

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

3/25/2014

RECEIVED

MAR 26 2014

PA PUBLIC UTILITY COMMISSION
SECRETARY'S BUREAU

RE: Michael Prendergast v. PGW Docket No. F – 2012-2317187

Dear Secretary Chiavetta:

First I would like to address Mr. Farina' claim that I never stated that there was not a magnetic device in my house in his last entry. The truth is he never asked me about this alleged magnet so why would he be allowed to admit this statement into evidence? I would like to clearly state for the record that neither I nor any of my family members has ever attempted to interfere with the operation of the gas meter at 12101 Elmore Terrace, Philadelphia, Pa. 19020. I have neither the need nor the knowhow to mess with any of the meters in my house. I have lived at the same residence since 1985 and paid all my bills in full to PGW. Not until this situation have I ever had any dealings with PGW other than supply and payment.

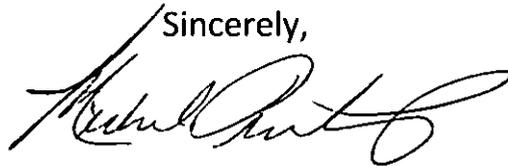
As far as PGW overbilling the have admitted that they overcharged me by \$ 3,233.63 as per #3. As I stated before when I asked Ms. Crowley if I would have gotten these monies back if we were not having these proceedings she answered with "I can't answer that question. My opinion is if she answered no they admit to overbilling, if she says yes they would have admitted to overcharging and never contacted me and could not prove intent to contact me as we have never had any contact with me till now to offer me a refund. Call them adjustments or whatever you want they were overcharging me. To add insult they are told not to charge late fee to any payments to the bill till the Secretary make its decision but they put the total they thought they would get awarded on my bill and proceeded to charge late fee of \$85.52 in July. Not until did I bring this to the Secretaries

attention did this practice stop. The lump sum is still on my bill today even though no decision has been formally announced to all parties.

In ending I would like to submit my first three PGW gas bill for the year 2014 into evidence of PGW practice of overbilling. #4 of the complaint clearly states that I am to pay back charges of \$3183.77 in installments of \$66.33 a month for 48 months. I have paid every bill in full to PGW since these proceeding have started. January their bill clearly states I owe past due amount of \$3,299.04. Shouldn't this amount be the same as the judgment above? Second I pay the Full amount as promised for January's gas and we go to February look at the difference in all their number do not match any to any of their totals minus my payment. Then they were kind enough to send me a second bill for February dated the same date as the first except now all those totals are completely from the first bill for a total of \$636.75. Are they overcharging me again? Payments that I have made to them are noted on page 3 of the February bills. Now we go to March's bill, they finally have removed the total of my charges and start to charge me for the agreed payments the Commission has set forth but the then proceed to appeal their decision. No charges are to be applied to my bill until this procedure is closed and the court's decision is final, but they still show total disregard for the Secretary's authority. Please note the graph of energy usage information for my residence on the four bills attached. January and February match and then we get to March and the whole graph changes. Notice that the Actual, estimated and prior usage match for the 12 months for both years until this March. This graph is a reflection of my consumption of gas using the meters PGW has said are accurate. The truth is that they have no idea if their meters were accurate during the time in question as the never had them checked during the time in question. It was only accurate the day they checked it. They admitted in court they are not sure if ever or how often their meters are calibrated for accuracy. This is something the department of Measures should be made aware of as no one should be able to check their own equipment. They did admit that the PGW employees that drive around in their trucks and collect electronically information from there meters have collected reading as far as a couple streets over by mistake. Is that what they call accurate?

In closing I would like to ask Ms. Secretary and The Commission to remove all these charges from my bill, as I have proven beyond a shadow of a doubt that PGW's own billing practices shows in the first three months of this year there is *no accountability on PGW's part for accuracy in their customers' consumption* using their own equipment, their ability to charge their customers accordingly and apply their loyal customer payments to their accounts.

Sincerely,

A handwritten signature in black ink, appearing to read "Michael Prendergast", written in a cursive style.

