

CAPTION SHEET

CASE MANAGEMENT SYSTEM

1. REPORT DATE: 00/00/00	:	
2. BUREAU: LAW	:	
3. SECTION(S):	:	4. PUBLIC MEETING DATE:
5. APPROVED BY:	:	00/00/00
DIRECTOR:	:	
SUPERVISOR:	:	
6. PERSON IN CHARGE:	:	7. DATE FILED: 08/31/07
8. DOCKET NO: P-00072331	:	9. EFFECTIVE DATE: 00/00/00

PARTY/COMPLAINANT: WAIVER/QUALITY OF SERVICE REPORTING RE

RESPONDENT/APPLICANT: PHILADELPHIA GAS WORKS

COMP/APP COUNTY: UTILITY CODE: 125042

ALLEGATION OR SUBJECT

PETITION OF PHILADELPHIA GAS WORKS FOR WAIVER OF A QUALITY OF SERVICE REPORTING REQUIREMENT OF 52 PA CODE 62.33.

**DOCUMENT  
FOLDER**

**DOCKETED**  
SEP - 5 2007

**Philadelphia Gas Works**

Gregory J. Stunder  
Senior Attorney



800 W. Montgomery Avenue, Philadelphia, PA 19122  
Telephone: (215) 684-6878 – Fax (215) 684-6798  
Email: greg.stunder@pgworks.com

August 31, 2007

VIA EXPRESS MAIL

James McNulty, Secretary  
Pennsylvania Public Utility Commission  
Commonwealth Keystone Building  
2<sup>nd</sup> Floor, 1 North  
400 North Street  
Harrisburg, PA 17120

**RECEIVED**

AUG 31 2007

PA PUBLIC UTILITY COMMISSION  
SECRETARY'S BUREAU

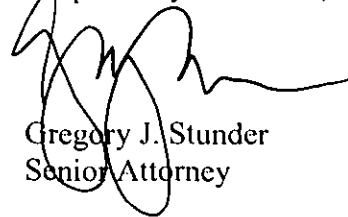
RE: Petition of Philadelphia Gas Works for Waiver of a Quality of Service Reporting Requirement of 52 Pa. Code §62.33

P-00072331

Dear Secretary McNulty,

Enclosed for filing is an original and three (3) copies of the above-captioned Petition. Please contact me if you have any questions regarding this filing at 215-684-6878.

Respectfully submitted,



Gregory J. Stunder  
Senior Attorney

Enclosures

cc: Michael Smith, Bureau of Consumer Services  
David G. Mick, Bureau of Consumer Services

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SEP - 5 2007

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**CERTIFICATE OF SERVICE**

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

**VIA FIRST CLASS MAIL**

Mitch Miller, Director  
Bureau of Consumer Services  
Pennsylvania Public Utility Commission  
PO Box 3265  
Harrisburg , PA 17105-3265

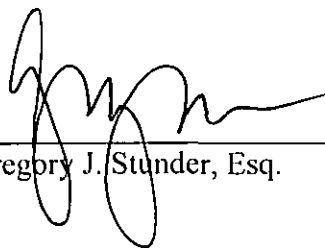
Irwin Popowsky, Esq.  
Office of Consumer Advocate  
5<sup>th</sup> Floor, Forum Place Bldg.  
555 Walnut Street  
Harrisburg, PA 17101-1921

William Lloyd, Esq.  
Office of Small Business Advocate  
Commerce Building, Suite 1102  
300 North 2<sup>nd</sup> Street  
Harrisburg, PA 17101

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AUG 31 2007

PA PUBLIC UTILITY COMMISSION  
SECRETARY'S BUREAU



Gregory J. Stunder, Esq.

