

***STEPHANIE M. SAWYER***

---

6802 Lawnton Avenue  
Philadelphia, PA 19102  
Tel: (267) 250-9413  
Email: smsesq1@gmail.com

January 9, 2017

RECEIVED

**VIA OVERNIGHT DELIVERY**

Secretary, Pennsylvania Public Utility Commission  
400 North Street  
Commonwealth Keystone Building, 2nd Floor  
Harrisburg, PA 17120

JAN 09 2017

PA PUBLIC UTILITY COMMISSION  
SECRETARY'S BUREAU

**Re: *Sawyer v. PGW* - Docket No. C-2015-2504851**

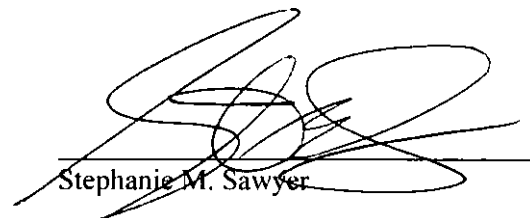
Dear Sir or Madame:

Enclosed herein, please find Complainant, Stephanie M. Sawyer's Nunc Pro Tunc Exceptions to the Initial Decision of Administrative Law Judge Eranda Vero. Pursuant to instructions from your office, I respectfully ask that you file the enclosed original document and kindly contact me should your need any additional information to determine what consideration the enclosed Exceptions will receive.

As stated in the enclosed proposed filing, my employment does not allow me to use my work computer for private purposes and my home computer system malfunction on January 4, 2017 continues in part and therefore it impossible for me to electronically file these Nunc Pro Tunc Exceptions. However, once this technical situation is corrected a copy of the enclosed filing will be e-mailed to the Commission's Office of Special Assistants (OSA) at ra-OSA@pa.gov.

Thank you for your kind attention.

Very truly yours,



Stephanie M. Sawyer

cc: Administrative Law Judge Eranda Vero (via regular mail)  
Graciela Christlieb, Esq (via regular mail)

BEFORE THE  
PENNSYLVANIA PUBLIC UTILITY COMMISSION

RECEIVED

JAN 09 2017

PA PUBLIC UTILITY COMMISSION  
SECRETARY'S BUREAU

\_\_\_\_\_  
STEPHANIE M. SAWYER :

Complainant :

vs. :

PHILADELPHIA GAS WORKS :

\_\_\_\_\_  
Respondent :

DOCKET NO.: C-2015-2504851

**COMPLAINANT, STEPHANIE M. SAWYER'S NUNC PRO TUNC EXCEPTIONS TO  
THE INITIAL DECISION OF ADMINISTRATIVE LAW JUDGE ERANDA VERO**

Complainant, Stephanie M. Sawyer hereby files the instant Nunc Pro Tunc Exceptions to the Initial Decision of Administrative Law Judge Eranda Vero and in support thereof avers as follows:

1. On or about December 15, 2016 an electronic notice related to the Initial Decision of Administrative Law Judge Eranda Vero along with an actual copy of said Initial Decision was sent to Complainant's email address advising Complainant, *inter alia*, that any Exceptions should be filed twenty (20) days from the date of the notice or by January 4, 2017.

2. Complainant did not actually see the email containing the above described Notice and Initial Decision until the day after Christmas while on leave from work and immediately sent counsel for PGW, Graciela Christlieb, Esquire an email in an attempt to negotiate a resolution to this matter which reflects Complainant's belief that Exceptions were in fact appropriate (see exhibit "A").

3. Since Complainant received no substantive response to her communications to Ms. Christlieb, Complainant prepared her Exceptions and sought to electronically file the same on the evening of January 4, 2017; however, Complainant's home computer system began to malfunction before this task could be completed and Complainant endeavored to locate someone to come service her computer system.

4. Unfortunately, Complainant could not arrange service on her computer system until January 5, 2017 when the filing deadline for said Exceptions had elapsed (see exhibit "B").

