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December 18, 2012

Ms. Rosemary Chiavetta,

I recently received a letter from PGW regarding Docket #F-2012-2333866 and I would like to clarify some things.

First of all I have never denied the veracity of the bill, however I cannot understand, if the Automatic Reading device (AMR) read, or in this case didn't read the meter correctly, why wasn't it changed? Secondly the man who came to read my meter did say I must have had something that caused the AMR to read incorrectly. It wasn't just what he said, but how he said it. As my father used to remark, "it isn't what you say, it's the way you curl your lip"

The fact is I had nothing changed on my porch or in my basement for several years. His intimation that I must have had something to cause the incorrect reading rather than the meter itself was and still is an insult to my honesty. The fact is the gas company did not change the AMR, which was a further insult. As you can see by their statement I have always paid my bill. Does it seem reasonable, after twenty years a good paying customer and being on this planet for 75 years, I would engage in something as stupid as this?

In addition to decrease my bill for what I consider a specious reason "Weather Normalization Adjustment" of \$390.02 while admitting a discrepancy of the Encoder Receiver Transmitter (ERT), whatever that is, during the

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time period from March of 2011 through June 13 of 2012 rings a bit false with me. If any such case occurred why didn't the gas company investigate this problem at that time instead of including it in this letter? Why also did they bring up something like their decision to allow me the vent system I installed, so long as they washed their hands of any problems? Are they simply trying to paint me in a bad light?

My sense is the gas company's equipment malfunctioned or their reader was asleep at the wheel and simply didn't take the readings. They essentially blamed me for this instead of shouldering the burden as theirs. While not a direct accusation with regard to my honesty, it is certainly indirect.

At no time has anyone from the gas company approached me with a remotely positive tone. They are convinced I am some sort of crook, and a cheap one at that. I can only say without any fear of looking anyone in the eye this is a mistake about which I had no involvement whatsoever.

To say I'm incensed is putting a bit too much frosting on the cake, but I am annoyed. If I were some deadbeat, point the finger at me. As you must be aware, I am far from that appellation. To intimate I am a crook who tampered with the AMR is an insult, but also, however it is worded, an unwarranted and false assumption.

Perhaps the most annoying part of this fiasco is the fact that the attorney hired, the correspondence sent, and all of the

employee hours spent putting this baloney together costs someone some real money and unfortunately that someone is the customer.

I think that in addition to an apology they should change the AMR, admit their mistake, and forget the bill. Again and unfortunately, if a dream like this were realized, the customer eventually foots the bill.

As absurd as it may seem, I would have no fear or reserve with regard to taking a lie detector test and am curious if representatives of the gas company would be willing to do the same.

Regardless of any judgment, negative or positive, I know I have and am speaking the truth.

Respectfully,

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

Ian MacFarlane

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