

August 26, 2015

Denise Jubilee

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

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AUG 26 2015

PA PUBLIC UTILITY COMMISSION
SECRETARY'S BUREAU

In Answer to PGW : Docket No. C-2015 - 2494986

PGW has done me great harm and continues to impart such harm even this year due to their lack of organized business operations and responsible business practices.

Firstly, they have billed me an unreasonably high estimate, causing disruption of my service and extra fees for digging up the street to discontinue my service. This estimated billing was due to their error, thus causing the fees associated with the disruption of my service, all which cumulated in a lien against my home for \$2791.95.

The ease which PGW is allowed to put a lien against a home gives them no incentive to improve their business operations or processes.

The same has allowed PGW to continue to unfairly do harm to me, providing two different , yet both erroneous Lien statements to Quicken Loans in a week, thus cancelling my refinance settlement.

Sometime between 2004 and 2007 PGW came into my home and switched the old gas meter to a new AMR gas meter. After a heating season or so, I was sent a very large bill based on an estimated reading because as I was told there was no actual reading available for the meter that had been removed nor for the beginning reading for the meter that had been installed .

In Review:

- 1) PGW 's lack of organized operations and Lack of Responsible business Practices have caused me harm in 2007 and additional actions of the same have caused me harm in 2015.
- 2) The lien incurred by my property was caused by their negligent actions resulting in an unfair bill that I was not able to pay.
- 3) The Lien for \$2791.95 does include a "street dig up fee", and no fee of that type has been assessed on subsequent billing for the property in question.
- 4) PGW continues to cause me harm, by reporting a subsequent lien as an active judgment even after I have requested in person and by phone many times for this lien to be listed as satisfied.

*Thank You,
Denise Jubilee*

PRIORIT
MAIL

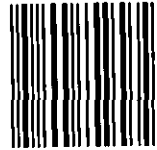


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