Michael Prendergast



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 1
Billing Date: Jan 11, 2014
Account Number: 9113436417

MONTHLY STATEMENT

From Dec 09, 2013 thru Jan 09, 2014 (31 Days)

MICHAEL PRENDERGAST
12101 ELMORE TER
PHILADELPHIA PA 19154-2710

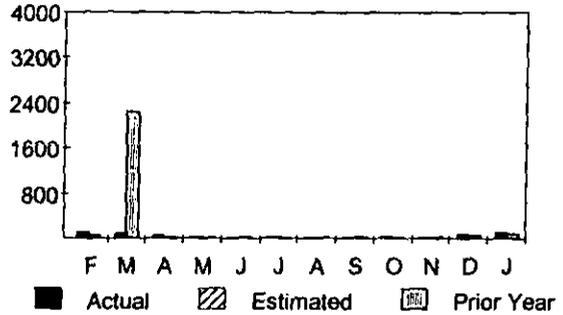
Billing Summary

Past Due Amount
Current Charges

\$3,299.04
\$176.11

Total Amount Due By
Feb 05, 2014 **\$3,475.15**

Energy Usage Information



- Average daily temperature 33.8 °F.
- Your average daily cost is \$5.68 compared to \$4.24 last year.
- For the last 12 months:
 - Your total usage is 612 Ccf.
 - Your average monthly usage is 51 Ccf.

Happy New Year. PGW wishes you a safe, warm and Happy New Year, and reminds you that we're available 24/7. 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.

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: Feb 05, 2014
Please Pay: \$3,475.15

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

Amount Enclosed:

\$500 BP 2-8-14

041583 000003409



MICHAEL PRENDERGAST
12101 ELMORE TER
PHILADELPHIA PA 19154-2710



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

0091134364178000000003475150



MICHAEL PRENDERGAST
 12101 ELMORE TER
 PHILADELPHIA PA 19154-2710

Page: 3 of 3
 Billing Date: Jan 11, 2014
 Account Number: 9113436417

Meter Detail Meter #: 02123167 Cycle #: 07 Next Meter Read: Feb 10, 2014
 Service Point ID: 9972177662

From			To			Difference	Usage (Ccf)	Conversion Factor	Total Therms
Date	Reading	Type	Date	Reading	Type				
12/09/2013	520	Actual	01/09/2014	638	Actual	118	118.00	1.0733	126.64

Current Basic Charges

SA ID# 9961333535, 12101 ELMORE TER
 Residential Heat & Domestic

Supply Charges

Commodity Charge 118 Ccf @ \$0.58054 \$68.50
 Total Supply Charges \$68.50

Delivery Charges

Customer Charge @ \$12.00 \$12.00
 Distribution Charge 118 Ccf @ \$0.81381 \$96.03
 Distribution System Improvement Charge 4.14% \$3.17
 Distribution System Improvement Charge 4.34% \$1.36
 Gas Cost Adjustment @ -\$0.00856 -\$1.01
 Weather Normalization Adjustment -\$3.94
 Total Delivery Charges \$107.61
 Total Current Billing Charges \$176.11

Message Center

Effective January 1, 2014 the Distribution System Improvement Charge increases to 4.34% and the change will increase the typical residential heating bill by about \$1.67 a year.

Your estimated gas price to compare is \$0.56735 per CCF. This may change in March, June, September and December.





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: Feb 12, 2014
Account Number: 9113436417

MONTHLY STATEMENT

From Jan 09, 2014 thru Feb 10, 2014 (32 Days)

MICHAEL PRENDERGAST
12101 ELMORE TER
PHILADELPHIA PA 19154-2710

Thank you for your payments, totaling \$291.38

Billing Summary

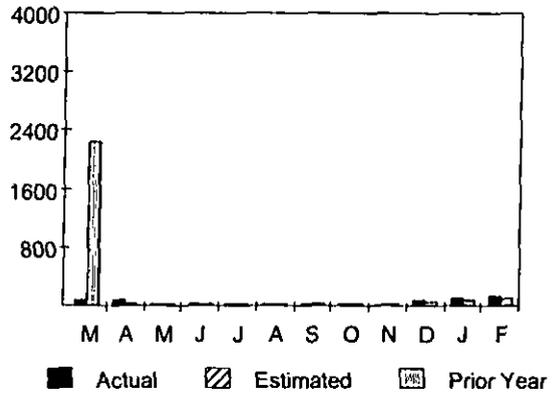
Past Due Amount
Current Charges

\$3,183.77
\$210.28

Total Amount Due By
Mar 07, 2014 **\$3,394.05**

BP
3-10-14

Energy Usage Information



- Average daily temperature 30.4 °F.
- Your average daily cost is \$6.57 compared to \$5.66 last year.
- For the last 12 months:
 - Your total usage is 644 Ccf.
 - Your average monthly usage is 53.67 Ccf.

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 WARM to 95997.

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.

