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Dec. 11, 2012

To : Rosemary Chiavetta, Secretary
Pennsylvania Public Utility Commission
P.O.Box 3265
Harrisburg, PA 17105-3265

Cc : Commission's Office of Special Assistants (OSA)
Re : Exceptions for Docket No. 2012-2326598

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I am writing this letter not as an Exceptions, but I just want mention to the way how PGW manages this problem and also show how PGW deal with these customers. If we review document of this case ,we will see that PGW has an unusual way to treat with these special customers. And I also suggest a solution that help PGW can collect money from these customers.

I said unusual way because PGW allowed the debt to accrue over 5 years . In reality, for another customers who do not pay the bill, surely PGW will shutt off gas service just after two or maxium three months . By law, PGW can not shut off the service of a house if there are seniors, children or sick people lived in this house. Three tenants lived there all have the jobs, age from 20 to 50 and very healthy. There are no children, no seniors, and no sick people lived in this house, so the waiver can not apply for this case. Why PGW do not shut off the services ? I already ask PGW this question many times before, but PGW purposely evade answer this question. The key of this problem stay here, so Commission need to investigate and thingking over . PGW let the debt to accrue over 5 years, reach to \$ 4,672 without any penalty action against the debtor. This is not a normal case and just PGW and these tenants only can understand it. I do not know whether PGW

makes a mistake or PGW does it purposely. Therefore to avoid a misunderstanding PGW need explain very clearly this problem. I already request PGW explain why PGW reserve for these customers too many privilege ? and I also request PGW send me their history debt record since 2007 such as the warning shut off, the order shut off ,the detail of their gas account and the letters force them pay off the unpaid debt... But PGW do not answers this problem and also do not sends me any paper proof. As long as PGW does not answer reasonable this problem yet, and does not show any paper proof that PGW deal with the debtor, there are still suspicion about this problem. As long as PGW does not elucidates clearly ,reasonable, and legally this problem with me, PGW can not force me to pay the debt of the tenants who reality use the gas services. I reality have no any relationship with the debt . I think in 5 years the tenants still own PGW \$ 4,672.00 , this mean that they just paid only under 50% of the total charge of all bills. During 5 years , with the big debt , without debt payment , PGW has no any penalty action against the tenants and still offers continously and unconditional gas services for them. As if why they have to pay the debt ? This behavior of PGW clearly encourages them do not pay their debt . PGW need to reconsider the management of the debt . If PGW can not answer all my question, Commission should investigate the relationship between PGW and the tenants.

I said special customers because PGW show so kindness to them ,do not force them pay the debt , even do not inform them exactly the amount they still are in debt to PGW . And PGW also does not warn them that what they should pay the debt to avoid to shut off the services and to deduct from their salary for the debt. It seems that PGW does not want to annoy the tenants , and does not want collect their money. Collect money from the tenants maybe more difficult than from me , therefore PGW transfers the debt from the tenants to me. This decision of PGW is not convinced , not reasonable and illegal . I also have a way that can help PGW collect the debt. Two weeks ago, I complaint this problem with the tenants. They told me , they are very surprised , they do not know exactly the amount they still own PGW, because PGW do not let them know and do not force them pay . I discuss this problem with them and they agree to pay their debt by small instalments payments over one year if PGW request them pay it. The big mistake is PGW let the debt accumulated larger for a long times without any penalty actions against the debtor. When the debt is too large and for a long times, the debtor can not afford for that and usually have the tendency do not want to pay. In contrary, if the debt is still small and in short time , just with a lenient force the debtor will pay right away. I do not want PGW lose money, and I am sure that PGW can completely collect the debt in one year. I am clearly demonstrable that because as I mentioned above , I knew these tenants already

agree to pay and they can afford with a small instalments payment about \$ 400.00 monthly. PGW just invites the tenants to Company office to discuss this problem and asks them sign an agreement to pay the debt with small instalments payment over one year. Of course, PGW must mention to the penalty actions, (such as temporary shut off , or permanent shut off their gas services) if the tenants refuse to sign this agreement. And if the problem still does not solve,two sides can not find out a solution, PGW will shut off the gas services right away. I suppose like this , but I absolutely believe the problem will be solved soon, because the tenants are already agree to pay and they can afford for that. PGW try do this please . Anyway , PGW has already take a mistake , has a fault in this problem. If PGW manages this problem better , sooner ,specially included penalty actions against the debtor, surely it is already solved four year ago when the debt still be very small.

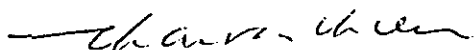
As I already mention above, if PGW reality wants collect the debt , PGW must put high pressure on the tenants , apply penalty actions against them (shut off until they agree to pay, for example) then PGW can get back the money easily .But if PGW still let them get the gas services uncondition and does not want collect the money from them, PGW have to afford to lose money and I reallity have no responsibility for this problem. PGW should have to execute all drastic measures against the tenants from the long times ago (2, 3 or 4 years ago) , and the problem already solved. .

As an citizen, I always adhere to the law and to the government order that is fair reasonable , legally and I also hope that PGW will collect the money from the tenants soon.

I am looking for a good solution legally and reasonable for this problem from the Commission.

Thanks a lot for your help and for your promptly attention to this problem.

Sincerely,



Thai Van Thieu

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