

Attn: Public Utility Commission

This letter attached outlines the chain of events that occurred between myself and PGW.

Formal Complaint: C-2024-3048702

May 20, 2024

My gas services have been wrongfully terminated by PGW. I and my property were also violated by PGW. Details are as follows:

- I applied for the CRP program, either at the end of March of 2024 or the beginning of April of 2024 and was denied on April 10, 2024, due to income guidelines. The **“What does this mean for me?”** information on the letter has the statement **“You are now on a no money down payment arrangement. The terms of your new arrangement will be on your next bill.”** There was no bill that followed prior to PGW coming to terminate the gas services.
- PGW arrived at my residence on April 22, 2024, to terminate my gas services. At around 9:29am, we saw that they were ringing the doorbell and went outside. The large work truck was still, at this time, parked on Tustin Street, right across from my house. The crew members were visibly inside of the truck, but never got out, though we came to the door and even sat outside on the front steps for about 20 mins.
- At around 10:04, they were seen outside of the house again and that’s when they had spoken with my significant other) in front of the house and stated, “We about to start digging.” When asked why, they stated that they are here to terminate the gas for non-payment. “so, we just letting y’all know”. Though them coming to my house to terminate my services was a shock, due to being under the impression that I am now on a no money-down payment arrangement, based on the letter I received from PGW dated April 10, 2024. I knew I would contact PGW and have this sorted out, but to avoid digging in the meantime, they were offered access to come inside of the house to terminate the gas. The crew member stated that he had to contact his supervisor to ask if he could just terminate the services from the house, though there was no equipment or any crew members starting the digging process. The work/utility truck was still parked across the street from my house at that point.
- At about 10:06am, they moved the large work truck around to the side of my house, on Bustleton Avenue where the entrance of my yard is and was met outside by my significant other again. The gate to the yard had already been opened by the crew members and one of the crew members stated that he was still on with the supervisor to see if they could come in to terminate the gas services. He then completed his call and stated that his supervisor told him “to dig it up anyway”. I was aware that they would imply needing to access my yard to access the shut off valve, as there was no shut off valve in my yard. I was under the impression that it was on the pavement on either the front of my house or the side. I’m also aware that there needs to be an easement filed against my property for PGW to access my property, in addition to; install, dig, or obstruct anything in and/or on my property. Though again, they were granted my permission to access the inside of my home to terminate the gas services prior to the digging process beginning.

- I immediately contacted PGW and informed them that their crew members were here to terminate my gas services, but I was under the impression that I was on a no money-down payment arrangement, according to the letter I received, dated April 10, 2024. When speaking with the Rep at PGW, they had indicated, “that statement was not intended for me, but for anyone who was on the CRP program.” I expressed to them that is very misleading as the **“What does this mean for me?”** should have indicated exact details outlined for **“my”** situation specifically. It should have informed me that my application has been denied and that I am still responsible for my current bill and charges. However, the letter does not mention any of that in any form at all. Because the statement is misleading, it did not properly prepare me for termination of gas services as had I known there would be no payment arrangement or assistance granted from PGW, I would have contacted the PUC and/or submitted a medical certification from my physician sooner, prior to April 22, 2024, to avoid the termination of my gas services. I would also have researched other programs that could have possibly assisted me with my bill, prior to PGW digging up my yard and terminating my services. I am also a mother of a child with special needs services- I could have outreached to several programs and asked for assistance.
- I informed the PGW rep over the phone that I wanted her to fax over a medical certification to my doctor to complete. She stated that “Though they are there to cut off your services, the services are still on, so I am going to hold off on sending the medical certification to your doctor until your services are off”. That also did not allow me to avoid having my services terminated, though I’ve expressed having a life-long medical condition that requires my gas services to be on, also, PGW’s policy indicates that your services would be reinstated within 24 hours after termination with payment or approved medical certification from doctor.
- I contacted PGW back (as what the previous rep had indicated to me did not sit well with me) and requested that the rep (this phone call was a different rep than previous) sends the medical certification form to my doctor- and she stated, “you have to wait to speak with a supervisor prior to having the certification sent.” She also stated, “You are granted 3 certifications, but the supervisor needs to approve us sending medical certifications to the doctor”. When asked if I could speak with a supervisor, she informed me that one would call me within 24 hours. Nowhere in PGW’s policies state that you need to speak with a supervisor prior to a medical certification being sent to a physician.
- I did not retain any of the Reps’ names, however, I have phone records that list all the calls made to and from PGW.

