the discovery of admissible evidence. Notwithstanding such objection and without waiving same, see PGW Record of Complainant's CRP Agreement, produced in response to Complainant's First Set of Requests for Production of Documents, attached hereto as Appendix "H" as well as Appendices "A" and "H".

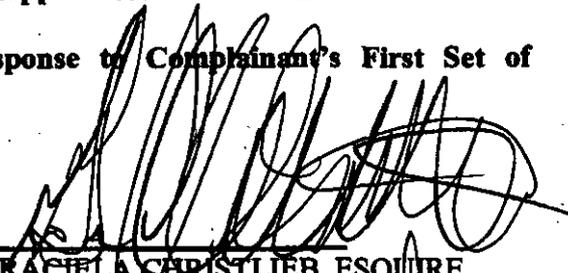
Source: Documents produced in response to Complainant's First Set of Requests for Production of Documents.

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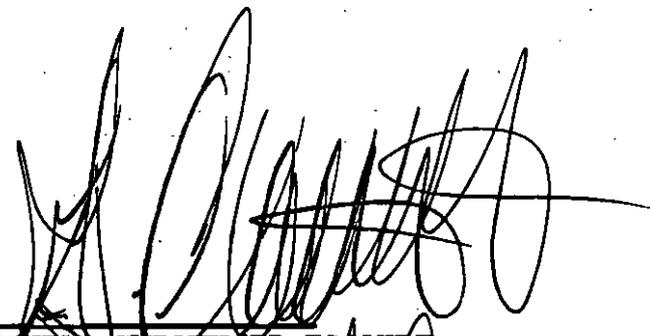
Dated: 8/20/2018


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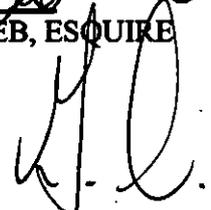
CERTIFICATE OF SERVICE

I, Graciela Christlieb, Esquire hereby certify that a true and correct copy of *Answers and Objections of Respondent, Philadelphia Gas Works, to Complainant's First Set of Interrogatories*, was served via electronic mail, upon the following counsel of record on the date set forth below:

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Staff Attorney
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Fax: (267) 765-6481
jprice@clsphila.org
Attorney for Complainant



GRACIELA CHRISTLIEB, ESQUIRE



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Philadelphia Gas Works

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ADDRESS SERVICE REQUESTED

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