

Secretary
PA. Public Utility Commission
P.O. Box 3265
Harrisburg, PA. 17105-3265

Sent via certified mail # 7006 3450 0001 5586 9618

May 20, 2013

RE: Marcia Shapiro v. Philadelphia Gas Works
F-2012-2318535

RECEIVED
2013 MAY 23 PM 4: 13
PA P.U.C.
SECRETARY'S BUREAU

I wish to apologize to the court for not answering sooner. I did telephone to ask if there was a time when an answer had to be in, and spoke to a man who told me there was no time limit. I had intended to reply, however my 92 year old mother has been ill. Fortunately, I am still within the time limit of an appeal.

I received a short one page letter from Mr. Farinas, which did not seem to include some of what I read in the court's decision. In fact, I don't recall any mention of the graphs, or the language I questioned. I am searching for my copy of what was provided, and ask the court for additional time to add to my answer before the matter is deemed closed. I would also ask the court to compel Mr. Farinas to resend his reply. Mr. Farinas asked for two weeks to come up with an explanation of the discrepancy of the graphs, and of the language used in the PGW's own records, yet took almost a month to send me his one page letter.(From March 6, 2013 to April 3, 2013) I ask for the same consideration from the court afforded to Mr. Farinas.

While I am pleased I do not have to pay \$181.58, I do not think the explanation of a "glitch" or "system error" is reasonable, since I called PGW to complain about being charged for services which not only I did

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not receive, but which caused me to suffer headaches and was potentially life threatening to both my neighbors and to me . The PGW had already admitted fault by reducing my bill. By using generic technological words to cover up their carelessness, this does not prevent what I experienced from happening again to me, or to another customer of the PGW.

I have long suspected the discrepancies in the graphs on the PGW bills from the one month to the next to be an excuse to overcharge.

I would ask the Public Utilities Commission for a further investigation into the discrepancy of the PGW graphs, as well as any penalties within the jurisdiction of the Court.

Marcia Shapiro

Marcia Shapiro
604 S. Washington Square
Apt. 2217
Philadelphia, PA. 19106

Copy: Laureto A. Farinas Esquire
Philadelphia Gas Works
800 W Montgomery Avenue
Philadelphia, PA. 19122

Sent via certified mail # 7006 3450 0001 5586 9601

9002 4540 0000 5599 6798

Marcia Shapiro
604 S. Washington Sq.
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Philadelphia, PA 19106



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