

Michael Prendergast

8/24/2013

VS

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Philadelphia Gas Works

AUG 27 2013

Dear Secretary:

F-2012-2317187

PA PUBLIC UTILITY COMMISSION  
SECRETARY'S BUREAU

AS I read through this report I cannot help by notice that none of my questions to the PGW representatives are included in this summary, it's almost like I wasn't even there

PG-2 PGW came to court with paper saying what the potential of gas usage on my appliances was in my house, and I testified these were false and was asked by the court how I knew this and I said MR Wolfe and his partner took a look in the kitchen to see if we has a gas stove, and never even went to any other room in my house to check out any other appliances that used gas in my house as I showed them the meter and out the door, only when the third PGW employee who is never even mentioned in this complaint came to remove the meter did anyone bother to look my water heater and heater located in the back of my home. So when the filed there late findings they were allowed and no discrepancies were noted. Wow Really.

PG-4 -5 If they were only allowed to go back (4) years why are these years (2004-2007) admissible in court? Why are not all 12 months shown in their reports? Are those months closer to the usage with the months in question?

PG-7 On page (7) Mr. Robert Keal does his inspection and reports his findings including magnetic counts and leaves notice to call PGW. No mention of a magnet being seen at this time of the decision. I called PGW the next day and was informed to disregard this notice as nothing has been noted in my file and was not due for battery change for a few years yet. The next day I received a message from a PGW representative that the needed assess to my home to check my meter, I returned the call several times before he returned my call and scheduled an appointment. We talked about them calling me at work to meet them as I only work 10 minutes away, and could let them in when they got there. 3-26 -2012 As I pulled up to my home with my son for lunch the PGW truck pulled up behind us and I said I thought you were going to call but they said they never got that message. So I showed them the meter, they did their job, I showed them back upstairs where they checked the range to see if it was gas and left. This was the crew that gave false information about my appliances and the dryer was in the same room as the Meter they were checking. This crew also said they found no tampering or damage but were not made available in court during the hearing to question. There reports were read by MS Cromley in court. She could not answer any questions on their behalf. Were the not present because the falsified their findings on the appliances? Because they would testify they found nothing wrong with the meter?

PG-8 March 27, 2012 make up bill is issued. I go to the local State Senator office (Mike Stack) to get help handling this enormous bill \$6,417.40 for unpaid gas, and there Representatives calls PGW on my behalf and is told that sometimes people have attached magnets to their meters but nothing was reported at

this residence. She also said household magnets can cause false reading like Stereo's, TV's and power tools if there are stored too close to the meter. Then we got a revenue adjustment make up bill on April 23,2012 of \$695.92.that they said I had been overcharged and then after I filed my complaint we another recalculated make up bill for \$2,537.71 they say was issued December 18,2012 but was not actually offer to me till the day before we went to court by Ms. Cromley on 12 -26-2013. They had cut my bill by more than half the day before we go to court, coincidence I think not. When I asked Ms. Crowley if this money in these make up bills they found would have been credited to my account if this hearing had not happened? She said she could not say. When this process started, PGW was told not to add any charges to my bill and I was only to pay the current charges but they (PGW) add late charges to my bill every month!

PG-9 My objection with the meter test was twofold only one of which is printed here. When the judge ordered the test on my meter I asked who would perform the test. PGW said they would. I asked about independent testing but the judge said they could do the testing and I could be present during the test. I said I would not know what I was looking at and the judge told them someone would explain it to me and you have to be available for the test. I said no that's ok but the judge told them to notify me and I could make up my mind then. They never did contact me. Why do they get to test their own meter in question? Should they have to remove all question of doubt about their meter working properly by having an independent company do the testing and then the court makes their decision on their findings and not PGW's findings? Does the court really think PGW will incriminate themselves?