Date: August 31, 2007

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AUG 31 2007

COMMONWEALTH OF PENNSYLVANIA  
PUBLIC UTILITY COMMISSION

PA PUBLIC UTILITY COMMISSION  
SECRETARY'S BUREAU

PETITION OF PHILADELPHIA GAS :  
WORKS FOR WAIVER OF A QUALITY : DOCKET NO. P-0007 2331  
OF SERVICE REPORTING :  
REQUIREMENT OF 52 PA. CODE §62.33 :  
:

TO THE PENNSYLVANIA PUBLIC UTILITY COMMISSION:

Philadelphia Gas Works ("PGW" or the "Company") hereby petitions the Pennsylvania Public Utility Commission ("PUC" or "Commission") for waiver of one reporting requirement in the Company's 2006 quality of service annual report filed pursuant to 52 Pa. Code §62.33. In support of this Petition, PGW states the following:

1. PGW is a group of real and personal assets owned by the City of Philadelphia and used for the acquisition, storage, processing, and distribution of natural gas within the City, and thus qualifies as a "city natural gas distribution operation" pursuant to Section 102 of the Public Utility Code ("Code"), 66 Pa. C.S. § 102. Subject to the provisions of 66 Pa. C.S. § 2212, public utility service being furnished or rendered by a city natural gas distribution operation with its municipal limits shall be subject to regulatory jurisdiction of the Commission. 66 Pa. C.S. § 2212(b). PGW provides natural gas supply and natural gas distribution services to over 520,000 customers in the City and County of Philadelphia.

2. Commission regulations at 52 Pa. Code § 62.33 requires an annual report containing quality of service information for the prior calendar year due by February 1 of each year.

3. PGW has submitted its 2006 annual report; however, PGW is not able to extract from its billing database certain information that is required to be contained in the annual report. As a result, the Bureau of Consumer Services ("BCS") has advised that the company request a waiver for the 2006 and 2007 reporting periods (PGW will be able to provide this data starting with the 2008 reporting period). This petition requests such waiver. In all other respects, PGW has provided the data required by 52 Pa. Code § 62.33.

**DOCKETED**  
SEP - 5 2007

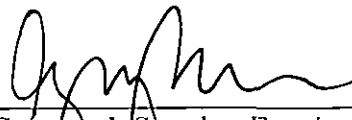
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4. Specifically, PGW's billing database is unable to extract data regarding the number and percent of bills that the NGDC failed to render once every billing period to small business customers at 52 Pa. Code §62.33(b)(2)(ii).

5. PGW will change its billing system and database in order to provide this data for the 2008 reporting period.

WHEREFORE, it is respectfully requested that the Pennsylvania Public Utility Commission grant PGW's petition regarding waiver of the quality of service reporting requirement of 52 Pa. Code §62.33(b)(2)(ii) for the 2006 and 2007 reporting periods.

Respectfully submitted,



---

Gregory J. Stunder, Esquire  
Philadelphia Gas Works  
800 West Montgomery Avenue  
Philadelphia, PA 19122  
(215) 684-6878

Attorney for Philadelphia Gas Works


Of Counsel:  
Daniel Clearfield, Esquire  
Wolf, Block, Schorr and Solis-Cohen LLP  
213 Market Street - 9<sup>th</sup> Floor  
Harrisburg, PA 17101  
(717) 237-7160

Date: August 31, 2007

DATE: September 5, 2007

SUBJECT: P-00072331

TO: Law Bureau

FROM:  James J. McNulty, Secretary

Philadelphia Gas Works

---

Attached is a copy of a Petition for Waiver of a Quality of Service Reporting Requirement of 52 Pa. Code §62.33, filed by Philadelphia Gas Works in connection with the above docketed proceeding.

This matter is assigned to your Bureau for appropriate action.

Attachment

cc: BCS

jih

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**DOCKETED**  
SEP - 5 2007

**Philadelphia Gas Works**

Gregory J. Stunder  
Senior Attorney



800 W. Montgomery Avenue, Philadelphia, PA 19122  
Telephone: (215) 684-6878 – Fax (215) 684-6798  
Email: greg.stunder@pgworks.com

September 14, 2007

VIA EXPRESS MAIL

**ORIGINAL**

**RECEIVED**

James McNulty, Secretary  
Pennsylvania Public Utility Commission  
Commonwealth Keystone Building  
2<sup>nd</sup> Floor, 1 North  
400 North Street  
Harrisburg, PA 17120

