



PHILADELPHIA GAS WORKS

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Danielle Leva, Paralegal
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March 16, 2020

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

Re: Patricia and Jeffrey Smith v. PGW, Docket No. C – 2020 – 3018844

Dear Secretary Chiavetta:

Pursuant to 52 Pa. Code §§1.12 and 5.342(c), the Philadelphia Gas Works ("PGW") herby objects timely to the following Interrogatories and Requests for Production of Documents Set I of the Complainant.

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

Sincerely,


Danielle Leva

Enclosure

cc: Patricia and Jeffrey Smith
Joline Price, Esq.

**BEFORE THE
PENNSYLVANIA PUBLIC UTILITY COMMISSION**

Patricia and Jeffrey Smith,	:	
Complainants	:	
v.	:	Docket No. C-2020-3018844
	:	
Philadelphia Gas Works,	:	
Respondent	:	

**Philadelphia Gas Works’
Objections to the Complainant’s Discovery Requests:
Interrogatories and Requests for Production of Documents, Set I**

Pursuant to 52 Pa. Code §§1.12 and 5.342(c), the Philadelphia Gas Works (“PGW”) hereby objects timely to the following Interrogatories and Requests for Production of Documents Set I of the Complainant addressed to PGW, that the Complainant has propounded upon PGW in the above captioned matter by letter dated March 4, 2020, a copy of which is attached hereto as Appendix “A.”

PGW’s Objections

PGW objects to the following discovery requests:

I-18. Please state the number of CRP accounts currently enrolled in CRP budget bill instead of PIPP.

I-19. Please state the number of CRP accounts that have moved from PIPP to CRP budget bill at any time other than recertification, by calendar year since the implementation of the CRP budget bill.

I-20. Please state the number of CRP accounts that have moved from CRP budget bill to PIPP at any time other than recertification, by calendar year since the implementation of the CRP budget bill.

I-21. Please state the number of CRP accounts that have moved from CRP budget bill to PIPP at recertification, by calendar year since the implementation of the CRP budget bill.

PGW objects to the Complainants’ Discovery Set I, Nos. I-18 through I-21, which seek information regarding numbers of CRP Customers enrolled in CRP whose monthly payment was changed to budget bill rather than calculation by household income.

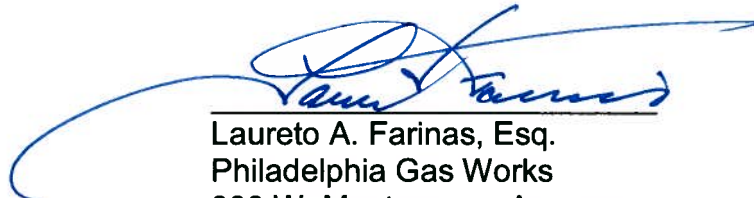
PGW objections to the Complainants' Discovery Set I, Nos. I-18 through I-21, as they are beyond the scope of this proceeding.

Pursuant to 52 Pa. Code §5.321(c), the scope of this proceeding is confined to the accuracy of the calculation of the Complainants' budget bill amount. The Complainants' Discovery Set I, Nos. I-18 through I-21 seeks system information of CRP enrollment. These are not part of the dispute in these matters. The Complainants seek to expand the scope the proceeding by obtaining additional information on the accounts held by those who are not parties to this matter.

WHEREFORE, for the reasons stated above, PGW respectfully requests that the Commission issue an order sustaining PGW's objections to the Complainants' Discovery Set I, Nos. I-18 through I-21.

Respectfully submitted,

March 16, 2020



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

APPENDIX A



COMMUNITY LEGAL SERVICES
OF PHILADELPHIA

March 4, 2020

Via email and first class mail

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

Re: Patricia and Jeffrey Smith v. Philadelphia Gas Works, C-2020-3018844

Set I Interrogatories and Requests for Production of Documents

Dear Counsel:

Please find enclosed the Interrogatories and Requests for Production of Documents to Philadelphia Gas Works of Patricia and Jeffrey Smith, Set I. In accordance with the Commission's discovery rules, answers to these interrogatories are due within twenty days, by March 24, 2020.

A copy of this letter and Certificate of Service is being filed with the Commission.

Respectfully submitted,

Joline R. Price, Esquire

Enclosure

Cc: Secretary's Bureau (Cover Letter and COS only)

**BEFORE THE
PENNSYLVANIA PUBLIC UTILITY COMMISSION**

Patricia and Jeffrey Smith	:	
Complainants	:	
v.	:	Docket No. C-2020-3018844
	:	
PHILADELPHIA GAS WORKS	:	
Respondent	:	

**Interrogatories and Requests for Production of Documents
SET I**

Pursuant to 52 Pa. Code §§5.350, Complainants Patricia and Jeffrey Smith, through counsel Community Legal Services, Inc., hereby propounds the following Interrogatories and Requests for Production of Documents to Philadelphia Gas Works (hereinafter “PGW”) to be answered by those officers, employees or agents as may be cognizant of the requested facts and/or documents and who are authorized to answer on behalf of the Company. The due date for response to the Requests is twenty (20) days from the date of service.

