

# ORIGINAL

**Philadelphia Gas Works**



800 West Montgomery Avenue, Philadelphia, PA 19122

January 21, 2005

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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 4<sup>th</sup> quarter of 2004 (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  
Karen Moury, Esq., Acting Executive Director  
Robert Rosenthal, Bureau of Fixed Utility Services  
Mitchell Miller, Bureau of Consumer Services  
Thomas Sheets, Bureau of Audits  
Joseph Farley, Bureau of Consumer Services  
Paul Metro, Bureau of Transportation and Safety

KJR

# Philadelphia Gas Works

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PA PUBLIC UTILITY COMMISSION  
SECRETARY'S BUREAU

## Quarterly Progress Report to the Pennsylvania Public Utility Commission

Docket No. R-00005654, R-00006042

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JUN 18 2005

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January 21, 2005

## 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>

### **4<sup>th</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.

As of December 2004, PGW and Outside Contractor crews have replaced, abandoned or rehabilitated 7.25 miles of cast iron main. Forty (40%) of the total project for FY 2005 is complete. PGW expects to successfully complete the project by the end of Fiscal Year 2005.

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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."

### **4<sup>th</sup> Quarter 2004**

Planned modifications scheduled for this period were completed in November 2004. A brief demonstration was performed; however, it cannot be determined that the plant can produce the guaranteed capacity until the final planned modification - the installation of a surge drum. The surge drum is scheduled to be delivered in early February 2005 with performance testing scheduled for March 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>

### **4<sup>th</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			
Monthly Call Volume – October – December 2004			
	October	November	December
Calls Received	167,582	159,075	134,074
Calls Answered	127,601	126,216	125,744
Calls Abandoned	39,981	32,859	8,330
% Of Calls Answered	76%	79%	94%
% Of Abandon Calls	24%	21%	6%
Average CTR'S Per Day	41	44	47
Average Speed Of Answer	5:09	4:43	1:23
Average Abandon Time	3:06	3:06	2:07
Average Talk Time In Minutes	4:24	4:31	3:45

On December 5, 2004, PGW upgraded the production database and operating system on which it's Customer Information System runs. System capacity issues were causing extended transaction completion times during customer phone calls for the last 12 months. The upgrade has improved call handling time. The initial impact of the upgrade can be seen in the December Call Center Statistics. The BCS had been previously notified of this issue in the monthly Customer Service Initiative meetings with PGW.

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>October</b>	220	213	97%	6.9	1462	1426	97%	5.0	133	127	95%	2.3
<b>November</b>	180	174	96%	6.8	1468	1434	98%	6.3	90	86	96%	2.9
<b>December</b>	240	179	74%	11.8	1601	1371	86%	3.5	56	51	91%	1.3

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

1/10/2005

**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>	4,963	508,506	0.97%	99.03%	225	23,114
<b>November</b>	5,009	509,947	0.97%	99.03%	228	23,179
<b>December</b>	4,252	507,403	0.83%	99.17%	193	23,064

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>07/2004</b>	<b>08/2004</b>	<b>09/2004</b>	<b>10/2004</b>	<b>11/2004</b>	<b>12/2004</b>
<b>Total Accounts Billed</b>	485,559	482,246	478,193	475,171	446,978	500,363
<b>Non Estimated Bills</b>	482,702	479,483	475,638	472,748	444,681	498,073
<b>Estimated Bills – 6 months</b>	2,857	2,763	2,555	2,423	2,297	2,290
<b>% Estimated Bills</b>	0.588%	0.573%	0.534%	0.510%	0.514%	0.458%

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 2004 - December 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>OCTOBER</b>	22477	20045	89%	11%
<b>NOVEMBER</b>	21177	18381	87%	13%
<b>DECEMBER</b>	19868	17401	88%	12%

**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.  
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

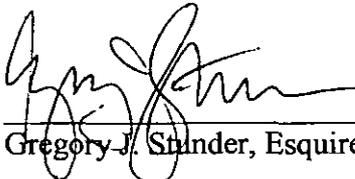
Steven Gray, Esq.  
Office of Small Business Advocate  
Commerce Building, Suite 1102  
300 North 2nd Street  
Harrisburg, PA 17101

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: January 21, 2005

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

ORIGINAL



Philadelphia Gas Works

800 West Montgomery Avenue, Philadelphia, PA 19122

April 26, 2005

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APR 26 2005

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

PA PUBLIC UTILITY COMMISSION  
SECRETARY'S OFFICE

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 1<sup>st</sup> quarter of 2005 (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*  
Craig E. White

cc: As per Certificate of Service  
Karen Moury, Esq., Director of Operations  
Robert Rosenthal, Bureau of Fixed Utility Services  
Mitchell Miller, Bureau of Consumer Services  
Thomas Sheets, Bureau of Audits  
Joseph Farley, Bureau of Consumer Services  
Paul Metro, Bureau of Transportation and Safety  
Les Fyock

# Philadelphia Gas Works

## Quarterly Progress Report to the Pennsylvania Public Utility Commission

Docket No. R-00005654, R-00006042

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APR 26 2005

PA PUBLIC UTILITY COMMISSION  
SECRETARY'S OFFICE

DOCKETED  
SEP 20 2005

April 26, 2005

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## 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 2005**

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 March 2005, PGW and Outside Contractor crews have replaced, abandoned or rehabilitated 9.84 miles of cast iron main. Fifty-five percent of the total project for FY 2005 is complete. PGW expects to successfully complete the project by the end of Fiscal Year 2005.

