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DATE OF DEPOSIT

C-1

MAR 31 2025

Formal Complaint to the Pennsylvania Public Utilities Commission

PA PUBLIC UTILITY COMMISSION  
SECRETARY'S BUREAU

Supporting Documentation

January 29, 2025

To the Pennsylvania Public Utilities Commission:

I would like to file a formal complaint against Peoples Gas Company of Pittsburgh, Pennsylvania. The complaint is regarding the "Weather Normalization Adjustment (WNA)".

On October 29, 2024 I requested a formal review of my concern by your "Bureau of Consumer Services". I made this request after two (2) telephone conversations with representatives of Peoples Gas, without satisfaction of my request.

Your "Bureau of Consumer Services", after three (3) months, wrote to me in a letter dated January 17, 2025, (copy enclosed), signed by Utilities Complaints Investigator, Jonathan Millinder, that they could not satisfy my concerns and informed me of the right to file a formal complaint. Thus, this is that filing as detailed below.

In October 2024, when I received my October invoice for gas used from August 31 to October 2, 2024 (copy enclosed), it had a new billing line entitled "Weather Normalization Adjustment". The amount (\$23.61) was more than the Commodity Charge and Delivery Charge combined ( $\$7.63 + \$14.73 = \$22.36$ ) and amounted to almost 38% of the total bill. I called Peoples Gas and inquired about this new charge and why it was such a high fee. I was told it was part of a rate filing approved by the Public Utilities Commission on September 12, 2024. I asked why, if approved on that date, it was applied to my gas usage retroactively to the August 31 through October 2 and how was the charge calculated.

I was told by the Peoples Gas representative that they could charge it retroactively and that I would have to research on the PUC website to find the rate filing and on page 79 of the filing I would find how the fee was calculated. I found both answers totally unacceptable and very bad customer service.

However having no alternative, as they are a sole source monopoly, I researched their rate filing and found page 79. When I began to read it I was stunned at the "Calculation" section. For reference I have enclosed a copy of the relevant section. That formula is so convoluted and complicated it cannot be understood. Even your Utilities Complaints Investigator, Jonathan Millinder, admitted to me in a telephone conversation, that he did not understand it nor could he explain it to me.

After I did that research, I called Peoples Gas again and asked them if there was anyone at the company who could explain to me what all the formula letters were (MNBM, BLMM, NHDD etc.) and I was told there was no one who could explain it but they would send me a calculation for my most recent bill. I asked if they would continue to do that for each bill to me and all their customers and they gave me a very curt no answer. The irony is that their literature says this new charge is to ".....reduce the impact of changing temperatures on utility bills, making them more predictable for customers." Really?? How can it possibly be more predictable for customers when they do not even understand how it is arrived at or calculated? I believe I have stated my concern. I will now address the remedy requested.

I am requesting that the Public Utilities Commission order and direct that Peoples Gas, (and for that matter any and all utilities in the Commonwealth of Pennsylvania who have been granted the use of this Weather Normalization Adjustment (WNA) additional fee), clearly indicate each month, in plain simple, layman's language, how the fee is calculated. This should be shown much like the Commodity Charge (\$2.4613 per MFC = \$7.63) or the Delivery Charge (3.1 MFC @ \$4.7516 = \$14.73). It could say something like:

Avg. Expected Temp. For December 41degrees

Actual Avg. Temp. 36degrees. Difference is 14% below Expected.

MCF for December 4.8 X (whatever the rate is)

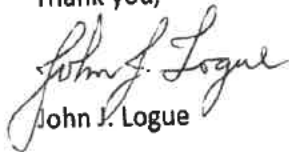
In this way the customer can understand how the fee is determined each month without having to go to a convoluted calculation buried in a lengthy rate filing.

The Public Utilities Commission should be insisting on transparency of the utilities it regulates on behalf of the citizens and rate payers of Pennsylvania.

Secondly, I question the applicability and appropriateness of this new fee, enacted and authorized on September 12, 2024 being applied to gas usage for the period of August 31 through October 2, 2024 with the bill prepared on October 3, 2024, exactly three (3) weeks after approval. This has to mean Peoples Gas had their computer billing software set up to add this new fee before the received approval in order to add it to bills that soon after approval.

I appreciate the Commission's review of this complaint. Please advise if you need additional information from me and what the next step is in the process.

Thank you,



John J. Logue

109 Ludwig Road

Neshannock, PA 16105

609-410-3636



COMMONWEALTH OF PENNSYLVANIA  
PENNSYLVANIA PUBLIC UTILITY COMMISSION  
BUREAU OF CONSUMER SERVICES  
400 NORTH STREET, HARRISBURG, PA 17120

IN REPLY PLEASE  
REFER TO OUR FILE

Date: 1/17/2025

Case #: 4028652

John Logue  
109 Ludwig Rd  
Neshannock PA 16105

DATE OF DEPOSIT

MAR 31 2025

Dear John Logue:

PA PUBLIC UTILITY COMMISSION  
SECRETARY'S BUREAU

We received your complaint on 10/29/2024. In the complaint you disputed a Weather Normalization Adjustment charge on your Peoples Natural Gas bill.

The Weather Normalization Adjustment (WNA) was approved on September 12, 2024, as part of Peoples Natural Gas Rate Case. WNA is a mechanism that adjusts the delivery portion of a customer's bill due to variations from historical expected temperatures and is applied to bills rendered from October 1 through May 31.

WNA mechanisms are commonly used across Pennsylvania and the US to reduce the impact of changing temperatures on utility bills making them more predictable for customers. The WNA may appear as a surcharge or a credit on the customer's bill. The WNA revenue is used for system improvements that support safe, reliable and sustainable distribution service. Additional details regarding Peoples National Gas's WNA may be found at: <https://www.peoples-gas.com/weather-normalization-adjustment>.

I spoke to you on 12/23/2024 advising you of such. You were not satisfied with the explanation I provided.

You have the right to file a formal complaint. The Commission can mail you formal complaint forms, and you can also find PUC formal complaint forms online at [www.puc.pa.gov](http://www.puc.pa.gov). When you complete and return the formal complaint forms, the Commission will assign your complaint to the Office of Administrative Law Judge. They will contact you about your formal complaint.

If you need to contact our office, please call 1-800-692-7380. Please reference the case number listed above. Thank you for contacting the Public Utility Commission.

