

October 24, 2019

Attention: Mr. Alphonso Arnold III
Commonwealth of Pennsylvania
Pennsylvania Public Utility Commission
Office of Administrative Law Judge
400 North Street, 2nd Floor West, Harrisburg, PA 17120
717.265.8423(D) 717.787.0481(F)

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OCT 24 2019

Re- Lynette Lugo Lopez, Docket No. C-2019-3011646
1851 E. Lippincott Street, Philadelphia PA 19134
267.997.3358 (Cell)

PA PUBLIC UTILITY COMMISSION
SECRETARY'S BUREAU

Dear Mr. Arnold III:

Per our conversation this morning, I am writing because I disagree with the resolution of my complaint Docket #C-2019-3011646. I am not satisfied and wish to have a new hearing for this case. Please consider my request. I do not wish to have my gas services shut off. I need an affordable down payment in order to get into an agreement with the Philadelphia Gas Works.

My previous formal complaint hearing was scheduled for October 16, 2019 at 1:00PM with the Philadelphia Gas Works. I spoke to Ms. Antonetti from the Philadelphia Gas Works who reached out to me on October 15, 2019. After discussing my income for the past 30 days with Ms. Antonetti, she informed me that based on the information provided my gross monthly income for the past 30 days would qualify me for the CRP Program, but I needed to apply as soon as possible. On October 16, 2019 I visited one of PGW's location on Erie Avenue in the morning and applied for the CRP Program. I was informed by the CRP supervisor Ms. Brown that I do not qualify because they used the Year to Date income on my paystub and not the monthly gross income. I immediately reached out to Ms. Antonetti and informed her of PGW's CRP decision and requested to go ahead and still have our hearing. Ms. Antonetti informed me that the hearing has been cancelled due to a settlement reached and she would reach out to the Attorney and get back to me. Ms. Antonetti then contacted me with an offer of \$1800 down payment due by November 15, 2019 and \$212 a month for 13 months. I explained to Ms. Antonetti that \$212 a month would be good for me for the exception that I can only come up with \$1000 for the down payment by November 15, 2019. Ms. Antonetti said the company would not accept anything lowered than \$1800 therefore the offer was off the table as of October 17, 2019 and I would receive a letter which I would have to respond within 10 days. I just received the letter in the mail yesterday October 22, 2019, dated October 17, 2019 but postmarked October 21, 2019.

Thank you so much for your attention to this matter.

Sincerely


Lynette Lugo Lopez