5. On January 5, 2017, Complainant contacted Ms. Christlieb electronically (see exhibit "A") and this Commission telephonically in an attempt to secure an extension of time within which Complainant's Exceptions could be filed and considered by this Commission; however, Ms. Christlieb advised Complainant of PGW's objection (see exhibit "A") and this Commission, by and thru a representative, advised Complainant to file the instant Nunc Pro Tunc Exceptions outlining the reasons said Exceptions were not filed by or before January 4, 2017.

6. Further, on January 5, 2017, Complainant's home computer system was not made fully functional in that Complainant was still unable to use her printer to create a hard copy of said Exceptions to file by mail or her Internet services to file said Exceptions electronically (see exhibit "B").

7. Thereafter, on January 8, 2017, Complainant's printer was restores such that a hard copy could be completed and utilized to file by overnight mail as Complainant's Internet services were not fully restored to enable Complainant to file said Exceptions electronically (see exhibit "B").

8. Substantively, Administrative Law Judge Vero erred when she found that Complainant failed to carry her burden of proving that PGW improperly refused to forgive the remainder of her pre-program balance (Initial Decision, pps. 1, 31). Administrative Law Judge Vero based her decision upon an erroneous contention that Complainant's "payment history [did] not support the conclusion that had [Complainant] been allowed to remain in CRP in April of 2013, she would have earned the forgiveness of \$1,976.28 in pre-program arrears by July, 2014" (Initial Decision, p. 13). There are two (2) main reasons why Complainant avers this to be in error - Administrative Law Judge Vero wholly mischaracterizes Complainant's payment history and the ruling completely fails to hold PGW accountable for what was ultimately held to be an improper removal of Complainant from CRP.

#### **Mischaracterization of Complainant's Payment History**

Administrative Law Judge Vero characterizes Complainant payment history before being wrongfully removed from CRP as "sporadic" and then compares this history to Complainant's payment history after the wrongful removal describing the latter as merely "worse" (Initial Decision, p. 12). The characterization of sporadic seems to be based upon the fact that forgiveness was not earned 21 times out of 48 payment cycles in question. *Id.* This is completely misleading because to earn forgiveness Complainant needed to have a zero balance; thus, Complainant's failure to earn forgiveness did not mean that Complainant was not making *regular* payments it merely meant that a zero balance was not achieved 36 times throughout the 48 months that Complainant was actually enrolled on CRP.

A careful review of the Complainant's payment history (see PGW Exhibit 2) before being wrongfully removed from CRP indicates that while Complainant's payment history was not

perfect, it was in fact more fairly described as being "regular" - not "sporadic". Careful review will reveal that Complainant made payments nearly every single month while on CRP. Moreover, for almost every time a monthly payment was not made Complainant made two (2) payments the following month. Specifically, after entry to CRP in April of 2009, Complainant did not miss a payment until January and February of 2010 but made two payments in March 2010; April, 2010 was missed but Complainant made two (2) payments in May followed by another payment in June of 2010. Complainant did not miss another monthly payment until March of 2011 but made her payments in April and May then another double payment in June, 2011. Similarly, a payment was missed in October, 2011 but made two payments in November, 2011 and again this occurred in December (no payment) and January, 2012 (two payments). This means Complainant did not earn forgiveness but Complainant was indeed making regular monthly payments always keeping her account balances manageable whenever it was not at zero.

It should be noted that a balance is stated on Complainant's account every time PGW either promulgated a bill or received a payment (see PGW Exhibit 2). From April, 2009 until April, 2013 a total of 94 balances appear on Complainant's account and after adding up all balances during this time frame and dividing by 94, Complainant's average balance was \$192.02 which is less than one month of the lowest CRP payment ever due. Moreover, Complainant's account history revealed 28 zero balances, one balance of \$4.89 (11/10/11 entry) and even one instance of over payment (4/6/12 credit entry of \$97.78). Conversely, \$689.78 (1/13/12 entry) was the highest balance every displayed on Complainant's account with only 3 out of 94 times having a balance in the \$600's throughout Complainant's time on CRP. Complainant worked very hard to keep a manageable balance in effort to earn forgiveness which was in fact achieved

many times.<sup>1</sup> Complainant was encouraged to meet her obligations once granted acceptance on CRP but once unfairly removed there was simply no way to keep up with PGW's demands for money.

