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**Philadelphia Gas Works**

Craig White  
Acting Chief Operating Officer

January 15, 2003

James McNulty, Secretary  
PA Public Utility Commission  
Commonwealth Keystone Bldg., 2nd Fl.  
Harrisburg, PA 17120

DOCUMENT FOLDER

Re: Pennsylvania Public Utility Commission v. Philadelphia Gas Works  
Docket No. R-00005654

Dear Secretary McNulty,

In accordance with the PUC's February 22, 2001 Order approving the Joint Petition for Full Settlement in the above-referenced proceeding,<sup>1</sup> enclosed is PGW's "Monthly Progress Report" for October, November and December 2002 concerning implementation of the unmodified conditions imposed by the Commission in PGW's Interim Rates proceeding. This report includes quarterly data (October – December 2002) concerning Commitments #3 and #5 as well as six-month data for Commitment #5. The report is being served on all parties of record.

If the Commission requires further clarification on this report, please contact me immediately or contact our counsel of record, Dan Clearfield, Esq. at 1-717-237-7173.

Very truly yours,

Craig E. White

cc: As per Certificate of Service  
Veronica Smith, Esq., Executive Director  
Karen Moury, Esq., Deputy Executive Director  
Robert Rosenthal, Bureau of Fixed Utility Services  
Mitch Miller, Bureau of Consumer Services  
Glenn Bartron, Bureau of Audits  
Joe Farley, Bureau of Consumer Services

<sup>1</sup> "[T]he Commission's approval of the terms and conditions set forth in the Joint Petition is expressly conditioned upon PGW's acceptance of the unmodified conditions in the November 22, 2000 Order." February 22, 2001 Order at Ordering ¶1.

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**ORIGINAL**

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**Philadelphia Gas Works**

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**Monthly Progress Report to the  
Pennsylvania Public Utility Commission**

DOCUMENT FOLDER

Docket No. R-00005654

**DOCKETED**  
JAN 23 2003

January 15, 2003

## PGW Commitment #1<sup>1</sup>

“PGW will commit to its "Transition to Excellence" plan for improvement and make a demonstration throughout the interim rate period that it is providing safe and adequate service.”

### **Response:**

#### December 2002

The “Transition to Excellence” program has elements that have been completed as set forth in the prior reports. Other ongoing elements are described below:

#### Regulatory

Philadelphia Gas Works (PGW) filed a comprehensive restructuring plan with the Pennsylvania Public Utility Commission (PUC) on July 1, 2002 in Docket No. M-00021612. Under the Natural Gas Choice and Competition Act (“Gas Choice Act”), PGW came under the jurisdiction of the PUC on July 1, 2000. The Gas Choice Act required PGW to make a Restructuring filing with the PUC no later than July 1, 2002. PGW presented a plan for the unbundling of PGW’s customer rates and services to be effective by September 1, 2003. Proposed Gas Service and Choice Supplier Tariffs comprise the Restructuring filing. The parties filed Main Briefs on December 12, 2002, and Reply Briefs on December 23, 2002. On December 13, 2003 PGW filed a Petition for Interlocutory Review and Answer to Material Question requesting Commission approval of a unanimous partial settlement pertaining to PGW’s Field Operations Initiative (“FOI”). On December 24, 2002, the Commission entered an Order denying SEIU’s request for review of ALJ Turner’s striking from the record SEIU Statement No. 3 and Exhibits 17, 18 and 19. On December 27, 2002, PGW filed its brief in support of the request for approval of the FOI Settlement.

Customer Service Oversight is ongoing with a comprehensive Customer Service Initiative (CSI) Program that began on June 25, 2001. PGW last met with the PUC’s Bureau of Consumer Services staff and public advocates on December 19, 2002, and provided an update on its efforts. An update was also provided on PGW’s collection activity. The status of customers whose gas service had been terminated for non payment and what PGW is doing to facilitate restoration was also discussed.

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<sup>1</sup> Unmodified condition of Ordering Paragraph #4, 11/22/00 Order.

## Regulatory (continued)

Philadelphia City Council has approved a FY 2002 Capital Budget for PGW that incorporate the impact of PGW's original budget amendment request. The disposition of the second amendment request is still in the process of being finalized with the Philadelphia Gas Commission and City Council.

PGW filed its FY 2003 Capital Budget and Forecast with the Philadelphia Gas Commission on May 15, 2002 and filed its FY 2003 Operating Budget & Forecast on June 26, 2002. Budget hearings concluded in October 2002 and a recommended decision was issued on November 22, 2002. The PGC issued its Order on December 17, 2002.

## Stabilization

Programming changes have been implemented for all the improvements previously identified in the Billing System stabilization project plan. PGW continues to review business processes to identify system and training issues that must be addressed to realize additional efficiencies. Any system issues identified are reviewed and, if viable, are scheduled for future implementation.

## Call Center

PGW has made major strides in improving the productivity and efficiency in its Call Center. PGW consistently strives to meet the 80/30 standard on a daily basis. Every week at the PGW website ([www.pgworks.com](http://www.pgworks.com)), new information will be posted on the number of calls received, the number of calls answered, and the average waiting time. These numbers will be displayed on graphs, which will also show the goals that have been set by PGW and the PUC so that visitors to the site can easily see what's being done to make dealing with PGW a fast and more pleasant experience.

**PGW Commitment #2<sup>1</sup>**

“PGW must achieve a 1% replacement rate in its mains replacement program, as provided for in the Company’s base case capital budget.”

**Response:**

**December 2002**

PGW is proceeding with the above project and is on schedule to reduce its inventory of cast iron pipe by the 1% rate. The Distribution Department continues to develop and review a list of prioritized targeted main replacements, based on the determinants of the Navigant Study. With the transfer of the former Engineering Department Drafters to Distribution Department completed in the month of November 2002, Distribution is now able to produce the appropriate designs and construction plans.

As of December 2002, PGW and Outside Contractor crews have replaced, abandoned or rehabilitated 7.9 miles of cast iron main. Forty-four (44%) of the total project for FY 2003 is complete. PGW expects to successfully complete the project by the end of Fiscal Year 2003.

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<sup>1</sup> Unmodified condition of Ordering Paragraph #5, 11/22/00 Order.

**PGW Commitment #3<sup>2</sup>**

“PGW must commit to correcting the problems with its BCCS system, particularly the need to rectify the budget billing problems, providing quarterly reports to the PUC's Bureau of Consumer Services, on the progress it is making in correcting its BCCS problems.”

**Response:**

**December 2002**

PGW continues daily monitoring of the Billing Collection Customer Service System. Any anomalies are immediately investigated to insure system integrity. All previous outstanding issues have now been addressed. All system changes required for the next 18 months will be the result of restructuring and deregulation implementation.

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<sup>2</sup> Unmodified condition of Ordering Paragraph #6, 11/22/00 Order.

**PGW Commitment #4<sup>3</sup>**

"PGW must proceed with its LNG Liquefaction Replacement Program to ensure supply and reliability are maintained."

**Response:**

**December 2002**

For now plant testing was completed on December 9<sup>th</sup> and it has been determined that the facility does not meet contractual capacity requirements. The Contractor is presently evaluating the data accumulated during the testing periods and developing options that could correct the plant deficiencies. A meeting of the parties involved is scheduled for January 9, 2003, to review and discuss plant issues and any suggested solutions.

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<sup>3</sup> Unmodified condition of Ordering Paragraph #7, 11/22/00 Order.

**PGW Commitment #5<sup>4</sup>**

"PGW must show improvements in its customer service functions and report on its progress to the Commission on a quarterly basis. Such reports should include: monthly call center access reports for customer service and collection call centers (to include average speed of answer, average abandonment time, number of abandoned calls, average delay in queue and the percentage of calls answered); *monthly consumer dispute reports (to include number of customer disputes filed, number and percentage of disputes responded to in under thirty days, and the average response time)*, the number and percentage of residential bills which PGW failed to render during the relevant billing cycles; the number and percentage of residential meters for which PGW has failed to obtain actual or customer supplied readings during the prior six months; and, monthly reports showing the number and percentage of missed customer service appointments."

**Response:**

**December 2002**

Please see the attached reports: Monthly Call Center Access Reports; Monthly Consumer Dispute Reports; Billing Exceptions By Cycle; Residential Meters - Estimated and Non-Estimated Billing; and Missed Customer Service Appointments.

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<sup>4</sup> Unmodified condition of Ordering Paragraph #8, 11/22/00 Order.

**Monthly Call Center Access Reports for Customer Service and Collection Call Centers**

Philadelphia Gas Works			
Customer Service Department			
Call Center Statistics			
Monthly Call Volume- October-December 2002			
	October	November	December
Calls Received	150,130	123,129	122,060
Calls Answered	143,017	118,513	117,797
Calls Abandoned	7,113	4,616	4,263
% Of Calls Answered	95%	96%	97%
% Of Abandon Calls	5%	4%	3%
Average CTR'S Per Day	55	48	47
Average Speed Of Answer	:40	:33	:31
Average Abandon Time	2:14	2:50	2:26
Average Talk Time In Minutes	3:19	3:24	3:28
Legend			
*	Customer Telephone Representatives		

**Monthly Consumer Dispute Reports**

PGW												
Dispute Resolution Completed Jobs Statistics												
	<u>High Bills</u>				<u>Correspondence</u>				<u>Statements</u>			
<u>Year</u>	<u>Received</u>	<u>Completed</u>			<u>Received</u>	<u>Completed</u>			<u>Received</u>	<u>Completed</u>		
2002		Within	%	Average		Within	%	Average		Within	%	Average
		<=30	< 30	#		<=30	< 30	#		<=30	< 30	# Of
		Days	Days	Of Days		Days	Days	Of Days		Days	Days	Days
<b>Oct</b>	328	245	75%	7.5	1039	1006	97%	1.8	122	118	96%	1.0
<b>Nov</b>	316	239	76%	7	1061	906	85%	1.0	113	111	98%	1.0
<b>Dec</b>	202	142	70%	4.9	989	756	84%	1.8	167	152	91%	1.0

Note: Percentage completed reflects number of inquiries received and completed in 30 days or less.

**Number and Percentage of Residential Bills Not Rendered During Relevant Billing Cycles**

<b>PHILADELPHIA GAS WORKS BILLING EXCEPTIONS BY CYCLE</b>						
	<b>Total bills</b>		<b>% of bills</b>		<b>Average/Cycle (22)</b>	
	<b>not issued</b>	<b>issued</b>	<b>not issued</b>	<b>issued</b>	<b>not issued</b>	<b>issued</b>
<b>October</b>	3,633	520,551	0.69%	99.31%	165	23,661
<b>November</b>	3,286	519,380	0.63%	99.37%	149	23,608
<b>December</b>	3,379	520,387	0.65%	99.35%	153	23,654

Billing Exceptions: Number of bills which failed to issue during the relevant billing cycle.  
 Manual issuance occurred in most cases approximately 3 to 5 days after report of the exception.  
 Total bills issued includes Commercial and Industrial Accounts.

