

Danielle T. Douglas  
116-48 218<sup>th</sup> Street  
Cambria Heights, NY 11411

**RECEIVED**

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

JUL 21 2014

PA PUBLIC UTILITY COMMISSION  
SECRETARY'S BUREAU

**RE: Danielle Douglas v. Philadelphia Gas Works, Docket No. F-2010-2164009**

**RESPONSE TO TENTATIVE OPINION AND ORDER**

Dear Secretary Chiavetta:

Pursuant to the Commission's Tentative Opinion and Order in the above referenced matter, dated June 17<sup>th</sup>, 2014, Danielle Douglas files the following information concerning the Complainant's PGW account and gas service at 4813 Chestnut Street, 2<sup>nd</sup> floor, Philadelphia, Pennsylvania.

- a) Meter Class: Class "A" Residential (R-275) Meter No 1572029
- b) According to 52 Pa. Code 59.21, it governs meter tests and contains the standard test schedules for meters, which vary depending on the class of the meter. The documentation provided reflects that last meter test conducted prior to May 27<sup>th</sup>, 2011 was August 6<sup>th</sup>, 1996. Nevertheless, there is no documentation that is informative of standard test schedules. (See Appendix "1")
- c) PGW asserts the appropriate billing adjustment was made in accordance with 52 Pa. Code 59.22 on the Complainant's PGW Bill. It was stated in Complainant's Exceptions, as noted on Page 7 of Tentative Order and Opinion, that the refund PGW computes should include the period from 2007 through the date of the meter exchange. Under 52 Pa Code 59.22, it states the period for which it (meter) has been in service beyond the regular test period shall be included in computing the refund.

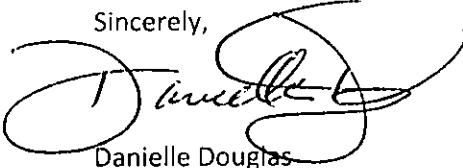
In addition, PGW stated that the cancellation(s) of meter testing illustrated that Danielle Douglas was not as persistent in the pursuit of this matter. In support of prior Complainant's Exception, the first complaint for a high bill was disputed on 4/4/2007. The high bills were paid in 2007. During the winter season of 2008, another high bill complaint was submitted on 2/7/2008. On 3/21/2008, a final decision was rendered by PGW that the account was reviewed for accuracy. Again, on 4/18/2008, PGW reviewed the usage pattern for the premise and found that although the rates differ, the consumption was in line with historic usage.

On 11/24/2009 PGW suggested to Danielle Douglas that she have her tenant requests meter test. This information was given to tenant. As a result, Amira Abdul-Hakeem (tenant) scheduled a PGW visit. The visit took place on 12/4/2009. On 12/11/2009, the results of visit were that meter and piping were correct. Therefore, the tenant assumed that a meter test was done. On

1/28/2010, the informal complaint by Danielle Douglas was dismissed. A meter test was paid by Danielle Douglas on 3/10/2010. On 3/12/2010 and 3/25/2010, Danielle Douglas told PGW that she would call at a later date to schedule appointment due to the fact that she lived out of state. On 5/13/2010, Danielle Douglas called PGW to schedule an appointment for meter test. Danielle Douglas was told by Adam (Customer Service Representative) that since a formal complaint was filed by Danielle Douglas and it was now in legal hands, Danielle Douglas would have to wait. Therefore, a meter test was NOT necessary. This information was given by Ms. Tiffany Higgins to Adam. (See PGW Exhibit 3 – Page 1 thru 11)

- d) The complainant asserts that calculations of the billing adjustments should be based on 52 Pa. Code 59.21. The evidence reflects that the Complainant was persistent in rectifying this ongoing issue in spite of PGW stating throughout the process that there were not any issues. Therefore, for the reasons listed above, the billing adjustments should not be based on 52 Pa. Code 59.22.

Sincerely,



Danielle Douglas

Cc: Laureto A. Farinas, Esq.

