

March 7, 2018

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

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Dear Ms. Chiavetta,

The letter I received today from Laureto Farinas, Senior Attorney for PGW, does not accurately reflect what transpired during my communications with Tiffany Jones. I would like to provide some clarification.

I would like you to know that I did not have difficulty understanding the website page. I clearly understood the website page that was initially referenced in the email from PGW's Landlord Cooperation Department. However, their instructions did not coincide with what I was seeing on the website page they referenced. That's why it was necessary to talk with someone at PGW. To this date, no one has adequately explained why that incident occurred. However, I did ask Ms. Jones to send me a copy of the website page that they indicated I should have seen, and there was certainly a distinct difference.

Furthermore, I still dispute being labeled an uncooperative landlord; more so, I was a landlord who could not get anyone from PGW to talk with her in order to get the matter resolved. What has been resolved is that the landlord cooperation status does not apply to my first floor apartment at this time, because it is not currently tenant occupied. I have had the service placed in my name, which is what I was attempting to do from the beginning. To that extent, the matter is resolved.

In closing, I strongly urge PGW to recognize that many landlords want to cooperate with them; however, PGW needs to do their part in opening the lines of communication. Ideally, the program should be called the PGW and Landlord Cooperation Program, not just the Landlord Cooperation Program, and it would help to provide landlords with good customer service too.

Thank you in advance for having addressed this matter.

Sincerely,


Brenda Simons



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