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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."

### **1<sup>st</sup> Quarter 2005**

Completion of the planned modifications occurred in February 2005. Natural gas was introduced to the plant at the end of February, and the Performance Test ran from March 6<sup>th</sup> through March 15<sup>th</sup>. The tests at all four feed gas rates were adequate with LNG production guarantees being satisfied. Open operating issues are being discussed and punch list items are in progress. The plant has been producing LNG for inventory at various rates since February 25, 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>

### **1<sup>st</sup> Quarter 2005**

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 – January – March 2005</u>			
	<b>January</b>	<b>February</b>	<b>March</b>
Calls Received	129,754	122,032	133,450
Calls Answered	116,027	103,094	113,561
Calls Abandoned	13,727	18,938	19,889
% Of Calls Answered	89%	84%	85%
% Of Abandon Calls	11%	16%	15%
Average CTR'S Per Day	40	39	41
Average Speed Of Answer	2:05	3:09	2:56
Average Abandon Time	2:15	2:30	2:25
Average Talk Time In Minutes	3:49	4:08	3:53

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>2005</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>	356	331	93%	13.9	1305	1066	82%	7.7	486	468	92%	5.9
<b>February</b>	471	426	90%	17.7	1527	1449	95%	9.1	181	179	99%	2.4
<b>March</b>	541	254	46.9%	13.9	1632	1251	77%	2.9	156	137	88%	1.7

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

(Note: The decrease in the number of completed high bills, correspondence and statements is due to changes in internal processes due to Act 201, mandatory training in disputes, and higher than normal shrinkage during the month.)

4/5/05

**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>January</b>	5,565	514,764	1.07%	98.93%	253	23,398
<b>February</b>	5,263	523,274	1.00%	99.00%	239	23,785
<b>March</b>	4,776	519,271	0.91%	99.09%	217	23,603

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>2004-2005</b>	<b>10/2004</b>	<b>11/2004</b>	<b>12/2004</b>	<b>1/2005</b>	<b>2/2005</b>	<b>3/2005</b>
<b>Total Accounts Billed</b>	475,171	446,978	500,363	467,342	486,717	483,789
<b>Non Estimated Bills</b>	472,748	444,681	498,073	465,108	484,466	481,700
<b>Estimated Bills – 6 months</b>	2,423	2,297	2,290	2,234	2,251	2,089
<b>% Estimated Bills</b>	0.510%	0.514%	0.458%	0.478%	0.462%	0.432%
<b>Estimated Bills – 12 Months</b>	1,844	1,861	1,801	1,703	1,640	1,462

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 2005 – March 2005**

	<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>JANUARY</b>	16714	15099	90%	10%
<b>FEBRUARY</b>	13894	12755	92%	8%
<b>MARCH</b>	15636	14896	91%	9%

**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

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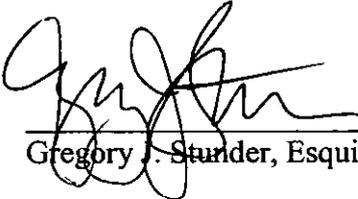
Steven Gray, Esq.  
Office of Small Business Advocate  
Commerce Building, Suite 1102  
300 North 2nd Street  
Harrisburg, PA 17101

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: April 26, 2005

  
\_\_\_\_\_  
Gregory J. Sturder, Esquire

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



**ORIGINAL**

800 W. Montgomery Avenue, Phila., PA 19122  
Telephone: 215.684.6746 – Fax: 215.684.6101  
Email: Craig.White@pgworks.com

October 31, 2005

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

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SECRETARY'S BUREAU**

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

Dear Secretary McNulty,

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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 (SL)*

Craig E. White

cc: As per Certificate of Service  
Karen Moury, Esq., Director of Operations  
Robert Rosenthal, Bureau of Fixed Utility Services  
Mitchell Miller, Bureau of Consumer Services  
Thomas Sheets, Bureau of Audits  
Joseph Farley, Bureau of Consumer Services  
Paul Metro, Bureau of Transportation and Safety

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# Philadelphia Gas Works

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OCT 31 2005

PA PUBLIC UTILITY COMMISSION  
SECRETARY'S BUREAU

## Quarterly Progress Report to the Pennsylvania Public Utility Commission

Docket No. R-00005654, R-00006042

October31, 2005

## 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 2005

PGW has successfully completed the cast iron main replacement project for FY2005. As of September 2005, PGW and Outside Contractor crews have replaced, abandoned or rehabilitated 18.58 miles of cast iron main.

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PA PUBLIC UTILITY COMMISSION  
SECRETARY'S BUREAU

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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."

### **3<sup>rd</sup> Quarter 2005**

The LNG Expander Plant continues to be operated by PGW staff at various levels of production as dictated by the PGW distribution system configuration, gas sendout requirements, and economic considerations. The vendor completed all field final punch list items in July. PGW plant acceptance is pending Senior Management approval.