PG-18 Mr. Keal reports that he saw a magnet on top of the ERT head. When questioned in court about this magnet he says he saw I asked what color was this magnet. He said I do not know. What shape was this magnet? He said I do not know. How Big? I do not know. Can you describe the size of glass you looked through? 2inch by 2 inches. Is there anything in the way of you getting to this glass? I do not know. Can you tell me what the front of my house looks like? No. Do you use the same equipment every day? Yes we sign out for it. How much training do you get about your machinery? We get on job training. How often are your meters calibrated? I do not know. Ever? I do not know. I asked Ms. Cromley the same question, she doesn't know. Mr. Keal Again: When the guys that read the meters every month in the trucks drive around do they only get readings from the houses on that street? No sometimes they get readings from blocks away. Do they use the same equipment every day? Yes lap tops they sign out for them. When does PGW get their results for the guys in the meter reading trucks? Every day at the end of their shift the results are downloaded. How much training do they get? I do not know. Why does it take so long for PGW to come up with these zero readings if there is a problem with a customer meter if the results are reported every day? No answer. MS Cromley? No answer

This man's job (Mr. Keal) is to look for and document what he sees and report back his findings to PGW. While there was no access to the property that day because everyone was at school or work he says he sees a magnet but he has no idea what this magnet looks like, what shape it is, what color? He could not touch it, feel it, or even verify that it is actually a magnet because we have no idea what Mr. Keal saw through that glass that day. He testifies he has minimal training, has no idea if his equipment has ever been calibrated, nor does the rest of their (PGW,s)representatives, or who maintains it, and yet their whole case is based on their equipment they monitor and test but have no idea if it's ever been

calibrated or maintained. Just about every business has to answer to a higher authority to be sure their equipment is performing up to code. Gas Stations, inspection stations, even Police breath analyzers have to be calibrated a couple times a year by an independent testing company to check their accuracy. Their findings are then filed with the correct agencies for proof of their accuracy. Why PGW is not held accountable for the upkeep of their equipment by outside agencies?

As far as I never claimed the surface of my meter remained clear of any objects (magnetic or otherwise), I was never asked or was this statement ever eluded to this in court as I presume they did not want me to answer this question for the record with a resounding no. While my gas meter is in my wash room space is a valuable commodity, as my washer, dryer, laundry sink, ironing board, laundry baskets and hanging ups occupy this small 5 foot by 7 foot area with the meter safely tucked in the back all by itself out of harm's way.

As I conclude my statement of the event as I see they happened its obvious the PGW thinks they are beholden to no one. They said I did not need a lawyer, I learned a valuable lesson there. Mr. Keal says he saw a magnet on my ERT meter but cannot describe any aspect of said magnet, not size, color or shape. The glass he looks through is 4 inches by 6 inches not 2 inches by 2 inches as he testifies. The ERT head is 2 inches by 4-1/2 inches. If it 2X2 as he says what could he possibly see through that glass? They want to say my meter is giving false readings according to the meter he is using but he has no proof that his meter is any more accurate than the meter they installed in my house, because they have no proof that their equipment is maintained on a regular basis. Their equipment in their own trucks picks up meter readings from blocks away. They testified they give their techs in the street minimal training and then they get to perform the tests on their own meters when someone actually questions the accuracy of their meters. Does anyone else see a problem here?

Ms. Cromley testifies for the two techs, (Mr Wolf and Partner) who are not in court that they found no visible tempering or damage but they had confirmed inaccurate reading Mr Keal found days earlier. Their findings are never documented. If the meter is running for days in between the two readings how can they verify what Mr Keal saw? Wouldn't the number have changed? Would there not be different readings? These two Tech are also the team that falsified the findings on my appliances to the court because they never looked at any of my appliances and they were leaning on the Dryer in question to write down their meter readings.

MS Cromley conveniently finds make up money each time I get a bill from PGW. April 23, 2012 \$695.92 and on December 18, 2012 another \$3,354.02 but does not offer this second refund till the day before we go to court and when asked to explain herself to the court she tell the judge they made a mistake figuring out my bill because of this new plan they just put into effect at PGW. My question is if they found on the 18<sup>th</sup> why did she not offer it to me till the 26 of December? If I didn't go to court would I have gotten this money back? NO

There whole case is built on lies and deception. They lied about a magnet, they lied about the appliance readings, they have overbilled me for (4) years that I know of and were not even sure how they came up with these numbers. They try to take more than half my bill off after I decide to go to court, to get me to take a payoff but I not guilty. Is the burden of proof on me because they (PGW) have not proven

anything except no one at the PGW knows what's going on in their own house. They have no proof of a magnet. No Pictures no description, not anything. In the 25 years I have lived in my home I have never gotten any type of information from PGW about magnets having any effect on their meter. WHY? If they know this is a problem why don't they inform their customers of this problem so maybe they won't put their stereos, TV's and power tools in the vicinity of their meter. I have a finish basement and work construction so I do have a these things in my home and never knew they could affect my meter until I spoke with the Senators associate.