Complainant's payments after being wrongfully thrown off of CRP was in stark contrast to her payments prior thereto and therefore in no way even comparable to her pre-removal payment history. Upon review, it is clear that Complainant was woefully short of PGW's demands. Literally the day after being removed, PGW presented Complainant with a bill for \$3,277.02. Complainant continued to plead with PGW to reinstate her to CRP to no avail and consequently only THEN did Complainant make sporadic payments (\$350.00 in June, \$250.00 in both July and August) in 2013. The bill remained over \$3,000 until the winter when the bill again skyrocketed back to almost \$10,000.00 by the Spring of 2014. Administrative Law Judge Vero correctly noted that no payments were made September, 2013 until October, 2014 as Complainant was simply unable to address this huge bill until after being appointed to the Municipal Court bench.<sup>2</sup>

When one considers the fact that the whole purpose of CRP is to help those who simply could not afford the full PGW rate, it stands to reason that once Complainant was improperly kicked off CRP the bill immediately became something Complainant simply could not pay and

---

<sup>1</sup> The Initial Decision indicates Complainant earned forgiveness 27 times; however, the math does not support this assertion notwithstanding the fact that the record may reveal that Complainant did not contest PGW's assertion in this regard. If 1/36th of Complainant's pre-program arrears was forgiven 27 times then only 9 opportunities for forgiveness would have remained; however, the remaining balance in question is \$1,978.28 and dividing by 9 equals \$219.57 BUT \$219.57 multiplied by 36 totals \$7,904.52 which is far short of Complainant's pre-program balance of \$9,788.42 (see PGW Exhibit 2)

<sup>2</sup> It should be noted that Administrative Law Judge Vero's Finding of Fact # 24 erroneously stated "[o]n July 16, Ms. Sawyer was sworn in as judge for the Court of Common Pleas of Philadelphia County." In fact, Complainant received a temporary appointment (temporary because the appointment only last until the next judicial election so Complainant's appointment actually ended December of 2015) to the Municipal Court bench which commenced upon being sworn in July 16, 2014. Thereafter, in 2015, Complainant was a Municipal Court judge and a judicial candidate for the Court of Common Pleas. After a difficult and close race, Complainant won the last available seat on the Court of Common Pleas in November of 2015 and was sworn in January, 2016 for a 10 year term.

still make her mortgage payment or care for her two children with no other assistance.<sup>3</sup> It seems that PGW and Administrative Law Judge Vero want to punish Complainant for needing assistance from a program which was designed to address the precise problem Complainant experienced. Since Complainant was faced with financial demands from PGW which, at that time, she had no way to meet, no payments were made September 2013 until October, 2014. However, it is patently unfair to presume that because Complainant's payments were sporadic after removal that this pattern would have occurred had PGW allowed Complainant to remain on CRP as this Commission has already determined should have been the case.

Based upon the fact that Complainant did actually earn about \$8,000.00 worth of forgiveness while on CRP coupled with Complainant's regular payment history during that same time, there is no question that Complainant would have earned additional forgiveness had PGW not improperly removed her from CRP. From April, 2013 until July, 2014 there would have been 17 opportunities for additional forgiveness and Complainant would have only needed about half of those opportunities to have earned full forgiveness. Indeed, it is undisputed that during the time that Complainant was enrolled on CRP she earned forgiveness more than 50% of the time.<sup>4</sup> Thus, it was erroneous of Administrative Law Judge Vero to rule that Complainant's payment history did not support the conclusion that had Complainant been allowed to remain on CRP in

---

<sup>3</sup>Complainant never received any public assistance nor did she receive a dime in child support for either of her children (at the time, the oldest was an 18 year old unemployed full time college student); therefore, after being wrongfully kicked off CRP there was absolutely no hope of meeting PGW's demands. It was not until Complainant received her second full paycheck as a Municipal Court judge (judges get paid once a month) was it possible to pay \$500.00 per month and it was not until receiving the March 19, 2015 Order that Complainant determined that April payment would wait until this Commission's Order was properly implemented and Complainant learned what was actually owed so a reasonable payment plan could have been achieved.

