

January 14,2010

**COMPLAINT DOCKET #C2009-2122686
BCS#2526322
ACCOUNT # 1-3911055510501**

I RECEIVED A BILL FOR DECEMBER 11,2009 (ESTIMATED) FOR \$336.24. WHEN I LEFT PA.ON SEPT 2.2009 THE HEAT WAS NOT ON.I RECEIVED A BILL FOR AUGUST (ESTIMATED) \$52.85. IN SEPTEMBER 2009 FOR \$34.69(ACTUAL) EVERYTHING WAS TURNED OFF WATER, ALL PLUGS PULLED EXCEPT THE REFRIGERATOR.ON OCT 2009 I RECEIVED A BILL FOR \$34.69 (ESTIMATED). IN NOVEMBER 2009 I RECEIVED A BILL FOR \$18.35 (ACTUAL). I UNDERSTAND THAT ESTIMATED BILLS ARE CALCULATED ON PAST ELECTRICAL USE. 2009 IS STILL IN DISPUTE., BUT IF YOU CHECK 2008 AND 2007, THERE WERE CREDIT BALANCES OF OVER \$200.00, WHICH THEY SUBTRACTED FROM THE BILLS GOING FORWARD. I NEVER RECEIVED A REFUND. ON DECEMBER 5 2009 MY BROTHER AND HIS WLFE WENT TO MY HOME AT 550 PATTON RD BELLE VERNON PA TO TURN THE HEAT ON. THEY TURNED THE HEAT ON , THEY HAD TO LEAVE THE NEXT DAY WHICH WAS DEC6. (I COULD NOT GO BECAUSE I WAS SICK THE DOCTOR DID NOT WANT ME TO TRAVEL. MY BROTHER WORKS TWO FULL TIME JOB HE HAD TO BE BACK TO WORK SUNDAY NIGHT. I PAID THE \$336.24 WHICH I RECEIVED LATE (JAN2010) THIS COULD BE BECAUSE OF THEHOLIDAYS. THERE IS NO WAY MY BILL COULD HAVE BEEN \$336.24 AS OF DEC11,2009. ALSO THE HEAT WAS TURNED ON A LITTLE UNDER 55. PLEASE LOOKING TO THIS.

**THANKING YOU IN ADVANCE
GWENDOLYN PARHAM**

Gwendolyn Parham

**CC: PUC SECRETARY
400 NORTH ST
HARRISBURG PA 17120
CC MR JOSEPH NIGRO
TWO GATEWAY CENTER
PITTSBURGH PA 15222**

**MY ADDRESS IN NEY YORK IS
2651 95 STREET
EAST ELMHURST NY 11369
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**RECEIVED
2010 JAN 21 AM 9:23
PA.P.U.C.
SECRETARY'S BUREAU**