



205 North Main Street
Butler, PA 16001

February 5, 2013

Via Electronic Filing

Rosemary Chiavetta
Executive Secretary
Pennsylvania Public Utility Commission
Commonwealth Keystone Building
400 North Street
Harrisburg, PA 17120

Re: M-2011-2270442
Peoples TWP LLC – Supplement No. 29 to Tariff Gas – PA PUC No. 7

Dear Secretary Chiavetta:

Enclosed for filing with the Pennsylvania Public Utility Commission (“Commission”) on behalf of Peoples TWP LLC (“Peoples TWP”) is its Supplement No. 29 to Tariff Gas – PA PUC No. 7 which bears an issue date of February 5, 2013. This tariff supplement is proposed to be effective April 6, 2013.

The Tariff Supplement reflects the shortening of the customer confirmation period from ten (10) days to (5) days. This change is consistent with the Commission’s Order entered on October 25, 2012 at Docket Number M-2011-2270442.

Also enclosed is an affidavit certifying that Peoples TWP has posted Supplement No. 29 on its webpage in accordance with the Commission’s Secretarial Letter of March 30, 1998.

Please contact the undersigned at 412-208-6593 should you have any questions or concerns regarding this matter.

Sincerely,

Andrew P. Wachter
Manager – Rates and Regulatory Affairs



PEOPLES TWP LLC

205 North Main Street
Butler, PA 16001

CERTIFICATE OF SERVICE

I hereby certify that I have this day served a true copy of the foregoing document upon the parties, listed below, in accordance with the requirements of § 1.54 (relating to service by a party).

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Andrew P. Wachter
Manager – Rates and Regulatory Affairs

Dated this 5th day of February, 2013

PEOPLES TWP LLC

RATES, RULES AND REGULATIONS
FOR NATURAL GAS SERVICE
IN TERRITORY DESCRIBED HEREIN

ISSUED: February 5, 2013

EFFECTIVE: April 6, 2013

ISSUED BY:

ANDREW P. WACHTER
MANAGER – RATES AND REGULATORY AFFAIRS
PEOPLES TWP LLC
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LIST OF CHANGES MADE BY THIS TARIFF

Revision to reflect a reduction in the waiting period from ten (10) days to five (5) days for customers who elect a Natural Gas Supplier. This modification is in response to the Final order issued October 24, 2012 under Docket #. M-2011-2270442. This application of this specific change to Natural Gas Distribution Companies can be found in Appendix B of the Final Order.

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1	List of Changes Made By This Tariff	Changes listed.
2	Index	Supplement No., Revised Page No., Canceling Revised Page No. and Issued and Effective Dates updated for the relevant pages.
3	Index (Continued)	Supplement No., Revised Page No., Canceling Revised Page No. and Issued and Effective Dates updated for the relevant pages.
54	Selection of Natural Gas Suppliers	Revision to reflect new waiting period from ten (10) days to five (5) days
55	Selection of Natural Gas Suppliers (Continued)	Revision to reflect new waiting period from ten (10) days to five (5) days
60	Commission Rules and Regulations Applicable to NGS	Revision to reflect new waiting period from ten (10) days to five (5) days

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- 1) Customers or their NGS electing transportation service pursuant to the Customer Choice Program shall enter into a Transportation Service Agreement with the Company.
- 2) If a Customer contacts the Company to sign up with or request a change of an NGS, the Company will notify the Customer that they must contact the selected NGS directly in order to sign up or initiate a change in NGS.
- 3) Enrollment in the Customer Choice Program may be conducted by the NGS telephonically, in writing or via the Internet pursuant to the following procedures:

