

F-2015-2466092

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APR 20 2015

PA PUBLIC UTILITY COMMISSION
SECRETARY'S BUREAU

APR 21 2015
Pennsylvania PUC

Consumer Services
CAC Division

Mrs. Gaytha Kirtz Kutt
5720 N. Beethoven St
Phila Pa, 19138
4/11/2015

Secretary - Public Utility Commission
PGW account number = 0563694053

I am writing to you office, because
the Phila. Gas Co. continues to send
me erroneous bills, (which I have
paid). However, I believed the
PUC would investigate their claims
and offer a positive answer to
my complaint. I have not heard
a word from the PUC since Jan. 2015
when I sent in the complaint.
Isn't it strange that I had to have
Hester Union locate the money
order for a special meter test before
PGW even acknowledged the
request or the money order. This
crucial bit of information is what
led to the dismissal of the 148297

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informal complaint. P&W's tactics are beyond reprehensible, especially for a person like myself who is disabled and whose income is below poverty guidelines for the United States. I, we use gas only for hot water and cooking, not heat; their prices far exceed my ability to pay. I have not asked them for any budgets or assistance, only LI HEAP. P&W has done this thing to me before in 2008, evidence which I sent in with my formal complaint. The practices of P&W in Philadelphia cause me and others to hope to be able to have solar energy heat and cool our environments and have those energy companies pay us for any excess energy we may not use. I have sent the bills they have charged me and the receipts of payment, ~~even~~ though the charges are wrong. Mrs. Lyatha
Mrs. Lyatha



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: Mar 07, 2015
Account Number: 0563694053

MONTHLY STATEMENT

From Feb 04, 2015 thru Mar 05, 2015 (29 Days)

AJATHA W WERTS
5720 N BEECHWOOD ST
PHILA PA 19138-2802

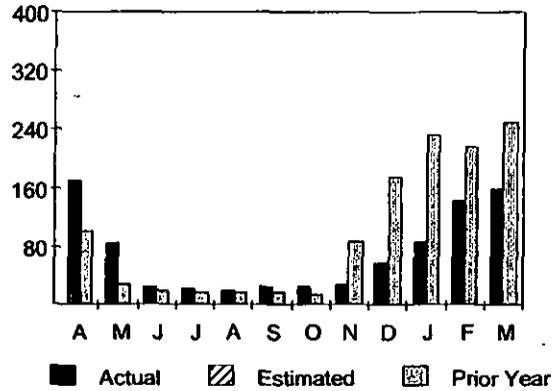
Thank you for your payment of \$205.70

Billing Summary

Past Due Amount \$1,261.44
Current Charges \$207.86

Total Amount Due By
Mar 31, 2015 ~~\$1,469.30~~

Energy Usage Information



- Average daily temperature 26.3 °F.
- Your average daily cost is \$7.17 compared to \$11.71 last year.
- For the last 12 months:
 - Your total usage is 846 Ccf.
 - Your average monthly usage is 70.5 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.

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.

Like us on Facebook & follow us on Twitter @MyPGW

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.

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AJATHA W WERTS
5720 N BEECHWOOD ST
PHILA PA 19138-2802

Page: 3 of 3
Billing Date: Mar 07, 2015
Account Number: 0563694053

Payments Received Mar 05, 2015 Cash \$205.70
Total Payments \$205.70

Meter Detail Meter #: 02088307 Cycle #: 04 Next Meter Read: Apr 06, 2015
Service Point ID: 9972079207

From			To			Difference	Usage (Ccf)	Conversion Factor	Total Therms
Date	Reading	Type	Date	Reading	Type				
02/04/2015	5204	Actual	03/05/2015	5362	Actual	158	158.00	1.0577	167.11

Current Basic Charges

SA ID# 4248358568, 5720 N BEECHWOOD ST
Residential Heat & Domestic

Supply Charges

Commodity Charge 130.76 Ccf @ \$0.59881 \$78.30
Total Supply Charges \$78.30

Delivery Charges

Customer Charge @ \$12.00 \$9.93
Distribution Charge 130.76 Ccf @ \$0.73961 \$96.71
Distribution System Improvement Charge 2.24% \$2.39
Gas Cost Adjustment @ \$0.03302 \$4.32
Weather Normalization Adjustment -\$16.92
Total Delivery Charges \$96.43

