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June 25th 2013

JUN 25 2013

Pennsylvania Public Utility Commission
PO Box 3265
Harrisburg, PA 17105-3265

PA PUBLIC UTILITY COMMISSION
SECRETARY'S BUREAU

RE: Jesus Campos v PGW, Docket No. C- 2012-2328020

I, Jesus Campos, have reviewed and understand Pennsylvania Public Utility Commission decision. However, the decision does not actively seek to protect consumers and it fundamentally leaves those most vulnerable at the mercy of utility organizations. The following details show how the current utilized law happens at the expense of the consumer:

- I. I bought and activated utility services at the house located at 2005 McKinley St. Philadelphia, PA 19149 on or around June 2007. PGW service on 12/4/2009 as part of the "Part and Labor plan" to fix my heater inside the home. The technician corrected the problem but did not notice any other discrepancies. I signed documentation on the changes or adjustments he completed.
- II. Again, on 7/17/2012, PGW service my address under the "Part and Labor plan" to fix my air conditioner outside the home. The technician proceeded to inspect the air conditioner. In addition, without notification to consumer, technician proceeded to change the "meter" as per technician it was recording only ½ of the utilized units. The technician did not offer consumer the opportunity to review the previous meter reading or sign for the changes completed.
- III. On or about August 20, 2012, I received a bill for the amount of \$5,712.23 (- \$781.01 in credit) for a total of \$4,931.22
- IV. On August 22nd 2012, my girlfriend, Patricia Velasco, contacted PGW to request an explanation and resolve the issue. At the time, no explanation was provided other than the bill would be further reviewed as per a letter submitted sent on 8/24/2012. On 9/20/2012 PGW responded that PGW had made an adjustment to the bill which would be \$1,280.40 (-\$781.01 in credit already reduced to 0). PGW response was that the meter was wrong and only recording half of your actual usage since you established service. The adjustment was based on the change of rates.
- V. Up to this time 9/20/2012, I had not received explanation as to how the meter was recording half of actual usage and how that was determined. This prompted me to file a formal complain to PUC on 9/28/2012.
- VI. A hearing was schedule for 3/7/2013. On 3/7/2013 at about 7:30am I received a call from PGW attorney Laredo Faridas requesting to postpone the hearing. PGW attorney then followed up with a formal request to Honorable Judge Angela T. Jones stating

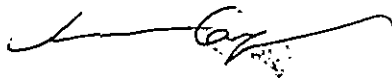
that the investigating officer had a family emergency. The request was granted and the hearing postponed to 3/11/2013.

- VII. On 3/11/2013 a new officer (witness Ms. Pereira) represented PGW not the original officer who conducted the investigation and who had the emergency situation. She explained that the “meter” was sent for inspection on 7/17/2012 and by 7/20/2012 PGW was notified that the “meter” was reading only ½ of the actual usage.

As a result the following questions are raised: how would the initial technician know the “meter” was only reading half of the usage? Furthermore, when contacted, on 8/23/2012 why PGW was unable to explain the bill? If PGW is a large enough firm, why does the consumer has to be burden with the time to reschedule a hearing date? If the burden is on the consumer, why does the consumer gets burden with further expenses and time? Or must the consumer pay an attorney? A burden on its own right. These are all burdens and legal matters which only serve utility organizations to come into a consumer’s home and without notice make changes unknown to consumers to later burden the consumer with disproving such claims.

I request that the decision made on this case be further reviewed and the procedure in which utility companies conduct business include consumers rights and a transparent process, otherwise, vulnerable consumer will continue to suffer.

Most respectfully,



Jesus Campos
2005 McKinley St.
Philadelphia, PA 19149



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