

**PENNSYLVANIA PUBLIC UTILITY COMMISSION**  
**Harrisburg, Pennsylvania 17105-3265**

**William Edney**  
v.  
**Philadelphia Gas Works**

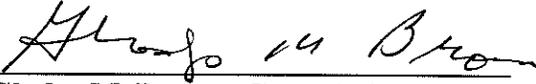
**Public Meeting held December 18, 2014**  
**2393858 - OSA**  
**Docket No. F-2013-2393858**

**STATEMENT OF COMMISSIONER GLADYS M. BROWN**

William Edney filed a Complaint against PGW after receiving an extremely high make up bill for \$11,866.38 following the replacement of his gas meter. The ALJ determined that the bill was for previously unbilled usage caused by unexplained magnetic interference with the AMR device and that the bill amount was correct as rendered. While I agree with the Commission's disposition of the Exceptions filed by William Edney to the ALJ's Initial Decision, the frequency of these meter related makeup bill complaints against PGW may indicate a larger problem with PGW's monitoring of its billing system and/or its AMRs.<sup>1</sup>

The record in this case indicates that as far back as 2006, usage at the service address dropped significantly and in some months reflected negative usage. (Tr. at 54-55). I wish to emphasize to PGW the importance of routinely monitoring its facilities to deter occurrences of unbilled usage. It is a hardship for PGW's customers, like Mr. Edney, to have to find the money to pay these large makeup bills; and, providing free or below cost gas for numerous years certainly challenges PGW's bottom line.

**December 18, 2014**  
**Date**

  
**Gladys M. Brown, Commissioner**

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<sup>1</sup> See, e.g., *Nathaniel Haynesworth v. PGW*, C-2013-2388558, 2014 Pa. PUC LEXIS 370 (July 22, 2014); *Michael John Sottile v. PGW*, C-2013-2352676, 2013 Pa. PUC LEXIS 580 (September 20, 2013); *Orlando Rivera v. PGW*, C-2010-2164222 (November 8, 2012).