

To: Secretary of the Public Utility Commission
From: Kevin A. Washington
Date: January 8, 2014
Re: Reopen complaint against PGW
Doc#: C-2013-2388427

To whom it may concern:

I contacted the Public Utility Commission on Wednesday, January 8, 2014 to find the status of my complaint against PGW. I spoke with Susan and I was told that my complaint against PGW was closed on November 14, 2013, because the PUC received a letter from PGW that stated that I had agreed to a settlement with them. I told Susan that I never agreed to any settlement with PGW and I asked why would the PUC close my case if they never received anything signed off by me stating that.

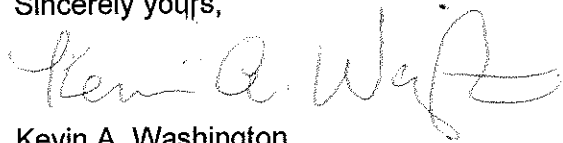
I have been without gas since PGW cut off my services in error in July 2013. I have followed all of the stated guidelines to have my situation resolved. I was originally told that I would have a hearing date in January of 2014. Now I am told because PGW said they had an agreement with me, which they did not, that my case is closed. If I did not call the PUC, I would still be waiting for a hearing date from the PUC, which would not be forth coming. I do not understand why would the PUC close my case when they never received anything from me in writing? And if my case was closed by the PUC, why didn't the PUC notify me that my case was closed.

The bottom line of the matter is this, we have been having record low temperatures this winter and my family and I are without gas services. I have been waiting since September, when I filed for a review and the only time I have heard from the PUC is when I have called. **Therefore, I would like the PUC to reopen my case against PGW, expedite my complaint and immediately grant me hearing date.**

Thank you for your attention to this matter and your immediate positive response. My contact information is as follow:

Kevin A. Washington
1377 Farrington Rd
Phila., PA 19151
215-989-0892

Sincerely yours,



Kevin A. Washington

RECEIVED

JAN - 8 2014

PA PUBLIC UTILITY COMMISSION
SECRETARY'S BUREAU

RECEIVED

JAN 8 2004



EM 99907 BUREAU MISSION



Addressee Copy
Label 1-B, March 2004

UNITED STATES POSTAL SERVICE®

Post Office To Addressee

ORIGIN (POSTAL SERVICE USE ONLY)		
PO ZIP Code	Day of Delivery <input type="checkbox"/> Next <input type="checkbox"/> 2nd <input type="checkbox"/> 2nd Out Day	Postage \$ 34.10
Date Accepted	Scheduled Date of Delivery	Return Receipt Fee
Mo. Day Year	Month Day	\$
Time Accepted <input type="checkbox"/> AM <input type="checkbox"/> PM	Scheduled Time of Delivery <input type="checkbox"/> Noon <input type="checkbox"/> 3 PM	COD Fee Insurance Fee \$ \$
Flat Rate <input type="checkbox"/> or Weight lbs. ozs.	Military <input type="checkbox"/> 2nd Day <input type="checkbox"/> 3rd Day	Total Postage & Fees \$ 11.10
	Int'l Alpha Country Code	Acceptance Emp. Initials

DELIVERY (POSTAL USE ONLY)		
Delivery Attempt	Time <input type="checkbox"/> AM <input type="checkbox"/> PM	Employee Signature
Mo. Day		
Delivery Attempt	Time <input type="checkbox"/> AM <input type="checkbox"/> PM	Employee Signature
Mo. Day		
Delivery Date	Time <input type="checkbox"/> AM <input type="checkbox"/> PM	Employee Signature
Mo. Day		

CUSTOMER USE ONLY

WAIVER OF SIGNATURE (Domestic Mail Only)
Additional merchandise insurance is void if customer requests waiver of signature. I wish delivery to be made without obtaining signature of addressee or addressee's agent (if delivery employee judges that article can be left in secure location) and I authorize that delivery employee's signature constitutes valid proof of delivery.

NO DELIVERY
 Weekend Holiday Mailer Signature

TO: (PLEASE PRINT) PHONE ()

SISEN, JIM
1700 NORTH ST 2ND FL
CHICAGO, ILL 60610
HARRISBURG, PA

ZIP + 4 (U.S. ADDRESSES ONLY. DO NOT USE FOR FOREIGN POSTAL CODES.)
1 7 7 7 0 + [] [] [] []

FOR INTERNATIONAL DESTINATIONS, WRITE COUNTRY NAME BELOW.

FOR PICKUP OR TRACKING
Visit www.usps.com
Call 1-800-222-1811

Money Back Guarantee to U.S., select APO/FPO/DPO, and select International

SIGNATURE INCLUDED UPON REQUEST