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: Mar 07, 2014
Please Pay: \$3,394.05

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

Amount Enclosed:

024081 000011990



MICHAEL PRENDERGAST
12101 ELMORE TER
PHILADELPHIA PA 19154-2710



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

0091134364178000000003394054



MICHAEL PRENDERGAST
 12101 ELMORE TER
 PHILADELPHIA PA 19154-2710

Page: 3 of 3
Billing Date: Feb 12, 2014
Account Number: 9113436417

Payments Received	Jan 14, 2014 Cash	\$115.27
	Feb 11, 2014 Cash	\$176.11
	Total Payments	\$291.38

Meter Detail **Meter #:** 02123167 **Cycle #:** 07 **Next Meter Read:** Mar 12, 2014
Service Point ID: 9972177662

From			To			Difference	Usage (Ccf)	Conversion Factor	Total Therms
Date	Reading	Type	Date	Reading	Type				
01/09/2014	638	Actual	02/10/2014	780	Actual	142	142.00	1.0588	150.34

Current Basic Charges

SA ID# 9961333535, 12101 ELMORE TER
 Residential Heat & Domestic

Supply Charges

Commodity Charge 142 Ccf @ \$0.58054	\$82.44
Total Supply Charges	\$82.44

Delivery Charges

Customer Charge @ \$12.00	\$12.00
Distribution Charge 142 Ccf @ \$0.81381	\$115.56
Distribution System Improvement Charge 4.34%	\$5.54
Gas Cost Adjustment @ -\$0.00856	-\$1.22
Weather Normalization Adjustment	-\$4.04
Total Delivery Charges	\$127.84
Total Current Billing Charges	\$210.28

Message Center

Your estimated gas price to compare is \$0.56735 per CCF. This may change in March, June, September and December.





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: Feb 12, 2014
Account Number: 9113436417

MONTHLY STATEMENT

From Jan 09, 2014 thru Feb 10, 2014 (32 Days)

MICHAEL PRENDERGAST
12101 ELMORE TER
PHILADELPHIA PA 19154-2710

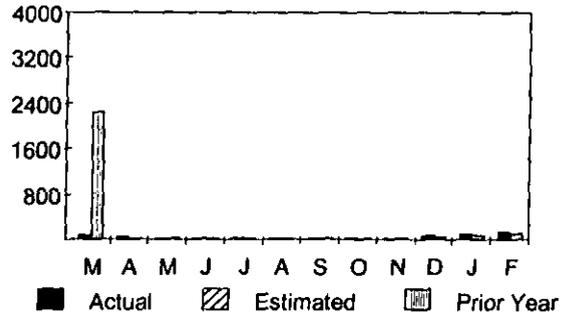
Thank you for your payments, totaling \$291.38

Billing Summary

Past Due Amount \$3,183.77
Current Charges \$210.28

Total Amount Due By
Mar 07, 2014 **\$2,757.30**

Energy Usage Information



- Average daily temperature 30.4 °F.
- Your average daily cost is \$6.57 compared to \$5.66 last year.
- For the last 12 months:
 - Your total usage is 644 Ccf.
 - Your average monthly usage is 53.67 Ccf.

Call 8-1-1 Before You Dig If your project requires digging, call 8-1-1 to have underground utilities marked. Remember, it's the law.

Think you smell gas? Call us at (215) 235-1212 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.

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: Mar 07, 2014
Please Pay: \$2,757.30

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

Amount Enclosed:

021717 000015467



MICHAEL PRENDERGAST
12101 ELMORE TER
PHILADELPHIA PA 19154-2710



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



MICHAEL PRENDERGAST
12101 ELMORE TER
PHILADELPHIA PA 19154-2710

Page: 3 of 3
Billing Date: Feb 12, 2014
Account Number: 9113436417

Payments Received	Jan 14, 2014 Cash	\$115.27
	Feb 11, 2014 Cash	\$176.11
	Total Payments	\$291.38

Meter Detail Meter #: 02123167 Cycle #: 07 **Next Meter Read:** Mar 12, 2014
Service Point ID: 9972177662

From			To			Difference	Usage (Ccf)	Conversion Factor	Total Therms
Date	Reading	Type	Date	Reading	Type				
01/09/2014	638	Actual	02/10/2014	780	Actual	142	142.00	1.0588	150.34

Current Basic Charges

SA ID# 9961333535, 12101 ELMORE TER
Residential Heat & Domestic

Supply Charges

Commodity Charge 142 Ccf @ \$0.58054	\$82.44
Total Supply Charges	\$82.44

Delivery Charges

Customer Charge @ \$12.00	\$12.00
Distribution Charge 142 Ccf @ \$0.81381	\$115.56
Distribution System Improvement Charge 4.34%	\$5.54
Gas Cost Adjustment @ -\$0.00856	-\$1.22
Weather Normalization Adjustment	-\$4.04
Total Delivery Charges	\$127.84
Total Current Billing Charges	\$210.28

Message Center

Your estimated gas price to compare is \$0.56735 per CCF. This may change in March, June, September and December.