**Number and Percentage of Residential Meters Without Actual or Customer Supplied Readings - Prior Six Months**

<b>PHILADELPHIA GAS WORKS RESIDENTIAL METERS ESTIMATED &amp; NON ESTIMATED BILLING</b>						
<b>2001/2002</b>	<b>07/2002</b>	<b>08/2002</b>	<b>09/2002</b>	<b>10/2002</b>	<b>11/2002</b>	<b>12/2002</b>
<b>Total Accounts Billed</b>	491,728	490,121	487,710	487,887	487,215	488,328
<b>Non Estimated Bills</b>	470,085	469,253	470,615	471,957	471,768	473,435
<b>Estimated Bills</b>	21,643	20,868	17,095	15,930	15,447	14,893
<b>% Estimated Bills</b>	4.401%	4.258%	3.505%	3.265%	3.170%	3.050%

Note: Estimated and Non-Estimated Billing is the first time the system produces a combination of all meter reads obtained including customer-supplied readings.

Philadelphia Gas Works Customer Service Field Appointments Made & Completed October – December 2002				
	A	B	C = B/A	D = 100%-C
	<b>All</b>	<b>Appointments</b>	<b>Percentage</b>	<b>Percentage</b>
<b>Month</b>	<b>Appointments</b>	<b>Made / Completed</b>	<b>Made / Completed</b>	<b>Missed *</b>
<b>October</b>	32,594	21,982	68%	32%
<b>November</b>	29,421	18,997	65%	35%
<b>December</b>	25,419	15,966	63%	37%

Legend

The information stated above reflects service order appointments arrived within the requested appointment window. It represents the metrics used by PGW to measure appointments made and completed including Sundays and Holidays.

Emergency gas complaints are excluded from these numbers. Emergency response is reported monthly in the "Analysis of Emergency Call Outs" reports to the PUC.

\* When a Philadelphia Gas Works (PGW) service person arrives at the property and the customer is not home or not responding the serviceworker marks the account "'Can't Get In' or 'CGI'". The Pennsylvania Public Utility Commission define CGI'S as missed appointments.

**PGW Commitment #6<sup>1</sup>**

“In addition to the management arrangements referred to above, PGW shall convene a "best practices" working group. The purpose of the working group is to solicit cost cutting steps from other entities such as natural gas distribution companies (NGDCs), industry associations and comparable municipal organizations. ”

**Response:**

**December 2002**

To date the following groups are collecting data or have association relationships as follows:

Customer Affairs: Customer Affairs employees are now actively participating in the following committees:

Energy Association of Pennsylvania (EAPA) - LIHEAP Task Force  
Energy Association of Pennsylvania (EAPA) - Consumer Services  
Energy Association of Pennsylvania (EAPA) - LIHEAP Advisory  
Committee (Department of Public Welfare)  
Energy Association of Pennsylvania (EAPA) - Universal Service Task  
Force (Public Utility Commission)

Our attendance at these conferences and committee meetings has enabled PGW to reestablish industry connections and to gain a perspective on the latest developments and best practices in Customer Service.

Operations: AGA – Operating Section Managing Committee  
APGA – Operations Section

Distribution: Various Distribution Department employees are active members of the following industry related organizations to keep informed of current industry standards and best practices:

AGA – Distribution Best Practices Group  
AGA - Plastics Material Committee - Currently serve as 1st Vice Chairman  
AGA - Corrosion Control Committee  
AGA - Distribution & Transmission Engineering Committee  
National Association of Corrosion Engineers (NACE)  
Pennsylvania One Call System, Inc  
Energy Association of Pennsylvania (EAPA) – Gas Transmission and  
Distribution Committees  
Energy Association of Pennsylvania (EAPA) – Gas Pipeline Safety Sub-  
Committee

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<sup>1</sup> Unmodified condition of Ordering Paragraph #11, 11/22/00 Order.

**Commitment #6 (continued)**

Fleet Operations: The Chatham Consulting Group Benchmarking Survey – triennial, is being used by Fleet Operations to evaluate and improve PGW’s operation. Currently in discussions with Utilimarc Consulting for additional benchmarking possibilities.

Current member of EAPA – Motor Transportation Committee

Gas Processing: Gas Processing Department personnel participate in the LNG Consortium, an annual meeting of LNG plant operators to share and discuss experiences and best practices.

Current member of the AGA Operating Section – Supplemental Gas Committee.

Participation in Best Practices for the Supplemental Gas Committee.

Engineering: Personnel in the Engineering Department participate in the LNG Consortium. (Heavy workload in connection with the construction of the new Expander Plant prevented participation in 2002’s session at Reno, Nevada).

Current member of the AGA Operating Section - Automation & Telecommunications Committee.

Field Services: Current member of the following AGA Operating Section Committees:  
Building Codes and Energy Standards Committee  
Customer Service & Utilization Committee  
Distribution Measurement Committee

Current member of EAPA – Gas Transmission and Distribution Committees.

**Commitment #6 (continued)**

Environmental: Current member of the AGA Operating Section – Environmental Matters Committee.

Current member of EAPA - Environmental Committee

PGW reviews the information, alternate options, and subsequent relevant recommendations provided and, when practical, implements those that improve safety, reliability, productivity, efficiency and cost control. PGW also evaluates newly introduced products and services to ascertain their applicability to improving PGW's Operations.

Attendance at all committee and association meetings has been and will continue to be based on adequacy of financial resources as determined by the disposition of the request. In addition, current operational considerations and prioritization of programs and responsibilities will impact Operation's availability and participation.

**PGW Commitment #7<sup>2</sup>**

“In addition to the management arrangements referred to above, PGW must commit to address and implement the management, operational, service and other improvement measures ultimately recommended in the management audit, unless otherwise directed by the Commission.”

**Response:**

**December 2002**

On October 1, 2002, PGW filed its third Progress Report on the Implementation of the Recommendations in the Stratified Management and Operations Audit. The next Progress Report is due in April 2003.

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<sup>2</sup> Unmodified condition of Ordering Paragraph #12, 11/22/00 Order.

**CERTIFICATE OF SERVICE**

I hereby certify that I have this day served a true copy of the foregoing report upon the participants listed below in accordance with the requirements of § 1.54 (relating to service by a participant).

VIA FIRST CLASS MAIL

Tanya McCloskey, Esq.  
Steve Keene, Esq.  
Office of Consumer Advocate  
5th Floor, Forum Place Bldg.  
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Harrisburg, PA 17101-1921

Philip Bertocci, Esq.  
Community Legal Services  
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Philadelphia, PA 19102

Steven Gray, Esq.  
Office of Small Business Advocate  
Commerce Building, Suite 1102  
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Harrisburg, PA 17101

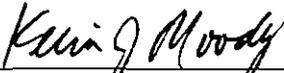
Angela Jones, Esq.  
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Johnnie Simms, Esq.  
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Dated: January 15, 2003

  
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Kevin J. Moody, Esquire

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**Philadelphia Gas Works**  
Craig White  
Acting Chief Operating Officer

800 W. Montgomery Avenue, Philadelphia, PA 19122  
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Email: Craig.white@pgworks.com

April 11, 2003

James McNulty, Secretary  
PA Public Utility Commission  
Commonwealth Keystone Bldg., 2nd Fl.  
Harrisburg, PA 17120

**DOCUMENT FOLDER**

Re: Pennsylvania Public Utility Commission v. Philadelphia Gas Works  
Docket Nos. R-00005654, R-00006042

Dear Secretary McNulty,

In accordance with Ordering Paragraph No. 4 of the Commission's January 16, 2003 Order approving PGW's Petition for Amendment of Orders Requiring Monthly Reports in the above-referenced dockets, enclosed is PGW's "Quarterly Progress Report" for the 1st quarter of 2003 (January – March) concerning the Company's cast iron main replacement program, LNG liquefaction replacement program and improvements in customer service functions.

If the Commission requires further clarification on this report, please contact me immediately or contact our counsel of record, Dan Clearfield, Esq. at 1-717-237-7173.

Very truly yours,

Craig E. White

cc: As per Certificate of Service  
Veronica Smith, Esq., Executive Director  
Karen Moury, Esq., Deputy Executive Director  
Robert Rosenthal, Bureau of Fixed Utility Services  
Mitch Miller, Bureau of Consumer Services  
Tom Sheets, Bureau of Audits  
Joe Farley, Bureau of Consumer Services

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JUN 10 2003

Quarterly Progress Report to the  
Pennsylvania Public Utility Commission

Docket No. R-00005654, R-00006042

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April 11, 2003

## **Cast Iron Main Replacement Program**

“PGW must achieve a 1% replacement rate in its mains replacement program, as provided for in the Company’s base case capital budget.”<sup>1</sup>

### **1Q 2003**

PGW is proceeding with the above project and is on schedule to reduce its inventory of cast iron pipe by the 1% rate. The Distribution Department continues to develop and review a list of prioritized targeted main replacements, based on the determinants of the Navigant Study.

As of the end of March 2003, PGW and Outside Contractor crews have replaced, abandoned or *rehabilitated* 11.5 miles of cast iron main. Sixty-four (64%) of the total project for FY 2003 is complete. PGW expects to successfully complete the project by the end of Fiscal Year 2003.

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<sup>1</sup> November 22, 2000 Order, Docket No. R-00005654, Ordering Paragraph No. 5.

## **LNG Liquefaction Replacement Program**

"PGW must proceed with its LNG Liquefaction Replacement Program to ensure supply and reliability are maintained."<sup>2</sup>

### **1Q 2003**

It was determined after performance testing was completed on December 9, 2002 that the Expander facility did not meet contractual performance requirements. The deficiencies in the design have been identified and a corrective plan is being developed. PGW and the Vendor must agree to a contract amendment to implement the corrective action. The corrective plan, if implemented, would provide for additional construction to occur July – October 2003 with performance testing in October – November 2003.

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<sup>2</sup> November 22, 2000 Order, Docket No. R-00005654, Ordering Paragraph No. 7.

### **Improvements in Customer Service Functions**

"PGW must show improvements in its customer service functions and report on its progress to the Commission on a quarterly basis. Such reports should include: monthly call center access reports for customer service and collection call centers (to include average speed of answer, average abandonment time, number of abandoned calls, average delay in queue and the percentage of calls answered); monthly consumer dispute reports (to include number of customer disputes filed, number and percentage of disputes responded to in under thirty days, and the average response time), the number and percentage of residential bills which PGW failed to render during the relevant billing cycles; the number and percentage of residential meters for which PGW has failed to obtain actual or customer supplied readings during the prior six months; and, monthly reports showing the number and percentage of missed customer service appointments."<sup>3</sup>

### **1Q 2003**

Please see the attached reports: Monthly Call Center Access Reports; Monthly Consumer Dispute Reports; Billing Exceptions By Cycle; Residential Meters - Estimated and Non-Estimated Billing; and Missed Customer Service Appointments.

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<sup>3</sup> November 22, 2000 Order, Docket No. R-00005654 Ordering Paragraph No. 8.