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Premise... 4813 Chestnut St,21/Philadelphia,Pa

Transaction History

Full Comments

Date	Type	Comment	Person	Follow Up
01/14/2011	GRT2	MAILED LIHEAP OUTREACH LETTER TO CUSTOMER	Douglas, Danielle	
09/28/2010	GRT2	SENT LETTER TO CUSTOMER TO PROVIDE INFORMATION ABOUT DPW'S MAILING OF PRE-PRINTED APPLICATIONS FOR LIHEAP.	Douglas, Danielle	
08/03/2010	BILL	cor calling to get the actual charges for the last 5 months...changed mailing address on account...satisfied	Douglas, Danielle	
05/13/2010	1099	cor called about her dispute spoke to Ms. Higgins in CRU she explained to me that the customer has filed a formal complaint and it is in legal's hands and customer must wait	Douglas, Danielle	
05/13/2010	CRU	CRU ~ Received call from Call Center Rep. Adam. Informed him that CRU received customer's Formal Complaint and customer will receive correspondence from our Legal Dept. ***	Douglas, Danielle	
04/13/2010	COLL	COR called about hold on the account from the PUC cor satisfied	Douglas, Danielle	
04/05/2010	COLL	adv cor that curr bal is zero act 12/22/10 c/s	Abdul-Hakeem, Amira M	
04/05/2010	COLL	COR DANIELLE DOUGLAS CALLED ABOUT A SHUT OFF NOTICE SHE RECEIVED, TOLD CUST THERE IS A HOLD ON HER ACCT BECAUSE OF THE PUC COMPLAINT SHE HAS IN	Douglas, Danielle	
03/29/2010	CRU	Sent e mail to Legal with investigation for the Formal Complaint.	Douglas, Danielle	
03/29/2010	PAY	owner mrs danielle douglas called to make payment in amount of \$679.15 by credit card Confirmation Code 088695	Abdul-Hakeem, Amira M	
03/26/2010	CRU	Received Closing/Decision from of PUC/BCS regarding BCS# 2646916 on 03/30/2010. The BCS stated the following: CASE DISMISSED ***** ADVISED HER THAT COMPANY DID A FIELD TEST AND FOUND NO FOREIGN LOAD AND NO EVIDENCE OF TAMPERING. LANDLORD FILED COMPLAINT FOR THE SAME ISSUED AND IT WAS DISMISSED ON 1/28/2010. BILLS AND BALANCE IS CORRECT AS RENDERED. CUSTOMER RESPONSIBLE FOR 679.15. CUSTOMER HAS 20 DAYS FROM THE DATE OF THIS DECISION TO EITHER PAY THE FULL AMOUNT, CALL	Abdul-Hakeem, Amira M	
03/26/2010	CRU	THE COMPANY DIRECTLY TO NEGOTIATE PAYMENT TERMS OR TO FILE A FORMAL COMPLAINT.	Abdul-Hakeem, Amira M	
03/25/2010	SERV	917-826-4984 Spoke with COR/ Owner. Customer will call back to schedule appointment for a Meter test Exchange.If Customer calls in refer to DE an Camacho ext#6085 Customer lives in New York, I	Douglas, Danielle	

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PGW Exhibit - 3

PA PUBLIC UTILITY COMMISSION  
SECRETARY'S BUREAU

Page 1 of 1

Premise... 4813 Chestnut St, 2/Philadelphia, Pa

Transaction History

Full Comments

Date	Type	Comment	Person	Follow Up
03/25/2010	SERV	917-826-4984 Spoke with COR/ Owner. Customer will call back to schedule appointment for a Meter test Exchange. If Customer calls in refer to DE an Camacho ext#6085 Customer lives in New York. I Received email from A. Cromley / CRU Formal Compl Filed.	Douglas, Danielle	
03/17/2010	CRU	PUC Formal Docket # F-2010-2164009 filed on 3/15/2010 12:00:00 AM	Douglas, Danielle	
03/12/2010	CRU	Response sent to BCS on 3/12/2010 2:03:39 PM for Case # 2646916. It is PGW's final position that Per the Philadelphia Board of Revision of Taxes, Danielle Douglas, has been the property owner of 4813 Chestnut St. since 1/11/07. The property is a duplex. Records show that on 11/24/09 second floor tenant, Amira Hakeem-Abdul, filed an internal dispute with PGW. As part of DRU's investigation, on 12/4/09, a field visit was completed. The field visit report indicated that th	Abdul-Hakeem, Amira M	
03/12/2010	CRU	e property is a duplex with a separate meter, range, water heater, and house heater for each unit. The 2nd floor thermostat was found set at 72 with a corresponding room temperature. The thermostat is located in the front room with 2 windows and a door to the balcony. Thermostat location could also affect usage and billing. Review of (the attached Nexus usage analysis indicates that Ms. Hakeem's account used an average of 40.6 cubic feet of gas per degree day. On 12/22/0	Abdul-Hakeem, Amira M	
03/12/2010	CRU	9 customer called PGW and CSR issued an AMR turn-off effective 12/22/09. On that same day, Landford/owner, Danielle Douglas, transferred the service into her name.  It PGW's final position that Amira Abdul-Hakeem's bills and AMR readings are correct as rendered. PGW has properly investigated Amira Abdul-Hakeem's accusation that some could be stealing gas from the building. On 12/4/09 a field visit was completed and there was no evidence of a foreign load and there was no	Abdul-Hakeem, Amira M	
03/12/2010	CRU	evidence of any tampering. To date, Amira Hakeem Abdul's account is closed and has a balance of \$679.15. PGW request payment in full with closed accounts. As of 12/22/09 owner, Danielle Douglas, has been PGW's customer of record at 4813	Abdul-Hakeem, Amira M	