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: Mar 14, 2014
 Account Number: 9113436417

MONTHLY STATEMENT

From Feb 10, 2014 thru Mar 12, 2014 (30 Days)

MICHAEL PRENDERGAST
 12101 ELMORE TER
 PHILADELPHIA PA 19154-2710

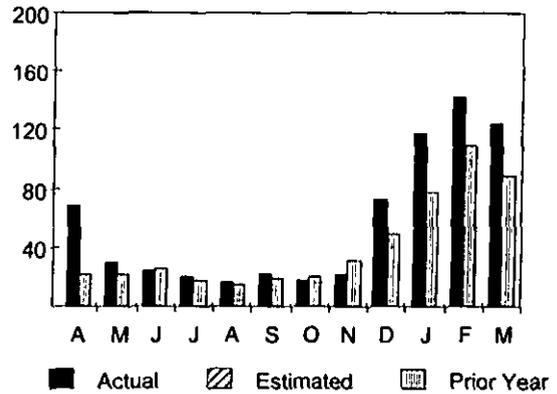
Thank you for your payment of \$218.28

Billing Summary

Current Charges \$186.78
 Current Agreement Charges \$53.06

Total Amount Due By
Apr 07, 2014 **\$239.84**

Energy Usage Information



- Average daily temperature 34.4 °F.
- Your average daily cost is \$6.23 compared to \$5.07 last year.
- For the last 12 months:
 - Your total usage is 679 Ccf.
 - Your average monthly usage is 56.58 Ccf.

Call 8-1-1 Before You Dig If your project requires digging, call 8-1-1 to have underground utilities marked. Remember, it's the law.

Think you smell gas? Call us at (215) 235-1212 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.

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: Apr 07, 2014
Please Pay: \$239.84

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

Amount Enclosed:

024162 000012005



MICHAEL PRENDERGAST
 12101 ELMORE TER
 PHILADELPHIA PA 19154-2710



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

0091134364178000000000239849



MICHAEL PRENDERGAST
12101 ELMORE TER
PHILADELPHIA PA 19154-2710

Page: 3 of 4
Billing Date: Mar 14, 2014
Account Number: 9113436417

Payments Received	Mar 12, 2014 Cash	\$218.28
	Total Payments	\$218.28

Meter Detail Meter #: 02123167 Cycle #: 07 Next Meter Read: Apr 10, 2014
Service Point ID: 9972177662

From			To			Difference	Usage (Ccf)	Conversion Factor	Total Therms
Date	Reading	Type	Date	Reading	Type				
02/10/2014	780	Actual	03/12/2014	904	Actual	124	124.00	1.054	130.69

Current Basic Charges

SA ID# 9961333535, 12101 ELMORE TER
Residential Heat & Domestic

Supply Charges

Commodity Charge 74.4 Ccf @ \$0.58054	\$43.19
Total Supply Charges	\$43.19

Delivery Charges

Customer Charge @ \$12.00	\$7.20
Distribution Charge 74.4 Ccf @ \$0.81381	\$60.55
Distribution System Improvement Charge 4.34%	\$2.94
Gas Cost Adjustment @ -\$0.00856	-\$0.64
Weather Normalization Adjustment	-\$3.85
Total Delivery Charges	\$66.20

Supply Charges

Commodity Charge 49.6 Ccf @ \$0.65031	\$32.26
Total Supply Charges	\$32.26

Delivery Charges

Customer Charge @ \$12.00	\$4.80
Distribution Charge 49.6 Ccf @ \$0.84223	\$41.78
Distribution System Improvement Charge 4.34%	\$2.02
Gas Cost Adjustment @ -\$0.01806	-\$0.90
Weather Normalization Adjustment	-\$2.57
Total Delivery Charges	\$45.13

Total Current Billing Charges **\$186.78**

Adjustment Detail

Adjustments for SA ID # 9961333535	
Revenue Adjustment	-\$636.75
Total Adjustments	-\$636.75

Agreement Billing Information

Your remaining agreement balance is \$2,539.02. You have 48 installments remaining to satisfy your agreement.