a. Telephonic Enrollment

- i. Customers may enroll in the Customer Choice Program by telephonic enrollment. The NGS will tape record the telephonic enrollment confirmation of each Customer. The enrollment confirmation shall consist of a recording on which the Customer states his/her name, his/her Company account number, his/her service address, his/her mailing address, his/her intent to be a Customer of the NGS, and the date of the enrollment. The selected NGS will notify the Company that it was selected to serve the Customer by the end of the next business day following the telephonic enrollment.
- ii. After the Company is notified that the Customer desires to select a new NGS, the Company shall send a letter to the Customer seeking verification of the Customer's intent to select a new NGS. The letter shall be mailed by the end of the next business day following the Company's receipt of notice of the Customer's NGS selection. The letter will explain the five (5) day waiting period during which the selection of the NGS may be canceled and the date that gas supply service from the NGS will begin, unless it is canceled within the five (5) day waiting period. The Customer shall have five (5) days from the date that the letter is sent to inform the Company in writing or by telephone (if the Customer provides his/her Social Security Number as proof of identity during the telephone conversation) that the Customer does not desire to select a new NGS. Upon receipt of such notification, the Company shall ensure that the Customer remains with his/her current gas service provider. (C)
- iii. The NGS shall provide a copy of any Customer's tape recorded enrollment confirmation to the Company upon request. Failure to supply a telephonic enrollment confirmation recording within five (5) days of the Company's request shall cause the affected Customer to be returned to the previous gas service provider, and a \$50.00 fee shall be paid by the NGS for each such failure to cover the Company's administrative cost of investigating the validity of a Customer's enrollment in the Customer Choice Program and/or selection of NGS. (C)

b. Written Enrollment

- i. A Customer may enroll in the Customer Choice Program by written enrollment. The NGS will maintain the written confirmation of enrollment of each Customer for as long as a Customer remains a Customer of the NGS. Valid written enrollment requires a document signed by the Customer which expressly obtains the Customer's consent to select a new NGS. Documents not considered to be valid include, but are not limited to, canceled checks, signed contest entries, and documents used to claim prizes won in contests. The written confirmation of the enrollment shall consist of the Customer's name, his/her account number, his/her service address, his/her mailing address, his/her signature, an indication of the Customer's intent to enroll in the Customer Choice Program, and the date of the enrollment. The selected NGS will notify the Company that it has been selected to serve the Customer by the end of the next business day following enrollment.

RULES AND REGULATIONS (Continued)

- ii. After the Company is notified that the Customer desires to select a new NGS, the Company shall send a letter to the Customer seeking verification of the Customer's intent to select a new NGS. The letter shall be mailed by the end of the next business day following the Company's receipt of notice of the Customer's NGS selection. The letter will explain the five (5) day waiting period during which the selection of the NGS may be canceled and the date gas supply service from the new NGS will begin. The Customer shall have five (5) days from the date that the letter is sent to inform the Company in writing or by telephone (if the Customer provides his/her Social Security number as proof of identify during the telephone conversation) that the Customer does not desire to select a new NGS. Upon receipt of such notification, the Company shall ensure that the Customer remains with his/her current gas service provider. (C)
 - iii. The NGS shall provide a copy of any Customer's written confirmation of enrollment to the Company upon request. Failure to supply a requested written confirmation of enrollment within five (5) days of the Company's request shall cause the affected Customer to be returned to the previous gas service provider, and a \$50.00 fee shall be paid by the NGS for each such failure to cover the Company's administrative cost of investigating the validity of a Customer's enrollment in the Customer Choice Program and/or selection of the NGS. (C)
- c. Internet Enrollment
- i. A Customer may enroll in the Customer Choice Program using internet enrollment procedures, if such an enrollment method is offered by an NGS. If an internet enrollment option is offered, the NGS shall maintain a webpage to provide for internet enrollment, which webpage shall clearly identify the legal name of the NGS, its address, and telephone number. The NGS shall maintain a printed or electronic copy of information appearing on the webpage at the time the Customer requests gas supply service from the NGS. The internet enrollment confirmation shall include, at a minimum, the NGS's legal name, a copy of the agreement between the NGS and the Customer as it appeared on the NGS webpage at the time the Customer requested gas supply service from the NGS, the Customer's name, his/her account number, his/her service address, his/her mailing address, an indication of the Customer's intent to enroll and be a Customer of the NGS, and the date of the enrollment. The selected NGS will notify the Company that it has been selected to serve the Customer by the end of the next business day following enrollment.
 - ii. After the Company is notified that the Customer desires to select a new NGS, the Company shall send a letter to the Customer seeking verification of the Customer's intent to select a new NGS. The letter shall be mailed by the end of the next business day following the Company's receipt of notice of the Customer's NGS selection. The letter will explain the five (5) day waiting period, during which the selection of the NGS may be canceled, and the date gas supply service from the new NGS will begin. The Customer shall have five (5) days from the date that the letter is sent to inform the Company in writing or by telephone (if the Customer provides his/her Social Security number as proof of identify during the telephone conversation) that the Customer does not desire to select a new NGS. Upon receipt of such notification, the Company shall ensure that the Customer remains with its current gas service provider. (C)
 - iii. The NGS shall provide a copy of any Customer's internet enrollment confirmation to the Company upon request. Failure to supply a copy of an internet enrollment confirmation within five (5) days of the Company's request shall cause the Customer to return to his/her previous gas service provider, and a \$50.00 fee shall be paid by the NGS for each such failure to cover the Company's administrative cost of investigating the validity of a Customer's enrollment in the Customer Choice Program and/or selection of NGS. (C)

