

Irena Porter

C - 2022- 3031693

v.

Philadelphia Gas Works

Secretary of the Commission

Exceptions

I disagree with the PUC's decision on account #0221019216 , because of inaccurate information regarding my account and not following proper protocol that proves any evidence of how their decision was made. PGW has stated my account has had a theft of services.

PGW visited the property during a leak compliant. At that time the PGW technician determined that I had unsafe conditions in my house such as my house heater and my chimney. I received a correspondence from the technician at that time for the unsafe use of these appliances, and service was were turned off by PGW until safe operating practices could be made. The second correspondence was given to me stated that the tech had insufficient access to the meter.

Pgw reported my crp was suspended was suspended on 04/24/2014. However, Pgw also reported my last crp bill was 02/12/2015. Pgw also stated I don't pay my bills or keep a payment plan. I have an bill at the time that shows everything was paid and had a balance of \$2.74 .Pgw stated my service was suspended due to non-payments.

I was told when the heater was replaced and PGW was notified to restore service. Once I got a new heater and called Pgw was when I found out I was accused of theft. If I was being accused of theft, PGW must give me a document stating if a meter is present (which it was) and stating that it is under suspicion of tampering and the meter will have to go to the office for testing review. I did not receive such a document. Also, PGW is supposed to take pictures of the meter in my house, while it shows evidence of tampering and then remove the meter. PGW's technician wrote his self that the house heater was rusted through and did not work. The only appliances running on gas at that time was the oven and stove top. All other appliances use electricity.

PGW states that I made payment arrangements in the pass and broke them. However, I was making payments. With a balance of \$125.48 and making regular payments I didn't think I needed an agreement any longer. At the time I was eligible for several grants that would assist me in paying my bill. Therefore, there was no reason to "steal" this service. There were no

missing red caps or new screws on the meter. That meter was presented the same on 2/12/15 as it was the day it was installed. PUC needs to re-evaluate my account and look over the past paperwork and reconsider their decision.

At this time I'm ineligible for grants or including LIHEAP at this time because of the note they put on my account. I also have a 1-year-old disable child who's been injured at birth. I didn't not receive a notice of the hearing. I called Puc to see what was going on and found out I missed the hearing. I've been waiting several months for this hearing to clear not only my name but to get help with my bills.

 Recoverable Signature

X 

Irena Porter

Signed by: 93502df3-0c90-43a5-ae52-d8dd523dbca4