Monthly Call Center Access Reports for Customer Service and Collection Call Centers

Philadelphia Gas Works			
Customer Service Department			
Call Center Statistics			
Monthly Call Volume- January-March 2003			
	January	February	March
Calls Received	133,339	108,149	126,004
Calls Answered	129,480	104,965	113,489
Calls Abandoned	3,859	3,184	12,515
% Of Calls Answered	97%	97%	90%
% Of Abandon Calls	3%	3%	10%
Average CTR'S Per Day	47	44	43
Average Speed Of Answer	:24	:24	1:44
Average Abandon Time	2:15	1:52	3:36
Average Talk Time In Minutes	3:45	3:51	3:46
Legend			
*	Customer Telephone Representatives		

Monthly Consumer Dispute Reports

PGW												
Dispute Resolution Completed Jobs Statistics												
	<u>High Bills</u>				<u>Correspondence</u>				<u>Statements</u>			
<u>Year</u>	<u>Received</u>	<u>Completed</u>			<u>Received</u>	<u>Completed</u>			<u>Received</u>	<u>Completed</u>		
2003		Within	%	Average		Within	%	Average		Within	%	Average
		<=30	< 30	#		<=30	< 30	#		<=30	< 30	# Of
		Days	Days	Of Days		Days	Days	Of Days		Days	Days	Days
Jan	299	175	58%	4.6	1045	901	86%	1.0	93	85	91%	1.0
Feb	224	111	49%	5.1	1027	881	85%	1.0	198	185	93%	1.0
March	245	128	52%	5.6	1247	990	79%	1.1	141	126	89%	1.0

Note: Percentage completed reflects number of inquiries received and completed in 30 days or less.

Number and Percentage of Residential Bills Not Rendered During Relevant Billing Cycles

PHILADELPHIA GAS WORKS BILLING EXCEPTIONS BY CYCLE						
	Total bills		% of bills		Average/Cycle (22)	
	not issued	issued	not issued	issued	not issued	issued
January	3,618	523,354	0.69%	99.31%	164	23,789
February	3,724	524,457	0.71%	99.29%	169	23,839
March	3,259	525,412	0.62%	99.38%	148	23,882

Billing Exceptions: Number of bills which failed to issue during the relevant billing cycle. Manual issuance occurred in most cases approximately 3 to 5 days after report of the exception.

Total bills issued includes Commercial and Industrial Accounts.

Number and Percentage of Residential Meters Without Actual or Customer Supplied Readings - Prior Six Months

PHILADELPHIA GAS WORKS RESIDENTIAL METERS ESTIMATED & NON ESTIMATED BILLING						
2001/2002	10/2002	11/2002	12/2002	01/2003	02/2003	03/2003
Total Accounts Billed	487,887	487,215	488,328	491,598	492,061	493,486
Non Estimated Bills	471,957	471,768	473,435	477,117	473,588	479,673
Estimated Bills	15,930	15,447	14,893	14,481	18,473	13,813
% Estimated Bills	3.265%	3.170%	3.050%	2.946%	3.754%	2.799%

Note: February 2003 estimation rate increased due to the inability to perform AMR reads because of the snowstorms.

Philadelphia Gas Works Customer Service Field Appointments Made & Completed October – December 2002				
	A	B	C = B/A	D = 100%-C
	All	Appointments	Percentage	Percentage
Month	Appointments	Made / Completed	Made / Completed	Missed *
January	24,299	16,407	68%	32%
February	18,098	11,338	62%	38%
March	18,941	12,938	68%	32%

Legend

The information stated above reflects service order appointments arrived within the requested appointment window. It represents the metrics used by PGW to measure appointments made and completed including Sundays and Holidays.

Emergency gas complaints are excluded from these numbers. Emergency response is reported monthly in the "Analysis of Emergency Call Outs" reports to the PUC.

\* When a Philadelphia Gas Works (PGW) service person arrives at the property and the customer is not home or not responding the serviceperson marks the account "'Can't Get In' or 'CGI'". The Pennsylvania Public Utility Commission defines CGI'S as missed appointments.

CERTIFICATE OF SERVICE

I hereby certify that I have this day served a true copy of the foregoing report upon the participants listed below in accordance with the requirements of § 1.54 (relating to service by a participant) VIA FIRST CLASS MAIL

Tanya McCloskey, Esq.  
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Dated: April 11, 2003

  
\_\_\_\_\_  
Kevin J. Moody, Esquire

# ORIGINAL

# WolfBlock

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KJR

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MAY 8 2003

PA PUBLIC UTILITY COMMISSION  
SECRETARY'S BUREAU

May 8, 2003

James J. McNulty, Secretary  
PA Public Utility Commission  
Commonwealth Keystone Bldg.  
400 North Street, 2nd Floor  
P.O. Box 3265  
Harrisburg, PA 17102

DOCKETED

JUN 14 2003

Re: Pennsylvania Public Utility Commission v. Philadelphia Gas Works  
Docket Nos. R-00005654, R-00006042

Dear Secretary McNulty:

On April 11, 2003, Philadelphia Gas Works ("PGW") filed its "Quarterly Progress Report" for the 1st quarter of 2003 (January – March) concerning the Company's cast iron main replacement program, LNG liquefaction replacement program and improvements in customer service functions. It came to PGW's attention that the information provided in the second chart concerning "Monthly Consumer Dispute Reports" contained incorrect information. Enclosed are four copies of PGW's letter to Joe Farley explaining how the error occurred as well as the corrected chart.

If you have any questions, please contact me at your convenience.

Sincerely,



Kevin J. Moody

For WOLF, BLOCK, SCHORR and SOLIS-COHEN LLP

DOCUMENT

KJM/jlg

Enclosure

cc: Certificate of Service (w/enc)  
Veronica Smith, Esq., Executive Director  
Karen Moury, Esq., Deputy Executive Director  
Robert Rosenthal, Bureau of Fixed Utility Services  
Mitch Miller, Bureau of Consumer Services  
Tom Sheets, Bureau of Audits  
Joe Farley, Bureau of Consumer Services

DSH:36409.1/PHI211-150662

Cherry Hill, NJ ■ Harrisburg, PA ■ Newark, NJ ■ New York, NY ■ Norristown, PA ■ Philadelphia, PA ■ Wilmington, DE

Wolf Block, Schorr and Solis-Cohen LLP

Monthly Consumer Dispute Reports

PGW												
Dispute Resolution Completed Jobs Statistics												
	<u>High Bills</u>				<u>Correspondence</u>				<u>Statements</u>			
<u>Year</u>	<u>Received</u>	<u>Completed</u>			<u>Received</u>	<u>Completed</u>			<u>Received</u>	<u>Completed</u>		
2003		Within	%	Average		Within	%	Average		Within	%	Average
		<=30	< 30	#		<=30	< 30	#		<=30	< 30	# Of
		Days	Days	Of Days		Days	Days	Of Days		Days	Days	Days
Jan	305	236	77.3%	17.5	1045	935	89.4%	8.3	93	92	92.9%	1.1
Feb	234	159	67.9%	16.7	1028	929	90.3%	6.8	198	191	96.4%	2.3
March	260	195	75 %	12.7	1247	1044	83.7%	4.4	142	129	90.1%	1.6

Note: Percentage completed reflects number of inquiries received and completed in 30 days or less.

Rev. 5-1-2003

DOCUMENT

DOCKETED  
JUN 14 2003

CERTIFICATE OF SERVICE

I hereby certify that I have this day caused to be served a true copy of the foregoing document upon the participants listed below in accordance with the requirements of § 1.54 (relating to service by a participant) VIA FIRST CLASS MAIL

Tanya McCloskey, Esq.  
Steve Keene, Esq.  
Office of Consumer Advocate  
5th Floor, Forum Place Bldg.  
555 Walnut Street  
Harrisburg, PA 17101-1921

Steven Gray, Esq.  
Office of Small Business Advocate  
Commerce Building, Suite 1102  
300 North 2nd Street  
Harrisburg, PA 17101

Johnnie Simms, Esq.  
Office of Trial Staff  
PA Public Utility Commission  
P.O. Box 3265  
Harrisburg, PA 17105-3265

Charis M. Burak, Esq.  
McNEES, WALLACE, NURICK  
100 Pine Street  
P.O. Box 1166  
Harrisburg, PA 17108-1166

Philip Bertocci, Esq.  
Community Legal Services  
1424 Chestnut Street  
Philadelphia, PA 19102

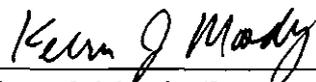
Angela Jones, Esq.  
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Commerce Building, Suite 1102  
300 North 2nd Street  
Harrisburg, PA 17101

RECEIVED

MAY 08 2003

PA PUBLIC UTILITY COMMISSION  
SECRETARY'S BUREAU

Dated: May 8, 2003

  
\_\_\_\_\_  
Kevin J. Moody, Esquire



**Philadelphia Gas Works**

Thomas W. Murphy  
Director, Customer Response

800 W. Montgomery Avenue, Philadelphia, PA 19122  
Telephone: 215.684.6720 – Fax: 215.684.6996  
Email: Thomas.Murphy@PGWorks.com

May 1, 2003

Mr. Joseph Farley  
PA Public Utility Commission  
Bureau of Consumer Services  
Commonwealth Keystone Bldg., 2nd Fl.  
400 North Street  
Harrisburg, PA 17120

Dear Mr. Farley,

During your visit to PGW on April 24, 2003, for the Customer Service Initiative update meeting, you pointed out a discrepancy between PGW's Quarterly Progress Report to the PUC and the statistics provided for the Dispute Resolution Unit. We stated that the numbers would be reviewed and respond to you in writing regarding our findings. Upon review of the statistics, it was discovered that a query had been corrupted within the database where the information is stored. Kindly find the attached revisions with the corrected information. Thank you for bringing this matter to my attention and accept my sincere apology for any inconvenience this matter may have caused. Should you have any questions regarding this matter please don't hesitate to call me at 215-684-6720.

Sincerely,  
*Thomas W. Murphy*  
*Director, Customer Response*

Attachments: 1  
Cc: Randy Gyory

**ORIGINAL**

**Philadelphia Gas Works**



800 West Montgomery Avenue, Philadelphia, PA 19122

July 18, 2003

James McNulty, Secretary  
PA Public Utility Commission  
Commonwealth Keystone Bldg., 2nd Fl.  
Harrisburg, PA 17120

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KJR

JUL 18 2003

PA PUBLIC UTILITY COMMISSION  
SECRETARY'S BUREAU

Re: Pennsylvania Public Utility Commission v. Philadelphia Gas Works  
Docket Nos. R-00005654, R-00006042

Dear Secretary McNulty,

In accordance with Ordering Paragraph No. 4 of the Commission's January 16, 2003 Order approving PGW's Petition for Amendment of Orders Requiring Monthly Reports in the above-referenced dockets, enclosed is PGW's "Quarterly Progress Report" for the 2nd quarter of 2003 (April - June) concerning the Company's cast iron main replacement program, LNG liquefaction replacement program and improvements in customer service functions.

If the Commission requires further clarification on this report, please contact me immediately or contact Gregory Stunder, Esq. at 1-215-684-6878.

**DOCUMENT  
FOLDER**

Very truly yours,

*Craig E. White / ggs*

Craig E. White

cc: As per Certificate of Service  
Veronica Smith, Esq., Executive Director  
Karen Moury, Esq., Deputy Executive Director  
Robert Rosenthal, Bureau of Fixed Utility Services  
Mitch Miller, Bureau of Consumer Services  
Tom Sheets, Bureau of Audits  
Joe Farley, Bureau of Consumer Services

137

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JUL 18 2003

PA PUBLIC UTILITY COMMISSION  
SECRETARY'S BUREAU

# Philadelphia Gas Works

## Quarterly Progress Report to the Pennsylvania Public Utility Commission

Docket No. R-00005654, R-00006042

DOCUMENT  
FOLDER

DOCKETED

JUL 25 2003

July 18, 2003

## Cast Iron Main Replacement Program

“PGW must achieve a 1% replacement rate in its mains replacement program, as provided for in the Company’s base case capital budget.”<sup>1</sup>

### 2<sup>nd</sup> Quarter 2003

PGW is proceeding with the above project and is on schedule to reduce its inventory of cast iron pipe by the 1% rate. The Distribution Department continues to develop and review a list of prioritized targeted main replacements, based on the determinants of the Navigant Study.