Change Customer Contact...

Launch Related Transaction...

Premise... 4813 Chestnut St,2f/Philadelphia,Pa

Transaction History

Full Comments

Date	Type	Comment	Person	Follow Up
03/12/2010	CRU	evidence of any tampering. To date, Amira Hakeem Abdul's account is closed and has a balance of \$679.15. PGW request payment in full with closed accounts. As of 12/22/09 owner, Danielle Douglas, has been PGW's customer of record at 4813 Chestnut St., 2f. Records show that Ms. Douglas has paid for a special meter test. Ms. Douglas was contacted by PGW's Meter Shop on 3/10/10, to schedule a date for the meter to be retrieved for testing. However, Ms. Douglas provided th	Abdul-Hakeem, Amira M	
03/12/2010	CRU	at she would call back to schedule the appointment. * Response sent, waiting on PUC decision *	Abdul-Hakeem, Amira M	
03/10/2010	SERV	Meter Test Exchange 917-826-4984 Spoke with owner Danielle Douglas , will cal for appt/ Meter Test Exchange. Claims will provide all access to Gas Meter + appl's	Douglas, Danielle	
03/10/2010	SERV	AIMS Order#: 2282329 Cancelled -Customer cancelled order	Douglas, Danielle	
03/09/2010	MISC	imposed 10.00 city test charge from e mail dated 3/9/10	Douglas, Danielle	
03/09/2010	METR	pd for special meter test , check for \$10.00.	Douglas, Danielle	
03/09/2010	CRU	I called owner, Ms. Douglas, and left message requesting that she return my call at CRU hotline 215-787-1250.	Douglas, Danielle	03/15/2010
03/01/2010	CRU	ms. douglas called cru hotline returning the review officer call Higgins transferred call customer nasty.	Douglas, Danielle	
03/01/2010	CRU	***** CRU ~ I called owner, Danielle Douglas, at (917) 826-4984 and left a message requesting that she call me back at CRU hotline 215-787-1250. Also, mailed Please Contact Letter. *****	Abdul-Hakeem, Amira M	
03/01/2010	CRU	***** CRU ~ I called owner, Danielle Douglas, at (917) 826-4984 and left a message requesting that she call me back at CRU hotline 215-787-1250. Also, mailed Please Contact Letter. *****	Douglas, Danielle	04/15/2010
02/24/2010	PAY	customer made payment of \$85.00 with credit card conf#055094 aware of \$2.95 charge and inquiring about dipute on acct told will be notified satisfied with call	Abdul-Hakeem, Amira M	

Change Customer Contact...

Launch Related Transaction...