- I contacted my doctor who stated that she does not need to have PGW send the medical certification form to her for her to complete the form. She stated that the PUC has the standard medical certification form on their website. My doctor stated that she has the form, completed it and requested a fax number.
- I contacted PGW back and asked for the fax number to send the form, the rep stated that “We are supposed to send the form to the doctor”. When I told her that was not the case, that the form is on the PUC website for anyone to access and send to the doctor, she said “Ok” and provided me with the fax number. I don’t understand why there was so much misleading and withholding information from PGW.
- The Doctor completed and faxed the form to PGW
- I contacted the PUC and filed a formal complaint on April 22, 2024 @ 11:07am. I did this because I needed someone to explain why the letter that was addressed and sent to me on April 10, 2024, did not pertain to me? I also knew that there would be some time before my medical certification would be reviewed and accepted by PGW. My purpose was to avoid my gas services being terminated.
- All those calls were taking place as the PGW crew members were in my yard preparing to dig through the ground.
- I was contacted by a crew Supervisor, April 22, 2024, at around 1:49pm who stated that the workers are not going to turn off my gas services, but they are going to continue to replace the old pipes underground. I later discovered that there was no other way for PGW to terminate the gas services from outside, so they installed a pipe with a valve to terminate my services from outside in my yard, without permission or as stated an easement filed against my property all while providing misleading information stating that the pipes were all old, including all neighbors’ pipes on the entire block and it could be very dangerous if these pipes underground are not “replaced”.
- I was contacted by a supervisor on April 22, 2024 @ 5:24pm who confirmed that my account was placed on hold due to my complaint with the PUC and he provided me with possible payment arrangement options and informed me that I would need to pay \$3,918 to reinstate a previous payment arrangement otherwise. He stated that they received the medical certification, but because there’s already a hold on the account from contacting the PUC, they are going to hold off on using the medical certification and that it would be best to wait until the outcome from the PUC. He assured me that my services will remain on.

- On April 23, 2024 @ 11:06am I was contacted by another supervisor and the conversation was as follows: She wanted to follow up on the open case that I currently had with the PUC. She stated that she wanted to make sure my services were “not off”, in which at the time, they were not. She asked if I wanted to be placed on a payment arrangement. I told her that was my goal and impression. She stated that they received my medical certification that was complete by my physician, April 22, 2024, however, they are not going to use the certification as my case is already on hold from the PUC, and she doesn’t want me to waste a medical certification if I do not have to. She proceeded to explain that I am allowed 3 medical certifications per year, per balance and that it would not benefit me to use the medical certification as the PUC already placed a hold on my account from being terminated. She asked me if I wanted to work out an arrangement with them (PGW) or if I wanted to wait until the outcome of the complaint from the PUC- she said she would send over the report to the PUC if I wanted her to or if I could give her a day or so to work out some numbers for an arrangement and call me back. I told her I was in agreement with that, and she said she would contact me “today or tomorrow”, but that my services were not going to be turned off. The Supervisor that contacted me on, April 22, 2023 @ 5:24pm indicated the same. Please note, I never heard from either or any supervisor again.
- The crew that was working on “replacing the pipes” in my yard completed the job around 5pm, April 23, 2024, and left. My yard has a large hump that was not there prior to them replacing the pipes. My entry fence no longer opens inward as there’s a huge hump left in my yard following the obstruction from PGW- I have photos.
- On April 23, 2024, at around 7:30pm, while my daughter was taking a shower, she was only getting cold water. I went in the basement to check my water heater and smelled a strong gas odor. I contacted PGW’s emergency line, and a technician came out to the house and noticed that there was a cut gas pipe that PGW crew members had cut but did not cap in the basement and he stated that is where the gas smell was coming from. He also stated that my gas services were off. I asked him to turn the gas back on as I assumed the crew working in the yard turned off the gas to install the new pipes and forgot to turn it back on. Please note- PGW needed access to my basement both days for the entire duration of them being in my yard, though they refused to come in initially to terminate the gas services. The technician stated that he needed to contact his supervisor to ask if he’s able to turn the gas back on. He stated that the supervisor told him that the services cannot be turned on as there is an unpaid balance on the account. When I mentioned that the account was on hold with the PUC, he stated that the supervisor stated that he doesn’t see any PUC holds. That was not accurate. I then told him that I also have a medical condition and a medical certification was sent into PGW and he stated that his supervisor informed him that the medical certification was rejected, so they were unable to utilize that to reinstate the services. The med certification was rejected, but only because of the PUC account hold.

- On April 24, 2024, at around 8:30am, I reached out to the PUC and informed them that PGW terminated my gas services. The PUC contacted PGW immediately, and a technician was sent to reinstate my gas services at around 12:30pm.

What happened to me was totally unfair and I believe I was taken advantage of. These chain of events as a result of PGW's disregard and negligence has caused me so much stress and anxiety. I believe I was violated on several different accounts by PGW over the course of 3 days. I did not have access to my yard, my pet and child also did not have access to my yard, totally unexpectedly. My yard is not in the same condition as it was prior to PGW's entrance and obstruction. I did not grant anyone permission to install a gas pipe with valve inside of my yard. PGW violated me in order to save themselves the hassle and challenges of placing that shut off pipe and valve on the pavement in which they should have done.