As of the end of June 2003, PGW and Outside Contractor crews have replaced, abandoned or rehabilitated 17.5 miles of cast iron main. Ninety-seven (97%) of the total project for FY 2003 is complete. PGW expects to successfully complete the project by the end of Fiscal Year 2003.

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<sup>1</sup> November 22, 2000 Order, Docket No. R-00005654, Ordering Paragraph No. 5.

## LNG Liquefaction Replacement Program

"PGW must proceed with its LNG Liquefaction Replacement Program to ensure supply and reliability are maintained."<sup>2</sup>

### **2<sup>nd</sup> Quarter 2003**

A corrective plan has been developed to resolve the deficiencies in the original plant design. PGW and the Vendor have completed a contract amendment that is awaiting final agreement. Process design has been finalized and major components for the retrofit have been ordered. Field construction is scheduled to start in mid-August with performance testing scheduled to commence in mid-November, 2003.

---

<sup>2</sup> November 22, 2000 Order, Docket No. R-00005654, Ordering Paragraph No. 7.

## Improvements in Customer Service Functions

"PGW must show improvements in its customer service functions and report on its progress to the Commission on a quarterly basis. Such reports should include: monthly call center access reports for customer service and collection call centers (to include average speed of answer, average abandonment time, number of abandoned calls, average delay in queue and the percentage of calls answered); monthly consumer dispute reports (to include number of customer disputes filed, number and percentage of disputes responded to in under thirty days, and the average response time), the number and percentage of residential bills which PGW failed to render during the relevant billing cycles; the number and percentage of residential meters for which PGW has failed to obtain actual or customer supplied readings during the prior six months; and, monthly reports showing the number and percentage of missed customer service appointments."<sup>3</sup>

### 2<sup>nd</sup> Quarter 2003

Please see the attached reports: Monthly Call Center Access Reports; Monthly Consumer Dispute Reports; Billing Exceptions By Cycle; Residential Meters - Estimated and Non-Estimated Billing; and Missed Customer Service Appointments.

---

<sup>3</sup> November 22, 2000 Order, Docket No. R-00005654 Ordering Paragraph No. 8.

Monthly Call Center Access Reports for Customer Service and Collection Call Centers

Philadelphia Gas Works			
Customer Service Department			
Call Center Statistics			
<u>Monthly Call Volume- April-June 2003</u>			
	April	May	June
Calls Received	123,958	98,796	88,988
Calls Answered	107,421	94,799	84,418
Calls Abandoned	16,537	3,997	4,570
% Of Calls Answered	87%	96%	95%
% Of Abandon Calls	13%	4%	5%
Average CTR'S Per Day	43	40	45
Average Speed Of Answer	1:58	:31	:41
Average Abandon Time	3:10	1:46	1:48
Average Talk Time In Minutes	3:33	3:28	3:38
Legend			
*	Customer Telephone Representatives		

Monthly Consumer Dispute Reports

PGW												
Dispute Resolution Completed Jobs Statistics												
	<u>High Bills</u>				<u>Correspondence</u>				<u>Statements</u>			
<u>Year</u>	<u>Received</u>	<u>Completed</u>			<u>Received</u>	<u>Completed</u>			<u>Received</u>	<u>Completed</u>		
2003		Within	%	Average		Within	%	Average		Within	%	Average
		<=30	< 30	#		<=30	< 30	#		<=30	< 30	# Of
		Days	Days	Of Days		Days	Days	Of Days		Days	Days	Days
April	275	206	74%	11.3	1553	1163	74%	7.1	244	225	92.0%	3.2
May	275	235	85%	5.4	1161	963	82%	6.8	282	269	95%	1.5
June	181	161	88 %	3.3	869	779	89%	3.6	181	172	95%	1.9

Note: Percentage completed reflects number of inquiries received and completed in 30 days or less.

7/8/2003

Number and Percentage of Residential Bills Not Rendered During Relevant Billing Cycles

PHILADELPHIA GAS WORKS BILLING EXCEPTIONS BY CYCLE						
	Total bills		% of bills		Average/Cycle (22)	
	not issued	issued	not issued	issued	not issued	issued
<b>April</b>	3,474	527,178	0.65%	99.35%	158	23,963
<b>May</b>	4,305	528,555	0.81%	99.19%	196	24,025
<b>June</b>	3,399	518,532	0.65%	99.35%	154	23,569

**Billing Exceptions: Number of bills which failed to issue during the relevant billing cycle. Manual issuance occurred in most cases approximately 3 to 5 days after report of the exception.**

Total bills issued includes Commercial and Industrial Accounts.

Number and Percentage of Residential Meters Without Actual or Customer Supplied Readings - Prior Six Months

PHILADELPHIA GAS WORKS RESIDENTIAL METERS ESTIMATED & NON ESTIMATED BILLING						
2003	Jan-03	Feb-03	Mar-03	Apr-03	May-03	Jun-03
Total Accounts Billed	491,598	492,061	493,486	490,292	489,938	485,055
Non Estimated Bills	<b>480,519</b>	<b>481,034</b>	<b>482,556</b>	479,545	480,034	476,063
Estimated Bills	<b>11,079</b>	<b>11,027</b>	<b>10,930</b>	10,747	9,904	8,992
% Estimated Bills	<b>2.254%</b>	<b>2.241%</b>	<b>2.215%</b>	2.192%	2.021%	1.854%

Note: First report where estimated bills = estimated for six months or more.  
The numbers highlighted above have changed from the previous Quarter's report.  
Previous reports were indicating the number of estimated bills in a given month. This report has been corrected to reflect the number of bills that have been estimated for six months or more.

Philadelphia Gas Works Customer Service Field Appointments Made & Completed April - June 2003				
	A	B	C = B/A	D = 100%-C
	All	Appointments	Percentage	Percentage
Month	Appointments	Made / Completed	Made / Completed	Missed *
April	17,886	15,367	86%	14%
May	18,885	15,946	84%	16%
June	17,883	15,260	85%	15%

Legend

The information stated above reflects service order appointments completed on the day scheduled. It represents the metrics used by PGW to measure appointments made and completed including Sundays and Holidays.

Emergency gas complaints are excluded from these numbers. Emergency response is reported monthly in the "Analysis of Emergency Call Outs" reports to the PUC.

\* When a Philadelphia Gas Works (PGW) serviceperson arrives at the property and the customer is not home or not responding the serviceperson marks the account "'Can't Get In' or 'CGI'". The Pennsylvania Public Utility Commission defines CGI'S as missed appointments.

CERTIFICATE OF SERVICE

I hereby certify that I have this day served a true copy of the foregoing report upon the participants listed below in accordance with the requirements of § 1.54 (relating to service by a participant) VIA FIRST CLASS MAIL

Tanya McCloskey, Esq.  
Steve Keene, Esq.  
Office of Consumer Advocate  
5th Floor, Forum Place Bldg.  
555 Walnut Street  
Harrisburg, PA 17101-1921

Philip Bertocci, Esq.  
Community Legal Services  
1424 Chestnut Street  
Philadelphia, PA 19102

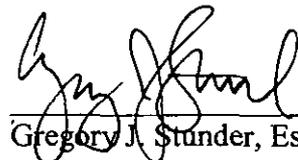
Steven Gray, Esq.  
Office of Small Business Advocate  
Commerce Building, Suite 1102  
300 North 2nd Street  
Harrisburg, PA 17101

Angela Jones, Esq.  
Office of Small Business Advocate  
Commerce Building, Suite 1102  
300 North 2nd Street  
Harrisburg, PA 17101

Johnnie Simms, Esq.  
Office of Trial Staff  
PA Public Utility Commission  
P.O. Box 3265  
Harrisburg, PA 17105-3265

Charis M. Burak, Esq.  
McNEES, WALLACE, NURICK  
100 Pine Street  
P.O. Box 1166  
Harrisburg, PA 17108-1166

Dated: July 18, 2003

  
\_\_\_\_\_  
Gregory J. Stunder, Esquire

**Philadelphia Gas Works**



**ORIGINAL**  
800 W. Montgomery Avenue, Philadelphia, PA 19122  
Telephone: (215) 236-0500

**RECEIVED**

OCT 20 2003

October 20, 2003

PA PUBLIC UTILITY COMMISSION  
SECRETARY'S BUREAU

James McNulty, Secretary  
PA Public Utility Commission  
Commonwealth Keystone Bldg., 2nd Fl.  
Harrisburg, PA 17120

Re: Pennsylvania Public Utility Commission v. Philadelphia Gas Works  
Docket Nos. R-00005654, R-00006042

Dear Secretary McNulty,

In accordance with Ordering Paragraph No. 4 of the Commission's January 16, 2003 Order approving PGW's Petition for Amendment of Orders Requiring Monthly Reports in the above-referenced dockets, enclosed is PGW's "Quarterly Progress Report" for the 3rd quarter of 2003 (July - September) concerning the Company's cast iron main replacement program, LNG liquefaction replacement program and improvements in customer service functions.

If the Commission requires further clarification on this report, please contact me immediately or contact Gregory Stunder, Esq. at 1-215-684-6878.

Very truly yours,

**DOCUMENT  
FOLDER**

*/s/ Craig E. White*  
Craig E. White

cc: As per Certificate of Service  
Veronica Smith, Esq., Executive Director  
Karen Moury, Esq., Deputy Executive Director  
Robert Rosenthal, Bureau of Fixed Utility Services  
Mitch Miller, Bureau of Consumer Services  
Tom Sheets, Bureau of Audits  
Joe Farley, Bureau of Consumer Services

134

ORIGINAL

# Philadelphia Gas Works

## Quarterly Progress Report to the Pennsylvania Public Utility Commission

Docket No. R-00005654, R-00006042

DOCUMENT  
FOLDER

DOCKETED  
OCT 23 2003

October 20, 2003

## Cast Iron Main Replacement Program

“PGW must achieve a 1% replacement rate in its mains replacement program, as provided for in the Company’s base case capital budget.”<sup>1</sup>

### **3<sup>rd</sup> Quarter 2003**

PGW has successfully completed the above project for FY2003. As of September 2003, PGW and Outside Contractor crews have replaced, abandoned or rehabilitated 22.6 miles of cast iron main.

---

<sup>1</sup> November 22, 2000 Order, Docket No. R-00005654, Ordering Paragraph No. 5.

## LNG Liquefaction Replacement Program

"PGW must proceed with its LNG Liquefaction Replacement Program to ensure supply and reliability are maintained."<sup>2</sup>

### **3<sup>rd</sup> Quarter 2003**

The contract amendment to resolve the original plant design deficiencies has been executed. Foundation work for the retrofit was completed in early September. Electrical and instrumentation work has commenced. Factory assembly of the major components for the retrofit is near completion with its delivery to site scheduled in the third week of October. Field construction will continue through early November with performance testing scheduled to commence in mid-November 2003.

---

<sup>2</sup> November 22, 2000 Order, Docket No. R-00005654, Ordering Paragraph No. 7.