## 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 2005**

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			
Monthly Call Volume – July – September 2005			
	July	August	September
Calls Received	95,771	105,873	97,429
Calls Answered	88,193	96,851	92,606
Calls Abandoned	7,578	9,022	4,823
% Of Calls Answered	92%	91%	95%
% Of Abandon Calls	8%	9%	5%
Average CTR'S Per Day	31	33	34
Average Speed Of Answer	1:14	1:32	:52
Average Abandon Time	1:46	2:00	1:52
Average Talk Time In Minutes	3:54	3:42	3:30

**RECEIVED**

OCT 31 2005

PA PUBLIC UTILITY COMMISSION  
SECRETARY'S BUREAU

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>2005</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>	453	448	99%	1.0	1206	1200	99%	3.4	149	146	98%	2.1
<b>August</b>	246	241	98%	1.0	1533	1505	98%	4.1	251	248	99%	1.3
<b>September</b>	225	131	58%	9.3	1223	1165	95.2%	2.7	132	132	100%	2.2

Note: Due to operational issues during the month of September there was a drop in percentage of high bills completed within thirty days. These disputes were completed in October.

10.06.05

**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>	8,598	511,784	1.65%	98.35%	390	23,263
<b>August</b>	7,300	515,462	1.40%	98.60%	332	23,430
<b>September</b>	4,973	514,287	0.96%	99.04%	226	23,376

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>2005</b>	<b>4/2005</b>	<b>5/2005</b>	<b>6/2005</b>	<b>7/2005</b>	<b>8/2005</b>	<b>9/2005</b>
<b>Total Accounts Billed</b>	485,480	486,059	477,123	477,921	479,895	475,748
<b>Non Estimated Bills</b>	483,726	484,717	476,156	477,037	479,015	474,964
<b>Estimated Bills – 6 months</b>	1,754	1,342	967	884	880	784
<b>% Estimated Bills</b>	0.361%	0.276%	0.203%	0.185%	0.183%	0.165%
<b>Estimated Bills – 12 Months</b>	1,228	888	561	527	452	446

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OCT 31 2005

PA PUBLIC UTILITY COMMISSION  
SECRETARY'S BUREAU

**Philadelphia Gas Works  
Customer Service Field Appointments Made & Completed  
July– September 2005**

	<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>	14853	13732	93%	7%
<b>AUGUST</b>	15014	13832	92%	8%
<b>SEPTEMBER</b>	16210	14811	91%	9%

**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.  
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

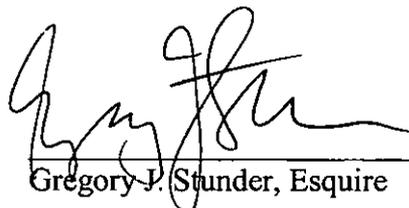
Charis M. Burak, Esq.  
McNEES, WALLACE, NURICK  
100 Pine Street  
P.O. Box 1166  
Harrisburg, PA 17108-1166

**RECEIVED**

OCT 31 2005

PA PUBLIC UTILITY COMMISSION  
SECRETARY'S BUREAU

Dated: October 31, 2005

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

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



**ORIGINAL**

800 W. Montgomery Avenue, Philadelphia, PA 19122  
Telephone: 215.684.6746 – Fax: 215.684.6101  
Email: Craig.White@pgworks.com

January 20, 2006

**RECEIVED**

JAN 20 2006

**DOCUMENT  
FOLDER**

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 4<sup>th</sup> quarter of 2005 (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,

A handwritten signature in black ink that reads "Craig E. White / 98 /". The signature is written in a cursive, somewhat slanted style.

Craig E. White

cc: As per Certificate of Service  
Karen Moury, Esq., Director of Operations  
Robert Rosenthal, Bureau of Fixed Utility Services  
Mitchell Miller, Bureau of Consumer Services  
Thomas Sheets, Bureau of Audits  
Joseph Farley, Bureau of Consumer Services  
Paul Metro, Bureau of Transportation and Safety  
Lisa Morgan

66

# Philadelphia Gas Works

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JAN 20 2006

PA PUBLIC UTILITY COMMISSION  
SECRETARY'S BUREAU

## Quarterly Progress Report to the Pennsylvania Public Utility Commission

Docket No. R-00005654, R-00006042

January 20, 2006

## 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>

### 4<sup>th</sup> Quarter 2005

As of December 2005, PGW and Outside Contractor crews have replaced, abandoned or rehabilitated 3.27 miles of cast iron main. Eighteen percent of the total project for FY 2006 is complete. PGW expects to successfully complete the project by the end of Fiscal Year 2006.

---

<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."

### **4<sup>th</sup> Quarter 2005**

The LNG Expander Plant continued through the period to be available for production when called upon by the Gas Management Group. At the end of the calendar year, the plant was removed from service to perform required inspections and maintenance work. PGW plant acceptance from the vendor continues to be under Senior Management review.

## 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>

### **4<sup>th</sup> Quarter 2005**

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 2005			
	October	November	December
Calls Received	170,718	152,697	140,223
Calls Answered	127,320	135,728	122,488
Calls Abandoned	42,398	16,969	17,735
% Of Calls Answered	75%	89%	87%
% Of Abandon Calls	25%	11%	13%
Average CTR'S Per Day	34	35	33
Average Speed Of Answer	4:36	2:06	2:25
Average Abandon Time	3:36	2:31	2:33
Average Talk Time In Minutes	4:52	4:42	4:33

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JAN 20 2006

PA PUBLIC UTILITY COMMISSION  
SECRETARY'S BUREAU

Monthly Consumer Dispute Reports

PGW

Dispute Resolution Completed Jobs Statistics

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>2005</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>October</b>	262	219	84%	11.7	1329	1316	99%	4.6	83	83	100%	1.2
<b>November</b>	291	266	91%	12.9	1128	1108	98.2%	2.9	181	178	98%	4.8
<b>December</b>	403	254	63%	10.9	803	766	95.3%	2.9	75	65	87%	1.5

Note: Due to operational issues during the month of December and increase in high bill volume, there was a drop in percentage of high bills completed within thirty days. These disputes were completed the first week of January.

