

Griggs v. PGW, Docket No. F-2020-3021754

My Exceptions are listed below:

8. On December 19, 2019, PGW transferred service at the Service Address to the Complainant's name and also transferred the balance of \$2,514.58 from her husband's account. Tr. 50, 52; PGW Exhs. 1 & 3.

Finding Facts#6 7120 Lawndale would show up on CR under known addresses because I lived there in 2013 & 2014.

#6. The Complainant lived at the Service Address sometime in 2013 or 2014. Tr. 12. (not 2016-2019)

The Complainant alleges that PGW erred in opening an account in her name for 7120 Lawndale Avenue and transferring the balance from a prior account in her deceased husband's name. PGW maintains that it properly opened an account in the Complainant's name and transferred the balance to her account because the Company found that the Complainant was associated with the 7120 Lawndale Avenue address and gas service was on at the residence and being used.

PGW Late file Exhibit 5:

On 11/27/2019, says I was not opening an account because I was living in a different location and I did not want to take balance from late husband.

On 11/19/2019, says I requested service be turned off at 7120 Lawndale. The representative said I must provide a Death Certificate first and refused to shut off service.

On 11/08/2019, I asked questions about opening an account. I stated I do not want service in my name.

Ms. Glace, testified that in November 2019, the Complainant wanted to put gas service in her name at 7120 Lawndale Avenue, but was told that she would have to assume her deceased husband's outstanding balance. Every contact with PGW resulted in them being told; do not open an account for me or transfer any balance.

- 1) No account was successfully created on November 27, 2019 as letter states. see PGW Exhibit#2- 1 of 3 and see My Exhibit#4
- 2) Complainant Late Filed Exhibit No. 4-Emails from PGW 12/5/19 (online application to turn on service was denied, stating further information required) Proof no service existed for me on this date.
- 3) The service was still in Keith Griggs' name See PGW Exhibit# 3 -2 of 5, 3 of 5, 4 of 5 and 5 of 5 covering period 1/11/16 through 12/21/2019.
 - 4) Also see PGW Late Filed Exhibit #5 which shows on 12/19/2019 service remained in Keith Griggs name until after I left the office and filed my complaint with PUC

On December 6th 2019, I called PGW to follow up on the turn on service request I had done online. See My late file Exhibit #4 email. I was told a PUC complaint was submitted on my behalf. See PGW Late filed Exhibit #5 dated 12/6/2019 type SERV. Still showing service for Keith Griggs. [[Where is this PUC case number?](#)]

Every single time I contacted the office, I stated do not open an account nor transfer any balances to me. December 19, 2019 was no different. I inquired by phone if I could get my husbands account placed in a low-income program. The Representative said I must go to an office to see.

I had no intentions to open an account for myself when I arrived 12/19/2019. This is why I was so angry when the Supervisor lied and said the account had been open since November 27th 2019 and I knew it was not true because I called on December 18th, 2019. The account was still in my husband's name. see PGW late filed Exhibit#5, 12/18/2019 type BILL.

Ms. Glace testified that accounts are only created when the applicant applies. If they visit an office, it is done while they are present.

On December 19, 2019, See PGW Late Filed Exhibit #5 which contradicts Ms. Glace's testimony as it pertains to the events of that day. See notes a-f

below

- a) PGW's own record bears witness that I never asked for service in my name nor accepted a transferred balance. See 12/19/2019 type BILL
- b) The notes show entries made after I left the office showing type BILL one with service in Keith Griggs. Later, another entry was made showing the name they created for the account.
- c) The notes say, turn on service sent letter & transfer balance from husband. Type SER0
- d) Then a deceitful entry saying "in house" was entered. Type SER0
- e) The notes say, Tran ACCT, Opt out status is Working on Account (Premise 9995297696) Type DCW

- f) Further proof that activity on my husband's service account commenced after I left the office and filed my complaint with PUC which has been proven from PGW's notes. See entry Type CRU which reads PUC Complaint BCS# 37541777 filed 12/19/2019 12am (CRU 787-1250) regarding billing disputes (#18) by Leslie Griggs. See Exhibit #1 3 of 3 as well as PGW late file Exhibit#5 for a-f.

The Complainant acknowledged that she has lived at the address at some point in time. Tr. 12. (refer to fact finding for time period: 6. The Complainant lived at the Service Address sometime in 2013 or 2014. Tr. 12.)

Ms. Glace noted that PGW found through a credit check and the Complainant's driver's license that the Complainant was associated with the 7120 Lawndale Avenue address. Tr. 50, 52; PGW Exh. 2. (Refer to Fact finding: Complainant Late Filed Exhibit No. 2- Copy of Driver Licenses.

10. PGW has not received any calls or requests for service for a gas leak at the Service Address. Tr. 55. Refer to Section 1403: I am neither a Customer nor Applicant as defined.

Section 1403 of the Public Utility Code defines "Applicant" and "Customer" as follows:

"Applicant." A natural person not currently receiving service who applies for residential service provided by a public utility or any adult occupant whose name appears on the mortgage, deed or lease

of the property for which the residential utility service is requested.

and

“Customer.” A natural person in whose name a residential service account is listed and who is primarily responsible for payment of bills rendered for the service or any adult occupant whose name appears on the mortgage, deed or lease of the property for which the residential utility service is requested.

66 Pa.C.S.

Section 1407 of the Public Utility Code states in pertinent part:

(d) Payment of outstanding balance at premises. --A public utility may also require the payment of any outstanding balance or portion of an outstanding balance if the applicant resided at the property for which service is requested during the time the outstanding balance accrued and for the time the applicant resided there.

