

3/26/2017

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U.S. DEPARTMENT OF JUSTICE
SECURITY BUREAU

As per usual, PGW responded to the last reasonable request with a slew of distortions and inaccurate information.

It is amazing that PGW can spend so much effort on avoiding settling the reason for the original complaint. PGW provide a breakdown of the amount transferred and the accuracy of those amounts. It is a simple and reasonable request.

Now, I will proceed to demolish PGW's lies and distortions.

① PGW attorney states in the reply that Mr Schwartz called to facilitate a conversation between Dolores Mitchell and PGW. He was not !!!

He was calling to facilitate a conversation between family members and other interested parties and PGW. He was also calling to get basic information on the validity of the transferred. A reasonable request that PGW has constantly refused to provide to anyone. We are expected to just pay a bill without any information on the validity and breakdown of the substantial amount transferred.

PGW seems to forget that they are dealing with a 96 years old with documented significant health challenges - not a 30 year old.

② The PGW lawyer states that Mr Schwartz was treated in a cordial fashion. She was referring to a conversation on March 2017 after we complained prior to that conversation about abrupt and rude treatment. Mr. Schwartz

Should be contacted directly regarding his impression. The PGW lawyer must have telepathy since his innermost thoughts and impressions have been described with stunning accuracy. We do know that on several occasions he told several family members and other interested parties that he was treated abruptly on the occasions when he attempted to contact PGW in the past.

③ Furthermore, on numerous occasions the PUC was notified about the health challenges of Ms. Mitchell. She is a 96 year old female with significant dementia and a severely diminished capacity for speech, hearing and memory. It would have taken an act of God for a person in that condition to participate in any type of hearing. A certified letter was sent to the PUC on Oct 18, 2016 stating once again the health challenges

④ A letter was also sent prior to the December 8th hearing and once again

reiterating the health challenges and asking for further advice regarding the best way to proceed. This certified letter was received according to a PUC representative during a conversation 12:08pm on March 7, 2017

It should strike anyone as strange that PGW refuses a simple request to provide billing information. PGW has spent much time and effort in order to avoid providing a basic breakdown of the thousands of dollars transferred from one person's account to another.

Remember, the failure of PGW to provide this basic information was the reason for the initial complaint to the PUC

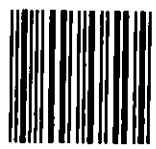
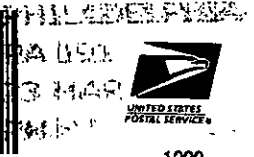
Yours truly,
J. Bassett
Neighbor
Joe Shore

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Pennsylvania Public Utility Commission
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Harrisburg, PA 17120

Attn: Office of the Administrative Law Judge

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