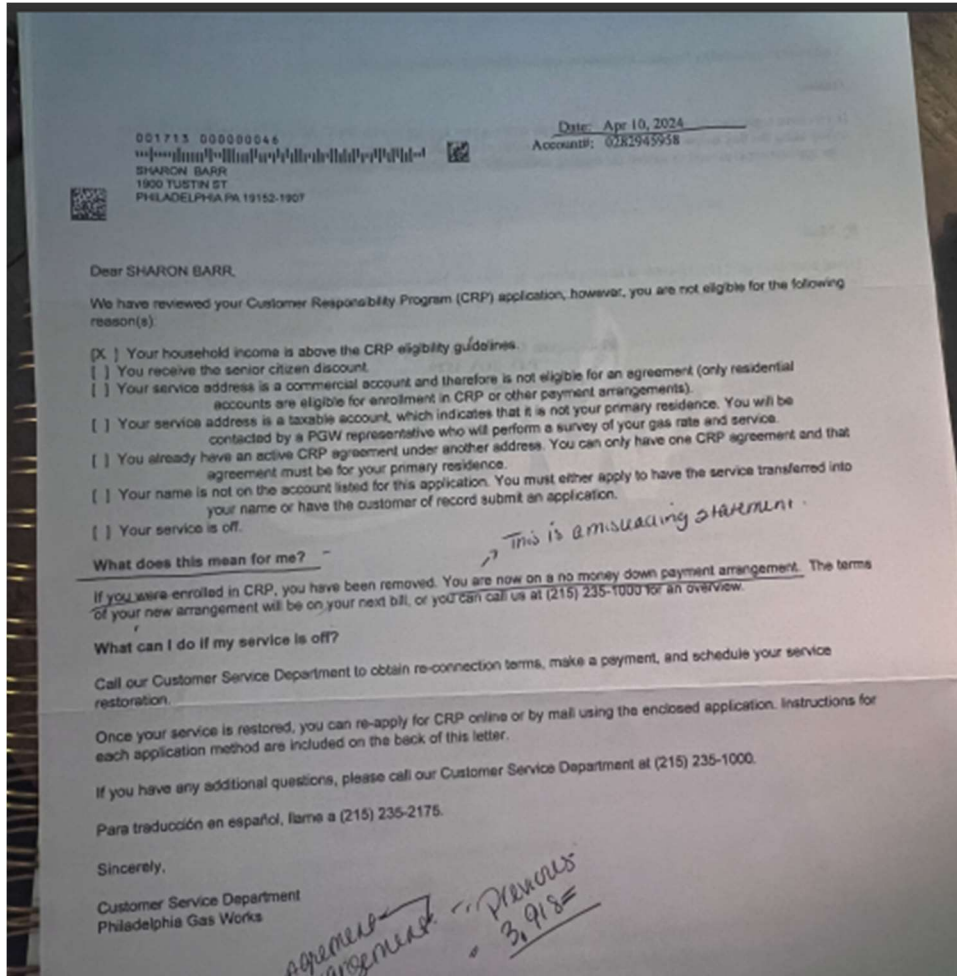
We also did not get much sleep as PGW worked throughout the entire night including overnight in my yard.

Sharon Barr

Attn: Public Utility Commission

Attached is the letter from PGW following my application to enter the CRP program.

