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June 10, 2015

2015 JUN 18 AM 10:03

Ms. Rosemary Chiavetta, Secretary
Pennsylvania Public Utility Commission
P.O. Boca 3265
Harrisburg, Pa 17105-3265

PA P.U.C.
SECRETARY'S BUREAU

Angela Jones, Administrative Law Judge
Suite 4063
801 Market Street
Philadelphia, PA 19107

RE: F 2015 2478603

Dear Ms. Chiavetta:

I would like to withdraw my appeal to the PUC decision of a \$187 monthly payment to \$145. This payment consists of the monthly usage of PGW gas and my payments towards the balance of my past bill, which is now about \$2,000.

After reviewing the case, I would like to dismiss my appeal. I decided the decision relayed to me by Eric Tuttle, a PUC officer, in April, should stand. When I filed the appeal, I had talked with Mr. Tuttle and he said the PUC could not lower the payment. At that point I decided to appeal to lower the payment by ~~\$40~~ to ¹⁴⁷₄₀

I decided this appeal would be a waste of time. All I can say is thanks for the PUC, Though I would have liked the \$40 deduction to bring my payments back in line with the agreement before I was four days late last September, but looking at the inaccuracies in the May 14 letter from Ms. Leva, the paralegal, to Ms. Chiavetta leads me to believe arguing further with the PGW would just be a waste of everyone's time for \$40 to the original amount.

The history, As opposed to Ms. Leva's letter: I have not gone through several unsuccessful agreements.

The reason I am withdrawing my appeal to the PUC decision of April is that it is obvious that the PGW is not interested me or possibly any of their customers. From my experience, PGW seems to operate without the common ability to even research their own material. As an example, the last letter from PGW to Ms. Chiavetta, dated May 14, was written by Danielle Leva, a paralegal, who can't even spell my name correctly: it should be Fiske, not Fisk. Her entire letter was filled with inaccuracies.

As opposed to the material in Ms. Leva's letter, I did not enter and disregard agreements with the PGW. I incurred a \$4,000 gas bill after a previous landlord led me to believe that gas heat was included with my rent. I moved and began paying back the money owed

beginning starting in 2012. The PUC and an employee of PGW, who has since retired, an Eloise Clintole (I am not sure of the spelling of her name) helped me make an agreement of paying back a total of about \$147 a month which varied a little due to my gas usage.

Eloise C. commented how well I had been paying back the money owed. A PGW representative originally wanted me to pay back \$400 a month, which was impossible for a journalist with my income. She helped me reach a manageable goal of \$147 a month, which I kept.

Then last September 2014, I mailed my payment from the shore and it was four days late. Correspondence from PGW asked for the whole \$2,000 I owed. A manager at the PGW office in Center City suggested I contact the PUC and, fortunately received an agreement to pay \$187 that was sent to me by Eric Tuttle. When I asked it could be lowered to \$145 and Mr. Tuttle said the PUC could not reduce it further, I proceeded to appeal. I now think \$40 is not worth dealing with the PGW again.

So please dismiss my appeal and I will pay off the remainder of the money owed in the \$187 increments. I have been paying the \$187 each month despite the appeal. Please confirm you received this, thank you,

Sincerely,

Diane M. Fiske

Diane M. Fiske

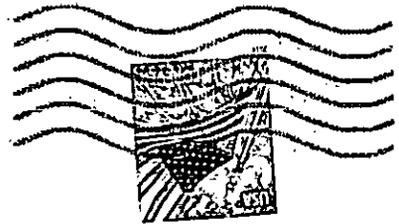
As an example of PGW's lack of customer concern, the retired Eloise's phone 215 684 6985 continues to be answered with her voice saying that she will be back later. She retired in mid 2014 a customer care person has not been hired as far as I know.

I really am concerned that the PGW, as a whole, treats those of us who want to resolve our problems with the company and those who are truly derelict in the same way or so it seems to me.

Fisc
47 W. Highland Av
Phila PA 19108

PHILADELPHIA, PA 190

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Personal letter
Time
Limit!

Ms Rosemary Chavette
Secretary
Pennsylvania Public Utilities
Comm
P.O. Box 3265
Harrisburg, PA 17105
- 3266

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