Premise... 4813 Chestnut St, 2f/Philadelphia, Pa

- Transaction History
- Full Comments

Date	Type	Comment	Person	Follow Up
02/24/2010	PAY	customer made payment of \$85.00 with credit card conf#055094 aware of \$2.95 charge and inquiring about dipute on acct told will be notified satisfied with call	Abdul-Hakeem, Amira M	
02/19/2010	CRU	PUC Informal Complaint BCS# 2646916 filed on 2/19/2010 4:03:29 PM (CRU 787-1250) regarding BILLING DISPUTES (# 18), by	Abdul-Hakeem, Amira M	
02/19/2010	COL2	Offered the cor par terms of, 946.00 as a d/p due by, 2/26 then, 287.00/month. Sh says that she can not afford that. The par was not entered. She says that the income is, 1500.00/month for 1 in the hh, level 2.	Douglas, Danielle	
02/18/2010	BILL	cor call due to she wanted to know why she is charge all this balance due to her landord was supposed to take care the balance she is taking over. inform cor the account is under her name. she is responsible for the balance. if her landord will pay this is something she have to address with landord as far as pgw this is her gas bill is under her name and she use the service. she claim will talk to her landord. so noted	Abdul-Hakeem, Amira M	
02/08/2010	BILL	COR said she guess that PGW wont recieve a pymt because she isnt calling the PUC.	Douglas, Danielle	
02/08/2010	BILL	COR asked for a budget par. According to COR the GMI is \$1666.66 w/ 1 in hh (Level 2) COR has an open PUC Case. Informed COR that she as to contact the PUC about the account. COR said she already talk to the PUC & was told her case was closed & that she isnt calling the PUC. Per QA, Informed COR again that a par cant be set up at this time with the open PUC Case (PUC hold on acct *& Disputed amount for the account) referred her to the	Douglas, Danielle	
02/08/2010	METR	COR called about a Special meter test. Gave COR Special Meter test address	Douglas, Danielle	
01/28/2010	CRU	Received Closing/Decision from of PUC/BCS regarding BCS# 2358307 on 01/29/2010. The BCS stated the following: DECISION STATEMENT OF COMPLAINT: THE PROPERTY IS EMPTY AND IS A TWO UNIT PROPERTY. THE 01/08 BILL WAS FOR \$139.82 AND THE BILLFOR 2/08 FOR \$285.21 FOR THE SECOND FLOOR WHILE THE FIRST FLOOR APARTMENT BILLS ARE \$25.00 AND \$50.00 APPROXIMATELY. THESE WERE DISPUTED WITH THE COMPANY WHO RESPONDED THEY	Douglas, Danielle	

Change Customer Contact...

Launch Related Transaction...

Premise... 4813 Chestnut St, 2f/Philadelphia, Pa

- Transaction History
- Full Comments

Date	Type	Comment	Person	Follow Up
01/28/2010	CRU	Received Closing/Decision from of PUC/BCS regarding BCS# 2358307 on 01/29/2010. The BCS stated the following: DECISION STATEMENT OF COMPLAINT: THE PROPERTY IS EMPTY AND IS A TWO UNIT PROPERTY. THE 01/08 BILL WAS FOR \$139.82 AND THE BILL FOR 2/08 FOR \$285.21 FOR THE SECOND FLOOR WHILE THE FIRST FLOOR APARTMENT BILLS ARE \$25.00 AND \$50.00 APPROXIMATELY. THESE WERE DISPUTED WITH THE COMPANY WHO RESPONDED THEY ARE CORRECT; THEY DO NOT SEE A PROBLEM. INVESTIGATION BY THE PU	Douglas, Danielle	
01/28/2010	CRU	C FOUND: THT DANIELLE DOUGLAS ESTABLISHED SERVICE TO 4813 CHESTNUT STREET, 2 ON 1/11/07 UNDER ACCOUNT # 0004 5774 9437. THE PROPERTY IS EQUIPPED WITH AN AUTOMATIC METER READING (AMR) DEVICE; THE BILLS ARE BASED ON ACTUAL METER READINGS. THAT ON 6/1/07 THE COMPANY COMPLETED A FIELD VISIT AT THE PROPERTY. BOTH FLOORS WERE EXAMINED FOR APPLIANCES AND THE TRACING OF THOSE LINES, NO PROBLEMS WERE IDENTIFIED. THE PROPERTY WAS BEING REHABBED. THE PUC REVIEWED USAGE FOR BOTH UNI	Douglas, Danielle	
01/28/2010	CRU	TS AT THE PROPERTY AS WELL AS THAT OF PROPERTIES ON EITHER SIDE OF THE PROPERTY. THERE WAS NO INDICATION OF METER MIX OR WRONG DOING IDENTIFIED. THAT THE BALANCE FOR 4813 CHESTNUT STREET, 2F AS OF THE DATE OF THIS DECISION IS \$2,365.27. BASED ON THESE FINDINGS WE CONCLUDE: THE BILLS ARE CORRECT AS RENDERED. THE CUSTOMER IS RESPONSIBLE FOR THE ACCOUNT BALANCE. IT COULD NOT BE DETERMINED WHY THE SECOND FLOOR USAGE IS HIGER THAN THAT OF THE FIRST FLOOR. THEREFORE IT I	Douglas, Danielle	
01/28/2010	CRU	S DECIDED: THE INFORMAL COMPLAINT OF DANIELLE DOUGLAS IS HEREBY DISMISSED. THE CUSTOMER IS ADVISED TO CONTACT THE COMPANY IF PAYMENT TERMS ARE	Douglas, Danielle	

Change Customer Contact... Launch Related Transaction...

