

PENNSYLVANIA PUBLIC UTILITY COMMISSION

Formal Complaint

Filing this form begins a legal proceeding and you will be a party to the case. If you do not wish to be a party to the case, consider filing an informal complaint.

To complete this form, please type or print legibly in ink.

1. Customer (Complainant) Information

C-2016-2547227

Provide your name, mailing address, county, telephone number(s), e-mail address and utility account number. It is your responsibility to update the Commission with any changes to your address and to where you want documents mailed to you.

Name ARNOLD NEUBAUER

Street/P.O. Box 430 FERGUSSE Apt #

City PHILADELPHIA State PA Zip 19120

County PHILADELPHIA

Telephone Number(s) Where We Can Contact You During the Day:

015 424 9478 (home) () (mobile)

E-mail Address (optional): ARNOLD@YAHOO.COM

Utility Account Number (from your bill) 0188384009

If your complaint involves utility service provided to a different address or in a different name than your mailing address, please list this information below.

Name

Street/P.O. Box

City State Zip

RECEIVED 2016 MAY 13 AM 10:52 PA P.U.C. SECRETARY'S BUREAU

2. Name of Utility or Company (Respondent)

Provide the full name of the utility or company about which you are complaining. The name of your utility or company is on your bill.

P.G. & W. P.O. Box 3500 PHILADELPHIA PA 19122-0500

3. **Type of Utility Service**

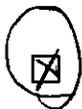
Check the box listing the type of utility service that is the subject of your complaint (check only one):

- | | |
|-----------------------------------------|-------------------------------------------------------------------------------|
| <input type="checkbox"/> ELECTRIC | <input type="checkbox"/> WASTEWATER/SEWER |
| <input checked="" type="checkbox"/> GAS | <input type="checkbox"/> TELEPHONE/TELECOMMUNICATIONS (local, long distance) |
| <input type="checkbox"/> WATER | <input type="checkbox"/> MOTOR CARRIER (e.g. taxi, moving company, limousine) |
| <input type="checkbox"/> STEAM HEAT | |

4. **Reason for Complaint**

What kind of problem are you having with the utility or company? Check all boxes below that apply and state the reason for your complaint. Explain specifically what you believe the utility or company has done wrong. Provide relevant details including dates, times and places and any other information that may be important. If the complaint is about billing, tell us the amount you believe is not correct. Use additional paper if you need more space. **Your complaint may be dismissed without a hearing if you do not provide specific information.**

- The utility is threatening to shut off my service or has already shut off my service.
- I would like a payment agreement.
- Incorrect charges are on my bill. Provide dates that are important and an explanation about any amounts or charges that you believe are not correct. Attach a copy of the bill(s) in question if you have it/them.
- I am having a reliability, safety or quality problem with my utility service. Explain the problem, including dates, times or places and any other relevant details that may be important.



Other (explain).

Note: If your complaint is only about removing or modifying a municipal lien filed by the City of Philadelphia, the Public Utility Commission (PUC) cannot address it. Only local courts in Philadelphia County can address this type of complaint. The PUC can address a complaint about service or incorrect billing even if that amount is subject to a lien.

In addition, the PUC generally does not handle complaints about cell phone or Internet service, but may be able to resolve a dispute regarding voice communications over the Internet (including the inability to make voice 911/E911 emergency calls) or concerns about high-speed access to Internet service.

5. **Requested Relief**

How do you want your complaint to be resolved? Explain what you want the PUC to order the utility or company to do. Use additional paper if you need more space.

IN DEC 21, 2015 MY BILL WENT FROM \$45.00 W 2015 TO \$61.00. THAT IS A 36% INCREASE. I AGREED TO DO SO AS I AM ON A LIMITED INCOME. THIS INCREASE WAS TO BE FOR 7-3 GAS. MISS, KOPZICK DID THIS.

I RECEIVED A NEW BILL ON 4/21/16 FOR 108.00 DUE ON 5/6/16 I CALLED MISS HENRY ON 4/21/16 AT 2:30 PM. SHE SAID PAY IT. THAT IS AN INCREASE OF 77% W LESS THAN 6 MONTHS. $56.1 + 40.97 = 107.97$ (108), THAT IS ABSOLUTELY ENORMOUS.

I ALSO SPoke TO MISS. TIFANY HIGGINS, SHE THEN AGREED TO REDUCE THE RATE TO \$8.00. THAT IS MODERATE INCREASE OF 45%. 56.1 TO \$8.00. THAT IS AN INCREASE OF 27.00 BILL TO \$8.00. THIS IS JUST CRAZY.

