

COMMONWEALTH OF PENNSYLVANIA
PUBLIC UTILITY COMMISSION

- - - - - :
ELIOT PRESENT : DOCKET NO. :
 : F-2023-3040472
 v. :
 :
 PHILADELPHIA GAS WORKS :
 :
 Initial Telephonic Call In Hearing :
 - - - - - :

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Judge's Chambers
State Office Building
801 Market Street
Philadelphia, Pennsylvania 19107

Tuesday, August 8, 2023
Commencing at 10:00 a.m.

BEFORE:

F. JOSEPH BRADY, Administrative Law Judge

REPORTER:

Colleen J. Fila, RPR

APPEARANCES:

ELIOT PRESENT, ESQ.
474 Aurania Street
Philadelphia, Pennsylvania 19128
(215) 482-1003
(445) 230-4059
epresent@msn.com

GRACIELA CHRISTLIEB, ESQ.
PHILADELPHIA GAS WORKS
800 West Montgomery Avenue
Philadelphia, Pennsylvania 19122
(215) 684-6164
graciela.christlieb@pgworks.com

JUDGE ARNOLD (observing)

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THE CERTIFYING AGENCY
KARASCH & ASSOCIATES (800) 621-5689

INDEX TO EXHIBITS

COMPLAINANT

IDENTIFIED/ADMITTED

(None marked.)

RESPONDENT:

IDENTIFIED/ADMITTED

PGW Exhibit No. 1

PGW bill - 12/29/22 - 1/30/23

21

58

PGW Exhibit No. 2

PGW bill - 1/30/23 - 2/27/23

27

58

PHONE

Gas Leaks & Emergencies (24/7)	(215) 235-1212
Residential Customer Service (8am to 6pm, M-F)	(215) 235-1000
Commercial Customer Service (8am to 4:30pm, M-F)	(215) 235-7077
Credit & Collections (8am to 4:30pm, M-F)	(215) 235-1777
Report Theft of Gas (24/7)	(215) 684-6383

PGW Exhibit 1
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TERMS

How's my gas measured?

CCF - 100 cubic feet of gas. This is a measure of gas usage. One CCF is about the amount of gas used to run an average-sized house heater nonstop for one hour.

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.

MCF - 1,000 cubic feet of gas. This is a measure of gas usage.

Other Helpful Terms

Budget Bill – An optional billing method which averages estimated service costs over a 12-month period.

Customer Responsibility Program (CRP) – PGW's low income customer assistance program which provides a lower monthly bill and forgiveness of pre-program debt.

Meter Reading Information – PGW uses 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, PGW estimates your gas use. To avoid estimates, you may read your own meter and call us with the reading. We also offer stamped, preaddressed postcards, 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.

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. PGW is an NGDC.

What are my charges?

*See the PGW Gas Service tariff on pgworks.com for full details.

Commodity Charges – The charge for basic gas supply service which is sold either by volume (CCF or MCF) or heating value (DTH). These charges are passed along to customers at the price PGW pays, with no markup.

Customer Charges – 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 point of receipt by the NGDC to the customer.

Distribution System Improvement Charge (DSIC) - A charge approved by the Pennsylvania Public Utility Commission (PUC) for recovery of the reasonable and prudent costs incurred to repair, improve, or replace eligible distribution property. A DSIC provides PGW with the resources to accelerate the replacement of aging infrastructure.

Gas Cost Adjustments – Amount billed or credited each month to account for differences between projected and actual gas supply costs of the NGDC.

Weather Normalization Adjustment – An adjustment approved by the PUC as a way to help PGW stabilize its income and operate more efficiently within its budget during the heating season.



PAY WITH CASH **POSTS SAME DAY AND FREE.**

◀ **BRING THIS BARCODE TO ANY** ▶



By accepting or using this barcode to make a payment, you agree to the full terms and conditions, available at VanillaDirect.com/terms. After successful payment using this barcode, you may retrieve your full detailed e-receipt at VanillaDirect.com/Pay/ereceipt.

