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~~JUL 06 2016~~

~~PA PUBLIC UTILITY COMMISSION
SECRETARY'S BUREAU~~

Esther Lenzner
3330 Guilford St
Philadelphia, PA 19136
Home # (215) 338-1503
Cell # (215) 910-0906
F-2015-2491223

Secretary of Commission,

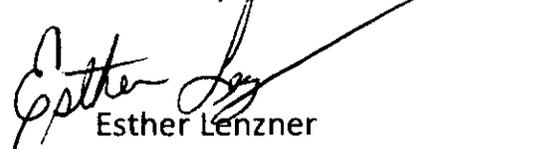
This is to inform you that I would like to file an exception to the above listed case number. In January of 2011 I suffered a very damaging and painful fall while arriving at my place of employment. Since that time due to the results of that fall combined with the medications, I take daily I have a severe memory problem. I truly do not remember receiving and documents regarding the hearing date(s) (I have searched my home and cannot find anything). I'm not saying they did not arrive (I just do not remember receiving them). In my S.S. disability hearing the judge noted this problem for one of the reasons, I can no longer work (I can obtain a copy of the ruling for you if you would like). In addition, if at all possible because of my health, I would like all future hearings conducted by phone. Thank you for your time and understanding on this matter.

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Sincerely,


Esther Lenzner

BEFORE THE
PENNSYLVANIA PUBLIC UTILITY COMMISSION

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Esther Lenzner

v.

Philadelphia Gas Works

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:
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PA PUBLIC UTILITY COMMISSION
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F-2015-2491223

INITIAL DECISION

Before
Cynthia Williams Fordham
Administrative Law Judge

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The undersigned granted the Respondent's Motion to Dismiss the complaint with prejudice because the Complainant failed to appear and prosecute the case.

HISTORY OF THE PROCEEDING

On June 22, 2015, Esther Lenzner ("Lenzner" or "Complainant") filed a complaint with the Pennsylvania Public Utility Commission ("Commission") against the Philadelphia Gas Works ("PGW" or "Respondent") alleging the following: 1) that her gas service was terminated after she made a payment; and 2) that the Respondent charged her a reconnection fee. The Complainant requested that the reconnection fee be waived. This is a timely appeal of the Bureau of Consumer Services Decision at BCS# 3344066.

On July 27, 2015, the Respondent filed an answer. In its answer, the Respondent admitted that it terminated the Complainant's gas service for non-payment on May 6, 2015. The Respondent stated that the Complainant has been enrolled in its Customer Responsibility Program ("CRP") since May 10, 2013. The Respondent averred that the Complainant made a \$168.00 payment on May 6, 2015. This was a partial payment on the \$2,730.99 balance. The

CERTIFICATE OF SERVICE

I hereby certify that I have this day served a true copy of the foregoing document upon the parties, listed below, in accordance with the requirements of § 5.14 (relating to service by party).

(List names and addresses of parties and manner in which each was served.)

PGW
Secretary of Commission

Dated this 14 day of July, 2016.


(Signature)

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Philadelphia, PA 19136

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Commonwealth of Pennsylvania
Pennsylvania public utility commission
400 North St, 2nd Floor
Harrisburg, PA 17120

17120-009399