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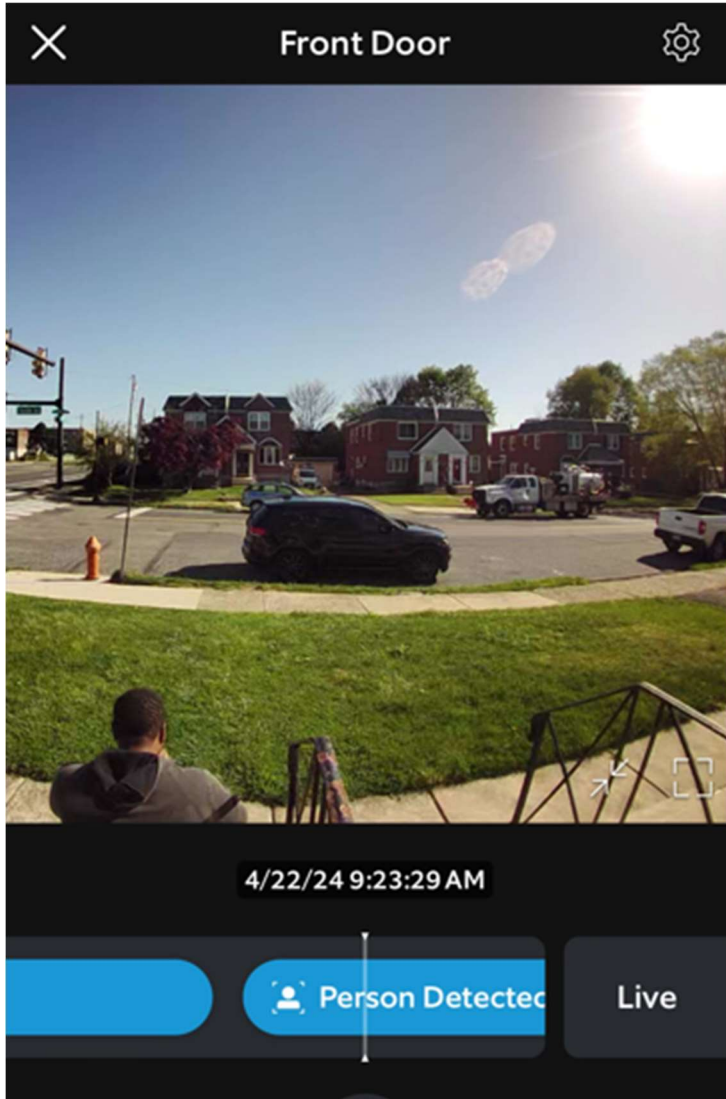
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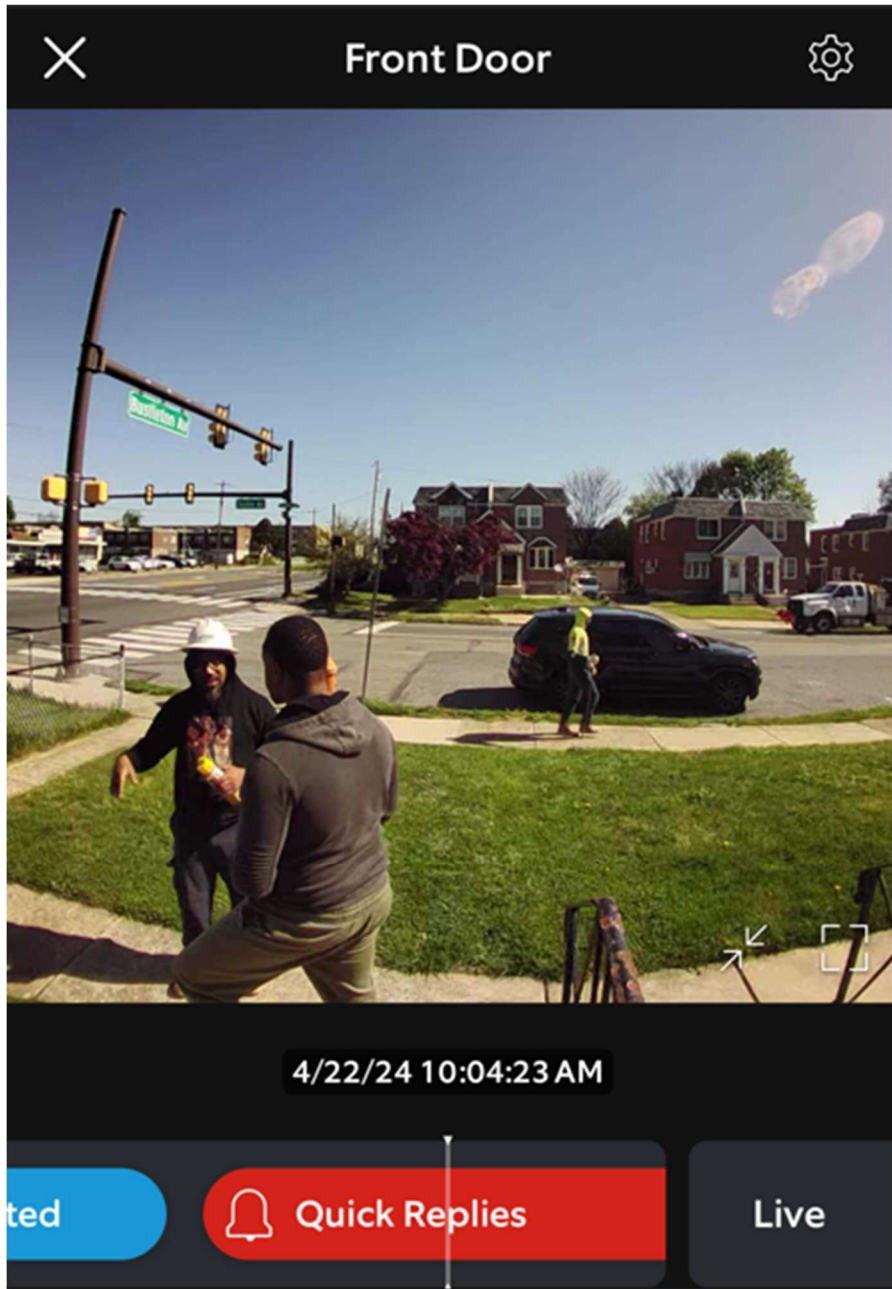
These are photos that includes screen shots from Home Security Cameras; showing the interaction with PGW prior to them digging up the yard with time stamps, and showing PGW in the yard and the yard's condition.