Five dollar (\$5.00) minimum payment required with barcode. Barcode must be presented at time of payment. Participating vendors will only accept cash with barcode. Payments made with barcode must be made before 4:00 p.m. in order to post to account the same day. Payments made with barcode while termination of service is in progress will not serve to stop termination of service. For eligible accounts only.

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.

SUPPLIER INFORMATION

If you have selected a Natural Gas Supplier other than PGW, the natural gas supplier is responsible for determining the rates billed for supplier charges. 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.



Access Your Account Online www.pgworks.com



Billing & General Information (215) 235-1000 (English & Español)

474 AURANIA ST | SA ID: 9961759041
 Residential Heat & Domestic

BREAK DOWN OF CHARGES

Supply Charges

Commodity Charge 164 Ccf @ \$0.82282 \$134.94
Total Supply Charges \$134.94

Delivery Charges

Customer Charge @ \$14.90 \$14.90
 Distribution Charge 164 Ccf @ \$0.94223 \$154.53
 Distribution System Improvement Charge 7.5% \$12.71
 Gas Cost Adjustment @ \$0.01265 \$2.07
 Weather Normalization Adjustment \$52.59
Total Delivery Charges \$236.80

Total Billing Charges \$371.74

METER DETAILS

Meter Number: 01707673
 Read Cycle: 20
 Read Dates: 12/29/2022 - 01/30/2023
 Starting Read: 9367 Actual
 Ending Read: 9531 Actual
 Usage in CCF: 164.00
 Conversion Factor: 1.0381 Therm = 1 Ccf
 Usage in Therms: 170.24
 Next Meter Read: 02/27/2023

SHOPPING INFORMATION BOX

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

PGW Account: 2122042867
 Service Point ID: 9972581881
 Rate Class: General Service Residential
 Rate Schedule: GSR

If you are already shopping know your contract expiration date.

PAYMENTS RECEIVED

01/20/2023 Check \$376.11
Total Payments \$376.11

THINK YOU SMELL GAS?

Leave the area and call (215) 235-1212.

Our Emergency Hotline is available 24 hours a day, 7 days a week.

PGW Messages



Your estimated gas price to Compare (PTC) is \$0.83648 per CCF. This estimated PTC was calculated by averaging PGW's quarterly PTC over 12 months and is subject to change every quarter. For a more accurate PTC please visit pagasswitch.com

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

$$HL = TU - (BL \times BC)$$

$$WNA = DC \times [(HL \times (\frac{NHDD \pm 1\%}{AHDD})) - HL]$$

$$HL = TU - (BL \times BC)$$

$$159.2 = 164 - (0.15 \times 32)$$

$$WNA = DC \times [(HL \times (\frac{NHDD \pm 1\%}{AHDD})) - HL]$$

$$\text{\$ } 52.60 = 0.72955 \times [(159.2 \times (\frac{995 \pm 1\%}{678})) - 159.2]$$

February 2023 WNA Charge

- i) Total Usage (TU) of 164 Ccf
- ii) Base Load (BL)¹ of 0.15 Ccf/day
- iii) Billing Cycle (BC) of 32 days
- iv) Bill Period from 12/29/2022 through 1/30/2023
- v) Normal Heating Degree Days (NHDD)² of 995
- vi) Actual Heating Degree Days (AHDD)³ of 678
- vii) Delivery Charge (DC) of \$0.72955/Ccf

1. Non-heating gas usage (HL) is calculated by multiplying the BL of 0.59 Ccf/day by the BC of 31 days and subtracting that from the TU of 335 Ccf.

$$\begin{aligned} \text{TU} - (\text{BL} * \text{BC}) &= \text{HL} \\ 164 \text{ Ccf} - (0.15 \text{ Ccf/day} * 32 \text{ days}) &= 159.2 \text{ Ccf} \\ \text{HL} &= 159.2 \text{ Ccf} \end{aligned}$$

