

JUN 16 2012

pl.

DEAR MS. CHEAVETA,

I MAILED YOUR FORMAL COMPLAINT FORM YESTERDAY PROMISING TO FOLLOW WITH ADDITIONAL INFORMATION.

ENCLOSED PLEASE FIND:

1. The 4th letter I wrote to PUC (copy)
2. The third letter to PUC as the first two yielded no response (copy)
3. The ~~1st~~ 1st letter I wrote to PG&E which Mr. Geiss claimed was never received. (I followed up with several more, for which he then criticized me) (copy)
4. The PG&E bill in question (Involvement Act. #)

RECEIVED

JUN 16 2012

PA PUBLIC UTILITY COMMISSION
SECRETARY'S BUREAU

the 2nd page from P. 2
our March bill with the
graph evidencing our normal bill
and the apparent anomaly
of the Dec-JAN Bill, when
we were not there.

no one turned the heater
no one had access to the
apt.

there are no gas appliances
there is no hot water leak!
(all premises floated by MS
Scott or Mr. Gels)

please let me know if you
need address info. Thank you
L. G. Love

Elizabeth Levine
P.O. Box 63511 Philadelphia, PA 19147
215.391.9159; li.levine@yahoo.com

4th Letter
to PUC.

May 17, 2012

Alexis Bechtel, Director
Bureau of Consumer Affairs Pennsylvania Public Utility Commission
Commonwealth Keystone Building - 2nd Floor - G-M East
400 North Street
Harrisburg, PA 17120

Re: Case # 2936893 - I have already spoken with Linda Scott

Dear Ms. Bechtel:

I spoke with Linda Scott on May 7th. Our conversation followed several attempts on my part to follow the informal complaint process as laid out to me by PGW. I have provided extensive documentation to Ms. Scott and to others at the PUC.

Though quite cordial, my dialogue with Ms. Scott was cyclical. She acknowledged that it was strange that I received such a large PGW bill for a billing period during which we were essentially away from home. Ms. Scott acknowledged that she thought the bill was unusually high, especially given my regularly low bills. As well, she noted that the year before, during the same period, no one was living here, and yet the bill was the same amount.

How could that be, I asked her. How could PGW generate a bill for 130 dollars during a period when we were not here, and previously, when no one lived here? Additionally, when we are here, one can note that our bills hover around a mean of 42 dollars. Ms. Scott said that she could not really explain it but that, "sometimes that's just the way it is." She said she would judge the bill valid, but that I could appeal it (for free!) in court, provided that I have the time. I asked Ms. Scott how PGW could record usage beyond service if no one was living here, or was temporarily away for a lengthy period. She said that sometimes that's just the way it is. What does that mean?

Does this mean that a certain amount of whim may be involved in billing? If a resident does not use gas, she can still be charged beyond service? How could a bill for when we were not here, be higher than when we are here? In fact, when I read the bill online in late January, I was in New York, where I had been for weeks. I could not believe it. We are resource conservatives. We do not ever turn on our heat. We have no other gas appliances except hot water. Ms. Scott said that maybe someone else turned the heat on. No one else has access to this dwelling. No one "left" the hot water running for a month.

Despite several letters dating back to February to both Ms. Scott and PGW, I only heard from Ms. Scott on May 3rd. In fact, though the PUC sent a form letter to me in February after my initial letter to the PUC, stating a response would be forthcoming, it required three letters for me to receive a phone call. I have provided detailed descriptions of my concerns to Ms. Scott and to others at the PUC. I continue to pay my current bills. I do not require a payment plan. I would like however, a clearer explanation.

I remain bewildered as to how we incurred what was essentially a "heating" bill for the period in question. Plus I am astonished to learn "that's just the way it is." Where is the substance in such an explanation? If I am in error, I am happy to pay my bill and learn from the misunderstanding. Thus, I appreciate your response or a more detailed explanation from Ms. Scott. Thank you.

Sincerely yours,

Elizabeth Levine

April 28, 2012

Linda Scott
Philadelphia District Office
Commonwealth of Pennsylvania
Pennsylvania Public Utility Commission
801 Market Street
Philadelphia PA 19107

3rd letters to
PUC.

Case # 2936893

Ms. Scott,

I wrote to you on March 17th. Prior to that, I wrote to the PUC on February 22nd as per instructions provided to me by William Geiss of the PGW. I was told to do this in order to protect my rights, and to avoid collection activity on one bill which I am questioning. I know that these letters were received as I sent them with receipt confirmations. I did this, because my first few efforts to provide documentation to the PGW were "not received" according to Mr. Geiss. because, according to him "probably the mail's fault." Hence, I witness the post office stamping all of my mail to the PUC and the PGW and I paid the extra costs to ensure receipt confirmation.

To date, I have received no response from either the PUC or PGW. I phoned Mr. Geiss two weeks ago. He told me he had no idea who I was but would research my case and call me back. He did not call me back. Though he had called me three times previously, once to chastise me for providing extensive documentation. I am sure he speaks to thousands of people each month.

I am concerned that my rights will not be protected despite my efforts to follow the letter of the law provided to me by PGW. I have followed up twice with the PUC. At what point should I expect to hear a response?

