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Date: November 12, 2025

To:

Hon. Eranda Vero, Administrative Law Judge

Pennsylvania Public Utility Commission

801 Market Street, 4th Floor, Suite 4063

Philadelphia, PA 19107

Cc:

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RE: Hardship Statement and Request for Reinstatement of Gas Service

Account Holder: Craig G. Coleman

Case Number: f20253055360

Dear Judge Vero:

I am submitting this hardship statement to respectfully request the reinstatement of my Philadelphia Gas Works service.

While my household's gross income may appear above the threshold for a two-person household, my actual disposable income—after essential expenses—is substantially lower. I live paycheck to paycheck, often forced to choose which necessities to meet each month just to maintain basic stability.

From 2017 to 2019, I served as the full-time caregiver for my late uncle, Elwood Coleman, a U.S. Army veteran. After his passing, I inherited his remaining gas balance and formally assumed the account in November 2019. Since 2021, I have been the caregiver for my father, an Air Force veteran, who requires ongoing daily care and assistance.

In May 2023, I was diagnosed with Stage 3 Non-Hodgkin's Lymphoma, a life-threatening form of cancer. By November 2023, I was unable to continue working full-time due to treatment demands and health complications. Though I entered remission in June 2024, I continue to experience neuropathy, chronic pain, and fatigue—all of which limit my capacity to work consistently.

I have made good faith payments, contributing \$1,800 toward a total balance of \$5,982.12, but financial strain has persisted. Between medical bills, food, transportation, and the costs of caring for my father, I cannot afford to pay the remaining balance without risking the loss of other essential utilities such as water and electricity.

The lack of gas service has created major hardships. Without hot water, maintaining proper hygiene and household cleanliness has become a daily challenge. I am forced to boil water using small electric appliances for basic needs, which is inefficient, unsafe, and exhausting. Hot baths and showers are therapeutic for my neuropathy and arthritis, and without them, I experience severe pain and sleeplessness.

Moreover, the inability to cook on the gas stove directly impacts my diabetic diet, worsening my overall health.

These circumstances have been compounded by the residual effects of the COVID-19 pandemic, economic instability, and the ongoing responsibilities of caregiving. Each factor amplifies the next—creating a domino effect that erodes financial stability and well-being despite my best efforts to remain compliant and responsible.

I respectfully ask the Commission to weigh these cumulative hardships and reinstate my gas service on humanitarian grounds. I remain committed to cooperating with PGW to establish a realistic payment arrangement that reflects my true financial situation, allowing me to maintain health, dignity, and safety within my home.

Thank you for your time, compassion, and fair consideration.

Respectfully,

Craig G. Coleman, Jr