Note: The PUC can decide that a customer was not billed correctly and can order billing refunds. The PUC can also fine a utility or company for not following rules and can order a utility or company to correct a problem with your service. Under state law, the PUC cannot decide whether a utility or company should pay customers for loss or damages. Damage claims may be sought in an appropriate civil court.

6. **Protection From Abuse (PFA)**

Has a court granted a "Protection From Abuse" order that is currently in effect for your personal safety or welfare? The PUC needs this information to properly process your complaint so that your identity is not made public.

Note: You must answer this question if your complaint is against a natural gas distribution utility, an electric distribution utility or a water distribution utility AND your complaint is about a problem involving billing, a request to receive service, a security deposit request, termination of service or a request for a payment agreement.

Has a court granted a "Protection From Abuse" order for your personal safety or welfare?

YES

NO

If your answer to the above question is "yes," attach a copy of the current Protection From Abuse order to this Formal Complaint form.

7. **Prior Utility Contact**

a. Is this an appeal from a decision of the PUC's Bureau of Consumer Services (BCS)?

YES

NO

Note: If you answered yes, move to Section 8. No further contact with the utility or company is required. If you answered no, answer the question in Section 7 b. and answer the question in Section 7 c. if relevant.

b. If this is not an appeal from a BCS decision, have you spoken to a utility or company representative about this complaint?

YES

NO

Note: You must contact the utility first if (1) you are a residential customer, (2) your complaint is against a natural gas distribution utility, an electric distribution utility or a water utility AND (3) your complaint is about a billing problem, a service problem, a termination of service problem, or a request for a payment agreement.

c. If you tried to speak to a utility company representative about your complaint but were not able to do so, please explain why.

NO REPRESENTATION GIVEN (PUC) PART,
SEVERAL TIMES

Note: Even if you are not required to contact the utility or company, you should always try to speak to a utility or company representative about your problem before you file a Formal Complaint with the PUC.

8. Legal Representation

If you are filing a Formal Complaint as an individual on your own behalf, you are not required to have a lawyer. You may represent yourself at the hearing.

If you are already represented by a lawyer in this matter, provide your lawyer's name, address, telephone number, and e-mail address, if known. Please make sure your lawyer is aware of your complaint. If represented by a lawyer, both you and your lawyer must be present at your hearing.

Lawyer's Name _____

Street/P.O. Box _____

City _____ State _____ Zip _____

Area Code/Phone Number _____

E-mail Address (if known) _____

Note: Corporations, associations, partnerships, limited liability companies and political subdivisions are required to have a lawyer represent them at a hearing and to file any motions, answers, briefs or other legal pleadings.

9. **Verification and Signature**

You must sign your complaint. Individuals filing a Formal Complaint **must** print or type their name on the line provided in the verification paragraph below and **must** sign and date this form in **ink**. If you do not sign the Formal Complaint, the PUC **will not accept it**.

Verification:

Arnold Neubauer, 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) and that I expect to be able to prove the same at a hearing held in this matter. I understand that the statements herein are made subject to the penalties of 18 Pa. C.S. § 4904 (relating to unsworn falsification to authorities).

Arnold Neubauer
(Signature of Complainant)

MAY 1, 2016

(Date)

Title of authorized employee or officer (only applicable to corporations, associations, partnerships, limited liability companies or political subdivisions)

Note: If the Complainant is a corporation, association, partnership, limited liability company or political subdivision, the verification **must** be signed by an authorized officer or authorized employee. If the Formal Complaint is **not signed** by one of these individuals, the PUC **will not accept it**.

10. **Two Ways to File Your Formal Complaint**

Electronically. You must create an account on the PUC's eFiling system, which may be accessed at <http://www.puc.pa.gov/efiling/default.aspx>.

Note: If you are appealing your Bureau of Consumer Services (BCS) decision, you must file your formal complaint by mail.

Mail. Mail the completed form with your original signature and any attachments, by certified mail, first class mail, or overnight delivery to this address:

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

Note: Formal Complaints sent by fax or e-mail will **not** be accepted.

If you have any questions about filling out this form, please contact the Secretary's Bureau at 717-772-7777.

Keep a copy of your Formal Complaint for your records.