The following instructions apply to these requests:

1. These interrogatories shall be deemed to be continuing. PGW is obliged to change, supplement and correct all answers to interrogatories to conform to available information, including such information as first becomes available to PGW after the answers hereto are served.
2. The answer should first restate the question asked and also identify the name and position of the individual who provided the answer.

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Set I Interrogatories and Requests for Production of Documents

3. Each interrogatory and request for production shall be answered fully and completely. All information is to be divulged that is within the knowledge, possession, control, or custody of PGW or may be reasonably ascertained thereby. The term “PGW” or “Company” as used herein includes PGW, its attorneys, agents, employees, or other representatives.

4. As used in these requests, the following terms shall have the meanings provided below, unless the context clearly requires otherwise:

- a. “Commission” means the Pennsylvania Public Utility Commission, including, without limitation, the Commission’s Bureau of Consumer Services and the natural persons providing services as investigators thereto.
- b. “Complainant” means Jeffrey Smith and/or Patricia Smith.
- c. “Document” or “workpaper” means and includes, but is not limited to, the original and all copies (regardless of origin and whether or not including additional writing thereon or attached thereto) of memoranda, reports, books, manuals, instructions, directives, records, forms, notes, letters, notices, confirmations, telegrams, pamphlets, notations of any sort concerning conversations, telephone calls, meetings or other communications, bulletins, transcripts, diaries, analyses, summaries, correspondence and enclosures, circulars, opinions, studies, investigations, questionnaires, surveys, drawings, graphs, charts and photographs and all drafts, preliminary versions, alterations, modifications, revisions, changes, amendments and written

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Set I Interrogatories and Requests for Production of Documents

comments concerning the foregoing, in whatever form stored or contained in or on whatever medium including computerized memory or magnetic media.

- d. "Property" means 1250 N. 54th Street, Philadelphia, PA 19131.
- e. "Record" means any and all documents or workpapers in the possession, custody or control of the Company.
- f. "Budget Bill" means the method of averaging the cost of a customer's bill over a twelve month period, as defined in PGW's Gas Service Tariff. "Budget Bill" as a term should be considered interchangeable with "Average Bill".

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Set I Interrogatories and Requests for Production of Documents

- I-1. Please provide a copy of all documents, records, or correspondence sent by PGW to the PUC's Bureau of Consumer Services regarding BCS Case No. 3737255.
- I-2. Please provide a copy of all documents, records, or correspondence sent to PGW by the PUC's Bureau of Consumer Services regarding BCS Case No. 3737255.
- I-3. Please provide records of all contacts between PGW and Complainant on Complainant's PGW Account at the property between January 2014 and present, including but not limited to:
 - a. records of all calls and contacts for this Account.
 - b. records of all credit and collections activities for the Account.
 - c. records of all bills issued and payments received for this Account.
 - d. copies of all correspondence sent to Complainant regarding the Complainant's PGW Account at the above address.
 - e. any other documents, records, or correspondence regarding Complainant's Account at the above address.
- I-4. For each billing cycle, January 2014 to present, please provide the usage reading at the Property. If no usage was registered, please so indicate. For each billing cycle during which there was no usage, please indicate whether the account was active or shutoff.
- I-5. Please provide a copy of Complainants' submitted CRP applications between January 1, 2016 through December 31, 2019 to PGW's Customer Responsibility Program (CRP).
- I-6. Please provide a full explanation of PGW's budget bill, identifying any differences in the ways in which non-CRP and CRP budget bill calculations are performed.
- I-7. Please provide a description or copy of PGW's policies regarding adjustment of budget billing amounts after the customer's initial enrollment.
- I-8. Please provide a description or copy of PGW's policies regarding calculation of a Customer Responsibility Program (CRP) percentage of income payment plan (PIPP) asked-to-pay amount after initial enrollment.
- I-9. Please provide a description or copy of PGW's policies regarding calculation of a CRP budget bill asked-to-pay amount after initial enrollment.