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SEP 14 2007

PA PUBLIC UTILITY COMMISSION  
SECRETARY'S BUREAU

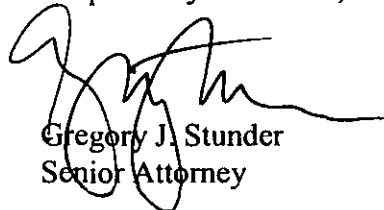
RE: Petition of Philadelphia Gas Works for Waiver of a Quality of  
Service Reporting Requirement of 52 Pa. Code §62.33

P-00072331

Dear Secretary McNulty,

I originally filed the attached Petition, cover letter and certificate of service on August 31, 2007. Enclosed for filing are four copies of same plus an additional certificate of service indicating service to the Office of the Trial Staff on September 14, 2007. Please contact me if you have any questions regarding this filing at 215-684-6878.

Respectfully submitted,

  
Gregory J. Stunder  
Senior Attorney

Enclosures

**CERTIFICATE OF SERVICE**

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

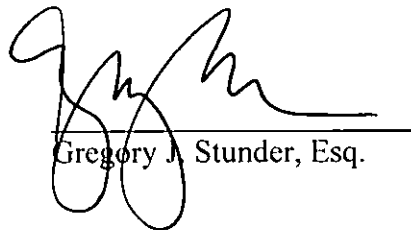
**VIA OVERNIGHT MAIL**

John Simms, Esq.  
Director  
Office of Trial Staff  
PA Public Utility Commission  
Commonwealth Keystone Building  
400 North Street, 2nd Floor  
Harrisburg, PA 17120

**RECEIVED**

SEP 14 2007

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



Gregory J. Stunder, Esq.

Date: September 14, 2007

# Philadelphia Gas Works

Gregory J. Stunder  
Senior Attorney



800 W. Montgomery Avenue, Philadelphia, PA 19122  
Telephone: (215) 684-6878 – Fax (215) 684-6798  
Email: [greg.stunder@pgworks.com](mailto:greg.stunder@pgworks.com)

August 31, 2007

## VIA EXPRESS MAIL

James McNulty, Secretary  
Pennsylvania Public Utility Commission  
Commonwealth Keystone Building  
2<sup>nd</sup> Floor, 1 North  
400 North Street  
Harrisburg, PA 17120

# RECEIVED

SEP 14 2007

PA PUBLIC UTILITY COMMISSION  
SECRETARY'S BUREAU

RE: Petition of Philadelphia Gas Works for Waiver of a Quality of  
Service Reporting Requirement of 52 Pa. Code §62.33

Dear Secretary McNulty,

Enclosed for filing is an original and three (3) copies of the above-captioned Petition.  
Please contact me if you have any questions regarding this filing at 215-684-6878.

Respectfully submitted,

A handwritten signature in black ink, appearing to read "Gregory J. Stunder", is written over a printed name and title.

Gregory J. Stunder  
Senior Attorney

Enclosures

cc: Michael Smith, Bureau of Consumer Services  
David G. Mick, Bureau of Consumer Services

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**VIA FIRST CLASS MAIL**

Mitch Miller, Director  
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Pennsylvania Public Utility Commission  
PO Box 3265  
Harrisburg , PA 17105-3265

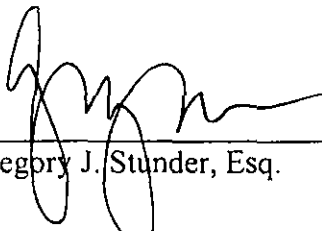
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William Lloyd, Esq.  
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Harrisburg, PA 17101

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SEP 14 2007

PA PUBLIC UTILITY COMMISSION  
SECRETARY'S BUREAU



\_\_\_\_\_  
Gregory J. Stunder, Esq.