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PA PUBLIC UTILITY COMMISSION  
SECRETARY'S BUREAU

**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>	10	518,865	.0019%	99.9981%	0.45	23,585
<b>November</b>	7	520,449	.0013%	99.9987%	0.32	23,656
<b>December</b>	2	520,193	.0004%	99.9996%	0.09	23,645

Billing Exceptions: Number of bills issued reflects bills issued within a 3 day window of billing cycle.

Total bills issued includes Commercial and Industrial Accounts.

A new database was deployed in September of 2005 which provides the enhanced ability to track and report on bills not issued.

**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>2004/2005</b>	<b>07/2005</b>	<b>08/2005</b>	<b>09/2005</b>	<b>10/2005</b>	<b>11/2005</b>	<b>12/2005</b>
<b>Total Accounts Billed</b>	477,921	479,895	475,748	474,505	474,013	476,451
<b>Non Estimated Bills</b>	477,037	479,015	474,964	473,763	473,264	475,636
<b>Estimated Bills</b>	884	880	784	742	749	815
<b>% Estimated Bills</b>	0.185%	0.183%	0.165%	0.156%	0.158%	0.171%

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

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JAN 20 2006

PA PUBLIC UTILITY COMMISSION  
SECRETARY'S BUREAU

**Philadelphia Gas Works  
Customer Service Field Appointments Made & Completed  
October - December 2005**

	<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>OCTOBER</b>	20265	19024	94%	6%
<b>NOVEMBER</b>	23933	22887	96%	4%
<b>DECEMBER</b>	18250	16962	92%	8%

**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.

**RECEIVED**  
JAN 20 2006  
PA PUBLIC UTILITY COMMISSION  
SECRETARY'S OFFICE

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

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

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

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JAN 20 2006

PA PUBLIC UTILITY COMMISSION  
SECRETARY'S BUREAU

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

Dated: January 20, 2006

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



800 W. Montgomery Avenue, Philadelphia, PA 19122  
Telephone: 215.684.6746 – Fax: 215.684.6101  
Email: Craig.White@pgworks.com

**ORIGINAL**

**DOCUMENT  
FOLDER**

May 2, 2006

**RECEIVED**

MAY 02 2006

PA PUBLIC UTILITY COMMISSION  
COMMUNICATIONS SECTION

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 2006 (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 / 985*  
Craig E. White

cc: As per Certificate of Service  
Karen Moury, Esq., Director of Operations  
Robert Rosenthal, Bureau of Fixed Utility Services  
Mitchell Miller, Bureau of Consumer Services  
Thomas Sheets, Bureau of Audits  
Joseph Farley, Bureau of Consumer Services  
Paul Metro, Bureau of Transportation and Safety

# Philadelphia Gas Works

## Quarterly Progress Report to the Pennsylvania Public Utility Commission

Docket No. R-00005654, R-00006042

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MAY 02 2006

PA PUBLIC UTILITY COMMISSION  
600-1700 BUNING

May 2, 2006

## 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 2006**

As of March 2006, PGW and Outside Contractor crews have replaced, abandoned or rehabilitated 6.94 miles of cast iron main. Thirty-nine percent of the total project for FY 2006 is complete. PGW expects to successfully complete the project by the end of Fiscal Year 2006.

---

<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 2006**

The final acceptance of the LNG Expander Plant is pending the completion of the release documents. The plant has returned to service after the winter period on April 14, 2006. PGW will operate the plant at various levels of production as dictated by the PGW distribution system configuration, gas sendout requirements, and economic considerations.

Liquid production amounts are as follows:

3/1/05 – 8/31/05: 1,051,434 MCF

9/1/05 – present: 397,424 MCF

The LNG Expander plant is now complete; therefore, this is the last project update.

## 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 2006

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 – January – March 2006			
	January	February	March
Calls Received	124,711	110,609	108,037
Calls Answered	110,518	103,942	105,048
Calls Abandoned	14,193	6,667	2,989
% Of Calls Answered	89%	94%	97%
% Of Abandon Calls	11%	6%	3%
Average CTR'S Per Day	34	35	36
Average Speed Of Answer	2:01	1:03	:28
Average Abandon Time	2:22	2:04	1:20
Average Talk Time In Minutes	4:26	4:10	4:05

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>2006</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>	840	730	86.9%	14.7	1264	1172	92.7%	7.3	147	142	96.5%	1.9
<b>February</b>	556	447	80.4%	15.5	874	826	94.5%	8.6	112	97	86.6%	1.6
<b>March</b>	574	421	73.3%	7.8	1342	1058	78.8%	7.9	167	150	89.8%	1.3

Note: DRU percentage of completion dropped to 73.3% in March due to the increase request of trace meter and piping inquiries. There was a total of 89 trace request compared to the monthly average of less than 10. These request required more in depth review and re-billing, along with appointment scheduling to trace all lines within the units.

