

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.

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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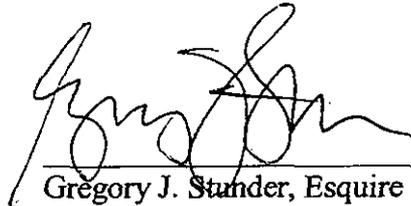
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Dated: October 20, 2004

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

**Philadelphia Gas Works**



800 West Montgomery Avenue, Philadelphia, PA 19122

January 21, 2005

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JAN 21 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 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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JAN 21 2005

PA PUBLIC UTILITY COMMISSION  
SECRETARY'S OFFICE

## Quarterly Progress Report to the Pennsylvania Public Utility Commission

Docket No. R-00005654, R-00006042

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JUN 13 2005

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January 21, 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>

### 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**

PHILADELPHIA GAS WORKS BILLING EXCEPTIONS BY CYCLE						
	Total bills		% of bills		Average/Cycle (22)	
	not issued	issued	not issued	issued	not issued	issued
<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**

PHILADELPHIA GAS WORKS RESIDENTIAL METERS ESTIMATED & NON ESTIMATED BILLING						
2004	07/2004	08/2004	09/2004	10/2004	11/2004	12/2004
<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>	<b>-0.588%</b>	<b>-0.573%</b>	<b>-0.534%</b>	<b>0.510%</b>	<b>.0514%</b>	<b>0.458%</b>

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.

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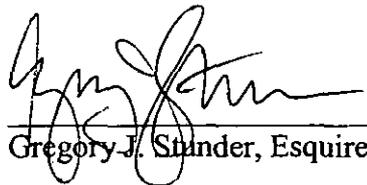
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Dated: January 21, 2005

  
\_\_\_\_\_  
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

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  
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 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.

**DOCUMENT  
FOLDER**

Very truly yours,

*Craig E. White /ss/*

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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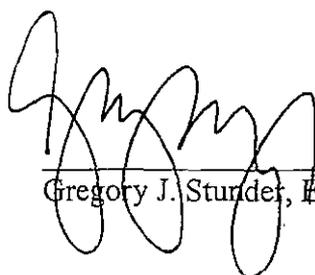
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Harrisburg, PA 17105-3265

Dated: July 24, 2007

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

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PA PUBLIC UTILITY COMMISSION  
SECRETARY'S BUREAU

# 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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<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.

---

<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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 PHILADELPHIA GAS WORKS  
 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>		
		<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>2007</b>												
<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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SECRETARY OF THE U.S. BUREAU

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

Craig E. White

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

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.

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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>

### 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.

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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 2007			
	July	August	September
Calls Received	145,877	136,220	116,556
Calls Answered	108,147	111,672	96,788
Calls Abandoned	37,730	24,548	19,768
% Of Calls Answered	74%	82%	83%
% Of Abandon Calls	26%	18%	17%
Average CTR'S Per Day	53	59	57
Average Speed Of Answer	6:25	4:05	2:53
Average Abandon Time	3:29	3:30	3:53
Average Talk Time In Minutes	5:46	5:37	5:30

Monthly Consumer Dispute Reports

PGW

Dispute Resolution Completed Jobs Statistics

Year	High Bills				Correspondence				Statements			
	Received	Completed			Received	Completed			Received	Completed		
		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>2007</b>												
<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

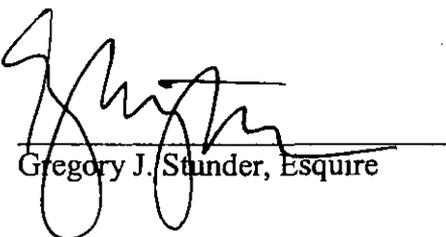
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PA Public Utility Commission  
P.O. Box 3265  
Harrisburg, PA 17105-3265

Dated: November 5, 2007

  
Gregory J. Stunder, Esquire

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