4. The Complainant's deceased husband lived at and owned the Service Address.
Tr. 8, 21

PGW Late Filed Exhibit#5 shows an agent entered “in home” on December 19th 2019 when the erroneous account was created. I was still living at my son's apartment when I went to PGW's office in Frankford.

They told me an account was successfully transferred November 26, 2019. I became angry because they lied and said I opened an account back on November 26th, 2019. I told them check the notes and it will prove an account was never opened.

They refused to assist me, so I called PUC immediately from my car to dispute the lies and file a complaint. (They sent a letter dated December 19, 2019 saying the account was transferred on November 26, 2019. Exhibit# 2 – 1 of 3)

Now you want to change the date in your conclusion, you say the account was created in December now not November. How can this be allowed? You can change your testimony after the date of the hearing. PGW's Exhibits and testimony proves my complaint to be truthful. See My Late filed Exhibits#3

Even, Ms. Glace confirmed PGW said the account was successfully created November 26, 2019. This was proved during my questioning of Ms. Glace along with evidence contained in PGW's file that requested by the Judge to be sent under late filing exhibits.

Ms. Glace, testified that cases are Not created after the customers leaves the office. However, in my case, files were manipulated and falsified in retaliation for my PUC filing.

The Complainant provided PECO bills for three different dates in 2016 and 2017 for three different addresses. See Complainant Late Filed Exhibit. No. 1. (Refer to fact finding 14, 15 & 16 and testimony: Note: 15 & 16 are same address.

14. A PECO bill dated June 15, 2016, indicates that the Complainant had service at 5331 Rising Sun Avenue, 2nd Floor, Philadelphia, Pennsylvania. Complainant Late Filed Exh. No. 1.

15. A PECO bill with a due date of November 18, 2016 indicates that the Complainant had service at 1230 Cornerstone Boulevard, Apartment 249, Downingtown, Pennsylvania 19335. Complainant Late Filed Exh. No. 1.

16. A PECO bill dated October 6, 2017 indicates that the Complainant had service at 1230 East Lincoln Highway, Unit 249, Downingtown, Pennsylvania. Complainant Late Filed Exh. No. 1.

Chaper 56

56.36- Payment of outstanding balance.

If the applicant resided at the property for which service is requested during the

time the outstanding balance accrued.

I moved to Rising Sun address in February 2016 Keith did not have a \$2,500 bill. In fact, \$77.79 was due 2/23/16 according to PGW records. Keith's previous bill was a credit. See PGW Exhibit#3-2 of 5

On June 15, 2016, when I lived on Rising Sun, Keith's bill was \$269.31 due 6/20/16

On November 18, 2016, while I lived at 1230 Cornerstone, Keith's bill continued to increase. I did not reside at 7120 Lawndale. My evidence proves what I have testified. I lost my possessions in Storage, luckily I had those receipts saved in files on my phone.

The Complainant also provided a written statement from her son which indicated that she lived with him at another address between 2018-2019. The statement was not clear as to the specific time when she resided with her son in 2018-2019. See Complainant Late Filed Exh. No. 5 (Refer to Exhibit#5 and my testimony, that I lived primarily with my son 2018 & 2019 whole year as tax return confirm. I visited my parent's home at 6320 N Opal when I moved from Downingtown in 2017, and lived in son's apartment during 2018 and 2019 helping my parents as they helped me with my disability. A statement from at least two witnesses is sufficient evidence. (testimony & statement provided)

Complainant Late Filed Exhibit No. 5-Statement from Roman Griggs

1. The Complainant in this case is Leslie Griggs, who resides at 6320 North Opal Street, Philadelphia, Pennsylvania 19141. Tr. 8.

2. 3. The Complainant has a secondary mailing address at 7120 Lawndale

Avenue, Philadelphia, Pennsylvania 19111, which is at issue in this
Complaint

(Service Address). Tr. 8.

Complainant requested that service be placed in her name immediately after her husband's death and used the Service Address for her driver's license. (Refer to Exhibit# The address 7120 Lawndale was purchased during our marriage therefore it is not unreasonable that I would secure my property against vandalism, damage etcetera after my husband's passing.

My hope was to start repairs once I began receiving disability and continue living at my sons until conditions were improved at the house. I did not have any income. Furthermore, If I were already living at 7120 Lawndale, why would I immediately try to put utilities in my name with no income. There would be no need. There absolutely would not be any advantage for me, to make that decision.

The Complainant contends that there is a gas leak and that any usage at the Service Address is related to the leak and not because she was in the residence. (Refer to testimony: My complaint is from acts of fraud committed by PGW on December 19, 2019. At no time in my testimony did I state I resided at 7120 at that time this erroneous account was created; thus, the mentioning of this is misleading and without merit.

What I did state during PGW's questioning was about how usage was being generated at the property after my husband's passing. I responded maybe there is a leak at the residence that causes usage. Also, making all aware that after a person passes away there utilities are still running in the home.

Moreover, if there is a gas leak from an appliance inside the residence, it is PGW's policy that this would be the responsibility of the customer. Tr. 55. (Refer to finding of facts: I am not a customer.

I disagree with your decision to allow a company to lie, manipulate files and create bogus account attached to individual personal identity creating hardships. You are setting a course of action that allows for such behavior to continue.

I was really hoping for a glimpse of righteousness in this system. A glimmer of hope that one would take a stand and not follow these wicked practices of defrauding people they feel don't matter.

I am not a Corporate employee; therefore, your jurisdiction allows authority over those whom you govern within your system, not me. When you judged me and refused to

treat me fairly you were only judging yourself. What you have allowed to be acceptable for me, you have chosen the same measure for yourself.

I have waited too long for this issue to be resolved. I do not intend to waste any further energy on this matter. YAH Almighty provides.

This is my signature:

Leslie Griggs dba 03202019