Date: August 31, 2007

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COMMONWEALTH OF PENNSYLVANIA  
PUBLIC UTILITY COMMISSION

SEP 14 2007

PA PUBLIC UTILITY COMMISSION  
SECRETARY'S BUREAU

PETITION OF PHILADELPHIA GAS :  
WORKS FOR WAIVER OF A QUALITY : DOCKET NO. P-0007 \_\_\_\_\_  
OF SERVICE REPORTING :  
REQUIREMENT OF 52 PA. CODE §62.33 :  
:

TO THE PENNSYLVANIA PUBLIC UTILITY COMMISSION:

Philadelphia Gas Works ("PGW" or the "Company") hereby petitions the Pennsylvania Public Utility Commission ("PUC" or "Commission") for waiver of one reporting requirement in the Company's 2006 quality of service annual report filed pursuant to 52 Pa. Code §62.33. In support of this Petition, PGW states the following:

1. PGW is a group of real and personal assets owned by the City of Philadelphia and used for the acquisition, storage, processing, and distribution of natural gas within the City, and thus qualifies as a "city natural gas distribution operation" pursuant to Section 102 of the Public Utility Code ("Code"), 66 Pa. C.S. § 102. Subject to the provisions of 66 Pa. C.S. § 2212, public utility service being furnished or rendered by a city natural gas distribution operation with its municipal limits shall be subject to regulatory jurisdiction of the Commission. 66 Pa. C.S. § 2212(b). PGW provides natural gas supply and natural gas distribution services to over 520,000 customers in the City and County of Philadelphia.

2. Commission regulations at 52 Pa. Code § 62.33 requires an annual report containing quality of service information for the prior calendar year due by February 1 of each year.

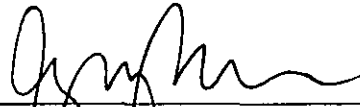
3. PGW has submitted its 2006 annual report; however, PGW is not able to extract from its billing database certain information that is required to be contained in the annual report. As a result, the Bureau of Consumer Services ("BCS") has advised that the company request a waiver for the 2006 and 2007 reporting periods (PGW will be able to provide this data starting with the 2008 reporting period). This petition requests such waiver. In all other respects, PGW has provided the data required by 52 Pa. Code § 62.33.

4. Specifically, PGW's billing database is unable to extract data regarding the number and percent of bills that the NGDC failed to render once every billing period to small business customers at 52 Pa. Code §62.33(b)(2)(ii).

5. PGW will change its billing system and database in order to provide this data for the 2008 reporting period.

WHEREFORE, it is respectfully requested that the Pennsylvania Public Utility Commission grant PGW's petition regarding waiver of the quality of service reporting requirement of 52 Pa. Code §62.33(b)(2)(ii) for the 2006 and 2007 reporting periods.

Respectfully submitted,



---

Gregory J. Stunder, Esquire  
Philadelphia Gas Works  
800 West Montgomery Avenue  
Philadelphia, PA 19122  
(215) 684-6878

Attorney for Philadelphia Gas Works

Of Counsel:  
Daniel Clearfield, Esquire  
Wolf, Block, Schorr and Solis-Cohen LLP  
213 Market Street – 9<sup>th</sup> Floor  
Harrisburg, PA 17101  
(717) 237-7160

Date: August 31, 2007

**Philadelphia Gas Works**

Gregory J. Stunder  
Senior Attorney



800 W. Montgomery Avenue, Philadelphia, PA 19122  
Telephone: (215) 684-6878 – Fax (215) 684-6798  
Email: greg.stunder@pgworks.com

November 21, 2007

VIA EXPRESS MAIL

ORIGINAL

James McNulty, Secretary  
Pennsylvania Public Utility Commission  
Commonwealth Keystone Building  
2<sup>nd</sup> Floor, 1 North  
400 North Street  
Harrisburg, PA 17120

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NOV 21 2007

PA PUBLIC UTILITY COMMISSION  
SECRETARY'S BUREAU

RE: Petition of Philadelphia Gas Works for Waiver of a Quality of Service Reporting Requirement of 52 Pa. Code §62.33(b)(2)(ii) – Docket No. P-00072331

Dear Secretary McNulty,

Enclosed for filing is an original and three (3) copies of the Philadelphia Gas Works' Response to the questions set forth in the Pennsylvania Public Utility Commission Order issued on October 23, 2007 in the above referenced matter. Please contact me if you have any questions regarding this filing at 215-684-6878.

