

Carolyn Saunders  
2390 Douglas Avenue  
Upper Chichester, Pennsylvania 19014-3504  
(610) 364-7858 after 12:00 pm until 5:00 pm  
**Case Number: C-2015-2497664**

September 17, 2015

Administrative Law Judge Cynthia W. Fordham  
Suite 4063  
801 Market Street  
Philadelphia, Pennsylvania 19107

To the Honorable Law Judge Cynthia W. Fordham:

I am writing to request a phone Hearing because of Health reasons. In 2006, I was hurt on my job and suffered a serious back injury. I was told the injury would get worst over time and I am to the point that if I stand, walk, climb steps or sit too long, my legs, hip, stomach and back will get numb, so for awhile, I can't feel anything. As the feeling starts to return, I suffer a lot of pain. I try not to travel anywhere far from my home, my doctor or the hospital. I work two hours a day, seven days a week, as a Nurse's Assistant, but cannot do more than those hours. I have not been able to get my phone service restored because of the expenses I pay for my granddaughter and self to stay with others that will allow us to eat, bath and sometimes sleep there.

I have requested an earlier hearing date and I am awaiting an appointment with Legal Aid to help me do this request the right way.

I feel my health is failing me and finally went to my doctor. He told me to immediately call PECO and to give them his fax number so they could send him the medical forms. I called PECO and was first told because the account was closed, I wouldn't be eligible for the forms, even though there is a Hearing scheduled. I asked to speak to her Supervisor, who said she would send the forms but today was the last day for me to make that request, and if the forms were not returned today, September 16, 2015, PECO would not accept them. I didn't get the first worker's name but the Supervisor was Ms. Leah McGil. I spoke to her at exactly 3:35 pm today. The Social Worker from my doctor's office said she would call me as soon as they received the papers and faxed them back to PECO. It's now 12:30 pm on September 17, 2015, the Social Worker from my doctor's office called me as soon as I walked in the door of my granddaughter's to tell me that PECO has not sent the forms. She tried to call me earlier today to let me

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know PECO did not mail the medical forms to them and they were in the office past six the evening of September 16, 2015. I have a doctor's appointment tomorrow.

I have also called Attorney Shawn L. Lee Counsel for PECO I left a long message on her phone, explained what is happening and what was told to me. I called the PUC spoke to a young woman who said she was transferring me to her Supervisor, I heard a click and then a busy tone.

I received a call back from the BCS regarding the medical form at 3:09 and I'm told because PECO has closed my account and the hearing is now a Formal Hearing they cannot order PECO to send any forms to my doctor. When I asked how I could request an Expedited Hearing Cathy at the BCS Office said she worked at the PUC for years and never heard of an Expedited Request. If PECO has closed my account, what numbers allow me to make payments until the Hearing? Shouldn't I have been informed they can close an account and prevent me from doing anything with what is owed to PECO? Is PECO saying that unless I come up with close to \$3,000, I cannot pay anything at all on what they state is owed? I would like to know, what am I suppose to do and how can I get any help, if this company closes every door trying to force me into bankruptcy? How can PECO overrule a medical doctor?

I have called for help everywhere, when people can't find people to help them, how can they ever win or fairly present their case? Years ago there was help, today there seems to be none. I just want someone to tell me how to do things the right way and I promise I'll teach others and ask others to help each other. We are getting abuse out here. I understand that someone may not be able to give me legal advice but why can't they tell me where I go to get it. And who can I complain to if I know the agencies that are to help, aren't?

I feel defeated before I get started.

Sincerely;



CC: PECO Attorney Shawn L. Lee

PUC Secretary Rosemary Chivetta  
Receipts that all parties were served

**Crozer Gastroenterology Associates** Crozer Medical Plaza, Suite 26 500 Evergreen Drive

Glen Mills, PA 19342

Phone: 610-619-7475 Fax: 610-619-7477

**Patient Information**

**For: CAROLYN SAUNDERS**

**Clinical Visit Summary**

**Based on your visit today, September 18, 2015 for your provider recommended the following:**

- 1) No further GI testing needed at present
- 2) Suspect resolved gastroenteritis
- 3) Labs from ER all look good
- 4) If generalized achiness continues see Dr. Islam for further evaluation
- 5) Follow up as needed for any GI problems

**Your pharmacy of record is:**

Rite Aid-Aston 4400 Pennell Rd\*, 6104942055.