## Improvements in Customer Service Functions

"PGW must show improvements in its customer service functions and report on its progress to the Commission on a quarterly basis. Such reports should include: monthly call center access reports for customer service and collection call centers (to include average speed of answer, average abandonment time, number of abandoned calls, average delay in queue and the percentage of calls answered); monthly consumer dispute reports (to include number of customer disputes filed, number and percentage of disputes responded to in under thirty days, and the average response time), the number and percentage of residential bills which PGW failed to render during the relevant billing cycles; the number and percentage of residential meters for which PGW has failed to obtain actual or customer supplied readings during the prior six months; and, monthly reports showing the number and percentage of missed customer service appointments."<sup>3</sup>

### 3<sup>rd</sup> Quarter 2003

Please see the attached reports: Monthly Call Center Access Reports; Monthly Consumer Dispute Reports; Billing Exceptions By Cycle; Residential Meters - Estimated and Non-Estimated Billing; and Missed Customer Service Appointments.

---

<sup>3</sup> November 22, 2000 Order, Docket No. R-00005654 Ordering Paragraph No. 8.

Monthly Call Center Access Reports for Customer Service and Collection Call Centers

Philadelphia Gas Works			
Customer Service Department			
Call Center Statistics			
Monthly Call Volume- July – September 2003			
	July	August	September
Calls Received	93,593	90,519	99,348
Calls Answered	88,975	84,827	92,578
Calls Abandoned	4,618	5,692	6,770
% Of Calls Answered	95%	94%	93%
% Of Abandon Calls	5%	6%	7%
Average CTR'S Per Day	45	42	45
Average Speed Of Answer	:39	:49	:56
Average Abandon Time	1:40	1:48	1:59
Average Talk Time In Minutes	3:52	3:54	4:05
Legend			
*	Customer Telephone Representatives		

Monthly Consumer Dispute Reports

PGW												
Dispute Resolution Completed Jobs Statistics												
	<u>High Bills</u>				<u>Correspondence</u>				<u>Statements</u>			
<u>Year</u>	<u>Received</u>	<u>Completed</u>			<u>Received</u>	<u>Completed</u>			<u>Received</u>	<u>Completed</u>		
2003		Within	%	Average		Within	%	Average		Within	%	Average
		<=30	< 30	#		<=30	< 30	#		<=30	< 30	# Of
		Days	Days	Of Days		Days	Days	Of Days		Days	Days	Days
<b>July</b>	199	197	98%	10.4	896	840	93%	1.7	106	104	98%	1.5
<b>August</b>	355	347	97%	6.7	1110	1096	98%	1.3	156	148	94%	1.1
<b>Sept</b>	634	456*	100%	10.8	831	770	92%	1.7	207	201	97%	0.8

Note: Percentage completed reflects number of inquiries received and completed in 30 days or less.  
 \*The jobs not completed are still less than 30 days from date of receipt.

10/13/03

Number and Percentage of Residential Bills Not Rendered During Relevant Billing Cycles

PHILADELPHIA GAS WORKS BILLING EXCEPTIONS BY CYCLE						
	Total bills		% of bills		Average/Cycle (22)	
	not issued	issued	not issued	issued	not issued	issued
<b>July</b>	3,003	511,589	0.58%	99.42%	136	23,254
<b>August</b>	4,257	516,620	0.82%	99.18%	193	23,482
<b>September</b>	4,343	520,129	0.83%	99.17%	197	23,642

**Billing Exceptions: Number of bills which failed to issue during the relevant billing cycle. Manual issuance occurred in most cases approximately 3 to 5 days after report of the exception.**

Total bills issued includes Commercial and Industrial Accounts.

Number and Percentage of Residential Meters Without Actual or Customer Supplied Readings - Prior Six Months

PHILADELPHIA GAS WORKS RESIDENTIAL METERS ESTIMATED & NON ESTIMATED BILLING						
2003	Apr-03	May-03	Jun-03	Jul-03	Aug-03	Sep-03
Total Accounts Billed	490,292	489,938	485,055	478,033	480,575	476,826
Non Estimated Bills	479,545	480,034	476,063	469,877	473,753	471,374
Estimated Bills	10,747	9,904	8,992	8,156	6,822	5,452
% Estimated Bills	2.192%	2.021%	1.854%	1.706%	1.420%	1.143%

Note: First report where estimated bills = estimated for six months or more. Previous reports were indicating the number of estimated bills in a given month. This report has been corrected to reflect the number of bills that have been estimated for six months or more.

Philadelphia Gas Works Customer Service Field Appointments Made & Completed July – September 2003				
	A	B	C = B/A	D = 100%-C
	All	Appointments	Percentage	Percentage
Month	Appointments	Made / Completed	Made / Completed	Missed *
July	17,858	14,945	84%	16%
August	19,100	16,381	86%	14%
September	21,011	18,054	86%	14%

Legend

The information stated above reflects service order appointments arrived within the requested appointment window. It represents the metrics used by PGW to measure appointments made and completed including Sundays and Holidays.

Emergency gas complaints are excluded from these numbers. Emergency response is reported monthly in the "Analysis of Emergency Call Outs" reports to the PUC.

\* When a Philadelphia Gas Works (PGW) serviceperson arrives at the property and the customer is not home or not responding the serviceperson marks the account "'Can't Get In' or 'CGI'". The Pennsylvania Public Utility Commission defines CGI'S as missed appointments.

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OCT 20 2003

PA PUBLIC UTILITY COMMISSION  
SECRETARY'S BUREAU

Dated: October 20, 2003

  
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Gregory J. Stunder, Esquire

ORIGINAL

Philadelphia Gas Works



800 West Montgomery Avenue, Philadelphia, PA 19122

RECEIVED

January 22, 2004

JAN 22 2004

James McNulty, Secretary  
PA Public Utility Commission  
Commonwealth Keystone Bldg., 2nd Fl.  
Harrisburg, PA 17120

PA PUBLIC UTILITY COMMISSION  
SECRETARY'S BUREAU

Re: Pennsylvania Public Utility Commission v. Philadelphia Gas Works  
Docket Nos. R-00005654, R-00006042

DOCUMENT

Dear Secretary McNulty,

In accordance with Ordering Paragraph No. 4 of the Commission's January 16, 2003 Order approving PGW's Petition for Amendment of Orders Requiring Monthly Reports in the above-referenced dockets, enclosed is PGW's "Quarterly Progress Report" for the 4th quarter of 2003 (October - December) concerning the Company's cast iron main replacement program, LNG liquefaction replacement program and improvements in customer service functions.

If the Commission requires further clarification on this report, please contact me immediately or contact Gregory Stunder, Esq. at 1-215-684-6878.

Very truly yours,

*/s/ Craig E. White*

Craig E. White

cc: As per Certificate of Service  
Veronica Smith, Esq., Executive Director  
Karen Moury, Esq., Deputy Executive Director  
Robert Rosenthal, Bureau of Fixed Utility Services  
Mitch Miller, Bureau of Consumer Services  
Tom Sheets, Bureau of Audits  
Joe Farley, Bureau of Consumer Services

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ORIGINAL

# Philadelphia Gas Works

Quarterly Progress Report to the  
Pennsylvania Public Utility Commission

DOCKETED  
MAR 10 2004

Docket No. R-00005654, R-00006042

DOCUMENT

RECEIVED

JAN 22 2004

PA PUBLIC UTILITY COMMISSION  
SECRETARY'S BUREAU

January 22, 2004

## Cast Iron Main Replacement Program

“PGW must achieve a 1% replacement rate in its mains replacement program, as provided for in the Company’s base case capital budget.”<sup>1</sup>

### 4th Quarter 2003

PGW is proceeding with the above project and is on schedule to reduce its inventory of cast iron pipe by the 1% rate. The Distribution Department continues to develop and review a list of prioritized targeted main replacements, based on the determinants of the Navigant Study. With the assistance of the Distribution Planning Department, appropriate designs are being completed and construction plans drawn.

As of December 2003, PGW and Outside Contractor crews have replaced or abandoned 5.8 miles of cast iron main. Thirty-two percent (32%) of the total project is complete. PGW anticipates successful project completion by the end of Fiscal Year 2004.

---

<sup>1</sup> November 22, 2000 Order, Docket No. R-00005654, Ordering Paragraph No. 5.

## LNG Liquefaction Replacement Program

"PGW must proceed with its LNG Liquefaction Replacement Program to ensure supply and reliability are maintained."

### **4th Quarter 2003**

Mechanical completion of construction work for the retrofit added to the plant in an attempt to resolve original design deficiencies occurred on November 7, 2003. Plant commissioning began on November 10, 2003, with LNG production commencing on November 21, 2003. Plant testing continued through December 23, 2003; however, the maximum production level achieved was limited to approximately 80 to 85 % of design capacity. The design company is presently evaluating accumulated data to determine the barriers preventing plant performance and develop possible solutions. PGW expects to be notified of a plan to progress by the end of January 2004.

## Improvements in Customer Service Functions

"PGW must show improvements in its customer service functions and report on its progress to the Commission on a quarterly basis. Such reports should include: monthly call center access reports for customer service and collection call centers (to include average speed of answer, average abandonment time, number of abandoned calls, average delay in queue and the percentage of calls answered); monthly consumer dispute reports (to include number of customer disputes filed, number and percentage of disputes responded to in under thirty days, and the average response time), the number and percentage of residential bills which PGW failed to render during the relevant billing cycles; the number and percentage of residential meters for which PGW has failed to obtain actual or customer supplied readings during the prior six months; and, monthly reports showing the number and percentage of missed customer service appointments."<sup>2</sup>

### 4th Quarter 2003

Please see the attached reports: Monthly Call Center Access Reports; Monthly Consumer Dispute Reports; Billing Exceptions By Cycle; Residential Meters - Estimated and Non-Estimated Billing; and Missed Customer Service Appointments.

---

<sup>2</sup> November 22, 2000 Order, Docket No. R-00005654 Ordering Paragraph No. 8.

Monthly Call Center Access Reports for Customer Service and Collection Call Centers

Philadelphia Gas Works			
Customer Service Department			
Call Center Statistics			
Monthly Call Volume- October – December 2003			
	October	November	December
Calls Received	151,867	119,580	127,416
Calls Answered	132,285	101,651	117,483
Calls Abandoned	19,582	17,929	9,933
% Of Calls Answered	87%	85%	92%
% Of Abandon Calls	13%	15%	8%
Average CTR'S Per Day	49	37	42
Average Speed Of Answer	1:45	1:58	1:02
Average Abandon Time	2:29	2:41	2:07
Average Talk Time In Minutes	3:45	3:48	3:48
Legend			
*	Customer Telephone Representatives		

Monthly Consumer Dispute Reports

PGW												
Dispute Resolution Completed Jobs Statistics												
	<u>High Bills</u>				<u>Correspondence</u>				<u>Statements</u>			
<u>Year</u>	<u>Received</u>	<u>Completed</u>			<u>Received</u>	<u>Completed</u>			<u>Received</u>	<u>Completed</u>		
2003		Within	%	Average		Within	%	Average		Within	%	Average
		<=30	< 30	#		<=30	< 30	#		<=30	< 30	# Of
		Days	Days	Of Days		Days	Days	Of Days		Days	Days	Days
<b>October</b>	594	594	100%	*	1160	1145	98%	5.3	161	158	98%	0.6
<b>November</b>	484	446	93%	*	1104	944	86%	2.3	98	95	97%	0.6
<b>December</b>	283	266	94%	*	1174	962	82%	1.7	151	140	93%	0.8

Note: Percentage completed reflects number of inquiries received and completed in 30 days or less.

