

October 13, 2012

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

RECEIVED

OCT 25 2012

RE: Patrick Jones v. PGW, Docket No. C – 2012 – 2325161

PA PUBLIC UTILITY COMMISSION
SECRETARY'S BUREAU

Dear Ms. Chiavetta,

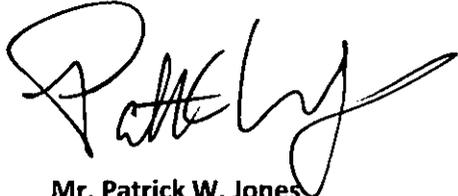
Having reviewed PGW's response to Docket Number C-2012-2325261, it is evident that the company is not willing to produce records that document a balance of \$12,268.31 and apparently cannot determine the credibility of these creative charges. It is highly irregular that we are being charged an eccentric amount when it is mathematically improbable to accumulate natural gas expenses so large in such a short amount of time *and* with such little use of the utility.

PGW's allegations deliberately misappropriate our payment history by suggesting that we have not made a single payment in the eight years that we have been customers. According to the response "Once service is restored PGW will re-activate the write off balance for service to 4915 Hazel Avenue from November 1, 2008 to April 16, 2009 in the amount of \$3,384.17 under the Complainant's name", we were able to accumulate \$3,384.17 in just over 5 months! That would indicate that we had an average bill of just under \$700! Also, the claim implies that PGW allowed service to continue without a single cent paid. In fact, our cost for usage this month is merely \$50. We would have not had to pay our bill for a little over 20 years to accumulate charges as large as \$12,268.31; and, again, *that's with not one single payment.*

We ask that you please take a close look at what PGW is attempting to do to our family and recognize that they are relying on their established influence to force this large bill on people they do not believe have the ability to fight back; and this is not the first time they have done this. Philly.com writer, Stu Bykofsky wrote an article entitled "12G Gas Bill Was First Shocker" (September 30, 2011, philly.com) about a family in a very similar situation where PGW charged a family living in the Nicetown section of Philadelphia \$12,169! In the article, PGW's Senior VP of Marketing and Corporate Communications, Doug Oliver, admitted that "PGW had made a mistake". The executive further explained that the mistake was "a clerical error". The most shocking admission of Mr. Oliver's and one that supports our claim emphatically is when he explains "it would be *bad debt* for PGW and it would be subsidized by the rest of the customers [because] we don't eat the cost. Everyone else must eat the cost."

Ms. Chiavetta, please do not hold us responsible for a PGW clerical error. We just want to be responsible for the natural gas that we used. We are not financially able to pay for the usage of others.

Sincerely,



Mr. Patrick W. Jones
816 E. Stafford Street
Philadelphia, PA 19138
Phone: (215) 526-1198

and



Mrs. Tiffany E. Jones
816 E. Stafford Street
Philadelphia, PA 19138

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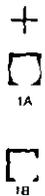
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