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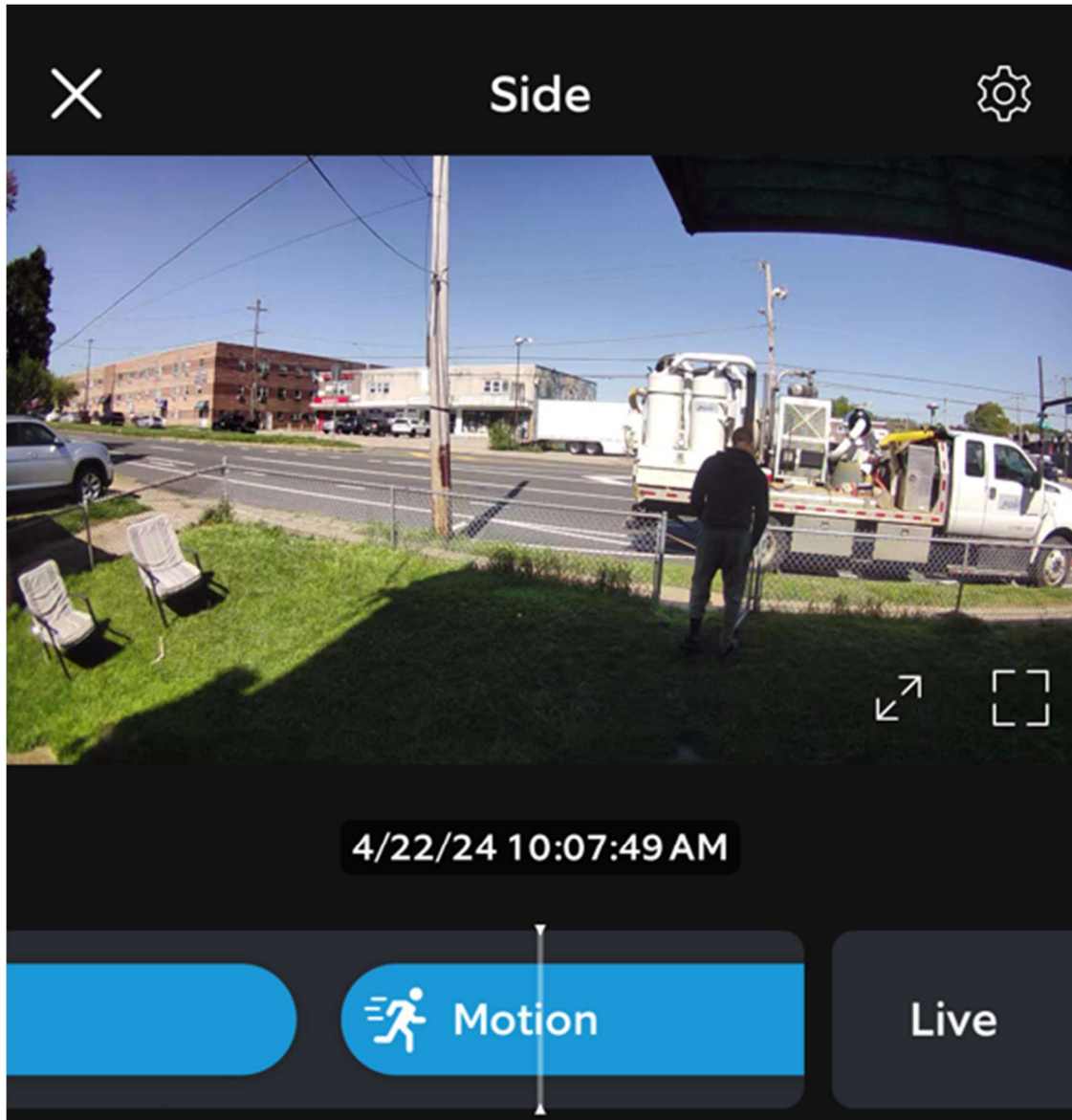
WAITING OUTSIDE AS PGW RANG DOORBELL PRIOR. HOWEVER, THE CREW MEMBERS REMAINED IN THE TRUCK ACROSS THE STREET AND DID NOT GET OUT. WAITED OUTSIDE FOR ALMOST 20 MINUTES BEFORE GOING BACK INSIDE. THIS IS ON APRIL 22, 2024, AT 9:23AM



FIRST INTERACTION- CREW MEMBERS DECIDED TO GET OUT OF THE TRUCK. THIS IS WHEN THEY WERE OFFERED ACCESS INTO THE HOME FOR THEM TO TERM SERVICES OFF FROM INSIDE OF THE HOME. WORK TRUCK PARKED ACROSS THE STREET. CREW MEMBER (SEEN IN YELLOW) ON THE PAVEMENT LOOKING FOR GROUND ACCESS TO GAS PIPE AND VALVE FROM THE PAVEMENT. CREW MEMBER INDICATED THAT HE WOULD CONTACT HIS SUPERVISOR TO GET PERMISSION TO TERM SERVICES FROM INSIDE OF THE HOME AT THIS POINT. THIS IS ON APRIL 22, 2024, AT 10:04AM



THIS IMAGE SHOWS PGW'S WORK TRUCK NOW PARKED ON THE SIDE OF THE HOUSE. THE CREW MEMBERS HAD ALREADY OPENED MY GATE TO ENTER MY YARD. THIS TIME ON THE SIDE OF MY HOME AND WERE REQUESTED THAT THEY TERMINATE SERVICES FROM BASEMENT. AT THIS POINT THE CREW MEMBER STATED THAT HE WAS STILL ON WITH HIS SUPERVISOR INSIDE OF THE TRUCK THIS IS ON APRIL 22, 2024 AT 10:07AM



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THIS IMAGE WAS AFTER THE SUPERVISOR DECLINED THE REQUEST TO TERMINATE SERVICES FROM INSIDE OF MY HOME. THE CREW MEMBER SEEN IN THE YARD WAS COMING IN AND OUT OF MY HOME ACCESSING THE BASEMENT. THIS IS APRIL 22, 2024, AT 10:22AM



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IMAGES OF SEVERAL CREW MEMBERS HANGING OUT AND ANOTHER ARRIVING TO DIG. THIS IS APRIL 22, 2024, AT 1:08PM