Premise: 4813 Chestnut St, 2f/Philadelphia, Pa

- Transaction History
- Full Comments

Date	Type	Comment	Person	Follow Up
01/28/2010	CRU	S DECIDED: THE INFORMAL COMPLAINT OF DANIELLE DOUGLAS IS HEREBY DISMISSED. THE CUSTOMER IS ADVISED TO CONTACT THE COMPANY IF PAYMENT TERMS ARE NECESSARY.	Douglas, Danielle	
01/04/2010	BILL	CDR - Called to compare her bill to the neighbors; I explained to the cor that I can not give billing information for another cust. High bill complaint. I offered to file a dispute. The cor stated she did file a dispute, and stated she will contact the PUC. The complaint is on record, and I advised the cor to give them a call.	Douglas, Danielle	
12/22/2009	SERO	Turn On (AMR) Issued turn on for 4813 Chestnut St, 2f.	Douglas, Danielle	
12/22/2009	SER1	Turn Off (AMR), 12/22/2009 cor call to get service out of her name say that landlord is getting service in her name	Abdul-Hakeem, Amira M	
12/22/2009	PAY	Confirmation Code 356094 PGW Account Number 0047726479 Payment Method VISA Payment Account Number *****2275  Payment Amount \$85.00 Billmatrix Processing Fee \$2.95  .....  Total \$87.95	Abdul-Hakeem, Amira M	
12/21/2009	1099	Cor LL called for case number .....did not see it .....she was recontacting puc about the acct. Nothing changed on prior contact .....	Abdul-Hakeem, Amira M	
12/11/2009	DRU	Dispute received on 12/07/2009 closed on 12/11/2009 11:42:37 AM. Resolution: Returned call to owner at 917-826-4984 to Miss Danielle douglas. Exp to her that hb dispute was closed Dec 7 for her tenant who is the cor for 2f. LL was calling to follow up after her tenant received our letter with all info. Exp to her that we comp a field visit on Dec 4, 2009 and found meter and piping correct. LL still	Abdul-Hakeem, Amira M	

Change Customer Contact... Launch Related Transaction...

Premise... 4813 Chestnut St, 21/Philadelphia, Pa

Transaction History

Full Comments

Date	Type	Comment	Person	Follow Up
12/11/2009	DRU	Dispute received on 12/07/2009 closed on 12/11/2009 11:42:37 AM. Resolution: Returned call to owner at 917-826-4384 to Miss Danielle douglas. Exp to her that hb dispute was closed Dec 7 for her tenant who is the cor for 2f. LL was calling to follow up after her tenant received our letter with all info. Exp to her that we comp a field visit on Dec 4, 2009 and found meter and piping correct. LL still disputed bill. Gave her PUC # 1-800-782-1110. Verbal close to hb.	Abdul-Hakeem, Amira M	
12/07/2009	BILL	LL Danielle Douglas called because she feels that bills for 2nd flr are too high and is requesting pipe trace to verify if gas is being stolen or if gas is going to first. floor advised that had dispute and findings were sent to her. she states she doesn't agree and wants pipe traced. also gave her qaddress for meter test.	Douglas, Danielle	
12/07/2009	DRU	Dispute received on 12/07/2009 regarding LL is requesting pipe meter trace. did receive letter from previous dispute and is not satisfied i also suggested she can have meter tested and gave information. she would still like appointment to have meter pipe trace done. Danell Douglas can be reached at 917-826-4984	Abdul-Hakeem, Amira M	
12/07/2009	BILL	LL called because she feels that bills for 2nd flr are too high and is requesting pipe trace to verify if gas is being stolen or if gas is going to first. floor advised that had dispute and findings were sent to her. she states she doesn't agree and wants pipe traced. also gave her qaddress for meter test.	Abdul-Hakeem, Amira M	
12/07/2009	SER2	cancel	Abdul-Hakeem, Amira M	
12/07/2009	DRU	date (8/13/2009) to present. A field visit was completed on 12/4/2009 and the meter reading verified. The report indicates that the property is a duplex with separate meter and range, water heater and house heater for each unit. The 1st floor is vacant with minimal usage which could affect 2nd floor customer bill amount. The 2nd floor thermostat was found set at 72 with a corresponding room temperature. The thermostat is located in the front room with 2 windows and a d	Abdul-Hakeem, Amira M	
12/07/2009	DRU	oor to the balcony. Thermostat location could also affect usage and billing. A utility report has been sent to the customer along with a statement of account and nexus usage analysis showing usage	Abdul-Hakeem, Amira M	

Change Customer Contact...