Sincerely,

Jonathan Millinder  
Utility Complaints Investigator  
Bureau of Consumer Services  
PA Public Utilities Commission

**JOHN LOGUE**

109 LUDWIG RD  
NEW CASTLE PA 16105-1225

Account Number [REDACTED] Date Prepared Oct 3, 2024 Next Meter Reading 10/30 - 10/31/2024 B 03

For General Information call 1-800-764-0111. For an Emergency call 1-800-400-4271.

**Summary of Basic Charges**

**Credits And Charges Since Your Last Bill**

Balance from last bill \$29.99  
Payment on SEP 18, 2024 - Thank You 29.99 CR  
**Balance \$0.00**

**Current Charges**

**Residential (RS)(P)**  
Customer Charge - 1 Month \$14.86  
Commodity Charge \$2.4613 per MCF 7.63  
Delivery Charge  
3.1 MCF @ \$4.7516 14.73  
Capacity Charge \$1.8226 per MCF 5.65  
Tax/Repairs Surcredit 3.67 CR  
State Tax Surcharge @ 0.14% .02  
Weather Normalization Adjustment 23.61

**Total Current Charges**  
**Total Account Balance**

**\$62.83**  
**\$62.83**

Peoples current charges include \$0.68 in state taxes.

*Pd 10-14-24  
CK #381*

Your PRICE TO COMPARE is \$2.28 per MCF.

**Shopping Information Box**

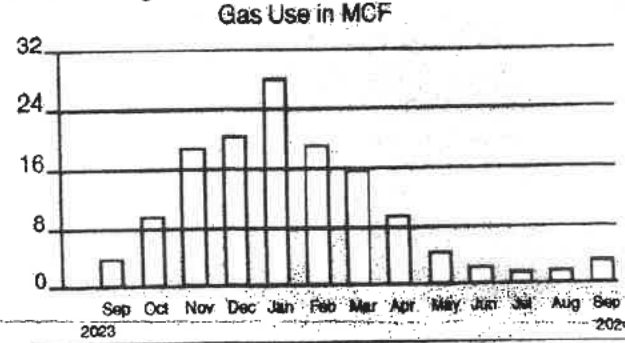
When shopping for gas with a Natural Gas Supplier please provide the following:

Account Number: [REDACTED]  
Rate Schedule: Residential (RS)(P)

If you are already shopping, know your contract expiration date.

**Monthly Usage Comparison**

Average Daily Temperature For This Billing Period **2023** 68°F **2024** 70°F



Average monthly use: 11.0 MCF  
Total annual use: 134.0 MCF

**Billing Period And Meter Readings**

Date	Read Type	Reading	Difference
Meter Number	8265242		
OCT 02, 2024	Actual	516.0	3.1
AUG 31, 2024	Actual	512.9	
<b>MCF Used in 32 Days</b>			<b>3.1</b>

**Please Pay Account Balance of \$62.83 by OCT 25, 2024 to avoid a Late Payment Charge of \$0.94 (1.5% per month)**

Effective September 28, 2024, the Distribution System Improvement Charge (DSIC) decreased from 5.00 % to 0.00 %.  
This charge funds the repair, improvement and replacement of natural gas pipelines and related infrastructure.  
Your bill has been adjusted due to variations from expected temperatures.  
Help people without heat or light by donating to the Dollar Energy Fund. Please add \$1 to your monthly gas payment.  
You can pay this bill by Credit / Debit Card or Electronic Check. Call ACI Speedpay at 1-866-338-5491.  
Service Fees Apply. Visit our website at [www.peoples-gas.com](http://www.peoples-gas.com) for further information.



SCAN TO PAY

**DATE OF DEPOSIT**

**MAR 31 2025**

PA PUBLIC UTILITY COMMISSION  
SECRETARY'S BUREAU

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G-4

**RIDER**  
**WEATHER NORMALIZATION ADJUSTMENT (WNA)****APPLICATION AND PURPOSE**

A Weather Normalization Adjustment ("WNA") shall be applied to Residential, Commercial SGS, and Commercial MGS customers receiving service under Rate Schedules RS, CAP, SGS, and MGS for bills rendered during the heating season of October 1<sup>st</sup> through May 31<sup>st</sup>.

WNA is a distribution charge adjustment and is considered a basic service charge.

Calculated WNA amounts shall be subject to Rider DSIC, Rider STAS, Rider Tax Repairs Surcredit, and Rider TCJA. No additional riders or surcharges will be applied to the calculated WNA.

**CALCULATION**

The WNA will be applied to bills rendered October 1<sup>st</sup> through May 31<sup>st</sup> and shall be calculated on a customer account specific basis in accordance with the formula below:

$$\text{WNB M} = \text{BLMM} + [(\text{NHDD} \pm (\text{NHDD} \times 3\%)) / \text{AHDD}] \times (\text{AMUM} - \text{BLMM})$$

$$\text{WNA M} = \text{WNB M} - \text{AMUM}$$

$$\text{WNA M} = \text{WNA M} \times \text{Distribution Charge}$$

- a) Weather Normalized Billing Mcfs ("WNB M") will be calculated as the Base Load Monthly Mcfs ("BLMM") added to the product of the [Normal Heating Degree Days ("NHDD"), adjusted for a 3% deadband, divided by the Actual Heating Degree Days ("AHDD")] and the [Actual Monthly Usage Mcfs ("AMUM") less the BLMM]. Weather Normalized Billing Mcfs (WNB M) will only be calculated if the AMUM exceeds the BLMM. WNA will not be applicable for the billing period if AMUM is less than the BLMM.
- b) BLMM shall be established for each customer by averaging the actual daily consumption from the billing system, measured in Mcf, for service rendered July 1<sup>st</sup> thru August 31<sup>st</sup> of the most recent period.
- c) AMUM shall be measured for each customer and billing cycle.
- d) NHDD shall be based upon the heating degree days utilized to develop the revenue requirement in the Company's general rate case proceeding at Docket No. R-2023-3044549. NHDD shall be updated in future general rate case proceedings.
- e) AHDD shall be the actual experienced heating degree days during the billing cycle days for the customer based upon experienced actual temperatures as reported by the National Oceanic and Atmospheric Administration (NOAA) for weather stations utilized by the Company for the area.
- f) AMUM will be subtracted from the WNB M to compute the Weather Normalized Adjustment Mcfs ("WNA M").
- g) A deadband of 3% shall apply. The WNA for a billing cycle will apply only if the AHDD for the billing cycle are lower than 97% or higher than 103% of the NHDD for the billing cycle.