**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>January</b>	5	527,501	.000009%	99.999991%	.23	23,977
<b>February</b>	6	527,327	.000011%	99.999989%	.27	23,969
<b>March</b>	21	530,818	.00004%	99.99996%	.95	24,128

Billing Exceptions: Number of bills which failed to issue during the relevant billing cycle.  
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>10/2005</b>	<b>11/2005</b>	<b>12/2005</b>	<b>01/2006</b>	<b>02/2006</b>	<b>03/2006</b>
<b>2005/2006</b>						
<b>Total Accounts Billed</b>	474,505	474,013	476,451	483,337	483,602	486,491
<b>Non Estimated Bills</b>	473,763	473,264	475,636	482,474	482,739	485,615
<b>Estimated Bills</b>	742	749	815	863	863	876
<b>% Estimated Bills</b>	0.156%	0.158%	0.171%	0.179%	0.178%	0.180%

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 2006**

	<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>JANUARY</b>	14970	13151	88%	12%
<b>FEBRUARY</b>	12907	10980	85%	15%
<b>MARCH</b>	14386	12741	89%	11%

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

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Harrisburg, PA 17101

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

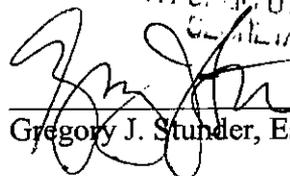
Johnnie Simms, Esq.  
Office of Trial Staff  
PA Public Utility Commission  
P.O. Box 3265  
Harrisburg, PA 17105-3265

Dated: May 2, 2006

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MAY 02 2006

PA PUBLIC UTILITY COMMISSION  
GENERAL COUNSEL

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

Philadelphia Gas Works  
Craig White  
Acting Chief Operating Officer



800 W. Montgomery Avenue, Philadelphia, PA 19122  
Telephone: 215.684.6746 – Fax: 215.684.6101  
Email: Craig.White@pgworks.com

**ORIGINAL**

February 27, 2007

**RECEIVED**

FEB 27 2007

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 4<sup>th</sup> quarter of 2006 (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,

A handwritten signature in black ink that reads "Craig E. White" followed by a stylized flourish or initials.

Craig E. White

cc: As per Certificate of Service  
Karen Moury, Esq., Director of Operations  
Robert Rosenthal, Bureau of Fixed Utility Services  
Mitchell Miller, Bureau of Consumer Services  
Thomas Sheets, Bureau of Audits  
Joseph Farley, Bureau of Consumer Services  
Paul Metro, Bureau of Transportation and Safety

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49

# Philadelphia Gas Works

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Quarterly Progress Report to the  
Pennsylvania Public Utility Commission

Docket No. R-00005654, R-00006042

**DOCKETED**  
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FEB 27 2007

PA PUBLIC UTILITY COMMISSION  
SECRETARY'S BUREAU

February 27, 2007

## 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 2006**

As of September 2006, PGW and Outside Contractor crews have replaced, abandoned or rehabilitated 18.9 miles of cast iron main. One hundred percent of the total project for FY 2006 is complete.

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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 2006**

The LNG Expander Plant Project has been completed.

## 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 2006**

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

<b>Philadelphia Gas Works</b>			
<b>Customer Service Department</b>			
<b>Call Center Statistics</b>			
<b><i>Monthly Call Volume – October – December 2006</i></b>			
	<b>October</b>	<b>November</b>	<b>December</b>
Calls Received	166,729	137,764	108,094
Calls Answered	144,135	124,946	105,671
Calls Abandoned	22,594	12,818	2,423
% Of Calls Answered	86%	91%	98%
% Of Abandon Calls	14%	9%	2%
Average CTR'S Per Day	46	43	41
Average Speed Of Answer	2:52	2:12	:38
Average Abandon Time	3:10	2:47	2:32
Average Talk Time In Minutes	4:31	4:44	4:23

Monthly Consumer Dispute Reports

PGW

Dispute Resolution Completed Jobs Statistics

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>2006</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>October</b>	267	261	97.7%	12.6	1035	1029	99.4%	2.7	133	130	97.7%	1.5
<b>November</b>	344	322	93.6%	12.5	1021	1014	99.3%	4.0	118	116	98.3%	2.4
<b>December</b>	352	260	74.6%	12.9	775	754	97.2%	4.6	89	87	97.8%	1.9

**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>	25	528,377	.0047%	99.9953%	1	24,017
<b>November</b>	80	520,198	.0154%	99.9846%	4	23,645
<b>December</b>	247	522,161	.0473%	99.9527%	11	23,736

Billing Exceptions: Number of bills which failed to issue during the relevant billing cycle.  
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 AND NON ESTIMATED BILLING</b>						
<b>2006</b>	<b>07/2006</b>	<b>08/2006</b>	<b>09/2006</b>	<b>10/2006</b>	<b>11/2006</b>	<b>12/2006</b>
<b>Total Accounts Billed</b>	481,778	478,350	475,188	479,335	461,161	461,977
<b>Non Estimated Bills</b>	481,029	477,622	474,484	479,095	460,660	461,563
<b>Estimated Bills</b>	749	728	704	240	501	414
<b>% Estimated Bills</b>	0.155%	0.152%	0.148%	0.050%	0.109%	0.090%