<sup>4</sup> While the math suggest Complainant earned forgiveness more than 27 times in 48 months, assuming arguendo that this ratio is correct, 24 out of 48 is 50% therefore there is no dispute that Complainant earned forgiveness more than 50% of the time she was on CRP.

April of 2013 she would have earned the forgiveness of \$1,976.28 in pre-program arrearages by July of 2014.

### **PGW Accountability**

Administrative Law Judge Vero's decision completely fails to acknowledge that PGW's conduct *alone* foreclosed Complainant's *opportunity* to earn full forgiveness of the remaining pre-program arrears. Aside from it being inaccurate to say Complainant's payment history cast any reasonable doubt that Complainant could have earned full forgiveness if given the chance; Administrative Law Judge Vero's decision would create a bad precedent in that PGW would actually be encouraged to act in bad faith. More specifically, to sustain this ruling is to say that whenever a customer validly enters CPR with a large balance, PGW can improperly (intentionally or unintentionally) remove that customer and add back the large pre-program balance. Furthermore, even if (as here) the removal is challenged and determined to be improper, PGW may accrue a benefit from this conduct by maintaining part or all of the pre-program balance by virtue of their improper removal.

This is clearly an absurd result but is exactly what happens when the inquiry solely focuses on that customer's payment history to the exclusion of a focus (or at least inclusion) on PGW's conduct in foreclosing the customer's opportunity to earn forgiveness. Instead, when a customer is improperly removed from CRP, that customer *should* be made whole.<sup>5</sup> To be made whole would be to be put the wronged party back in the same position he or she would have been

---

<sup>5</sup> A desire to be made whole is the only reason Complainant initially asserted a right to a CRP adjustment until April of 2015. CRP only requires recertification on an annual basis therefore Complainant initially believed and therefore pursued the belief that a change in income need only be reported at recertification time; however, in the context of the instant litigation PGW revealed an affirmative obligation on the customer to report any change in income prior to recertification. Consequently, Complainant soon conceded that July, 2014 through April, 2015 was appropriately charged at PGW's regular rates in lieu of its CRP rates.

but for the improper conduct. Minimally, this must mean that only PGW, as the party deemed to have acted improperly, ought to reap the natural consequences of their conduct regardless of whether the conduct was intentional or unintentionally. Since the March 19, 2015 Order of this Commission has already removed any doubt that PGW inappropriately removed Complainant from CRP, fairness dictates that PGW be held accountable for effectively stealing from Complainant 17 opportunities to earn forgiveness of her pre-program balance.

9. Next, Administrative Law Judge Vero erred when she found "that PGW properly assessed late payment charges in July, August and September of 2015" (Initial Decision pps. 19, 31). PGW's was required by this Commission's March 19, 2015 Order to adjust its bill; however, this adjustment was only initiated at Complainant's insistence following her receipt of a shut off notice for a non-adjusted bill of \$14,667.66 (Initial Decision p.7). On June 25, 2015 PGW finally adjusted Complainant's bill from \$14,667.66 to \$9,293.52; thus, the record is clear that PGW waived all late payment fee charges from May of 2013 until June of 2015 (Initial Decision p. 19).

Currently, at dispute is over \$3,000.00 dollars and while \$1,976.28 (pre-program balance) is herein still disputed, even Administrative Law Judge Vero's Initial Decision outlines PGW's inappropriate conduct in delaying its compliance while seeking collection of a forbidden amount as well as its inaccurate (usage of higher CCU rate) and incomplete (April, 16, 2013 \$1,0077.44 instead of \$234.32) nature of the June 25, 2015 adjustments. Thus, it does not stand to reason that late fees should have been deemed appropriate in July, August or September of 2015.

