

**PENNSYLVANIA PUBLIC UTILITY COMMISSION
HARRISBURG, PENNSYLVANIA 17120**

**Nettie Lawrence
v.
Philadelphia Gas Works**

**Public Meeting held November 21, 2024
3044246-OSA
Docket No. C-2023-3044246**

**JOINT MOTION OF CHAIRMAN STEPHEN M. DeFRANK &
VICE CHAIR KIMBERLY M. BARROW**

Before the Commission is the Complaint of Nettie Lawrence (Complainant) against Philadelphia Gas Works (PGW), filed on November 16, 2023. The Complaint alleges that PGW is threatening to, or already has, shut off service; that she would like a payment agreement; and that she is having a reliability, safety, or quality problem with utility service.

The record in this case shows that the Complainant failed to appear at the originally scheduled hearing of January 30, 2024. The hearing was then rescheduled for April 3, 2024, where the Complainant did attend and the Parties agreed to have the meter tested. Consequently, the hearing was then rescheduled again to April 30, 2024. On the day of that scheduled hearing, the Complainant sent an e-mail to Counsel for PGW and the Commission stating she had an emergency at her son's school and would not be able to attend. PGW filed a Motion to Dismiss for the Complainant's failure to appear. The Initial Decision dated November 7, 2024, granted PGW's Motion and dismissed the Complaint.

Given the nature of the correspondence provided by the Complainant, we believe it is prudent to permit one last opportunity for a hearing in this proceeding.¹ We impress on the Complainant to make every reasonable effort to attend this hearing, as the Commission must balance the accommodation of these continuances with the resources and time expended by respondents and the Commission itself.

THEREFORE, WE MOVE THAT:

1. The Initial Decision of Administrative Law Judge F. Joseph Brady is vacated consistent with this Motion.
2. The Complaint proceeding at Docket C-2023-3044246 is remanded to the Office of Administrative Law Judge to hold an appropriate hearing.
3. The Office of Special Assistants draft an Opinion and Order consistent with this Motion.

¹ 66 Pa.C.S. § 332(f); 52 Pa. Code § 5.245(a), (b).

November 21, 2024
Date



Stephen M. DeFrank
Chairman



Kimberly M. Barrow
Vice Chair