

**BEFORE THE
PENNSYLVANIA PUBLIC UTILITY COMMISSION**

Stephanie Maxie El	:	
	:	
v.	:	C-2025-3059378
	:	
Philadelphia Gas Works	:	

**ORDER GRANTING IN PART AND
DENYING IN PART RESPONDENT’S
PRELIMINARY OBJECTION**

This Order grants in part and denies in part the Respondent’s Preliminary Objection (PO). The PO is granted in part in that this Order directs the Complainant to file a more specific complaint within thirty days. The PO is denied in part in that the Complaint will not be dismissed without giving the Complainant an opportunity file a more specific Complaint sufficient to allow PGW to investigate and respond to the allegations raised.

Background

On or about December 10, 2025, the Complainant, Stephanie Maxie El, filed a Formal Complaint (Complaint) against Philadelphia Gas Works (PGW). In Paragraph 3 of the Complaint, Complainant checked the box indicating that her complaint involved her gas service. In paragraph 4 of the Complaint, which would identify the nature of the complaint, Ms. Maxie El checked the box stating “other.” In Paragraph 5 of the Complaint, which asks for the requested relief, Ms. Maxie El states, “I want the debt settle and the account credit.” In paragraph 7 of the Complaint, she stated, “I gave three negotiable instruments. I have evidence proving they received all 3 certified mail. PGW claims they lost all of 3 negotiable instruments, I used my trust.”

On January 7, 2026, PGW filed a Preliminary Objection, with a Notice to Plead, in response to Ms. Maxie El's Complaint. In its PO, PGW argues that the Complaint does not contain information or details sufficient to allow it to conduct a meaningful investigation and prepare an appropriate response to the allegations intended therein. PGW seeks dismissal of the Complaint based on 52 Pa. Code §5.101(a)(3), Insufficient Specificity of a Pleading. Ms. Maxie El did not file a response to PGW's PO.

By Motion Judge Assignment Notice dated January 30, 2026, PGW's PO was assigned to me for disposition.

Discussion

Section 701 of the Pennsylvania Public Utility Code, requires that formal complaints set forth, “. . . any act or thing done or omitted to be done . . . in violation, or claimed violation, of any law which the commission has jurisdiction to administer, or of any regulation or order of the commission.” 66 Pa.C.S, § 701.

A Respondent is entitled to understand the allegations raised against it with sufficient specificity to allow it to (1) know what it is being accused of, and (2) respond appropriately. In her Complaint, Ms. Maxie El alleges she submitted three negotiable instruments, but that PGW claims they lost them all. She also states that she used her trust, without further explanation. I agree with PGW that more specific information is needed for the company to be able to thoroughly investigate and respond to the intended allegations.

In the most general terms, the Complainant alleges she made three payments to PGW, but PGW lost them all. She does not identify the dates on which she claims to have made the payments, the precise form or type of instrument in which the payments were made, or the amounts of the three payments. She also fails to identify or explain the “trust” she claims to have used. I believe this information is necessary for PGW to be able to fully investigate the allegations raised against it and to respond appropriately. Accordingly, I am directing the

Complainant to file with the Commission an Amended Complaint which includes, but is not necessarily limited to, the following information:

1. On what dates, as nearly as she can recall, were the three negotiable instruments submitted to PGW;
2. What specific types of negotiable instruments were submitted to PGW;
3. What were the amounts, as nearly as she can recall, of the three negotiable instruments; and
4. Identification and explanation of the “trust” that she used.

The Complainant will be given thirty (30) days from the date of this Order within which to file an Amended Complaint. Thereafter, PGW will have twenty (20) days from the date the Amended Complaint was filed to file an Answer or other responsive pleading. If the Complainant does not file an Amended Complaint as directed herein, PGW may file whatever further motion it deems appropriate.

ORDER

THEREFORE,

IT IS ORDERED:

1. That the Preliminary Objection filed by Philadelphia Gas Works is granted in part and denied in part.

2. That the Complainant is directed to file an Amended Complaint with the Commission within thirty (30) days of the date of this Order that includes, but is not necessarily limited to, the following information:

1. On what dates, as nearly as she can recall, were the three negotiable instruments submitted to PGW;
2. What specific types of negotiable instruments were submitted to PGW;
3. What were the amounts, as nearly as she can recall, of the three negotiable instruments; and
4. Identification and explanation of the “trust” that she used.

3. That Philadelphia Gas Works shall file an Answer or other responsive pleading within twenty (20) days of the date of filing of the Amended Complaint.

4. That the Complainant shall forward, via e-mail, copies of the Amended Complaint to me (sthaas@pa.gov) and counsel to PGW (Graciela.Christlieb@pgworks.com) at the time she files the Amended Complaint.

Dated: February 17, 2026

Steven K. Haas
Administrative Law Judge

C-2025-3059378 - STEPHANIE MAXIE EL v. PHILADELPHIA GAS WORKS

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Served via email February 17, 2026

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Served via eService February 17, 2026