

February 25, 2013

RECEIVED

Re: F2012-2298302

FEB 27 2013

Jose/ Carmen Feliciano

PA PUBLIC UTILITY COMMISSION
SECRETARY'S BUREAU

3417 Ryan Ave

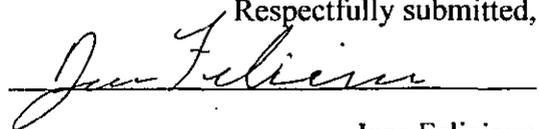
Philadelphia, PA 19136

PUC

Ms. Rosemary Chiavetta or to whom it may concern:

The statement of PGW is incorrect, the \$190.51. The company received that payment on the 4th of February, sufficiently early for it to be on the March statement. This case has not ended, in every case there are two sides and one alone doesn't decide. PGW has a system to oppress the poor and to benefit them. I have paid my bills of use for 2012 on time and without missing a payment. My complaint is not that I do not wish to pay it is the adjustments, late fees and interest they add on. Most of the time PGW works like this; they shut off the service, they add a charge for shutting off the service, they add it to the account, they add their adjustment (late fees and interest.) The charges that they add prevent the person from seeing their account lowered. I can never see my account getting lowered if all of these fees keep getting added on. This is the petition that I have made from the beginning. I want the old account separated from the current and then I will pay the old account separately and keep paying my current usage charge on time like I have always done. This is the only way I see fit that the company will stop charging late fee and their other charges on an account that I can't pay all at once. I do not want my old account interfering with the current one. I am trying to negotiate a reasonable solution with PUC or PGW, otherwise, this case will have to be taken to a higher level of court and if I have to keep going up higher I will. Many people will know how PGW and PUC do their business; they help the companies but not the consumers. As for I do not want to owe them anything, I want to pay what is just. I will pay the money but not at the way they do their business, to favor themselves. I will not make any other agreements other than what I specified above. PGW to me has lost all credibility. My petition has been clear. I am awaiting response of your decision concerning this petition.

Respectfully submitted,



Jose Feliciano



Carmen Feliciano

PHILADELPHIA GAS WORKS

PB_20130211200003.dal-29943-000013054

Gas Leak Emergencies: 215-235-1212
Billing & General Information (English & Espanol): 215-235-1000
Access Your Account Online: www.pgworks.com

Page: 1 of 3
Billing Date: Feb 12, 2013
Account Number: 4113160879

MONTHLY STATEMENT

From Jan 10, 2013 thru Feb 08, 2013 (29 Days)

JOSE FELICIANO
3417 RYAN AVE
PHILA PA 19136-4311

Billing Summary

Past Due Amount
Current Charges
Adjustments

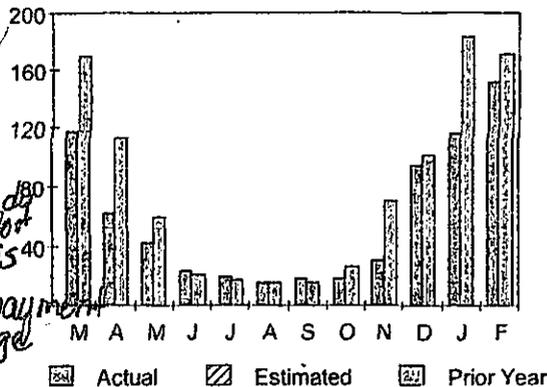
Total Amount Due By
Mar 07, 2013 **\$3,477.18**

WINTER

I already pay for this late payment charge

\$3,190.51
\$238.82
\$47.85

Energy Usage Information



#47.85 ← N/A →
alguno
compra
pagando
3000

siempre estare tarde a efectos de esto, por que se deben dinero atrasado.

- Average daily temperature 34.6 °F.
- Your average daily cost is \$8.24 compared to \$9.81 last year.
- For the last 12 months:
 - Your total usage is 708 Ccf.
 - Your average monthly usage is 59 Ccf.

Correct amount old

How can I help you today? As a PGW customer, your needs are always first. Let us assist you online at www.pgworks.com, by phone at (215) 235-1000, or in person at any of our six Customer Service Centers.

Have you applied for LIHEAP? Do you or someone you know need help paying winter heating bills? LIHEAP grants are still available. Call (215) 787-HEAT (4328) for an application, or text WINTER to 95997 to start an application.

Natural gas smells bad for a reason. Natural gas has an unpleasant, rotten egg-like odor for easy detection and your safety. If you smell natural gas, or have an unsafe condition, leave the area and then call PGW at (215) 235-1212.

Paid con time

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

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PA PUBLIC UTILITY COMMISSION
SECRETARY'S BUREAU



JOSE FELICIANO
3417 RYAN AVE
PHILA PA 19136-4311

Page: 3 of 3
Billing Date: Feb 12, 2013
Account Number: 4113160879

Meter Detail Meter #: 02013585 Cycle #: 06 Next Meter Read: Mar 11, 2013
Service Point ID: 9972144340

From			To			Difference	Usage (Ccf)	Conversion Factor	Total Therms
Date	Reading	Type	Date	Reading	Type				
01/10/2013	1999	Actual	02/08/2013	2151	Actual	152	152.00	1.0406	158.17

Current Basic Charges

SA ID# 2260334038, 3417 RYAN AVE
Residential Heat & Domestic

Supply Charges

Commodity Charge 152 Ccf @ \$0.57087 \$86.77

Total Supply Charges \$86.77

Delivery Charges

Customer Charge @ \$12.00 \$12.00

Distribution Charge 152 Ccf @ \$0.88681 \$134.80

Gas Cost Adjustment @ \$0.00236 \$0.36

Weather Normalization Adjustment \$4.89

Total Delivery Charges \$152.05

Total Current Billing Charges \$238.82

Adjustment Detail

Adjustments for SA ID # 2260334038

Late Payment Charge \$47.85

Total Adjustments \$47.85

Late payment charge

Message Center

The U.S. Department of Energy has updated the Annual Fuel Utilization Efficiency ratings for natural gas boilers, which could impact PGW's EnergySense Conservation rebates. Confirm that equipment purchased as of 1/1/13 meets new ratings. Call (877) 719-3766 for more.

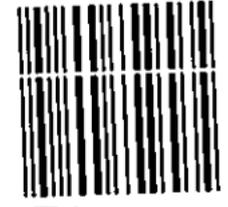
*NO CHARGE
credit when
done*



Jose / Carmen
3417 Ryan Ave.
Pwila PA

RECEIVED
FIRST CLASS

FEB 27 2013



1000

17105

U.S. POSTAGE
PAID
PHILADELPHIA, PA
19149
FEB 27, 13
AMOUNT

\$3.56
00050227-17

PA PUBLIC UTILITY COMMISSION

PLACE STICKER AT TOP OF ENVELOPE TO THE RIGHT
OF THE RETURN ADDRESS, FOLD AT DOTTED LINE
CERTIFIED MAIL™ BUREAU



7012 3460 0001 3491 7536

17105326565

Secretary

Pa. Public Utility Commission
P.O. BOX 3265
Harrisburg, PA 17105-3265



Certified