Supply Charges

Commodity Charge 27.24 Ccf @ \$0.46584 \$12.69
Total Supply Charges \$12.69

Delivery Charges

Customer Charge @ \$12.00 \$2.07
Distribution Charge 27.24 Ccf @ \$0.75432 \$20.55
Distribution System Improvement Charge 2.24% \$0.51
Gas Cost Adjustment @ \$0.03077 \$0.84
Weather Normalization Adjustment -\$3.53
Total Delivery Charges \$20.44

Total Current Billing Charges \$207.86

Message Center

Effective March 1, 2015 PGW rates have changed. Commodity Charge decreased to \$0.46584 per ccf. Gas Cost Adjustment decreased to \$0.03077. Distribution Charge increased to \$0.75432. The changes will decrease the typical residential heating bill by about \$99.75 a year.

Your estimated gas price to compare is \$0.49651 per CCF. This may change in March, June, September and December.

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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: Apr 08, 2015
Account Number: 0563694053

MONTHLY STATEMENT

From Mar 05, 2015 thru Apr 06, 2015 (32 Days)

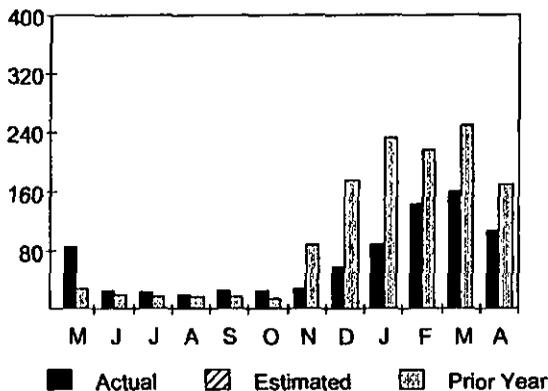
AJATHA W WERTS
5720 N BEECHWOOD ST
PHILA PA 19138-2802

Billing Summary

Past Due Amount \$1,469.30
Current Charges \$142.20

Total Amount Due By
Apr 30, 2015 \$1,611.50

Energy Usage Information



- Average daily temperature 43.1 °F.
- Your average daily cost is \$4.44 compared to \$8.40 last year.
- For the last 12 months:
 - Your total usage is 782 Ccf.
 - Your average monthly usage is 65.17 Ccf.

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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: 0563694053
Due Date: Apr 30, 2015
Please Pay: \$1,611.50

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

Amount Enclosed:

014148 000011406



AJATHA W WERTS
5720 N BEECHWOOD ST
PHILA PA 19138-2802



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

0005636940538000000001611506



AJATHA W WERTS
5720 N BEECHWOOD ST
PHILA PA 19138-2802

Page: 3 of 3
Billing Date: Apr 08, 2015
Account Number: 0563694053

Meter Detail Meter #: 02088307 Cycle #: 04 Next Meter Read: May 05, 2015
Service Point ID: 9972079207

From			To			Difference	Usage (Ccf)	Conversion Factor	Total Therms
Date	Reading	Type	Date	Reading	Type				
03/05/2015	5362	Actual	04/06/2015	5468	Actual	106	106.00	1.0645	112.83

Current Basic Charges

SA ID# 4248358568, 5720 N BEECHWOOD ST
Residential Heat & Domestic

Supply Charges

Commodity Charge 106 Ccf @ \$0.46584 \$49.38
Total Supply Charges \$49.38

Delivery Charges

Customer Charge @ \$12.00 \$12.00
Distribution Charge 106 Ccf @ \$0.75432 \$79.96
Distribution System Improvement Charge 2.24% \$1.67
Distribution System Improvement Charge 2.09% \$0.36
Gas Cost Adjustment @ \$0.03077 \$3.26
Weather Normalization Adjustment -\$4.43
Total Delivery Charges \$92.82
Total Current Billing Charges \$142.20

Message Center

Effective April 1, 2015 the Distribution System Improvement Charge decreases to 2.09% and the change will decrease the typical residential heating bill by about \$1.16 a year.

Your estimated gas price to compare is \$0.49651 per CCF. This may change in March, June, September and December.

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5720 Beechwood Ave
Phila, Pa. 19138

PHILADELPHIA PA 19109

11 APR 2015 PM 5



Secretary
Pennsylvania Public Utility Commission
400 North Street
Harrisburg, Pennsylvania 17120

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2015 APR 20 AM 11:35

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