Read as a whole, Administrative Law Judge Vero Initial Decision regarding the late fees in question is not consistent with the rest of the rulings therein. It seems wholly inconsistent to

find "that PGW improperly and incorrectly rebilled [Complainant]" (Initial Decision p.21) on June 25, 2015 by virtue of arbitrarily using a higher rate per CCF bill to Complainant than was appropriate (Initial Decision pps. 20-22) but not recognize that this adjustment would alter the balance upon which the late payment fee was predicated. Similarly, Administrative Law Judge Vero ruled that the PGW's June 25, 2015 rebilling was also faulty in that the ultimate balance alleged incorrectly included an April 16, 2013 bill for \$1077.44 instead of \$234.32 (Initial Decision p. 28). Simply put, it is inconsistent to rule that PGW is entitled to late fees on *undisputed* balances when the prior rulings clearly indicate a meritorious dispute on actual balance PGW alleges to have existed on June 25, 2015. Since the balances upon which the late fees are predicated consist of a percentage of the true balance then at the very least the amounts (if not also the fact of) the late fees MUST be in error.

Administrative Law Judge Vero seems to infer that because Complainant did not file a formal or informal complaint with this Commission from June 25, 2015 to September 21, 2015 no disputed estimated bill was applicable and the late payment fees assessed July August and September 2015 were appropriate (Initial Decision p. 19). However, Complainant respectfully contends that this reasoning is severely flawed. PGW's rebilling was finally done June 25, 2015 but it was not until sometime in early July that Complainant received notice of this occurrence.<sup>6</sup> Further, while Complainant admittedly did not go straight to this Commission, Complainant did immediately seek to dispute and question PGW's methods of rebilling. However, PGW sent a final determination that it would no further adjust (or even explain) the billing in a letter dated

---

<sup>6</sup> Complainant prepares the instant Nunc Pro Tunc Exceptions without benefit of reviewing the notes of testimony from the applicable hearing; however, Complainant has a very specific recollection of testifying about the time frame upon which notice of the 6/25/15 adjustment as well as all of the steps relating to attempting dispute resolution with PGW and initial contact with this commission at the end of August.

August 27, 2015 and literally days later Complainant contacted this Commission to make an informal dispute.

Unfortunately, through no fault of the Complainant, the informal complaint was mistakenly classified as a PECO complaint and therefore the instant formal complaint was not filed until September 21, 2015. It must be specifically noted that it is this Commission's practice<sup>7</sup> to require reasonable efforts at dispute resolution directly with the utility company before informal or formal complaints with this Commission can occur. Given the clearly sustained dispute of the PGW bill that has existed since before this Commission's March 19, 2015 Order which continued said Order as well as after the June 25, 2015 incomplete adjustment, and continues to this very day, Complainant contends that the late payment fees related to July, August, and September were erroneously upheld.

10. Finally, on January 7, 2016, Administrative Law Judge Vero denied Complainant's Motion for Disqualification (Initial Decision p. 3) despite the fact that an appearance of impropriety can easily be seen in tasking *anyone* with the duty of fairly interpreting an Order which reverses that very same person's decision. This is akin to a trial court presiding over a waiver case, finding the defendant guilty, the defendant appeal to an appellate court, the appellate court reverses that waiver judge, grants a new trial and the very same judge who already convicted the defendant presiding over the second waiver trial. It simply does not seem likely that the same judge could *completely* divorce him or herself from their demonstrated predisposition.

---

<sup>7</sup> Every time Complainant uses the main number for this Commission the voice message advises the caller to try to work out the dispute with the utility company before moving forward with a complaint to this Commission

Therefore, in addition to the reasons outlined in Complainant's Affidavit to her Motion for Disqualification (See Exhibit "C"), Complainant believes and therefore avers that Administrative Law Judge Vero Initial Decision herein further underscores the reason it was in error for Administrative Law Judge Vero to fail to remove herself at the outset of this particular complaint. This assertion is exemplified by the manner in which Administrative Law Judge Vero mischaracterizes Complainant's payment history. Further, this error is demonstrated by the inconsistent nature of her very own ruling as more specifically outlined above in Exception #9.