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 2006 - DECEMBER 2006**

	ALL	APPOINTMENTS	PERCENTAGE	PERCENTAGE
	APPOINTMENTS	MADE / COMPLETED	MADE / COMPLETED	MISSED
MONTH				
OCTOBER	24,195	21,510	89%	11%
NOVEMBER	23,843	21,222	89%	11%
DECEMBER	21,076	18,774	89%	11%

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

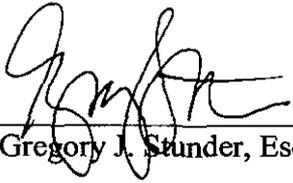
Philip Bertocci, Esq.  
Community Legal Services  
1424 Chestnut Street  
Philadelphia, PA 19102

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

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

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

Dated: February 27, 2007

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

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**FEB 27 2007**

**PA PUBLIC UTILITY COMMISSION  
SECRETARY'S BUREAU**

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



800 W. Montgomery Avenue, Philadelphia, PA 19122  
Telephone: 215.684.6746 – Fax: 215.684.6101  
Email: Craig.White@pgworks.com

July 12, 2007

**ORIGINAL**

James McNulty, Secretary  
PA Public Utility Commission  
Commonwealth Keystone Building  
400 North Street, 2nd Floor  
Harrisburg, PA 17120

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JUL 12 2007

**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 1st quarter of 2007 (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,

A handwritten signature in black ink that reads "Craig E. White / 88/".

Craig E. White

cc: As per Certificate of Service  
Karen Moury, Esq., Director of Operations  
Robert Rosenthal, Bureau of Fixed Utility Services  
Mitchell Miller, Bureau of Consumer Services  
Thomas Sheets, Bureau of Audits  
Joseph Farley, Bureau of Consumer Services  
Paul Metro, Bureau of Transportation and Safety

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5th Floor, Forum Place Bldg.  
555 Walnut Street  
Harrisburg, PA 17101-1921

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1424 Chestnut Street  
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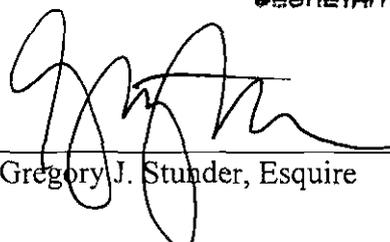
John Simms, Esq.  
Office of Trial Staff  
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P.O. Box 3265  
Harrisburg, PA 17105-3265

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JUL 12 2007

**PA PUBLIC UTILITY COMMISSION  
SECRETARY'S BUREAU**

Dated: July 12, 2007

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

# Philadelphia Gas Works

## Quarterly Progress Report to the Pennsylvania Public Utility Commission

Docket No. R-00005654, R-00006042

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JUL 12 2007

**PA PUBLIC UTILITY COMMISSION  
SECRETARY'S BUREAU**

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SEP 19 2007

**1<sup>st</sup> Quarter 2007**

***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 2007**

As of March 2007, PGW and Outside Contractor crews have replaced, abandoned or rehabilitated 9 miles of cast iron main. Fifty percent of the total project for FY 2007 is complete.

***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 2007**

The LNG Expander Plant Project has been completed.

---

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

## 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 2007

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

<b>Philadelphia Gas Works</b>			
<b>Customer Service Department</b>			
<b>Call Center Statistics</b>			
<b><u>Monthly Call Volume -- January-March 2007</u></b>			
	<b>January</b>	<b>February</b>	<b>March</b>
<b>Calls Received</b>	117,142	114,517	155,154
<b>Calls Answered</b>	113,333	108,347	130,928
<b>Calls Abandoned</b>	3,809	6,170	24,226
<b>% Of Calls Answered</b>	96.8	94.6	84.4
<b>% Of Abandon Calls</b>	3.2	5.4	15.6
<b>Average CTR'S Per Day</b>	45	58	62
<b>Average Speed Of Answer</b>	:46	1:12	3:40
<b>Average Abandon Time</b>	1:35	2:08	2:59
<b>Average Talk Time In Minutes</b>	4:42	4:53	5:22

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>		
		<u>Within</u>	<u>%</u>	<u>Average</u>		<u>Within</u>	<u>%</u>	<u>Average</u>		<u>Within</u>	<u>%</u>	<u>Average</u>
		<u>&lt;=30</u>	<u>&lt; 30</u>	<u>#</u>		<u>&lt;=30</u>	<u>&lt; 30</u>	<u>#</u>		<u>&lt;=30</u>	<u>&lt; 30</u>	<u># Of</u>
		<u>Days</u>	<u>Days</u>	<u>Of Days</u>		<u>Days</u>	<u>Days</u>	<u>Of Days</u>		<u>Days</u>	<u>Days</u>	<u>Days</u>
<b>2007</b>												
<b>January</b>	353	297	84.1%	17.1	850	744	87.5%	3.7	388	379	97.6%	2.6
<b>February</b>	588	549	93.4%	13.2	851	800	94.1%	4.9	387	378	97.9%	2.6
<b>March</b>	544	509	93.6%	14.1	686	668	97.3%	9.3	201	200	99.5%	3.4

Note: During the month January 2007, 84.1% of disputes received were completed within 30 days due to an increase in volume of field visits work in the department.