**DATE OF DEPOSIT****MAR 31 2025**PA PUBLIC UTILITY COMMISSION  
SECRETARY'S BUREAU**ISSUED: September 26, 2024****EFFECTIVE: September 27, 2024**

C-5

**RIDER**  
**WEATHER NORMALIZATION ADJUSTMENT (WNA)**

h. The WNA shall then be multiplied by the applicable Rate Schedule Distribution Charge based on service rendered to compute the WNA amount that will be charged or credited to each Residential, SGS, and MGS customer receiving service under Rate Schedules RS, CAP, SGS, and MGS.

i. In the event a customer's bill needs to be canceled and rebilled at any time, the WNA will be recalculated using the most recently available data for the billing period. In some cases, updates in data used in the calculation, may result in a different WNA for the billing period.

j. WNA amounts will be displayed as a separate line item on the customer's bill.

k. The WNA adjustment for bills rendered in May will not exceed 100% percent of the billed distribution amount (delivery charge amount plus customer charge amount) for that same period.

l. The Company will file a report annually with the Commission on or before September 1st for the 12-month period ending June of the same year. The filing will contain WNA details as defined in the Company's most recent general rate case proceeding.

**DATE OF DEPOSIT**

**MAR 31 2025**

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

JOHN LOGUE

109 LUDWIG RD  
NEW CASTLE PA 16105-1225



PEOPLES

An Essential Utilities Company

For 24/7 account access: peopleseaccount.com

C-6

Account Number [redacted] Date Prepared Jan 2, 2025 Next Meter Reading 02/03 - 02/04/2025 B 03

For General Information call 1-800-764-0111. For an Emergency call 1-800-400-4271.

Summary of Basic Charges

Credits And Charges Since Your Last Bill

Balance from last bill \$179.69  
Payment on DEC 18, 2024 - Thank You 179.69 CR  
Balance \$0.00

Current Charges

Residential (RS)(P)  
Customer Charge - 1 Month \$16.81  
Commodity Charge \$2.2904 per MCF 49.93  
Delivery Charge  
21.8 MCF @ \$5.9651 130.04  
Capacity Charge \$1.9917 per MCF 43.42  
Tax Repairs Surcredit 9.01 CR  
Weather Normalization Adjustment 6.85

Total Current Charges \$238.04  
Total Account Balance \$238.04

Peoples current charges include \$1.73 in state taxes.

DATE OF DEPOSIT

MAR 3 1 2025

PA PUBLIC UTILITY COMMISSION  
SECRETARY'S BUREAU

Your PRICE TO COMPARE is \$2.59 per MCF.

Shopping Information Box

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

Account Number: [redacted]  
Rate Schedule: Residential (RS)(P)

If you are already shopping, know your contract expiration date.

Please Pay Account Balance of \$238.04 by JAN 24, 2025

Effective September 28, 2024, the Distribution System Improvement Charge (DSIC) decreased from 5.00 % to 0.00 %.  
This charge funds the repair, improvement and replacement of natural gas pipelines and related infrastructure.  
Your bill has been adjusted due to variations from expected temperatures.  
Help people without heat or light by donating to the Dollar Energy Fund. Please add \$1 to your monthly gas payment.  
You can pay this bill by Credit / Debit Card or Electronic Check. Call ACI Speedpay at 1-866-338-5491.  
Service Fees Apply. Visit our website at www.peoples-gas.com for further information.



SCAN TO PAY

Please detach and return this coupon with a check made payable to Peoples.

TO MAKE ACCOUNT CHANGES ON BACK OF COUPON, CHECK BOX HERE

Form with fields: DUE DATE (JAN 24, 2025), Account No. [redacted], Amount Enclosed (\$238.04), Account Balance (\$238.04)

LIHEAP, a federally funded program, provides energy assistance grants for income-eligible customers. The program will close April 5 and funds are limited. If you are out of work or on a low or fixed income, you should apply now. For details, call 1-800-400-WARM (9276).

1253

868001479105

# 000017356 I=1000  
Barcode



17356 1 AV 0.640  
JOHN LOGUE  
109 LUDWIG RD  
NEW CASTLE PA 16105-1225

PEOPLES  
PO BOX 644760  
PITTSBURGH, PA 15264-4760



1000 [redacted] 0000000023804000000238046

%weight%oz 881720/4341527 0017356 0042231 I=1000

C-7

**1-800-400-4271 Emergencies** — Answered 24 hours a day

**1-866-764-0111 General Information** — Customer Service Representatives are available Monday - Friday (7:00 a.m. - 5:00 p.m.) to answer your questions, give you information about rate schedules, explain the different charges on your bill or tell you how to make sure your bill is correct. Rate schedules are available upon request. Contact us at Peoples PO Box 535323 Pittsburgh PA 15253-5323 before the due date on your bill.

**Dial 711 - Individuals with Hearing Losses**

**1-866-338-5491 Pay by debit/credit card or electronic check.** A third-party convenience fee may apply. Visit [www.peoples-gas.com](http://www.peoples-gas.com) for more information.

**Peoples e-Account** - Peoples e-Account makes your account information available 24/7! Pay your bill on-line, monitor your usage, enter a meter reading and more. Visit Peoples e-Account today at [www.peoplesaccount.com](http://www.peoplesaccount.com)

**PAYING YOUR BILL** - For your own protection, do not send cash through the mail. Allow five (5) days for payments to be applied to your account. Write your account number on your check or money order and mail to: Peoples PO Box 644760 Pittsburgh PA 15264-4760. Do not include notes to us with your payment. Send questions to Peoples PO Box 535323 Pittsburgh PA 15253-5323. You may pay your bill online at [www.peoples-gas.com](http://www.peoples-gas.com). ACI SpeedPay provides this service. A service fee may apply.

**ELECTRONIC CHECK CONVERSION** — When you provide a check as payment, you authorize us either to use information from your check to make a one-time electronic fund transfer from your account or to process the payment as a check transaction. When we use information from your check to make an electronic fund transfer, funds may be withdrawn from your account as soon as the same day we receive your payment. You will not receive your check back from Peoples or your financial institution.

**UNDERSTANDING YOUR BILL...**

**Balancing Charge** — Recovers the gas cost related to balancing your gas used with the gas received by the Company.

**Budget Payment Plan** — This plan lets you spread payments over the entire year. ~~All residential customers are eligible.~~

**Capacity Charge** - A charge used to recover the costs to reserve capacity on the interstate pipelines.

**Price-to-Compare Commodity Charge** - The charge for natural gas that we purchase for you. You can use this to compare prices and potential savings with other Natural Gas Suppliers.