Launch Related Transaction...

Premise: 4813 Chestnut St, 2f/Philadelphia, Pa

Transaction History

Full Comments

Date	Type	Comment	Person	Follow Up
12/07/2009	DRU	oor to the balcony. Thermostat location could also affect usage and billing. A utility report has been sent to the customer along with a statement of account and nexus usage analysis showing usage average. Conservation and meter test request information was included in the response. Closed high bill inquiry.	Abdul-Hakeem, Amira M	
12/07/2009	DRU	Dispute received on 11/24/2009 closed on 12/7/2009 10:34:58 AM. Resolution: Review account. The property is equipped with an automatic meter and has been billed to actual readings. The analysis shows usage average is consistent at the property. Due to the short period of customer time a comparison analysis of the customer yearly usage average was unable to be established. The billing rate was changed from GSRT to GSR and the account has been rebilled monthly from turnon	Abdul-Hakeem, Amira M	
12/01/2009	BILL	Spoke with customer rescheduled field visit to 12/4/2009	Abdul-Hakeem, Amira M	
11/30/2009	BILL	Called cust advise of it chg and rebill gave balance after rebill (GSR \$298.23) Cust will have keys and call back to confirm 12/3 field visit	Abdul-Hakeem, Amira M	
11/30/2009	BILL	Spoke with customer (Rate change to GSR cancel GSRT billing and rebill account as this is only acct in cust name per review and soc sec # search) Cust says 1f not occupied and tenant moving in 12/1/09. (low usage 1f) prior high bill says rge, aw, hh both floors. cust will call back for 12/3 field visit. Also owner D Douglas has Puc inquiry as she is prior customer this floor (not resolved gave tenant PUC # for owner she will contact for access) Cust will call back	Abdul-Hakeem, Amira M	
11/30/2009	BILL	i returned call to msg lft by cust (lft msg with my name and #)	Abdul-Hakeem, Amira M	
11/27/2009	BILL	lft msg on cust machine with my name and # possible field visit needed	Abdul-Hakeem, Amira M	
11/24/2009	DRU	Dispute received on 11/24/2009 regarding C.O.R. IS DISPUTING CUTRRENT GAS BILL OF \$330.95. ISSUED HIGH BILL. C.O.R. JUST MOVED IN.	Abdul-Hakeem, Amira M	
11/24/2009	COLL	cor adv that dispute is on going she states her presnt tenet has high adv her to have tenet put in dispute and if she feels meter is wrong sugessted meter test c/s	Douglas, Danielle	
10/08/2009	COLL	cor called to make a payment with a visacard in the amount of 41.14. ID# 281094. Cor was satisfied with service provided.	Abdul-Hakeem, Amira M	
08/20/2009	CRU	Received email from PUC Supervisor Weary BCS case # 2358307 is	Douglas, Danielle	

Change Customer Contact...

Launch Related Transaction...

Premise... 4813 Chestnut St. 27/Philadelphia, Pa

Transaction History

Full Comments

Date	Type	Comment	Person	Follow Up
10/08/2009	COLL	cor called to make a payment with a visacard in the amount of 41.14. ID# 281094. Cor was satisfied with service provided.	Abdul-Hakeem, Amira M	
08/20/2009	CRU	Received email from PUC Supervisor Weary BCS case # 2358307 is still open, no decision rendered, extended PUC Hold until 3/10.	Douglas, Danielle	
08/13/2009	SERO	Turn On (AMR) mis Abdul came into ccdc to get ser in name cust is sat	Abdul-Hakeem, Amira M	
06/16/2009	MISC	cor called regarding puc complaint. informed cor acct still under investigation...based on the prev contact we have not recieved anything...she asked for the PUC # gave it to her. c/s	Douglas, Danielle	
12/12/2008	BILL	Customer called to see if PUC had given any updates about investigation.	Douglas, Danielle	
09/15/2008	BUD	cor called regarding puc complaint. informed cor acct still under investigation.	Douglas, Danielle	
05/28/2008	CRU	Cor has a formal complaint in with the PUC she was given the number to that department. Sat	Douglas, Danielle	
04/18/2008	DRU	Dispute received on 03/10/2008 closed on 4/18/2008 11:09:49 AM. Resolution: High Bill Dispute completed, the bills are based on actual meter readings each month. I have reviewed the usage pattern for the premise and found that although the rates may differ, the consumption is in line with historic usage. The bill for the disputed period was from 1/17/08 to 2/15/08 for 139 CCF's of gas at an average daily temperature of 36 degrees and it compares to the same period last year	Douglas, Danielle	
04/18/2008	DRU	from 1/11/07 to 2/16/07 when 349 CCF's of gas was used at an average daily temperature of 30 degrees. Per review of the account and having obtained actual meter readings, we find the bill to be correct. To assist in review of our findings we are including the following documents: A statement of account, a history of bills, a gas usage analysis and dispute options	Douglas, Danielle	
03/26/2008	DRU	CONTACTED CUSTOMER WENT OVER BILLING AND PRIOR DISPUTE CUSTOMER WILL WAIT FOR PUC RESPONSE	Douglas, Danielle	
03/21/2008	CRU	Response sent to BCS on 3/21/2008 11:03:20 AM for Case # 2358307. It is PGW's final position that The account was reviewed for accuracy. The property is owned by Danielle Douglas as of	Douglas, Danielle	

