



August 25, 2020

*Via Efiling*

Rosemary Chiavetta, Secretary  
PA Public Utility Commission  
P.O. Box 3265  
Harrisburg, PA 17105-3265

**Re: Public Utility Service Termination Proclamation of Disaster Emergency,  
Docket No. M-2020-3019244**

Dear Secretary Chiavetta:

Community Legal Services has collected stories from utility customers who would be impacted if utilities were allowed to proceed with termination. Enclosed are the stories we have received to date via our web form at <https://clsphila.org/utilities/shutoff-story/>. The stories are being provided to the PUC as submitted and have not been edited except for formatting.

Sincerely,

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*Enclosures*

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**Antonio Sanchez:**

“Se me corta la luz, me abexta por la escuela de mis hijos para usar la computadora del estudio. Uso por muchas cosas y mi familia. Gracias.

*If my electricity was cut, it would affect me because my children use the computer to study. My family and I use electricity for many things. Thank you.*

**Carmela:**

“Hola muy buenas tardes. Quiero decir que no corten los servicios ni los exijan tanto porque tenemos falta de recursos y sus servicios son muy indispensables, espero su comprension yo que sin sus servicios sería la vida mas difícil. Gracias.”

*Hello good afternoon. I want to ask that you not shut off services, nor that you demand so much from us, because we lack of resources and utilities are indispensable. I hope you understand. To be without utilities would make life extremely difficult. Thank you.*

**Cecilia:**

“Nosotros somos 4 personas en casa, 2 adultos y 2 niños por cituacion del virus no hemos tenido trabajo y por esta cituacion no podemos pagar los cervicios y si perdiéramos algún servicio el calor es intenso y dejaría de funcionar el aire acondicionado en casa. Y tenemos 2 niñas en casa y por nuestro estatus no tenemos estímulo económico el programa quedó descartado para nosotros. Gracias por su atención.”

*We have four people in our home, two adults and two kids. Because of the situation with the virus we have not had work, and because of that we can't pay for utilities. If we lose a utility, the heat is really intense and the AC would stop working. We have two girls at home and because of our legal status we did not receive the economic stimulus [the \$1200 stimulus checks]. The program rejected us. Thank you for your attention.*

**Fabiola:**

“Los servicios de agua, luz y gas son indispensables para mi hogar luego que cuento con dos niños y no sabré que pueda pasar sino cuento con los servicios. Creo que no pudiera vivir dentro de la casa.”

*Water, electric and gas services are indispensable for my home. I have two kids and I have no idea what would happen if I didn't have utilities. I don't think I could live inside my home.*

**Isabel:**

“Bueno yo les pediria que porfavor no cortaran los servicios por que que vamos hacer sin trabajo sin dinero y sin servicios básicos para seguir subsistiendo y es muchisimo mas

complicado con niños y con este virus. Sería fatal porfavor de darnos tiempo hasta que por lo menos regresemos a nuestros trabajos. Gracias.”

*I ask that you not cut utilities because what are we going to do without work, without money and without basic services to keep surviving? It is much, much more complicated with children and with the virus. It would be deadly, please give us time, at least until we go back to our jobs. Thank you.*

**Manuel:**

“Si corta los suministros mi familia no tendría nada que beber, por ejemplo la luz, el gas, el agua.”

*If utilities were cut, my family and I would have nothing to drink--for example, light, gas, water.*

**Maria:**

“Todos los servicios son indispensables para mi y min hoga. No sabre que hacer si me quedo sin los servicios ya que tengo cuatro hijos y no me puedo quedar sin ningun de los servicios yo solo pido que nos ayuden con esto que no nos corten los servicios. También sobre el colector de basura que avisen los días para sacar la basura reciclaje. No podemos tener la basura donde hay niños gracias por su comprecion.”

*All utilities are essential for me and my home. I wouldn't know what to do if I didn't have utilities, since I have four kids and I can't be without any single utility. I ask that you don't shut off services. Also, regarding trash collector, I ask that you let us know which days we should put out trash and recycling. We cannot have trash where there are children. Thank you for your understanding.*

**Maria:**

“Si cortan los servicios públicos en la Pendema seria fatal con la teperatura con calor.”

