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2013 MAR -5 AM 10: 24

PA.P.U.C.
SECRETARY'S BUREAU

February 21, 2013

Dear Sir or Madam,

My name is Jane L. Henderson, I am writing this letter on behalf of myself. I have a formal complaint against the Philadelphia Gas Company. My docket # is F2012-2315501. My complaint was made because of the outrageous bill that was sent to me by the gas company. The bill was sent to me in March or April of 2012 for 3,907.60. The gas company called me in February of 2012 several times, never leaving a message. I took it upon myself to call them to ask them why they were calling me. After speaking to someone, I was told that they needed to come to my home to replace my gas meter that they believed was not working properly. I then scheduled an appointment with them. After scheduling the appointment, I had to call them back to reschedule the appointment for another day. This appointment was scheduled for a day or so after the first appointment. I believe the meter was replaced the first week of March of 2012. Along with the letter was information on who to contact if I didn't agree with the bill. I first called the gas company and was told that the bill was correct. After not having any success with the gas company, I notified the PUC. An informal complaint was filed. After the informal complaint was heard, I was order in June of 2012 by the PUC, by way of a letter to pay the gas company \$176.00 a month, starting with my July of 2012 bill. I was put on a budget of \$117.00 a month plus an additional \$59.00 a month toward the back bill. The amount was not to change unless my usage amount changed. I also received paperwork to file a formal complaint if I did not agree with the decision that was made with the informal complaint. I filled out the necessary paperwork for a formal complaint. I was told that each payment for the above amount had to be in by the due date on my gas bill, or else I would be liable for the entire amount up front. The PUC had taken \$730.66 off of a new amount of \$3,653.31 for which the gas company had given me a credit of \$340.27. This reduced the total to \$2,922.85. I was never late in making any of my payments. Again the payment amount was not to change unless I was late on a payment or my usage amount change.

In late December of 2012 or early January 2013 I received a bill from the gas company for \$503.00. I called the gas company to inquire about why the bill was so high. I was told that my usage amount had changed. I was stressed about this for a while because I didn't have that kind of money. I then borrowed the money, because I don't pay bills late and I've never had any of my utilities turned off. I didn't realize until after I paid my bill that my total charges for the monthly statement from Nov 23 2012 thru Dec 26, 2012 (33 days) was only \$186.06. I then receive my bill for February and I am billed the same amount as the previous bill. I called the gas company to inquire about the amount of my bill. I was told that my budget amount had increased. I was told that nothing could be done. I asked to speak to a supervisor. I was told that I could not speak to a supervisor. I was that a supervisor would return my call if I wanted them to. I needed and wanted to talk to a supervisor then because I was off from work. It is hard to have calls at work. I waited a few days and I called again on 2-20-13. The young lady I

spoke with told me the reason that my budget was increased because "the gas company was trying to collect the back balance faster." I was also told that "it would take me forever to pay that balance if I continued to only pay \$59.00 a month, when the gas company wants their money they want it." I spent most of the morning of 2-20-2013 on the phone with the gas company and the PUC. My last conversation with someone from the PUC, a gentleman told me to only pay the gas company what I was told to pay them in the letter that I received in June of 2012. I then called the gas company and spoke to a gentleman. I told the gentleman a little bit about my situation and I told him what I was told to do by a gentleman from the PUC. I explained to him that I was told to pay the gas company the amount that was stated in my letter. I then asked him "would the company turn my gas off if I didn't pay the \$503.00." I was told "no." On 2-21-2013 I went the gas company office located at 4410 Frankford Ave, Phila, PA. I did not pay them the amount of \$176.00. I instead paid them \$285.09. I paid this amount because my total current billing charges were \$226.09. I also paid the current agreement charges of \$59.00. The gentleman from the PUC also told me to make a company of my last two gas bills and send it in with this letter.

As you can see, the gas company increased my budget billing to \$444.00. In January I paid them \$503.00, my total current billing for that month was only \$183.06. The gas company made me pay an additional \$260.94. If I had not paid attention to my February bill I would have paid an additional \$217.41. According to the PUC the gas company received the same copy of the letter I received. The letter strictly stated what I am suppose to pay. I am smart enough to know that my usage charges did not increase over \$200.00 for January and February.

I feel as though I am being harassed by the gas company for an outrageous bill that was not my fault. The gas company is taking advantage of all their customers and someone needs to put a stop to this. I remember some years ago a few administrators for the gas company were fired for stealing thousands or millions of dollars from the company. They should be investigated again.

They should have come and replaced my meter as soon as they realized something was wrong with. I want to know when they found out that something was wrong with my meter. I probably will never find out the truth because I am the small person in this matter. The companies rights always oversees the customers.