**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>January</b>	150	526568	.0002%	99.9998%	6.81	23935
<b>February</b>	91	530817	.0001%	99.9999%	4.13	24128
<b>March</b>	39	527443	.00007%	99.99993%	1.77	23975

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 AND NON ESTIMATED BILLING</b>						
<b>2007</b>	<b>Oct-06</b>	<b>Nov-06</b>	<b>Dec-06</b>	<b>Jan-07</b>	<b>Feb-07</b>	<b>Mar-07</b>
Total Account Billed	479,335	461,161	461,977	467,134	468,829	471,131
Non Estimated Bills	479,095	460,660	461,563	465,096	466,726	469,108
Estimated Bills - 6 Months	240	501	414	457	448	540
% Estimated Bills	0.050%	0.109%	0.090%	0.098%	0.096%	0.115%

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 2007 - MARCH 2007**

	ALL	APPOINTMENTS	PERCENTAGE	PERCENTAGE
	APPOINTMENTS	MADE / COMPLETED	MADE / COMPLETED	MISSED
MONTH				
JANUARY	19798	17593	89%	11%
FEBRUARY	17311	14570	86%	14%
MARCH	17371	15490	89%	11%

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.

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



800 W. Montgomery Avenue, Philadelphia, PA 19122  
Telephone: 215.684.6746 – Fax: 215.684.6101  
Email: [Craig.White@pgworks.com](mailto:Craig.White@pgworks.com)

July 24, 2007

**ORIGINAL**

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

Re: Pennsylvania Public Utility Commission v. Philadelphia Gas Works  
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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 2007 (April-May) 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,

A handwritten signature in black ink that reads "Craig E. White / 88/".

Craig E. White

**DOCUMENT  
FOLDER**

cc: As per Certificate of Service  
Karen Moury, Esq., Director of Operations  
Robert Rosenthal, Bureau of Fixed Utility Services  
Mitchell Miller, Bureau of Consumer Services  
Thomas Sheets, Bureau of Audits  
Joseph Farley, Bureau of Consumer Services  
Paul Metro, Bureau of Transportation and Safety

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COMMISSION  
SECRETARY'S BUREAU

CERTIFICATE OF SERVICE

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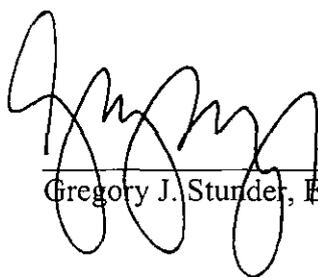
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Charis M. Mincavage, Esq.  
McNEES, WALLACE, NURICK  
100 Pine Street  
P.O. Box 1166  
Harrisburg, PA 17108-1166

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

Dated: July 24, 2007



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

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# Philadelphia Gas Works

**ORIGINAL**

## Quarterly Progress Report to the Pennsylvania Public Utility Commission

Docket No. R-00005654, R-00006042

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SEP 20 2007

2<sup>nd</sup> Quarter 2007

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***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 2007**

As of June 2007, PGW and Outside Contractor crews have replaced, abandoned or rehabilitated 12.7 miles of cast iron main. Seventy one percent of the total project for FY 2007 is complete.

***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 2007**

The LNG Expander Plant Project has been completed.

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SECRETARY'S BUREAU

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

## 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 2007

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			
Monthly Call Volume – April -- June 2007			
	April	May	June
Calls Received	159,314	131,706	110,073
Calls Answered	117,270	105,576	92,990
Calls Abandoned	42,044	26,130	17,083
% Of Calls Answered	74%	80%	84%
% Of Abandon Calls	26%	20%	16%
Average CTR'S Per Day	58	57	55
Average Speed Of Answer	7:03	4:19	3:16
Average Abandon Time	4:04	3:12	3:01
Average Talk Time In Minutes	5:41	5:49	5:42

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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>		
		<u>Within</u>	<u>%</u>	<u>Average</u>		<u>Within</u>	<u>%</u>	<u>Average</u>		<u>Within</u>	<u>%</u>	<u>Average</u>
		<u>&lt;=30</u>	<u>&lt; 30</u>	<u>#</u>		<u>&lt;=30</u>	<u>&lt; 30</u>	<u>#</u>		<u>&lt;=30</u>	<u>&lt; 30</u>	<u>#</u>
		<u>Days</u>	<u>Days</u>	<u>Of Days</u>		<u>Days</u>	<u>Days</u>	<u>Of Days</u>		<u>Days</u>	<u>Days</u>	<u>Of Days</u>
<b>April</b>	822	764	92.9%	16.9	1200	1184	98.6%	7.5	231	230	99.5%	3.3
<b>May</b>	446	446	100.0%	13.1	859	858	99.8%	6.2	215	215	100.0%	2.4
<b>June</b>	475	474	99.7%	15.4	762	757	99.3%	5.7	80	79	98.7%	2.8

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

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PHILADELPHIA GAS WORKS  
SECRETARY'S OFFICE

PHILADELPHIA GAS WORKS BILLING EXCEPTIONS BY CYCLE						
	Total bills		% of bills		Average/Cycle (22)	
	not issued	issued	not issued	issued	not issued	issued
April	72	532503	.0001%	99.9999%	3.27	24205
May	35	531193	.0001%	99.9999%	1.59	24145
June	168	528648	.0003%	99.9997%	7.64	24029

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 AND NON ESTIMATED BILLING						
2007	01/2007	02/2007	03/2007	04/2007	05/2007	06/2007
<b>Total Accounts Billed</b>	467,134	468,829	471,131	472,362	471,308	468,419
<b>Non Estimated Bills</b>	465,096	466,726	469,108	469,989	468,873	466,251
<b>Estimated Bills</b>	457	448	540	571	516	468
<b>% Estimated Bills</b>	0.098%	0.096%	0.115%	0.121%	0.109%	0.100%

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 2007 - JUNE 2007**

	ALL	APPOINTMENTS	PERCENTAGE	PERCENTAGE
	APPOINTMENTS	MADE / COMPLETED	MADE / COMPLETED	MISSED
MONTH				
APRIL	18488	16647	90%	10%
MAY	23055	20768	90%	10%
JUNE	20244	18549	92%	8%

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.