**Customer Charge** - A monthly charge to cover certain Company costs such as maintaining the gas lines, meter reading and billing. This charge is the same each month no matter how much gas you use.

**Delivery Charge** — Basic service charge for delivery of natural gas from the point of receipt into the Company's distribution system to you.

**DSIC Surcharge** — This charge funds the repair, improvement and replacement of natural gas pipelines and related infrastructure.

**Late Payment Charge** — Residential and Commercial accounts are charged 1.5% per month (or 18% per year) on past due balances (not on other late charges). Industrial accounts are charged 2% per month (or 24% per year). We add this to your bill if you do not pay either the Account Balance or the Budget Amount, in full, by the "DUE" date.

**MCF** - MCF means 1,000 Cubic Feet. This is a measure of gas usage.

**Meter Readings** —

**Actual** — The Company reads your meter or the remote device attached to your meter, generally every other month.

**Customer** — You gave us this reading.

**Estimate** — During the months we don't read your meter, we base your bill on past gas used, current rates and the weather. We verify estimated bills the next time we read your meter.

**State Taxes** — Taxes collected by public utilities and then paid to the Commonwealth of Pennsylvania.

**State Tax Surcharge** — The amount billed or credited to your account as a result of changes in the level of certain Pennsylvania taxes paid by Peoples. Taxes include: Corporate Net Income Tax and Public Utility Realty Tax.

**Rider Tax Repairs Surcredit** — This rider will refund to customers over ten years, tax benefits of certain deductions related to the repair of the Company's system.

**Weather Normalization Adjustment (WNA)** — Is a mechanism that may adjust the distribution charge portion of a customer's bill due to variations from expected temperatures.

PA (Oct 2021)

If you are moving, or wish to change the name on your account, please call our Customer Service Center at **1-800-764-0111**.

If you **are not** moving but wish to change the address where you receive your mail, or if your **address changed** as a result of a **new 911 telephone system**, please enter your new address below.

Please check one of the following boxes:

Address change is for both my service and mailing address

Address change is for my service address only

Address change is for my mailing address only. If temporary, enter Expiration Date: \_\_\_/\_\_\_/\_\_\_ **DATE OF DEPOS**  
mm dd yyyy

Street Address: \_\_\_\_\_

City/State/Zip: \_\_\_\_\_

**MAR 31 2025**

To make a monthly pledge to the Dollar Energy Fund, please check one of the following boxes:

\$1.00     \$2.00     \$5.00     Other \$

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

The information provided above is **confidential** and strictly for internal use by Peoples.

Delays in the delivery of bills or payments do not excuse payment, late payment charges, or discontinuance requirements. Please consider enrolling in eBilling or direct debit to avoid any possible delays.

**RIDER**  
**WEATHER NORMALIZATION ADJUSTMENT (WNA)**

**APPLICATION AND PURPOSE**

A Weather Normalization Adjustment ("WNA") shall be applied to Residential, Commercial SGS, and Commercial MGS customers receiving service under Rate Schedules RS, CAP, SGS, and MGS for bills rendered during the heating season of October 1<sup>st</sup> through May 31<sup>st</sup>.

WNA is a distribution charge adjustment and is considered a basic service charge.

Calculated WNA amounts shall be subject to Rider DSIC, Rider STAS, Rider Tax Repairs Surcredit, and Rider TCJA. No additional riders or surcharges will be applied to the calculated WNA.

**CALCULATION**

The WNA will be applied to bills rendered October 1<sup>st</sup> through May 31<sup>st</sup> and shall be calculated on a customer account specific basis in accordance with the formula below:

$$\begin{aligned} \text{WNBM} &= \text{BLMM} + [(\text{NHDD} \pm (\text{NHDD} \times 3\%)) / \text{AHDD}] \times (\text{AMUM} - \text{BLMM}) \\ \text{WNAM} &= \text{WNBM} - \text{AMUM} \\ \text{WNAM} &= \text{WNAC} \times \text{Distribution Charge} \end{aligned}$$

- a) Weather Normalized Billing Mcfs ("WNBM") will be calculated as the Base Load Monthly Mcfs ("BLMM") added to the product of the [Normal Heating Degree Days ("NHDD"), adjusted for a 3% deadband, divided by the Actual Heating Degree Days ("AHDD")] and the [Actual Monthly Usage Mcfs ("AMUM") less the BLMM]. Weather Normalized Billing Mcfs (WNBM) will only be calculated if the AMUM exceeds the BLMM. WNA will not be applicable for the billing period if AMUM is less than the BLMM.
- b) BLMM shall be established for each customer by averaging the actual daily consumption from the billing system, measured in Mcf, for service rendered July 1<sup>st</sup> thru August 31<sup>st</sup> of the most recent period.
- c) AMUM shall be measured for each customer and billing cycle.
- d) NHDD shall be based upon the heating degree days utilized to develop the revenue requirement in the Company's general rate case proceeding at Docket No. R-2023-3044549. NHDD shall be updated in future general rate case proceedings.
- e) AHDD shall be the actual experienced heating degree days during the billing cycle days for the customer based upon experienced actual temperatures as reported by the National Oceanic and Atmospheric Administration (NOAA) for weather stations utilized by the Company for the area.
- f) AMUM will be subtracted from the WNBM to compute the Weather Normalized Adjustment Mcfs ("WNAM").
- g) A deadband of 3% shall apply. The WNA for a billing cycle will apply only if the AHDD for the billing cycle are lower than 97% or higher than 103% of the NHDD for the billing cycle.

Exhibit A  
Page 1 of 2

**RIDER**  
**WEATHER NORMALIZATION ADJUSTMENT (WNA)**

h. The WNA shall then be multiplied by the applicable Rate Schedule Distribution Charge based on service rendered to compute the WNA amount that will be charged or credited to each Residential, SGS, and MGS customer receiving service under Rate Schedules RS, CAP, SGS, and MGS.

i. In the event a customer's bill needs to be canceled and rebilled at any time, the WNA will be recalculated using the most recently available data for the billing period. In some cases, updates in data used in the calculation, may result in a different WNA for the billing period.

j. WNA amounts will be displayed as a separate line item on the customer's bill.

k. The WNA adjustment for bills rendered in May will not exceed 100% percent of the billed distribution amount (delivery charge amount plus customer charge amount) for that same period.

l. The Company will file a report annually with the Commission on or before September 1st for the 12-month period ending June of the same year. The filing will contain WNA details as defined in the Company's most recent general rate case proceeding.