\*\* Our current tracking system can track total High Bill complaints received and completed within 30 days but at this time we are unable to track the average number of days of completion. We are in the process of having this corrected prior to the submission of the next quarterly report.

01/16/04

Number and Percentage of Residential Bills Not Rendered During Relevant Billing Cycles

<b>PHILADELPHIA GAS WORKS BILLING EXCEPTIONS BY CYCLE</b>						
	<b>Total bills</b>		<b>% of bills</b>		<b>Average/Cycle (22)</b>	
	<b>not issued</b>	<b>issued</b>	<b>not issued</b>	<b>issued</b>	<b>not issued</b>	<b>issued</b>
<b>October</b>	2,820	491,211	0.57%	99.43%	128	22,328
<b>November</b>	3,651	515,937	0.70%	99.30%	166	23,452
<b>September</b>	3,753	515,274	0.72%	99.28%	170	23,421

**Billing Exceptions: Number of bills which failed to issue during the relevant billing cycle. Manual issuance occurred in most cases approximately 3 to 5 days after report of the exception.**

Total bills issued includes Commercial and Industrial Accounts.

Number and Percentage of Residential Meters Without Actual or Customer Supplied Readings - Prior Six Months

<b>PHILADELPHIA GAS WORKS RESIDENTIAL METERS ESTIMATED &amp; NON ESTIMATED BILLING</b>						
2003	<b>Jul-03</b>	<b>Aug-03</b>	<b>Sep-03</b>	<b>Oct-03</b>	<b>Nov-03</b>	<b>Dec-03</b>
Total Accounts Billed	478,033	480,575	476,826	503,205	449,527	455,032
Non Estimated Bills	469,877	473,753	471,374	498,132	445,347	451,390
Estimated Bills	8,156	6,822	5,452	5,073	4,180	3,642
% Estimated Bills	1.706%	1.420%	1.143%	1.008%	0.930%	0.800%

Philadelphia Gas Works Customer Service Field Appointments Made & Completed October – December 2003				
	A	B	$C = B/A$	$D = 100\% - C$
	All	Appointments	Percentage	Percentage
Month	Appointments	Made / Completed	Made / Completed	Missed *
October	29,648	25,736	87%	13%
November	25,384	21,901	86%	14%
December	25,210	21,711	86%	14%

Legend

The information stated above reflects service order appointments arrived within the requested appointment window. It represents the metrics used by PGW to measure appointments made and completed including Sundays and Holidays.

Emergency gas complaints are excluded from these numbers. Emergency response is reported monthly in the "Analysis of Emergency Call Outs" reports to the PUC.

\* When a Philadelphia Gas Works (PGW) serviceperson arrives at the property and the customer is not home or not responding the serviceperson marks the account "'Can't Get In' or 'CGI'". The Pennsylvania Public Utility Commission defines CGI'S as missed appointments.

CERTIFICATE OF SERVICE

I hereby certify that I have this day served a true copy of the foregoing report upon the participants listed below in accordance with the requirements of § 1.54 (relating to service by a participant) VIA FIRST CLASS MAIL

Tanya McCloskey, Esq.  
Steve Keene, Esq.  
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5th Floor, Forum Place Bldg.  
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Harrisburg, PA 17101-1921

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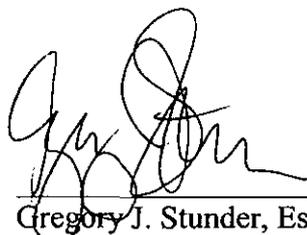
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PA Public Utility Commission  
P.O. Box 3265  
Harrisburg, PA 17105-3265

Charis M. Burak, Esq.  
McNEES, WALLACE, NURICK  
100 Pine Street  
P.O. Box 1166  
Harrisburg, PA 17108-1166

Dated: January 22, 2004

  
\_\_\_\_\_  
Gregory J. Stunder, Esquire

**Philadelphia Gas Works**



800 West Montgomery Avenue, Philadelphia, PA 19122

January 22, 2004

James McNulty, Secretary  
PA Public Utility Commission  
Commonwealth Keystone Bldg., 2nd Fl.  
Harrisburg, PA 17120

Re: Pennsylvania Public Utility Commission v. Philadelphia Gas Works  
Docket Nos. R-00005654, R-00006042

Dear Secretary McNulty,

In accordance with Ordering Paragraph No. 4 of the Commission's January 16, 2003 Order approving PGW's Petition for Amendment of Orders Requiring Monthly Reports in the above-referenced dockets, enclosed is PGW's "Quarterly Progress Report" for the 4th quarter of 2003 (October -- December) concerning the Company's cast iron main replacement program, LNG liquefaction replacement program and improvements in customer service functions.

If the Commission requires further clarification on this report, please contact me immediately or contact Gregory Stunder, Esq. at 1-215-684-6878.

Very truly yours,

Craig E. White

cc: As per Certificate of Service  
Veronica Smith, Esq., Executive Director  
Karen Moury, Esq., Deputy Executive Director  
Robert Rosenthal, Bureau of Fixed Utility Services  
Mitch Miller, Bureau of Consumer Services  
Tom Sheets, Bureau of Audits  
Joe Farley, Bureau of Consumer Services

**RECEIVED**

JAN 22 2004

PA PUBLIC UTILITY COMMISSION  
SECRETARY'S BUREAU

# Philadelphia Gas Works

Quarterly Progress Report to the  
Pennsylvania Public Utility Commission

Docket No. R-00005654, R-00006042

January 22, 2004

## Cast Iron Main Replacement Program

“PGW must achieve a 1% replacement rate in its mains replacement program, as provided for in the Company’s base case capital budget.”<sup>1</sup>

### 4th Quarter 2003

PGW is proceeding with the above project and is on schedule to reduce its inventory of cast iron pipe by the 1% rate. The Distribution Department continues to develop and review a list of prioritized targeted main replacements, based on the determinants of the Navigant Study. With the assistance of the Distribution Planning Department, appropriate designs are being completed and construction plans drawn.

As of December 2003, PGW and Outside Contractor crews have replaced or abandoned 5.8 miles of cast iron main. Thirty-two percent (32%) of the total project is complete. PGW anticipates successful project completion by the end of Fiscal Year 2004.

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<sup>1</sup> November 22, 2000 Order, Docket No. R-00005654, Ordering Paragraph No. 5.

## LNG Liquefaction Replacement Program

"PGW must proceed with its LNG Liquefaction Replacement Program to ensure supply and reliability are maintained."

### **4th Quarter 2003**

Mechanical completion of construction work for the retrofit added to the plant in an attempt to resolve original design deficiencies occurred on November 7, 2003. Plant commissioning began on November 10, 2003, with LNG production commencing on November 21, 2003. Plant testing continued through December 23, 2003; however, the maximum production level achieved was limited to approximately 80 to 85 % of design capacity. The design company is presently evaluating accumulated data to determine the barriers preventing plant performance and develop possible solutions. PGW expects to be notified of a plan to progress by the end of January 2004.

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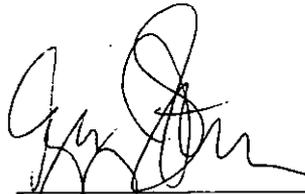
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Charis M. Burak, Esq.  
McNEES, WALLACE, NURICK  
100 Pine Street  
P.O. Box 1166  
Harrisburg, PA 17108-1166

Dated: January 22, 2004

  
\_\_\_\_\_  
Gregory J. Stunder, Esquire

**Philadelphia Gas Works**



**ORIGINAL**

800 West Montgomery Avenue, Philadelphia, PA 19122

**RECEIVED**

APR 21 2004

PA PUBLIC UTILITY COMMISSION  
SECRETARY'S BUREAU

April 20, 2004

James McNulty, Secretary  
PA Public Utility Commission  
Commonwealth Keystone Bldg., 2nd Fl.  
Harrisburg, PA 17120

Re: Pennsylvania Public Utility Commission v. Philadelphia Gas Works  
Docket Nos. R-00005654, R-00006042

Dear Secretary McNulty,

In accordance with Ordering Paragraph No. 4 of the Commission's January 16, 2003 Order approving PGW's Petition for Amendment of Orders Requiring Monthly Reports in the above-referenced dockets, enclosed is PGW's "Quarterly Progress Report" for the 1st quarter of 2004 (January – March) concerning the Company's cast iron main replacement program, LNG liquefaction replacement program and improvements in customer service functions.

If the Commission requires further clarification on this report, please contact me immediately or contact Gregory Stunder, Esq. at 1-215-684-6878.

Very truly yours,

*Craig E. White / 3/28/04*  
Craig E. White

**DOCUMENT**

cc: As per Certificate of Service  
Veronica Smith, Esq., Executive Director  
Karen Moury, Esq., Deputy Executive Director  
Robert Rosenthal, Bureau of Fixed Utility Services  
Mitch Miller, Bureau of Consumer Services  
Tom Sheets, Bureau of Audits  
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**ORIGINAL**

**Philadelphia Gas Works**

**RECEIVED**

APR 21 2004

PA PUBLIC UTILITY COMMISSION  
SECRETARY'S BUREAU

**Quarterly Progress Report to the  
Pennsylvania Public Utility Commission**

**DOCKETED**

JUN 28 2004

Docket No. R-00005654, R-00006042

**DOCUMENT**

April 20, 2004

## Cast Iron Main Replacement Program

“PGW must achieve a 1% replacement rate in its mains replacement program, as provided for in the Company’s base case capital budget.”<sup>1</sup>

### 1<sup>st</sup> Quarter 2004

PGW is proceeding with the above project and is on schedule to reduce its inventory of cast iron pipe by the 1% rate. The Distribution Department continues to develop and review a list of prioritized targeted main replacements, based on the determinants of the Navigant Study. With the assistance of the Distribution Planning Department, appropriate designs are being completed and construction plans drawn.

As of March 2004, PGW and Outside Contractor crews have replaced or abandoned 8.0 miles of cast iron main. Forty-four percent (44%) of the total project is complete. PGW anticipates successful project completion by the end of Fiscal Year 2004.

---

<sup>1</sup> November 22, 2000 Order, Docket No. R-00005654, Ordering Paragraph No. 5.

## LNG Liquefaction Replacement Program

"PGW must proceed with its LNG Liquefaction Replacement Program to ensure supply and reliability are maintained."

### **1<sup>st</sup> Quarter 2004**

While evaluating data accumulated during the last quarter, the design company discovered a construction flaw where the piping to and from two passages in the core of one of the heat exchangers had been installed incorrectly. Piping changes were made, and work was completed on February 27, 2004. Testing of the plant was resumed on February 28 and continued through March 24, 2004. The corrections improved some of the operating conditions at reduced rates; however, plant design capacity has yet to be achieved. The design company is evaluating accumulated data to determine what steps are necessary to achieve plant performance capacity.