**WHEREFORE**, for all of the forgoing reasons, Complainant respectfully seeks to have the instant Nunc Pro Tunc Exceptions accepted, considered and sustained.

Respectfully submitted,



STEPHANIE M. SAWYER, Complainant  
6802 Lawnton Avenue  
Philadelphia, PA 19126  
(267) 250-9413

January 8, 2017  
Date

# EXHIBIT "A"

RECEIVED

JAN 09 2017

PA PUBLIC UTILITY COMMISSION  
SECRETARY'S BUREAU

Stephanie Sawyer <[smsesq1@gmail.com](mailto:smsesq1@gmail.com)>

12/26/16 (10  
days ago)

to Graciela

Dear Ms. Christlieb:

Please know that while I just noticed the 12/15/16 decision today and therefore have not yet had an opportunity to fully digest its financial implications, I totally disagree with the decision that PGW is not required to forgive the totality of the bill which existed prior to my initial acceptance to the CRP Program as PGW's conduct foreclosed that opportunity for me. However, as expressed numerous time prior to the hearing I seek finality. Thus, if a reasonable offer can be made by or before Friday, December 30, 2016 which specifically considers that which was sustained, I would be willing to forgo that part of the decision I found to be erroneous and immediately (within 10 business days) make payment from the escrow account I previously set up.

However, should an agreement not be reached by the aforementioned date, I will have no choice but to file whatever is appropriate by or before January 4, 2017 to seek further review of my Complaint. Hoping reasonable minds can agree that finality is in both parties' best interest, I look forward to hearing from you soon.

Thank you,

Stephanie M. Sawyer

Christlieb, Graciela C [via us-smtp-delivery-220.mimecast.com](mailto:via_us-smtp-delivery-220.mimecast.com)

12/26/16 (10  
days ago)

to me

I am out of the office until December 27, 2016. If you need immediate assistance, please contact Raquel Guzman at [215-684-6630](tel:215-684-6630).

10:12 AM (10  
hours ago)

Stephanie Sawyer <[smsesq1@gmail.com](mailto:smsesq1@gmail.com)>

to Graciela

Please know I attempted to file my Exceptions last night but am having difficulty with my home computer system and therefore was unable to do so, I am reaching out to you and the Secretary of Commission to request a few more days.

As you know, my exceptions are simply based on my belief that PGW's actions foreclosed my opportunity for full forgiveness on my pre-enrollment balance and therefore the decision which did not grant me relief in this respect was erroneous.

I understand that you may object and the Secretary may deny my extension request but I cannot use my work computers for personal use and I cannot get my IT guy out until this evening to even determine the problem with my home system. Your attention and patience in this matter would be appreciated.

Stephanie M. Sawyer

Christlieb, Graciela C <Graciela.Christlieb@pgworks.com>

10:37 AM (9  
hours ago)

to me

PGW objects to an extension of time in this matter. Please remember to serve PGW with copies of any communication you have with the Secretary's Bureau regarding this matter.  
Thank you.

Graciela Christlieb | Senior Attorney | Legal Department  
**Philadelphia Gas Works** | 800 W. Montgomery Ave | Philadelphia, PA 19122  
Phone: (215) 684-6164 | Fax: (215) 684-6798  
Follow us on [Facebook](#) [Twitter](#) and [YouTube](#)

**EXHIBIT "A"**

# EXHIBIT "B"

RECEIVED

JAN 00 2017

PA PUBLIC UTILITY COMMISSION  
SECRETARY'S BUREAU

**BEFORE THE  
PENNSYLVANIA PUBLIC UTILITY COMMISSION**

STEPHANIE M. SAWYER :

**Complainant** : **DOCKET NO.: C-2015-2504851**

vs. :

