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PA PUC
SECRETARY'S BUREAU

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January 5, 2018

Rosemary Chiavetta, Secretary
Pennsylvania Public utility Commission
PO.Box 3265
Harrisburg, PA 17105 - 3265

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Re: Henry Yang V. PGW, Docket No. F-2017-2635567

Dear Secretary Chiavetta:

Regarding to the response from PGW on 12/19/2017, it's clearly that PGW has denied that they are supplying the service for the complaint address above. Secondly, PGW has pointed out that I'm not their client, and I do not have the right to complain on Bao Chen's behalf.

Below are my argument points:

1. I'm the rightful owner for the property (5428 Howland street, Philadelphia PA 19124) which is the service address. And I have made requested to correct the customer name back on 9/30/2012. I still have the record where I contact the PGW support.
2. I have the right to demand PGW to supply the gas service, this should be under the law for household
3. When PGW wanted to enter the property for the checkout, they contacted the owner of the house, which is me, not Boa Chen.
4. PGW has removed the meter without any proper reason, because the gas meter has been installed when the property was purchased, and the client of the gas service does not need to be the owner of the property. If the client owe any gas bill or any other reason, the PGW has the right to stop providing gas service, but not to remove the meter.
5. PGW has not proper proof that the meter they removed has any malfunction, same reason that PGW does have any proper proof that the gas service has been misused.
6. PGW is part of the Government legislative authorized public service company, and it is under governed by PUC, and it's supposed to provide the gas service for people. Gas has been important part of basic living need for us, the people. Without any proper established proof, and removing the gas service, this is not acceptable under law.
7. Whether I'm the customer or not for the PGW service, i've never delay the gas payment, I've always paying the gas bill ontime. If I'm not entitled for the service, they should not take my payment.
8. If PGW claims I'm not Bao Chen, and do not have standing to assert the right of the customer, does that mean PGW has already stop provide the gas service for Bao Chen?

9. If PGW has claimed that I've never been the customer of its service, can i set up my service account now, and restore my gas service? They should not be refuse to do so, correct?
10. Under the law, if a new customer is requesting the service from PGW, they should not refuse to provide the service and the installation should be free.
11. Following my point #10. Once the installation is done, the customer should have the right whether they can choose the use PGW service or not, since there are many type of resources out there to provide gas service, and there might have different price.
12. Since I purchase the property on the service address, there has been a long time without any occupant, occasionally there are short term tennant, but without occupant, there will be time where gas, water, and electric bill to be under regular family usage. Therefore the utility bill has been less than normal family.

With the statements above, I strongly urge PUC to command PGW to restore the gas meter and provide the gas service, so we, the people can live and work through the brutal winter. Thank you so much.

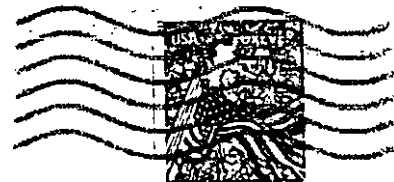
Truly yours,


Henry Yang

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