Exhibit A  
Page 2 of 2

**JOHN LOGUE**

109 LUDWIG RD  
NEW CASTLE PA 16105-1225



Account Number [REDACTED] Date Prepared Oct 3, 2024 Next Meter Reading 10/30 - 10/31/2024 B 03

For General Information call 1-800-764-0111. For an Emergency call 1-800-400-4271.

**Summary of Basic Charges**

**Credits And Charges Since Your Last Bill**

Balance from last bill [REDACTED]  
Payment on SEP 18, 2024 - Thank You [REDACTED]  
Balance [REDACTED]

**Current Charges**

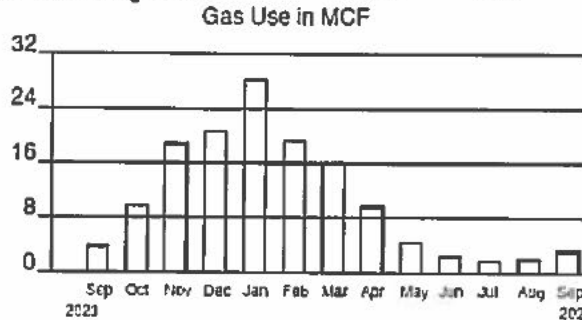
**Residential (RS)(P)**  
Customer Charge - 1 Month  
Commodity Charge \$2.4613 per MCF  
Delivery Charge  
3.1 MCF @ \$4.7516  
Capacity Charge \$1.8226 per MCF  
Tax Repairs Surcredit  
State Tax Surcharge @ 0.14%  
Weather Normalization Adjustment

**Total Current Charges**  
**Total Account Balance**

Peoples current charges include \$0.68 in state taxes.

**Monthly Usage Comparison**

Average Daily Temperature 2023 2024  
For This Billing Period 68°F 70°F



**Billing Period And Meter Readings**

Date	Read Type	Reading	Difference
Meter Number	[REDACTED]		
OCT 02, 2024	Actual	516.0	3.1
AUG 31, 2024	Actual	512.9	
<b>MCF Used In 32 Days</b>			<b>3.1</b>

Your PRICE TO COMPARE is \$2.28 per MCF.

**Shopping Information Box**

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

Account Number: [REDACTED]  
Rate Schedule: Residential (RS)(P)

If you are already shopping, know your contract expiration date.

**Please Pay Account Balance of [REDACTED]**

Effective September 28, 2024, the Distribution System Improvement Charge (DSIC) decreased from 5.00 % to 0.00 %.  
This charge funds the repair, improvement and replacement of natural gas pipelines and related infrastructure.  
Your bill has been adjusted due to variations from expected temperatures.  
Help people without heat or light by donating to the Dollar Energy Fund. Please add \$1 to your monthly gas payment.  
You can pay this bill by Credit / Debit Card or Electronic Check. Call ACI Speedpay at 1-866-338-5491.  
Service Fees Apply. Visit our website at [www.peoples-gas.com](http://www.peoples-gas.com) for further information.



SCAN TO PAY

Please detach and return this coupon with a check made payable to Peoples.

TO MAKE ACCOUNT CHANGES ON BACK OF COUPON, CHECK BOX HERE

DUE DATE OCT 25, 2024 Account No. [REDACTED]  
[REDACTED] [REDACTED]  
Account Balance Amount Enclosed

Take advantage of our Budget Payment Plan. Enjoy the convenience of paying a planned amount each month - a feature which is especially helpful during the winter. We periodically review budget accounts to adjust for any over or under payments.

9044

872001420182

JOHN LOGUE  
109 LUDWIG RD  
NEW CASTLE PA 16105-1225

PEOPLES  
PO BOX 644760  
PITTSBURGH, PA 15264-4760



1000 [REDACTED] 00000000628300000062839

JOHN LOGUE

109 LUDWIG RD  
NEW CASTLE PA 16105-1225

Account Number [REDACTED] Date Prepared Oct 21, 2024 Next Meter Reading 10/30 - 10/31/2024 B 03

For General Information call 1-800-764-0111. For an Emergency call 1-800-400-4271.

**Summary of Basic Charges**

**Credits And Charges Since Your Last Bill**

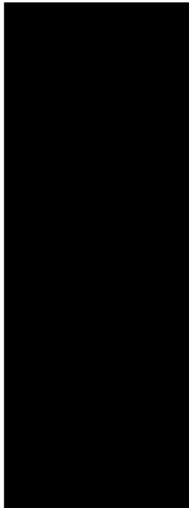
Balance from last bill  
Payment on SEP 18, 2024 - Thank You  
Payment on OCT 21, 2024 - Thank You  
Invoice OCT 03, 2024  
Invoice Reversal OCT 21, 2024

**Balance**

**Current Charges**

**Residential (RS)(P)**  
Customer Charge - 1 Month  
Commodity Charge \$2.4613 per MCF  
Delivery Charge  
3.1 MCF @ \$4.7516  
Capacity Charge \$1.8226 per MCF  
Tax Repairs Surcredit  
State Tax Surcharge @ 0.14%  
Weather Normalization Adjustment

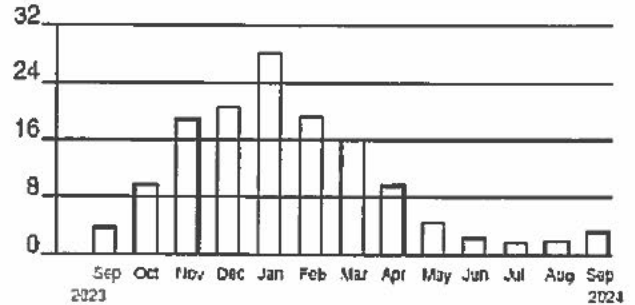
**Total Current Charges**  
**Total Account Balance**



**Monthly Usage Comparison**

Average Daily Temperature 2023 2024  
For This Billing Period 68°F 69°F

**Gas Use in MCF**



Actual  Estimate  Customer Read  Adjusted Usage

Average monthly use: 11.0 MCF  
Total annual use: 134.0 MCF

**Billing Period And Meter Readings**

Date	Read Type	Reading	Difference
Meter Number	[REDACTED]		
OCT 02, 2024	Actual	516.0	3.1
AUG 31, 2024	Actual	512.9	
MCF Used in 32 Days			3.1

**This is a Corrected Bill.**

Your PRICE TO COMPARE is \$2.28 per MCF.

