

F-2012-2317187

Dear Madam Secretary:

DATE 11/02/2013

Last month I wrote to your office about PGW charging me for the gas under dispute between myself and PGW. I was contacted by your office and was told that PGW made a mistake and that the charge would be removed from my bill. Well Obviously PGW did not take your office seriously because PGW still continues to charge me for this gas and again shows total disrespect to your office and your forthcoming decision. They obviously think they have won and continue to do whatever they want without consequence. Billing me once before your decision might have been a mistake, but to do it again after they were informed by your office to remove this charge is just disrespectful to me their customer and your office. What is the public to think when PGW acts like it above the PUC.

Sincerely,



Michael Prendergast

RECEIVED

NOV - 6 2013

PA PUBLIC UTILITY COMMISSION
SECRETARY'S BUREAU

112159



PHILADELPHIA GAS WORKS

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

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Page: 1 of 3
Billing Date: Oct 11, 2013
Account Number: 9113436417

MONTHLY STATEMENT

From Sep 10, 2013 thru Oct 09, 2013 (29 Days)

MICHAEL PRENDERGAST
12101 ELMORE TER
PHILADELPHIA PA 19154-2710

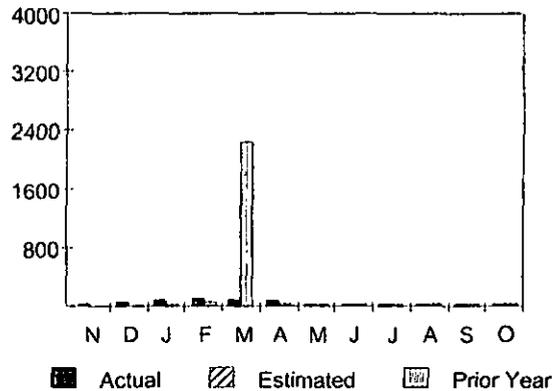
Thank you for your payment of \$45.27

Billing Summary

Past Due Amount \$3,183.77
Current Charges \$38.33

Total Amount Due By
Nov 05, 2013 **\$3,222.10**

Energy Usage Information



- Average daily temperature 67.1 °F.
- Your average daily cost is \$1.32 compared to \$1.43 last year.
- For the last 12 months:
 - Your total usage is 558 Ccf.
 - Your average monthly usage is 46.5 Ccf.

Like us on Facebook, follow us on Twitter @MyPGW. PGW has gone social! Keep up with the latest via social media.
Breakdowns happen. Be prepared. Enroll in a Parts & Labor Plan today at www.pgworks.com/plp
PGW EnergySense. Find out how our new Efficient Home Program can save you money at www.pgwenergysense.com

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

Account Number: 9113436417
Due Date: Nov 05, 2013
Please Pay: \$3,222.10

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

Amount Enclosed:

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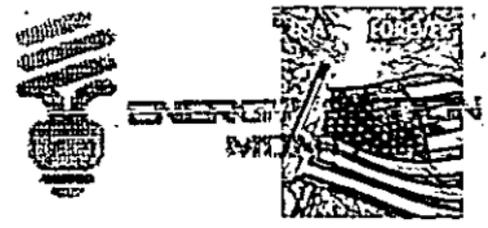


Philadelphia Gas Works
P.O. Box 11700

PRENSIONS
12101 ELMOORE TERRACE
PHIL. PA 19154

PHILADELPHIA PA 191

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SECRETARY ROSEMARY CHIAUETTA
PA. PUBLIC UTILITY COMMISSION
P.O. BOX 3265
HARRISBURG, PA 17105-3265

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