Change Customer Contact...

Launch Related Transaction...

Premise... 4813 Chestnut St, 2f/Philadelphia, Pa

- Transaction History
- Full Comments

Date	Type	Comment	Person	Follow Up
03/21/2008	CRU	Response sent to BCS on 3/21/2008 11:03:20 AM for Case # 2358307. It is PGW's final position that The account was reviewed for accuracy. The property is owned by Danielle Douglas as of 1/11/07. The property is a duplex with both floors in M's Douglas's name. A field visit was done on 6/01/07 which found the first floor equipped with a house heater, water heater and range. The house heater was the only appliance on. The start index for the first floor was 2861. The second flo	Douglas, Danielle	
03/21/2008	CRU	or was equipped with a house heater and a water heater. The start index was 2224. Both floors are equipped with functioning AMF devices. The property is being rehabbed. The bill was determined to be correct as rendered.	Douglas, Danielle	
03/20/2008	CRU	PUC Informal Complaint BCS# 2358307 filed on 3/20/2008 3:06:08 PM (CRU 787-1250) regarding BILLING DISPUTES (# 18), by	Douglas, Danielle	
03/11/2008	DRU	Dispute received on 02/07/2008 closed on 3/11/2008 10:29:28 AM. Resolution: review account, the bill is correct per review and analysis. the property is equipped with an automatic meter and has been billed to actual readings. the analysis shows usage is consistent with a drop in usage average for the current year. a utility report with conservation information was sent to the customer along with a statement of account and nexus usage analysis. 21 day review for puc inqu	Douglas, Danielle	
03/11/2008	DRU	inquiry entered, closed high bill inquiry.	Douglas, Danielle	
03/10/2008	DRU	Dispute received on 03/10/2008 regarding cor disputes current bill of \$285.21	Douglas, Danielle	
03/06/2008	HB1	COR called to diputed current bill 2/19/08 in the amount of 285.21...COR currently is disputing previous bill...dispute dated 2/07/08 - 3/8/08...explained to COR disputes can not overlap in system and to cal back Monday 3/10/08 to new dispute...c/s	Douglas, Danielle	
02/21/2008	COLL	COR FILED A DISPUTE WITH TRANS UNION/EXPERIAN CREDIT BUREAU UPDATED, CUSTOMER'S ACCOUNT IS PAID UP TO DATE CODE 11 = CURRENT ACCOUNT	Douglas, Danielle	
02/08/2008	BILL	sent receipt letter	Douglas, Danielle	
02/07/2008	DRU	Dispute received on 02/07/2008 regarding CUSTOMER	Douglas, Danielle	

Change Customer Contact...

Launch Related Transaction..