**PHILADELPHIA GAS WORKS** :

**Respondent** :

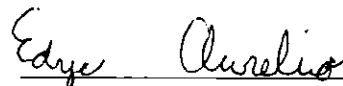
**AFFIDAVIT**

I, Edye Aurelio, hereby do swear and attest to the following:

1. On January 4, 2017, I was contacted by Stephanie M. Sawyer to check her home computer system, however, was unable to do so until the following evening on January 5, 2017.
2. On January 5, 2017, I went to 6802 Lawnton Avenue and evaluated Ms. Sawyer's home computer system and while I was able get the Microsoft Office Word program operational additional steps were needed get the printer and Internet services fully functional.
3. On January 8, 2017, I returned to Ms. Sawyer's residence at 6802 Lawnton Avenue and was able to get the printer operational but still need to coordinate with Ms. Sawyer's Internet service provider to restore its functionality on Ms. Sawyer's computer system which I currently plan to do by or before Friday, January 13, 2017.

I hereby verify that the statements made herein are true and correct to the best of my knowledge, information and belief. I further understand that false statements herein are made subject to the penalties of 18 Pa. C.S. sec. 4904 relating to unsworn falsification to authorities.

January 8, 2017  
DATE

  
\_\_\_\_\_  
Edye Aurelio

# EXHIBIT "C"

RECEIVED

JAN 00 2017

PA PUBLIC UTILITY COMMISSION  
SECRETARY'S BUREAU



4. While Complainant believes that Administrative Law Judge Eranda Vero was earnest in her beliefs, Complainant also believes that Administrative Law Judge Eranda Vero's decision was indicative of a personal bias in favor of PGW and its collective non-CRP customers to the unfair detriment of the Complainant as an individual consumer who at the relevant time was in need of the assistance previously provided by PGW's CRP program.

5. Complainant believes the above to be the case because of, *inter alia*, the following factors:

a. the documents and testimony submitted clearly and unequivocally showed that Complainant maintained a virtual office at 1500 JFK Boulevard which allowed for a minimum of 20 hours per month (additional and unlimited hours could have and at times were used at an additional charge) to meet clients and unlimited time to receive mail, telephone communications and a resting place while Complainant was doing in court case presentation;

b. the tax documents and testimony submitted clearly and unequivocally showed that only 25% of Complainant's household was claimed for business purposes and that only a small portion of one of the four floors in the residence was ever used for business purposes for only a few hours a day;

c. the record clearly and unequivocally showed that Complainant was (and continues to be) a single parent of two children who resided at the residence, therefore, to categorize the place in which Complainant and her children lived and slept as anything other than a residence was absurd;

d. many people maintain a study or office in their residence and bring work home which they perform in their in-home study or office without any reasonable person concluding that the residence was thereby converted to a commercial property;

e. Complainant's residence at 6802 Lawnton Avenue is a single family dwelling in an area solely zoned only for residential use;

f. PUC's March 19, 2015 Order concluded that nothing in Chapter 14 of the Code required Administrative Law Judge Eranda Vero to conclude that Complainant was ineligible for PGW's CRP Program; and

g. PUC's March 19, 2015 Order concluded that Complainant's primary use of PGW's gas services was for household purposes and that Complainant was a residential customer for the purpose of PGW's CRP program.

6. Given all of the above, Complainant believes and therefore avers that Administrative Law Judge Eranda Vero has demonstrated a personal bias which Complainant respectfully contends renders him unable to fairly determine the merits of the above captioned PUC Complaint because this complaint essentially revolves around the proper administration and interpretation of PUC's March 19, 2015 Order reversing the decision of said administrative judge.

I hereby verify that the statements made herein are true and correct to the best of my knowledge, information and belief. I further understand that false statements herein are made subject to the penalties of 18 Pa. C.S. sec. 4904 relating to unsworn falsification to authorities.