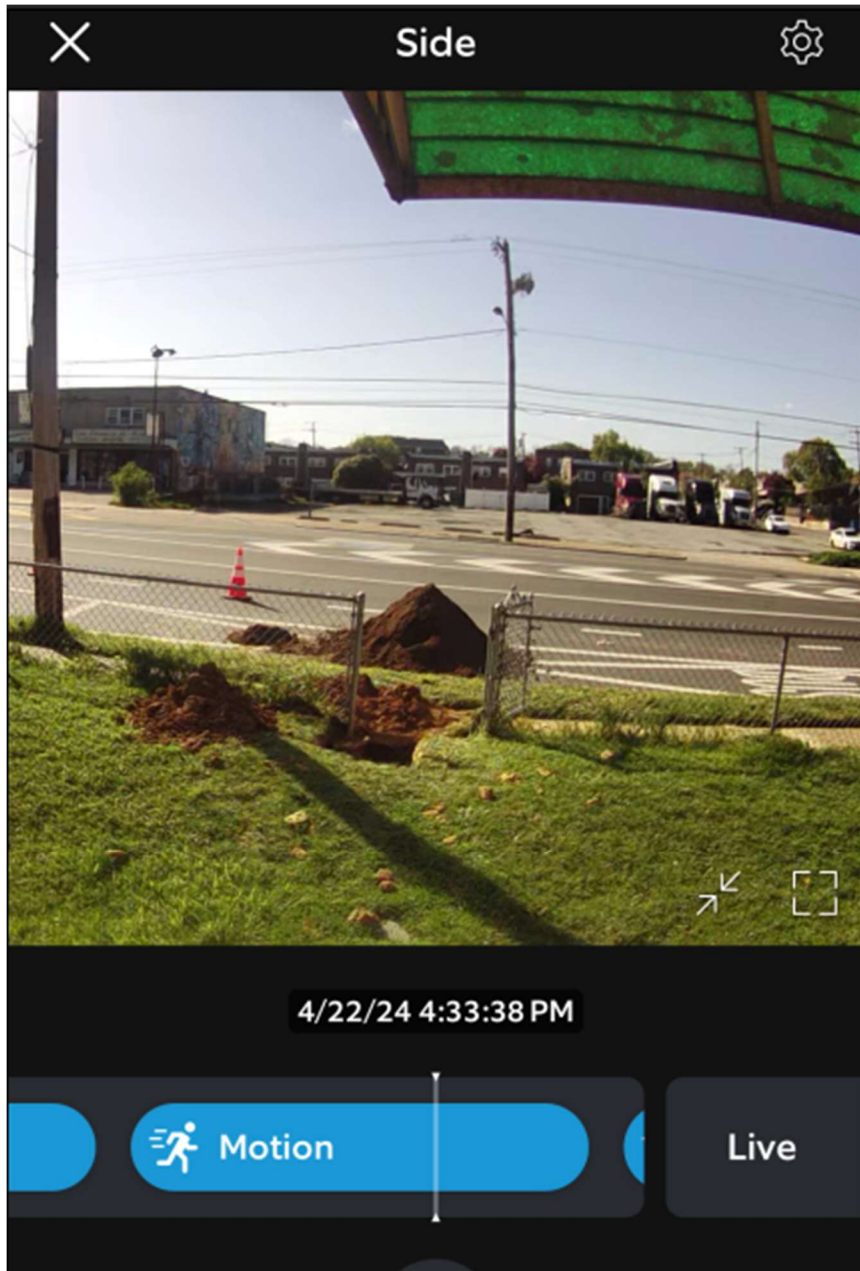
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THIS IMAGE SHOWS A SUPERVISOR ON SITE INFORMING US THAT THE ‘OLD PIPE’ UNDER GROUND IS TOO DEEP FOR THEIR EQUIPMENT TO REACH AND THEY ARE GOING TO NEED ANOTHER CREW TO COME OUT



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THIS IMAGE SHOWS HOW THE FIRST CREW LEFT MY YARD, PRIOR TO SECOND CREW ARRIVING. THIS WAS ON APRIL 22, 2024, AT 4:33PM.

