

Aaliyah Zakat  
4109 Parrish St  
Philadelphia, Pa 19104  
Phone#267-679-5284

8-15-10

Grievance Letter

Re: File # C-2010-2188302

Dear Ms. Rosemary Chiavetta, Secretary

Greetings Public Utility Commission I Aaliyah Zakat will testify on behalf of my letter/complaint that I wrote to PUC prior that everything I wrote in my letter is certified truth. I am so disappointed by the untruth that is stated about me in PGW response to what actually took place that day on Jun 28, 2010. I have been a faithful PGW customer since Jan 2009. I am asking for the Pennsylvania Public Utility Commission to grant me this relief. I have been truthful about my financial distress, I have been truthful about what took place on Jun 28, 2010 I was only at PGW to submit my CRP application. I did not go to PGW to be harassed with questions pertaining to me wearing sunglasses. I do not believe PGW is taking any responsibility for the humiliation of a customer that was caused on Jun 28, 2010. As I stated I have been a good customer. Now during this time when I need a financial relief I do not believe PGW is even concern about being a fair and just service provider to grant this relief. So I am asking for the PUC please grant this relief through the Utility Emergency Services Fund for the existing balance on my account#0202696403 for the amounts of \$308.00. On Jun 28, 2010 I had all documentation including my income support application, copy of social security card with the exceptions of a copy of my 3yr old daughter social security card. This is why I supposedly denied a CRP. I assure you I did all I can on Jun 28, 2010 to have everything that was needed for documentation. It was very unfortunate that on Jun28, 2010 I was turned away because of me not having a copy of my 3 yr old SS card. Included with this letter are my exhibits from Jun 28, 2010. The date on the CRP application reflects when I submitted the application after what took place on Jun 28, 2010.

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AUG 20 2010

PA PUBLIC UTILITY COMMISSION  
SECRETARY'S BUREAU

Exhibit #A

Date: 06/25/10 MON

RE: Account # 02-0269-6403

Dear PGW Customer,

PGW has reviewed your Customer Responsibility Program (CRP) application / recertification form. Unfortunately, we are unable to process your application for the follow reason:

- A. You have not provided all required information or
- B. We may need to receive additional information to support your documentation.

You must re-submit the completed forms and papers returned to you plus copies of all of the following documents:

**1. Current Proof of Income for Everyone Living in Your Home:**

Example: Pay stubs for at least the last 4 weeks; DPA information; letter from employer, social security disability documentation; child support documentation; etc.

**2. Copies of Social Security Cards for Everyone Living in your Home.**

**3. Additional information to verify your household status:**

- Proof of payment/non-payment for everyday living expenses.(Such as food, shelter and other utility expenses).
- Complete enclosed "Income Support Documentation" form.
- Proof of employment/unemployment for other adult(s) in household.
- Provide proof of amounts of assistance received from Department of Public Assistance.
- If receiving food stamps from DPA, you must provide copy of both the front and back of your Eligible Notice or confirming Notice Change from your County Assistance Office (must include sections A through E of notice).
- Information that you have submitted indicates that Mr./Mrs. \_\_\_\_\_ also resides in your household. If s/he is not residing in your household, you must provide proof of Mr./Mrs. \_\_\_\_\_ 's current residence ( i.e. rental agreement, utility bill).

Other: Daughter SS CARD and proof of SUPPORT

The application and required documentation may be mailed to the address below or taken to one of our Customer Service Centers:

Philadelphia Gas Works  
Customer Responsibility Program  
P.O. BOX 3529  
Philadelphia, PA 19122-0529

You must provide PGW with the above information in apply for or re-certify for CRP. If the above requirements are not provided you will not be enrolled in CRP or you may be removed from CRP if re-certifying.

Para traduccion en espanol, llame a (215) 235-2175

Sincerely,

Philadelphia Gas Works Representative

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Exhibit # C

CUSTOMER RESPONSIBILITY PROGRAM (CRP)

Income Support Documentation Form

(This section is to be completed by the CUSTOMER)

Customer Name: Aaliyah ZAKAT Acct. #: 0202696403  
Address: 4109 Parrish St  
Phone #: 205-387-1182 SSN: 210-64-5240

(This is to be completed by the INCOME PROVIDER)

Name: Shekela Barbour  
Address: 4117 Parrish St  
Phone #: 215-387-5576 Relationship to Customer: Mother

Do you give support or cash to the above customer? Yes  No

Date you started giving support of cash: MAY 2010

How much cash do you give and how often?

\$ 100 per month (week, two weeks, month, etc)

Do you give any of the following kinds of help besides cash?

No Pay rent or mortgage

No Pay loan or other bills

No Pay utility bills

How much help do you give each month? \$ 100

SIGN YOUR NAME: Shekela Barbour

DATE: 6-28-2010

SSN: ~~6446~~ 159-46-6446

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AUG 20 2010

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PGW has the right to verify the information provided on this form.

DPW Representative: \_\_\_\_\_

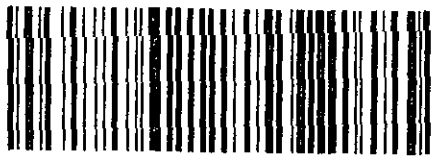
Date: \_\_\_\_\_ Phone Number: \_\_\_\_\_

**CONFIDENTIAL/PROPRIETARY  
MATERIAL FOLLOWS:**

**NO SCANNED IMAGE AVAILABLE**

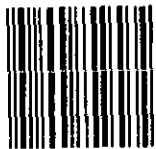
**ACTUAL DOCUMENT IN  
CONFIDENTIAL FILE FOLDER**

Aaliyah Zakat  
4109 Parrish St  
Phila, Pa 19104



7010 0780 0000 0858 2329

Rosemary Chiavetta, Secretary  
Pennsylvania Public Utility Commission  
Room B-20, North Office Building  
Harrisburg, PA 17105-3265



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