*If utilities were cut during the pandemic it would be deadly with the heat.*

**Maria:**

“Si interfiene en presionar para el paso de electricidad, agua, gas, nos afectaría gravemente la cual sin agua nadie sobreviviría. La agua es lo más importante para la sobrevivir. En estos tipos que estamos viviendo que son muy graves para las personas de escasos recursos tengan misericordia de nosotros. Gracias.”

*If you interfere with our electricity, water and gas, it would gravely affect us, without water nobody would survive. Water is the most important thing for survival. The times*

*we are living in are very serious for people with few resources. Have compassion for us.  
Thank you.*

**Troy D. Lewis:**

“My overall health and well-being is connected with the available use of my utilities. The electric keeps my lights and appliances working, and central heating and air working. Without my utilities, I would most certainly be in a bad way!!!”

**Anonymous:**

“Para nosotros sería frustrante quedar sin servicios porque yo tengo mi niña y no me gustaría que ella me preguntaría por que hace mucho calor en la casa y estar en la oscurida. Ella tiene 4 años y no se komo explicarle y necesitamos la enerjia para los aire. Seria muy feo.”

*For us it would be really upsetting to be left without services, because I have my daughter, and I don't like the idea that would ask me “why is it so hot in our house?” and “why are we in the dark?” She is four years old and I don't know how to explain to her that we need energy for the air conditioning. It would be very bad.*

**Anonymous:**

“We are a family of 3, I am 38 & can't work because both my disabled 8yr old son & his 55 yr old father have underlying health issues that put them in danger! I couldn't live with myself if one of them, or both contracted Covid from me going to work! They are all I have in this world! We are struggling to pay rent, & to keep food, basic necessities, in our home, not to mention clothing for our growing son! If our water got shut off, we would be unable to bathe, wash our hands, clothes, dishes, ect... It also, puts us at risk of being split up, because we would be violating our lease with no water, & would be put out on the streets! Our government is not doing enough to keep us safe!

I want to work, I have tried every work from home opportunity, with no such luck! & i continue to look! I have lost 30lbs, because I go without just to make sure there's enough for them! It's too dangerous for my son's father to go back to work because of his health, & our child! Shutting utilities off would be make matters worse & spread Covid at a much faster rate!”

**Anonymous:**

“A shut off would really complicate things for so many families. We are still getting through this pandemic, many of us barely getting by. With companies holding off on late fees and shut offs, many can focus on bigger/essential costs like food/rent.”

**Anonymous:**

“Nosotros somos una familia de 5 personas. Si no tenemos luz no tendremos aire y eso le puede afectar a los niños. Ellos necesitan estudiar y para eso necesitamos electricidad para las computadoras y todo tipo de electronico. Necesitamos también para el refrigerador sino la comida se echaría a perder.”

*We are a family of five. If we don't have electricity, we don't have air (AC) and this can affect the kids. They need to study, and for that we need electricity for computers and electronic devices. We also need it for the fridge, otherwise we will have to throw out our food.*

**Anonymous:**

“Somos una familias de vajos recursos, nos afectaría mucho sinos quitan el agua, la luz, y gas.”

*We are a low-income family, a water, electric and gas shutoff would really affect us.*

**Anonymous:**

“Somos una familia de 4 personas. El gas y luz es algo indispensable para toda familia. Afectaría demaciado el corte de estos servicios por falta de pago especialmente en esta crisis que se está pasando.”

*We are a family of four. Gas and electric are essential for the entire family. Shutoffs of these services because of non payment would hugely affect us especially in this crisis that's happening.*

**Anonymous:**

“En estos tiempos difíciles que estamos pasando todos no podemos estar sin los servicios públicos porque tenemos hijos y nos afectaria mas porque ya ban a estar en clases muy pronto y sino tenemos los servicios pues no podemos hacer todo posible con los beneficios públicos. gracias.”

