

**BEFORE THE
PENNSYLVANIA PUBLIC UTILITY COMMISSION**

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|------------------------|---|----------------|
| Kurt Knapp | : | |
| | : | |
| v. | : | F-2025-3058237 |
| | : | |
| Philadelphia Gas Works | : | |

INTERIM ORDER #1

This Order reschedules the above matter for May 13, 2026, and directs Mr. Knapp to have counsel enter his or her appearance on behalf of The Remembrance Trust **on or before April 14, 2026.**

HISTORY OF THE PROCEEDINGS

On October 27, 2025, Kurt Knapp (Mr. Knapp or Complainant) filed a Formal Complaint¹ against Philadelphia Gas Works (PGW) with the Pennsylvania Public Utility Commission (Commission) concerning utility service provided to The Remembrance Trust. Complaint ¶ 1. The Complaint concerns allegations that the utility is threatening to shut off or has already shut off service, that he would like a payment arrangement, incorrect charges on his bill, of a reliability, safety or quality problem with the utility service and “other”. Complaint ¶ 4. For relief, Complainant requested that the shut off by PGW be immediately reversed, that PGW provide regulation documentation regarding the formal process prior to shutting off his utility, a payment plan, reimbursement for re-doing stagnant hot water piping and plumbing, reimbursement for bird heaters and bird cleaner spray, reimbursement for increased electricity costs, reimbursement for human therapy sessions, full explanation for billing errors, lost wages, and reimbursement for “loss of life” of heating equipment. Complaint ¶ 5.

¹ This Complaint is a timely appeal of the informal decision issued by the Commission’s Bureau of Consumer Services at BCS Case No. 4084462. A timely BCS appeal is subject to *de novo* review. 52 Pa. Code § 56.173(a).

On November 19, 2025, PGW filed an Answer with New Matter to the Complaint. In its Answer, PGW stated that on August 6, 2025, Mr. Knapp's service was terminated, and that Mr. Knapp seeks a payment arrangement. PGW denied that there are incorrect charges on the bill for the service at the Service Address and denied that there is a reliability, safety or quality problem with the utility service at the Service Address. Answer ¶ 4.

In its New Matter, properly endorsed with a Notice to Plead, PGW asserted that to the extent that Mr. Knapp seeks an award of damages against PGW for his claim seeking reimbursement, in an unspecified amount, for damaged personal property, for pet supplies and for human and avian therapy sessions, such relief is beyond the power of the Commission to order. PGW concluded its Answer with New Matter by requesting dismissal of the Complaint.

Complainant did not file an Answer to PGW's New Matter.

Also on November 19, 2025, PGW filed a Preliminary Objection to the Complaint, properly endorsed with a Notice to Plead. In its Preliminary Objection, PGW seeks dismissal of the Complaint's claims for damages, pursuant to 52 Pa. Code § 5.101(a)(1) and (a)(2), arguing that the Commission lacks authority to award monetary damages.

Complainant did not file an Answer to PGW's Preliminary Objection.

By Order dated January 20, 2026, I granted PGW Energy Company's Preliminary Objection filed in the above matter and the portions of the Formal Complaint seeking reimbursement for damaged personal property, for pet supplies and for human and avian therapy sessions were dismissed.

By Hearing Notice dated January 27, 2026, an Initial Call-In Telephonic Hearing was scheduled for Friday, March 13, 2026, at 10:00 a.m. Of relevance, the Hearing Notice states the following:

REPRESENTATION. If you are an individual, you may represent yourself or you may have an attorney represent you. All others, including a partnership, corporation, trust, association, or governmental agency or subdivision, must be represented by an attorney licensed to practice law in Pennsylvania, or admitted *pro hac vice*. Only an attorney may represent someone else.

January 27, 2026, Hearing Notice.

On January 30, 2026, a Prehearing Order was issued to the parties, providing the parties with the procedural rules that would govern the hearing. Of relevance, the Prehearing Order states the following:

7. **REPRESENTATION.** If you are an individual, you may represent yourself or you may have an attorney represent you. All others, including a partnership, corporation, trust, association, or governmental agency or subdivision, must be represented by an attorney licensed to practice law in Pennsylvania, or admitted *pro hac vice*. And, unless you are an attorney, you may not represent someone else.

January 30, 2026, Prehearing Order.

The Commission's regulations require that persons in adversarial proceedings be represented by an attorney. *See* 52 Pa. Code § 1.21(b). The Commission's regulations define a "person" as a term that includes individuals, corporations, partnerships, associations, joint ventures, other business organizations, *trusts*, trustees, legal representatives, receivers, agencies, governmental entities, municipalities, municipal corporations or other political subdivisions. *See* 52 Pa. Code § 1.8 ("person"). Mr. Knapp did not indicate that he was an attorney licensed to practice law in Pennsylvania, further, no attorney is listed on paragraph 10 of the Complaint titled "legal representation." The absence of an attorney where one is required deprives the Commission of jurisdiction to adjudicate the matter. *Adventure Alley CLC, LLC v. PECO Energy Co. and Great Am. Power*, Docket No. C-2014-2430850 (Final Order entered Nov. 25, 2014) (*citing McCain v. Curione, Pa. Bd. of Prob. and Parole*, 527 A.2d 591 (Pa. Cmwlth. 1987)).

Accordingly, this Order directs an attorney enter his or her appearance on behalf of Complainant **on or before April 14, 2026**. Failure to comply with this Order will result in cancellation of the hearing and dismissal of the Complaint. *See, e.g., New Fizon Catering, Inc. v. PECO Energy Co.*, Docket No. C-2008-2065498 (Opinion and Order entered June 24, 2009); *Snyderville Cmty. Dev. Corp. v. Phila. Gas Works*, Docket No. C-20055032 (Opinion and Order entered July 31, 2006) (citing *Treffinger v. PPL Elec. Util. Corp.*, Docket No. C-20027978 (Opinion and Order entered Mar. 3, 2003); *Franconia Mennonite Conf. v. Verizon Pa. Inc.*, Docket No. C-2010-2193709 (Order entered June 6, 2003).

Additionally, by email dated March 9, 2026, Mr. Knapp requested a continuance to seek legal representation. Complainant's March 9, 2026, email was sent to Counsel for Philadelphia Gas Works, who had no objection to the continuance request.

Pursuant to 52 Pa. Code § 1.15(b), I find good cause shown to grant the Motion for a Continuance.

By Cancelled/Rescheduled Initial Telephonic Hearing Notice, the hearing is rescheduled for Wednesday, May 13, 2026, at 10:00 a.m.

THEREFORE,

IT IS ORDERED:

1. That the continuance requested by Complainant in the matter of Kurt Knapp v. Philadelphia Gas Works at Docket No. F-2025-3058237 is GRANTED.

2. That all other provisions of my initial Prehearing Order issued on January 30, 2026, shall remain in effect.

3. Pursuant to Rescheduled Initial Telephonic Hearing Notice issued March 12, 2026, the matter is rescheduled for Wednesday, May 13, 2026, at 10:00 a.m.

4. That Mr. Knapp shall have an attorney enter his or her appearance on behalf of The Remembrance Trust, on or before **April 14, 2026.**

5. That failure of Mr. Knapp to comply with this Order will result in dismissal of the Complaint with prejudice

Date: March 31, 2026

s/
Barbara Shadie Nause
Administrative Law Judge

F-2025-3058237 - KURT KNAPP v. PHILADELPHIA GAS WORKS

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(*Counsel for Philadelphia Gas Works*)