Respectfully submitted,

Gregory J. Stunder  
Senior Attorney

Enclosures

cc: Michael Smith, Bureau of Consumer Services  
David G. Mick, Bureau of Consumer Services

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REP

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**CERTIFICATE OF SERVICE**

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

**VIA FIRST CLASS MAIL**

Mitch Miller, Director  
Bureau of Consumer Services  
Pennsylvania Public Utility Commission  
PO Box 3265  
Harrisburg , PA 17105-3265

John Simms, Esq.  
Office of the Trial staff  
Pennsylvania Public Utility Commission  
PO Box 3265  
Harrisburg , PA 17105-3265


Irwin Popowsky, Esq.  
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5<sup>th</sup> Floor, Forum Place Bldg.  
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Harrisburg, PA 17101-1921

William Lloyd, Esq.  
Office of Small Business Advocate  
Commerce Building, Suite 1102  
300 North 2<sup>nd</sup> Street  
Harrisburg, PA 17101

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NOV 21 2007

PA PUBLIC UTILITY COMMISSION  
SECRETARY'S BUREAU

  
\_\_\_\_\_  
Gregory J. Stunder, Esq.

Date: November 21, 2007

COMMONWEALTH OF PENNSYLVANIA  
PUBLIC UTILITY COMMISSION

PETITION OF PHILADELPHIA GAS  
WORKS FOR WAIVER OF A QUALITY  
OF SERVICE REPORTING  
REQUIREMENT OF 52 PA. CODE §62.33

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DOCKET NO. P-00072331

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NOV 21 2007

TO THE PENNSYLVANIA PUBLIC UTILITY COMMISSION: PA PUBLIC UTILITY COMMISSION  
SECRETARY'S BUREAU  
Philadelphia Gas Works ("PGW" or the "Company") hereby responds to the questions set forth in the Pennsylvania Public Utility Commission ("PUC" or "Commission") Order issued by the Commission on October 23, 2007 in the above captioned matter. In summary, while at the time that the Company had made its request for waiver, PGW had believed that its billing system had not maintained the data necessary to respond to the data requirement in the Commission's rules, a subsequent investigation and analysis has revealed an alternative method of retrieving the requested data such that the Company will be able to make the required submission for the 2006 billing year by January 2008 and provide the data on a timely basis in all future years.

**Q.1.** Why did PGW wait until August 31, 2007 to request a waiver for reporting requirements due on February 1, 2007?

**A.1.** PGW attempted to gather data responsive to the small business customer reporting requirement and filed a timely report as to all other reporting requirements. As further described below, PGW continued to work toward a reasonably prompt response after the due date, had difficulty gathering the small business customer data, consulted with the BCS, and promptly filed the waiver request.

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The Quality of Service Reporting requirements are outlined by 52 Pa. Code §62.33. The information required by 52 Pa. Code §62.33(b)(2)(ii), for which PGW requested the waiver, is the “number and percent of bills that the NGDC failed to render once every billing period to small business customers.” Part (i) of this subsection requests the same information for “residential ratepayers”. 52 Pa. Code §62.33(b)(2)(i). On February 1, 2007, PGW provided this data for residential ratepayers but did not provide it for small business customers.

PGW began to prepare the 2006 Quality of Service Report in January 2007. The PGW employee who completed the Quality of Service Report prior to 2006 was separated from the Company in 2006. Preparation of the Report was re-assigned to Cristina Coltro.

While preparing the Report, Ms. Coltro discovered that the 2006 residential ratepayer data required by 52 Pa. Code §62.33(b)(2)(i) was accumulated by PGW on a real time basis (i.e. accumulating the data simultaneously with the billing of PGW’s 22 billing cycles). Ms. Coltro also discovered that the Company had not taken steps to accumulate the same information for small business customers as the bills were being processed and issued.

Ms. Coltro attempted to discover how the small business information required by the report was generated in prior years, but was unable to do so. Ms. Coltro then inquired as to whether the small business customer information could be gathered after the bills had been processed and issued. She was informed by a member of the separated employee’s staff that the data which had been gathered with respect to small business customers was not comprehensive enough to respond to the requirement. As a result of the foregoing, PGW was not able to provide the small business data when the Company filed the 2006 Quality of Service Report on February 1, 2007, but Ms. Coltro continued to explore methods for deriving the appropriate data.

