



**PHILADELPHIA GAS WORKS**

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March 28, 2017

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

**RE: Francine Kennedy-Thomas v. PGW, Docket No. C-2016-2566493**

Dear Secretary Chiavetta;

This is to inform you that PGW objects to the Complainant's request for another telephonic hearing by her letter dated March 23, 2017 in the above referenced matter. The latest hearing was scheduled for March 3, 2017 and was convened as scheduled by Administrative Law Judge Dennis Buckley ("ALJ"). For the following reasons the Commission should deny the Complainant's request for a new telephonic hearing.

According to the Complainant's request, the Internet and landline carrier that serves her home "went down" and terminated her landline telephone service which prevented her from participating in the hearing as scheduled.

As mentioned above, the hearing was convened as scheduled. A review of the transcript would show that the ALJ called the Complainant and established contact with her. The ALJ then contacted PGW. When the ALJ attempted to join the parties in a conference call, the ALJ found that the Complainant was not on the call. The ALJ attempted several times to contact the Complainant at the number provided. The ALJ then attempted to call the Complainant at the alternative (mobile) number that the Complainant provided in the complaint, 215-397-2268. That mobile number does not appear to be affected by the loss of internet or landline telephone service.

On March 3, 2017 at around noon, the Complainant called me and informed me that she has been waiting "on hold" on her landline since 10:00 a.m. She indicated that she was calling from her mobile phone which she had with her.

The Commission should deny the Complainant's request for a new hearing as the Complainant provides no proof of the loss of landline service and does not offer an explanation as to why she failed to answer when the ALJ called her mobile number as provided in the complaint as an alternate number where she could be reached.

PGW believes that the Complainant's avoiding participation in the hearing of this matter is dilatory and an attempt to frustrate the hearing process to result in granting of the relief the Complainant as requested, i.e. restoration of gas service. PGW has attempted to resolve this matter with the Complainant by having her listen to a retrieved recording of her husband's call to PGW. The content of the call is at the heart of this matter. The record clearly refutes the statements in the complaint. The Complainant has refused to listen to the recorded call to resolve the complaint.

Sincerely,

  
Laureto Farinas

cc: Service List



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**CERTIFICATE OF SERVICE**

I HEREBY CERTIFY THAT I HAVE THIS DAY SERVED A TRUE COPY OF THE FOREGOING DOCUMENT UPON THE PARTICIPANTS LISTED BELOW, IN ACCORDANCE WITH THE REQUIREMENTS OF 52 PA CODE §1.54 (RELATING TO SERVICE BY A PARTICIPANT).

For Complainant:

Ms. Francine Kennedy Thomas  
1130 S. Cleveland Street  
Philadelphia, PA 19146

March 28, 2017

A handwritten signature in blue ink, appearing to read 'Laureto Farinas', is written over a horizontal line. The signature is stylized with a large, sweeping flourish that extends to the left and curves upwards.

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