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



800 W. Montgomery Avenue, Philadelphia, PA 19122  
Telephone: 215.684.6746 – Fax: 215.684.6101  
Email: Craig.White@pgworks.com

November 5, 2007

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

**ORIGINAL**

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 2007 (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**

*Craig White /egj/*  
Craig E. White

cc: As per Certificate of Service  
Karen Moury, Esq., Director of Operations  
Robert Rosenthal, Bureau of Fixed Utility Services  
Mitchell Miller, Bureau of Consumer Services  
Thomas Sheets, Bureau of Audits  
Joseph Farley, Bureau of Consumer Services  
Paul Metro, Bureau of Transportation and Safety

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# Philadelphia Gas Works

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## Quarterly Progress Report to the Pennsylvania Public Utility Commission

Docket No. R-00005654, R-00006042

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SECRETARY'S BUREAU**

November 5, 2007

### ***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 2007**

As of September 2007, PGW and Outside Contractor crews have replaced, abandoned or rehabilitated 18.1 miles of cast iron main. One Hundred percent of the total project for FY 2007 is complete.

### ***LNG Liquefaction Replacement Program***

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

#### **3<sup>rd</sup> Quarter 2007**

The LNG Expander Plant Project has been completed.

---

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

## 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 2007

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

<b>Philadelphia Gas Works</b>			
<b>Customer Service Department</b>			
<b>Call Center Statistics</b>			
<b>Monthly Call Volume – July – September 2007</b>			
	<b>July</b>	<b>August</b>	<b>September</b>
<b>Calls Received</b>	145,877	136,220	116,556
<b>Calls Answered</b>	108,147	111,672	96,788
<b>Calls Abandoned</b>	37,730	24,548	19,768
<b>% Of Calls Answered</b>	74%	82%	83%
<b>% Of Abandon Calls</b>	26%	18%	17%
<b>Average CTR'S Per Day</b>	53	59	57
<b>Average Speed Of Answer</b>	6:25	4:05	2:53
<b>Average Abandon Time</b>	3:29	3:30	3:53
<b>Average Talk Time In Minutes</b>	5:46	5:37	5:30

Monthly Consumer Dispute Reports

PGW

Dispute Resolution Completed Jobs Statistics

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>2007</b>		Within	%	Average		Within	%	Average		Within	%	Average
		<=30	< 30	#		<=30	< 30	#		<=30	< 30	#
		Days	Days	Of Days		Days	Days	Of Days		Days	Days	Of Days
<b>July</b>	501	446	90.0%	22.5	853	847	99.0%	10.7	194	190	98.1%	2.4
<b>August</b>	409	392	96.0%	18.5	585	581	99.6%	10.8	107	106	99.1%	2.1
<b>September</b>	488	466	96.0%	11.9	800	797	99.6%	8.2	179	179	100.0%	2.5

**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>	64	525672	.0001%	99.9999%	2.91	23894
<b>August</b>	205	525147	.0004%	99.9996%	9.32	23870
<b>Sept</b>	36	525341	.0001%	99.9999%	1.64	23879

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 include 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 AND NON ESTIMATED BILLING</b>						
<b>2007</b>	<b>04/2007</b>	<b>05/2007</b>	<b>06/2007</b>	<b>07/2007</b>	<b>08/2007</b>	<b>09/2007</b>
<b>Total Accounts Billed</b>	472,362	471,308	468,419	465,855	465,126	464,044
<b>Non Estimated Bills</b>	469,989	468,873	466,251	463,834	462,735	461,787
<b>Estimated Bills</b>	571	516	468	564	543	507
<b>% Estimated Bills</b>	0.121%	0.109%	0.100%	0.12%	0.12%	0.11%

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 2007 - SEPTEMBER 2007**

	<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>	<b>16905</b>	<b>15389</b>	<b>91%</b>	<b>9%</b>
<b>AUGUST</b>	<b>18747</b>	<b>16521</b>	<b>88%</b>	<b>12%</b>
<b>SEPTEMBER</b>	<b>16386</b>	<b>15178</b>	<b>93%</b>	<b>7%</b>

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

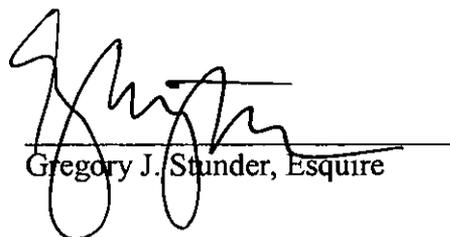
Philip Bertocci, Esq.  
Community Legal Services  
1424 Chestnut Street  
Philadelphia, PA 19102

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

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

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

Dated: November 5, 2007

  
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Gregory J. Stunder, Esquire

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