

JOHN J. TAYLOR, MEMBER

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HARRISBURG, PENNSYLVANIA 17120-2177  
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2901 E. THOMPSON STREET  
PHILADELPHIA, PENNSYLVANIA 19134  
PHONE: (215) 425-0901
- 4725-27 RICHMOND STREET  
PHILADELPHIA, PENNSYLVANIA 19137  
PHONE: (215) 744-2600
- 1039 E. HUNTING PARK AVENUE  
PHILADELPHIA, PENNSYLVANIA 19124  
PHONE: (215) 744-3009

email: jtaylor@pahousegop.com



*House of Representatives*  
COMMONWEALTH OF PENNSYLVANIA  
HARRISBURG

COMMITTEES:

LIQUOR CONTROL, CHAIRMAN  
URBAN AFFAIRS, MEMBER

⑆ 2013-2344461

February 26, 2013

Commonwealth of Pennsylvania  
Pennsylvania Public Utility Commission  
P.O. Box 3265  
Harrisburg, PA 17105-3265  
Attention: Rosemary Chiavetta

Re: **Beatrice Brooks, 1012 Wakeling Street, Phila., PA 19124-2528**  
**Account no. 976453389**

Dear Ms. Chiavetta:

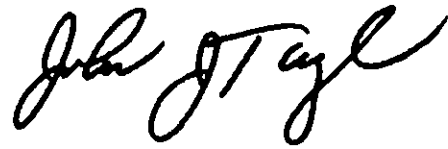
Kindly be advised that our office is assisting Beatrice Brooks in her formal complaint filed with your Commission. I have enclosed a copy of Ms. Brook's Formal complaint, which was dated January 16, 2013 and mailed to the Secretary, Pennsylvania Public Utility Commission, P.O. Box 3265, Harrisburg, PA 17105-3265. In addition, I have enclosed PGW's answer dated February 12, 2013. Finally, I have enclosed Representative John's Taylor's November 27, 2012 letter to the PA PUC outlining Ms. Brooks' concerns.

As a result, I was dismayed to read your February 22, 2013 correspondence to Ms. Brooks stated that she did not file a formal complaint, despite proof the contrary provided herein. Therefore, kindly accept this correspondence as our written request to correct this matter so that Beatrice Books can continue with her properly and timely filed Formal Complaint.

Thank you for taking the time to review this matter. Should you have any questions or concerns, please do not hesitate to contact me. Ms. Brooks can be reached at 215-288-9159.

RECEIVED  
2013 FEB 28 AM 11:00  
PA P.U.C.  
SECRETARY'S BUREAU

Sincerely,

A handwritten signature in black ink, appearing to read "John J. Taylor". The signature is written in a cursive style with a large, prominent "J" and "T".

John J. Taylor  
State Representative  
177<sup>th</sup> Legislative District



COMMONWEALTH OF PENNSYLVANIA  
PENNSYLVANIA PUBLIC UTILITY COMMISSION  
P.O. BOX 3265, HARRISBURG, PA 17105-3265

IN REPLY PLEASE  
REFER TO OUR FILE

February 22, 2013

BCS 3048773

BEATRICE BROOKS  
1012 WAKELING STREET  
PHILADELPHIA PA 19124 - 2528

Dear Sir/Madam:

This letter is to inform you that because you did not file a Formal Complaint with the Commission in the time period given to you, the Informal Decision of the Bureau of Consumer Services is now final. This means you must continue to make payments to the utility company as stated in the Bureau of Consumer Services' Informal Decision. This also means that the company now has the right to terminate your utility service under the Commission's rules and regulations if you do not make the payments according to the Informal Decision.

Although you still have the right to file a Formal Complaint with the Commission, filing a Formal Complaint will not change the terms of the Informal Decision you received from the Bureau of Consumer Services.

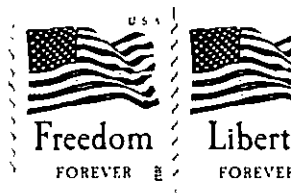
Sincerely,

Rosemary Chiavetta  
Secretary

nvl

cc: PHILADELPHIA GAS WORKS

Representative John J. Taylor  
4725-27 RICHMOND STREET  
PHILADELPHIA, PA 19137  
215-744-2600



Commonwealth of Pennsylvania  
Pennsylvania Public Utility Commission  
P.O. Box 3265, Harrisburg PA 17105-3265  
Att: Rosemary Chiavetta