In closing I would like to Thank You for your time to read my rebuttal to their side of the story and look forward to your decision on this matter. Just a thought! If PGW over billed me this much in four years (\$3.354.02) how much do you think they owe the rest of the citizens of Philadelphia.

Sincerely,

A handwritten signature in black ink, appearing to read "Mike Prendergast". The signature is written in a cursive, flowing style with a large initial "M".

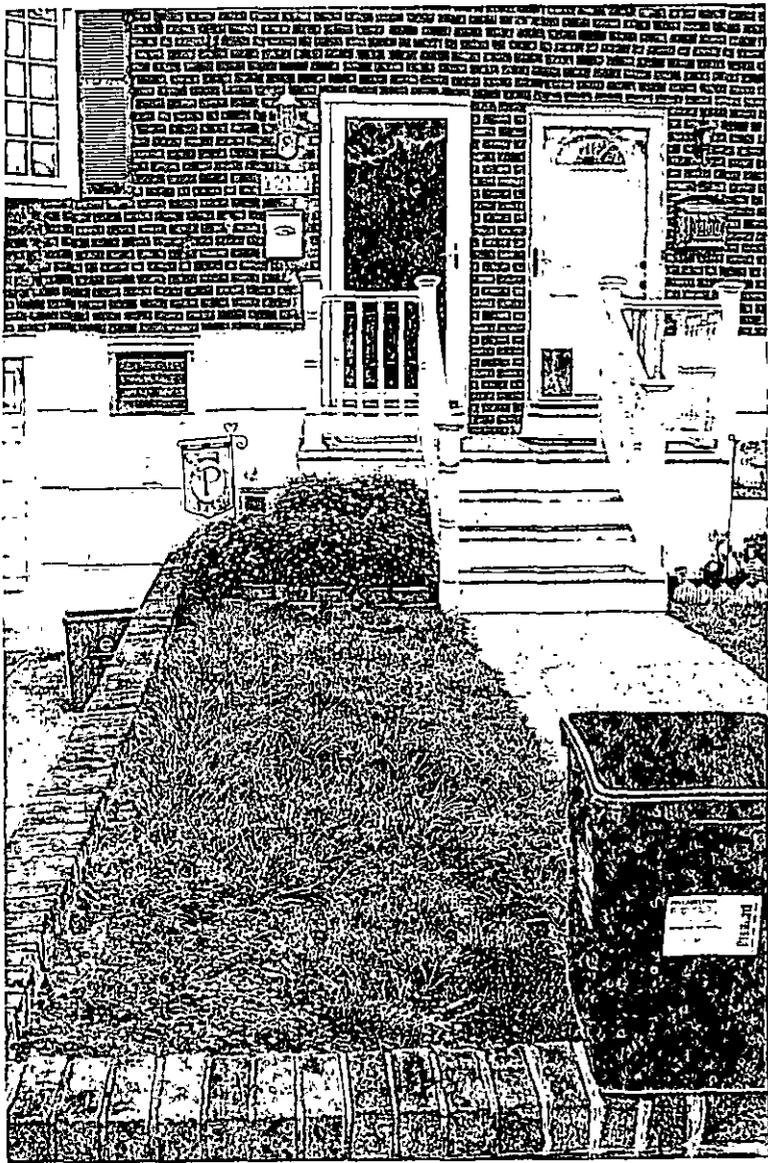
Mike Prendergast



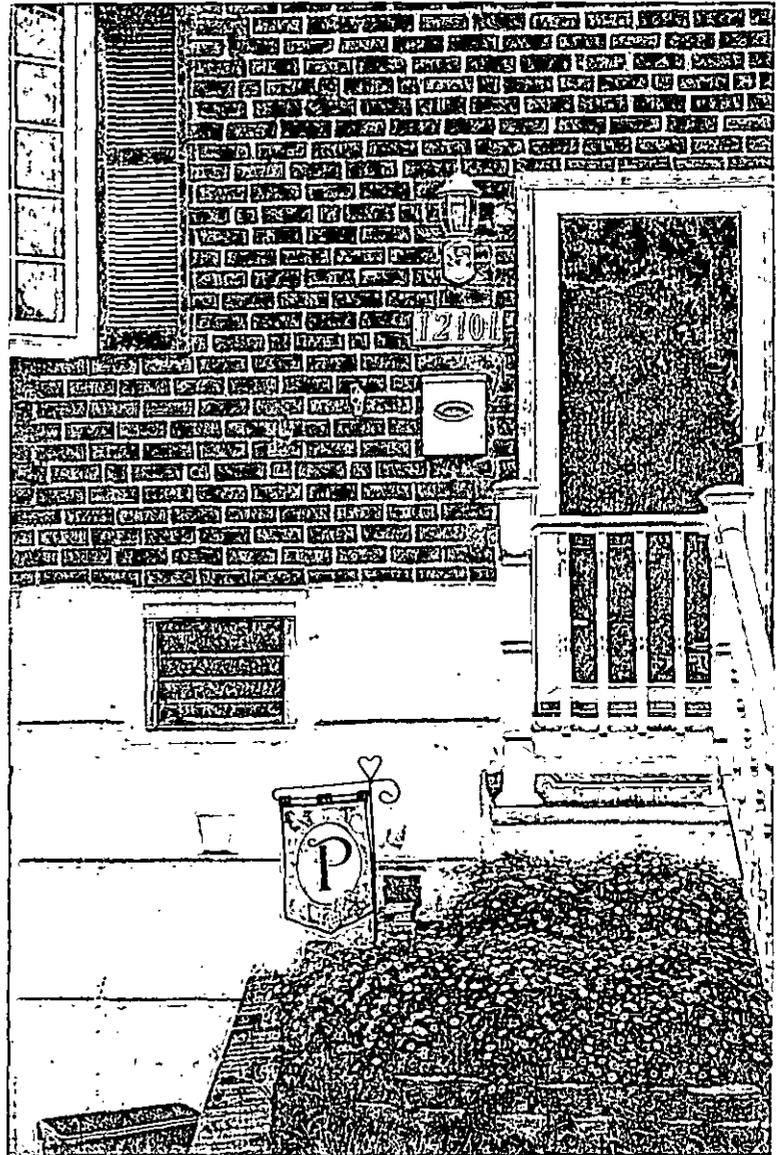
Window for meter  