## Improvements in Customer Service Functions

"PGW must show improvements in its customer service functions and report on its progress to the Commission on a quarterly basis. Such reports should include: monthly call center access reports for customer service and collection call centers (to include average speed of answer, average abandonment time, number of abandoned calls, average delay in queue and the percentage of calls answered); monthly consumer dispute reports (to include number of customer disputes filed, number and percentage of disputes responded to in under thirty days, and the average response time), the number and percentage of residential bills which PGW failed to render during the relevant billing cycles; the number and percentage of residential meters for which PGW has failed to obtain actual or customer supplied readings during the prior six months; and, monthly reports showing the number and percentage of missed customer service appointments."<sup>2</sup>

### **1<sup>st</sup> Quarter 2004**

Please see the attached reports: Monthly Call Center Access Reports; Monthly Consumer Dispute Reports; Billing Exceptions By Cycle; Residential Meters - Estimated and Non-Estimated Billing; and Missed Customer Service Appointments.

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	January	February	March
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Calls Answered	114,569	98,484	107,693
Calls Abandoned	20,926	9,207	4,713
% Of Calls Answered	85%	91%	96%
% Of Abandon Calls	15%	9%	4%
Average CTR'S Per Day	39	44	50
Average Speed Of Answer	2:20	1:24	:55
Average Abandon Time	2:39	2:11	1:35
Average Talk Time In Minutes	4:12	4:21	4:22

Monthly Consumer Dispute Reports

PGW												
Dispute Resolution Completed Jobs Statistics												
	<u>High Bills</u>				<u>Correspondence</u>				<u>Statements</u>			
<u>Year</u>	<u>Received</u>	<u>Completed</u>			<u>Received</u>	<u>Completed</u>			<u>Received</u>	<u>Completed</u>		
<b>2004</b>		Within	%	Average		Within	%	Average		Within	%	Average
		<=30	< 30	#		<=30	< 30	#		<=30	< 30	# Of
		Days	Days	Of Days		Days	Days	Of Days		Days	Days	Days
<b>January</b>	370	350	94%	17.6	991	951	95%	2.6	368	374	98%	1.1
<b>February</b>	416	404	97%	11.1	1201	1070	85%	2.8	307	300	97%	1.3
<b>March</b>	595	496	83%	7.4	1479	932	63%	2.4	303	284	93%	1.4

Note: Percentage completed reflects number of inquiries received and completed in 30 days or less.

4-14-2004

Number and Percentage of Residential Bills Not Rendered During Relevant Billing Cycles

<b>PHILADELPHIA GAS WORKS BILLING EXCEPTIONS BY CYCLE</b>						
	<b>Total bills</b>		<b>% of bills</b>		<b>Average/Cycle (22)</b>	
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<b>January</b>	3,375	517,604	0.65%	99.35%	153	23,527
<b>February</b>	4,502	519,174	0.86%	99.14%	205	23,599
<b>March</b>	3,866	523,335	0.73%	99.27%	176	23,787

**Billing Exceptions: Number of bills which failed to issue during the relevant billing cycle. Manual issuance occurred in most cases approximately 3 to 5 days after report of the exception.**

Total bills issued includes Commercial and Industrial Accounts.

Number and Percentage of Residential Meters Without Actual or Customer Supplied Readings - Prior Six Months

<b>PHILADELPHIA GAS WORKS RESIDENTIAL METERS ESTIMATED &amp; NON ESTIMATED BILLING</b>						
2004	<b>Oct-03</b>	<b>Nov-03</b>	<b>Dec-03</b>	<b>Jan-04</b>	<b>Feb-04</b>	<b>Mar-04</b>
Total Accounts Billed	503,205	449,527	455,032	508,651	457,660	513,326
Non Estimated Bills	498,132	445,347	451,390	505,088	454,048	509,770
Estimated Bills	5,073	4,180	3,642	3,563	3,612	3,556
% Estimated Bills	1.008%	0.930%	0.800%	0.700%	0.789%	0.693%

Note: Estimated and Non-Estimated Billing is the first time the system produces a combination of all meter reads obtained including customer-supplied readings.

Philadelphia Gas Works Customer Service Field Appointments Made & Completed January – March 2004				
	A	B	C = B/A	D = 100%-C
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Legend

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Charis M. Burak, Esq.  
McNEES, WALLACE, NURICK  
100 Pine Street  
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Dated: April 20, 2004

  
\_\_\_\_\_  
Gregory J. Studder, Esquire

# ORIGINAL

**Philadelphia Gas Works**



800 West Montgomery Avenue, Philadelphia, PA 19122

**DOCUMENT  
FOLDER**

July 27, 2004

**RECEIVED**

JUL 27 2004

James McNulty, Secretary  
PA Public Utility Commission  
Commonwealth Keystone Bldg., 2nd Fl.  
Harrisburg, PA 17120

PA PUBLIC UTILITY COMMISSION  
SECRETARY'S BUREAU

Re: Pennsylvania Public Utility Commission v. Philadelphia Gas Works  
Docket Nos. R-00005654, R-00006042

Dear Secretary McNulty,

In accordance with Ordering Paragraph No. 4 of the Commission's January 16, 2003 Order approving PGW's Petition for Amendment of Orders Requiring Monthly Reports in the above-referenced dockets, enclosed is PGW's "Quarterly Progress Report" for the 2<sup>nd</sup> quarter of 2004 (April - June) concerning the Company's cast iron main replacement program, LNG liquefaction replacement program and improvements in customer service functions.

If the Commission requires further clarification on this report, please contact me immediately or contact Gregory Stunder, Esq. at 1-215-684-6878.

Very truly yours,

Craig E. White

cc: As per Certificate of Service  
Karen Moury, Esq., Acting Executive Director  
Robert Rosenthal, Bureau of Fixed Utility Services  
Mitch Miller, Bureau of Consumer Services  
Tom Sheets, Bureau of Audits  
Joe Farley, Bureau of Consumer Services

72

CERTIFICATE OF SERVICE

I hereby certify that I have this day served a true copy of the foregoing report upon the participants listed below in accordance with the requirements of § 1.54 (relating to service by a participant) VIA FIRST CLASS MAIL

Tanya McCloskey, Esq.  
Steve Keene, Esq.  
Office of Consumer Advocate  
5th Floor, Forum Place Bldg.  
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Office of Trial Staff  
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JUL 27 2004

PA PUBLIC UTILITY COMMISSION  
SECRETARY'S BUREAU

Dated: July 27, 2004

  
Gregory J. Stunler, Esquire

ORIGINAL

# Philadelphia Gas Works

**DOCKETED**  
SEP 07 2004

## Quarterly Progress Report to the Pennsylvania Public Utility Commission

Docket No. R-00005654, R-00006042

**RECEIVED**

JUL 27 2004

PA PUBLIC UTILITY COMMISSION  
SECRETARY'S BUREAU

July 27, 2004

**DOCUMENT  
FOLDER**

## Cast Iron Main Replacement Program

“PGW must achieve a 1% replacement rate in its mains replacement program, as provided for in the Company’s base case capital budget.”<sup>1</sup>

### 2<sup>nd</sup> Quarter 2004

PGW is proceeding with the above project and is on schedule to reduce its inventory of cast iron pipe by the 1% rate. The Distribution Department continues to develop and review a list of *prioritized targeted main replacements, based on the determinants of the Navigant Study*. With the assistance of the Distribution Planning Department, *appropriate designs are being completed and construction plans drawn*.

As of June 2004, PGW and Outside Contractor crews have replaced or abandoned 12.8 miles of cast iron main. Seventy-one percent (71%) of the total project is complete. PGW anticipates successful project completion by the end of Fiscal Year 2004.

---

<sup>1</sup> November 22, 2000 Order, Docket No. R-00005654, Ordering Paragraph No. 5.

## LNG Liquefaction Replacement Program

"PGW must proceed with its LNG Liquefaction Replacement Program to ensure supply and reliability are maintained."

### **2<sup>nd</sup> Quarter 2004**

The design company ran additional tests of the LNG Expander Plant during April 2004. Although plant design capacity was not achieved, more operating data was accumulated for evaluation. The vendor has developed a plan of action that involves some testing of alternate gas treatment material. A small test rig is scheduled for installation on or about the end of July, 2004 with the testing to start immediately thereafter lasting approximately 2 weeks. Discussions are continuing between PGW and the vendor to assure that all issues are being addressed prior to any performance testing that may occur in the Fall of 2004.

## Improvements in Customer Service Functions

"PGW must show improvements in its customer service functions and report on its progress to the Commission on a quarterly basis. Such reports should include: monthly call center access reports for customer service and collection call centers (to include average speed of answer, average abandonment time, number of abandoned calls, average delay in queue and the percentage of calls answered); monthly consumer dispute reports (to include number of customer disputes filed, number and percentage of disputes responded to in under thirty days, and the average response time), the number and percentage of residential bills which PGW failed to render during the relevant billing cycles; the number and percentage of residential meters for which PGW has failed to obtain actual or customer supplied readings during the prior six months; and, monthly reports showing the number and percentage of missed customer service appointments."<sup>2</sup>

### 2<sup>nd</sup> Quarter 2004

Please see the attached reports: Monthly Call Center Access Reports; Monthly Consumer Dispute Reports; Billing Exceptions By Cycle; Residential Meters - Estimated and Non-Estimated Billing; and Missed Customer Service Appointments.

---

<sup>2</sup> November 22, 2000 Order, Docket No. R-00005654 Ordering Paragraph No. 8.

Monthly Call Center Access Reports for Customer Service and Collection Call Centers

Philadelphia Gas Works			
Customer Service Department			
Call Center Statistics			
Monthly Call Volume- April - June 2004			
	April	May	June
Calls Received	107,835	85,984	96,198
Calls Answered	89,818	79,761	91,230
Calls Abandoned	18,017	6,223	4,968
% Of Calls Answered	83%	93%	95%
% Of Abandon Calls	17%	7%	5%
Average CTR'S Per Day	44	40	46
Average Speed Of Answer	1:58	1:18	1:00
Average Abandon Time	2:21	1:53	1:46
Average Talk Time In Minutes	4:48	4:40	4:25

Monthly Consumer Dispute Reports

PGW												
Dispute Resolution Completed Jobs Statistics												
	<u>High Bills</u>				<u>Correspondence</u>				<u>Statements</u>			
<u>Year</u>	<u>Received</u>	<u>Completed</u>			<u>Received</u>	<u>Completed</u>			<u>Received</u>	<u>Completed</u>		
<b>2004</b>		Within	%	Average		Within	%	Average		Within	%	Average
		<=30	< 30	#		<=30	< 30	#		<=30	< 30	# Of
		Days	Days	Of Days		Days	Days	Of Days		Days	Days	Days
<b>April</b>	416	307	73%	11.9	1159	786	66%	1.6	209	200	95%	1.7
<b>May</b>	315	312	91%	11.7	1229	998	81%	1.7	239	236	98%	1.4
<b>June</b>	367	301	82%	6.1	1373	1040	75%	2.1	406	386	95%	1.1

Note: Percentage completed reflects number of inquiries received and completed in 30 days or less.

7-12-2004

**Number and Percentage of Residential Bills Not Rendered During Relevant Billing Cycles**

<b>PHILADELPHIA GAS WORKS BILLING EXCEPTIONS BY CYCLE</b>						
	<b>Total bills</b>		<b>% of bills</b>		<b>Average/Cycle (22)</b>	
	<b>not issued</b>	<b>issued</b>	<b>not issued</b>	<b>issued</b>	<b>not issued</b>	<b>issued</b>
<b>April</b>	3,714	521,257	0.71%	99.29%	169	23,693
<b>May</b>	3,779	522,113	0.72%	99.28%	172	23,732
<b>June</b>	4,149	523,644	0.79%	99.21%	189	23,802

Billing Exceptions: Number of bills which failed to issue during the relevant billing cycle. Manual issuance occurred in most cases approximately 3 to 5 days after report of the exception.