December 9, 2015  
DATE

  
\_\_\_\_\_  
Stephanie M. Sawyer, Complainant

**EXHIBIT "C"**

**CERTIFICATE OF SERVICE**

I, Stephanie M. Sawyer, hereby certify that an accurate copy of Complainant's Nunc Pro Tunc Exceptions to the Initial Decision of Administrative Law Judge Eranda Vero in the matter of *Stephanie M. Sawyer vs. PGW* (Docket C-2015-2504851) was served on the below stated date to the below stated party in the manner indicated:

Administrative Law Judge Eranda Vero  
Pennsylvania Public Utility Commission  
801 Market Street, Suite 4063  
Philadelphia, PA 19107  
(Via U. S. Postal Service)

RECEIVED

JAN 09 2017

PA PUBLIC UTILITY COMMISSION  
SECRETARY'S BUREAU

Graciela Christlieb, Esquire  
Counsel for PGW  
800 W. Montgomery Avenue  
Philadelphia, PA 19122  
(Via U. S. Postal Service)

By:

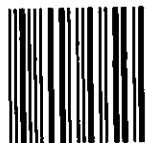
  
STEPHANIE M. SAWYER, Complainant

DATE: January 9, 2017

PRESS FIRMLY TO SEAL



1007



17120

U.S. POSTAGE  
PAID  
PHILADELPHIA, PA  
19102  
JAN 09, 17  
AMOUNT

\$22.95

R2304M110621-13



EL558150869US

NATIONAL USE



PRIORITY  
★ MAIL ★  
EXPRESS™

CUSTOMER USE ONLY

FROM: (PLEASE PRINT)

PHONE: (215) 870-1412

Supplies for  
6802 University Ave  
Phila, PA 19106

PAYMENT BY ACCOUNT (if applicable)

DELIVERY OPTIONS (Customer Use Only)

SIGNATURE REQUIRED Note: The mailer must check the "Signature Required" box if the mailer: 1) Requires the addressee's signature; OR 2) Purchases additional insurance; OR 3) Purchases COD service; OR 4) Purchases Return Receipt service. If the box is not checked, the Postal Service will leave the item in the addressee's mail receptacle or other secure location without attempting to obtain the addressee's signature on delivery.

Delivery Options

- No Saturday Delivery (delivered next business day)
  - Sunday/Holiday Delivery Required (additional fee, where available)
  - 10:30 AM Delivery Required (additional fee, where available)
- \*Refer to USPS.com® or local Post Office™ for availability

TO: (PLEASE PRINT)

PHONE: (215) 870-1412

Supplies for  
400 North Street  
Harrington PA 19120

ZIP + 4® (U.S. ADDRESSES ONLY)

ORIGIN (POSTAL SERVICE USE ONLY)

<input checked="" type="checkbox"/> 1-Day		<input type="checkbox"/> 2-Day		<input type="checkbox"/> Military		<input type="checkbox"/> DPO	
PO ZIP Code	Scheduled Delivery Date (MM/DD/YY)		Postage				
19120	1/9/17		\$				
Date Accepted (MM/DD/YY)	Scheduled Delivery Time		Insurance Fee	COD Fee			
1/9/17	<input type="checkbox"/> 10:30 AM <input checked="" type="checkbox"/> 3:00 PM <input type="checkbox"/> 12 NOON		\$	\$			
Time Accepted	10:30 AM Delivery Fee		Return Receipt Fee	Live Animal Transportation Fee			
11:35	<input type="checkbox"/> AM <input checked="" type="checkbox"/> PM		\$	\$			
Weight	<input type="checkbox"/> Flat Rate	Sunday/Holiday Premium Fee	Total Postage & Fees				
		\$	\$ 22.95				
lbs		ozs	Acceptance Employee Initials				

DELIVERY (POSTAL SERVICE USE ONLY)

Delivery Attempt (MM/DD/YY)	Time	Employee Signature
	<input type="checkbox"/> AM <input type="checkbox"/> PM	
Delivery Attempt (MM/DD/YY)	Time	Employee Signature
	<input type="checkbox"/> AM <input type="checkbox"/> PM	

- For pickup or USPS Tracking™, visit USPS.com or call 800-222-1811.
- \$100.00 Insurance Included.