2. Variation in Weather (VW) is calculated by dividing NHDD of 856 by AHDD of 791 with a margin, or dead band, of 1%. This dead band value gives a margin of +/-⁴ 1% where if AHDD and NHDD differ by less than that 1%, there is no WNA charge/credit.

$$\begin{aligned} \frac{\text{NHDD} \pm (\text{NHDD} * 1\%)}{\text{AHDD}} &= \frac{995 - (995 * 1\%)}{678} = \frac{995 - 9.95}{678} = \frac{985.05}{678} = 1.452876 \\ \text{VW} &= 1.452876 \end{aligned}$$

3. Normalized Gas Usage (NGU) is calculated by multiplying HL by VW.

$$\begin{aligned} \text{HL} * \text{VW} &= \text{NGU} \\ 159.2 \text{ Ccf} * 1.452876 &= 231.297859 \text{ Ccf} \\ \text{NGU} &= 231.297859 \text{ Ccf} \end{aligned}$$

4. Adjustment for Weather Normalization (AWN) is calculated by subtracting HL from NGU.

$$\begin{aligned} \text{NGU} - \text{HL} &= \text{AWN} \\ 231.297859 \text{ Ccf} - 159.2 \text{ Ccf} &= 72.097859 \text{ Ccf} \\ \text{AWN} &= 72.097859 \text{ Ccf} \end{aligned}$$

5. Weather Normalization Adjustment charge (WNA) is calculated by multiplying AWN by DC.

$$\begin{aligned} \text{AWN} * \text{DC} &= \text{WNA} \\ 72.097859 \text{ Ccf} * \$0.72955/\text{Ccf} &= \$52.59 \\ \text{WNA} &= \$52.59 \end{aligned}$$

¹ Usage per day for non-heating purposes; unique to the customer and revised annually based on usage in July and August.

² The 20-year average of AHDD for that period of time.

³ Obtained from the National Oceanic and Atmospheric Administration (NOAA) and indicate the number of degrees the average temperature falls below 65° for that period of time.

⁴ If NHDD > AHDD (warmer than normal), subtraction is used; if NHDD < AHDD (colder than normal), addition is used.

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Billing & General Information (215) 235-1000 (English & Español)

474 AURANIA ST | SA ID: 9961759041
 Residential Heat & Domestic

BREAK DOWN OF CHARGES

Supply Charges

Commodity Charge 147 Ccf @ \$0.82282 \$120.95
Total Supply Charges \$120.95

Delivery Charges

Customer Charge @ \$14.90 \$14.90
 Distribution Charge 147 Ccf @ \$0.94223 \$138.51
 Distribution System Improvement Charge 7.5% \$11.51
 Gas Cost Adjustment @ \$0.01265 \$1.86
 Weather Normalization Adjustment \$31.72
Total Delivery Charges \$198.50

Total Billing Charges \$319.45

METER DETAILS

Meter Number: 01707673
 Read Cycle: 20
 Read Dates: 01/30/2023 - 02/27/2023
 Starting Read: 9531 Actual
 Ending Read: 9678 Actual
 Usage in CCF: 147.00
 Conversion Factor: 1.037 Therm = 1 Ccf
 Usage in Therms: 152.43
 Next Meter Read: 03/29/2023

SHOPPING INFORMATION BOX

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

PGW Account: 2122042867
 Service Point ID: 9972581881
 Rate Class: General Service Residential
 Rate Schedule: GSR

If you are already shopping know your contract expiration date.

PAYMENTS RECEIVED

02/27/2023 Check \$319.15
Total Payments \$319.15

THINK YOU SMELL GAS?

It smells like rotten eggs

Leave the area and call (215) 235-1212.

Our Emergency Hotline is available 24 hours a day, 7 days a week.