*In these difficult times we are all going through we can't be without utilities, because we have kids and it will affect us more. They will be in class soon, and if we don't have utilities we can't do everything with public benefits. Thank you.*

**Anonymous:**

“En estos tiempos de pandemia estar sin servicios publico seria fatal con niños en las casas.”

*In these pandemic times it would be deadly to be without utilities with kids at home.*

**Anonymous:**

“A shut off would cause harm to so many Philadelphians. Many, many people cannot pay their bills right now because there is no work. People need electricity and gas in order to survive. Access to AC is essential in the summer heat. Many people also need electricity for medication and mobility devices. And, we all need electricity to store food so that we can eat. The Public Utilities Commission must suspend shutoffs until people are back to work and the economy recovers.”

**Anonymous:**

“La comunidad estancada por esta pandemia. El gas la luz y la renta no llevaran a la quiebra. No tenemos trabajo. Necesitamos ayuda por favor.”

*The community is at a standstill because of this pandemic. Gas, electricity and rent will make us bankrupt. We do not have work. We need help, please.*

**Anonymous:**

“Estoy pasando por una situación difícil. Deseo ayuda, estoy embarazada y no se como hacer para salir adelante. Tengo muchos gastos de gas, luz.”

*I'm going through a difficult situation. I want help, I am pregnant and I'm not sure how to get ahead. I have a lot of gas and electric bills.*

**Anonymous:**

“Hola muchas gracias por sus servicios pero a mi afecta el corte luz gas agua yo tengo pagas atrasados por falta de trabajo y es muy difícil sin estar con los servicios. Podrían apoyar con facilidades de pago. gracias.”

*Hello, thank you very much for your services. Electricity, gas and water shutoffs would affect me because I am behind on payments due to lack of work. It is really hard to be without utilities. You can help with a monthly installment plan. Thank you.*

**Anonymous:**

“Bueno día. Debido ala Pandemia la vida a cambiado. Mi situacion no es tan mala a comparacion de otras familias, lastimosamente mi esposo perdió su dos empleos y sin la ayuda que hemos recibido estaríamos en la calle. Afortunadamente pudo conseguir un empleo de unos días y con eso es con lo que vamos sobreviviendo. Si no llegaran a cortar la luz, gas o agua no podríamos mantener seguros, ni entretenidos, a nuestros hijos, ya que con la situación no podemos salir mucho debido a esto pero nos afectaría en muchos sentidos. Espero la ayuda que nos están brindando asociaciones no la quiten.”

*Good morning. Given the pandemic life has changed. My situation is not as bad as other families. Unfortunately my husband lost his two jobs and without the help we've*

*received we would be in the street. Thankfully he was able to get a part-time job and with this we are surviving. If our electricity, gas or water was cut we would not be able to keep our children safe or entertained, given that with the situation we can't go out much. It would affect us in many ways.*

**Anonymous:**

“En estos momentos estamos pasando por momentos difíciles. Por la pandemia no tengo trabajo y no hay ingresos en mi familia. Tengo 3 hijos y están en casa todos los días y no tenemos oportunidad de servicios públicos y deudas con billes de luz, gas, agua.”

*We are going through a difficult time. Because of the pandemic there's no work and my family doesn't have income. I have three kids and they are at home all day. We have electric, water and gas debt.*

**Anonymous:**

“Hola buenas tardes. Espero esten bien.

Queiro pedir porfavor si pueden ayudarme con los billes por todo lo que esta pasando me quede sin trabajo y no tengo el dinero para pagar billes y renta y si me cortan los servicios me afectaría porque tengo 3 hijos y el calor es muy fuerte y sufrirán por el aire acondicionado el agua para bañarse y el gas para hacer comida. Disculpen que les pida ayuda espera puedan ayuarme de ante mano. Mucha gracias.”