Total bills issued includes Commercial and Industrial Accounts.

**Number and Percentage of Residential Meters Without Actual or Customer Supplied Readings - Prior Six Months**

<b>PHILADELPHIA GAS WORKS RESIDENTIAL METERS ESTIMATED &amp; NON ESTIMATED BILLING</b>						
<b>2004</b>	<b>01/2004</b>	<b>02/2004</b>	<b>03/2004</b>	<b>04/2004</b>	<b>05/2004</b>	<b>06/2004</b>
<b>Total Accounts Billed</b>	508,651	457,660	513,326	485,984	483,008	486,238
<b>Non Estimated Bills</b>	505,088	454,048	509,770	482,496	479,515	483,075
<b>Estimated Bills</b>	3,563	3,612	3,556	3,488	3,493	3,163
<b>% Estimated Bills</b>	0.700%	0.789%	0.693%	0.718%	0.723%	0.651%

Note:

Estimated and Non-Estimated Billing is the first time the system produces a combination of all meter reads obtained including customer-supplied readings.

**Philadelphia Gas Works  
Customer Service Field Appointments Made & Completed  
APRIL 2004 - JUNE 2004**

	<b>ALL</b>	<b>APPOINTMENTS</b>	<b>PERCENTAGE</b>	<b>PERCENTAGE</b>
	<b>APPOINTMENTS</b>	<b>MADE / COMPLETED</b>	<b>MADE / COMPLETED</b>	<b>MISSED</b>
<b>MONTH</b>				
<b>APRIL</b>	11,766	10,526	89%	11%
<b>MAY</b>	12,386	11,122	90%	10%
<b>JUNE</b>	11,660	9,915	85%	15%

Legend

The information stated above reflects service order appointments arrived within the requested appointment window. It represents the metrics used by PGW to measure appointments made and completed including Sundays and Holidays.

Emergency gas complaints are excluded from these numbers. Emergency response is reported monthly in the "Analysis of Emergency Call Outs" reports to the PUC.

\* When a Philadelphia Gas Works (PGW) service person arrives at the property and the customer is not home or not responding the serviceperson marks the account "'Can't Get In' or 'CGI'". The Pennsylvania Public Utility Commission defines CGI'S as missed appointments.

ORIGINAL

Philadelphia Gas Works



800 West Montgomery Avenue, Philadelphia, PA 19122

DOCUMENT

October 20, 2004

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OCT 20 2004

PA PUBLIC UTILITY COMMISSION  
SECRETARY'S OFFICE

James McNulty, Secretary  
PA Public Utility Commission  
Commonwealth Keystone Bldg., 2nd Fl.  
Harrisburg, PA 17120

Re: Pennsylvania Public Utility Commission v. Philadelphia Gas Works  
Docket Nos. R-00005654, R-00006042

Dear Secretary McNulty,

In accordance with Ordering Paragraph No. 4 of the Commission's January 16, 2003 Order approving PGW's Petition for Amendment of Orders Requiring Monthly Reports in the above-referenced dockets, enclosed is PGW's "Quarterly Progress Report" for the 3<sup>rd</sup> quarter of 2004 (July-September) concerning the Company's cast iron main replacement program, LNG liquefaction replacement program and improvements in customer service functions.

If the Commission requires further clarification on this report, please contact me immediately or contact Gregory Stunder, Esq. at 1-215-684-6878.

Very truly yours,

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cc: As per Certificate of Service  
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Karen Moury, Esq., Deputy Executive Director  
Robert Rosenthal, Bureau of Fixed Utility Services  
Mitch Miller, Bureau of Consumer Services  
Tom Sheets, Bureau of Audits  
Joe Farley, Bureau of Consumer Services  
Paul Metro, Bureau of Transportation and Safety

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OCT 26 2004

PA PUBLIC UTILITY COMMISSION  
100 N. MARKET ST., PHILADELPHIA, PA 19107

# Philadelphia Gas Works

## Quarterly Progress Report to the Pennsylvania Public Utility Commission

Docket No. R-00005654, R-00006042

DOCUMENT

DOCKETED  
DEC 09 2004

October 20, 2004

## Cast Iron Main Replacement Program

“PGW must achieve a 1% replacement rate in its mains replacement program, as provided for in the Company’s base case capital budget.”<sup>1</sup>

### **3<sup>rd</sup> Quarter 2004**

PGW has successfully completed the above project for FY2004. As of September 2004, PGW and outside contractor crews have replaced, abandoned or rehabilitated 19.0 miles of cast iron main.

---

<sup>1</sup> November 22, 2000 Order, Docket No. R-00005654, Ordering Paragraph No. 5.

## LNG Liquefaction Replacement Program

"PGW must proceed with its LNG Liquefaction Replacement Program to ensure supply and reliability are maintained."

### **3<sup>rd</sup> Quarter 2004**

Testing of silica gel to remove heavy hydrocarbons from the feed gas was performed at the Richmond Plant during August 2004. Verification of the Vendor's computer simulations was achieved, and the plan of action was developed with required modifications. The Vendor communicated to PGW at a meeting on September 9, 2004, the plan for proposed modifications and the schedule for work. The work started on site in early October and all but the installation of a surge drum, due to long lead time for vessel construction, is scheduled for completion by the end of November 2004. Plant testing to determine production capacity is planned for late Fall 2004 with performance testing scheduled subsequent to when the surge drum will be installed in 2005.

## Improvements in Customer Service Functions

"PGW must show improvements in its customer service functions and report on its progress to the Commission on a quarterly basis. Such reports should include: monthly call center access reports for customer service and collection call centers (to include average speed of answer, average abandonment time, number of abandoned calls, average delay in queue and the percentage of calls answered); monthly consumer dispute reports (to include number of customer disputes filed, number and percentage of disputes responded to in under thirty days, and the average response time), the number and percentage of residential bills which PGW failed to render during the relevant billing cycles; the number and percentage of residential meters for which PGW has failed to obtain actual or customer supplied readings during the prior six months; and, monthly reports showing the number and percentage of missed customer service appointments."<sup>2</sup>

### 3<sup>rd</sup> Quarter 2004

Please see the attached reports: Monthly Call Center Access Reports; Monthly Consumer Dispute Reports; Billing Exceptions By Cycle; Residential Meters - Estimated and Non-Estimated Billing; and Missed Customer Service Appointments.

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<sup>2</sup> November 22, 2000 Order, Docket No. R-00005654 Ordering Paragraph No. 8.

Monthly Call Center Access Reports for Customer Service and Collection Call Centers

Philadelphia Gas Works			
Customer Service Department			
Call Center Statistics			
<u>Monthly Call Volume - July – September 2004</u>			
	July	August	September
Calls Received	102,497	111,581	120,056
Calls Answered	88,203	102,041	100,694
Calls Abandoned	14,294	9,540	19,362
% Of Calls Answered	86%	91%	84%
% Of Abandon Calls	14%	9%	16%
Average CTR'S Per Day	40	41	41
Average Speed Of Answer	2:46	1:37	3:06
Average Abandon Time	2:21	2:00	2:20
Average Talk Time In Minutes	4:35	4:30	4:30

Monthly Consumer Dispute Reports

PGW												
Dispute Resolution Completed Jobs Statistics												
	<u>High Bills</u>				<u>Correspondence</u>				<u>Statements</u>			
<u>Year</u>	<u>Received</u>	<u>Completed</u>			<u>Received</u>	<u>Completed</u>			<u>Received</u>	<u>Completed</u>		
<b>2004</b>		Within	%	Average		Within	%	Average		Within	%	Average
		<=30	< 30	#		<=30	< 30	#		<=30	< 30	# Of
		Days	Days	Of Days		Days	Days	Of Days		Days	Days	Days
<b>July</b>	246	236	96%	10.2	1519	1466	96%	5.7	146	146	100%	1.6
<b>August</b>	197	186	94%	10.8	1620	1513	93%	5.9	156	151	97%	1.5
<b>September</b>	173	135	78%	9.1	1700	1582	93%	5.2	135	131	97%	2.5

Note: Percentage completed reflects number of inquiries received and completed in 30 days or less.

10/11/2004

**Number and Percentage of Residential Bills Not Rendered During Relevant Billing Cycles**

<b>PHILADELPHIA GAS WORKS BILLING EXCEPTIONS BY CYCLE</b>						
	<b>Total bills</b>		<b>% of bills</b>		<b>Average/Cycle (22)</b>	
	<b>not issued</b>	<b>issued</b>	<b>not issued</b>	<b>issued</b>	<b>not issued</b>	<b>issued</b>
<b>July</b>	3,672	514,850	0.71%	99.29%	167	23,402
<b>August</b>	3,652	518,693	0.70%	99.30%	166	23,577
<b>September</b>	4,944	506,108	0.97%	99.03%	225	23,005

Billing Exceptions: Number of bills which failed to issue during the relevant billing cycle. Manual issuance occurred in most cases approximately 3 to 5 days after report of the exception.

Total bills issued includes Commercial and Industrial Accounts.

**Number and Percentage of Residential Meters Without Actual or Customer Supplied Readings - Prior Six Months**

<b>PHILADELPHIA GAS WORKS RESIDENTIAL METERS ESTIMATED &amp; NON ESTIMATED BILLING</b>						
<b>2004</b>	<b>04/2004</b>	<b>05/2004</b>	<b>06/2004</b>	<b>07/2004</b>	<b>08/2004</b>	<b>09/2004</b>
<b>Total Accounts Billed</b>	485,984	483,008	486,238	485,559	482,246	478,193
<b>Non Estimated Bills</b>	482,496	479,515	483,075	482,702	479,483	475,638
<b>Estimated Bills</b>	3,488	3,493	3,163	2,857	2,763	2,555
<b>% Estimated Bills</b>	0.718%	0.723%	0.651%	0.588%	0.573%	0.534%

Note:

Estimated and Non-Estimated Billing is the first time the system produces a combination of all meter reads obtained including customer-supplied readings.

**Philadelphia Gas Works  
Customer Service Field Appointments Made & Completed  
July 2004 - Sept. 2004**

	<b>ALL</b>	<b>APPOINTMENTS</b>	<b>PERCENTAGE</b>	<b>PERCENTAGE</b>
	<b>APPOINTMENTS</b>	<b>MADE / COMPLETED</b>	<b>MADE / COMPLETED</b>	<b>MISSED</b>
<b>MONTH</b>				
<b>JULY</b>	12404	10568	85%	15%
<b>AUG</b>	13894	12307	87%	13%
<b>SEPT</b>	21011	18054	86%	14%

*Legend*

The information stated above reflects service order appointments arrived within the requested appointment window. It represents the metrics used by PGW to measure appointments made and completed including Sundays and Holidays.

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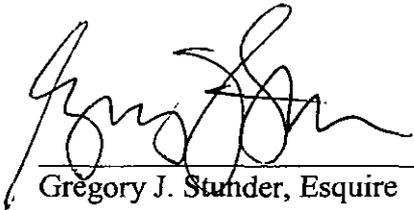
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OCT 23 2004

PA PUBLIC UTILITY COMMISSION  
SECRETARY'S OFFICE

Dated: October 20, 2004

  
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Gregory J. Stunder, Esquire