Your forthcoming attention to the matter, and some confirmation that you have reviewed the documentation provided to you in the earlier letters, would be appreciated. Thank you.

Sincerely yours,

Elizabeth Levine
P.O. Box 63511
Philadelphia, PA 19147

CC: William Geiss PGW
Supervisor - Dispute Resolution

February 1, 2012

Philadelphia Gas Works
P.O. Box 3500
Philadelphia, PA 19122-0050

MR GEISS
SAID THIS WAS
NEVER RECEIVED
I WROTE AGAIN
WHEN WE RETURNED
TO PHILA.

To whom it may concern:

I am writing to question the enclosed bill, for which I am enclosing a good faith check in the amount of my last paid bill.

I am concerned because:

- a. We do not use a gas stove
- b. We do not use a gas washer or dryer
- c. We have not turned any heat on in this house at all – we never use heat. My boyfriend uses an electric space heater. The temperature in the house is always 57-58 degrees.
- d. Starting on December 19th, 2011, through the ending date of this bill, January 17th, we were here only four days. My dad was admitted to the hospital on December 19th. From December 20th, through January 29th, we were in Philadelphia only to pay bills and get changes of clothing before heading back to New York where we have spent most of January and the last ten days of December.

When I spoke to Naya of your organization, on January 27th, she expressed surprise at the amount of the bill, and said that even if we had run hot water the entire time we were gone, the bill would not be that high. She said, "this is a heating bill." But – we do not use heat. The heat does not come on in this apartment. (BY CHOICE)

The thermostat is off. If the heat were to come on, I would know about it.

Thus – I am confused as to why the bill is \$137.18. Naya said that although our apartment is listed as having residential heating, the apartment to which we are connected, is not so listed.

I don't know what that means but I would very much appreciate it if someone could call me and explain so that I can understand how our bill could be so high, given that have not even been here, and that we do not use gas appliances or heat.

Thank you very much. As I said – I would never willingly not pay a bill and am thus enclosing the same amount as last month's bill until this matter is resolved.

BILLIN QUESTION

PHILADELPHIA GAS WORKS
800 W. MONTGOMERY AVENUE, PHILADELPHIA, PA 19122-0050

Page: 1 of 2
Billing Date: 01/18/12
Account Number: 0055225003

MONTHLY STATEMENT

From 12/14/11 thru 01/17/12
Billing Cycle Number: 11

Account for:
LIZA LEVINE
PO BOX 63511
PHILA PA 19147

Payments Summary

01/03/12 Check \$45.09

Billing Summary

Past Due Amount \$0.00
Current Charges \$137.18

Total Amount Due By
Feb 10, 2012 **\$137.18**

GENERAL INFORMATION

CONTACT US

Gas Leaks & Emergencies 215 235-1212
Billing & General Information 215 235-1000
Appliance Service 215 235-2050
Theft of Gas 215 684-6383
Foreign Language Assistance 215 235-1000
Hearing impaired TTY Line 215 236-4646
Representantes Que Hablan Espanol 215 235-2175

Web Site - www.pgworks.com

CUSTOMER SERVICE CENTERS

(Hours 9 a.m. - 5 p.m.)

Center City 1137 Chestnut St. (M, T, TH, F)
Germantown 210 W. Chelten Ave. (T, W, F)
S. Philadelphia 1601 S. Broad St. (M, W, TH)
Frankford 4410 Frankford Ave. (T, TH, F)
N. Philadelphia 1337 W. Erie Ave. (M, W, TH)
W. Philadelphia 5230 Chestnut St. (M, T, W, F)

To avoid Finance Charges please pay total amount due by the due date. Finance Charge is calculated at 1.5% monthly. (18% yearly)

Questions or complaints about your bill? Please call us before the Due Date at 215-235-1000.
Or write to: PGW P.O. Box 3500, Phila., PA 19122-0050

Please return this portion with your payment.
Write your account number on your check or money order made payable to Philadelphia Gas Works

Account Number: 0055225003
Due Date: Feb 10, 2012
Please Pay: \$137.18

Place "X" in box for address corrections. Print corrections on reverse side.

Amount Enclosed:

|||||
LIZA LEVINE
PO BOX 63511
PHILA PA 19147

|||||
Philadelphia Gas Works
P.O. Box 11700
Newark, NJ 07101-4700

0000552250038000000000137189

LIZA LEVINE
 PO BOX 63511
 PHILA PA 19147

Page: 2 of 2
 Billing Date: 01/18/12
 Account Number: 0055225003

Account Summary

Previous Balance	Payments Received	Balance Brought Forward	Repairs and Adjustments	Current Charges	Account Balance
\$45.09	\$45.09	\$0.00	\$0.00	\$137.18	\$137.18

