

**PENNSYLVANIA PUBLIC UTILITY COMMISSION
HARRISBURG, PENNSYLVANIA 17120**

**Michelle Lescouflair
v.
Philadelphia Gas Works**

**Public Meeting held October 8, 2020
3013391-OSA
Docket No. C-2019-3013391**

STATEMENT OF CHAIRMAN GLADYS BROWN DUTRIEUILLE

On October 7, 2019, Michelle Lescouflair (Complainant) filed a Formal Complaint stating, among other things, that Philadelphia Gas Works (PGW) was threatening to, or already had, shut off her service.

On November 20, 2019, PGW filed an Answer denying any improper action on its part. On January 24, 2020, an evidentiary hearing was convened as scheduled. The Complainant did not appear at the hearing. By Initial Decision issued on March 11, 2020, Administrative Law Judge (ALJ) Brady dismissed the Complaint, with prejudice, for failure to prosecute. The Complainant filed Exceptions on March 20, 2020, explaining that she had been temporarily displaced during the time period leading up to the hearing because there was no hot water, and that the residence had been broken into. The Complainant stated that because of these difficulties, she did not see the hearing notice sent by the Commission. I believe that the excuse given by the Complainant is sufficient to allow the Commission to offer some leniency and remand the matter. At a minimum, the matter could have been dismissed, but without prejudice.



Date: October 8, 2020

**GLADYS BROWN DUTRIEUILLE
CHAIRMAN**