Premise: 4813 Chestnut St, 2f/Philadelphia, Pa

- Transaction History
- Full Comments

Date	Type	Comment	Person	Follow Up
03/10/2008	DRU	Dispute received on 03/10/2008 regarding cor disputes current bill of \$285.21	Douglas, Danielle	
03/06/2008	HB1	COR called to diputed current bill 2/19/08 in the amount of 285.21...COR currently is disputing previous bill ..dispute dated 2/07/08 - 3/8/08...explained to COR disputes can not overlap in system and to cal back Monday 3/10/08 to new dispute...c/s	Douglas, Danielle	
02/21/2008	COLL	COR FILED A DISPUTE WITH TRANS UNION/EXPERIAN CREDIT BUREAU UPDATED, CUSTOMER'S ACCOUNT IS PAID UP TO DATE CODE 11 = CURRENT ACCOUNT	Douglas, Danielle	
02/08/2008	BILL	sent receipt letter	Douglas, Danielle	
02/07/2008	DRU	Dispute received on 02/07/2008 regarding CUSTOMER DISPUTING BILL. TRIED TO EXPLAIN ABOUT WEATHER AND NOTHING INSULATING APARTMENT.	Douglas, Danielle	
11/26/2007	GRT1	COR called for liheap and crissis phone #'s. satisfied.	Douglas, Danielle	
06/18/2007	HB1	FROM HIGH BILL TO GASD CLEARED BUCKETS ENTERED 6 MONTH NO MONEY DOWN PAR CUSTOMER SATISFIED	Douglas, Danielle	
05/30/2007	HB1	c/c to rescheduled rate survey visit for 6-1-07 / left message on D. Cleary voice mail / phone # good on acct	Douglas, Danielle	
05/15/2007	HB1	HIGH BILL CLOSED CUST TO CONTACT HIGH BILLS TO REENTER FOR FIELD VISIT 5/31/2007	Douglas, Danielle	
04/26/2007	DRU	FIELD VISIT RATE SURVEY 5/10/AFT 12 NOON VERIFIED 917-826-4984	Douglas, Danielle	
04/26/2007	DRU	cust left message on my phone/ call back left message	Douglas, Danielle	
04/21/2007	DRU	THE GAS USAGE INDICATES HIGHER THAN NORMAL USAGE. A LETTER HAS BEEN SENT TO THE CUSTOMER TO CONTACT ME ON MORE INFORMATION REGARDING. THE PREMISE THERE ARE 2 ACCOUNTS HERE. THE PROPERTY COULD BE BEING REHAB. THE ACCOUNT IS SHOWING NO HEAT.	Douglas, Danielle	
04/04/2007	BILL	enter high bill dipsuted cor states that keeps theremsot on 55 degress and property is vacent , also she has service in her name or 1fl and that bill is 50.00	Douglas, Danielle	
01/08/2007	SERO	Turn On (AMR) COR MAKING SETTLEMENT ON 1/11/07	Douglas, Danielle	
12/04/2006	SERO	Turn On, 12/07/2006, 1200 - 1600 t/o for 12/7	Griffin, T	

Change Customer Contact... Launch Related Transaction...

Customer Requested Meter Test

Date 5-31-11

THE Philadelphia Gas Works tested the meter removed from the premises of:

CUSTOMER:

Danielle Douglass

ADDRESS

4813 Chestnut St 2nd Fl.

ON APPLICATION NO.:

6640528

GIVES THE FOLLOWING RESULTS:

Meter No.						
Size	Index	Meter Test Results		Percentage		
		Temperature	Open	Check	Fast	Slow
1572029						
R-275	7646					
Meter Received		74	97.8	97.5		
5-27-11		74	97.8	97.6		
Meter Tested		74	97.9	97.6		
5-31-11		Average of Results	97.8	97.6	-2.4	

*[Signature]*

PGW REPRESENTATIVE

PGW Exhibit - 2

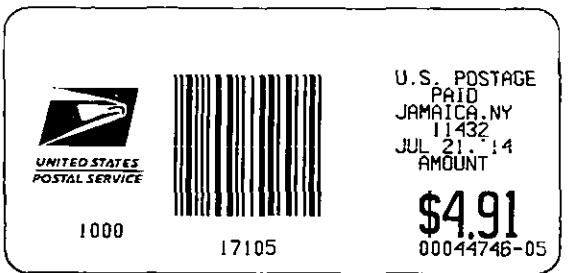
Page 2 of 4

*Attn: Ann Cranley*

*Find\_Meter\_Number*

<i>Mtr_Alt</i>	<i>ILITE</i>	<i>Mtr_Index</i>	<i>Proof_Check</i>	<i>Proof_Open</i>	<i>Reason</i>
1572010	04081998	1122	100 182	101 51	App in Service
1572016	043172011	7848	97 324	97 73	
1572016	043172011	7848	97 342	97 718	
1572016	043172011	7848	97 355	97 781	
1572016	043172011	7848	97 528	97 806	
1572016	043172011	7848	97 587	97 818	
1572016	043172011	7848	97 582	97 864	
1572016	037172012	7848	98 636	98 604	

. Douglas  
- 48 21st street  
Ambria Heights, NY 11411



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

**RECEIVED**  
JUL 21 2014  
PA PUBLIC UTILITY COMMISSION  
SECRETARY'S BUREAU