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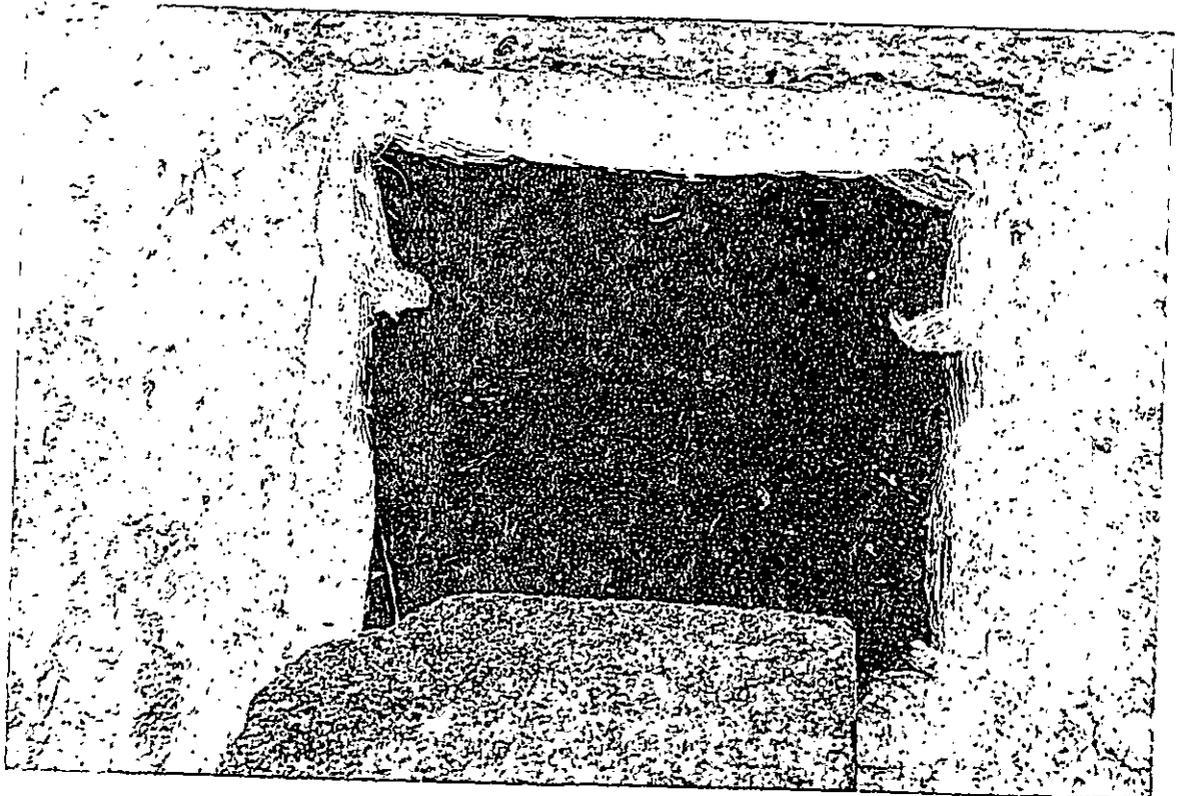
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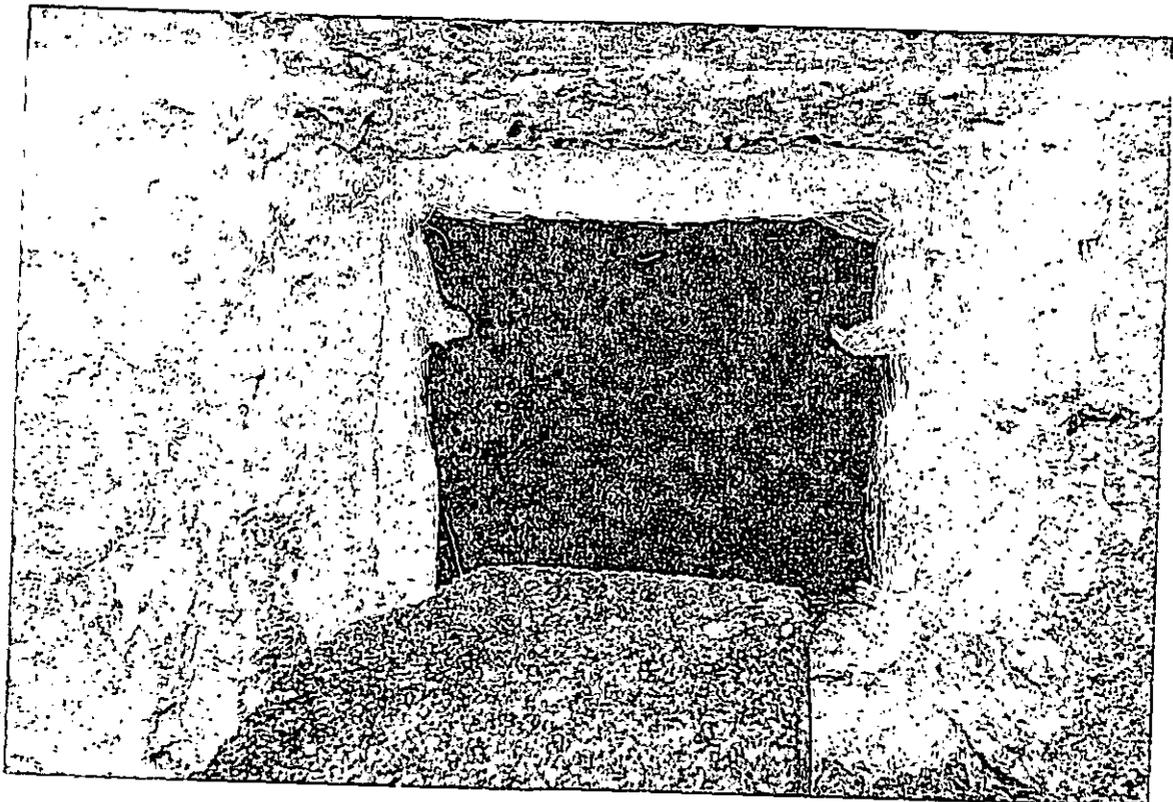
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