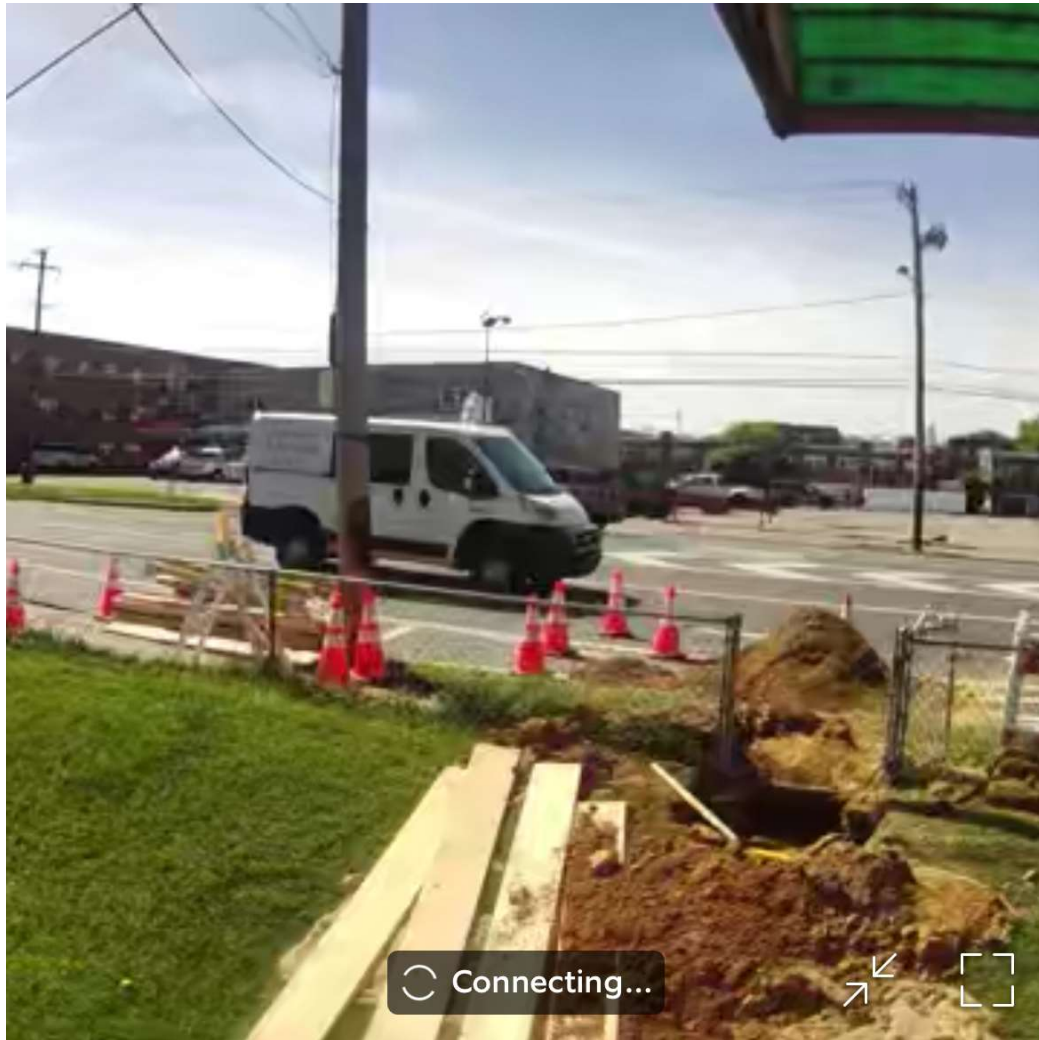


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THE OTHER CREW ARRIVED. THIS IS ON APRIL 22, 2024, AT 4:41PM.

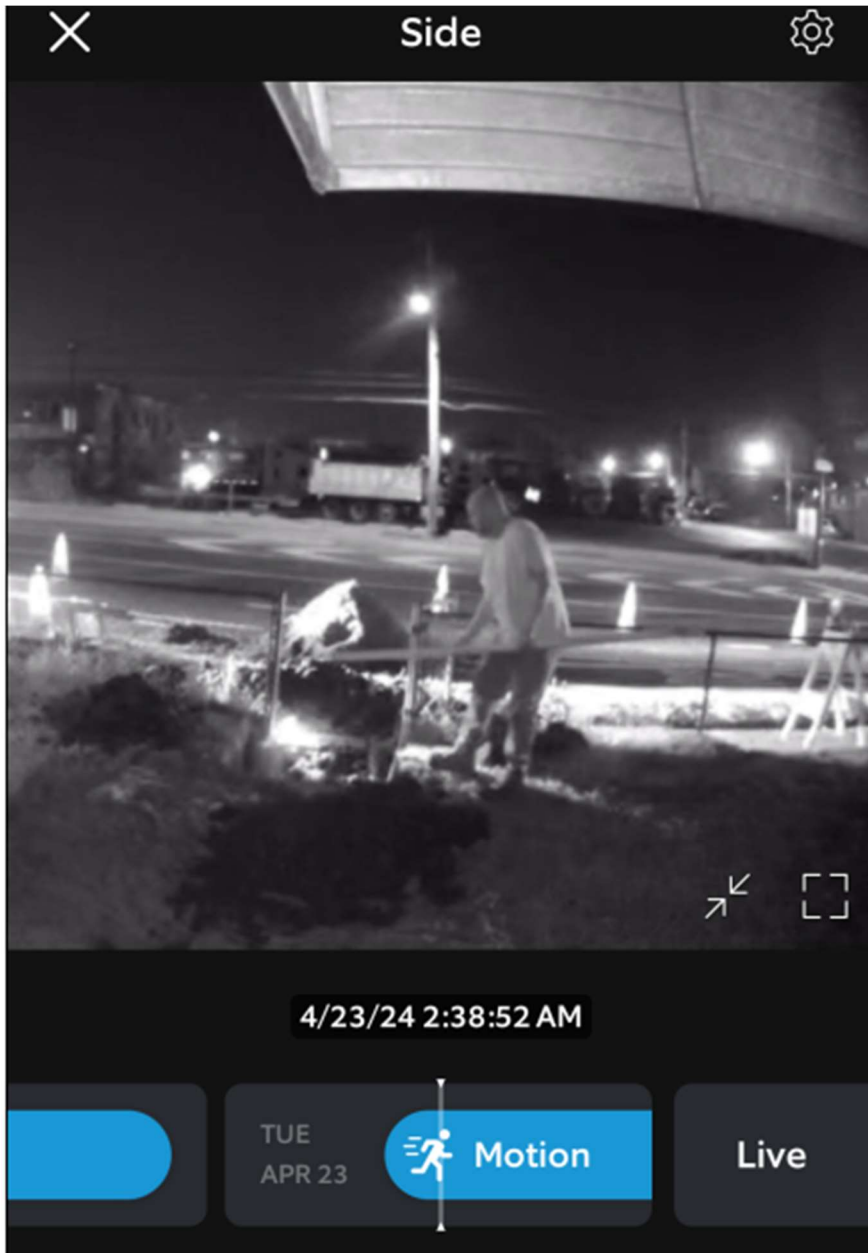


THIS IMAGE SHOWS A VIEW OF MY YARD'S CONDITION DURING THE OBSTRUCTION. THIS IS ON APRIL 23, 2024 (THE TIME DID NOT DISPLAY AS MY CAMERA DID NOT HAVE ADEQUATE WIFI SIGNAL).



