

**BEFORE THE  
PENNSYLVANIA PUBLIC UTILITY COMMISSION**

Jay Couzens	:	
	:	
v.	:	F-2025-3055434
	:	
Philadelphia Gas Works	:	

**INTERIM ORDER  
REQUIRING STATUS REPORT**

On May 9, 2025, Jay Couzens filed a Formal Complaint (Complaint) on behalf of Pro Ventures Phila LLC (Complainant or LLC) against Philadelphia Gas Works (Respondent or PGW) with the Pennsylvania Public Utility Commission (Commission). The Complainant placed checkmarks in the box indicating that there are incorrect charges on his bill. The Complainant alleges that the account was closed in early 2022 when all HVAC and appliances were changed to electric and now PGW is holding him responsible because someone created a fictitious account, turned the gas on, and bypassed the meter at 4337 Wayne Avenue, Philadelphia, PA (service address). As relief, the Complainant asks PGW to remove the outstanding charges on his account.

On June 17, 2025, the Respondent filed an Answer to the Complaint.<sup>1</sup> PGW denies the material averments in the Complaint. Specifically, the Respondent avers that the Complainant has been the owner of the property at the Service Address since September 1, 2021 and denies there are incorrect charges on the Complainant’s bill. PGW asks the Commission to deny all relief requested and dismiss the Complaint.

By Hearing Notice dated July 1, 2025, a call-in telephonic hearing was scheduled for August 21, 2025, at 10:00 a.m., and the matter was assigned to me.

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<sup>1</sup> The Complaint was served on the Respondent on May 28, 2025.

I issued a Prehearing Order on July 1, 2025. The Prehearing Order directed the parties to comply with various procedural requirements and directed that a request to change the scheduled hearing should be sent to me at least five days prior to the hearing date, be in writing and state the agreement or opposition of the other party.

On August 7, 2025, PGW filed a motion to continue the hearing (Motion). In the Motion, the Respondent requested that the August 21, 2025 hearing be rescheduled because PGW is in the process of investigating the issues raised by the Complainant, which requires coordinating with the Complainant to schedule a PGW field visit to the Service Address. PGW states that it will not be able to conclude its investigation prior to the scheduled hearing date. Further, the Respondent states that it has spoken with the Complainant to discuss PGW's request for a continuance in this matter and the Complainant has stated that he does not have an objection to PGW's request.

By Interim Order issued on August 8, 2025, I granted the Motion and directed the parties to confer and provide at least three alternative dates for the rescheduled hearing. The parties were reminded that Commission policy encourages settlement and that they should continue to communicate with each other in an attempt to resolve their dispute.

On the same date, a notice to cancel the August 21, 2025 hearing was issued.

The parties did not provide the requested hearing dates; however, they advised me that they have been working cooperatively to further PGW's investigation of the Complaint and are actively discussing possible resolution of the case. They requested additional time to continue their efforts before a new hearing date is scheduled.

As noted, it is the Commission's policy to encourage settlements. 52 Pa. Code §5.231(a). Even if the parties are unable to settle this case, they may still resolve some of the questions or issues during their discussions and through their ongoing exchange of information.

Accordingly, I will not reschedule the hearing at this time. I will require PGW to provide a status report by October 20, 2025. The Respondent may join in PGW's status report or email me a separate status report, as it chooses.

In the October status report, if the parties request additional time, a second status report will be due by November 20, 2025. If the parties resolve the Complaint and file a certificate of satisfaction, no status report is necessary.

If the parties report that they are not able to resolve the Complaint, counsel for PGW must provide at least three alternate dates when all parties and their witnesses are available for a hearing.

THEREFORE,

IT IS ORDERED:

1. That Philadelphia Gas Works shall e-mail status reports to the Presiding Officer no later than **October 20, 2025** and **November 20, 2025**, respectively. In the event that a certificate of satisfaction is filed, no status report shall be necessary.

2. That, if the parties report that they are not able to resolve the Formal Complaint, counsel for Philadelphia Gas Works shall provide at least three alternate dates when all parties and their witnesses are available for a hearing.

3. That the parties should continue to communicate with each other in an attempt to resolve their dispute.

Date: September 22, 2025

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/s/  
Erin L. Gannon  
Administrative Law Judge

**F-2025-3055434 - PRO VENTURES PHILA LLC v. PHILADELPHIA GAS WORKS**

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Served via eService September 22, 2025

*(Counsel for Philadelphia Gas Works)*