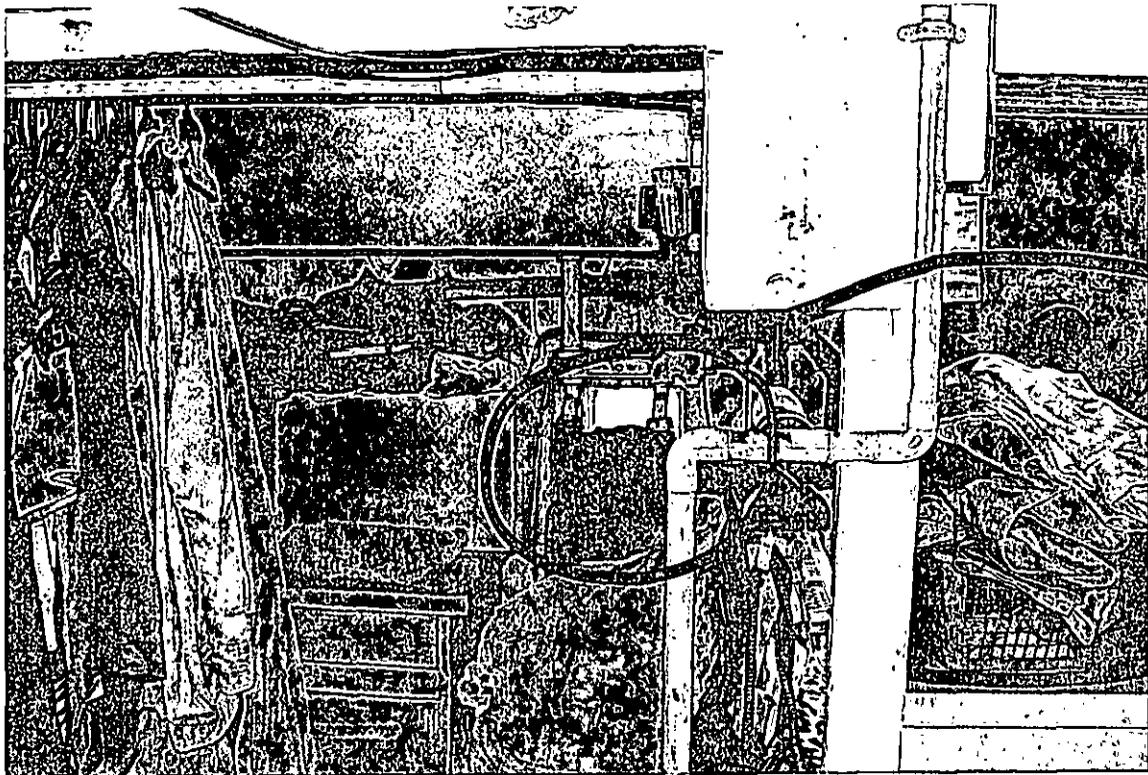
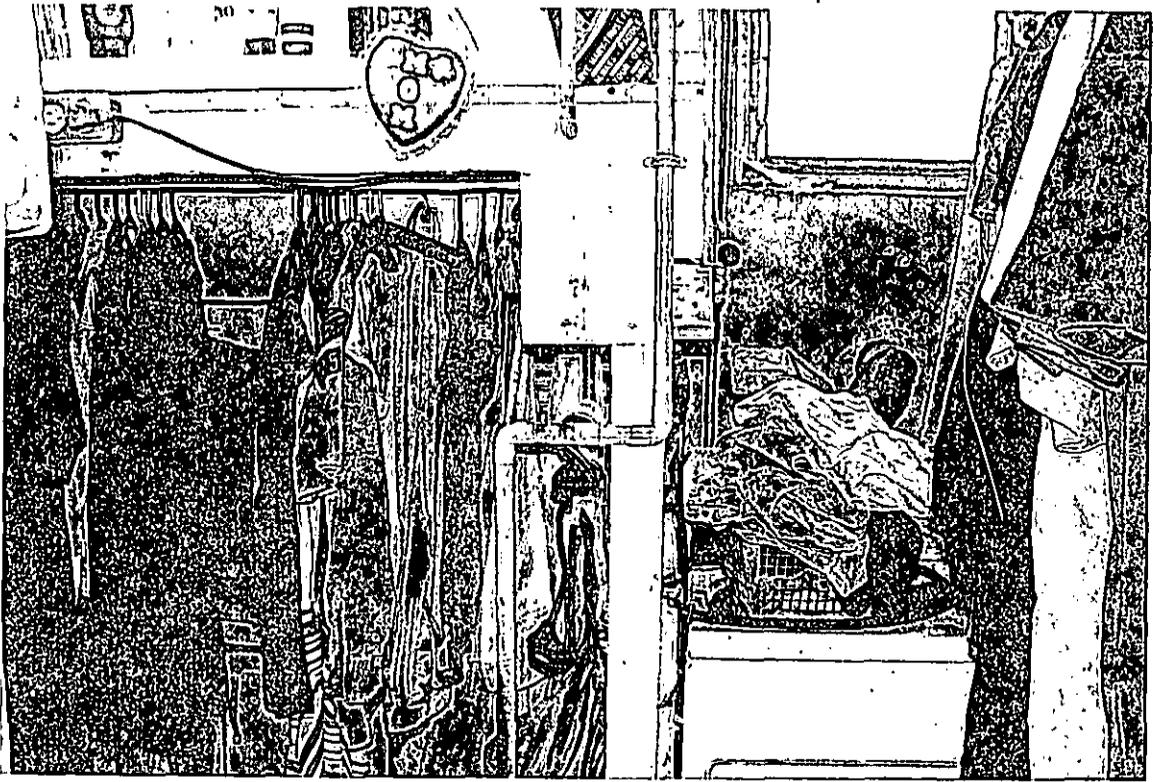
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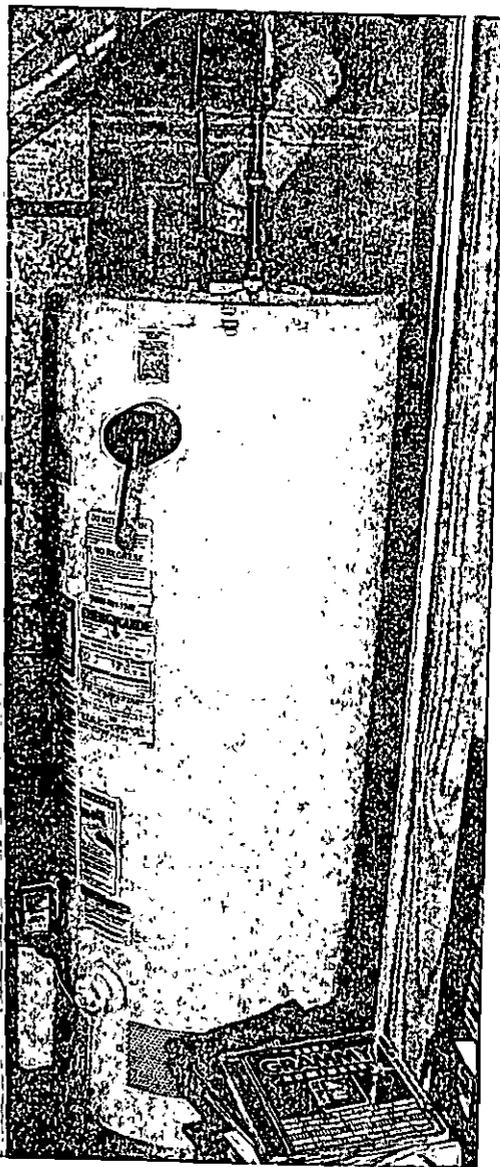
outside view of meter



