

F-2025-3056500

per OALJ, docket as Correspondence

10/9/25

Thank you Your Honor.  
Appreciate your hearing.  
Sorry if I run on. but  
money and business  
aside we deserve better.

Pennsylvania PUC

OCT 15 2025

Consumer Services  
CAC Division

Paul Vitale

Via FAX 717-265-8273

September 15, 2025

This is a typed version of the filing I made regarding PGW and 1727 Brill Street Philadelphia. The BCS#406-3800.

- 1 • CUSTOMER PAUL WITENGIER 1727 Brill Street Philadelphia 19124 account 0815885528
- 2 • PGW,
- 3 • Gas
- 4 • Other: no shut off notice was received prior as PGW reported and non-return form from the US post office should not be proof of mail. No post office no post office cannot return missed delivered or lost mail and does not return mail that is not delivered in a timely fashion if at all. - No voicemails we're recorded if calls were placed. - No service person left any notice of termination we were home all day with a protective alarm barking dog. Company lied to PUC and me. No service person came to site to turn off. The service was noticed off late on 14 May after it was working all day. Called Emergency number provided. Suggested Work might be being done in the area and all work ceases at 8 PM. She did not say service was terminated and contact customer service but I did. Was told office closed until 5/15/25. The emergency person surely knew that and would have saved a lot of checking equipment and he does etc. endangering us and the equipment. On 5/15 I spoke with customer service offered to pay whatever was necessary. Was told I had to be approved for a plan based on income and was run through a series of questions which involve fees and restoral, etc.. Meanwhile: In fact according to PGW:
  - 4/24 service should be terminated for \$347.71
  - 5/6 chk#137 posted to my account cleared PGW at least two days prior - \$120.00. Balance \$225.71

- 5/16 chk#140 Posted in my account -\$132.00. Cleared PGW at least 2 days prior. Balance \$93.71
- 5/16 PGW pay service transfer -\$142.11 Balance +\$48.40 overpayment

Service was cut on 5/14/25 NOT FOR \$347.71 Not for \$225.71. But for 93.71 which PGW collected day later electronically @ \$142.11 for a net gain of \$48.40.

PGW lied to the PUC

- About notices left on 5/14
- Used non-return mail (notice) AS PROOF OF POSTAL DELIVERY
- Misrepresents company's actions to customers upon inquiries.
- Acts upon dollar amounts that are incorrect to force more monies from consumers.

PGW is abusive to customers, especially seniors and poor. BULLIES as a means to greater profit.

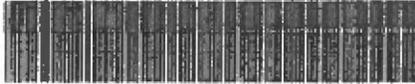
**5** Cease all hassling of senior, poor, customers in general. Cease terminating customers without reliable proof of notice, contact and attempt to resolve issues or confusion.

- Read the newspapers: US mail is not reliable. Checks are stolen. Mailboxes are violated postal workers Keys are stolen.
- We do not answer unknown callers - check the news.
- ALL TERMINATION ACTIVITY MUST STOP UPON RECEIPT OF A PAYMENT IN ANY AMOUNT- RESTART PROCESS
- BE A BETTER UTILITY
- WE ARE REQUIRED TO USE YOU
- RESPECT US!

*Paul W. Aiken, P*

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Total: 0.66  
Visa 7058: 0.66

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TDS Chip Read  
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CVS No Signature Required

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PAUL WITENGER 57\*\*\*\*159

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WITENGER  
1727 BRILL ST  
PHIL. PA. 19124

PHILADELPHIA PA 190

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Pennsylvania PUC  
OCT 15 2025  
Consumer Services  
CAC Division

SECRETARY  
PA PUBLIC UTILITY COMMISSION  
400 NORTH ST  
HARRISBURG, PA 17120

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