**Shopping Information Box**

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

Account Number: [REDACTED]  
Rate Schedule: Residential (RS)(P)

If you are already shopping, know your contract expiration date.

**No Payment Due**

Effective September 28, 2024, the Distribution System Improvement Charge (DSIC) decreased from 5.00 % to 0.00 %. This charge funds the repair, improvement and replacement of natural gas pipelines and related infrastructure. Your bill has been adjusted due to variations from expected temperatures. Help people without heat or light by donating to the Dollar Energy Fund. Please add \$1 to your monthly gas payment.



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Account Number [REDACTED]  
**NO PAYMENT DUE**

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15654

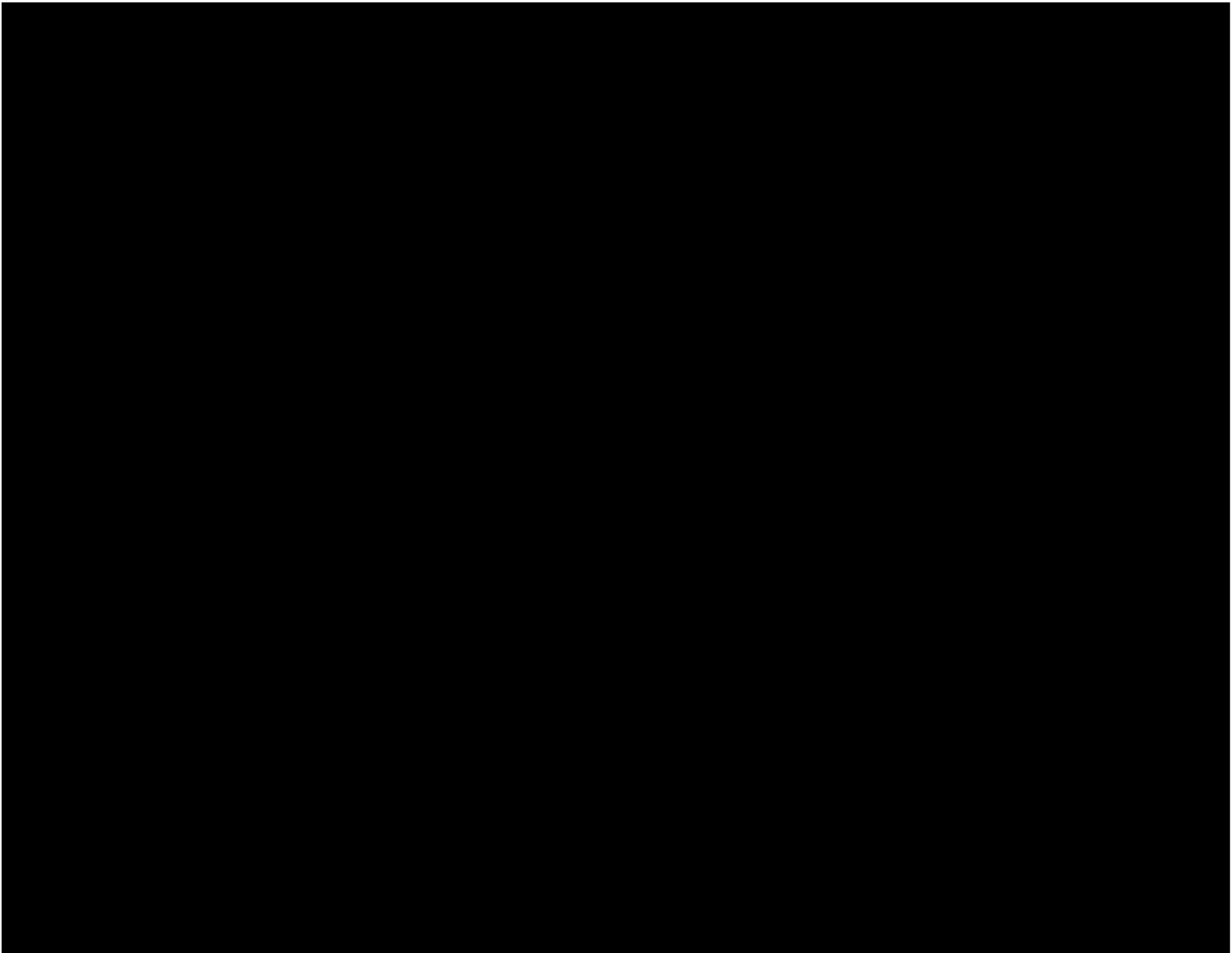
802001611567

JOHN LOGUE  
109 LUDWIG RD  
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# Weather Normalization Adjustment (WNA)

## WEATHER NORMALIZATION ADJUSTMENT (WNA)

On Thursday, September 15, 2022, the Pennsylvania Public Utility Commission (PUC) approved UGI Utilities' use of a Weather Normalization Adjustment (WNA) as a five-year pilot program.

Effective with bills issued in November 2022, customer bills rendered annually from October through May during the pilot may reflect a WNA. The WNA makes your gas bill more predictable during periods of extreme temperatures.

### **A Weather Normalization Adjustment will be applied under these circumstances and as follows:**

- If temperatures are more than three percent colder than normal in a given month, **customers will receive a credit on their bill.**
- If temperatures are more than three percent warmer than normal in a given month, **customers will receive a surcharge on their bill.**
- In months of normal weather, **bills will not have a WNA adjustment.**

Feedback Survey

# Frequently Asked Questions

## What is a Weather Normalization Adjustment (WNA)?

WNA is a billing method used to levelized differences between “normal” (or expected) weather and “abnormal” (or unexpected) weather in the distribution charge portion of the customer bill. The WNA was approved by the Pennsylvania Public Utility Commission, as part of a 5-year pilot beginning in November 2022, for bills rendered to UGI gas customers from October 1<sup>st</sup> through May 31<sup>st</sup> each year. The WNA only applies to the distribution charge portion of a customer bill; it does not adjust the gas commodity portion of the bill.