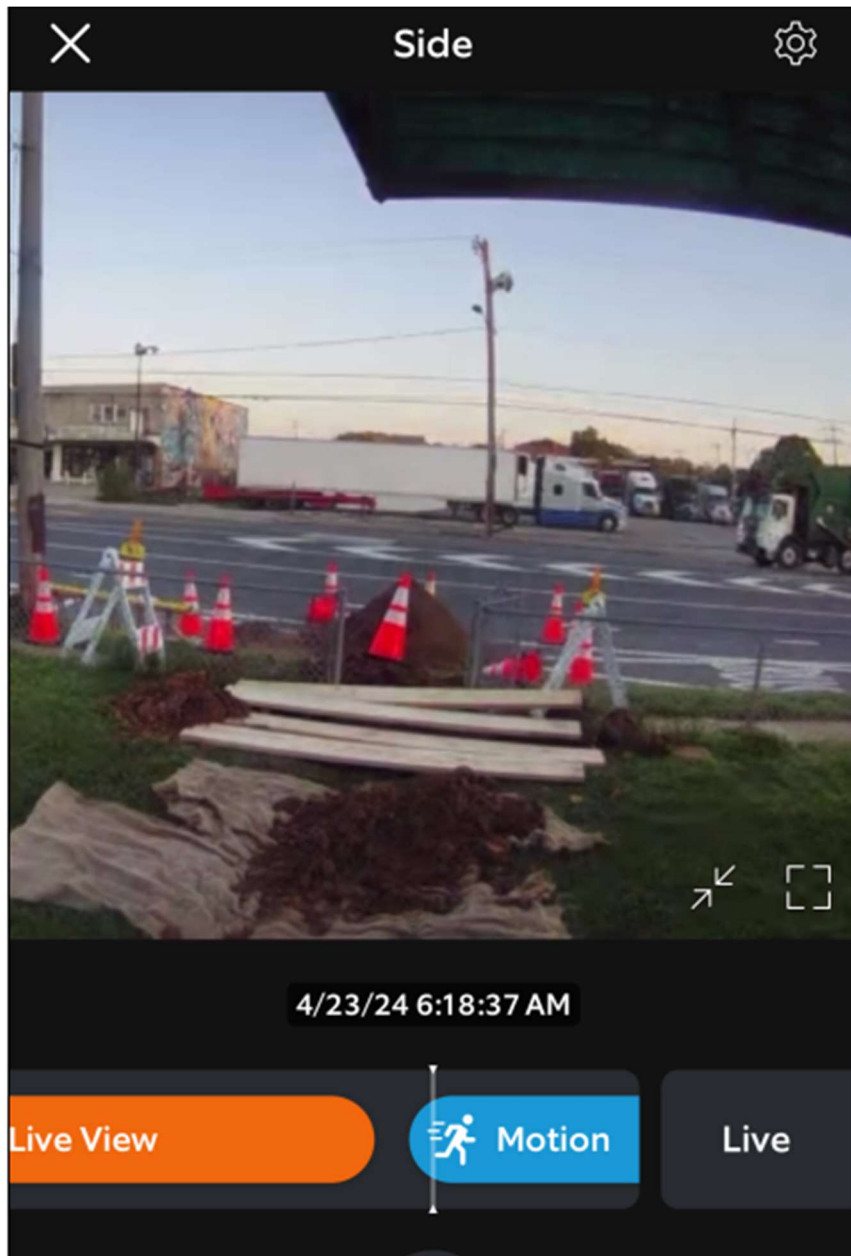
C-2024-3048702

THIS IMAGE SHOWS CREW MEMBERS WORKING IN THE YARD OVERNIGHT. THIS IS ON APRIL 23, 2024, AT 2:38AM



C-2024-3048702

THIS IMAGE SHOWS MY YARD'S CONDITION ONCE THE SECOND CREW LEFT IN THE MORNING, PRIOR TO RETURNING. THIS WAS ON APRIL 23, 2024, AT 6:18AM.



ATTN: PUBLIC UTILITY COMMISSION

THERE ARE PHOTOS OF WHAT MY YARD NOW LOOKS LIKE AFTER PGW'S OBSTRUCTION

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THIS PHOTO SHOWS THE ENTRY CAP TO THE PIPE INSTALLED BY PGW. THIS IS INSIDE OF MY YARD.



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THIS PHOTO SHOW THE IMBEDDED HOLE FROM THE ENTRY FENCE DUE TO THE HUMP PREVENTING THE FENCE TO OPEN COMPLETEY.



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THESE PHOTOS SHOWS A VIEW OF THE HUMP THAT IS NOW IN MY YARD



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THIS PHOTO IS A CONTINUATION OF THE IMAGES OF THE HUMP IN MY YARD

