

C-2013-2358033

15147 Kallaste Drive
Philadelphia, PA 19116
May 13, 2013

PA Public Utility Commission
400 North Street
Commonwealth Keystone Building, 2nd floor
Harrisburg, PA 17105
Dear Mr. Powelson:

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CHAIRMAN'S OFFICE

About six weeks ago I filed a complaint with the Public Utility Commission regarding an unpleasant experience with the Philadelphia Gas Works. A few days ago I received a response – from PGW!

The two documents I received total thirteen pages of verbose and convoluted language that leads me to believe that PGW admits that I have had gas service at my home for the last twenty six years and that they changed a defective meter – everything else is denied!

Mr. Powelson, I **did not** imagine the cold shower the day after my gas meter was exchanged!

I would request a hearing with Mr. White, Mr. Farinas, and Ms. Leva along with the call takers, customer service representatives and repairman that was sent to my home in attendance to discover exactly what steps were taken to establish the facts of my "averments".

Since PGW would have access to its own phone system and employees I believe it would be a simple matter to determine exactly what was said and done.

Besides being forced to take the day off – for what I **believed** to be a serious problem with my gas service – the most egregious action by PGW is **demanding** entry to my home!

Sincerely yours,


John E. Rossiter

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MAY 21 2013

PA PUBLIC UTILITY COMMISSION
SECRETARY'S BUREAU

J Rossiter
15147 Kallaste Dr.
Phila., PA 19116

PHILADELPHIA PA 191

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400 North Street
Commonwealth Keystone Building 2nd floor
Harrisburg, PA 17105
Attention: Mr. Powelson

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