## What does the ‘Pilot’ designation mean for the WNA mechanism?

WNA was approved as a 5-year pilot by the PUC. During this time, the WNA will apply to all customers subject to the rate mechanism and UGI will file specific reports on WNA operation with the PUC so the pilot can be monitored over the 5-year period. As with other WNA pilots previously approved by the Pennsylvania Public Utility Commission, the UGI WNA pilot has a specified test period (5 years). At or near the end of the pilot, a determination will be made to keep the program in place as-is, modify certain elements of the WNA mechanism or discontinue the rate mechanism for good cause.

## What is ‘normal’ weather?

UGI develops a 15-year average temperature from information provided by the National Oceanic and Atmospheric Administration (NOAA) from measuring stations located throughout the UGI service territory. Next, Heating Degree Day differences (as discussed below) are calculated from this average to predict and plan for normal customer heating requirements.

## How do Heating Degree Days measure weather?

Heating Degree Days (HDD) are used to measure how cold it is on a given day. HDDs are calculated by subtracting the average temperature for the day from 65°F. Below 65°F is considered a threshold at which heat would typically be necessary for the average customer.

## What does it mean that WNA is intended to be revenue neutral?

The WNA mechanism is intended to be revenue neutral when viewed over a series of years. Weather will vary from the 15-year normal weather average on which the WNA is based; some months will be colder and some will be warmer compared to that 15-year average. By nature of averages, it is expected that there should be relatively the same number of warmer periods as compared to colder periods when looking at the results over a longer range of time and customers are anticipated to have WNA surcharges or credits which approximately balance out over a series of years.

### **How is WNA impacted by climate change?**

Recognizing that climate change may impact this calculation, the 15-year normal average will be updated on a rolling five-year basis. As climate impacts affect temperature, the normal base for any adjustment will follow those impacts and self-correct. The next scheduled update of the Normal Heating Degree Days (NHDD) will be effective on October 1, 2025, and thereafter every five years.

### **Which customers are subject to WNA?**

WNA is applicable to all Pennsylvania Natural Gas Residential and Non-Residential customers served by UGI under Rate Schedules R (General Service Residential), RT (General Service Residential Transportation), N (General Service Non-Residential) and NT (General Service Non-Residential Transportation).

### **Can a customer choose to opt out of WNA?**

No. Customers served under Rate Schedules R, RT, N, and NT are all subject to WNA under the terms of the pilot and do not currently have an option to opt out of participation. For more detail on how the WNA operates, customers may reference Rider C – Weather Normalization Adjustment within the Tariff for UGI Utilities, Inc. – Gas Division – PA P.U.C. NO. 7. [The tariff can be found on the Tariffs Page of our website.](#)

### **How does the WNA work?**

The WNA adjusts customers' distribution charges to reflect use during normal weather patterns. It will apply when temperatures are more than 3% colder or 3% warmer than normal based on the actual heating degree days experienced. When weather is more than 3% colder than normal for the billing period, a customer will receive a WNA credit on

their bill. When weather is more than 3% warmer than normal, a customer will see a WNA charge on their bill.

### **Does WNA impact the commodity, or natural gas supply costs, a customer pays?**

No. WNA adjusts distribution charges and does not impact gas commodity charges (the amount a customer pays for the supply of natural gas used). WNA only adjusts the non-gas portion of a customer's bill to reflect normal weather conditions, subject to the 3% temperature limit mentioned above.

### **What are some of the benefit of WNA for customers?**

WNA benefits customers in the following ways:

- Customers' bills will not be impacted by WNA for variations within 3% of normal weather.
- Customers will receive a credit on their bills during colder-than-normal weather when bills are typically at their highest.
- WNA will provide customers more stable and predictable distribution charges during the heating season.
- WNA provides UGI with revenue stability, enabling the company to better plan and schedule system maintenance and other improvements contributing to the provision of safe and reliable distribution service.

### **What is the benefit of WNA for UGI?**

WNA billing better reflects the way UGI incurs costs to provide distribution service. Nearly all UGI's expenses do not vary based on the weather or on the amount of gas flowing through the distribution system. Regardless of weather conditions, UGI still has similar expenses associated with operating, maintaining, and financing the distribution system infrastructure. The WNA helps align revenues from customer bills with the costs to maintain a safe, reliable natural gas distribution system for UGI's customers.

### **Is WNA unique to UGI?**

No. There are other natural gas utilities both within and outside of Pennsylvania who have had WNA mechanisms in place for many years.

### **Is the WNA a rate increase?**

No. The WNA is designed to be “revenue neutral” over time because it reduces bills when the weather is colder than normal and adds a surcharge to bills when the weather is warmer than normal. UGI’s rates are designed assuming normal weather conditions and the WNA works to more closely align actual rate revenues with those anticipated in rate proceedings. The calculations used to determine these amounts are based on the method and data approved by the Pennsylvania Public Utility Commission on September 15, 2022 at Docket No. R-2021-3030218.

**When will a customer see a WNA on the bill?**

Customers will see a “Weather Normalization Adjustment” line item on bills rendered from October 1<sup>st</sup> through May 31<sup>st</sup> when weather is more than 3% colder or more than 3% warmer than normal. If weather during the billing period is normal, or within 3% of normal, no WNA will be assessed and no WNA line item will show on the bill.

**Where can I see what my WNA was for the billing period?**

If a WNA was assessed during the billing period, there will be a line called “Weather Normalization Adjustment” with the associated amount of the credit or charge. This will appear in the “Current Bill Information” section located near the top of the bill.



**Billing Summary for Service to:**



**Rate Classification (R):**  
Residential Heating  
**Billing Period:**  
02/12/2025 to 03/13/2025 (30 days)  
Actual Read  
**Questions?**  
Call (800) 276-2722 or write to UGI at  
PO Box 13009  
Reading, PA 19612-3009  
\*Your current UGI charges include State  
taxes totaling about \$1.15.

**Past Bill Information**

The balance on your last bill was .....	\$95.91
Thank you for your payment of .....	-95.91
Amount due as of 03/14/2025 .....	0.00

**Account Number**



**Current Bill Information**

Customer Charge .....	15.00
Commodity Charge (56 CCF at \$0.62696) .....	35.11
Distribution Charges (56 CCF at \$0.59571) .....	33.36
<b>Weather Normalization Adjustment</b> .....	1.55
Natural Gas System Improvement Charge .....	2.56
PA State Tax Surcharge .....	-0.11
Current Charges .....	87.47

<b>Utility charges owed this bill</b> .....	<b>\$87.47</b>
<b>Total Amount Due By 04/04/2025</b> .....	<b>\$87.47</b>

**Will every customer be assessed the same WNA amount each month?**

No, WNA is calculated separately for each customer using data specific to each individual customer based on their billing period dates, actual usage, and weather for their local region.