PHILADELPHIA GAS WORKS

Gas Leak Emergencies: 215-235-1212
Billing & General Information (English & Espanol): 215-235-1000
Access Your Account Online: www.pgworks.com

Page: 1 of 4
Billing Date: Apr 13, 2016
Account Number: 0188384009

MONTHLY STATEMENT

From Mar 11, 2016 thru Apr 12, 2016 (32 Days)

ARNOLD NEUBAUER
430 FERN ST
PHILA PA 19120-1814

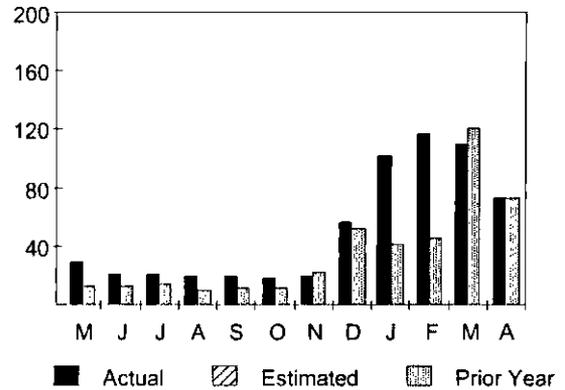
Thank you for your payment of \$61.00

Billing Summary

Budget Bill 4 \$106.00
Current Agreement Charges \$2.00

Total Amount Due By
May 06, 2016 \$108.00

Energy Usage Information



- Average daily temperature 51.2 °F.
- Your average daily cost is \$3.34 compared to \$3.18 last year.
- For the last 12 months:
 - Your total usage is 600 Ccf.
 - Your average monthly usage is 50 Ccf.

Questions or Complaints about your bill? Please call us before the due date at 215-235-1000, or write to: PGW P.O. Box 3500, Phila., PA 19122-0050

Please return this portion with your payment.

Write your account number on your check or money order made payable to Philadelphia Gas Works

➔ Account Number: 0188384009
 ➔ Due Date: May 06, 2016
 ➔ Please Pay: \$108.00

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

Amount Enclosed:

041927 000001959



ARNOLD NEUBAUER
430 FERN ST
PHILA PA 19120-1814



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

00018838400980000000000108007

GENERAL INFORMATION

ACCESS YOUR ACCOUNT ONLINE
www.pgworks.com

CONTACT US BY PHONE
 Gas Leaks & Emergencies (24/7) 215-235-1212
 Billing & General Information (8am to 6pm, M-F) 215-235-1000
 Appliance Service 215-235-2050
 Report Theft of Gas 215-684-6383
 Hearing Impaired TTY Line 215-236-4646

VISIT A CUSTOMER SERVICE CENTER
(9AM TO 5PM)

Center City	1137 Chestnut St. (M, T, TH, F)
Germantown	212 W. Chelton Ave. (T, W, F)
S. Philadelphia	1601 S Broad St. (M, W, TH)
Frankford	4410 Frankford Ave. (T, TH, F)
N. Philadelphia	1337 W. Erie Ave. (M, W, TH)
W. Philadelphia	5230 Chestnut St. (M, T, W, F)

EXPLANATION OF TERMS

BUDGET PLAN – This plan is available to all residential customers who are not in arrears. It spreads your payments over a 12 month plan. You may start the Budget Plan at any time. To do so, or for more information, call 215 235-1000 or visit any of our Customer Service Centers.

CCF - 100 cubic feet of gas. This is a measure of gas usage. **DEKATHERMS (DTH)** - A measure of the heat content value of gas. Gas usage is determined by multiplying the MCF used by the heat content value of the gas. One DTH equals approximately nine hundred seventy cubic feet. **MCF** - 1,000 cubic feet of gas.

COMMODITY CHARGE – The charge for basic gas supply service which is sold either by volume (ccf or mcf) or heating value (dekatherms).

CUSTOMER CHARGE – A monthly charge to cover NGDC costs such as maintaining the lines, meter reading and billing.

DISTRIBUTION CHARGES – The charge for delivery of natural gas from the city gate to the consumer.

GAS COST ADJUSTMENT – Amount billed or credited each month to account for differences between projected and actual gas supply costs of the Natural Gas Distribution Company.

METER READING INFORMATION – PGW shall use its best effort to obtain an actual meter reading regularly, and at least every six months for customers without automatic meter reading devices. When the meter is not read, we estimate your gas use. To avoid estimates, you may read your own meter and tell us the reading by calling 215 232-2244 at any time. We also offer stamped, pre-addressed post cards, which you can use to send us your meter reading by the specified date. To request a supply of these cards, call 215 235-1000, or write us at P.O. Box 3500, Philadelphia, PA 19122.

MIGRATION RIDER – Applies to customers switching to an alternative gas supplier or interruptible service. Credits or surcharges a customer's bill for gas costs that the company paid during the time that the customer bought gas from PGW but which have not yet been fully recovered from or paid back to customers.

