

July 14, 2015

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To: Secretary

PA P.U.C.
SECRETARY'S BUREAU

Pa. Public Utility Commission

P.O. Box 3265

Harrisburg, PA 17105-3265

Docket number C-2014-2444967

This letter is a response to the reply to Rashida Pickett's exception by PGW representative Graciela, C Christlieb, Esq reading "The initial Decision was issued on June 2nd 2015. In the initial Decision, Judge Heep found that the complainant had broken three payment arrangements with PGW, had only made six payments in the last 12 months, and had a balance comprised of missed payments, late charges, and a CRP balance of almost \$3,000.00. For those reasons, it was determined that awarding the Complainant a payment arrangement was not in her best interest". (Paragraph five, page 2 of the **INTRODUCTION**). My response is that I paid my PGW bill for over 6 months at the time of the hearing and I had been paying my PGW bill even after I was told by a PGW representative that I "was cool" until September 2015 as per the PUC. I have been paying my bill for over a year to date with the last payment being withdrawn out of my account as early as June 18th 2015 as enclosed in this correspondence. I did not break these agreements in a short period of time it was over a matter of time. I was on an agreement for over two years before I lost my job and was not able to pay any bills and forced to file for bankruptcy in 2008. Over two years after this I broke another agreement only after I became gravely ill in 2011 and lost my full time status at a job in which I worked for thirteen years. Over a five year period I broke three arrangements and as I mentioned before I am ashamed, upset and embarrassed but these casualties in life were out of my control. I have been paying all of my bills not only PGW for over a year without incident. I am only asking to continue to pay my monthly bill. I am not attempting to not pay my bill. I

have a consistent payment history with PGW and I am only asking for grievance for past events that I had no control over. I have proven over this period of time that I am willing and able to pay my PGW bill for I haven't missed a payment for over a year. At the court hearing on January 22nd 2015 in the Philadelphia Regional Office at 801 Market Street before Administrative Law Judge Darlene Heep, it is true that I represented myself. I am no lawyer; I felt that if I came there and told the honest truth that there would be compassion and understanding. If I would have known that the circumstances were so severe I would have sought out a public defender. In court my father was mistaken for my "spouse" and I was asked about a "spouse" who I do not own. Any and all documents that I have given to PGW were information of my children. I have given them their social security numbers, birthdates and that of my own. The only records of any household members in my records with PGW are that of me and of my children, never has it been a spouse. The false accusations are preposterous as well as the bill itself. I haven't turned on the heater since February 2015. My children and I have endured one of the coldest winters without heat since the heater stopped working over five months ago and the gas bill has not went down at all, even with the consistent monthly payments.

Sincerely,

A handwritten signature in black ink, appearing to read 'Rashida Pickett', with a long horizontal flourish extending to the right.

Rashida Pickett

CC: PGW (Regular Mail)

OSA at ra-OSA@pa.gov (e-mail)



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