

Note: If your complaint is only about removing or modifying a municipal lien filed by the City of Philadelphia, the Public Utility Commission (PUC) cannot address it. Only local courts in Philadelphia County can address this type of complaint. The PUC can address a complaint about service or incorrect billing even if that amount is subject to a lien.

In addition, the PUC generally does not handle complaints about cell phone or Internet service, but may be able to resolve a dispute regarding voice communications over the Internet (including the inability to make voice 911/E911 emergency calls) or concerns about high-speed access to Internet service.

5. **Requested Relief**

How do you want your complaint to be resolved? Explain what you want the PUC to order the utility or company to do. Use additional paper if you need more space.

Because of my low ^{SSD} monthly income I will be able to make Payments monthly of \$200.00 and apply for likeP.
Also I will continue to pay the \$200.00 for the summer months in order to satisfied the Account with PGW.

RECEIVED

DEC 02 2019

DERRICKS GRANNERS
2001 BERGEN ST
PHILA PA 19152

CASE # F-2019-3014138

PA PUBLIC UTILITY COMMISSION
SECRETARY'S BUREAU

Note: The PUC can decide that a customer was not billed correctly and can order billing refunds. The PUC can also fine a utility or company for not following rules and can order a utility or company to correct a problem with your service. Under state law, the PUC cannot decide whether a utility or company should pay customers for loss or damages. Damage claims may be sought in an appropriate civil court.

2004 BERGEN ST
Phila Pa 19152

PHILADELPHIA PA 190

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PUC
400 NORTH STREET
HARRISBURG PA 17120

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