On July 17, 2007, PGW was contacted by BCS staff inquiring about the missing data. PGW explained the issue and asked for guidance. BCS staff suggested that PGW file the waiver request. After determining that the Company could begin to accumulate the data on a real time basis beginning on January 1, 2008, PGW filed the Petition for Waiver. After the Commission issued its October 23, 2007 Order, Ms. Coltro began to expand her inquiry and discovered that the member of the separated employee's staff was incorrect with respect to the availability of the historical data. The Company will be able to provide the small business data by January 31, 2008 for the 2006 reporting period.

**Q.2.** Why did PGW change its billing system in 2005 or 2006 so that it did not differentiate between small and large business customers?

**A.2.** As explained above, PGW did not change its billing system and the Company is uncertain as to how the aforementioned separated employee compiled the small business data in prior years. When Ms. Coltro began accumulating the information for the Report, she consulted a member of the separated employee's staff and was informed that PGW's billing system never captured the small business customer data on a real time basis as the billing system does for residential ratepayers. Ms. Coltro then inquired of the same person as to whether the data could be acquired from historical information stored in PGW's billing system and Ms. Coltro was informed that there was not enough historical information available to provide the data. After the Commission issued its October 23, 2007 Order, Ms. Coltro began to expand her inquiry and discovered that the member of the separated employee's staff was incorrect with respect to the availability of the historical data. The Company will be able to provide the small business data by January 31, 2008 for the 2006 reporting period.

**Q.3.** Does PGW have information technology systems that record historical billing dates for current and past due charges for each monthly bill?

**A.3.** Yes. As explained in response to question # 2, a comprehensive investigation has determined that the Company will be able to provide the 2006 small business customer data responsive to 52 Pa. Code §62.33(b)(2)(ii).

**Q.4.** If historical billing data is contained in PGW's billing system, what prohibits PGW from extracting historical data to determine the number and percent of bills that PGW failed to render once every billing period?

**A.4.** As explained in the response to question # 2, Ms. Coltro's initial inquiry indicated that this data was not available but she consulted different personnel after the Commission's Order and found that this data is available.

**Q.5.** Can PGW use certain customer usage parameters to determine which customers historically are small commercial customers? If not, why is PGW unable to determine which accounts are small business customers?

**A.5.** PGW is able to perform a data query using certain customer usage parameters in order to identify small business customers.

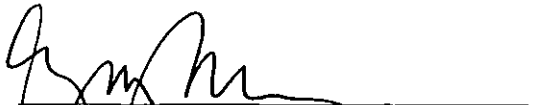
**Q.6.** If PGW can determine which historical accounts were small business customer accounts, why can't the company extract the information necessary to comply with the Commission's regulations?

A.6. As explained in the response to question # 2, PGW can query its billing system in order to extract the information necessary to comply with the Commission's regulations.

Q.7. If PGW cannot separate small business accounts from medium or large business customer accounts, why can't the company provide the required historical billing statistics for all non-residential accounts until PGW updates its billing systems to establish a small business customer field or flag?

A.7. As explained in the response to question # 5, PGW can query its billing system in order to separate small business accounts and as explained in response to question # 2, PGW can provide the historical billing statistics for small business accounts.

Respectfully submitted,



---

Gregory J. Stunder, Esquire  
Philadelphia Gas Works  
800 West Montgomery Avenue  
Philadelphia, PA 19122  
(215) 684-6878

Attorney for Philadelphia Gas Works

Of Counsel:  
Daniel Clearfield, Esquire  
Wolf, Block, Schorr and Solis-Cohen LLP  
213 Market Street – 9<sup>th</sup> Floor  
Harrisburg, PA 17101  
(717) 237-7160

Date: November 21, 2007

**VERIFICATION**

I, Cristina Coltro, hereby state that the facts above set forth are true and correct or are true and correct to the best of my knowledge, information and belief. I understand that the statements herein are made subject to the penalties of 18 Pa.C.S. § 4904 (relating to unsworn falsification to authorities).

Signature: *Cristina Coltro*

Date: 11/20/07

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NOV 21 2007  
PA PUBLIC UTILITY COMMISSION  
SECRETARY'S BUREAU