*Hello and good afternoon. I hope you are well. I want to ask if you could please help with my bills given everything that is happening, I have lost work and I don't have money to pay bills and rent. If my utilities were cut it would affect me because I have three kids. The heat is very intense and they would suffer because of the air conditioning, water to bathe and gas to make food. I'm sorry to ask for help, I hope that you can help me. Thank you.*

**Anonymous:**

“Si pudieran, hacer algo, para que no pudieran alludar, con los billes, ya ke ahora, no estamos trabajando y se no dificulta pagar todos los gastos, muchas gracias por todo el apollo.”

*If you could do something to help with the bills, since right now, we are not working, and it's hard for us to pay all of our bills, thank you for all of the support.*

**Anonymous:**

“Hola ago un yamado de atención para pedir que sean buenas personas y que nos den un paso para no cortar la luz y el agua, que es fundamental para el dia a dia de mis hijos y necesario. Gracias por la comprencion”

*Hello, I want to ask that you be good people and that you give us a chance by not cutting electricity and gas services, which are fundamental for day to day living for my kids. Thank you for your understanding.*

**Anonymous:**

“Buenas tardes. Con esta crisis de la pandemia mucha gente incluyendo a mi familia estamos pasándola mal. Con la escases de trabajo y la falta de dinero nos hemos que dados cortos para pagar nuestras billes como agua, gas y electricidad. Me gustaría que nos ayudaran a poder pagar nuestros billes porfavor a mi y a todo la comunidad. Dios los bendiga gente de buen Corazon.”

*Good afternoon. With the crisis of the pandemic many people, including my family, are going through bad times. With the shortage of work and the lack of money we've had to make cuts to pay our bills like water, gas and electricity. I would like that you'd help us to pay our bills, for me and for the entire community. God bless the good-hearted.*

**Anonymous:**

“Afectaría el aire acondicionado porque tengo 3 hijos y los alimentos afectaría si cortan los servicios.”

*If utilities were cut it would affect my air conditioning and food, because I have three children.*

**Anonymous:**

“A mi me afectaría que me cortaran la luz y agua por mi hijo, por la calor y el gas es muy necesario para cocinar principalmente. Gracias.”

*If my electricity and water were shut off it would affect me because of my son, and because of the heat. Gas is really necessary to cook. Thank you.*

**Anonymous:**

“Si cortan el servicio de agua, luz y gas, me afectaria ya que por el momento no me encuentro en posibilidades para poder pagar los biles y mis hijos se verían muy afectados, por la falta de servicio.”

*If they cut off our water, light, and gas, it would affect me because, right now, I don't have any way to pay the bills, and my children would be very impacted by the lack of service.*



**Anonymous:**

“Buenas tardes con esta crisis que estamos nesecitamos mucha ayuda porque uno sea quedado sin trabajo sin sueldo. Nesecitamos q sean con siente para apollarno porque no nos alcanza ni para cubrir los gastos y si quedamos sin luz sin gas sin agua no se q pasaria. Muchas gracias.”

*Good afternoon, with this crisis we need a lot of help, because we are without work and without pay. We need you to be responsible and support us because there isn't enough money to cover our bills. If we didn't have electricity or gas or water, I don't know what would happen. Thank you very much.*

**Anonymous:**

“En mi familia afectaría muchísimo por mis ninos por que son materia prima para sobrevivir ya que en mi hogar mi esposo y yo dimos positivo al covid y nos a tomado tiempo para retornar al trabajo y se seria duro nos corten el servicio de gas y electricidad.”

*In my family it would affect us a lot, and especially the kids, since the services are essential to survive. In my home, my husband and I tested positive for COVID and it's taken us time to return to work, and it would be hard if they cut off our gas and electricity.*

**Anonymous:**

“Me puedo afectar no solo ami sino a toda la familia si no cortan la luz no abria axeso a ninguno sin nos cortan el gas. Nuestros hijos talvez se quedarían sin comer sus alimentos. Y sin agua no podemos, sobrevivir por la higiene y otras formas la cual se ocupa el los que aseres de la casa.”

*It would affect not only me, but also the whole family if they cut off our lights, or our gas. Our children would maybe be left unable to eat their food. And without water, we couldn't get by, in terms of hygiene and all the other things we need water for at home.*