

Exceptions of Leona McCarthy - Complainant

To Whom It May Concern,

Enclosed is a copy of the decision of my informal complaint with the Public Utility Commission against Philadelphia Gas Works from 12-11-17. In this decision it clearly states that Philadelphia Gas Works reported that I am eligible for another payment agreement, but I have made several phone calls to PGW between 12-17 and 5-18 for this payment agreement and Philadelphia Gas Works refused to give me another one. I am asking you to please grant me the payment agreement with Philadelphia Gas Works that is stated in this decision.

Thank You
Leona McCarthy

Leona McCarthy
2719 E Thompson St
Phila Pa 19134
Phone 267-777-0480

In reference to C-2018-3000472
Exceptions of Leona McCarthy - Complainant

PA PUC
SECRETARY'S BUREAU

2018 SEP 17 AM 10:56

RECEIVED

**INFORMAL COMPLAINT DECISION
THE PENNSYLVANIA PUBLIC UTILITY COMMISSION**

Joseph McCarthy
2719 E Thompson St
Philadelphia PA 19134

Date: 12/11/2017

BCS: 3542897

V.

Acct. No: 34084623

Philadelphia Gas Works

DECISION ON INFORMAL COMPLAINT BY THE PUBLIC UTILITY COMMISSION:

STATEMENT OF COMPLAINT:

We received your informal complaint on 7/10/2017. In the complaint, you state that:

You obtained a medical certificate to stop the pending termination of your utility service. You contacted the Company to obtain the catch-up amount on your payment agreement. The Company advised you that you must pay the balance in full. You requested that you be allowed to pay the catch-up amount on your payment agreement.

INVESTIGATION BY STAFF OF THE PUBLIC UTILITY COMMISSION FOUND:

1. Philadelphia Gas Works reports that they spoke with you on 7/10/2017 and incorrectly advised you that you were not eligible for another payment agreement.
2. Philadelphia Gas Works reported that you are eligible for another payment agreement but you will need to contact them for the terms of that agreement.

BASED ON THESE FINDINGS, WE CONCLUDE THAT:

Philadelphia Gas Works incorrectly advised you that you were not eligible for a new payment agreement when you are eligible for a new payment agreement. You will need to contact Philadelphia Gas Works for the terms of that agreement.

THEREFORE, IT IS DECIDED THAT:

This informal complaint is dismissed.

We will send a copy of this decision to the utility company. If you have questions about the terms of this decision or how to appeal this decision, please call us at 1-800-692-7380.

Galen Shaner
Investigator

McCarthy
2719 E Thompson St
Phila Pa 19134

PHILADELPHIA PA 191

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Secretary
Pa. Public Utility Commission
P.O. Box 3265
Harrisburg, Pa 17105-3265

17105-326565