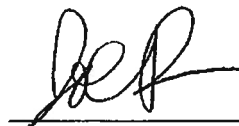
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Set I Interrogatories and Requests for Production of Documents

- I-10. Please provide a description or copy of PGW's policies that address the calculation of a CRP customer's initial budget bill amount, including:
- a. Where 12 months of continuous usage are available
 - b. Where between 1 and 11 months of usage are available
 - c. Where no usage is available
- I-11. Reference PGW's response to I-10. Please provide a description of any differences in PGW's methodology for calculating a non-CRP customer's initial budget bill amount.
- I-12. Please provide all current PGW manuals, training materials, and/or documents that address calculation of a CRP asked-to-pay amount after initial enrollment.
- I-13. Please provide all current PGW manuals, training materials, and/or documents that address calculation of a non-CRP customer's budget bill after initial enrollment.
- I-14. Please provide all current PGW manuals, training materials, and/or documents that address the calculation of a non-CRP customer's initial budget bill amount, including:
- a. Where 12 months of continuous usage are available
 - b. Where between 1 and 11 months of usage are available
 - c. Where no usage is available
- I-15. Please provide all current PGW manuals, training materials, and/or documents that address the calculation of a CRP customer's initial budget bill amount, including:
- a. Where 12 months of continuous usage are available
 - b. Where between 1 and 11 months of usage are available
 - c. Where no usage is available
- I-16. Using Complainants' billing and usage history from time of enrollment in CRP (December 2018) to present, please show in dollar amounts, for each billing cycle, how Complainants would have been billed for current charges (disregarding arrears) if they were budget billing customers not enrolled in CRP under PGW's budget billing policies, including:
- a. Initial calculation of the budget bill amount
 - b. Recalculations of the budget bill amount over the course of a 12 month period, as required by PGW's Tariff.

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Set I Interrogatories and Requests for Production of Documents

- I-17. Please provide any current flyers, brochures, or communications from PGW made available to PGW customers that discuss the following PGW programs and billing options:
- a. Budget Billing
 - b. CRP
 - c. CRP Budget Bill
- I-18. Please state the number of CRP accounts currently enrolled in CRP budget bill instead of PIPP.
- I-19. Please state the number of CRP accounts that have moved from PIPP to CRP budget bill at any time other than recertification, by calendar year since the implementation of the CRP budget bill.
- I-20. Please state the number of CRP accounts that have moved from CRP budget bill to PIPP at any time other than recertification, by calendar year since the implementation of the CRP budget bill.
- I-21. Please state the number of CRP accounts that have moved from CRP budget bill to PIPP at recertification, by calendar year since the implementation of the CRP budget bill.
- I-22. Please state the number of CRP accounts that have moved from PIPP to CRP budget bill at recertification, by calendar year since the implementation of the CRP budget bill.
- I-23. Please provide a statement of account or similar document that shows arrearage forgiveness earned by Complainants, if any, from December 2018 until present.

Respectfully submitted,



Joline R. Price, Esquire
Robert W. Ballenger, Esquire
Josie Pickens, Esquire
Attorneys for Complainant
COMMUNITY LEGAL SERVICES, INC.
1424 Chestnut Street
215-981-3756

March 4, 2020

**BEFORE THE
PENNSYLVANIA PUBLIC UTILITY COMMISSION**

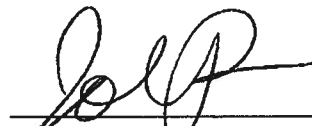
PATRICIA AND JEFFREY SMITH	:	
Complainants	:	
v.	:	Docket No. C-2020-3018844
	:	
PHILADELPHIA GAS WORKS	:	
Respondent	:	

CERTIFICATE OF SERVICE

I hereby certify that I have this day, served a copy of Patricia and Jeffrey Smith's upon the participant, listed below, in accordance with the requirements of 52 Pa. Code §1.54 (relating to service by a participant).

By e-mail and first-class mail:
Laureto Farinas, Esquire
Philadelphia Gas Works
800 W. Montgomery Avenue
Philadelphia, PA 19122

Dated this 4th day of March, 2020



Joline R. Price, Esq.
Pa. Attorney ID: 315405

Community Legal Services, Inc.
1424 Chestnut Street
Philadelphia, PA 19102
Tel: 215-981-3756
jprice@clsphila.org

CERTIFICATE OF SERVICE

I HEREBY CERTIFY THAT I HAVE THIS DAY SERVED A TRUE COPY OF THE FOREGOING DOCUMENT, PHILADELPHIA GAS WORKS' OBJECTIONS TO THE COMPLAINANTS' INTERROGATORIES AND REQUESTS FOR PRODUCTION OF DOCUMENTS, Discovery Set I, Nos. I-18 through I-21, UPON THE PARTICIPANTS LISTED BELOW, IN ACCORDANCE WITH THE REQUIREMENTS OF 52 PA CODE §§1.54 and 5.342(c) (RELATING TO SERVICE BY A PARTICIPANT).

Service List

For Complainants, Patricia & Jeffrey Smith:

Joline Price, Esq.
Robert Ballenger, Esq.
Josie Pickens, Esq.
Community Legal Services
1424 Chestnut Street
Philadelphia, PA 19102

& by e-mail: jprice@clsphila.org

March 16, 2020

Laureto Farinas, Esquire
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