

FORMAL COMPLAINT

To Whom It May Concern:

PGW is claiming that in order for them to provide gas service to two new construction homes that I will have to pay \$7,414 for them to install. Reason being that the gas main is on the other side of the street and in excess of 35ft. the actual distance from the main to the homes is around 42 ft. If it was under 35ft they claim that there would be no charge to me. They also claim the total cost of the job to be \$12,269. By their calculations and based off the PGW Tariff Rule 10 they claim that the estimated usage per property is \$485.50 They are basing these calculations off of 145 ccf, which I believe to be a very low estimate.

With that being said I don't see how if the entire cost of the job would be covered by PGW up to 35ft then I should be expected to pay 60% of the estimated cost of the job when the distance is only extended by 7ft. It only makes logical sense that I should only be responsible to cover the additional cost of the 7ft.

By my calculations I should be required to pay 16% of the total cost of the job, which comes out to \$1963.04 based off of PGW's estimated calculations of the cost of the job.

10.1.A. Residential Gas Service - Upon written application, and under normal conditions of construction and installation, the Company will extend its main and service for permanent residential Customers or developers within its service territory provided the requested extension will not adversely affect the availability or deliverability of Gas to existing Customers. **The Company will furnish and install at no cost to the Customer or developer, delivery main and service-delivery pipe of an amount "up to five times" the anticipated annual Delivery Charge, as set forth in this Gas Service Tariff, and the Customer or developer shall pay a customer contribution for any costs in excess of this allowance.**

In addition there were once existing structures where the two new homes stand and it is possible that there could be existing gas pipes in the street leading up to the properties. This would greatly reduce the cost to PGW. There are also homes to either side of mine that obviously have had service for years. I do not see why it would be my responsibility to pay these excessive fees to PGW for them to provide service to their own customers because of the location of their own main. I did not decide the location of the main, PGW did. If the location of their main dictates the cost for them to provide service then that should be there own responsibility, not mine.

This has already cost me valuable time on this project. My original application for service was in April. The PGW representative that I had been dealing with Mr. Kenneth Morris finally sent the contract to me on May 1st. Since that time I have

been trying to dispute this ridiculously excessive charge. Most recently I spoke to his Supervisor Mike Farok.

I kindly appreciate your attention to this matter and hope that we may come to a timely arrangement as this is severely holding up my project and causing a nuisance and hardship to the community by delaying further construction.

Sincerely,

Jeffrey Frederick