

F-2011-2200408

Dec 21, 2011

PGW. em writing this letter to state to the public, the news and the mayor.

PGW. is very disesteeming they did not care about their customers
em writing this letter to inform the city of a lawsuit ~~to~~ towards PGW an PVC.

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JAN 3 2012

PA PUBLIC UTILITY COMMISSION
SECRETARY'S BUREAU

this is the situation that occurred: what made me go to PGW first of all was em a single mother 2 kids 1 in school 1 getting ready for college and 1 grandchild work a job with low pay.

So em signed up for a program to make it easier for me. em was told that the budget was the best way to go. em did not realize that em would be paying extra for my bills in the summer time em was not informed about that

my usage for the summer is really probably 50- to 60 a month my budget bill was 169.00 twice the amount of usage. So by me not being able to afford

and not thinking it's fair for me to be charged up as the budget added up. I'm making my payment because of the fairness of the payments I am not being charged up for my usage or being charged for a budget bill or started off with 300.00, because of the budget billing. I'm up to almost 1,500 dollars not from usage but from then adding up the budget billing. It's not fair for customers to be charged like that penalized because of this budget billing. What should have been told explained that no matter how less you use you will still be charged that amount. We should have a choice. The next issue is I was told ~~the~~ on the phone by a P&W employee that my meter had to be changed or made up an appointment took off of work. To be there talked to the guy he told me my meter was not good.

that it needed to be change.
We watched him bring in a
meter and take the old one out
It took him about an hour
he was in my apartment and
the basement back and forth.

Before he left, he told myself
and other people there that
the meter was bad and to
make sure el tell my neighbors
up stairs to change theirs
cause the looked bad also.

So on 11-18/11 I receive a
letter in close that the meter
was tested not to be bad.

How can you see they say its
not bad. you dont take a
meter out unless its something
wrong with it and then
charge someone for it being
tested what kind of company
is this. this was done on
11/1/11 and tested 11/10/11

next issue

on 11/3/2011 I receive another

Letter saying on 11/3/11
that they will not accept my
complaint their is something
wrong. the dates don't
match and eem really upset
with this:

Thank you.

Latina Collins
6604 Woodland Ave
Philadelphia Pa. 19104

F-2011-2266468

215-727-1471

215-252-6790

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2012 JAN -3 AM 10:37

PA.P.U.C.
SECRETARY'S BUREAU



PHILADELPHIA GAS WORKS

800 West Montgomery Avenue • Philadelphia, PA 19122

November 18, 2011

Ms. Latina Collins
6604 Woodland Avenue
Philadelphia, PA 19104

RE: Meter Number: 1500783
Meter Location: 6604 Woodland Ave.

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PA P.U.C.
SECRETARY'S BUREAU

Dear Ms. Collins:

The gas meter at your property was removed on 11/01/11 and tested at our facilities on 11/10/11. The gas meter was tested and was found to be within acceptable levels of 2% fast and 2% slow, therefore, you are not entitled to any refund or credit on your gas account. In addition, your testing fee is also considered non-refundable as per PUC Code 59.21 (f)(1).

If you are unsatisfied with these results and would like to file a formal complaint contact the Public Utility Commission, at 1-800-782-1110, Monday – Friday from 8 AM to 6 PM.

Sincerely,

Raymond J. Welte/Sm

Raymond J. Welte
Manager, Meters and
Measurement Engineering

I called to complain they took my complaint

called November 22nd 2011 postmarked 11-21-

FSD/RJW/sam
11/18/11

cc: Miguel Chavarria
Anne Cromley
File

Latina Collins
6604 Woodland Ave
Phila Pa. 19142

PHILADELPHIA PA 191

30 DEC 2012 PM 3:1



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SECRETARY'S BUREAU

Commonwealth of Pennsylvania
Pennsylvania Public Utility Commission
P.O. BOX 3265, Harrisburg Pa

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