PGW Messages



Your estimated gas price to Compare (PTC) is \$0.52066 per CCF. This estimated PTC was calculated by averaging PGW's quarterly PTC over 12 months and is subject to change every quarter. For a more accurate PTC please visit pagasswitch.com

Questions or complaints about your bill?
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$$HL = TU - (BL \times BC)$$

$$WNA = DC \times [(HL \times (\frac{NHDD \pm 1\%}{AHDD})) - HL]$$

$$HL = TU - (BL \times BC)$$

$$142.8 = 147 - (0.15 \times 28)$$

$$WNA = DC \times [(HL \times (\frac{NHDD \pm 1\%}{AHDD})) - HL]$$

$$\$ 31.72 = 0.72955 \times [(142.8 \times (\frac{813 \pm 1\%}{617})) - 142.8]$$

March 2023 WNA Charge

- i) Total Usage (TU) of 147 Ccf
- ii) Base Load (BL)¹ of 0.15 Ccf/day
- iii) Billing Cycle (BC) of 28 days
- iv) Bill Period from 1/30/2023 through 2/27/2023
- v) Normal Heating Degree Days (NHDD)² of 813
- vi) Actual Heating Degree Days (AHDD)³ of 617
- vii) Delivery Charge (DC) of \$0.72955/Ccf

1. Non-heating gas usage (HL) is calculated by multiplying the BL of 0.59 Ccf/day by the BC of 29 days and subtracting that from the TU of 284 Ccf.

$$\begin{aligned} \text{TU} - (\text{BL} * \text{BC}) &= \text{HL} \\ 147 \text{ Ccf} - (0.15 \text{ Ccf/day} * 28 \text{ days}) &= 142.8 \text{ Ccf} \\ \text{HL} &= 142.8 \text{ Ccf} \end{aligned}$$

2. Variation in Weather (VW) is calculated by dividing NHDD of 918 by AHDD of 706 with a margin, or dead band, of 1%. This dead band value gives a margin of +/-⁴ 1% where if AHDD and NHDD differ by **less** than that 1%, there is no WNA charge/credit.

$$\begin{aligned} \frac{\text{NHDD} \pm (\text{NHDD} * 1\%)}{\text{AHDD}} &= \frac{813 - (813 * 1\%)}{617} = \frac{813 - 8.13}{617} = \frac{804.87}{617} = 1.304489 \\ \text{VW} &= 1.304489 \end{aligned}$$

3. Normalized Gas Usage (NGU) is calculated by multiplying HL by VW.

$$\begin{aligned} \text{HL} * \text{VW} &= \text{NGU} \\ 142.8 \text{ Ccf} * 1.304489 &= 186.281096 \text{ Ccf} \\ \text{NGU} &= 186.281096 \text{ Ccf} \end{aligned}$$

4. Adjustment for Weather Normalization (AWN) is calculated by subtracting HL from NGU.

$$\begin{aligned} \text{NGU} - \text{HL} &= \text{AWN} \\ 186.281096 \text{ Ccf} - 142.8 \text{ Ccf} &= 43.4810956 \text{ Ccf} \\ \text{AWN} &= 43.4810956 \text{ Ccf} \end{aligned}$$

5. Weather Normalization Adjustment charge (WNA) is calculated by multiplying AWN by DC.

$$\begin{aligned} \text{AWN} * \text{DC} &= \text{WNA} \\ 43.4810956 \text{ Ccf} * \$0.72955/\text{Ccf} &= \$31.72 \\ \text{WNA} &= \$31.72 \end{aligned}$$

¹ Usage per day for non-heating purposes; unique to the customer and revised annually based on usage in July and August.

² The 20-year average of AHDD for that period of time.

³ Obtained from the National Oceanic and Atmospheric Administration (NOAA) and indicate the number of degrees the average temperature falls below 65° for that period of time.

⁴ If NHDD > AHDD (warmer than normal), subtraction is used; if NHDD < AHDD (colder than normal), addition is used.