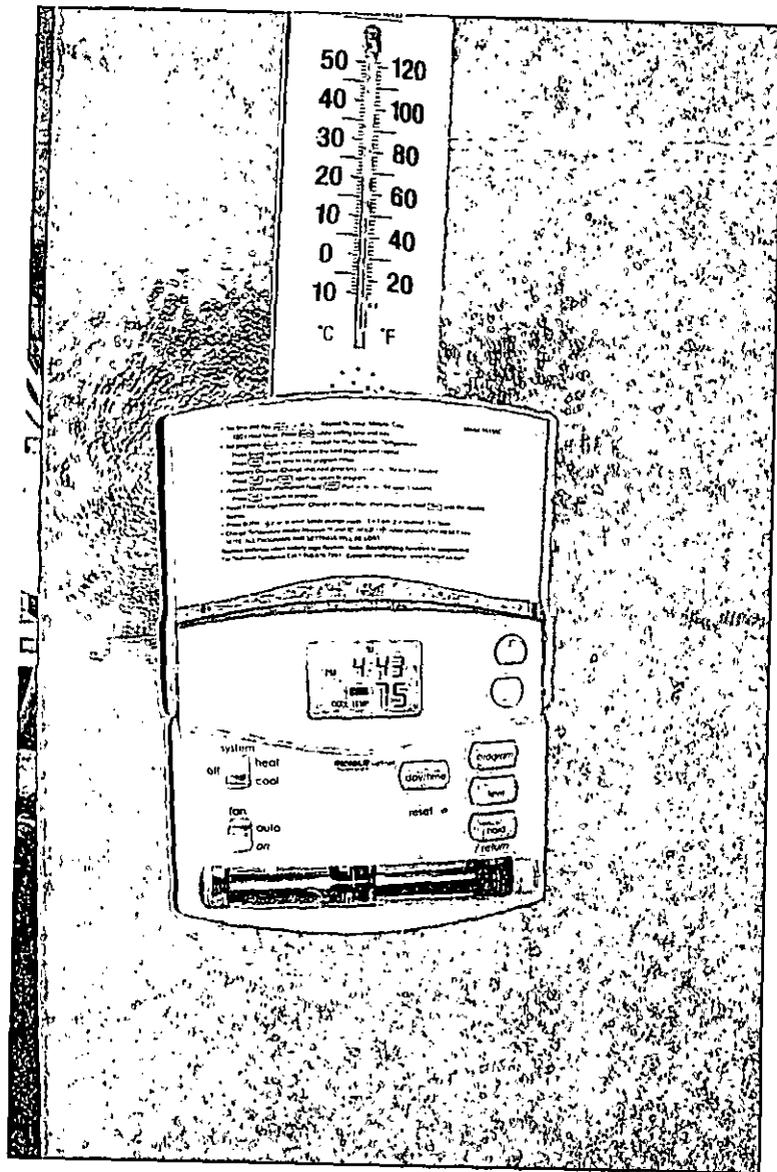
View from inside laundry room



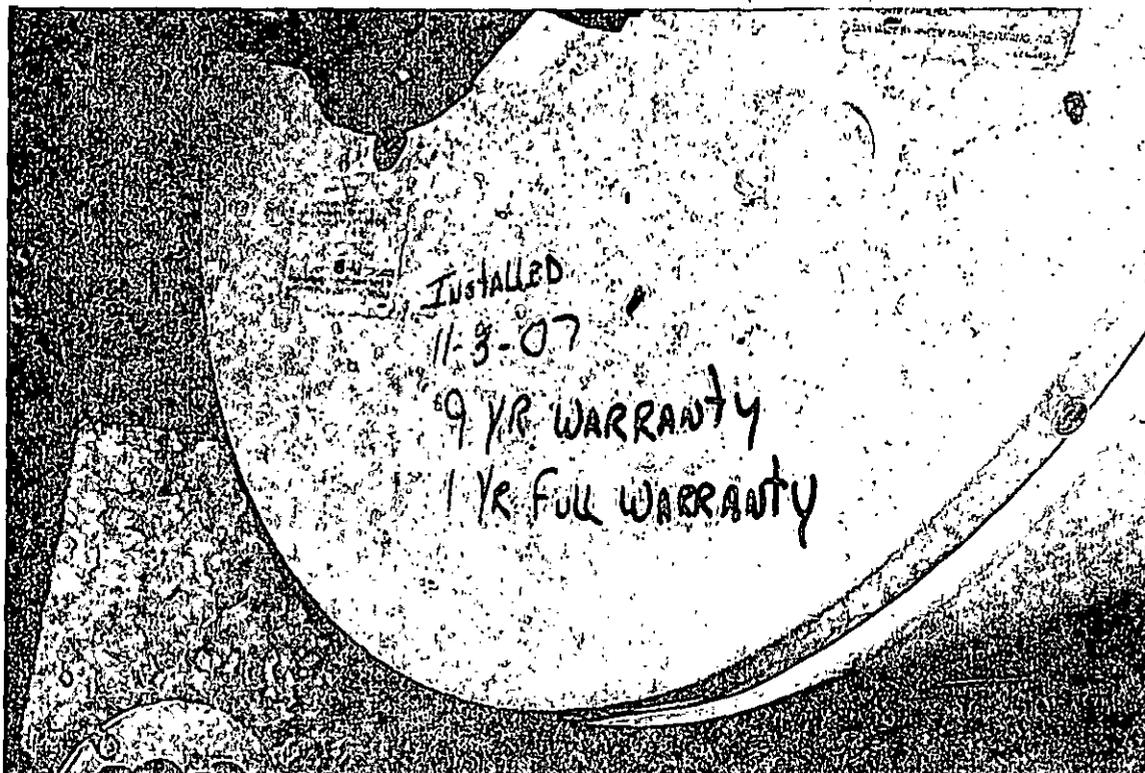
meter  
and  
window



Hot water heater - in back of house - not connect to laundry room



Programmable thermostat in diningroom



M PRENDERGAST  
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