RULES AND REGULATIONS (Continued)

F. Customer Decisions to Change/Select NGS

- 1) The Company shall process any request to initiate, terminate or change a Customer's NGS in accordance with the following procedure and the Commission's regulations at 52 Pa. Code Sections 59.91-59.99. The Customer, or a person or entity that is authorized to act on the Customer's behalf, should contact his or her chosen NGS to initiate such a request. If such request is presented to the Company, the Company will inform such party to contact the NGS directly.
 - a. After the Company has received notification from an NGS of a Customer's request to initially select, terminate or change an NGS, the Company shall send the Customer a confirmation letter noting the proposed selection/change of NGS. The letter will include a five (5) day waiting period during which the request may be cancelled by the Customer before the selection/change of the NGS is put into effect. The letter shall include the date that service from the new NGS will commence. The five (5) day waiting period shall start on the day the confirmation letter is mailed. (C)
 - b. The Company will mail the confirmation letter by the end of the next business day following its receipt of the notification from the NGS of the Customer's selection of the NGS.
 - c. If the Customer does not contact the Company to cancel the request to selection/change NGS within the five (5) day waiting period, the Company shall make the change of NGS at the beginning of the next calendar month following the five (5) day waiting period; provided that the request was received by the Company from the NGS at least thirty days prior to the beginning of the next calendar month. If the request was not received from the NGS at least thirty days prior to the beginning of the next calendar month, the Company shall change the NGS at the beginning of the following calendar month. (C)
 - d. The Company may, at its sole discretion, change the NGS on a day other than the meter reading date if: (1) requested to do so by a Customer, or a person or entity authorized to act on the Customer's behalf, (2) the Company can reasonably accommodate the request, and (3) the Customer pays the Company for any and all additional costs associated with accommodating the expedited change of NGS.
- 2) When a Customer contacts the Company and alleges that their NGS has been changed without their consent, the Company shall consider the matter a Customer dispute and investigate and respond to the dispute consistent with the requirements Chapter 56 at Sections 56.151 and 56.152. Any Customer who has had their NGS changed without their consent shall be switched back to the previous gas service provider. Further, the Customer will not be responsible for any charges rendered by the unauthorized NGS during the period of unauthorized supply service, and the company responsible for initiating the unauthorized change of supplier shall issue a complete refund of any gas supply charges paid by the Customer for the unauthorized NGS supply service within 30 days of the close of the dispute. The refund provision shall apply only to the natural gas supply charges. Any charges involved in the switch back to the previous gas service provider shall be the responsibility of the NGS that initiated the change without the Customer's consent.