MICHAEL PRENDERGAST
12101 ELMORE TER
PHILADELPHIA PA 19154-2710

Page: 4 of 4
Billing Date: Mar 14, 2014
Account Number: 9113436417

**Account
Balance
Information**

Your account balance is \$2,725.80, which will become due if you fail to meet the terms of your agreement.

**Message
Center**

New Negotiated Payment Arrangement created

Effective March 1, 2014 PGW rates have changed. Commodity Charge increased to \$0.65031 per ccf. Gas Cost Adjustment decreased to (\$0.01806). Distribution Charge increased to \$0.84223. The changes will increase the typical residential heating bill by about \$76.43 a year.

Your estimated gas price to compare is \$0.56735 per CCF. This may change in March, June, September and December.

CERTIFICATE OF SERVICE

I HEREBY CERTIFY THAT I HAVE THIS DAY SERVED A TRUE COPY OF THE FORGOING DOCUMENT UPON WHICH THE PARTICIPANTANTS LISTED BELOW IS ACCORDANCE WITH THE REQUIREMENTS OF 52 PA. ss 1.54 (RELATING TO THE SERVICE BY A PARTICIPANT).

Service List:

For Defendant

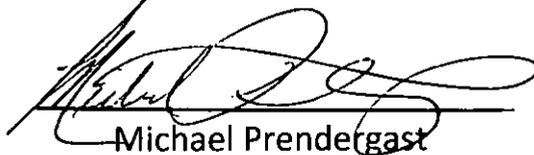
Laureto A. Farinas, Esq.

Philadelphia Gas Works

800 W. Montgomery Avenue

Philadelphia, PA. 19122

March 25, 2014

A handwritten signature in black ink, appearing to read "Michael Prendergast", written over a horizontal line.

Michael Prendergast

12101 Elmore Terrace

Philadelphia, PA. 19154

SECRETARY ROSEMARY CHIARETTA
PENNSYLVANIA Public Utility Commission
PO BOX 3265
HARRISBURG, PA 17105-3265

RECEIVED

MAR 26 2014

PA PUBLIC UTILITY COMMISSION
SECRETARY'S BUREAU

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6014

PA PUBLIC UTILITIES COMMISSION
SECRETARY'S BUREAU



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ORIGIN (POSTAL SERVICE USE ONLY)		
PO ZIP Code	Day of Delivery <input type="checkbox"/> Next <input type="checkbox"/> 2nd <input type="checkbox"/> 2nd Del. Day	Postage \$
Date Accepted	Scheduled Date of Delivery Month Day	Return Receipt Fee \$
Mo. Day Year	Scheduled Time of Delivery <input type="checkbox"/> Noon <input type="checkbox"/> 3 PM	COD Fee Insurance Fee \$ \$
Time Accepted <input type="checkbox"/> AM <input type="checkbox"/> PM	Military <input type="checkbox"/> 2nd Day <input type="checkbox"/> 3rd Day	Total Postage & Fees \$
Flat Rate <input type="checkbox"/> or Weight lbs. ozs.	Int'l Alpha Country Code	Acceptance Emp. Initials

DELIVERY (POSTAL USE ONLY)		
Delivery Attempt	Time <input type="checkbox"/> AM <input type="checkbox"/> PM	Employee Signature
Mo. Day		
Delivery Attempt	Time <input type="checkbox"/> AM <input type="checkbox"/> PM	Employee Signature
Mo. Day		
Delivery Date	Time <input type="checkbox"/> AM <input type="checkbox"/> PM	Employee Signature
Mo. Day		

CUSTOMER USE ONLY

WAVES OF SIGNATURE (Domestic)
Additional merchandise insurance is required for international mail. If customer requests waiver of signature, I wish delivery to be made without obtaining signature of addressee or addressee's agent (if delivery is made to a secure location). I authorize that delivery employee's signature is a valid proof of delivery.

NO DELIVERY
 Weekend Holiday Mailer Signature

NO ON DELIVERY

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Mr. Michael ...
12101 ...
Hills ...

TO: (PLEASE PRINT) PHONE ()

12101 ...
Hills ...

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Visit www.usps.com
Call 1-800-222-1811

ZIP - 4 (U.S. ADDRESSES ONLY. DO NOT USE FOR FOREIGN POSTAL CODES.)

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FOR INTERNATIONAL DESTINATIONS, WRITE COUNTRY NAME BELOW.