Current Basic Charges

SA ID# 7464148047, 1312 S 3RD ST, 2F
 Rate Class: General Service Residential

Supply Charges

Commodity Charge 78 Ccf @ \$0.62776.....	\$48.97
Total Supply Charges	\$48.97
Delivery Charges	
Customer Charge @ \$12.00	\$12.00
Distribution Charge 78 Ccf @ \$0.89955.....	\$70.16
Gas Cost Adjustment @ -\$0.02182	\$1.70 CR
Weather Normalization Adjustment	\$7.75
Total Delivery Charges	\$88.21
Total Current Billing Charges	\$137.18

Meter Detail

Meter #: 1747138

Service Point: 9972317834

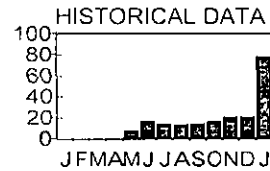
Next Meter Read: Feb 15, 2012

From			To			Difference	Usage (Ccf)	Conversion Factor	Total Therms
Date	Reading	Type	Date	Reading	Type				
12/14/2011	6200	Actual	01/17/2012	6278	Actual	78	78.00	1.031	80.40

Energy Usage Information

SA ID# 7464148047, 1312 S 3RD ST, 2F
 COMPARATIVE GAS USAGE THIS MONTH

	This Year	Last Year
Avg Daily Usage (Ccf)	2.0	0.0
Billing Days	34	0
Avg Daily Cost	\$4.04	\$0.00



LAST 12 MONTHS
 Total Ccf 206.00
 Avg Ccf 17.17

Actual
 Estimated

MARCH 5/11 - for the purpose of
 LIZ LEVINE
 PO BOX 63511
 PHILA PA 19147
 for graph ↓

Page: 2 of 2
 Billing Date: 03/20/12
 Account Number: 0055225003

Account Summary	Previous Balance	Payments Received	Balance Brought Forward	Repairs and Adjustments	Current Charges	Account Balance
	\$148.13	\$54.66	\$93.47	\$0.00	\$38.91	\$132.38

Current Basic Charges

SA ID# 7464148047, 1312 S 3RD ST, 2F
 Rate Class: General Service Residential

Supply Charges		
Commodity Charge 8.4 Ccf @ \$0.62776		\$5.27
Total Supply Charges		\$5.27
Delivery Charges		
Customer Charge @ \$12.00		\$5.60
Distribution Charge 8.4 Ccf @ \$0.89955		\$7.56
Gas Cost Adjustment @ -\$0.02182		\$0.18 CR
Weather Normalization Adjustment		\$0.41
Total Delivery Charges		\$13.39
Supply Charges		
Commodity Charge 9.6 Ccf @ \$0.51983		\$4.99
Total Supply Charges		\$4.99
Delivery Charges		
Customer Charge @ \$12.00		\$6.40
Distribution Charge 9.6 Ccf @ \$0.89744		\$8.61
Gas Cost Adjustment @ -\$0.022		\$0.21 CR
Weather Normalization Adjustment		\$0.46
Total Delivery Charges		\$15.26
Total Current Billing Charges		\$38.91

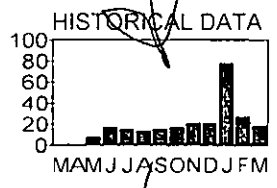
Meter Detail Meter #: 1747138 Service Point: 9972317834 Next Meter Read: Apr 17, 2012

From			To			Difference	Usage (Ccf)	Conversion Factor	Total Therms
Date	Reading	Type	Date	Reading	Type				
02/15/2012	6305	Actual	03/16/2012	6323	Actual	18	18.00	1.032	18.56

Energy Usage Information

SA ID# 7464148047, 1312 S 3RD ST, 2F
 COMPARATIVE GAS USAGE THIS MONTH

	This Year	Last Year
Avg Daily Usage (Ccf)	1.0	0.0
Billing Days	30	0
Avg Daily Cost	\$1.30	\$0.00



LAST 12 MONTHS
 Total Ccf 251.00
 Avg Ccf 20.92

Actual
 Estimated

Message Center

Effective March 1, 2012. PGW rates have changed. Commodity Charge decreased to \$0.51983 per ccf. Gas Cost Adjustment decreased to \$(0.02200). Distribution Charge decreased to \$0.89744. The changes will decrease the typical residential heating bill by about \$100.30 a year.

As you can see our bills are actually quite low.

PLEASE PRESS FIRMLY

PLEASE PRESS FIRMLY



1006



17105

U.S. POSTAGE
PAID
PHILADELPHIA, PA
19147
JUN 16, 12
AMOUNT

\$5.90
00069123-03



UNITED STATES POSTAL SERVICE

Flat Rate Mailing Envelope

Visit us at usps.com

From:/Expéditeur:

ELIZABETH LEVINE
P.O. Box 63511
PHILA, PA 19147

INTERNATIONAL RESTRICTIONS APPLY:

Customs forms are required. Consult the International Mail Manual (IMM) at pe.usps.gov or ask a retail associate for details.

To:/Destinataire:

ROSEMARY CHIARETTA SECRETARY
PENNA PUBLIC UTILITY COMMISSION
P.O. Box 3265
HARRISBURG, PA. 17105-3265

Country of Destination:/Pays de destination:

USA.

United States Postal Service®

DELIVERY CONFIRMATION™



0312 0090 0000 4813 6698



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