**Your current medications include:**

- 1) ATENOLOL 100 MG TAB (ATENOLOL)
- 2) LEVOTHYROXINE SODIUM 150 MCG TABS (LEVOTHYROXINE SODIUM) 1 by mouth daily
- 3) LISINOPRIL 10 MG TABS (LISINOPRIL)
- 4) BAYER ASPIRIN 325 MG TABS (ASPIRIN) 2 by mouth daily am
- 5) SIMVASTATIN 40 MG TABS (SIMVASTATIN) 1 by mouth daily
- 6) NOVOLOG MIX 70/30 70-30 % SUSP (INSULIN ASPART PROT & ASPART) 50 units AM, 50 units PM
- 7) NOVOLOG 100 UNIT/ML SOLN (INSULIN ASPART) 20 units before lunch
- 8) AMLODIPINE BESYLATE 10 MG TABS (AMLODIPINE BESYLATE) 1 by mouth daily
- 9) DULCOLAX 5 MG TBEC (BISACODYL) take as directed the nday prior to procedure
- 10) SUPREP BOWEL PREP SOLN (NA SULFATE-K SULFATE-MG SULF) use as directed

**Allergies:**

No Known Allergies

**The following services were performed today:**

SNOMED-CT: 308335008: Patient encounter procedure (procedure) [SCT-308335008]

**Your current problem list includes:**

INTERNAL HEMORRHOIDS WITH OTHER COMPLICATION (ICD-455.2)

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**Patient Information**

**For: CAROLYN SAUNDERS**

**Clinical Visit Summary**

ADENOCARCINOMA, COLON, SIGMOID, HX OF (ICD-V10.05) (ICD10-Z85.038)  
DIABETES MELLITUS, TYPE II, UNCONTROLLED (ICD-250.02) (ICD10-E11.65)  
DIABETES MELLITUS, TYPE II, UNCONTROLLED (ICD-250.02) (ICD10-E11.65)  
THYROTOXICOSIS (ICD-242.90) (ICD10-E05.90)  
DIABETES MELLITUS, TYPE II, CONTROLLED (ICD-250.00) (ICD10-E11.9)  
DIABETES MELLITUS, TYPE II, UNCONTROLLED (ICD-250.02) (ICD10-E11.65)  
HYPERLIPIDEMIA UNSPE. (ICD-272.4)  
HYPOTHYROIDISM (ICD-244.9) (ICD10-E03.9)  
HYPERCHOLESTEROLEMIA (ICD-272.0) (ICD10-E78.0)  
DIABETES MELLITUS, TYPE II, UNCONTROLLED (ICD-250.02) (ICD10-E11.65)  
FH DIABETES (ICD-V18.0) (ICD10-Z83.3)

**For more information about diabetes please visit [www.diabetes.org](http://www.diabetes.org)**

**Your Vital Signs this visit were:**

**Height:** 64

**Weight:** 188.6

**BMI:** 32.49

**Temperature:** 98.1 (oral)

**Pulse:** 66

**Blood Pressure:** 134/68

Please contact us at the above number if you have any questions or concerns.

**Your Doctor or on-call staff can be reached by phone 24 hours a day, seven days a week by phoning your Doctor's office number for urgent or emergent issues. Speaking with your doctor may help you avoid a trip to the Emergency Room by offering treatment or an appointment.**

**Please ask us how to sign up for the myCKHealth Patient Portal so that you can request appointments, refills, referrals as well as receive test results online at <https://myckhealth.crozer.org>**

**If you are signed up for the portal, please send us a message to let us know you have an active patient account so your clinician can begin communicating with you for any issues.**

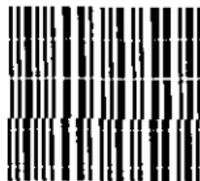
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**We want to give high quality care and services to our patients. You may soon get a survey in the mail from our partners Press Ganey. Our physicians and staff would like your opinion about your visit(s) to our office. Please help us by completing the survey and returning it to Press Ganey.**

Carolyn Saunders  
2390 Douglas Ave  
Uppr Chichstr, PA 19014



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CHESTER, PA  
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Pennsylvania Public Utility  
Commission  
c/o Secretary Rosemary Chivetta  
400 North Street  
Keystone Building 2<sup>nd</sup> Floor  
Harrisburg, Pennsylvania 17120  
#C-2015-2497664

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