I was told that I will be scheduled for a formal hearing sometime in the coming months. I was also told that it could be held over the phone. I work the 7am-3pm shift. If you need to reach me at work my number is 215-685-8438.

Respectfully Submitted



Jane L. Henderson

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PHILADELPHIA GAS WORKS

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

Page: 1 of 4
Billing Date: Dec 27, 2012
Account Number: 6119042814

MONTHLY STATEMENT

From Nov 23, 2012 thru Dec 26, 2012 (33 Days)

JANE L HENDERSON Docket # F 2012-2315501
8337 THOURON AVE
PHILADELPHIA PA 19150-2020

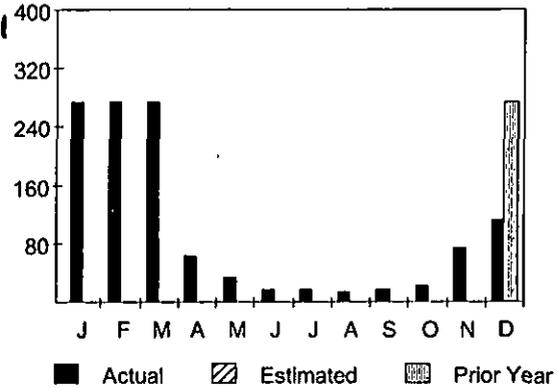
Thank you for your payment of \$176.00

Billing Summary

Budget Bill 7 \$444.00
Current Agreement Charges \$59.00

Total Amount Due By
Jan 23, 2013 \$503.00

Energy Usage Information



- Average daily temperature 43.5 °F.
Your average daily cost is \$5.55 compared to \$0.00 last year.
For the last 12 months:
- Your total usage is 1182 Ccf.
- Your average monthly usage is 98.5 Ccf.

Enroll in a PGW Parts & Labor Plan and relax ... you're covered. Free yourself from the major hassle and expense of gas appliance breakdowns by enrolling in a PGW Parts & Labor Plan.

Keep warm air in and cold weather out. When you make small weatherization improvements you can see big savings. View the latest energy saving tips at www.PGWEnergySense.com

Need help paying your bill? PGW can help. Are you having trouble keeping up with your bills? Have you received a past due or shutoff notice? Don't suffer in silence any longer. Contact PGW today and let us help you manage your gas bills.

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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JANE L HENDERSON
8337 THOURON AVE
PHILADELPHIA PA 19150-2020

Page: 3 of 4
Billing Date: Dec 27, 2012
Account Number: 6119042814

Payments Received Dec 10, 2012 Check \$176.00
Total Payments \$176.00

Meter Detail Meter #: 01659174 Cycle #: 16 Next Meter Read: Jan 25, 2013
Service Point ID: 9972453590

From			To			Difference	Usage (Ccf)	Conversion Factor	Total Therms
Date	Reading	Type	Date	Reading	Type				
11/23/2012	288	Actual	12/26/2012	399	Actual	111	111.00	1.0409	115.53

Current Basic Charges

SA ID# 9961627303, 8337 THOURON AVE
Residential Heat & Domestic

Supply Charges

Commodity Charge 23.55 Ccf @ \$0.51742 \$12.18
Total Supply Charges \$12.18

Delivery Charges

Customer Charge @ \$12.00 \$2.55
Distribution Charge 23.55 Ccf @ \$0.88403 \$20.82
Gas Cost Adjustment @ \$0.00505 \$0.12
Weather Normalization Adjustment \$2.17

Total Delivery Charges \$25.66

Supply Charges

Commodity Charge 87.45 Ccf @ \$0.57087 \$49.93
Total Supply Charges \$49.93

Delivery Charges

Customer Charge @ \$12.00 \$9.45
Distribution Charge 87.45 Ccf @ \$0.88681 \$77.56
Gas Cost Adjustment @ \$0.00236 \$0.21
Weather Normalization Adjustment \$8.07

Total Delivery Charges \$95.29

Total Current Billing Charges \$183.06

Agreement Billing Information

Your remaining agreement balance is \$2,470.75. You have 42 installments remaining to satisfy your agreement.

Account Balance Information

Your account balance is \$2,974.14, which will become due if you fail to meet the terms of your agreement.

Message Center

Thank you for being a PGW customer.