## Do customers still see benefits from their conservation efforts under WNA?

Yes. Customers still see benefits from energy conservation in two ways. First, when a customer conserves gas during the winter months, for example by turning down the thermostat, the customer is reducing the temperature sensitive portion of their bill. The temperature sensitive portion of the bill is what is adjusted for normal weather within the WNA calculation. Although a customer may still see a WNA assessment on their bill, the amount charged in a warmer than normal scenario *will be less* than it otherwise would have been with higher temperature sensitive usage. Second, customers will see their energy conservation efforts as a direct benefit on the commodity portion their bill. Commodity charges are based on customer's actual usage and are not impacted by WNA. Any reduction in use as a result of conservation measures will lower commodity charges. UGI continues to encourage customers to take conservation efforts whenever they can.

## Is there somewhere customers can view weather information used in the WNA calculation?

Yes. Customers can [visit the UGI Gas Weather Dashboard](#) to view actual and normal heating degree days and average temperatures for each of the four weather areas (UGI Gas – Central, North, South or West) for time period selected.

The period for which both normal heating degree days (NHDD) and actual heating degree days (AHDD) are measured for each billing period used for the WNA calculation will be based on the starting day of the customer's billing cycle minus one day through last day of billing cycle minus one day. For example, if the billing period listed on the customer's bill is 1/4/23 to 1/30/23, when selecting corresponding dates on the Weather Dashboard the customer would want to select the period of 1/3/23 to 1/29/23.

If customers need help determining which weather area they are in, they can [view this UGI Supply Region map](#), [visit our Supply Regions list page](#) or call UGI at [800-276-2722](tel:800-276-2722) for further assistance.

## How is WNA calculated?

Applicability and Purpose: A Weather Normalization Adjustment (“WNA”) shall be applied to bills of Residential and Non-Residential customers under Rate Schedules R, RT, N and NT, for any bills rendered during the heating season October through May. The WNA

Exhibit F

shall commence with bills rendered on and after November 1, 2022 and shall continue as a five-year pilot unless otherwise modified by Commission Order.

WNA is a distribution charge adjustment and is considered a basic service charge.

Calculated WNA amounts shall be subject to Rider A – State Tax Adjustment Surcharge and Rider I – Distribution System Improvement Charge. No additional riders or surcharges will be applied to the calculated WNA.

Calculation of Adjustment Amount: The WNA will be applied to October through May billing cycles and shall be calculated on a customer account specific basis in accordance with the formula below:

$$\text{WNBC} = \text{BLMC} + [((\text{NHDD} \pm (\text{NHDD} * 3\%)) / \text{AHDD}) \times (\text{AMC} - \text{BLMC})]$$

$$\text{WNAC} = \text{WNBC} - \text{AMC}$$

$$\text{WNA} = \text{WNAC} \times \text{Distribution Charge}$$

Weather Normalized Billing Ccfs (“WNBC”) will be calculated as the Base Load Monthly Ccfs (“BLMC”) added to the product of the Normal Heating Degree Days (“NHDD”, adjusted for a 3% deadband as further discussed in below), divided by the Actual Heating Degree Days (“AHDD”) and the Actual Monthly Ccfs (“AMC”) less the BLMC. Weather Normalized Billing Ccfs (WNBC) will only be calculated if the AMC exceeds the BLMC. WNA will not be applicable for the billing period if AMC is less than the BLMC.

BLMC shall be established for each customer using the customer’s actual average daily consumption from the billing system, measured in Ccfs, using bills with read dates of June 21st thru September 20th over a thirty-six-month period multiplied by the number of days in the billing period. The average daily base load is recalculated monthly using the most recent thirty-six months of bill history. If less than twelve months of bill history is available for the premise, an average base load for the related customer class will be applied.

AMC shall be measured for each customer and billing cycle and will be inclusive of any heating value corrections.

NHDD shall be applied on a Delivery Region specific basis as determined by the customer’s geographical location and, for any given day within a billing period, shall be

based upon the Delivery Region's 15-year average for the given day. NHDD shall be updated every 5 years using the methodology established in the Company's general rate case proceeding at R-2021-3030218 with the next scheduled update of the NHDD to be effective on October 1, 2025, and thereafter every five years.

AHDD shall be the actual experienced heating degree days during the billing cycle for the customer's assigned Delivery Region, as determined by the customer's geographical location. A Delivery Region's AHDD shall be based upon experienced actual Gas Day temperatures as reported by the National Oceanic and Atmospheric Administration (NOAA) for weather stations located within that Delivery Region pursuant to the application of the Company's established Delivery Region calculation methodology.

The period for which both NHDD and AHDD will be measured for each billing period used for the WNA calculation will be based on the starting day of the customer's billing cycle minus one day through last day of billing cycle minus one day. If AHDD is unavailable for any day(s) during that period, the respective NHDD for the same day(s) will also be excluded from the calculation, thereby excluding any days missing AHDD from the WNBC calculation.

AMC will be subtracted from the WNBC to compute the Weather Normalized Adjustment Ccfs ("WNAC").

The WNAC shall then be multiplied by the applicable Rate Schedule Distribution Charge based on service rendered to compute the WNA amount that will be charged or credited to each Residential and Non-Residential customer served under Rate Schedules R, RT, N and NT.

A deadband of 3% shall apply. The WNA for a billing cycle will apply only if the AHDD for the billing cycle are lower than 97% or higher than 103% of the NHDD for the billing cycle.

The WNA factor shall be calculated by first adjusting the NHDD for the billing cycle by the deadband percentage of 3%. The deadband percentage shall be multiplied by the NHDD and then added to NHDD for the billing period when the weather is colder than normal (i.e.,  $AHDD > NHDD$ ) or subtracted from NHDD for the billing period when the weather is warmer than normal (i.e.,  $AHDD < NHDD$ ).

**Where can a customer go to learn more about WNA?**

Exhibit F

For more details on WNA, please see Rider C – Weather Normalization Adjustment within Tariff for UGI Utilities, Inc. – Gas Division – PA P.U.C. NOS. 7 &7S or call UGI at [800-276-2722](tel:800-276-2722).

You may examine the PUC’s Order, which explains the PUC’s approval of UGI’s WNA at Docket No. R-2021-3030218 on the Pennsylvania Utility Commission Website.

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