NATURAL GAS DISTRIBUTION COMPANY (NGDC) – A state regulated natural gas utility which owns the gas lines and equipment necessary to deliver natural gas to the consumer.

PAYMENT AGREEMENT PLANS – If you are behind and cannot pay your full bill, PGW offers special payment plans. Call our Collection Department at 215 235-1777 or visit any of our Customer Service Centers.

STATE SALES TAX – An approximate amount of your bill that is used to pay taxes to the Commonwealth of Pennsylvania.

WEATHER NORMALIZATION ADJUSTMENT (WNA) – An adjustment approved by the Pennsylvania Public Utility Commission as a way to help PGW stabilize its income and operate more efficiently within its budget during the heating season.

NATURAL GAS SUPPLIER

If you have selected a Natural Gas Supplier other than PGW, the Natural Gas Supplier is responsible for the billing of Natural Gas Supplier charges, unless your charges are consolidated on your PGW bill. PGW will bill for gas delivery according to the tariff for your rate class. Commodity prices and charges are set by the Natural Gas Supplier you have chosen. The Public Utility Commission regulates the distribution prices and services.

RIGHTS & OBLIGATIONS

A summary of your rights and obligations as a PGW customer will be made available upon request. A Rate Schedule and an explanation of how to verify the accuracy of a bill and an explanation of the various charges will be made available upon request.

Electronic Check Recovery Authorization

When you pay by check, preauthorized bank draft, ACH, or by a telephone authorized transaction you expressly authorized PGW, if your check is dishonored or returned for any reason, to electronically debit your account for the amount of the check plus a processing fee not to exceed the state maximum legal limit (plus all applicable sales tax). The use of a check for payment is your acknowledgement of this policy and its terms.

Mailing Address

Name _____
 Street _____
 City - - - - - State - - - - - Zip - - - - -
 Telephone (_____) _____

Service Location (Address of Property)

Street _____
 City _____ State _____ Zip _____
 Telephone (_____) _____



ARNOLD NEUBAUER
430 FERN ST
PHILA PA 19120-1814

Page: 3 of 4
Billing Date: Apr 13, 2016
Account Number: 0188384009

Payments Received
 Apr 08, 2016 Check \$61.00
 Total Payments \$61.00

Meter Detail Meter #: 02180126 Cycle #: 09 **Next Meter Read:** May 11, 2016
Service Point ID: 9972234567

From			To			Difference	Usage (Ccf)	Conversion Factor	Total Therms
Date	Reading	Type	Date	Reading	Type				
03/11/2016	468	Actual	04/12/2016	540	Actual	72	72.00	1.0438	75.15

Current Basic Charges

SA ID# 2952116082, 430 FERN ST
 Residential Heat & Domestic

Supply Charges

Commodity Charge 72 Ccf @ \$0.3952 \$28.45
 Total Supply Charges \$28.45

Delivery Charges

Customer Charge @ \$12.00 \$12.00
 Distribution Charge 72 Ccf @ \$0.7684 \$55.32
 Distribution System Improvement Charge 7.5% \$5.05
 Gas Cost Adjustment @ -\$0.02539 -\$1.83
 Weather Normalization Adjustment \$7.94
 Total Delivery Charges \$78.48
 Total Current Billing Charges \$106.93

Agreement Billing Information

Your remaining agreement balance is \$36.56. You have 18 installments remaining to satisfy your agreement.

Account Balance Information

Your account balance is \$655.64, which will become due if you fail to meet the terms of your agreement.

PGW Messages

Thank you for being a PGW customer.

Your estimated gas price to compare is \$0.37004 per CCF. This may change in March, June, September and December.



ARNOLD NEUBAUER
430 FERN ST
PHILA PA 19120-1814

Page: 4 of 4
Billing Date: Apr 13, 2016
Account Number: 0188384009

Shopping Information Box

When shopping for Natural Gas with a Natural Gas Supplier, please provide the following:

PGW Account #: 0188384009
Service Point ID: 9972234567
Rate Class: General Service Residential
Rate Schedule: GSR

If you are already shopping know your contract expiration date.



Arnold Neubauer
430 Fern St
Philadelphia, PA 19120-1814



1000



17120

U.S. POSTAGE
PAID
CHELTENHAM, PA
19012
MAY 02, 18
AMOUNT

\$0.68
R2305M143489-10

SECRETARY
PENNSYLVANIA PUBLIC UTILITY COMMISSION
400 NORTH STREET
HARRISBURG, PENNSYLVANIA 17120

(ATTN: FORMAL
COMPLAINT)
URGENT