242.06

Docket # F2012-2315501



PHILADELPHIA GAS WORKS

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: Jan 29, 2013
Account Number: 6119042814

MONTHLY STATEMENT

From Dec 26, 2012 thru Jan 25, 2013 (30 Days)

JANE L HENDERSON Docket# F2012-2315501
8337 THOURON AVE
PHILADELPHIA PA 19150-2020

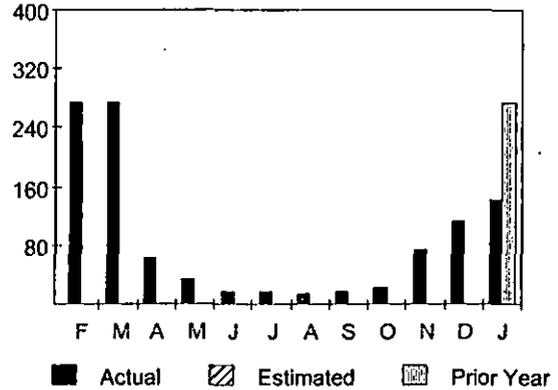
Thank you for your payment of \$503.00

Billing Summary

Budget Bill 8 \$444.00
Current Agreement Charges \$59.00

Total Amount Due By
Feb 21, 2013 **\$503.00**

Energy Usage Information



- Average daily temperature 36.3 °F.
- Your average daily cost is \$7.54 compared to \$0.00 last year.
- For the last 12 months:
 - Your total usage is 1051 Ccf.
 - Your average monthly usage is 87.58 Ccf.

Happy New Year! PGW wishes you a safe, warm and Happy New Year, and reminds you that we're available 24 hours a day, 7 days a week. Here are a few numbers to keep on hand. Natural gas emergencies: 215-235-1212 / LIHEAP & Crisis Grants: 215-787-HEAT (4328) / Customer Service: 215-235-1000.

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.

LIHEAP grants still available Do you or someone you know need help paying winter heating bills? Low Income Home Energy Assistance Program (LIHEAP) grants are still available to help. Learn how to receive up to \$1,000 by calling 215-787-HEAT (4328).

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.

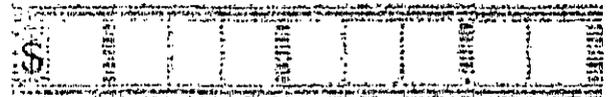
Write your account number on your check or money order made payable to Philadelphia Gas Works



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

Account Number: 6119042814
Due Date: Feb 21, 2013
Please Pay: \$503.00

Amount Enclosed: \$



042429 000003802



JANE L HENDERSON
8337 THOURON AVE
PHILADELPHIA PA 19150-2020



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

0061190428148000000000503009



JANE L HENDERSON
8337 THOURON AVE
PHILADELPHIA PA 19150-2020

Page: 3 of 3
Billing Date: Jan 29, 2013
Account Number: 6119042814

Payments Received	Jan 15, 2013 Check	\$503.00
Total Payments		\$503.00

Meter Detail Meter #: 01659174 Cycle #: 16 Next Meter Read: Feb 25, 2013
Service Point ID: 9972453590

From			To			Difference	Usage (Ccf)	Conversion Factor	Total Therms
Date	Reading	Type	Date	Reading	Type				
12/26/2012	399	Actual	01/25/2013	541	Actual	142	142.00	1.0446	148.33

Current Basic Charges

SA ID# 9961627303, 8337 THOURON AVE
Residential Heat & Domestic

Supply Charges

Commodity Charge 142 Ccf @ \$0.57087	\$81.06
Total Supply Charges	\$81.06

Delivery Charges

Customer Charge @ \$12.00	\$12.00
Distribution Charge 142 Ccf @ \$0.88681	\$125.93
Gas Cost Adjustment @ \$0.00236	\$0.34
Weather Normalization Adjustment	\$6.76
Total Delivery Charges	\$145.03
Total Current Billing Charges	\$226.09

Agreement Billing Information

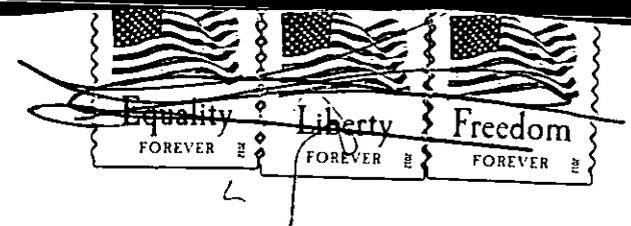
Your remaining agreement balance is \$2,411.75. You have 41 installments remaining to satisfy your agreement.

Account Balance Information

Your account balance is \$2,697.23, which will become due if you fail to meet the terms of your agreement.



ane
3337
Phila Pa 19150



Secretary
Pennsylvania Public Utility Commission
P.O. Box 3265
Harrisburg Pa 17105-3265

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